

Cumberland County >>> *Department of Public Safety*



Your Expectation, Our Commitment

Mission

- » **The mission of the department is to coordinate essential public safety activity among federal, state, regional, county, municipal agencies and volunteer organizations to provide quick, reasoned responses to the needs of our citizens during daily public safety operations and emergencies for both natural and man-made disasters, including those resulting from acts of terrorism.**



Cumberland County

- » Population- 235,000 +
- » 550 square miles
- » 33 municipalities
- » I-81, I-83, PA Turnpike, rail lines
- » Navy and Army Logistics/Supply, PANG
- » Three Mile Island Emergency Planning Zone (EPZ)



Services

- » **16 Municipal Police Departments & Pennsylvania State Police**
- » **County Sheriff's, Probation, Domestic Relations**
- » **Federal Law Enforcement Agencies**
- » **34 Fire Companies**
- » **11 Basic & Advanced Life Support Companies**



Department of Public Safety

- » **Public Safety Communications Division**
- » **Technical Systems Division**
- » **Emergency Management Division**



Public Safety Communications



Public Safety Communications

- » **Public Safety Answering Point (PSAP) for Cumberland and Fulton County**
- » **Receives calls reporting emergencies and dispatches appropriate police, fire and or emergency medical services**
- » **1,000+ phone calls daily**
- » **Act 78 requires that 90% of all calls be answered within 10 seconds (3 rings). In 2012 Cumberland County answered 94.2 percent of calls within in that 10 second window, going well above and beyond the standard.**



Dispatcher Training

- » 80 hours orientation & classroom instruction
- » 200 hours 9-1-1 Call Taker Training
- » 200 hours Police Dispatch Training
- » 288 hours Fire/EMS Dispatch Training
- » Mobile Unit training
- » Emergency Medical Dispatch Certification
- » CPR/AED Certification
- » PA State Dispatcher Certification
- » NCIC & CLEAN clearance and certification
- » Continuing Education



Dispatchers

- » **Dispatcher I**
 - Call Taker/Scope/Police East & West
- » **Dispatcher II**
 - Call Taker/Scope/Police East & West/Fire/EMS
- » **Dispatcher III**
 - All Positions/Trainer/Assistant Supervisor
- » **Shift Supervisor**
 - Directs Daily Operations



Call Taker

- » Designated to answer incoming 9-1-1 and administrative calls
- » Enters call information in CAD and determines appropriate response
- » Provides pre-arrival instructions to caller using Emergency Medical Dispatch protocol.



Scope

- » Data entry for stolen items
- » Warrants and wanted individuals
- » Validates vehicle registrations



PD East/West

- » PD Positions dispatch police units to incidents received by callers
- » PD East dispatches for all departments from Silver Spring Township east.
- » PD West dispatches for all departments from Middlesex Township to Shippensburg Borough.
- » State Police and Carlisle Borough are dispatched by their own call centers



Fire/EMS

- » **1 dispatcher dedicated to the dispatch and communication with all EMS units responding in the county**
- » **1 dispatcher dedicated to the dispatch and communication with all Fire units responding in the county**
- » **Responsible for calling neighboring counties for additional fire and EMS resources**
- » **Dispatches fire and EMS for Fulton County**

