

# Future-Proofing the PSAP, the Employee and Emerging Technology

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# Topics to Cover

- Speaker Introduction
- The Role of a PSAP today and tomorrow
- Low or No Cost Technology
- Being Good Partners with Law, Fire, and EMS
- Life Outside our Four Walls
- Where Do We Go from Here?



# Disclaimer

- All of the ideas discussed are things that I have thought of or have seen and aren't the position of INdigital or the Alabama 9-1-1 Board. I'm speaking for myself.
- The goal of this presentation is to provoke thought and not to imply that you should or should not be implementing these ideas in your PSAP.



“

The pessimist complains about the wind; the  
optimist expects it to change; the realist adjusts the  
sails

”

William Arthur Ward




# The Role of the PSAP

- More is expected out of the PSAP now than previously has been expected.
- Even more will continue to be expected.



# What is Currently the Expectations of the Telecommunicator?

- Telecommunicators are no longer only responsible for answering calls and dispatching responders. The expectation now is data analysis.
  - AVL
  - GIS
  - Research – both internal (arrest history) and external (social media stalking).



# What will Additional Expectations of the Telecommunicator be?

- Receiving and sending texts
- Video messaging
- Consulting supplemental data – Rapid SOS and Internet of Things
- Camera monitoring
- Working from outside the PSAP?
  - On a scene
  - At home?



# Additional Expectations of the PSAP

- Managing Data
  - Warrants/ locals
  - Mobile CAD
  - Radio/ Mobile Data
  - Resource Deployment
- Providing IT Expertise
  - Guidance on communications-related purchases
  - Best-practices advocacy
  - Liaison between all public safety disciplines

