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NEWSLETTER JANUARY 2016

The Responder

An informational source for the Emergency Responders of Chester County

From the desk of Director Kagel

Can you believe it's been a year since we switched to the new Harris radio system? The new system has given us greatly improved coverage, improved audio quality, and given us a way to keep up with technology.

At this point, Harris has completed all the technical items related to the project. They were able to “second touch” and exchange speaker microphones for all but 137 radios. Those radios were either in vehicles out-of-service or not made available. The remaining 137 radios will be “second touched” as part of our maintenance package, if and when an agency makes the radio available.

On Wednesday, January 25th we awarded Final System Acceptance. We are now in the 10 year maintenance portion of our contract. The maintenance package for the system infrastructure is for 10 years and includes:

- Two-hour response, four-hour repair from time of alarm notification for catastrophic failures. A catastrophic failure is any failure that:
- Prevents normal radio traffic between users of the System, or
- Causes a loss of radio communications on the system.
- Four-hour response, 24-hour repair from time of alarm notification for non-catastrophic failures. A non-catastrophic failure is any failures that are not considered catastrophic.
- Regular preventive maintenance.

Photo Above: (L to R): Ali Shahnam, Vice President of ACD Telecom, Director Robert Kagel and Prem Kumar, Regional Program Manager of Harris Corporation gather at the GSC to sign Final System Acceptance.

The maintenance package for radios (mobiles and portables) is for 10 years and includes:

- Replacement of mobiles and portables with spare units within the next business day of receipt of trouble complaint. The next business day is defined as Monday through Friday, 8:00 AM to 5:00 PM, excluding Holidays.
- Radios will be brought to Metropolitan Communications facility in Exton. However, agencies may request that the repair or replacement of a radio occur at the station. In the case of fire apparatus, Metropolitan will always come to the station.
- Accessories will be warranted for only two years after Final System Acceptance.

Please continue to report any repairs, dead spots or anomalies with the radio system in Enterprise Wizard. Even if you're not sure if something is working the way it should, or it doesn't make sense, we'd rather you report it than just “deal with it.” Remember, any system issues should be reported to the 9-1-1 Supervisor immediately.

DIRECTOR continued on page 2

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

CONSTRUCTION UPDATE



Chester County Law Enforcement Firing Range

- Due to inclement weather, progress slowed during the month of December.

DIRECTOR continued from page 1

The cutover to the new Computer Aided Dispatch (CAD) System went remarkably well. While there are still items to be addressed, overall the system is serving everyone's needs.

Reassessment for Fire, EMS, and Police on Mobile for Public Safety has been completed. The majority of Fire and EMS items were completed. There are still some items related to Station Printing which remain. Some, but certainly not all, of the items for Police were completed. At this point we are working with Intergraph to develop a scope of work for the remaining changes. Once the scope of work is developed, we will work to get those items addressed. In the interim, the changes for Fire, EMS, and Police which were completed have been rolled out to beta testers. We have a meeting with those beta testers on 17 January to collect feedback. Generally, the feedback has been very positive.

An updated map was rolled out to all users. When the map was rolled, we were able to switch AVL-based recommendations back to drive time. With that change, and at the recommendation of the EMS Council, we applied a three-minute delay to Cecil and New Castle EMS units. This was to account for the inherent delay in dispatching out-of-county units. This means that if CAD calculates it would actually take 12 minutes for a Cecil County EMS unit to respond, CAD would say it will take that unit 15 minutes. We are working with the EMS Council while they evaluate data for Berks, Delaware,

Lancaster, and Montgomery County units before making a recommendation on how much time, if any, to add to those EMS units.

We have received some feedback about the amount of time it takes for a MDC to come "on-line" after a vehicle has been turned off for a while. This is because if a vehicle is not plugged into a shoreline, the data connection turns off after a period to ensure the vehicle's battery does not drain. Many chief vehicles were configured this way. If your chief vehicle is routinely plugged into a shoreline, or you feel your MDC is taking an unusual, or inconsistent, amount of time to come on-line after being off, please enter an Enterprise Wizard ticket so we can investigate or make changes.

