

Department of Public Safety Review Team
June, 24 2015 10:00 AM
Department of Public Safety, Training Room B
1 Public Safety Drive, Carlisle, PA

Present: Commissioners - Barbara Cross, and Jim Hertzler; Chief Clerk - Larry Thomas; Deputy Chief Clerk – Sandy Moyle; Recording Secretary – BarbaraSue Hershey; Department of Public Safety - Bob Shively, James Brandt, Communications Department - Megan Silverstrim, Chris Brunner (Intern), Paige Wiggins (Intern); Sheriff – Ron Anderson; Finance - Dana Best; IMTO - Mark Adams; Upper Allen FD #23 Fire Chief – Jim Salter; Shippensburg FD Fire Chief – Randy O’Donnell; Lower Allen Township Chief of Police and Director of Public Safety – Frank Williamson; Mechanicsburg Borough Fire Chief – Larry Seagrist;

Commencement of Meeting: Bob Shively welcomed everyone to the meeting and thanked them for attending. Bob stated there are a number of guests from our Emergency Services Training Academy Meeting that are joining us today.

Bob also announced that most of his staff is at Pennsylvania Emergency Management Association (PEMA) quarterly training in Harrisburg. Michele, John & Brian have been back and forth between storm coverage and PEMA quarterly training. Brian & John were out most of the night on different emergency calls.

Action/ Discussion Items:

1. DPS updates

a. Technical Systems Update – Bob Shively

i. Silent Dispatch updates / meeting presentations comments

- Bob thanked everyone for the approval on Silent Dispatch and announced a probable April 1, 2016 go live date.
- Commissioner Hertzler commended the DPS staff; in particular Brian Hamilton on developing the proposal, and all of the people involved in putting this together. It’s a positive development and hopefully it will improve emergency communications without requiring additional staff.
- Bob Shively thanked Mark Adams and his team within IMTO for working through all the details of firewalls, connections, devices, etc. and additionally Frank Williamson & Randy O’Donnell who are on the External Advisory Board.
- Jim Salter of Upper Allen Fire Department stated that from a fire chief perspective we already much of this technology hardware; PADS, laptops. This will also help us with radio traffic and one of the big things with a volunteer is the push to talk (PTT’s) they can get out of hand.

b. 911 Operational Updates – Bob Shively

i. Staffing updates

- This continues to be a work in progress; there are five employees that are being promoted to move out to the office. Everyone has been pushing hard with the training, we have a couple really good new hires, and it looks as though we are going to be fine with the schedule to make the transition beginning July 1. This gives us more flexibility for office staff to help cover peak periods and daylight schedule holes with ten qualified office staff to work in the 911 center.

- Megan usually does a lot of the social media; Michelle handles more of an EMA role reporting to PEMA, helping with Everbridge alerts and programs behind the scenes. Claudia has typically been running the Whiteboard with resource management and status. Then there are several of us working CAD and call taker positions to help with overflow of calls so that the dispatchers can focus on the emergencies and the day to day dispatches.
- Steve Overmiller and Shaun Melhorn have been doing their shift leader/supervisor training this week. Dexter Owen moved over to Fire/EMS dispatch training, he passed his EMS test and is ready to test on Fire shortly. He should pass the fire part this week; after that he will be fully qualified around the room. Jason Frank passed his EMS test and just started fire dispatch training this week. New hires: Leah Campbell, Dustin Hertzler, Chip Kroh, and Seth Munson all passed their police dispatch test.
- Commissioner Cross asked what the maximum hours are that dispatchers can work within a 24 hour period. Bob Shively stated 16 hours within a 24 hour period.
- For the July schedule there are forty-three of the four hour segments that are covered by part-timers. They are making a huge impact in covering gaps during benefit time.
- At schedule formulation for the start of the month, we only have 12 hours of scheduled overtime.
- ii. Kronos update – Bob Shively
 - Moving towards implementation to go live July 12, 2015
- iii. 911 Staff - Recognition and Citations – Bob Shively
 - Jonathan Kibe received a lifesaver pin early in the month for his CPR save.
 - Kyarah Kuykendall received a Service citation In-House for a 2-year old child respiratory arrest, provided instruction and helped keep patient viable until the ambulance got there and the EMT was able to clear the airway.
- c. Emergency Management Updates – Bob Shively
 - Completed a virtual exercise with FEMA, it was a fair scenario that involved sick animals at the fair that spread a disease to the fair-goers. This was worked through it the EOC and provided timely discussion, practice, and planning for the summer fair season.
- 2. DPS Project Reports & Status Updates
 - a. THANKS Program update – Megan Silverstrim
 - Paige gave an update on what she has been working on; she has contacted the four Chambers of Commerce to ask them to send out one- pagers (which she designed) in newsletters and to local businesses. She heard back from the Carlisle, West Shore and Mechanicsburg Chambers who said that they would send out in their newsletters as soon as possible. Paige is currently working on the graphics for a key tag to give volunteers and graphics for businesses to display on their websites and storefronts indicating they are a participant. She is also beginning to design the website so it will be reliable, easy and timely to navigate. She has constructed a comprehensive list of 113 businesses all over the County that she will be contacting by sending a letter, and then follow-up with those via phone calls or emails as well as businesses that previously agreed to participate to see if they are still on board. Randy O'Donnell asked Paige if she has heard from the Shippensburg Chamber, Megan stated that they were one that she has not heard back from throughout this entire process. Randy asked Megan to email him the information since he is on the board, he will make sure that it gets to the correct person.

