

9-1-1 LEADERSHIP WEBINAR

Response to COVID-19

COVID-19 is an unprecedented critical incident for our nation.
How are you leading your team?

What can we learn as a public safety community work through this ?



MARCH 28, 2020 1100 HOURS PST

This webinar is designed for 9-1-1 professionals, vendor partners, consultants and allied professionals. I respectfully request no sales as this is an effort for us to learn from each other so we can lead our 9-1-1 teams through this unprecedented global pandemic.

PURPOSE

Share Ideas

Managing Staffing

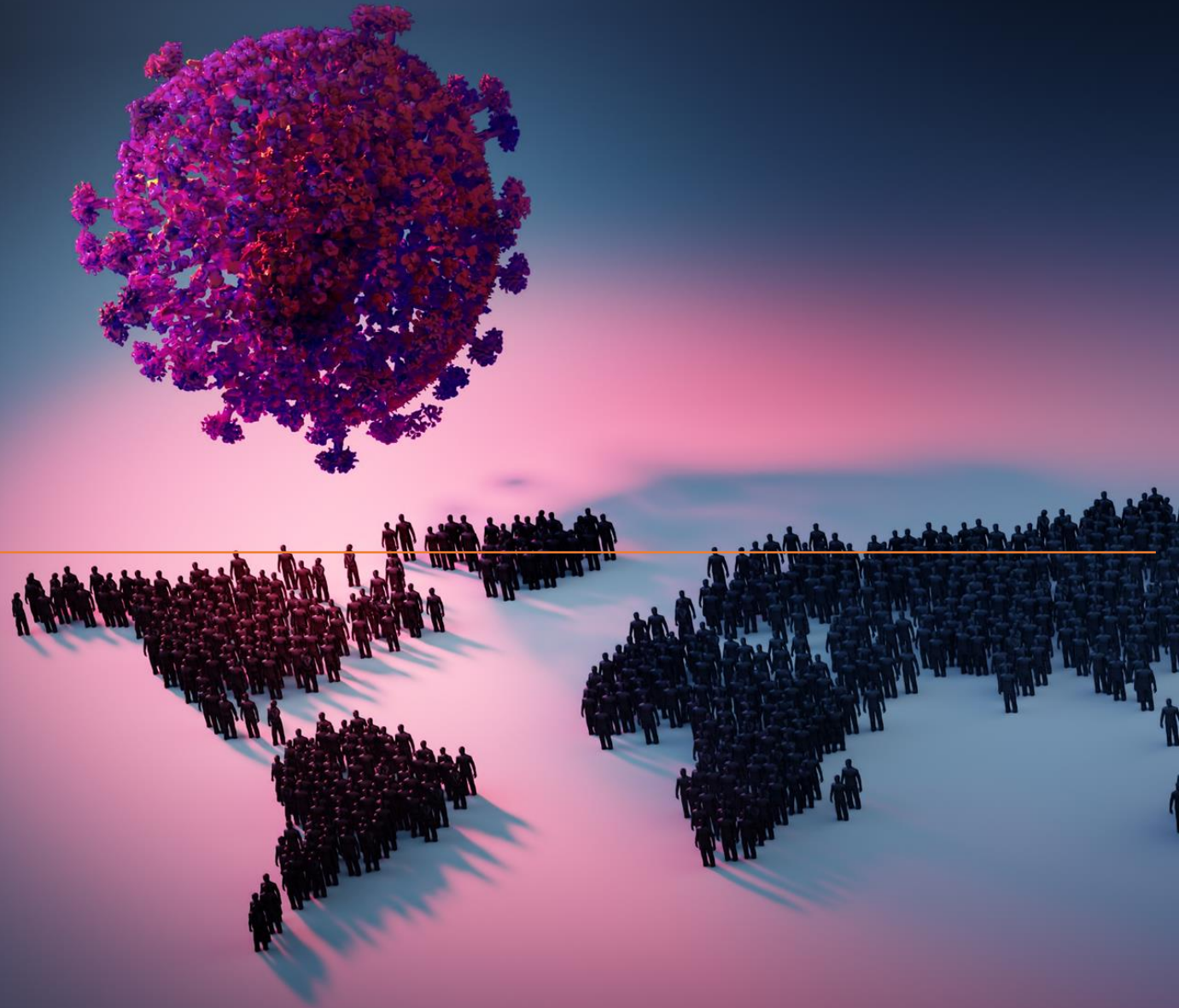
Technology

Regional Plans

Policy Changes

Resilience

Resources



FACILITATORS



Kim Turner, Moderator

Tyrell Morris, *Director, Orleans Parish 9-1-1*

Melissa Alterio, *Director, Roswell 9-1-1 (GA)*

Karima Holmes, *Director, Office of Unified Communications DC Metro 911/311*

Hope Downs, *Director, New Hanover County (NC) 9-1-1*

Shinar Haynes, *Executive Director, Tarrant County 9-1-1 Communications District*

Robbie McCormick, *Communications Supervisor, Tarrant County 9-1-1 Communications District*

