Over my 20 years with DES, I have seen the department grow to over 300 employees that successfully provide world-class services to Chester County, the Southeastern Pennsylvania region, and anywhere in the country when called. As I look back and reflect on the successes and challenges of 2019, my first year as the Department of Emergency Services (DES) Director, it gives me great pride to be part of an organization and first responder community full of passionate and dedicated Chester County public safety professionals.

In 2019, we reorganized into three main groups; Training and Development, Operations, and Planning and Logistics to better support and serve our staff, programs, and stakeholders. We immediately began an aggressive recruitment effort to fill open positions with knowledgeable, positive, customer service and team-oriented individuals who will continue to advance and grow DES and the Chester County public safety community for at least the next 20 years.

In this annual report we will celebrate our staff and their programs. We will also highlight some of our 2020 goals and objectives. Listed below are a few achievements from 2019 that I would like to spotlight:

- It was a record year for our 9-1-1 communication center, processing 447,846 events while undergoing a complete update of the primary 9-1-1 center dispatch consoles.
- Our Emergency Management staff achieved EMAP reaccreditation and successfully launched WebEOC to our municipal partners.
- Due to our preemptive cybersecurity countermeasures we successfully maintained 100% uptime of 9-1-1 and dispatch services throughout a serious cybersecurity threat.
- The Public Safety Training Campus (PSTC) had a record number of attendees, 36,507.
- We continue to plan, prepare, and train for pipeline emergencies and the Pipeline Safety Advisory Board was formed.

As I look toward 2020, our Mission (to promote and assist in providing safety and security to Chester County citizens so they can work, live, and grow in a healthy and safe community) is my focus. We must continue to develop and grow our programs and staff, ensuring that they have the means, tools, skills, and ability in order to successfully achieve our mission. We started to evaluate, measure, and improve these in 2019 after receiving great feedback and input from DES staff and our stakeholders. We will continue to implement improvements, such as employee development, leadership development, effective communication, and workplace efficiency to ensure that our DES family is always prepared to assist yours.

Have a healthy and safe 2020,

Mike
Managing for Results is a comprehensive and integrated performance management system that focuses on achieving results for the customer which makes it possible for departments to demonstrate accountability to the taxpayers.

- **911 Calls Dispatched:** 447,846
- **Average Police Dispatch Time:** 1.80 minutes
- **Number of Residents Enrolled in Smart911:** 4,700
- **Asap to PSAP Received:** 9,228
- **Percentage of Students Tell Us They Are Better Prepared for Their Jobs After Taking Training:** 99.96%
- **Number of Residents Enrolled in ReadyChesco:** 24,549
- **Classes Held at the Tactical Village:** 428
- **Classes Held at the Academic Building:** 1,843
- **Classes Held at the LeFiring Range:** 449
- **Community Outreach Programs Held:** 124
- **Average Fire/EMS Dispatch Time:** 1.40 minutes
- **Students Attended Classes Held at PSTC:** 36,507
- **Percentage of Students Attending Classes Were Chester County Responders:** 56%
The 9-1-1 Operations Center continues to meet the needs of Chester County citizens and visitors by consistently processing calls for service within 90 seconds.

Quality Reviews for 9-1-1 calls regularly remain above a 90% performance rating. We do quality reviews to identify areas of performance that need more attention from the training section or supervisors. These quality reviews work hand in hand with the supervisor’s evaluations for employee performance. This process allows Platoon Leaders and Assistant Platoon Leaders to know exactly how their employees do their jobs. All in all this area is one of our biggest successes – employees receive positive feedback, which in turn motivates them to continue to go above and beyond while helping the citizens and visitors of Chester County.

The 911 Operations Center underwent a complete overhaul this year. New consoles were purchased and installed between July and October. During that process, 9-1-1 Operations were relocated to the 9-1-1 Alternate Center at the Public Safety Training Campus (PSTC) in South Coatesville. Close quarters notwithstanding, the staff continued to operate at the highest level of professionalism. They were welcomed back to their updated space at the Government Services Center in mid-October. Our biggest challenge this year has been staffing. This is a common problem throughout the 9-1-1 community across the country. We continue to attract dedicated employees to join a rewarding profession that save lives everyday.

