

Office of Homeland Security



MISSION AND SERVICES

The mission of the Office of Homeland Security (OHS) is to save lives, protect property, assist the public in their time of need, and ensure the safety of first responders through a comprehensive and integrated emergency management system combined with professional call taking, dispatch, technical, and support services. Together, the office will serve the community through professional responsiveness, preparation, mitigation, and recovery from all emergencies and hazards that may impact the County.

CORE SERVICES

- Set the overall mission and vision for the agency, ensure all divisions align with the County Executive's initiative and public safety goals, and establish policies and operational priorities for the agency
- Administer and support the County's public safety radio network, Next Generation 9-1-1, Computer Aided Dispatch (CAD) system, and Records Management Systems (RMS)
- Answer and process all incoming emergency 9-1-1 and non-emergency requests for service within industry standards, State legislative mandates, required call answer-times, and accreditation standards
- Ensure the safe and effective dispatch of County Police, Fire/EMS, Office of the Sheriff, and 18 municipal police agency personnel to emergencies and meet public safety and community service level requirements
- To build a resilient culture throughout the County through an all-hazards protection, preparedness, mitigation, response, and recovery approach, the Office of Emergency Management (OEM) core services are focused on community training sessions, exercise emergency operations planning, and coordination with local and regional partners, as well as training Emergency Operations Center (EOC) Liaisons to support EOC activations
- Enforce building, site development, and road codes and regulations in compliance with building, zoning, site work, and environmental standards

FY 2026 KEY ACCOMPLISHMENTS

- Converted three limited term grant funded positions to merit positions.

- Implemented the International Academy of Emergency Dispatch (IAED) Protocol 41. This has increased the number of incidents transferred to mental health professionals through the diversion program.
- Operationalized the Emergency Management Strategic Plan with key focus areas in division management, mission support, preparedness, community engagement, response and recovery, and mitigation and resilience.
- Distributed over 3,000 Public Preparedness Surveys, gathering valuable insights into community readiness to strengthen community connections. In addition, OEM successfully completed Countywide training and exercise activities (i.e., English and Spanish CPR/AED certifications, online employee emergency preparedness, etc.) that reinforced the importance of coordination, capability, confidence, and preparedness across all levels of response.

STRATEGIC FOCUS AND INITIATIVES FOR FY 2027

The agency’s top priorities in FY 2027 are:

- Ensure 50% of County buildings and agencies have had a security assessment and finalize the PATHWAY program with Prince Georges County Public Schools.
- Continue to ensure 24x7, 365 operations of the County’s critical public safety radio network by upgrading aging infrastructure and beginning to refresh subscriber radios.
- Improve callers’ experience using advanced technology and operational adjustments.
- Ensure there is up to date technology in the EOC.
- Improve outreach and communication with other agencies as it relates to Snow Emergency and Preparedness Training.

FY 2027 BUDGET SUMMARY

The FY 2027 proposed budget for the Office of Homeland Security is \$61,328,700, an increase of \$14,327,100 or 30.5% over the FY 2026 approved budget.

Expenditures by Fund Type

Fund Types	FY 2025 Actual		FY 2026 Budget		FY 2026 Estimate		FY 2027 Proposed	
	Amount	% Total						
General Fund	\$43,694,258	96.3%	\$44,073,200	93.8%	\$44,317,700	91.8%	\$58,290,700	95.0%
Grant Funds	1,670,126	3.7%	2,928,400	6.2%	3,980,800	8.2%	3,038,000	5.0%
Total	\$45,364,384	100.0%	\$47,001,600	100.0%	\$48,298,500	100.0%	\$61,328,700	100.0%

GENERAL FUND

The FY 2027 proposed General Fund budget for the Office of Homeland Security is \$58,290,700, an increase of \$14,217,500 or 32.3% over the FY 2026 approved budget.

Reconciliation from Prior Year

	Expenditures
FY 2026 Approved Budget	\$44,073,200
Shift: Transfer of Enforcement Division from Department of Permitting, Inspections, and Enforcement - Compensation — Increase due to the transfer of DPIE's Enforcement Division to the Office of Homeland Security as the Code Compliance Division	\$6,722,600
Shift: Transfer of Enforcement Division from Department of Permitting, Inspections, and Enforcement - Operating — Increase due to the transfer of DPIE's Enforcement Division to the Office of Homeland Security as the Code Compliance Division	3,371,900
Increase Cost: Fringe Benefits — Increase in fringe benefits to align with projected costs and compensation adjustments and the transfer of DPIE's Enforcement Division to the Office of Homeland Security as the Code Compliance Division	2,625,300
Increase Cost: Compensation - Mandated Salary Requirements	1,603,500
Increase Cost: Technology Cost Allocation — Increase in OIT charges based on anticipated countywide costs for technology	1,084,000
Net Decrease Cost: Operating — Decrease in data/voice, travel/training, general office supplies, and equipment lease offset by increase in telephone, utilities, printing, contract services, vehicle equipment repair/maintenance, gas/oil, and office building/rental to align with anticipated costs	(1,189,800)
FY 2027 Proposed Budget	\$58,290,700

