To The Commissioners: 

February 15, 2018

I am pleased to present, for your consideration, the 2017 Annual Report of the activities of the Department of Public Safety. The pages that follow provide a compendium of the efforts by this department to contribute to a safer County for our residents, visitors and commerce.

All of the divisions have been engaged in complex, mission-critical projects that provide “whole community” resilience and survivability.

We continue to be challenged by the increasing numbers and life threatening nature of many 9-1-1 calls. At times, there seems to be no end to the unpleasant and tragic situations that people find themselves in. You can be assured that your employees handle each and every one of them, no matter how troubling, with compassion and competence. Going forward, we need to find better ways to address the stress this causes to our workforce.

We continue to prepare, plan, train, exercise, deploy, assist, coordinate and respond to several thousand incidents each day. We consider it a privilege to be engaged in such meaningful work. Our employees make a difference.

I am grateful for all of the assistance provided to this department by the Commissioners, the Commissioners’ staff, first responder agencies, NGOs, and many others. One mission, one team, many partners.

Thank you for your support and guidance throughout the past year, and we look forward to another year of progress.

Respectfully,

Thomas M. Sullivan
Director of Public Safety
OVERVIEW

Montgomery County has a population of just over 820,000 residents spread across 487 square miles and 62 municipalities.

The Department of Public Safety (DPS) provides emergency communications, emergency preparedness planning, response and recovery, and training for all law enforcement agencies, fire companies and EMS providers.

When an emergency or disaster happens in Montgomery County, the Department of Public Safety is almost always directly involved. With nearly 800,000 calls per year, our 9-1-1 Emergency Communications division plays a critical role in the safety of our residents—as well as the safety of our first responders. Those responders routinely participate in fire, law enforcement, and emergency medical trainings we provide at our Public Safety Training Campus. And when those emergencies turn into disasters, our Emergency Management division helps navigate the complexities of the response and recovery, and coordinates the planning and mitigation for future events.

Our Mission

We are committed to provide the community with highly professional, well coordinated public safety services through training, education, communication, deployment, administration and response to and recovery from critical incidents.
One of our operating principles is continuous improvement.

To that end, we have embraced the accreditation process so that we measure the results of our efforts and make sure we are following best practices. Becoming accredited is a tedious, painstaking process, requiring us to prove that we are meeting hundreds of performance standards. Currently, we are accredited by the following accrediting or certifying bodies:

- **CALEA** — Commission on Accreditation for Law Enforcement Agencies
- **CAAHEP** — Commission on Accreditation of Allied Health Education Programs
- **CoAEMSP** — Committee on Accreditation Emergency Medical Service Professions
- **PEMA** — Pennsylvania Emergency Management Agency
- **NFPA** — National Fire Protection Association
- **APCO** — Association of Public Communications Officials
- **EMAP** — Emergency Management Accreditation Program
- **StormReady** — National Weather Service Preparedness Program
We have had success utilizing various consultants to analyze the services that we are providing, secure input from those we serve, and develop recommendations for going forward. When the results of these studies are received, the implementations of their recommendations may have budget implications. Currently, we have the following five studies in progress, using non-county grant funding:

- Fire Service Strategic Study
- Special Operations Training Center (Rescue World) Study
- Debris Management (disaster debris removal) Study
- HazMat Team Strategic Study
- Mass Care Capability Study
- County Continuity of Operations (COOP)
- Fuel Study (disaster preparedness and resilience within 5 county area in the event of a long-term power outage and/or fuel disruption)

One Mission, One Team, Many Partners.................................
**Planning and Advisory Partners:**

- Local Emergency Planning Committee (LEPC)
- Fire Advisory Committee
- Regional EMS Council
- Medical Advisory Committee (MAC)
- Joint Fire-EMS Council
- Police Chiefs Communications and Technology Committee
- Police Chiefs, EMS Association, MC Fire Chiefs Association, MC Municipal Fire Officers Association
- Range Advisory Committee

