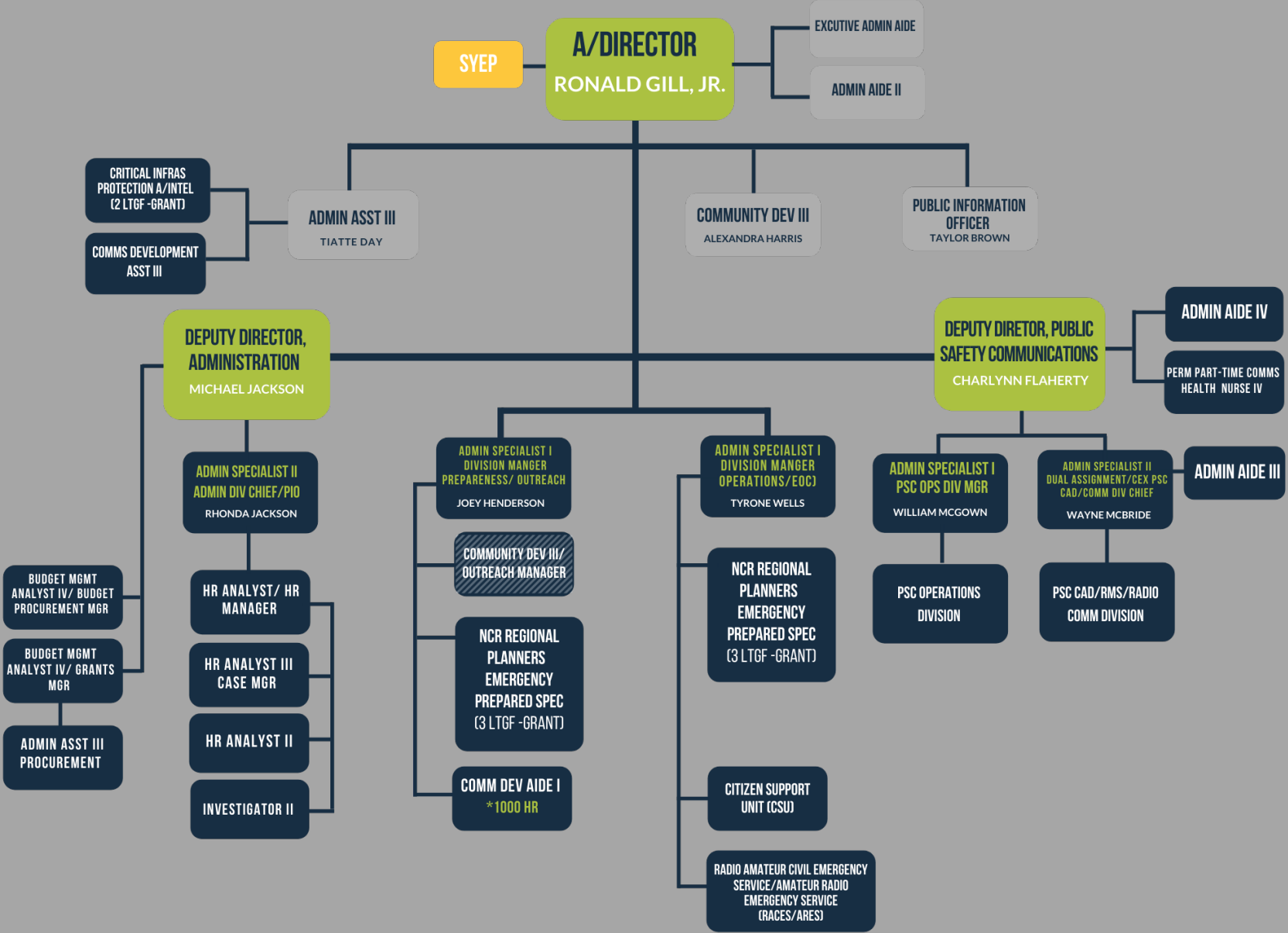


OFFICE OF HOMELAND SECURITY

Fiscal Year 2022
Budget Review

Organizational Chart



Administration

The Administration Division is responsible for the overall management, coordination and direction of the Office of Homeland Security, to include the agency Budget and County Homeland Security Grants.

Administration Overview:

During the COVID-19 pandemic, OHS' Budget and Grants Managers have done a great job by fully supporting the Office of Homeland Security in managing the general funding and fiscal needs, but especially with Coronavirus specific funding under the CARES Act, which provided funding assistance for State, Local, and Tribal Governments navigating the impacts of COVID-19.

