

Strategies Implemented for COVID-19

DATE



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About NENA

- NENA: the 9-1-1 Association is the ONLY organization solely focused on the creation of 911 police, technology, operations and education issues in North America and beyond
- Representing more than 17,000 members
- NENA technical and operational standards govern how 9-1-1 and NG9-1-1 systems work across the United States and the world
- NENA is the only open-standards organization dedicated to 9-1-1 issues



Innovative Experiences for Technology

- PSAPs used mobile command centers
- Opened back-up sites
- Remote call-handling and dispatch operations



Innovative Experiences for PSAP Operations

- Frequent EMD protocol adjustments
- Dispatch procedure changes
- Noted decrease in law enforcement related calls
- Staffing level changes due to call volume decreases



Information and Statistics

- NENA conducted two surveys in the US
 - *Initial Impacts of COVID-19 on 9-1-1 Centers, published April 3, 2020*
 - *How 9-1-1 is Changing in a COVID-19 World, published May 8, 2020*

Initial Impacts of COVID-19 on 9-1-1 Centers

9-1-1 & COVID-19 Report Series | April 3, 2020

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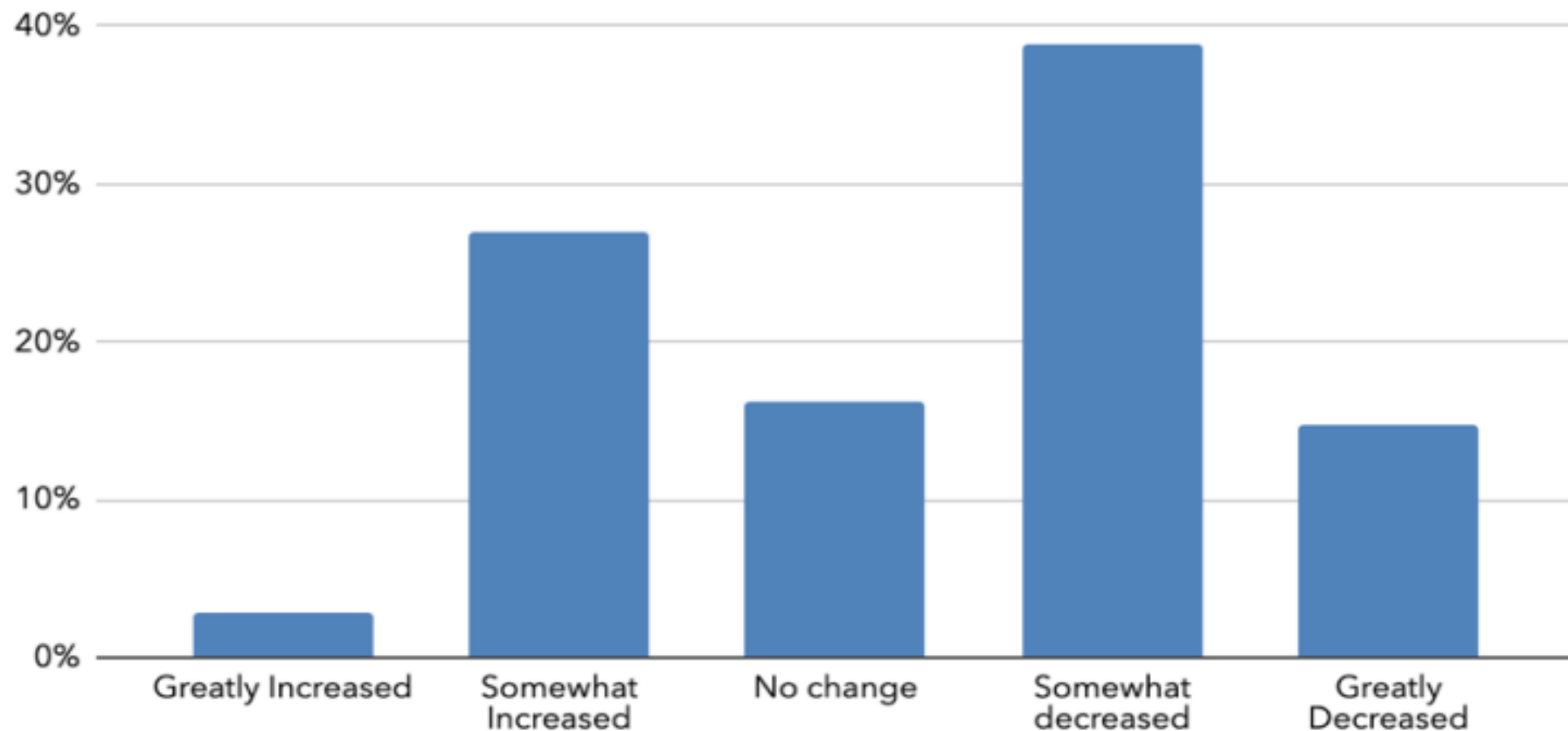
How 9-1-1 Is Changing in a COVID-19 World