**Special Teams we support:**

- Incident Support Team
- Critical Incident Stress Management (CISM)
- Tactical Communications Team
- County Animal Rescue Team (CART)
- HazMat Team
- Technical Rescue Team
- Foam Task Force
- Decontamination Task Force
- Tanker Task Forces
- Large Diameter Hose Task Forces
- Fire Task Force-East and West
Emergency Communications

The 9-1-1 Communications Center is a 32-position, Public Safety Answering Point (PSAP) and provides dispatch services for 49 police departments, 92 fire companies, 20 EMS agencies, Sheriff’s Department, county criminal justice agencies and others. The Center handles almost 2,200 events each day. A 19-position redundant surge and backup center is maintained in a remote location.

2017 Accomplishments

- Smart 911
- PulsePoint
- Network Consolidation/ISP Integration/Firewalls
- 20 new hires — 2 training classes
- Hired/trained/integrated new Quality Analysts
- Hired new 911 System Administrator
- Cross training for Fire/EMS personnel
- Launched the Advanced Law Enforcement Intelligence System (ALEIS)

2018 Goals

- 9-1-1 Phone System Upgrade
- 700/800/MHZ Radio System—Go Live
- PECO interface
- Eventide Recording System (Radio & Phone)
- Completion of Communication Center Upgrade
- Information & Intelligence Center
- Nearest Unit Fire/EMS
Montgomery County Department of Public Safety

2017 Phone Call Statistics

<table>
<thead>
<tr>
<th>Call Type Handled</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Traffic Stops</td>
<td>122,700</td>
</tr>
<tr>
<td>Dispatcher Assisted CPR</td>
<td>935</td>
</tr>
<tr>
<td>Robberies</td>
<td>263</td>
</tr>
<tr>
<td>Confirmed Fires</td>
<td>277</td>
</tr>
</tbody>
</table>

9-1-1 Phone Call Statistics

<table>
<thead>
<tr>
<th>Call Type Handled</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>9-1-1Wireline (Including VOIP)</td>
<td>76,298</td>
<td>29.17%</td>
</tr>
<tr>
<td>9-1-1 Wireless</td>
<td>301,257</td>
<td>70.64%</td>
</tr>
<tr>
<td>Text to 9-1-1</td>
<td>727</td>
<td>0.19%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>378,282</td>
<td></td>
</tr>
</tbody>
</table>

Average 9-1-1 Call Process Time: 40 seconds

Montgomery County Department of Public Safety

Major Call Types

<table>
<thead>
<tr>
<th>Call Type Handled</th>
<th>Total</th>
</tr>
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<td>277</td>
</tr>
</tbody>
</table>

2017 Dispatched Calls

<table>
<thead>
<tr>
<th>Police</th>
<th>EMS</th>
<th>Fire</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>697,072</td>
<td>77,873</td>
<td>32,758</td>
<td>807,703</td>
</tr>
</tbody>
</table>

Average Call Dispatch Time: 24 seconds

Montgomery County Department of Public Safety

Time Statistics

<table>
<thead>
<tr>
<th>Time Statistic</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Call Answer Time</td>
<td>2 seconds</td>
</tr>
<tr>
<td>Total Radio Talk Time</td>
<td>255,976 minutes (4,265.3 hours)</td>
</tr>
<tr>
<td>Total Phone Talk Time</td>
<td>1,374,479 minutes (22,908 hours)</td>
</tr>
<tr>
<td>Total ‘On-Air’ Talk Time</td>
<td>1,630,455 minutes (27,174 hours)</td>
</tr>
</tbody>
</table>

Equivalent to the amount of time it would take a Boeing-747 to fly around the Earth... Over 616 times!
Fire Academy

The Fire Academy operates out of our Public Safety Training Campus with a focus on four sections: Fire Academy, HazMat, Technical Rescue/Industrial, and Professional Standards. In addition, equipment for the Montgomery County Sheriff’s Bomb Squad and the Foam Task Force are also housed here.

