



Department of Emergency Services

Advisory Council

Meeting Minutes

February 20, 2025

Executive Director Haas has called this in-person and virtual meeting to order at 6:00 PM on February 20, 2025. We have a quorum.

Present:

- **Non-Voting Members:**
 - DES Director Scott Haas
 - DES Medical Director Dr. Joseph Ciotola
 - Assistant Chief Lori Morris
 - Assistant Chief Jeffrey Morgan
 - Assistant Chief Zach Yerkie
 - Assistant Chief Phil English
 - Captain Kevin Brenner
 - Steve Wilson
- **County Commissioner:**
 - Commissioner Chris Corchiarino
- **Voting Members:**
 - Taylor Oldershaw
 - Sandra Early
 - Raymond Aaron
 - Steve Souder
 - Gabriel Ripley
 - Steve Pringle
- **Support Staff**
 - Fiscal Administrator Kelly Nelson
 - Office Coordinator Amanda Darling

Approval of Minutes:

- March 14, 2024
 - Minutes are approved
 - Motion: Steve Souder
 - Seconded: Steve Pringle
- August 15, 2024
 - Minutes are approved
 - Motion: Steve Souder
 - Seconded: Taylor Oldershaw

Announcements/ Special Guests:

- Raymond Aaron was introduced as the new FEC President
 - He replaces Bill Faust
 - Bill has stepped down to assume a more active role with the Maryland State Firefighters Association
 - Currently serving as Second Vice President
 - Hopes to learn

Commissioner Update:

- We are heading into budget season
- Maryland's financial picture is worse than the media is projecting
 - State will be pushing more costs down onto county budgets
 - How much remains still to be seen
 - Will make for an interesting budget season

Medical Director's Update:

- Officially retired from the Health Department
- Had to complete a 45-day separation before returning as the Medical Director for DES
 - Returned to duty on 2/18/2025
- Is back to being the EMS Regional Medical Director
- Will continue to maintain a relationship with the Health Department for the MICH program
 - This is a contractual arrangement
 - Brice Strang the new Health Officer is working with Jenny Burris
- Retain status on the University of Maryland Medical System Corporate Board
 - Was approved by the Governor's Office
 - Will be on the board for another 5 years
 - Is a good thing given what is going on with
 - The hospital
 - Replacement hospital
 - The hub and spokes

EMS Update:

- Staffing:
 - 67 Full-time staff members
 - 16 personnel are assigned to each shift
 - Paid Paramedic Intern program
 - The first intern completed Paramedic class
 - Has been hired on as a full-time staff member
 - The program is meant to cut down on turnover
 - 3 staff members are still precepting towards independent operation
 - 1 staff member is precepting to promote from BLS to ALS
 - 3 are mentoring in the BLS to ALS promotion process
 - Will start the promotion process next fiscal year

- 2024 Year in Review
 - 5,193 EMS calls
 - Resulting in 3,894 EMS transports
 - 2,937 (75%) were completed by DES transport units
 - 68% were ALS transports
 - 32% were BLS transports
 - 702 (18%) transports by Paid FEC ALS units
 - 145 (4%) transports by Volunteer FEC BLS units
 - 72 (2%) Transports by Paid FEC BLS units
 - 38 (1%) Transports by Volunteer FEC ALS units
 - Transports by Station
 - DES (ALS)
 - 5,676 alerts
 - 5,354 responses
 - 2937 transports
 - Station 1 (ALS)
 - 712 alerts
 - 689 responses
 - 369 transports
 - Station 1 (BLS)
 - 1,245 alerts
 - 285 responses
 - 63 transports
 - Station 2 (BLS)
 - 792 alerts
 - 174 responses
 - 37 transports
 - Station 3 (BLS)
 - 349 alerts
 - 63 responses
 - 14 transports
 - Station 4 (ALS)
 - 528 alerts
 - 517 responses
 - 349 transports
 - Station 4 (BLS)
 - 717 alerts
 - 139 responses
 - 44 transports
 - Station 5 (BLS)
 - 589 alerts
 - 10 responses
 - 3 transports
 - Station 6 (Fire Response)