Public Safety Communications (PSC)

- ✓ Public Safety Communications is an IAED Triple Accredited Center of Excellence. The 5th 9-1-1 Dispatch Center in the world to be ACE triple accredited by IAED
- ✓ Public Safety Communications provides effective and timely dispatch to Prince George's County Police, Fire, EMS, Sheriff and 18 municipal police departments
- ✓ Public Safety Communications provides professional 9-1-1 services to all County residents
- ✓ Prince George's County is a leader in the 9-1-1 industry
- ✓ Public Safety Communications is deeply involved in NG9-1-1 planning, preparation and implementation
- ✓ Maryland COMAR, Title 12, Subtitle 11, mandates 9-1-1 Centers have "a sufficient number of call takers and equipment to consistently answer incoming calls on a daily average of ten (10) seconds or less."



PSC Overview:

- PSC processed more than 1.4 million requests for service in 2020
- 9-1-1 calls, alarm activations and non-emergency dispatch calls (301-352-1200) are answered and processed by 9-1-1 Emergency Call Takers
- Calls were down slightly over the pandemic, but have started to increase
- All 9-1-1 calls were answered in 10 seconds or less

Calls Processed in the 9-1-1 Center - 2020

| 2020 | January | February | March | April | May | June | July | August | September | October | November | December | Total |
|------------------------|---------|----------|---------|---------|---------|---------|---------|---------|-----------|---------|----------|----------|--------------------|
| Total Calls | 121,411 | 115,713 | 122,914 | 105,290 | 121,262 | 124,235 | 137,192 | 130,412 | 123,097 | 128,059 | 121,252 | 121,372 | 1,472,209 |
| 9-1-1 | 57,907 | 56,355 | 59,203 | 51,306 | 59,912 | 60,824 | 66,926 | 63,088 | 58,060 | 60,994 | 57,499 | 57,351 | 709,425 |
| Alarm | 4,145 | 4,184 | 3,719 | 2,891 | 3,141 | 3,559 | 3,879 | 3,548 | 3,406 | 3,221 | 3,315 | 3,238 | 42,246 |
| ASAP Alarm | 1,427 | 1,176 | 1,206 | 1,040 | 1,137 | 1,152 | 1,272 | 1,265 | 1,321 | 1,307 | 1,306 | 1,281 | 14,890 |
| Non-Emergency | 10,695 | 9,896 | 10,837 | 10,198 | 11,998 | 12,652 | 13,310 | 12,887 | 12,586 | 12,494 | 11,483 | 10,833 | 139,869 |
| To Dispatcher | 21,643 | 19,773 | 21,331 | 17,731 | 19,501 | 19,337 | 21,041 | 20,311 | 19,713 | 21,427 | 20,811 | 22,457 | 245,076 |
| Outgoing Calls | 27,021 | 25,505 | 27,824 | 23,164 | 26,710 | 27,863 | 32,036 | 30,578 | 29,332 | 29,923 | 28,144 | 27,493 | 335,593 |
| 9-1-1 Talk Time | 133 | 131 | 138 | 148 | 137 | 131 | 124 | 127 | 129 | 129 | 133 | 131 | 133 Seconds |

PSC Overview:

- Public Safety Communications provides effective and timely dispatch to Prince George’s County Police, Fire, EMS, Sheriff and 18 municipal police departments
- Calls were down slightly over the pandemic, but have started to increase
- PSC Dispatchers are the lifeline for first responders
- In 2020 PSC processed more than a 1.2 million incidents for dispatch

CAD Incident Numbers Generated 2020

| 2020 | January | February | March | April | May | June | July | August | September | October | November | December | Total 2020 |
|----------------|---------|----------|--------|--------|--------|--------|--------|--------|-----------|---------|----------|----------|------------|
| Police/Sheriff | 73,442 | 67,932 | 74,444 | 71,451 | 71,759 | 71,406 | 71,979 | 67,089 | 63,893 | 67,445 | 62,690 | 63,425 | 826,955 |
| Fire/EMS | 14,212 | 13,688 | 13,859 | 12,420 | 13,420 | 12,724 | 14,071 | 13,694 | 13,606 | 13,474 | 13,452 | 13,813 | 162,433 |
| PSC Internal | 10,009 | 10,215 | 10,116 | 8,916 | 10,439 | 10,089 | 9,815 | 10,031 | 8,408 | 9,827 | 8,622 | 8,859 | 115,346 |

PSC Accomplishments:

- Ensured service level demands and met COMAR answer time requirements throughout the pandemic
- Grant funding to hire clinician to provide mental health support
- On-Line 9-1-1/dispatch employee entrance examination process
- Transitioned to virtual Targeted Selection Interview processes
- Maintained IAED Triple Accreditation
- Successfully launched Text to 9-1-1 functionality
- Installed 1,100 Police, Sheriff and Corrections Body Cameras
- Soft launch of the On-line Non-emergency Dispatch request program
- On-going work with the Commission to Advance Next Generation 9-1-1 Across Maryland to ensure state-wide readiness for Next Generation 9-1-1
- Successful move to Next Generation 9-1-1 Network – April 2021