Operations Communications Position in the 9-1-1 Communications Center

Emergencies and threats arise with or without warning with the potential to jeopardize life, environment, property, infrastructure, and assets. In an effort to further support the Mission of the Department of Emergency Services, a new Operations Communications team will be integrated within the 9-1-1 Communications Center. The specialists on the team will be responsible for collecting information from various sources, determine the validity and prioritize time-sensitive data to provide effective situational awareness and timely, accurate notification of events that impact the first responders, citizens, visitors and employees of Chester County.

2020 Goals

The goal this year is to fill our open telecommunicator positions. CCDES held a hiring event in early January 2020 to fill seats for the February 2020 class. More call takers will allow the supervisors the ability to cross-train other employees as Police/Fire-EMS Dispatchers. This will allow more flexibility with staffing, which will reduce some of the stressors associated with the line of work.
9-1-1 Training

The 9-1-1 Training Team held an open hiring event in an attempt to improve the hiring process for 9-1-1 telecommunicators, as well as, increase staffing numbers for the 9-1-1 center. The event was held over one day and was open to the public. Applicants were able to apply, get their background check completed, take the required testing needed to be hired, participate in a quick 20-minute initial interview, and observed a current telecommunicator working on the floor in one sitting. If this first day went successfully for the applicant, they were invited back for a more in-depth second interview held the following week.

Throughout 2019, the 9-1-1 Training Team was able to successfully review and revise the procedures and content of each of the following classes taught by them: Telecommunicator, Police Dispatch, and Fire Dispatch. During this process, a small group was formed that includes training and one representative from each platoon to review the classroom content, evaluation guidelines, and operating procedures. The whole process took quite a bit of time but resulted in creating a great atmosphere for teamwork and ideas to come to fruition.

2020 Goals

Our goals as 9-1-1 Training for 2020 are to increase the hiring success rate of call taker trainees and make sure all current training content is compliant with the new Pennsylvania Emergency Management Agency (PEMA) standards.

Technical Services

The department and the technical division dealt with a serious cyber security event. Throughout the duration of the event, critical services maintained 24/7 operation. Appropriate staff responded in timely and efficient manner to halt the spread, isolate critical infrastructure systems from the County network, and ensure the integrity of the Department’s mission critical Integrated Emergency Communication systems.

The microwave transport backbone was successfully upgraded to a full Ethernet Multiprotocol Label Switching network. The upgrade provides for greatly increased capacity and redundancy. Throughout the upgrade process there was no interruption in services.

2020 Goals

To cross train the Technical Services’ personnel on tasks and responsibilities in an effort to improve efficiency and reduce or eliminate single points of failure.

To streamline the process of creating a new “Map Roll” for the Hexagon CAD system. The goal for 2020 is to be able to produce and deliver a map update in an efficient manner every six months. The map is a fundamental background component to the CAD system for both telecommunicators and first responders. Having the most recent roads and developments is essential to timely service to our citizens and visitors.
The members of the Critical Incident Stress Management (CISM) /Peer Support Team are comprised of nearly 50 Fire, Police, EMS, Telecommunicators, Mental Health Professionals and Chaplains. In 2019 these dedicated professionals have interacted with more than 3,000 first responders throughout Chester County and beyond. There were nine extremely qualified peer support members who joined the team.

In 2019, eight formal CISM debriefings were held. The CISM team reached out to first responders that were involved in very serious incidents throughout Chester County. The team also assisted in several adjacent counties dealing with serious critical incidents.

Over 1,000 first responders participated in the “Taking Care of Our Own” training. The training was held at nine Fire/EMS companies within the county as well as the 2019 EMS Conference and the FBI Academy Associates of Eastern PA gathering.

The team participated in Crisis Intervention and CISM Awareness training with numerous Police, Firefighters, and Telecommunicators. Team members also participated in a three-day Resiliency Training through the FBI Academy Associates and a one-day training from First Responder Resiliency.