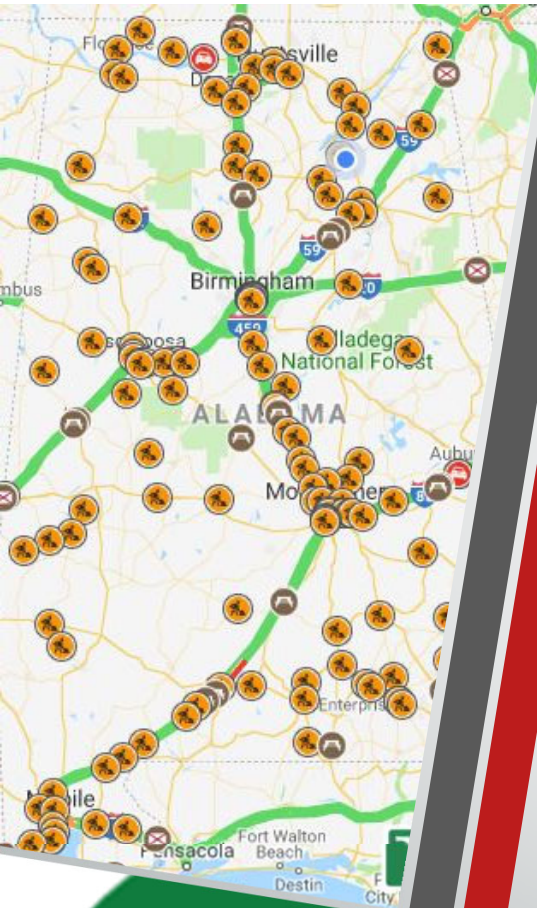


# What's Available Now?

PSAPs in Alabama Leveraging New Technology

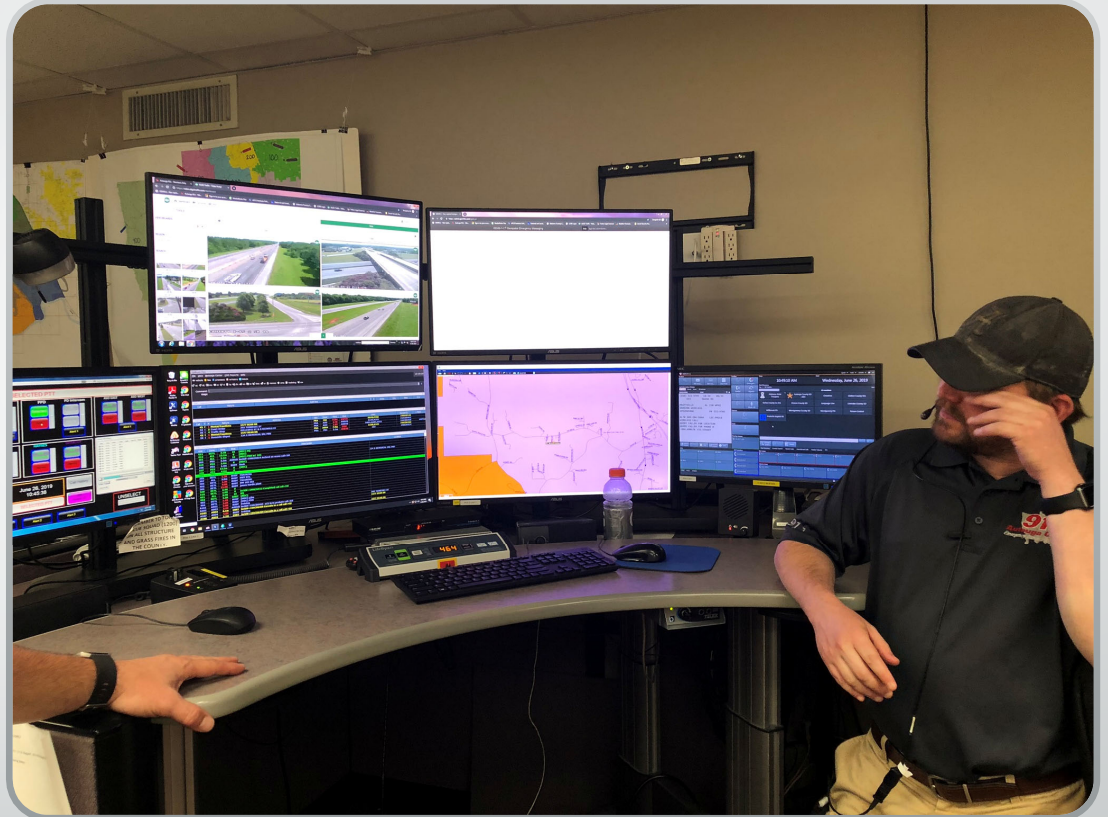
# What's Available Now?

- [www.algotraffic.com](http://www.algotraffic.com)
- Provides near-real-time reporting of traffic delays and construction.
- 100 plus camera feeds along major highways in Alabama
- Email Kelly Morgan at [morgank@dot.state.al.us](mailto:morgank@dot.state.al.us) to receive a free public safety login for your PSAP.



## Algotraffic.com Deployed at Autauga 9-1-1

- Runs on a separate workstation and network from CAD and CPE to limit potential cyber security threats.
- Accessible from any dispatch position.



## Locally Owned Camera Integration

- Cameras that a PSAP or County installs and then a telecommunicator has the ability to view and control.
- Several PSAPs have this ability





## What's Available Now?

- Rapid SOS Portal (Formally Rapid Lite)
  - Free, web-based service that provides enhanced location-accuracy as well as data from the Internet of Things.
  - Rapid SOS enhanced-location accuracy is available in Texty 17.3.



RAPIDSOS

An aerial photograph of the Los Angeles skyline, featuring several prominent skyscrapers. The image is overlaid with a semi-transparent blue rectangle containing the text 'Los Angeles'.

Los Angeles

+

RapidLite



## Rapid Portal at Work in Alabama

- On March 22, 2019, Mobile County Communications Center received a PH1 call from someone who had been involved in an ATV accident.
- The telecommunicator queried for PH2 data and then Rapid SOS for enhanced location. The difference between the two locations was approximately  $\frac{1}{4}$  mile.
- The responders on the scene confirmed that the Rapid SOS location pinpointed the caller.
- Extrication and transport of the caller occurred much more quickly as a result of enhanced-location data.

