

# WHAT IF NO ONE SHOWED WHEN YOU CALLED 9-1-1?

## INSIDE THIS ISSUE

Telecommunicator Proclamation	Pg. 2
Construction Update	Pg. 4
Fire Marshal Stats	Pg. 5
Tech Tip	Pg. 8



NEWSLETTER APRIL 2017

# The Responder

An informational source for the Emergency Responders of Chester County

**Fire and Emergency Medical Services (EMS) are services we seldom think about until we need them. But when we do need them, we need them immediately.**

What if you made a call to 9-1-1 and no one was available to respond? This scenario might be a little extreme, but the rapid decline in Fire and EMS volunteers is a reality. Fire and EMS services have relied on volunteers since the days of Ben Franklin and that tradition continues. In Chester County, the majority of people providing Fire and EMS services are volunteers – our neighbors and friends who – often for generations – have been on call beyond their “day jobs” to keep us all safe and healthy.

In order to frame the issue of declining volunteerism in the Fire and EMS community, consider this: In 1976, the number of Fire and EMS volunteers in Pennsylvania was 300,000. That number is now just 50,000.

### So, what is causing this decline?

There are a number of factors contributing to the decline of volunteer emergency responders in Pennsylvania.

- Individuals have become much busier since 1976 with work and family obligations, so the number of people who can find time to volunteer has decreased.
- Advances in technology and hazards have created a need for increased training demands. A basic firefighting or emergency medical technician course used to be 40 to 80 hours – now both are more than 150 hours in order to become certified.
- Funding has become a big issue. Our volunteers must respond to emergencies, train on a weekly basis, administer the organization, work and earn a living, care for their family, and then raise the funds necessary to purchase vehicles, protective gear, tools, equipment, and maintenance of their building and vehicles.
- Declining reimbursement from insurance companies for EMS calls, combined with patients not forwarding insurance payments to EMS agencies, have also contributed to decreases in funding for Fire and EMS organizations.

### So what can be done?



*Declining Volunteerism continued on page 2...*

# National Telecommunicator Week

On Tuesday, April 4<sup>th</sup>, the Chester County Board of Commissioners proclaimed the week of April 9 – 15, 2017 as National Telecommunicator Week.

Introduced by Congress in 1991 by APCO International, this week honors the men and women who serve as Call Takers and Dispatchers in 9-1-1 Centers throughout the nation.

Accepting the proclamation on behalf of the Telecommunicators of Chester County, Ken Hurley, thanked the Commissioners for their continued support.



**Pictured above: Commissioner Farrell, John Haynes, Deputy Director of 9-1-1 Operations, Commissioner Kichline, Brad Reinert, Assistant Deputy Director of 9-1-1 Operations, Ken Hurley, Telecommunicator, Commissioner Cozzone**

## *Declining volunteerism continued...*

There are a number of different organizations trying to tackle this issue. There is legislation being considered to help encourage people to volunteer – everything from reducing costs for fire departments to providing tax breaks for those who volunteer. Chester County is helping by bringing emergency responders and municipal officials together to discuss the issues. Emergency responders are looking for ways to deliver services more efficiently through sharing resources, ways to better recruit, and ways to offer incentives to keep people volunteering.

### **But we're also turning to you as a critical partner to help with this issue.**

When the fire company fund drive comes around, consider increasing your donation. If you've never donated or subscribed, consider doing both. The reality is, very little of your tax dollars go to support the volunteer Fire and EMS agencies. These agencies rely on your donations. If you use an EMS service and your insurance company reimburses you, then forward that payment to the EMS agency.

If you have a specialized skill – accounting, business experience or are just handy around the house, consider volunteering some time. Our Fire and EMS companies need more than just firefighters or emergency medical personnel – they need to operate their organizations and can use the help to ease the time burden.

To locate information on your local Fire or EMS company visit [www.helpfightfire.com](http://www.helpfightfire.com).



The decline in Fire and EMS volunteers is a very serious issue that will affect all of us. You may not truly understand it now, but just imagine calling 9-1-1 and being told that resources are limited, so it may be a while before someone gets to you... In Pennsylvania, Fire and EMS volunteers produce an estimated \$6 billion per year in tax savings for state and local governments. If the volunteers disappear, Fire and EMS services will need to be provided with paid personnel which would require significant tax increases.