- 309 alerts
 - 178 responses
 - 0 transports
 - This station does not have a transport unit
- Transport Destinations
 - Anne Arundel Medical Center
 - 1,205 transports in 2024
 - 1,125 in 2022
 - 933 in 2023
 - Transports were down to
 - Bridge construction
 - On re-route for months at a time
 - Has finally dethroned Queen Anne ER for top destination
 - Queen Anne ER
 - 1,070 transports in 2024
 - 1,005 in 2022
 - 1,139 in 2023
 - Easton
 - 792 transports in 2024
 - 698 in 2022
 - 944 in 2023
 - Chester River
 - 614 transports in 2024
 - 796 in 2022
 - 614 in 2023
 - Kent General
 - 131 transports in 2024
 - 102 in 2022
 - 129 in 2023
 - Transports to this hospital have been creeping up
 - Shock Trauma
 - 29 transports in 2024
 - 28 in 2022
 - 21 in 2023
 - Christiana
 - 24 transports in 2024
 - 15 in 2022
 - 20 in 2023
 - The 301 bypass makes it easier to run to Christiana
 - Rt. 405 and the North corridor are seeing an increase in transports to Christiana
 - Quick to run to Christiana versus
 - Waiting for a consult
 - Wait for helicopter

- BWMC
 - 4 transports in 2024
 - 6 in 2022
 - 1 in 2023
 - Johns Hopkins Hospital (Adult)
 - 4 transports in 2024
 - 6 in 2022
 - 2 in 2023
 - UMMC
 - 4 transports in 2024
 - 5 in 2022
 - 4 in 2023
 - Johns Hopkins Hospital (Pediatric)
 - 3 transports in 2024
 - 3 in 2022
 - 5 in 2023
 - Al DuPont
 - 3 transports in 2024
 - 0 in 2022
 - 2 in 2023
 - PRMC
 - 2 transports in 2024
 - Both were Priority 3 patients
 - Not patients from Queen Anne's County
 - Our unit was covering a detail for a funeral in Salisbury
 - Union Memorial (Hand Center)
 - 2 transports in 2024
 - 2 in 2022
 - 4 in 2023
 - Johns Hopkins Hospital Bayview
 - 0 transports in 2024
 - 4 transports in 2022
 - 0 transports in 2023
 - Middletown ER
 - 1 transport in 2024
 - Children's Hospital (DC)
 - 1 transport in 2024
 - MedStar Washington Hospital (DC)
 - 1 transport in 2024
 - Miscellaneous
 - 4 transports in 2024
 - 2024 Primary Impressions
 - Top 12 Chart
 - Weakness

- 186 calls
- General pain
 - 344 calls
- Traumatic injury (Trauma)
 - 743 calls
 - 101 specialty alerts
 - 10 were for pediatric patients
- Syncope
 - 239 calls
- Sick Person (Sepsis)
 - 293 calls
 - 165 specialty alerts
- Breathing Problems
 - 194 calls
- CVA/ TIA (Stroke)
 - 20 calls
 - 88 specialty alerts
 - Not confirmed stroke cases
 - 60 confirmed strokes
 - Patients were transported
 - AAMC
 - Easton
- Chest pain (STEMI)
 - 246 calls
 - 47 specialty alerts
 - Were not STEMI at the Cath lab
 - 10 confirmed STEMI
- Cardiac Rhythm Change
 - 112 calls
- Behavior/ Psychiatric
 - 159 calls
- Altered Mental status
 - 177 calls
- Abdominal pains
 - 109 calls
- Q: A lot of these calls can be distributed around but strokes would be taken to an ER is that correct?
 - A: No, the 88 & 60s we called stroke alerts on are going to a stroke center
 - For us that would be
 - Anne Arundel
 - Easton
 - Kent General
 - UMMS

