

GREENE COUNTY DEPARTMENT OF EMERGENCY SERVICES



2023 ANNUAL REPORT

Prepared By:

The Office of John P. Farrell, Jr., Director

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Directors Message

I am proud to present the Department of Emergency Services Annual Report for 2023. The Annual Report promotes collaboration, creates points for discussion on data quality, encourages data submissions, and provides a general description of the Department and its initiatives.

For high quality services to be delivered with efficiency, all aspects of Emergency Services must work together, mutually reinforcing and supporting each other for the benefit of residents of Greene County. The Department of Emergency Services accomplishes this through standard setting, consensus building, and leadership.

As always, I appreciate the opportunity to share with you this reflection on the Department of Emergency Services and the important work being done on a daily basis by our 911 dispatchers, Emergency Management, Fire Coordination and EMS Coordinators. Thank you for taking the time to read this annual report and for your continued support of Emergency Services in Greene County.

Respectfully Submitted,

John P. Farrell, Jr.

Director

Mission Statement

Greene County Emergency Services' mission is to provide residents and visitors with 9-1-1 services including receipt of both Emergency and non-emergency calls for assistance and the proper dispatch of appropriate response personnel. This office also ensures, through coordination with county, state, and local shareholders, that the county is prepared to respond to, and recover from, natural and manmade hazards. This office will provide the coordination, leadership, and support to reduce the loss of life and property through an all-hazards emergency management program of mitigation, preparedness, response, and recovery throughout Greene County.

911 Communications

About

The Greene County 911 Center is responsible for handling ALL 911 calls that come in via cellphone and hardlines outside the Village of Catskill. The 911 Center is staffed 24 hours a day by full time, part time, and per-diem Dispatchers. The 911 center, which is in the same building as the Department of Emergency Services, is supervised by the 911 Communications Director.

The 911 Center provides Fire, Police and EMS communication services to 27 Fire Departments, 14 EMS agencies, 9 Police Agencies and 3 County specialized teams; Haz-Mat, Fire Investigations, and Technical Rescue Team.

In addition to county agencies and services, the 911 Center can also communicate with and provide communication services for city, state and federal agencies including NYS Office of Fire Prevention and Control, NYS EMS, NYS ENCON, NYC DEP, NYS Parole, NYS Park Police. The 911 Center also handles ALL after-hour emergency and non-emergency dispatching for, Greene County Dept. of Social Services, Greene County Mental Health, Greene County Public Health and all Highway Departments.

Summary

In August 2023, two dispatchers attended an Active Attack Integrated Response course held at the Catskill Elementary School hosted by the Greene County Sheriff's Office and Catskill PD. This is a course designed to improve the integration between law enforcement, fire, EMS, and dispatchers in an active attack event. The course's main design is to improve the safety and survivability of victims in these events and increase the effectiveness, coordination and resource integration between Police, Fire, EMS, and dispatch when responding.

Community outreach and education was another focal point for the Greene County 911 Center in 2023. Dispatchers attended the Greene County Youth Fair, Medway-Grapeville Fire Company's Open house/Wet down event, EMS week presentations at Cairo-Durham, Hunter-Tannersville, and Windham-Ashland-Jewett school districts, and Public Safety presentations for Boy Scout Troop 42.

Staffing

Four dispatchers were promoted to the title of Senior Dispatcher which provides shift supervision 24/7 withing the 911 Center. These Seniors have been designated to be the primary

trainer on their respective shifts with two of the four shifts having one or more back up CTOs assigned to the shift as well.

We hired five new full-time employees in 2023. One of these new dispatchers was hired using New York State's Hiring for Emergency Limited Placement (HELP) Program which was designed to assist agencies with filling critical positions. This new statewide program removes NYS Civil Service Exam requirements temporarily. This means that candidates will not be required to take the NYS Civil Service Dispatcher Exam and can be eligible for consideration by meeting the minimum qualifications as stated in the job posting. Unfortunately, only two of these new employees were able to complete the rigorous training program and begin working as a regular part of the team.

The Greene County 911 Center ended 2023 with thirteen full-time dispatchers, three part-time dispatchers, and one per diem dispatcher. An overall increase of two full-time dispatchers compared to 2022.

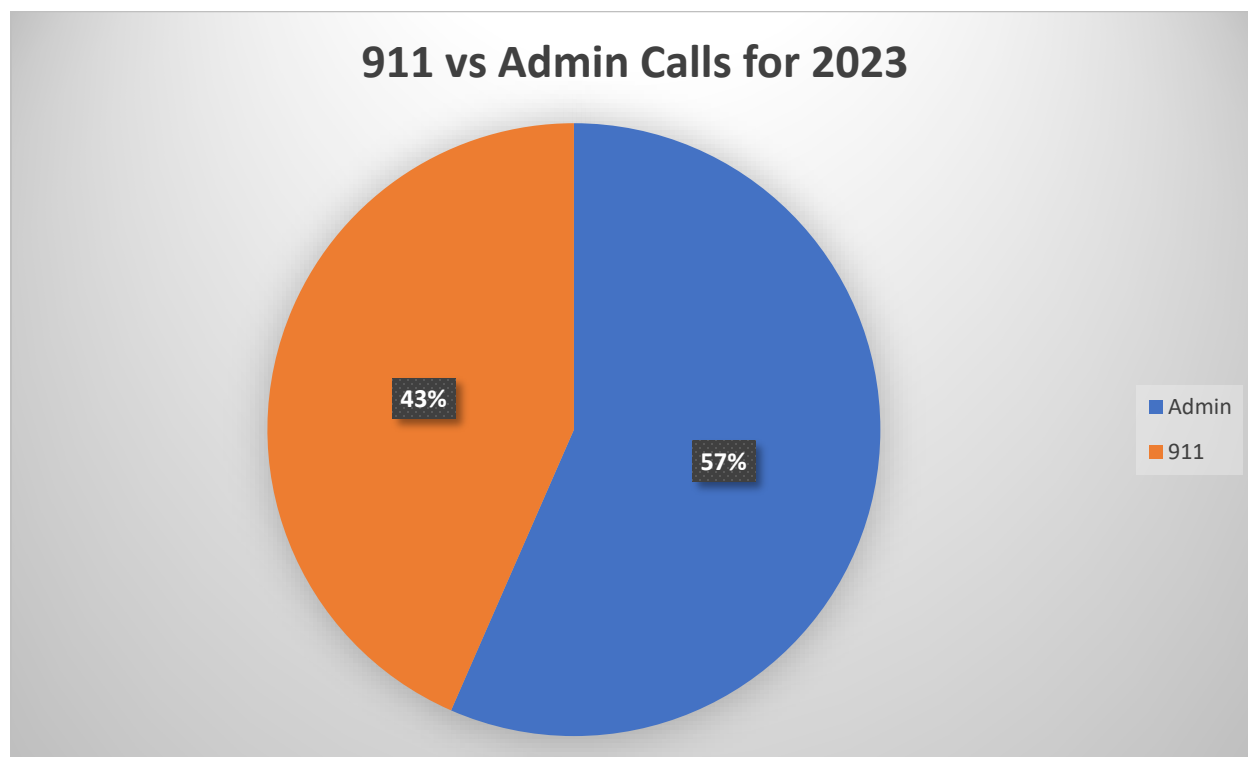
2024 Goals

- Hire and train additional dispatch staff to narrow the critical staffing shortage. Once met, we will have 16 full-time dispatch staff.
- Implement a Quality Assurance/Quality Improvement program for Fire, Police, and EMS calls taken by Greene County 911
- Implement fire alarm assignments at the request of the local fire departments to provide a more streamlined response to larger scale incidents.

911 Center Call Volume

There are several numbers that residents of Greene County utilize to contact the 911 Center. Greene 911 has categorized these calls into three categories: 911, Admin, and Admin/Emergency.

- Admin calls are calls that are received on 518-622-3648. An example of this type of call is an employee calling the dispatch center to reach staff or the Director, a vendor contacting 911 Dispatch
- Admin Emergency calls are calls that are received in 518-622-3344. An example of these call types are alarm companies calling to reach the 911 Center, i.e. medical alarm, fire and burglar alarm activation. This is also used by other 911 centers or police departments/agencies to contact Greene 911.
- 911 calls are calls that are received when someone dials 911 from either a cell phone or a landline phone, with the exception of the Village of Catskill. The Village of Catskill answers only the landline 911 calls that are generated within the Village boundary. If that call is law related, then Catskill Police Department will manage that call. If it is fire or EMS related, Catskill PD transfers that call to the Greene County 911 Center.



Total Admin Calls for 2023: 28,757

Total 911 Calls for 2023: 22,082

Total Admin Calls for 2022: 46,593

Total 911 Calls for 2022: 20,311

2023 911 Transfer Call to Other PSAPs

Month	Ulster (*23)	Columbia (*24)	Albany (*25)	Rensselaer (*26)	Schoharie (*27)	Deleware (*28)	LA Line (*29)	Poison Control (*30)	ChemTec (*31)	Thruway (*34)	Dutchess (*35)	SP Cats (5000)	Cats PD (6000)	Total
January	1	35	8			10			91		4	30		179
February	4	55	8	2		8	3		70	1		42		193
March	2	54	14	1		3	2		83		2	28		189
April	2	34	9	1	3	1	2	1	100			42		195
May	4	56	13	1	1	2	3		108		2	84		274
June	6	37	22		1	2	3		119	1	1	49		241
July	11	74	5	1	2	3	11		159			80		346
August	8	37	11				3		131			66		256
September	9	66	13	1		1	1	1	102			62		256
October	2	45	20	4	1	4	6		153	2	1	88		326
November	11	44	8	2					92	1		52		210
December	5	39	15	3		2	5		87			48		204
Total	65	576	146	16	8	36	39	2	0	1295	5	10	671	2869

A PSAP= Public Service Answering Point

2022 911 Transfer Call to Other PSAPs

Month	Albany (*25)	Cats PD (6000)	Columbia (*24)	Deleware	Dutchess (*35)	LA Line (*29)	Rensselaer (*26)	Schoharie (*27)	SP Cats (5000)	Thruway (*34)	Ulster (*23)	Total
January	7	69	56	11	1	4	1	1	2	89	8	249
February	13	53	46	4	2	1		1	2	149	9	280
March	11	54	40	4	1	1	2	1	12	110	12	248
April	14	80	73		2	1	2		3	90	3	268
May	16	96	50	4	1	2	1	3	4	112	9	298
June	17	68	49	3		2		1	4	124	7	275
July	12	94	43	4	2	4		3	6	148	11	327
August	4	18	13	4					2	38	4	83
September	6	44	23			3				68	4	148
October	10	75	57	4	3		2	1	1	124	4	281
November	13	81	50	2	1	5		2	3	95	5	257
December	7	72	52	1	1	9			6	98	7	253
Total	130	804	552	41	14	32	8	13	45	1245	83	2967

2023 Breakdown of CAD Events

TRAFFIC STOP	3100
911 OPEN LINE	1772
911 HANGUP	1319
MVA PROPERTY DAMAGE	1194
911 MISDIAL	1119
RECKLESS DRIVER	1084
BREATHING PROBLEMS-ALS	922
SICK PERSON	885
CITIZEN ASSIST	802
FIRE ALARM	766
SICK PERSON-ALS	748
WELFARE CHECK	694
CIVIL	687
TRANSPORT	679
FOLLOWUP	672
LANDLINE	654
FALLS	641
CHEST PAIN/CHEST DISCOMFORT-ALS	594
DOMESTIC	583
SOCIAL SERVICES	574
BURGLAR ALARM AUDIBLE	556
ROAD HAZARD	547
BURGLAR ALARM SILENT	530
VEHICLE DISABLED	471
FALLS-ALS	437
ANIMAL (Domestic)	381
UNCONSCIOUS/FAINTING-ALS-PD	372
SENIOR CALL-IN	366
MEDICAL ALARM	361
UNKNOWN PROBLEM-ALS	349
VEHICLE LOCKOUT	337
HARASSMENT	328
ABDOMINAL PAIN/PROBLEMS-ALS	320
EMS MUTUAL AID	311
HOSPITAL DIVERSION	266
MENTAL HEALTH	262