9-1-1 & COVID-19 Report Series | May 8, 2020

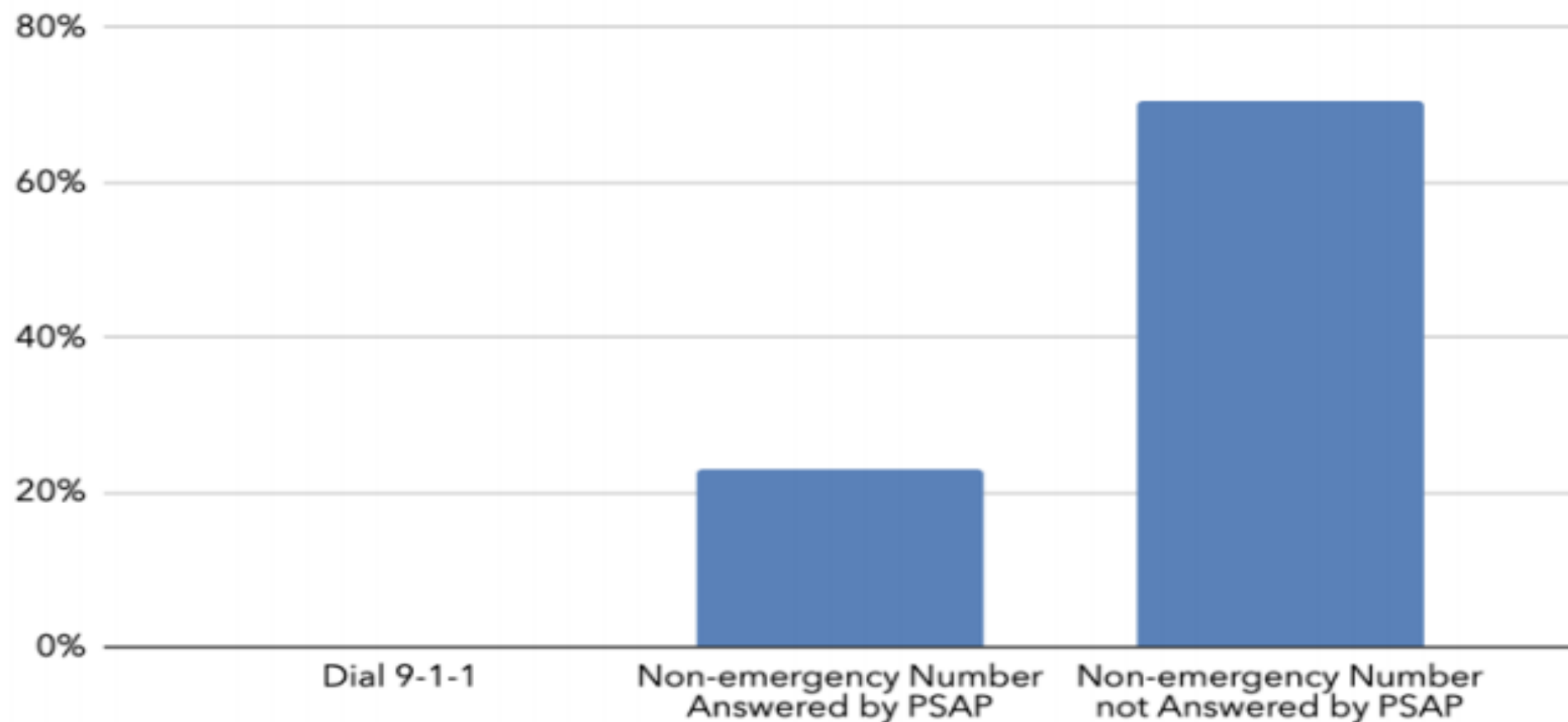
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