



**PRINCE GEORGE'S COUNTY GOVERNMENT
OFFICE OF MANAGEMENT AND BUDGET**

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County Executive

November 21, 2022

M E M O R A N D U M

TO: Turkessa M. Green
County Auditor

THRU: Stanley A. Earley Director *SAE*
Office of Management and Budget

FROM: Ronald Gill, Director
Office of Homeland Security

RE: FY 2023 Operating/Program Review Questions – Office of Homeland Security

In an effort to facilitate an efficient and effective budget review and reporting process, we are submitting a separate request for operational and programmatic information. Please respond to the questions and complete any tables with the applicable data. In some cases, we have populated the tables with available known data. In instances where the tables need to be re-sized or modified to accommodate additional information, please feel free to do so. Please note, some of these questions were previously embedded in the overall first round budget question document. We are working to streamline that process and highlight the agency's operations outside of the routine budget process.

STAFFING

1. Please complete the following table by providing attrition data.

Attrition Comparison: 9-1-1 Specialists			
Reasons	FY 2020 Actual	FY 2021 Actual	FY 2022 Actual
Resignations	18	17	24
Regular Retirement	2	4	1
Disability Retirement	0	0	0
Termination	2	1	0
Other	1	2	1
TOTAL	23	24	26
Monthly Attrition Rate	1.92	2.00	2.16

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2. Does the Office continue on-line entrance examination and virtual Targeted Selection Interview processes in FY 2023?

Yes, the on-line entrance examination process and virtual Targeted Selection Interview processes continue for Public Safety Emergency Call Taker I/II and Public Safety Emergency Dispatcher I/II applicants. This is a very successful effort and has increased the number of applicants moving through the application and testing process.

3. How much will be spent in FY 2023 on retention pay for Emergency Call Takers and Dispatchers? How much each employee will receive in retention pay, and what are the eligibility criteria, if any?

A budgetary allocation of \$340,000 was established for personnel in the Public Safety Emergency Call Taker I/II/III, Public Safety Emergency Dispatcher I/II/III and Public Safety Emergency Shift Supervisor classes of work. The criteria to receive the retention bonuses are in the final approval and implementation stages.

4. During the FY 2023 Budget Review it was reported that the Office had a 25% vacancy rate for Call Takers. Does the Call Taker position continue to be the most difficult to retain? What changes, if any, are planned for FY 2023 to address this issue?

As of 10/27/22, the following vacancies are reported:

Public Safety Emergency Call Taker – 18 vacancies or 26% vacancy rate

Public Safety Emergency Dispatcher – 15 vacancies or 19% vacancy rate (Two additional resignations were received 10/27/22 - effective 11/22)

No other vacancies are reported within the OHS/PSC

This is in comparison to last year's Council FY 2023 Budget Review, we the agency reported 14 Public Safety Emergency Call Taker vacancies and 3 Public Safety Emergency Dispatcher vacancies.

In addition to the actual vacant positions, it is important to understand that, once a vacancy is filled, the 9-1-1 Emergency Call Taker requires 6 months of training and Emergency Dispatchers require 9 to 12 months of training before reaching proficiency levels to perform their assigned duties and responsibilities.

As additional 9-1-1 technology and capabilities become available and expanded services become available, maintaining and expanding 9-1-1 staffing must be closely monitored and identified as a public safety priority.

There is a need for a focused effort to fill the 9-1-1 Specialist positions within OHS/PSC and retain staff. This includes dedicated funding and resources for 9-1-1 Specialist recruiting and retention, recognition of their roles in public safety, funding in support of facility infrastructure, completing the second half of the CAD updates, higher salaries

for 9-1-1 Specialists and support personnel, and retention bonuses, among other efforts. An agency-level Recruitment and Hiring Committee has been established, co-chaired by the OHS/PSC and OHS/Administration Deputy Directors to explore other options. Moreover, Deputy Director Flaherty is the Chair of the State of Maryland Emergency Communications Center Staffing and Training Committee. In this leadership role, State-wide efforts can be incorporated into the County's focused efforts to hire and retain these crucial public safety personnel.

5. An agency-wide classification study:
 - a. Please provide a status update, including the anticipated completion date, on the Office's efforts to work with the Office of Human Resources Management (OHRM) to conduct an agency-wide classification study.

The classification study is planned for FY 2022 led by OHRM.

- b. Is OHRM conducting the study, or is it being outsourced?
The classification study will be coordinated through OHRM but performed by a third party.
 - c. Please confirm which position types are included in the study. Are positions within the Mobile Technology Center included in the study in addition to the Public Safety Communications?

It is anticipated that the classification study will cover all OHS personnel

- d. What is the scope/goals of the study?

The following scope of work for the PSC Division was approved by OHRM upon inception of the project and provided to the State of Maryland 9-1-1 Board.

- o **The following scope of work is provided for the classification and compensation study of the staff assigned to the 9-1-1 Center within the Office of Public Safety Communications. This will include all staff associated with the 9-1-1 Center, to include personnel meeting the state of Maryland's definition of 9-1-1 Specialists, related managers, and other staff supporting the 9-1-1 mission.**
 - o **Provide classifications for entry level to full competency 9-1-1 Specialist positions, in a tiered training, and skill set accrual process. This will result in step-by-step salary and grade level increases.**
 - o **Provide classification and compensation recommendations for tenured 9-1-1 Specialist personnel, to include management, supervisory, and other personnel meeting the state's definition of a 9-1-1 Specialist.**
 - o **Recommendations for salary and career path enhancements to increase retention. Identify entry level competencies and requirements**

- o **Provide compensation recommendations in keeping workload to ensure alignment with neighboring jurisdictions and provide recommendations to ensure current and future competitive hiring compared to other similar 9-1-1 centers**
 - o **Align position descriptions with advancing technology and skill sets within the PSAP operations arena**
 - o **Ensure position descriptions include soft skills including training application and knowledge, critical thinking, and decision-making.**
 - o **Developing study communications strategies**
 - o **Designing and distributing survey instruments to collect the required salary and benefits data**
 - o **Auditing, reviewing and validating compensation and benefits data**
 - o **Customized base salary and total compensation data sheets**
- e. Please elaborate to what extent the study incorporates the National 9-1-1 Program industry guidelines for identifying skill sets for 9-1-1 Specialists in the Next Generation 9-1-1 environment, as well addresses the long-standing recruitment, retention, and pay parity issues.

It is anticipated that this information will be included; however, specific criteria is yet to be determined and will be based upon coordinated direction from OHRM.

- f. To what extent the study will assess how many and what type of employees will be needed to meet the Office's operational goals as it moves towards the Next Generation 9-1-1? Is such assessment within the scope of the study?

It is anticipated that this information will be included; however, specific criteria is yet to be determined and will be based upon coordinated direction from OHRM.

6. If shift created overtime compensation is taken into account, does it significantly improve the competitiveness of the entry level compensation levels for the Call Taker and Dispatcher positions when compared to the nearby jurisdictions?

The current shift schedule for employees assigned to the 9-1-1 Operations Center are divided among four (4) groups. Each group works four (4) workdays on a 12-hour rotational schedule, with (4) four days off. Employees are required to attend a thirty-minute roll call prior to the beginning of each shift. The primary day shift schedules run from 6:30 a.m. to 6:30 p.m. and the primary night shift runs from 6:30 p.m. to 6:30 a.m. When the contractually negotiated unpaid break periods are considered, the employee is paid for 11.25 hours per workday. This results in staff working a 45-hour pay week/90-

hour pay period over the two-week pay cycle, and the next two-week cycle results in a 33.75-hour pay week/67.5-hour pay period.

