

**2012**  
**Annual Report**



**GREENE COUNTY EMERGENCY SERVICES**  
**JOHN FARRELL, JR. DIRECTOR**  
**25 VOLUNTEER DRIVE**  
**CAIRO, NEW YORK 12413**



**Greene County  
Department of Emergency Services  
Cairo, New York 12413**

Director John P. Farrell Jr.  
Deputy Director Randy M. Ormerod

**Greene County 9-1-1 Annual Report for 2012**

<u>Incident Types</u>	<u>Total of Calls</u>	
• Structure fires	172	
• Fire alarms	405	
• P.I.A.A. (Personal Injury Auto Accidents)	312	
• P.I.A.A. w/ extrication	13	
• Medical Alarms	233	Total (-) Medic 209
• ALS calls (Advanced life support)	6440	Total (-) Medic 3506
• EMS calls (Basic life support)	3627	Total (-) Medic 3262
• Fire Mutual Aid	51	
• EMS Mutual Aid	107	Total (-) Medic 69
• Brush fires	66	
• Chimney fires	30	
• CO calls	77	
• Gas odors	5	
• Haz-mat calls	13	
• Pump outs	25	
• Service	31	
• Smoke investigation	84	
• Vehicle fires	61	
• Wires (Down/Burning)	97	
• Woods fire	21	

### Yearly Report

2012 was busy throughout Greene County. As you can see above Greene 911 handled 46,107 calls for service that includes non-dispatched events. Non dispatched events would be landline request for a certain Deputy, Police Office, control burns, generic information and road closures. The total number of events that were dispatched for Fire, EMS, Law and Rescue was 39,233.

During the beginning of 2012 InterAct (our CAD provider) had installed (2) brand new CAD servers. The new hardware/servers made the CAD much faster, more dependable and more robust. With the hardware upgrade there was also a new CAD software version installed. The software is more users friendly and is able to be customized to our use. This new version will allow automatic mutual aid plans to be installed, build place files, add additional information about a location, and be able to collect more data then we could in the past.

Our backup center which is located under the Sheriff's Office is still work in progress. We started at the end of 2012 to brain storm a possible way to consolidate the current backup center. Some of the ideas that have been mentioned are relocating the backup to a more environmental friendly atmosphere or blending with another County. No matter which way we decide on going it is going to be allot of work and be a costly investment.

Last year I mentioned that after many years and not having anything set in stone I developed a power point presentation which outlines Greene County Communications/E911. Since last year I had visited (2) Fire Companies and presented my power point with great feedback. I also developed a power point presentation for Law Enforcement agencies which I used at the Zone 14 Police Academy. These presentations will enable me to go out to the responders (Police, Fire, and EMS) and civilian organizations and show them what Greene County Communications/E911 is all about and what we face every day.

The Street Centerline and Master Street Addressing Guide (MSAG) is nearly all completed. What is taking place now is called map maintenance. This is really a hands-on approach. This work is where the 911 Addressing Tech goes out and verifies addresses. Again, once the Address Point database is finished it will enhance Emergency Services and Parcel Management.

In 2012 the 911 center hired (2) new full timers. We now have a total of 13 FTE's. The center also has (1) P/T (part time) and (3) per-diams employees. The center is manned 24/7 with no less then (2) Dispatchers working a shift. In order to make sure the schedule is filled with at least 3 people on every shift 24 hours a day a total of 15 FTE's are needed. Over the past year we have also been reviewing the possibility of adding Supervisors to the staff. The Supervisors will be working supervisors and be considered part of the shift. My goal here is to have a Supervisor on every shift. Supervisors will oversee the shift and have specific job task to do,

- **Training**
- **Scheduling**
- **CAD maintenance**
- **Equipment**
- **Personnel maintenance**

The Department has seen in 2012 the creation of a Training Coordinator to the 911 Center. This is a job that was created and assigned to a Dispatcher at NO extra pay. The Training Coordinator is responsible for the following,