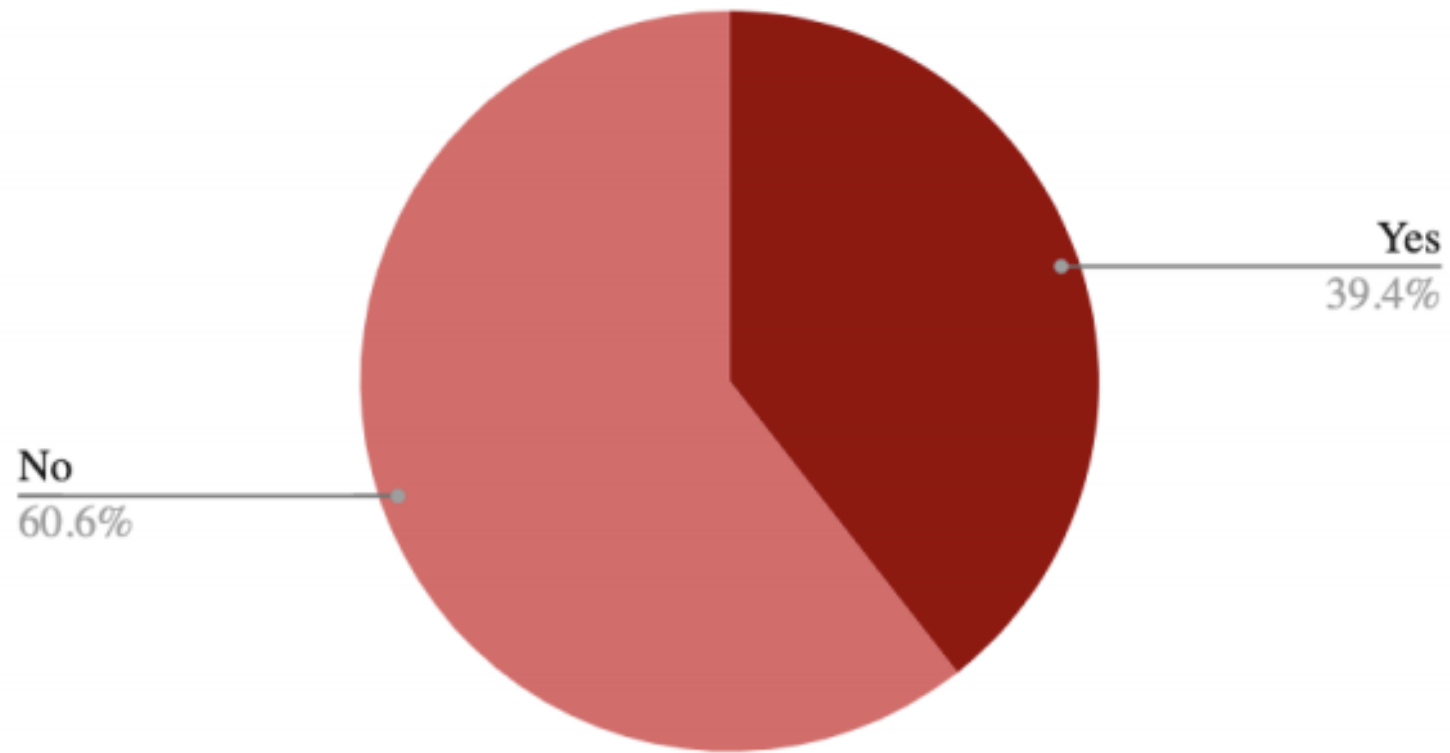
Has your PSAP experienced a change in overall call volumes (e.g. 9-1-1, non-emergency, text, etc.) as a result of COVID-19?



