

# Lessons Learned from Pandemic



# Let's Meet Today's Speaker

## **Jackie Mines**

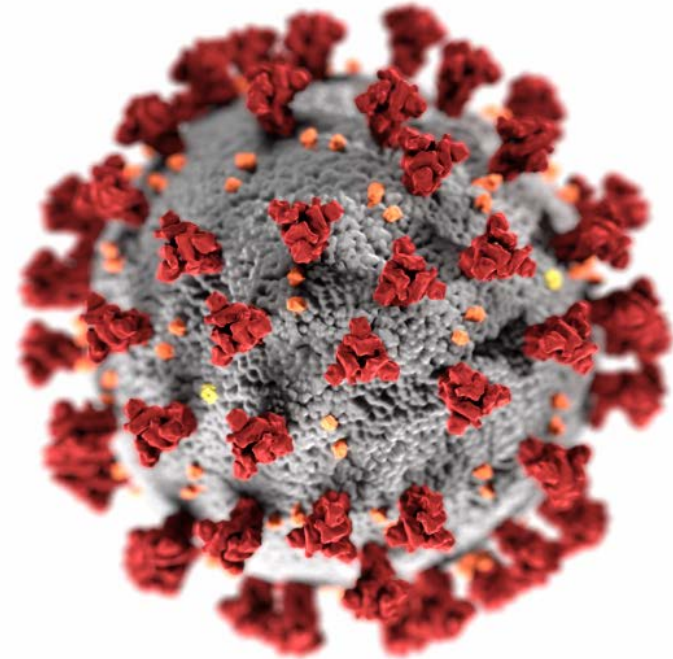
Senior Communications Consultant  
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# COVID-19 Impacts

The current COVID-19 pandemic has impacted public safety communication centers

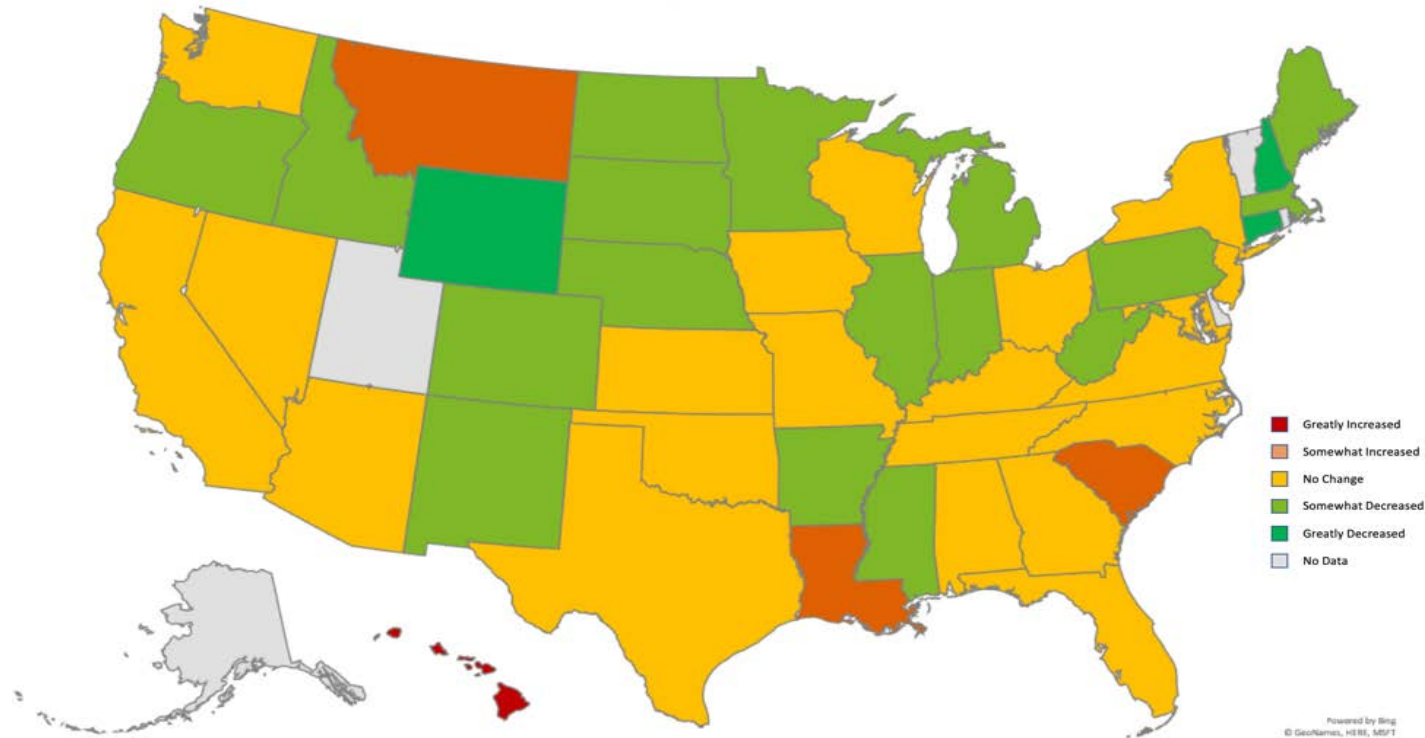
- Having to institute social distancing
- Moving locations because of exposure
- Changes in 911 call volume
- Increased questioning of callers
- Employee screenings
- Employee quarantines
- Increased cleaning of workspace





