

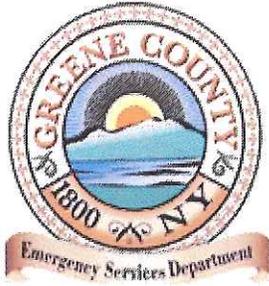
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2015 ANNUAL REPORT

GREENE COUNTY EMERGENCY SERVICES

John P. Farrell, Jr.
Director



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

Greene County 9-1-1 Annual Report for 2015

	<u>2015</u>	<u>2014</u>
• Total number of 911 calls 2015	24,849	25,009
• Total number of Admin calls 2015	46,409	48,624
• Total Number of phone calls	71,258	73,633
• Total CFS including non-dispatched (CAD)	45,446	45,810
• Total CFS that were Dispatched (CAD)	38,437	37,881
• Calls that were never dispatched (CAD) (i.e. landlines, elderly call ins, etc.)	7,009	7,929
➤ EMS (Emergency Medical Services)	13,560	12,698
➤ Fire	3,467	3,374
➤ Law	19,536	19,961
➤ Rescue	1,974	1,848
• Total 9-1-1 calls received	24,849	25,009
• Total 9-1-1 calls transferred	3,427	3,380
• Total manually dialed transferred	3,449	3,825
• Abandone 9-1-1 calls	1,723	2,153
• 9-1-1 hang up calls	893	967
• 9-1-1 mis-dial	734	661
• 9-1-1 open lines	1,788	1845

Incident Types

THIS IS NOT ALL OF GREENE COUNTY'S INCIDENT TYPES

<u>Incident Types</u>	<u>2015</u>	<u>2014</u>
• Structure fires	95	108
• Fire alarms	477	504
• P.I.A.A. (Personal Injury Auto Accidents)	344	360
• Medical Alarms	147	136
• ALS calls (Advanced life support)	3,367	3183
• EMS calls (Basic life support)	3,178	3073
• Mutual Aid (Fire & EMS)	384	350
• Brush fires	81	45
• Chimney fires	27	39
• CO calls/detectors	73	64
• Gas odors	52	44
• Haz-mat calls	8	15
• Pump outs/Water problems	41	38
• Service calls	194	173
• Smoke investigation	77	74
• Vehicle fires	72	64
• Wires (Down/Burning)	143	131
• Woods fire	14	5

2015 CALLS

2014 CALLS

	911	ADMIN		911	ADMIN
January	2078	3733	January	1929	3745
February	1712	3079	February	1754	3901
March	1890	3935	March	1844	3929
April	1885	3657	April	1839	3611
May	2088	4367	May	2037	4316
June	2259	4376	June	2392	4475
July	2470	4295	July	2526	4454
August	2540	4125	August	2762	4392
September	2274	4060	September	2041	4170
October	2164	4314	October	2111	4262
November	1646	3142	November	1924	3708
December	1843	3326	December	1850	3661
Total	24849	46409	Total	25009	48624

2015 911 Transfers

Transfers													
Albany	Cat PD	Columbia	Del	Greene (from CPD)	Dutch	LA line	Renn	Scho	SP Cat	Thruway	Ulster	Manually Dialed	TOTAL
19	43	40	6	42	0	1	2	1	5	84	6	306	573
9	29	30	2	41	0	0	4	2	5	129	5	266	522
2	8	10	1	10	0	0	0	0	3	35	2	55	916
13	45	38	1	48	1	0	0	2	4	117	5	280	554
10	38	38	0	31	0	0	0	1	6	92	4	202	422
13	52	43	2	57	1	0	3	1	4	165	7	376	751
24	43	60	6	51	3	1	2	3	7	224	12	467	903
17	66	78	6	40	1	2	1	0	6	178	9	434	838
20	68	53	2	45	0	0	0	1	7	153	19	369	776
17	24	40	1	31	0	0	0	2	5	100	4	209	433
9	38	48	3	40	0	1	0	2	4	109	4	222	480
18	45	40	2	35	0	1	0	0	6	121	6	263	537
171	499	518	41	471	6	6	12	51	62	1507	83	3449	7705

