



The Responder

An informational resource for the responders of Chester County.

A NEW TRAINING SITE

The Department of Emergency Services' training website will be moving platforms June 3, 2019. The address will still remain destraining.chesco.org. You, as the end user will really only see a cosmetic change to the website. Internally the new platform will allow for class records, student transcripts, billing and certificate printing to all be managed in one secure database. This is one of the main reasons for the transition.

With the new format, all users will be required to create a new user profile. This process should take no more than five minutes. In the current platform, which is no longer supported, there are over 25,000 users and many of them are duplicates. The new system has checks in place to make sure that duplicate user profiles cannot be created.



In addition, the new program will allow each agency to designate an Agency Representative. The Agency Rep can be anyone in your department; your training officer or department secretary. The Agency Rep will be allowed to register individuals as well as bulk register multiple members of your department for classes. Individual students will still be able to register themselves.

Verified Responder

Verified Responder is a web-based app made by the same company that produces PulsePoint. Verified Responder is an invitation only program in which emergency responders certified in CPR can voluntarily participate to receive alerts from the app of a sudden cardiac arrest (SCA). Whereas, PulsePoint notifies subscribers of an SCA within a quarter-mile radius of their phone and occurring at public address, Verified Responder will notify an emergency responder of SCAs occurring at both public and private

addresses. The app provides an added capability of customizing the response radius to an area smaller than one-quarter mile. A responder must be affiliated with a participating agency and their credentials pre-verified before receiving alerts. It is expected that Verified Response will be available in June 2019.



Field Services is now EMS!

The Department of Emergency Services' division formerly known as Field Services has transitioned to the Emergency Medical Services (EMS) Division. The new title more accurately reflects the role of the Division.

Locution Systems

Locution Systems Prime Alert Voice is a product designed specifically for Fire and EMS station alerting; providing a customized, pre-recorded audio database with a 99.9% understandability. This technology will read text information from CAD, (i.e. CAD code, location, and apparatus) convert to audio and pair with appropriate tones and then automatically send the page. The end result will be faster paging alerts with consistent pronunciation and volume. Audio samples will be available for review by first responders before Locution goes live, which is expected in September 2019.

Western Chester County Chamber of Commerce recognized George “Beau” Crowding, Deputy Director for Fire Services for the Department of Emergency Services with the Youth Workforce Development Award in recognition for his vision and dedication in creating a workforce pipeline of first responders in Chester County.



At their recent banquet, the Berwyn Fire Company recognized the Department of Emergency Services with a Community Partner Award in grateful appreciation for support the mission of the Berwyn Fire Company in Tredyffrin and Easttown Townships. George “Beau” Crowding accepted the award on behalf of the Department.



April 2019 in Review From the Director, Michael P. Murphy Jr.

9-1-1 Operations

- Processed 22,343 telephone calls, about 744 per day.
- Processed 989 fire events, 3,649 EMS events, and 33,787 police events.
- 752 Automated Secure Alarm Protocol (ASAP) calls were sent from alarm companies directly to dispatch.

Quality Assurance

- Conducted 269 formal quality reviews for telephone, radio, and emergency medical dispatch. The combined weighted average of 97% remains well above the Department objective of 90%.

Public Information and Community Outreach

- Attended 31 events and contacted 5,575 people.

Emergency Management

- Co-hosted a pipeline planning meeting with PEMA for Chester and Delaware Counties, school districts, municipalities, and State agencies.
- The Animal Rescue Team assisted the Lionville Fire Company with a response for a horse in a swimming pool.

Emergency Medical Services

- Recertified 60 EMS providers, processed 63 continuing education endorsements, and added 29 new continuing education classes.

Fire Services

- Conducted 17 training courses with 174 graduates.
- The Fire Marshals conducted 27 investigations in cooperation with local fire officials. There were four civilian injuries and one emergency services injury.
- The Hazardous Materials Response team had one staff notification, one team response, and conducted three training sessions.

Law Enforcement Services

- Conducted 20 training courses with 609 graduates.

Critical Incident Management and Peer Support Team

- Conducted three training sessions for a total of 63 attendees.

