

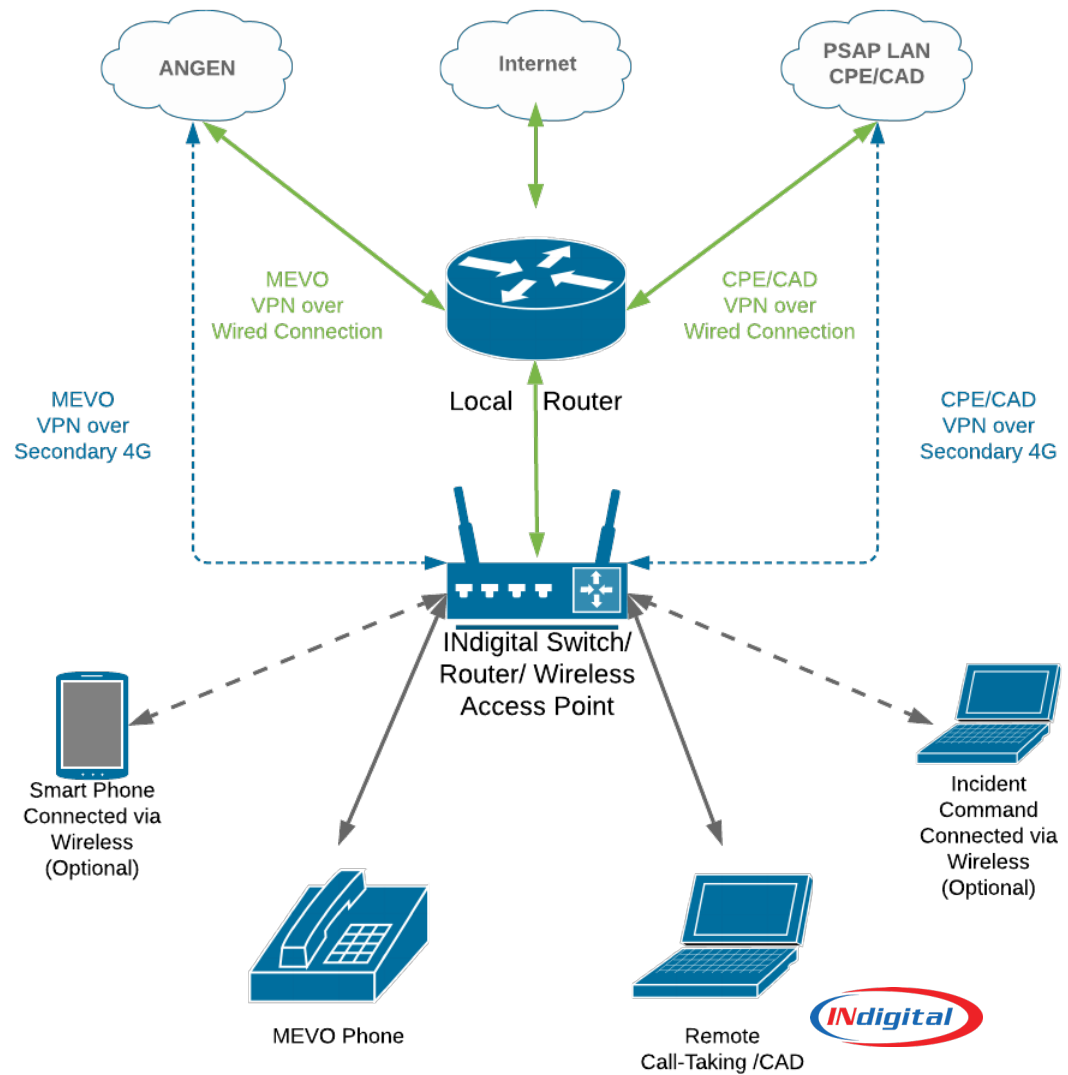
# Telecommuting Outside of the PSAP

Lessons Learned



# The Setup

# Remote Call-Taking Setup





# Other Uses

# Macon County, Alabama COVID PSAP Move

A total of 498 9-1-1 calls  
were answered on the MEVO  
Anywhere Kit between  
December 18- December 31.



# Significant Event Analysis

## Jefferson PSAP Bug-Out

On March 2, Jefferson County and the City of Birmingham conducted a drill in which each PSAP used their MEVO abandon button to send all 9-1-1 calls to the alternate PSAP. The entire staff was then relocated with a police escort to the other PSAP, and continued operations from there. The goal of this drill was to ensure that the third and fourth most active PSAPs' in the state could operate under one roof simultaneously.

# Borrowing your Neighbor's PSAP

- Mobile asset make back-up centers obsolete
- Neighbors can help neighbors because of a commonly deployed network



# Considerations

- Sample Policy, Plans, & Agreements
  - WFH Plan
  - WFH Agreement
  - Technology Usage Procedures
- Screen capture software
- Employee Requirements - Testing, troubleshooting, quality assurance
- Organizational buy-in

- Requires either stable home internet or solid 4g connectivity with consistent bandwidth and low latency.

- Depends on Set-Up
  - CPE vendor charges vary
  - CAD position charges may vary
  - Elaborateness of configuration may vary
  - \$12,000 to \$50,000

# Questions?

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