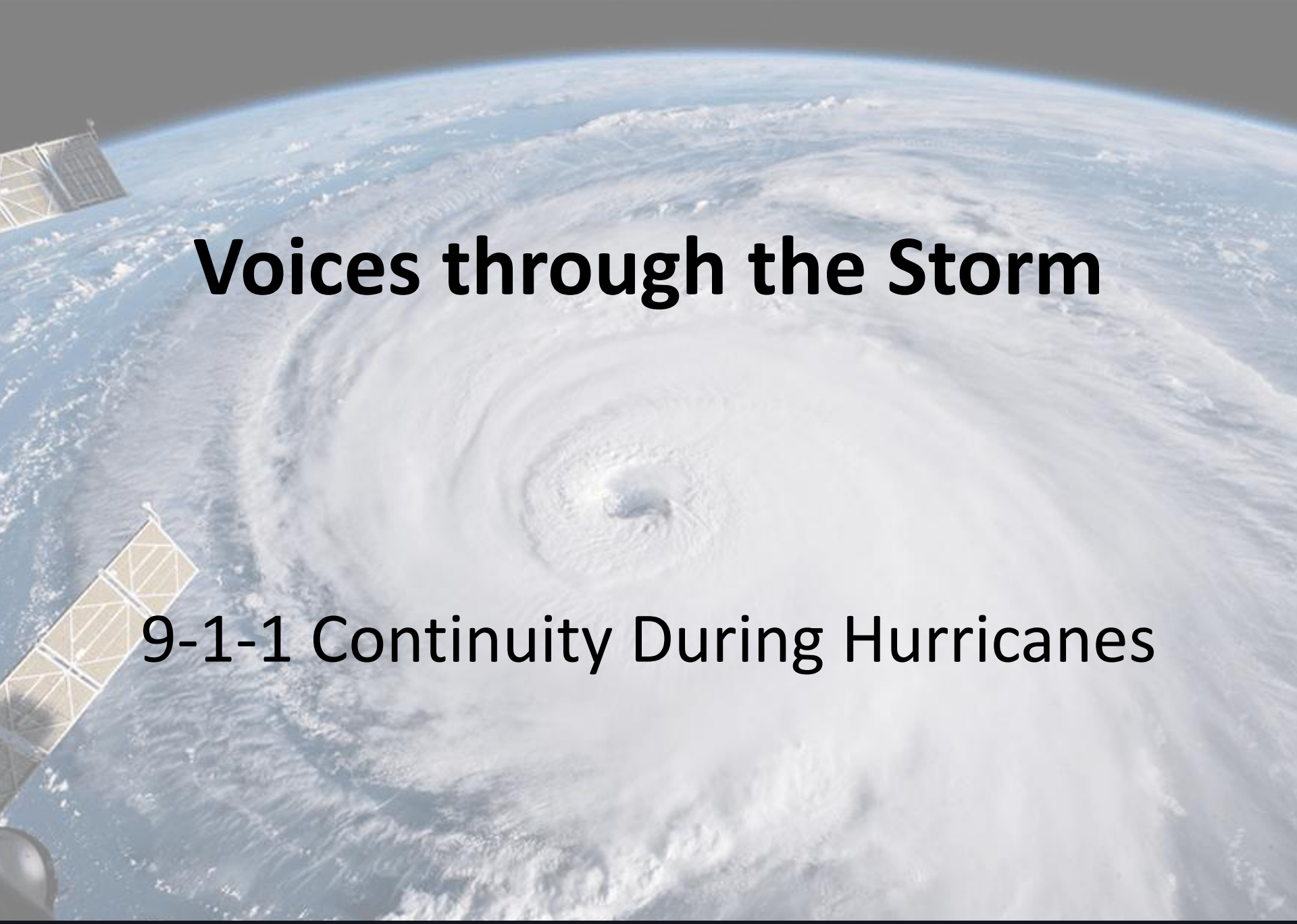

Voices through the Storm

9-1-1 Continuity During Hurricanes

Welcome & Session Objectives

- Discuss real-world continuity challenges during hurricanes
- Explore operational lessons learned from recent events
- Examine systems, staffing, rerouting, and alternate technologies
- Engage audience through scenario-driven discussion
- Focus on practical operational realities—not theory

Florida Hurricane Context

- Irma (2017) – widespread infrastructure disruption
- Michael (2018) – catastrophic damage to PSAP regions
- Ian (2022) – residents stranded, 9-1-1 outages reported
- Idalia (2023) – network and continuity challenges
- Helene (2024) – millions without power
- Milton (2024) – tornado outbreaks and infrastructure failures
- Central Florida outage impacted nearly 1 million residents

The Four Pillars of Continuity

- 1. Resiliency of Systems
- 2. Rerouting of Calls
- 3. Staffing Through TERT
- 4. Alternate Technologies

Pillar 1: Resiliency of Systems

- What failed first: power, fiber, or connectivity?
- Managing common-mode failure risks
- Backup systems dependent on shared infrastructure
- Satellite and radio as operational tools
- Evaluating true system redundancy

What is the most overestimated system?

Pillar 2: Rerouting of Calls

- Operational reality when calls stop reaching a PSAP
- Testing overflow routing under real load
- Governance and staffing coordination challenges
- Managing partial outages
- Role of Text-to-911 and RapidSOS during disruptions

Is your reroute plan operational or documented?

Pillar 3: Staffing Through TERT

- When to activate TERT resources
- Deployment logistics and local integration
- Remote and virtual TERT concepts
- Staffing collapse thresholds
- Operational assumptions challenged during storms

https://www.youtube.com/watch?v=UV8Vav5v_To

Pillar 4: Alternate Technologies

- Technology that worked in the field
- Satellite texting and direct-to-device communications
- NG911: resilience or added complexity?
- Temporary technology becoming permanent
- Florida examples: Lee, Collier, and Martin Counties

What technology disappointed you most?

Interactive Scenario Exercise

- Category 4 hurricane makes landfall
- 2 PSAPs offline
- Fiber cut impacts regional connectivity
- 40% staffing loss
- Call volume triples

What are your first actions?

Scenario Phase 1: First Hour

- What is your FIRST operational action?
- Stabilize systems, staffing, or communications?
- Who assumes incident command?
- How are public communications handled?
- Compare audience responses to real-world outcomes

Scenario Phase 2: Cascading Failures

- Backup PSAP becomes overwhelmed
- Cellular networks degrade
- Power restoration delayed 48+ hours
- What fails next?
- Where does command and control shift?

Thank You!