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State of 911

Webinar Series



NHTSA NATIONAL 911 PROGRAM

September 12, 2023



STATE OF 911 WEBINAR SERIES



VARIETY OF TOPICS

Provides useful information to the 911 community on the advancement of 911.



EXPERIENCE

Brings Federal, State and local leaders to you!



REGISTER

Held every other month with opportunity for Q&A. Closed captioning is available.



FEEDBACK & QUESTIONS

nhtsa.national911@dot.gov

911.GOV RESOURCE: DOCS & TOOLS



Categories	
All	
Governance	>
Historical Documents	
Management	>
National 911 Program	>
Operations	>
Post-Crash Care	
Standards and Best Practices	>
Technical	>

Sort By	
Title	
Publish Date	

Have a resource you'd like to share with the community? [Click here to share](#)

Search Documents & Tools

302 results



NSGIC Addresses for the Nation - Pathways from Restricted Data to Open Data

This white paper describes how three states—Arizona, Kansas and Kentucky—overcame policies in place that restrict data from being shared publicly to become NAD partners.

Jun 7, 2023 / Technical / GIS

/ National 911 Program / Additional Resources



What Is a Safe System Approach?

This webpage explains the principles and objectives of the U.S. Department of Transportation's Safe System Approach.

Jun 7, 2023 / Post-Crash Care

/ National 911 Program / Additional Resources



NATIONAL TELECOMMUNICATOR TREE OF LIFE



[Home](#) [About](#) [Add a Leaf](#) [Contact](#)

Celebrating 911 Telecommunicators

and Honoring the Impact They Make in Our Lives Every Day

332

Number of Telecommunicators Honored



The Tree of Life "grows" with every story told! Share how a 911 telecommunicator made a difference to your community.

[Add a Leaf](#)

Share a Story, Sprout a Leaf

This Tree of Life has been "planted" here with the support of national 911 organizations to recognize remarkable 911 telecommunicators and the difference they make every day in our communities. Each leaf on the tree represents telecommunicators that have been honored by someone in their community. We invite you to click on the leaf to read the story for the telecommunicator or communications center listed.

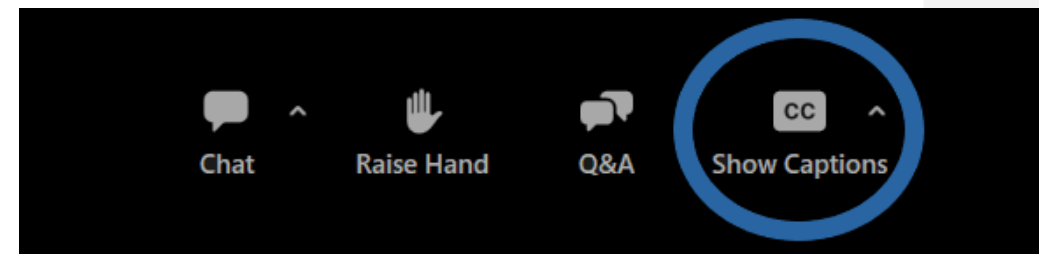
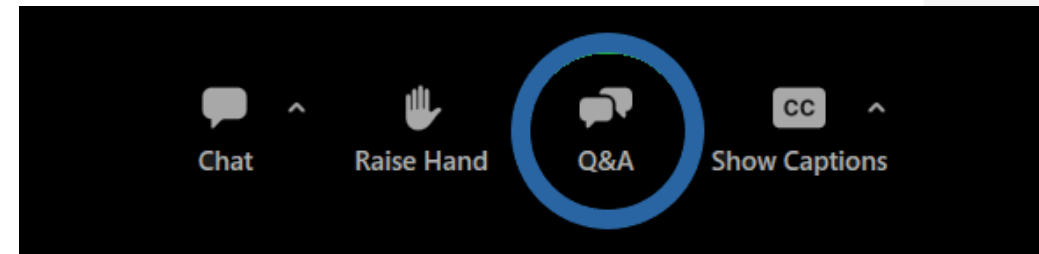
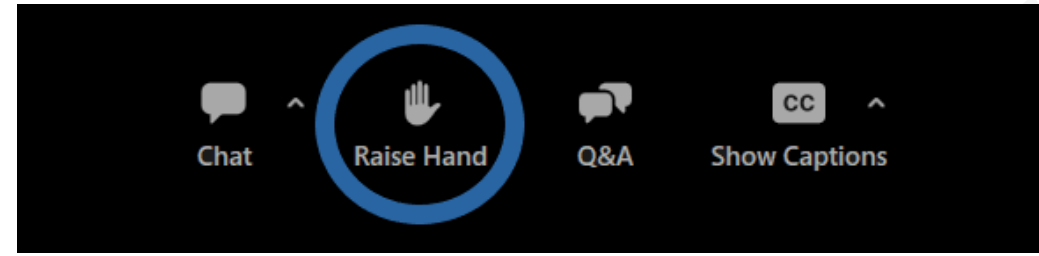
Check back often to submit stories recognizing your telecommunicator colleagues and to view featured stories.



