

**Session title:**

Surviving the Route 91 Harvest Festival Shooting – Las Vegas Combined Communication Center

**Session speakers:**

Joshua Fonseca, Anthony Bruno, Melanie Straeter

**Session summary:**

On October 1, 2017, the Las Vegas valley experienced the deadliest mass shooting in US history. During the over nine hours that encompassed the event, 15 communications specialists and 2 communications specialist supervisors processed hundreds of calls related to this incident in addition to a normal Sunday night's volume of calls while many people were home, asleep and unaware of what was happening. With experience levels ranging from barely off probation to nearly 20 years on the job, every team member had a role and made a huge impact to the success of this incident. Operational success achieved, but with a deeply rooted emotional impact for the center, its partner agencies and the town. In the days, weeks and months after the event, a true team effort was in action to ensure that each and every team member knew they were not alone in dealing with the emotional aftermath. Whether they were working that night, filled in the gaps in the days that followed, or survived the concert as an attendee. This team exemplified, "no one in this family fights alone."