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County Executive

THE PRINCE GEORGE'S COUNTY GOVERNMENT OFFICE OF HOMELAND SECURITY



Gevonia R. Whittington
Director

MEMORANDUM

TO: Howard W. Stone
Co-Director, Health, Human Services and Public Safety Committee
Prince George's County Council

FROM: Gevonia R. Whittington
Director, Office of Homeland Security

DATE: March 29, 2019

RE: OHS Responses to Council Questions – OHRM Test Schedules

Thank you for the opportunity to provide feedback on the ongoing efforts between the Office of Homeland Security (OHS) and the Office of Human Resources Management (OHRM) to fill critical public safety vacancies within the Office of Homeland Security Public Safety Communications (OHS/PSC). The following information is provided in response to your questions.

Copies of the referenced entrance exam schedules from the NEOGOV system are also attached for your reference and review.

1. Please send a copy of the 911 Call Takers testing schedule for July 2018-August 2018 pilot program.

Between July and August of 2018, OHRM initiated a pilot program to increase the number of weekly entrance exam dates for Emergency Call Taker I/II (ECT) and Emergency Dispatcher I/II (ED) applicants.

- From July 9, 2018 to August 27, 2018, Emergency Call Taker entrance exams were offered twice per scheduled day - at 9 a.m. and again at 2 p.m.
- Throughout the month of August 2018, Emergency Dispatcher entrance exams were offered twice per scheduled day - at 9 a.m. and 2 p.m.
- Throughout the month of July 2018, an Emergency Dispatcher entrance exam was offered at 9 a.m.
- Between February 2018 and July 2018, one Emergency Dispatcher and two Emergency Call Taker entrance exams were offered per week at 9 a.m. on various days.
- Beginning September 4, 2018, Emergency Dispatcher entrance exams were offered once per scheduled day at 9 a.m.
- Beginning October 9, 2018, Emergency Call Taker entrance exams were offered once per scheduled day at 9 a.m.

2. Please send a copy of the winter (January 2019-June 2019) testing schedule?

The testing schedules regressed beginning September 2018 and has remained in place through April 2019. At this time, no tests have been scheduled for May and June 2019.

- One test for Emergency Call Taker applicants is scheduled for Tuesdays at 9 a.m.
- One test for Emergency Dispatcher applicants is scheduled for Thursdays at 9 a.m.

On March 12, 2019, a conference call was held between OHRM/REC representatives, OHS Administration/Support Services and OHS/PSC personnel to coordinate additional tests and to determine the feasibility of implementing after work-hours and weekend entrance exams. As a result of this conference call, after work-hour tests were to be incorporated into the schedules, and two weekend tests were to be offered in April.

- Entrance exams for Emergency Dispatcher applicants will be offered at 5:00 p.m. on April 18 and April 25, 2019. April 25 also reflects two entrance exams, one at 9:00 a.m., and another at 5:00 p.m.
- Entrance exams for Emergency Call Taker applicants will be offered at 5:00 p.m. on April 16 and April 23, 2019. However, no entrance exam for Emergency Call Taker applicants will be offered at 9:00 a.m. on April 16 or April 23, 2019.
- No weekend entrance exams dates are listed in NEOGOV.

OHS/PSC will gladly provide staffing assistance to support this important effort. We look forward to continuing the scheduling coordination efforts to implement the additional entrance exams for Emergency Call Taker and Emergency Dispatcher applicants.