Monday, July 26, 2021

To the Montgomery County Commissioners, partner agencies, and members of the community:

On behalf of the dedicated men and women of the Montgomery County Department of Public Safety (DPS), I am privileged to present our 2020 Annual Report. We are pleased to provide our partners and community members with the opportunity to learn about our agency’s work and revisit some important activities and statistics from the past year.

2020 will certainly be remembered as one of the most unique years in the history of Montgomery County DPS. From the COVID-19 pandemic to the social unrest that occurred across the nation, 2020 certainly placed enormous demands on our Department.

In the face of significant challenges, the members of this Department responded as they always do - rising to the occasion, adapting to constantly changing circumstances, and performing their duties with the highest levels of professionalism and respect.

Our values of Integrity, Professionalism, Honor, Accountability, Respect, and Equality guide our decision making as we work to enhance safety and quality of life in the County of Montgomery. We are committed to supporting our stakeholders, providing quality training, and maintaining collaborative partnerships. This commitment enables us to provide a safe and stable environment for all of those who live, work, play in, and visit our County.

Our partnerships with various stakeholders are key to our success, and we recognize those and are grateful for your assistance and willingness to serve your communities.

We are honored to serve the residents and first responders here in Montgomery County, Pennsylvania.

Respectfully,

Michael O. Vest
Director
Montgomery County Department of Public Safety
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EMERGENCY COMMUNICATIONS

Division Leadership
✓ Michael Vest, Deputy Director
✓ Jennifer Cass, Assistant Director for Operations
✓ David Daugherty, Assistant Director for Homeland Security and Intelligence
✓ Marvin Watkins, Assistant Director for Professional Standards

Mission
The Emergency Communications Division is the Public Safety Answering Point (PSAP) for police, fire, emergency medical, and emergency management services within Montgomery County. Their mission is to serve as the primary communications contact point between the citizen and the public safety agencies; to accurately identify the citizen’s location and public safety response needs; to quickly and efficiently activate the needed public safety services, and; to provide all necessary communication support and coordination for all public safety and support agencies within the County.

2020 Accomplishments
- Answered and processed 840,990 emergency calls.
- Completed training and certification requirements for PEMA.
- Completed three training classes for new telecommunicators.
- Moved the recruitment/hiring process for telecommunicators online, including virtual interviews.
- Implemented COVID-19 calltaking and dispatch protocols.
- Staffed and managed the initial public inquiry line for COVID-19.
- Developed a Countywide Emergency Response Plan for police departments.
- Developed an EMS Surge Plan.
- Ensured that not a single person-to-person transmission of COVID-19 occurred in the Emergency Communications Center.
- Successfully completed the P25 radio project.

2021 Goals
- Acquire Y4 CALEA compliance in May and reaccreditation in July.
- Acquire Project 33 reaccreditation in July.
- Improve employee retention.
- Develop a health and wellness program for employees.
- Implement new PEMA police and fire calltaking protocols.
- Begin new CAD upgrade/platform for NG911.
EMERGENCY MANAGEMENT

Division Leadership
- Jason Wilson, Deputy Director
- William Messerschmidt, Assistant Director for Operations

Mission
The Division of Emergency Management works to mitigate, plan, and prepare for emergencies; educate the public about preparedness; coordinate emergency response and recovery efforts; and develop tools and identify resources to support the overall preparedness of Montgomery County.

2020 Accomplishments

COVID-19/Civil Unrest Response
- Activated the EOC for approximately 795 hours in support of the COVID-19 Initial Response and Resurgence Response. This EOC activation included participation from all MCDPS divisions, the Montgomery County Office of Public Health (OPH), the Montgomery County Department of Health and Human Services (HHS), and other County departments.
- Coordinated and implemented the creation of a MCDPS warehouse, including resource request and distribution procedures.
- Coordinated and participated in five food distributions at the Willow Grove Park Mall and Philadelphia Expo Center at Oaks, serving over 500 families per day.
- Created and/or updated more than 25 plans and procedures to organize, support, and coordinate the MCDPS response to the COVID-19 Pandemic.
- Purchased and placed in service a logistics box truck to support the COVID-19 response.
- Assisted with the coordination of the Montgomery County law enforcement response to civil unrest within Montgomery County and the City of Philadelphia and supported these operations with an EOC activation concurrent to the COVID-19 response.
- Facilitated the U.S. Department of Justice (DOJ) Civil Unrest grant submission process for affected municipalities and law enforcement agencies.
- Developed and managed the COVID “FAST” facility assessment team, completing 90 visits to 78 unique long-term care (LTC) facilities.
- Coordinated development of an Alternate Care Site for COVID-19 patients.
- Through collaboration during COVID-19, developed and strengthened interdepartmental relationships for future DPS-led responses (e.g., mass care, long term recovery, etc.).

