



**Department of Emergency Services  
Advisory Council  
Meeting Minutes  
May 9, 2019**

**Present:**

**Non-Voting Members:**

Director; Scott Haas  
Assistant Chief, Scott Wheatley  
Assistant Chief, Jim Alfree  
Assistant Chief, Jeffrey Morgan  
Assistant Chief, Lori Morris

**Staff Support:**

Office Coordinator, Rebecca Rombro

**Voting Members:**

Dr. Ciotola (QAC Dept. of Health), John Cvach (Consumer), Billy Faust (FEC),  
Faye Williams (Consumer), Buddy Thomas (Volunteer Fire Chief), Mike Ranelli (Consumer),  
Sandra Early (Consumer)

**Non-Member Guest**

in Attendance: Commissioner S. Wilson

Excused Absence: Chuck Melson (Consumer), Scott Svoboda (Volunteer Ambulance Committee)

Represented: None

- Executive Director Haas called meeting to order at 6:00pm
- Note that we have a quorum

Motion to approve minutes from previous meeting; all in favor. Minutes approved.

Executive Director Haas; I would like to personally thank Sandra and Scott for showing up to our budget hearing. It went well, having support there was helpful. Tonight we will review updates from the divisions. Five of our capital projects were cut from the budget, but the high-priority projects for the department were approved in the budget for next year. The chiefs will elaborate with a PowerPoint presentation. The needs of the Board of Education and the library were emphasized during the hearings.

Members of the Command Staff recently attended a bill signing, affecting 9-1-1 fee charges. The bill enhances user fees to per-phone rather than per-household. The increase will benefit 9-1-1 Operations Centers throughout the state of Maryland.

### **Update from the Department of Health**

Doctor Ciotola; the Department of Health has been preparing for grant submissions; requests will include staffing to support prevention efforts, and funding for Narcan and Vivitrol for the Detention Center's program. If the Governor signs the bill, the Detention Center would be mandated to offer support for inmates with substance issues. Judicial referral would not be required.

The Department of Health is also watching for measles, as four cases have been reported in Maryland, in the Baltimore area.

### **Update from the Communications Division**

Assistant Chief Alfree; (reviewing PowerPoint slides) Seven Maryland counties now offer Text-to-9-1-1, with services up and running. Queen Anne's County was the first in the state. QAC and Baltimore City will design a campaign to advertise the service.

The recently signed bill, Carl Henn's Law impacts 9-1-1 by increasing the fees collected from telephone users. Previously, \$1.00 was collected per account, regardless of the number of phone lines. One dollar will now be collected from each line, increasing the funding 9-1-1 Centers will see. After one year we can ask the Numbers Board to increase the fee further. After the second quarter we will be able to determine the amount still needed. Funding from this is to be used for staffing.

Senate Bill 284 was also signed; authorizing property tax credit up to \$2,500.00 to the "9-1-1 Specialist," where allowed by local government.

Senate Bill 5; Public Information Act, allows denial of records, redaction of information, and notification of victim or family for recordings or records.

Executive Director Haas; this will add a substantial amount of work for us

Chief Alfree; at this time we are not aware if we will continue to use our current software to compile records or how the Office of the Sheriff will handle usage of their video recordings.

Commissioner Wilson; in speaking with the Sheriff, I understand archiving their camera footage has been complicated. Using one system seems like the logical choice.

Executive Director Haas; I will be reaching out to you, Commissioner Wilson, for your take on the tax credit factor.

Chief Alfree; five of our current Communications employees would qualify.

The state's Mission Critical partners are to all choose the same provider for Next Generation 9-1-1. QAC is working with counties on the Shore to determine the best provider for the service. There are difficulties right now with both options. We have asked for additional information regarding specific factor, and we are now waiting for their responses. We want to prevent legacy costs; if the Shore does not time the selection switch together one of more jurisdictions may have to fund usage of services. Mission Critical was asked to be the project manager, to work with all of us.

The CAD, Computer Aided Dispatch, is a critical feature of our operations and ours is past its useful life. PSSI was the vendor originally used but the company has twice been sold. We budgeted for a consultant to assist with the project, if approved, we can move forward with the RFQ. We want capable technology to coordinate management, detention, fire ems, our ems, police, so records will not need to be recreated by each.

