the Responder

An informational resource for the responders of Chester County.
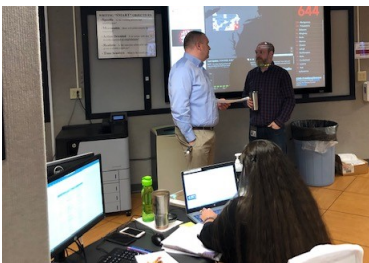
COVID-19 Activities

To protect the health of the 9-1-1 center staff and their families, CCDES divided operations between the Government Service Center (GSC) and the Public Safety Training Campus (PSTC) for the duration of COVID.

The GSC housed the Emergency Operations Center (EOC) and the Health Operations Center (HOC). The EOC was activated to a Level II in support of the Health Department COVID activities. This was done to develop plans for testing in both Chester County and Delaware County. As of August 1, the Health Department was able to coordinate testing for over 53,000 residents.

- Received approximately 2,500 requests for PPE
- Distributed over 3,000,000 different types of PPE to organizations
- Distributed PPE to 450 different agencies

The PSTC operated the procurement and resource request unit. PSTC staff procured and distributed Personal Protection Equipment (PPE), such as masks, gloves, gowns, face shields, and eye protection to many different organizations. These organizations included municipalities, first responders, COVID testing sites, and Delaware and Berks Counties. CCDES also received generous donations that helped complete these resource requests.

The PSTC operated from March 13 until June 16, including some nights and weekends. After June 16, fulfillment operations moved to a warehouse operated by CCDES.

Commissioners: Marian Moskowitz | Josh Maxwell | Michelle Kichline
Director: Michael P. Murphy Jr.

COVID-19 Activities

Point of Testing Team

On March 19, 2020, Chester and Delaware County officials announced the authorization for Chester County to take lead on the public health response for COVID-19 for Delaware County.

As part of this joint venture, the Chester County Health Operations Center (HOC) and the Department of Emergency Services Emergency Operations Center (EOC) established the Point of Testing Team. This team created a module to the Health Department's Point of Dispensing Plan (POD) to do COVID-19 testing for Chester and Delaware Counties essential employees and residents. This team included Public Health Emergency Preparedness planners with the support of staff from DES.

The POD plan refers to the mass distribution of medical countermeasures, like vaccinations, to a large number of people. Health Officials wanted a similar plan to focus on developing large-scale, drive-through testing sites throughout both Counties. The team identified the many processes that were needed to make this successful; from distribution of supplies to the testing sites, to data management and result dissemination.

The plan also included recognizing the need for many workers. County employees and Medical Reserve Corps from both Counties supported operating each testing site and assisted with the public inquiry phone lines that were established in the EOC.
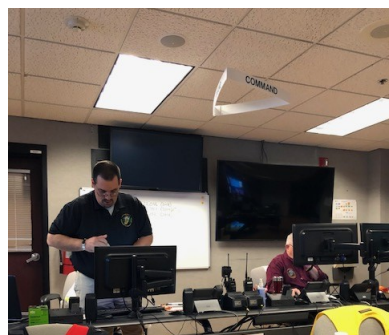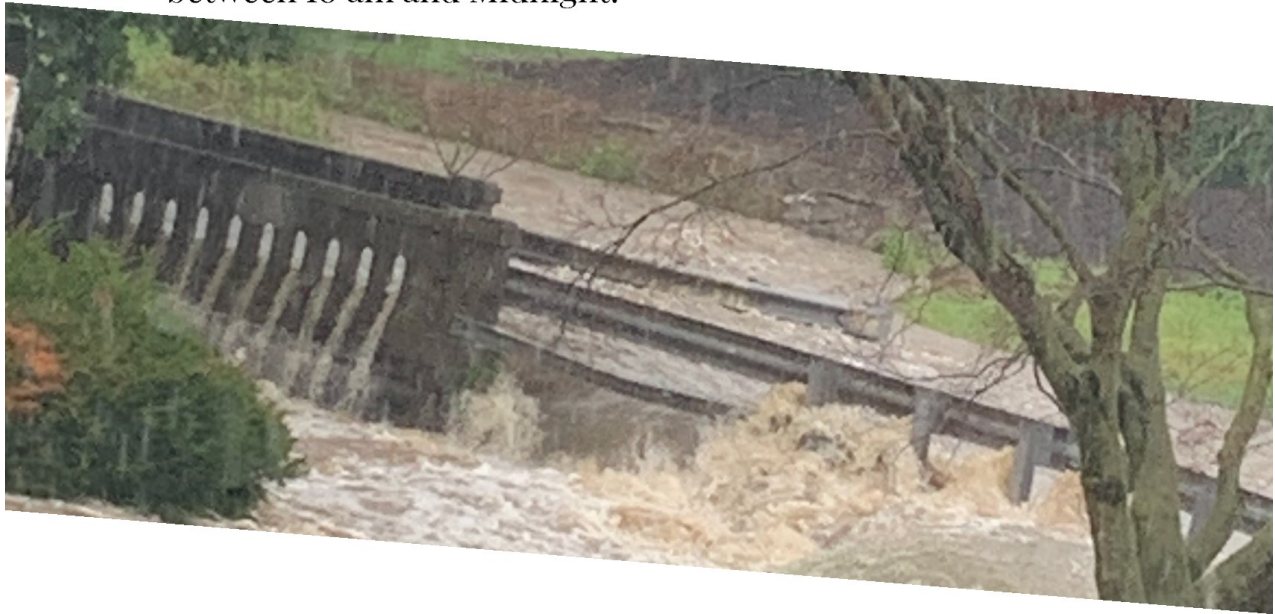
TS ISAIAS