Emergency Management
- Certified four UAS pilots to FAA Part 107, adding capability and depth to the UAS Program.
- Contacted 100% of municipalities to facilitate Emergency Operations Plan (EOP) updates. 65% of EOP updates were completed virtually during COVID-19 pandemic response.
• Created an online training for PEMA Certification participants to take Introduction of an EMC, Duties and Responsibilities, and Initial Damage Reporting (IDR). 45 people completed the online training since it commenced in June 2020.
• Hosted G-290 Basic PIO online with 15 participants (first virtual offering of this course in the area).
• Facilitated a total of $19,262.62 for 13 municipalities via a pass-through grant from the 2019-2020 Act 147 Grant to support EOC operations and planning related to Limerick Generation Station (LGS) preparedness and response.
• Distributed seven variable message sign boards and two light towers to municipal partners, adding to current response capabilities.
• Activated the EOC 36 times for 174 hours to support and coordinate municipal responses to barricaded subjects, large fires, UAS requests, etc.
• Completed the damage assessment (DA) process for Tropical Storm Isaias, organizing DA data for over 25 municipalities.
• Trained County employees for an internal Functional Assessment Service Team (FAST) and readied team for deployment during the COVID-19 pandemic.
• Purchased and deployed the Community Engagement module to supplement the existing Everbridge platform.
• Continued Everbridge training for municipal partners and internal County departments.
• Completed the FEMA-required IPAWS tests through Everbridge.

Special Operations
• Hazardous Materials Response Team (HMRT)
  o Added eight Hazardous Materials Technicians to the team.
  o Reviewed 500 caution notes in CAD for SARA facilities and updated or removed as appropriate.
  o Unclassified SARA facility site plans added to PEAC WMD, giving online access to first responders in the field.
  o Purchased and placed in service the Agilent Resolve Raman Device.
  o Purchased and placed in service five new ToxiRAES for CO2 metering capabilities.
  o Conducted 29 training sessions for a total of 640 hours.
  o Responded to 37 incidents, including two Foam Task Force responses.
• Urban Search and Rescue (US&R) Team
  o On-boarded three new specialists: a structural engineer, a medical specialist, and a FEMA certified search canine.
  o Attained Pennsylvania Fish and Boat Type 1a Water Rescue Certification.
  o Placed in service a new high water rescue vehicle and a 12’ “boat in a bag” for smaller water rescue/flood management incidents.
2021 Goals

- Create a WebEOC Situational Awareness Board to track activations and provide a platform for record-keeping.
- Further integrate WebEOC into daily operations on County and municipal levels to promote utilization and development.
- Publish and distribute the Emergency Management Coordinator’s Handbook.
- Update and standardize Emergency Management On-Call policies and procedures to facilitate a coordinated and efficient response to EOC and on-scene operations.
- Create and integrate Logistics Services policies and procedures to support coordinated and efficient warehouse capabilities and resource request operations.
- Create and host additional online training for municipal emergency management coordinators.
- Host additional PER 335 Complex Coordinated Attack courses to assist with Active Assailant planning efforts.
- Develop an online/virtual exercise platform for municipalities.
- Roll out the County Emergency Management Coordinator Certification Program.
- Deploy and utilize Community Engagement as part of the Everbridge mass notification system.
- Purchase additional assistive technology kits for communication with individuals with access and functional needs.
  - Develop County-specific Damage Assessment training.
  - Develop and implement a new training program for all Everbridge users.
  - Successfully complete the 2021 Hazardous Materials Response Team Recertification.
  - Relocate the Special Operations headquarters and base of operations to the new EOC Garage and Warehouse complex.
  - Procure two additional boats for additional water rescue capabilities.
- Enhance structural collapse and trench rescue capabilities with additional equipment and a new collapse response vehicle.
- On-board additional US&R rescue specialists.
- Provide radiological training to all risk municipalities in support of the 2021 LGS exercise.
EMERGENCY MEDICAL SERVICES

Division Leadership

- David P. Brown, Deputy Director
- Dr. Alvin Wang, Chief Medical Officer, Regional EMS Medical Director

Mission

The Division of Emergency Medical Services ensures that residents of and visitors to Montgomery County have prompt and unimpeded access to basic and advanced life support medical care. In addition, the Division ensures that all EMS personnel, agencies, and ambulances are adequately equipped and prepared to provide the best out-of-hospital emergency care possible.

2020 Accomplishments

- Reviewed and revised as necessary the five-year air medical response plan.
- The EMS Training Institute maintained partnerships with County-based colleges for public health degree programs.
- Conducted EMT and paramedic training courses, switching from in-person to all virtual and converting in-person skills sessions so that training could continue with proper safety precautions.
- Distributed multiple information bulletins and County-specific memorandums on COVID-19 preparedness and response.
- Participated in numerous coordination and conference calls and virtual meetings with the Pennsylvania Department of Health Bureau of EMS and Bureau of Public Health Preparedness and Response, PEMA, and various Skilled Nursing Facilities.
- Conducted a survey of EMS agency Personal Protective Equipment (PPE) on hand as of February 28, 2020.
- Activated and operated in County Emergency Operations Center after the first positive case of COVID-19 was reported on March 7, 2020.
- Conducted multiple coordination calls with the Montgomery County Ambulance Association.
- Conducted focused coordination calls with affected first responder agencies within the first week of the COVID-19 outbreak and continued as needed for affected agencies.
- Worked in various positions for multiple hours in the following areas of the Emergency Operations Center: logistics, EMS operations, communications, Alternate Care Sites, and Specialized Medical Response Team.
- MCEMS Training staff operated under our Continuity of Operations Plan and noncritical staff were assigned to work virtually from their homes.
- Coordinated and assisted in the development of a plan to obtain voluntary donations of PPE at both the Eagleville and Conshohocken sites.
- Replaced 150 Automatic External Defibrillators, deployed to all County facilities and mobile units for County parks.
- Developed an Advanced Life Support (ALS)-Paramedic Responder Program-Licensed ALS Squad.
In addition to the accomplishments listed above, MCEMS was involved in the following operations in whole or in part during the months of March, April, May, and June of 2020:

- Operated an emergency COVID-19 testing site for 60 first responders on March 13th, using a drive-thru swabbing sampling station model.
- Executed the EMS Medical Surge plan.
- Inventoried and prepared for deployment the Medical Surge Equipment Cache (MSEC) Trailer.
  - Assisted with the SMART Hospital deployment to Suburban Community Hospital in East Norriton Township.
  - Ensured Biomedical Certification for 7 of 9 ventilator units. These portable ventilators were shipped to Georgia, serviced, certified, and returned within 14 days.
  - Provided coordination and support for the Alternate Care Site in Glen Mills, Delaware County.
  - Developed PPE prioritization charts to determine priority needs based on available resources.
- Coordinated issues brought forward by County EMS chiefs concerning Skilled Nursing Facility conditions and the need for Office of Public Health and Montgomery County involvement.
- Assisted with priority testing and registration for first responders at the Temple University - Ambler and Montgomery County Community College testing sites.
- Deployed emergency communications equipment to EMS surge agencies.
- Coordinated EMS units to stand by at Community Based Testing Sites.
- Performed fit testing for EMS squads and personnel working at CBTS.
- Hired a dedicated health and safety specialist to assist with the development of policies for first response agencies, including infection control, injury prevention, and mental health awareness.
- Assisted 35 Skilled Nursing Facilities (SNF) without power to operate AC handlers during a storm on June 3rd.
- Assisted with EMS coordination during civil unrest situations involving local protests.
- Assisted with coordination of traceback after COVID-19 exposures. Notes were placed in the CAD system for addresses with COVID-19 positive patients to warn first responders.
- Developed, implemented, and revised a 9-1-1 call screening process for AFRI patients.
- Assisted with information on an N-95 mask sterilization system deployed in Delaware County.
- Continued operations via a virtual platform to conduct meetings including but not limited to the EMS Advisory Council, Overdose Task Force, and the Helicopter Response Plan five-year review.
- Conducted a 2-hour informational continuing education session virtually, with an introduction by Dr. Doug Kupas, State EMS Medical Director and participation from Chief Medical Officer Dr. Wang and several prominent Medical Advisory Committee (MAC) members.
- Assisted on scene for nearly 12 hours with the safe and orderly evacuation of 40 nursing home patients that were being transferred from a facility in Cheltenham Township to a sister facility in Allentown to better manage their care and safe isolation/quarantine.
- Two MCEMS staff completed the Coursera Contact Tracing online program.
• Received emergency Naloxone supplies in April and continued distribution and reporting throughout entire year.
• Received approval of a new two-year Pennsylvania Commission Crime and Delinquency (PCCD) grant for Naloxone nasal spray to be issued to first responders and new HHS organizations.
• Continued EMT and paramedic training both virtually and in person with safety precautions.
• Revised clinical agreement with hospitals to enable EMT and paramedic students access to clinical skills training in hospitals after proper fit testing and with equipment for safety.

2021 Goals
• Continue COVID-19 vaccinations, with nearly 10,000 shots in arms so far.
• Plan, organize, develop protocols for, and distribute CARES equipment, including PPE and Video Laryngoscopes.
• Refill EMS Training Coordinator and Training Assistant positions.
• Re-energize the training programs, safely restart in person education, and continue to build a robust virtual training program.
• Prepare and evaluate EMT and paramedics for state certification.
• Establish a group of first responder health and safety advisors to advise, educate, support, and inform on best practices for sustainable social and mental health support for first responders.
FIRE ACADEMY

Division Leadership

✓ Thomas Garrity, Deputy Director

Mission

The mission of the Montgomery County Fire Academy is to provide high quality, coordinated, and innovative public safety training through realistic, progressive, and standardized training programs for the fire, rescue, and emergency medical services in Montgomery County. The Fire Academy provides an entry-level curriculum for recruits as well as ongoing training for experienced firefighters. They also conduct hazardous materials training and provide fire safety programs for municipal officials and industry. In addition, the Fire Academy serves as an ongoing educational resource for all of the fire, rescue, and emergency medical service provider agencies throughout Montgomery County.

2020 Accomplishments

Fire Program

• Completed all courses that were suspended due to COVID-19.
• Transitioned six fire courses from face-to-face to either hybrid or totally synchronous online courses.
• Restarted hands-on fire training, utilizing approved safety measures.
• Presented two virtual graduation ceremonies.
• Developed online student resources for the Firefighter II program.

Hazardous Materials Program

• Introduced the Train-the-Trainer programs for Chimney Fires and Heating Emergencies and Responding to Hoarder Related Emergencies.
• Worked with the Hazardous Materials Response Team to develop scenario-based evolutions for in-station training.
• Transitioned four hazardous materials courses to online synchronous training programs, including the annually required Hazardous Materials Operations Refresher (HMOR) course.
• Began offering daytime online HMOR training for career fire and code personnel.

Rescue Program

• Worked on the Phase II design of “Rescue World” (vehicle and trench rescue props).
• Partnered with EMS Division staff to complete the onboarding process and training for Canvas, a new learning management system.
• Transitioned six rescue courses to synchronous online classes.
• Applied for and received Department of Health approval to offer EMS continuing education credits for Trench Rescue Awareness and Confined Space Awareness, expanding our portfolio of courses that receive continuing education credits.
Certification Program

- Worked with the Fire Program Coordinator to ensure that the skills tested for Firefighter I are covered during entry-level training.
- Worked with the Rescue Program Coordinator to plan the skill tests for the initial Pilot Rope Rescue test.
- Processed and submitted certification results for 240 students who successfully completed certification testing during 2020.