The Chester County CISM/Peer Support Team is very active on both Twitter and Facebook. Local and nationwide responders are reached through these social media outlets. Facebook statistics show that over 300,000 followers have viewed the informational, educational and inspirational content.

**2020 Goals**

May is National Mental Health Month. In conjunction with Chester County Health Department and the Department of Emergency Services, the team is planning an all-day Resiliency Conference/Workshop. The conference will be open to all First Responders, CISM/Peer Support members, Chaplains, as well as spouses and family members.

In addition to CISM Awareness and the “Taking Care of Our Own” Training, the team will be developing new training for first responders based on the FBI Academy Resiliency training.
The Chester County Public Safety Training Campus (PSTC) continued its growth and expansion in 2019; with 36,507 students and attendees from all disciplines, attending the 2,853 classes, meetings and seminars held at the campus. With the opening of the Law Enforcement Firing Range and the establishment of EMS Training, the number of persons utilizing the campus increased 61% from 2018, and the number of overall training sessions saw an increase of 73%. To keep pace with the increased demand, in 2019 the Belfor classroom (140) had complete upgrades to the technology and AV equipment. In addition, there were several new props added to the Tactical Village (utility room mock-up, outdoor propane tank prop, downed wire hazards) that allow for more realistic scenario-based training for all the first responder disciplines.

2020 Goals

The PSTC’s goal for 2020 is to continue upgrades to technology and AV equipment; continue to develop more realistic props and training scenarios to support the Training and Development Group’s needs to maintain the Public Safety Training Campus as the leader in innovative and cutting-edge training for the first responders of Chester County and the region.

COPEWELL Project

Communities are breaking with the status quo strategy of simply responding to disasters as they happen. Instead, they are striving to anticipate, withstand, recover, and emerge even stronger after extreme events, that is, to be resilient. Among the challenges they face in this endeavor is figuring out how exactly to build up their disaster resilience. Chester County Department of Emergency Services and our partners have been working with Center for Disease Control (CDC) supported researchers on the COPEWELL (Composite of Post-Event Well-being) project.

Local efforts have focused on developing resilience measurement systems and tools to allow communities to think and act in more concrete terms. Once completed, the rubrics will provide communities with a common language for discussing resilience as well as a hands-on way to establish a baseline (i.e., know how they now rate on factors that influence resilience), understand gaps, prioritize concerns, identify leverage points for intervention, and assure accountability for taking corrective action. This project was highlighted at the 2019 Natural Hazards Conference and will be released publicly in 2020.

Public Safety Training Campus

The Chester County Public Safety Training Campus (PSTC) continued its growth and expansion in 2019; with 36,507 students and attendees from all disciplines, attending the 2,853 classes, meetings and seminars held at the campus. With the opening of the Law Enforcement Firing Range and the establishment of EMS Training, the number of persons utilizing the campus increased 61% from 2018, and the number of overall training sessions saw an increase of 73%. To keep pace with the increased demand, in 2019 the Belfor classroom (140) had complete upgrades to the technology and AV equipment. In addition, there were several new props added to the Tactical Village (utility room mock-up, outdoor propane tank prop, downed wire hazards) that allow for more realistic scenario-based training for all the first responder disciplines.

2020 Goals

The PSTC’s goal for 2020 is to continue upgrades to technology and AV equipment; continue to develop more realistic props and training scenarios to support the Training and Development Group’s needs to maintain the Public Safety Training Campus as the leader in innovative and cutting-edge training for the first responders of Chester County and the region.
The EMS Division has re-established a compliment of full-time staff. For the first time since 2012, the EMS Division regained a “normal” staffing level which consisted of four full time staff. Having operated with a maximum full time staff of two for the previous seven years, regaining a full complement of full time staff validated the Department’s commitment to EMS and allowed us to provide a level of service that was unachievable with the previous staffing limitations. With four dedicated professionals on board the Division excelled in 2019 and provided more robust services to our stakeholders. 2019 also saw the Division name successfully change from the generic “Field Services” to a more appropriate “EMS” title which better defines the true role of the Division.

