

Department of Emergency Services

Advisory Council

Meeting Minutes

February 24, 2022

Executive Director Haas has called the recorded virtual and in-person meeting to order at 6:01pm. We have a quorum.

Present:

Non-Voting Members:

- DES Director Scott Haas
- Assistant Chief Scott Wheatley
- Assistant Chief Rob Lopez
- Assistant Chief Lori Morris
- Assistant Chief Jeff Morgan
- Assistant Chief James Alfree
- Medical Director Dr. Joseph Ciotola
- Chad Angelini (FEC Volunteer Ambulance Committee)
- William Faust (FEC Volunteer Fire Chief)

Support Staff:

- Office Coordinator, Kelly Nelson
- Office Coordinator, Amanda Darling

Voting Members:

- Chad Angelini (FEC Volunteer Ambulance Committee)
- William Faust (FEC Volunteer Fire Chief)
- Sandra Early (Consumer)
- Steve Souder (Consumer)
- Ben Hammock (Consumer)
- Faye Williams (Consumer)
- Steve Pringle (Consumer)

County Commissioner:

- Commissioner Steve Wilson

Approval of Minutes

- Motion to approve meeting minutes from August 12, 2021
 - Motion made by William Faust and Steve Souder seconded

- Passed with no comments
- Motion to approve meeting minutes from May 13, 2021
 - Motion was made by William Faust and Sandra Early seconded
 - Passed with no comments

Announcements/ Special Guests

- Introduction of Office Coordinator- Amanda Darling

Commissioner Update:

- No Commissioner updates

Directors Update- Director Scott Haas

- **Budget highlights**
 - Budget review appointment with County Administrator Todd Mohn set for 3/2/2022
 - Thank you to Sandra Early for reviewing Budget
 - **EMS:**
 - Still moving towards joining LEOPS. The costs to enter the system are currently unknown
 - Pay into the system. Must pay a higher percentage by both the County and the employee
 - Benefits of joining are entering the “Drop program” and a higher percentage of payout amounts
 - Requesting to hire eight (8) additional positions for new station in Grasonville
 - \$615,244
 - Unlikely this budget cycle
 - Looking to upgrade the Logistics Coordinator from a part-time position to a full-time position
 - \$18,002
 - **Communications:**
 - Requesting to hire an additional PSD II to bring all shifts to the same staffing levels
 - \$74,259
 - Requesting the creation of an additional Communications System Tech to assist the current Tech with job duties
 - \$93,654
 - **Special Operations:**
 - Budgeting for plan update costs LEPC
 - \$10,000
 - **Support Services**
 - 25 maintenance agreements/service contracts
 - Prices have increased
 - \$57,465.00

- **Questions/ Comments**
 - No questions for the Director

Health Department update- Dr. Ciotola

- **COVID update**
 - The County seven (7) day rate is 4.14%. The two (2) week average is 9.64%.
 - Positive case rate breakdowns:
 - January 2021: 969 + cases
 - December 2021: 1862 + cases
 - January 2022: 1872 + cases
 - February 2022: 230 + cases
 - Total positive cases since March 2020: 10,087 cases
 - 2,500 of these cases are breakthrough cases of vaccinated individuals
 - Statistics
 - 102 deaths since March 2020
 - 289 Hospitalizations since March 2020
 - There is currently 3 hospitalizations and zero patients on ventilators
 - Current outbreaks: Department of Corrections, Nursing Home, Assisted Living and Chester-Wye
 - Most positive persons fall in the 25-64 y/o age group (57.5%)
 - Most deaths occur in the 55-84 age group
 - 21% of positive cases is the 0-18 age group
 - Zero Pediatric deaths
 - 5 Pediatrics admissions
 - 2 admissions are under 5 y/o
 - Vaccination rate
 - 72% of the population has the first dose
 - 65.4% of the population is fully vaccinated (32,928)
 - 6-18 y/o population of 3,139 students needed to be vaccinated
 - Metrics are not met for de-masking
 - QACPS mask mandate ends 3/1/2022
 - Rapid Tests and Masks
 - 34,000 tests purchased
 - Kent Island Volunteer Fire Department, United Communities Volunteer Fire Department, Sudlersville Volunteer Fire Company, and County Libraries have been distributing tests and masks to the public
 - Request has been made to the State to restock
 - Receive 10K every couple of weeks
 - Agriculture and Poultry Industry are distributing tests to employees
 - Health Department
 - MICH in is doing boosters and vaccines to homebound residents, senior housing and assisted living facilities.

