



**Stephanie
Rawlings-Blake
Mayor**

CITY OF BALTIMORE

LEPC

**LOCAL EMERGENCY
PLANNING COMMITTEE**



**Robert Maloney
Deputy Chief**

**Wednesday, September 26, 2012
9:00 AM – 12:30 PM**

**Baltimore Marriott Waterfront
Grand Ballroom V**

**700 Aliceanna Street,
Baltimore, MD 21202**

LEPC Meeting Agenda

9:00 – 9:15 Sign-in, Networking, Breakfast

9:15 – 9:25 Welcome

- Call to Order
 - Welcoming Remarks
 - Adoption of Prior Meeting Minutes
 - Announcements
-
- Mr. Robert Maloney, Chairman Baltimore City LEPC
 - Mr. C.P. Hsia, Co-Chair Baltimore City LEPC

LEPC Meeting Agenda

- 9:25 – 9:45 Government Updates
- 9:45 – 10:00 Business Updates
- 10:00 – 10:10 Non-Profit Updates
- 10:10 – 10:25 Citizen and Community Updates
- 10:25 – 10:40 Break
- 10:40 – 11:00 Active Shooter Presentation
- 11:00 – 12:30 June 29 Derecho and Ensuing Heat Wave and Power Outage
- 12:30 Adjournment



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Government Report

INCIDENTS

CAPTAIN, RICHARD WILLIAMS

DIRECTOR OF OPERATIONS

MAYOR'S OFFICE OF EMERGENCY MANAGEMENT

MAY 30, 2012 – 1135 HOURS

HAWKINS POINT RD / CHEMICAL ROAD
HAZMAT BOX FOR A PROPANE TRUCK
AND A TRACTOR TRAILER INVOLVED IN A
MOTOR VEHICLE ACCIDENT WITH
PROPANE LEAK.

MAY 31, 2012 – 1233 HOURS

4300 SIDEHILL RD

HAZMAT TACTICAL BOX

MERCURY SPILL IN A SCHOOL

JUNE 4, 2012 - 1356 HOURS

2400 WINDSOR AVE

HAZMAT TACTICAL BOX

HEATING OIL TANK LEAK IN A SCHOOL

JUNE 9, 2012 - 2300 TO 0600 Hours

3800 HAWKINS POINT RD

STARSCAPE

EVENT ASSISTANCE RESPONSE

FOR POSSIBLE MASS CASUALTY

INCIDENT





staircase

LIVE

JUNE 11, 2012 – 1330 HOURS
517 SOUTH BROADWAY
5 ALARM BUILDING FIRE



RE DEPARTMENT

TRUCK 16

NO PARKING

BALTIMORE CITY FD

BALTIMORE CITY FD





BALTIMORE CITY FIRE DEPARTMENT

TRUCK 10

BALTIMORE
CITY
FD

PFOUTZ

PARKING

4N 50836

FIRE LINE DO NOT CROSS

JUNE 20, 2012 – 1733 HOURS
727 DRUID PARK LAKE DRIVE
ELEVATED LEVELS OF CO IN A
HIGH RISE BUILDING

JULY 5, 2012 – 0023 HOURS
4600 BLOCK LIBERTY HEIGHTS
BUILDING FIRE

JULY 16, 2012 – 1725 HOURS
LIGHT ST / LOMBARD ST
20 INCH WATER MAIN BREAK



P

freshii fresh food. custom built.

freshii

10.99
11.99

EARLY BIRD 10.99

STAIRS
EMERGENCY
EQUIPMENT





ROYAL FARMS

MACKENZIE
LEASE
443.573.3200

WELCOME
TO THE
MOUNTAIN

P

P
A
R
K

freshii

22

7



JULY 20, 2012 – 1944 HOURS
4200 BLOCK KENWOOD AVE
DWELLING FIRE

JULY 25, 2012 – 1353 HOURS
2300 BLOCK EAST MONUMENT ST
SINKHOLE IN THE STREET WITH
GAS LEAK

SPORTS EXPRESS

CAUTION

CAUTION

Arundel's
ALL THE...
GROCERIES... FRESH...
FRESH...
FRESH...

