

**ERIC J. RICKENBACH**  
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**Objective:** Utilize existing knowledge, education, and skills in a public safety-related operations, training or administration career.

**Work Experience:**

- Pennsylvania Emergency Management Agency, Harrisburg, PA  
**Emergency Operations Center Watch Officer** – 7/2014-present
  - Monitor statewide emergency incidents using various telecommunication, satellite and electronic equipment.
  - Coordinate time critical emergency information with various government entities and Commonwealth emergency organizations to provide early warning, response, and recovery information and guidance.
  - Serve on the ad hoc committee tasked with transitioning the State EOC/Watch Office to a new facility.
  
- RescueTechs, Rehrersburg, PA  
**Owner/Proprietor** – 10/2013-present (part time)
  - Provide public safety and industry professionals top quality expertise, training, and tools to perform safe patient-oriented rescue from vehicles and agricultural equipment in an expedient manner.
  
- Pennsylvania State University – PAgricultural Rescue Program, State College, PA  
**Lead Instructor/Program Development** - 2003-present (part-time/per-diem)
  - Serve as lead instructor and/or coordinator for all classes in eastern Pennsylvania.
  - Supervise 8 instructors and assistant instructors, as well as train new instructors.
  - Member of the national instructor team for the program.
  - Conduct programs within budget guidelines established by the University.
  - Assist university staff in new and on-going program development, pilot testing, and implementation of patient care oriented training programs related to farm and agricultural emergency response.
  
- Pennsylvania State Fire Academy  
**Local Level Rescue Instructor** – 01/2001-present (part-time/per-diem)
  - Conduct over 500 hours annually of vehicle rescue training programs throughout Pennsylvania. Local level classes are conducted through state-affiliated educational training agencies.
  - Specialization in vehicle rescue training classes, including basic (awareness/operations-level) and special (technician-level) programs; with heavy emphasis on new vehicle technologies, construction, and extrication processes.
  - Throughout all programs:
    - Coordinate on-site vehicle rescue programs with local sponsors.
    - As lead instructor for classes, supervise 1-6 assistant instructors during field exercises.
    - Mentor new program instructors.
  - I also hold certification as a vehicle rescue instructor by the Pennsylvania Department of Health-Bureau of Emergency Medical Services since 1997.

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- Eastern Pennsylvania Emergency Medical Services Council, Orefield, PA  
**Independent Contractor for Licensure/Recognition Inspections and Written Testing** – 01/2006-07/2014
  - Serve as the Council's lead/primary inspector for the Voluntary Rescue Service Recognition program.
  - Perform ambulance and quick response service licensure inspections.
  - Provide rescue-related subject matter expertise to Council staff as required.
  
- Wyomissing Police Department, Wyomissing, PA  
**Chief Police Dispatcher** – 08/2000-12/2010  
(Note: Position was eliminated 12/31/2010 upon closing of communications center.)
  - Supervised staff of 4 full-time and 6 part-time dispatchers that provided public safety services to the public by answering emergency 911 calls, and dispatching appropriate personnel and equipment.
  - Assisted and/or provided fill-in coverage for the primary police dispatchers.
  - Responded 24/7 to communications center for major incidents/emergencies to provide additional coverage and support activities.**Police Dispatcher** – 06/1996-08/2000
  - Handle 9-1-1 and non-emergency calls received by the police communications center.
  - Perform face-to-face customer service activities with visitors to the police department.