Shift related overtime compensation does not significantly increase the salary of the employees. When the annual salaries are calculated, the overtime accrued in 13 pay periods the employee works 90 hours offsets the 13 pay periods of reduced salaries earned while the employee works 67.5 hours. The following example was compiled and provided by one of the Law Enforcement Dispatch Shift Supervisors:

- o A year encompasses 26 biweekly pay periods made up of 13 long checks and 13 short checks. Long checks include 10 hours of overtime to offset the short checks. Short checks are short by 12.5 hours of regular pay. 10 hours of overtime is equivalent to 15 hours of regular pay. Therefore, the pay is an additional 2.5 hours multiplied by the number of long pay cycles in a year (13) which gives you 32.5 additional hours of pay. 32.5 additional pay hours of pay based on an hourly rate of \$20 is equal to \$650.00. In conclusion the added benefit of working a rotating schedule with long/short checks is \$650.00.

7. What is the difference between the shift created overtime and minimum operating tasks overtime?

Shift created overtime - Emergency Call Takers and Emergency Dispatchers work two twelve-hour (12) day shifts (6:30 a.m. to 6:30 p.m., followed by two twelve-hour (12) night shifts (6:30 p.m. to 6:30 a.m.), then they have four (4) days off returning on the fifth day to repeat the cycle. When this schedule is applied to a standard two-week pay cycle, they work a total of sixty-seven and one-half (67.50) hours for two pay periods and a total of ninety (90) hours for two pay periods then repeating the cycle. During the 67.50 hour pay period they work and receive less than eighty (80) hours of salary compensation which they refer to as a short check. During the ninety (90)-hour pay period they work eighty (80) hours plus ten (10) additional hours and receive eighty hours straight time and ten hours of overtime for the additional hours worked, they refer to this as a long check.

Minimum operating tasks overtime - Unrelated to the schedule (shift created overtime) we must maintain a minimum number of on-duty Emergency Call Takers and Emergency Dispatchers to provide the service that is demanded from our residents and public safety responders. Operating overtime includes the following: As previously stated, the 9-1-1 Section is required to meet specific performance standards. When daytime staffing in the 9-1-1 Section is at least twelve (12) personnel we regularly meet that performance standard. When nighttime staffing is at least ten (10) personnel, we regularly meet the State performance standard.

Within the Dispatch Sections, we must provide a dispatcher for each police division (radio talkgroup) and for the Sheriff. Municipal police agencies also operate on these talkgroups. At times, two talkgroups can be patched together and managed by one emergency dispatcher; with minimum on-duty staffing in the law dispatch area to meet the service demand of law enforcement is nine (9) Emergency Dispatchers. In the Fire/EMS Dispatch Section, we must provide a minimum of five (5) Emergency Dispatchers to provide the service required from the Fire/EMS Department for them to deliver services according to their delivery model.

In addition to the day-to-day operational staffing requirements, Police, Fire/EMS and Sheriff conduct targeted operations during large events in the county such as FedEx events, U of MD games, National Harbor events/celebrations, etc. These events often necessitate the assignment of a dedicated emergency dispatcher on a separate radio talkgroup to assist in the coordination of that department's operation or activities at the special event.

8. Which positions incur shift created overtime? Is shift created overtime applicable only to Call Taker and Dispatcher positions?

The only positions that incur shift related overtime are those that are responsible for providing 24/7 service/supervision to on-duty personnel, the public and public safety responders. These are personnel assigned to the Public Safety Emergency Call Taker I/II/III, Public Safety Emergency Dispatcher I/II/III and Public Safety Emergency Shift Supervisor classes of work and assigned to the rotating shift plan. As noted above, the rotating shift plan incurs the shift created overtime.

9. With a given shift structure is there one day of overlap when two (2) shifts work simultaneously? How is the overlap time being operationally used?

The current shift plan does not include an overlap of two (2) shifts working simultaneously.

There are a small number of 9-1-1 Emergency Call takers assigned to additional shift referred to as the powershift. Eight (8) Public Safety Emergency Call Takers (two (2) per shift) work from 10:00 a.m. until 8:30 p.m. to supplement the on-duty personnel during the time frame that has statistically been determined to have an increase in call volume. When fully staffed, the supplemental staffing may be coordinated in keeping with statistical data.

WORKLOAD DEMANDS

10. Call for service data:

- a. Please provide Law Enforcement and Fire/EMS calls for service annual data (CAD incident numbers generated data) for CY 2017 through CY 2021 in electronic format.

Please refer to Attachment 1.

- b. Please provide a breakdown the Law Enforcement incident dispatched by PSC data broken down by Police, Sheriff and Municipal Police for CY 2017 through CY 2021 in electronic format.

Please refer to Attachment 1.

- c. Please provide a breakdown of the Fire/EMS incident dispatched by PSC data broken down by Fire and EMS (and any other applicable divisions such as BLS, ALS, rescue, etc.) for CY 2017 through CY 2021 in electronic format.

Please refer to Attachment 1.

- d. What accounts for the differences in the CAD incident numbers generated for police/sheriff and law enforcement incident dispatched by PSC for County Police, Municipal Police and Sheriff?

As noted below, CAD incident numbers generated include calls that may cancelled prior to dispatch, duplicate incident numbers, incident numbers generated for the Records Management System (RMS), or incident numbers generated to track administrative duties (inspections, crossing guard assignments, etc.), or other situations where public safety personnel did not respond to a call for service.

- e. It is our understanding that the CAD incident numbers generated data and the number of law enforcement incident dispatches excludes the following: 1. *Calls cancelled before response*; 2. *Duplicate calls*; 3. *Incident numbers generated to create reports for the Law Enforcement Records Management System*; 4. *Other situations where public safety personnel did not respond to a call for service*. 5. *Incident numbers generated to track administrative duties (inspections, crossing guard assignments, etc.)*. If any edits are needed to the exclusion statement above, please update the statement.

Please refer to Attachment 1.

11. Please provide calls for service data by call type (landline, cell phone, alarm, non-emergency, calls transferred to 311, abandoned, dispatch/supervisor, etc.) for CY 2017 through CY 2021 in electronic (i.e., Excel) format. Note that we have the data in hard copy already and an electronic copy is requested to enable analysis.

Please refer to Attachment 2.

12. Please explain what types of calls are captured in the 'outgoing calls' category. Please provide some examples of the circumstances under which outgoing calls may be necessary.

Emergency Call Takers regularly contact residents to obtain additional details for a request, to verify the location of the incident or to ensure that a caller who hung up is not experiencing an emergency. The routing of cellphone calls by service providers requires Emergency Call Takers to regularly transfer callers to other jurisdictions. As we answer all 9-1-1 calls for Prince George's County, the ECT frequently transfers callers to other law enforcement agencies that dispatch their own units such as the City of Greenbelt, National Park Police (Suitland Parkway), Maryland State Police (State roadways) etc. Emergency Dispatchers also regularly contact residents for additional details, when responders cannot locate the incident, to request mutual aid assistance and to speak via phone with responders, support services and other resources that are requested by field units. Shift Supervisors communicate with field supervisors, duty officers, command staff and other jurisdictions to coordinate response and resource requests among many other purposes. The inclusion of this data is crucial to accurately reflect the 9-1-1 data processed within the 9-1-1 Center.