- Maintain training records of all Dispatchers.
- Ensure that all Dispatchers meet the minimum 21 hours a year of continues education.
- Will be primary Training Dispatcher for all new Dispatchers.
- Will attend train the trainers course (APCO).
- Will make sure that all Dispatcher's certifications are up to date
  - CPR
  - Ejustice Portal/Legacy
  - EMD (MPDS)
- Monitor all training announcements and refer Dispatchers to attend.
- Will follow and practice and ensure all dispatchers utilize the procedure and protocol book.
- Develop a training curriculum.
- Assess training needs

- Plan training sessions
- Implementing training programs
- Motivate Trainees
- Monitoring Trainers
- Evaluate training outcomes

Some of the goals for 2013 are to install the Priority Medical Dispatch software. This is a computerized Emergency Medical Dispatch program. ProQa will replace the old flip card system currently used. This new system has been proven to work in the past by other Counties. Every question that the Dispatcher asks will now be documented in the CAD incident report. This is a benefit especially if the incident has to go to court. Another goal for this year is to get the temporary radio tower up and running located on Windham Mountain. The temporary radio tower will enhance radio communications to the town of Jewett, Windham, Ashland, Prattsville and parts of the town of Lexington and Hunter. The last big goal for 2013 is to get the permanent tower site up and running at Windham Mountain. This tower site is being funded by the 2011 Inter-Operability grant (\$893,000) that Greene County received.

FIRE		EMS		LAW		RESCUE	
Ashland FD	23	Ashland Amb	227	Athens PD	76	E.M.A.	101
Athens FD	92	Catskill Amb	3,345	Catskill PD	751	Highway	319
Catskill FD	346	Cairo Amb	944	Cairo PD	965	Utility	183
Cairo FD	185	Coxsackie Amb	1,147	Coxsackie PD	345	Animal Control	22
Coxsackie FD	127	Durham Amb	458	Durham PD	181	Buildings & Grounds	4
Lanesville FD	9	East Jewett Rescue	34	Hunter PD	633	Code Enforcement	26
Earlton FD	30	Greenville Amb	353	Windham PD	931	Coroner	22
East Durham FD	70	Hunter Amb	486	Sheriff	5,584		
East Jewett FD	17	Lexington Amb	61	State Police	2,802		
Freehold FD	30	New Baltimore Rescue	182	BCI	6		
Greenville FD	88	Prattsville Rescue	59	ENCON Police	139		
Haines Falls FD	52	Tannersville Rescue	320	ENCON Ranger	29		
Hensonville FD	16	Windham Amb	447				
Hunter FD	64	GCEMS	3,568				
Jewett FD	26	Helicopter	211				
Kiskatom FD	52						
Leeds FD	103						
Lexington FD	22						
Medway Grapeville FD	127						
New Baltimore FD	99						
Oak Hill Durham FD	62						
Palenville FD	110						
Prattsville FD	33						
Roundtop FD	31						
Tannersville FD	79						
Windham FD	88						
West Athens FD	50						
GCFIT	14						
Hazmat	2						

## NEW YORK STATE/GREENE COUNTY FIRE TRAINING PROGRAM

Listed below are the training courses that have been completed during the 2012 calendar year.

<b>Course Name</b>	<b># of Students</b>	<b>Hours</b>
Firefighter survival	46	9
FAST	10	36
Scene Support	26	39
Firefighter II	14	64
Water Operation	10	27
Firefighter One	75	215
SCBA Confidence	14	15
Rescue Tech Basic	41	33
Water Rescue Awareness	27	4
Truck Operations	19	33
EVOG	12	16
Confined Space Awareness	13	6
Introduction of Fire Officer's	10	54
FBAA	13	12

The Greene County Training Center is mostly used for the State/County sponsored courses. County Fire Departments have also used our training center as well for their own drills throughout the year. New York State Corrections, Police Agencies and Athens Generating Plant continue to use our center as well for their necessary/mandate training.