COM Budget Enhancements: our part-time personnel have been difficult to keep on staff. We have requested to convert four part-time positions into one full-time position. This employee would work four ten-hour shifts covering the hours with the highest call volume.

A budget request for our uniform line item was submitted. We would like to provide shoes, jackets and other items for our Communications' employees, to promote comradery and safety, and for security purposes.

We also plan to renovate the 9-1-1 Center. We will begin to prepare for the bidding process, to find an architect to review options for the room.

### **Update from the EMS Division**

Assistant Chief Wheatley; (reviewing PowerPoint slides) Our EMS Fleet Workgroup has been busy finalizing details for the FY19 approved additions. The replacement ambulance is near completion and we expect delivery in mid-June. The new chase unit for the EMS Supervisors is expected later in June. Due to safety issues other jurisdictions had with the Tahoe model, we took a new approach and have purchased a pickup style vehicle with a cap, instead. The building process has been slower but we are also purchasing from a smaller company.

We have requested to change nine part-time positions into four full-time positions, to better meet our staffing needs. Our current part-employees have already been through our academy so if they apply they would be ready to start in the field soon after hire, if the position change requests are approved. The Church Hill station has transitioned to 24 hour coverage. The building has been torn down and two years is estimated for the rebuild. Our staff operates from a trailer on the back of the property. There have been issues but we are making do. Since starting the 24 hour coverage, we have run into County coverage issues three times, each of which Church Hill was available for, for coverage.

The division continues to create informational videos to promote awareness and preparedness. Important topics on our list include: Stop the Bleed, Hands Only CPR, high threat immobilization, and active assailant threats. We have received positive feedback in response to our videos which help educate QAC citizens and help to prepare to respond to life-threatening situations.

The MICH program (Mobile Integrated Community Health) has increased to running three days a week from two days a week and as a result we have seen a reduction in 9-1-1 calls from some repetitive callers.

We continue to evaluate the alert statuses at Anne Arundel hospital; our responders have had to wait up to two hours before they were able to return to the county. The department is discussing ways to ensure responders can return sooner, to appropriately cover Queen Anne's County.

EMS has enhanced shift training to develop and teach our staff and to prepare for real-world events.

Commissioner Wilson; why is the hospital taking two hours to release our responders?

Assistant Chief Wheatley; under certain circumstances management requires we wait until patients are processed to a certain point.

### **Update from the Special Operation Division**

Assistant Chief Morris; (reviewing PowerPoint slides) the newly updated Hazardous Mitigation plan has been approved by MEMA. The update is a grant-funded project and FEMA is now reviewing the plan. We will meet with the Commissioners to request their approval of the updated plan and once we receive written acceptance by FEMA the plan can be officially adopted.

The division is also working on the County's Debris Management plan which is suggested but not mandated by FEMA. The county would qualify for an approximate five percent refund after a disaster if a plan is in place and approved prior to an event. We are coordinating with the Department of Public Works and requesting additional details.

Other plan review includes the Communication Plan; to address potential radio or system failure. We are creating annexes to the state plan, to include hurricane evacuation, and an active assailant threat. A Threat Analysis is also being conducted to determine what threats are most likely to occur in this specific area.

We have been working on certifications for the mass notification systems, the Integrated Public Alert and Warning System (IPAWS) which allows alert banners across the television or to wireless devices and the Everbridge system.

Hurricane season is coming up, and is June through November. A few hurricanes are predicted to make landfall in our area and we have been practicing emergency operations and setup.

The County also has the 4<sup>th</sup> of July fireworks event for which we are preparing.

Doctor Ciotola; in the event of a state wide evacuation has the state given you an answer on the official shelter site, Talbot or Chesapeake College?

Executive Director Haas; it is still both locations, they can pick and choose. Chesapeake should be the official choice.

Assistant Chief Morris; Chesapeake is listed in the WebEOC application as the state shelter. During Hurricane Florence they opened a state shelter to take in people fleeing from North Carolina. Chesapeake College is supposed to be the first choice and then Talbot but they have run into issues in the past, with scheduled events.

