

Franklin County Department of Emergency Services
Departmental Update
June 2010

Executive Summary

The Franklin County Department of Emergency Services is charged with providing a variety of services to the Citizens of the County. The Department serves as the public safety answering point (PSAP) for all incoming emergency calls. In addition, the department coordinates and supports the emergency response community, including emergency activations, dam safety, community education, and hazardous materials emergency prevention and response.

The communications section serves as the PSAP for the County and also provides the answering point for calls to the Crime Stopper Hotline, which is administered by the Pennsylvania State Police. In the first five months of 2010, the PSAP answered 48,986 emergency calls and 630 calls for Crime Stoppers. The communications section continues to move forward with the installation and deployment of a new radio system. The system components are currently in place with operations on the legacy radio frequencies to commence at the end of June.

The emergency management (EM) section continues to work closely with the readiness community. In February, the EM section was partially stood up in response to a record snow emergency which resulted in the rescue of over 100 travelers, sheltering the rescued and rescuers, and the closing of both the Pennsylvania Turnpike and I-81. Following the storm, the EM section coordinated the collection of reimbursement expenses from around Franklin County and coordinating the federal reimbursement process, submitting for approximately \$50,000 for Franklin County. The EM section coordinated two training sessions which brought Pennsylvania Emergency Management Agency personnel to the 426 facility to conduct emergency management training. In addition, the section completed a table top exercise which evaluated emergency management functions in the face of a complex weather and technological incident.

The Geographic Information Systems (GIS) component of the Department continues to expand its role. The GIS section has provided mapping and surveying for law enforcement, fire, and EMS departments; oversees the department web site, www.franklindes.org; and continues to seek new and innovative methods for making geospatial intelligence functional and available.

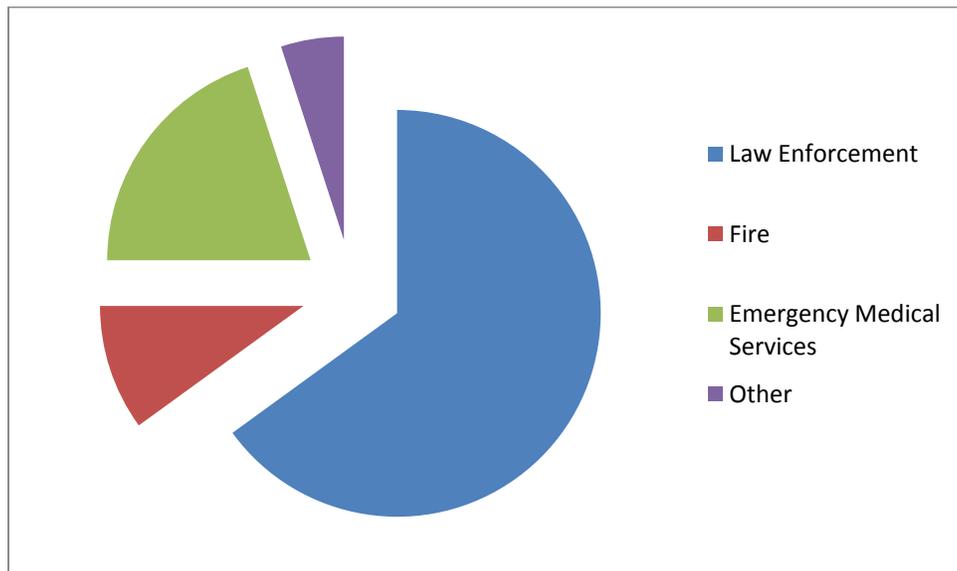
Radio Project Status

Over the past several years, Franklin County has sought to upgrade its radio communication system. This project is nearing completion. At the present time, installation of equipment, training of personnel, and moving from the current dispatch center to the 426 facility are ongoing and the County's application for a radio license in the T-Band range is undergoing review by the Federal Communications Commission. While waiting for approval of the new frequency, dispatching will continue under the legacy system, allowing dispatch personnel to operate utilizing technologically innovative and supportable equipment.

