



Summer 2015

Cumberland County  
Department of Public Safety

# The Communiqué

## Cumberland County Department of Public Safety

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### Director

Robert H. Shively, Jr.

## Meet the Director- Robert H Shively, Jr.

In November 2014, Robert Shively Jr. was named Director of the Cumberland County Department of Public Safety (DPS). Shively takes over an organization that is in transition, but poised to improve and enhance the delivery of



services to its many customers. After an extensive search, Shively was selected to lead that effort

and his background reflects the combination of credentials and experience needed to make that a reality.

Shively began his career as a dispatcher in with DPS in 1990. A year later he was promoted to a 911 Communications Supervisor where he oversaw the daily operations of the 9-1-1 center. In 2006 he became Deputy Director of Public Safety; in that capacity he managed the operations of the 911 Communications Division, DPS Technology and Data Division, and Emergency Management Division. This included the supervision of ten direct staff reports as well as performance responsibility for 49 other personnel.

Shively's outside experience is just as impressive as it is broad, having been an Eagle Scout, Deputy Fire Chief, Local Emergency Management Coordinator, current president of the Western Emergency Management Association and Communications Unit Leader and Deputy Logistics Section Chief for the regional Incident Management Team, as well as numerous other certifications.

In recent months Shively has been instrumental in the oversight and implementation of a new management structure at DPS that will streamline the organization and insure greater accountability amongst staff members. These changes reflect Shively's vision for the future; "I am excited about the opportunity to bring many new ideas and positive changes to the department and will enjoy the opportunity to show what we can accomplish as a team."

Shively recently received his Basic County Emergency Management Coordinator Certification from PEMA. This certification was award-

ed to Shively upon the successful completion of a functional all-hazards exercise in the County's Emergency Operations Center in which Shively and his staff were



evaluated by emergency managers from across the state. The

exercise was facilitated by staff from PEMA and took place on January 15, 2015. The exercise was designed to test core capabilities in operational coordination, public information and warning, operational communications and situational assessment.

### Bob Shively

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## What is SCOPE?

When the offices of both Cumberland County and its municipalities close for the evening, there is still a small number of county employees who remain on duty 24/7-365 to insure that government continues to function and citizens are able to get the help they need on a timely basis. Integral to that endeavor is Cumberland County's 9-1-1 Center. While it's a given that dispatchers are responsible for coordinating police, fire and EMS incidents, there is a position within the organization that handles a large number of activities of which neither citizens nor employees are completely aware. The SCOPE operator manages a variety of tasks ranging from the mundane to the complex; from calling tow trucks to the scene of an auto accident, contacting utility companies for power outages and gas leaks, running criminal histories for various law enforcement agencies and fielding inquiries from around the country regarding wanted people and lost or stolen items.

Of critical importance is the ability to contact representatives from those government agencies that are normally closed evenings, weekends and holidays. These include the District Attorney's Office, the Department of Aging, Probation, Domestic Relations, Children and Youth Services, the Coroner's Of-

fice and Victim's Assistance. The SCOPE operator is expected to field requests for Police, Fire and EMS personnel as well as citizens in an efficient and expeditious manner.

The SCOPE operator is also considered the point person for documentation of criminal activity within the county. SCOPE is connected to the National Crime Information Center (NCIC) and is responsible for entering stolen items, Megan's Law notifications, and wanted persons submitted by various police departments into the system. This information is then available to other agencies across the nation for investigative purposes. In addition, SCOPE assists the Sheriff's department in the management and execution of (currently) nearly 1700 arrest warrants for a variety of offenses.

Part of being connected to NCIC is managing what are known as "Hit Confirmations" that are received from law enforcement agencies from around the country. When information (i.e. stolen vehicles, wanted persons, etc.) is entered into NCIC, it immediately becomes available to any police department also connected to the system. For instance, a wanted person's personal information is entered into NCIC by the Cumberland County 9-1-1 Center. A few days later this same individual is detained on a traffic stop in Utah by an officer who runs his

name and date of birth through the system. It is discovered that he is wanted and may be extradited back to Pennsylvania. The police department subsequently sends a Hit Confirmation to the SCOPE operator in the 9-1-1 Center to verify the wanted status of the person. In the majority of cases, a Hit Response must be sent within ten minutes of receipt to confirm the wanted status of the subject, followed by the forwarding of a warrant to the arresting agency to hold him until the county Sheriff's department can make arrangements for delivery back to Pennsylvania. Hit Confirmations can be received at any time of the day or night. It should also be noted that failure to respond to a Hit Confirmation within the allotted time frame will often prompt a phone call from the Pennsylvania State Police to the SCOPE operator asking to explain the delay. Needless to say, this is a very rare occurrence.

While SCOPE is sometimes relegated to the background in terms of 9-1-1 operations, its importance to the organization should not be underestimated. The dispatcher who is assigned to the position on any particular shift must have the ability to juggle a variety of tasks often simultaneously – including answering 911 calls – and do so seamlessly without an interruption in service to customers. Not an easy task, but one that is accomplished everyday.

