

# Arlington's Emergency Preparedness Advisory Commission (EPAC)

Presented by Kim Klingler (EPAC Chair)

*March 22, 2017*

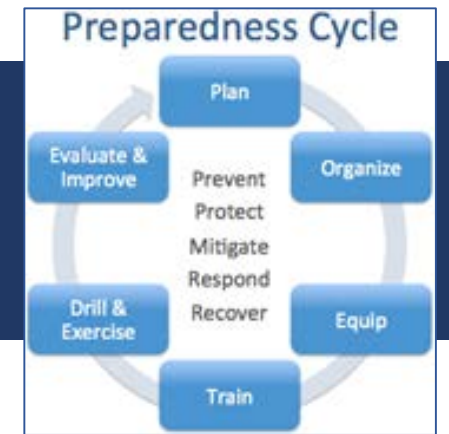
# Remembering Brussels

(March 22, 2016)

32 Killed – 300 Injured



# Background & Content



**EPAC's Purpose – *To assist the county to prepare and plan for whatever comes our way....***

- Advising the County Board on policies related to emergency preparedness, response, and strategies for recovery
- Coordinating and integrating County, state and federal emergency preparedness organizations with the efforts of the County's schools, civic, commercial and services communities and other government agencies.

## **Our Main Areas of Concern:\***

1. Adequate 911 Call Center Staffing
2. Meeting Emergency Operations Center (EOC) Requirements
3. Ensuring Emergency Radio Communications Capabilities
4. Planning for Emerging Technologies – Next Generation 911
5. Maintaining Day to Day Operations & Surge Capacity Readiness

## **Relationship to Budget & Areas for Efficiency/Cost Sharing...**

*\* Based Off EPAC Letter Submitted to County Board and Staff on November 28, 2016.*

# 911 Call Center Staffing

## **Background:**

Arlington's Emergency Communications Center (ECC) aka – 911 Call Center is our entry-point for emergency communication and response. When you dial 911, you expect a trained person to answer your call, and assist you.

## **FY18 Budget Recommendations:**

1. EPAC is supportive of the County Manager's Proposal to add 3 persons as 911 call takers.
2. This addition in staffing begins to address the needs outlined in the ECC Staffing Study.

## **Potential Areas for Improvement, Efficiencies, Cost Savings:**

- A. Data review – Need to truly understand how many calls are: re-routed, deferred, placed on hold, etc.
- B. Recruiting, Training, & Retention – What tools/mechanisms do we have to retain trained staff?
- C. Partnering – Prioritize looking into Regional Solutions.

# Emergency Operations Center (EOC)

## **Background:**

The 911 After Action Report, specifically called out the importance of the EOC, and stated that the current space was “not appropriate, nor adequate.” In addition, continuing to have the OEM/EOC located in the same immediate geographic space as: county officers, courthouse, jail, and metro, “creates unnecessary risks”.

In July 2016, long-time EOC funding was pulled from the Capital Improvement Plan (CIP). Upon further follow-up\*, EPAC was informed that leased space would be pursued and therefore, there was no need for capital funding.

## **FY18 Budget Recommendations:**

1. EPAC has been unable to identify funding in the FY18 budget for a leased space option and/or any configuration necessary to support the recommendation.
2. EPAC has continued to support the County Manager in identifying leased space options with little progress communicated back to EPAC.

## **Potential Areas for Improvement, Efficiencies, Cost Savings:**

- A. Partnering – Prioritize identifying Commercial and/or Other Regional Options.

*\*Based on EPAC Letter Sent to County Board and Staff on July 10, 2016.*

# Emergency Radio Communications

## Background:

Arlington continues to gain LEED certifications and is using new and more efficient building materials. With this innovation, also comes risk. Some of these building materials, do not support emergency radio communications. This deficiency was first noticed in some of our newer high schools.

EPAC recognizes that an initial assessment was completed and repeaters and other mechanisms were implemented to aid in emergency radio communications.

## FY18 Budget Recommendations:

1. EPAC was supportive of the County Manager's initial assessment and plan to address emergency radio communication gaps/deficiencies.
2. EPAC highly encourages the County to do a full assessment of schools, county buildings, etc. and ensure we have adequate emergency radio coverage. Resources and funding should also be set aside for regular communication tests/checks.

## Potential Areas for Improvement, Efficiencies, Cost Savings:

- A. Partnering – Consider leveraging property owners, e.g. – Vornado, APS, and the Community Emergency Response Team (CERT) to assist in this effort.

# Next Generation 911

## **Background:**

In the Next Generation 911 environment, the public will be able to make voice, text, or video emergency "calls" from any communications device via Internet Protocol-based networks. In the future, data will be received from personal safety devices such as Advanced Automatic Collision Notification systems, medical alert systems, and sensors of various types.

## **FY18 Budget Recommendations:**

1. EPAC is supportive of the County Manager's decision to fund records management and other Public Safety IT maintenance and upgrade projects.
2. EPAC highly encourages the County to dedicate more time and resources on developing a roadmap and funding mechanisms to support Next Generation 911 planning.

## **Potential Areas for Improvement, Efficiencies, Cost Savings:**

- A. Partnering – Continue collaboration with Fairfax and other neighboring jurisdictions in developing a plan to move to Next Generation 911.



# Daily Operations & Surge Capacity

## Background:

On a **normal** day we need to be able to: build community relationships and have situational awareness, answer 911 calls, respond and arrive on scene with Fire, EMS, and/or Police in 4 minutes or less, treat patients, and protect life and property.

On an **abnormal** day we need to be adequately staffed and trained to **SURGE**. The following localities have experienced this need: Pentagon, Orlando, San Bernardino, Brussels, Paris, Boston, Nice, etc.

## FY18 Budget Recommendations:

1. **Sheriff** – Supportive of the County Manager's Original 2 cent Proposal to add 7 Sheriff positions. *(Begins to address need outlined in Jail and Courts Staffing and is necessary due to increasing number of inmates)*
2. **Police** – Concerned in decline and re-purposing of patrol officers – lost \$15k in federal community policing grants – *Isn't this important enough for Arlington to pick up the tab?*
3. **Fire** – Thank the County Manager for ensuring 2 recruit classes/year *(Essential based upon the needs outlined in the Tri-Data study and projected population growth)*
4. **OEM** – Thank the County Manager and Staff for running a 2016 CERT class. *(It is essential that we continue to have the resources and funding to run CERT 2x/Year and continue refresher training with current members).*

## Potential Areas for Improvement, Efficiencies, Cost Savings:

- A. **EMS** – Our current model requires a paramedic on every medic unit and engine. This requirement is resulting in increased overtime and hold-overs. It is time to take a further step back and re-examine our BLS/ALS model, compensation, hours, and incentives.



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*Questions, Comments, Concerns, Recommendations....*

*To learn more about EPAC:  
<https://commissions.arlingtonva.us/epac/>*