## What's Available Now?

- Rapid SOS Portal (Formally Rapid Lite)
  - Visit [www.RapidSOS.com](http://www.RapidSOS.com) to sign up

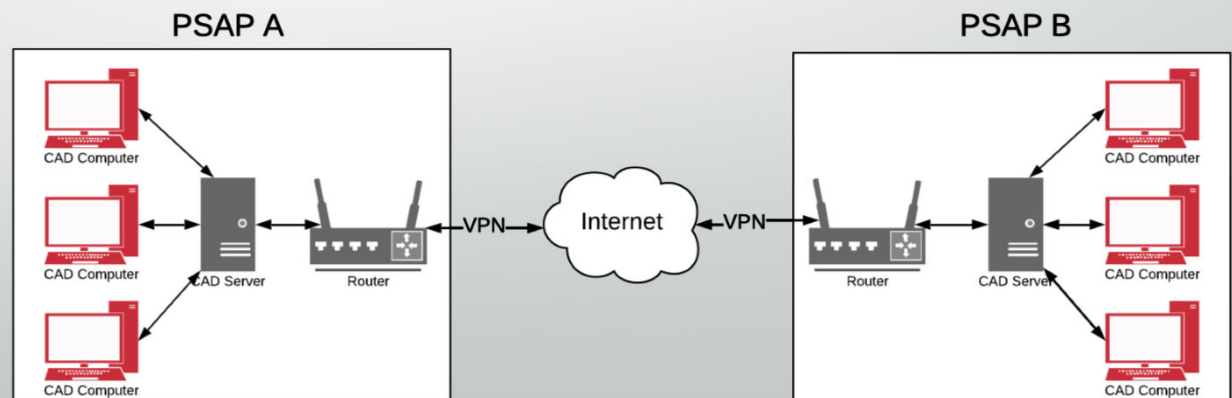


RAPIDSOS



# CAD Call Sharing Between PSAPs

- If a call needs to be transferred from one PSAP to another, some CAD companies allow for the transfer of the CAD call to an adjoining agency that also utilizes the same CAD manufacturer.
- There is also CAD agnostic software that will allow calls to be sent to other agencies that utilize a different CAD.



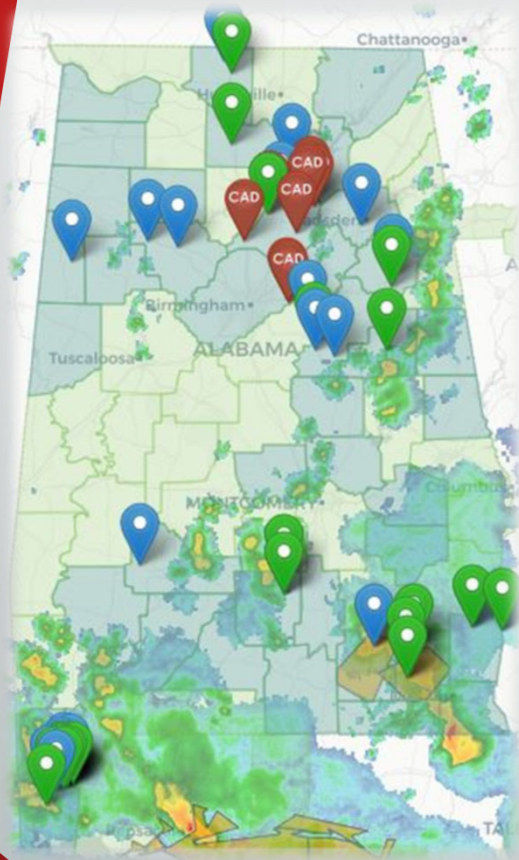
# CAD Call Sharing Between PSAPs

- Blount and Saint Clair 9-1-1 CAD send calls with one another utilizing Southern Software CAD.
- Several PSAPs in Alabama send CAD calls to RPS ambulance utilizing Data Tech 911