**Have you registered for South Central PA's Emergency Notification System, **SOUTH CENTRAL ALERT**? Visit [www.sctfpa.org](http://www.sctfpa.org) and register today!**

## Department of Public Safety Reorganization

As part of the DPS reorganization, several new jobs have been developed & filled with qualified DPS staff members. To assist you in understanding the new areas of responsibility, we are sharing some of these duties & the personnel selected.

### **Director of Public Safety: Robert Shively Jr. - rshively@ccpa.net.**

- Supervision of all Department of Public Safety programs and activities

### **911 Operations Manager: John Quirk – jquirk@ccpa.net**

- Supervision of all 911 center activities
- 9-1-1 Center policy and procedure development

### **Quality Assurance Coordinator: David Vogel song – dvogelsong@ccpa.net**

- 911 training and quality assurance programs
- Field requests for recordings
- NCIC/CLEAN Terminal Agency Coordinator

### **Emergency Operations Manager: Michele Parsons – mparsons@ccpa.net**

- Manages, supervises, and coordinates the operations of emergency management
- Emergency Operations Center management and operations
- Manages and coordinates all hazards training programs and exercises and documentation

### **Planning Coordinator: Justin Shaulis – jshaulis@ccpa.net**

- Coordinate training and conduct liaison activities with local emergency management coordinators
- County liaison to Local Emergency Planning Committee and Safe Schools program
- Responsible for developing Continuity of Operations Plans and SARA plan administrator

### **Logistics Coordinator: Michael Taylor – mtaylor@ccpa.net**

- Technology liaison for PA Fire Incident Reporting System (PennFIRS), Everbridge Aware/South Central Alert systems.
- Manages all DHS/SCTF funded equipment and conducts yearly inventory
- Manages DPS fleet resources to include SCTF trailers

### **Technical Systems Manager: Brian Hamilton – bhamilton@ccpa.net**

- Management of all DPS technology programs with emphasis on the public safety radio system

### **Technical Systems Coordinator: Greg Pickel – gpickel@ccpa.net**

- Coordination of Computer Aided Dispatch and 9-1-1 telephone systems including mapping & field alerting interfaces (IAR, Active 911)
- Field requests for CAD reports/monthly statistics

### **Finance/Administration Manager: Claudia Garner – cgarner@ccpa.net**

- Management of all DPS financial matters including grants, budgets, and contracts

### **Public Safety Coordinator EM: Connie Heckard – checkard@ccpa.net**

- Emergency Management support
- Data management

### **Public Safety Coordinator 911: Troy Russell – trussell@ccpa.net**

- Responsible for 911 hiring process to include eligibility testing and interviews
- CAD programing and run card response listings

### **Administrative Assistant James Brandt – jbrandt@ccpa.net**

- General office functions and administrative support

### **Public Information Officer Megan Silverstrim– mmoriarty@ccpa.net**

- Public outreach and media relations
- Social Media

**Department Directory**  
**1-888-697-0371 x 2900**

**Director—**

Robert Shively Email: rshively@ccpa.net

**Emergency Operations Manager—**

Michele Parsons Email: mparsons@ccpa.net

**9-1-1 Operations Manager—**

John Quirk Email: jqirk@ccpa.net

**Technical Systems Manager—**

Brian Hamilton Email: bhamilton@ccpa.net

**Fiscal Manager—**

Claudia Garner Email: cgarner@ccpa.net

**Public Information Officer—**

Megan Silverstrim Email: mmoriarty@ccpa.net

**9-1-1 Quality Assurance Coordinator—**

Tom Vogelsong Email: Vogelsong@ccpa.net

**Technical Systems Coordinator**

Greg Pickel Email: gpickel@ccpa.net

**Logistics Coordinator—**

Mike Taylor Email: mtaylor@ccpa.net

**Planning Coordinator—**

Justin Shaulis Email: jshaulis@ccpa.net

**Public Safety Coordinator Emerg Mgmt—**

Connie Heckard Email: checkard@ccpa.net

**Public Safety Coordinator 9-1-1 –**

Troy Russell Email: trussell@ccpa.net

**Administrative Assistant –**

Jimmy Brandt Email: jbrandt@ccpa.net

## Public Education

Need a guest speaker? Want to stop by for a tour? The Cumberland County Department of Public Safety (DPS) offers a variety of outreach programs that can be tailored to meet your groups needs and age group. Overviews of DPS operations, home disaster preparedness, business preparedness and calling 9-1-1 are just a few of the options.

For More Information on Scheduling a Program Contact:  
Megan Silverstrim  
mmoriarty@ccpa.net



**Don't forget to check us out online!**



[www.ccpa.net/publicsafety](http://www.ccpa.net/publicsafety)



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