Parade Tobacco Outlet

USA
DAIRY

Big Food



www.kimble.com
Stacy Berman
410-383-5778
Susan Homberg
410-383-5766

www.kimble.com
Stacy Berman
410-383-5778
Susan Homberg
410-383-5766

bank

FIESTA
BIG \$1.99

DELITIOUS YIP-EE

NO LITTERING
Marlboro \$5.41
Camel \$5.99
QUENCH GATORADE \$2.19
2 for \$3





GAS VENTING
SALIDA De GAS

STOP

BGE





JULY 30, 2012 – 1046 HOURS
1100 BLOCK HULL ST
HIGH PRESSURE GAS MAIN STRUCK

**JULY 31, 2012 – 1024 HOURS
800 BLOCK WEST PRATT ST
BUILDING FIRE**

AUGUST 1, 2012 – 2322 HOURS
KIRK AVE / ABBOTSTON ST
WATERMAIN BREAK



AUGUST 6, 2012 – 0853 HOURS
1000 EAST LEXINGTON ST
ELEVATED CO LEVELS AFFECTING
POSTAL EMPLOYEES IN LOADING
DOCK AREA



AUGUST 6, 2012 – 0943 HOURS
3901 HILLEN ROAD
HAZMAT BOX
CHLORINE LEAK



SPECIAL OPERATIONS COMMAND
EMERGENCY MEDICAL SERVICES

57

23

BALTIMORE POLICE

911 POLICE - FIRE MEDICAL
311 POLICE NON-EMERGENCY

BALTIMORE

B 245
BALTIMORE CITY

PROGRESS AHEAD

PROGRESS AHEAD

STATE OF MARYLAND



AUGUST 14, 2012 – 2119 HOURS
EAST LYNNE / FREDERICK AVE
WATERMAIN BREAK

Questions?

- Email:

Richard.Williams@baltimorecity.gov

Sailabration

- June 13-19



Grand Prix

- Aug. 31 – Sept. 2



Upcoming Events

- Book Festival – This Weekend
- Fells Point Festival – Next Weekend
- Marathon, Oct. 13th
- Halloween in Patterson Park, Oct. 27th
- Election Day, Tuesday Nov. 6th
 - Don't forget to vote!

Upcoming Training 2012

- ICS 400 September 25th & 26th

Pimlico Public Safety Training Facility

- IED Awareness & Bomb Threat Mgt.
Workshop – November 7th or 28th

USCG Sector Baltimore

- HC Standard – 10/09 Reisterstown, MD
- Advanced Instructor Development

October 16, 17, 18 – Pimlico PSTF

Upcoming Training 2012

- The Great SouthEast Shakeout

Regional earthquake drill, over 670,000 participants

<http://www.shakeout.org/southeast/>

October 18th, at 10:18am

Upcoming Exercises 2012

- MTA Information Sharing TTX – 9/27
- 911 Communications TTX – 10/04
- Baltimore UASI FS High Rise – 10/20

Legg Mason Building

- Golden Triangle BID Tabletop Exercise

Washington, DC (Regional Catastrophic Preparedness Grant Program)

