



REMOTE CALL TAKING

THE CITY OF ALEXANDRIA

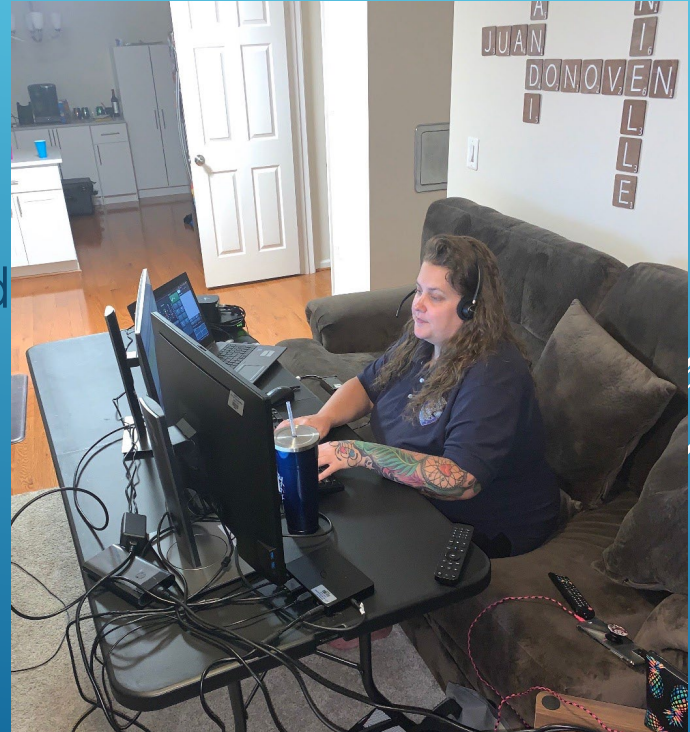
NECESSARY TECHNOLOGY

- ▶ Vesta Command Box Phone
- ▶ CAD with remote capabilities
- ▶ Monitors
- ▶ Keyboard and mouse
- ▶ Headphones
- ▶ Hotspot
- ▶ Backup Power Supply
- ▶ Audio Recordings/Logging Recorder – Early on, this was an issue. This was resolved and made possible with the assistance of Carolina Recorder, which included both the Command-Post Phones as well as the “All-In-One” phones.




TESTING

- ▶ The What if?
 - ▶ The Call drops?
 - ▶ House noise in the background
 - ▶ You have roommates?
 - ▶ You don't have room?



OPERATIONS

- ▶ Working between Primary and Backup Centers
 - ▶ The remote hotel
 - ▶ Remote call takers
 - ▶ The Isolation Team
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CALL TAKERS

- ▶ What did they experience?
- ▶ How did it affect the personnel in at home?
- ▶ How did it affect the personnel in the Center?
- ▶ What were the complaints?



LEADING THE WAY

- ▶ What were the roadblocks?
 - ▶ Personalities and negativity
 - ▶ Money
 - ▶ Technology
 - ▶ Audio Recordings/Logging recorder
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- A series of white diagonal lines of varying lengths and thicknesses, located in the bottom right corner of the slide, creating a sense of motion or a stylized graphic element.

WHATS NEXT?

- What worked?
- What were the challenges?
 - ▶ Personalities and negativity
 - ▶ Money
 - ▶ Technology
 - ▶ Audio Recordings/Logging recorder
- What would we do different?
- What's next?





**Alexandria Department
of Emergency and
Customer
Communications (DECC)**

Technical and Operational Assessment
Pandemic Operations

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Alexandria, Virginia

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ECCs may request a copy of our Best
Practices/Lessons Learned and
Strategy Reports

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