2014 911 Transfers

Transfers													
Albany	Cat PD	Columbia	Del	Greene (from CPD)	Dutch	LA line	Renn	Scho	SP Cat	Thruway	Ulster	Manually Dialed	TOTAL
16	33	47	6	36	0	0	0	1	14	98	6	271	528
4	12	17	2	10	0	0	0	0	0	43	3	67	158
2	8	10	1	10	0	0	0	0	3	35	2	55	126
13	45	38	1	48	1	0	0	2	4	117	5	280	554
23	65	63	4	40	0	0	2	2	9	134	12	313	667
15	75	60	7	38	0	0	0	1	11	198	5	378	788
16	70	52	4	39	0	1	1	0	6	174	13	488	864
18	44	66	3	47	0	0	1	3	8	203	12	583	988
13	52	31	7	42	0	0	0	0	9	115	9	410	688
16	43	40	3	45	2	0	1	1	8	143	8	378	688
16	43	60	10	20	1	0	2	0	5	151	5	319	632
23	41	42	0	41	0	0	0	1	3	89	1	283	524
175	531	526	48	416	4	1	7	11	80	1500	81	3825	7205

GREENE COUNTY FIRE, EMS & LAW ENFORCEMENT

Greene County Fire Departments calls for 2015 & 2014

These numbers indicate how many times the Fire Departments, EMS Agencies and Law Enforcement Agencies were dispatched in the CAD (Computer Aided Dispatch).

<u>Departments</u>	<u>2015</u>	<u>2014</u>
Ashland	25	31
Athens	84	98
Catskill	351	339
Cairo	190	165
Coxsackie (Village & Hose 3)	140	122
Lanesville	16	7
Earlton	41	53
East Durham	63	77
East Jewett (includes EMS)	46	17
Freehold	42	31
Greenville	105	94
Haines Falls	51	52
Hensonville	11	26
Hunter	93	81
Jewett	24	23
Kiskatom	85	69
Leeds	87	87
Lexington	44	25
Medway Grapeville (includes EMS)	148	115
New Baltimore	159	98
Oak Hill Durham	63	53
Palenville (includes EMS)	126	140
Prattsville	36	25
Round top	41	19
Tannersville	96	96
Windham	94	79
West Athens	57	60

Greene County Emergency Services Fire & EMS Coordinators, C&O & Hazmat

	<u>2015</u>	<u>2014</u>
County C&O (Cause & Origin)	21	24
County Hazmat (Dispatched in the CAD)	10	8



C&O Van 66-0



Haz-mat 67-2



Haz-mat 67-1



Greene County Emergency Services calls for 2014
Fire Coordinators and EMS Coordinator

2015	116
2014	134

Greene County Emergency Medical Services calls for 2014 & 2013

EMS AGENCY	2015	2014
Catskill Ambulance	3,417	3,308
Coxsackie Ambulance	1,341	1,130
Cairo Ambulance	1,011	907
Greenville Rescue	374	385
Durham Ambulance	663	603
Hunter Ambulance	503	512
Windham Ambulance	458	395
Ashland Ambulance	249	254
Lexington Ambulance	74	83
Prattsville Rescue	59	79
Greene EMS (Medics)	3951	3,688
Helicopter	310	287
Tannersville	310	
New Baltimore	176	
Total	12,896	11,344

Air Methods-Life Net of New York

2015 Standbys	2015 Completed Missions	2014 Standbys	2014 Completed Missions
310		273	37

Greene County Law Departments calls for 2015

Greene County Sheriff's Office	4,651
Athens Police Dept	61
Catskill Police Dept	847
Cairo Police Dept	778
Coxsackie Police Dept	279
Durham Police Dept	212
Hunter Police Dept	477
Windham Police Dept	779
State Police	2947
ENCON Police	58
Total	11,089

Greene County Public Health, Mental Health & Highway Depts. 2015

Greene County Public Health	24
Greene County Mental Health	268
Greene County DSS	668
Highway Departments (State, County, Towns & Villages)	412
Utility Companies (Central Hudson & Telephone)	214

Greene 911 is the after-hours call center for Greene County Public Health, Mental Health and Department of Social Services. When citizens in Greene County are in crisis after-hours they are instructed to call the 911 Operations Center (Administrative line) and request to speak to either the Public Health Nurse, Mental Health worker or a DSS worker

GREENE COUNTY 911

Shift Activity in the 911 Center for 2015

Month	A-line 0000-0800	B-line 0800-1600	C-line 1600-0000	Busiest Day	Busiest Times
Jan	298	1042	858	Saturday	1700-1800 hrs
Feb	264	885	790	Sunday	1700-1800 hrs
Mar	227	908	825	Tuesday	1700-1800 hrs
Apr	225	881	943	Saturday	2000-2100 hrs
May	273	955	1077	Saturday	1700-1800 hrs
June	319	934	980	Friday	2100-2200 hrs
July	310	1091	1109	Friday	1700-1800 hrs
Aug	340	1049	1125	Saturday	1700-1800 hrs
Sept	282	987	983	Saturday	1600-1700 hrs
Oct	314	852	880	Saturday	1800-1900 hrs
Nov	288	813	792	Sunday	1700-1800 hrs
Dec	277	820	836	Thursday	1700-1800 hrs
Total	3,137	11,217	11,198		