GRANT FUNDS

The FY 2027 proposed grant budget for the Office of Homeland Security is \$3,038,000, an increase of \$109,600 or 3.7% over the FY 2026 approved budget. Major funding sources in the FY 2026 approved budget include:

- Urban Area Security Initiative (UASI)- Building Resilient Infrastructure and Communities (BRIC)
- State Homeland Security Program

In FY 2027, due to anticipated reductions in grants received from the federal government, the department intends to support seven LTGF positions, a decrease from ten positions.

Reconciliation from Prior Year

	Expenditures
FY 2026 Approved Budget	\$2,928,400
Enhance: Existing Program — UASI- Building Resilient Infrastructure and Communities (BRIC)	\$720,600
Enhance: Existing Program — Emergency Management Performance (EMPG)	1,800
Reduce: Existing Program — UASI- Response and Recovery, Training	(40,000)
Reduce: Existing Program — UASI- Response and Recovery, Planning	(40,000)
Reduce: Existing Program — UASI- Volunteer and Donations Management	(80,000)
Reduce: Existing Program — State Homeland Security Grant	(132,800)
Reduce: Existing Program — UASI- Regional Preparedness	(320,000)
FY 2027 Proposed Budget	\$3,038,000

STAFF AND BUDGET RESOURCES

Authorized Positions	FY 2025 Budget	FY 2026 Budget	FY 2027 Proposed	Change FY26-FY27
General Fund				
Full Time - Civilian	219	219	310	91
Full Time - Sworn	0	0	0	0
Subtotal - FT	219	219	310	91
Part Time	1	1	1	0
Limited Term	0	0	0	0
Grant Program Funds				
Full Time - Civilian	0	0	0	0
Full Time - Sworn	0	0	0	0
Subtotal - FT	0	0	0	0
Part Time	0	0	0	0
Limited Term	10	10	7	(3)
TOTAL				
Full Time - Civilian	219	219	310	91
Full Time - Sworn	0	0	0	0
Subtotal - FT	219	219	310	91
Part Time	1	1	1	0
Limited Term	10	10	7	(3)

Positions By Classification	FY 2027		
	Full Time	Part Time	Limited Term
Administrative Aide	7	0	0
Administrative Assistant	3	0	1
Administrative Specialist	6	0	0

Positions By Classification	FY 2027		
	Full Time	Part Time	Limited Term
Associate Director	1	0	0
Audio & Video Recording Technician	1	0	0
Budget Management Analyst	3	0	0
Communications Operations Supervisor	5	0	0
Communications Specialist	9	0	0
Community Developer	3	0	3
Community Development Assistant	1	0	0
Community Health Nurse	0	1	0
Construction Standards Code Enforcement Officer	1	0	0
Deputy Director	5	0	0
Director	1	0	0
Emergency Call Taker	73	0	0
Emergency Dispatcher	91	0	0
Emergency Dispatch Supervisor	13	0	0
Executive Administrative Aide	1	0	0
General Clerk	2	0	0
Human Resource Analyst	3	0	0
Investigator	5	0	0
Planner	0	0	3
Property Standards Code Enforcement Officer	4	0	0
Public Information Officer	1	0	0
Property Standards Inspector	71	0	0
TOTAL	310	1	7

Expenditures by Category - General Fund

Category	FY 2025 Actual	FY 2026 Budget	FY 2026 Estimate	FY 2027 Proposed	Change FY26-FY27	
					Amount (\$)	Percent (%)
Compensation	\$19,233,144	\$19,420,000	\$19,497,700	\$27,746,100	\$8,326,100	42.9%
Fringe Benefits	5,949,462	6,350,300	6,195,600	8,975,600	2,625,300	41.3%
Operating	18,511,652	18,302,900	18,624,400	21,569,000	3,266,100	17.8%
Capital Outlay	—	—	—	—	—	
SubTotal	\$43,694,258	\$44,073,200	\$44,317,700	\$58,290,700	\$14,217,500	32.3%
Recoveries	—	—	—	—	—	
Total	\$43,694,258	\$44,073,200	\$44,317,700	\$58,290,700	\$14,217,500	32.3%

In FY 2027, compensation expenditures increase 42.9% over the FY 2026 approved budget due to the transfer of the enforcement division from the Department of Permitting, Inspections, and Enforcement (DPIE), annualization of FY 2026 salary adjustments and planned FY 2027 salary adjustments, and addition of a deputy director position. Compensation includes funding for 309 full time positions and one part time position. Fringe benefit expenditures increase 41.3% over the FY 2026 budget due to increases related to the transfer of the enforcement division from DPIE, addition of a deputy director position, and to align with projected costs and compensation adjustments.

