
2016 ANNUAL REPORT

GREENE COUNTY EMERGENCY SERVICES

John P. Farrell, Jr.
Director

Emergency Management

Summary:

Operational Activities:

There were no EOC activations in 2016.

Trainings Conducted:

Refresher Web EOC trainings were conducted several times with a small exercise to reinforce previous training. ESF specific trainings were conducted to familiarize county staff with their specific emergency function.

Trainings participated in:

Received update training on Communications Asset Survey Mapping (CASM) which is a national interoperable communications tool designed to assist local officials with emergency communications needs. Attended a state training on Mutual Link and NY Responds systems which are communication and crisis information management systems that connect Greene County to other counties and the state.

Exercises Conducted:

A single Web EOC exercise was conducted.

Exercises participated in:

Beyond the exercises we conducted, I participated in one public health based exercise and one region wide NYResponds exercise.

Public Engagements Activities:

Greene County Youth fair to engage with people about basic emergency preparedness including enrollment in the emergency notification system. Two Citizen Preparedness sessions were held. One in Hunter and the other in Windham.

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. In 2016 a significant amount of time was devoted to the communications project. We put out an RFP and awarded a bid for the Hunter tower replacement project. The project began in early July and was paused in November when access to the mountain was

no longer possible. The project will conclude in May of 2017. We also engaged a radio engineering contractor to address technical and regulatory issues with our project.

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. There were 10,531 individual actions logged within Web EOC in 2016 and each month averaged 60 unique user ID logins with almost 100 users logging in at least three times per year. These numbers are virtually unchanged from 2015.

Training and Exercise Plan:

Participated in the State's TEP workshop. This workshop involves all of NYSOEM region 2 and creates a training and exercise plan for all those counties.

Emergency Notification System:

In 2015 we switched providers from Code Red to Swift Reach. This change saves the county money while simultaneously increasing the functionality of the system. In 2016 this system was rolled out to a couple of villages that wanted access and training was provided. The department of Human Services was trained as well and they use the system to notify their client base and volunteers of senior center closings and other pertinent information.

Comprehensive Emergency Management Plan:

Significant changes were made to the CEMP, updating the various annexes with current information. Staff and position lists were updated and contact numbers were brought current. The public health annexes were added as was an "Evacuation Guideline" document.

Local Emergency Planning Committee:

As Vice-Chair of the LEPC I attended two meetings and verified the required tier II data submitted by hazardous materials reporters in the county. Most submissions used E-plan however there are still a few who send in paper copies.

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. The vendor prepared a draft plan based on municipal input. We reviewed this draft and had many changes and corrections. In September the draft was submitted to the State and as of 12/31/16 we had not received any feedback. In 2017 this plan should be completed and distributed to the towns and villages for their approval.

Greene County

EMS Coordinators Office

Annual Report

2016

Current Positions

EMS Coordinator – Sean Hotaling

Deputy – Lee Roush

Deputy – Davia Montie

In 2016, 2 deputy EMS coordinator positions were added. The office is currently operating with three dedicated EMS professionals to assist in the oversight and coordination of County operations.

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

Greene County Ambulance Task Force meetings

Greene County Legislative Committee meetings

Tasks during 2016

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

Goals for 2017

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 all areas of Greene County.

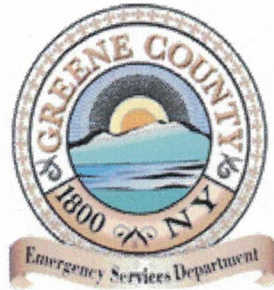
Implement fire departments notification of ECHO level EMS calls throughout Greene County, in attempt to decrease time of arrival for an AED. This should have potential for increased chance for reversal of cardiac arrest patients.

Continuous funding research for safety equipment to ensure all EMS members have the appropriate safety measures.

Create and maintain HAZMAT policy for EMS response.

Plan and execute large scale drills throughout Greene County.

Assist in community outreach and education along with other Greene County Departments.