- There is a decrease in the demand for testing at DOH due to home testing
 - Continuing testing Monday thru Friday 0900-1200
 - Continuing vaccinations Monday, Wednesday, Friday 1200-1600
 - Variants:
 - Omicron B2
 - 40 cases have been confirmed in Maryland
 - Allegedly more contagious than Omicron variant
- **Avian Flu (H5N1)**
 - Positive outbreak in Middletown, DE
 - 1.5 million chickens are being culled/ killed
 - Delaware Department of Health and Delaware Department of Agriculture are handling.
 - 10km radius is under surveillance
 - 70 workers were exposed
 - 3 reside in Queen Anne's County
 - 10-15 live in Kent County
 - Decontamination and full PPE are necessary
 - Symptoms:
 - There are correlations between Avian and Human transmission
 - Unknown if this variant has human to human transmission
 - Flu like symptoms
 - Positive cases need to need to be treated in the ICU on an isolated/ contained air system.
- **Questions/ Comments:**
 - Steve Souder: Would like to thank Dr. Ciotola and the Department of Health staff and statisticians for their efforts during COVID.
 - Dr. Ciotola gave credit to DES as well for their partnership during COVID

Communications Update- Assistant Chief Alfree

- **Year in Review**
 - 68,759 Emergency and Non-Emergency calls
 - 9-1-1 Emergency calls 27,109
 - Wireline 4,419
 - Wireless 22,132
 - Text 9-1-1 messages 91
 - 5,426 Transfers to another PSAP
 - Calls are answered in an average of 5 seconds
 - Average duration of a call until it is dispatched is 1:36 minutes
- **Staffing levels**
 - During 2021 the Division encountered a staff turnover of 25%.
 - Raises
 - 1% COLA in January 2021
 - 2% COLA in July 2021

- 4% salary adjustment as the result of a Critical Workforce Study for PSD's in September 2021
 - 5% salary adjustment for all county employees in January 2022
 - New Hires
 - Two (2) PSD II started 2/16/2022
 - One (1) PSD II to start 3/2/2022
 - Currently testing 6 Individuals to fill 2 open positions
- **Finale**
 - April 5, 2022, is the anticipated seamless transfer to the new CAD/ RMS/ Mobile platform (Tyler Technologies)
 - April 2022 is the anticipated switch to Next Gen 9-1-1
 - First PSAP center on the shore to make this switch
 - All projects are completed or will be completed soon
 - The Backup 9-1-1 center in the Historic Circuit courthouse is almost ready to activate
 - The backup center will allow for flexibility
- **Questions/ Comments**
 - Steve Souder: Is a serving member of the Maryland 9-1-1 Board. He is proud to hear requests come in from the shore. A quarter million-dollar contract has recently been awarded to support all 9 PSAP centers on the eastern shore to integrate to the Next Gen 9-1-1 system

Emergency Medical Service Update- Assistant Chief Wheatley

- **Year in Review**
 - 2021
 - 8,091 calls
 - an increase of over 1,000 from the previous year
 - 3907 transports
 - 2020
 - Major dip in call volume due to the COVID pandemic
- **Equipment updates**
 - 1 New Zoll monitors are on request in the budget
 - Will be the only EMS Department in the state to have the newest technology
 - New AEDs
 - Continuing our mission to have AEDs installed on all floors of County senior living facilities
- **COVID**
 - December and January the division got inundated by staffing issues
 - The budget was hit especially hard with OT
- **Vacancies and Backfilling**
 - The Division is fully staffed
 - All positions are filled for the first time
 - 2 Staff members are on long term injury

- 5 new staff members
 - Will take close to 5 months to get them precepted to be on their own
 - The pension system needs to change to stay competitive and retain staff members
- **Training**
 - Constant
- **Budget planning**
 - One (1) new transport unit is requested in the new budget
 - Back ordered for new chassis
 - Looking to upgrade the logistics coordinator from part-time to full-time
 - Continuing to petition for the switch to LEOPS for Division personnel
- Going forward
 - New Duty officer vehicle is on order
 - Will continue to support large gatherings in the County
 - Expecting call volume to increase as the summer season kicks in
 - Continuing training efforts
- **Questions/ Comments**
 - Sandra Early: Reminder that Budgets are goals, but things happen.