Operating expenditures increase 17.8% primarily due to the transfer of the DPIE enforcement division as well as in increases in telephone, utilities, printing, contract services, vehicle equipment repair/maintenance, gas/oil, and office building/rental offset by reductions in data/voice, travel/training, general office supplies, and equipment lease to align with anticipated costs.

Expenditures by Division - General Fund

Category	FY 2025 Actual	FY 2026 Budget	FY 2026 Estimate	FY 2027 Proposed	Change FY26-FY27	
					Amount (\$)	Percent (%)
Administration	\$3,673,418	\$4,264,200	\$4,157,500	\$4,254,000	\$(10,200)	-0.2%
Public Safety Communications	39,011,353	38,660,300	38,942,800	39,828,900	1,168,600	3.0%
Office of Emergency Management	1,009,486	1,148,700	1,217,400	1,732,300	583,600	50.8%
Code Compliance Division	—	—	—	12,475,500	12,475,500	
Total	\$43,694,258	\$44,073,200	\$44,317,700	\$58,290,700	\$14,217,500	32.3%

General Fund - Division Summary

Category	FY 2025 Actual	FY 2026 Budget	FY 2026 Estimate	FY 2027 Proposed	Change FY26-FY27	
					Amount (\$)	Percent (%)
Administration						
Compensation	\$1,577,889	\$1,894,000	\$1,785,800	\$1,871,000	\$(23,000)	-1.2%
Fringe Benefits	507,264	601,600	572,000	598,700	(2,900)	-0.5%
Operating	1,588,266	1,768,600	1,799,700	1,784,300	15,700	0.9%
Capital Outlay	—	—	—	—	—	
SubTotal	\$3,673,418	\$4,264,200	\$4,157,500	\$4,254,000	\$(10,200)	-0.2%
Recoveries	—	—	—	—	—	
Total Administration	\$3,673,418	\$4,264,200	\$4,157,500	\$4,254,000	\$(10,200)	-0.2%
Public Safety Communications						
Compensation	\$16,892,729	\$16,701,900	\$16,784,100	\$17,877,600	\$1,175,700	7.0%
Fringe Benefits	5,238,272	5,464,000	5,374,600	5,577,700	113,700	2.1%
Operating	16,880,353	16,494,400	16,784,100	16,373,600	(120,800)	-0.7%
Capital Outlay	—	—	—	—	—	
SubTotal	\$39,011,353	\$38,660,300	\$38,942,800	\$39,828,900	\$1,168,600	3.0%
Recoveries	—	—	—	—	—	
Total Public Safety Communications	\$39,011,353	\$38,660,300	\$38,942,800	\$39,828,900	\$1,168,600	3.0%
Office of Emergency Management						
Compensation	\$762,526	\$824,100	\$927,800	\$1,274,900	\$450,800	54.7%
Fringe Benefits	203,926	284,700	249,000	418,100	133,400	46.9%
Operating	43,034	39,900	40,600	39,300	(600)	-1.5%
Capital Outlay	—	—	—	—	—	
SubTotal	\$1,009,486	\$1,148,700	\$1,217,400	\$1,732,300	\$583,600	50.8%
Recoveries	—	—	—	—	—	
Total Office of Emergency Management	\$1,009,486	\$1,148,700	\$1,217,400	\$1,732,300	\$583,600	50.8%
Code Compliance Division						
Compensation	\$—	\$—	\$—	\$6,722,600	\$6,722,600	
Fringe Benefits	—	—	—	2,381,100	2,381,100	
Operating	—	—	—	3,371,800	3,371,800	
Capital Outlay	—	—	—	—	—	
SubTotal	\$—	\$—	\$—	\$12,475,500	\$12,475,500	
Recoveries	—	—	—	—	—	
Total Code Compliance Division	\$—	\$—	\$—	\$12,475,500	\$12,475,500	
Total	\$43,694,258	\$44,073,200	\$44,317,700	\$58,290,700	\$14,217,500	32.3%

DIVISION OVERVIEW

Administration

The Administration Division is responsible for the overall management, coordination, and direction of the Office of Homeland Security.