Speaking of changes, we are rapidly approaching the end of the six-month moratorium on response plan changes. The CAD team will be at the Fire Chief's Update on 11 February to give more information on the process. Please be sure you have someone attend, or reach out to the CAD team for more information. They are available to sit down with you and help plan.

Finally, much like the radio system, please continue to report any repairs, dead spots, or anomalies with the CAD system, MPS, or AT&T in Enterprise Wizard. Even if you're not sure something is working the way it should, or it doesn't make sense, we'd rather you report it than just "deal with it". Remember, any major system issues should be reported to the 9-1-1 Supervisor immediately.

TECH TIP

The screenshot displays the MobilePublicSafety application interface. At the top, there is a navigation bar with function keys (F2-F12) and buttons for EMERGENCY, Map, Pending, Back, Menu, Advanced, Patrol, My Inbox, My Disp, My NCIC, and Clear... The main content area is titled 'Authorize' and contains several input fields: *ID, *Unit, *Password, *Vehicle, and Mileage. Below these fields is a checkbox labeled 'Update Unit Properties after Authorization'. A large text area for 'Comments' is also present. On the left side, there is a vertical sidebar with buttons for 'Submit Form', 'Clear Form', 'Dismiss Form', 'Change Password', and 'Exit MPS'. A red arrow points to the 'Change Password' button, which is also circled in red. At the bottom of the screen, there is a status bar showing 'UNKNOWN SIGNED OFF', 'Dispatch', 'Update', 'Inbox', 'Normal', 'Outbox 0', 'Rx Tx Er', 'UDP', 'GPS', and the time '12:34'.

MPS TIPS

Remember that as part of CJIS requirements, police MPS users must change their passwords every 90 days and can do so before signing in to MPS by clicking the 'Change Password' button on the Authorize screen. Keep these requirements in mind when updating your password:

- At least 8 characters
- 1 upper case and 1 lower case letter
- 1 number
- 1 special character such as ! @ # \$ % ^ & * ()
- Cannot be one of your last 10 passwords

As always, problems with passwords can be directed to the on-duty 911 supervisor at 610-344-5100.

2017 STAFF UPDATE

Chester County DES Who to Contact—Staff Directory



Robert Kagel
Director
rkagel@chesco.org | 610-344-5092

- Traffic Control Support Trailer
- Exercise Development Team
- Emergency Management Planning
- Emergency Management Training
- Damage Assessment Teams
- Knowledge Center

William Turner
Deputy Director for Emergency Management
wturner@chesco.org | 610-344-5011

- EMS Agency Liaison
- Mass Casualty Trailers/POD Units
- EMS Licensure
- EMS Training

Harry Moore
Deputy Director for Field Services
hmoore@chesco.org | 610-344-5595

- Fire Service Liaison
- Fire Training
- Fire Marshal Office
- Incident Support Team

Beau Crowding
Deputy Director for Fire Services
bcrowding@chesco.org | 610-344-5148

- Law Enforcement Liaison
- Critical Incident Stress Mgmt. Team
- Law Enforcement Support / Training
- PSTC—Firing Range

J. Patrick Davis
Deputy Director for Law Enforcement Svcs.
jpDavis@chesco.org | 610-344-4619

- ReadyChesco Citizen Notification
- Public Education Team
- Public Information Officer

Patty Mains
External Affairs Liaison
pmains@chesco.org | 610-344-5150

- PSTC Training Information
 - Facility Reservations
- John Gillespie**
Asst. Dir. for Public Safety Training Campus
jgillespie@chesco.org | 610-344-4241

- Hazardous Materials
- SARA Site Planning

Jeff Emmons
HazMat Chief
jemmons@chesco.org | 610-344-5086

DES Phone Numbers

DES Main 610-344-5000
DES FAX 610-344-5050
PSTC Main 610-344-4100
PSTC FAX 610-344-8583

- CAD Reports
- Quality Reviews
- Records Request/Subpoena Information

Mike Groover
Assistant Director for Quality Assurance
mgroover@chesco.org | 610-344-5027

- GIS Information Support
- Mapping Support

Dave Selkes
GIS Planner
dselkes@chesco.org | 610-344-4485

- DES Facility Tours

Amy Amer
Public Outreach
aamer@chesco.org | 610-344-5093



Chester County Department of Emergency Services
601 Westtown Road, Suite 012
West Chester, PA 19380
610-344-5000
www.chesco.org/des

VOLUNTEER



If you have a desire to help your community, your neighbors, and possibly your own family, then let us help you become a first responder.