ZOOM FUNCTIONS

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CAD-to-CAD Interoperability

*Jeffcom911 & South Metro Fire Rescue
Colorado*

Michael Brewer

Deputy Director, JEFFCOM911

Jeffcom911 is the lifeline between our community & emergency services

NHTSA REPORT



Emergency communications center (ECC) stakeholders strongly believe that computer-aided dispatch (CAD) interoperability with neighboring ECCs would positively affect their ability to provide optimum service levels to their communities and first responders. Some ways in which CAD interoperability would help provide better service levels include:

- ✓ Reduced call times for shared calls
- ✓ Entering an incident for a neighboring jurisdiction rather than transferring a call saves time
- ✓ Improved response times
- ✓ Fewer call transfers (Better CX)
- ✓ Improved mutual aid / quicker mutual aid responses
- ✓ Enhanced situational awareness from a county/regional perspective
- ✓ Reduced strain on 911 personnel
- ✓ Reduction in errors
- ✓ Assists with record requests

HOW JEFFCOM911 IS USING C2C



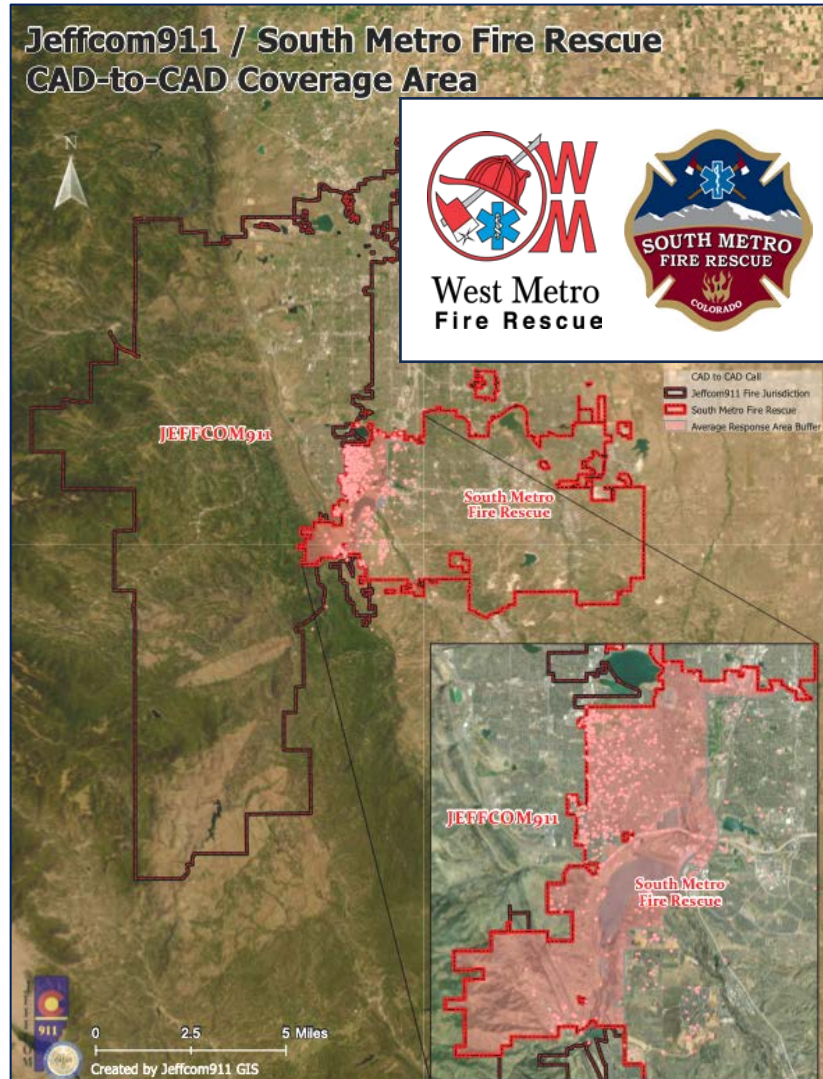
Traditional Use Cases

- Cross-Jurisdiction Situational Awareness
 - Live Sharing (CAD/MDT)
 - Unit location/status
- Incident Sharing Incident Information
 - Associated Notifications and Messaging
- Xfer Call/RP (Non-jurisdiction ECC receives call)
- Dispatch External Agency Resources
 - Receive Recommendations
 - Add units
 - Add comments to call

General Call Flow

1. Call rcv'd by Agency
2. Dispatch assets based on closest location to incident or needed apparatus
3. Asset is 'committed' in CAD and verified over radio
4. Call simultaneous populates in 'other' CAD
5. 'Other' agency takes over dispatch/communicates element with 'their' asset into 'other' jurisdiction

GEOGRAPHIC AREA



Mutual Aid/Auto Aid



Roughly 50 sq miles total coverage area



Majority w/in 1.5 miles of jurisdictional border

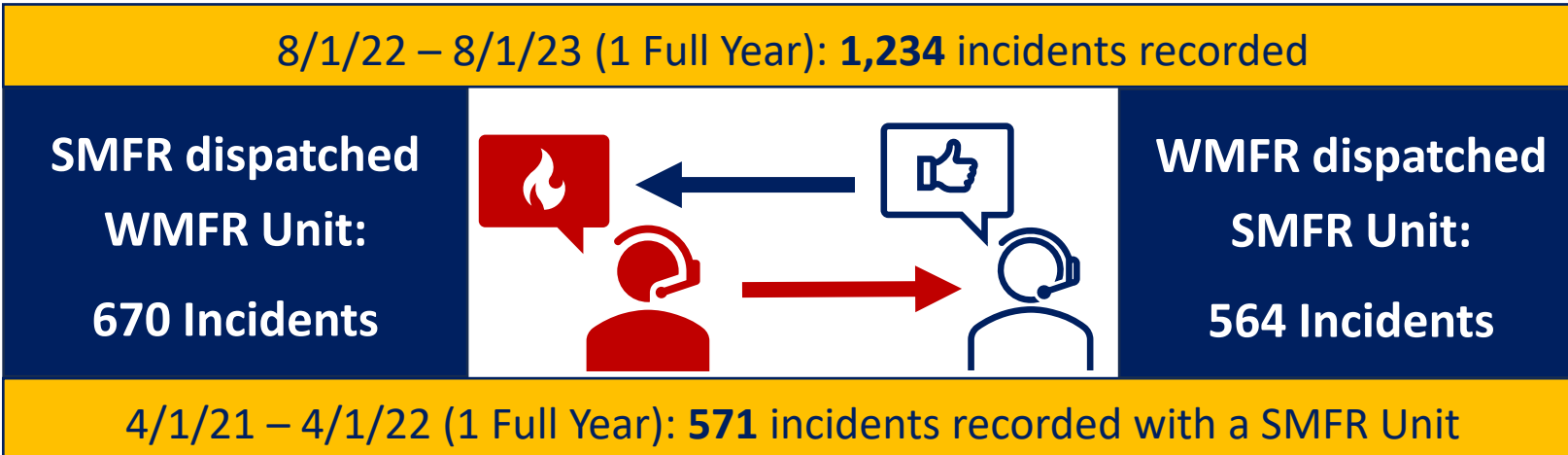



Avg. traversal distance of 0.38 miles



Importance of operational relationship between agencies (MOA)