- An increase in telephone, utilities, and office building/rental to align with anticipated costs.

Fiscal Summary

In FY 2027, division expenditures decrease -\$10,200 or -0.2% under the FY 2026 budget. The primary budget changes include:

- A decrease in personnel costs due to increase in salary lapse as well as the addition of a deputy director position that is currently unfunded.
- A decrease in fringe benefit costs to align with compensation adjustments.

	FY 2026 Budget	FY 2027 Proposed	Change FY26-FY27	
			Amount (\$)	Percent (%)
Total Budget	\$4,264,200	\$4,254,000	\$(10,200)	-0.2%
STAFFING				
Full Time - Civilian	14	15	1	7.1%
Full Time - Sworn	0	0	0	0.0%
Subtotal - FT	14	15	1	7.1%
Part Time	0	0	0	0.0%
Limited Term	0	0	0	0.0%

Public Safety Communications

The Public Safety Communications Division is primarily responsible for the 9-1-1 center and the support of certain public safety technology. The 9-1-1 center provides emergency call services to citizens and dispatch services to the appropriate public safety agencies.

The division also supports certain public safety technology systems including radio communications equipment, in-car cameras, the mobile data computer information system (MDCIS) maintenance, and consolidates storage of body worn camera footage.

Fiscal Summary

In FY 2027, the division expenditures increase \$1,168,600 or 3.0% over the FY 2026 budget. Staffing resources remain unchanged from the FY 2026 approved budget. The primary budget changes include:

- An increase in compensation due to the annualization of FY 2026 and planned FY 2027 salary adjustments.

- An increase in fringe benefit costs to align with compensation adjustments.
- A net decrease in telephone, travel, contracts, general office supplies, vehicle equipment repair/maintenance, and equipment lease to align with anticipated costs.

	FY 2026 Budget	FY 2027 Proposed	Change FY26-FY27	
			Amount (\$)	Percent (%)
Total Budget	\$38,660,300	\$39,828,900	\$1,168,600	3.0%
STAFFING				
Full Time - Civilian	198	198	0	0.0%
Full Time - Sworn	0	0	0	0.0%
Subtotal - FT	198	198	0	0.0%
Part Time	1	1	0	0.0%
Limited Term	0	0	0	0.0%

Office of Emergency Management

The Office of Emergency Management is responsible for the County’s emergency and disaster preparation and coordination of public safety agencies.

Fiscal Summary

In FY 2027, the division expenditures increase \$583,600 or 50.8% over the FY 2026 budget. Staffing resources increase by four positions over the FY 2026 budget to reflect a transfer from grant funds and added deputy director position. The primary budget changes include:

- An increase in compensation due to the annualization of FY 2026 and planned FY 2027 salary adjustments , transfer of three limited-term grant-funded positions to the general fund, and added deputy director position.

- An increase in fringe benefit costs due to compensation adjustments.
- A decrease in travel to align with anticipated costs.

	FY 2026 Budget	FY 2027 Proposed	Change FY26-FY27	
			Amount (\$)	Percent (%)
Total Budget	\$1,148,700	\$1,732,300	\$583,600	50.8%
STAFFING				
Full Time - Civilian	7	11	4	57.1%
Full Time - Sworn	0	0	0	0.0%
Subtotal - FT	7	11	4	57.1%
Part Time	0	0	0	0.0%
Limited Term	0	0	0	0.0%

Code Compliance Division

The Division of Code Compliance (formerly called Enforcement) transfers from the DPIE in FY 2027. It contains several sections that include Administrative Support; Residential Property Standards, and Zoning; and Commercial Property Standards.

This division enforces the zoning ordinance, use and occupancy permits, anti-litter and weed ordinances, and the Property Maintenance Ordinance and Housing Code. It also educates residents and homeowner/civic associations about the County’s community initiatives. This division’s focus is on sustaining the existing structures in Prince George’s County.

The Administrative Section consists of administrative aides, general clerks, and public service aides who perform administrative functions.

The Residential Property Standards Section includes the Multi-Family Unit and Single-Family Unit. The function of this section is to enforce the minimum standards of the Prince George’s County Housing Code. The Multi-Family Unit focuses on multi-family and common ownership housing properties. This unit responds to interior and exterior apartment complex and condominium

complaints and conducts surveys of these properties. In addition, violation notices are issued to property owners for any deficiencies noted. The Single-Family Unit focuses on single-family homes.

The Zoning and Commercial Property Standards Section focuses on commercial property, responding to commercial complaints, and conducting surveys. In addition, violation notices will be issued to property owners for any deficiencies noted by the inspection staff.

The purpose is to enforce the minimum standards of the Prince George’s County Code.