ANIMAL (Wildlife)	242
SUSPICIOUS ACTIVITY	204
TRESPASS	198
INFO	187
HEART PROBLEMS/A.I.C.D.-ALS	186
CONVULSIONS/SEIZURES-ALS	178
HEMORRHAGE/LACERATIONS-ALS	176
TRAFFIC/TRANSPORTATION INC	170
LARCENY	169
STROKE/TIA-HELICOPTER	167
OVERDOSE/POISONING-ALS-PD	162
WIRES	156
DISORDERLY	149
PSYCH/ABN BEHV/SUICIDE ATT-PD	148
PSYCH/ABN BEHV/SUICIDE -ALS-PD	145
SUSPICIOUS PERSON	138
NOISE	135
FALLS-HELICOPTER	123
PARKING	122
WATER PROBLEM (Pump Out)	118
ELECTRICAL HAZARD	96
MVA HIT AND RUN	93
TRAUMATIC INJURIES	91
FIRE ALARM - CO	89
BACK PAIN-ALS	87
FIRE STRUCTURE	86
CARDIAC/RESP ARR/DEATH-ECHO-PD	82
GAS LEAK	78
HEMORRHAGE/LACERATIONS-ALS-PD	74
TRAUMATIC INJURIES-ALS	74
FIRE BRUSH	71
CRIMINAL MISCHIEF	71
PANIC ALARM	70
BURGLARY	69
ASSAULT	68
FRAUD	68
LANLORD TENANT DISPUTE	67
DIABETIC PROBLEMS-ALS	66
ATTEMPT TO LOCATE	66

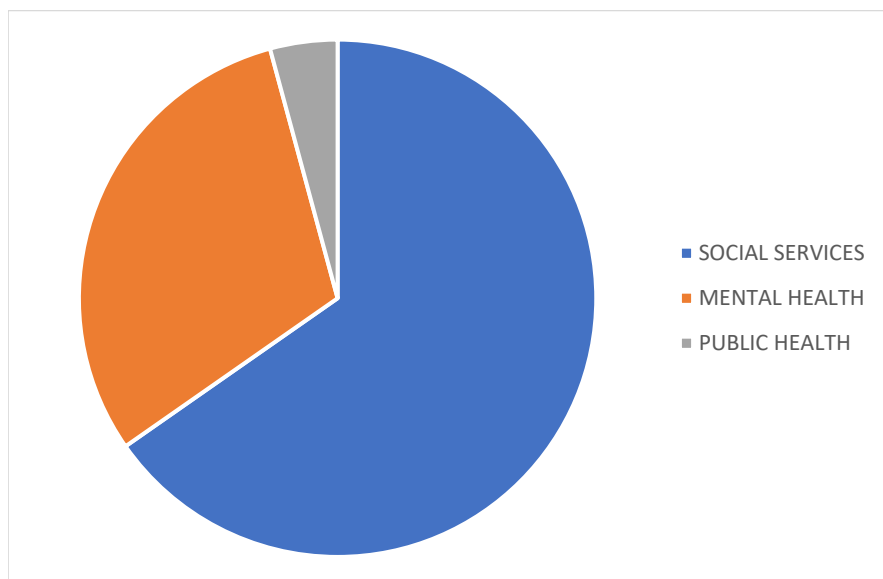
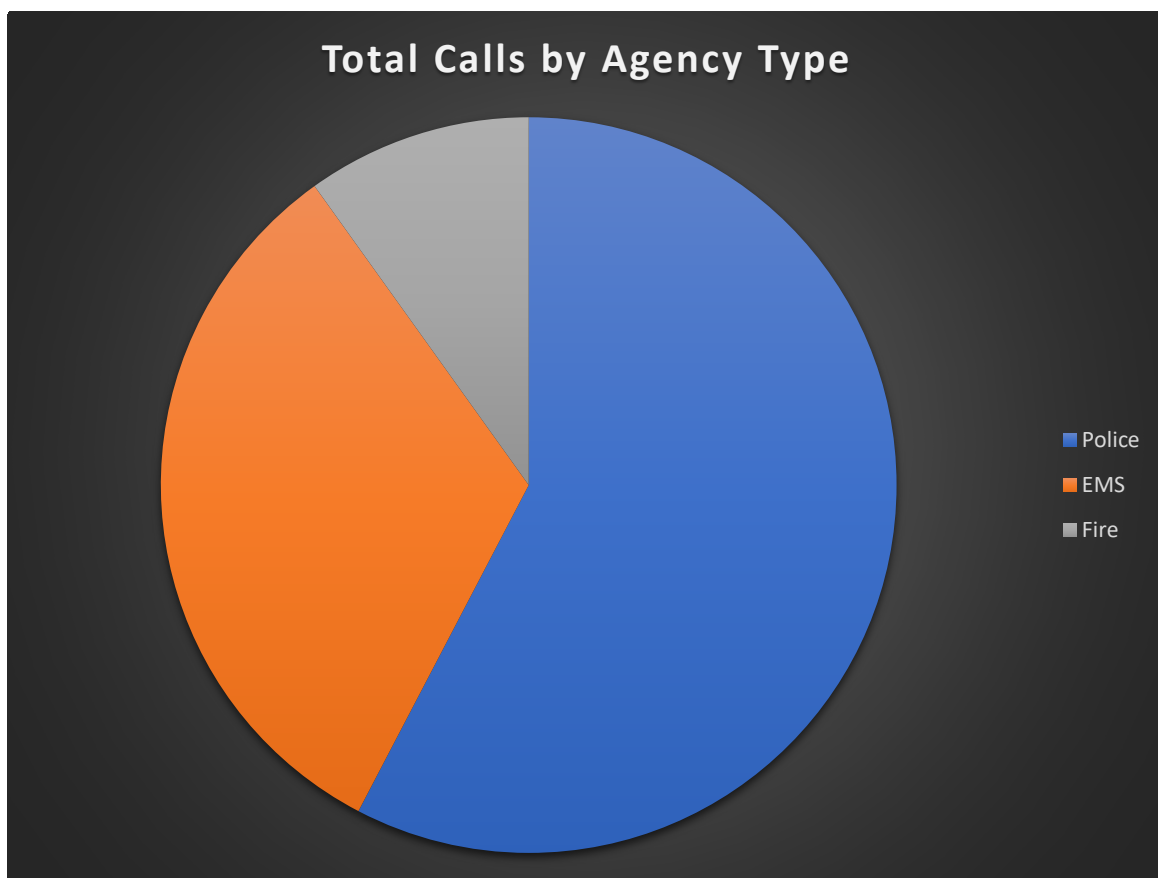
INTOXICATED	63
VEHICLE SUSPICIOUS	62
HEMORRHAGE/LACERATIONS	62
TRAUMATIC INJURIES-HELO-PD	61
ASSAULT/SEXUAL ASSAULT/STUN GUN	59
SPECIAL DETAIL	59
911 TEST CALL	58
FIRE MUTUAL AID	58
TRAFFIC/TRANSPORTATION INC-ALS	57
ORDER OF PROTECTION VIOLATION	54
SHOOTING	50
ASSIST	49
CARDIAC/RESP ARREST/DEATH-ALS-PD	49
TRAFFIC/TRANSPORTATION-HELICOPTR	49
FIGHT	48
DIABETIC PROBLEMS	47
FIRE VEHICLE	47
ALLERGIES/ENVENOMATIONS-ALS	43
DRILL	43
MISSING PERSON	40
WARRANT	39
VEHICLE ABANDONED	38
PUBLIC HEALTH	37
ENVIRONMENTAL COMPLAINT	35
FIRE SMOKE (OUTDOORS)	34
FOUND PROPERTY	34
ALLERGIES/ENVENOMATIONS	33
PROPERTY CHECK	31
HEADACHE-ALS	28
VEHICLE STOLEN	25
ALARM UNKNOWN	24
TRAFFIC/TRANSPORT-PINNED-HELO	22
ABDOMINAL PAIN/PROB-HELICOPTER	22
WATER NON-EMERGENCY	21
FIRE UNKNOWN	20
OPEN DOOR	20
FIRE ELECTRICAL	19
RUNAWAY	19
HEADACHE	18

DUMPING	18
DOMESTIC WITH INJURIES	17
WANTED PERSON	16
LOST HIKER	16
LOST PROPERTY	16
PREGNANCY/CHILD/MISCA-HELICOPTER	16
FIRE APPLIANCE	15
TRANSFORMER EXPLOSION	15
DIABETIC PROBLEMS-ALS-PD	14
DRUGS	14
CARDIAC/RESP ARREST/DEATH-PD	14
ALLERGIES/ENVENOM-HELICOPTER	13
EYE PROBLEMS/INJURIES	12
FIRE CHIMNEY	12
PURSUIT	11
STAB/GUNSHOT/PENE TRAUMA-ALS-PD	10
HAZMAT	10
CHOKING-PD	10
ABUSE	10
BACKUP	9
WEAPON VIOLATION	9
PREGNANCY/CHILD/MISCARRIAGE-ALS	9
UNCONSCIOUS/FAINTING-ECHO-PD	8
SEX OFFENSE	8
STOLEN PROPERTY	8
CO/INHALATION/HAZMAT/CBRN-ALS	8
INACCESS INCID/OTHER ENTRAP-ALS	8
CHOKING-ALS-PD	7
911 ACCIDENTAL -- TEXT	7
POLICE MUTUAL AID	7
FIRE TRASH	7
ASSAULT/SEXUAL ASSAULT-HELICOPTR	7
FIRE ALARM - PULL STATION	6
DOMESTIC WITH WEAPONS	6
BURNS/EXPLOSION	6
911 ABANDONED -- TEXT	5
FIRE EQUIPMENT (OUTDOORS)	5
ANIMAL BITES/ATTACKS	5
HEAT/COLD EXPOSURE-ALS	5

BURNS/EXPLOSION-HELICOPTER	5
BACK PAIN-HELICOPTER	5
FIREWORKS	5
ROBBERY	5
INDECENT	4
UNCONSCIOUS/FAINTING-HELO-PD	4
CO/INHALATION/HAZMAT/CBRN	4
BREATHING PROBLEMS-ECHO	4
FIRE ALARM - HEAT	4
WATER RESCUE	3
INVESTIGATION	3
AIRCRAFT	3
DROWNING/NR/DIVING/SCUBA-ALS-PD	3
OVERDOSE/POISONING-ECHO-PD	2
ASSAULT/SEXUAL ASSAULT/STUN-ALS	2
FIRE MARINE	2
INTERNET CRIMES	2
ANIMAL BITES/ATTACKS-ALS	2
VEHICLE ALARM	2
LANDING ZONE	2
ELECTROCUTION/LIGHTNING-ALS-PD	2
ABDUCTION	2
FIRE ALARM - WATER FLOW	2
EXPLOSION	2
HOME INVASION	2
REPOSSESSION	2
BUILDING COLLAPSE	1
COUNTERFEIT MONEY	1
TRAFFIC/TRANSPORT-SINK-HELO	1
INACCESS INCID/OTHER ENTRAP	1
STAB/GUNSHOT/PENETRA TRAUMA-PD	1
HEAT/COLD EXPOSURE	1
DROWNING/NEAR/DIVE/SCUBA-ECHO-PD	1
CO/INHALATION/HAZM-HELICOPTER-PD	1
BURNS/EXPLOSION-ALS	1
BUILDING LOCKOUT	1
CONVULSIONS/SEIZURES-HELICOPTER	1
PSYCH/ABN BEHV/SUICIDE HEL-PD	1
STAB/GUNSHOT/TRAUMA-HELO-PD	1