During the 2012 calendar year a total of 22,343 volunteer firefighter hours have attended training courses listed above.

Our cascade system that was installed on March 29, 2012 is working out quite well. Not only is it being used during these training courses but local fire departments are using it to fill their air systems as well.

Our goal for the year 2013 will be to offer the necessary training for Greene County fire service.

## Firefighter I Class Spring of 2012

### NYS Fire Instructor Karl Kilts

As the initial entry program for firefighting personnel, Firefighter I introduces firefighting concepts, practices and techniques necessary for success within the fire service. Based on the Firefighter Level I objectives from NFPA Standard 1001, this course develops knowledge, skills and abilities based on performance criteria for the following topics: fire department organization, firefighter safety, fire behavior, personal protective equipment, self-contained breathing apparatus, fire extinguishers, building searches, forcible entry, ground ladders, ventilation, hose practices, fire streams, and loss control.

The course consists of performance criteria in: incident command, building construction, ropes/knots, rescue procedures, forcible entry applications, ventilation practices, fire extinguisher applications, suppression of structural fires, tactics, vehicle suppression, water supply, loss control, fire cause determination, fire department communications, fire suppression systems, hazardous materials, weapons of mass destruction, confined space safety and fire prevention practices.



**Back L-R:** Anthony F. Boertlein, Eric J. Hulbert, Brittany L. Blake, William A. Pine, Matt G. Draiss, James H. King, Andrew R. Mastmann, Peyton A. Van Alstyne

**Middle L-R:** Kevin G. Francis, Jeffrey C. Pelton, Stefan M. Moore, Erik A. Benoit, Adam S. Overbaugh, Donald J. MacCormack, Eric Kusminsky, Aaron J. Hodor

**Front L-R:** Joseph Caputo, Nathan Huber, Gerard B. Stanzione, Caleb P. Finch, Vincent M. Cleveland, Chris R. Lepard, Raymond F. Squires, Kayla C. Byrnes

## Firefighter I Class Spring 2012 May- June



## Firefighter I Class Fall 2012 NYS Fire Instructor Karl Kilts



Back L-R: John Blaze Legg, Jody J. Burrows, John J. Williams III, Amanda H. Blake, Robert A. Miller, Jr., Stanley J. Pajak, Damon R. Ferraro

Front L-R: Diane Ashley, Dylan J. Donovan, John J. White, James P. Stone, Theresa M. Koeppel, Pamela J. Rafferty, Daniel K. Hunter, Timothy LaFountain

## **GREENE COUNTY EMERGENCY RADIO NETWORK**

During this year we have replaced the generator at Hunter Mountain Tower site. All other generators located at all tower sites have been performing in an acceptable manner during our weekly test and during power outages.

We continue to performed test of the radio system with individual fire districts on a weekly and monthly basis. We have completed an ALL CALL ALARM TEST four times this year.

Over the past year Greene County Emergency Services continued to participate with the Catskill Interoperable Communications Consortium. The counties included in this consortium are Sullivan, Ulster, Delaware, Schoharie and Otsego Counties. Last year we were awarded \$893,000 from New York State Homeland Security. This funding will be used for the installation of a new tower site on Windham Mountain. We are currently in the process of putting out an RFP. Completion of this project is scheduled for October 2013.

At the current time we are also reviewing options that are available for Greene County Emergency Services for total replacement of our existing radio system. We have just completed a radio study in 2012. Currently Motorola is reviewing this study and reviewing what options are best for the county to follow up on.

## **GREENE COUNTY FIRE COORDINATOR**

During this year I have worked and communication on a weekly basis with the New York State Homeland Security Office of Fire Prevention and Control. I, Deputy Director Ormerod or my Fire Deputies John Wallace, Peter Alberti, George Lackie and Gary Goodrich have visited or contacted our Fire Chiefs within Greene County. We continue to attend Fire

Company meetings when requested and County Association meetings to give a report and update from the department.