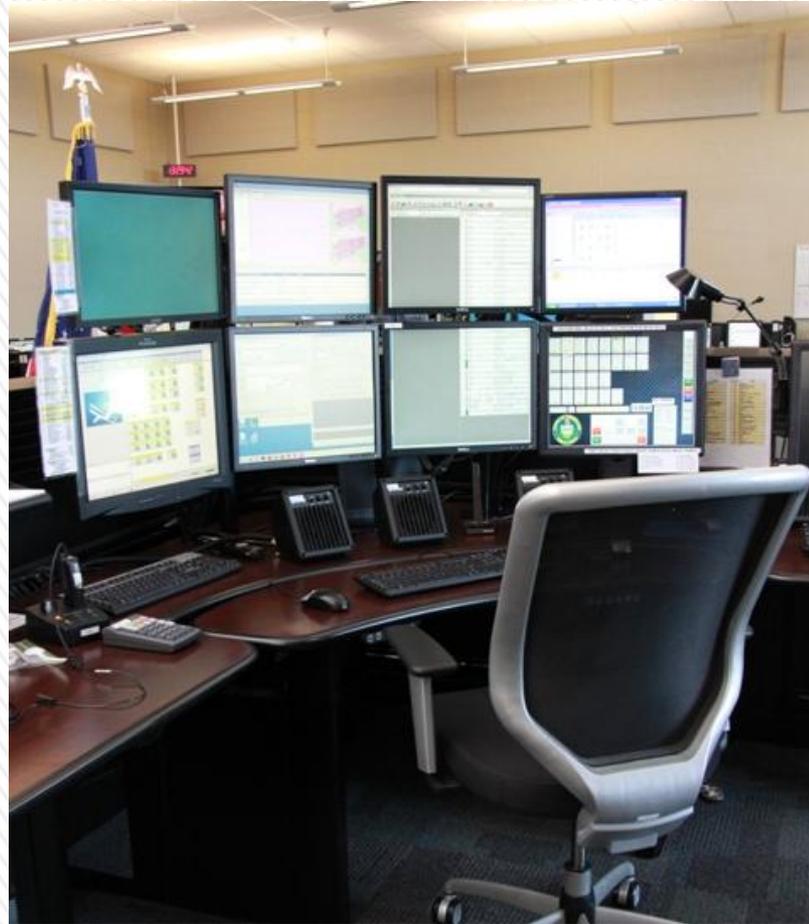


Shift Supervisor

- » **Supervise staff and daily activities in 9-1-1 center**
- » **Maintains compliance of all applicable local, state, and federal laws, regulations and operational policy and procedure**
- » **Conducts weekly quality assurance reviews**
- » **Monitors various technical systems utilized by the county**



The Console



Technical Systems Division

- » **Manages various technical systems that are vital to DPS operations**
 - > **800 MHz digital trunked radio system and it's 18 tower sites**
 - > **Computer Aided Dispatch**
 - > **Emergency Medical Dispatch**
 - > **Enhanced 9-1-1 and Phase II Mapping Technology**
 - > **9-1-1 and administrative telephone system**
 - > **Over 100 computer workstations**
 - > **Various situational awareness tools**



Interoperability

- » **9/11/01 – Interoperability Issues**
- » **Need for all services to be able to effectively communicate during an emergency**
- » **Harris OpenSky 800MHz Radio System**
 - > **Agency Talk Groups**
 - > **Municipal Talk Groups**
 - > **Regional Talk Groups**
 - > **State Police, Penn DOT, Turnpike, and other state agencies**
 - > **P25 Compliant – Conventional (NPS Package)**



9-1-1 Call Management

Call Taker

Main RouteOpts NonEmerg ReferralPhone Duty OpenRep Dup UI ManualPage

Loc: Map Loc Apt: Grid: 594

Closest Address: F12 Clst On Hold: 0

CEFS: Agency Law Fire EMS Other

Pri: Recv: T Channel: Rcv'd 06/12/13 13:23:48 Orig AR: CC

Meet Complainant Phone Call Check Area

Comments:

Caller Name: Activity: CAL Notify:

Address: Perform: No

Muni/City: ST: PA ZipCode:

Home Phone: 717 - - Call Back Ph: 717 - - Ext.:

Cross Streets: **E SOUTH ST/FALLER AV**

Common/Alias: Location ID: MC: CA JC: CU KeyMap:

Lon-X/Lat-Y: -77.191125/40.198543

24H SOP NOT GEO PRE CP HAZ MED

The 5 character Apartment associated with the Location of the Incident.

ccMap2

Layers

- Validation
- E911 Layer
- History Lay
- Resource L
- Incident Li
- Hydrants
- Common f
- Emergency
- Railroad
- Appalacha
- Roads
- SCTF Road
- Hydrology
- Parks
- BuildingPh
- Parcels
- Fulton

Incidents | Units | History | E911 | Validator=Pn | Find Address | Configuration | Address Flags | Premise History Flags