CFS #	#	Location	Call Type	Time	Prior...	Unit(s)	Call Ta...	Primary...	Notes Up...	Depts
2019-36750	1...	Blount County Correctional Fa...	Warrant Service	16:49:38	1	107,	C082 ...	107		SHF...
2019-36752	1...	1530 us hwy 43, winfield	Warrant Service	16:57:21	1	433,	C094 ...	433		OPD, ...
2019-36753	1...	467 MOUNTAIN VIEW TRL, H...	Environmental ...	16:57:56	1	M29,	C082 ...	M29		BEMS, ...
2019-36754	1...	STATE HWY 160 / SKYLINE D...	WILD FIRE	16:59:39	1	8451.8481...	C021 ...	84POV		ST84...
2019-36755	1...	SOUTHEASTERN SCHOOL   1...	Wreck (Caller S...	17:02:52	2	112,8051...	C094 ...	112		BEM...
2019-36757	1...	LUCKYS   70670 MAIN ST, BL...	Keys in Vehicle	17:16:05	3	201,	C094 ...	201		BPD, ...
2019-36758	1...	5070 PINE MOUNTAIN RD, R...	Wreck with Inj...	17:20:07	1	112.1402...	C0105...	1402		ALL...
2019-36762	1...	815 PINE CREST LOOP, LEEDS	Fight (Physical)	17:33:08	1	1527,1534,	C021 ...	1527	Updated	Leed...
2019-36763	1...	BUSY BEE FOOD MART   258...	Reckless Driving	17:38:40	2	BCSO,	C082 ...			SHF...
2019-36764	1...	8000 PRICE AVE, LEEDS	Alarm	17:39:57	1	1541,	C0105...	1541		Leed...
2019-36765	1...	SNEAD WATER WORKS WELL ...	Livestock	17:44:38	3	628,	C0105...	628	Updated	SPD, ...
2019-36766	1...	STATE HWY 160 / COUNTY H...	Reckless Driving	17:46:05	2	131,	C082 ...	131	Updated	SHF...

SCC	CFS #	When	Location	Call Type(s)	Discipline(s)
2019-064075		17:38:01 07/08/2019	40 COUNTRY VIEW CIR, O...	MEET COMPLAINANT,	L,
2019-064067		17:08:10 07/08/2019	GENERAL LEE MARINA & C...	FIRE OTHER,	F,
2019-064018		14:45:21 07/08/2019	PARK AVE / FAIRVIEW DR ...	ATTEMPTING TO ELUDE,	L,
2019-064012		14:36:36 07/08/2019	106 SHORT ST, TRUSSVILLE	MEET COMPLAINANT,	L,
2019-063964		11:56:44 07/08/2019	GRAND RIVER OUTLET   6...	DETAIL,	L,



# The Value of Visual Data

- Logix is a toolset apart of ANGEN that gives PSAPs the ability to access 9-1-1 call data in real time and make decisions concerning resources.
  - Available to all PSAPs in Alabama.
  - Email [support@Indigital.net](mailto:support@Indigital.net) to get your login.
  - Separate presentation on event impacts in Alabama as seen through Logix.