Fire Deputy Wallace continues to manage the County Hazmat Team. He works hand in hand with the Columbia County Hazmat Team planning exercises and etc. He works with Columbia County as well as completing necessary grants which will bring in the necessary equipment for the team. Fire Deputy Wallace responds to any mutual aid calls in the Towns of New Baltimore and Coxsackie.

Fire Deputy Alberti is our IT person for the department. He dispatches all information out to agencies throughout the county which includes training programs, etc. He overlooks the R/V Communications Vehicle making sure it is maintained at all times. He keeps our website up to dates as well. Fire Deputy Alberti responds to any mutual aid calls in the Towns of Catskill and Athens.

Fire Deputy Goodrich continues to be the liaison for the County Fire Investigation Team. He works with the team to make sure all their training and equipment needs are met. Fire Deputy Goodrich responds to any mutual aid calls in the Towns of Prattsville, Ashland, Windham, Jewett, Hunter, Lexington and Halcott.

Fire Deputy Lackie is in charge of all training programs in the department. He completes the paperwork on all courses that are being requested to the state and works with the State Fire Instructors throughout the year. He oversees the training grounds as well as making sure all areas are cleaned up and ready for the next training course.

During this year we have been very successful in updating our county mutual aid plan. This project is completed and has been approved by the Board of Legislators, the State of New York and all fire companies in the county.

During the year I or my staff have attended and spoken to groups on various subjects such as updates on training or fire prevention. We have attended the following programs and association meetings:

- County Fire Coordinators Association of New York State
- New York State Fire Chiefs Conference
- Southern New York District Fire Coordinators
- New York State Fire Council Associations
- Greene County Volunteer Firemen's Association
- Greene County Fire Chiefs Association
- Greene County Fire Police Association
- Greene County Fire Advisory Board
- Greene County Fire Investigation Team
- Greene County Hazmat Team
- Greene County EMS (Paramedic System)
- Greene County EMS Council

### **EMERGENCY PREPAREDNESS**

During this year we completed our County Emergency Operations Plan. This task was completed by Tectonic Engineering from Orange County, County agencies and Village/Town officials. At the completion of this plan a table top exercise was performed using the new plan. During this exercise we were able to complete an after action plan. From this report we made the necessary changes and corrections.

We are currently in our second year of a contract with CODE RED. This is a notification system which has improved communications to our residents from the county's warning point. We have used this system two times during this year. Most recently was during Tropical Storm Sandy. We have also completed two testing periods as well.

We are continuing to assist towns and villages regarding their emergency plans. During this year we have assisted the Town of Halcott on a monthly basis.

We have signed a Memorandum of Understanding with United Way 211. This was part of our after action plan from Irene. Having this in place will enhance our 911 center for the next event. All non-emergency calls received at our 911 center will be transferred to the 211 center in White Plains, New York. Here will they handle and assist on those types of calls such as sheltering, locations of ice and etc., and will be a great asset in future disasters.

During this year we have worked hand in hand with the Ham Radio Operators. The RACES team has really stepped up to the plate to assist Greene County Emergency Services during exercises and real events. We are in the process of locating them in our building in the lower ground floor. They have also been placed in our Emergency Operations Plan and a representative will be activated whenever the county goes into Emergency Operations.

The Greene County Emergency Planning Committee (LEPC) is moving forward on many projects. Currently their officers are: Dan King, Chairman, Vice Chairman is Spencer Robinson and Recording Secretary is Karen Whitbeck. They meet on a quarterly basis and continue to link with all the businesses and media in the county.

The following is a list of organizations where I represented this office and have given reports to:

- Quarterly meeting for District II SEMO
- NYSEMA Conferences
- Red Cross Meetings
- National Weather Bureau Meetings
- Local Emergency Planning Committee

## **GREENE COUNTY TEAMS**

The Greene County Fire Investigation Team has responded to a total of 15 calls for the year. This team consists of 25 members. Throughout the year they continue to schedule training and conduct quarterly meetings.