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

Greene County Emergency Services/Bureau of 9-1-1 Annual Report for 2016

	<u>2016</u>	<u>2015</u>
• Total number of 911 calls 2016	23,088	24,849
• Total number of Admin calls 2016	40,349	46,409
• Total Number of phone calls	63,437	71,258
• Total CFS including non-dispatched (CAD)	42,573	45,446
• Total CFS that were Dispatched (CAD)	36,519	38,437
• Calls that were never dispatched (CAD) (i.e. landlines, elderly call ins, etc.)	6,054	7,009
➤ EMS (County Depts. only)	11,358	12,964
➤ Fire	2,258	2,318
➤ Law (GCSO, NYSP, Encon, Town and Village PDs)	17,870	17,827
➤ Rescue	1,732	1,733
• Total 9-1-1 calls transferred	3,601	3,427
• Total manually dialed transferred	3,005	3,449
• Abandoned 9-1-1 calls (from CAD)	1,075	1,723
• 9-1-1 hang up calls (from CAD)	800	893

- 9-1-1 mis-dial (from CAD) 644 734
- 9-1-1 open lines (from CAD) 1,758 1,788

2016 CALLS		2015 CALLS			
	911	ADMIN		911	ADMIN
January	1801	3223	January	2078	3733
February	1689	3263	February	1712	3079
March	1710	3471	March	1890	3935
April	1817	3037	April	1885	3657
May	1871	3122	May	2088	4367
June***	2158	3672	June	2259	4376
July	2306	3978	July	2470	4295
August	2265	3617	August	2540	4125
September	1830	3217	September	2274	4060
October	1996	3517	October	2164	4314
November	1710	3051	November	1646	3142
December	1935	3181	December	1843	3326
Total	23088	40349	Total	24849	46409

During the month of June Greene County switched over to a new phone system

2016 911 Transfers

Transfers													
Albany	Cats PD	Columbia	Delaware	Greene (From CPD)	Dutchess	LA Line	Renn.	Scho.	SP Cats	Thruway	Ulster	Manually Dialed	Total
19	50	42	2	30	0	0	1	2	14	76	6	244	486
17	19	47	3	28	1	0	3	1	3	94	6	207	429
14	40	49	2	31	2	0	0	5	9	104	8	243	507
10	46	43	8	31	0	0	1	0	11	109	2	258	519
29	55	52	2	28	0	0	1	1	9	151	8	307	643
16	53	51	8	25	0	0	1	1	1	147	8	298	609
19	47	55	8	33	0	0	3	4	11	150	9	240	579
23	59	56	0	23	0	3	0	1	15	182	9	289	660
18	51	49	3	27	0	1	0	1	11	157	9	313	640
19	50	60	2	36	0	1	0	1	11	184	11	196	571
12	40	54	1	23	0	1	2	5	8	117	4	178	445
12	46	49	0	37	0	0	0	4	4	126	8	232	518
208	556	607	39	352	3	6	12	26	107	1597	88	3005	6606

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2015 911 Transfers

Transfers													
Albany	Cats PD	Columbia	Delaware	Greene (From CPD)	Dutchess	LA Line	Renn.	Scho.	SP Cats.	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	10	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

Shift Activity in the 911 Center for 2016

Month	A-line 0000-0800	B-line 0800-1600	C-line 1600-0000	Busiest Day	Busiest Times
Jan	264	903	823	Saturday	1700-1800
Feb	256	866	820	Saturday	1600-1700
Mar	253	876	848	Thursday	1700-1800
Apr	275	794	836	Friday	1800-1900
May	274	923	951	Saturday	1600-1700
June	300	947	1030	Thursday	1700-1800
July	290	991	1109	Saturday	1800-1900
Aug	281	949	1110	Saturday	2000-2100
Sept	272	835	1043	Friday	2000-2100
Oct	316	927	976	Saturday	1800-1900
Nov	248	805	884	Wednesday	2000-2100
Dec	282	960	898	Saturday	1700-1800
Total	3,331	10,776	11,328		

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		

- 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) Dispatchers

- C-lines are the evening shifts usually staffed with (3) to (4) Dispatchers.

Currently there are (14) Dispatchers for Greene 911. Of the (14) Dispatchers there are (12) full timers, (1) part timer and (1) per-diam 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 CADs (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 (Windham) within Greene County.

