Bridging the Communications Gap

November 12, 2019

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

napsgfoundation.org | @napsgfoundation
Instructors

• Andrew Baxter, Charlottesville Fire Department
  • bax@charlottesville.org

• Tommy Hicks, NAPSG
  • thicks@publicsafetygis.org
What am I trained for
Meet Your Community
Objectives

1. Identify/describe public safety leaders
2. Identify/describe technologists
3. Define communication
4. Identify barriers to communication between public safety leaders and technologists
5. 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
Impact of Barriers Between Leaders and Technologists
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
Cross-pollinate

Hire the data guy

• Example: Charlottesville Fire – Systems Performance Analyst
• Example: Charlottesville Fire/Charlottesville Police – IT Specialist (shared position)
Charlotteville Fire Department Leverages Community Volunteers

Posted on July 31, 2019 by Doug Caldwell

The Charlotteville 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 City 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 Charlotteville 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 23 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."

Captain Dave Meese, Chief Baxter, Captain Joe Hughes, and Deputy Chief Emily Pellicola receiving CFD's accreditation plaque at the Commission on Fire Accreditation International.
Leaders must become proficient in tech language
Example: Local fire chief enrolls in statistics class

Rosetta Stone – Learn the language
Extending beyond ...

CASE 5: CHARLOTTESVILLE FIRE DEPT.
EMS Frequent Utilizers

Kelsey Hollenback, Sophie Howle, Nick Smith, & Gracie Wright

- 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
Homework ... Ted Talk

Conference

When You Get Home
Thank you!

NAPSG Foundation Contact: Your Name email@publicsafetygis.org