2016 ANNUAL REPORT

MONTGOMERY COUNTY
DEPARTMENT OF PUBLIC SAFETY

Thomas M. Sullivan
Director

MONTGOMERY COUNTY BOARD OF COMMISSIONERS

Valerie A. Arkoosh, MD, MPH, Chair
Kenneth E. Lawrence, Vice Chair
Joseph C. Gale, Commissioner

Lauren Lambrugo, Chief Operating Officer
To The Commissioners:

I am pleased to submit for your consideration this 2016 Annual Report for the Department of Public Safety. The information and statistics captured in this report are indicative of the dedication and outstanding performance of the employees of this department.

We were pleased to partner with many public safety agencies from throughout Southeastern Pennsylvania and at the state and federal level in providing protective service during the Democratic National Convention in Philadelphia. Our staff also provided support to the Courts and the Sheriff’s Department during two high profile cases involving entertainer Bill Cosby and former Pennsylvania Attorney General Kathleen Kane.

We are particularly proud of the efforts of our Emergency Medical Services division to both provide accurate real-time data to policy makers in the county-led initiative to curb the opioid overdose crisis and to provide training and support for an increasing number of police departments carrying the life-saving drug Naloxone.

Responders throughout Montgomery County benefited from nearly $2 million of equipment from Homeland Security grant funding secured by the Department of Public Safety, including mobile data computers for vehicles, Automatic License Plate Readers, Fire Rescue TV digital network for in-station training and voltage meters to protect public works employees from electrocution after severe storms.

We also were able to acquire our own Internet Service Provider (ISP) at a substantial cost savings to the county.

As we enter a new year, we will work hard to sustain the gains we have made in recent years and, recognizing that we can never be satisfied with the status quo, will continue to find new, better and more cost effective ways to provide the level of service our residents deserve and have come to expect.

Moving forward, we anticipate an exciting year with the implementation of several technical projects and participation in special events that will require that we be at the top of our game.

The coming year will see completion of new emergency dispatch radio system, a nearly $40 million that has taken years to plan and implement. The first county-hosted Records Management System will become operational, giving a Real Time Intelligence capability to law enforcement agencies across the county. We also expect to go on the air with an emergency broadcast FM station and to implement PulsePoint and Smart911.

I am proud of the commitment and dedication of the individuals that comprise this department. You can be assured that they are working very hard for you and all of the citizens we serve. And, I am grateful for the support and guidance provided by the Board of Commissioners and your administration in helping us meet our mission critical responsibilities. Thank you.

Respectfully submitted,

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 county is served by 53 law enforcement agencies, 93 fire companies and 23 EMS providers.

The Department of Public Safety (DPS) provides emergency communications, emergency preparedness planning, response and recovery and police, fire/rescue and EMS training for first responders throughout Montgomery County. 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 is 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.

We are committed to:

- FISCAL RESPONSIBILITY
- CONTINUOUS IMPROVEMENT
- RELENTLESS PREPARATION
- OUR BEST EFFORT AT ALL TIMES
- HONESTY, FAIRNESS AND INTEGRITY
- FOCUS ON CUSTOMER SERVICE
- BEING HELPFUL
Emergency Communications

The Emergency Communications Division is the department’s largest and primarily operates from a 32-position 9-1-1 Communications Center at the Emergency Operations Center. It answers and dispatches over 2,100 calls a day, on average. In addition, it maintains a 19-position backup 9-1-1 Communication Center at the Public Safety Training Campus in Conshohocken.

The Emergency Communications Division is one of only 16, among 6,000 Public Safety Answering Points nationwide that has dual accreditation from the Association of Public-Safety Communications Officials (APCO Project 33) and the Commission on Accreditation of Law Enforcement Agencies (CALEA).

800 MHz Radio Upgrade

Emergency Communications, with the help of the Commissioners office and other divisions, overcame frustrating delays and made significant progress in 2016 toward completing the $36.4 million dollar upgrade to the emergency dispatch radio system.

The zoning approvals, leases and site acquisitions needed to place new equipment on 20 existing and 10 additional towers was nearly completed and substantial progress was made on the necessary construction.

DPS also had to halt distribution of radios purchased through a bulk purchase agreement that also provided municipalities with interest-free financing in 2016. It was found that a significant number of the new portable radios had a manufacturing defect. Those radios were all returned to the manufacturer for new replacements. The replacements arrived by the end of 2016 and will be distributed in advance of activating the upgraded system in 2017.
Records Management System

The Emergency Communications Division entered into a contract with a vendor in 2016 to develop the first countywide Records Management System. Once implemented, law enforcement agencies with access to it will be able to search one another’s records for real-time investigative purposes.