Incident Types

THIS IS NOT ALL OF GREENE COUNTY'S INCIDENT TYPES

<u>Incident Types</u>	<u>2016</u>	<u>2015</u>
• Structure fires	80	95
• Fire alarms	488	477
• P.I.A.A. (Personal Injury Auto Accidents)	318	344
• Medical Alarms	174	147
• ALS calls (Advanced life support)	3,223	3,367
• EMS calls (Basic life support)	3,226	3,178
• Mutual Aid (Fire & EMS)	182	384
• Brush fires	77	81
• Chimney fires	16	27
• CO calls/detectors	55	73
• Gas odors	74	52
• Haz-mat calls	13	8
• Pump outs/Water problems	23	41
• Service calls	173	194
• Smoke investigation	84	77
• Vehicle fires	56	72
• Wires (Down/Burning)	146	143
• Woods fire	15	14

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	2016 Total EMD calls	2015 Total EMD calls
OMEGA	37	59
ALPHA	2059	2054
BRAVO	1234	1128
CHARLIE	1522	1573
DELTA	1525	1608
ECHO	72	72
TOTAL	6449	6494

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 these call types up to an ALPHA.

ECHO: Police HOT
 Paramedic HOT
 Ambulance HOT
 First Responders HOT

DELTA: Paramedic HOT
 Ambulance HOT

CHARLIE: Paramedic HOT
 Ambulance HOT

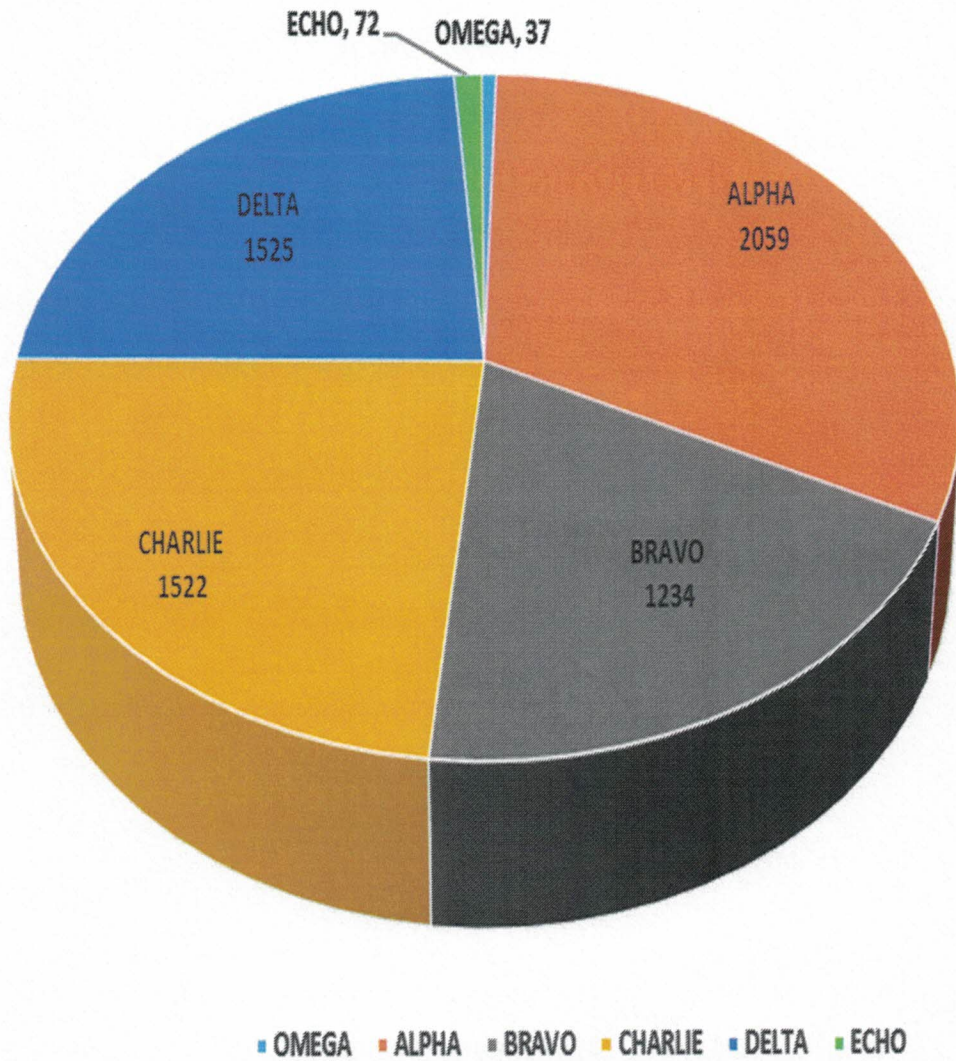
BRAVO: Ambulance HOT

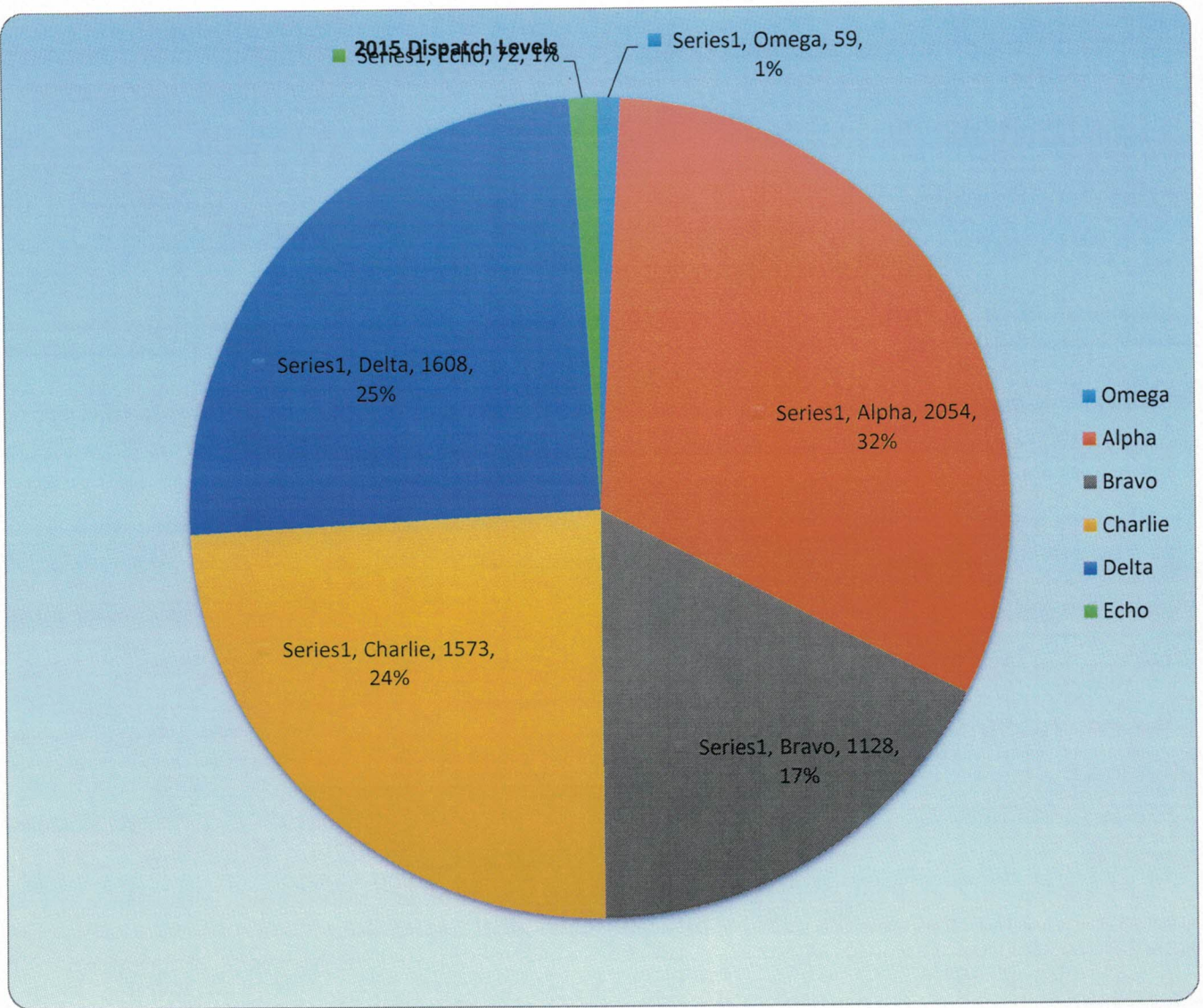
ALPHA: Ambulance COLD

“HOT” lights and sirens

“COLD” No lights or sirens”