Questions for Government





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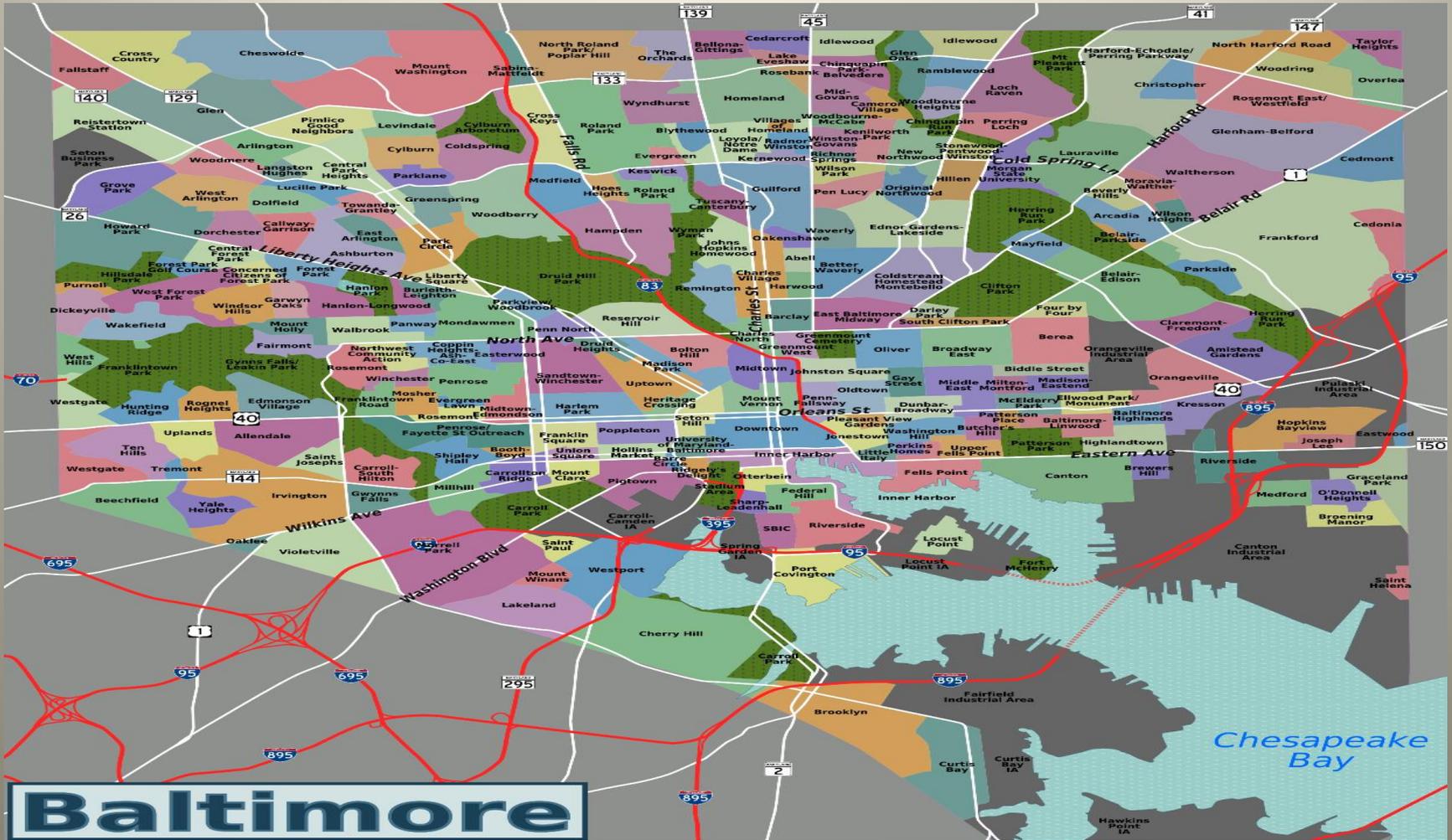
**Robert Maloney
Deputy Chief**

BUSINESSES REPORT

Questions for Businesses



Non-Profit Reports



Questions for Non-Profits





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Citizens and Community Reports

Community Emergency Response Team



Department of Homeland Security
Emergency Preparedness and Response Directorate
FEMA

Baltimore City CERT Status Update

C.P. Hsia, Preparedness Program Manager, MOEM

Prepared for LEPC Quarterly Meeting

September 26, 2012

Updates

- Next class Sept 28-30
 - High demand, may schedule an overflow class
- Again able to offer CPR certification to CERT members
- Baltimore City CERT volunteers joined in volunteers from across the state to assist with community outreach following the June Derecho
- Monthly meetings started with flooding TTX in July, followed by MCI exercise in August, CPR in Sept., presentation by CDS in Oct., CPR in Nov.

