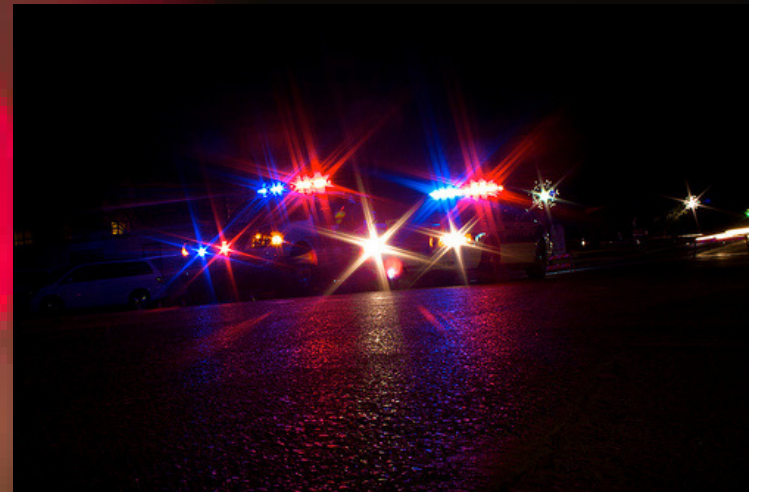


NEXT GEN

9-1-1



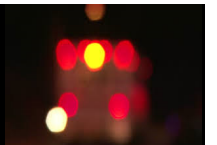
Managing the Change: Skill Set Staffing for NG9-1-1: Transition, change and ideas.



Ronald (Ron) Williscroft, ESI-I,

What is NG911?

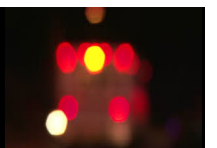
- Is it SMS to 911?
- Is it text to 911?
- Is it pictures to 911?
- Is it Video to 911?



NG911 Definition

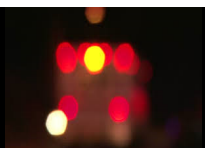
Wikipedia:

- **NG9-1-1** refers to an initiative aimed at updating the 9-1-1 service infrastructure in the United States and Canada to improve public emergency communications services in a growingly wireless mobile society.
- In addition to calling 9-1-1 from a phone, it intends to enable the public to transmit text, images, video and data to the 9-1-1 center (PSAP). The initiative also envisions additional types of emergency communications and data transfer.
- This NG9-1-1 infrastructure is intended to replace the current services over time. The National Emergency Number Association (NENA) first identified the need for NG9-1-1 in 2000, and started development actions in 2003, and is nearing full definition and standards for NG9-1-1.
- Since 2006, the US Department of Transportation (DOT) in the United States and the Canadian Radio-television and Telecommunications Commission (CRTC) in Canada have been leading their respective initiatives, which include research and development projects aimed at advancing NG9-1-1. On January 24, 2013, the CRTC announced the first step toward a Canadian implementation of NG9-1-1. Several US states have implemented versions of NG9-1-1, as of October 2013.



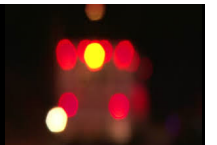
Gee, that's simple; What is it really?

- A set of features and functions
- IP based, data and voice
- Capabilities that are in addition to enhanced 9-1-1
- Support of multi-media, non-voice interactive forms of communication
- Routing capabilities
- Additional data access after call delivery
- Transfer of calls with data
- Ability to interconnect with other NG9-1-1 systems
- Often referred to as a “System of Systems”

