

Bridging the Communications Gap



November 12, 2019

Hosted by National Alliance for Public Safety GIS (NAPSG) Foundation

napsfoundation.org | [@napsfoundation](https://twitter.com/napsfoundation)

Instructors

- Andrew Baxter, Charlottesville Fire Department
 - bax@charlottesville.org
- Tommy Hicks, NAPSG
 - thicks@publicsafetygis.org



What am I
trained for





Meet Your Community

npsfoundation.org | [@npsfoundation](https://twitter.com/npsfoundation)



Objectives



Identify/describe public safety leaders



Identify/describe technologists



Define communication



Identify barriers to communication between public safety leaders and technologists



Strategies for success

Leaders

Primary Public Safety Leaders

- Law enforcement
- Fire
- EMS
- Emergency management

Supporting Cast

- Public works
- Public utilities
- Social services
- Schools

Technologists



INFORMATION
TECHNOLOGY



GLOBAL
INFORMATION
SYSTEMS



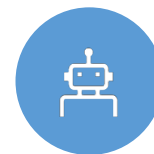
DATA ANALYSIS



BIG DATA



SYSTEMS
ENGINEERING



ARTIFICIAL
INTELLIGENCE



MACHINE LEARNING



SIMULATION

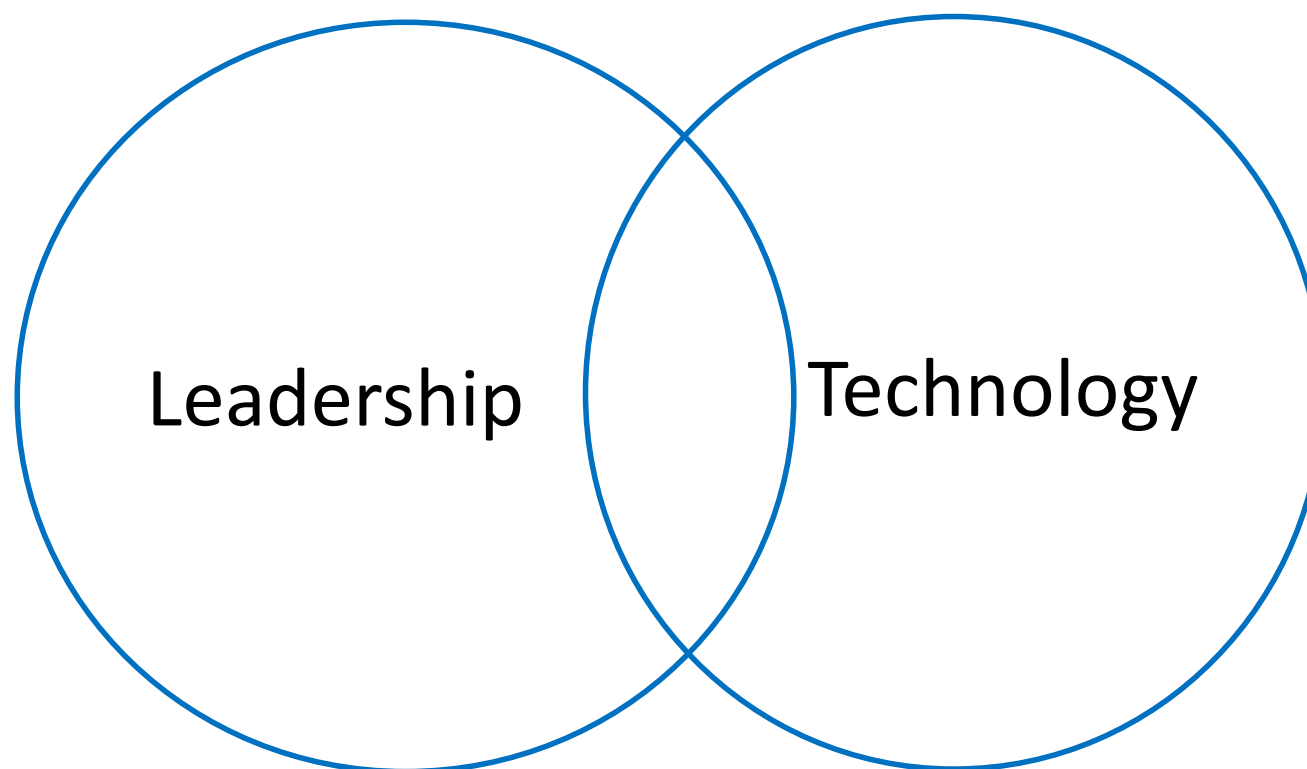


Communication

- Sender – Message - Medium - Receiver
- Closed loop
- Active listening
- Empathy
- Value opinion
- High EQ

Barriers to Communication

- Organizational culture
 - Tradition
 - Group think
 - Leaders intent
- Organizational band-width
- “Language barriers” – I speak analog. You speak digital.