Key	Phone	Longitude	Latitude	Description	Wait
38-20130612132355	-76.964099	40.237212	-076.964099/040.237212		38
76-20130612132348	-77.191125	40.198543	53 W SOUTH ST ,CA CU		76

LON/X=-77.187695 LAT/Y=40.203368 (77°11'15.7"W, 40°12'12.1"N) Map Scale = 1:12956.58



Dispatch/Incident Management

Resource Initiated Incident

Vehicle Stop: Yes

Assign Resource: Yes

Resource Number: 1101

CFS Code: PTS Vehicle Type:

Vehicle Plate: MG6322B State: PA Description: Year: 13

Location: 53 W SOUTH ST

Comment: 2 MALE OCCUPANTS

Driver's License:

Date of Birth: / /

Driver's Name:

OK

LLQuery

File Edit LLQuery

Query Status:

Query ID	Query Time	Resource	Incident	Query Text	Status	Reply Time	Filename
1L01/78/0...	06/12/13 13:32:38	1101	13163L231	.TYPE.1L01/7...	Viewed	06/12/13 13:32:39	1L0178001...
1L01/78/0...	06/12/13 13:32:38	1101	13163L231	.TYPE.1L01/7...	Viewed	06/12/13 13:32:39	1L0178001...
1L01/78/0...	06/12/13 13:32:38	1101	13163L231	.TYPE.1L01/7...	Viewed	06/12/13 13:32:39	1L0178001...
1L01/78/0...	06/12/13 13:32:38	1101	13163L231	.TYPE.1L01/7...	New	06/12/13 13:32:39	1L0178001...

Query Reply:

CUMB-60068 - MVR-51155 06/12/13 13:32:39 - 06/12/13 13:32:39 @CKGVF27BLZX
RESPONSE FROM PENNSYLVANIA BUREAU OF MOTOR VEHICLES
QUERY: MKE/RO.0R/PA0210000.LIC/MG6322B.LY/13.LIT/PC

OWNER INFORMATION

COUNTY OF CUMBERLAND
1 COURT HOUSE SQ
CARLISLE, PA 17013
COUNTY - CUMBERLAND

VEHICLE INFORMATION



Emergency Medical Dispatch

ENTRY QUESTIONS		
1. What's the address of the emergency?		✓
2. What's the phone number you're calling from?		✓
3. What's the problem , tell me exactly what happened?		
Hanging _____		9-E-3
Underwater _____		9-E-6
a. (Not obvious) Are you with the patient now ?		
b. (Not obvious) How many (other) people are hurt (sick)?		
Traffic accident _____		29
Multiple victims _____		CC
c. (Choking) Is s/he still choking now? (You go check and tell me what you find.)		11-E-1
4. How old is s/he?		
a. (Unsure) Tell me approximately , then.		
5. Is s/he conscious ?		
Yes		
No		
Unknown		
6. Is s/he breathing ?		
a. (Hasn't checked – 2nd party caller) You go check and tell me what you find.		✓
Yes		
No/NOT BREATHING _____		?-E-?
Uncertain/INEFFECTIVE BREATHING (2 nd party) _____		?-E-?
Unknown (3 rd or 4 th party caller)		

THE NATIONAL ACADEMY™
EMD
PROTOCOL™
 medical priority dispatch system™

CRITICAL EMD INFORMATION

* For NOT BREATHING situations or INEFFECTIVE BREATHING, code as ECHO on Protocols 2, 6, 9, 11, 15, 31 only, initiate dispatch, give PDIs, and return to question sequence when directed by  symbol.

POST-DISPATCH INSTRUCTIONS

- a. **(ECHO)** I'm sending the **paramedics** (ambulance) to help you now. **Stay on the line.**
- b. **(Hanging and not OBVIOUS DEATH)** **Cut** her/him **down** immediately and see if s/he's **breathing**. (Loosen noose first.)
- c. **(Underwater)** **Do not go in the water** unless it is **safe** to do so. ▽
- d. **(Critical Caller Danger)** If it's too **dangerous to stay** where you are, and you think you can leave safely, **get away** and **call me** from somewhere **safe**. ▽