Its capabilities will include:

- Query a name, vehicle, incident and/or property and see if other users have related info
- Complete reports
- Organize evidence
- Access warrant information
- Interface with the County’s CAD (Computer Aided Dispatch)
- Interface with statewide law enforcement databases (JNET, LiveScan, LEJIS, CLEAN)

The initial roll-out will include the County’s DAs Office/County Detectives and Sheriff’s Department and at least 10 municipal police departments. Other police departments will be able to join over time. The long-term goal is to provide a daily intelligence briefing to all first responder agencies in Montgomery County.

Closest Unit Pilot

A pilot program to dispatch the closest available ambulance to the most serious calls was undertaken by DPS, Upper Dublin Township and area EMS providers in 2016.

During the pilot program, ambulances that use Automatic Vehicle Locator (AVL) technology and are closest to the location of a Priority 1 medical emergency in Upper Dublin Township will be dispatched to respond to that call. The Computer Aided Dispatch system will use the street network to calculate roadway miles from the ambulance to the address of the patient to determine the closest EMS. In the absence of AVL, the computer will look up the nearest ambulance station.

A Priority 1 EMS call is defined as immediately life threatening, such as cardiac arrest, unconscious subject, shooting or stabbing victim, subject choking, etc.

While it certainly seems natural to dispatch the closest ambulance to such calls, it proved to be more complicated than initially thought. Issues of sporadic connectivity for the Mobile Data Computers for some units, coverage agreements and contracts all needed to be addressed. That data collected in 2016 was too small to properly evaluate the program. Data collection and further analysis of the program will contin-
Phone Calls

- 9-1-1 Wireline: 83,525
- 9-1-1 Wireless: 312,083
- Text-To-911: 1,244
- 10-digit: 390,794
- Total Incoming Calls: 787,646

Average Call Answer Time: 3.2 seconds

Average 9-1-1 Call Process Time: 49 seconds

Dispatched Calls

- Police: 682,050
- EMS: 75,848
- Fire: 32,668
- Total: 790,566

Average Call Dispatch Time: 27 seconds

Major Call Types

- Traffic Stops: 113,259
- Dispatcher Assisted CPR: 857
- Robberies: 215
- Confirmed Fires: 287
- Dispatcher Assisted Baby Deliveries: 6

Talk Time

- Radio Talk Time: 254,862 minutes
  *To responders in the field (4,247.7 hours)
- Phone Talk Time: 1,377,633 minutes
  *To calls from the public (22,960 hours)
- Total: 1,632,495 minutes
  (27,208 hours)

2016 Annual Report
Emergency Management

The Emergency Management Division is responsible for coordinating 62 municipal emergency management agencies and oversees the HAZMAT team, Urban Search and Rescue Team, Training and Exercises, Radiation Planning and Community Outreach. When emergencies turn into disasters, Emergency Management helps navigate the complexities of the response and recovery. Before a disaster happens, this division coordinates the planning, training and mitigation for what might happen.

Public Works Partnerships

Montgomery County has been subjected to an increasing number of damaging storms in recent years and municipal public works employees are faced with downed power lines and numerous other safety hazards in their aftermath.

The Emergency Management Division obtained grant funding to purchase V-Watch Personal Voltage Detectors and 800 MHz radios and distribute them to 59 municipal public works departments in 2016. The V-Watch is clipped to the workers clothing and gives an audible and visual alarm when it comes within 7 feet of electrified lines or equipment. The 800 MHz radios enable public works employees to both receive and provide warnings about hazardous conditions with other first responders.

Democratic National Convention

Montgomery County hotels served as the home base for a number of state delegations to the Democratic National Convention during the last week of July 2016, which marked the second time in two years that a National Special Security Event came to the region.

The Emergency Management Division led the Department of Public Safety efforts to coordinate the activities of the county and our municipal partners with those of our counterparts in Philadelphia, state and federal agencies.

Emergency Management completed an Incident Support Plan and developed a detailed hotel reference book that was distributed to 50 local, state and federal agencies. It also staffed the Emergency Operations Center for 124 hours.

Winter Storm Jonas

Once again, a severe winter storm struck Montgomery County in 2016 and dumped over 20 inches of snow over the course of two days in late January 2016.

The Emergency Management Division staffed the Emergency Operations Center for over 24 hours, during which its personnel coordinated with the municipalities to make sure all available resources were deployed effectively and that needs were being met.
As important, were Emergency Management’s recovery efforts in the storm’s aftermath. When Jonas was declared a federal disaster, division personnel facilitated the reimbursement of $5.35 million in qualified expenses incurred by the county and 61 of our municipalities, 15 school districts, two hospitals, an EMS agency, a fire company and a sewer authority.