Visit -

HELPFIGHTFIRE.COM

**HAVE YOU SCHEDULED
YOUR TRAINING AT THE
TACTICAL VILLAGE YET?**



**FOR DETAILS, CONTACT
JOHN GILLESPIE
610-344-4241**

www.chesco.org/des



Chester County CAD Project

Your source for up to date information on the Chester County CAD Project



2017 STAFF UPDATE

Chester County DES Who to Contact—Staff Directory



Emergency Communications—911

John Haynes

Deputy Director for 911

jhaynes@chesco.org | 610-344-5043

- Computer Aided Dispatch System
- Premise Data—Emergency Contact Info.
- Mobile Command Vehicle—COMM1
- 911 Operations Information

Brad Reinert

Asst. Deputy Director for 911

breinert@chesco.org | 610-344-5595

- Voice Radio System Issues
- MDC/Radio Allotment
- Enterprise Wizard Support
- Mobile Data Issues

John Cocchi

Asst. Deputy Director for 911 Technology

jcocchi@chesco.org | 610-344-6366

- CAD/MPS System Administration
- Response Plan Entry/Maintenance
- Station Prints/3rd Party Paging Support

Justin McClure

CAD System Administrator

jmclure@chesco.org | 610-344-5070

- Telecommunicator Training
- CAD/MPS Training Programs
- Emergency Medical Dispatch Program

Brenda Storti

Training Coordinator

bstorti@chesco.org | 610-344-4331

- CLEAN/NCIC Support - Terminal Agency Control TAC Officer

Koren VanVorst

TAC Officer

kvanvorst@chesco.org | 610-344-5096

- Immediate Dispatch Issues
- After Hours MDC/CAD Password Resets
- Operational Inquiries & After Hours Support

- Incident Review/Complaints
- Tone/Voice Paging Failures

On-Duty Communications Center Supervisor

911supervisor@chesco.org | 610-344-5100

- MDC/CAD Software Questions
- Business Hours CAD/MPS Support
- CAD Data Management
- CAD/MPS Troubleshooting (Business Hours)

CAD Support

cadsupport@chesco.org | 610-344-5074



Chester County Department of Emergency Services

601 Westtown Road, Suite 012
West Chester, PA 19380
610-344-5000

www.chesco.org/des

You are on click away
from various volunteer
opportunities





CHESTER COUNTY FIRE MARSHAL

JANUARY 2017

6

5

7

1

0

Have you checked your batteries in all smoke alarms?