2016 Dispatch Levels





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	No	Hunter
September	Yes	High hill
December	Yes	Hunter

The June/2016 quarterly test was not done due to emergencies in progress.

GREENE COUNTY FIRE, EMS, LAW ENFORCEMENT
&
EMERGENCY SERVICES

Greene County Fire Departments calls for 2016 & 2015

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>2016</u>	<u>2015</u>
Ashland	31	25
Athens	84	84
Catskill	315	351
Cairo	172	190
Coxsackie (Village & Hose 3)	136	140
Lanesville	15	16
Earlton	32	41
East Durham	73	63
East Jewett (includes EMS)	36	46
Freehold	61	42
Greenville	190	105
Haines Falls	44	51
Hensonville	23	11
Hunter	73	93
Jewett	40	24
Kiskatom	74	85
Leeds	81	87
Lexington	67	44
Medway Grapeville (includes EMS)	115	148
New Baltimore	125	159
Oak Hill Durham	48	63
Palenville (includes EMS)	131	126
Prattsville	28	36
Round top	45	41
Tannersville	83	96
Windham	86	94
West Athens	50	57
TOTAL	2,258	2,318

Emergency Medical Services

EMS AGENCY	2016	2015
Catskill Ambulance	3,231	3,417
Coxsackie Ambulance	1,222	1,341
Cairo Ambulance	1,045	1,011
Greenville Rescue	462	374
Durham Ambulance	575	663
Hunter Ambulance	529	503
Windham Ambulance	430	458
Ashland Ambulance	263	249
Lexington Ambulance	86	74
Prattsville Rescue	64	59
Greene EMS (Medics)	2,552	3,951
Tannersville (First Responders)	351	338
New Baltimore (First Responders)	207	216
Total	11,017	12,654

Air Methods-Life Net of New York

2016 Standbys	2015 Standbys
341	310

An aircraft is put on standby by the 911 Dispatcher after receipt of a reported serious trauma or medical call in Greene County. After receipt of an "E" Echo, "D" Delta, "C" Charlie and in some cases "A" Alpha level calls Greene County 911 will contact Life Net Dispatch and request the nearest helicopter be placed on standby.

Law Enforcement section

	2016	2015
Greene County Sheriff's Office	7,757	7,542
Athens Police Dept	437	274
Catskill Police Dept	863	849
Cairo Police Dept	1,442	1,461
Coxsackie Police Dept	836	1,259
Durham Police Dept	547	533
Hunter Police Dept	887	814
Windham Police Dept	1,152	1,265
State Police	3,816	3,700
ENCON Police	133	130
Total	17,870	17,827

	2016	2015
E-Justice Entries	107	195
Criminal Histories	21	77
Vehicle & Traffic Stops	4,466	4,054
Tow Entries	413	524

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

	<u>2016</u>	<u>2015</u>
County C&O (Cause & Origin)	26	21
County Hazmat (Dispatched in the CAD)	11	10



C&O Van 66-0



Haz-mat 67-2



Haz-mat 67-1



Fire Coordinators and EMS Coordinator

2016	112
2015	116

Greene County Public Health, Mental Health & Highway Depts.

	2016	2015
Greene County Public Health	23	24
Greene County Mental Health	220	268
Greene County DSS	723	668
Highway Departments (State, County, Towns & Villages)	396	412
Utility Companies (Central Hudson & Telephone)	221	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

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.