	FY 2026 Budget	FY 2027 Proposed	Change FY26-FY27	
			Amount (\$)	Percent (%)
Total Budget	\$-	\$12,475,600	\$12,475,600	100.0%
STAFFING				
Full Time - Civilian	0	86	86	100.0%
Full Time - Sworn	0	0	0	0.0%
Subtotal - FT	0	86	86	100.0%
Part Time	0	0	0	0.0%
Limited Term	0	0	0	0.0%

GRANT FUNDS SUMMARY

Expenditures by Category - Grant Funds

Category	FY 2025 Actual	FY 2026 Budget	FY 2026 Estimate	FY 2027 Proposed	Change FY26-FY27	
					Amount (\$)	Percent (%)
Compensation	\$574,950	\$911,700	\$613,600	\$625,100	\$(286,600)	-31.4%
Fringe Benefits	63,965	142,100	50,300	97,400	(44,700)	-31.5%
Operating	1,031,211	1,874,600	3,450,700	2,315,500	440,900	23.5%
Capital Outlay	—	—	—	—	—	
SubTotal	\$1,670,126	\$2,928,400	\$4,114,600	\$3,038,000	\$109,600	3.7%
Recoveries	—	—	—	—	—	
Total	\$1,670,126	\$2,928,400	\$4,114,600	\$3,038,000	\$109,600	3.7%

The FY 2027 proposed grant budget for the Office of Homeland Security is \$3,038,000, an increase of \$109,600 or 3.7% above the FY 2026 approved budget. This increase is primarily due to the enhancement of the existing UASI - Building Resilient Infrastructure and Communities award.

Staff Summary by Division - Grant Funds

Staff Summary by Division & Grant Program	FY 2026			FY 2027		
	FT	PT	LTGF	FT	PT	LTGF
Administration						
State Homeland Security	—	—	2	—	—	1
Total Administration	—	—	2	—	—	1
Office of Emergency Management						
UASI - Regional Preparedness Program	—	—	7	—	—	5
UASI - Volunteer and Citizen Corp	—	—	1	—	—	1
Total Office of Emergency Management	—	—	8	—	—	6
Total	—	—	10	—	—	7

In FY 2027, funding is provided for seven limited term grant funded (LTGF) positions. Due to anticipated reductions in grants received from the federal government, the department intends to support seven LTGF positions, a decrease from 10 positions in FY 2026. The three LTGF positions were converted to full-time positions in the General Fund in FY 2026.

Grant Funds by Division

Grant Name	FY 2025 Actual	FY 2026 Budget	FY 2026 Estimate	FY 2027 Proposed	Change FY26-FY27	
					Amount (\$)	Percent (%)
Administration						
State Homeland Security (SHSGP)	\$340,420	\$492,400	\$548,200	\$359,600	\$(132,800)	-27.0%
Total Administration	\$340,420	\$492,400	\$548,200	\$359,600	\$(132,800)	-27.0%
Office of Emergency Management						
Byrne Grant	\$12,750	\$—	\$—	\$—	\$—	
Emergency Management Performance Grant (EMPG)	352,072	282,400	282,300	284,200	1,800	0.6%
Emergency Operation Center Enhancement Grant	—	—	593,200	—	—	
Ft. Washington Flood Mitigation	—	—	1,123,600	—	—	
JAG Local	33,213	—	—	—	—	
UASI- Building Resilient Infrastructure and Communities (BRIC)	132	1,123,500	81,000	1,844,100	720,600	64.1%
UASI- Hazardous Weather	—	—	158,000	—	—	
UASI- Regional Preparedness	672,139	630,100	775,000	310,100	(320,000)	-50.8%
UASI- Response and Recovery Planning	99,000	100,000	100,000	60,000	(40,000)	-40.0%
UASI- Response and Recovery Training	22,896	100,000	100,000	60,000	(40,000)	-40.0%
UASI -Volunteer and Donations Management	137,504	200,000	219,500	120,000	(80,000)	-40.0%
Total Office of Emergency Management	\$1,329,706	\$2,436,000	\$3,432,600	\$2,678,400	\$242,400	10.0%
Subtotal	\$1,670,126	\$2,928,400	\$3,980,800	\$3,038,000	\$109,600	3.7%
Total Transfer from General Fund - (County Contribution/Cash Match)			133,800		—	
Total	\$1,670,126	\$2,928,400	\$4,114,600	\$3,038,000	\$109,600	3.7%

Grant Descriptions

STATE HOMELAND SECURITY GRANT (MEMA) -- \$359,600

The Maryland Emergency Management Agency provides funding to enhance the County's ability to prevent, deter, respond to and recover from threats and incidents of terrorism.