Emergency Services Outreach Program

- Successfully designed and directed two virtual graduation ceremonies.
- Reconstituted the Training Officers Association to enhance fire companies’ in-house training.
- Started the process to develop and produce training videos to support fire companies’ in-house training.
- Made preparations to conduct virtual break-out sessions for the traditionally in-person annual Chief Officers’ Seminar.

Division Administration

- Processed 3,580 enrollments, and printed and mailed 3,046 certificates for 203 classes, including the certification skills testing paperwork.
- Handled all payments and billings sent to fire companies for classes: billed $118,812 in invoices and posted $102,499, deposited $100,584.
- Transitioned the registration process and data collection for 45 online classes for 621 students.
- Maintained a presence in the building while staff were involved with COVID-19 testing sites.
- Implemented the new Emergency Services Outreach Coordinator position and a plan to develop and coordinate additional virtual training.
- Submitted a permit application to Plymouth Township as part of the plan to build a new vehicle rescue pad and trench rescue prop.
- Completed renovations to the Burn Building, Pump Pad, and Drill Tower, including the installation of an outdoor classroom in the Drill Tower.
- Provided Canvas and Quality Matters staff training.
- With the assistance of staff, wrote the plan to safely conduct training at the Fire Academy during the COVID-19 pandemic.

In addition to all the accomplishments listed above, in 2020 (even with the pandemic) the Montgomery County Fire Academy ran 208 classes, totaling 34,621 hours of training. This includes 45 virtual classes. Prior to March 2020, the Fire Academy offered no virtual classes; they now offer 21.

Staff wrote a plan, approved by the Department of Public Safety’s Chief Medical Officer, to return to in-class training in the spring. After returning to in-person training at the Fire Academy, there were four students who tested positive for COVID-19, yet there were no instances of the virus being spread to other students in those classes.
In April of 2020, the Fire Academy was given the assignment to oversee one platoon of the day-to-day operations at the COVID-19 Testing Site on the Temple University Ambler Campus in Upper Dublin Township. Because of the detailed planning and hard work of all DPS staff and the cooperation of all units working at this site, the U.S. Department of Health and Human Services representative at the scene said on more than one occasion that, “this testing site should be a model for the nation.”

2021 Goals

Fire Program
- Safely resume hands-on fire training following our approved COVID-19 safety plan.
- Develop a second module for the Wood Frame Construction course.
- Review and possibly streamline our Rapid Intervention courses.
- Evaluate the need for a Strategy and Tactics 2 series.

Hazardous Materials Program
- Create an online form for course evaluations.
- Create an online form for course registrations.
- Create a hybrid Hazardous Materials Technician course, moving the classroom section online via Canvas and Zoom.
- Create mission-specific HMOR training courses to address the following incidents: flammable liquids and gasses; foam firefighting; using the five-gas meter; emergency decontamination; and spill and leak PPE selection.

Rescue Program
- Complete the second Pilot Certification Test for Confined Space that was interrupted by the pandemic.
- Finalize design details of vehicle and trench rescue components of rescue world.
- Renew Department of Health continuing education credits for rescue training and submit additional Montgomery County rescue classes for continuing education credit.
- Collaborate with the Fire Academy Outreach Coordinator to produce rescue training videos.

Certification Program
- Provide quarterly reports to the Certification Office at the PA State Fire Academy.
- Study and further organize with the Registrar the certification filing and reporting process.
- Work with the Rescue program Coordinator on designing the Second Confined Space Rescue Certification skills test.
Emergency Services Outreach Program

- Produce training videos that fire companies can use to assist and enhance their drill-night training.
- Work with Fire Instructor Bud Henkel to develop his class, Wood Frame Construction, as a synchronous online course.
- Increase participation in the Montgomery County Training Officers’ Association.
- Work with the Fire Academy Director and Fire Advisory Board to develop online quarterly training as provided in the Chief Officers’ seminars.

Division Administration

- Improve data management for online classes.
- Revise the course catalogue to reflect new online classes.
- Assist the new Professional Standards Coordinator with the challenges of this position, specifically the data collection and State reports.
- Oversee the construction and hopefully the completion of the Vehicle Rescue and Trench Rescue props.
- Offer the Chief Officer Seminar online as a series of lectures and discussions online.
- Work with a vendor to design the installation of classroom audio visual improvements.
- Oversee the other capital improvement projects that include roof replacement, smoke detector replacement, upgrades to the gas propane training props to meet the standards outlined in NFPA 1402, and repairs to the Burn Building.
LAW ENFORCEMENT

Division Leadership
Jesse Stemple, Deputy Director

Mission
The mission of the Law Enforcement Division is to provide training, technical assistance, and coordination of County resources to local law enforcement agencies. We provide the law enforcement community with quality training that is consistent with national law enforcement standards in order to enhance their functional capabilities. The Division also assists and supports all public and non-public County schools and institutions of higher education in establishing and maintaining a safe, secure, and healthy learning and work environment.