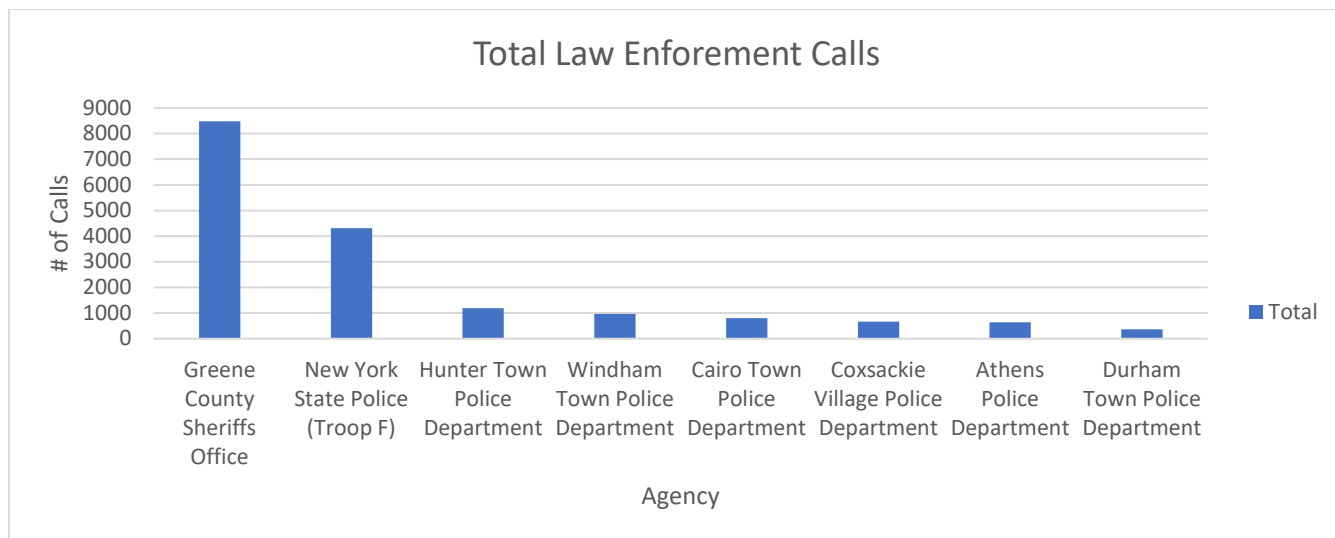
CHOKING-ECHO-PD	1
HOSTAGE	1
BUILDINGS AND GROUNDS	1
FOUND PERSON	1
Grand Total	32,493

Total Computer Aided Dispatch (CAD) Events 2023



SOCIAL SERVICES	574
MENTAL HEALTH	268
PUBLIC HEALTH	37
Grand Total	879

Represents number of after regular business hour calls received for each department in 2023.



Greene County Sheriff's Office	8471
New York State Police (Troop F)	4306
Hunter Town Police Department	1195
Cairo Town Police Department	803
Windham Town Police Department	961
Coxsackie Village Police Department	671
Durham Town Police Department	369
Athens Police Department	637
Grand Total	15,369

Top 10 Call Types by Law Enforcement Agency 2023

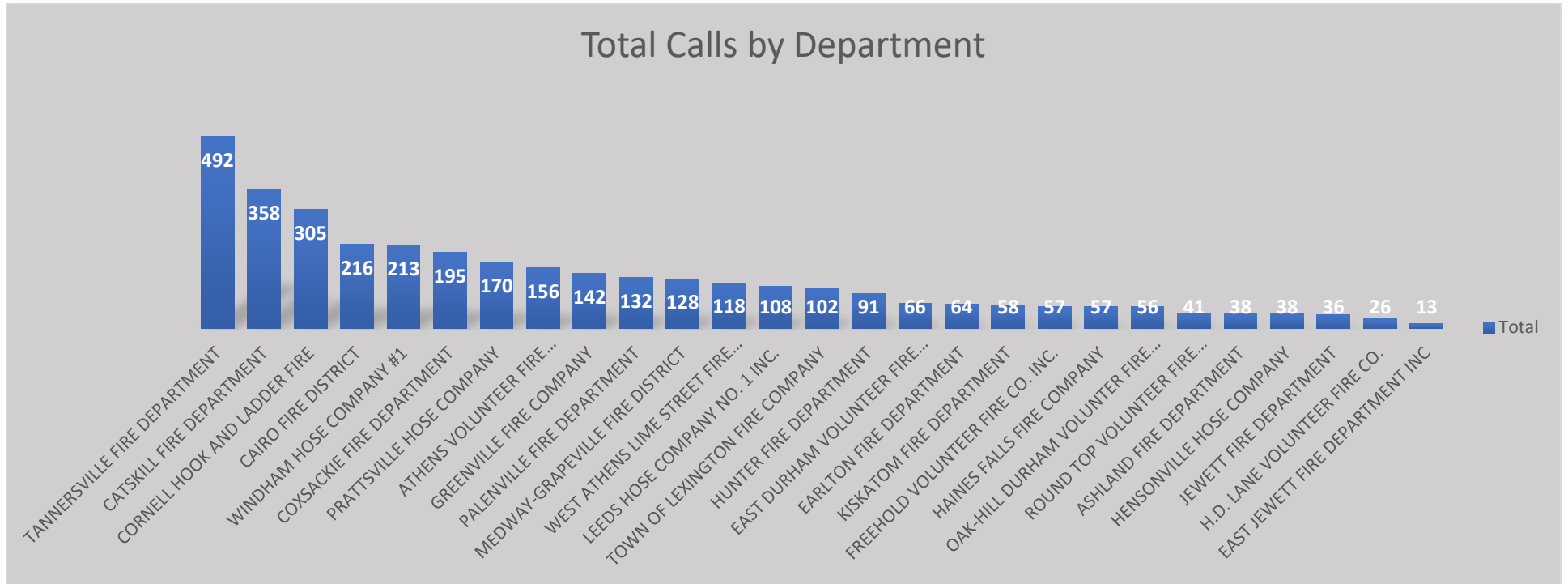
Greene County Sheriff's Office	5245
TRAFFIC STOP	1869
CIVIL	586
LANDLINE	441
FOLLOWUP	424
WELFARE CHECK (LAW or EMS)	357
TRANSPORT (LAW or EMS)	341
BURGLAR ALARM AUDIBLE	334
BURGLAR ALARM SILENT	314
MVA PROPERTY DAMAGE	302
DOMESTIC	277
New York State Police (Troop F)	2010

MVA PROPERTY DAMAGE	493
DOMESTIC	451
RECKLESS DRIVER	257
WELFARE CHECK (LAW or EMS)	233
ROAD HAZARD	119
HARASSMENT	109
PSYCH/ABN BEHAVIOR/SUICIDE ATTEM-PD	92
BURGLAR ALARM AUDIBLE	87
ANIMAL (Domestic)	86
DISORDERLY	83
Hunter Town Police Department	643
TRAFFIC STOP	290
MVA PROPERTY DAMAGE	60
BURGLAR ALARM SILENT	49
FOLLOWUP	45
BURGLAR ALARM AUDIBLE	45
FIRE ALARM	33
VEHICLE DISABLED	32
WELFARE CHECK (LAW or EMS)	32
PARKING	29
RECKLESS DRIVER	28
Windham Town Police Department	602
TRAFFIC STOP	262
BURGLAR ALARM SILENT	47
BURGLAR ALARM AUDIBLE	46
FIRE ALARM	44
MVA PROPERTY DAMAGE	43
SENIOR CALL-IN	37
LANDLINE	36
WELFARE CHECK (LAW or EMS)	34
VEHICLE LOCKOUT	27
PARKING	26
Athens Police Department	510
TRAFFIC STOP	387
PARKING	38
FOLLOWUP	29
PROPERTY CHECK	17
ROAD HAZARD	7
DOMESTIC	7
MVA PROPERTY DAMAGE	7
FIRE ALARM	6
ANIMAL (Wildlife)	6
SUSPICIOUS ACTIVITY	6

Cairo Town Police Department	466
TRAFFIC STOP	209
FOLLOWUP	72
MVA PROPERTY DAMAGE	42
DOMESTIC	29
VEHICLE LOCKOUT	24
WELFARE CHECK (LAW or EMS)	24
CITIZEN ASSIST	19
RECKLESS DRIVER	18
ROAD HAZARD	15
BURGLAR ALARM AUDIBLE	14
Coxsackie Village Police Department	300
TRAFFIC STOP	65
BREATHING PROBLEMS-ALS	38
UNKNOWN PROBLEM-ALS	34
FALLS	29
WELFARE CHECK (LAW or EMS)	28
FALLS-ALS	28
FOLLOWUP	23
SICK PERSON-ALS	19
CITIZEN ASSIST	18
UNCONSCIOUS/FAINTING-ALS-PD	18
GREENE COUNTY JAIL	166
TRANSPORT (LAW or EMS)	162
SPECIAL DETAIL (LAW FIRE OR EMS)	2
UNKNOWN PROBLEM-ALS	1
STROKE/TIA-HELICOPTER	1
Durham Town Police Department	139
MVA PROPERTY DAMAGE	32
BREATHING PROBLEMS-ALS	16
WELFARE CHECK (LAW or EMS)	14
DOMESTIC	13
UNCONSCIOUS/FAINTING-ALS-PD	12
FIRE ALARM	12
PSYCH/ABN BEHAVIOR/SUICIDE ATTEM-PD	11
SICK PERSON	11
CHEST PAIN/CHEST DISCOMFORT-ALS	9
CITIZEN ASSIST	9
Greene County Probation	111
FOLLOWUP	50
CIVIL	37
TRANSPORT (LAW or EMS)	14
PROPERTY CHECK	4

	20
WELFARE CHECK (LAW or EMS)	1
CITIZEN ASSIST	1
WARRANT	1
>CHOOSE<	1
BACKUP	1
ASSIST	1
NYS DEPARTMENT OF ENVIRONMENTAL CONSERVATION- LAW ENFORCEMENT	62
ANIMAL (Wildlife)	24
ENVIRONMENTAL COMPLAINT	13
FIRE BRUSH	5
TRESPASS	4
FIGHT	4
DOMESTIC	3
SHOOTING	3
FALLS-HELICOPTER	2
PSYCH/ABN BEHV/SUICIDE ALS-PD	2
TRAFFIC STOP	2
NYS DEPARTMENT OF ENVIRONMENTAL CONSERVATION-FOREST RANGER	56
LOST HIKER	10
FIRE BRUSH	7
CITIZEN ASSIST	7
ANIMAL (Wildlife)	7
FALLS-HELICOPTER	5
MEDICAL ALARM	4
FALLS	4
TRAFFIC STOP	4
ENVIRONMENTAL COMPLAINT	4
FALLS-ALS	4
Grand Total	9719