Integrated an operational component to the EMS Division. With the Department’s re-organization and new vision, the EMS Division was able to begin establishing an operational presence at high profile and/or large scale incidents. The Deputy Director for EMS responded to multiple incidents to provide DES representation and support to the response agencies as needed. Additionally, the Deputy Director for EMS was also oriented to the Incident Support Team and assisted on several IST responses.

Lobbied the PA Dept. of Health - Bureau of EMS to consider allowing regional EMS council staff who are certified EMS Instructors to receive Instructor hours for administering PA EMS psychomotor exams. Per Regulation, Instructor hours may only be earned by teaching EMS certification courses, and regional EMS council staff cannot teach EMS courses and administer exams for the same cohort. Our Deputy Director of EMS made the request to the Bureau, and following additional discussion the Bureau agreed to award Instructor hours to any certified EMS Instructor who participates in a psychomotor exam (not excluded to regional EMS council staff), and to also award EMS continuing education hours to any EMS provider who evaluates a PA EMS psychomotor exam. Following each of our psychomotor exams, our EMS Training Coordinator and EMS Data & Certification Coordinator compile a staff report and issue the applicable certificates for both instructor hours and continuing education hours for exam staff. This has improved the ability of our staff and stakeholders in meeting their continuing education requirements.

Improved our regional EMS council interface and processes with our stakeholders. Specific examples include:

Developing a new process for obtaining a candidate for EMS certification’s picture and signature for their PA certification card at psychomotor exams. By better integrating our EMS Data & Certification Coordinator into the psychomotor exam process we can capture the pictures and signature at the exam and have them uploaded into the PA EMS Registry system for card printing when a candidate achieves certification. Many EMS employers prefer their staff to have their picture on their PA certification card, and we previously required providers to come to the office to obtain this after they were certified.

Implementing a new process for capturing EMS provider certification information for continuing education (CE) processing at a CE session by scanning their PA EMS certification card. By working with colleagues at a neighboring regional EMS council our EMS Data & Certification Coordinator was able to develop a process to scan the bar code on a provider’s certification card and create a file which
can then be uploaded into the PA EMS Registry to award the appropriate CE. This has the potential to be used in place of a traditional paper roster.

DES Staff sponsored and participated in in-depth training on emsCharts. emsCharts is the preferred EMS charting software for the EMS agencies through PA DoH grant funding. While we have been using emsCharts for many years, we have not kept up with training and advances in the program. We hosted and participated in a 2 day on-site training facilitated by emsCharts staff which allowed the participating EMS agencies and DES staff to come away with a much deeper working knowledge of the product’s functionality and capability. We have, and will continue to improve our utilization of emsCharts as a result of this training, and our ALS Coordinator can now better utilize emsCharts to perform quality assurance activities.

Rejuvenated our Continuous Quality Improvement process. Tammy Whiteman, ALS Coordinator, has been able to better utilize emsCharts to perform quality assurance (QA) activities. New emsCharts based initiatives were developed and adopted for a January 1, 2020, launch in emsCharts. We continue to actively participate in the County’s Overdose Prevention Task Force and provide that group with emsCharts data on EMS administration of naloxone. Additionally, we have revised our QA processes for low use/high risk medications (Etomidate and Ketamine) to comply with PA DoH guidelines and better align how administrations of these medications are reviewed county-wide.

Sponsored a 30 hour National Registry of EMTs (NREMT) approved National Continued Competency Program (NCCP) refresher for EMS provider recertification. Upon successful completion of their initial certification requirements new EMS providers receive both PA and NREMT certifications. These certifications are separate, with asynchronous continuing education requirements and timelines for renewal – the NREMT renewal is significantly more detailed. Many providers continue to maintain dual certification throughout their tenure and require additional focused continuing education opportunities to meet the NREMT requirements. Multiple entities in neighboring regions ceased offering an NREMT refresher. In January we launched our program which included both evening and Saturday sessions, with almost all content provided by external physicians, nurses, and Allied Health providers. We had tremendous buy-in and support from our local health systems, who provided the bulk of the speakers and meals at no charge, which enabled us to keep the program cost very low. The response of attendees was positive; we averaged 12-14 attendees per session. As a result of this success we plan to offer this program every other year to coincide with the NREMT renewal cycles.

