

TRANSFORM 911

Draft Recommendations by Workgroup *As of February 28, 2022*

911 Professional Career and Supports

1. Ensure recognition of 911 professionals as public safety professionals
2. Reintroduce 911 and 911 professionals to the American public
3. Invest in workforce development and inclusive hiring processes
4. Take active measures to foster the career development and workplace retention of fully successful 911 professionals

Alternative First Responders

1. Emphasize trauma-informed, culturally-sensitive, person-centered response
2. Collect data to understand needs, iterate on progress, and support accountability
3. Build toward sustainable positive outcomes for everyone involved in the system
4. Create community-led accountability to support desired impact

911 Hotline Alternatives

1. Center the voices of those who have experienced unintentional harm or trauma by the emergency response system
2. Foster a robust, well-marketed, and transparent ecosystem of alternative hotline options, including those both directly connected or not to centralized emergency response centers
3. Identify 911 emergency calls-for-service that could be safely transferred to alternative hotlines through community engagement, services gap analysis and law enforcement data analysis
4. Develop alternative hotlines that can provide immediate access to, and robust knowledge of, available resources that offer personalized supports
5. Ensure viable alternative hotlines are cost-free, widely accessible, technology driven, and able to support high call volumes 24/7

Emergency Communications Center (ECC) Operations

1. Ensure ECCs are independent agencies and not subordinate to peer agencies (fire, police, and EMS)
2. Ensure governing authorities and boards that control emergency communications centers are representative of the community they serve
3. Require ECCs to offer all advanced services, including text-to-911 and enhanced location data, required by the i3 standards – particularly for people with disabilities and people whose first language is not English
4. Formally recognize emergency communication professionals as public safety responders at the local, state, and federal levels
5. Ensure state statutes require communication interoperability among fire, police, EMS, and alternative responders

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6. Develop a credentialing process for technology vendors to apply and demonstrate compliance with all American National Standards Institute standards
7. Legislate a national minimum training standard for emergency communication professionals

911 Governance

1. Establish a high-level federal position and cabinet-level working group to create and implement national standards for 911
2. Invest 911 professionals and community members with power in governance decisions
3. Establish national and state level standards for how ECCs operate
4. Increase coordination among ECCs and consolidate where possible

911 Technology and Infrastructure

1. Adopt NextGen911 to create more equitable and effective emergency response outcomes
2. Develop a data ethics statement to ensure appropriate and ethical use of personal information in emergency service decision-making
3. Define and implement uniform data standards for call data to enable government transparency, achieve equity, and improve emergency response outcomes
4. Empower and incentivize ECCs with modern tools by using dedicated shared services models and cloud-based services to improve consistency and quality of service
5. Develop an emergency procurement playbook: a living document that helps emergency services professionals navigate the complexities of funding, technology, and operations
6. Require vendors to provide real-time access to call data for reporting and analytics to support continuous improvement