What has happened in 2016 and what is to come in 2017

In 2016 Greene County Emergency Services was awarded grant monies to replace our end of life radio consoles & system. The old radio system that we are currently using is unable to accept any more radios or be upgraded. The current radio system that is being used today was installed back in the mid-1990s. The new consoles will be IP based which will allow Greene County more connections to many different radios and more control. We could connect and have control from the radio consoles to a new CAD system, automatic vehicle location (AVL) systems, voice loggers, digital input/output devices, video surveillance systems, access controls and voter control systems. The new radio system will also allow Greene County to migrate at our own pace. We will be able to use our existing equipment as long as we need and to migrate to next-generation technologies at our own pace so not to disrupt the entire office. The new radio system will allow flexible access from anywhere. The flexibility is key during a disaster-recovery operation or situations where different systems are deployed or interagency access is required.

In 2017 we will be replacing our current, antiquated and end of life CAD (Computer Aided Dispatch) system. There are three major components to the 911 Center which are CAD, radio and phone that are very vital to the 911 operations and are mission critical systems. The CAD system is essentially our reporting system. Every call that comes in to Greene 911 a CAD report is generated. Our current CAD that we use has been in use since moving to the Emergency Operations Center in Cairo 10(+) years ago. Over the years some minor hardware and software upgrades have been done to the CAD system but the system is unable to be expanded upon anymore and there are so many restrictions that we are unable to support the wishes of Fire, EMS and Law Enforcement Departments. A new CAD system will protect our 1st Responders above and beyond by offering better BOLO entries (Be On the Lookout), CAD mapping, hydrant inventory, Web CAD monitoring, CAD paging interfaces, Pictometry interfaces, and pre-arrival questionnaire interfaces. The new CAD will decrease response times with an embedded Esri GIS map and automated vehicle location (AVL) showing the closest available units while the Dispatcher is creating the call for service. The new CAD system will be NG-911

compliant which will provide for better routing that will factor in travel time, one-way streets, etc. The CAD will also have E-911 and phase II wireless call support, leverage shared data with NCIC and State queries. The leverage of data sharing with NCIC and the State will reduce the frustration factor that is currently taking place within the 911 Office because every time a Dispatcher has to run a registration or license for a patrol they have to go to a completely different computer system which takes precious time away and may cause the Dispatcher to miss something. Basically the new CAD will be one stop shopping for the Dispatcher. The new CAD project will also bring with it mobile CAD. Mobile CAD will allow the Dispatcher to communicate with road patrol units via computer, improve communications and collaboration by keeping field personnel, dispatchers and command staff connected at all times.

In 2016 Greene County Emergency Services Bureau of 911 promoted James Diperna to the rank of Chief Dispatcher. Chief Dispatcher Diperna duties range from training to making sure the day to day operations are being fulfilled. Chief Dispatcher Diperna works a steady schedule of 4p to 12a Wednesday thru Sunday. The Chief Dispatcher is responsible for providing direct supervision to the staff during his shift. The Chief Dispatch has also been tasked with enhancing our training program which in the past was all over the place and there was no standard or reason on how we trained a new employee. It was realized early on that a standard was needed while training because a trainer should be training on substance and not style as it was being done in the past. Since being promoted Chief Dispatcher Diperna has redone the entire training manual and attended the APCO Training Officer course. Now that Chief Dispatcher Diperna has completed the APCO Training Officer course he has created a rock solid training program using the APCO method. Using the APCO method will enable us to determine if a Dispatcher candidate will be successful in as little as 20 weeks.

Chief Dispatcher Diperna and Deputy Director Ormerod have both completed the APCO Communication Center Supervisor course. This course alone was an eye opener to both. The Communications Center Supervisor course taught,

- The roles of a Communications Center Supervisor
- Skills needed to be a successful Supervisor
- How to become a Leader
- How to manage a Communications Center
- How to Communicate as a Supervisor

One of the goals for the Bureau of 911 for 2017 is to send at least one more staff member to the Supervisor course and at least 2 more to the Training Officer course. If we are able to send at least 1 more to the Supervisor course then we can have supervision on nearly every shift. The plans to send 2 additional people to the Training Officer course will allow Chief Dispatcher Diperna to monitor the program that he put together rather than being the instructor for every new candidate and have to monitor the program through his teaching.

