

SEVEN-POINT PLAN

1 (Re)Introducing 911

Everyone knows the number, almost no one knows how it works.

2 Putting the People in 911

Community partnership is essential to a 911 system that works for everyone.

3 Advancing the Workforce

There's no 911 without a recognized, supported, professional workforce.

4 Making 911 Independent and Equal

ECCs that are independent and equal to other local first response systems help improve equitable outcomes.

5 Ensuring the Right Response at the Right Time

A diverse ecosystem of responses reduces reliance on the police by default.

6 Strengthening Data and Tech Standards

Reliable and ethical data and tech improves responses.

7 Securing National-Level Support (for 911)

Effective, equitable emergency response locally requires unequivocal support federally.



TRANSFORM⁹¹¹

DEFINING 911

Transform911 defines 911 as the system that, when working at its full potential, provides members of the public who are facing acute threats to their wellbeing with appropriate, equitable, relevant, immediate, and around-the-clock access to relief from distress. 911 is a complex system requiring expertise, communication, coordination, resources, and trust to span

- ✓ **the diverse cultural, historical, linguistic and other realities across and within America's communities;**
- ✓ **the methods by which users initiate the request for assistance—be that by way of a telephone call, text, or other defined mechanisms;**
- ✓ **the call-taking, call-handling, and dispatching procedures; and**
- ✓ **the response—be that by virtual or on-scene traditional (i.e., EMS, fire, or police) and/or other sectors of the first responder ecosystem.**