### **Please consider lending a hand today.**

*Want to post this in an upcoming newsletter or on your website?  
Please email [eoc-pio@chesco.org](mailto:eoc-pio@chesco.org) for a copy.*

# FROM THE DIRECTOR...

## Project Updates & Monthly Stats



Bobby Kagel

### Computer-Aided-Dispatch System (CADS):

- Intergraph continues to work on open Service Requests which have, contractually, prevented them from advancing through the 30-day reliability test. The system remains stable. An estimate of effort is being developed by Intergraph for additional changes that have been requested in MPS, but not yet completed.

### Voice Radio Project:

- We continue working with AT&T to resolve a tower space issue before moving forward with the Wayne enhancement site. West Chester Borough Police have indicated they would like us to proceed with the Borough enhancement so they can join the system.
- A software patch is being applied to the radio system which is designed to correct the Status Messaging denials.

### Training Facility:

- Last month we hosted 2,283 people at 157 events in the Academic Building.
- There were a total of 64 training sessions in the Tactical Village.



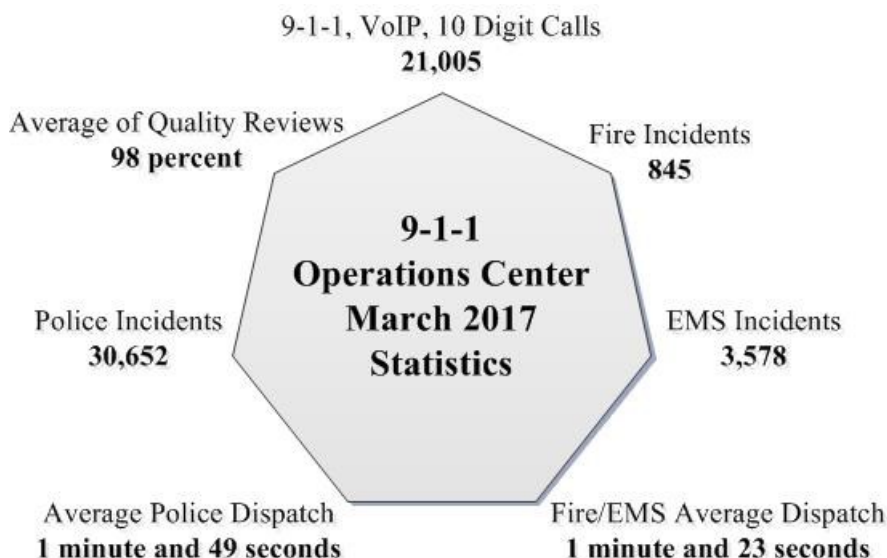
---

**COME TRAIN WITH US**

---

HAVE YOU SCHEDULED A TRAINING AT THE CHESTER COUNTY PUBLIC SAFETY TRAINING CAMPUS?

For details, call John Gillespie, Public Safety Training Campus Coordinator at: 610-344-4241



# CONSTRUCTION UPDATE



## Chester County Law Enforcement Firing Range

- All wall panels have been set.
- Work continues on the interior block walls.
- Steel and roof erection is slated to begin mid-April.
- Curbing and sidewalk work continues on the expanded parking lot with completion expected by the end of April.



CHESTER COUNTY  
DEPARTMENT OF EMERGENCY SERVICES



Michelle Kichline | Kathi Cozzone | Terence Farrell  
Chester County Board of Commissioners  
Robert J. Kagel, Director

WONDERING WHAT WE  
WERE UP TO IN 2016?

Check out the Chester County  
Department of Emergency Services  
2016 Annual Report on our website:

[www.chesco.org/des](http://www.chesco.org/des)



# CHESTER COUNTY FIRE MARSHAL

**MARCH 2017**

**16**

**4**

**18**

**1**

**0**

Have you checked your batteries in all smoke alarms?