- Based on consult
 - Is a comprehensive stroke center
 - Anne Arundel is trying to become a comprehensive stroke center in the next few years
 - Good for LANSS patients of 4 or 5
- Q: Easton is doing MRIs only right?
 - A: Easton can do tenecteplase not thrombectomy
 - Patients would need to transfer to an interventional stroke center
- Q: Do you have any remarks on that Doc?
 - A: It is a question of the new hospital
 - What is its capacity going to be
 - The hub isn't big enough for the spokes
 - Volume or acuity wise
 - The hub isn't going to be getting any bigger
 - If anything, it is getting smaller
 - Will be an interesting 5 years while we transition
 - Expect to see more patients going across the bridge and to Christiana
- Free-Standing ERs are taking higher acuity patients
 - This is not in protocol
 - Need a protocol change
 - Free-standing model was set up to address bringing the wrong patient at the wrong time to a free-standing emergency department
- If they keep pushing the free-standing model
 - The citizens of Queen Anne's County will suffer 2 medical bills
 - Instead of going to the appropriate facility first
 - C: A lot of time lost too
 - EMS gets stuck doing double transports
 - EMS performs the initial transport
 - Gets called to transport again when there are no private ambulances available to transfer patients
- C: The problem is in the current environment.
 - Patients are sitting at QAER for multiple days waiting for beds to open
 - Staff is fighting for days to get patients beds at facilities
 - QAER does not have a cafeteria or food service to feed these patients
 - To rule out a TIA/ stroke before discharge:
 - Patients need an MRI to confirm
 - QAER does not have an MRI
 - Patients sometimes must sit in the ER for days until they can get admitted to someplace to go
 - Cannot send patients out for an MRI and bring them back to the ER
 - They must have somewhere to go

- Letter of Support for the addition of respiratory therapy and ultrasound services to QAER
 - We 100% support having these services in the county
 - Does not necessarily mean that we will change how we transport there
 - Crews do a good job discerning what should and shouldn't go to QAER
 - Will be good for walk-in patients
 - C: People come into the ER all the time looking for ultrasounds
 - It is tough to know that it isn't available
 - Q: Is MRI too expensive to put in the ER?
 - A: For the amount that it would be used here the answer is yes
 - MRI for acute stroke patient is one thing
 - Routine MRI do not get ordered by emergency room physicians
 - Insurance companies make the call on who can get an MRI
 - Prefer
 - X-ray
 - Medical Therapy
 - Physical therapy
 - Will deny reimbursements for MRIs ordered by the ER
 - Stroke patients are the exception
 - Is extremely expensive
 - Would not make sense to have in a free-standing
 - Q: Easton's ER didn't get any bigger right?
 - A: No
 - They added 25 observation beds
 - Won't do any good if they are not staffed
 - Q: There is an MRI in the office building across the parking lot from the ER. Why not utilize it on a 24/7 basis when you need an MRI?
 - A: There is no tunnel to get over to it
 - C: It has been utilized twice
 - Unique situations
 - Must be approved by CMO
 - Knew that there would be no reimbursements
 - Is an issue since it is a pure outpatient facility
 - There are rules, regulations, and issues for reimbursements
 - It is unknown if they are currently doing MRI there
 - For a portion of the year MRI was not operational
 - No radiologist on staff
- Call Volume report
 - The Division's busiest time is from 12:00 to 1:00 PM on Saturdays