### **Related Activities:**

- Pennsylvania Department of Health - Voluntary Rescue Service Recognition program
  - Provide on-going input and technical expertise to the Department of Health and State Fire Academy on the vehicle and machinery portion of the program.
  - Assisted in conducting statewide trainings on proper inspection procedures related to the recognition.
- Pennsylvania Fire Commissioner's Office Professional Certification Program
  - Fire Service Certification Advisory Committee (2013-present)
    - The committee provides the Office of the State Fire Commissioner with program guidance and peer review
  - 1006 Vehicle & Machinery Rescue Sub-Committee (2009-present / chair 2012-present)
    - Provide subject matter expertise for NFPA 1006 Vehicle and Machinery Rescue Technician certification programs.
    - Assist with revisions to the system to meet the updated standards.
    - Co-authored the revised skills sheets, and conducted written testing evaluations for the certification levels.
- Penn State Managing Agricultural Emergencies Advisory Committee
  - Invited participant to a committee working to evaluate and expand the scope of the program.
- NFPA Technical Committee for Fire Department Rescue Tools
  - Member of the technical committee for NFPA 1936: Standard on Powered Rescue Tools (2011-present)
  - Serving on the lifting bag standards sub-committee.

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- Pennsylvania Vehicle Rescue Committee
  - Subject matter expert for the committee tasked with developing updated vehicle rescue curriculum and training programs for the statewide emergency service responders. (2011-present)

### **Education and Certifications:**

- National Fire Protection Association professional qualification certifications:
  - 472 Hazardous Materials Awareness & Operations
  - 1001 Fire Fighter I
  - 1002 Driver/Operator – Aerial Pumper, and Mobile Water Supply (evaluator)
  - 1041 Fire Service Instructor I & II
  - 1006 Rescue Technician – Core Requirements (evaluator)
  - 1006 Rescue Technician – Vehicle & Machinery Level I & II (evaluator)
  - 1061 Public Safety Telecommunicator - Levels I & II
  - Professional Qualifications Evaluator training completed in 2009.
- Pennsylvania Department of Health certifications:
  - Emergency Medical Technician #041881 (exp: 04/18)
  - Basic Vehicle Rescue Technician #9444 - Instructor
  - Special Vehicle Rescue Technician #153201 - Instructor
  - Agricultural Rescue Technician #900602
  - Instructor Certification
- Pennsylvania Emergency Management Agency
  - Certified 9-1-1 Supervisor and 9-1-1 Training Instructor
- Complete list of all public safety related training available.
- PA Commercial Driver's License
  - Class B
  - Endorsements P (Passenger) & N (Tank) with air brakes.

### **Related Awards/Achievements:**

- Berks County Chapter – American Red Cross Heroes Award (2011)
- Pennsylvania Emergency Health Service Council - Rescue Technician of the Year (2008)
- Penn State University Extension Service “Outstanding Team Award” presented to the PAgricultural Rescue Program developers and lead instructors (2007)

### **Publications, Articles, and Book Chapters**

- Rickenbach, Eric J. “Defining ‘The Minimum’” *Absolute Rescue*, September, 2015. Web.
- Rickenbach, Eric J. “The Tailboard Isn’t Used Enough” *RescueTechs.com*, July, 2015. Web.
- Rickenbach, Eric J. “Are We Moving Too Fast” *Hemming Fire & Rescue News*. October, 2014. Print
- Heck, Jörg and Rickenbach, Eric J. “Dealing with Different HV Vehicle Conditions” *Crash Recovery System Technology Update*. Moditech, September, 2014. Web.