13. Please provide a distribution of calls for service data for a specified period of time (for example: one week average, month, year) by time of the day to show the variability of workload demands throughout a 24-hour period. Is PSC staffing level static over a 24-hour period?

Please refer to Attachment 3.

Staffing levels in the Dispatch Section are typically static because law enforcement is dispatched by geographically identified divisions (per the PD) and Fire/EMS is dispatched by incident type support function needed (per the FD). Unfortunately, at any point call volume or a major incident can occur which cannot be properly handled without the minimum number of on-duty Emergency Dispatchers. The 9-1-1 section has statistical trends in the form of service demands that are fairly consistent and allow us to staff accordingly if we are at full staffing levels. In preparation for extreme weather or other events that will generate an increase in call volume or public safety responses, additional Emergency Call Takers and Emergency Dispatchers will be ordered to report for duty.

14. Does the Office collect any data on the number and size of talk groups? If yes, please describe what type of data is routinely collected.

The organization does not routinely collect data on talkgroup size (the ratio of emergency dispatcher to field responders). It is our responsibility to continue to provide support regardless of the number of units on a talkgroup. At times, one Emergency Dispatcher can have the responsibility for maintaining the location and/or status of one hundred

units on one talkgroup. When the Emergency Dispatcher is becoming overwhelmed and cannot safely coordinate the responders' activities, the shift supervisor will coordinate with the field supervisors to move units to another talkgroup however the ability to do this is based on Emergency Dispatcher on-duty availability and the number of incidents being dispatched.

PROGRAM MANAGEMENT

15. What are the eligible uses of the 9-1-1 Trust Fund? How much was collected in FY 2022? How were the 9-1-1 Trust Funds used in FY 2022?

The Maryland 9-1-1 Board requires that the funding from the 9-1-1 Trust Fund be used in support of 9-1-1 functions only. The Audit that is submitted annually ensures all funds are used in keeping with established criteria. Recent legislation requires that any diversion of or use of the 9-1-1 funds for non-9-1-1 purposes be paid back to the trust fund.

16. During the FY 2023 Budget Review the Office provided an update on its efforts to divert non-emergency calls for service to more appropriate points of contact:

- a. It was reported that the Office continues to work with ADT to address alarm notifications (ASAP Program), which could divert up to fifty percent of the alarm calls once address verification and alarm registration confirmation hurdles are resolved. Please advise what percentage of calls is currently being diverted? Please elaborate what are the address verification and alarm registration confirmation hurdles and how can they be resolved.

As other 9-1-1 Centers in Maryland begin to use the ASAP program, ADT has begun renewed efforts to resolve the internal registration confirmation issues. It is anticipated that ADT will continue to work over the next year to participate in this important program.

- b. It was reported that in April 2020, the Office implemented a soft-launch of the Computer Aided Dispatch system module to provide On-Line Non-emergency Service Requests. This module allows citizens and residents to access the application via the County website and submit non-emergency service requests. Please outline which call types are eligible for this program. What additional call types may be added to expand the program? How is this program different from the 3-1-1?

The following reflects the types of incidents which may be processed through the on-line program. A non-emergency dispatch request will result in the response of Prince George's County Police, Fire/EMS, or Sheriff personnel to the scene of an actively or recently occurring public safety incident that does not immediately threaten life, safety, or property. Close to 7,000 incidents were processed so far this calendar year using this important program.

Incident Type	DEFINITION/EXAMPLE
Disturbance	An act causing a disturbance or sounds causing a disruption - such as loud parties, fireworks, equipment noises, loud music, or other sounds causing a disruption.
Flooding Inside	A water problem inside a structure such as a flooded basement or a significant amount of water coming into a structure
Fraud	Fraudulent activity or attempted fraud – such as scams, unsubstantiated claims for unemployment insurance, use of your identity to apply for a credit card, etc.
Lost Property	Lost or missing property – such as lost or missing wallet, ID card, credit card, cell phone, vehicle license plate, property left in a store or restaurant, or other items missing from your home or vehicle.
Parking Complaint	A vehicle(s) blocking access to property or an abandoned vehicle(s) – such as vehicles parked in no parking zones, vehicles blocking driveways, or abandoned vehicles.
Stuck Elevator	A stuck elevator with passengers inside. If a passenger is having a medical emergency, call 9-1-1.
Suspicious Person	A suspicious person, vehicle, or situation. This is not a tip line: Call 1-866-411-8477 to submit crimes tips or drug activity tips.
Theft (or Attempt)	A theft or attempted theft of any property including vehicles - such as credit cards, delivered parcels, cell phones, computers, money, items from a shed/garage, items from a inside a vehicle, evidence of an failed vehicle theft such as damage to the ignition, ripped housing, a screwdriver or other such object has been jammed into the key slot.
Traffic Hazard	An impediment in the roadway, something blocking traffic, or issues that prevent the smooth flow of traffic – such as debris in the roadway, traffic light outages, etc.
Update an Existing Report	Provide additional information to Officers/Deputies for an incident which Police Officers or Sheriff's Deputies have previously responded to and/or taken a report for.
Vandalism	A vandalism or destruction of a vehicle or property - such as broken windows, keyed vehicles, slashed tires, damaged paint surfaces, broken fences, etc.

The address for the online non-emergency dispatch program is 911.mypgc.us, to submit a request for public safety dispatch to non-emergency situations.

As technology improves and need for additional incident types are recognized, additional capabilities are added. However, the ability to add incident types must be in concert with the need to provide safety instructions to the caller preventing further harm or property loss prior to the arrival of public safety responders. Also, the requirement to obtain details that cannot be easily communicated via an online program must be considered when expanding this program.

311 has been a welcome addition as a way for residents to request services from most County government agencies and to provide general information, referrals, etc. when a resident is not completely sure who to contact. When a 311 caller requests service that can only be provided by public safety, the caller is transferred to the 9-1-1 center by 311 staff. The difference between 311 and this program is the information from the on-line program submits the request for public safety response directly to the appropriate dispatcher within the 9-1-1 Center. Whereas 311 is more focused on public service processes and does not provide for dispatch requests for public safety personnel.

- c. Does the Office have any information on how many calls go to the Police Department's centralized Non-Emergency Dispatch Phone Number (301-352-1200)?

The 301-352-1200 number is the non-emergency dispatch number which is answered by 9-1-1 personnel within the 9-1-1 Center. To request the dispatch of public safety first-responders to a non-emergency situation, residents may dial the non-emergency dispatch telephone number, 301-352-1200. Calling the non-emergency dispatch number allows emergency 9-1-1 calls to be processed quickly while allowing the 9-1-1 Center to efficiently process non-emergency, non-urgent situations that require the dispatch of public safety officials. It is not associated with the Police Department.

Residents may call 301-516-9777 to request police information about to reach the Prince George's County Police Department.

Between January 1 and October 1, 2022, 88,549 calls received on 301-352-1200 were processed within the 9-1-1 Center. Please see Attachment 2 9-1-1 statistics for additional statistical data on the calls received and processed from the Non-Emergency Dispatch Number (301-352-1200) within the 9-1-1 Center.