The Greene County Hazmat Team consists of 16 members and has responded to 5 calls for the year. They meet on a monthly basis and conduct drills quite often. Throughout the year they work hand in hand with Columbia County Hazmat Team not only in exercises, but in responding to calls in both jurisdictions. Most of their equipment they received each year is purchased by grant funding which is offered by New York State Homeland Security. Both Columbia and Greene Counties submit this grant funding together as regional partners. Equipment such as radios and turnout gear has been received by both county teams. During the year I as Director continue to work with both teams to supply to them the necessary equipment/ needs that are being requested.

## **MEMORIAL WALL**

This year saw the completion of the Memorial Wall located at Greene County Emergency Operation Training Center. This was completed by September 1, 2012. The original committee started back in 2010. During this two period fire departments, EMS agencies, businesses, private organizations and residents of the county made donations to this project. Most of the physical work was completed by Greene County Buildings and Grounds and the Highway Department.

On September 11, 2012 we held our 1<sup>st</sup> Annual Memorial Service. This service was well attended not only by our first responders but by private citizens of the county. As a matter of fact it was overwhelming to see such a crowd.

More important was the families and loved ones who were present to honor those family members who died in the line of duty.

## **FIRE DRILLS**

Throughout the year we conduct quarterly fire drills at county buildings. During the year we continue to attend continuing education with New York State Codes. We also reach out to all fire chiefs in these jurisdictions as well to make sure they are all aware of these county buildings.

## **COUNTY WEB SITE**

I welcome you all to review our Emergency Services section. The site is at [www.discovergreene.com](http://www.discovergreene.com). We depend on this location as our line of communication with our first responders. The first responders use this area for reviewing what training courses are being held and signing up for classes. We also include our many emergency plans county wide as well, for our residents and businesses to review.

I have given permission for our firematics organizations such as Greene County Volunteer Firemen's Association, Greene County Fire Chiefs Association, Greene County Fire Police and Greene County Fire Advisory Board to use our location for a means of communications.

In this current year (2013) a new county web site is being installed that will allow us to expend even more by using video.

EMERGENCY MEDICAL SERVICES

# Greene County

## EMS Coordinators Office

### Annual Report | 2012

Aidan O'Connor  
EMS Coordinator | Greene County  
aoconnor@discovergreene.com

Patty McAneny  
Deputy Coordinator | Greene County  
pmcaneny@discovergreene.com

Jeff Loucks  
Deputy Coordinator | Greene County  
jloucks@discovergreene.com

The Greene County Emergency Medical Services Coordinators Office continues to:

Provide the tools, training and guidance to EMS personnel and leaders so that they may better manage incidents.

To act as a liaison between the EMS Community and the County, State, and Federal Governmental entities as well as other Emergency Services.

To represent the EMS Community on various boards and committees within the County Government, and when asked to, on State or Federal level as well.

To respond to incidents in the field and assist the local agencies in managing the incident does not deplete resources.

The Greene County EMS Coordinators attended the following meetings this year:

- Greene County EMS, Inc (Paramedic Board Meetings)
- Local Emergency Planning Committee
- Battalion Meetings
- Greene County EMS Council
- Regional Emergency Medical Organization
- Local Town Board Meetings
- Greene County EMS Coordinators Meetings
- County Coordinators Meeting

In 2012, The EMS Coordinator is the Chairman of the EMS Council, member of REMO and the EMS Coordinators began having their own meetings.

The Greene County EMS Coordinators had a change in positions:

- EMS Coordinators- Aidan O'Connor
- Deputy Coordinator- Patty McAneny
- Deputy Coordinator- Jeff Loucks

In 2012, Patty McAneny resigned from the EMS Coordinators Position after making beneficial and progressive changes to the EMS Coordinators Office in 2011. Interviews were held and I was politically appointed to be the new EMS Coordinator. Patty McAneny agreed to stay with the Coordinators Office as a Deputy. Jeff Loucks also stayed on as a Deputy. I chose to only have two deputies rather than four because it was not the man hours that were needed but rather dedication from a few. It was the hope that in 2013's budget that the EMS Coordinator and the EMS Deputies would receive a raise in their annual stipend. Phil Myers after several years of service to the EMS Community was advised of the structure of the EMS Coordinators Office and we thank him for his service.