Shift Activity in the 911 Center for 2014

Month	A-line 0000-0800	B-line 0800-1600	C-line 1600-0000	Busiest Day	Busiest Times
Jan	329	1047	899	Saturday	1200-1300 hrs
Feb	249	890	762	Saturday	1100-1200 hrs
Mar	261	857	882	Saturday	1200-1300 hrs
Apr	268	894	899	Saturday	1300-1400 hrs
May	256	928	955	Saturday	1200-1300 hrs
June	289	944	1002	Sunday	1700-1800 hrs
July	315	928	1054	Thursday	1700-1800 hrs
Aug	303	959	1117	Friday	1400-1500 hrs
Sept	286	855	961	Tuesday	1700-1800 hrs
Oct	283	868	919	Friday	2000-2100 hrs
Nov	267	964	901	Sunday	1100-1200 hrs
Dec	305	1023	1015	Saturday	1000-1100 hrs
Total	3,411	11,157	11,366		

- A-lines are the mid night shifts usually staffed with (2) Dispatchers. There are occasions throughout the year that an extra Dispatcher is brought in during the A-lines (i.e. severe weather, major pro-longed incident, etc.)
- B-lines are the day shifts usually staffed with (3) to (4) Dispatchers
- C-lines are the evening shifts usually staffed with (3) to (4) Dispatchers.

Currently there are (16) Dispatchers for Greene 911. Of the (16) Dispatchers there are (14) full timers, (1) part timer and (1) per-diem Dispatcher.

All Greene 911 dispatchers are APCO trained (basic level), EMD (Emergency Medical Dispatching) certified, ICS/NIMS trained, CPR/AED certified & E-justice certified. Also, throughout the year every Dispatcher attends training either in stress management, active shooter, EMD refresher, etc...

When Greene 911 dispatchers are not dispatching first responders to incidents they have a host of functions that are being done that the general public does not realize. They are always monitoring the National Weather Service for severe weather, doing law enforcement clerical work, testing emergency backup equipment, reviewing the CAD (Computer Aided Dispatch) and mapping checking for errors.

Greene 911 dispatchers are tasked everyday with operating several different radios in several different bandwidths. Greene County's radio system consists of VHF low band, VHF high band, UHF, and 800 MHz. When the Dispatchers are not assigned to a radio position they are assigned to the phone position. There are currently (6) hardline 911 lines, (6) cell 911 lines, and (6) administrative lines (that receive emergencies). Greene 911 dispatchers also answer a phone for (1) township within Greene County.

Greene 911 Dispatchers performed **195** E-justice entries, **77** criminal histories and **4,054** vehicle and traffic stops.

Greene County Dispatchers also entered in **524** tow entries.

Quarterly ALL call siren test

The County wide "ALL CALL" alarm/siren test is conducted four times a year on the third Saturday of the last month of the quarter at 13:00 hrs. This is a test of the alarms/sirens only. This test is only done from the Hunter Mountain tower or the High hill tower.

Month	Done	Tower Used
March	Yes	High hill
June	Yes	Hunter
September	Yes	High hill
December	Yes	Hunter

EMD (Emergency Medical Dispatching)

Greene 911 has been using EMD ProQa Paramount software since October/2013. This system is a proven system that works. It helps the 911 Dispatchers move smoothly through case entry and key questioning. It assists dispatchers in quickly identifying the appropriate determinant code for each case and clearly displays the response configuration. ProQa then will guide the dispatcher in providing post-dispatching and pre-arrival instructions. The biggest advantage of this system is that it reduces free-lancing by the dispatchers; it also puts a standard in place in the 911 Center.

Dispatched levels	2015 Total EMD calls	2014 Total EMD calls
OMEGA	59	63
ALPHA	2054	2050
BRAVO	1128	1198
CHARLIE	1573	1507
DELTA	1608	1515
ECHO	72	68
TOTAL	6494	6401

Omega type calls are public assist calls (i.e. lifting assistance with no injuries, nurse advice, etc.).
Greene County does not use the OMEGA category and pushes the call type up to an ALPHA.