- All the ambulances are usually in quarters from 2:00 to 5:00 AM
 - Other than that, we are on the move all over QAC
 - No statistical differences
- Project Updates
 - 2 New transport units are finally in production
 - All equipment and supplies have been ordered and received
 - Chassis are being built
 - Are anticipated to be delivered in May 2025
 - 1 unit was ordered in 2023
 - This unit still does not have a production date from the vendor
 - If we cancel or change this order the vendor can charge us up to 30% of the cost of the unit
 - Will have to ride this one out until it eventually shows up
 - 1 unit is requested for FY26 Capital Budget
 - Northern EMS Supervisor (EMS 5)
 - Has gone well
 - Has shown operational improvement in Northern end of the County
 - This includes Kent County as well
 - Pulled this week to run a full Cardiac assignment in Kent County
 - Good to have a supervisor there who could respond with our crews
 - If it hadn't been staffed, crews wouldn't have called for EMS3 to respond from Centreville
 - There are some difficulties with staffing
 - This position is not available to be picked up for Overtime
 - There is not overtime funding for this position
 - There is a limited pool of supervisors who can staff this unit
 - We have 12 supervisors
 - Put 3 supervisor trucks on the floor there are not a whole lot of supervisors to pull that off
 - 2024 Bay Bridge Run
 - Was a success
 - Operationally
 - no major accidents, injuries, or illnesses
 - 13 Jurisdictions from across the State sent units to assist
 - This is becoming a state of Maryland event
 - Q: What is the status of the supervisor unit and 800/ 400B? What is the possibility of them being in service more often?
 - A: The best thing we could do for is add more full-time equivalent positions
 - 16 people per shift
 - EMS5 is staffed makes for 15 on the floor
 - Only leaves 1 person to cover leave slots
 - Is something that we want to move forward with
 - Hopefully get some more positions to keep that up

- 1st training with the vendor since we got the vents in December of 2022
 - Will be a nice refresher
 - April
 - Scene Size up
 - Fireground rehab
 - 2 additional airway labs
 - In 2024 EMS delivered more than 200 hours of ALS continuing education
 - That's enough training to complete your entire paramedic recert in less than a year.
- Questions:
 - Q: Does Grasonville have an update to be in their new building?
 - A: They did not tell us the exact time frame that they are planning on being in the building
 - They figured it would be a good time to contact us as they are going to be in the building this year
 - County Administrator is handling this directly
 - Advised them to submit the information directly to him
 - Q: What is the budget requirement to add a 7th transport unit?
 - A: it will cost just under \$1 Million dollars
 - Add positions
 - Overhead costs
 - Overtime funding
 - Would not be cheap

Communications Update:

- Fully staffed at 27
 - Communications Chief
 - 24 full-time 911 Specialists
 - 6 trainees
 - 2 shifts have 2 trainees assigned to them
 - Each trainee has a CTO assigned to them
 - Gets taxing on the shift when covering
 - Calls
 - Phone
 - Radio tac channels
 - 2 Specialists are heading to CTO training next month
 - Once completed they will be able to assist with trainees
 - 1 METERS Site Security Coordinator
 - 1 Contractual part-time 9-1-1 Specialist
 - Is a previous employee
 - Assists when we are short-handed
- 2024 Total calls for Service
 - 63,408 calls

- 24,442 Emergency calls
 - 34,966 Non-Emergency calls
 - Training
 - Trainees
 - Hired 3 more 911 Specialists in January
 - One was already certified from Prince George's County
 - She has completed call taking
 - Dispatching law enforcement currently
 - Academy
 - Drafted a training academy curriculum with the Communications Training Coordinator
 - Employees had a hand in the development of the curriculum
 - Trainees spend 2 weeks training in the 1st discipline
 - Call taking
 - Once they pass the classroom portion they are released to the floor
 - Start 24-hour shifts
 - Continue the on-the-job training
 - 3 disciplines they must pass are
 - Call taking
 - Police dispatch
 - Fire/ EMS dispatch
 - Prior to this academy style training
 - Trainees were struggling to advance in the disciplines
 - Since the academy has been implemented
 - Trainees are getting through the disciplines faster
 - First group to go through the academy:
 - Have already completed call taking and police dispatch
 - Are working on fire now
 - Just bear with them when you hear them on the radio
 - State of Maryland requires 1,200 hours of training to certify as a 911 Specialist
 - Training is time consuming
- Maryland 9-1-1 Board
 - 2024 Funding amount
 - \$625,005 was approved by the Board
 - Funded projects
 - RapidSOS premium
 - Assists with
 - Routing
 - Mapping
 - Information
 - What3words integration
 - Software used to find people who are lost and need to be located

- Yearly maintenance contracts
 - GIS updates
 - 3" spatial imagery
 - Enhanced photos
 - Kent Island
 - Centreville
 - Furniture upgrades for the COM room
 - Priority Dispatch 1 plan
 - Covers all training expenses for the year
 - Streamlines process for trainings and certifications
 - Protocol software
- Questions: No