CALL VOLUME

Tropical Storm Isaias arrived in Chester County on Tuesday, August 4, 2020. Heavy rains and strong winds resulted in flash floods and power outages throughout Chester County. Here is what happened in the Communications Center between 10 am and Midnight:

1,648

TOTAL CALLS
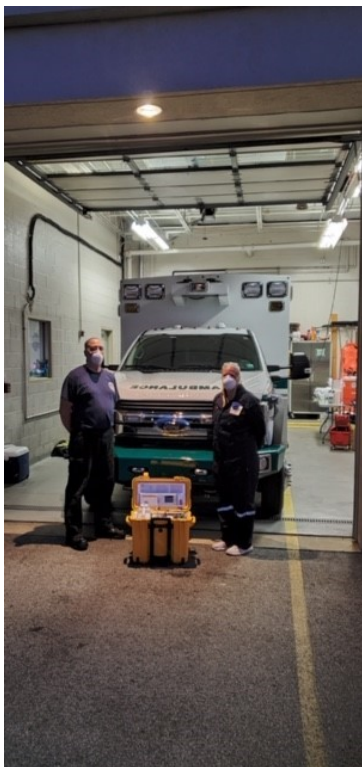
801
CALLS
BETWEEN
11 AM – 2 PM

168
CALLS
FOR POLES, WIRES, TRANSFORMERS
DOWN OR SPARKING

127
WATER RESCUE CALLS

IT'S ~~COR~~**ON**~~A~~ **VIR**~~US~~

Social distance
Wear your mask
Wash your hands

DES purchases an AeroClave RDS 3310 Decon Unit

Chester County Department of Emergency Services recently took delivery of an AeroClave RDS 3310 Decontamination Unit. This device is designed to provide a hands-free decontamination solution for vehicles and rooms during the COVID-19 pandemic. The rugged, compact, self-contained unit is capable of decontaminating up to a 5,000 cubic feet area.

The AeroClave unit provides an aerosolized application of a FDA approved, non-toxic chlorine dioxide solution and can easily decontaminate an ambulance, fire truck, police car, or small room in a few minutes.

The Chester County Haz-Mat team has been trained on the use of this unit and is the primary point of contact for utilization.

For more information or to schedule a cleaning, contact Chief Frank Sullivan at fsullivan@chesco.org or 610-344-5086 or the 911 Supervisor at 610-344-5100.
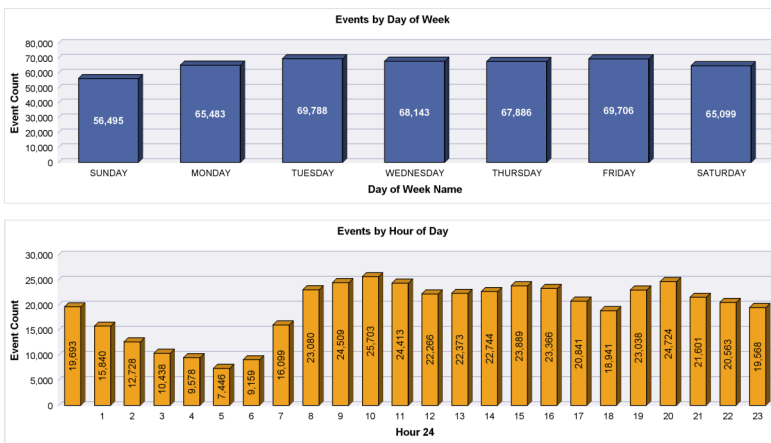
CAD Reports

In addition to managing thousands of events every day, the Chester County CAD system collects and sorts a tremendous amount of data. This data is distributed to municipalities and response agencies on a regular basis. By having this historical data, it allows for current and future planning and reconciliation of past events. This sample of the data includes the top 10 Police and Fire/EMS event types for 2019. It also shows volume per day and per hour for the year.