Communications

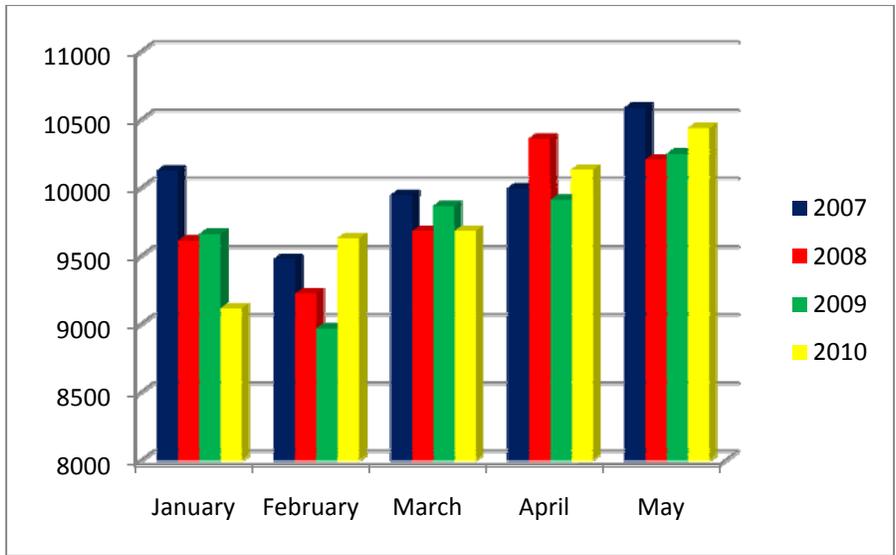
The Communication Center is the largest component within Franklin County’s Department of Emergency Services. Serving as the linchpin between the community and emergency responders, the center answers an average of 13 calls for assistance each hour and coordinates the response of the emergency community. Calls for law enforcement services continue to comprise the majority of requests for service, average 65% of the incidents over the past 3 years. Requests for Emergency Medical Services continue to increase and currently comprise 20% of the call volume within the center. Overall, call volume has continued to rise by 1.5% per year for the past three years, with the warmer months corresponding with an increase in the number of calls received.

Law Enforcement	65%
Fire	10%
Emergency Medical Services	20%
Other	5%



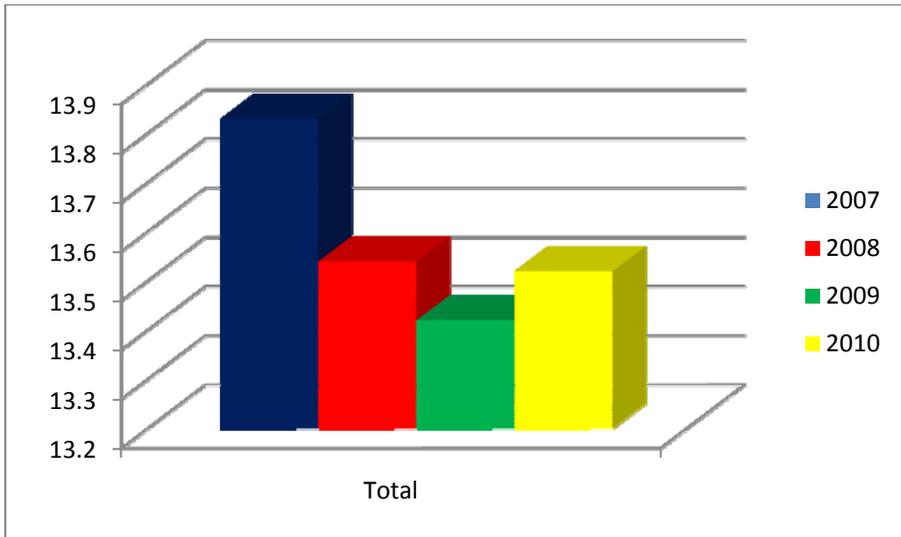
Calls by Discipline

	2007	2008	2009	2010
January	10123	9610	9658	9113
February	9475	9221	8966	9627
March	9944	9680	9863	9682
April	9993	10357	9910	10129
May	10583	10204	10247	10435