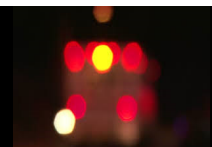
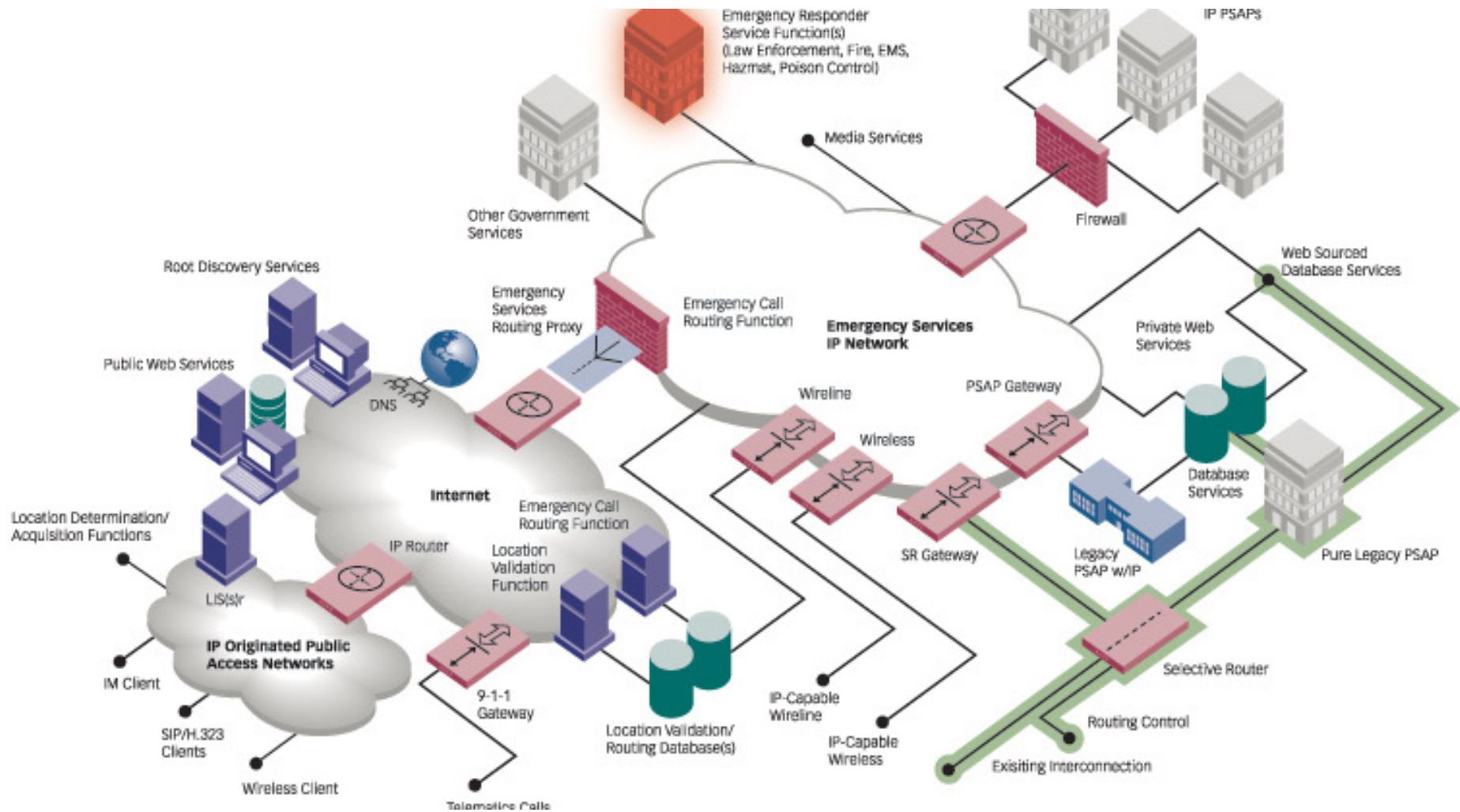


The NG9-1-1 building blocks

- Emergency Service IP Network (ESInet)
- International Standards compliant IP Functions (IETF)
- Databases and Database Management
- Security
- Human Processes

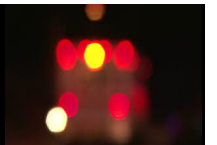


What does it look like?