Facilitation of a Hands Only CPR program for Great Valley High School (GVHS) students. Spearheaded by our EMS Training Coordinator we worked with a local Emergency Department physician whose children attend GVHS to provide Hands Only CPR training for two of the building’s four grades, resulting in approximately 400 students being trained. We also offered formal Community CPR training to 50 students who completed the Hands Only portion and wished to have additional training. As a result of this program’s success, GVHS agreed to partner with us to replicate the program for the next school year which will allow all four sitting grades within the building to be trained. Additionally, the student champions were so committed to the program that they established a new non-profit entity with the goal of providing this valuable training to all of Chester County’s high schools (with our assistance), and they asked us to provide them and other GVHS staff with a CPR Instructor class so that they can continue the training at GVHS with minimal external assistance.
2020 Goals

Create an on-line EMS continuing education program for the TRAIN PA system. Staff will write a new courses, and work with Bureau of EMS staff to have the course approved, recorded (video and/or audio), and uploaded to the TRAIN PA platform.

Expand the use of technology in the continuing education setting. Increase opportunities to use a device/app to scan an EMS provider’s PA certification card when they attend a continuing education session. This allows for relatively seamless electronic upload of their data into the PA EMS registry and decreases reliance on traditional paper rosters.

Host a First Responder Resiliency workshop. Groundwork is already in place for us to work collaboratively with partners and stakeholders to offer an all-day First Responder Resiliency workshop that is open to all disciplines of First Responders and their immediate families. The program will focus on First Responder mental health wellness and provide tools for identifying and dealing with Post Traumatic Stress Injury.

Develop and deliver a Chester County specific active threat training program for all disciplines of First Responders. In today’s environment it is imperative that Chester County 911, Police, Fire, and EMS are all on the same page when mitigating an active threat incident. There are currently active threat training programs offered locally, regionally, and nationally that are fairly discipline specific built on known best practices. Our goal is to develop and deliver a program that incorporates these best practices into Chester County specific operations and practice them in realistic scenarios.
EMS Training

National Continued Competency Program (NCCP): In 2019 Chester County DES partnered with four Health Systems to deliver a 30 hour EMS refresher series covering five topic areas.

This program provided content for BLS and ALS providers. Attendance far exceeded expectations for our initial offering.

After consulting stakeholders we anticipate offering this series every other year moving forward; specifically the odd years to target advanced level practitioners prior to their expiration date.

Fire/Rescue Training

Total Courses  142
Total Students  2,195
Certification Testing  203 Candidates
Off Campus Classes  94 for 1,606 Students

Successfully held our second condensed Summer Firefighter I class with 12 graduates.

Successfully held two National Certification pilot tests for Mobile Water Supply and are now approved to test through the cooperation of the PA State Fire Academy.

Held the 10th annual Junior Public Safety Training Camp with 25 cadets.
Fire Services

Fire Services saw a change in leadership in 2019 with William “BJ” Meadowcroft coming on-board as Deputy Director for Fire Services. BJ has been hard at work to continue our great working relationships with the Chester County Fire Chief’s Association and Chester County Fire Police Association.

The Department continues to support the Chester County Fire Chief’s Association’s FEMA SAFER grant for volunteer retention and recruitment at the highest level as the grant enters its third and final year. To date, 218 Volunteer Firefighters have expressed an interest in recruitment into the Chester County fire service through this program. The Fire Services group remains very active on the Senate Resolution 6 effort to ensure that Chester County is well represented in the state-wide fire service staffing crisis. The Department’s continued partnership with the Fire Chief’s Association, Fire Police Association and Chester County EMS Council, Inc., on the Fire and EMS Strategic Plan remains a priority. In 2020, the consultant will provide recommendations, which will include input from county citizens and leaders, for future growth.

2020 Goals

To continue to support the completion of the Fire and EMS Strategic Plan that will ensure vital public safety services are delivered to Chester County residents within valued methods and time-frames.

