

Natural Disasters: Lessons Learned

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Making It Real: Our Experiences



Outcomes:



100% network uptime during events



1400 free smart phones deployed to First Responders



10K metres of Fibre and Copper cable replaced



2200 emergency care kits delivered to residents



15K premises inspected and tested for reliability



\$5.7M invested in network and infrastructure upgrades



5K+ physical troubles resolved



\$1.8M donated locally to charities and non-profits



204 damaged network elements replaced



0 injuries or near miss incidents



Welcome home Fort McMurray.

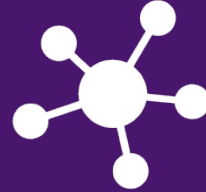
#YMMStrong

 TELUS

Lessons Learned



Prioritize: People,
Infrastructure,
Process



Leadership: You
Can't Do It All



Support: Manage
The Help



Recovery: Plan
Ahead

Outcomes and Moving Forward

The Future of Emergency Response



GIS and GPS
Real Time Data



IoT Emergency
Security



Repopulation
Data



Communication
Enablement

ASK: Given the expertise in the room, how can we leverage technology to improve emergency responsiveness?

Q&A



Thank
You