2020 Report
On March 11, 2020, the Public Safety Training Campus (PSTC) and Tactical Response Training Center (TRTC), were closed due to the COVID-19 pandemic. On May 11, 2020, the TRTC reopened, following all County and CDC guidelines. The TRTC is currently operating under those guidelines, which reduces training levels to approximately 25% capacity. This report reflects the reduction in training hours and participants, and includes the additional details that members of Law Enforcement Division conducted and/or participated in.

Law Enforcement Training
The Montgomery County Department of Public Safety, in conjunction with the Police Chiefs Association of Montgomery County and the Montgomery County District Attorney, conducted or hosted a variety of law enforcement training programs for local, state, and federal government agencies and community-based organizations. Those courses included:

- Driver Training: 16 Courses/296 Hours of Training/195 Participants
- Supervisory/Management: 4 Courses/160 Hours of Training/100 Participants
- Criminal Investigation: 2 Courses/16 Hours of Training/50 Participants
- Methods/Tactics: 5 Courses/104 Hours of Training/200 Participants
- Total: 27 Courses/576 Hours of Training/545 Participants

Armored Vehicle (Bearcat)
The Montgomery County Department of Public Safety provides a Lenco Bearcat armored vehicle to local tactical teams. The Bearcat is a special purpose law enforcement vehicle which by virtue of its armor and other defense system offers enhanced personnel protection in high-risk situations. During 2020, the Bearcat was requested for:

- 20 responses for local tactical teams for high-risk incidents
- 4 responses for local tactical teams for training
Miscellaneous Details

Members of the Law Enforcement Division participated in the following miscellaneous details which include assisting law enforcement agencies with entry level and promotional testing; serving on various law enforcement related committees; providing coordination, support, and resources during major incidents; serving on MPOETC course development committees; and conducting drills, live exercises, and tabletop exercises. The list below does not include school safety activity.

- 19 miscellaneous details, for a total of 302 hours
- 7 MIRT Activations for protest, for a total of 354 hours
- 7 COVID-19 Test site details, for a total of 364 hours

Tactical Response Training Center

The Tactical Response Training Center (TRTC) is a firearms training complex composed of an indoor 50-yard range, an indoor 100-yard range and a live fire shoot house. The two indoor ranges provide for training with handguns, rifles, shotguns, and light automatic weapons. The ranges feature turning targets and each range is equipped with two lateral moving targets, commonly referred to as running man targets.

The Live Fire Shoot House is composed of five rooms and three breaching doors. The facility provides for training law enforcement officers in close quarters combat and high-risk entries. The following is the 2020 activity report of the Tactical Response Training Center (TRTC):

- Training Days: 160
- Hours of Training: 2,985
- Average Hours per Day: 18.6
- Students Trained: 3,014
- Training Times
  - 0800-1559: 61%
  - 1600-2359: 35%
  - 0001-0759: 4%
- Range Usage
  - Pistol Range (50 Yard): 62%
  - Rifle Range (100 Yard): 38%
- Agency Usage
  - 56 total agencies
    - 43 Montgomery County law enforcement agencies
    - 13 non-County agencies
- Total Rounds Fired: 496,430
  - 10,614 lbs. of lead (~5 Tons)
  - 3,911 lbs. of brass (~2 Tons)
School Safety Unit

The School Safety Unit provided the following services to Montgomery County public and private schools, including colleges and universities, during 2020:

- School Safety and Security Assessments: 10
  - 3 additional canceled due to COVID-19
- Safety Training Sessions for School Administrators: 19
  - 5 additional canceled due to COVID-19
- Emergency Planning Services: 2
- Tabletop and Other Exercises: 5
  - 3 additional canceled due to COVID-19
- Emergency Drills: 11
- Safety and Security Meetings (face-to-face): 21
  - 1 additional canceled due to COVID-19
- Virtual/Videoconference Meetings: 78
- Incident Responses: 2
- DPS Special Assignments: 5
  - 1 additional canceled due to COVID-19
- Regional Taskforce Infrastructure/Schools: 1

Public Safety Training Campus Facility Use

- Fire Academy: 263 uses of classrooms/burn building and props for fire related training.
- Emergency Medical Services: 135 uses of classrooms for EMS related training.
- Law Enforcement: 52 uses of classrooms for law enforcement related training (does not include TRTC classroom or FATS).
- HazMat/USAR: 27 facility uses.
- Other County agencies: 85 facility uses.
- Outside County agencies: 23 facility uses.
- Total number of events at PSTC: 585

2020 Accomplishments

- Replaced a 2007 Lenco bearcat armored vehicle with an upgraded model and trained Bearcat operators on the new equipment, which includes a water monitor for firefighting activities in high-risk situations.
- Upgraded the Meggitt use of force simulator to a VirTuo use of force system, which includes de-escalation training.
- Opened the TRTC on May 11, 2020, maintained a sterile and safe environment so that our partners in the law enforcement community could complete their mandatory firearms training and qualifications.

School Safety Unit

- Established contact with all non-public institutions, including houses of worship in the County, and requested interest in a regional type meeting, based upon the current Job-Alike forum in place for the public schools. Created an Excel Spreadsheet identifying interest and regional locations.
2021 Goals

- Develop and implement a de-escalation program in conjunction with the upgraded use of force simulator.
- Have the bullet trap in the 100-yard range repaired and place the range in service.
- Complete the upgrade of the shoot house and develop and implement scenario-based use of force training to include less lethal and de-escalation training.