Public Safety Training Campus

- Hosted 4,549 people during 312 events in the Academic Building, 58 events in the Tactical Village, and 41 events in the Law Enforcement Firing Range.



DES presents at Chester County FIRST Meeting

On April 9th, 2019 Chester County Department of Emergency Services had the privilege to present at the Chester County FIRST Meeting that was held at Lewis Environmental. The CC FIRST meetings provide the opportunity for business, local, and regional organizations to get together for networking, information sharing and coordinating plans to respond to an emergency or contingency event in Chester County. The organization requested a representative from our department to explain the inner workings of our 9-1-1 Communications system.



Assistant Supervisor Holly Drumeler explained what happens when a 9-1-1 call is received and how it is dispatched. She reviewed some helpful tips when calling 9-1-1 and did a great job explaining about what happens behind the scenes at DES. Emergency Management Deputy Director Bill Turner spoke about the additional communication systems that are in place including Smart911, Text-to-911 and ReadyChesCo. The Chester County FIRST members were genuinely interested, very attentive, and were full of questions.

DES and WCU form partnership for Criminal Justice Students

The Department of Emergency Services has formed a partnership with the West Chester University Criminal Justice Program to assist the students with fire arms training. Since the beginning of the partnership, two years ago, the students have assisted the Law Enforcement Division as role players in some of our training activities and have attended several of our LE training classes. Several of our Instructors worked with members of the University Criminal Justice

Society's Shooting Team to assist them in honing their shooting skills. Recently the team competed in the National Society's Regional Shooting Competition and came home with 12 national championship trophies in the following categories: academic, shooting and talent show. Overall the team had improved their scores from the regionals that were held last fall.

Firefighter Delegation from Argentina Visits



On Monday, April 15, Chester County Department of Emergency Services hosted 19 fire firefighters from Argentina at the Public Safety Training Campus. The group is currently planning on building an academy in Buenos Aires. The Argentinian group was in the United States attending the Fire Department Instructors Conference (FDIC) in Indianapolis and wanted to visit us again to show the tactical village to new members of the delegation. The training campus has had several agencies from all over the world visit our state of the art facility.

Act 235 Training



In December 2018, Chester County Department of Emergency Services received certification from the Pennsylvania State Police to teach “Act 235” curriculum at the Public Safety Training Campus.

The Lethal Weapons Training Act 235 provides certification to privately employed agents to carry a lethal weapon. A lethal weapon is defined as any firearm, device, instrument, material, or any other substance that is capable of bringing about great bodily harm or death.

The Lethal Weapons Training Act

incorporates education and training as part of being a certified agent. This is an intensive training program that includes a review of Constitutional Law as it pertains to Security Guards and Agents, as well as unarmed defensive tactics and the use of firearms. Prior to completion of the class, students must pass a written examination and shoot a qualifying score with a handgun.

The first class graduated on April 28, 2019 and all students passed all phases of training and will now be certified by the State Police.



Does ReadyChesCo Alert You?

Sign up for Chester County’s Notification System
www.ReadyChesCo.org

Four Years of Text-to-9-1-1

Text-to-9-1-1 was deployed over four years ago. Our system receives about 250 calls through the program a year. This valuable service that is currently only available in certain locations across the United States, making Chester County one of 39 counties out of 67 in PA to provide this valuable service.

The program was developed for our Deaf and Hard of Hearing public, but over the four year deployment of the service the majority of the calls received have included domestic violence, intruders in the home as well as an Uber driver who had a fight break out in his car.

Text-to-9-1-1 service provides equal access to emergency services for residents with hearing and speech disabilities. However, our clear message is "Call if you can, Text if you can't." Texting is not a replacement for calling 9-1-1; whenever possible, people should always call 9-1-1 instead of texting.

Call if you can,

9-1-1

Text if you can't.



Want DES to attend your next event?
Does your group want to tour the 9-1-1 Center?



To schedule - 610-344-5093 OR publiceducation@chesco.org

Employees receive their ENP certification

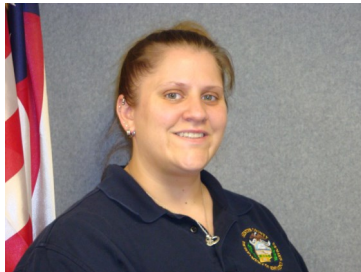
We have the honor in recognizing our 9-1-1 staff with completion of the Emergency Number Professionals (ENP) certification program.