ECHO: **Police HOT**
 Paramedic HOT
 Ambulance HOT
 First Responders HOT

DELTA: **Paramedic HOT**
 Ambulance HOT

CHARLIE: **Paramedic HOT**
 Ambulance HOT

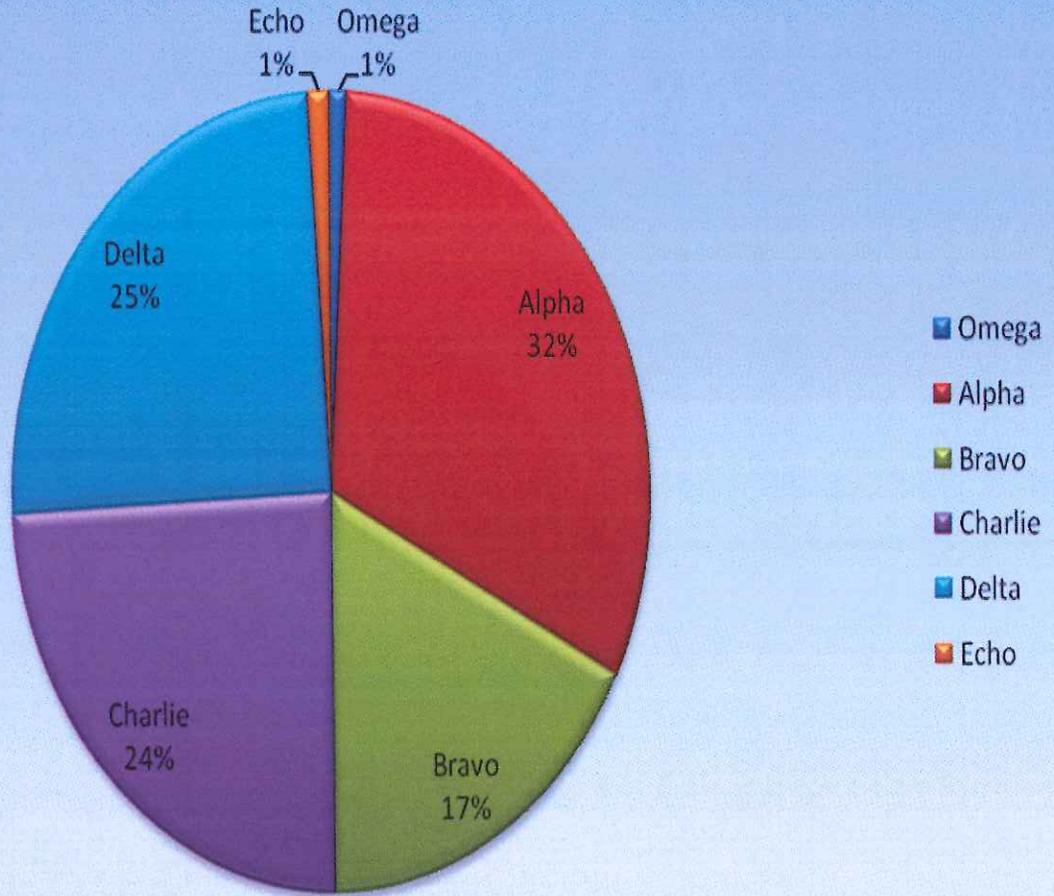
BRAVO: **Ambulance HOT**

ALPHA: **Ambulance COLD**

"HOT" lights and sirens

"COLD" No lights or sirens"

2015 Dispatch Levels



What is NG911?

NG911 is a system comprised of Emergency Services IP networks (ESInets), IP-based software services and applications, databases and data management processes that are interconnected to Public Safety Answering Points (PSAP). The system provides location-based routing to the appropriate emergency entity. The system uses additional available data elements and business policies to augment PSAP routing. The system delivers geodetic and location information and the call back number. NG911 will fully replace enhanced 911 systems with all capabilities and functions in place today. It will also add capabilities to support changes for the current and new type of originating service providers. NG911 systems will be more flexible and enhanced adding capabilities to integrate and interoperate with emergency entities beyond the PSAP.