NOTIFICATIONS
YTD 96

UNDETERMINED
YTD 45

UNINTENTIONAL
YTD 100

INTENTIONAL
YTD 14

NATURAL
YTD 8

ASSEMBLY

0 Fires
\$0 Loss

EDUCATIONAL

0 Fires
\$0 Loss

INSTITUTIONAL

0 Fires
\$0 Loss

RESIDENTIAL

11 Fires
\$1,435,000 Loss

BUSINESS

0 Fires
\$0 Loss

YTD: 8 Fires
\$182,000 Loss

YTD: 1 Fire
\$150 Loss

YTD: 21 Fires
\$103,100 Loss

YTD: 120 Fires
\$11,379,760 Loss

YTD: 18 Fires
\$718,510 Loss

INDUSTRIAL

1 Fire
\$7,000 Loss

MANUFACTURING

0 Fires
\$0 Loss

STORAGE

0 Fires
\$0 Loss

OUTSIDE

1 Fire
\$6,200 Loss

OTHER

0 Fires
\$0 Loss

YTD: 9 Fires
\$4451,500 Loss

YTD: 3 Fire
\$200,000 Loss

YTD: 16 Fires
\$1,502,700 Loss

YTD: 37 Fires
\$514,500 Loss

YTD: 15 Fires
\$20,525 Loss

RESPONDER
INJURIES

1

YTD 14

RESPONDER
DEATHS

0

YTD 0

CIVILIAN
INJURIES

2

YTD 40

CIVILIAN
DEATHS

0

YTD 2

0

0

0

0

20

ACTIVE ARSON
CASES

YTD 12

FIRE
INSPECTIONS

YTD 124

YOUTHFUL FIRE
SETTERS PROGRAMS

YTD 19

REPORTS SENT
TO ASSESSMENT

YTD 67

FOLLOW-UP WITH
INSURANCE COMPANIES

YTD 189

ARE YOU AT RISK?

Carbon Monoxide Safety



Did you know?

More than 150 people in the U.S. die every year from accidental nonfire-related carbon monoxide poisoning.

Carbon monoxide or CO is a colorless and odorless gas. CO poisoning can occur when a fuel-burning appliance or machine, such as a furnace, heater or generator, is not working or vented properly. Breathing in CO at high levels can be fatal.

Learn what you can do to protect your family from the dangers of CO.

- ✓ Install and maintain CO alarms inside your home to provide early warning of CO.
- ✓ Install CO alarms in a central location outside each separate sleeping area and on every level of your home.
- ✓ Use portable generators outdoors in well-ventilated areas away from all doors, windows and vents.
- ✓ Make sure vents for the dryer, furnace, stove and fireplace are clear of snow and other debris.

For more information and free resources, visit

www.usfa.fema.gov



Operation 6abc Save A Life



Assistant Chief Fire Marshal Elizabeth Schew attended the annual Operation 6abc Save A Life event held at the Philadelphia Fire Academy on January 19. This was the 25th year that 6abc Action News has led the charge to get free smoke detectors distributed to fire companies in the region. Since the program's inception over 10,000 smoke detectors have been provided by Kidde to support this lifesaving effort.

All residents are encouraged to check your smoke detectors every month. This simple act may save your life or that of your family if fire strikes.

If you or someone you know is elderly, special needs, or low income and needs a smoke detector, please contact your local fire company.

Pictured on Left (L to R): Elizabeth Schew, Assistant Chief Fire Marshal of Chester County and Karen Rogers of 6abc

Chairmen Announce Effort to Assist PA's First Responders

On Monday, January 23rd, leaders of the Senate Veterans Affairs & Emergency Preparedness Committee and House Veterans Affairs & Emergency Preparedness Committee announced a renewed effort to assist Pennsylvania's first responders.

Senator Randy Vulakovich, Chairman of the Senate Veterans Affairs & Emergency Preparedness Committee, and Senator Jay Costa, Democratic Chairman of the Senate Veterans Affairs & Emergency Preparedness Committee, Senator Steve Barrar, Chairman of the House Veterans Affairs & Emergency Preparedness Committee, and Representative Chris Sainato, Democratic Chairman of the House Veterans Affairs & Emergency Preparedness Committee were onsite at the PA General Assembly meeting to discuss a "reboot" of Senate Resolution 6 of 2003 - a comprehensive study of Fire & EMS issues completed in 2005 - and to discuss a 16-bill package of legislation to complement and build on previous efforts to help Pennsylvania's first responders address key issues such as recruitment and retention.

Finding and keeping personnel is a key issue facing many departments as the ranks of volunteers in Pennsylvania have dwindled from about 300,000 in the 1970's to around 50,000 today.



Picture (L to R): Frank Hand, Deputy Fire Marshal of Lower Merion Township, Neil Vaughn, President of Chester County Fire Chief's Association, Tim Solobay, Fire Commissioner for the Commonwealth of Pennsylvania, Senator Randy Vulakovich, Beau Crowding, Deputy Director of Fire Services of Chester County, Chairman Frank Zangari, Pennsylvania Fire & Emergency Services Statewide Advisory Board

To view the complete press release for this story, visit:

<http://www.pasenategop.com/blog/2017/01/23/chairmen-announce-new-effort-to-assist-pas-first-responders/>

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

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



NEWSLETTER JANUARY 2017

The Responder

Questions, Comments, Concerns?
Contact us at : eoc-pio@chesco.org