Certification is a tool of a professional association to establish the benchmarks of performance that will signify a broad-based competence in the professional field. ENP's are leaders in 9-1-1. This certification program consisted of each candidate having completed and met the eligibility requirements for admission and successfully completing the exam.

This reinforces DES's commitment to the 9-1-1 profession by showing itself to be a leader in public safety and pledging to stay aware of current issues and developments in the field.



Mark Bynum



Stacy Catren



Evan Dominick



Holly Drumeler



Marcy Kissinger



Kevin Naylis



Joe Pennington



Ellen Pittman

National Public Safety Telecommunicator Week



At the April 16 meeting, the Chester County Board of Commissioners proclaimed the week of April 14-20, 2019 as National Public Safety Telecommunicator Week.

To show support and gratitude to our Telecommunicators, several agencies provided the Communications Center personnel with donations of food, gift cards, t-shirts and various other gift items.

- Thank you to:
- Chester County Fire Chiefs Association
- Chester County Police Chiefs Association
- Chester County Fire Police Association
- Chester County EMS Council, Inc.
- Belfor Property Restoration, Exton, PA
- Mission BBQ, KoP

Quality Division can provide data information to Municipalities

During 2019, we are looking to expand our data availability to municipalities. The Department of Emergency Services has a tremendous amount of data available in our CAD system. The Quality Division delivers reports to Law Enforcement, Fire and EMS services in the form of daily, monthly and quarterly reports. If you feel your municipality would benefit from receiving reports. Please feel free to contact Mike Groover, Assistant Director for Quality, to discuss what is available - mgroover@chesco.org

Chester County Department of Emergency Services
Chester County Emergency Services



Police/Fire/EMS Year to Date Stats

Month	Count	TOP Event SubType to Date	Count
JANUARY	1,285	POLICE - TRAFFIC STOP	541
FEBRUARY	1,081	POLICE - PATROL CHECK - OUTSIDE AREAS	435
MARCH	1,395	POLICE - PHONE ASSIGNMENT	356
APRIL	1,126	ALARM - POLICE	309
Year to Date Total:	4,820	POLICE - REPORT	282
		POLICE - TRAFFIC-GENERALHAZARDOUS (PD)	246
		POLICE - BUSINESS CHECK	245
		ACCIDENT - PROPERTY DAMAGE	185

INTERGRAPH

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WebEOC - New Incident Management Software

On May 1, Chester County transitioned from Knowledge Center to WebEOC. As a widely used incident management software, WebEOC's intuitive design improves Chester County's emergency preparedness by providing a straightforward user interface.

The choice to move to WebEOC aligned the county's incident management software with existing EOC operations, rather than using software that dictated our operations. The software's customizable design is expected to improve the user experience and the ability to provide easy just-in-time training for EOC staff and municipal emergency management coordinators during incidents.

The system's simple, but powerful design,

allowed for a customizable approach for tracking incident information, logging activities, sharing information, making and tracking resource requests, and establishing shared situational awareness.



All five Southeastern Pennsylvania Regional Task Force member counties moved to WebEOC, which maintains Chester County's direct connection with regional partners. Additionally, Chester County's system will ensure direct information sharing with the Pennsylvania Emergency Management Agency, which was already using WebEOC.

County MCI Functional Exercise

On Saturday, March 30th responders from seven emergency medical services (EMS) agencies, fire, fire police, and the Department of Emergency Services (DES) converged on the Government Services Center for a functional mass casualty incident (MCI) exercise.

This exercise was the final product of eight plus months of planning, performed in conjunction with a capstone project requirement for the Emergency Management Institutes', Master Exercise Practitioner program. The development was led by a member of the County's exercise design team and a planning team assembled with DES leadership and key partners from stakeholders in the emergency medical community. These organizations included the Chester County EMS Council Inc., the Hospital and Healthcare Association of Pennsylvania (HAP), the Chester County Health Department, the Chester County Coroner's office, and the hospital zone of the Southeastern PA Healthcare Coalition. The exercise was constructed to test a recent draft completion of the county's MCI annex (plan) and a field user guide developed as a job aid to assist EMS personnel with the completion of their required tasks during a labor intensive response.