BY THE NUMBERS



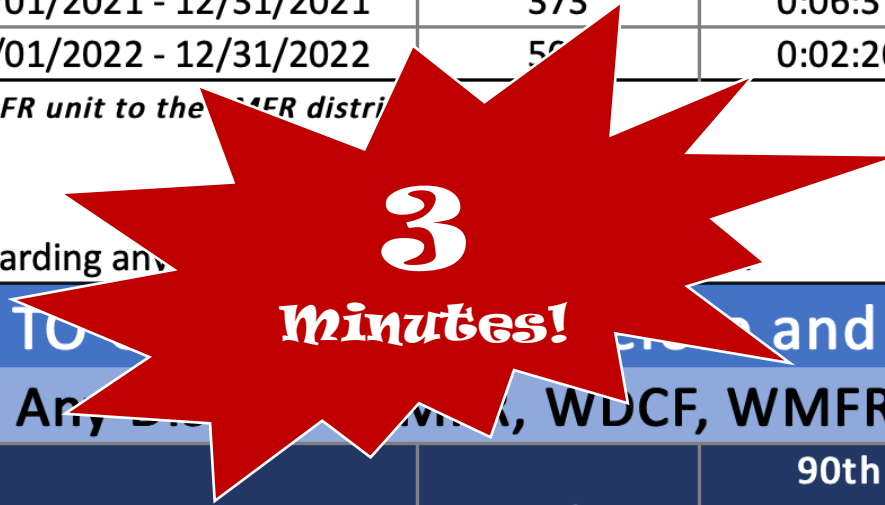
Comments between 8/1/22 – 8/1/23 sent via C2C = **22,929*** 

*This includes individual comments from South Metro and appended information from South Metro Incident prior to dispatching a West Metro Unit (Calls that West Metro dispatched a South Metro Fire unit to a West Metro Call.)

MORE NUMBERS

CAD TO CAD ANALYSIS - Before and After				
Year	Time Period	Number of Calls	90th Turnout Time	Avg Turnout Time
2021	06/01/2021 - 12/31/2021	373	0:06:37	0:04:24
2022	06/01/2022 - 12/31/2022	50	0:02:20	0:01:23

*First responding WMFR unit to the WMFR distri



The data below is regarding any

CAD TO CAD ANALYSIS - Before and After				
Any WMFR unit, WDCF, WMFR				
Year	Time Period	Number of Calls	90th Turnout Time	Avg Turnout Time
2021	06/01/2021 - 12/31/2021	379	0:06:39	0:04:23
2022	06/01/2022 - 12/31/2022	812	0:02:07	0:01:04

STANDARDS & GOVERNANCE



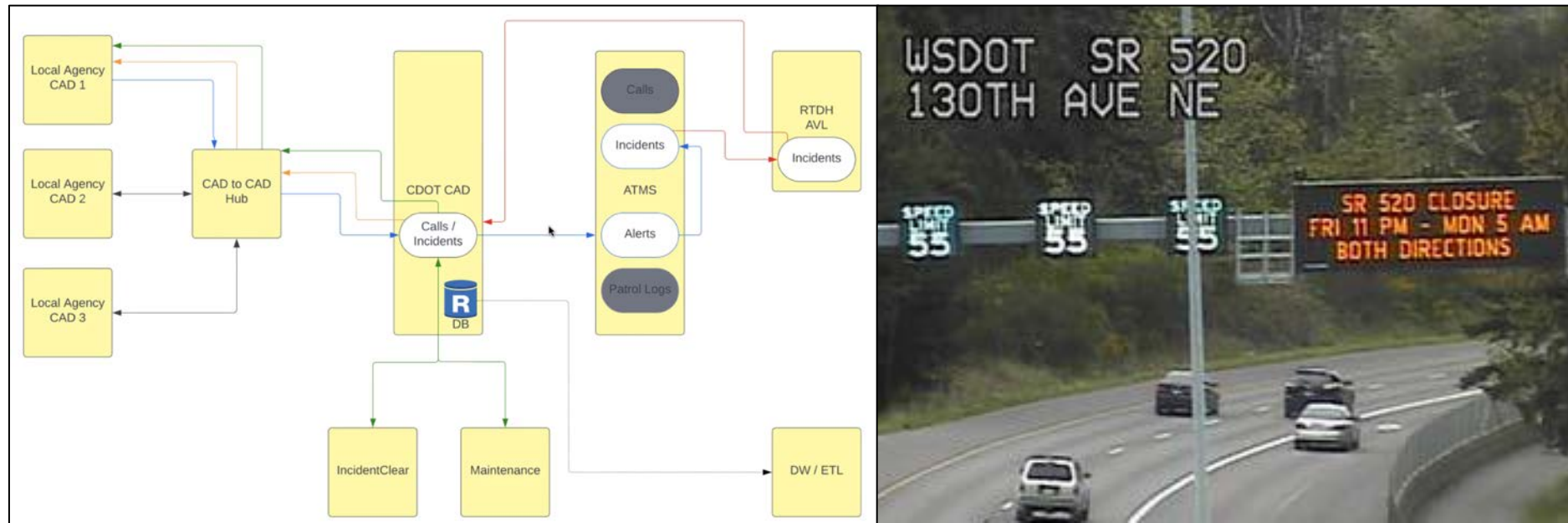
- *Incident Types for Data Exchange (APCO 2.103.2-2019)*
 - Five motor vehicle crash types have been utilized in the standard. If **ECC #1** subscribes to the standard, it may communicate to **ECC#2** that it needs assistance with a motor vehicle accident with injuries (*MVA/INJ*) at a location near its shared jurisdictional boundary.
 - If **ECC#2** does not subscribe to the standard, the same accident is identified as a crash with injuries (*C/INJ*) in their system, and the code must be translated (**MVA/INJ = C/INJ**) allowing disparate CAD systems to communicate with one another, despite the fact they use different terminology.