17. As previously reported, the 9-1-1 Center can play a critical role in strengthening the County's Crisis Response by identifying calls for service with behavioral health component and diverting qualifying calls away from law enforcement or emergency medical services into the appropriate behavioral health resources (hospitals with behavioral health beds, Mobile Crisis Response Teams, crisis stabilization centers, etc.). The recommended diversion process to the County's mental health hotline (administered by the 9-8-8 vendor) is being developed by the Health Department's consultant. The diversion of qualifying behavioral health calls for service will necessitate deployment of additional 9-1-1 staff to ensure that call processing meets the State call answer time mandates. Baltimore City, Baltimore County, Howard County are some of the nearby jurisdictions who have similar programs in place. While the Public Safety Communications Division is identified as a "*primary component of the County's Mental Health Call Diversion process*" and was included as a new initiative proposed for FY 2023, no funding has been allocated to support this diversion effort in FY 2023.
 - a. Please advise which activities, if any, took place in FY 2023 to date to proceed with the diversion of the behavioral health related calls for service?

The 9-1-1 Center's Mental Health Call Diversion process was launched as a pilot project on October 11, 2022.

- b. Which activities, if any, are planned for the remainder of FY 2023 in order to move forward with implementing a 9-1-1 Call Center diversion of the behavioral health related calls for service?

As the various aspects of the pilot project are finalized into a unified public safety process, it is anticipated that the program's objectives will also grow.

- c. What are the main challenges in proceeding with the development and implementation of the 9-1-1 Call Center diversion of the behavioral health related calls for service?

The processes are growing smoother as the public safety agencies work to finalize processes and procedures. It is anticipated that, as the project grows, additional 9-1-1 Center staffing will be required.

It is anticipated that this call triage process will take longer; therefore, with final deployment, additional 9-1-1 staff may be required to ensure there is no reduction in State required 9-1-1 call processing and call answer time mandates are met. Should additional dispatch support become part of the project, additional dispatch personnel will also be required. The technical and training efforts may require additional staff with expertise in these areas to meet the goals and statistical demands associated with this legislation.

- d. With whom does the Office work on the 9-1-1 Call Center diversion of the behavioral health related calls for service? What other agencies or non-governmental entities are involved in this effort?

The Health Department contracted with a consultant to guide the program. The consultant, Health Department personnel, iMind, Police and Fire/EMS Departments, the DCAO for Public Safety, and other leaders are deeply involved in this effort and to ensure the program's success.

18. During the FY 2023 Budget Review it was reported that: *The County's Next Generation 9-1-1 Network (NG911) was deployed in April 2021 and it was the first NG911 network launched in the State. The primary focus of NG911 in FY 2022 was on interconnectedness with the neighboring jurisdictions. The next steps, which are subject to the development of industry standards and wireless carrier system enhancements, will be the ability to receive and process multimedia information and routing calls based on enhanced caller location information.*

- a. To what extent the goals and objectives of NG911 were met in FY 2022?

In FY 2022, OHS/PSC implemented all available functions that are available in the current Next Generation 9-1-1 standards. Future features may be funded and deployed as they become available from the cellular carriers and standards are

updated. All NG9-1-1 goals and objectives were met, while we continue to work with state and regional planners to continue to work in lock step with state and regional planning efforts.

As leaders in the 9-1-1 industry, Prince George’s County OHS/PSC was recognized by the IJIS Institute Board of Directors as the recipient of the national 2022 IJIS Institute Thomas J. O’Reilly Innovation Award. Prince George’s County OHS/PSC received this award for being the first public safety agency in the United States to deploy i3 location-based call routing for all 9-1-1 calls as part of the NG9-1-1 i3 Location Based Call Routing Project. We continue to work with National 9-1-1-industry organizations along with Regional and State-wide coordinating committees to ensure Prince George’s County remains leaders in 9-1-1. The 9-1-1 Center is the first point of public safety contact within Prince George’s County’s emergency response processes and the ability to ensure appropriate and timely public safety service to Prince George’s County’s residents rests in OHS/PSC’s hands.

- b. What goals and objectives have been outlined by the State for FY 2023 to move forward with NG911 vision?

The State of Maryland continues to work with the individual Public Safety Answering Points (PSAPs) in the state, to migrate from legacy 9-1-1 technology to a Next Generation 9-1-1 (NG9-1-1) environment. This includes guidance in training, the need for Critical Incident Stress Management support, and other preparation efforts for full NG9-1-1 functionality.

Maryland’s primary goal continues to be the transition of Counties from their legacy 9-1-1 networks to NG9-1-1. Approximately half of the Counties are currently on NG9-1-1 platforms and 8 more are scheduled to transition in the spring of CY23.



- c. What is the anticipated timeframe for determining the parameters and beginning the implementation of processing multimedia information and routing calls based on enhanced caller location information?

The processing of multi-media is not currently in the NG9-1-1 standards, until the standards are updated, we will not be able to develop a timeline for implementation.

The ability to receive and process enhanced caller locations exists in the County's current NG9-1-1 platform, however, the cellular carriers are not yet providing this data. As soon as cellular carriers begin providing the data OHS/PSC will begin receiving it.

- d. How will full implementation of NG911 goals and objectives impact the operations of the Office? Specifically, which impact it is anticipated to have on the Office's staffing (types of positions, position duties/skills, size of the staffing complement, etc.)? How and when does the Office plan to address employee-related matters to prepare for NG911 implementation?

As the implementation of NG911 moves forward, it is important that Prince George's County is prepared for the impact. The primary initial impact associated with the transition to NG911 will involve staffing and the need for equipment enhancements. This includes the need to meet all current staffing levels and yet to be identified technology enhancements. As the information that is made available through NG911 and the complexity of processing 9-1-1 calls increases, additional 9-1-1 Specialist personnel will be required. The impact will also involve the need for evaluations of the classifications of 9-1-1, dispatch, training, management/supervisory and technical staff who support 9-1-1 and dispatch equipment.

The Office will request staffing enhancements, salary equity funding, a full-time position to provide continued Critical Incident Stress Management support and prepare for future technical requirements to meet current legislation requirements future state guidelines, and industry standards. It is anticipated that the planned OHRM classification study will incorporate these efforts in its recommendations.

- e. What IT investments will be necessary to fully implement NG911? Will technological innovations be funded by the State? When will it be necessary to upgrade the equipment to ensure the implementation of NG911?

The County's current deployment of NG9-1-1 is designed to be a full implementation of the i3 standards based NG9-1-1. As long as future developments remain part of the standard, the system will be upgraded to perform those functions. However, when additional features or enhancements beyond the standard system are required, additional funding will be requested.

- f. Why is NG911 important? What will it enable the Office to do what is currently not being done? What service improvements and efficiencies are anticipated with the full implementation of NG911?

NG9-1-1 enhances the County's ability to receive and process 9-1-1 calls with greater speed and accuracy through:

- **Enhanced caller (handset) location**
- **A more resilient/redundant IP-based call delivery network**
- **Greater interoperability between neighboring 9-1-1 centers**
- **Reducing the number of transfers**
- **Increasing ability to share caller location data between centers**

Future functionality will bring the ability to receive multimedia (video & pictures), real-time text messaging, and an ability to receive sensor data such as On-Star crash notifications directly over the network.

- g. To better understand the Next Generation 9-1-1 Network, please identify or provide a source of information on the State's vision and efforts to implement NG911.

The State of Maryland is committed to ensuring 9-1-1 Centers and 9-1-1 Specialists receive focused attention and funding. This includes salary equity and the highest level of training for all staff. To meet all of the State's goals and objectives for NG911, staffing, salary and training enhancements will be required. The 9-1-1 Center is the resident's first point of public safety contact and the critical link for other first responders. The ability to ensure appropriate and timely public safety service begins in OHS/PSC's hands. It is important to ensure appropriate funding and recognition of the pivotal role that 9-1-1 and OHS/PSC as the Public Safety Answering Point has in overall public safety. Continued support and funding will ensure Prince George's County's recognition as public safety leaders.