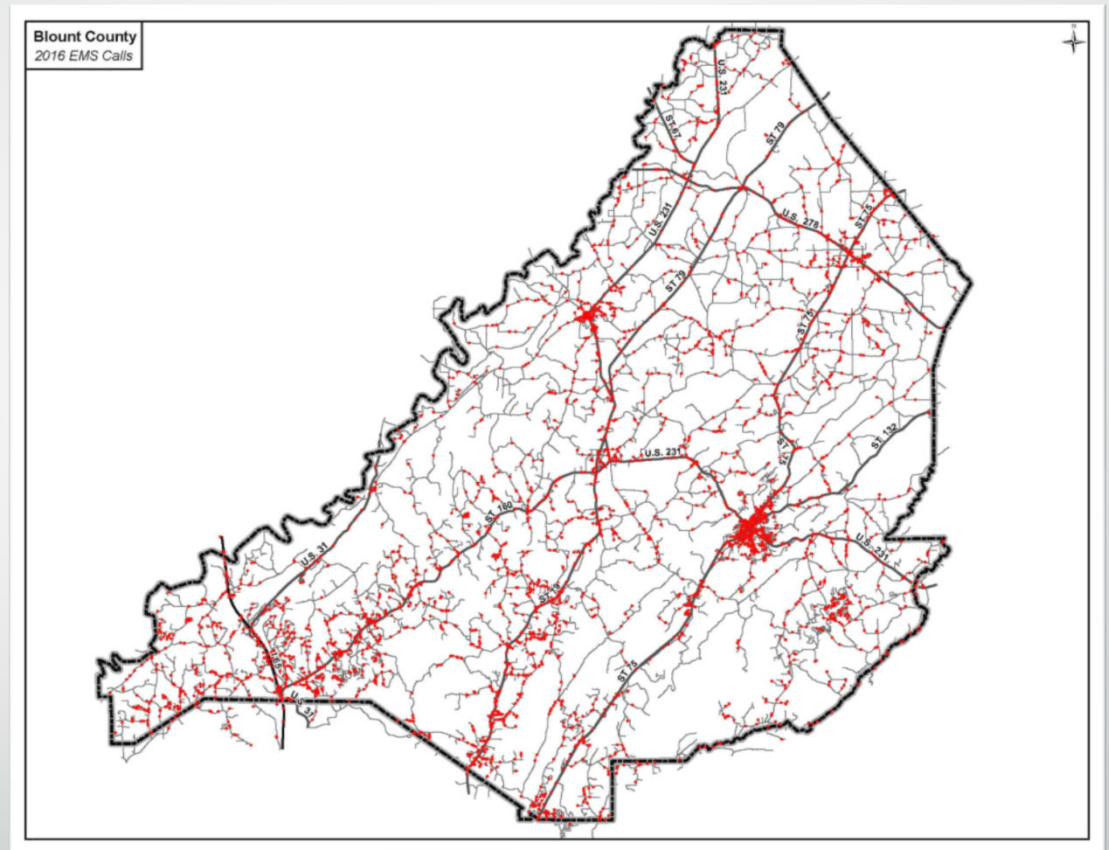


## Providing Data and Analysis to Responders

- Most 9-1-1 Centers have access to historical call data through CAD in a way that can be geocoded and divided into disciplines (Fire, Law, EMS, etc.).
- Analysis can then be made through most standard GIS programs (ESRI) concerning active areas of call activity over a period of time.

## Blount County EMS Calls

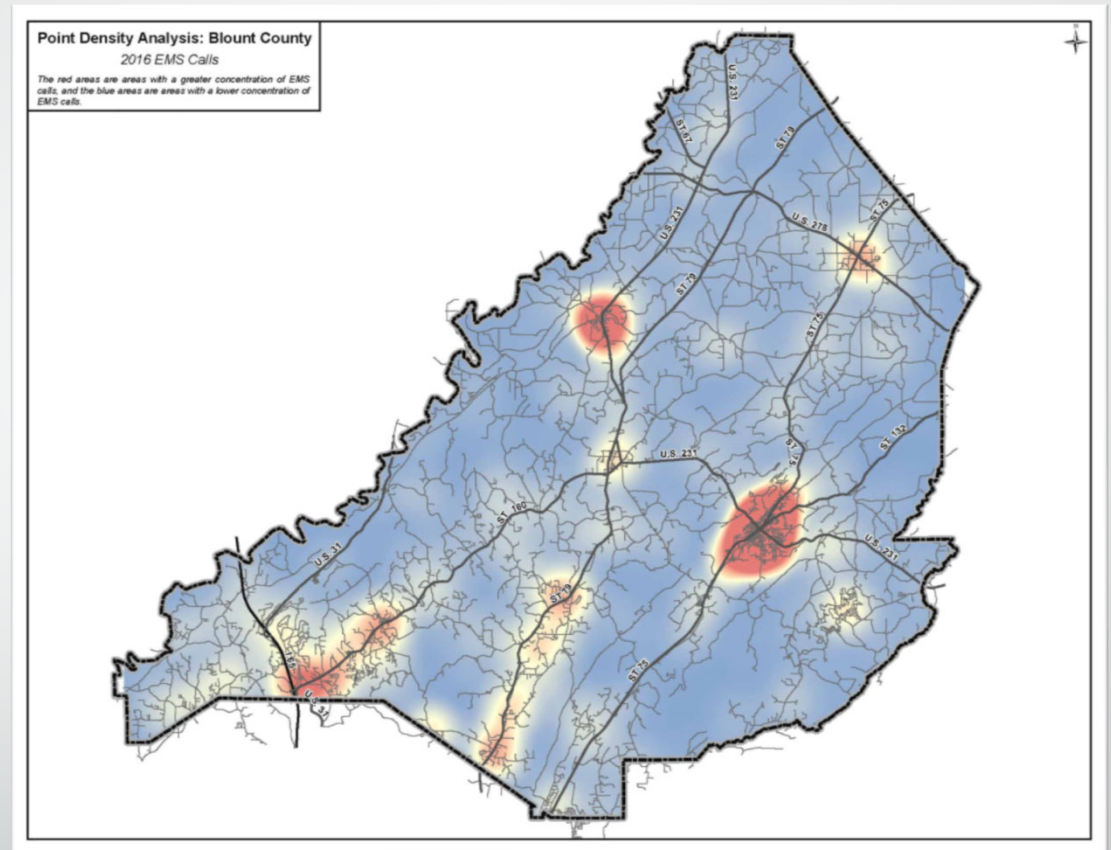
- All calls in 2016 requiring an ambulance response.
- Locations pulled from CAD, geocoded, and placed on a map.