The morning started with player registration and an exercise briefing, soon followed by the familiar sound of County dispatchers sending units to a weather emergency that resulted in a bleacher collapse at an area sports field. Responders were sent from the staging room based on their response times to the basement where a mock scene area, command room, treatment section, and hospital destination area had been established.

Crews quickly established command and coordinated the walk through response to assess over 80 simulated patient cards. The exercise did not focus on the assessment and treatment of live patients but the process of developing a situational awareness regarding the number of patients, resources needed, and communications. Unified command and the EMS branch utilized information gained to allow them to make necessary decisions on destination facilities. Meanwhile, DES had activated their Emergency Operations Center to support the exercise as they would during an actual incident of this size and nature. This allowed for a complete testing of all the plans, policies and procedures supporting a response to a MCI.

In conjunction with the functional exercise the planning team assisted in coordination of patient actors with injuries consistent to those presented to EMS as part of the functional exercise. These patients were utilized to provide a surge to Penn Medicine Chester County Hospital, testing their capability to respond to a large influx of patients to the emergency department, over and above normal census. The patients consisted of 20 walk-ins that came directly from the incident location, and an additional five were transported to the facility by Good Fellowship EMS.

Overall, the exercise was a great success. The planning team and participating organizations' leadership are currently working through the after action review and improvement plan process, which will be utilized to strengthen the plans, policies, and procedures. Once completed, the updated documents will be approved and used for all county agencies responding to and mitigating a mass casualty incident.

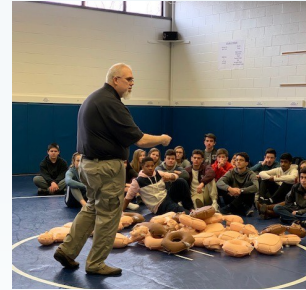
GVHS Students receive training in Hands Only CPR

Thanks to Great Valley High School (GVHS) students Mallory and Ethan Brilliant, over 450 students received hands only/compression only CPR education. The Department of Emergency Services and GVHS partnered to provide the Freshman and Junior classes quality, interactive, hands-on education; empowering the next generation to take action during a sudden cardiac arrest.

During the 42-minute class, students not only learned the importance of hands only/compression only CPR, they were able to practice compressions! The students learned correct hand placement and practiced between 300-400 compressions. Additionally, the students learned that compressions should occur at a rate of 100-120 compressions per minute, and the chest should compress downward approximately two inches each time.

According to the Sudden Cardiac Arrest Association the application of an Automated External Defibrillator (AED) within the first minute of sudden cardiac arrest could increase the chance of survival to over 90%. As part of this class, the students also received information on the universal steps in applying an AED.

During the final minutes of each session, students had an opportunity to ask questions not only about hands only/compression only CPR, but also about Emergency Services in general. The experience was engaging and enlightening. It was exciting to see the next generation embrace this skill.



Fire and EMS Strategic Plan

The Chester County Fire Chiefs Association, Chester County Emergency Medical Services Council, Inc. and Chester County Fire Police Association in partnership with Chester County Department of Emergency Services has started work with Municipal Resources of New Hampshire to provide a comprehensive report and a series of workshops addressing future countywide fire protection and Emergency Medical Services (EMS) concerns as a planning tool for fire chiefs, EMS chiefs, municipal managers and elected officials. Currently in Chester County, there is little standardization in deployment and operation of fire and EMS service resources and a declining number of personnel to respond. Response to a major catastrophic event, such as an act of terrorism

would require a standardized and coordinated effort in order to save lives. Additionally, fire and EMS agencies face the challenge of maintaining adequate staffing levels as both volunteer pools and revenue streams continue to decline – impacting their ability to respond to both every day and catastrophic emergencies.

The vision for this program is to evaluate how fire and EMS services are currently being provided within Chester County as compared with other geographical areas of similar size and population, and to provide guidance to address the future of fire and EMS delivery in Chester County based on emerging trends and best practices in fire protection and EMS