Fire Department Calls 2023



Top 10 Call Types by Fire Departments 2023

TANNERSVILLE FIRE DEPARTMENT	311
FIRE ALARM	75
BREATHING PROBLEMS-ALS	46
SICK PERSON	32
FALLS-ALS	30
SICK PERSON-ALS	29
CHEST PAIN/CHEST DISCOMFORT-ALS	25
UNCONSCIOUS/FAINTING-ALS-PD	21
FALLS	21
ABDOMINAL PAIN/PROBLEMS-ALS	17
UNKNOWN PROBLEM-ALS	15
CATSKILL FIRE DEPARTMENT	285
FIRE ALARM	140
FIRE STRUCTURE	32
TRAFFIC/TRANSPORTATION INCIDENT	29
GAS LEAK	21
FIRE MUTUAL AID	16
FIRE ALARM -CO-	11
TRAFFIC/TRANSPORTATION INC-ALS	10
FIRE BRUSH	9
WATER PROBLEM (Pump Out)	9
FIRE ELECTRICAL	8
WINDHAM HOSE COMPANY #1	181
FIRE ALARM	121
FIRE ALARM -CO-	20
GAS LEAK	8
ELECTRICAL HAZARD	7
FIRE BRUSH	6
TRAFFIC/TRANSPORTATION INCIDENT	5
FIRE STRUCTURE	5
MVA PROPERTY DAMAGE	3
FALLS-HELICOPTER	3
CITIZEN ASSIST	3
CORNELL HOOK AND LADDER FIRE	178
FIRE ALARM	37
SICK PERSON	30
CHEST PAIN/CHEST DISCOMFORT-ALS	22
FIRE MUTUAL AID	18

SICK PERSON-ALS	16
TRAFFIC/TRANSPORTATION INCIDENT	12
UNCONSCIOUS/FAINTING-ALS-PD	12
BREATHING PROBLEMS-ALS	12
FALLS-ALS	10
FIRE VEHICLE	9
CAIRO FIRE DISTRICT	150
FIRE ALARM	53
TRAFFIC/TRANSPORTATION INCIDENT	20
WATER PROBLEM (Pump Out)	14
TRAFFIC/TRANSPORTATION INC-ALS	10
FIRE BRUSH	10
FIRE ALARM -CO-	9
TRAFFIC/TRANSPORTATION-HELICOPTR	9
ELECTRICAL HAZARD	9
GAS LEAK	8
FIRE SMOKE (OUTDOORS)	8
COXSACKIE FIRE DEPARTMENT	149
FIRE ALARM	56
WATER PROBLEM (Pump Out)	25
TRAFFIC/TRANSPORTATION INCIDENT	17
FIRE STRUCTURE	11
FIRE ALARM -CO-	9
TRAFFIC/TRANSPORTATION INC-ALS	8
GAS LEAK	8
FIRE VEHICLE	5
FIRE SMOKE (OUTDOORS)	5
ELECTRICAL HAZARD	5
ATHENS VOLUNTEER FIRE DEPARTMENT	127
FIRE ALARM	46
FIRE STRUCTURE	31
WATER PROBLEM (Pump Out)	11
TRAFFIC/TRANSPORTATION INCIDENT	8
FIRE ELECTRICAL	7
GAS LEAK	6
FIRE ALARM -CO-	5
FIRE APPLIANCE	5
CARD OR RESP ARR/DEATH-ECHO-PD	4
FIRE BRUSH	4
PRATTSVILLE HOSE COMPANY	108
BREATHING PROBLEMS-ALS	15

CHEST PAIN/CHEST DISCOMFORT-ALS	13
SICK PERSON	12
FIRE MUTUAL AID	12
ABDOMINAL PAIN/PROBLEMS-ALS	12
FALLS	12
SICK PERSON-ALS	9
FIRE ALARM	9
UNKNOWN PROBLEM-ALS	8
OVERDOSE/POISONING-ALS-PD	6
WEST ATHENS LIME STREET FIRE DISTRICT	101
FIRE ALARM	32
FIRE STRUCTURE	30
TRAFFIC/TRANSPORTATION INCIDENT	12
FIRE VEHICLE	5
FIRE ELECTRICAL	5
FIRE ALARM -CO-	4
WATER PROBLEM (Pump Out)	4
GAS LEAK	4
FIRE APPLIANCE	3
FIRE CHIMNEY	2
GREENE COUNTY DEPARTMENT OF EMERGENCY SERVICES	95
FIRE STRUCTURE	27
HOSPITAL DIVERSION	16
TRAFFIC/TRANSPORTATION INCIDENT	10
FIRE BRUSH	10
TRAFFIC/TRANSPORT-PINNED-HELO	9
FIRE ALARM	8
TRAFFIC/TRANSPORTATION-HELICOPTR	5
FIRE VEHICLE	4
FIRE ELECTRICAL	3
FALLS-HELICOPTER	3
GREENVILLE FIRE COMPANY	95
FIRE ALARM	31
WATER PROBLEM (Pump Out)	12
TRAFFIC/TRANSPORTATION INCIDENT	11
FIRE STRUCTURE	10
FIRE MUTUAL AID	9
CARD OR RESP ARR/DEATH-ECHO-PD	6
TRAFFIC/TRANSPORTATION-HELICOPTR	5
BREATHING PROBLEMS-ALS	4
FIRE APPLIANCE	4

ELECTRICAL HAZARD	3
PALENVILLE FIRE DEPARTMENT	85
SICK PERSON-ALS	16
FALLS	15
BREATHING PROBLEMS-ALS	10
SICK PERSON	9
FALLS-ALS	8
CHEST PAIN/CHEST DISCOMFORT-ALS	7
FIRE BRUSH	6
FIRE ALARM	6
HEART PROBLEMS/A.I.C.D.-ALS	4
FIRE STRUCTURE	4
LEEDS HOSE COMPANY NO. 1 INC.	84
TRAFFIC/TRANSPORTATION INCIDENT	21
WATER PROBLEM (Pump Out)	16
FIRE ALARM	14
FIRE BRUSH	7
FIRE VEHICLE	6
TRAFFIC/TRANSPORTATION INC-ALS	5
DRILL	5
FIRE STRUCTURE	4
FIRE ALARM -CO-	3
GAS LEAK	3
MEDWAY-GRAPEVILLE FIRE DISTRICT	82
FIRE ALARM	17
SICK PERSON	14
SICK PERSON-ALS	11
FIRE STRUCTURE	8
BREATHING PROBLEMS-ALS	7
FALLS	6
FALLS-ALS	6
CHEST PAIN/CHEST DISCOMFORT-ALS	5
ELECTRICAL HAZARD	4
FALLS-HELICOPTER	4
HUNTER FIRE DEPARTMENT	79
FIRE ALARM	43
FIRE STRUCTURE	11
TRAUMATIC INJURIES-HELO-PD	7
FIRE ELECTRICAL	3
FIRE APPLIANCE	3
FIRE ALARM -CO-	3

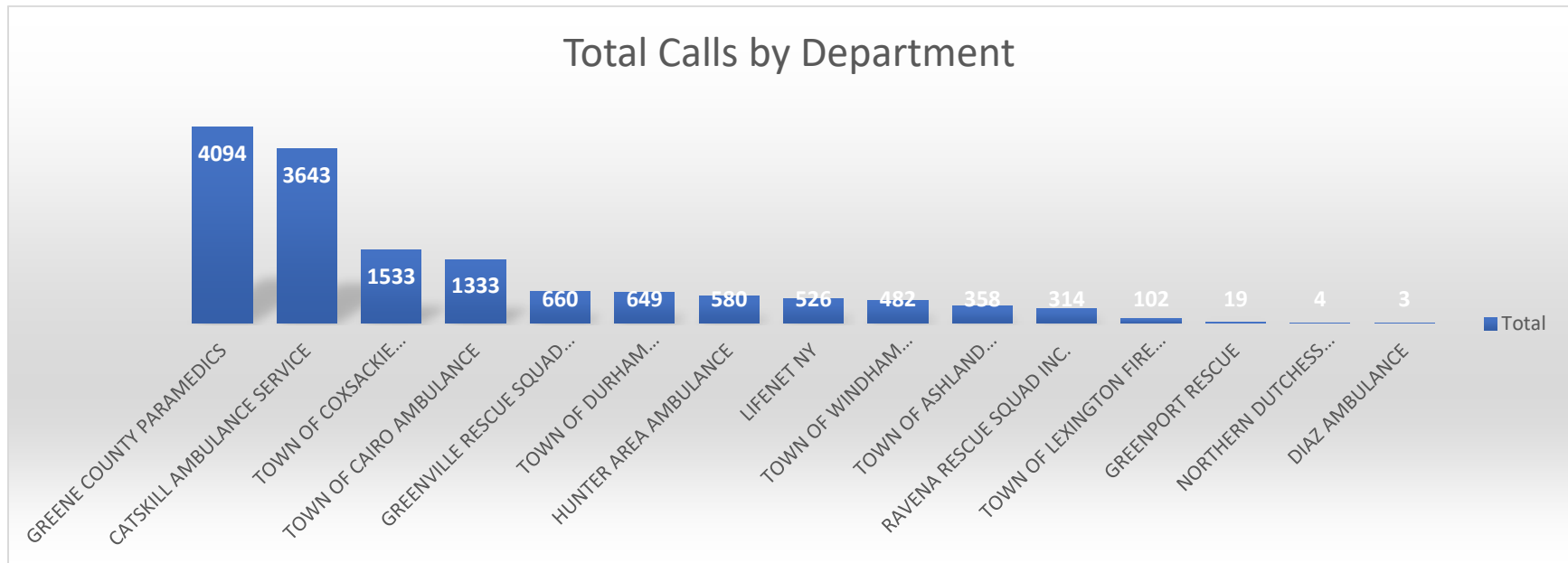
FIRE BRUSH	3
FIRE UNKNOWN	2
ELECTRICAL HAZARD	2
GAS LEAK	2
TOWN OF LEXINGTON FIRE COMPANY	57
CHEST PAIN/CHEST DISCOMFORT-ALS	12
FIRE ALARM	11
FALLS	6
SICK PERSON	5
FIRE STRUCTURE	4
HEMORRHAGE/LACERATIONS-ALS	4
TRAFFIC/TRANSPORT-PINNED-HELO	4
ABDOMINAL PAIN/PROBLEMS-ALS	4
FALLS-ALS	4
ELECTRICAL HAZARD	3
FREEHOLD VOLUNTEER FIRE CO. INC.	51
TRAFFIC/TRANSPORTATION INCIDENT	11
FIRE ALARM	10
ELECTRICAL HAZARD	7
TRAFFIC/TRANSPORTATION-HELICOPTER	5
FIRE STRUCTURE	5
FIRE APPLIANCE	4
TRAFFIC/TRANSPORT-PINNED-HELO	3
TRAFFIC/TRANSPORTATION INC-ALS	3
WATER PROBLEM (Pump Out)	2
FIRE ALARM -CO-	1
EAST DURHAM VOLUNTEER FIRE COMPANY INC	50
FIRE ALARM	15
FIRE STRUCTURE	8
DRILL	5
TRAFFIC/TRANSPORTATION INCIDENT	5
FIRE ALARM -CO-	4
SICK PERSON-ALS	3
ELECTRICAL HAZARD	3
FIRE APPLIANCE	3
FIRE CHIMNEY	2
FIRE ELECTRICAL	2
KISKATOM FIRE DEPARTMENT	49
FIRE ALARM	17
FIRE BRUSH	7
TRAFFIC/TRANSPORTATION INCIDENT	5

FIRE STRUCTURE	5
SPECIAL DETAIL (LAW FIRE OR EMS)	4
GAS LEAK	3
WATER PROBLEM (Pump Out)	2
FIRE ALARM -CO-	2
DRILL	2
ELECTRICAL HAZARD	2
EARLTON FIRE DEPARTMENT	44
FIRE STRUCTURE	10
ELECTRICAL HAZARD	7
FIRE ALARM	6
TRAFFIC/TRANSPORTATION INCIDENT	4
FIRE BRUSH	4
WATER PROBLEM (Pump Out)	3
CARD OR RESP ARR/DEATH-ECHO-PD	3
FIRE MUTUAL AID	3
FIRE ELECTRICAL	2
FIRE ALARM -CO-	2
OAK-HILL DURHAM VOLUNTER FIRE COMPANY	40
FIRE ALARM	10
FIRE STRUCTURE	6
ELECTRICAL HAZARD	6
TRAFFIC/TRANSPORTATION INC-ALS	4
TRAFFIC/TRANSPORTATION INCIDENT	3
TRAFFIC/TRANSPORTATION-HELICOPTR	3
MVA PROPERTY DAMAGE	2
FIRE APPLIANCE	2
FIRE VEHICLE	2
FIRE UNKNOWN	2
HAINES FALLS FIRE COMPANY	37
FIRE STRUCTURE	10
TRAFFIC/TRANSPORTATION INCIDENT	5
TRAFFIC/TRANSPORTATION-HELICOPTR	4
FIRE ALARM	3
FIRE ELECTRICAL	3
FIRE BRUSH	3
FIRE APPLIANCE	3
DROWNING/NEAR/DIVING/SCUBA-ALS-PD	2
FALLS	2
FALLS-HELICOPTER	2
ROUND TOP VOLUNTEER FIRE COMPANY INC	36