EMERGENCY MANAGEMENT PERFORMANCE GRANT (EMPG) -- \$284,200

The Maryland Emergency Management Agency provides funding to develop and enhance local emergency management capacity.

URBAN AREAS SECURITY INITIATIVE (UASI) BUILDING RESILIENT INFRASTRUCTURE AND COMMUNITIES -- \$1,844,100

The U.S Department of Homeland Security provides funding for hazard mitigation planning and projects to reduce risk of damage before a disaster.

URBAN AREAS SECURITY INITIATIVE (UASI) REGIONAL EMERGENCY PREPAREDNESS -- \$310,100

The U.S Department of Homeland Security provides funding for all phases of preparedness support in the region.

URBAN AREAS SECURITY INITIATIVE (UASI) RESPONSE AND RECOVERY PLANNING -- \$60,000

The U.S Department of Homeland Security provides funding to plan for jurisdictional and regional recovery efforts.

URBAN AREAS SECURITY INITIATIVE (UASI) RESPONSE AND RECOVERY TRAINING -- \$60,000

The U.S Department of Homeland Security provides funding for all phases of emergency preparedness training.

URBAN AREAS SECURITY INITIATIVE (UASI) VOLUNTEER AND DONATIONS MANAGEMENT -- \$120,000

The U.S Department of Homeland Security provides funding to educate, train and prepare citizens and communities for real world disasters.

SERVICE DELIVERY PLAN AND PERFORMANCE

Goal 1 — To provide 9-1-1 call processing within established State goals and to provide timely, effective, and efficient public safety dispatch services to ensure the safety of citizens and public safety first responders.

Objective 1.1 — Maintain 97% percent of Fire/EMS calls for service dispatched within two minutes.

FY 2031 Target	FY 2024 Actual	FY 2025 Actual	FY 2026 Estimated	FY 2027 Projected	Trend
100%	97%	97%	97%	100%	↔

Trend and Analysis

The Prince George's County Office of Homeland Security Public Safety Communications' 9-1-1 Center processes more than 1.5 million 9-1-1 requests for service and dispatched more than 1.1 million emergency calls for service last calendar year. The organization is required by State law to answer 9-1-1 calls within a daily average of ten seconds or less. Additionally, coordinated efforts are in place to have 97% of public safety priority emergency calls dispatched within two minutes. The data in Objective 1.1 reflects the organization's commitment to work diligently to meet these goals and to ensure the safety of Prince George's County's public safety personnel, residents, and visitors. Year-over-year volume of 9-1-1 calls answered has decreased largely as a result of reducing the vacancy rate for the call center. As staffing levels increase, the number of abandoned calls drops, resulting in a decrease in repeat calls for the same incident. This phenomenon has the effect of lowering calls answered overall.

Performance Measures

Measure Name	FY 2023 Actual	FY 2024 Actual	FY 2025 Actual	FY 2026 Estimated	FY 2027 Projected
Resources (Input)					
9-1-1 call taker staff	53	62	65	70	70
Police and sheriff dispatch staff	45	48	47	65	65
Fire and medical dispatch staff	19	18	17	26	26
Workload, Demand and Production (Output)					
9-1-1 calls answered	1,680,826	1,573,299	1,468,628	1,395,197	1,325,437
Police and sheriff units dispatched	941,929	871,038	833,908	910,000	991,900
Fire and medical units dispatched	181,673	185,910	186,937	195,321	212,900
Efficiency					
Monthly 9-1-1 calls answered per call taker	2,693	2,149	1,878	1,887	2,057
Monthly dispatches of police and sheriff units per staff	2,073	1,544	1,484	117	1,272
Monthly dispatches of fire and medical units per staff	789	861	903	626	682
Impact (Outcome)					
9-1-1 calls with an emergency responder dispatched within two minutes	97%	97%	97%	97%	100%
9-1-1 calls answered in 10 seconds	75%	76%	82%	85%	100%

Objective 1.2 — Reduce the daily average 9-1-1 call answer time to 10 seconds or less.

FY 2031 Target	FY 2024 Actual	FY 2025 Actual	FY 2026 Estimated	FY 2027 Projected	Trend
100%	76%	82%	85%	100%	↑

Trend and Analysis

The professional personnel within the 9-1-1 center are the first point of contact for residents seeking emergency assistance. The agency understands that providing technology, staffing, and expertise to answer 9-1-1 calls within the State requirement of ten seconds or less is critical to overall public safety. The data in Objective 1.2 reflects this commitment to excellence. Overall improvements in calls answered within ten seconds is attributable not only to reductions in the vacancy rate for the call center, but also to a substantial increase in overtime usage.