NOTIFICATIONS  
YTD 39

UNDETERMINED  
YTD 12

UNINTENTIONAL  
YTD 34

INTENTIONAL  
YTD 3

NATURAL  
YTD 1

**ASSEMBLY**

3 Fires

\$2,500 Loss

**EDUCATIONAL**

1 Fire

\$0 Loss

**INSTITUTIONAL**

2 Fires

\$0 Loss

**RESIDENTIAL**

22 Fires

\$723,600 Loss

**BUSINESS**

0 Fires

\$0 Loss

YTD: 6 Fires

\$2,500 Loss

YTD: 1 Fire

\$0 Loss

YTD: 3 Fires

\$0 Loss

YTD: 50 Fires

\$3,032,000 Loss

YTD: 5 Fires

\$1,500,000 Loss

**INDUSTRIAL**

3 Fire

\$2,500 Loss

**MANUFACTURING**

0 Fires

\$0 Loss

**STORAGE**

2 Fires

\$436,500 Loss

**OUTSIDE**

5 Fires

\$24,500 Loss

**OTHER**

1 Fire

\$0 Loss

YTD: 4 Fires

\$2,500 Loss

YTD: 0 Fire

\$0 Loss

YTD: 7 Fires

\$602,500 Loss

YTD: 12 Fires

\$24,700 Loss

YTD: 1 Fire

\$0 Loss

RESPONDER

INJURIES

**2**

YTD 4

RESPONDER

DEATHS

**0**

YTD 0

CIVILIAN

INJURIES

**4**

YTD 19

CIVILIAN

DEATHS

**1**

YTD 1

**1**

**1**

**1**

**12**

**14**

ACTIVE ARSON  
CASES

YTD 4

FIRE  
INSPECTIONS

YTD 19

YOUTHFUL FIRE  
SETTERS PROGRAMS

YTD 1

REPORTS SENT  
TO ASSESSMENT

YTD 15

FOLLOW-UP WITH  
INSURANCE COMPANIES  
& INVESTIGATORS

YTD 31

# Floods



Flooding happens during heavy rains, when rivers overflow, when ocean waves come onshore, when snow melts too fast, or when dams or levees break. This is the most common natural-weather event. Flooding may be only a few inches of water, or it may cover a house to the rooftop. Floods that happen very quickly are called flash floods.

*Am I at risk?*

Floods can occur in every single U.S. state. Some floods develop slowly, and some can build in just a few minutes. People who live in low-lying areas – near water or behind a levee or dam – are at even greater risk.

**Did you know?**

Flooding can change familiar places, like walkways, roads and fields. Avoid walking through water. It might be deeper than you think!



**FACT CHECK**

1. Which of the following does NOT cause a flood?
  - a. Tropical storms and hurricanes
  - b. Spring thaw and melting snow
  - c. New construction
  - d. None – they can all cause floods
2. **True or False?** 1 foot of water is enough to make most cars float.
3. **True or False?** 6 inches of moving water can sweep you off your feet.

(3) True. Stay away from moving water!

(2) True!

(1) D.




**ANSWERS**



For more facts and info on floods visit  
<http://www.ready.gov/kids/know-the-facts/floods>  
<http://emergency.cdc.gov/disasters/floods/>



**Flood Watch** means  
be prepared:  
Flooding is possible

-  Check for forecast updates
-  Prepare to move to higher ground
-  Stay weather ready

[weather.gov/flood](https://weather.gov/flood) 

# KNOW THE DIFFERENCE



**Flood Warning** means  
take action!  
Flooding is expected





-  Move to higher ground immediately
-  Use extra caution if driving
-  Check forecast updates
-  Stay weather ready

Photo credit: USGS

[weather.gov/flood](https://weather.gov/flood) 

# TECH

## FOR FIRE MPS USERS

### Did you know?

When going **enroute**, this dialog presents and allows the responding unit to note its staffing. The dialog automatically closes in 5 seconds if no staffing level is chosen.

Questions regarding this or the new CAD System?

Contact

**Justin McClure,**  
CAD Systems Administrator

Phone: 610-344-5070

Email: [jmclclure@chesco.org](mailto:jmclclure@chesco.org)



# MPS TRAINING OPPORTUNITY

## NEXT TRAINING:

Tuesday, April 25 at 1800 at the GSC.

- ◆ This training includes MPS and the initial CLEAN certification for new police officers.

.....

**Regular classes on the  
2nd and 4th Tuesdays of  
each month at 0900 at the GSC.**

For more information, visit: <http://destraining.chesco.org/>

Government Service Center  
601 Westtown Road | Suite 012,  
West Chester, PA 19380

Public Safety Training Campus  
137 Modena Road,  
Coatesville, PA 19320

NEWSLETTER APRIL 2017

# The Responder

*The Mission of the Department of Emergency Services is to promote and assist in providing safety and security to Chester County citizens so they can work, live and grow in a healthy and safe community.*



Questions, Comments, Concerns?  
Contact us at : [eoc-pio@chesco.org](mailto:eoc-pio@chesco.org)

[www.facebook.com/CCDES/](http://www.facebook.com/CCDES/)

<https://twitter.com/ccdes>

<http://www.readychesco.org/>