

Chester County Department of Emergency Services  
601 Westtown Road, Suite 012  
West Chester, PA 19380

**January-February, 2024**



# the Responder

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*An informational resource  
for the responders of  
Chester County.*

Commissioners: Josh Maxwell | Marian Moskowitz | Eric Roe

## Next Generation 9-1-1 in Chester County

On January 30th, Chester County Emergency Communications Center began receiving 9-1-1 calls on Pennsylvania Emergency Management Agency's (PEMA) Statewide Emergency Services Internet Protocol Network, also known as Next Generation 9-1-1 (NextGen 9-1-1), allowing for faster and more efficient 9-1-1 call receipt.

9-1-1 emergency call receipt has remained the same for decades. When a 9-1-1 call is made, telephone routers transmit your phone call to the appropriate public safety answering point (PSAP), commonly referred to as a 9-1-1 center, based on cellular location or the landline's address. The infrastructure supporting the 9-1-1 call routing and delivery is comprised of old, less-flexible technology that will soon be obsolete. This includes location technology that relies on database queries which can take up to 30 seconds to receive a caller's location. Additionally, if a 9-1-1 call needs to be transferred to another PSAP, location data is not always transferred with the call to the receiving agency. As technology has evolved, and more information becomes available through cell phones and other devices, Pennsylvania is one of a growing number of states transitioning our legacy system to NextGen 9-1-1 — a highly secure and redundant fiber-based network that allows for seamless transfer of 9-1-1 calls and related caller information to any PSAP in the commonwealth. It also relies on Geographic Information System (GIS) map data to locate and deliver calls to the appropriate 9-1-1 center with extreme accuracy.



Chester County was the third county in the Southeast Region to transition to NextGen 9-1-1. 9-1-1 callers will see no difference other than more efficient service. Additionally, because the transition to NextGen 9-1-1 is based on infrastructure changes, Chester County 9-1-1 telecommunicators will see no change in the way they receive or handle calls.

The initial infrastructure change of NextGen 9-1-1 brings enhanced stability and accuracy to our 9-1-1 system, but also offers the flexibility to adapt to future technologies, which include the ability to receive multimedia from 9-1-1 callers such as photos and videos. NextGen 9-1-1 also allows us to strengthen our ability to reroute 9-1-1 calls to neighboring PSAPs during disaster or times of high call volume.

The transition to NextGen 9-1-1 has been primarily funded through PEMA's Interconnectivity Fund.

# Welcome to the Team!

## Telecommunicator Trainees



Amanda Kochel



Austin Boyko



Kasandra Castillo



(Russell) Dale Lyster



Anika Floersheim



Grace Gerlach



Jeff McCarrin



Monica Spatz



Samantha Williams

# Welcome to the Team!



Kelly Tinsman  
Deputy Director for Emergency  
Management



Kimberly Olseski  
Public Safety Training Campus  
Coordinator



John Hufford  
Safety & Security Operator

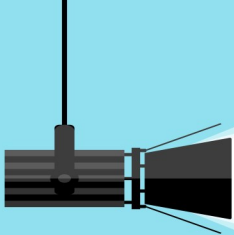


Michael Kopil  
LE Instructor



Paul Kemme  
LE Instructor





# Employee Spotlight



Congratulations to Jason Suydam for accepting the position of Chief Deputy Sheriff in the Chester County Sheriff's Office. We will miss you in DES !



Congratulations to Tony Przychodzien on his Retirement after 30 years with DES.

## District Attorney Award Presented to DES

In December, 2023, District Attorney Deb Ryan presented DES an award for the extraordinary efforts and outstanding collaboration with other law enforcement agencies in securing the capture of Danelo Cavalcante after a two week manhunt in Chester County.



## Safety and Security Employee Recognition

We would like to highlight the outstanding performance of operator **Ethan Wasson** during a medical emergency with a visitor at the Pocopson Home. Ethan was able to determine the seriousness of the illness, contacted the nurse supervisor, ensured 9-1-1 was called, and find the visitor's family members. Ethan's compassion, communication, coordination and calmness during a difficult situation are to be commended.



Also, we want to acknowledge the excellent work from the rest of Pocopson Home operators: **Mark DeStefano, Meredith "Murph" Good, and Lucas Landis**. Thank you for always displaying professionalism, patience, and flexibility covering multiple locations and shifts.