Performance Measures

Refer to Table 1.1 above.

Goal 2 — To build a prepared and ready Prince George's County through preparedness activities (emergency planning, training, drills, exercises, community outreach) that involve County employees, businesses, residents, and all who work and play in Prince George's County.

Objective 2.1 — Increase the number of preparedness activities(emergency planning) conducted by OEM through creation, update, and approval of at least five plans each year.

FY 2031 Target	FY 2024 Actual	FY 2025 Actual	FY 2026 Estimated	FY 2027 Projected	Trend
60	N/A	N/A	N/A	40	N/A

Trend and Analysis

The agency provides a comprehensive and integrated emergency management program that coordinates government and community resources to protect lives, property, and the environment through mitigation, preparedness, response, and recovery from all hazards that may impact the County. To accomplish this, the agency provides thorough emergency planning through Countywide Continuity of Operations Plan (COOP) oversight, develops, reviews, and updates County emergency response plans, and coordinates with local and municipal governments to provide seamless reciprocal support throughout the region. In FY 2027, the agency plans to continue COOP administration, conduct combined tabletop exercises to test the plans, provide additional training to educate partners further, update emergency response plans, and complete the Continuity of Government plan to ensure County agencies have opportunities for collaborative, seamless operational readiness.

Note: This objective is new for fiscal year 2027. Data will be published once a full fiscal year of actuals has been gathered.

Objective 2.2 — Increase the number of preparedness activities(training and exercises) conducted by OEM to at least 15 training opportunities each year and three exercises each year.

FY 2031 Target	FY 2024 Actual	FY 2025 Actual	FY 2026 Estimated	FY 2027 Projected	Trend
18	N/A	N/A	N/A	18	N/A

Trend and Analysis

The agency provides a comprehensive and integrated emergency management program that coordinates government and community resources to protect lives, property, and the environment through mitigation, preparedness, response, and recovery from all hazards that may impact the County. To accomplish this, the agency provides a thorough training and exercise program to increase agency and employee preparedness, coordination, and synchronization for an effective response when disaster strikes. The threats of terrorism, active assailants, and cybersecurity attacks pose many challenges for local governments. Terrorism can impact essential government services and economic functions. To further preparedness for FY 2027, the comprehensive online employee emergency preparedness training course will continue as a required self-paced offering, continue CPR/First Aid certification courses, Stop-the-Bleed sessions, Incident Command, WebEOC, conduct numerous exercises to apply the knowledge, and host partner technical training sessions to increase coordination and preparedness.

Note: This objective is new for fiscal year 2027. Data will be published once a full fiscal year of actuals has been gathered.

Objective 2.3 — Increase preparedness and community readiness through increasing OEM community engagement and outreach (booth events, presentations, community trainings, digital content) by at least 70 events each year.

FY 2031 Target	FY 2024 Actual	FY 2025 Actual	FY 2026 Estimated	FY 2027 Projected	Trend
360	N/A	N/A	N/A	90	N/A

Trend and Analysis

The agency will conduct community engagement activities, trainings, preparedness presentations, and attend community events to provide preparedness resources and build whole-community resilience. In FY 2027, the agency plans to increase community participation and outreach opportunities by continuing to use strategic social media management to disseminate Countywide preparedness information and promote digital interaction with residents. Trainings will continue in CPR/First Aid certification, Community Emergency Response Team (CERT) training and program administration, business continuity webinars, and analyzing the data from the Public Preparedness surveys to develop a range of community education materials.

Note: This objective is new for fiscal year 2027. Data will be published once a full fiscal year of actuals has been gathered.

Goal 3 — To build a prepared and ready Prince George's County through response activities (Coordination, Alert/Warning, and EOC Activities) that involve multiple stakeholders and partners.

Objective 3.1 — Maintain a 100% responses rate through the Citizen Services Unit (CSU) and on-call coordination responsibilities as well as assisting to connect residents impacted by emergencies and disasters to community resources.

FY 2031 Target	FY 2024 Actual	FY 2025 Actual	FY 2026 Estimated	FY 2027 Projected	Trend
250	N/A	N/A	N/A	591	N/A

Trend and Analysis

The agency's Citizen Support Unit (CSU) program consists of OHS team members who provide their time and talent to support coordinated emergency response efforts, as requested by the County Fire/Emergency Medical Services or on-scene personnel, in support of Countywide residential displacements. The coordinated response may include services from, but are not limited to, several partners: the American Red Cross; Department of Social Services; Department of Family Services; Department of Permitting, Inspections, and Enforcement; Department of Public Works, and Transportation; Health Department; other County services; non-governmental organizations; property managers; and property owners. The team maintains a 100% response rate, connecting residents impacted by emergencies and disasters to community resources that reside in single- and family-structure homes. In FY 2027, CSU will continue its response efforts to provide this critical service to the community and will foster opportunities for qualified volunteers to join the unit.