Plans for 2016

- Place the new standard Fire/EMS radio procedure book in operations. Again, this book was put together in the early 90's and has not been revised since.
- Implement a Shift Supervisor in the 911 Center. The Shift Supervisor will be a working Supervisor to handle the day to day operations within the 911 Center.
- Explore the possibility of purchasing a new CAD (Computer Aided Dispatch) system for the 911 Center and integrating a mobile CAD for law enforcement. The current CAD system has reached its end of life and does not meet the NG911 standard. A new CAD system will operate on the Windows platform as well as being a web based solution.
- Turn on the new 911 phone system. The new phone system was purchased after receiving a PSAP consolidation grant for \$500,000.00. Greene County purchased a Solacom/Guardian IP 911 phone system. This new phone system will enhance our operations tremendously. The new system is fully integrated with SIP appliances (gateways) to allow connectivity to traditional Telco equipment, cama trunks, POTs and others. This new phone system will support IP interfaces to VOIP, VOIM, IM, SMS, video and other managed networks. The new system also has the ability of performing outgoing 911 transfer capabilities (this means there is no longer a need to rely on selective routers) this will be a cost savings to the County. The Solacom/Guardian system complies with existing and emerging NG (i3) standards. The Solacom system will be geo-diverse with side "A" being housed at the main PSAP and side "B" being housed at the Sheriff's Office. Catskill PD and the NYSP (Catskill) will now be a remote phone station hooked to both side "A" and "B" which in turn will be a huge cost savings to the County. Prior to the new phone system the Main PSAP, backup PSAP, Catskill PD and the NYSP had stand alone phone systems with multiple selective routers in place which cost a lot of money each month to maintain.
- Implement the new mapping system that was purchased through the PSAP sustainment grant. This system will not only benefit Emergency Services but Real Property Tax Services as well. The new mapping system is compatible to the new phone system. Our

new mapping system (Geo-Comm) is currently used by the State of NY GIS Dept. which enables Greene County 911 and Real Property Tax Services to be interoperable with the State of New York. Also, NYSP Troop "G" and the Ulster County Sheriff's Office utilize this same mapping system. The new mapping system is a virtual web based system meaning that it can be accessed from anywhere. The biggest advantage with going with Geo-Comm is the improved GIS data that we will have access to. Last but not least Geo-Comm can be easily maintained by RPS Tax Map Supervisor/GIS Coordinator Ray Ward. The Geo-Comm mapping system also has a built in hazmat tool, USDOT Emergency Response Guide book and pictometry.

EMS Coordinators Office

EMS Coordinator- Sean Hotaling

EMS Deputy- Lee Roush

EMS Deputy- Davia Montie

Meetings attended this year

Greene County EMS Council monthly meetings

Local EMS agency administrator meetings

Regional Emergency Medical Organization (as needed)

Greene County EMS Inc. meetings

Emergency Services Staff meetings

Tasks during 2015

Provided access to BLS Core content continuing education for all EMS providers.

Updated County MCI / Mutual aid plans

Review of State and regional MCI plans

Worked with Task force for research and planning of County-wide service

Continued training on County web-EOC system

Responded to several incidents within the county to assist EMS units

Deployed numerous MCI Triage kits to be utilized throughout the county.

Goals for 2016

Continue to work with Task Force and assist with further research and development

Continue to monitor and assist with safety in the EMS system

Continue to provide the tools, training, and guidance to EMS personnel and leaders to handle larger incidents.

Continue to act as liaison between agencies, Counties, State, and Federal entities.

Continue to respond to incidents and to ensure no lacks of EMS coverage within Greene County.

Continue to search for grants to provide any necessary equipment for use throughout the county.

Continue to assist in efforts to ensure EMS coverage to lacking areas.

Attempt to standardize fire rehab throughout Greene County.

Research ways to involve fire departments in decreasing response times for ECHO level EMS calls throughout Greene County.

GREENE COUNTY FIRE TRAINING PROGRAM

New York State Emergency Services and Emergency Services provided the Greene County with 1,095 hours of necessary training for our firefighters. This enables us to deliver a total of 43 courses for the year. For the second year in the row we

continue to deliver these courses not only at our County training center but also out in the field at various fire stations which has given us better attendance.

Greene County Training Center is being used by the following agencies:

- State Fire Instructors for delivering state courses for our firefighters
- New York State Corrections
- Law Enforcement Agencies
- Athens Generating Plant

We perform quarterly inspections of the training center which includes burn tower, wooden tower, pond operations, hydrant system and burn pits to ensure the safety of all those who uses it.





Emergency Management

Summary:

Operational Activities:

There were no EOC activations in 2015.

Trainings Conducted:

Refresher Web EOC trainings were conducted several times with a small exercise to reinforce previous training.