Emergency Medical Dispatch

C AIRWAY / ARREST / CHOKING (UNCONSCIOUS) – ADULT ≥ 8 YRS		ADULT
1 (Phone to Patient) If there is a defibrillator (AED) available, send someone to get it now. • Are you right by her/him now? Yes → 2 (No) Get the phone as close to her/him as possible. Don't hang up. Do it now and tell me when it's done. (If I'm not here, stay on the line.) → 2	2 Position Patient Listen carefully. (Not breathing) Lay her/him flat on her/his back on the floor/ground and remove any pillows. (Breathing) Lay her/him flat on her/his back and remove any pillows. (3 rd TRIMESTER) Lay her on her left side and wedge a pillow behind her lower back. Not Breathing → 4 Breathing → 3	3 Check Breathing Now place your hand on her/his forehead, your other hand under her/his neck, then tilt the head back. Put your ear next to her/his mouth. • Can you feel or hear any breathing? No → 4 Uncertain/Just a little → 17 • (Yes) Is s/he breathing normally? Yes → 16 No/Uncertain → 17
4 Pathway Director * Select the most appropriate pathway below: Ventilations (V) 1 st → 5 (if any of these conditions apply) Allergic reaction Overdose/Poisoning Asthma attack Severe trauma Drowning Strangulation Hanging Suffocation Lightning strike Toxic inhalation Compressions (C) 1 st → 6 Any other problems (if none of the above apply) Unconscious Choking (UC) → 6	5 Start Mouth-to-Mouth I'm going to tell you how to give mouth-to-mouth * *Refused M-T-M → 6/10 (Place your hand on her/his forehead, your other hand under her/his neck, then tilt the head back.) Now pinch her/his nose closed and completely cover her/his mouth with your mouth, then blow 2 regular breaths into the lungs, about 1 second each. The chest should rise with each breath. • Did you feel the air going in and out? → V 1 st → 13 → C 1 st → 10 Yes → 1 st cycle of CPR → 6 No → C 1 st → 10 Continuing CPR → 9 UC → 9	6 CPR Landmarks Listen carefully and I'll tell you how to do chest compressions. (Not 3 rd TRIMESTER) (Make sure s/he is flat on her/his back on the floor/ground.) Place the heel of your hand on the breastbone (in the center of the chest), right between the nipples. V 1 st → 7 Put your other hand on top of that hand. C 1 st → 11 UC → 7 V 1 st & Refused M-T-M → 11
7 CPR (Ventilations 1st/UC) Pump the chest hard and fast 30 times, at least twice per second and 2 inches (5 cm) deep. Let the chest come all the way up between pumps. Tell me when you're done. (Previous airway blockage) Check in her/his mouth for an object and remove anything you find. Yes → 8 • Do you understand me so far? Yes → UC → 5 No → Clarify/Reassure	8 Continue CPR with Mouth-to-Mouth With your hand under her/his neck, pinch her/his nose closed and tilt her/his head back again. Give 2 more regular breaths, then pump the chest 30 more times. Make sure the heel of your hand is on the breastbone (in the center of the chest), right between the nipples. • Do you understand? Yes → 9 No → Clarify/Reassure	9 Continue CPR Refused/Unsuccessful M-T-M → 10 * If M-T-M instructions have not yet been provided, link to Panel 5. From now on, give her/him: (V 1 st) or (UC) 2 breaths then 30 pumps, 2 breaths then 30 pumps. (C 1 st) 100 pumps then 2 breaths, 100 pumps then 2 breaths. → 10

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Continuity of Operations

- » Mobile unit operates as a back-up Communications Center in the event the actual center becomes inoperable. Equipped with radios, cellular telephones, fax, internet and email. Also serves as mobile command unit.
- » Uninterrupted Power Supply (UPS) and Generators
- » 9-1-1 phone line back-up system



Building Features

- » **Secure access controlled facility**
- » **21,000 square feet**
- » **\$13 million facility**
- » **Detailed risk assessment in accordance with FEMA and a site visit by South Central Task Force prior to completion of project**
- » **FEMA design standards for natural/man made disasters and Department of Homeland Security critical infrastructure protection guidance utilized**



Emergency Management

- » The goal of the Emergency Management Division is to plan, prepare, and assist in the mitigation of natural or man made disasters.
- » The division works closely with federal, state and municipal governments on a regular basis to achieve these goals.
- » Provides field response and direct support to other agencies throughout the region.