Executive Director Haas; we would not be responsible for staffing a shelter; the state would be required to do so.

Doctor Ciotola; nursing would ask but we were not given an indication on location. If we have the middle school open as a shelter too, it could be an issue.

Assistant Chief Morris; the state would not have to tell us either, they could decide upon a location and open without notifying the county or the department.

Assistant Chief Morris; for Animal Control we have requested one of our part-time positions be increased to a full-time position. We currently operate with only two full-time officers and scheduling has been less than ideal to keep the county covered 24/7. We want to cut down on the officers' on call hours and increase coverage. The addition of one full-time

employee would help to accomplish this. We would keep one part-time position staffed as well, to fill in scheduling coverage.

A slide in bed cap is on order for an Animal Control response vehicle. This will allow for the transport of more than one animal at a time. We also have an equipment order in to update old and outdated supplies.

The division has created and is holding a series of drills and training sessions for the first line supervisors. Each has helped to develop staff which enhances the department's capabilities. Weather Joe is continuing with the CERT training programming (Community Emergency Response Team). An upcoming class will begin in June, followed by a class in July, to be held in Crumpton. The division is also planning for a tabletop evacuation drill for the Local Emergency Planning Committee. This grant funded training will provide key players a chance to coordinate capabilities and review emergency response plans.

Additionally, there are a number of upcoming Public Relations events for which we are planning our involvement in; the Senior Summit, is right around the corner and Prom Promise will be held tomorrow at the high school.

Assistant Chief Wheatley; tomorrow morning we will hold Prom Promise which is a lifelike demonstration of an emergency response presented to the high school students. The event acts as a reminder of the dangers of driving while impaired. DES coordinates with the Office of the Sheriff, the State's Attorney and volunteer responders to address the very real situations we see through our jobs, threats which high school students may not take seriously or consider on prom night. I would like to extend the invitation to any Advisory Council Consumers, if you'd like to attend in the morning, please do so.

Commissioner Wilson; the Emergency Plan is of concern, have we forgotten anything? What if Route 8 floods due to a hurricane, is there a way around, or if an evacuation is called but citizens do not respond?

Executive Director Haas; the department conducted a poll to gain more information on this matter, the bulk of the people have not experienced a drastic situation, they reported, and only 30-50% said they would evacuate if told to do so.

Doctor Ciotola; even if an evacuation were mandatory we cannot force anyone to leave their home. We are also not required to rescue them if they change their minds.

Commissioner Wilson; maybe that is a conversation we should push more, to inform and notify citizens of the necessity and risk.

Billy Faust; that could be an issue, if residents initially refuse to evacuate their homes but then the situation gets worse, and they then want us to go save them. Recovery could be an issue. The volunteers will try.

Doctor Ciotola; and if all of Delmarva is made to evacuate we will get caught in gridlock traffic with this volume.

Faye Williams; evacuation route signs are posted but where are we supposed to go?

Executive Director Haas; to some extent, the state will direct residents where to go; what we are supposed to do, how far to drive. But it is wise to have a plan.

Assistant Chief Morris; that topic was part of what we pushed out with the survey; 'if mandated to evacuate, would you?' And 30-50% said they would not. Also asked was, where you would go in response to an evacuation – North, South, East, West, and the zip code there, so we could compile data and gain insight into where people will be going.

Billy Faust; if conditions are bad enough the bridge will close and they'll all be stuck.

Executive Director Haas; the decision is made days out and a lot can change over a 72-hour window. We continue to advertise Know Your Zone. This gives residents information regarding their evacuation zone based on their location. We want citizens to familiarize themselves with a plan before an incident occurs.

Commissioner Wilson; it is a state issue, too. If we are required to provide notice and a lot changes over 72 hours we are making so many calls but then nothing happens, the storms are downgraded, so now the people ignore the warnings.

Mike Ranelli; the percentage of people who did not take the poll will raise that number as well.

Executive Director Haas; and for some locations on the shore, no vehicle would be able to reach them. If bad enough, even some fire houses would be evacuated.

Assistant Chief Morgan; even some people who have been through a hurricane still do not evacuate.

