Kruskal-Wallis Analysis of Emergency Communications Data

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Author Note

Abstract

[The abstract should be one paragraph of between 150 and 250 words. It is not indented. Section titles, such as the word Abstract above, are not considered headings so they don’t use bold heading format. Instead, use the Section Title style. This style automatically starts your section on a new page, so you don’t have to add page breaks. Note that all of the styles for this template are available on the Home tab of the ribbon, in the Styles gallery.]

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Kruskal-Wallis Analysis of Emergency Communications Data

As SARS-COV2 (COVID-19) has impacted every aspect of society in the United States and around the world, emergency communications centers across the country have faced significant challenges and have, from the closure of the 911 center in Puerto Rico (“Puerto Rico shutters 911 call centers amid coronavirus cases,” 2020) to the City of Alexandria, Virginia deploying 911 call takers to work from home while isolating other personnel (Stone 2020), addressed the impact in different ways to ensure the continuity of operations to serve their respective communities. To understand the impact of the decisions made by the City of Alexandria, this paper will employ non-parametric analytical techniques to compare data from 2019 and 2020 and within 2020 to view the changes in the operational times for key metrics in the 911 call process: the time from call pick-up to available to dispatch, the time from available to dispatch to the assignment of the first unit, and the time from call pick-up to release of call. Through the analysis, the impact of operational changes can be viewed and recommendations given to address future major events to the benefit of the community served by the public safety answering point (PSAP).

# [Heading 1]

[The first two heading levels get their own paragraph, as shown here. Headings 3, 4, and 5 are run-in headings used at the beginning of the paragraph.]

## [Heading 2]1

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### [Heading 3].

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##### [Heading 5].

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# References

Puerto Rico shutters 911 call centers amid coronavirus cases. (2020, October 22). Retrieved April 15, 2021, from AP NEWS website: https://apnews.com/article/virus-outbreak-puerto-rico-latin-america-c939e01656d5c0d2ce490ae9dbe8db46

Stone, L. (2020, May 5). City of Alexandria, VA Utilizes FirstNet for 911 Remote Call Taking During Pandemic | First Responder Network Authority. Retrieved April 15, 2021, from www.firstnet.gov website: https://www.firstnet.gov/newsroom/blog/city-alexandria-va-utilizes-firstnet-911-remote-call-taking-during-pandemic

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Tables

Table 1

[Table Title]

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| Column Head | Column Head | Column Head | Column Head | Column Head |
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Figures title:

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