



Cumberland County
Department of Public Safety

The Communiqué

Editor-Megan Silverstrim

Cumberland County Department of Public Safety

NEW ADDRESS

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Director

J.Theodore Wise

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DPS Ribbon Cutting

On Thursday, October 13, 2011, the new home of DPS was officially opened for business with the ribbon cutting ceremony for the brand new Public Safety Building. This event was held promptly at 2:00 pm with 120 guests in attendance to witness this historic moment. Greg Noll, South Central Task Force Program Manager, served as guest speaker for the event.

Formerly functioning out of the basement of the county prison, the Department of Public Safety officially came to its new location at 1 Public Safety Drive, Carlisle after five years of planning. This building was designed by Crabtree, Rohrbaugh & Associates Architects, and construction began in December of 2009. This building houses the Emergency Operations Center and 9-1-1 Communications Center

which boasts complex technology, increasing communication between public safety communications and emergency management.

Upon arrival, guests signed in and took a seat under a tent on what started off as a rainy day. The rain ceased just as the program began. The program focused on why this building was such a necessity and how it will be used properly and efficiently. Noll spoke about his wife, who has a career in education. "At the end of the day, if my wife went to school and had a bad day at work, somebody might flunk a test. In our business, if you go to work and you have a bad day, somebody can die." Cumberland County Commissioners Eichelberger and Cross both spoke of the need for the new facility and it's importance to the community. The speakers went on to talk more about the cost of the building, and the equipment that is

able to merge the functions of the Emergency Operations Center and 9-1-1 Center. They also spoke about the accomplishment of designing the building to meet survivability and sustainment Homeland Security Standards, and the technology features the building boasts. This facility holds a public training area for Emergency Services and Department of Public Safety partner agencies., administrative area for office staff and emergency operational areas as well.

After all four of the speakers spoke, the ribbon was cut by DPS Director Ted Wise and Commissioners Eichelberger, Rovegno and Cross, officially opening the new Department of Public Safety building. Guided tours of the building were provided after the ceremony by DPS staff.



It's been a busy year! Stay tuned for our year end wrap up where will discuss 2011 statistics along with earthquakes, flooding and snow! What a year 2011 has been!

Now's the Time.



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to be
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The Big Move

At 3:30 am on October 5th, additional staff manned what would become the old 9-1-1 Communications Center and what would become the new center to prepare for the official cut over of our 9-1-1 center. The switch over was expected to occur at 4:00am, but one last call had to be dispatched, delaying the switch. At 4:03am, the phone lines were switched to the new location so that dispatchers could begin answering calls! At 4:08am the 800 MHz

radio system was switched over and with that we were officially moved! At no time during the switch were 9-1-1 services interrupted!

This move had taken more than a year of intense planning and many extra hours for our staff in the weeks building up. Our staff worked persistently to prepare for the move by testing phone lines, radios and paging capabilities as well as training on the new technology and equipment being utilized in

the new communications center. A big thank you to our staff for their hard work and diligence during this move. Thank you to Mission Critical Partners, Century Link, The Harris Corporation, Cassidian, B. Moyer Communications, Verizon, Kova, Alcatel, Versar, Sage Technology Solutions, Cumberland County IMTO staff and many others for helping to make this possible!

*For our emergency services history buffs, Upper Allen Fire Department (23) was the last company to be dispatched from the old communications center and the Carlisle Barracks Fire Department (38) was the first company to be dispatched from the new center..



DPS Moving Crew

9-1-1 Center Testing and Transition

While moving day went off without any major hitches, we certainly have encountered some hurdles as we settle into our new home. This is the third move for our 9-1-1 communications center, so we knew to expect a few obstacles and challenges.

The months following our move have involved what we like to refer to as fine tuning of the numerous systems that make our 9-1-1 center function. Until we were fully moved into our new site we could not truly, effectively test all aspects of our 9-1-1 center. Many of our system vendors have been camped out at 1 Public Safety Drive, helping us to test and modify things so that we can reach our optimal operating standard. Audio settings are being dialed in so

that the volume and quality of our phones and radio transmission from the 9-1-1 center are ideal. The testing and adjusting process is ongoing until we get it right.

We have navigated through several issues with paging. Multiple issues have already been corrected and we are actively working towards resolving the remaining issues. Our ability to page involves not only the Harris Corporation (radio system) but also Archonix (Computer Aided Dispatch-CAD). The software that links these two operations together allowing for automatic paging from the CAD screen is being adjusted currently as well. We have experienced instances of pager activation with no voice transmission and the software modifi-

cation will help us to address this issue. It is important to note that any issues we are experiencing with paging involve only the conventional part of our Harris System. The OpenSky 800 MHz system is separate from this and we are pleased to say has not been adversely affected by the move.

As we continue to work through some of these issues we would like to encourage our field users to report any issues they may experience. We need your help in this transition process. If you experience an issue with voice quality or volume or an issue with paging, please contact the shift supervisor and be prepared to provide a detailed report (date, time, location, conditions, etc).

