

Government Services Center
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West Chester PA 19380

Public Safety Training Campus
137 Modena Road
Coatesville, PA 19320



The Responder

An informational source for the Emergency Responders of Chester County

March 2016

Continuity of Operations Plan:

What is it and how does it apply to our everyday lives?

By: Heather DeStefano

If you are a Chester County business owner, you might already be aware of the fact that at any given time your business could be on the receiving end of extreme conditions that can result in a shutdown of operations. Rob Linnenbaugh, Department of Emergency Services Emergency Management Planner sits down to discuss the importance of Continuity of Operations Planning, for area businesses.

WEST CHESTER_ The evening of February 24th brought an EF2 tornado to Lancaster County, just a few miles from our county border. This was a reality check for Chester County responders, business owners, and citizens that extreme weather patterns can strike at any time, leaving us to pick up the pieces of our homes and our businesses. The tornado, which arrived one season too soon, has served as a catalyst for us here in Emergency Services to remind businesses and citizens to review and renew their Continuity of Operations Plan. Joining me for this month's feature article is Rob Linnenbaugh, Emergency Management Planner for the Department of Emergency Services here in Chester County. Currently, he serves the department by coordinating and reviewing our county government Continuity of Operation Plans.

First, thank you Rob for giving me some of your time to take part in this Question and Answers session.



Pictured above: Rob Linnenbaugh and Heather DeStefano

Could you please describe to me and readers what the Continuity of Operations Plan is and when did Chester County start using this model?

RL: Basically the Continuity of Operations Plan, as defined by FEMA "is an effort within individual executive departments and agencies to ensure that Primary Mission Essential Functions (PMEFs) continue to be performed during localized acts of nature, accidents and technological or attack-related emergencies." Just to expand on that, the plan helps business owners plan for and focus on reestablishing essential mission functions. These functions are evaluated and rated during the planning effort to prioritize the recovery back to pre-emergency situations in a desired timeframe. The Commissioners recognized a need for a plan in 2012 and since March 14, 2013 local county government departments have been operating under the commissioner approved Continuity of Operations Plan. I am currently working with a few departments to finalize their annex plan and get us at our goal of having 100% compliance.

What is the basic idea, Layout –Who is included?

RL: A base plan is going to address organizational structure and identify their responsibilities. The base plan will also, get some ground work set for operational periods, implementation, and essential mission functions.

COOP continued on Page 4

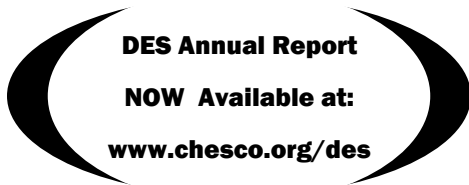


From the Director....

Project Updates & Monthly Stats

February 2016 Stats

20,215	9-1-1 VoIP, 10 Digit Calls
812	Fire Incidents
3,112	EMS Incidents
1 minute 43 seconds	Fire/EMS Average Dispatch
30,084	Police Incidents
1 minute 34 seconds	Average Police Dispatch
98%	Average of Quality Reviews



Mobile Radio Installs to Date: 490

Data Modem Installs to Date: 317

(As of February 29, 2016)

Computer-Aided-Dispatch System (CADS):

- Work is focused on response plan updates for fire departments.
- Installations have begun on the Mobile Data project. So far **317 of 755 (42%)** have been installed. Network configuration is ongoing.
- CAD and Mobile Data Cutover is targeted for 28 August 2016.

Voice Radio Project:

- Harris has completed 55% of mobile installs and 35% of control station installs. All installation work is scheduled to be completed by 21 April 2016. SSC Consulting and Chester County will be following up after installations are complete at an organization to ensure everything is satisfactory.
- Do not call Metropolitan Communications about installation issues.
- Reports of system issues and programming errors are being addressed by Harris. An adjustment has been made to alarm threshold. Issues with "CC Scan" should be resolved; however, if agencies experience "CC Scan" please report through Enterprise Wizard.
- We are 36 months (95%) into the 38 month Implementation Phase. About 96% of the project implementation tasks have been completed. So far we have spent \$32,594,412 (72%) of the \$45,000,000 total project budget.

Training Facility:

- Last month we hosted 1,426 people at 62 events in the Academic Building and hosted two training sessions in the Tactical Village.
- Final construction documents are being reviewed by Facilities and Procurement in preparation for the Law Enforcement Firing Range bid package to be released.