Note: This objective is new for fiscal year 2027. Data will be published once a full fiscal year of actuals has been gathered.

Objective 3.2 — Conduct, maintain, train, and test ALERT Prince George's and other emergency alert technology systems to ensure notification distribution during emergencies and disasters through targeting 200,000 subscribers.

FY 2031 Target	FY 2024 Actual	FY 2025 Actual	FY 2026 Estimated	FY 2027 Projected	Trend
291,752	N/A	N/A	N/A	283,752	N/A

Trend and Analysis

ALERT Prince George's is the County's emergency notification system that provides registered users with critical, timely information on government closings, public safety incidents, and severe weather conditions. The agency ensures timely and adequate public warnings of potential or imminent disaster events and provides disaster-related safety information to the public and the media. In FY 2027, the team will maintain platform administration and implement Countywide campaigns to encourage community members to sign up to be prepared, get connected, and stay informed.

Note: This objective is new for fiscal year 2027. Data will be published once a full fiscal year of actuals has been gathered.

Objective 3.3 — Monitor local threats and hazards through situational awareness, Emergency Operation Center (EOC) operations, and other required activities through at least 50 hours of monitoring.

FY 2031 Target	FY 2024 Actual	FY 2025 Actual	FY 2026 Estimated	FY 2027 Projected	Trend
350	N/A	N/A	N/A	300	N/A

Trend and Analysis

The agency staffs and operates the County Emergency Operations Center (EOC), the County's coordination center during serious incidents and severe weather. The Division's Response and Recovery focus area enhances the County's readiness toward EOC preparation, activation, and recovery operations. EOC operations also entail training agency and partner representatives on their roles and responsibilities during EOC activations to enhance agency coordination and support services. The EOC has functional areas for planning, public information, communications, mapping/geographic information, meetings/training, and document production/supply, with the capacity for broadcast media, emergency

radio, social media, and mass notification administration. In FY 2027, the team will maintain operational readiness and situational awareness for hazards, threats, and regionwide incidents that may impact the County.

Note: This objective is new for fiscal year 2027. Data will be published once a full fiscal year of actuals has been gathered.

Goal 4 — To build a prepared and ready Prince George's County through recovery activities that ensure successful recovery operations in the event of a disaster.

Objective 4.1 — Conduct response planning, training, stakeholder engagement and fiscal agreements to ensure short and long term recovery is possible through the completion of at least 10 recovery-related activities.

FY 2031 Target	FY 2024 Actual	FY 2025 Actual	FY 2026 Estimated	FY 2027 Projected	Trend
0	N/A	N/A	N/A	40	N/A

Trend and Analysis

The agency provides a comprehensive emergency management program, with a mission to create resilient communities through preparedness, response, mitigation, and recovery. Recovery initiatives are often the least well-supported in the field of emergency management; however, the agency plans to develop and strengthen recovery initiatives with County agencies and stakeholders to mitigate and recover systematically from disasters and to protect County residents, businesses, and visitors. In FY 2027, the agency will develop and conduct training on recovery initiatives and develop, review, and update plans that aim to reduce risk and recover efficiently and effectively.

Note: This objective is new for fiscal year 2027. Data will be published once a full fiscal year of actuals has been gathered.

Goal 5 — Conduct numerous mitigation activities through mitigation assessment, planning, and program management to reduce or eliminate future disasters and their impacts from occurring in the County.

Objective 5.1 — Reduce the impacts of future disasters through increasing disaster mitigation planning, training, and project management.

FY 2031 Target	FY 2024 Actual	FY 2025 Actual	FY 2026 Estimated	FY 2027 Projected	Trend
50	N/A	N/A	N/A	50	N/A

Trend and Analysis

The agency provides a comprehensive emergency management program, with a mission to create resilient communities through preparedness, response, mitigation, and recovery. Through the Division's Mitigation and Resilience focus area, the County hazard mitigation program requires thorough administration of mitigation projects, coordination of municipal hazard mitigation projects, and advancing innovative strategies that promote community equity, sustainability, and climate resilience. In FY 2027, the agency will develop and conduct training on hazard mitigation initiatives, as well as develop, review, and update mitigation plans with partner agencies, municipalities, local jurisdictions, and businesses that aim to reduce risk, and recover efficiently and effectively.

Note: This objective is new for fiscal year 2027. Data will be published once a full fiscal year of actuals has been gathered.