- Commissioner Hertzler stated that volunteers are definitely needed and that at the recent COG meeting there was a bill which is at the State level that came out of the Committee which would provide for a Local Earned Income Tax credit for volunteers. Local municipalities would have the ability to provide for a tax credit against the Local Earned Income Tax based on whatever the criteria that is established at the local level or who qualifies for the benefit. Commissioner Hertzler also suggested that if we could expand the THANKS program to the region maybe we could get some of the larger businesses such as the K-Marts, Wegmans that may be willing to support this also.
- b. Emergency Services Training Academy follow-up – Bob Shively
- At the last review team meeting we discussed the initial project to re-sheet the drill tower and reviewed the presentation on the history of the training grounds. From there we had an action item to develop a Strategic Committee which we did and had our first meeting. The Committee is a mix of the Joint Fire Rescue Training Committee which had been established which included three representatives from each of the Firefighters Associations and the Fire Chiefs Association. We also added additional representation based on the External Advisory Board and those who had provided key input at the last meeting. Today we have Chief Salter from Upper Allen, Chief Williamson from Lower Allen, Chief Seagrist from Mechanicsburg and Chief O'Donnell from Shippensburg and the Navy Depot.
 - There was discussion to move forward to make the tower repairs and to have someone dedicated to work on improvements on the grounds (initial coordination). With a possibility of one or two interns, for a short period of time.
 - Larry stated the key point is that the word needs to get out in order to promote the programs & training classes and other things that would be available there on an ongoing basis.
 - 1 - Research on what can be done there
 - 2 - Fire chiefs want to step up to take ownership
 - 3 - Potential interest
 - Commissioner Cross asked if the training coordinator is a needed. Larry stated not at this time, it should be a coordinated effort. At this time it's a little premature. Bob stated that they haven't been able to get the office staff back to where it should be with the reorganization. Out of twelve positions we've really been running with seven, with the downsizing we haven't been a full office staff and the Logistics Coordinator would have some responsibility and support to the grounds which was the John Quirk position prior to moving to the 911 Manager position.
 - Committee needs to come up with a good solid plan of where we need to go. There was a willingness to do a cost-sharing between the training committee bank account with regards to the \$80,000 insurance money from the old bldg.
 - Commissioner Hertzler recounted that Jim Salter mentioned in a previous meeting that Cumberland County is not training together. Therefore, as we continue to rely more and more on mutual aid that's why this facility is so important in terms of the potential. The County has designated that location for our first responders. To what extent do we engage and what is a municipal responsibility; that is where we need to have a dialogue. Commissioner Hertzler also mentioned that our volunteer fire companies and the relief associations are on an annual basis collecting 1.75 million dollars. I understand that some of our fire companies are using a piece of that to pay for training now. However, we need to have a conversation as to what extent this is a County responsibility or to what extent we help to coordinate or facilitate.

- Bob continued with the recap and stated that in no particular order because we are not necessarily in consensus with the priority list, however the major items that we are looking at are:
 - Re-sheeting the drill tower (needs new wood sheeting or some type of exterior sheeting)- originally priced through our maintenance department at \$5000.00 for materials and then salary & benefits adds another \$9,000-10,000.00 for a total of \$15,000.00
 - Smoke building with movable walls – multidiscipline for fire &/or police
 - Classroom for 30-35 people on site
 - Restrooms
- Larry thought that all the fire departments would use this parcel; the fact is that some of the fire departments are not interested in this facility at all. However, there is a core of fire departments that are interested in using this facility and one of the main items that continued to come up was the use of a restroom not Porta Potty.
- What needs to happen is to take a measured look at this facility and identify the core constituencies that are going to support it; both in the terms of use and potential cost-sharing.
- Come up with a plan using: here are the key people with the key things that people want to see at this facility producing benefits for the people most likely using it.
- Jim Salter again voiced that volunteers are going by the wayside; Cumberland County does not have that true place to train together. He spends \$17,000.00 month out of his Firefighter’s Relief Association money to go to HACC or York and funding their facilities. In addition he pays mileage. His main focus is working together here in Cumberland County. He understands that you can’t do everything here but we should be able to do some things here.
- There was roundtable discussion regarding advertisement on the Smoke House or Drill Tower.
- Jim Salter stated he agrees that “you can’t build and they will come”, however, the firefighters and the fire chiefs that he has talked with are saying there has to be some improvements made there initially to get the ball rolling. They can’t be asked for money first because what are they going to get for their money.
- Commissioner Eichelberger asked how many of those companies are already funneling money toward HACC or Franklin County that could be redirected. Jim Salter stated – ALL of them – EVERYBODY!!
- Commissioner Eichelberger asked how many of the West Shore companies do you think would redirect themselves to come here. Jim Salter stated even with the programs that HACC runs. If Cumberland County ran a program once there may still be a need to go to HACC, but you are giving the opportunity to come here in addition. You are not trying to cure all; you are giving an opportunity within Cumberland County to train here.
- Commissioner Cross stated she believes what she has heard from Jim Salter a few times is that the priority is given to those across the river and we are competing with that. Not a solution, however, if it were in-house our guys and gals would be given first priority to the facility that we would have.
- Larry identified that 43% of the fire companies in the County have not used the facility at all since 2008, duly noted we have limited facilities that are less than ideal. We can start to build a model that makes the most sense that really gets the most bang for whoever’s buck goes into this. Clearly there is a need.