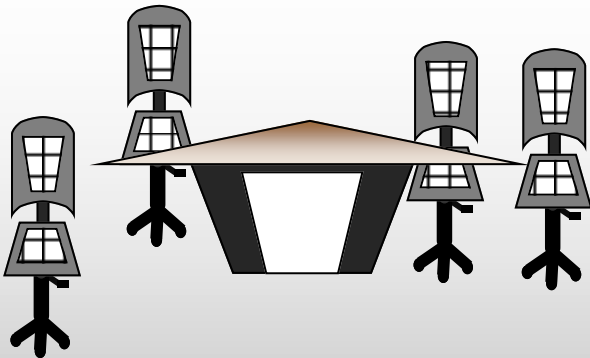
See page 8 for the Prop of the Month

Fred Wurster, ALS Coordinator completes training to earn NREMT Advanced Level Representative status



Advanced Life Support Coordinator , Fred Wurster was recently nominated by Pennsylvania Department of Health - Bureau of EMS Director Richard Gibbons to serve as an Advanced Level Representative for the National Registry of EMTs (NREMT). On February 26 and 27, 2016 Fred traveled to Clayton, Ohio to complete the intensive NREMT training program; which consisted of a detailed educational component and administration of an NREMT advanced level psychomotor examination. An NREMT Advanced Level Representative is responsible for the administration of all NREMT Advanced Emergency Medical Technician, EMT-Intermediate/99, and Paramedic level psychomotor examinations in accordance with NREMT standards and policies. This process is complex, and requires substantial attention to detail, and is not one to be taken lightly. Currently, Deputy Director Harry Moore and EMS Instructor Ernie Powell are the only other individuals who hold this credential in our region.

FIND YOUR SEAT AT THE TABLE



UPCOMING DISCUSSION TOPICS:

- PORTABLE RADIOS
- MOBILE RADIO VEHICLE AND CONTROL STATION INSTALLATION
- TRAINING
- FINAL SYSTEM ACCEPTANCE & DECOMMISSION OF EF JOHNSON

MONTHLY MEETING REMINDER

**VOICE RADIO PROJECT
FACE TO FACE**

EVERY 3RD WEDNESDAY

NEXT MEETING

MARCH 16, 2016 2:00 PM—3:30 PM

POLICE • FIRE • EMS

COOP Continued

The basic idea behind essential mission functions in this theory of planning, is to prioritize the missions, determine what immediate needs are versus what can wait. Identify an order of succession within your organization, so let's say the lead decision maker for a business is unable to perform their duties, the organizational chart that you map out designates the next in line to perform the duties of the individual who is unable to do so. This plan also identifies an internal call list or phone chain. This provides a list of personnel if electronic copies are not available, alleviates repetitive calls, and streamlines messages. Cross-training is another aspect of the COOP model. If you are short staffed, it highlights who in the organizational flow chart can perform mission critical duties outside of their normal day to day operations. You are going to want to plan for and include all business staff members. Even if they have a minimal role in the plan, they should be aware of its existence and have a basic understanding of what is mission critical. The other items that need to be addressed are continuity locations, communication, strategies, and program management.

How formal does the plan have to be? Are there resources that can help business owners plan for extreme events?

RL: You should have a well thought out document that is tested through exercise to establish validity of the plan. There is a widely used and readily available template located on the FEMA website. You can access it by visiting:

<http://www.fema.gov/continuity-operations>.

There are Independent Study programs that focus on COOP available at: <http://www.training.fema.gov/is/>.

You have been doing this for a while, have you noticed any common things that businesses tend to overlook?

RL: I think for the most part, businesses tend to overlook the fact that you need to plan and share the information with key members. I can't begin to explain just how important continuity planning is, both for the business itself and for the people that rely on the business, employees and patrons.

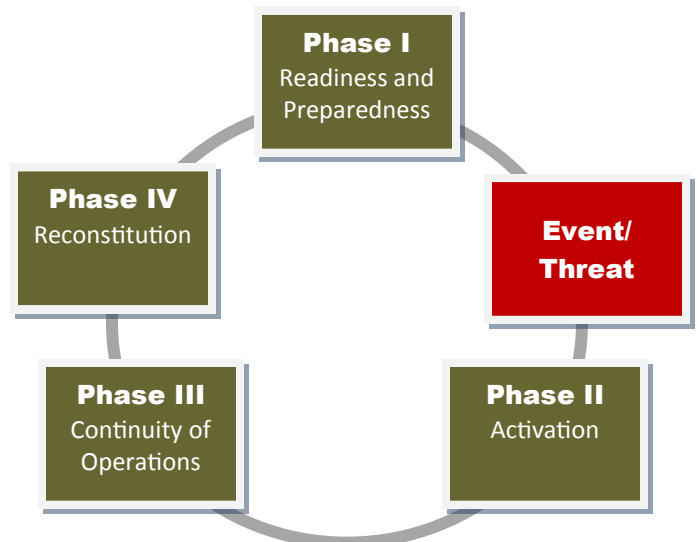
Can you give an example of how utilizing the COOP model has assisted a local business?

RL: During the January 2016 Blizzard, two local Primary Care Providers saw a need to initiate and follow the path of their Continuity of Operations Plan which resulted in the safekeeping of valuable vaccines. Both offices that utilized COOP saw a basic need for a backup to their refrigeration units, should they be faced with a loss of power. Knowing that the weather forecast was calling for a significant wet snow and high winds, power outages were predicted and with that prediction, key decision makers consulted back to their COOP directives and contacted the Chester County Health Department for assistance in storing the vaccines. The main takeaway from this example is that each Primary Care Provider had made a plan which in turn resulted in having a pre-determined contact in place at the Health Department. Each business continued to thrive, with no loss of product and in turn, had no adverse effect to their patients.