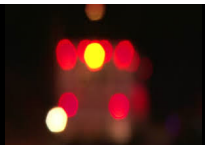
But what about these Human Processes?

- Pre-Employment Screening
- Initial Training
- How do we migrate?
- Budget Impact
- Is it an all or nothing situation?
- Generational Considerations
- Transition ideas
- Ongoing Support – Psychological impact



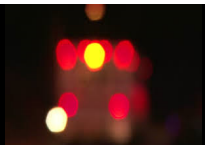
Pre-Employment Screening

- Aptitude
- Personality
- Behavioral Interviewing
- Skills (Task-shift environment)
 - Short Term Memory
 - Keyboarding skills
 - Perception
 - Reasoning



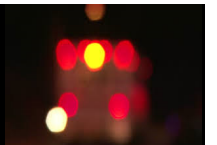
Initial Training

- Legislated Environment?
- Classroom
 - Foundation knowledge (Legislation/Org/History)
 - Theory
 - The 3 P's (Protocol, Policy, Procedures)
- Technical Training
 - CAD
 - Telephony
 - Radio
- Mentoring/Coaching



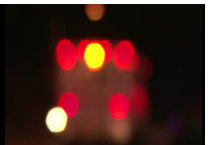
Migration Strategy - Today

- Existing
 - Call taking
 - Voice
 - Some SMS
 - Dispatch
 - Radio
 - CAD
 - Records Management



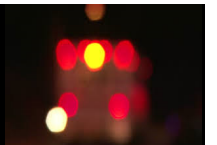
Migration Strategy – NG911

- NG911
 - Call taking
 - Voice
 - Text
 - Picture
 - Video
 - Data from device
 - Dispatch
 - Radio
 - CAD
 - Data push to Field
 - Database management
 - Notification



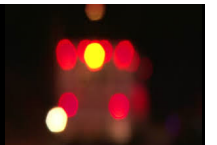
Budget impact

- Training of new Tech
- Latency in SMS call processing
- Text call processing
- Picture/ Video analytics
- Database Management



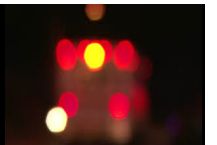
All or Nothing?

- Modular approach
- Gain the buy-in
 - Front line – work cooperatively
 - Ask the questions
 - Engage in learning
 - Management – inform and seek input
 - ESInet agreements/partnership
 - Surrounding jurisdictions
 - Primary/Secondary impact



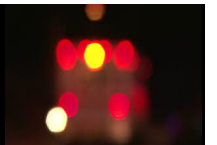
Generational Considerations

- Traditionalists/Veterans – 1922 to 1945
 - Retired?
 - Respect for authority
 - Formal memo
 - Hard work / Duty
- Boomers – 1946 to 1964
 - Retirement in sights
 - Questioned authority
 - Direct Face to face/Verbal communication
 - Crusaders / Quality



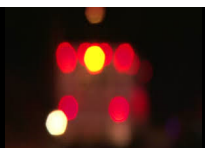
Generational Considerations

- Generation X – 1965 to 1980
 - Working towards retirement
 - Skeptical / Informal
 - Cellphones / Call me at work
 - Self Reliant / Want structure & Direction
- Generation Y (Millennials) – 1981 to 2000
 - Coming into the workforce (Delayed Adulthood)
 - Realism / Social
 - Internet / Text / E-mail
 - What's next / Goal Oriented