19. Public Safety Communications: Technical Services Mobile Technology Center (MTC):

- a. What is the relationship between the "PSC CAD/RMS/Radio/Audio" section outlined in the Office's organizational chart and the "Mobile Technology Center"? Are these names to be used interchangeably? If not, please advise of the differences to ensure that the appropriate terminology is being used in future communications.

The Technical Services Section of Public Safety Communications is comprised of three sections: The CAD/RMS section handles public safety information technology systems including CAD, RMS, and the Unified Digital Evidence Management system, the Radio section handles public safety telecommunications systems including the county's 7/800 MHz public safety radio network, and the Audio/Subpoena section

handling the production of evidence and management of the agency’s logging recorders.

The Mobile Technology Center (MTC) is the name of a physical facility that serves as a worksite for some members of the Technical Services Division.

- b. Are there subdivisions or units within the MTC? If yes, please list all the units.

Employees within the OHS/PSC Technical Services Division’s CAD/RMS and Radio sections work at this facility.

- c. Please complete the following table on the MTC workload demands (radio, records management, radio, audio). If any categories need to be edited or added, please modify as necessary to give a complete description of the MTC’s workload (for example, audio subpoena requests are not captured in the table below).

PSC Mobile Technology Center (MTC) Technical Services Workload Demands		
Entity	Type of Work	Number of Tasks Completed in CY 2021
Board of Education	Radio Installation	104
Public Works & Transportation	Radio Installation	22
Fire/EMS Department	Radio Installation	5
Fire/EMS Department	Radio Reprogramming	2210
Police Department	Radio Installation	15
Police Department	Radio Reprogramming	1510
Office of the Sheriff	Radio Reprogramming	90
Fire/EMS Department	Mobile Data Computer Installation	10
Police Department	Body Worn Camera Vehicle Installation	
Office of the Sheriff	Body Worn Camera Vehicle Installation	
Public Safety	Mobile Data Computer Update to Windows 10	

PSC Mobile Technology Center (MTC) Technical Services Workload Demands		
Entity	Type of Work	Number of Tasks Completed in CY 2021
Audio/Subpoena Section	MPIA Requests	182
Audio/Subpoena Section	Subpoenas	2889
Audio/Subpoena Section	Law Enforcement Investigator Requests	2013
Audio/Subpoena Section	Litigation (TORT) Holds	7

d. Please explain what is a ‘body worn camera vehicle installation’?

Certain Police Department and Sheriff’s Office vehicles require in-car components to be installed for uploading of body-worn camera video and integration with the existing in-car (dashcam) camera system. These components were installed in the vehicles as part of the project to deploy body-worn cameras to the County’s law enforcement agencies.

e. How does CY 2021 workload compare to CY 2022 to date? How is the workload anticipated to trend over the remainder of this year (stay the same as now, increase, decrease) and why?

**CY 2022 radio installations were comparable to CY 2021
 CY 2022 radio reprogramming workload was greater than CY 2021 due to required radio software upgrades that were performed in CY 2022.
 BWC installations have decreased as the majority of the vehicles were completed in CY 2021
 It is anticipated that the workload for the technical services division will remain the same for FY 2023. MDC and BWC work will likely increase in FY24 due to anticipated hardware software refreshes.**

f. Please complete the accompanying table on the MTC staffing levels:

Mobile Technology Center (MTC) Staffing Overview		
	FY 2022	FY 2023
<i>Technical Services County Employees</i>		
Communications Specialist IV (Technical Services Division Manager)	1	1
Communications Specialist III (Technical Services Assistant Manager)	2	2
Operations Supervisor (Technical Services Assistant Manager)	1	1
Communications Specialist I/II	6	4*
Public Safety Audio and Video Records Technician	1	1
Administrative Aide III	1	1
General Clerk IV	1	1
Total Technical Services County Employees	13	11
<i>Contractors</i>		
Facilities Manager	1	1
Radio System Manager	1	1
9-1-1 Voice System Manager	2	2
CAD/RMS System Manager	2	2
GIS Administrator	1	1
Radio/MDC Installer	2	2
Total Contractors	9	9
TOTAL	22	20

FY 2023 YTD as of: 10/27/22

*** Includes 1 Retirement which is effective December 22nd**

- g. Is MTC able to address all workload demands given its staffing level in a timely manner? If there are delays or other challenges, please explain and identify which tasks are most affected.

When fully staffed, Technical Services can address the current and expected workload demands. The Communications Specialist I/II employees are the primary hands-on technicians for the work performed in the MTC. The two anticipated vacancies out of the six positions does pose a risk to the Division's ability to perform Mobile Data Computer and Radio installation, maintenance, and repairs.

20. Gun range maintenance contract:

- a. Which agencies use the gun range?

**Prince George's County Police Department
Prince George's County Sheriff's Office
Prince George's County Department of Corrections
Maryland National Capital Park and Planning (MNCPP) Police Department
Prince George's County Fire Marshalls
Possible use by Prince George's County Municipal Police Departments
Options are being explored for the possible use by private entities**

- b. How long will the maintenance service contract be for?

Pending finalization for fiscal year 2024

- c. When is the contract expected to be secured? What is the current status of obtaining this contract?

Pending finalization for fiscal year 2024

- d. What is the rationale for the Office to take on the responsibility of securing and administering this contract rather than a user agency?

The gun range is a highly technical, multi-tenant facility. Given the highly technical function of the facility and the use by a variety of public safety agencies, and the possible use of the gun range by State, Federal and Municipal entities, it was recognized that a technology-driven public safety entity needed to provide overall stewardship. OHS responsibility for maintenance of the facility meets this very important requirement and allows a centralized budget point to ensure maintenance is coordinated, equitable access is provided, and that all user's needs are met equally.

EQUIPMENT

21. During the FY 2023 Budget Review, it was reported that: *The Federal government has finalized efforts to develop FirstNet, which is a nationwide network that will provide interoperable communications dedicated for use within the public safety community. The contract to provide this service was awarded to AT&T. Governor Hogan has opted the State of Maryland into the FirstNet program. The Office is still evaluating whether AT&T/FirstNet program may be a viable alternative to the existing Verizon mobile private network for air cards. Evaluation should be reviewed early in FY 2023 by the Public Safety Technology Working Group.*

- a. What is the status of the Public Safety Technology Working Group review? Has a decision been made?

The Public Safety Technology Working Group has this topic as a standing agenda item and is currently in the process of analyzing the pros and cons both the Verizon and FirstNet cellular options. Limited pilots are underway; however, no decision has been made at this time.

- b. Please elaborate on the consequences of the decision to stay with Verizon and to switch to AT&T.

To provide similar features as FirstNet, Verizon, has migrated the County's public safety users to its "public safety core" at no cost. This provides the County with priority and preemption.

Currently, the PSTWG research and discussion is indicating that both Verizon and FirstNet are offering comparable products.

FirstNet may provide additional benefits during a disaster scenario; however, Verizon is providing mostly reliable and consistent service for every-day public safety needs.

22. During the FY 2023 Budget Review, it was reported that in FY 2023 funding has been allocated for the replacement of CAD desktop computers, which involves 720 monitors and 12 heavy duty laser printers, and the Office reported that *"the computer equipment requires much larger processing capability to meet 9-1-1 and dispatch requirements than provided through computers offered by OIT."*

- a. Please advise whether the Office's CAD desktop computer and printer replacement needs will be fully met.