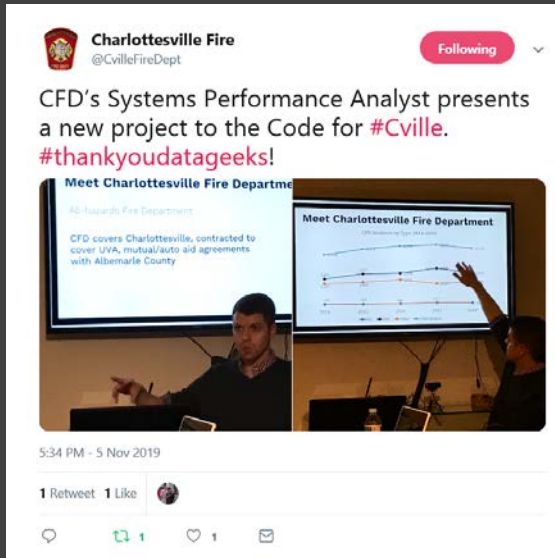
Impact of Barriers Between Leaders and Technologists

- Charlottesville, Virginia – August 11-12, 2017
 - Organizational silos
 - Information silos
 - LE sensitive information
 - FOIA
 - IMT GIS technology not utilized



Impact of Barriers Between Leaders and Technologists

- Charlottesville, Virginia – August 12, 2018
 - Unified planning effort
 - Unified command
 - Single ICP
 - Strong, integrated support with and by local and state tech professionals
 - GIS
 - Radio
 - Cell
 - UAV



STRATEGY FOR
SUCCESS

Cross-pollinate

Hire the data guy

- Example: Charlottesville Fire – Systems Performance Analyst
- Example: Charlottesville Fire/Charlottesville Police – IT Specialist (shared position)



Charlottesville Fire Department Leverages Community Volunteers

Posted on July 31, 2019 by Doug Caldwell



Captain Dave Mozee, Chief Baxter, Captain Joe Hughes, and Deputy Chief Emily Pelliccia receiving CFD's accreditation plaque at the Commission on Fire Accreditation International.

The Charlottesville Fire Department (CFD) is using community volunteers to expand its capabilities and integrate data-driven processes into the core of its operations. Volunteers contribute both time and an expanded range of technical skills allowing CFD to focus on its core mission while also investigating new capabilities, forming unique data collaboratives. The era of regular collaboration with technically skilled community volunteers introduced to CFD by Smart Cville dates back to Civic Innovation Day in June 2018. The efforts of that day have been sustained and expanded to include a long-term fire risk modeling effort with the University of Virginia and continued in-station volunteer support.

Since 1865, the Charlottesville Fire Department (CFD) has provided "fire protection, emergency response, and fire safety education to the City of Charlottesville and the University of Virginia." The department strives for excellence and received Commission on Fire Accreditation International (CFAI) accreditation in 2017, making it "one of only 233 CFAI Accredited fire departments in the world and one of only 57 departments in North America to achieve both CFAI Accredited Agency status and an Insurance Services Office (ISO) Class 1 rating."

Breaking Down Barriers

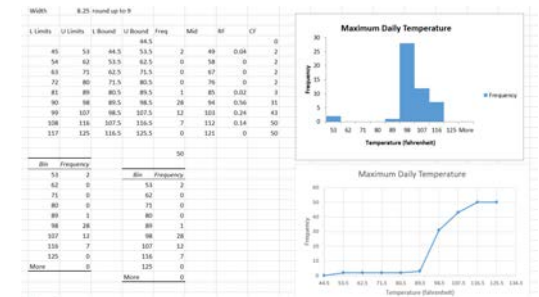


Rosetta Stone – Learn the language



Leaders must become proficient in tech language

Example: Local fire chief enrolls in statistics class



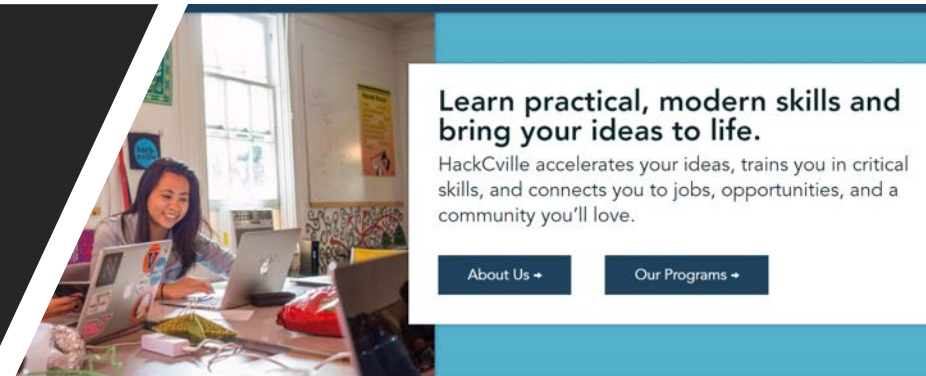


Extending beyond ...

- Community Connections
 - Example: Charlottesville Fire & the University of Virginia partnerships
 - Systems Engineering
 - Analysis of 911 Super User Data – Data analysis class
 - Fire Safety Program – User design class
 - Mechanical Engineering – Foam trailer, stove for developing world
 - 911 Super User Group

Community Partnerships

- Community Connections
 - Hack Cville
 - Center for Civic Innovation



Our programs help you discover and develop your talents.



The Charlottesville Fire Department regularly assesses fire risks to life and property. With dozens of economic, building stock, demographic, and lifestyle data sets relevant to assessing fire risk available, creating a model to integrate myriad data into a parcel-level assessment will allow dynamic and ongoing monitoring of shifting fire risks in the community. How might we build a model that integrates current and novel data sources into actionable fire risk insights regularly available to local experts in the fire service?

Project fellow: Benjamin Skinner will be the lead facilitator for this challenge. Benjamin is a research assistant professor of education at the University of Virginia where he uses

Homework ... Ted Talk

Conference



When You Get Home



Thank you!

NAPSG Foundation Contact: Your Name email@publicsafetygis.org

Appropriate Link If Needed: http://bit.ly/NAPSG_USNG