PSC Accomplishments:

- Next Generation 9-1-1 Readiness Challenges
 - ✓ To understand the impact NG911 will have on 9-1-1 and dispatch, a study was performed by Mission Critical Partners. Staffing enhancements in 9-1-1 and dispatch were recommended in anticipation of the transition to NG911.

| Staffing Recommendation | Current Staffing | Recommended Staffing | Delta |
|---------------------------------------------------------|------------------|----------------------|-------|
| 9-1-1 Telecommunicator (Emergency Call Taker I/II) | 70 | 100 | +30 |
| Fire/EMS Dispatch * (Emergency Dispatcher I/II) | 24 | 24 | +0 |
| Law Enforcement Dispatch (Emergency Dispatcher I/II) | 56 | 80 | +24 |

* Fire/EMS Dispatch staffing is sufficient for current and future services

- New Legislation increases 9-1-1 Specialist training requirements
 - ✓ Two additional dedicated 9-1-1/dispatch training staff are required

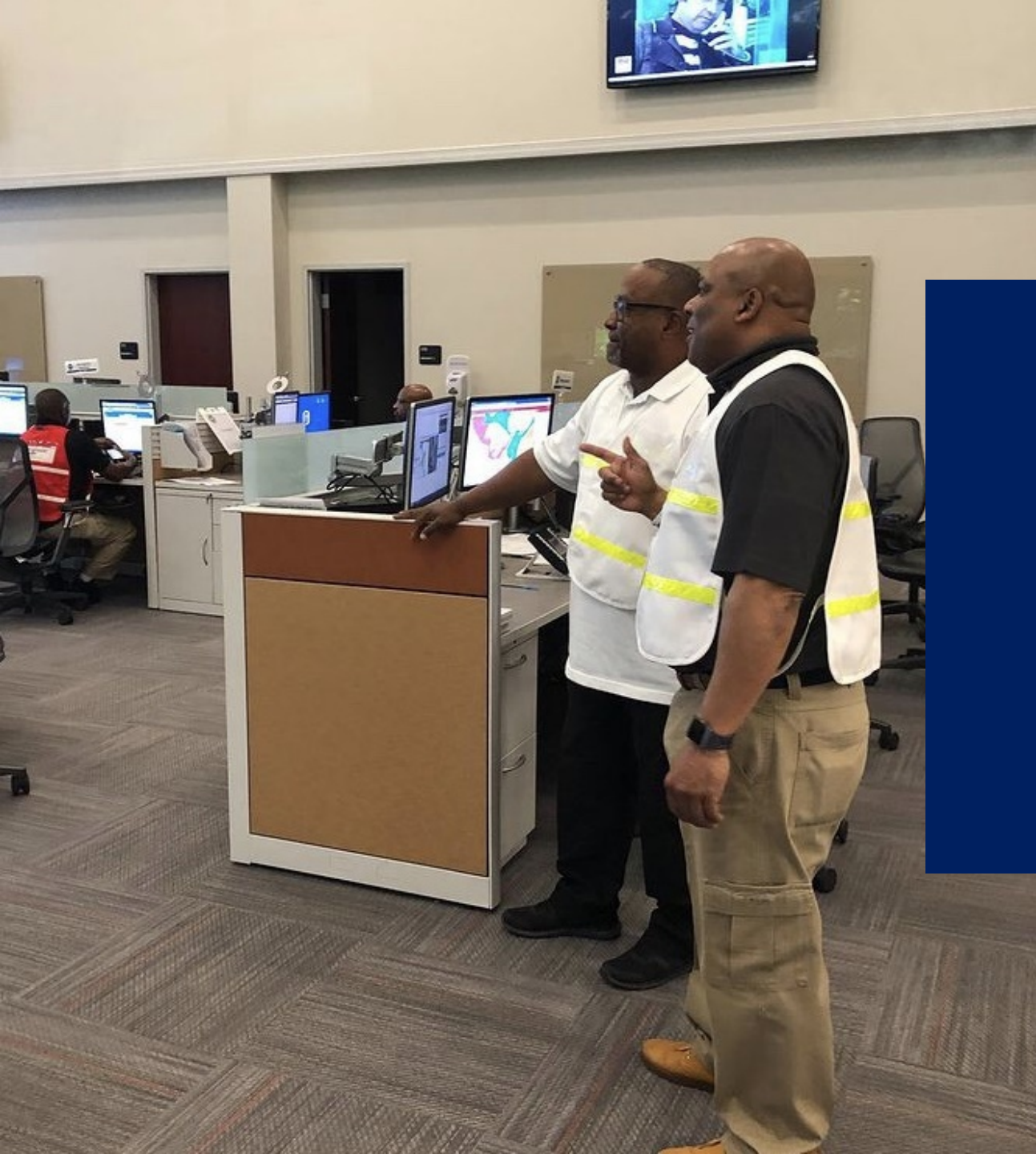


Critical Infrastructure Protection & Awareness (CIPA) Unit

The primary focus of the CIPA Unit is to enhance the County's approach to critical infrastructure protection by building Partnerships, developing Plans, Practicing policies, and Protect through vigilance. The CIPA Unit utilizes the Vulnerability Assessment Tool and supports a Whole Community Ideology to strengthen and improve the resiliency at critical infrastructure sites and key resources in Prince George's County Maryland.

CIPA Overview:

- At the onset of the COVID-19 Pandemic CIPA Unit members assisted with intelligence information support in the Emergency Operations Center (EOC)
- National Harbor 2020 Tabletop Recovery Exercise, hosted by CISA (Cybersecurity & Infrastructure Security Agency)
 - Only 5 of these exercises were approved in the United States by CISA
 - CIPA participated in the After-Action meeting hosted by CISA
 - CIPA was instrumental in the concept and need at the National Harbor as a site selection due to the previous terrorist attack at the National Harbor in 2019
- CIPA assisted with DHS (Department of Homeland Security) Security Assessment with the new University of Maryland Capital Region Medical Center
 - Participated in Part II of DHS Security Assessment (IST)
 - Conducted walk through of the UM Region Medical Center for DHS Final Assessment Phase
- Conducted SAFE (Security At First Entry) Assessments with DHS to assist State and Federal partners for testing and vaccine sites in Prince George's County
 - Six Flags State COVID-19 Vaccination Site
 - Greenbelt Metro FEMA COVID-19 Vaccination Site
 - Wayne K. Curry Sports and Learning Center
 - The Showplace Arena & Equestrian Center
- 2021 Presidential Inauguration
 - Participated in the Maryland 2021 Presidential Inauguration Virtual Exercise hosted by MEMA
 - Assisted with intelligence support for the EOC activation