Hazardous Materials Team

In 2019 the Chester County Hazardous Materials Response Team responded to 19 calls for service, 58 officer notifications and completed over 2600 hours of annual training. Through dedicated service, these vital first responders continue to ensure Chester County remains a safe place to work and live. In the fall of 2019 the Hazardous Materials Response Team partnered with fire company officials to successfully complete the Limerick Nuclear Generating Station federally evaluated exercise. We are excited to share the sentiments of outside Federal and Exelon evaluators who praise the Chester County team as first class.

2020 Goals

To complete the specifications and purchase of a new hazardous materials response unit that will serve Chester County for the next two decades to enhance public safety with updated technologies.
The Chester County Incident Support Team (IST) was designed to provide personnel who are trained and organized to support disaster response operations by assisting the Incident Commander through the use of incident management and technical specialists.

In 2019 the team responded to 11 incidents and supported 11 preplanned special events; the most requested skills the team provided was planning, logistics and public information support.

For 2020, the team will focus on transitioning the services of mobile communications and incident support into one package that supports the first responders; and the recruitment of members.

In 2019 the Department of Emergency Services completed a presentation in partnership with the Bureau of Alcohol, Tobacco, Firearms and Explosives to outline the Barclay Friends Center Fire that occurred in 2017.

The Fire Marshal group hosted Randy Patton, a summer intern from the University of New Haven, CT, fire investigator program.

Chief Fire Marshal John Weer was re-elected to the Pennsylvania Association of Arson Investigators Administration Board. He has also completed work with the State Fire Academy certification staff to have the Chester County Public Safety Training Campus approved as the Eastern Pennsylvania test site for Fire Investigator training.

Assistant Fire Marshal Elizabeth Schew continues to be actively involved with the Camp Fury, a regional program established by the Delaware State Fire School for recruitment and retention of younger females in emergency services. Numerous Chester County first responders have become alumni of this program.

Arson fires for 2019 are either finalized with an arrest or are still within the legal process. All previous arson cases that went to trial in 2019 have been finalized with convictions.

There were zero fire deaths in Chester County in 2019; with 44 civilian injuries and 16 fire service injuries.

**2020 Goals**

To continue to support Chester County First Responders by sharing best practices in fire prevention and through fire investigations. We will focus on injury prevention for 2020 with tracking the cause of injuries and...
2019 was a very productive year for LE Training we hosted 140 classes with 2,487 Police Officers attending which equates to approximately 25,000 hours of training. We offered courses ranging from Basic Self Defense to Sniper Training.

Two of our most significant accomplishments for 2019:

- The purchase & installation of a new state of the art firearms simulator. The TI Training RECON Use of Force Simulator is a scenario-based training system designed to provide officers with interactive hands-on training based on situations they may encounter while on duty.

- In conjunction with West Chester University Criminal Justice program, we hosted the 2019 American Criminal Justice Region IV Conference. The conference was attended by 140 Criminal Justice students from numerous colleges throughout the region who competed for national honors in multiple topics relating to Criminal Justice, including crime scene analysis, physical fitness and a marksmanship competition.

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2019</th>
<th>Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Agencies Utilizing Law Enforcement Firing Range</strong></td>
<td>23</td>
<td>36</td>
<td>40%</td>
</tr>
<tr>
<td><strong>Total Rounds Fired</strong></td>
<td>220,072</td>
<td>366,476</td>
<td>40%</td>
</tr>
<tr>
<td><strong>Total Officers Utilizing Range</strong></td>
<td>1,243</td>
<td>2,186</td>
<td>57%</td>
</tr>
<tr>
<td><strong>Total Hours Ranges in Operation</strong></td>
<td>844</td>
<td>1,523</td>
<td>44%</td>
</tr>
</tbody>
</table>
In 2019, Chester County Emergency Services experienced a significant reorganization to assist with the enhancement of services, increasing responsibilities, and to improve the span of control in a growing organization.

Jason Suydam has filled the Deputy Director for Law Enforcement Services position, which now includes the Safety and Security and Law Enforcement Data Coordinator teams.