**Bakken Crude Exercise**

Three years of planning and training culminated in a full-scale Exercise in June 2016 simulating the derailment of a train carrying Bakken crude oil at the Abrams rail yard along the Schuylkill River in King of Prussia. The Emergency Management division worked with Southeastern Pennsylvania Regional Fire Task Force to coordinate a complex exercise that involved over 150 responders from Upper Merion Township fire, police, and emergency management and other fire, HAZMAT, and Urban Search and Rescue units from throughout the five-county region.

The scenario included an explosion with injuries, oil making its way into the river and water supply issues. Practice foam was used to simulate fire suppression activities and boats were deployed on the river to simulate both oil containment and search and rescue activities.

The Pennsylvania Department of Environmental Protection (DEP), Pennsylvania Emergency Management Agency (PEMA), federal Environmental Protection Agency (EPA) and private rail and environmental cleanup companies also participated.
Operation Thunderbolt

More than 80 first responders, most of whom were volunteers, participated in a 12-hour training exercise in December that began as they were wrapping up their regulars jobs on a Friday and ran into Saturday morning.

The purpose of the exercise was to bring together several specialized units that have been formed to respond to large-scale events and test their abilities to work together under highly stressful circumstances.

Participants included members of the Montgomery County Fire Task Force, Montgomery County’s Hazardous Materials Incident Response Team (HAZMAT), Urban Search and Rescue Team (USAR) and the Incident Support Team (IST).

Fire Chief 61, Jim Staufenberg, was the lead organizer of this valuable exercise.
Watch Desk and EOC Activations

- 9 incidents
  - Level III (Watch Desk): 8
  - Level II (Limited EOC): 1
  - Level I (Full EOC): 1

- 198.7 total hours in service
  - Average of 22.1 hours per activation (average of 9.3 excluding DNC)
  - Shortest activation
    - Commercial Building – Clemens Uniform Rental (Lansdale)
    - 1.22 hours in service
  - Longest activation
    - DNC - Democratic National Convention (Countywide)
    - 124 hours in service

36 requests for resources

- Light Towers
- Variable Message Sign Boards
- Gators
- Generators
- Gridless Core Battery Power Stations

2016 Activations by Event Type

- Planned Event 45%
- Law Enforcement 22%
- Fire 11%
- Exercise 11%
- Weather 11%

Training and Exercises

- Coordinated and participated in 40 training and exercise sessions, including:
  - 15 PEMA/FEMA classes
  - 9 Montgomery County Emergency Management monthly meetings/trainings
  - Bakken Crude Oil Full-Scale Exercise
  - Operation Thunderbolt
  - PJM Interconnect Tabletop
  - Radiological Detection Response Training
  - Total attendance: 1125
  - Average attendance: 29
Fire Academy

The Montgomery County Fire Academy operates from the Public Safety Training Campus in Plymouth Township, where it provides realistic, progressive and standardized training for fire, rescue and HAZMAT training to over 3,200 first responders annually. In addition to classroom instructions, students received hands-on practical skills training in a state-of-the-art structural burn building, drill tower, smoke house, drafting pit and flammable gas pad. At the end of their training courses, students are offered the opportunity to immediately test for state and national certifications.

Summer Rescue Program

The Fire Academy ran its first daytime Technical Rescue School over the course of two weeks in July, 2016. The daytime courses provides training for fire fighters who are college students or shift-workers and unavailable for nighttime and weekend classes.

Students received training in Basic Ropes and Rigging, Low Angle, High Angle and Confined Space Rescue, and were able to take the written and skills testing necessary for Technical Rescue certification at the end.
Forcible Entry Props

The Fire Academy added seven new forcible entry training props in 2016 to the array of equipment it has to help train new fire fighters and to help those with experience maintain their skill sets.

A total of five new “Inforcer” forcible entry training props were installed on the Smoke House and the Drill Tower.

In addition, a mobile Bilco-style forcible entry training simulator and a mobile Staub Forcible Entry simulator are available for training.