School Safety Unit

  - Implement the state’s “Safe School” model into County non-public educational facilities.
- Develop hospital security model for “Workplace Violence” indicators/best practices.
  - Employ a response strategy via tabletop exercises (TTX) in hospital/health care settings based upon the 2007 - 2017 FBI Workplace Violence statistical report.
- Encourage “evolving TTX” for County school districts’ educational facilities.
  - Improve the County’s existing all hazards approach via “evolving TTX” designed to provide educational resources at the elementary, middle school, and secondary grade levels.
- Create secondary/post-secondary TTX for sporting events in gymnasium/stadium settings.
  - Put into action a “best practices” scenario for securing gymnasiums/stadiums in conjunction with Tactical Emergency Casualty Care (TECC) and Point of Injury (POI) response from EMS/law enforcement.
- Establish re-unification “best practices” concepts and incorporate into TTX scenarios.
TECHNOLOGY

Division Leadership

✓ Brian McKown, Deputy Director

Mission

The Technology Division is responsible for the setup, maintenance, and coordination of public safety radio communication systems, CAD systems, 9-1-1 phone systems, related data-system infrastructure, special communications projects, emergency management systems, and other areas as assigned. The division is also responsible for maintaining the constant operational readiness of the Department’s technology systems while liaising with field clients to ensure that technological needs and requirements are met.

2020 Accomplishments

Radio System

- Developed and executed the new microwave system connectivity plan, which included acquiring a new microwave site in Lower Merion (Bala).
- Developed and executed the paging system plan.
- Completed radio system coverage testing and acceptance.
- Procured subscriber flash upgrade for all system radios to include over-the-air-programming (OTAP).
- Rewrote and reconfigured over 400 radio templates for new radio system.
- Reprogrammed approximately 1,800 subscriber radios for use on the new system.
- Tested and cut-over consoles to new MCC7500s at both Eagleville and PSTC, enabling true backup radio console capabilities.
- Cut all users over to new radio system and re-zoned police agencies.

IT / Phone

- Supported the COVID-19 response:
  - Supported EOC activation rotation.
  - Established additional wireless networks and printing capabilities.
  - Deployed hardware for remote testing sites, support sites, and the warehouse.
  - Deployed hardware to support remote working capabilities for staff.
- Performed multiple network firewall upgrades.
- Completed multiple 9-1-1 phone system upgrades.
- Reconfigured phone equipment room and installed new work bench and storage system.
- Began police department Cradlepoint modem deployment.
- Installed new CAD servers and storage hardware in support of OnCall CAD upgrade.
- Developed and implemented DPS Microsoft Azure Active Directory to support StreetSmart program and for future expanded use.
- Eliminated dependence on Verizon T1 for mobile data use by field users.
GIS

- Completed 5 map rolls.
- Fulfilled 145 map requests.
- Completed phase-1 of the point addressing project and started phase-2.
- Created multiple situational awareness dashboards for various divisions.
- Created multiple online data collection surveys for various divisions and departments.
- Created GeoCoding locator for COVID testing locations.
- Used closest-unit application for election and vaccination planning.
- Edge matched our County with surrounding counties to establish PSAP boundaries in support of NextGen-911.
- Continued working towards Next-Gen911 data standards.
- Began converting all County ESZs to parcel based in support of address point dispatching.
- Began migrating GIS data in support of OnCall CAD upgrade.

Facilities/Other

- Completed EOC light conversion to LED lights.
- Partially replaced Eagleville UPS systems.
- Completed Alertus interface to CAD system (CLASS replacement)

2021 Goals

Radio System

- Complete subscriber radio upgrades (OTAP flash and removal of old system).
- Establish radio interoperability (governance and logistics) with surrounding counties and state agencies.
- Complete full transition to new microwave system (incorporate Bala site).
- Decommission and remove all equipment at all locations for legacy radio system.
- Complete transition to new paging system and terminate legacy T-1 lines to each site.
- Train all staff on new radio system.
- Complete and close out entire radio system project with Motorola.

IT / Phone

- Transition EComm admin calls from T-1 PRI to SIP.
- Support and incorporate regional ESInet connectivity.
- Configure and deploy new Intrado 9-1-1 phone system laptops.
- Deploy new wireless network system(s).
- Complete Cradlepoint modem replacement project for all disciplines.
- Upgrade CAD to OnCall system.

GIS

- Utilize GeoEvents for real time data interpretation and analysis.
- Complete Site Address Point project in compliance with NextGen 911.
- Incorporate use of GIS applications further within DPS.
• Have a complete Next-Gen911 GIS database.
• Hire DPS GIS Analyst position.

Facilities/Other
• Continue Alertus rollout - replacement solution to the CLASS system.
• Complete EOC building exterior lighting conversion.
• Complete exterior painting of EOC building.
• Fully staff the Technology Division (hire vacant positions).
SUPPORTING DIVISIONS AND PROGRAMS

Division/Program Leadership

Administration Division
✓ Michelle Jackson, Deputy Director

Homeland Security Grant Program
✓ Kenneth Topping, Regional Planning Coordinator
✓ Laura Turnbull-Peters, Finance and Administration Manager

Office of the Medical Director
✓ Dr. Alvin Wang, Chief Medical Officer, Regional EMS Medical Director
✓ Dr. Brian P. Pasquale, Chief Science Officer

Public Affairs and Community Outreach Program
✓ Todd Stieritz, Public Affairs Coordinator
✓ Tim Elbertson, Community Outreach Coordinator

Mission

The Department of Public Safety’s Administration Division provides accounting, financial, human resources, and other administrative support for the other divisions.