FIRE ALARM	16
FIRE STRUCTURE	6
CARD OR RESP ARR/DEATH-ECHO-PD	3
FIRE BRUSH	3
FIRE APPLIANCE	2
FALLS	2
ELECTRICAL HAZARD	1
FIRE EQUIPMENT (OUTDOORS)	1
ALLERGIES/ENVENOM-HELICOPTER	1
FIRE ALARM -CO-	1
JEWETT FIRE DEPARTMENT	35
FIRE ALARM	20
FIRE STRUCTURE	4
FIRE BRUSH	2
FIRE ALARM - HEAT	2
SICK PERSON	2
TRAUMATIC INJURIES-HELO-PD	1
ELECTRICAL HAZARD	1
UNCONSCIOUS/FAINTING-ALS-PD	1
TRAFFIC/TRANSPORTATION INC-ALS	1
TRAFFIC/TRANSPORT-PINNED-HELO	1
HENSONVILLE HOSE COMPANY	31
FIRE ALARM	13
FIRE STRUCTURE	6
TRAFFIC/TRANSPORTATION INC-ALS	3
FIRE CHIMNEY	2
FIRE BRUSH	2
MEDICAL ALARM	1
ELECTRICAL HAZARD	1
CITIZEN ASSIST	1
FIRE ELECTRICAL	1
FIRE ALARM -CO-	1
ASHLAND FIRE DEPARTMENT	31
FIRE BRUSH	6
TRAFFIC/TRANSPORTATION INCIDENT	5
ELECTRICAL HAZARD	5
FIRE ALARM	4
FIRE STRUCTURE	3
MVA PROPERTY DAMAGE	3
TRAFFIC/TRANSPORTATION INC-ALS	2
DIABETIC PROBLEMS	1

CHEST PAIN/CHEST DISCOMFORT-ALS	1
FIRE ALARM -CO-	1
H.D. LANE VOLUNTEER FIRE CO.	25
FIRE STRUCTURE	9
FIRE ELECTRICAL	3
FIRE APPLIANCE	3
FIRE BRUSH	3
DRILL	2
HEMORRHAGE/LACERATIONS	1
FALLS-HELICOPTER	1
FIRE CHIMNEY	1
SICK PERSON	1
FIRE ALARM	1
EAST JEWETT FIRE DEPARTMENT INC	13
FIRE ALARM	4
TRAFFIC/TRANSPORTATION INCIDENT	2
ELECTRICAL HAZARD	2
FIRE ALARM -CO-	1
TRAFFIC/TRANSPORTATION INC-ALS	1
TRAFFIC/TRANSPORTATION-HELICOPTR	1
GAS LEAK	1
FIRE CHIMNEY	1
Grand Total	2209

EMS Calls 2023



GREENE COUNTY PARAMEDICS	4094
CATSKILL AMBULANCE SERVICE	3643
TOWN OF COXSACKIE AMBULANCE	1533
TOWN OF CAIRO AMBULANCE	1333
GREENVILLE RESCUE SQUAD INC	660
TOWN OF DURHAM AMBULANCE INC	649
HUNTER AREA AMBULANCE	580
LIFENET NY	526

TOWN OF WINDHAM AMBULANCE	482
TOWN OF ASHLAND AMBULANCE SERVICE	358
RAVENA RESCUE SQUAD INC.	314
TOWN OF LEXINGTON FIRE COMPANY	102
GREENPORT RESCUE	19
NORTHERN DUTCHESS AMBULANCE	4
DIAZ AMBULANCE	3

Grand Total	8541
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Top 10 Call Types by EMS Agencies 2023



GREENE COUNTY PARAMEDICS	2693
BREATHING PROBLEMS-ALS	578
SICK PERSON-ALS	443
CHEST PAIN/CHEST DISCOMFORT-ALS	387
FALLS-ALS	256
UNKNOWN PROBLEM-ALS	235
UNCONSCIOUS/FAINTING-ALS-PD	221
ABDOMINAL PAIN/PROBLEMS-ALS	215
HEART PROBLEMS/A.I.C.D.-ALS	127
OVERDOSE/POISONING-ALS-PD	119
HEMORRHAGE/LACERATIONS-ALS	112
CATSKILL AMBULANCE SERVICE	2494
SICK PERSON	431
BREATHING PROBLEMS-ALS	412
SICK PERSON-ALS	375
FALLS	275
CHEST PAIN/CHEST DISCOMFORT-ALS	224
FALLS-ALS	212
UNCONSCIOUS/FAINTING-ALS-PD	165
TRANSPORT (LAW or EMS)	140
UNKNOWN PROBLEM-ALS	130
ABDOMINAL PAIN/PROBLEMS-ALS	130
TOWN OF COXSACKIE AMBULANCE	1064
BREATHING PROBLEMS-ALS	200
SICK PERSON	145
SICK PERSON-ALS	130
CHEST PAIN/CHEST DISCOMFORT-ALS	122
UNKNOWN PROBLEM-ALS	112
FALLS	110
UNCONSCIOUS/FAINTING-ALS-PD	73
FALLS-ALS	71
ABDOMINAL PAIN/PROBLEMS-ALS	59
HEART PROBLEMS/A.I.C.D.-ALS	42
TOWN OF CAIRO AMBULANCE	889
SICK PERSON	161
BREATHING PROBLEMS-ALS	142
SICK PERSON-ALS	137
FALLS	109
CHEST PAIN/CHEST DISCOMFORT-ALS	107

FALLS-ALS	57
ABDOMINAL PAIN/PROBLEMS-ALS	54
UNCONSCIOUS/FAINTING-ALS-PD	51
HEART PROBLEMS/A.I.C.D.-ALS	38
PSYCH/ABN BEHAVIOR/SUICIDE ATTEM-PD	33
LIFENET NY	460
STROKE/TIA-HELICOPTER	161
FALLS-HELICOPTER	119
TRAUMATIC INJURIES-HELO-PD	53
TRAFFIC/TRANSPORTATION-HELICOPTR	46
ABDOMINAL PAIN/PROB-HELICOPTER	22
TRAFFIC/TRANSPORT-PINNED-HELO	19
PREGNANCY/CHILD/MISCA-HELICOPTER	15
ALLERGIES/ENVENOM-HELICOPTER	13
TRAFFIC/TRANSPORTATION INC-ALS	7
BACK PAIN-HELICOPTER	5
GREENVILLE RESCUE SQUAD INC	423
BREATHING PROBLEMS-ALS	83
FALLS	66
SICK PERSON-ALS	57
CHEST PAIN/CHEST DISCOMFORT-ALS	45
SICK PERSON	42
FALLS-ALS	32
EMS MUTUAL AID	27
UNKNOWN PROBLEM-ALS	24
UNCONSCIOUS/FAINTING-ALS-PD	24
ABDOMINAL PAIN/PROBLEMS-ALS	23
TOWN OF DURHAM AMBULANCE INC	410
SICK PERSON	68
BREATHING PROBLEMS-ALS	62
FALLS	59
SICK PERSON-ALS	45
CHEST PAIN/CHEST DISCOMFORT-ALS	44
FALLS-ALS	33
EMS MUTUAL AID	28
UNCONSCIOUS/FAINTING-ALS-PD	27
ABDOMINAL PAIN/PROBLEMS-ALS	23
UNKNOWN PROBLEM-ALS	21
HUNTER AREA AMBULANCE	328
BREATHING PROBLEMS-ALS	51
SICK PERSON	39
SICK PERSON-ALS	36
TRAUMATIC INJURIES-HELO-PD	32

FALLS-ALS	32
CHEST PAIN/CHEST DISCOMFORT-ALS	31
TRAUMATIC INJURIES	31
EMS MUTUAL AID	26
FALLS	25
TRAUMATIC INJURIES-ALS	25
TOWN OF WINDHAM AMBULANCE	288
SICK PERSON	44
BREATHING PROBLEMS-ALS	37
CHEST PAIN/CHEST DISCOMFORT-ALS	35
EMS MUTUAL AID	35
SICK PERSON-ALS	31
FALLS	29
FALLS-ALS	21
UNKNOWN PROBLEM-ALS	20
UNCONSCIOUS/FAINTING-ALS-PD	19
TRAUMATIC INJURIES-HELO-PD	17
TOWN OF ASHLAND AMBULANCE SERVICE	221
CHEST PAIN/CHEST DISCOMFORT-ALS	33
BREATHING PROBLEMS-ALS	32
ABDOMINAL PAIN/PROBLEMS-ALS	28
SICK PERSON	26
FALLS	26
SICK PERSON-ALS	19
UNKNOWN PROBLEM-ALS	16
FALLS-ALS	16
EMS MUTUAL AID	14
UNCONSCIOUS/FAINTING-ALS-PD	11
RAVENA RESCUE SQUAD INC.	200
SICK PERSON	38
CHEST PAIN/CHEST DISCOMFORT-ALS	31
BREATHING PROBLEMS-ALS	24
EMS MUTUAL AID	23
SICK PERSON-ALS	22
TRAFFIC/TRANSPORTATION INCIDENT	15
UNCONSCIOUS/FAINTING-ALS-PD	14
FALLS-ALS	12
FALLS	11
UNKNOWN PROBLEM-ALS	10
TOWN OF LEXINGTON FIRE COMPANY	57
CHEST PAIN/CHEST DISCOMFORT-ALS	12
FIRE ALARM	11
FALLS	6

SICK PERSON	5
FIRE STRUCTURE	4
HEMORRHAGE/LACERATIONS-ALS	4
TRAFFIC/TRANSPORT-PINNED-HELO	4
ABDOMINAL PAIN/PROBLEMS-ALS	4
FALLS-ALS	4
ELECTRICAL HAZARD	3
GREENPORT RESCUE	19
SICK PERSON-ALS	6
EMS MUTUAL AID	4
SICK PERSON	3
TRAFFIC/TRANSPORTATION INCIDENT	2
UNKNOWN PROBLEM-ALS	1
TRAUMATIC INJURIES	1
FALLS-ALS	1
BREATHING PROBLEMS-ALS	1
NORTHERN DUTCHESS AMBULANCE	4
EMS MUTUAL AID	3
UNKNOWN PROBLEM-ALS	1
DIAZ AMBULANCE	3
TRAFFIC/TRANSPORTATION INCIDENT	1
UNCONSCIOUS/FAINTING-ALS-PD	1
TRAFFIC/TRANSPORTATION-HELICOPTER	1
Grand Total	6462