The first phase of the CAD desktop refresh was funded in FY23 and is in progress to replace the 76 workstations at the primary 9-1-1 center.

The second phase will require funding for an additional 52 workstations and the 14 printers to cover the backup 9-1-1 center and equipment installed in remote dispatch areas in the EOC, National Harbor, and FedEx Field. This will be the fourth year that funding is requested in support of this effort, and it is important that the second phase of this effort be complete.

23. In FY 2023, the Office is expected to purchase additional body worn cameras. Please advise how many cameras will be purchased, what is the current status of this purchase, and when the cameras are expected to be delivered?

Funding was provided for 280 body-worn cameras in FY 2023. These cameras have been delivered and are in the process of being deployed. It is expected that the deployment will begin in December 2022.

CAD Incident Data

CAD Incident Numbers Generated 2022

2022	January	February	March	April	May	June	July	August	September	October	November	December	Total/Average	TOTAL
Police/Sheriff	71,494	73,748	82,648	76,273	80,200	76,039	76,119	73,728	76,114				686,363	
Fire/EMS	15,290	12,535	14,081	14,013	15,117	15,174	16,497	15,511	15,110				133,328	
PSC Internal	8,764	7,953	10,970	11,284	11,145	8,641	10,126	8,998	8,553				86,434	906,125

HISTORICAL CAD INCIDENT DATA

CAD Incident Numbers Generated 2021

2021	January	February	March	April	May	June	July	August	September	October	November	December	Total	TOTAL
Police/Sheriff	66,529	70,107	81,109	80,318	88,107	73,074	73,331	70,174	70,522	76,067	72,424	74,659	896,421	
Fire/EMS	13,289	11,903	13,849	13,563	14,581	14,210	15,075	15,064	14,744	14,749	13,932	15,761	170,720	
PSC Internal	9,162	8,458	9,523	10,296	12,034	9,613	11,039	13,300	11,431	10,901	8,350	8,477	122,584	1,189,725

CAD Incident Numbers Generated 2020

2020	January	February	March	April	May	June	July	August	September	October	November	December	Total 2020	TOTAL
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	1,104,734

CAD Incident Numbers Generated 2019

2019	January	February	March	April	May	June	July	August	September	October	November	December	Total 2019	TOTAL
Police/Sheriff	73,736	67,878	77,094	74,810	78,976	77,505	78,013	76,256	74,095	72,817	71,002	69,648	891,830	
Fire/EMS	13,339	12,459	14,006	13,566	14,625	13,878	14,901	14,345	14,210	14,210	13,836	15,171	168,546	
PSC Internal	10,355	9,207	10,288	10,441	11,572	11,666	12,101	12,471	11,460	11,114	10,491	10,550	131,716	1,192,092

CAD Incident Numbers Generated 2018

2018	January	February	March	April	May	June	July	August	September	October	November	December	Total 2018	TOTAL
Police/Sheriff	73,489	65,933	72,297	69,772	76,812	76,363	76,794	77,556	72,102	73,904	70,754	75,999	881,775	
Fire/EMS	15,006	12,758	14,049	13,069	14,350	13,668	14,437	13,951	13,823	14,621	13,690	13,962	167,384	
PSC Internal	10,923	10,473	11,997	11,225	12,283	12,098	12,499	12,586	10,754	11,390	10,802	10,849	137,879	1,187,038

CAD Incident Numbers Generated 2017

2017	January	February	March	April	May	June	July	August	September	October	November	December	Total 2017	TOTAL
Police/Sheriff	76,951	71,414	77,827	78,285	82,732	81,726	86,214	78,176	78,295	80,381	74,395	74,760	941,156	
Fire/EMS	13,720	12,491	13,576	13,915	14,347	14,003	14,495	14,062	13,910	14,455	13,791	14,142	166,907	
PSC Internal	11,552	10,977	12,167	11,914	12,553	13,429	13,325	12,489	11,505	11,620	10,719	11,456	143,706	1,251,769

Fire/EMS Dispatch Data - 2019 to 2022

Call Type	FIRE	EMS	RESCUE	TOTAL	TOTAL
2019	25,153	80,159	12,219	117,531	
2020	34,680	111,262	16,491	162,433	
2021	36,211	116,603	17,903	170,717	
2022	32,718	98,637	14,915	146,270	596,951

Data from 2017 to 2019 is not available as it is not regularly produced data

Law Enforcement Incident Dispatched By PSC - 2022

2022	January	February	March	April	May	June	July	August	September	October	November	December	TOTAL
County Police	53,903	56,718	65,446	59,446	62,170	57,932	58,091	56,376	57,896				527,978
Municipal Police	7,808	8,094	8,115	8,319	8,379	8,336	8,007	7,870	9,017				73,945
Sheriff	3,893	4,040	4,952	4,389	4,214	4,136	3,782	4,531	4,279				38,216
													640,139

Law Enforcement Incident Dispatched By PSC - 2021

2021	January	February	March	April	May	June	July	August	September	October	November	December	Total 2021
County Police	54,704	46,874	51,742	50,533	54,730	54,010	53,324	51,699	52,012	56,405	54,500	57,245	637,778
Municipal Police	6,309	5,821	7,161	6,480	6,825	6,258	6,200	5,753	6,159	6,690	8,606	8,065	80,327
Sheriff	3,461	3,325	4,605	4,447	4,067	4,735	4,424	4,512	4,321	4,160	3,961	3,819	49,837

Law Enforcement Incident Dispatched By PSC - 2020

2020	January	February	March	April	May	June	July	August	September	October	November	December	Total 2020
County Police	61,274	55,993	59,056	56,865	56,754	55,784	54,577	52,663	51,875	55,128	51,854	52,884	664,707
Municipal Police	5,677	5,758	6,671	6,852	6,028	6,733	6,523	6,183	5,573	5,757	5,281	5,686	72,722
Sheriff	6,036	5,507	5,639	4,681	4,369	3,934	3,988	3,827	4,275	4,929	4,073	3,707	54,965

Law Enforcement Incident Dispatched By PSC - 2019

2019	January	February	March	April	May	June	July	August	September	October	November	December	Total 2019
County Police	56,590	51,182	58,217	55,667	58,137	56,882	56,235	55,122	55,456	56,825	58,143	58,921	677,377
Municipal Police	4,537	4,164	4,912	5,152	5,325	4,525	5,190	5,662	5,224	5,377	4,670	4,172	58,910
Sheriff	5,659	6,734	6,572	5,968	6,397	5,742	6,024	5,923	5,970	5,215	5,701	4,759	70,664

Law Enforcement Incident Dispatched By PSC - 2018

2018	January	February	March	April	May	June	July	August	September	October	November	December	Total 2018
County Police	54,326	49,205	53,164	49,492	53,847	52,889	53,717	54,136	51,941	52,313	51,466	56,170	632,666
Municipal Police	3,871	3,853	4,118	4,462	4,591	4,731	4,599	5,136	4,767	4,639	4,383	4,427	53,577
Sheriff	5,604	5,336	5,774	6,536	6,624	6,276	5,842	6,682	5,404	6,870	5,880	6,598	73,426

Law Enforcement Incident Dispatched By PSC - 2017

2017	January	February	March	April	May	June	July	August	September	October	November	December	Total 2017
County Police	53,687	48,244	52,528	52,123	56,956	55,261	60,452	50,606	53,048	55,004	52,212	52,433	642,554
Municipal Police	6,294	6,418	7,307	6,993	6,163	6,316	6,543	6,612	5,960	6,225	5,051	4,809	74,681
Sheriff	5,348	5,036	5,714	5,637	5,595	5,680	5,311	6,272	5,514	5,362	5,492	5,425	66,386

