Assignment 8: 911 and Communications are important?

Jorge Pacheco

[Institutional Affiliation(s)]

Author Note

 Assignment 8: 911 and Communications are important?

Emergency communications and 911 dispatchers operating from various police stations, call centers, hospitals, or fire stations, serve as the first line of contact when the public encounters an emergency. These communications can play a critical role in determining the outcome of an emergency situation, and thus it is vital to improve the public, the congress, and the various stakeholders’ understanding of what is expected from emergency communications and 9-1-1 services, and to enhance their awareness regarding the infrastructure required to support these services.

An improved understanding in this regard can be achieved by advocating for an enduring agreement for mutual support and cooperation between local, federal, and state governments to support emergency communications and public safety policy goals. For this purpose, identifying each government’s role in implementing state and national policies to enhance emergency communications without undermining local or state authority, and providing funding solutions to politicians and stakeholders can help expand their understanding (Moore, 2010).

Furthermore, to enhance public awareness, it is first important to make the public aware of the risks of emergencies and how 911 responders are equipped and prepared to deal with emergencies. Secondly, arrangements should be made to provide the public with advice and information as necessary with regards to proper 9-1-1 communication, and to warn them of the dangers of non-compliance. Documents can be published which contains a part of the risk assessment plan related to various hazards involved in miscommunication, in order to raise public awareness with regards to the importance of right 9-1-1 communication (Cabinet Office, 2012).

In addition, a collaborative approach to form partnerships with various stakeholders would help them understand the importance of adequate emergency communications infrastructure. Public service messages, live-to-air-interviews, and community announcements can also provide useful information to the public to help mitigate miscommunication caused hazards and their impact. Finally, the greater the access to information, the more likely that the public, the politicians, and various stakeholders would heed advice, which in turn will minimize the impact of a potential emergency on the community.

# References

Cabinet Office. (2012). *Communicating with the Public: Revision to Emergency Preparedness.* Civil Contingencies Act Enhancement Programme. Retrieved from https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\_data/file/61030/Chapter-7-Communicating-with-the-Public\_18042012.pdf

Moore, L. K. (2010). *Emergency Communications: The Future of 911.* Congressional Research Service. Retrieved from https://cdn.ymaws.com/www.nena.org/resource/collection/F203778C-3D83-4118-B5E3-3A95819586E1/CRS\_911\_Report\_3.16.10.pdf