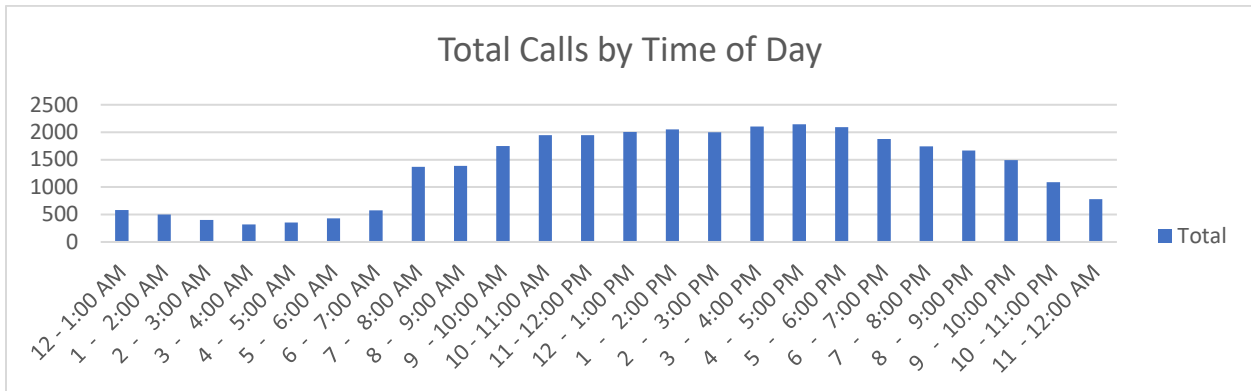
EMS EMD Breakdown by Priority

		Time Analysis by Dispatch Level						
Agency: Greene County 911		Medical						Date Range: 1/1/2023 ... 12/31/2023
	OMEGA	ALPHA	BRAVO	CHARLIE	DELTA	ECHO	TOTALS	
# Cases:	136	2330	1578	1759	2114	100	8017	
% of All Levels:	1.7%	29.1%	19.7%	21.9%	26.4%	1.2%	100.0%	
Avg. time in Case Entry:*	00:00:34	00:00:32	00:00:36	00:00:33	00:00:34	00:00:36	00:00:34	
Between 30 and 59 seconds*	66	900	692	703	831	58	3250	
60 seconds or greater*	10	118	128	114	143	9	522	
Avg. time in Key Questions:*	00:00:47	00:00:41	00:00:36	00:00:55	00:00:52	00:00:32	00:00:46	
Avg. time to queue:*	00:01:21	00:01:13	00:01:13	00:01:17	00:01:01	00:00:45	00:01:11	
<small>Filter: All cases</small>								
<small>* Times are calculated from launch of ProQA</small>								
<small>©2023 Priority Dispatch Corp.</small>		<small>ProQA Reports</small>		<small>Time Analysis by Dispatch Level</small>		<small>3/29/2024</small>		
<small>1 of 1</small>								

OMEGA: Ambulance, No Lights, No Sirens
ALPHA: Ambulance, No Lights, No Sirens
BRAVO: Ambulance, Lights, and Sirens

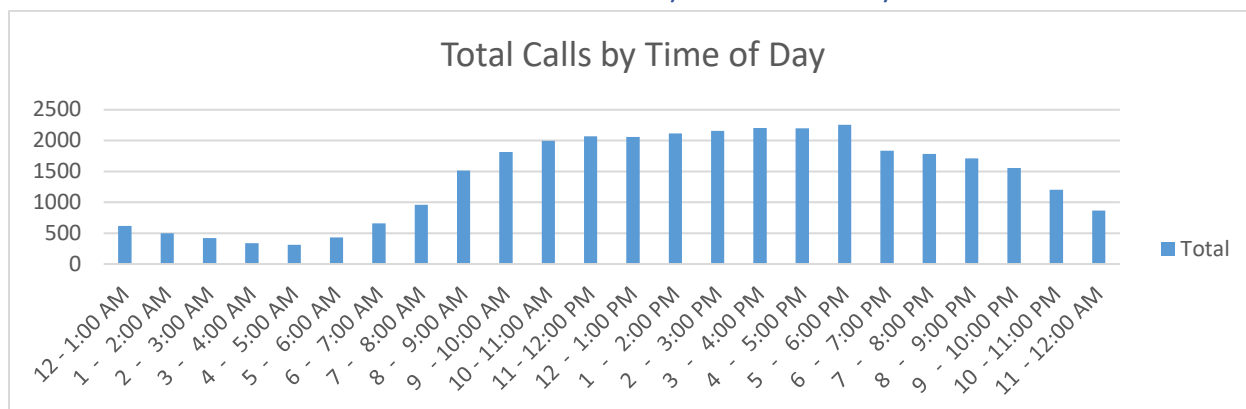
CHARLIE: Ambulance, Lights and Sirens, Medic, No Lights, No Sirens
DELTA: Ambulance, Lights and Sirens, Medic, Lights and Sirens
ECHO: Ambulance, Lights and Sirens, Medic, Lights and Sirens, with Law Enforcement, sometimes Fire Department, depending on jurisdiction

2023 Total Calls by Time of Day



12 - 1:00 AM	584
1 - 2:00 AM	498
2 - 3:00 AM	401
3 - 4:00 AM	317
4 - 5:00 AM	354
5 - 6:00 AM	429
6 - 7:00 AM	576
7 - 8:00 AM	1371
8 - 9:00 AM	1388
9 - 10:00 AM	1750
10 - 11:00 AM	1949
11 - 12:00 PM	1944
12 - 1:00 PM	2005
1 - 2:00 PM	2052
2 - 3:00 PM	2001
3 - 4:00 PM	2103
4 - 5:00 PM	2146
5 - 6:00 PM	2094
6 - 7:00 PM	1874
7 - 8:00 PM	1744
8 - 9:00 PM	1664
9 - 10:00 PM	1494
10 - 11:00 PM	1091
11 - 12:00 AM	778
Grand Total	32607

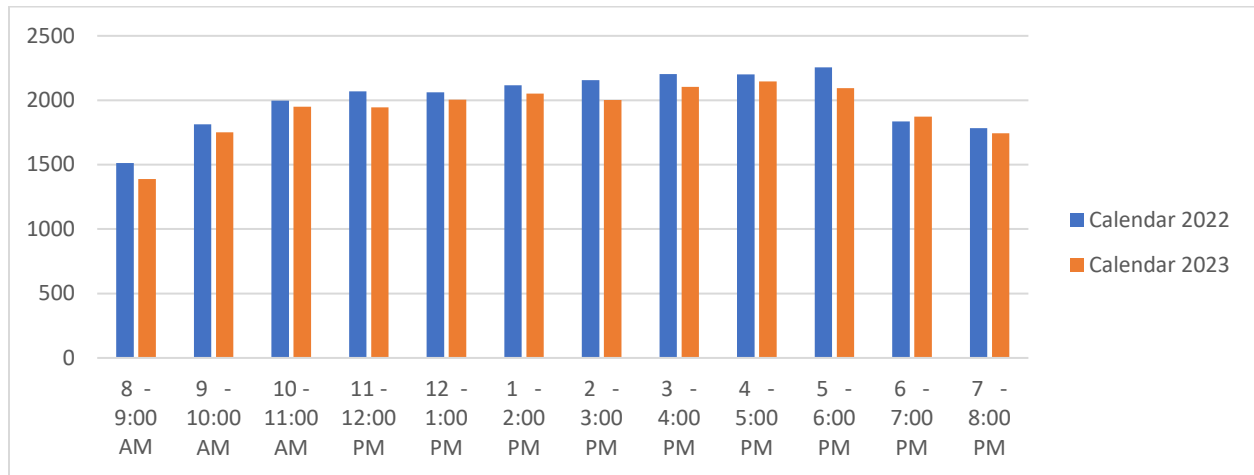
2022 Total Calls by Time of Day



12 - 1:00 AM	617
1 - 2:00 AM	500
2 - 3:00 AM	422
3 - 4:00 AM	340
4 - 5:00 AM	311
5 - 6:00 AM	432
6 - 7:00 AM	660
7 - 8:00 AM	958
8 - 9:00 AM	1514
9 - 10:00 AM	1814
10 - 11:00 AM	1997
11 - 12:00 PM	2068
12 - 1:00 PM	2061
1 - 2:00 PM	2116
2 - 3:00 PM	2157
3 - 4:00 PM	2203
4 - 5:00 PM	2200
5 - 6:00 PM	2256
6 - 7:00 PM	1836
7 - 8:00 PM	1783
8 - 9:00 PM	1711
9 - 10:00 PM	1558
10 - 11:00 PM	1203
11 - 12:00 AM	865
Grand Total	33582

Dispatch Shift Comparison 2022 vs. 2023

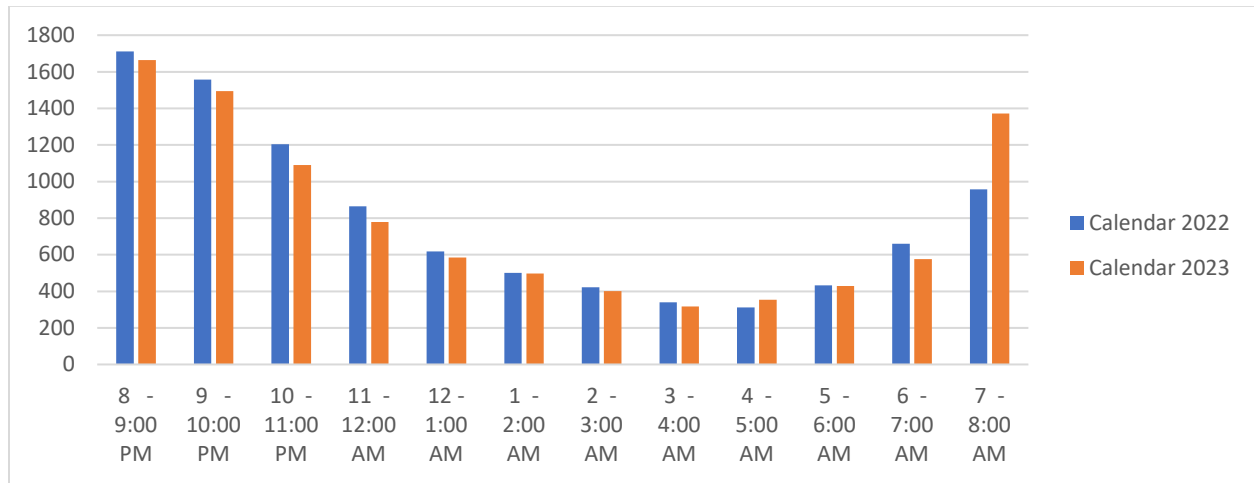
Shift: 8 am-8pm



	2022	2023
8 - 9:00 AM	1514	1388
9 - 10:00 AM	1814	1750
10 - 11:00 AM	1997	1949
11 - 12:00 PM	2068	1944
12 - 1:00 PM	2061	2005
1 - 2:00 PM	2116	2052
2 - 3:00 PM	2157	2001
3 - 4:00 PM	2203	2103
4 - 5:00 PM	2200	2146
5 - 6:00 PM	2256	2094
6 - 7:00 PM	1836	1874
7 - 8:00 PM	1783	1744
Grand Total	24005	23050

Dispatch Shift Comparison 2022 vs. 2023

Shift: 8 pm- 8am



	2021	2022
8 - 9:00 PM	1711	1664
9 - 10:00 PM	1558	1494
10 - 11:00 PM	1203	1091
11 - 12:00 AM	865	778
12 - 1:00 AM	617	584
1 - 2:00 AM	500	498
2 - 3:00 AM	422	401
3 - 4:00 AM	340	317
4 - 5:00 AM	311	354
5 - 6:00 AM	432	429
6 - 7:00 AM	660	576
7 - 8:00 AM	958	1371
Grand Total	9577	9557

Emergency Management

The Emergency Manager is responsible for overseeing and updating all county emergency management plans, conducts emergency management related training for county staff and other key stakeholders, organizes and conducts exercises, oversees emergency management grants, and serves as the county's interoperability coordinator.

