# FW-HTF-P: Transforming 911 dispatchers into Next-Generation 911 analysts (#2129126):
Sustainable innovation for training, workflow, and technology resources for NG911 emergency communications
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**Objective**: Help 5000+ Public-Safety Answering Points (PSAPs) retrain a workforce of 911 call takers/dispatchers as Next-Generation 911 (NG911) analysts capable of making sense of multimodal information gathered from 911 callers, physical sensors, and other sources.

**1) WORKFORCE & TECHNOLOGY REVIEW**
- 911 Training
- PSAP Operations
- NG911 Technology

**3) FUTURE WORKSHOPS**
- Critique existing workflows/technologies
- Imagine future workflows/technologies
- Co-design scenarios of distributed, multimodal sensemaking

**2) LITERATURE REVIEW**
- Sensemaking theories (individual, distributed, multimodal)
- Cognitive Transformation Theory (CTT)

**PRACTICE GAP**

**Knowledge Gap**

ANALYST TRAINING & RESEARCH-THROUGH-DESIGN