Updates

- Volunteers at this conference
- Performed outreach at community events during National Preparedness Month
- CERT instructors volunteered to launch Preparedness Classes for community groups
- MEMA CERT rodeo on Oct. 6
- Acting as Community Ambassadors for high-rise fire exercise on Oct. 20
- Whole Community Workshop Nov. 7 and 8

<http://marylandwholecommunityworkshop.eventbrite.com/>

RACES

- Provides backup communication in a disaster
- Installing radio at WBAL 1090 AM so that they can coordinate information with the EOC and continue broadcasting messages to the public when other lines of communication are down.

Questions?

- C.P. Hsia
- cert@baltimorecity.gov

Reports from Citizens/Communities

- Questions and Answers
- Additional Reports/Activities from LEPC members





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BREAK

10:25– 10:40



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**Panel Presentation:
Derecho, Heat, and Power Outage
June 29 to July 8, 2012**



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- Ken Widelski, National Weather Service
- Connor Scott, Mayor's Office of Emergency Management
- Reggie Scriber, Department of Housing and Community Development
- Meghan Butasek, Baltimore City Health Department
- Lisa Allen, Mayor's Office of Information Technology
- John Dulina, Maryland Emergency Management Agency

June 29 - 30

- MOEM began tracking the storm at 7:55 PM on June 29, watch alert issued
- MEMA alert at 8:42 PM. *“All government officials and first responders should prepare for the possibility that an extensive response will be required.”*
- All MOEM personnel requested to respond to EOC2 at 12:22 AM on June 30

June 30

- Mayor Stephanie Rawlings-Blake activates EOC at 12:32 AM on June 30, Level 1 Agency representatives requested.
- At 1:35 AM, BCFD has 50 storm-related calls pending dispatch.
- MOEM distributes SPOT Report #1 at 2:24 AM



SPOT Report

SPOT REPORT #1
2012-06-29 SEVERE WEATHER
30 JUNE 2012 0200

Summary: The City of Baltimore has been impacted by severe thunderstorms, which began late evening on Friday, June 29th. 94,404 BGE customers are currently without power. There are multiple trees and power lines down, as well as stoplights out.

The 311 call center is not operational, which has flooded the 911 system with non-emergency calls for service.

Activation: Full Activation. WebEOC incident created "Severe Weather 29JUN2012"

Casualties: No reported casualties at this time.

Emergency Declarations: None.

Emergency Operations Centers Open:

Baltimore City: EOC 2 at Cold Spring Ln 410-396-6183
State EOC at MEMA
Annapolis City
Charles County
Anne Arundel

Local Shelters Open and Number of Occupants: None.

AGENCY REPORTS

Baltimore City Fire Department (BCFD): Responding to numerous calls for wires down, roof fires, unsafe building conditions.

Baltimore City Health Department (BCHD): Representative en route.

Mayor's Office of Emergency Management (MOEM): MOEM will be sending out a BECON alert to hospitals and nursing homes asking them to report any serious issues to MOEM.

Mayor's Office of Information Technology (MOIT): REPRESENTATIVE REQUIRED

Department of General Services (DGS): REPRESENTATIVE REQUIRED

Department of Housing and Community Development (DHCD): REPRESENTATIVE REQUIRED

Department of Public Works (DPW): Waste water crews are out working on reported flooding calls.

Department of Recreation and Parks (DRP): Representative en route.

Department of Transportation (DOT): Representative en route. Light crews responding to place stop signs at intersections without power.

