

### Enhanced Statewide Emergency Alert System

■ **By Capt. W. Thomas Sands**  
*Commander, MI State Police  
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As many of you are aware, the Federal Emergency Management Agency (FEMA) has undertaken a significant change in the way it will transmit information among its agencies and the required format for transmittal. These changes will be in support of an Integrated Public Alert and Warning System (IPAWS).

The mission of IPAWS is to build and maintain an effective, reliable, integrated, flexible and comprehensive system that enables the public to receive emergency alert and warning information through as many devices as possible.

In coordination with the federal government, Michigan is in the process of developing a statewide system for emergency alert notifications used to broadcast information to the public in times of an emergency, such as an evacuation.

The statewide system will enhance public safety by increasing the redundancy of alert notifications with the use of Internet and satellite, which the current system lacks and could potentially fail during an emergency.

The system will also coordinate the digital distribution of public warning information to existing and future devices directly benefiting the less mobile in the community, the elderly, shut-ins, as well as hearing and site impaired. The system will provide a secure path for delivery of information by encoding in a computer XML language called Common Alerting Protocol (CAP), and be continually monitored and managed.

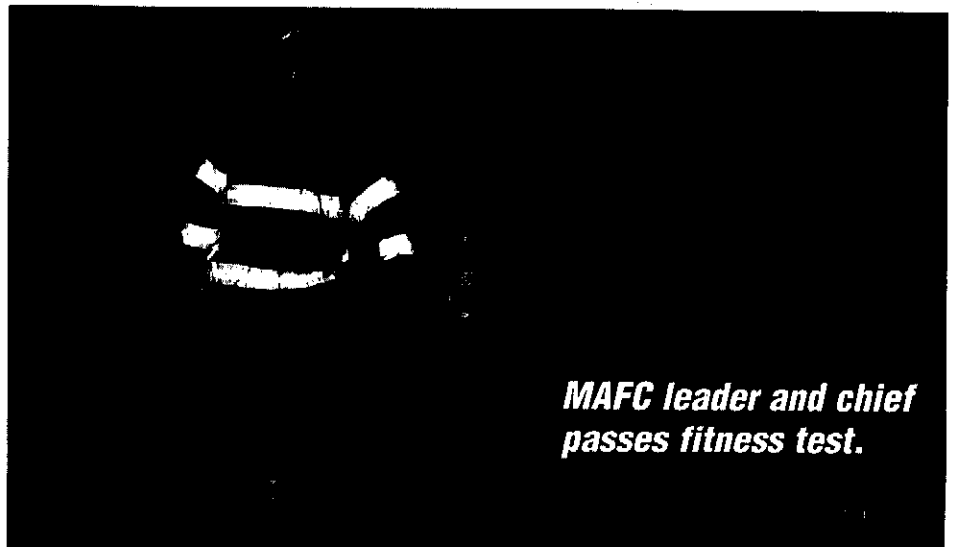
Michigan has identified a system, called EMNet, which will serve as the pathway for state and local level emergency warnings to the public. One of the benefits of EMNet is the ability to interface to other systems, such as HazCollect and the National Weather Service's All-Hazards Emergency Message Collection System, which capitalizes on the strengths of all systems.

Currently, all seven regional homeland security boards are taking the necessary steps to equip their Emergency Alert System (EAS) local primary (LP1 and LP2) stations to meet the enhanced system's capabilities.

Through the ongoing partnership between the Michigan State Police, Emergency Management and Homeland Security Division (MSP/EMHSD) and the local emergency management programs, we are able to upgrade Michigan's emergency alert system to enhance our public safety capabilities statewide.

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**MAFC leader and chief passes fitness test.**

## Interview with Bill Jarvis

### ■ By Chief Fred Cowper

*Meridian Twp. Fire Department*

This is the second in a series of interviews of people who are a part of or impact the fire service community. In this issue, we will be highlighting Jarvis Property Restoration ("Jarvis"), a company who is both a vendor to and a huge supporter of the MAFC. Based in Harrison Township, Jarvis provides emergency response, property restoration and disaster mitigation services to its customers from offices located throughout Michigan, Iowa and Florida. In conjunction with Jarvis' 30th Anniversary, I had the pleasure of interviewing Bill Jarvis, owner of Jarvis, and Rosanne VerVaecke, his executive assistant:

#### **What services do you offer?**

*We offer 24-hour emergency services for residential, commercial, and industrial buildings. We specialize in fire, smoke, wind, and water repair. This includes structural drying, water mitigation, contents cleaning and storage, painting (interior and exterior), electronic restoration, document drying, construction repair services and carpet cleaning.*

#### **How can you help the customer?**

*Jarvis minimizes the damage by quickly responding to the emergency and providing a complete and comprehensive assessment of the situation. We immediately educate the customer as to the proper course of action, ensuring that we are addressing their concerns in this process. Jarvis' number one priority is our customers and we focus on what the customer needs first ... today, tomorrow and moving forward. Once we have determined the necessary scope of repairs and have informed the customer of the appropriate course of action, Jarvis brings in a team of experts who are properly trained and certified in the areas in which they are providing services. Each of the team members*

### OWNER OF JARVIS PROPERTY RESTORATION

*meet with the customer, explain their roles and the services which they are providing, and provide the customer with telephone numbers and email addresses so that the customer can contact the team members individually. Our goal is to ensure that the customer is fully educated and informed throughout the entire restoration process.*