The Greene County EMS Coordinators tasks in 2012 included:

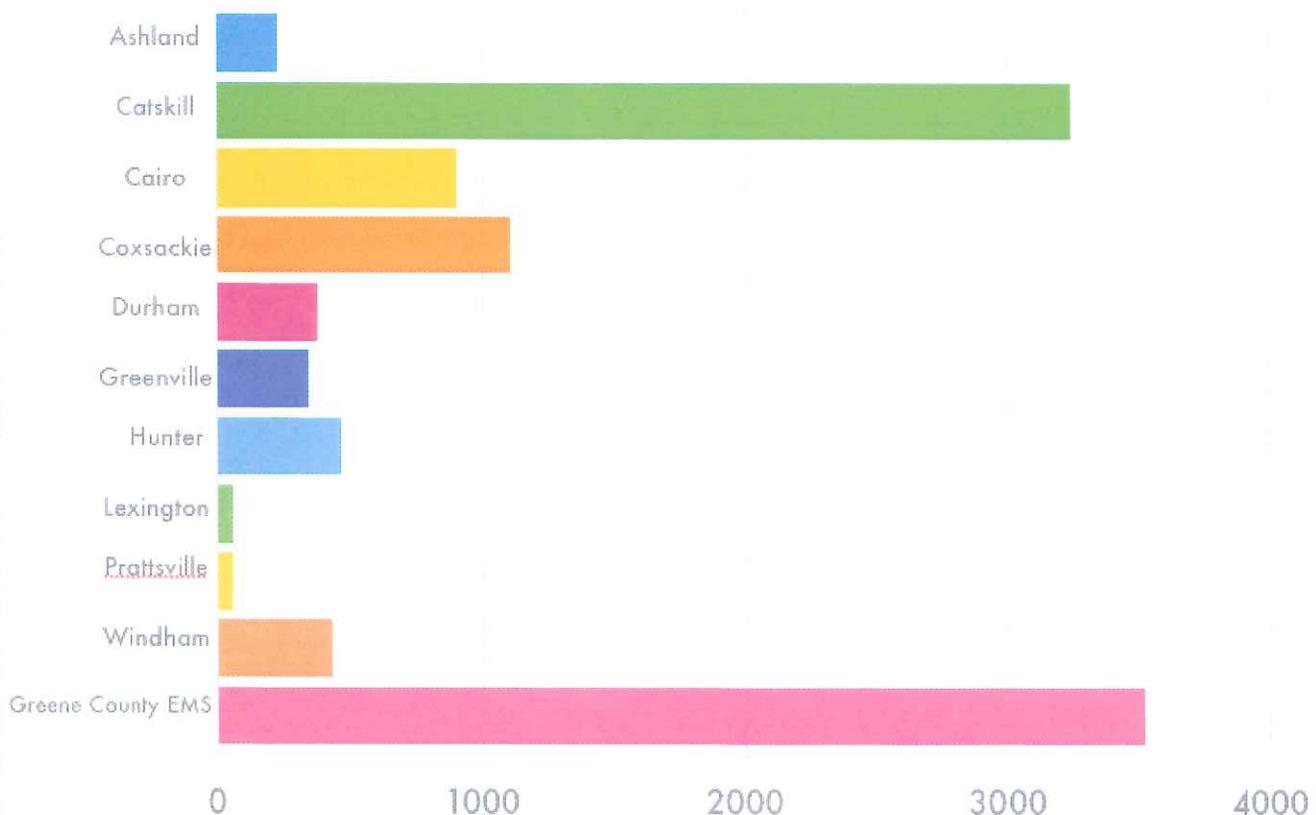
- Completed the Greene County EMS Mutual Aid Plan.
- Completed the Greene County Part of the Regional Mutual Aid Plan.
- Completed an update to NYS for their State Wide Immobilization Plan.
- Created an ad-hoc County Wide EMS Committee.
- Began working on County Wide EMS Research and Development.
- Worked with the Emergency Services Memorial Committee.
- Spoke on behalf of EMS at the Emergency Services Memorial.