# Change in Call Volume from National Emergency Number Association (NENA) website

Reported Change in Call Volume



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## Increase in family disturbance and domestic violence calls

- ☐ Likely due to shelter in place orders
- ☐ Schools closed
- ☐ Working from home or laid off







# Telecommunicator Takes Top Priority

PSAP lockdown/quarantine policies

PSAP workspace cleanliness policies

Staffing contingency plans

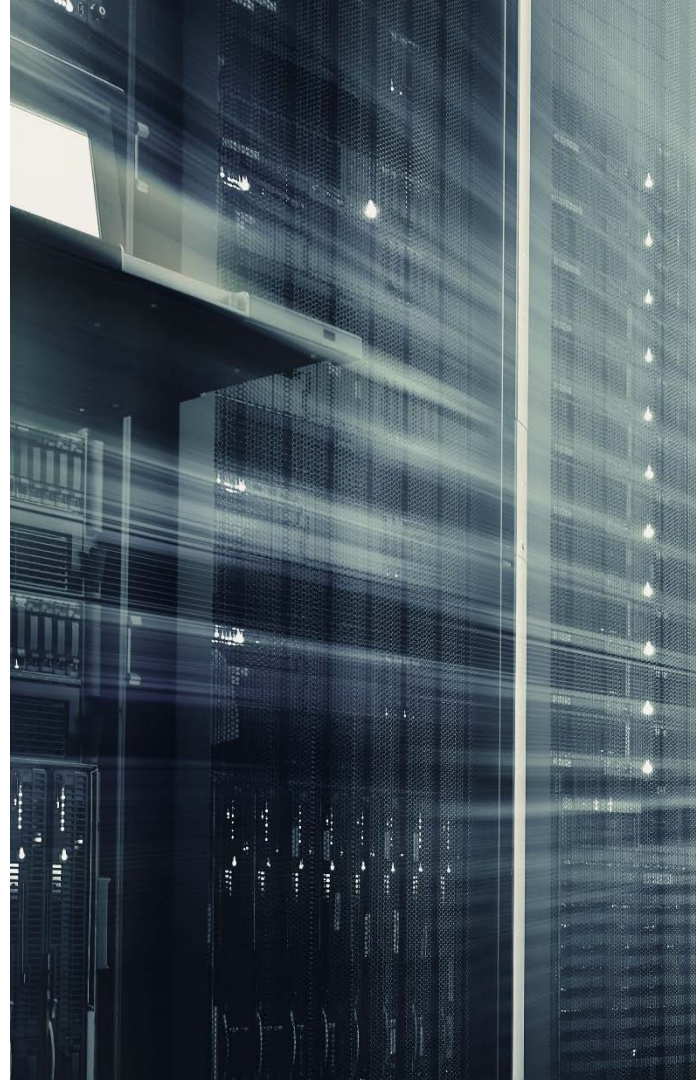
Health screenings



# Technology

## Systems security, resilience, and recovery

- Suspend any technology upgrades
- Monitor closely for cybersecurity breaches
- Fewer than 7% activated remote centers
- Create pandemic COOP plan
- Work from home not really an option





# Increase in Telecommunicator Anxiety

Counseling and  
peer support

Increasing time  
off

Providing materials  
to handle stress

Relaxing dress  
codes

Employee  
Assistance  
Programs

Bringing in meals

Bringing in  
service animals



# Thank You for Joining Today

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