Also, during 2016 several procedures and protocols were created and or updated to streamline the 911 Center's operations. Procedures and protocols are essential to the 911 Center for they create a stand for a Dispatcher to operate by. With having a standard each Dispatcher will be able to operate the same way and therefore reducing the liability. Before the creation of a procedure and protocol book Dispatchers could essentially do whatever they thought was right and have nothing to refer to when they needed it the most. By updating several of the protocols it actually reduced the amount of busy work each Dispatcher had to do day in and day out. There are times that a Dispatcher has substantial down time and were assigned busy work which really was "busy work" and had no weight bearing on the operations. This busy work was nearly removed so the Dispatchers could concentrate on their job which is call processing and dispatching First Responders to an incident.

During 2016 the following protocols were updated,

Protocol 19---EMD (Emergency Medical Dispatching)

Protocol 20---Helicopter Requested for Standby

Protocol 26---Radio testing

Protocol 44---Ejustice Missing Person

Protocol 45---Ejustice Wanted Person entry

Protocol 46---Ejustice Stolen Vehicle entry

Protocol 47---Ejustice "Local" message file retention

Protocol 48---Dissemination of messages associated with major Police incidents

Protocol 49---Ejustice entry log

Protocol 66---Notification of the County Administrator

Protocol 69---Dispatching Police for Mobile Crisis calls/Psychiatric Emergencies

Also, during 2016 put implemented in early January 2017 were the following newly created or updated protocols,

Protocol 29---Cancellation of Fire and EMS (Medical) alarms/calls. This protocol alone was a total rebuild that took several weeks to complete. Prior to the change this protocol allowed a Dispatcher to cancel a fire alarm or EMS alarm prior to dispatching if they received a cancellation from the alarm company before activating the Fire or EMS Department. After a closer examination of the old protocol it was determined that a Dispatcher could be toeing the line of liability. The change now pushes the liability back to the First Responders rather than the 911 Center. Ultimately the only one that can cancel a fire alarm is a Fire Chief or his/her designee.

Protocol 65---Notification of power companies for non-emergency power outages, fallen lines and other hazardous conditions. Before revising this protocol a Dispatcher would advise the caller reporting a fallen line or other hazardous conditions to contact Central Hudson

or NYSEG directly themselves. This practice was quickly ceased because there could be a possibility of a fallen line or other hazard still being energized. There was also a clause put in the updated protocol as to when to dispatch a Fire Department for these types of incidents.

Protocol 70---Dispatching a Paramedic or ALS unit to unknown EMS incidents. This protocol was created to ensure the highest level of care is being delivered to unknown status type EMS calls.

Protocol 71---Alarms Sounding (Unknown Source). This protocol was created to help the dispatch staff with handling unknown source alarms sounding. These alarms could be a burglar alarm, car alarm, sprinkler alarm, smoke detector, or medical alarm. If a reasonable certain determination cannot be made as to what type of alarm the caller is reporting only Law Enforcement will be notified to respond to the area and investigate.

Last but not least during the 2016 year Chief Dispatcher DiPerna and I have been working diligently with the newly formed Twin Clove Technical Rescue team. Our biggest involvement with the team is to create a dispatching protocol and how to dispatch them over the radio. This alone has been a big undertaking because the team consist of various Departments from 2 different towns and Counties. The protocol that Chief Dispatcher DiPerna and I have been working on has changed several times over the last 6 months. Another big objective to overcome is how our antiquated CAD will work with this newly created team. I'm hoping that this protocol and the way Greene 911 dispatches the team will start mid spring 2017.

To end my report I'm hoping for an exciting and productive 2017 year. With a new CAD and radio system coming I'm hoping to improve our inter-operability with First Responders and the way we do business.

GREENE COUNTY FIRE TRAINING

With the assistance of New York State Homeland Security and Emergency Services under the Office of Fire Prevention and Control we were able to deliver 850 hours of training to the first responders of Greene County. We are very fortunate to have five outstanding state fire instructors assigned to Greene County to teach these courses. The following pages are pictures that were taken at the county training center during recent live burns.

Here are some updated numbers regarding our first responders through out Greene County.

Fire Service Personnel: 1,394

Interior Firefighters: 722

Fire Police: 54

EMS Personnel: 311

Respectfully submitted,

John P. Farrell, Jr.

Director of Emergency Services