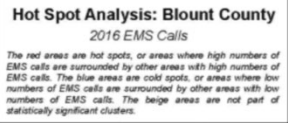


## Blount County EMS Calls

- Analysis is made based on previous map.
- The red areas represent greater call volume. Blue represents the lower concentration of calls.

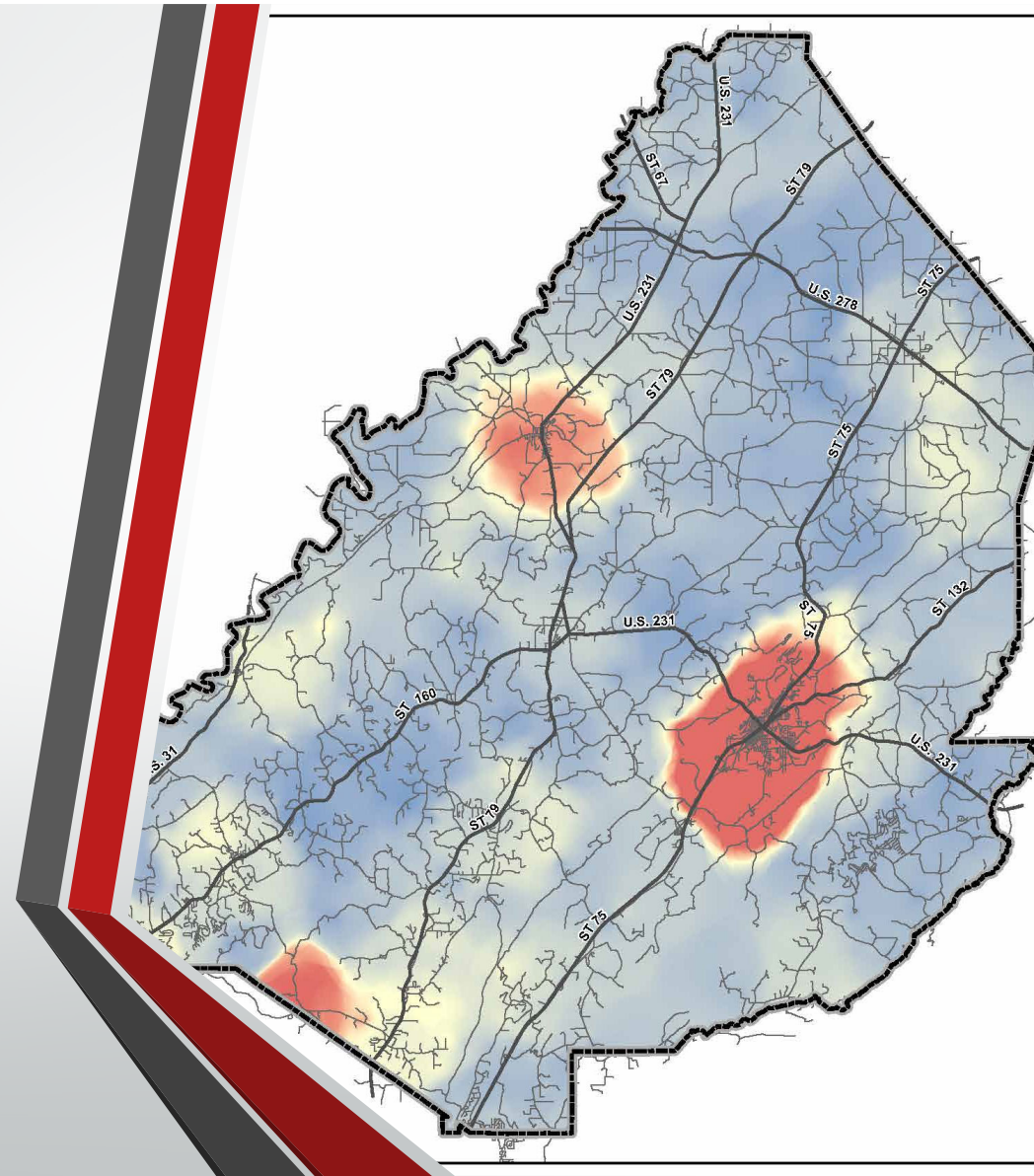


- Correlation is then made between the areas.
- Red areas are hot spots or areas where high volumes of calls are surrounded by other areas of high call volume.