South Central Alert Launched

On November 15 the South Central Task Force (STCF) officially launched the new regional mass public notification system—South Central Alert (SCA) during a 1pm press conference in Lancaster County. This system, purchased from Everbridge, Inc., with Department of Homeland Security funds, will allow the 8 county emergency managers in SCTF to alert the public to emergency situations in their area through phone calls, texts and emails. Recipients of the broadcasts are selected using geographical information system tools allowing counties to alert those in a select area affected by an urgent situation.

At the onset of the program SCA con-

tained 550,000 addresses and associated phone numbers compiled from white and yellow page listings. The system is capable of going above and beyond those 550,000 listings though! Individuals are encouraged to go to the SCA registration page and register other methods and locations they can be reached through. Those registering can enter up to 10 notification paths (cell phones, text messaging, email addresses, work phone numbers) and 5 locations they would like to be notified about (work, schools, family members homes, etc.).

It is important to note, that this notification system is different from systems individuals may encounter with their local school district

or municipality. The system will only be utilized for urgent information such as boil water advisory, evacuation instructions, flood warnings and on going police or fire department activity. Individuals with special needs can register and identify their unique needs so that broadcasts using special needs categories can be used when the situation warrants.

**Go to www.sctfpa.org/sc-alert
&
register today!**

*All information supplied to SCA is confidential and will not be released to the public.

DPS & Safe Schools Association Conduct Unique Workshop

On August 9, the Cumberland County Safe Schools Association in conjunction with the Cumberland County Department of Public Safety held a school violence workshop at the Bellaire Elementary School. This workshop was offered to all school district employees in Cumberland County with 96 attending.

This workshop, unique to this area, placed participants in classrooms as an active shooter situation was simulated. While the workshop helped participants understand the actions they

should take in an active shooter situation, the true purpose of the event was to help them understand the emotions and reactions they will have during and after an event. Workshop planners simulated the sounds, sights and smells of an actual event in hopes of better preparing teachers and administrators. After the simulation, mental health experts were on hand to discuss some of the emotions participants felt and offered information how they could assist fellow teachers

and children after such an event.

The Cumberland County Safe Schools Association is a conglomeration of school district officials, emergency services personnel and county officials that work collectively towards a common goal of maintaining a safe and secure learning environment for students in Cumberland County. This group meets regularly and provides training throughout the year for school officials to meet their goal.

DPS Gives Back

In recent months DPS staffers have been participating in dress down jersey Fridays. For \$2 staff dress down and wear their favorite sports team apparel. The money collected is then donated to various charitable causes. This month DPS donated \$180 to the Salvation Army. The Salvation Army was on hand December 13th to accept DPS's donation and is pictured below with members of the Cumberland County DPS staff. This \$180 will provide 90 hot meals for families in our community. In 2010 the Salvation Army assisted over 800 families with their services, with 56% of those families being first time patrons. Thanks to our staff for participating and to the Salvation Army for all they do for the community!



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Cumberland County EMS Council Encourages Recognition

The Cumberland County EMS Council is hoping to increase the recognition of the exceptional emergency medical service providers that serve Cumberland County. The EMS Council is especially looking to highlight individuals who make a clinical save and are asking companies to be sure to report to them when their members/employees perform a save. The Emergency Health Services Federation has set guidelines for what is considered clinical save.

Clinical Save

- Patient initially presented to pre-hospital personnel pulseless and/or apneic.
- Appropriate ALS and/or BLS intervention and treatment rendered
- Patient was transported to the hospital and subsequently discharged from the hospital without significant neurological impairment.

Wills for Heroes

Cumberland County DPS, along with Dickinson School of Law hosted another successful Wills for Heroes event on November 12th! During the fall DPS event 53 wills were created for first responders and their spouses/significant others. The Wills for Heroes Program is a nationwide program, providing essential legal documents free of charge to our

nation's first responders, including wills, living wills, and powers of attorney.

The six hour event was made possible by over 25 volunteer attorneys, law students, notaries and DPS staff! DPS and Dickinson School of Law look forward to continuing to offer this valuable service to area emergency services responders.

PUBLIC SAFETY SPECIAL FEATURE

SCTF Incident Management Team

Incident management starts as the smallest unit and escalates to the complexity of the emergency. When the complexity of an incident requires resources that are not normally utilized during the 'routine' response, the South Central Task Force (SCTF) is available to provide assistance via a Type 4 Incident Management Team (IMT).

How can the SCTF IMT be of assistance to you? The SCTF IMT members are trained at a 'Type 3' capability (per the national standards) to manage the logistical, fiscal, planning, operational, safety and community issues related to events and incidents. Membership is

comprised of different departments, organizations, agencies and jurisdictions within the eight county region.

The SCTF IMT has assisted in several local events and participates in local, regional, state and national-level trainings and exercises. In 2006 the SCTF IMT was requested and responded to assist in the days and weeks following the Nickel Mines School Shooting. Initially the IMT worked to reunite family members with victims at various hospitals as most did not have a means of transportation or knew the location of their child. The IMT also helped in the managing the large

amount of media and other individuals that descended upon Lancaster County during the funerals after the shooting. The Nickel Mines incident was well served by the IMT, as it involved multiple disciplines to include all levels of government and a unique opportunity for interaction and collaboration with the Amish community.



www.sctfpa.org