- Jim Salter indicated that it's not marketed appropriately. Frank Williamson stated we need to look at what isn't around us; that's what we need to create instead of reinventing the wheel. What can we market that isn't anywhere else?
- There was discussion regarding training of instructors - Megan stated it is getting more difficult to get your instructor certification and maintain it. Whichever school you go through, has requirements to maintain. This entails a training room/facility; a place that can house 20 people plus mannequins, equipment training, etc.
- Hertzler added that in order to market this we need to have a plan and some leadership from the County level. The County has in the past provided some resources to aid or volunteer first responders. Who is responsible for fire protection, there was a law passed not too many years ago that it is the local municipalities responsibility. I think it makes sense that the County can provide the leadership role, and start with modest improvements to the grounds and then put together a strategic plan to get the buy-in from others.
- Larry stated we set a good precedence with the Silent Dispatch by bringing in the municipalities.
- You can't confine it to the municipality. It becomes a multi-jurisdictional issue. You need a coordinated effort.

c. 2016 Budget Planning – Bob Shively

DPS Projected Major Capital Plans 2015 thru 2021 handout distributed

- Personnel – while we continue to squeeze overtime, we are not happy in-house with the end result numbers but we are still seeing the impacts from separation incentives and retirement payouts. From our performance goals with Larry, this year has been dedicated to trying to define what numbers we can control, squeeze those numbers, use office staff, and use part time staff to reduce the impact. A lot of times in Lawson it comes down to a dollar number such as the Cost of Living that kind of crushes our year to year numbers. We are doing year to year comparisons with overtime and personnel costs.
- Dana asked if they could do hours to hours. Bob stated until Kronos is uploaded there is no good way to do hours. He said they probably need some help with that statistical analysis and reports that Finance can provide from Lawson.
- Capital –this starts with Dana and Finance department when they start doing their projections for the budget.
- The looming items here are in concert with the regional assessment, triennial plan; is the phone upgrade. The estimated price of \$613,000 is if we piggyback with Dauphin County's' new system. Half the server would be at Dauphin and the other half of the server would be here.
- Commissioner Hertzler questioned whether we could save \$800,000 if we piggy backed with Dauphin County and Bob confirmed that was actually a quote to get what we need here as part of their system. There was also some discussion that we would also try to include Perry County with that.
- Commissioner Hertzler then asked if this would put us in line with the text to 911, Bob replied that should enable all of that.
- Towers & or Radio system - Commissioner Cross indicated that at the Prison Board meeting they were told that the Tower was hit by lightning. Bob indicated he didn't think there was any permanent damage. There have been issues with the generator at the prison. They've been testing and repairing various issues in concert with our weekly test (Cummings).

- Bob noted that he is not comfortable with the generator at the Prison; there was a quote of \$17,000 to replace. The fiscal option is if we do a new radio system; then towers, generator, and some of that would be included in the radio system. So anything we do, we want to make sure we are in concert with our long term goals so that we don't spend money that we don't need to.
- As it stands now the phone is the priority, CAD will take care of itself with what you have approved with silent dispatch and CAD upgrade. From there some mix of towers and radios.

Grants / Contract Management:

New Contracts - None

Recurring contracts - None Grant

Agreements/Updates: – Bob Shively

1. Triennial Plan

- The triennial plan was approved by the Commissioners and Bob thanked the Commissioners for their support and approval of the plan. For the 911 legislation, House rules sent it back to the Senate for House Bill HB911 so it is back at the Senate now with additional grammatical corrections. They also added language that the Counties will need to do in an ordinance to adopt the fees even though they are going to be statewide set fees.
- Commissioner Cross stated that is going to be a resolution at \$1.65
- Commissioner Hertzler asked if the bill itself has a different distribution mechanism than what is currently in place in terms of how you get the money or how is allocated, is it different than what is currently involved.
- Commissioner Cross said the formula is exactly the way it was presented; there is an administrative fee to Pennsylvania Emergency Management Agency (PEMA), and the remaining part is as it was originally written.
- Bob stated he wasn't sure we had the exact formula.
- Larry asked if the \$52 is an option, Commissioner Cross stated as of 11:00 today, it is gone.

2. 911 Wireless Reconciliation

- Wireless reconciliation is yearly thing we do in coordination with Dana's office and required to submit to the PEMA 911 office.

Public Safety Q & A: (10 min) - Open questions and answers / Good of the order

Meeting adjourned at 11:29AM

Respectfully submitted,
BarbaraSue Hershey
Administrative Coordinator