Total Calls by month, 2007 – Present

	2007	2008	2009	2010
Total	13.83	13.54	13.42	13.52



Average Calls per Hour, 2007 – Present

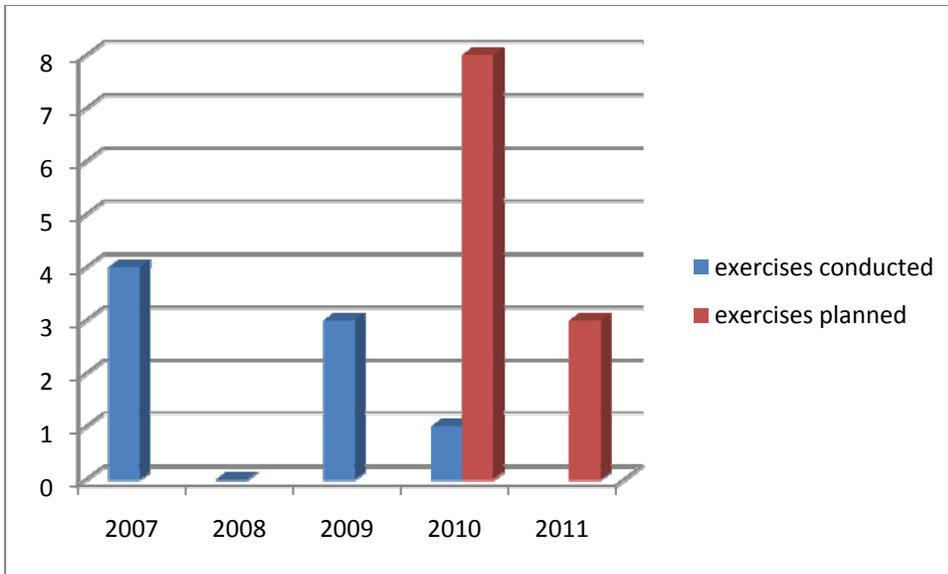
Emergency Management

Emergency management continues to be a critical component of the Department of Emergency Services. Charged with preparing for, responding to, mitigating the effects of, and recovery from disasters and emergencies; the section has been active throughout the first half of the year.

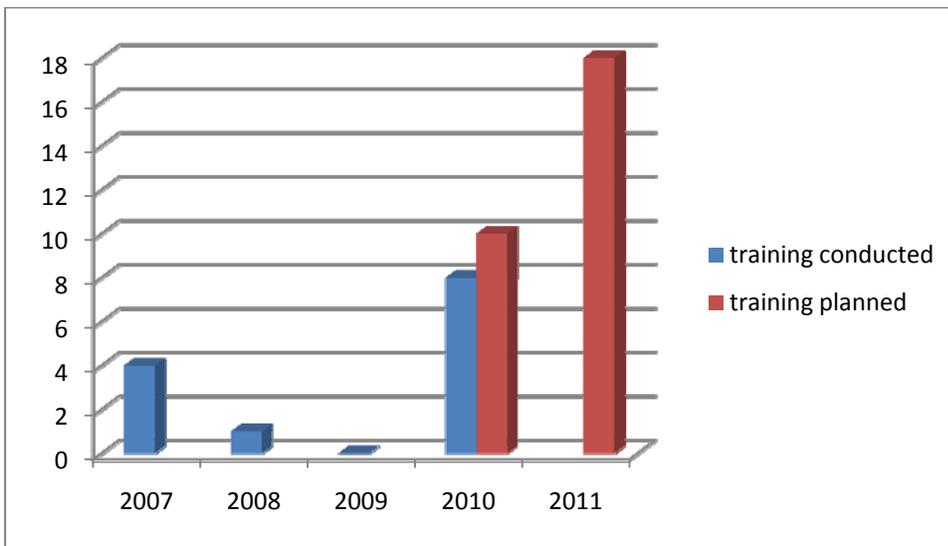
Emergency management has responded to a number of weather related phenomena including monitoring and activating the emergency operations center as a result of the February snow storm, responding to three flooding events, and response to two wind storms. During the second snow storm in February, the section partially activated the emergency operations center and coordinated and supported operations that involved the rescue of over 100 trapped motorists, the closing of both I-81 and the Pennsylvania Turnpike, and the sheltering and feeding of trapped motorists and the response community. In addition, the section assisted public health with planning for their influenza vaccination clinics, responded to a wild-land fire in Montgomery Township, and responded to suspicious mailing to a government facility in Waynesboro.