PRINCE GEORGE'S COUNTY PUBLIC SAFETY COMMUNICATIONS DIVISION
2017



2017	TOTAL CALLS		INCOMING CALLS							9-1-1 CALL ANSWERING DATA			
	Total Calls Processed	Total Outgoing Calls	Total Incoming Calls	9-1-1 Land Line	9-1-1 Wireless	TEXT TO 911	Alarm	Calls to Dispatcher and Supervisor Positions	Transfer to 311	Total 9-1-1 Calls	Percent Answered in 10 Seconds	Average Delay in Seconds	Abandoned 9-1-1 Calls
Jan	160,869	29,570	131,299	11,997	47,513	7,210	10,466	54,113	4	59,510	85	6	4,528
Feb	149,379	27,792	121,587	11,268	45,097	6,722	10,220	48,280	9	56,365	77	9	6,209
March	169,729	37,413	132,316	12,535	47,828	7,663	12,088	52,202	20	60,363	75	10	6,874
April	169,683	31,999	137,684	12,649	51,576	7,346	12,148	53,965	16	64,225	68	13	9,191
May	177,282	32,724	144,558	13,359	52,368	7,444	13,384	58,003	19	65,727	69	14	8,304
June	179,057	32,487	146,570	12,921	54,954	7,787	13,078	57,830	21	67,875	66	15	9,399
July	180,901	32,945	147,956	12,877	55,026	8,080	13,414	58,559	25	67,903	68	14	8,497
August	176,088	32,333	143,755	12,911	52,537	7,763	12,692	57,852	22	65,448	64	16	9,372
Sept	168,242	31,202	137,040	12,214	50,973	7,308	11,991	54,554	17	63,187	69	14	7,559
Oct	173,866	31,794	142,072	12,262	52,282	7,520	12,626	57,695	18	64,544	69	13	7,849
Nov	161,367	29,542	131,827	11,889	47,743	7,504	11,349	53,340	22	59,632	70	13	6,938
Dec	166,486	30,654	135,832	11,827	50,103	7,774	11,789	54,668	14	61,930	69	13	8,068
Total	2,032,949	380,455	1,652,496	148,709	608,000	90,121	145,245	661,061	207	756,709			92,788
AVERG	169,412	31,705	137,708	12,392	50,667	7,510	12,104	55,088	17	63,059	71	12.47	7,732

2018	TOTAL CALLS			INCOMING CALLS								9-1-1 CALL ANSWERING DATA			
	Total Calls Processed	Total Outgoing Calls	Total Incoming Calls	9-1-1 Land Line	9-1-1 Wireless	Alarm	ASAP Law	ASAP Fire/EMS	Non-Emergency Calls	Calls to Dispatch and Supervisor Positions	Transfer to 311	Total 9-1-1 Calls	Percent Answered in 10 Seconds	Average Delay in Seconds	Abandoned 9-1-1 Calls
Jan	136,694	29,996	106,698	11,929	47,158	7,964	0	0	11,474	28,173	14	59,087	70%	13	7,019
Feb	117,531	25,857	91,674	10,692	43,078	6,283	0	0	10,367	21,254	15	53,770	72%	12	6,016
March	134,590	29,706	104,884	11,316	49,715	7,327	119	41	11,720	24,646	18	61,031	73%	11	6,486
April	124,967	27,379	97,588	11,079	47,124	5,891	582	184	11,459	21,269	15	58,203	75%	10	5,677
May	142,087	32,072	110,015	11,990	54,337	6,052	655	268	13,024	23,689	17	66,327	69%	12	7,649
June	140,011	31,728	108,283	11,366	53,377	5,580	679	414	13,956	22,911	20	64,743	71%	12	6,991
July	148,743	32,427	116,316	11,607	54,677	5,352	1,181	521	21,215	21,763	17	66,284	67%	14	8,039
August	138,852	31,374	107,478	11,039	53,475	5,032	1,224	571	14,059	22,078	14	64,514	76%	9	6,010
Sept	129,997	29,202	100,795	10,724	50,165	4,742	1,111	595	11,627	21,831	13	60,889	75%	10	5,831
Oct	137,893	30,845	107,048	11,321	52,548	5,511	1,253	540	12,756	23,119	18	63,869	70%	13	7,450
Nov	127,264	28,987	98,277	11,495	48,779	5,257	1,105	526	11,380	19,735	7	60,274	70%	13	7,213
Dec	130,867	29,418	101,449	11,771	49,730	5,057	1,226	513	11,950	21,202	17	61,501	70%	12	7,396
Total	1,609,496	358,991	1,250,505	136,329	604,163	70,048	9,135	4,173	154,987	271,670	185	740,492			81,777

TOTAL CALLS PROCESSED

INCOMING CALLS

9-1-1 CALL ANSWERING DATA

2019	Total Calls Processed	Total Outgoing Calls	Total Incoming Calls	INCOMING CALLS								9-1-1 CALL ANSWERING DATA					
				9-1-1 Land Line	9-1-1 Wireless	Alarm	ASAP Law	ASAP Fire/EMS	Non-Emergency Calls	Calls to Dispatcher and Supervisor Positions	Transfer to 311	Total 9-1-1 Calls	Percent Answered in 10 Seconds	Average Delay in Seconds	Average 9-1-1 Talk Time	Average Overall Talk Time	Abandoned 9-1-1 Calls
Jan	123,963	27,984	95,979	11,112	46,420	5,183	1,111	499	11,357	21,907	14	57,532	74%	11	125	122	6,138
Feb	113,671	26,352	87,319	10,710	42,532	4,434	1,019	423	10,324	19,319	10	53,242	66%	16	124	120	7,605
March	127,768	29,235	98,533	11,653	49,371	4,905	1,011	506	11,543	21,061	8	61,024	64%	16	126	123	9,025
April	124,993	28,320	96,673	10,989	48,707	4,545	1,003	545	11,742	20,990	5	59,696	73%	10	127	122	6,560
May	136,978	31,059	105,919	11,999	53,998	5,179	1,029	554	11,936	22,807	5	65,997	79%	8	121	121	5,974
June	133,798	30,957	102,841	10,915	53,947	4,897	1,050	568	10,060	23,022	6	64,862	82%	6	123	124	5,018
July	136,998	32,093	104,905	11,723	55,424	5,054	1,122	558	11,408	21,296	7	67,147	84%	6	121	122	4,726
August	135,199	30,927	104,272	10,818	54,756	4,840	1,057	507	11,775	22,083	5	65,574	81%	7	117	120	5,017
Sept	131,338	29,338	102,000	10,772	52,645	4,202	963	518	12,461	21,920	6	63,417	85%	5	124	123	3,925
Oct	134,606	30,363	104,243	11,213	53,382	4,617	813	510	12,569	22,462	4	64,595	81%	7	124	120	4,917
Nov	123,978	27,872	96,106	10,852	49,296	4,881	872	472	10,931	20,146	7	60,148	84%	6	128	125	4,161
Dec	127,980	29,114	98,866	11,324	51,352	4,824	748	508	10,731	20,635	10	62,676	82%	7	131	130	4,781
Total	1,551,270	353,614	1,197,656	134,080	611,830	57,561	11,798	6,168	136,837	257,648	87	745,910	78%	9	124	123	67,847