Emergency Radio System

In 2023 the Hunter Town Hall tower was completed. This is a 120- foot- tall tower located adjacent to Hunter Town Hall and will provide a critical microwave signal relay point between the Hunter Mountain tower and the Twilight tower. The High Hill and High Rock tower sites received their quinquennial inspection and maintenance with no significant issues identified. Throughout the year we have been engaged in the process of determining the next tower(s) location. The Hunter Mountain and Windham Mountain tower sites received ice protection over the shelters to protect the buildings and associated equipment from damage from ice falling off the tower. The Cairo and Windham tower sites received D.C. Power Plants to better manage power usage, provide longer backup time, and ensure smooth electrical signals are provided to the equipment. A redundant fiber backhaul path was installed between the main PSAP and a key distribution point to reduce single-point failure possibility in the communications system.

Organizational

In 2023 the county EOC was activated to a level 4 on three occasions. In February we supported an extreme-cold event, in March we responded to a winter storm with numerous power outages and in December the county experienced widespread flooding. The emergency services office changed our emergency notification alert provider to Regroup. We provided a command post with a tactical dispatcher in support of a concert at the Point in Catskill.

This year we began the development of a County Animal Response Team (CART) and have a small group of dedicated volunteers actively training to assist the county in times of need. Engagement with the Community Organizations Active in a Disaster (COAD) continued with three meetings. The amateur radio group which supports the county Emergency Services in times of communication disruption, underwent organizational changes. We have met with the new leadership and defined roles and expectations.

The Greene County Emergency Manager was selected to present at the State Emergency Management Association annual conference in February. This presentation focused on the unique way that Greene County is ensuring "plan agreement" across all the various emergency response plans by using the Community Lifelines construct to ensure operational homogeneity.

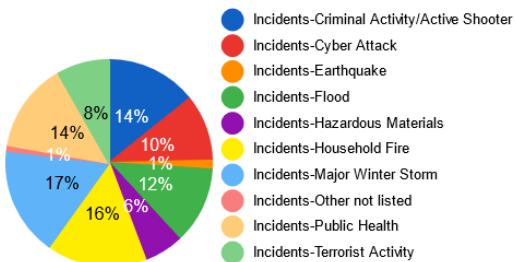


Pictured: Greene County Emergency Manager at 2023 New York State Emergency Management Conference.

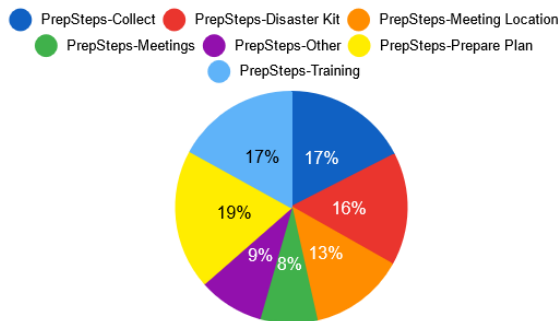
Community Engagement

In 2023 we participated in the Greene County Youth fair where we provided many personal preparedness informational pamphlets to residents. We also encouraged participation in the community survey which helps to drive the county’s preparedness posture. Some of the survey responses are captured here:

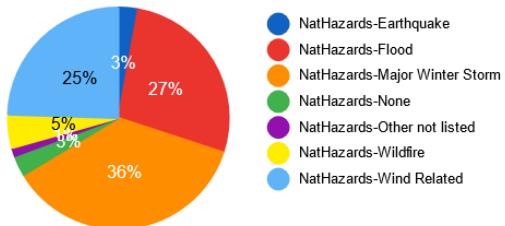
Incidents of Most Concern



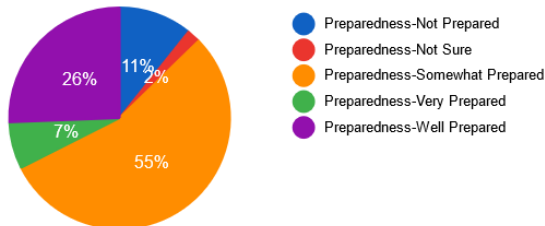
Community Preparedness Steps



Community Natural Hazard Concerns



Community Preparedness Level



Planning

The Comprehensive Emergency Management Plan was re-written and all county departments and outside stakeholders provided input relative to their emergency response roles. This plan was formatted to include the concept of Community Lifelines which is the linking mechanism for all county emergency plans.

The Evacuation Plan was drafted following the same process as the CEMP. This plan is the guidance document for evacuating all or part of the county in response to a natural or man-made event.

The Hazard Mitigation plan rewrite was completed. While the submission to FEMA occurred in late 2022, approval did not come until October of 2023. All jurisdictions, sans Cairo and Halcott, have approved and adopted the plan. The Hazard Mitigation Plan identifies natural hazard vulnerabilities and potential mitigation actions and is the basis of hazard mitigation grant funding.

Exercises

The Emergency Management Office participated in the Health Department's Medical Surge Exercise. This was a regional exercise testing the ability to manage a significant rise in patients following an event. We also developed exercises related to the CEMP and Evacuation plans which will occur in Q1 2024.

2024 Goals:

Plans for 2024 under Communications include expanding the Durham tower site to include Fire, EMS and two Law channels. Expand the communications system to make the fire channel repeated to mirror the other radio channels; install microwave connectivity for two tower groups and install a backup radio system core at the backup center.

Under Emergency Management, in 2024 we plan to finalize the Volunteer and Donation Management Plan and also write the Critical Infrastructure/ Priority Restoration Plan and the Public Information and Warning Plan. Following the completion of the plans, appropriate exercises will be conducted. We will continue to work towards accreditation through all the planning, training and exercise metrics as well as expanding community outreach programs.

Grants

In 2023, the Department of Emergency Services was awarded the following Grants:

- **Public Safety Answering Point PSAP FY23 in the amount of \$143,466.00.**
 - This funding will be utilized to support the personnel costs related to the 911 dispatch staff.
- **State Homeland Security Program SHSP/SLETPP FY2023 in the amount of \$98,160.00.**
 - This grant program is designed to assist state, local, tribal and territorial efforts in preventing, protecting against, mitigating, responding to and recovering from acts of terrorism and other threats. Funding for this grant is provided by the U.S. Department of Homeland Security, Federal Emergency Management Agency (FEMA).
 - Starting in FY2020, the Department of Emergency Services, as a requirement of this funding, now manages the entire Greene County funding allocation, with a minimum of **30%** for the Greene County Sheriff's Office.
 - Projects in this award must include the following: Intelligence and Information Sharing, Enhancing the Protection of Soft Targets/Crowded Places, Combating Domestic Violent Extremism, Community Preparedness and Resilience, Cyber Security and Election Security. To ensure these categories were met, the Department of Emergency Services allocated **36%** to the GCSO for the purchase of mobile data terminals, infrared camera technology the continuing subscription of the Sherriff's App.
- **Statewide Interoperable Communications Grant FY2023 in the amount of \$456,547.00**
 - This grant will be utilized to continue the build out of an upgraded and enhanced interoperable radio system within Greene County. This will include acquisition of and installation of additional radio equipment, antenna systems, backhaul capabilities, security and site monitoring equipment and associated professional consultants. This grant will also be utilized to offset some of the LMR maintenance costs.
- **Technical Rescue & Urban Search and Rescue Grant Program FY2021- *application pending***
 - This competitive grant focuses on the enhancement of Technical Rescue and USAR teams.
 - In FY2018 a Regional Partnership was established with Ulster County for Technical Rescue operations. Equipment was purchased to replace, supplement, or enhance current technical rescue operations.
 - Grant funding under the FY2021 Technical Rescue & USAR Grant Program may be used for certain planning, OFPC-approved training, exercises, and equipment costs allowable under the State Homeland Security Program (SHSP)

Highlights:**SICG FY2020 Expenditures for 2023:**

Spending Category	Total Dollar Amount Spent in 2023	Description
Consultant Services	21,912.60	Funding was utilized for Engineering costs associated with tower sites. This included the Shelter Protection Project, Hunter Tower Site and site review.
Equipment	345,186.14	Funds were utilized to complete the Hunter Town Hall Tower Site, tower crews to do necessary maintenance on three(3) tower sites, and upgrade the network infrastructure.
All Other	80,907.26	This category is utilized to recoup rental costs at the Twilight Park Tower, the shelter lease at Olympus Palace and reimburse backhaul costs at the tower sites.

SICG FY2021 Expenditures for 2023:

Spending Category	Total Dollar Amount Spent in 2023	Description
Consultant Services	7,177.66	Funding was utilized for Engineering costs associated with tower sites. This included the Shelter Protection Project, Hunter Tower Site. Funds remain and will be used in 2024.
Equipment	133,063.18	Funds were utilized to complete the Hunter Town Hall Tower Site in conjunction with SICG FY20 funding, the shelter roof at Hunter was repaired and ice protection barriers applied to mitigate the effects of falling ice, cradlepoints, and redundant backhaul equipment was also purchased.

Consulting Costs Charged to Grants in 2023

Plan Name	Funding Source(s)	Total Dollar Amount Spent in 2023	Description
Comprehensive Emergency Management Plan	EMPG FY2023	6,300.00	This project overlaps multiple years. The project will be finished in 2024.
Hazard Mitigation	HMGP	27,312.50	This funding was used to re-write the county's current hazard mitigation plan. The goal is to identify, reduce, or mitigate future disaster losses to the communities.
Volunteer and Donation Management		6,000.00	This plan started in 2023 and will finish in spring of 2024.

Fire Coordination

About

The Fire Coordinator is responsible for planning and supervising the County-wide program of fire training and mutual aid to cope with fires and other public emergencies requiring the service of firefighters. The Fire Coordinator acts as liaison officer between the firefighting forces of Greene County, the County Fire Advisory Board, the County Legislature, the County Administrator, and the New York State Office of Fire Prevention and Control. This position involves responsibility over fire control and is in no sense in charge of any fire.

Basic Exterior Firefighting Operations:

The steady decline of membership in the fire service is a statewide crisis. Greene County would like to develop future generations of firefighters by gaining high school students' interest and involvement in firefighting operations prior to graduation. With the support of the Greene County Legislature, the Donald R. Kline Technical School (Questar III) in Columbia County will begin offering Basic Exterior Firefighting Operations to students in high school.

The Fire portion of the program is available to juniors and prepares students in Columbia and Greene Counties with training to become paid or volunteer firefighters. Students will receive technical and hands-on training to complete the New York State Basic Exterior Firefighting Operations with Hazardous Material First Responder Operation courses. Students will complete internship hours with local fire departments to gain real-life, hands-on experience.

The EMS program is available to seniors and prepares students for their New York State Emergency Medical Technician certifications. Students will receive technical and hands-on training as first responders in emergency medicine. Students will complete internship hours with local rescue squads, while also participating in a variety of rotations in medical careers at Columbia Memorial Hospital

Stipend Program

In August 2023 New York State Homeland Security and Emergency Services started a new program called *Volunteer Firefighter Stipend Program*. Firefighters must be volunteer firefighters and must be in "good standing" with the authority having jurisdiction.

Qualifying Courses and Stipend Amounts are:

\$750.00

Upon completing Basic Exterior Firefighting Operations with W/HMFRO

\$1250.00

Upon completing SCBA/Interior Firefighting Operations.

\$1000.00

Upon completing Fire Officer I.

\$2,000.00

Upon completing BEFO-SCBA/IFO

Our first BEFO class is completely full since this program was offered to our volunteers

Bullex Propane Car Prop:

In June of 2023 the Greene County Legislature authorized the purchase of a vehicle training prop for live fire training. Traditional fire fighter training involves burning of junk cars which requires acquisition of vehicle from junk yards and many man-hours from the highway department to prepare and transport the vehicles This training prop (as seen below) will bring a level of versatility and realism that cannot be duplicated using conventional firefighting training methods.

Additional electrical work and propane lines needed to be installed at the training facility. This project is slated for completion in early spring 2024. Using this prop and propane will be more efficient and can run many classes per demand.