Emergency Management

- » Works with childcare facilities, nursing homes and school districts to ensure proper emergency planning
- » Writes and updates county Emergency Operations Plan
- » Partners with various government agencies and community organizations (FEMA, PEMA, Red Cross, Dept. of Health, Dept. of Environmental Protection, etc.)

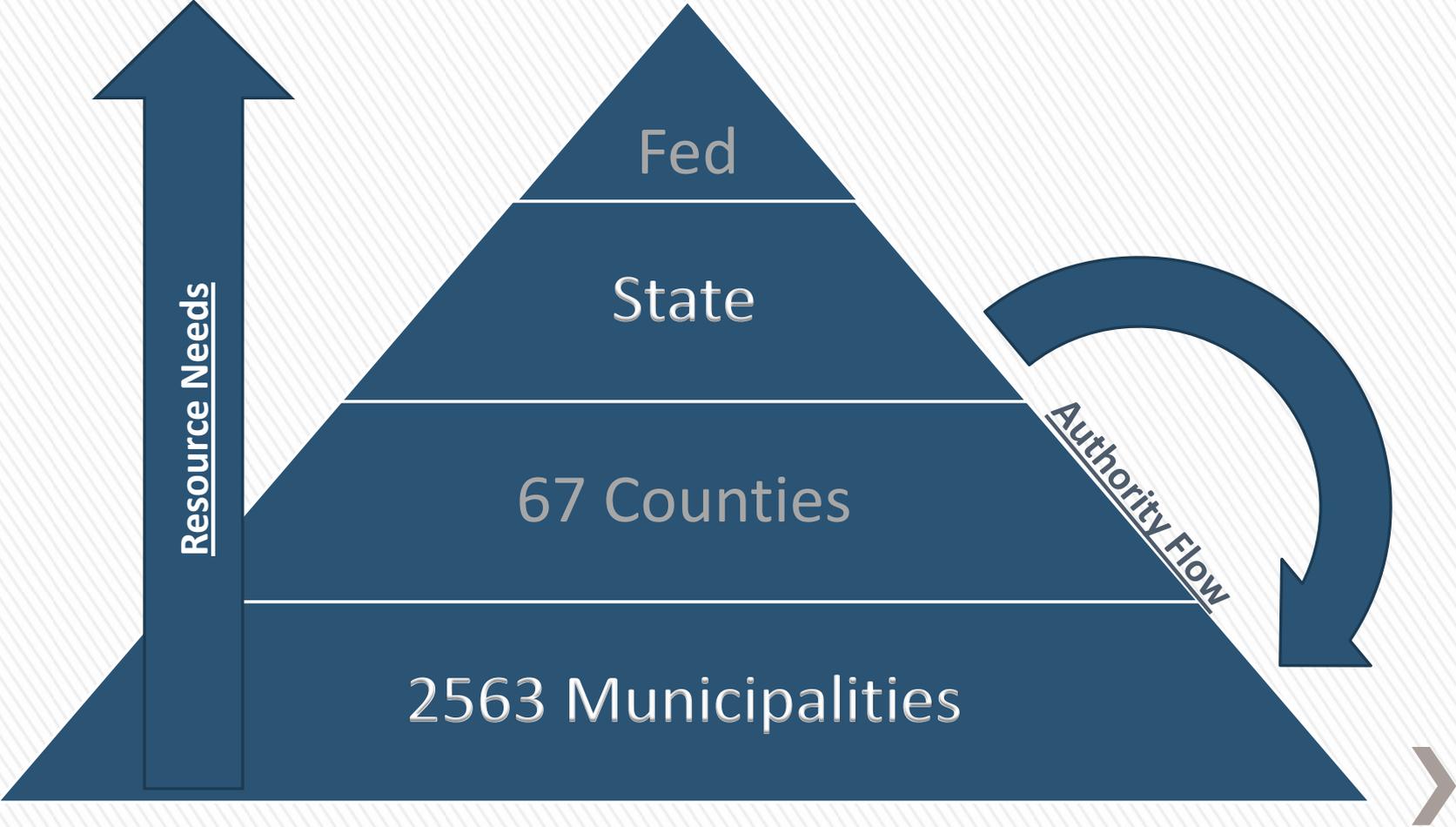


Pennsylvania- Title 35

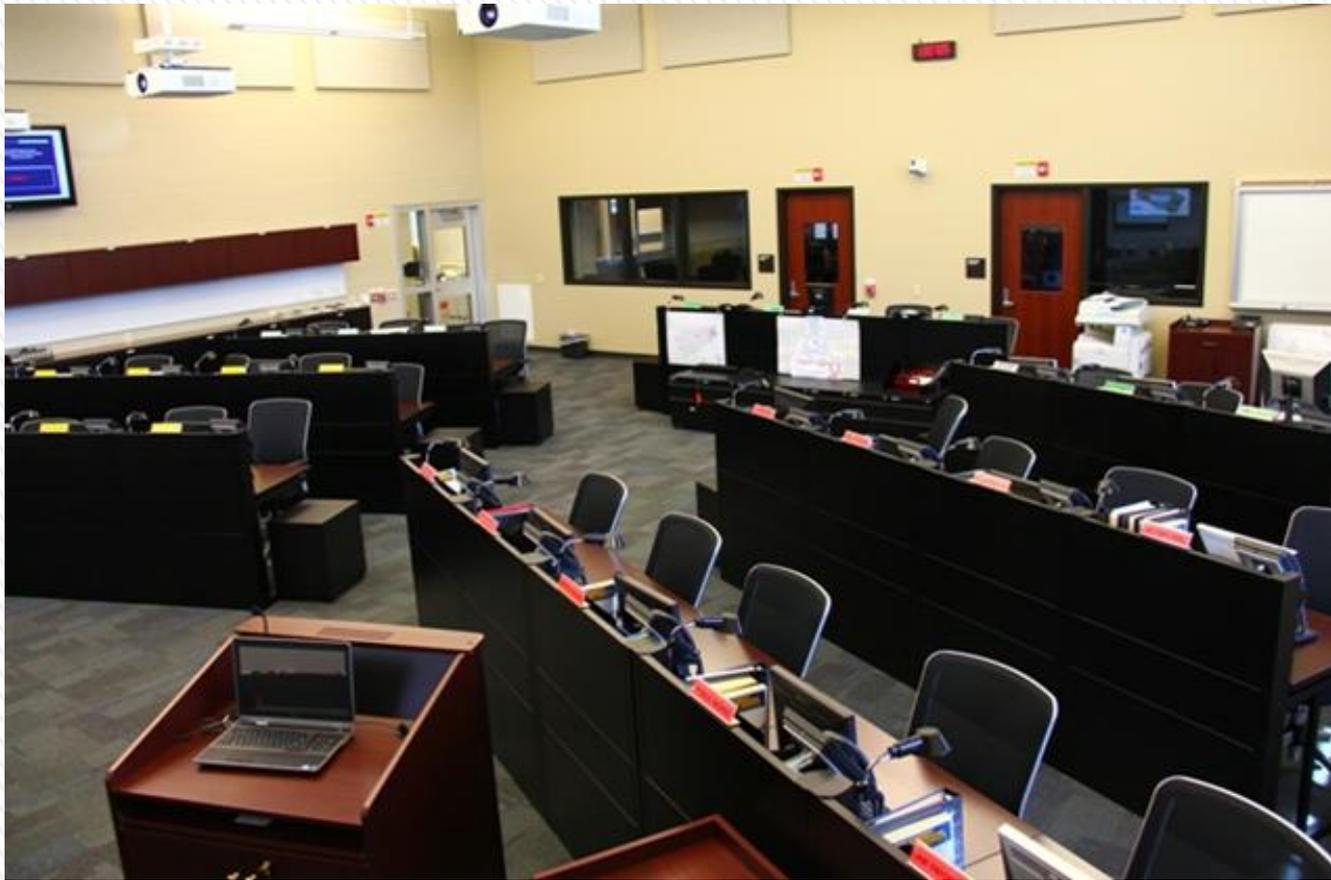
- » **Municipality is always in charge but has limited resources**
- » **“All Disasters are Local”**
- » **County helps coordinate efforts and resources**
- » **County acts as liaison between state and municipalities**
- » **Resources request flow from municipality to county to state, to federal.**



PA & EMA



Emergency Operations Center



Emergency Operations Center



Emergency Operations Center



Emergency Operations Center

- » The EOC provides a central location where government at any level can provide interagency coordination and executive decision making in support & coordination of the incident response. The EOC provides a fundamental role to domestic response as required by NIMS. Jurisdictions with well-organized EOCs have several distinct advantages during an emergency.