MVA	MOTOR VEHICLE ACCIDENT, NO INJURY - CAN BE RECEIVED AS AUTOMATED CRASH NOTIFICATION	Motor vehicle accident, no injury - can be received as automated crash notification
MVAHR	HIT & RUN	Vehicle accident hit & run
MVA/INJ	MOTOR VEHICLE ACCIDENT WITH INJURY - CAN BE RECEIVED AS AUTOMATED CRASH NOTIFICATION, INCLUDES CAR, PEDESTRIAN, ATV ACCIDENTS	Motor vehicle accident with injury - can be received as automated crash notification, includes car, pedestrian, ATV accidents
MVAUNK	MVA UNK	Motor vehicle accident unknown injury can be received as automated crash notification
MVCP	MOTOR VEHICLE COLLISION ON PRIVATE PROPERTY	

Figure 4: Motor Vehicle Accident Types

Governance is kept to a minimum due to data controls maintained by each participating agency based on MOU/MOA with other participating agencies, which isn't a technical requirement, only administrative.

ADDITIONAL USE CASES



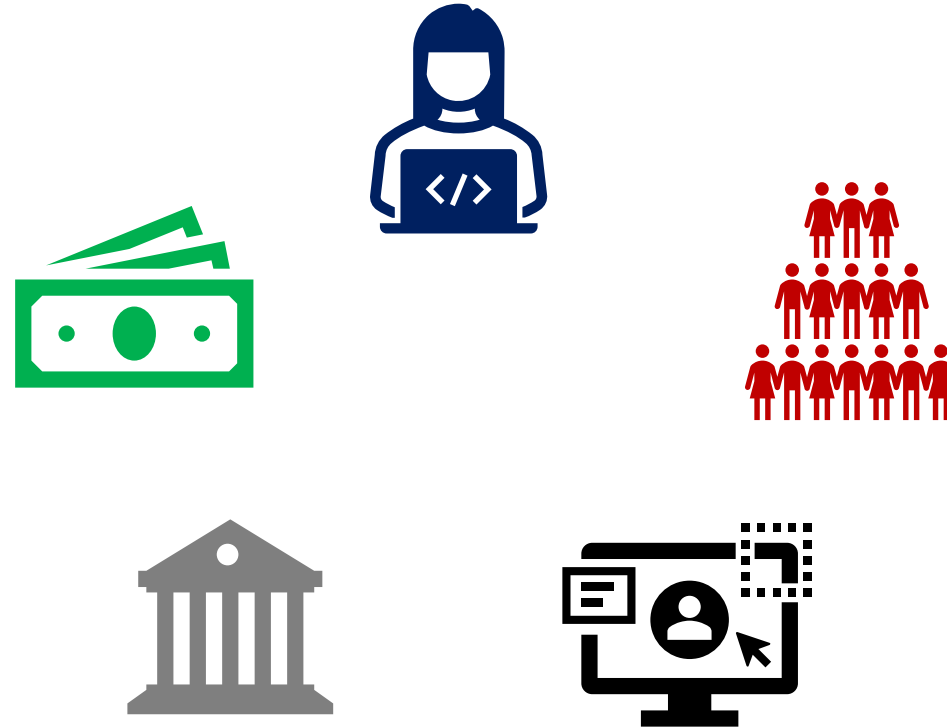
DESIRED PARTNERS



Between May 1, 2022, and April 30, 2023:

- 32,562 total incidents entered into JEFFCOM911's CAD for 'outside' agencies
- 460:56:37 total time spent on calls from start to finish for 'outside' agencies
- 4,300 Calls – Colorado State Patrol
- 38,351 Incidents occurring on a highway in Jefferson County
- 15,924 Calls interacting with Denver PD

WHY THE BARRIERS?



FUNDING OPPORTUNITIES



- FOMO
 - Other agencies are getting on the hub
 - Currently testing with Douglas County
 - Weld County and Larimer County are ‘in the queue’
- Grants
 - U.S. DOT SS4A or SMART
 - Challenges
- Out of the box ideas?
 - STRAC – Statewide Traffic Records Advisory Committee
- Engage external stakeholders – be persistent

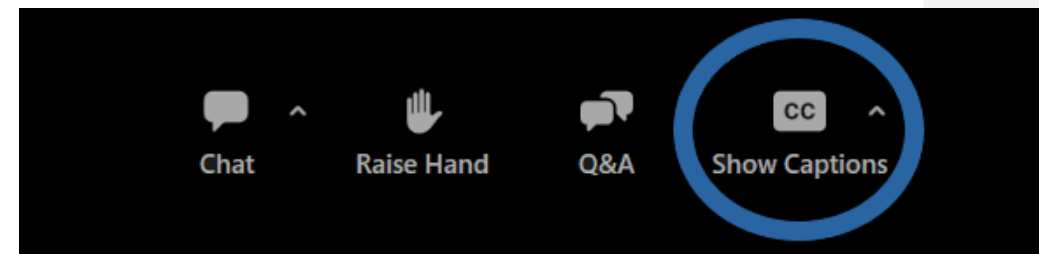
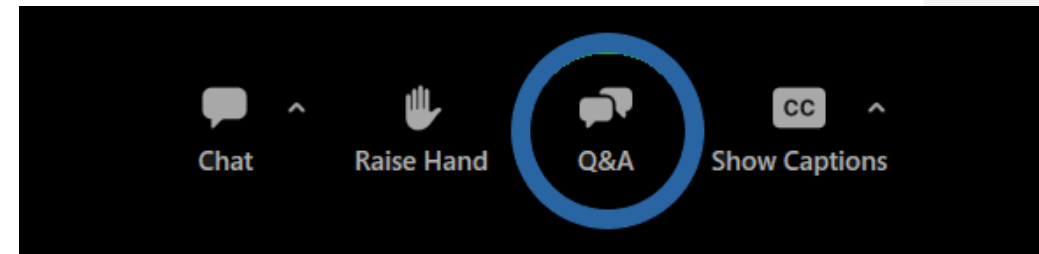
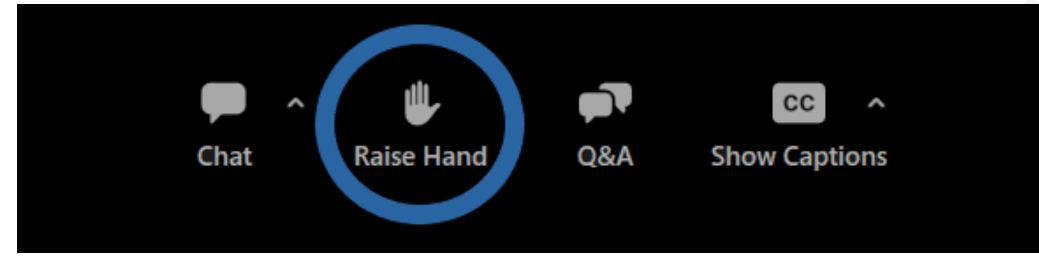


THANK YOU

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CHALLENGE

Manpower Shortage

A study jointly conducted by the International Academies of Emergency Dispatch (IAED) and the National Association of State 911 Administrators (NASNA) reports that more than half of 911 centers in the U.S. are facing a genuine staffing emergency. Attracting, hiring and retaining telecommunicators continues to be a significant challenge for most communities and that is no different for DC 911.