Fire Marshal Update:

- Personnel
 - 1 Full-time Fire Marshal / Assistant Chief
 - 1 Full-time Fire Inspector II / Plans Examiner
 - 1 Part-time Fire Inspector II / Plans Examiner
 - 3 Part-time Fire Inspectors
- 2024 Full Year Statistics
 - 2,298 Total activities for the year
 - 342 Bucket / Final
 - New houses in the county
 - 5 Complaints
 - 130 Final Use & Occupancy inspections
 - 66 Fire Alarm tests
 - 47 Flow / Flush tests
 - 22 Hood & Duct inspections
 - 353 Hydro tests
 - 301 Inspections
 - 142 Meetings/ Trainings
 - 172 Site visits
 - 718 Plan reviews
 - 0 Smoke Detector installations
 - There were no requests for smoke detector installs this year
 - Queen Anne's County Fire Marshal's Office is unique
 - Personnel will go out to the site to assist and answer questions
 - Benefit over a lot of other counties
- 2018 to 2024 Yearly comparisons
 - 2024
 - 1,580 Activities
 - 718 Plan Reviews
 - 2023
 - 1,653 Activities

- 850 Plan Reviews
 - 2022
 - 1,718 Activities
 - 896 Plan Reviews
 - 2021
 - 1,665 Activities
 - 878 Plan Reviews
 - 2020
 - 1,244 Activities
 - 582 Plan Reviews
 - 2019
 - 1,543 Activities
 - 567 Plan Reviews
 - 2018
 - 1,293 Activities
 - 515 Plan Reviews
 - It grew a little bit but has backed off a bit
 - Economy
- Fleet
 - Added 2 new vehicles to the fleet
 - 2 others are already on the street
- When there are 4 staff members working
 - Chief Morgan
 - Plans Examiner
 - 2 Inspectors
 - They can:
 - Complete inspections
 - Liquor license checks
 - Usually done in February
 - Get list from the county

Special Operations:

- Special Operations encompasses everything else that the other divisions don't handle
 - Training falls under Special Operations
- Hazard Mitigation Projects
 - Hazardous Mitigation Plan
 - Must be completed on a 5-year cycle
 - In the middle of that plan currently
 - This week the plan will be forwarded to FEMA for review from MDEM
 - Covers more natural disasters
 - Cloverfield's Drainage Project
 - This is a scoping grant
 - Is a 2-year project

- Project is ending
 - 80% or 90% completed
 - THIRA
 - Covers man-made disasters
 - Has been sent to our partners to review
 - Then will be sent to MDEM and FEMA
 - Hope to have it submitted by summer
 - Sub Application
 - Property acquisition in Millington area
 - Home that frequently floods
 - Application has been submitted
 - Should have our stuff back next week
 - FEMA will purchase the Property and turn over to the County
 - Property will be returned to its natural state
 - County will own the property in the end
 - Q: Does this house belong to the Housing Authority?
 - A: This is a private residence
 - Homeowner approached us
 - Very eligible project
 - Extreme flooding case
 - House is inhabitable
 - Exploration Meeting
 - Kent Narrows area
 - Met with
 - Kent Narrows Group
 - Planning & zoning
 - Parks & Rec
 - Goal is to explore the need for projects in that area for upcoming mitigation cycles
- Maryland Mesonet
 - The State's goal is to have 70+ towers
 - 21 are operational currently
 - Goal is for 3 in each county
 - Weather towers that measure:
 - Weather
 - Wind speed
 - Air pressure
 - Are available for public viewing
 - There are currently 2 in Queen Anne's County
 - Wye Mills
 - Was the 6th tower to be installed in the state
 - Has been running for close to a year
 - Sanitary District in Stevensville
 - Has been running in the last month or so