#### **What training and certifications do your employees hold?**

*Jarvis recognizes the importance of and value in employing highly skilled and trained professionals. Our employees are trained to follow OSHA Safety Standards and are certified in water mitigation, electronics restoration, document drying and restoration, reduplication, mold remediation, trauma remediation, sewer backup, and in preventing electrocution. We take all necessary precautions so as not to disturb cause and origin areas until all parties involved have released the affected area. Because we have a training facility in our building, we conduct monthly and yearly training classes in order to keep our employees informed of the most up to date advances and changes in the industry.*

#### **Do your employees go through a background check?**

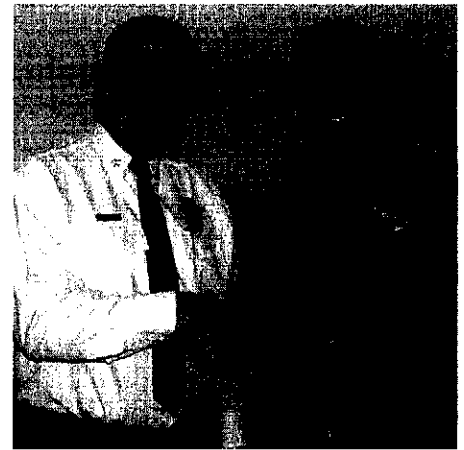
*Jarvis conducts a thorough background check prior to any offer of employment. In addition, Jarvis also conducts annual background checks on any employee who responds to an emergency or is required to enter the premises or residence of a customer.*

#### **What hours are you available?**

*We are available to meet the needs of our customers 24 hours a day, 7 days a week, and 365 days a year.*

#### **If you do a board up and there are unsatisfied customers, what do you do about it?**

*Our first priority is to provide excellent service so that we can avoid such situations. Jarvis stands behind the quality of its workman-*



**Chief Fred Cowper (left) and Bill Jarvis, owner of Jarvis Property Restoration.**

*ship. However, in the event that a customer is dissatisfied, we immediately assess the problem and develop a solution that meets the needs of the customer. Our business depends upon customer satisfaction, which is why it is our number one goal.*

#### **What number should people call when they need your services?**

*866-4-JARVIS (866-452-7847)*

#### **Are there limitations to the emergencies you will assist with?**

*No. Jarvis is equipped to handle any emergency or disaster, whether it is a commercial building fire, a residential flood or a broken basement window. Jarvis also welcomes requests for consultations and restoration advice. Moreover, Jarvis can provide services both locally and nationally. The sooner that Jarvis can begin to minimize the damage, the faster we can begin to restore the premises.*

#### **If you are called to do a residential board up from a fire with significant damage and the homeowner doesn't have insurance or money to pay the cost, what do you do?**

*If called by a fire department to provide residential board-up services, Jarvis will provide such services irrespective of whether the homeowner has insurance. For those homeowners who are having difficulty paying for such services,*

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## Interview with Bill Jarvis

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Jarvis will use every effort to make the payments easier, such as payment plans, etc.

**If there is potential for a structural collapse when a fire investigation needs to be completed, how can you help?**

If requested, Jarvis has the capability to assist the fire department in shoring up or securing the premises with the necessary equipment such as heavy machinery, beams and lumber. Jarvis has access 24/7 to structural engineers if needed.

However, our staff is trained not to enter or access the premises until it has obtained clearance from the fire department and/or the agency's involved in responding to and investigating the emergency situation. We work hand in hand with the fire departments to ensure the safety of the responders and the protection of the premises.

OWNER OF JARVIS PROPERTY RESTORATION

**What experience do you have with crime scenes, biological or hazardous material incidents, and decontamination?**

Jarvis can provide technicians certified in blood borne pathogen remediation. In addition, we have employees with haz-mat certification, as well as certification in asbestos and mold abatement. All employees are provided with the proper equipment and clothing for their protection.

**Can you give an example of a major disaster that you assisted with?**

In June of 2008, the City of Cedar Rapids, Iowa experienced a catastrophic disaster when the Cedar River flooded. Jarvis was a first responder at the scene which required us to immediately take control of the situation and assist in the mitigation of the losses. Our goal was to mitigate the damage as quickly as possible so as to decrease

the impact and effect on the local businesses and government. Due to the extensive nature of the flooding, we were retained to restore 35 city and county buildings including the Sheriff's Department, Administrative Building, City Hall, Court Building, Police Department and Jails, as well as assist in the relocation of many governmental offices.

**How many employees do you have?**

We have over 150 full time employees employed in three states. In addition, we have relationships with subcontractors that can be utilized in the event of a large scale disaster. Jarvis has at its disposal more equipment than any other restoration contractor in Michigan, with over 20 full loaded semi-trucks ready to go at a moments notice.

**How can you ensure security of a scene?**

Jarvis recognizes that most customers are very concerned about security and confidentiality. Recognizing that fact, Jarvis is equipped to provide badge security systems at emergency sites. This technology allows Jarvis to monitor those accessing the site and preclude any person without clearance from entering the premises. Further, Jarvis' employees wear company clothing to identify their affiliation with Jarvis.

**What direction is your business headed?**

Looking forward, our goal is to have 15 offices throughout Michigan. While Jarvis provides services nationwide, our home is here in Michigan. More importantly, we want to remain the leader in the industry and will do so by providing complete customer satisfaction. We strive for life-long trusted relationships with our customers who then continue to use our services and refer them to others.

Look for Jarvis' presentation at the Michigan Chief's Winter Conference this February.



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