During the first half of 2010, the emergency management section conducted an inventory of emergency response related items owned by Franklin County or the South Central Task Force, resulting in a complete accounting of over 2,600 response assets. In addition to inventory control, the section has begun a program of periodic inspection of vehicles and motorized equipment. This program has resulted in the identification and correction of both safety hazards and items which would have resulted in expensive equipment repairs and replacement. This program will result in extending the life cycle of capital equipment and improved safety during emergency response.

In an effort to improve response and planning capabilities throughout the County, the *operations and training branch* is leading an effort directed towards development of an exercise and training schedule that is significantly more aggressive than in the past. While there have been eight exercises conducted from 2007 through early 2010, there are eleven exercise scheduled between June 2010 and December 2011. Similarly, while there have been five training offerings provided by the section between 2007 and 2010, there have been eight training offerings since January 2010. This includes two PEMA courses, which are required for certification by emergency management personnel at all levels and three community emergency response training programs, and three courses for the business community. As a result, the section has provided over 200 staff hours of training since January 1, 2010.



Exercises completed and planned 2007 – 2011

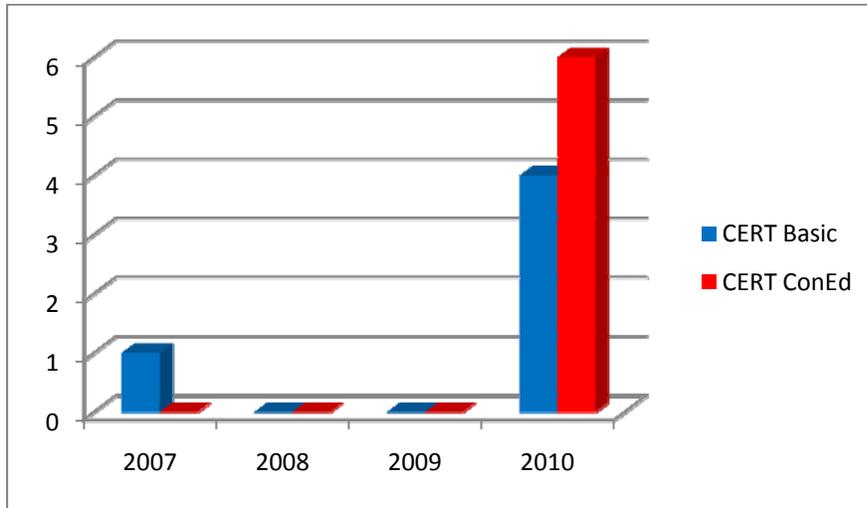


Training completed and planned 2007 – 2011

Also coordinated by the operations and training branch, the Community Emergency Response Team (CERT) had experienced a degree of neglect in the recent past. The team, which builds upon a concept brought to the United States by the Los Angeles City Fire Department in the 1980's, trains community members to prevent and respond to emergencies. The concept is for team members to first take care of themselves and family members, then their neighbors, and their communities. The program has been highly successful in communities throughout the United States and has been expanded to include businesses and commuters on mass transit systems. The program has received new direction, which includes regular currency training, expanding the number of members, and utilizing team members in community outreach and education programs. In the first half of 2010, two CERT training programs were conducted, resulting in a doubling of the number of team members. In addition, two additional

classes are scheduled through the end of the year. Currency training has begun and is scheduled through the end of 2010.

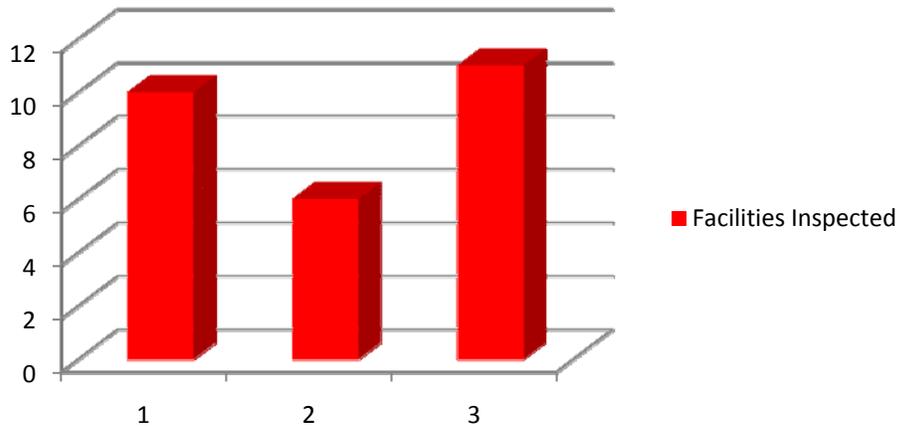
	2007	2008	2009	2010
CERT Basic	1	0	0	4
CERT ConEd	0	0	0	6