2020	TOTAL CALLS			INCOMING CALLS									9-1-1 CALL ANSWERING DATA					
	Total Calls Processed	Total Outgoing Calls	Total Incoming Calls	9-1-1 Land Line	9-1-1 Wireless	Text to 9-1-1	Alarm	ASAP Law	ASAP Fire/EMS	Non-Emergency Calls	Calls to Dispatcher and Supervisor Positions	Transfer to 311	Total 9-1-1 Calls	Percent Answered in 10 Seconds	Average Delay in Seconds	Average 9-1-1 Talk Time	Average Overall Talk Time	Abandoned 9-1-1 Calls
Jan	121,411	27,021	94,390	10,735	46,944	228	4,145	942	485	10,695	21,643	8	57,907	87%	5	133	132	3,434
Feb	115,713	25,505	90,208	10,457	45,781	117	4,184	759	417	9,896	19,773	8	56,355	89%	4	131	129	3,154
March	122,914	27,824	95,090	10,399	48,685	119	3,719	681	525	10,837	21,331	20	59,203	86%	5	138	135	3,911
April	105,290	23,164	82,126	9,122	42,062	122	2,891	559	481	10,198	17,731	18	51,306	88%	5	148	146	3,238
May	121,262	26,710	94,552	9,770	50,004	138	3,141	605	532	11,998	19,501	6	59,912	85%	5	137	135	3,845
June	124,235	27,863	96,372	10,017	50,694	113	3,559	673	479	12,652	19,337	5	60,824	83%	6	131	130	4,318
July	137,192	32,036	105,156	11,054	55,755	117	3,879	716	556	13,310	21,041	6	66,926	76%	9	124	123	6,071
August	130,412	30,578	99,834	10,001	52,949	138	3,548	681	584	12,887	20,311	13	63,088	82%	7	127	126	4,611
Sept	123,097	29,332	93,765	9,614	48,289	157	3,406	647	674	12,586	19,713	7	58,060	93%	7	129	127	4,485
Oct	128,059	29,923	98,136	9,787	50,972	235	3,221	646	661	12,494	21,427	12	60,994	81%	7	129	128	4,579
Nov	121,252	28,144	93,108	10,018	47,361	120	3,315	710	596	11,483	20,811	11	57,499	83%	6	133	131	3,863
Dec	121,372	27,493	93,879	9,948	47,291	112	3,238	656	625	10,833	22,457	2	57,351	83%	6	131	130	3,962
Total	1,472,209	335,593	1,136,616	120,922	586,787	1,716	42,246	8,275	6,615	139,869	245,076	116	709,425	83%	6	132	131	49,471

TOTAL CALLS				INCOMING CALLS										9-1-1 CALL ANSWERING DATA					
2021	Total Calls Processed	Total Outgoing Calls	Total Incoming Calls	9-1-1 Land Line	9-1-1 Wireless	Text to 9-1-1	Alarm	ASAP Law	ASAP Fire/EMS	Non-Emergency Calls	Non-Emergency On-Line Requests	Calls to Dispatch and Supervisor Positions	Transfer to 311	Total 9-1-1 Calls	Percent Answered in 10 Seconds	Average Delay in Seconds	Average 9-1-1 Talk Time	Average Overall Talk Time	Abandoned 9-1-1 Calls
Jan	118,621	26,609	92,012	9,740	46,517	130	3,051	590	504	9,703		22,871	8	56,387	83%	7	132	131	3,954
Feb	104,010	23,785	80,225	9,004	41,078	132	2,768	555	471	8,061	105	19,182	9	50,214	87%	5	135	135	2,906
March	123,510	27,591	95,919	9,760	49,634	161	3,292	690	542	10,339	144	22,733	9	59,555	87%	4	136	136	3,342
April	128,925	30,519	98,406	10,225	52,235	146	3,333	682	494	10,295	205	22,172	5	62,606	84%	6	123	127	5,443
May	145,162	35,721	109,441	10,953	61,403	136	2,974	789	536	11,089	242	22,886	5	72,492	87%	5	116	119	5,760
June	144,340	37,315	107,025	10,533	59,258	185	3,402	736	571	11,376	307	22,271	1	69,976	80%	7	115	118	7,438
July	151,114	38,479	112,635	9,717	63,991	209	3,891	871	554	11,782	464	23,045	1	73,917	83%	6	118	119	6,790
August	147,991	36,562	111,429	8,717	64,578	157	3,421	842	596	10,845	424	23,711	2	73,452	82%	7	115	118	6,784
Sept	143,819	36,707	107,112	10,638	59,154	143	3,075	777	598	10,729	826	23,373	2	69,935	81%	7	119	122	6,903
Oct	150,577	38,921	111,656	12,168	61,010	167	3,451	786	615	10,469	916	24,391	1	73,345	78%	8	119	122	8,161
Nov	133,955	35,348	98,607	9,507	53,487	163	3,365	945	555	9,119	880	22,966	1	63,157	77%	9	130	133	7,753
Dec	141,183	37,588	103,595	9,303	58,050	157	3,375	794	481	9,421	675	23,289	3	67,510	69%	13	124	127	10,306
Total	1,633,207	405,145	1,228,062	120,265	670,395	1,886	39,398	9,057	6,517	123,228	5,188	272,890	47	792,546	81%	7	122	126	75,540

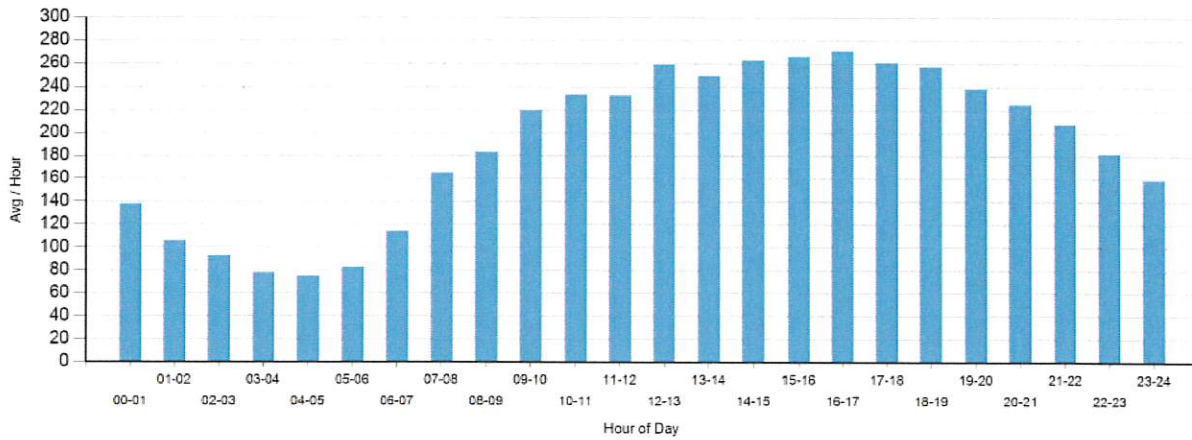
Call Average by Day vs. Hour

Creation Date: 10/27/2022 09:52:40 AM
Date Range: 09/01/2022 12:00:00 AM - 09/30/2022 11:59:59 PM

Filter

Summary

Call Count Avg per Hour



Call Average by Day vs. Hour

Creation Date: 10/27/2022 09:52:40 AM
Date Range: 09/01/2022 12:00:00 AM - 09/30/2022 11:59:59 PM

Filter

Summary

Call Count Avg per Day