If you have questions regarding this data for your agency, please contact the Assistant Director for Quality, Mike Groover at mgroover@chesco.org

Chester County Emergency Services
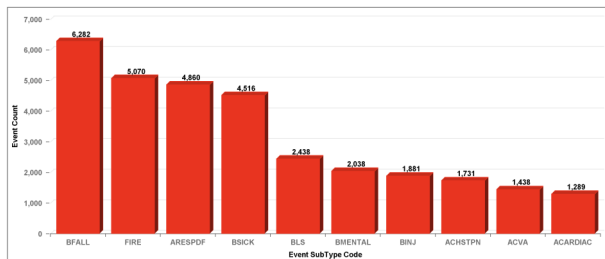### Number of Events by Day of Week/Hour of Day

Events by Day of Week

Day of Week	Event Count
SUNDAY	56,495
MONDAY	65,483
TUESDAY	69,788
WEDNESDAY	68,143
THURSDAY	67,886
FRIDAY	69,706
SATURDAY	65,099

Events by Hour of Day

Hour 24	Event Count
0	19,693
1	15,840
2	12,728
3	10,438
4	9,578
5	7,446
6	9,159
7	16,099
8	23,080
9	24,509
10	25,703
11	24,413
12	22,266
13	22,373
14	22,744
15	23,889
16	23,366
17	20,841
18	18,941
19	23,038
20	24,724
21	21,601
22	20,563
23	19,568

Chester County Emergency Services
2019 Top 10 Fire EMS Events by SubType

Date Range:	1/1/2019 - 12/31/2019
Agency:	FIRE
Event SubType Code:	ALL

FIRE - 55,783

Event SubType Code	Event Count
BFALL	6,282
FIRE	5,070
ARESPDF	4,860
BSICK	4,516
BLS	2,438
BMENTAL	2,038
BINJ	1,881
ACHSTPN	1,731
ACVA	1,438
ACARDIAC	1,289

Chester County Emergency Services
2019 Top 10 Police Events by SubType

Date Range:	1/1/2019 - 12/31/2019
Agency:	POLICE
Event SubType Code:	ALL

POLICE - 397,389

Event SubType Code	Event Count
PATCHK	82,413
TSTOP	72,844
BUSINES	33,497
PHONE	25,340
REPORT	15,400
POLICE	13,819
TRAFFIC	11,622
HSECHK	9,677
PD	8,609
SUSPCON	8,049
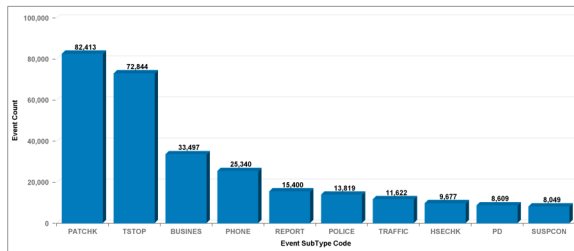
WebEOC Tip

WebEOC boards are tools available to users in WebEOC. Users can access boards by clicking on the control panel.
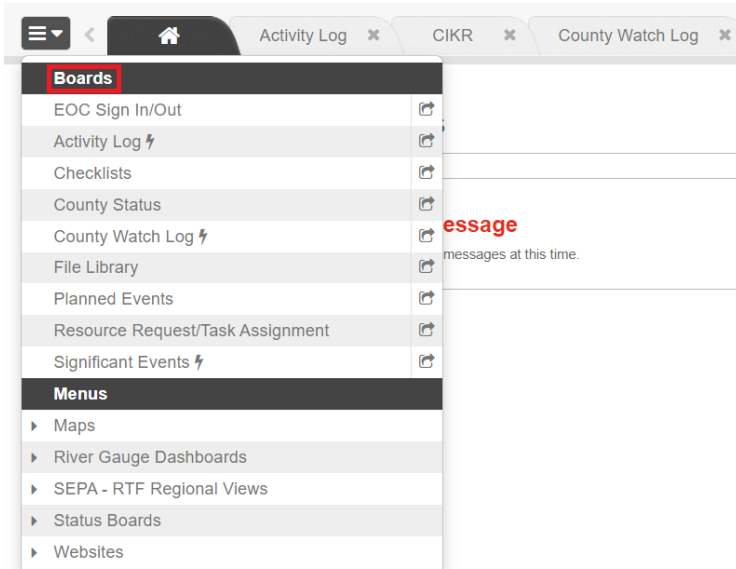
Debris Management Table Top Exercise