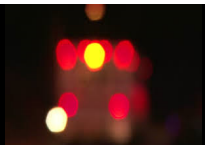
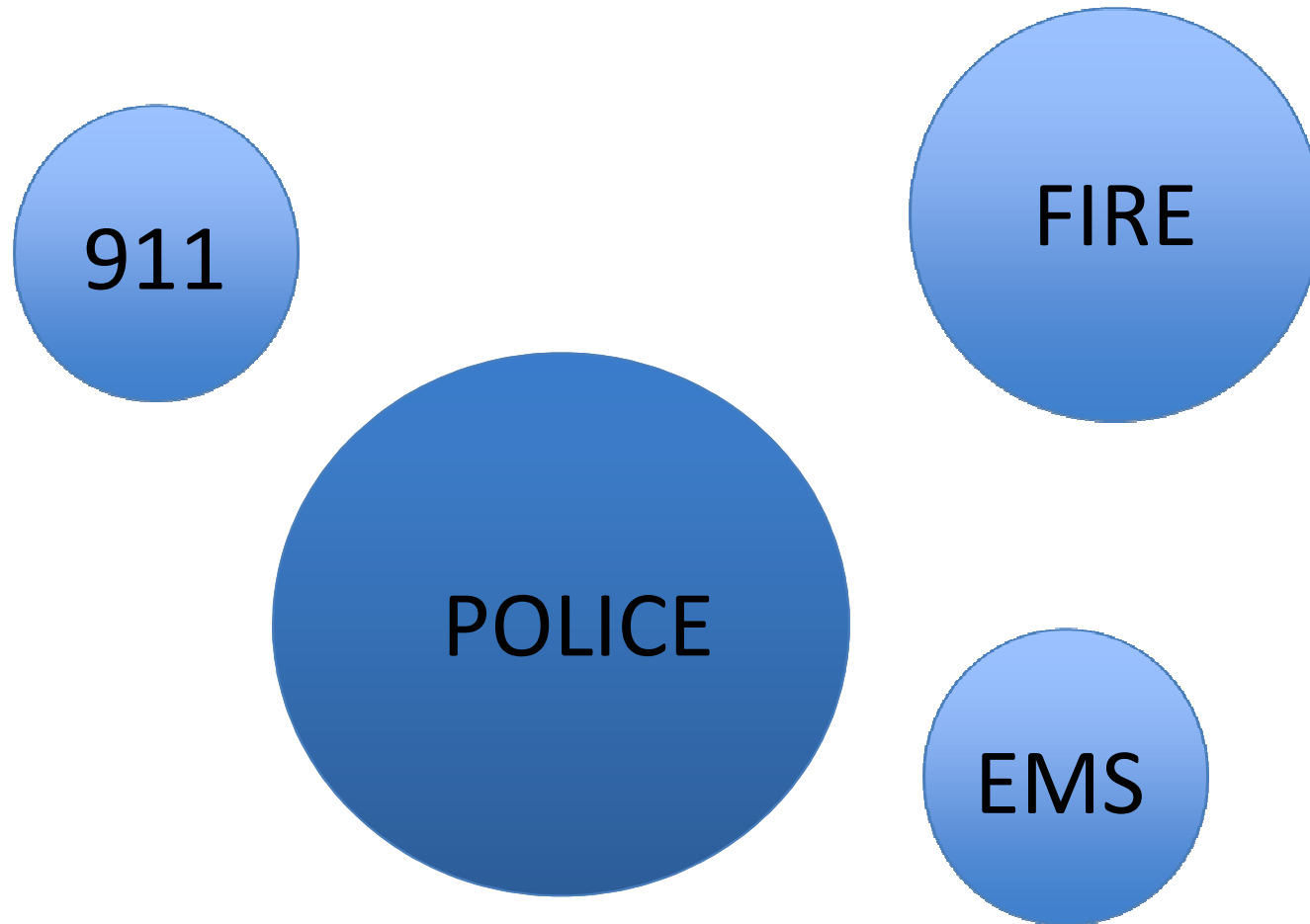