# The Value of 9-1-1 Location Data

- Can assist responders in staffing and equipment deployment.
- Can help predict times of higher call volume.
- *Most of this information is already maintained by 9-1-1 centers, it just needs to be extracted and displayed in a form that is usable.*





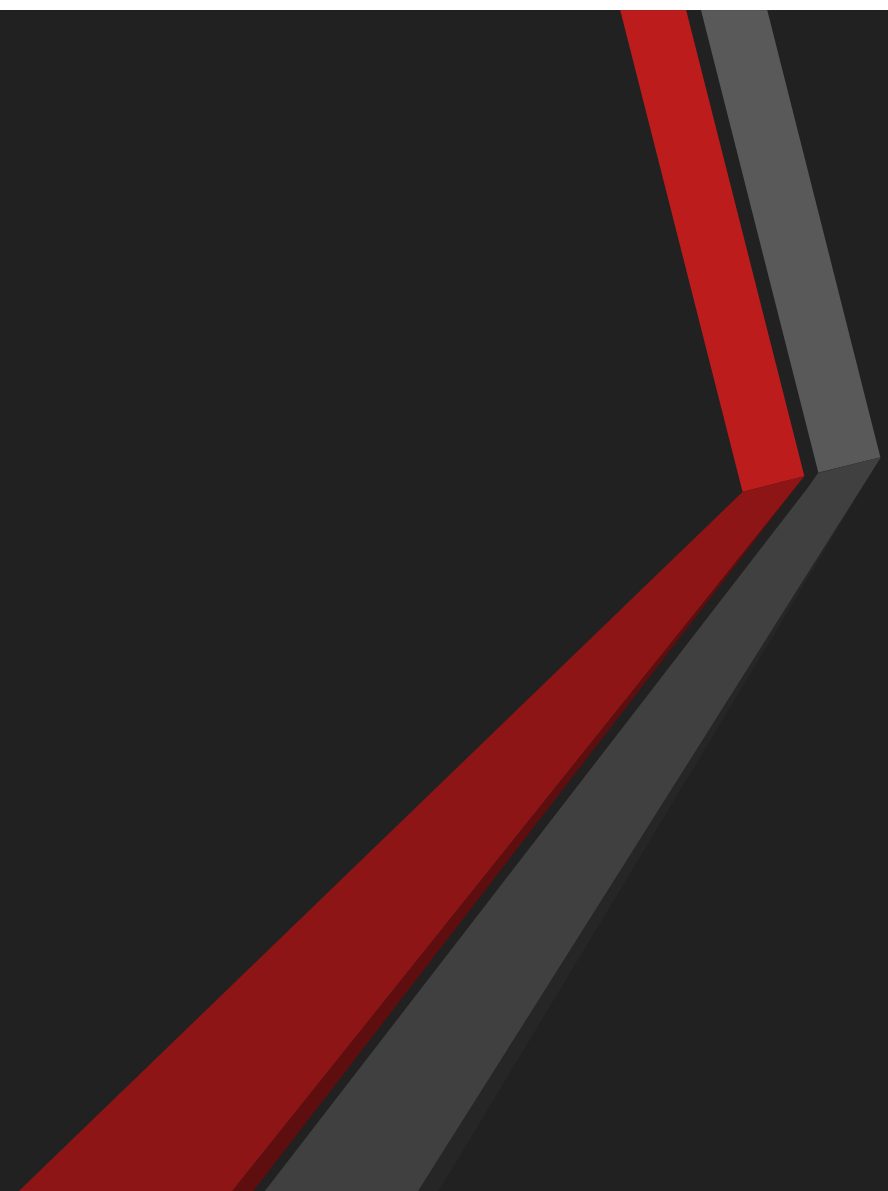
# Assisting with Mutual Aid Planning

- 9-1-1 centers generally have the most up-to-date map of the responder's coverage areas
  - Can provide distance analysis and planning for a department wanting to correctly identify the mutual aid priority for various locations in their coverage area.
- Map on the right is an example of mutual aid department priorities based on location and distance from mutual aid station. This data is obtained through ArcGIS.