- Currently prepping with DHS for full critical infrastructure assessment at FedEx field for 2021 football season (Washington Football Team)



Office of Emergency Management (OEM)



Office of Emergency Management coordinates the County's response to natural and man-made disasters.

OEM is responsible for emergency preparedness, coordination of response and recovery activities, and mitigation planning.

OEM is the County's liaison with local, state, and federal officials in all aspects of emergency management.

OEM Overview:

Response –

The Office of Emergency Management in conjunction with the Health Department have been leading the response to the COVID-19 Pandemic since February 2020.

- Maintained Joint Incident Management with the Health Department during the COVID response and testing efforts
- Coordinated COVID testing sites
- Managed resources (such as masks, gloves, ventilators) for the County Health Department and hospital systems
- Managed County quarantine sites in coordination with DSS and the Health Department
- Coordinated COVID-specific Senior Leadership calls
- Coordinated and participated in the County COVID Compliance Team (Ambassador Program)
- Continues to manage vaccination sites throughout the County
- Coordinates Mobile Vaccination Units and scheduling in collaboration with OCR and the Health Department

OEM Overview:

Collaboration –

- Managed resources (such as masks, gloves, ventilators) for the County Health Department and hospital systems
- Served as liaison providing guidance regarding safe reopening plans for MGM, Washington Football Team, National Harbor, and more
- Coordinated with strategic national stockpile and state emergency management
- Organized the “Shake the Outbreak COVID-19 Preparedness Drive” at PGCC and distributed over 500 preparedness kits to the incoming college freshman
- Distributed preparedness items to seniors throughout the County

OEM Overview:

Continuity of County Operations –

- Distributed PPE to municipalities, daycare centers, doctors' offices, and other essential businesses
- Hosted a training for the Appointing Authorities on the importance of having an up-to-date agency-specific COOP Plan
- Coordinated trainings for all County and Quasi-County Agencies on Continuity of Operations Planning and using the online planning tool to develop COOP Plans
- Developed the Agency-specific Pandemic COOP Plan Template and later the Pandemic COOP Tabletop Exercise, which encouraged agencies to identify the most essential roles and responsibilities and consider how these operations can continue as personnel could be lost due to the illness, absenteeism, or attrition
- Maintained constant state of readiness in order to be ready to respond to snow, flash flooding events and building fires that impacted and/or displaced residents



THANK YOU!