The new props were obtained by the Department of Public Safety using $69,225 of Homeland Security grant funding.
FIRE ACADEMY ACTIVITY

**RESCUE TRAINING**
- Classes: 43
- Students: 777

**HazMat TRAINING**
- Classes: 110
- Students: 1,802

**FIRE TRAINING**
- Entry Level Classes: 21
- Students: 487
- Advanced & Other Classes: 229
- Students: 3,006

Total Classes: 403
Total Enrollment: 6,072
Fire Co. Drills at PSTC: 74
Attendance at Fire Co. Drill: 1,206
Total Enrollments/Drill Attendance: 7,278
Total Class and Drill Hours: 58,697
National Certifications: 359
Law Enforcement

The Law Enforcement Division operates at the Public Safety Training Campus where it provides local law enforcement agencies with quality training consistent with national standards in conjunction with the Police Chiefs Association of Montgomery County and the Montgomery County District Attorney. In addition to classroom instruction, students receive hands-on practical training at the Tactical Response Training Center, with both a 50-yard and a 100-yard indoor firearms range and a live fire shoot house, and through the Emergency Vehicle Operators Course (EVOC). In addition, this division provides technical assistance to local law enforcement agencies and coordinates their use of county resources, including the Bearcat armored vehicle.

Law Enforcement Division personnel also conduct the School Safety and Security program that assists all public, non-public schools and institutions of higher education in Montgomery County establish a safe, secure and healthy learning environment. In 2016, this initiative provided all public and non-public schools with a web-based planning capability directly associated with the Montgomery County DPS School Emergency Operations Planning Template and Toolkit. This division is responsible for maintaining the Countywide Law Enforcement Alerting and Safety System (“C.L.A.S.S.”), a wireless silent alarm “panic button” system that school personnel can use to communicate directly to a 9-1-1 dispatcher that an emergency is occurring without putting themselves or others in danger.

In-Service Training

<table>
<thead>
<tr>
<th>Courses</th>
<th>Training Hours</th>
<th>Participants</th>
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</thead>
<tbody>
<tr>
<td>Driver Training</td>
<td>39</td>
<td>732</td>
</tr>
<tr>
<td>Patrol Procedures</td>
<td>12</td>
<td>176</td>
</tr>
<tr>
<td>Supervision/Management</td>
<td>10</td>
<td>296</td>
</tr>
<tr>
<td>Criminal Investigation</td>
<td>10</td>
<td>85</td>
</tr>
<tr>
<td>Tactics/Methods</td>
<td>19</td>
<td>290</td>
</tr>
<tr>
<td>Total</td>
<td>90</td>
<td>1,579</td>
</tr>
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</table>
### Tactical Response Training Center

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Days in Use</td>
<td>252</td>
</tr>
<tr>
<td>Total Hours of Operation</td>
<td>3,891</td>
</tr>
<tr>
<td>Total Officers Trained</td>
<td>5,144</td>
</tr>
<tr>
<td>Rounds of Ammunition Used</td>
<td>907,798</td>
</tr>
</tbody>
</table>

### School Safety Coordinator

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training Workshops</td>
<td>53</td>
</tr>
<tr>
<td>Teachers, Staff, Students Trained</td>
<td>2,471</td>
</tr>
<tr>
<td>Drills</td>
<td>15</td>
</tr>
<tr>
<td>Exercises</td>
<td>13</td>
</tr>
</tbody>
</table>

### Countywide Law Enforcement Alerting and Safety System (“C.L.A.S.S.”)

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>CLASS Locations added 2016</td>
<td>28</td>
</tr>
<tr>
<td>Total CLASS locations</td>
<td>523</td>
</tr>
<tr>
<td>Transmitter Batteries replaced</td>
<td>150</td>
</tr>
<tr>
<td>Service Calls</td>
<td>700</td>
</tr>
</tbody>
</table>
Homeland Security Grant Program

The Montgomery County Department of Public Safety actively participates in the Southeastern Pennsylvania Regional Task Force and the Philadelphia Urban Area Security Initiative (UASI). As a result, we are eligible to receive federal Homeland Security Grant Program funds.

The department has staff dedicated to the complex process of applying for and administering those grants, which in 2016 amounted to just over $1.9 million. Those grants were used to provide equipment, planning, training and exercises for the department’s operational divisions as well as other county departments and police, fire and EMS agencies throughout Montgomery County.

Homeland Security Grant Program funding paid for the V-Watch Personal Voltage Detectors and 800 MHz radios that were distributed to municipal public works departments in 2016. It was also used to purchase generators to keep traffic signals working during prolonged power outages. Police, fire and EMS throughout the county received Mobile Data Computers for use in their vehicles.

The department used Homeland Security Grant funds to provide ballistic protective equipment and LUCAS devices to provide mechanical compressions during CPR to EMS agencies and Automatic License Plate Readers (ALPR) to police departments throughout the county in 2016.