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- Heck, Jörg and Rickenbach, Eric J. "Technology Update – Lithium-Ion High Voltage Battery Fires" *Crash Recovery System Technology Update*. Moditech, March, 2014. Web.
- Rickenbach, Eric J. "You're Damned if You Do..." *Technical Rescue*. April 2013 (Issue 65). Print
- Rickenbach, Eric J. "What is Really Our Biggest Challenge in Vehicle Rescue" *Fire Engineering*. February, 2013. Print.
- Rickenbach, Eric J. "Technology Update - Changes in the Rear-Seat Mounted Airbag Design" *Crash Recovery System Technology Update*. Moditech, September 2012. Web. (Also translated for German edition as: "Neue Konstruktion bei hinteren Seitenairbags" Trans. Jörg Heck. And the Dutch edition as: "Veranderingen in de zij-airbags gemonteerd in de achterbank" Trans. Unknown)
- Heck, Jörg and Rickenbach, Eric J. "Have You Properly Secured the Vehicle?" *Technical Rescue*. April, 2012 (Issue 63). Print
- Rickenbach, Eric J. "What are Rescuers Being Taught?" *RescueTechs.com* 29 Mar. 2012. Web. (Also translated with permission for *Technische-Hilfeleistung* website as: "Was wird Rettern gelehrt?" Trans. Patrick Allinger)
- Rickenbach, Eric J. "Mercedes SLK350 Curtain Bag Close-Up." *RescueTechs.com*. 15 Nov. 2011. Web.
- Hill, Davis & Rickenbach, Eric J. "Agricultural Extrication", In: *Vehicle Extrication, Levels I & II: Principles and Practice*, A.J. Green ed., Jones & Bartlett Learning, 322-343, 2011
- Rickenbach, Eric J. "More Twists to SRS." *Technology Update* (July 2011). *Crash Recovery System Technology Update*. Moditech, July 2011. Web. (Also translated for German edition as: "Der Türseitig Montierte Kopfairbag" Trans. Jörg Heck.)
- Rickenbach, Eric J. "Farm Rescue Training Aids in Extrication." *Lancaster Farming* [Ephrata, PA] 11 July 2009. Print

### Service and Presentations (not listed elsewhere)

- Michigan OSHA 2016 Annual Conference (Grand Rapids, MI), April 20, 2016 – Invited session presenter on *Farm Emergency Awareness and Response* for a varied group of industry safety and OSHA personnel.
- Southeastern Extrication School 2016 (Hartsville, SC), March 28 & 29, 2015 – lead presenter for classroom and practical sessions on *Tactical Control and Group Operations at Motor Vehicle Incidents* for approximately 24 students.
- International Silo Association Regional Meetings Conducted – Lancaster, PA, December 2, 2015 and Waterloo, ON, Canada, December 4, 2015 – Invited presenter on *Silo Fires and Emergencies* to the association members on silo fires, emergencies, crew and general safety, and customer service.
- Heavy Rescue Training – Granada, Spain, November 12 & 13, 2015 – Invited international instructor to assist with training 75 Spanish firefighters in advanced extrication tactics and techniques.
- Southeastern Extrication School 2015 (Darlington, SC), March 28 & 29, 2015 – lead presenter for classroom and practical sessions on *Tactical Control and Group Operations at Motor Vehicle Incidents* for approximately 30 students.

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- South Central Task Force Homeland Security Conference (Summerdale, PA), March 26, 2015 – Invited co-presenter for presentation - “*Hazards on the Farm; Amish vs. English*”, with Kay Moyer and Sam Ebersol.
- Conducted a *Grain Bin Safety Presentation* for the Berks County Young Farmers (Kutztown, PA), March 16, 2015.
- Weber Hydraulik rescueDAYs 2014 (Heitersheim, Germany) October 4, 2014 - symposium presentation on *Farm Rescue Training Perspectives and Experiences*. Presentation was done in English with German translation.
- Interviewed for article (*Maintenance Can Prevent Silo Sorrow*) in the Lancaster Farming about silo fire hazards. (August, 2013)
- Southeastern Extrication School 2013 (Darlington, SC), February 16 & 17, 2013 – co-taught classroom and practical sessions on advanced vehicle extrication tactics for approximately 40 students, with Randy Schmitz.
- Eastern PA EMS Council Annual Conference 2012 (Pocono Manor, PA) October 18, 2012 – delivered first formal statewide presentation of the NFPA “*Electric Vehicle Safety for Emergency Responders*” program during pre-conference session to approximately 25 students, with Tracie Young-Brungard
- Ono Fire Company, October 11, 2012 – invited to present a 2 hour awareness level class on vertical silo emergency response to approximately 20 attendees, with Travis Martin.
- Eastern PA EMS Council Annual Conference 2011 (Pocono Manor, PA) October 27, 2011 – assisted in conducting the pre-conference train-the-trainer program for approximately 25 new PA vehicle rescue instructors, with Tracie Young-Brungard.
- Interviewed for article (*Instructor fears cuts in training for farm emergencies*) in the Reading Eagle on ag/farm rescue training funding cuts. (August, 2010)
- Cumberland Valley Farm Safety Committee (Shippensburg, PA), August 1, 2009 – Invited to present on farm tractor rollovers and rescue to approximately 550 participants.
- Eastern PA EMS Council Annual Conference 2005 (Pocono Manor, PA) – 90 minute presentation on first responder initial actions at farm accidents.
- PA Farm Bureau Key Leaders II Meeting, March 18, 2005 – Invited participant, representing public safety, at a PA Farm Bureau hosted meeting of statewide agricultural and government representatives to discuss the future of farm safety programs and possible revisions to the Farm Safety and Occupational Health Act of 1994.
- Eastern Berks 4-H Dairy Club, March 18, 2005 – Sixty minute presentation on farm safety with emphasis on tractor safety for approximately 35 4-H members.
- Interviewed for television show (Legislative Report with Rep. Sheila Miller) on farm and agricultural emergency training. (January, 2005)
- Perry Valley (PA) Grange presentation, January 14, 2005 – Forty-five minute presentation on general farm safety topics for approximately 120 Grange members.
- Farm Safety Presentation for Children of Farmers, Kutztown Produce Auction Summer Meeting - August 4, 2004, 60 minutes for approximately 50 children
- 4-H HOSTA Tractor Training Program, Berks County Cooperative Extension Service - April 20, 2004, sixty minute presentation on tractor safety from the rescuers perspective.
- Representative Sheila Miller’s Bi-Annual Public Safety Forum, Bernville - June 16, 2003, 15 minutes for approximately 100 public safety and municipal officials on various training programs available to public safety with emphasis on agricultural rescue.