# JOIN OUR TEAM

We have openings for the following positions. To apply visit [www.chesco.org/desjobs](http://www.chesco.org/desjobs)

- Highway Safety Project Coordinator (Part time)
- Training Coordinator—EMS
- Safety and Security Operators—Full Time and Part Time

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## DES is available for your Community Event

### Community Events

DES is available to come to your community event or open house. We can supply a display table with literature on various emergency preparedness topics.

The following equipment is also available for display at a community event:

**Comm 1—Mobile Communications Vehicle** is used to provide communications at large incidents from the scene to the 9-1-1 Center.

**Incident Support Team Trailer (IST)** is used at large, multi-discipline events as a command post.

**HazMat Response Vehicle** is used at incidents where hazardous materials is involved. The vehicle stores specialized equipment and is used to transport team members to the scene.

To request DES to participate at a community event, please visit our website [www.chesco.org/des](http://www.chesco.org/des) and click on the Request a Tour or Program.



## Alternative Fuels, Gaseous Fuels and Electric Vehicles

Chester County Public Safety Training Campus is hosting four FREE training sessions on Alternative Fuels, Gaseous Fuels and Electric Vehicles.

Sessions are being held:

- Northern Chester County - Kimberton Fire Company
- Southern Chester County - Union Fire Company is hosting and holding it @ Herr's Visitor Center
- Eastern Chester County - Paoli Fire Company
- Western Chester County - Public Safety Training Campus

Sessions start at 6:30pm and ending at 9:30pm. Dinner is being provided.

You only need to attend one of the four sessions.

These sessions are part of a grant EP-ACT (Eastern Pennsylvania Alliance for Clean Transportation) in partnership with Community of Philadelphia and PECO.

Registration is through EP-ACT. The link is on the bottom of each regional flyer.

The session will include.

- Introduction to Fuels
- Types of Vehicles
- Initial response
- Vehicle Immobilization
- Extrication Operations
- Fueling Stations

**Register, Click on the link below. Please share the registration announcement as the link register is at the bottom of each flyer.**

[May 14 - Public Safety Training Campus, 137 Modena Rd](#)

[May 15 - Paoli FC, 69 Darby Road](#)

[June 18 - Kimberton FC, 2276 Kimberton Rd](#)

[June 19 - Herr's Visitor Center, 271 Old Baltimore Pike](#)







RedyChesCo is used to notify you during a major crisis or emergency, and delivers important emergency alerts; such as weather, road closures, health, or community alerts. You can choose to sign up by county, municipality, or by topic.

RedyChesCo can send notifications and updates to you on all your devices:

- email account (work, home, other)
- cell phone (via SMS)
- home landline phone

**Registration takes only a few minutes! You can register by visiting [www.readychesco.org](http://www.readychesco.org)**

It is free to sign up for RedyChesCo, and you can choose the type of alerts that you get. Your wireless carrier may charge you to get messages on your device, so check your plan to see what is covered. You can choose to stop getting these messages at any time.

A green-bordered graphic for Smart911. On the left, a green square with a white padlock icon contains a lowercase 'i'. To its right, the text "Smart911®" is displayed in a green, sans-serif font. Below this, the phrase "KEEP YOUR LOVED ONES SAFE" is written in large, bold, black, all-caps letters. Underneath, a paragraph states: "Smart 911 can provide emergency personnel with lifesaving information that they need to help you and the ones you love." To the right of this text is a brown hand holding a smartphone. The phone screen shows the Smart911 logo and the text "Smart911®". Below the main text are three icons with corresponding text: a group of people icon for "People living in your household", a medical cross and dollar sign icon for "Medical conditions and allergies", and a house icon for "Property details, layout, and utility information". At the bottom left, it says "Sign up today at" followed by the Smart911 logo and "Smart911.com®". At the bottom right is the official seal of the Chester County Department of Emergency Services, which is circular and features a ship and the text "CHESTER COUNTY DEPARTMENT OF EMERGENCY SERVICES".



## Comprehensive Trauma Care System: Fundamental Components of Trauma Care

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DATE | TIME

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Wednesday April 24, 2024

6:00PM-7:30PM

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LOCATION

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VIRTUAL

TEAMS link will be provided for registered attendees.

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PRESENTER

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Wassim El-Habre, MD

**Continuing education provided.**  
PA DOH EMS Education Credit: 1.5

**Brief History.**

**Key infrastructure elements.**

**Pre-Hospital Care.**

**Triage criteria.**

**Trauma facility, and care in the trauma.**

**Damage control resuscitation.**

For more information and to register, contact [Megan Thompson](mailto:thompsonme@mlhs.org) at [thompsonme@mlhs.org](mailto:thompsonme@mlhs.org)