Any last comments regarding Continuity Planning?

RL: Really what everyone should takeaway from this is that no matter if you are from government, the emergency responses community, or private sector it should be a priority to have a continuity plan and train your personnel on the plan, and exercise the plan. This is the only true way that you can be sure that you are equipped and ready to return essential services to customers.

For further inquiries, please contact Rob Linnenbaugh at: 610-344-5029.



Portable Light Tower Distribution

West Chester_ On Thursday, February 11th, selected responder organizations from all over Chester County gathered at the Government Service Center for the distribution of 15 Light Towers. After a quick demonstration, 14 agencies from across Chester County left with their new Light Tower which will be housed at the Public Safety Training Campus.



Chester County Hazmat Team Training

The Chester County hazmat team assisted the Downingtown fire department with their Hazardous Materials Operations refresher class. The hazmat team set up their technical decontamination line and provided hands on training with the process to decontaminate a responder. Members dressed in Level A suits to allow for practice of decontamination methods.

The weather did not allow for the practice of mass decontamination using fire engines. Decontamination is a very important step in an hazardous materials response and is an area that every fire company can assist.



If you are interested in more information about the Chester County Department of Emergency Services Hazardous Materials Response Team, contact:

Jeff Emmons, County Hazmat Coordinator at, jemmons@chesco.org or call 610-344-5086



Junior Public Safety Camp June 20-24, 2016

Public Safety Training Campus

Course Tuition: \$50.00 (Registration Required) Register at destraining.chesco.org

The Junior Public Safety day camp provides classroom and practical training to further the participant's knowledge, skills, and abilities in all aspects of Public Safety: 9-1-1 Communications, Fire, Law Enforcement and EMS.

This week long camp will cover such topics as: fire safety, law enforcement, courtroom operations, K-9 handling, basic fire ground operations, hands only CPR, fire extinguisher training, hazardous materials, emergency equipment display and much more!!



Chester County Department of Emergency Services Names Mike Lam as Training Systems Specialist

Michael Lam is currently attending Delaware County Community College, where he is pursuing an associate's degree in Emergency Management and Planning, and Fire Science. He holds multiple first responder certifications including National Firefighter I & II. He is also a licensed EMT in the state of Pennsylvania, as well as a licensed EMT and ASHI instructor. Michael is currently an active firefighter with Lionville Fire Company, where he also serves as a Trustee and the Community Outreach/Fire Prevention Coordinator. Michael also volunteers as an EMT with Uwchlan Ambulance Corps, and was previously an active member of Downingtown Fire Department.



The Training Systems Specialist is responsible for coordinating the training systems for the Public Safety Training Campus, which will include, but not be limited to oversight of props and equipment for training at the Academic Building, Tactical Village and Law Enforcement Firing Range; overseeing the maintenance and servicing of training equipment, training materials, prop logistics, and the daily operations of the training systems; and ensuring that all training props and training structures are properly maintained at all times.



Fire Marshal's Report

February 2016



Investigations	February:	YTD:
Intentional	0	2
Unintentional	6	14
Natural	0	1
Undetermined	1	3
Notifications	7	11
TOTAL:	14	31
Miscellaneous		
Active Arson Cases	0	2
Fire Inspections Completed	1	3
Youthful Fire Setter Programs	0	0
Casualties		
Emergency Services Casualties		
Fatal	0	0
Injuries	0	1
Civilian Casualties		
Fatal	0	0
Injuries	4	9

Property Type	February Totals:	February Property Loss	YTD	YTD Property Loss
Assembly	0	\$0	0	\$0
Educational	0	\$0	0	\$0
Health Care, Detention, Correction	1	\$0	3	\$45,000
Residential	8	\$226,000	20	\$2,373,000
Mercantile, Business	1	\$11,000	3	\$111,000
Industrial, Utility Defense, Agricultural, Mining	0	\$0	0	\$0
Manufacturing and Processing	1	\$0	1	\$0
Storage	0	\$0	0	\$0
Outside or Special Property	2	\$50	2	\$50
Other	1	\$10,000	2	\$10,025
Total	14	\$247,050	31	\$2,539,075

Prop of the Month

The Public Safety Training Campus consists of an Academic Building and the Tactical Village. The Tactical Village includes a number of training props, an administrative pavilion, Burn Building, and Drill Tower/Scenario Building.

Prop of the month is: **Confined Space Simulator**

The Confined Space Simulator consists of five concrete vaults interconnected with various pipes. The interconnecting pipes are different sizes and at different elevations. All of the vaults have access via manholes on top and through the interconnecting pipes.



Photo Credit: ArcelorMittal using the prop for training.
(Summer 2015)

If you are interested in booking a classroom, or to request space for your next training, please visit www.chesco.org/des and select the Public Safety Training Campus tab to access the "Request Form" and our Fee Schedule.

Check back next month for our featured "Prop of the Month."