Trainings participated in:

New York State has launched numerous operational tools for local Emergency Managers including NYResponds, a state-wide resource request and situation status website and Mutual Link, a national interoperable communications platform which can link radios, to phones, to computers, to dispatch consoles, etc... I participated in trainings on the operation of these tools. Additionally I received training at a national course on Emergency Planning.

Exercises Conducted:

Web EOC exercises were conducted.

Exercises participated in:

Beyond the exercises we conducted, I participated in one public health based exercise.

Public Engagements Activities:

Radio interview in regards to Hazard Mitigation. Greene County Youth fair to engage with people about basic emergency preparedness including enrollment in the emergency notification system. Presentation to the Catskill Rotary on preparedness activities.

Grant work:

We applied for and were awarded a competitive grant on \$3.5 million dollars to help improve the interoperable communications within the county. The grants funds will be used to build out new communications towers, upgrade the 911 center's radio consoles and improve communications backhaul.

Projects:

Web EOC:

The Web EOC is used in day to day operations both for a work order system and for a daily communications vehicle among county staff. In 2015 we designed and implemented a departmental specific "workorder board" for the department of Social Services. There were 10,652 individual actions logged within Web EOC in 2015 and each month averaged 60 unique user ID logins with almost 100 users logging in at least three times per year.

Training and Exercise Plan:

A training and exercise plan was carried over from the previous year as the goals remained unchanged. This workshop drives the direction of emergency planning, training and exercises in support of preparedness initiatives. Numerous county departments as well as state agencies and Non-governmental partners participate in this event. The plan was crafted and rolled out to stakeholders. This plan guides many of the activities of this office.

Emergency Notification System:

In 2015 we switched providers from Code Red to SwiftReach. This change saves the county money while simultaneously increasing the functionality of the system. The new system will allow towns and villages to manage and launch their own emergency messages, allows us to create special groups who can manage and launch calls to their own list and allows responders in the field to launch a quick emergency notification from their location.

Comprehensive Emergency Management Plan:

Basic updates were made to the plan.

Local Emergency Planning Committee:

As chair of the LEPC committee, I held four required quarterly meetings and received and reviewed the tier II reports.

Hazard Mitigation Plan:

We were awarded a contract to hire an outside vendor to overhaul our Hazard Mitigation Plan. This was funded by a grant award from New York State. Throughout the year we met with the vendor and participated in numerous local stakeholder meetings. Every comment and draft was reviewed by this office and many local conversations were held to ensure that other officials were aware of the plan and had a chance to voice their input.

911 ADDRESSING REPORT FOR 2015

The office of 911 Street Addressing was kept busy throughout the year with numerous requests for information. Banks, mortgage companies, lawyers and everyday property owners are always requesting verification of addressing. Information requests come in by phone, fax e-mail etc. and are usually answered within a day or so. Many people from the city are amazed how quickly they can get a 911 street address or verification of address sent to them.

In the spring of 2015 I attended a training Geo Lynx along with Ray Ward and Nancy McCoy from Real Property Tax Services. The State has updated their geocoding web service to include 6.2 million SAM Address Points. I learned how the Geo Com system works with mapping and address points. As of Dec 2015 thirteen counties have been trained to use Geo Lynx for editing and Greene County is among the thirteen. Geo Lynx maintenance partners have made over 84,000 edits to NY State Streets and over 166,000 edits to Address Points.

These edits will keep Greene County and the rest of the State up to date on addressing.

Our office worked with Jacquelynn Kelley, the 911 Addressing Coordinator with CSX Transportation for a couple of months. Jacquelynn had requested the 911 street addresses for the seven railroad crossings located within Greene County. I worked with Deputy Director Ormerod (dispatch) and Ray Ward on providing the addresses for these crossings.

At the same time we provided Latitudes and Longitudes for the same crossings so that CSX could comply with mandates from Congress for installation of "positive train control" (PTC). "Positive Train Control" describes technologies designed to automatically stop or slow a train before certain accidents are caused by human error. A phone circuit is installed at every location where the PTC equipment is

located. Now dispatch and CSX have this information available to them for all emergency situations. CSX also provided dispatch with

mile markers along the rail in case of an emergency. With the known mile markers dispatch can send units out in the field to the nearest crossing to get to the scene of the emergency by shortest route.

Currently I am working with Ray Ward and the fire departments to see about providing them with mapping for their jurisdictions. This is still ongoing.

Becky Vermilyea

911 Address Technician

In closing, a comparison between our 2014 and 2015 budgets shows that we have made great strides in reducing the costs for our department.

Respectfully yours,

John P. Farrell, Jr.

Director