The Law Enforcement Services group was able to continue their partnership with the Chester County Police Chiefs Association with the appointment of Deputy Director Suydam to their Executive Board. After serving 25 years on the Chester County Police Chiefs Association’s Executive Board, Pat Davis has passed the torch onto Jason to fill that vacancy. The Law Enforcement Services group will continue to build positive relationships with Chester County Police Chiefs Association and the Executive Board.

There were many achievements accomplished with our active involvement with enhancing safe schools, combating the opioid epidemic, participating in mental health awareness, Crisis Intervention Team (CIT) training for law enforcement, major event coordination, Emergency Operations Center exercises, incident support, Occupational Advisory Committee, Chester County Intermediate Unit, and more.

2020 Goals

The goal for Law Enforcement Services in 2020 is to continue cohesive development by providing essential services and support to our law enforcement partners through progressive measures, steady communication, and active involvement.

Law Enforcement Services will assist in coordinating the transition of North Coventry Township Police Department radio dispatch services from Montgomery County to Chester County. Our goal is 2020 is to accomplish this through operational impact planning, technical deployment and training.

In 2020, we will closely with our law enforcement partners to review and develop a plan for prioritization of grant-funded projects.
EMAP: The Department received confirmation that it remains nationally accredited by the Emergency Management Accreditation Program (EMAP) for an additional five years. In 2014, Chester County was the first county in the Commonwealth to achieve full accreditation for its emergency management program.

Emergency Operations Centers (EOC) Re-design: Based on updates in the 2019 Emergency Operations Plan, the primary and alternate EOCs were re-designed to match the EOC’s new organizational design and to address opportunities to improve efficiency of the physical layout. The floorplan was re-designed for both facilities, new EOC guidance and job aids were developed and each position-specific book were updated. Additionally, the computers and phones at the primary EOC were updated in 2019. The alternate EOC, was overhauled to improve organization of supplies and reduce the time to set up the alternate facility in support of improved Continuity of Operations process.

WebEOC Implementation: In 2019, Chester County, as part of the Southeastern Pennsylvania Regional Task Force (SEPARTF), transitioned to WebEOC for its incident management software. The implementation involved the development of unique tools to meet the needs of the SEPARTF member counties, allowing operations to drive the design and approach of the software. The initial roll out began on May 1 and improvements will continue throughout 2020 to further enhance the system’s functionality and ease of use.

Limerick Exercise: The County and municipalities conducted the federally evaluated full-scale exercise for the Limerick Generating Station during the evening hours on November 19, 2019. All of the eight evaluated municipalities and the County EOC performed their duties in an outstanding manner. No issues were identified for Chester County during the hot wash.

2020 Goals

- Establish Recovery Planning Committee and develop a Recovery Annex
- Meet all objectives in the Peach Bottom Atomic Power Plant federally evaluated exercise scheduled in April
- Complete the update to the Chester County Multi-Jurisdictional Hazard Mitigation Plan
- Complete updates to the Active Threat Annex
- Maintain 100% current municipal emergency operations plans (EOPs)
- Ensure all DES staff are properly trained for their respective EOC positions
- Continue to update WebEOC
The Safety and Security team provides after business hours safety and security for several county-owned buildings. Troy Brock, Assistant Deputy Director for Safety and Security and 2 full time Supervisors, Victor Burgos and Maurice Coleman, and their team are providing professional services to County employees and visitors.

The Safety and Security group identified a three phase approach to accomplish initial implementation of our plan in 2019, and further development, progression and sustainability in 2020.

The first phase of the implementation consisted of improving the staffing levels through a comprehensive interview and review process, a new staff schedule providing optimal coverages of County buildings, and providing new tools and equipment to the Safety and Security Operators.

The second phase included a new three (3) day training developed for all Safety and Security Operators. This training covered First Aid, CPR, AED, Stop the Bleed, emergency response to critical incidents, and conflict resolution.

We have identified and scheduled for our existing and new supervisors to attend a comprehensive leadership course, and many of our current operators will attend an excellent field training officer program provided by Penn State University. We have started the development of an orientation and field training program that will continue into 2020.

The third phase is the implementation of sound and consistent policies and procedures which we have identified and are actively working to enhance in 2020.

