

**Getting Through the Next Crazy Day:
From 9/11 to COVID-19—
*Leading 9-1-1 During Times of Crisis***

Christopher Blake Carver—
Hexagon Safety & Infrastructure Division (US)

**Covid-19 ~~will be~~ is one of the
most significant events in
the history of 9-1-1**

9-1-1 and our Past Year Plus

- For those of us who work or support 9-1-1, consider what has happened in the last year:
 - A global pandemic has infected 146 Million People, of whom over 3.0M have died
 - In the US 32M have been infected with just over 570,000 deaths.
 - This pandemic has disrupted the normal way of life across the United States
 - It has impacted local and government economies in sometimes massive ways, consider the airline industry, food and entertainment, and retail.



And the impact has been Unprecedented

- In the United States and other places:
 - Responders and Communications personnel have been victims
 - Critical Facilities have had to be closed for cleaning (ATC, 9-1-1, etc.)
 - Personnel have been forced to work at alternate sites or remotely– some long term
 - This has forced agencies to adapt on the fly, rapidly introduce new procedures and polices, often while short-staffed.



Success in the Midst of Chaos

- Despite these challenges:
 - Communities and agencies have come together
 - Challenges have been met through heroic actions on the part of team members, agencies, vendors, and organizations.
 - We have learned so much about what to do, and what not to do.



This is new ONLY IN SCALE AND SCOPE

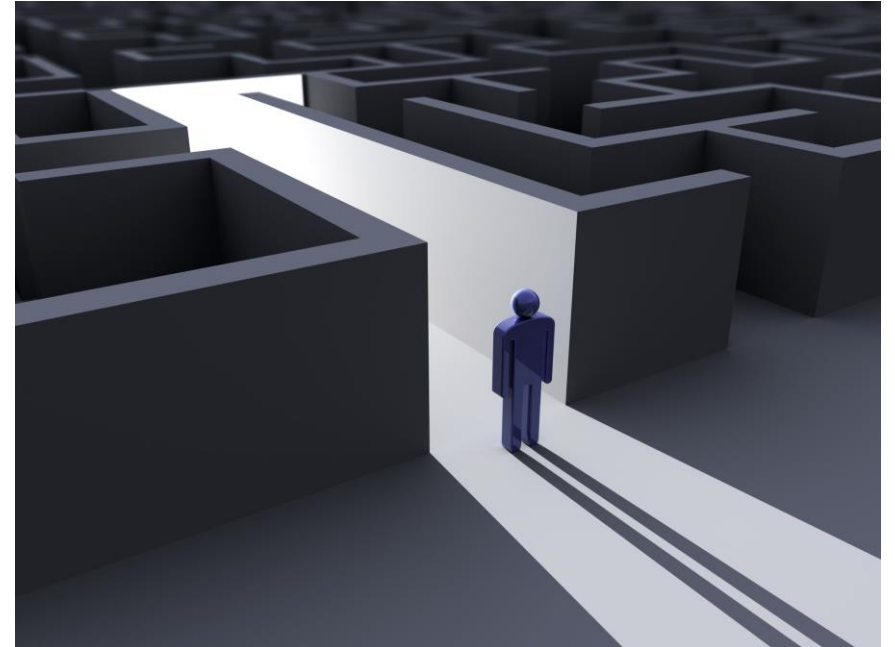
- **But some MOST of this is not new**— our personnel and organizations have often overcome challenging events and situations
- What is new are multiple factors coming together here for the first time
- And the glaring understanding of just how at risk our ECCs are
- But also, **the amazing opportunities we have to blend what we have learned with new technologies and an improved understanding.**



The Darker Side of a Dark Event

Why will Covid-19 be such a game changing event for 9-1-1?