GREENE COUNTY HAZMAT TEAM:

About:

The Greene County Hazmat Team is a regional hazardous materials response team. They participate in training initiatives with neighboring Columbia County. The purpose of the Regional Hazmat Team is to handle hazardous materials (HazMat) incidents safely and efficiently. This is accomplished by enhancing the implementation of the Emergency Planning and Community Right-to-Know Act of 1986 (EPCRA), and encouraging a comprehensive approach to emergency training and planning by incorporating the unique challenges of responses to transportation situations.

There are currently 12 members of the Greene County HazMat Team. This includes the addition of one new member in 2023.



2023 Training:

The Greene County HazMat conducted a HMEP grant funded multi night training for our Greene-Columbia Regional HazMat Team. The culmination of the training was a 8 hour hands on scenario on May 6. We had a tanker simulator from OFPC the day hands on to assist us with the scenarios.

We had 10 HazMat members in attendance.

Listed below is the date of the training.

Monday March 13, 2023 Columbia County 6 PM

Thursday March 9, 2023 Columbia County 6 PM

Monday April 10, 2023 Greene County 6 PM

Thursday April 13, 2023 Greene County 6 PM

Saturday May 6, 2023 Columbia County All Day Hands on 8 AM



HazMat Team members participated in a NYS run Decontamination Course held at the Columbia County Training Center on October 26, 2023. The team participated in the Greene County Volunteer Firemen's Association parade held in Coxsackie. They also participated in parade of Christmas lights in Catskill, Coxsackie, Cairo and Windham.



2023 Greene County HazMat Team Report

All the necessary calibration and bump tests on all the HazMat Team detectors are completed monthly. The calibration and bump test takes approximately three (3) hours to complete.

Listed below are the HazMat Team detectors:

Manufacture	Model
MSA Altair	5X Bluetooth
MSA	Altair 5X
Honeywell	MultiRAE Pro
Honeywell	ToxiRae
Honeywell	Mini RAE 3000+
SEEK	Thermal Reval
MSA	Evolution 6000+ Thermal Imaging Camera
Ahura Scientific	FirstDefender

Meetings

The following are the HazMat team monthly meetings dates for 2023. All of the meetings are held on the Fourth (4TH) Thursday of the month and start at 18:30 (6:30 PM).

Thursday, January 26, 2023

Thursday, February 23, 2023

Thursday, March 23, 2023

Thursday, April 27, 2023

Thursday, June 27, 2023

Thursday, July 27, 2023

Thursday, August 24, 2023

Thursday, September 28, 2023

The following meeting nights were canceled due to training course and other conflicts
May, October, November, and December.

Incidents

HAZMAT INCIDENT 34 TAHOE RD, Jewett JAN 18, 2023

HAZMAT INCIDENT NYS BERKSHIRE SPUR MP 22.7 WB FEB 22, 2023

HAZMAT INCIDENT 61 ROUTE 296 WINDHAM ALPINE STORE MARCH 04, 2023

HAZMAT INCIDENT HALEON GSK 3169 RT 145 Durham APRIL 14, 2023

HAZMAT INCIDENT 1175 RT 23 ASHLAND MAY 23, 2023

HAZMAT INCIDENT COXSACKIE Save - A - Lot June 11, 2023

HAZMAT INCIDENT COXSACKIE NYS THRUWAY 118.5 NB AUG 23, 2023

HAZMAT INCIDENT COXSACKIE NYS THRUWAY MP 119.8 NB SEPT 22, 2023

HAZMAT INCIDENT COXSACKIE NYS THRUWAY MP 119.8 NB SEPT 22, 2023

Greene County 2023 Fire Training Report:

We had two (2) training meetings with the NYS Office of Fire Prevention and Control and the NYS Fire Instructors assigned to Greene County. The first meeting was on January 4, 2024, and the second was July 19, 2023.

There are currently 7 NYS Fire Instructors assigned to Greene County, five (5) full instructors, two (2) skill instructors

We scheduled nineteen (19) courses. We completed sixteen (16) courses, but we had to cancel three (3) of nineteen (19) due to lack of enrollment.

Results for January 4, 2024, meeting.

Greene County Department of Emergency Services Fire Training Schedule					
2023					
Electric Vehicle Safety for Emergency Responders	February 9,16	18:30	Greene County Fire Training Center	None	June
Firefighter Survival: Self Rescue	March 4,18	Sat 09:00	New Baltimore Firehouse	Firefighter I or equivalent	Marlow
Firefighter Assist and Search Team (FAST)	March 20,22,27 April 1	18:30 Sat 08:00	New Baltimore Firehouse	Firefighter Survival, and Firefighter 1 or equivalent	June
Firefighter II	April 18,20,25,27 May 2,9,11,16,18,20,23,25	18:30 Sat 08:00	Greene County Fire Training Center	Firefighter I or equivalent	June
Basic Passenger Vehicle Rescue	May 8,15,22 June 3	18:30 Sat 08:00	Medway Grapeville	None	Quick
Rescue Technician- Basic	May 16,18,23,25,30 June 1,6,8	18:30	Greene County Fire Training Center	None	Marlow
Apparatus Operator - Emergency Vehicles	June 5,7,12,14,19,24	18:30 Sat 08:00	Coxsackie Hose #3 Firehouse	Valid driver's license	Brockway
Fire Police	July 5,7,10,12,14,15	18:30 Sat 08:00	Greene County Fire Training Center	None	Powell

Results from July 19, 2024, meeting.

Greene County Department of Emergency Services Fire Training Schedule					
2023					
Apparatus Operator - Emergency Vehicles	August 28, 30 September 4, 6 11, 16	18:30 Sat 08:00	Windham Hose Firehouse	Valid driver's license	Brockway
Apparatus Operator -Pump	September 12, 14, 19, 21, 26, 28 October 3, 5	18:00	East Durham Firehouse	Firefighter 1, or BEFO 2016, or BEFO, or SSO, or Basic, or Essentials	June
Hazardous Materials First Responder Operations Annual Refresher Training	September 13	18:00	Windham Hose Firehouse	Hazardous Materials Operations or Firefighter 1	Brockway
Hazardous Materials First Responder Operations Annual Refresher Training	September 28	Sat 08:00	Greene County Fire Training Center	Firefighter 1, or BEFO 2016, or BEFO, or SSO, or Basic, or Essentials	Brockway
NYS Traffic Incident Management System	September 30	Sat 08:00	Greene County Fire Training Center	None	June
Water Supply Operations	October 10, 12, 17, 19, 24, 26, November 2, 4	18:30 Sat 08:00	Windham Hose Firehouse	Firefighter 1, or BEFO 2016, or BEFO, or SSO, or Basic, or Essentials	June
Highway Safety for Emergency Responders	October 28	Sat 08:00	Greene County Fire Training Center	None	June

2023 Fire Training

Course	Course Dates	Original Number Enrolled	Students Who Started Class	Graduated
ELECTRIC VEHICLE SAFETY FOR EMERGENCY RESPONDERS	02/09/2023 - 02/16/2023	42	42	39
FIREFIGHTER CONTAMINATION REDUCTION AND CANCER PREVENTION	05/15/2023 - 05/15/2023	29	28	28
BATTERY EMERGENCIES AND ELECTRICAL STORAGE SYSTEMS	04/12/2023 - 04/12/2023	30	27	27
FIRE POLICE	02/25/2023 - 02/26/2023	19	19	19
HM FIRST RESP OPS ANNUAL REFRESHER	09/13/2023 - 09/13/2023	22	22	19
FIREFIGHTER ASSIST AND SEARCH TEAM (FAST)	04/24/2023 - 05/22/2023	14	14	14
FIRE POLICE	07/05/2023 - 07/15/2023	16	15	13
FFS: SELF RESCUE	03/04/2023 - 03/18/2023	13	12	11
APPARATUS OPERATOR - EMERGENCY VEHICLE OPERATIONS	06/05/2023 - 06/24/2023	11	11	11
HIGHWAY SAFETY FOR EMERGENCY RESPONDERS	10/28/2023 - 10/28/2023	10	10	10
FIREFIGHTER 2	04/18/2023 - 05/25/2023	10	8	7
BASIC PASSENGER VEHICLE RESCUE	05/08/2023 - 06/03/2023	8	7	7
APPARATUS OPERATOR - EMERGENCY VEHICLE OPERATIONS	08/28/2023 - 09/16/2023	7	7	7
TRAFFIC INCIDENT MANAGEMENT SYSTEM	09/30/2023 - 09/30/2023	6	6	6
FIREFIGHTER CONTAMINATION REDUCTION AND CANCER PREVENTION	05/16/2023 - 05/16/2023	4	4	4
DECONTAMINATION	11/15/2023 - 11/15/2023	5	1	1

Cancelled Courses	Course Dates	Original Number Enrolled	Students Who Started Class	Graduated
RESCUE TECHNICIAN - BASIC	05/16/2023 - 06/08/2023	6	0	0
HM FIRST RESP OPS ANNUAL REFRESHER	09/28/2023 - 09/28/2023	3	0	0
WATER SUPPLY OPERATIONS	10/10/2023 - 11/04/2023	6	0	0

EMS Coordination

About:

The EMS coordinator acts as a liaison between the EMS providers and County Officials. The EMS Coordinator responds to emergencies, represents EMS at community and departmental meetings, acts as the NYS DOH liaison for EMS services in Greene County, and maintains knowledge of all local, state and federal laws regarding the regulation of emergency medical services. We strive to ensure all EMS agencies have a full understanding of emergency plans and procedures.

2023 Summary of Activities:

In 2023, EMS agencies in Greene County continued to face some staffing shortages. The Greene County Legislature recognized the need to assist residents who wished to become an EMT but had not taken the course due to cost. With the help of the Legislature students that faced financial hardships were able to take the EMT course, at no cost to them, with the stipulation that they actively serve as an EMT in Greene County for 18 months. By the fall of 2023 a combination of this legislature commitment and a slight restructure of the EMT course within Greene County, there was a significant increase in the number of students enrolled to become new EMT's.

Local hospitals continued to struggle to maintain staffing levels. The EMS Coordinator, along with EMS Administration in the County continued to advocate for decreased wait times and possible solutions. The EMS Coordinators have also continued to work with Hospital Administrative staff in the attempt to improve critical communications between hospital staff and the 911 Center. Implementation of APP based communication and earlier notifications to the Emergency Departments has helped reduce these wait times but they continue to have issues in certain high-volume times.

The EMS Coordinator and deputy worked with the 911 center to plan and trial a System Status Movement plan for the dispatchers to follow. We made modifications and monitored reality-based locations for staging of EMS units when call volumes increased and available units were depleted. This was solidified and training for dispatch staff is scheduled for early 2024. This movement plan will ensure the quickest response times to medical calls when local agencies are unavailable due to prior calls.

The EMS Coordinator worked with multiple agencies in the county to assist in the acquisition process of Mobile CAD equipment. Acting as a liaison between agencies in the field and the 911 Systems Administrator to identify what capabilities each agency has, and what they need to

obtain in order to implement Mobile CAD in their agency. This project is moving forward, and more EMS agencies are working to implement the use of MobileCAD in 2024.

2024 Objectives

- Continue to assist in the development of strategies, plans and procedures to achieve identified objectives and priorities.
- Continue to serve as the EMS point of contact for government officials and organizations, nongovernment and community-based organizations and private industry partners and other stakeholders.
- Work with CAD administrator to ensure “Mobile CAD” usage is adequate for EMS units.
- Work with Greene County CAD Administrator to implement Mutual Aid Plans and Unit relocation points within 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.
- Maintain HAZMAT policy for EMS response.
- Assist in community outreach and education along with other Greene County Departments.
- Work with the Greene County EMS Administrators to ensure adequate EMS units available to the community.