2020 Goals

The Safety and Security group’s goal for 2020 is to establish a consistent foundation with a high level of professional staffing, training, and procedures to ensure the enhancement of services to Chester County.

In 2020, DES will assume the safety and security responsibilities at the Pocopson Home assisted living facility. It is our goal to hire qualified personnel, provide a well-trained staff, and develop policies and procedures at this new site facility.

The Chester County Sheriff’s Office and DES Safety and Security have developed a partnership to ensure a consistent level of public safety in County facilities. Our goal for 2020 is to integrate training between the two agencies, create an efficient hand-off between agency personnel during shift changes, and develop a consistent communication plan.

We are working on a collaborative project to assist in developing a comprehensive onboarding process for newly hired DES personnel.
Training and Exercise

County Coordinator Functional Tabletop Exercise
September 24, 2019

On September 24th, 2019 representatives from the Pennsylvania Emergency Management Agency (PEMA), Eastern Area Office came to the Chester County Department of Emergency Services (CCDES), Emergency Operations Center (EOC) to evaluate a Functional Tabletop Exercise, designed and facilitated by our in-house Exercise Design Team along with a trusted agent from PEMA’s Eastern Area Office. Functional Tabletop Exercises are largely discussion based with some “hands on” components. These exercises are used to enhance general awareness and validate plans and procedures. Director Michael P. Murphy Jr., served as the “EOC Director” and led EOC staffers towards a successful completion of assigned tasks.

Exercise Design Team Collaborates with Chester County Health Department during PCW-MSA Full - Scale Exercise
October 28 – November 1, 2019

Chester County Department of Emergency Services Exercise Design Team assisted the Chester County Health Department during the Philadelphia, Camden, and Wilmington Metropolitan Statistical Area (PCW-MSA) Full Scale Exercise. Twenty-eight partner agencies from the Philadelphia, Camden and Wilmington participated in this Exercise. The exercise was designed to test the County’s ability to coordinate information sharing, emergency public information and warning, medication dispensing, and emergency operations throughout the region. The PCW-MSA conducts a full-scale exercise once every five years. This specific exercise tested the capability of our Points of Dispensing (PODs) to correctly dispense medication to the public.

Active Shooter Exercise
June 8, 2019

The Department of Emergency Services conducted an Active Shooter exercise at the Renaissance Academy Charter School in the Borough of Phoenixville. In total, about 150 people participated to successfully test the Chester County and local agency plans. The scenario for the exercise included a man gaining access to the school. The school immediately called 911 and within minutes first responders were on the scene. All first responder worked together to coordinate a response that quickly located the intruder and secured the scene. The exercise allowed first responders and the school to practice coordination of policies and procedures during such an event.

2020 Goals

To increase the knowledge of Chester County stakeholders regarding the capabilities the Exercise Design Team can offer to agencies by providing educational materials via the Chester County Department of Emergency Services Website, as well as in-person overviews of the design team capabilities at established stakeholder meetings, and by providing a “Request More Information” button on the Chester County Training Website to allow for a quick pathway for visitors of the site to connect with the appropriate Exercise Design Team personnel.
This year the Southeastern Pennsylvania Regional Task Force was able to provide funding to bring internationally renowned speaker, Paul Butler, to Chester County. This training, “Leadership for a Lifetime: How the Past Prepares Us for the Future,” was hosted on two separate occasions by the Chester County Department of Emergency Services at the Chester County Public Safety Training Campus (PSTC) and was available to the Southeastern Pennsylvania Region.

Mr. Butler prefaced his training with, “This presentation will cover some of the most important leadership traits, as well as how each individual can use the lessons of yesterday to overcome the challenges of today and capitalize on the opportunities of tomorrow.” He was able to gear this leadership training towards emergency services personnel and first responders so they could incorporate it into the valuable services they provide to the County.

Mr. Butler encouraged attendee participation and got everyone involved with providing input during the training which resulted in some great inferences. The training was well attended and received great feedback. The Department’s Public Information and Outreach Office was able to video one of the sessions which is now available for future use.