- Consider:
 - The 9-1-1 center that experiences an outbreak and has to close down and route it's calls elsewhere because it has no effective back-up
 - The Community that has no adequate data analytics tool to assess where hot-spots are so that appropriate pre-emptive measures can be taken
 - The 9-1-1 Center which has to close because of cleaning, forcing aircraft to route hundreds of extra miles
 - The TC's unable to work remotely or from alternate facilities because the technology they use does not support such operations.
- These and so many more examples highlight just how much risk our 9-1-1 Infrastructure faces everyday, but even more so during a large scale, high-impact event.
- It is up to **YOU** to learn the lessons this event has to offer...



What will the next Pandemic Event Be?

- Although perhaps not happen on quite the same scale, Covid-19 also reminds us of the large-scale challenges that we have faced before and will again in the future:
 - Weather Related Disasters
 - Earthquakes
 - Industrial Accidents
 - Terrorism
- And the ever-increasing threat of Cyber Attacks and other disruptions of vital infrastructure such as blackouts.
- In summary, Covid-19 is not our last best challenge— but an unprecedented reminder of the challenges we face, as well as an opportunity to learn vital lessons that can help us better react and respond to the next challenge.



But that is nothing new to anyone in 9-1-1...

- From where does real change happen?
- What events have been the greatest motivation in your career?
 - For your agency?
 - For Our profession?
 - For Our Communities?
- An example from my own career
 - October 2012
 - December 2010
 - September 11, 2001
- An exercise for you to complete right now:

Take twenty seconds right now, to think about your greatest professional lesson from the last year of working through Covid. Now right that lesson down and make sure it stays somewhere prominent? Is it something that should motivate action—today? Is it something you accomplished you should celebrate as a team? Whatever it is, make sure you do not lose it— either as motivation or a call to action!

Whatever your lesson is, there are lessons for us all:

- There are other elements of this particular time which will heighten the long-term impact of current events:
 - **Technology**– this is our first major global pandemic of the 5G, Artificial Intelligence, Smart Cities age
 - **Visibility and Scale**– every single community and organization knows what this event is and its potential, even in places which are not as severely impacted
 - **NG9-1-1**– already in the process of being deployed, should see dramatically increased attention and funding as a result of this pandemic– and they are the building blocks of the future emergency communications networks
 - **Planning and Resiliency**– this pandemic highlights clearly that all emergency event planning must begin and end at the PSAP.



And that is where all of us come in... Bringing all of this together!

- The Impacts and Opportunities inherent in Covid-19 require all of us to take ownership of what happens next
- The needed advancements for 9-1-1 will not happen on their own
- We must ensure that the lessons we have learned are applied to the short-, medium-, and long-term plans for our 9-1-1
- We must be willing to **ENGAGE, LEARN, INFORM, AND ADAPT** to not just the environment of today— but the environment of tomorrow.



Suggested Next Steps...

- 1st: Document what your agencies and organizations have done and how you have been impacted— work with your teams to ensure that you have the most accurate understanding possible
- 2nd: Identify where your organization was most vulnerable during the Pandemic
- 3rd: Determine what capabilities could have reduced your risk— new public safety software that supports Cloud deployments and/or remote work? Is it analytics tools? Is it a new physical facility? Is it a new back-up partner?
- 4th: Connect with the greater 9-1-1 and Public Safety Community to share your experiences and ideas
- 5th: Engage your stakeholders in conversations now about those risks can be mitigated going forward
- 6th: Develop with your stakeholders a plan to address vulnerabilities, improve capabilities, and integrate the lessons learned from this experience going forward.



And whatever comes next, we should always try to:



**Better
Understand Risk**



**Improve
Mitigation**



**Enhance
Response**



**Speed
Recovery**



**Continuously
Improve Services**



**Improve Public
Outcomes &
Perception**



**Increase Value &
Reduce Costs**

If We learn the Lessons of Covid-19 & all our crazy days:

And apply them...

- We will ensure that we are better able to manage the next crisis, whatever that crisis may be
- We will ensure that our personnel are better trained and better supported
- We will obtain the tools and technology required to be an effective 9-1-1 Operation in the 21st Century
- We will engage with our Public Safety community, learning and sharing with those facing the same challenges
- We will create a more collaborative relationship with vendors— working together to develop and deploy advances that help meet the challenges of the future.



Thank You.