Transition – Skill Set Staffing

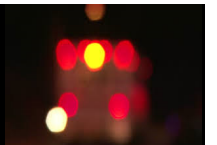
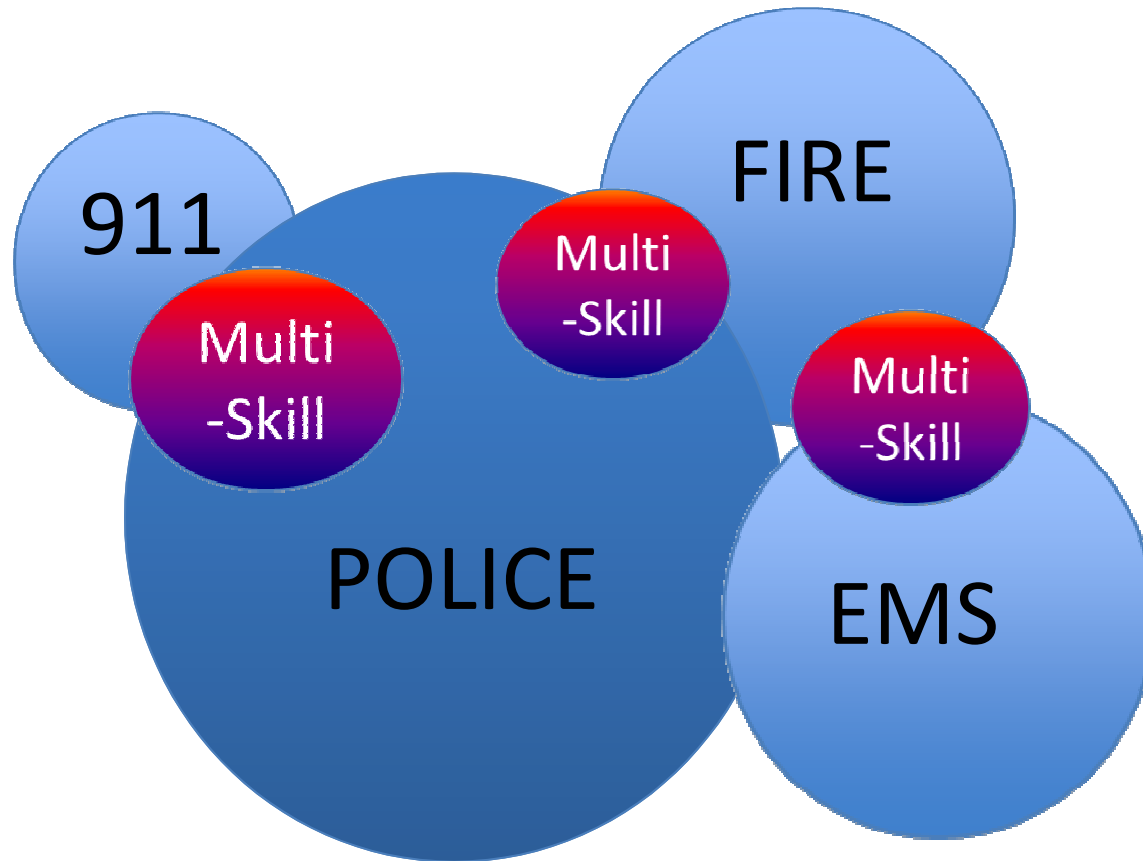
- Identification of existing skills sets in the centre.
 - Languages
 - Areas of function
 - Task assignment
- Planning for and communicating change
- Implementation of new hiring practices