The Homeland Security Grant Program supports the Department by managing and coordinating federal funding from the Southeastern Pennsylvania Regional Task Force for staff, planning, training, and equipment acquisition.

The mission of the Office of the Medical Director is to support all Department of Public Safety divisions and to provide medical and scientific advisory support to Department operational and administrative programs.

The Public Affairs and Community Outreach program includes two Public Information Officers (PIOs) who maintain the department website and social media accounts, manage the department public outreach program, and coordinate the flow of information between the department and the public, the media, and other governmental and non-governmental partners.

2020 Accomplishments

Administration
- COVID-19 Response
  - Created, tracked, received, and processed requisitions, purchase orders, and invoices in the EOC Logistics Section.
  - Made purchases of equipment and supplies for the EOC, as well as for the two community-based testing sites (Temple-Ambler and MCCC).
  - Performed oversight of the replenishment of fuel for generators and food for staff at the sites.
- Researched and provided oversight of the contract for medical waste disposal.
- Coordinated Coroner’s surge site trailers, repairs, and refueling.
- Coordinated deliveries of equipment to all sites (e.g., CBTS, surge site, warehouse)
- Processed all CARES Act funding and procured all CARES Act equipment requests after each project was approved for purchase.
- Provided oversight and guidance related to all purchases as the Finance/Admin Chief in the EOC.
- Maintained a list of all COVID expenses that was used as the basis for CARES Act funding and OPH grant reimbursements.
- Worked with OPH to obtain reimbursement for expenses related to the initial response to COVID.
- Assisted at the warehouse by being the point of contact for all order deliveries.
  - Made purchases and coordinated supplies and equipment for the primary election, the collection of mail in ballots, and the presidential election.
  - Continued oversight for County general fund and capital expenses.
    - Submitted necessary reimbursement requests for grants (EMPG, Task Force, EMODDS).
    - Monitored expenditures to keep within the approved budget.
    - Coordinated a feasibility study for an EOC expansion.

**Homeland Security Grant Program**

In 2020, the Homeland Security Grant Program Division effectively exhausted all Homeland Security grant funds awarded to Montgomery County and the Emergency Response Workgroup of the Southeastern Pennsylvania Regional Task Force, executed all projects identified in the grant agreement in accordance with regulations and stakeholder needs, and quickly identified and revised projects no longer needed in order to maximize effective expenditure of funds. Projects that could not be completed due to COVID-19 restrictions were rescheduled, and in some cases the project was moved to a new grant year.

Division staff aggressively executed the process for equipment inventory, confirmed and documented readiness of key response assets through onsite inspections, and updated property passes to ensure contact information remains current.

Finally, the Division worked with end users of equipment to ensure timely receipt, maintained clear channels of communications with stakeholders, and worked closely with vendors to ensure expedient turn around on requests for equipment.

In addition to normal duties, the Division’s equipment manager was involved with the response to COVID-19 and civil unrest incidents. He assisted in the deployment, operation, and demobilization of COVID-19 testing sites at the Montgomery County Correctional Facility and at the Temple University Ambler Campus. He also accomplished several decontamination tasks using the Sterimist system in support of response agencies. During the periods of civil unrest, he provided logistical support to law enforcement agencies.
Office of the Medical Director

In May 2020, the Office of the Medical Director (OMD) was created in direct response to the greater need for an enhanced medical and scientific advisory capability brought forth by the COVID-19 and worsening overdose epidemics.

- Provided medical and scientific advisory support to the Senior Policy Group, helping to define public policy, particularly focusing on health, safety, and welfare of first responders, community health workers, and hospital first receivers during the early and most severe phases of the COVID-19 outbreak.
- Distributed PPE and developed quarantine and isolation recommendations focused on police, fire, and EMS work hazards.
- Provided environmental disinfection recommendations and live telephonic consultation with local agencies from the EOC to support first responders.
- Supported the development and coordination of the SNF Facility Assistance Support Team (FAST) which included Office of Public Health (OPH), Emergency Management, and OMD/EMS personnel.
- Developed the first contact tracing database capability to assist OPH and executed link analysis of the first COVID-19 cases during the March 2020 surge.
- Developed First Responder health surveillance and exposure reporting process for COVID response; performed first responder contact tracing, and reporting follow up.
- Developed the EMS data bridge to collect ambulance run data to assist with public health analysis of COVID-19 and the overdose epidemic.
- Developed near real-time dashboards, using EMS data to monitor ambulance availability and positioning during the COVID-19 surge.
- Worked with a major health insurance carrier to develop a home health monitoring platform, identifying areas of missing service.
- Incorporated the use of Penn State University data science interns into development of COVID-19 data analysis initiatives.
- Conducted several rapid-response mobile mass-testing sessions at police, fire, and municipal buildings in response to possible exposures.
- Coordinated with the EMS Division to provide COVID-19 vaccinations for first responders and healthcare workers.
- Initiated the Mobile Integrated Health (MIH) program to deliver COVID-19 immunizations to the homebound, homeless, displaced, and underserved populace. This program coordinates with multiple health & human services agencies to develop referral lists for those still in need of vaccination or vaccination support.
- Continued the Emergency Medical Overdose Surveillance System (EMODSS) development to expand its stakeholder base, informing several overdose-to-action committees and projects throughout Montgomery County.
- Worked with the Emergency Communications Division to develop, initiate, and refine an all-caller AFRI screening process to help alert public safety responders about the potential for exposure to COVID-19 and/or other droplet- or airborne-infectious diseases.
• In conjunction with the Technology and Emergency Communications Divisions, worked to ensure that DPS could directly receive COVID-19 testing data from Pennsylvania Department of Health and Montgomery County Office of Public Health (OPH) to enable proactive placement of confirmed AFRI locations and facilities as CAD warnings to alert public safety responders.