The Exercise

The Southeastern Pennsylvania (SEPA) Regional Task Force (RTF) conducted a Debris Management Table Top Exercise (TTX) on February 5, 2020, at the Montgomery County Public Safety Training Campus. Two modules allowed the region to work through the initial response and short-term recovery aspects of a major debris-producing incident within the parameters of this situation.

The scenario focused on the response and recovery of a Category 3 Hurricane impacting the SEPA region and spanned from the days before the hurricane to the hurricane making landfall. The goal of this exercise was to validate the ability of counties and municipalities to mobilize resources, respond to and recover from a debris generating incident. Operational coordination, public information, economic recovery, and logistics were the exercise objectives being evaluated through this tabletop exercise.

A diverse collection of stakeholders, including municipal officials in both administration and public works, Emergency Management Coordinators (EMCs), the Chester County Solid Waste Authority (CCSWA), and the Department of Emergency Services (CCDES) represented Chester County in this response. State and federal agencies such as the Pennsylvania Emergency Management Agency (PEMA), Pennsylvania Department of Transportation (PennDOT), and the Federal Emergency Management Agency (FEMA) also participated in the exercise.

The Takeaways

Specific to Chester County, one strength demonstrated through the TTX was the use of resources such as pre-established plans, debris management sites, and pre-negotiated service contracts. Coordination between municipalities and the County also proved to be a strength as the group worked through the needs and demands of this scenario. The collaboration was evident from consistent messaging before and after the storm to following (and documenting) the proper damage assessment reporting process.

Regionally, the SEPA area excelled in collaborative efforts among all of the various parties who would be essential to the recovery of a large-scale incident including first responders, Volunteer Organizations Active in Disasters (VOADS), state agencies (PEMA, Army Corps of Engineers, Department of Environmental Protection), and utility companies (power, water, sewer, and gas).

Areas of improvement recognized throughout the SEPA region were the following: solidifying volunteer engagement and management procedures, ensuring that messaging to the public is uniform between county and municipalities, and coordinating pre-established debris-hauling contracts in the region to ensure that each county is relying on a separate source of service.

CCDES plans to use this TTX to help improve our Disaster Debris Management Plan by providing more clarity and guidance to EMCs by way of education and training. CCDES also wants to revisit communication strategies in order to ensure that in the event of a disaster this extreme, information regarding debris collection or assistance with debris removal to individuals with access and functional needs can be communicated. Lastly, the functionality and capabilities of the current identified Debris Management Sites need to be reviewed and assessed.

Pipeline Safety Advisory Board

The Chester County Commissioners have created a Pipeline Safety Advisory Board (PSAB) to identify areas of best practices in pipeline safety. Areas including planning, training, and response were recognized. The PSAB is comprised of County employees, first responder agencies, pipeline safety advocates, representatives from the pipeline industry, and the general public. At the kickoff meeting on February 6, 2020, the advisory board reviewed the purpose of PSAB. Members of the board will review and make recommendations to the Commissioners and pertinent County Departments on the following objectives

- Identify areas of best practice in pipeline safety, including but not limited to local emergency planning, training, and response;

- Review and provide recommendations on local and county policies and procedures regarding emergency response and planning for pipelines;

- Provide recommendations to increase transparency and public engagement on any pipeline issue;

- Review and provide recommendations on proposed statutory, legislative, regulatory, and contractual changes affecting pipeline siting, design, construction, safety, and operations in Chester County;

- Review pipeline incidents occurring in Chester County and provide recommendations relevant thereto with the consideration of improving local and county response, interaction, and involvement.

The PSAB also voted on and approved by-laws and established a 2020 meeting schedule. Elected Officers were also approved:

Chair	Mike Murphy, Director	
	Chester County Department of Emergency Services	
Vice-Chair	Robert Fleming, Chair	
	Chester County Local Emergency Planning Commission (LEPC)	
Secretary	Gary Vinnacombe, President	
	Chester County Emergency Medical Services Council, Inc.	