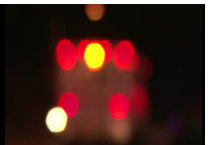
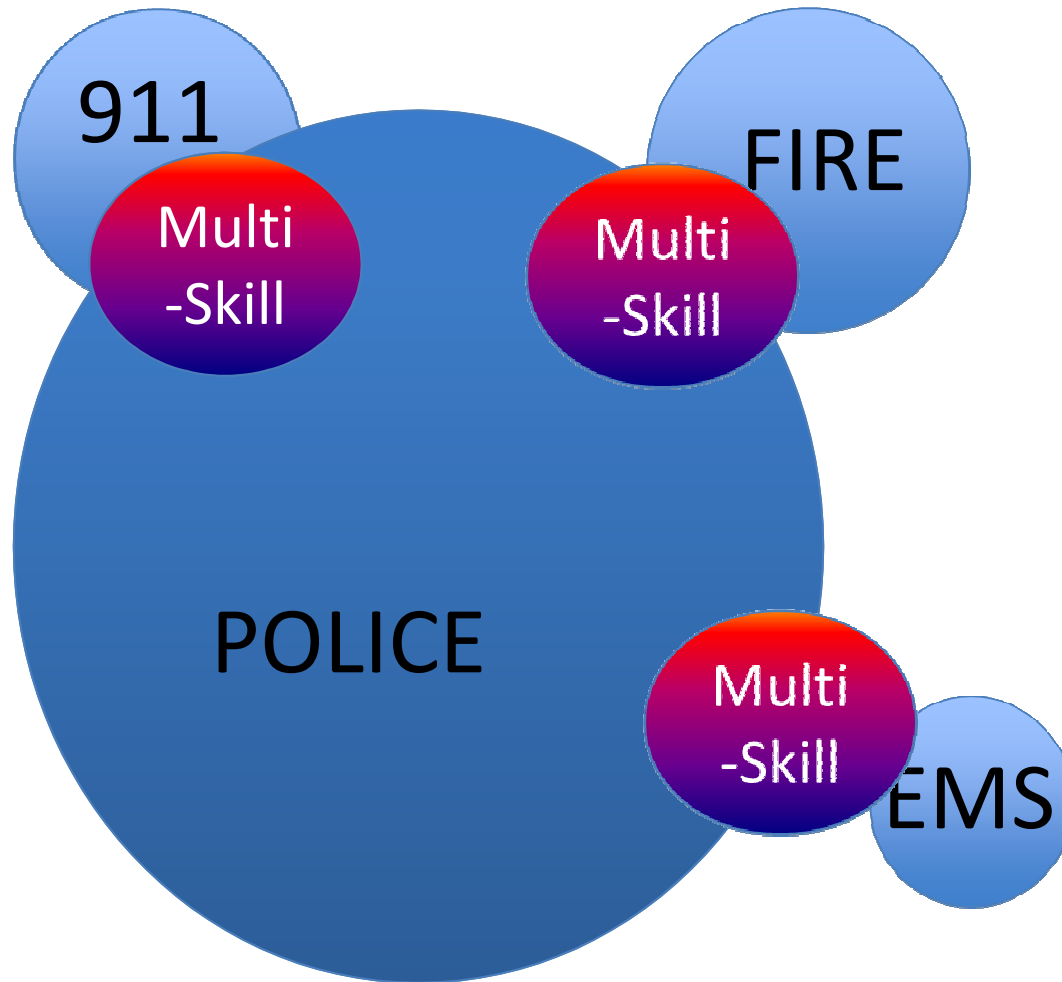
Workforce Management