- Proposed 3rd site in the Northern end of the county
 - Currently in talks with the property owner
- Public Outreach & CERT
 - Grant funded position for Public Outreach and CERT
 - She is very busy
 - Also functions as the Department's Meteorologist
 - Sends all the emails about the weather
 - Basic & Teen CERT
 - 129 Students in total
 - Classes in both high schools
 - Class at Stevensville Middle School
 - In talks to add additional schools
 - CPR/AED
 - 735 Students in total
 - 478 were high school students
 - Taught in both High Schools
 - Every health class throughout the year
 - Stop the Bleed
 - 409 students taught
 - 324 were high school students
 - Taught in both High Schools
 - Sky Warn
 - 44 students
 - Taught in conjunction with the National Weather Service
 - Weather Camp
 - 23 students
 - Stroke Smart
 - 48 students
 - Was a well-attended event
 - Another class is scheduled soon
- Planning and Exercises
 - Has been a heavy year for planning
 - PIO Collaboration Group / Exercise
 - Last meeting / tabletop was paused due to a serious incident
 - Shelter Functional Exercise
 - Scheduled for July 16 & 17
 - Working multiple partners
 - School Board
 - Department of Health
 - Social services
 - MDEM Infrastructure Tabletop
 - MDEM is running
 - We are hosting
 - Scheduled for 2/27/25

- Delmarva Evacuation Plan
 - Nearing completion
- Debris Management plan
 - Has been sent out for review
 - Is hosted by us
 - Reviewed by DPW
- Events
 - July 4th Celebration
 - Hosted at the Heritage Center
 - Scheduled for 7/2/25
 - Bay Bridge Run
 - Potential date for 2025
 - 11/9/25
 - Date has not been confirmed by the vendor yet
 - Planning starts in April
 - Race gets bigger every year
 - 2024 participants
 - 17,402 registered
 - 15,560 finished
 - This next race will be the 5th in the series
 - The 10th race total Bay Bridge run that we have hosted since 2014
- Animal Control
 - Year in Review
 - 2022
 - 861 Calls for Service
 - 2023
 - 1,211 Calls for Service
 - 2024
 - 1,402 Calls for Service
 - 2025
 - 105 Calls for Service
 - Just in January
 - 10% increase from January 2024
 - January is usually not our busy season
 - Springtime is the busy time
 - Kitten season
 - This year is projecting to be a busy year
 - Investigative Aspect
 - Personnel try to focus on education over enforcement
 - However, neglect and cruelty cases are on the rise
 - Actual case where 18 horses were seized in May 2024
 - Q: Where are they?
 - A: They are over at Day's End in Harford Co.
 - Is an animal rescue

- Q: Is that a good place?
 - A: It is top notch
 - They were providing weekly updates to prove the case of neglect
 - Photographs
 - Temperatures
 - Full physicals
- Case is sort of on hold
 - Owner had passed away from cancer
 - Family member tried to keep it up the farm
 - Taking care of 18 horses is kind of a full-time job
 - Not a lot of income there on the farm to sustain
 - Found 4 injured foals
 - Were in very poor condition
 - Had grown into their halters
 - Vet had to come on site and surgically remove halters
- Q: is this being looked after judicially?
 - A: The case has been turned over the State's Attorney
 - They are looking into it
 - State's Attorney's Office files all the charges for Animal Control
 - Directs on what we can or cannot do
- There is still time to charge
 - There is the question of ownership
 - Horses on the property that were not owned by the person who had the farm
 - Where does responsibility lie
- In the last few weeks Animal Control has seized over 30 animals for abuse or neglect
 - 15 dogs were seized just last week
 - House on Kent Island
 - Was a HazMat call
- Do some holds occasionally
 - Pulled 11 dogs
 - Not enough space in the kennel
 - Had to rebuild everything
 - Then got the dogs back
 - Workload is the same regardless of if they get the dogs back or not
- Q: Are you working in conjunction with Environmental Services on potential rabies?