The program also paid for Fire Rescue TV packages for 40 fire companies that chose to participate. Those fire companies received $975 worth of electronic equipment that enables them to take part in a private digital signage network for first responders that includes on-demand training videos, among other features.

**HOMELAND SECURITY GRANT PROGRAM DIVISION EXPENDITURES FOR 2016 $1,922,039.66**
**Emergency Medical Services Division**

The Emergency Medical Services Division ensures that the residents and visitors to Montgomery County have prompt and unimpeded access to basic and advanced life support medical care. It operates the Emergency Medical Services Training Institute out of the Public Safety Training Center, which provides training and certification for EMTs, Paramedics and other first responders in the county.

It is responsible for inspection and licensure of 113 vehicles from Emergency Medical Services providers across Montgomery County and coordinates the readiness to respond to mass casualty/mass care incidents.

The EMS Division works on a number of other levels to ensure Montgomery County residents are receiving the highest quality emergency medical services in the field. It works with the Emergency Communications Division to ensure that all of Montgomery County’s telecommunicators are certified as Emergency Medical Dispatchers and they are trained to aggressively encourage bystanders to perform CPR and give them detailed instructions on how to do so. It also works with EMS agencies across the county to get hands-only CPR training out to the public and in 2016 used grant funding to procure 28 LUCAS to provide mechanical compressions during CPR for use by EMS units in the field.

**New Treatment For Altered Patients**

A yearlong pilot program, led by Montgomery County EMS providers, to sedate potentially dangerous patients with Ketamine for safe transportation to the hospital, was approved for use in 2016 and is now part of the EMS providers’ scope of practice statewide.

The state Department of Health, Bureau of Emergency Medical Services approved the for a total of 17 EMS agencies, including six from Montgomery County, to begin administering Ketamine to patients exhibiting the signs and symptoms of Excited Delirium.

Excited Delirium can occur in patients who ingest numerous intoxicants or stimulants and become violent, have hallucinations and become insensitive to pain. It has resulted in numerous injuries to first responders.
Naloxone

The opioid epidemic hit communities in Montgomery County hard, as it did across the Commonwealth and the nation. The EMS Division worked closely with municipal police departments to get their officers equipped and trained with Naloxone, a life-saving antidote for opioid overdoses.

Officers from 35 municipal police departments in Montgomery County were carrying Naloxone by the end of 2016, up from 16 departments at the beginning of the year. All eight of the remaining police departments had their officers in training to carry and administer the medication in early 2017.

Police officers, who often arrive on the scene before EMS units, administered Naloxone to 147 overdose victims in 2016 and 136 of those patients survived.

2016 Law Enforcement Naloxone Program

<table>
<thead>
<tr>
<th>Administrations</th>
<th>147</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patients Revived</td>
<td>136</td>
</tr>
<tr>
<td>Patients not Revived</td>
<td>11</td>
</tr>
</tbody>
</table>

Top 4 Departments

- Pottstown: 24
- Lower Providence: 14
- Norristown: 11
- Upper Merion: 11

Doses Administered—
Both police and EMS

<table>
<thead>
<tr>
<th>Doses</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 dose</td>
<td>61</td>
</tr>
<tr>
<td>2 Doses</td>
<td>62</td>
</tr>
<tr>
<td>3 Doses</td>
<td>13</td>
</tr>
<tr>
<td>4 Doses</td>
<td>5</td>
</tr>
<tr>
<td>6 Doses</td>
<td>2</td>
</tr>
<tr>
<td>Not Reported</td>
<td>4</td>
</tr>
</tbody>
</table>

Victim Survival
Post-Naloxone Deployment

<table>
<thead>
<tr>
<th>Did the person survive?</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>136</td>
<td>93 %</td>
</tr>
<tr>
<td>No</td>
<td>11</td>
<td>7 %</td>
</tr>
<tr>
<td>TOTAL</td>
<td>147</td>
<td>100.00%</td>
</tr>
</tbody>
</table>

11
dose: 61
2Doses: 62
3Doses: 13
4 Doses: 5
6 Doses: 2
Not Reported: 4
EMS TRAINING INSTITUTE

**CPR TRAINING**

- STUDENTS: 2,163
- CPR HOURS: 6,498

**AEDs**

- PRIVATE AGENCY PLACEMENT: 19
- PRIVATE AEDs ADDED: 33

**EMS TRAINING**

- CLASS HOURS: 44,800

**PARAMEDIC TRAINING**

- CLASS HOURS: 32,000
Montgomery County
Department of Public Safety

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

QUICK FACTS
2016 BUDGET: $20.4 MILLION
PERSONNEL: 196

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