June 30

- BCFD resolves call back-log by 2:40 AM
- City-wide conference call held at 5:30 AM
- 98,048 customers without power: 3 fire stations, 4 water pumping stations, multiple senior buildings, dialysis centers, etc.
- 200 downed-trees reported
- 5:00 PM Mayor Stephanie Rawlings-Blake declares a state of emergency for the city
- 6:00 PM Governor Martin O'Malley declares state of emergency for Maryland





(301)
498-5028

25249

June 30 – July 8

- Restoration to critical facilities is priority
- Protecting citizens from heat and other hazards
- Tracking of personnel costs and equipment hours related to recovery
- Coordination of procurement and contractors
- Community outreach and volunteers
- Looking forward to 4th of July, African-American Heritage Festival on July 7th

Participating Organizations

- BCFD
- BPD
- BCHD
- BGE
- Mayor's Office
- Finance
- MOEM
- MOIT
- DGS
- American Red Cross
- Salvation Army
- Labor Commissioner
- Mayor's Commission on Disabilities
- DHCD
- DPW
- DRP
- DOT
- MOHS
- MON
- MTE
- MD Task Force 2
- MTA
- Baltimore Housing
- Maryland 211
- MEMA
- BCPS

City of Baltimore – Communications Center



311
General service / Info

311 Non Emergency
Police Non Emergency Issues

911/ Police Emergency Dispatch
Police, Fire Medical Emergencies

Lisa N Allen
Director, Emergency Communications Center
City of Baltimore

City of Baltimore – Communications Center

Objectives of the Presentation

- Discuss normal operations and responsibilities of the Emergency Communications Center
- Discuss the operations and benefits of a consolidated Communications Center especially during events and crisis

City of Baltimore – Communications Center

Disciplines in the Communications Center

- **311** Service Requests and General Information
- **311 NEU** Police non emergency assistance, ability to send calls to dispatch for service, provide police reports over the telephone
- **911** Police, Fire and Medical Emergencies
- **Police Dispatch** distributes and monitor calls for police service – triages Fire calls and sends them to Fire Communications for dispatch

City of Baltimore – Communications Center

- 311 receives approximately 650,000 calls per year
- 311 NEU receives approximately 350,000 calls per year and writes approx 3,500 police reports
- 911 receives approximately 1.1 million calls per year

City of Baltimore – Communications Center

Events and Emergency Situations – 311

- Ensure adequate telephone coverage by modifying schedules and extending hours if necessary for additional support
- Track specific service requests for emergency or event services
- Ability to provide the request in a mapped format to identify concentrated areas

- Consolidation allows 311 agents to move between city services and non emergency disciplines as the call volume dictates
- Consolidation also allows 911 to transfer any non emergency issues to 311 leaving 911 free to respond to emergency and life threatening situations

City of Baltimore – Communications Center

Specific operation challenges from Derecho

- Inability to pre plan or track severity of the situation

Hit the city 10 minutes after 311 closed (10:10pm) – staff unable to readjust and come back

- Already high temperatures
- Length of the event
- Major city Holiday approaching - July 4th which historically brings record crowds to the city