- A: We work with them a lot
 - John Nickerson and his team are great
 - They are on call when we need them
 - Work with them on:
 - Rabies
 - Dog bites
 - Last year the amount doubled if not tripled from prior year
 - 5-6 Dangerous dog hearings in previous years
 - Last year there were 16-18 hearings
- C: Concern with the prevalence of rabies
 - Foxes
 - Raccoons
 - Caroline County had cats testing positive
 - Community cat population
- Q: Dr. Ciotola what are your thoughts on Bird Flu
 - A: Responses are being handled by other organizations
 - Department of Agriculture and USDA are primary agencies
 - They need to be addressing rapid testing for Avian influenza
 - Human transmission is going to be an issue
 - There is no good rapid test
- There is currently 1 positive farm in Queen Anne's County
 - Farm is currently in rehabilitation portion
 - Has not been cleared yet
 - Test came back positive at 9:00 PM
 - By the next morning culling was almost completed
 - Farm has 6 chicken houses
 - 3 out of the 6 houses still had chickens
 - The other 3 houses had gone out already
 - Only 1 house tested positive
- Positive cases in the area
 - 1 farm in Caroline County
 - 2 farms in Delaware
 - 1 farm in Dorchester County

Director's Report:

- Budget
 - Capital and Operational Budget drafts have been submitted to Finance
 - Finance takes 2-3 weeks to review them
 - Still in the process of reviewing
 - County Administrator's review is scheduled for 3/5/25
 - Will review with County Administrator and Finance at this time
 - Drafts will be returned on what budget is going to be

- This is point usually meet with DESAC to go over requests
 - Would like to schedule meeting to review Budget
 - 3/20/25
 - When the Operational gets returned will send to Sandra to comb over
 - Scheduled to present the Budget requests to the Commissioner's on 3/27/25
 - Scheduled for immediately after the Board of Education
 - Public Budget hearings are scheduled
 - Director Haas will push out dates to DESAC members
 - 5/19/25
 - 5/20/25
 - 5/21/25
- Future Meetings
 - It has been a while since we met
 - We were waiting for Raymond to get settled into his role
 - Had a meeting on the FEC side first
- General Update
 - IT department installed a new firewall countywide
 - Wiped Communications Division out for 24-72 hours
 - Still working to fix what systems/ functions have been affected
 - Started Monday
 - 25% of functions are still down
 - Lost 911 lines for one and a half hours
 - Contractor was able to fix quickly
 - Firewall is still blocking some components in the 911 Center
 - Phil and Zach showed up Monday and did not leave until Tuesday
 - IT is here right now still working on the system
 - Unique 911 region system
 - Our 911 lines are shared with 4 surrounding counties
 - Lines automatically transfer to the closest county to the call is not answered or phones are busy
 - Previously had to be transferred manually
 - Could be a gap of 20 minutes to transfer all lines over
 - Lost a lot of calls this way
 - Talbot, Caroline, and Kent Counties received our calls immediately during the outage
 - We were unaware of the outage until Talbot tried to transfer a call back to our center
 - The transfer back to our center failed and notification of our outage was made
 - Failsafe worked out and did what it was supposed to
- Citizen Connect
 - Reminder to the group that Citizen Connect is up and running
 - www.qaccitizenconnect.org
 - This site provides the following

- Call volumes in the county
 - Different settings
 - Heat map
 - Calls per area
 - Call Type
 - Can isolate to specific call types
 - It does not provide exact addresses
 - Done on grids
 - Can select any fire department in the county
 - It is planned to be pushed out to the public
 - Will be forwarded to the Commissioners first
 - Had planned to roll this out 2-3 months ago
 - The vendor for CAD system kept pulling it offline
 - Have waited for it to stay online for 30 days
 - Hope to go live to the public soon
 - Create an account
 - You can sign up for
 - Emailed reports
 - Changes
 - The Sheriff's Office has the exact same system running for Law Enforcement calls
 - Do not know the web address of the Sheriff's component
- Have scheduled the remainder of the DESAC meetings for the year
 - Director Haas will send out meeting invites
 - Scheduled dates are:
 - June 12, 2025
 - September 11, 2025
 - December 11, 2025

Old Business:

- No

New Business:

- No

Good of the Order:

- No

Adjournment:

- Motion: Taylor Oldershaw
- Second: Steve Souder
- Meeting adjourned: 7:21