Emergency Operations Center

- » **Serve as a conduit for information passed from the incident scene, through lower-level coordination agencies, to higher-level coordination entities**
- » **Allow the on scene Incident Commanders to focus on managing the incident**
- » **Promote problem resolution at the lowest practical level**
- » **Provide support for continuity of operations & incident support activities, strategic guidance & direction to support incident management activities**



EOC Structure

- » **NIMS (National Incident Management System)**
 - > A core set of doctrine, concepts, principles, terminology & organizational processes to enable effective, efficient and collaborative incident management at all levels
- » **Incident Command System (ICS)**
 - > A management system designed to enable effective & efficient domestic incident management by integrating a combination of facilities, equipment, personnel procedures & communications operating within a common organizational structure.
- » **EOC Structure (Based on ICS)**
 - > Command
 - > Logistics
 - > Operations
 - > Planning
 - > Finance/Admin



Special Teams

- » **Special Hazardous Materials Operations Team**
- » **Mass Casualty Incident Response Team**
- » **Search & Rescue Team**
- » **Technical Rescue Operations Team**
- » **Animal Response Team**
- » **Tactical Police (Special Response Team)**
- » **Special Police Team**
- » **Public Information Team**



Hazardous Materials Program

- » Emergency Planning & Community Right to Know Act of 1986 (Creation of Local Emergency Planning Committee)
- » Act 165 of 1990- Hazardous Material Emergency Planning & Response Act
- » Special Hazards Operations Team



South Central Task Force



- » Adams, Cumberland, Dauphin, Franklin, Perry, York, Lebanon, Lancaster
- » The SCTF will assume a leadership role in delivering a comprehensive and sustainable regional "all-hazards" emergency preparedness program that addresses planning, prevention, response and recovery for events in South Central PA that exceed local capabilities.



South Central Task Force

- » **Population - 1.8 million**
- » **Area - Approximately 5,200 square miles**
- » **Municipalities - 312**
- » **Emergency response organizations**
 - > **Fire / Rescue = 326**
 - > **Police Departments = 143**
 - > **EMS / Basic Life Support = 104**
 - > **EMS / Advanced Life Support= 31**
 - > **Hospitals = 16**
 - > **Special Operations Units = 25**



SCTF- Specialized Response Teams

- » Incident Management Team (IMT)
 - > Type 4 capability
- » Decontamination Strike Teams
- » EMS Task Forces
- » Hospital Decontamination Strike Teams
- » Law Enforcement Strike Teams
- » Special Operations Units
 - > Hazardous Materials Teams
 - > Tactical Teams
 - > County Technical Rescue Teams
 - > PA US&R Company 1



SCTF Concept of Operations

Incident
Occurs

24
Hours

48
Hours

72
Hours

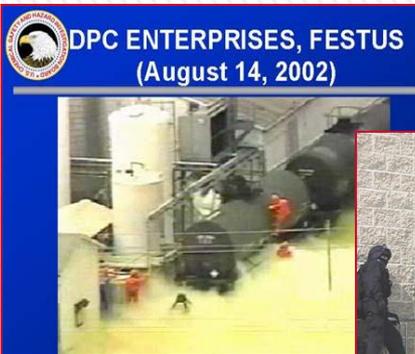
96
Hours

Local

South Central Task Force

Commonwealth of PA

Federal Govt.



Questions?

- » www.ccpa.net
- » www.facebook.com/CumberlandCountyDPS
- » www.twitter.com/ccpa_net_dps911
- » www.CumberlandCountyDPS.blogspot.com

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