### **Office of the Fire Marshal Update**

Assistant Chief Morgan; (reviewing PowerPoint slides) we have been conducting business as usual. The division reviews plans, and conducts hydro and bucket final tests for residential and commercial properties. Some of the larger projects include: The Willows, which is already renting, as soon as they get a permit they will open, and Four Seasons, which is in Phase I. Renovations to the Chick-fil-A restaurant continue. The division has been conducting hotel and restaurant inspections on emergency lights and sprinklers. The Office of the Fire Marshal also conducts liquor board inspections and inspections of all QAC government buildings.

Our budget requests for FY2020 are pretty base line with not many increases to our operational budget.

Inspections stats were reviewed

Doctor Ciotola, what is going in the complex being built by the Queenstown ER?

Assistant Chief Morgan, a four story mixed-use building is going up. There will be senior living on the one side, with apartments and back-to-back townhouses. An assisted living center is going in; spouses can come live with the person under care. It is a different concept. They plan to have a swimming pool so the state is requiring a lock and secure gate or door for egress. The state has given them until 2021 for this work.

### **Update from the Support Services Division**

Executive Director Haas; the IT division has been focusing on cyber security. The state was alerted to the recent Baltimore City ransom issue and a lockdown on the admin side resulted. 9-1-1 services were not affected. Our county connection and 9-1-1 are separate. The Emergency Numbers Systems Board came in and evaluated our system and determined it to be one of the best in terms of security. Still we are being cautious.

Executive Director Haas; the upgrades to the radio system in Kent Island are finished. United Communities will be next, followed by DES, in the Communications room. Fire and EMS are grouped on the state wide radio system but the fire departments do not utilize everything to max capacity. We are coordinating with the marine side; DNR, the Bay Bridge, etc. for dual responses and talk groups. At this time, all responders cannot communicate with each other. We are trying to

include operations on law talk groups to switch to talk to us. Law has been unable to do so. Anne Arundel is two years behind with upgrades. We have a meeting scheduled at Kent Island's fire house to discuss coordination with partners: Kent, Talbot, and the Office of the Sheriff, DNR, Anne Arundel, and MDTA.

Meeting adjournment 07:08pm



# DESAC Division Updates



DEPARTMENT OF EMERGENCY SERVICES  
*ONE TEAM - ONE MISSION - ONE GOAL*



# COMMUNICATIONS

▶ Text to 9-1-1 – Seven Counties now offer text 9-1-1 Service

Queen Anne's	Frederick
Carroll	Wicomico
Baltimore City	Somerset
Harford	

- ▶ Public Relations and Press releases slated for August for the entire State to announce the service.
- ▶ Three new laws that impact 9-1-1, all signed by the Governor on April 30, 2019
- ▶ Carl Henn's Law, (SB-339/HB397) changes how 9-1-1 fees are determined and collected by telephone carrier
  - ▶ Queen Anne's Could see a \$300,000.00 increase, this will be applied towards salary for new staff.
- ▶ 9-1-1 Specialist – Compensation and Benefits (SB-284/HB1090) allows the Local Government to offer a property tax credit up to \$2500.00
- ▶ Public Information Act – 9-1-1 Communications – Denial of Part of a Public Record (SB5) requires the 9-1-1 center to redact certain information and images from being released. Now required to notify the victim the 9-1-1 records have been requested.

## Communications

### Next Generation (NG) 9-1-1

- Working with Mission Critical Partners (MCP) to help determine the best NG 9-1-1 provider for the County
- Working with all the Counties on the Shore to hopefully choose the same NG 9-1-1 provider

### Computer Aided Dispatch (CAD) replacement

- Currently funding is still part of the FY2020 budget
- Request for Quotation (RFQ) for project consultant has been approved by the County Attorney and will be published once the budget is signed.

### Budget Enhancements

- Conversion of 4- Part-time to 1 Full-time to cover 2 pm to Midnight
- Uniform funding increase

### 9-1-1 Center Renovation

- Request for Qualifications (RFQ) was published and responses received from four Architectural firms.
- Next step to choose and Architectural firm to begin design process.