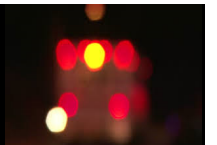
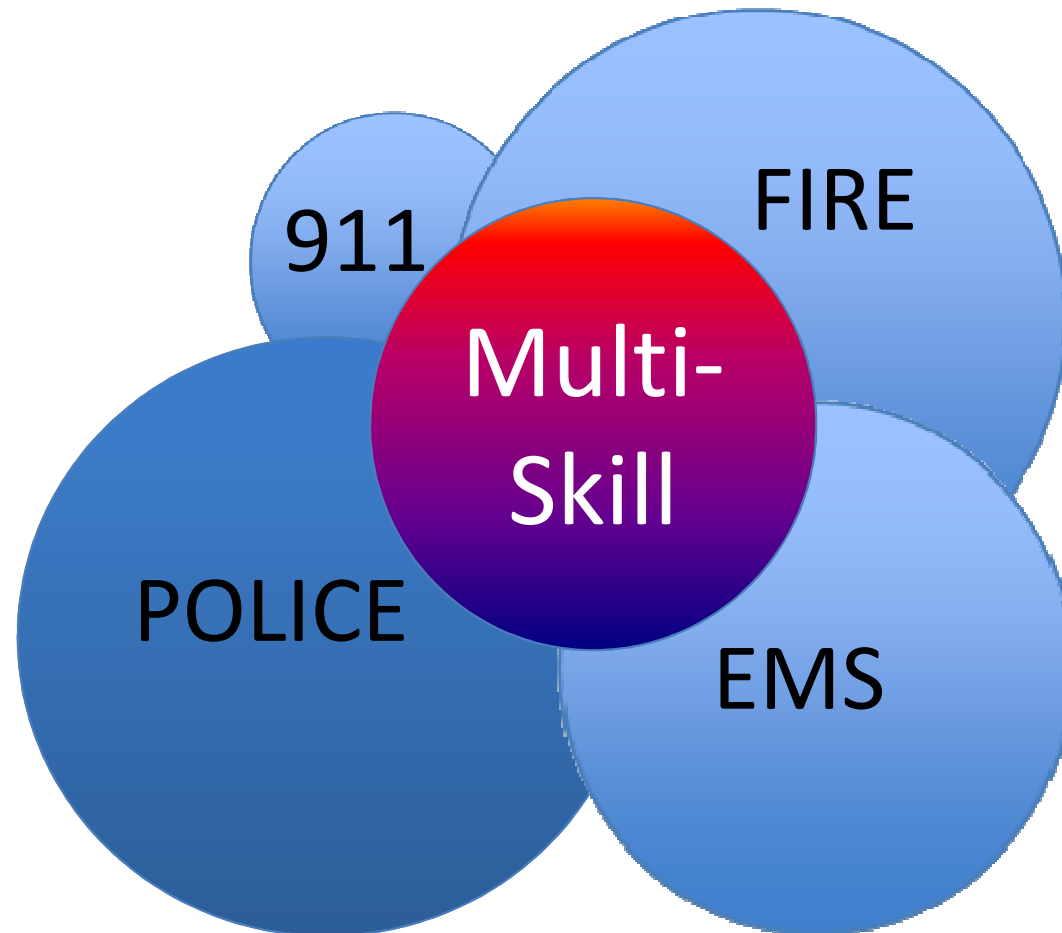
Workforce Management



Workforce Management

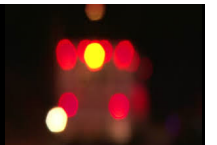


Workforce Management



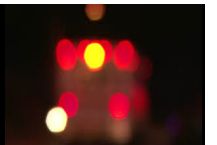
National Discussion

- APCO/CITIG/NENA – Coalition of the Willing
 - Created a pool of SME's in the Tri-Services and Emergency Management
 - Worked in a consensus approach
 - Created a National Framework for NG911
 - Currently raising awareness of the potential impact of NG911 at the F/P/T level
 - Working towards national Governance and Regulatory structure
 - Discussions about having an “Analyst” position at 911 entry point to address Picture and Video message

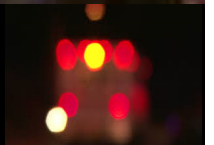


Ongoing Support

- Start with Baseline Psychological profile
- Support mechanisms
 - CISM/CISD/PIA
 - EAP
 - In House mental health support
 - Mental/Physical wellbeing programs
- Ongoing screening
 - Mandatory
- NENA STA002 NENA Standard on 9-1-1 Acute/Traumatic and Chronic Stress Management



NG911 Enhanced Task-shifting Skills



References

Jason Dorsey

<http://jasondorsey.com/>

Centre for Generational Kinetics

<http://www.genhq.com/>

Fairleigh Dickinson University Magazine article;

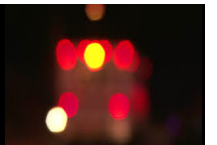
<http://www.fdu.edu/newspubs/magazine/05ws/generations.htm>

NENA STA 002

<http://www.nena.org/?StressManagement>

911 Wellness Foundation

<http://911wellness.com/>



Thank You!

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