

John Mulhall

Communications and Warning Coordinator, Orange County Office of Emergency Management

Speaker Bio:

John Mulhall is the Communications and Warning Coordinator for Orange County, Florida's Office of Emergency Management. In this role he is the subject matter expert for technology, maintaining a primary and backup EOC, keeping up on redundant communications systems and being the primary point of contact for alerting systems. Prior to joining emergency management, he served as PIO for Orange County Fire Rescue. He also had careers at Walt Disney World and at a variety of small-town radio stations. He holds a master's degree in Disaster and Emergency Management from Saint Leo University and a bachelor's degree in mass communication from Quinnipiac University. He is certified as a Florida Professional Emergency Manager.

Presentation Title:

Are You a Mechanic? Can You Fix a Rollercoaster?

Stress and burnout are phrases constantly used to describe work in Emergency Operations Centers and Command Posts. Stressful situations occur even at a major Central Florida theme park with a mouse as its mascot. A wise manager asked his young employee two questions to keep stress in check: "Are you a mechanic? Do you know how to fix a roller coaster?"