• Acted as the systems architect for the six Montgomery County COVID-19 PCR testing sites in conjunction with OPH and worked with the COVID-19 senior policy group to source engagements to be able to provide rapid and high-reliability COVID-19 PCR testing at no cost to Montgomery County students and residents

• Provided short-notice PCR testing to numerous public safety entities and workers throughout Montgomery County.

• Provided systems architecture to ensure highest priority access and delivery of COVID-19 vaccinations to public safety workers throughout Montgomery County.

• Advocated to the County Leadership about the importance of a high-reliability regional EMS medical command communications systems and worked to build a joint Montgomery and Bucks County EMS hospital-based EMS medical command system.

• In conjunction with Dr. Valerie Arkoosh, Chair of the Montgomery County Board of Commissioners, participated in weekly meetings with Montgomery County-based Health Systems’ senior executive leadership to coordinate effective COVID-19 mitigation strategies for all residents of Montgomery County

Public Affairs and Community Outreach

• Assisted with the execution of 96 COVID-19 press conferences (as of 12/31/20), a general election press conference, and a media availability on the first day of first responder COVID-19 vaccinations.

• Executed a pool agreement with NBC10 to improve social distancing for in-person briefings.

• Achieved a no-notice transition to virtual briefings following a COVID-19 exposure at the EOC in May 2020.

• Created hundreds of COVID-19 graphs, charts, and other graphics for use during press conferences and on social media.

• Provided detailed COVID-19 data analysis for the County Commissioners.

• Wrote and distributed 10 Department of Public Safety press releases.

• Assisted with the crafting and editing of dozens of County COVID-19 press releases.

• Assisted with the execution of numerous virtual Commissioners’ meetings during the COVID-19 pandemic.

• Organized dozens of virtual COVID-19 meetings for County faith leaders.

• Participated in 32 outreach events (this number was significantly lower than prior years due to COVID-19).

• Participated in a live, on-camera morning news program with PHL 17 at the Fire Academy on September 28th.

• Provided two presentations at County Commissioners’ meetings, one for American Heart Month and one for COVID-19 planning.
• Assisted with the selection of and planning for sites for ballot drop boxes for the general election.
• Responded to a structure fire in Norristown as part of the Incident Support Team (IST).
• Maintained consistent contact with area reporters and other media representatives, providing phone interviews and email statements for both COVID-19 and non-pandemic related inquiries.
• Significantly increased social media engagement on Facebook, Twitter, Instagram, and YouTube.
• Continued to make updates as needed to webpages for the various Department of Public Safety divisions.

2021 Goals

Administration

• Transition to the County’s new financial system.
• Facilitate construction of new garage and warehouse complex.
• Install, train staff on, and deploy a new card access system at the EOC as part of the County-wide system upgrade.

Homeland Security Grant Program

• Continue to provide the best possible service to our customers and colleagues as we successfully execute the Homeland Security Grant Program requirements.

Office of the Medical Director

• Coordinate with the EMS Division to continue COVID-19 vaccination efforts.
• Continue the coordination of the Mobile Integrated Health (MIH) program with health and human service agencies to assist the underserved populace and victims of the overdose epidemic.
• Develop and refine an external MIH encounter referral system allowing police, fire, and 9-1-1 EMS agencies to refer special vulnerable persons for MIH follow up. The referral system will also allow the MIH team to laterally refer persons to other participating health and human services program offices and agencies.
• Continue to mature current academic relationships to provide training, education, and career path opportunities for first responders, public health, and health data science students/interns.
• Continue the EMODSS data information-sharing initiative with stakeholders, health and human services, law enforcement, and first responder agencies.
• Expand EMODSS capabilities to include inter- and intra-agency referral tracking and follow-up for overdose victims.
• Develop community health and safety priorities and areas of focus based on community input and areas of need most frequently encountered by public safety personnel.
• Conduct regular training with all public safety personnel designed in collaboration between health and human service experts and communities to ensure first responders are prepared to
appropriately engage with mental health and substance use disorder (SUD) victims that may require additional harm reduction support.

- Collaborate with academic partners throughout Montgomery County to provide SUD and mental health training opportunities for first responders to help respond to community needs.
- Reengage with the EMS Training Institute and realign responsibilities to help the current paramedic cohort complete their paramedic program.
- Continue to offer high-quality EMT and Paramedic training at the Montgomery County EMS Training Institute.

Public Affairs and Community Outreach

- Continue to participate in the Joint Information Center (JIC) as part of the COVID-19 response.
- Continue to create COVID-19 charts, graphics, and data as requested for County Commissioners.
- Grow subscriber base for programs such as Smart911, PulsePoint, and ReadyMontco.
- Improve Department’s social media presence.
- Resume in-person outreach activities.
- Resume in-person internships.
- Hire and onboard new communications staff member.