## EMERGENCY MEDICAL SERVICES

## CURRENT

- New Ambulance will be delivered by the middle of June.
- New Supervisor unit will be delivered by the end of June.
- If budget is approved, four new staff will start after July 1<sup>st</sup> 2019. (All have already completed our training academy as part-time providers and ready to hit the street.)
- Paramedic-500 has transitioned to 24 hours a day.



## UPCOMING

- NEW PSA MOVIE, Heart Attack and Stroke Awareness video.
- Continue County employee "Stop the Bleed" programs, Hands Only CPR, and AED Training.
- Increase "MICH" to three days a week verses two days a week.
- Continue to evaluate hospital alert times and return to service time to assure QAC is properly covered with EMS resources.
- Continue to enhance and add shift training to better the knowledge and development of staff.



Training provided by Queen Anne's County Office of the Sheriff and Queen Anne's County Department of Emergency Services

### Active Assailant & Stop the Bleed Train

Queen Anne's County Public Schools - August 2018





**SPECIAL OPERATIONS – EM / AC / TRAINING**

## Emergency Management

- Hazardous Mitigation Plan – Approve pending adoption letter received from FEMA Scheduled for May 28th Commissioner approval
- Debris Management Plan - MEMA passed to FEMA for approval
- Started Communications Plan
- Annexes for state plan – CCTA / Hurricane Evacuation
- Completing Threat Analysis (THIRA)
- Mass Notification Certifications
- Hurricane Season (June – November)
- 4<sup>th</sup> of July Celebration Planning

## Animal Control

- Pending Approval of Full Time employee
- New truck slide in on order
- Ordering new equipment

## Training

- Conducted Emergency Operations Center Drill
- CERT Training program (Centreville) just ended, next will be in June, south county
- LEPC Tabletop Drill June 14th - HazMat / Evacuation
- Several Public Relation Events



**FIRE MARSHAL**

## 2019 First Quarter Update

- Plan Reviews (Site Reviews / Building / Fire Sprinkler / Fire Alarm)
- Hydro / Bucket Final Test – Residential & Commercial Properties
- Major Projects: The Willows – Centreville / Four Seasons – Phase I / Chick-Fil-A Renovation
- Fire Safety Inspection Program Initiated – Hotels & Restaurants
- Liquor Board Fire Inspections
- Queen Anne’s County Government Building Inspections
- No Major F.Y. 2020 Budget Enhancements

## 2019 First Quarter FMO Stats

Activity	January	February	March	April	Totals
Bucket/Final	24	17	18	12	71
Final U&O	9	5	4	7	25
Fire Alarm	14	3	7	2	26
Hydro	14	20	30	33	97
Inspection	29	127	86	54	296
Meetings	8	5	5	4	22
Site Visit	5	13	5	11	34
Smoke Detector	0	0	2	0	2
Other	4	4	4	3	15
Plan Review	74	31	48	31	184
<b>TOTALS</b>	<b>181</b>	<b>225</b>	<b>209</b>	<b>157</b>	<b>772</b>



## Support Services

## Support Services

### Computer and Network Infrastructure

- Support Services has recently incorporated an upgraded backup server and has improved backups from operational servers such as the CAD and ICIS to the new backup server.
- Configurations of the new Juniper SRX340 routers are almost ready for operations. Migration to them is expected to be done by July 1. As soon as the SRX340 configuration are done Support Services will be moving several of the physical servers to the virtual host.
- We are making changes to improve Cyber Security. We continuously educate our staff through training and seminars to keep up with the ever-changing trends in security. We are upgrading firewalls in our current environment, implementing a new routing protocol, and moving to a higher level of encryption.

## Support Services

### Radio

- Annual radio maintenance for the Volunteer Fire Departments (VFD) has been underway since March 25.
- Maintenance for the VFD radio will be done May 17.
- DES radio maintenance will start on May 20.
- Maintenance also includes programming update for the addition of Dorchester, Bay bridge, and DNR talkgroups.

## Support Services

### Special Events Preparation

- Support Services will provide radios and network connectivity for Emergency Management Personnel for the Independence Day Celebration at the Kent Narrows on July 2, 2019. Portable surveillance cameras will be set up and configured to provide monitoring and recording capabilities for law enforcement and public safety.

Questions?