The *hazardous materials branch* oversees the manufacture, storage, use, and disposal of chemicals and chemical emergency response procedures for 139 facilities within Franklin County. Fifty seven of these facilities contain extremely hazardous substances and require unique facility documentation and planning requirements. In addition, the branch oversees emergency responder training, responds to emergency incidents within Franklin County, and conducts facility inspections. In the first half of 2010, the branch conducted one training session involving the regional decontamination team, participated in two regional table exercises, and attended 12 regional planning meetings. In addition, the branch provided twenty-eight staff hours of training to emergency responders in Franklin County.

	2008	2009	2010
Facilities Inspected	10	6	11

Facilities Inspected



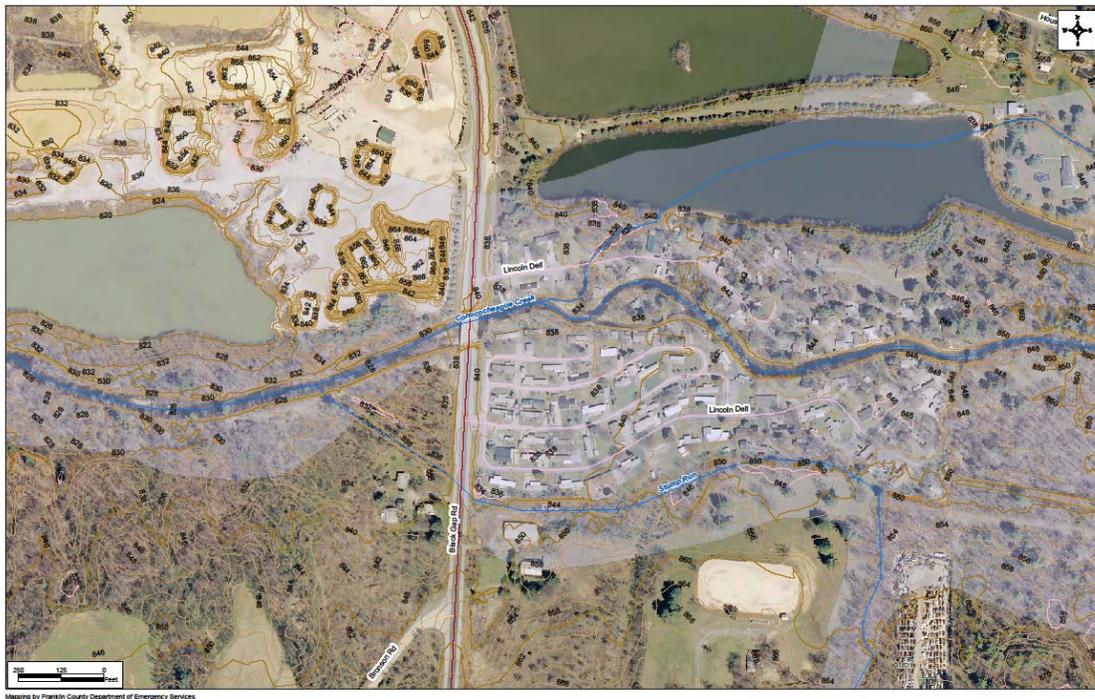
Hazardous Materials Facilities Inspected 2008 - 2010