How are citizens in your service area being instructed to gain non-emergency assistance or info about COVID-19?

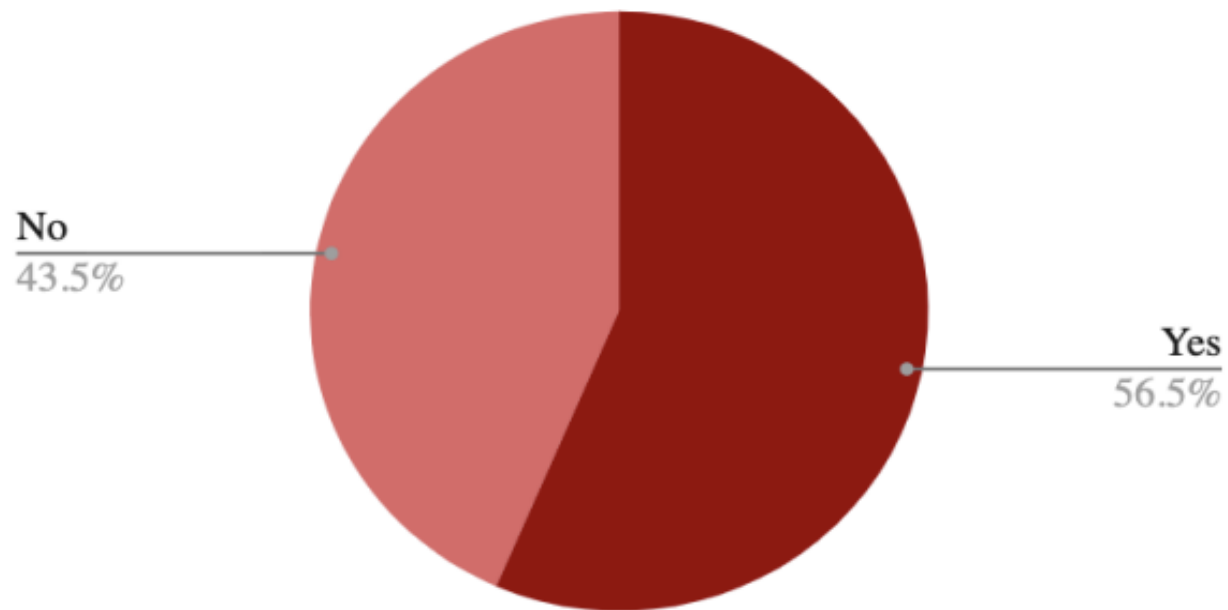


Has your PSAP quarantined or sent home any employees due to either (1) a positive test for COVID-19 or (2) COVID-19 symptoms?



In the US many PSAPs were denied urgent assistance for lack of “first responder” or “essential” job classification status.

Has your 9-1-1 Authority or PSAP management experienced difficulty securing sufficient PPE, cleaning supplies/services, thermometers, or similar?



Increased Psychological Issues and Domestic Violence Incidents

- *In both surveys PSAPs reported experiencing widespread increases in calls for psychological issues and domestic violence.*



Strategies and Actions

- Deployed or updated Continuity of Operations Plans (COOP) - template can be found here:

https://www.nena.org/resource/resmgr/covid/911_COVID_2nd_Wave_COOP_Out.dOCX

Strategies and Actions Continued

- PSAP made staffing contingency plans based on call volumes
- Deployed Technologies discussed earlier
- Used resources found on NENA's website: www.nena.org/covid19

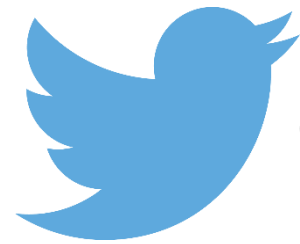
PSAPs Communicating with the Public

- PSAPs used various means of communicating with the public:
 - Social Media
 - News Media
 - Word of Mouth

Questions



Thank You!



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