# What's Ahead?

A Look at What is Possible





# What's Ahead?

- Is a Building Necessary?
  - Yes, but not as necessary as it use to be.
  - Telecommunicators may be staffed in other places.
    - Deployment in a Command Vehicle
    - Over-flow call-taking from home.
    - Disaster assistance for a neighboring PSAP.

# Remote Dispatch Kit

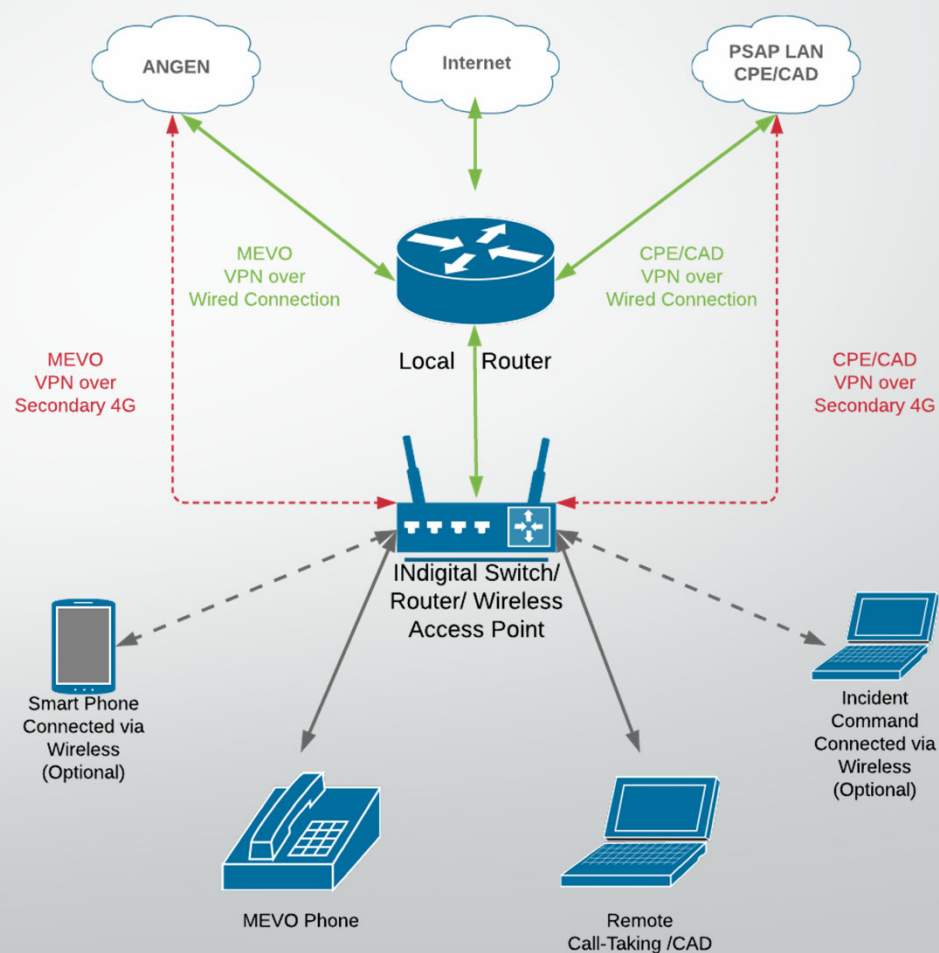
- Dual monitor all-in-one PC loaded with call-Taking and CAD Software and equipped with a headset
- Router that connects to a wired commodity internet connection with a 4G back-up connection
- MEVO Back-Up Phone

# Components of a Remote Dispatch Kit

Router with VPN

Connectivity to:

- CPE Servers
- CAD Server
- ANGEN Network



# Being Prepared

Preparing the PSAP and Staff



# Preparing Your People

- How do we prepare our telecommunicators?
  - Recognize them for what they're already doing.
    - Reclassify!
    - Promote the profession as a career.
  - Set state-wide minimum standards and then train above them.
    - No one wants to be minimally happy so why would we train our people minimally.

# Preparing Your Center

- Think about service improvements that you can implement today.
  - It may be one of the things we've discussed.
  - It may be something different.
- Talk to your neighboring PSAP!
  - Exchange ideas and work together
  - See what they're doing that you also might implement.
- Be flexible and willing to adapt!