2017 Accomplishments

- **HazMat Programs** – New propane-fired props on-line; Developed a cost-effective delivery system for fire and EMS HazMat Operations training; New messaging system to market Fire Training
- **Fire Programs** – Completed the Pennsylvania State Fire Academy Suppression Instructor mentoring program for three entry-level instructors
- **Rescue Programs** — Completed our first NFPA 1006 Vehicle Rescue Technician I Certification Test; Completed specifications for Rescue World and submitted them for engineering.
- Two new class offerings in 2017: “New Company Officer” and “Managing Volunteer and Combination Emergency Service Organizations” — both were received very well and will be offered in Spring of 2018

2018 Goals

- **HazMat Programs**—Conduct a feasibility study for Fire Inspector training and Certification; Layout a marketing program for training and certification; New course proposal for Response to Chimney Fires
- **Fire Programs** — Complete course and exercise revisions for RIT Operations; Renew our QRS license; Have three to five additional entry-level instructors complete the Pennsylvania State Fire Academy Suppression Instructor mentoring program.
- **Rescue Programs**—Complete a second NFPA 1006 Vehicle Rescue Technician I Certification Test; Oversee Phase II of Rescue World (Vehicle and Trench Props)
- **Certification** — Introduce a pilot program for Fire Inspector
**Law Enforcement………………..**

*The Law Enforcement Division also operates out of our Public Safety Training Campus and provides School Safety and Security outreach, in-service police training, EVOC, firearms simulation center, a state of the art Tactical Response Training Center, and a live Fire Shoot House for close quarters and high-risk entry training.*

**2017 Accomplishments**

- Identified the Division as a Law Enforcement Training Vendor to be able to provide Continuing Law Enforcement Education (CLEE) credits for the courses offered
- Developed an adjunct law enforcement instructor program
- Used SEPA Task Force funding to expand the Automatic License Plate Reader program to 30 operating units.

**2018 Goals**

- Expand our Law Enforcement Training Programs
- Expand the adjunct instructor cadre and diversify our course offerings
- Expand the Active Shooter and Tactical Medical programs with our partner disciplines

**SCHOOL SAFETY UNIT**

**2017 Accomplishments**

- Completed outreach to all public school districts with a supplemental response to the armed intruder emergency action procedures
  1. *RUN, HIDE, FIGHT*
  2. *ALERT, LOCKDOWN, INFORM, COUNTER, EVACUATE (ALICE)*
- Provided a workshop for public and private schools on Bomb Threat Assessment and Response
- Provided supplemental training to all schools and law enforcement personnel:
  1. *SECURITY AWARENESS FOR EDUCATORS WORKSHOP—SAFEPLANS LLC.*
  2. *ALICE INSTRUCTOR TRAINING —ALICE INSTITUTE*
- Installed 15 new Countywide Law Enforcement Alerting and Safety System (CLASS) buttons and provided 600 service calls for existing CLASS buttons.
SCHOOL SAFETY UNIT

2018 Goals

- Complete a Unified County/School Parent Child Reunification Plan and Protocols
- Complete a review and update of the County School Emergency Operations Plan
- Provide topic specific workshop for all schools on de-escalation techniques and practices

Emergency Medical Services

The Emergency Medical Services Division administers to 20 independent EMS agencies with more than one hundred 911 ambulances across the County, and stands ready to assist with response to mass casualty/mass care incidents.

2017 Accomplishments

- Held a Community Paramedicine Summit and an Opioid Symposium at Arcadia University and Montgomery County Community College — over 300 in attendance (first in the region)
- Participated in a table top and a functional exercise to practice procedures for a Strategic National Stockpile/Medical Countermeasures (SNS/MCM) incident
- Provided Naloxone and training in its use to all police departments in Montgomery County and a variety of overdose prevention groups
- Entered into academic consortium agreements with Arcadia University and MCCC
- Implemented a one-year pilot program for closest unit dispatching for priority one EMS calls

2018 Goals

- Expand Naloxone Program Overdose Drug Task Force (ODTF)
- Expand the Closest Unit program
- Expand community access to CPR training, encourage use of PulsePoint Respond and PulsePoint AED smartphone apps
Emergency Management

The Emergency Management Division is responsible for coordinating 62 municipal emergency management agencies and oversees the Montgomery County Hazardous Materials Response Team (HazMat), Urban Search and Rescue Team (US&R), Training and Exercises, Radiation Planning and Community Outreach.