The second meeting of the Pipeline Safety Advisory Board was held as a virtual meeting on July 30, 2020.

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Get information when you need it and how you want it.

Register today at www.readychesco.org - an emergency alert and notification system that allows you to receive alerts and information by text, email, or phone .

Does ReadyChesCo Alert You?

Business Kits provided to the Chester County Chambers of Commerce

The Department of Emergency Services provided business kits to the Chambers of Commerce located in Chester County. The chambers distributed these kits to their businesses and non-profit organizations that had less than 100 employees.

DES staff delivered over 800 kits to the Chambers. These kits included: hand sanitizer, medical gloves, and medical masks that could be used by employees when re-opening their businesses.
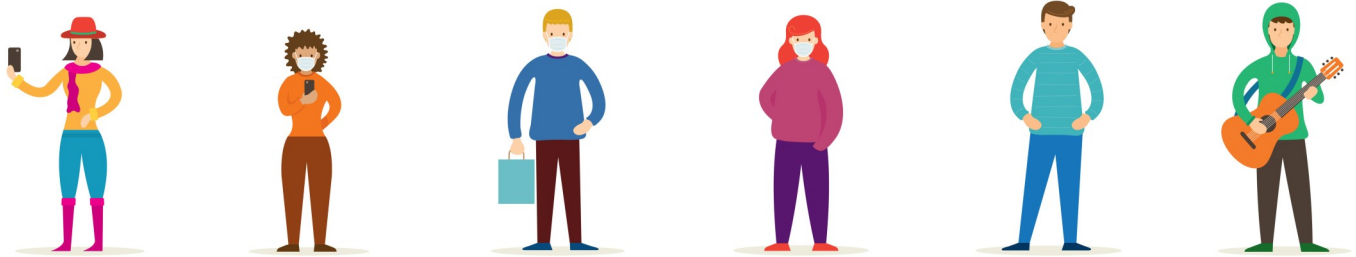
SOCIAL DISTANCING

North Coventry PD Transitions to CCDES

On July 19, 2020, North Coventry Police Department transitioned to CCDES as their dispatch center. While North Coventry Township is in Chester County, North Coventry PD previously utilized Montgomery County's services due to the proximity to the township.

"As a result of comprehensive planning and communication between North Coventry Police Department and Chester County Emergency Services, the cutover was successful," said Mike Murphy, Director of Chester County Emergency Services. "The transition was very smooth."

CCDES welcomes North Coventry PD and looks forward to providing outstanding services to their Officers.

Exercise Design Team Full Scale Exercise

In late July, the Chester County Department of Emergency Services' Exercise Design Team facilitated two Full-Scale Exercises for the Chester County Court Administration. The purpose of these exercises was to test their plans and procedures regarding Jury Trials during pandemic conditions.

These two exercises lasted three hours each and enlisted the help of county employees to play the roles of jurors. Throughout each exercise, evaluators were on-site to observe and report on the activities they witnessed. This allowed Court Administration to make adjustments to the plans before running actual jury trials beginning in August.

What is a Full-Scale Exercise?

A Full-Scale Exercise is an operations-based exercise, which is characterized by an actual reaction to an exercise scenario. It takes place on location and conditions mimic that of real-life conditions either through artificialities introduced via injects or by normal experiences of actors/players. Full-Scale Exercises fold into the Homeland Security Exercise and Evaluation Program and play a vital role for community stakeholders to test and validate plans and capabilities, and identify capability gaps and areas for improvement. In addition to the Full-Scale Exercise, Drills and Functional Exercises are operations-based exercises that the Chester County Department of Emergency Services Exercise Team can design and facilitate for organizations. Before an organization enlisting the help of the Exercise Design Team to facilitate an operations-based exercise, it is highly recommended that they first experience a discussion-based exercise. Seminars, Workshops, and Tabletop Exercises are all discussion-based and help familiarize players with or develop new plans and policies.

Generally, it takes six months to develop and execute a discussion-based exercise (the timeframe depends on the scope of the exercise). For an operations-based exercise, the Exercise Design Team needs at least 12 months to design and coordinate.

If your organization is looking to host this type of exercise and would like to enlist the help of the Exercise Design Team, please fill out an Exercise Request form on the chesco.org/des website. If you have any questions, please contact Heather DeStefano, Training and Exercise Coordinator via email: hdestefano@chesco.org.

Earlier this year, CCDES released a new logo with fresh new colors. Soon, you will see the new look when we are out in public, on our website, marketing materials, and social media channels.