SOLUTION

Strategic Recruitment

In 2023, the Office of Unified Communications completely transformed its recruitment strategy, implementing a new process, creating new pathways to employment, and introducing a hiring bonus in order to attract, hire, and retain qualified team members.



A MORE STRATEGIC APPROACH TO RECRUITMENT AND RETENTION

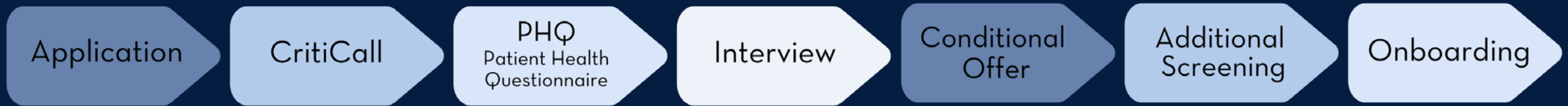
The Office of Unified Communications (OUC) is committed to hiring dedicated individuals who have a passion for public safety and emergency communications in order to continue to provide fast, professional, and effective response to emergency and non-emergency calls in the District.

In order to hire and retain committed and qualified members, the OUC has reinvented its recruitment process which includes implementing a Telecommunicator Prospect Day to make onboarding more efficient and incentivizing employment by introducing a \$2500 hiring bonus.



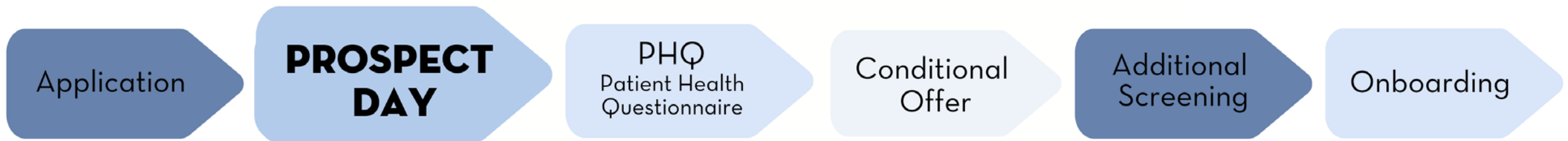
PREVIOUS HIRING PROCESS

approximately 6 months



CURRENT HIRING PROCESS

approximately 3 months



PROSPECT DAY

911 Telecommunicator Prospect Day helps the OUC streamline the hiring process by allowing applicants to complete multiple steps of the process in one day. Prospect Day will be held monthly, on-site, at the Unified Communications Center.

The first Prospect Day was held on Thursday, May 11, and the OUC welcomed 190 applicants.

During their allotted time, applicants:

- Completed the CritiCall Pre-Employment Assessment
- Participated in on-the-spot interviews
- Toured the OUC's state-of-the-art facility



The agency's new recruitment strategy is designed to accelerate the hiring process by up to

50%

460

To date, Prospect Day has allowed us to screen over 460 applicants.

35

We have onboarded approximately 35 TEO trainees as a result of this process.



11 TRAINEES
TEO Class 2023-02



24 TRAINEES
TEO Class 2023-03



OUC'S NATIONAL REACH



The success of Prospect Day is setting the standard.

On Saturday, October 7, 2023, we will support Boston PD as they hold their very first Prospect Day - using the OUC as a case study for success.

They are preparing to welcome over 100 applicants and will administer CritiCall testing and conduct on-site interviews.



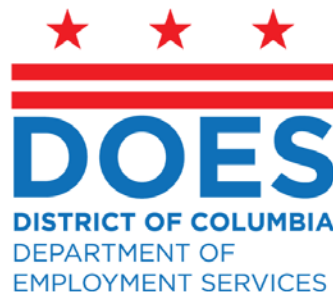
BOSTON, MA



PATHWAYS TO EMPLOYMENT

The OUC continues to utilize traditional and innovative pathways to employment to recruit diverse and qualified members.

ACTIVE PROGRAMS AND PARTNERS





TRAINING THE NEXT GENERATION OF DC'S FIRST FIRST RESPONDERS

The Office of Unified Communications' Junior Academy exposes high school students to several vital public service career opportunities.

Over five weeks, students receive an overview of 911 and 311 communications and learn how they can serve their communities.