Geographic Information Systems

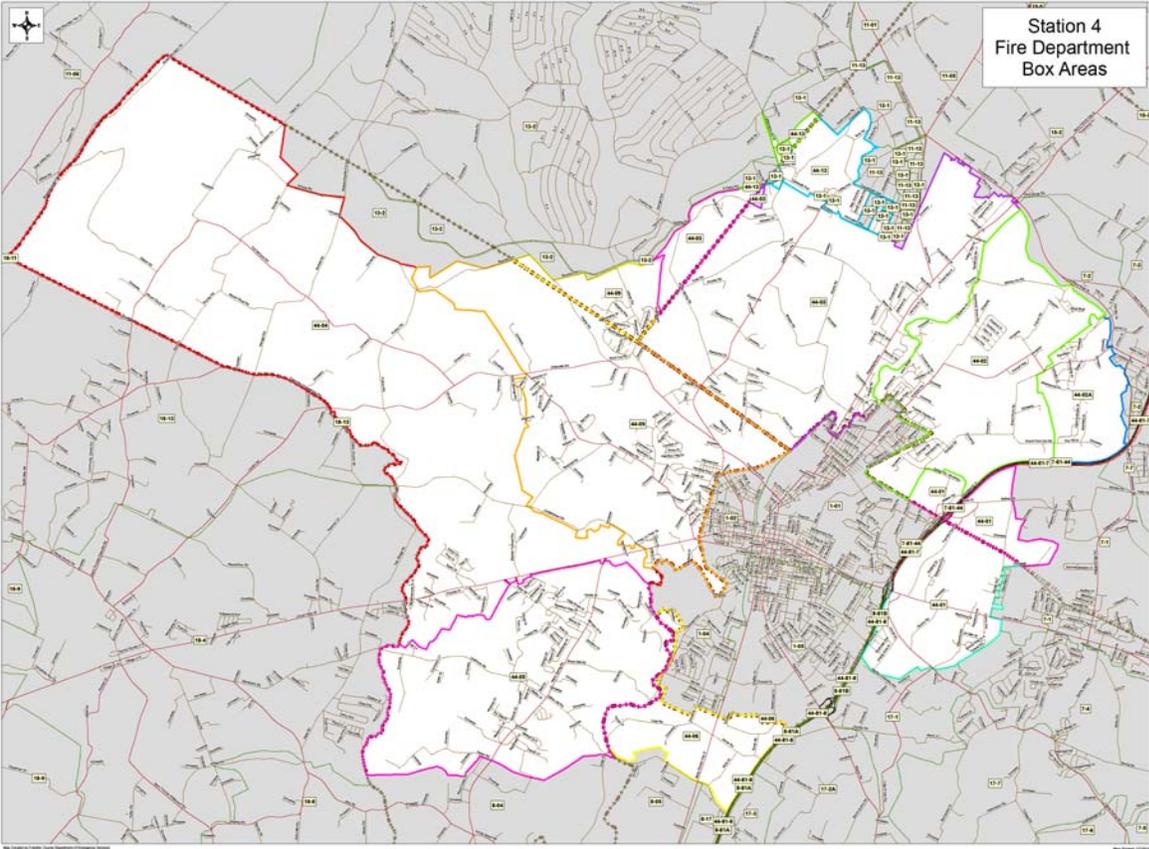
Geographical Informational System (GIS) remains a growing and vital component of the DES product. Initially conceived to provide mapping capabilities to the communications center, GIS continues to grow and expand. GIS currently provides mapping services which assist the emergency response community in developing response plans and capabilities. This includes flood plain management, emergency response routing, and determining drug free areas for law enforcement operations. Planning is underway to expand the GIS function to include the provision of maps to citizens, the use of mapping in community planning, tax and voting precinct assessment, as well as the expanded use in emergency planning and response.

The naming of streets and assignment of addresses continues to be of concern within the County. The use of GIS has resulted in a project to standardize addressing and naming conventions within the County. Working with the County Planning Office, the use of GIS has allowed the Department to identify areas of concern and work to pre-approve addresses and street names in new developments. The Department continues to work with the Planning Department and municipalities to avoid duplication of addresses, identify addresses that do not follow standardized addressing, and to improve services throughout the County.

During the first half of 2010, the Department provided over 75 maps to end users, including law enforcement, fire, and emergency medical services; identified and corrected 24 addresses which did not correlate to the naming and addressing convention; and reevaluated all fire alarm box areas within the County.