City of Baltimore – Communications Center

Service Requests Tracked During Derecho

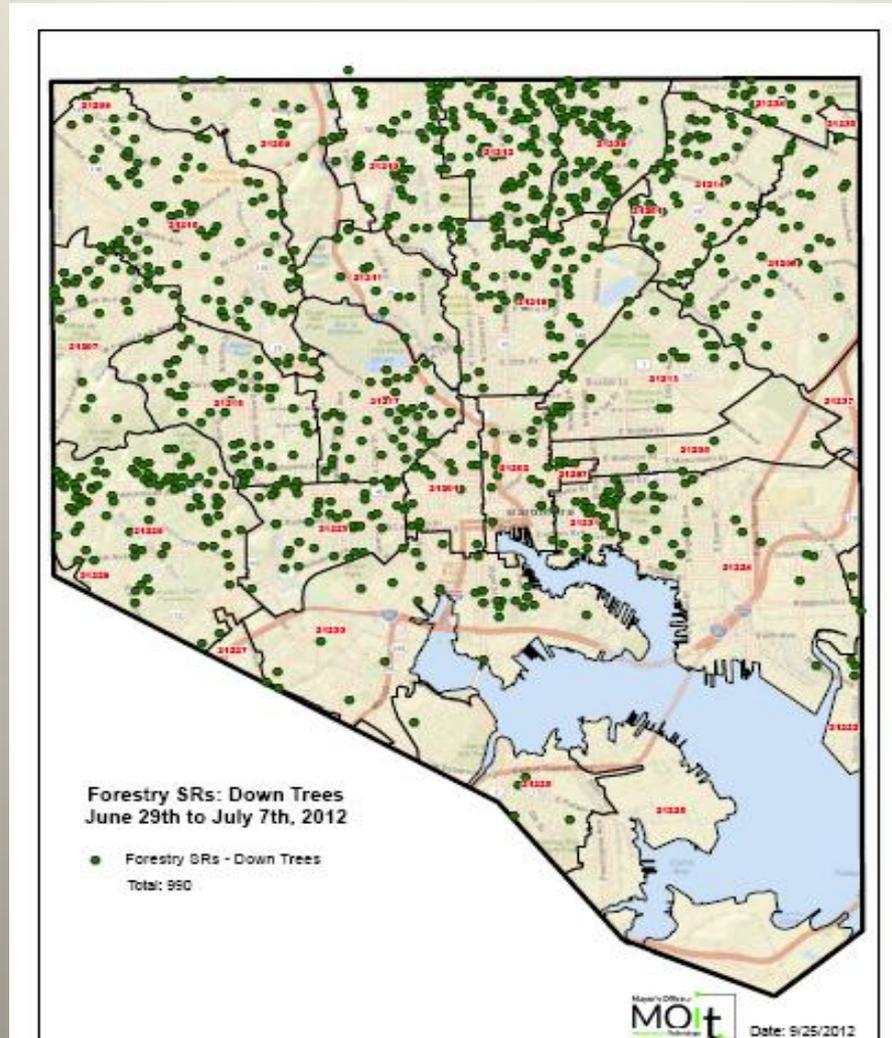
- High Winds - Trees down, blocked streets
- Flooding – flooded streets, flooded basements
- Power outages – street lights out at critical intersections
 - ** BGE power issues should be directed to BGE
- 311 operators triage the calls based on the callers information to ensure the call is directed to the appropriate agency for action

City of Baltimore – Communications Center

Information distributed to agencies for support and assistance in deploying resources

SR type Description	Total	Created	Open	Open %	Closed	Closed %
Forestry Down Tree	1155	990	390	33.77	765	66.23

City of Baltimore – Communications Center



City of Baltimore – Communications Center

Challenges when operating under emergency situations or events

- Increase telephone volume due to public uncertainty
- Managing public safety as well as the safety of our staff – commitment to travel in emergency conditions: inability to get home when hours are unexpectedly extended due to hours of public transportation – many use light rail because of downtown traffic and parking conditions

City of Baltimore – Communications Center

- Continued monitoring of call volumes to determine if hours in 311 need to be expanded to support 911
- Determine if staffing needs to be increased if call volume or the situation seems to be worsening or continuing past predicted time period

City of Baltimore – Communications Center

Parting ThoughtsPublic Education – Help Spread The Word

Contact

- 311 service requests and general information
- 311 non emergency (option 2) for non life threatening police issues – the non emergency operators have the ability to enter calls for service to be dispatched to police
- 911 life threatening police, fire and medical emergencies
- The 911 operators are asking questions to assist the responders – but the call has already been sent to dispatch so please stay on the line, answer the questions and follow the instructions of the operator

City of Baltimore – Communications Center

Thank You

Questions

Lisa N. Allen

LisaN.Allen@Baltimorecity.gov

410-396-4890



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- Closing Remarks and Adjourn
 - C.P. Hsia, LEPC Co-Chairman
- Next Meeting TBD
- Please let us know your suggestions
 - Especially if you would like to host



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Thank You!!

Visit Us and Spread the Word!

<http://baltimorecitylepc.org>