



EMERGENCY OPERATIONS COMMAND COLONEL'S NOTE

We have experienced a number of changes in the last month, as part of the Emergency Operations Command's ongoing efforts to remain responsive to the needs of the community, while dealing with the fiscal realities that complicate each of our jobs. As stated previously, I will be meeting with the Battalion Chiefs and Majors in a group setting at least once each month, and I will attempt to ensure information is disseminated at the station level.

Over the last couple of months, I have had the opportunity to meet and speak with a number of individuals in the stations throughout the County. Through these station visits, it is my goal to connect with field personnel and get a better understanding of your experiences within the Department. Although some of these visits get curtailed because of calls or last minute scheduling conflicts, I have enjoyed the time spent discussing, informing, and taking in some of the knowledge our personnel in the field hold. Moreover, I would like to thank all of you who have provided feedback on the monthly Colonel's Note. I look forward to your comments, and if you have further suggestions for enhancing communication within the Emergency Operations Command, please feel free to share them with me.

The month of May marks the beginning of our warm weather months, and some of the challenges we face will increase due to increased public activity. It is pertinent that our employees respond to these challenges by coming to work every shift, and ensuring the public receives the service they expect of us. Though at times you may feel underappreciated, I thank you for your dedication each day.

The following outlines current events and decisions in the Emergency Operations Command (EOC):

- The EOC is attempting to improve our overall training offerings and wants to ensure training is aligned with the needs of our personnel. We would like to assess your thoughts on what is needed, what we currently offer, and how to best deliver this product.

Please access a training survey via the link below, and participate. The results will enable the Emergency Operations Command to better serve each of you.

<http://www.surveymonkey.com/s/SKBLN87>

- We are planning an in-service training program in concert with the Administrative Services Command. Battalion Chief Leonhard is assisting in the development of this program and we expect a product before the end of the month.
- The staffing officer, Major Michaelides, will be projecting our leave numbers to approximate how overtime will look into the summer months. We know leave increases with the warm weather months and we are planning our response to this rise. The Battalion Chiefs and Majors will be given the opportunity to assist with our planning at the monthly meeting.

05/12/2010



EMERGENCY OPERATIONS COMMAND COLONEL'S NOTE

- The Citizen Services Unit (CSU), led by Volunteer Major Fowler, is available 24 hours a day through Public Safety Communications as a Light Unit, when needed. We are presently looking to increase the number of volunteers on this team. Please contact Volunteer Major Fowler if you know of anyone interested in joining the CSU.
- Christmas in April was a success again this year, and we thank Acting Major David Borchardt for his efforts in leading this project.
- It is pertinent that timesheets are forwarded to Fiscal Affairs in a complete and timely manner. Station personnel must help the Battalion Chiefs and Majors make their deadlines of Thursday/Friday of each pay period, depending on the location of the Battalion.
- A number of people have called the EOC office asking for various General Orders. During my visits, we are showing personnel how to access and save this information on your station computer. This is a valuable asset that makes it easier to study for promotional tests, etc.
- Communications has expressed concern with a number of our ambulance units going out of their area and not communicating this information until a call is dispatched for them. This creates a delay in delivering service to the citizenry. Please advise when it is necessary for you to be out of your first due area.
- The out-of-service apparatus message will now be given at 0700 hours each day.

My station visits will continue into the summer, and I hope to see and learn more from each of you. As always, thank you for the service you provide the citizens and residents of Prince George's County.