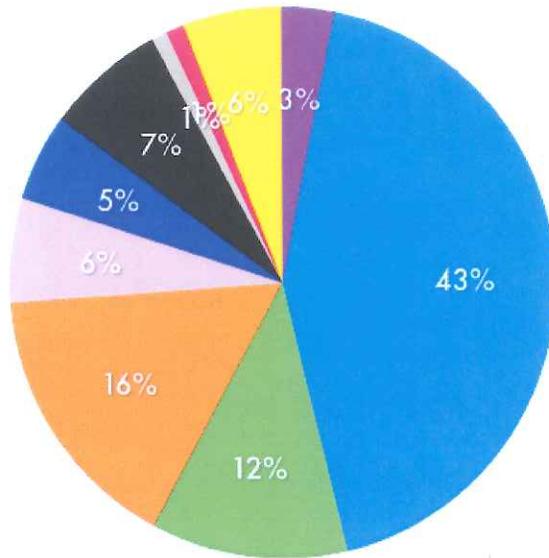
Helped to host the Second Annual EMS Appreciation Night.  
Dispatched and responded to several incidents within Greene County.  
Staffed the EOC on behalf of EMS twice in 2012.  
Created a Greene County EMS Safety Policy for agencies to adopt.

The Greene County EMS Coordinators goals for 2013 include:

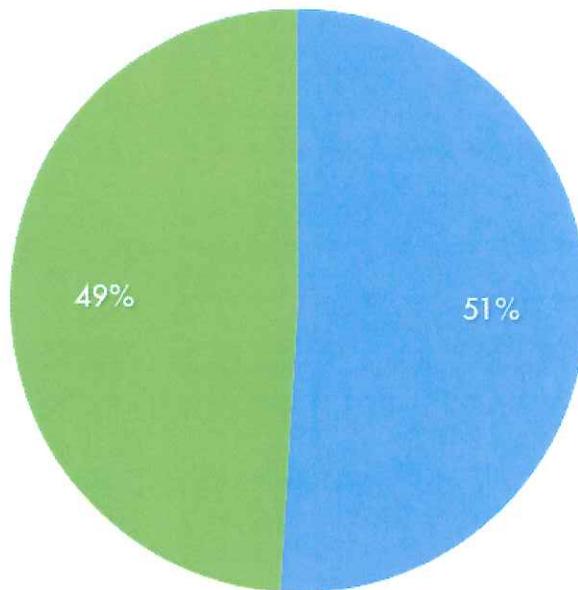
Ensure Safety within the EMS industry.  
Continue to work on County Wide EMS Research and Development.  
"In House" Educational Opportunities.  
For the EMS Community to utilize the EMS Trailer as an Event Trailer.

Data for EMS Calls within Greene County for 2012:





- Ashland
- Catskill
- Cairo
- Coxsackie
- Durham
- Greenville
- Hunter
- Lexington
- Prattville
- Windham



- BLS
- ALS

## **NEW YORK HOMELAND SECURITY GRANTS**

During the year 2012, this department received several grants to benefit/improve departmental operations.

The Greene County Emergency Operations and Training Center classrooms were all updated with smart boards in all classrooms. A speaker system was installed as well in our multi-purpose room located on the lower level. Flat screen TV's were installed throughout the classrooms as well so those students located in the back of the room will be able to see the necessary information on the smart board.

The grant also covered the annual cost of our CODE RED notification system.