D. Jeremy DeMar, *Director of Emergency Communications, Springfield (MA) Police Department*

Dan Munsey, *Fire Chief, San Bernardino County Fire Department*

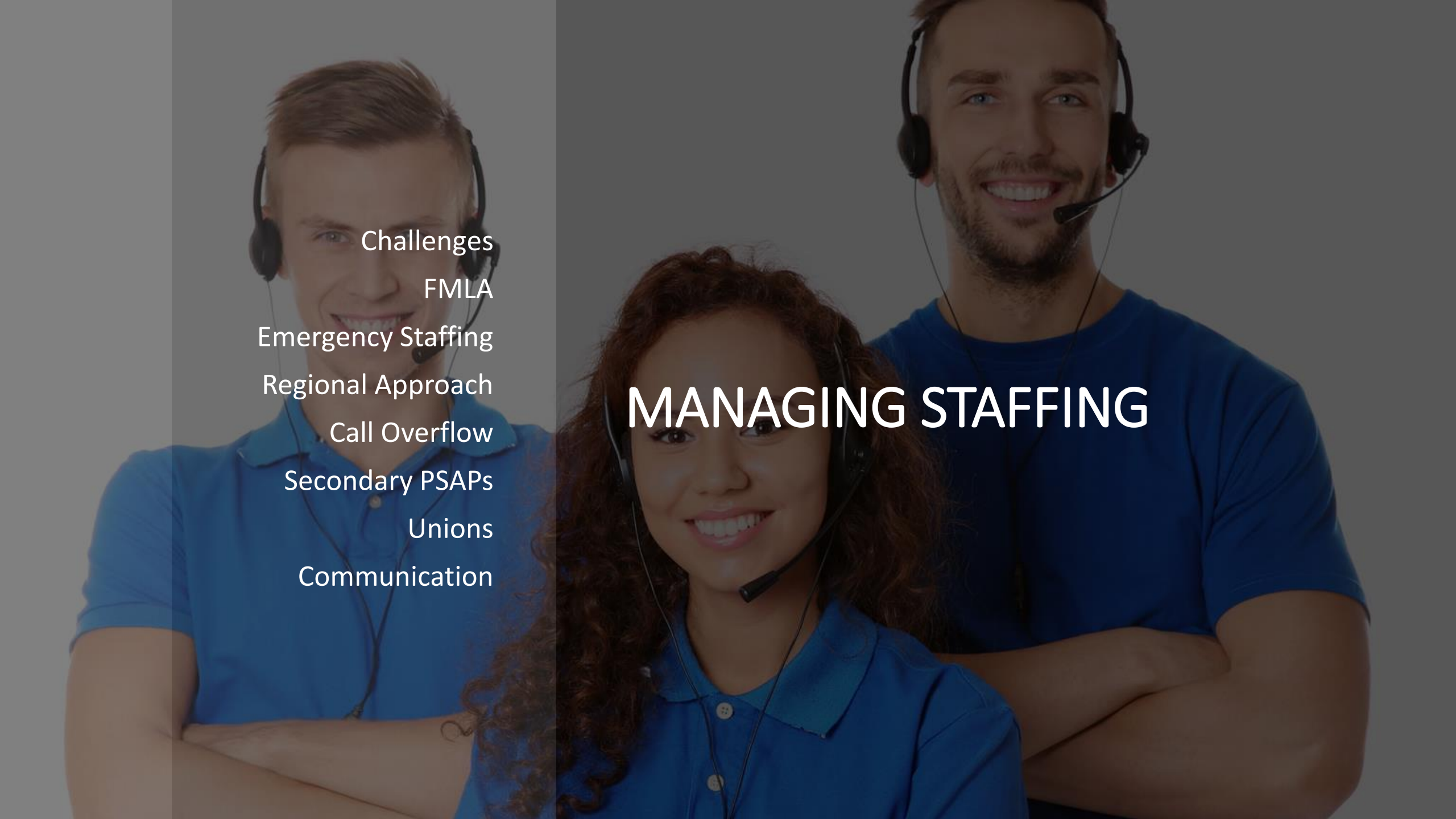
Traci Barkley, *Communications Manager, Contra Costa County Fire Protection District*

Collin O'Neil, *Communications Supervisor
Contra Costa County Fire Protection District*

Buck Mims – *CEO, National Public Safety Group*

John Whitehead - *Hexagon*

Dr. Michelle Lilly – *Trauma Clinician, Lilly Consulting*

A background image featuring three call center agents. On the left, a young man with short brown hair, wearing a blue polo shirt and a headset, has his arms crossed and is smiling. In the center, a young woman with long, curly brown hair, also in a blue polo shirt and headset, is smiling. On the right, a young man with short brown hair and a beard, wearing a blue t-shirt and a headset, has his arms crossed and is smiling. The entire image has a semi-transparent dark blue overlay.

Challenges
FMLA
Emergency Staffing
Regional Approach
Call Overflow
Secondary PSAPs
Unions
Communication

MANAGING STAFFING

TECHNOLOGY



Leveraging Technology

Working with Vendors

Adopting New Strategies

Changes in Processes

REGIONAL PLAN

Silos

Regional Plan



POLICY CHANGES

CAD

Questioning Reporting Parties

Documentation



RESILIENCE

Dr. Michelle Lilly



An aerial photograph of a city, likely Los Angeles, showing a mix of urban development. In the foreground, there's a river or canal winding through the city. To the left, there are several tall, modern apartment buildings. To the right, there's a dense residential area with smaller, multi-story houses. The sky is blue with some clouds. The word 'RESOURCES' is overlaid in large white letters on the left side of the image.

RESOURCES

NENA

<https://www.nena.org/page/covid19>

APCO

<https://www.apcointl.org/resources/911-info/information-on-covid-19-for-emergency-communications-centers/>

CDC

<https://www.cdc.gov/coronavirus/2019-ncov/communication/factsheets.html>



DOWNLOAD THE SHARABLE FILES

Thank you for your time,
your ideas, vision, and for
leading your teams!