PROGRAM OVERVIEW

week-by-week

1 OUC tour, overview, call demonstration, and chairside observation.

2 MPD visit to First District Station for a tour and discussion with officers.

3 Mock CritiCall and Q&A with the OUC Office of Professional Standards and Development.

4 Visit to Fire & EMS Department Engine 16 and discussion with FEMS personnel.

5 Roundtable discussion with Director McGaffin and certificate presentation ceremony.





The first cohort of the OUC Junior Academy included 10 students from 9 high schools across the city.



One participant applied to become a universal call taker and was invited to participate in Prospect Day.

All 10 students successfully passed the mock CritiCall pre-employment exam.



We are excited to welcome 25 students into our Fall Cohort!



Q&A

Welcome
Feel free to ask the host and panelists questions

Hello! I am a test question. How are you?

Send anonymously

Cancel Send

QUESTIONS?

Utilize the Question & Answer function to submit your questions.



THANK YOU!



@OUC_DC



@311DCGov



@OUCDC



@OUCDC



OUC DC



The Office of Unified
Communications

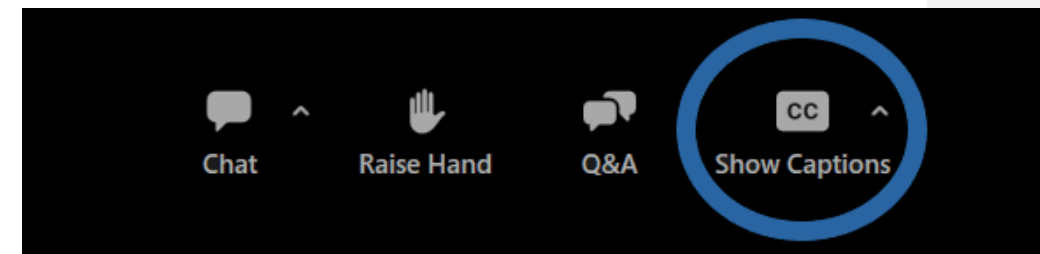
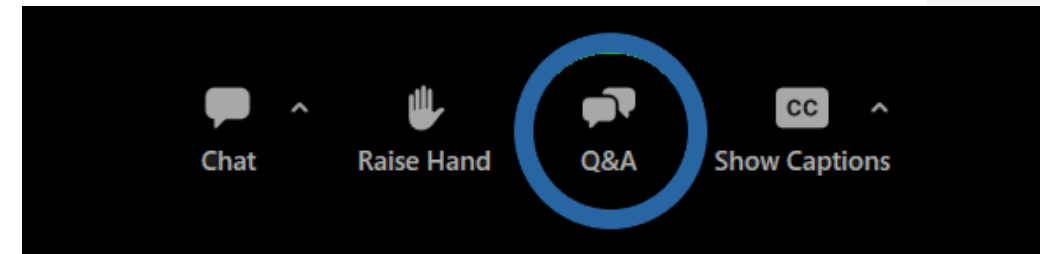
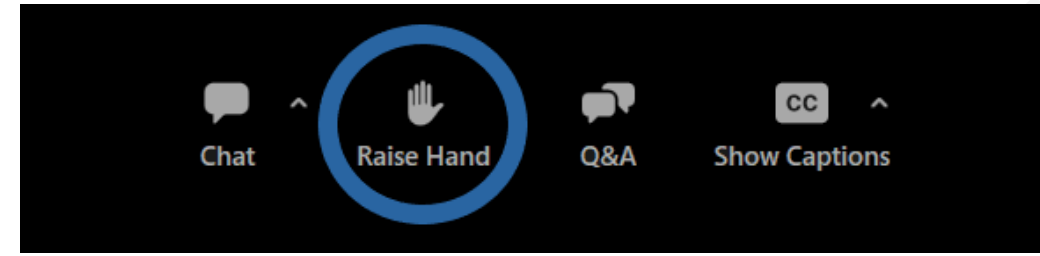


WE ARE
WASHINGTON
GOVERNMENT OF THE
DISTRICT OF COLUMBIA
DC MURIEL BOWSER, MAYOR

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UPCOMING WEBINARS



September 12, 2023
12:00pm ET



November 14, 2023
12:00pm ET



Register & Watch
Previous Recordings

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