Flood Plain analysis – Lincoln Dell Trailer Park



Box Alarms – Station 4

New Road Name Approval Form – Franklin County, Pennsylvania

This form must be completed and submitted to the Franklin County Planning Department anytime a development is proposing new roads to be constructed. Road names should not be placed on any development plans before approval has been granted. Questions should be directed to the Franklin County Planning Department at 717-261-3855. Once approval has been granted, the form will be returned to the requester and the road names can then be placed on the development plan for submission to the appropriate reviewing entities.

Request Date: _____ Requested By: _____
Developer (if different from Requested By): _____
Development Name (if applicable): _____
Municipality: _____
First Choice Road Name: _____
Alternate 1: _____
Cross Streets: _____

*****All New road names should not be used anywhere else in Franklin County.*****

If development has additional roads, please list your first choice and any alternates below for approval:

Road Name:	Alternate Choice(s):
_____	_____
_____	_____
_____	_____

***A basic map of the proposed road location(s) should be included with this approval form.

For Official Use Only

Review Date: _____	Reviewed By: _____
Emergency Services	Approved: _____ Disapproved: _____
Planning	Approved: _____ Disapproved: _____
Municipality	Approved: _____ Disapproved: _____
Fire Department	Sent: _____ Not Sent: _____

Reason for Disapproval: _____

ESN: _____ Fire: _____ Medical: _____ ALS: _____ Police: _____

Department Plans – Moving Forward

The completion of new radio equipment will be complete at the end of June and the system will be operational as the organization moves into the second half of 2010. While licensing for operations on the T-Band frequencies remains in the hands of the Federal Communications Commission, the organization has complied with every request from the FCC and it is expected that a license will be granted in 2010. Once the license is granted, the department will switch to the new system after ensuring that end users are trained and equipped and that the system provides coverage in line with the contractual and standard requirements. Regardless, the installation and use of the new system utilizing the legacy frequencies, allows the communications center to improve record storage and retrieval, coordinate response assets, and provide information to field users more effectively and efficiency than has been previously realized within the County.

The Department continues to seek out means to prevent, prepare for, and minimize the impact of incidents and emergencies within Franklin County. To this end, the Department has expanded its outreach efforts with partner organizations, such as municipalities, to include joint training, doctrine development, and exercises; expand the CERT program, including the development of a CERT instructor cadre, sustainment training for the team, utilizing team members for public outreach activities, and expanding the role of CERT in the community; and developing strategies for reducing the number of incidents, thereby reducing County expenditures through long-term planning, education, and training. The Department will continue with its public outreach efforts, utilizing the CERT program, web site, and DES staff to improve community preparedness and recovery.

The Department continues to expand its GIS capabilities and is seeking methods to make this information accessible to the public. It has already placed maps on the Department web site and is working with the County's Information Services Department to provide additional services for the public. The Department is also beginning the process of using GIS to identify trends, critical infrastructure, and areas of concern within Franklin County, allowing the County and Municipalities the opportunity to address these areas before emergencies occur.

The Department also continues working to provide information to the emergency response community through the 9-1-1 center. The Department has approached the police chief's of Franklin County to determine their needs and to look at ways that the center can provide timely information, including placing dispatch personnel on scene of DUI Task Force activities in an effort to improve efficiency in processing driver information while decreasing the workload at the communications center. Similarly, we are working with the fire and EMS departments in the County to provide tear and go capabilities, where dispatch information is sent to a printer in the station while the call is being dispatched. This information will also provide maps and pre-incident planning information, resulting in increased situational awareness for the response community. In addition, data related to incidents will become accessible to the response community, reducing the administrative workload on the response community and allowing easier collection and manipulation of data.

As we move into the last half of 2010, the Department is seeking methods for providing revenue to support County operations. Among the projects being examined include the provision of CPR and first aid training, the provision of 9-1-1 services to neighboring jurisdictions, providing bulk hydrocarbon clean up supplies to fire departments, serving as an APCO telecommunicator training center, and allowing educational institutions to utilize space at the Letterkenny facility.

In order to successfully move the organization into 2011 and beyond, the Department will be looking towards an increasingly educated and diverse workforce that will be able to incorporate and manage emerging technologies and manage change to the benefit of the community. Technology will take an increasing role in managing day-to-day operations as well as planning and responding to low frequency, high impact incidents. However, the service will also seek to increase its daily interaction with the public in an effort to reduce the need for service and minimize the impact of incidents within the community.