2017 Accomplishments

- Designed and implemented monthly vehicle and equipment check program
- Rolled out Continuity of Operations (COOP) planning program to all county departments
- Compiled countywide inventory of debris removal equipment and physically surveyed new debris management sites for Debris Management Plan
- Deployed fuel capability survey to municipalities and achieved a 92% completion rate
- Implemented Unmanned Aircraft System program (pending FAA approval)
- Achieved 100% compliance in reviewing municipal Emergency Operation Plans (EOPs), Municipal Radiological Emergency Response Plans (RERP), and Superfund Amendments and Reauthorization Act (SARA) facility plans
- Generated $168,344.20 in total revenue from SARA facility invoices and hazardous materials incident reimbursement
- Rewrote Local Emergency Planning Committee (LEPC) by-laws and restructured LEPC

Special Operations —

- Developed and deployed Special Operations policy manual
- Improved deployable readiness of US&R team and recruited seven new members
- Coordinated Montgomery County HazMat Program study
- Provided specialized training through Texas A&M for 10 HazMat Team and Foam Task Force members
- Evaluated and replaced HazMat Team multi-gas meters

Outreach & Resilience—

- Hosted first regional emergency alert system Everbridge user conference
- Completed training for 90% of municipalities on Everbridge
- Updated and submitted the Hazard Mitigation Plan for approval
- Updated Mass Care plan
Training & Exercises

- Participated in state weather exercises
- Provided required PEMA certification training
- Conducted EOC training for major position roles
- Conducted 4 outside trainings not required for certification
- Facilitated All Hazards Incident Management Team training for DPS staff

2018 Goals

- Develop and deploy Virtual Emergency Operation Center software (VEOCl)
- Roll out Alastar software to municipalities – Damage Assessment, Road Closure & County-View Situational Awareness
- Complete and adopt Debris Management Plan
- Complete and adopt Mass Care Plan
- Coordinate COOP planning efforts for County Departments
- Obtain Emergency Management Accreditation Program (EMAP) Accreditation
- Adopt “All Hazards” EOC management structure
- Create Back-Up EOC activation procedure

Special Operations

- Create Special Ops Working Group
- Incorporate Physicians Response Group into Special Ops
- Update HazMat dispatch procedure
- Evaluate current decontamination program and implement new structure
- Roll out Palmtop Emergency Action for Chemicals (PEAC) to municipalities
- Develop SARA Title III “Quick Sheet”

Outreach & Resilience

- Complete MontcoDIRECT/recovery plan
- Complete additional Community Emergency Response Team (CERT) trainings
- Enhance Montgomery 1st business initiative
- Enhance Mass Care plan with Family Assistance Center Plan and Donation Management Plan
- Create Mass Care workgroup
Training & Exercises

- Develop training for VEOCI & Alastar deployment
- Conduct backup EOC drill
- Conduct Mass Care functional exercise
- Conduct Strategic National Stockpile/Medical Countermeasures (SNS/MCM) full scale

**Homeland Security Grants Division…………..**

As a partner county with the Philadelphia Urban Area Security Initiative (UASI), we receive Homeland Security Grant Program funds and are an active participant in the Southeastern PA Regional Task Force.

**Between January 1, 2017 and December 31, 2017: $2,043,890.76 in Homeland Security Grant funding was successfully spent on equipment, training, planning and exercise projects for Montgomery County and the Emergency Response Workgroup.**
Emergency Operations Center
50 Eagleville Road
Eagleville, PA
19403
610-631-6500

Public Safety Training Campus
1175 Conshohocken Road
Conshohocken, PA
19428
610-278-3500