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- Crime Alert Berks County TV Show – Formerly hosted/co-hosted a monthly 30 minute TV show profiling the organization and profiling crimes and wanted persons. Show was taped live and replayed throughout the month. (2001-2004)

### **Other Areas of Expertise:**

- I am approved as a Pennsylvania Department of Health Emergency Medical Services Accredited Continuing Education Sponsor (#02-0213). I have written, developed, and delivered several vehicle rescue programs/seminars that have been accredited for continuing education credits for emergency medical service providers. I deliver approved programs as a continuing education sponsor in accordance with the related rules and regulations, and have personally conducted between 80-90 approved classes over the last several years.
- I have extensive national and international contacts with whom I regularly discuss the challenges involved in vehicle and farm/agricultural rescue and extrication. I regularly review newsletters and other vehicle rescue related documents for several international rescue instructor contacts and concerns for content and language clarity.
- I have attended the Weber-Hydraulik's rescueDAYS in Germany to gather additional expertise in vehicle and machinery rescue. (2010, 2011, 2013, 2014)
- I am affiliated with Heavy Rescue Sweden, an international group of instructors who specialize in advanced and specialized vehicle extrication techniques, since 2013.
- I provided vehicle and machinery subject matter expertise/review for a new vehicle extrication textbook released by Jones and Bartlett Publishing in August, 2011. I was also a co-author of the chapter dealing with agricultural emergencies.
- I am listed with the PA Emergency Management Agency as a resource person for farm and agricultural emergencies with special expertise in farm silo and grain bin fires/emergencies.
- Officially recognized emergency management volunteer by Lancaster County for agricultural emergencies.
- I currently (or have previously) drive, operate, and train others on numerous types of emergency apparatus including ambulances (type I, II, and III), engines, mobile water supply apparatus, aerials (ladders, platforms, etc.), rescues, field/brush equipment, etc.
- I am proficient with Microsoft PowerPoint, Excel, Word, FrontPage and Outlook; I have some experience with Adobe Photoshop. I can work with any Microsoft operating system.
- I have developed and maintain several websites for business and government using a variety of web design software. I am familiar with writing basic HTML code when necessary.
- I have previously prepared or assisted in preparing several successful grant applications for local public safety agencies.
- I have experience travelling both nationally and internationally and hold a valid US Passport and "known traveler" (Global Entry) identification.

### **References:**

- Upon request.