Special Operations Update -Assistant Chief Morris

- **Resuming normal operations after COVID operations. Projects are picking back up**
- **Cloverfields drainage project**
 - Department of Public Works to align grants with projects
 - Funded through FEMA with a 75% return
- **Tax Ditch Flooding**
 - Scoping out the specifications of the project
 - Multiyear multimillion dollar endeavor
 - Has been filed for
 - Waiting for approval
- **Active Assailant**
 - Project started in 2019/2018
 - Was placed on hold due to COVID operations
 - Meetings restarted in December 2021
 - Active assailant task force is comprised of Law Enforcement Officers and EMS personnel in the area
 - Group is expanding each meeting
 - The goal of the project is to plan for a unified response in the event of an active assailant incident or other large-scale incident
 - Working to develop a multi-year plan to include
 - Large scale exercise
 - To encompass from the “event” to reunification
- **Emergency Operations Plan**

- Is the operations plan that runs the Emergency Operations Center in the event of an activation
 - The plan is up for renewal this year
- **Commodity Flow Study**
 - Grant funding has been approved
 - Determines that types and amounts of Hazardous materials that are transported on roadways
- **CERT program**
 - Queen Anne's County Public Schools
 - Queen Anne's County High School completed a session within the Homeland Security course track in January 2022
 - Is requesting two classes next school year
 - Kent Island High School is requesting a session
 - Symphony Village
 - Requesting a course for new members
 - Monthly continuing education classes
 - Queen Anne's County Parole and Probation
 - All employees scheduled for class to be taught in spring/summer
 - Planning a community wide class to be scheduled in the spring/summer
 - Started a CERT social media page
- **Other Projects**
 - Warehouse
 - Working to organize equipment from the move
 - Station 400 generator
 - Grant funded
 - 40 weeks to completion due to supply chain issues
 - Station 400 Mezzanine
 - Grant funded
 - Recently completed
 - Kitchen renovations at DES HQ
 - completed
- **Upcoming Large-Scale Events**
 - July 4th celebrations
 - Have requested assistance from allied agencies
 - Bay Bridge Run
 - 2021 run had 12K runners
 - Unknown about the status of the 2022 run
- **Questions/ Comments:**
 - No questions for Chief Morris

Fire Marshal Update- Assistant Chief Morgan

- **Division Responsibilities**
 - Plan Reviews

- Tests and inspections
- Fire safety inspections
- Investigate complaints
 - New online complaint form has been implemented
- **Division Staffing**
 - 1 Full-time Fire Marshal
 - 5 Part-time employees
 - All employees are retired from the fire service
- **2021 returned to normal operations**
 - All Queen Anne's County schools were inspected
 - Issues were found and addressed
 - All Queen Anne's County owned buildings were inspected
 - Hotel/ Motel inspections
 - Liquor license establishments
 - Inspected for life saving/ safety issues
 - 60 businesses are inspected yearly
 - Sit down establishments
 - 20 businesses are inspected on a bi-annual basis
 - Liquor stores and Gas Stations
 - Carrie's Law compliance checks
 - All businesses in Queen Anne's County with a switch board were checked for compliance
- **Statistics January- December 2021**
 - 448 Bucket tests in new residential structures
 - 116 Final tests
 - 64 Fire alarm tests
 - 20 Flow tests
 - 10 Hood and Duct inspections
 - community kitchens and Food trucks/ trailers
 - 470 Hydrostatic
 - Residential and commercial sites
 - 307 Inspections
 - 123 Site visits
 - 878 Plan reviews
 - 6 Flush tests
 - 18 Complaints
 - 82 Meetings
 - 1 Smoke Detector installation
- **Coming soon to Kent Island**
 - Target store is set to open in April
 - Japanese steakhouse
 - Bagel Restaurant
 - 4 Seasons additional construction
 - Clubhouse

- 2 Condos
 - Bay Bridge cove
- **Questions/ Comments:**
 - Steve Souder: gratifying to hear about Carrie's Law compliance

Support Services Update- Assistant Chief Lopez

- **2021 Year in Review**
 - 648 tickets processed
 - 62% (407) addressed at first contact
 - 92% (598) are resolved in the first 24 hours
 - Hired a new Network Engineer in the 4th quarter
 - Susan Killian
- **On call schedule implemented**
 - 1 phone that all Public Safety Departments can call
 - Allows for 24/7/365 staffing
- **Ongoing projects**
 - 7 Queen Anne's County Sheriff's Office vehicles are being configured
 - All DES and QACSO vehicles are being switched to new VPN
 - DMZ environment to be secure/ contact agencies
 - Designed and deployed a new DMZ environment
 - New CAD setup and Training
 - Setup 2 fiber paths at DES headquarters and Backup datacenters in preparation for switch to Next Gen 9-1-1
- **Questions/ Comments:**
 - No questions for Chief Lopez

Old Business

- No old business

New Business

- No new business

Final Comments

- Steve Pringle: ZOLL units are being used in the hospital. Being compatible with units from EMS calls has made the transferring of patients easier with minimal delays.
- Commissioner Steve Wilson: we will see better histories with this new technology

For the Good of the Order

Adjournment

- A motion to adjourn was made
 - William Faust made motion and Steve Pringle seconded