

Appendix F: Workgroup Recommendation Crosswalk

The crosswalk below shows how each workgroup’s recommendations were woven into the blueprint. The workgroup recommendations, as updated after receiving the feedback outlined in Appendix E3, are mapped onto one of the six blueprint recommendations as indicated with an X below.

The workgroups are coded as follows:

Pro = 911 Professional Career and Supports

AFR = Alternative First Responders

ALTS = 911 Hotline Alternatives

ECC = Emergency Communications Center Operations

GOV = 911 Governance

TECH = 911 Technology and Infrastructure

Workgroup Recommendation	Reintroduce 911	Of, by, and for the people	Workforce	Equal and independent local agencies	Diverse and appropriate response	Ethical and transparent tech and data collection	Federal money for federal standards
Pro1: Ensure recognition of 911 professionals as public safety professionals			X				
Pro2: Reintroduce 911 and 911 professionals to the American public	X						
Pro3: Invest in the talent pipeline to reflect the demographic composition of the communities served.			X				
Pro4: Take active measures to foster the career development and			X				

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workplace retention of fully successful 911 professionals.							
AFR1: Emphasize trauma-informed, culturally sensitive, person-centered response.		X					
AFR2: Collect Data to understand what the response should be.			X				
AFR3: Develop sustainable outcomes.							X
AFR4: Create Accountability to prove impact and ensure that system-wide response honors the community.					X		
ALTS1: When developing and implementing alternative hotlines to 911, the voices and input of those who have experienced unintentional harm or trauma by the universal emergency response system must guide the formation and operations of alternative hotlines.		X					
ALTS2: Communities can respond to crisis situations best when they have robust, well-marketed, and transparent alternative hotline options, including those directly connected or not connected to centralized emergency response centers.					X		
ALTS3: The shift of transferring particular 911 emergency calls for service that would best be served					X		

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by alternative hotlines starts with community engagement, and a comprehensive gap analysis in service demand and capacity including analysis of law enforcement calls for service data.							
ALTS4: The development and implementation of alternative hotlines should be equipped with the capacity to provide immediate access to, and robust knowledge of, available resources to offer personalized supports than limited 911 emergency response system options.					X		
ALTS5: Alternative hotlines that are cost free, widely accessible, technology driven, and an infrastructure to support high call volumes 24/7, will best serve as a viable alternative option to the universal 911 emergency response system.					X		
ECC1: Emergency Communication Centers should be independent and lateral agencies and not subordinate to fire, police or EMS.				X			
ECC2: Governing authorities and boards that control emergency communication centers should have membership that is representative of the community they serve, to include representation from		X					

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underrepresented members of their community.							
ECC3: Require emergency communication centers to offer all advanced services to include text-to-911 and have the ability to receive enhanced location data (multimedia) in compliance with the i3 standards (particularly for people with disabilities and people for whom English is not a first language).						X	
ECC4: Formally recognize emergency communication professionals as public safety responders, including local, state and federal reclassification.	X						
ECC5: Ensure state statute requires communication interoperability among fire, police, EMS and alternative responders.							X
ECC6: Develop a credentialing process for technology vendors to apply and demonstrate compliance with all industry ANSI standards.						X	
ECC7: Educate the community on the 911 system, then engage community members in the development and delivery of staff training to maintain relevance to community needs. Also, utilize community sit-alongs to provide insight into ECC operations.	X	X					

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ECC8: Collect feedback from dispatchers and responders about the options available to them, the nature of information provided from the call, and the outcome of the response. Use this to inform call-taking protocols and procedures for medical, police, fire, behavioral health, and other public safety incident calls.			X				
GOV1: Establish a high-level federal position and cabinet-level working group to create and implement national standards for 911.							X
GOV2: Invest 911 professionals and community members with power [2] in governance decisions.			X				
GOV3: Establish national and state-level standards for how ECCs operate to ensure consistent, equitable delivery of service regardless of location in the country.							X
GOV4: Increase coordination among ECCs and consolidate where possible							X
TECH1: Adopt end-to-end NG911 to create equitable and effective emergency response outcomes.						X	
TECH2: Develop and maintain a policy on the ethical use of technology and data in emergency response, which covers data						X	

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privacy and algorithmic transparency for software systems built around emergency response data.							
TECH3: Support the refinement, maintenance and adoption of uniform data standards for incident data to enable government transparency, achieve equity and improve outcomes of emergency response.						X	
TECH4: Empower and incentivize ECCs with modern tools by using dedicated shared services models and cloud-based services to improve consistency and quality of service.						X	
TECH5: Develop an Emergency Services Procurement Hub: a unified and searchable website that helps emergency services professionals navigate the complex world of funding, technology and operations related to emergency services.						X	