Turn out gear has also been purchased for the county teams to use during their operations and training.

## 911 STREET ADDRESSING DEPARTMENTS

---

February 12, 2013

Mr. John P. Farrell Jr.

Director Greene County Emergency Services

25 Volunteer Drive

Cairo, NY 12413

Dear John,

Along with doing the regular job of assigning 911 streets addressing, this department answered hundreds of calls for verification of 911 street addresses from banks, mortgage companies, real estate offices, property owners etc. We continue going over address points and checking phone numbers with Ray Ward. The 2 phase project of creating an accurate centerline file with verified Road Names and Addresses is pretty much completed. There is field work to be done on verifying 911 street addresses that don't match the phone number addressing and all apartment complexes need to be looked at as well as all the mobile home parks in the County. In February time was spent working with Gerald Hahn from FEMA (Federal Emergency Management Association) verifying 911 street addresses in the county. This was verifying that there was at one time, before Irene, a building or buildings on a particular parcel of property for damage assessment.

As address manager I attended an informational meeting at the County's Main Street Office in Catskill on the Map Maintenance Notification & Tracking (MMNT) system demonstrated by Cheryl Benjamin and Roger Coryell from the Department of Homeland Security (DHS). The County is looking into supplying them with our new data set so we, as a County, stay updated with our Streets & Address Points. They explained how the NYS Office of Cyber Security (OCS) and MMNT are being used by government offices to easily communicate address information with each other before sending it to the State's data sets. After attending this session it was decided that this was the way to go with our data set. I then attended a "hands on" training class in April to familiarize myself with this new system. From this point on we

should be able to maintain our own data base and work with NYS Office of Cyber Security (OCS) through the Map Maintenance Notification & Tracking (MMNT) system. All Greene County data will be sent to them for updating going to various services throughout the cyber system. Right now Ray Ward is maintaining this data along with my support.

In May our department helped to do some paperwork for the new Memorial Wall that was scheduled for unveiling in September 2012. The Memorial Wall is to commemorate our County's fallen Police, Fire and Ambulance responders that gave their lives in the line of duty. It was nice to see such a good turnout for the unveiling on that day.

David Czajkowski from the County's IT department asked for help plotting the points of the current towers located throughout the County. This took some time but once it was done David printed maps indicating tower location points and what type of tower it was, being communication, aviation or public safety.

In early August I completed the IS-100. On August 20, I attended a workshop introducing the County's Emergency Operations Plan (EOP) put on by Tectonic. This workshop encompassed all the different aspects of the County's EOP. After the workshop I completed the IS-700. In October Tectonic held a tabletop exercise so we could understand how to apply our EPO with a couple given scenarios. This was very interesting. I did not realize the depth of this plan.

The Cairo Town Board had passed a resolution back in 2008 requiring all property owners to purchase and post their 911 street addresses. Cairo Town Board member Doug Ostrander asked for assistance checking 911 addresses on some of the properties in the township. This department had done some of these in the past and will continue helping until they are done.

Our department and Ray Ward are waiting to hear from the State on the new National Emergency Number Association's (NENA) decision on standardizing future street naming and addressing. This would help to clarify street abbreviations for the Master Street Address Guide (MSAG), First St vs. 1st St as well as directional usage (e.g. West Main St as a name and not a direction).

Physically checking 911 street addresses (field work) should start this spring (2013) to clean up the data needed for our new mapping. I know this will take a lot of time but it is crucial to the new database we have developed.

Sincerely,

Rebecca Vermilyea

GC 911 Address Technicians

In closing, as you can see the Greene County Department of Emergency Services is a vital part of operations for the safety and well-being for the residents of the county. As we move into 2013 I will continue to achieve new goals which will push us to reach higher standards within the department.

To the Board of Legislators, I personally invite each and every one of you to make an appointment with me to visit our department. After reviewing this 2012 Annual Report if you have any questions, please don't hesitate to call me.

Respectfully yours,

John P. Farrell, Jr., Director