

# 2013 Annual Report



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



Greene County  
Department of Emergency Services  
Cairo, New York 12413

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

**Greene County 9-1-1 Annual Report for 2013**

<u>Incident Types</u>	<u>Total of Calls</u>
• Structure fires	91
• Fire alarms	461
• P.I.A.A. (Personal Injury Auto Accidents)	357
• Medical Alarms	177
• ALS calls (Advanced life support)	3254
• EMS calls (Basic life support)	2961
• Mutual Aid (Fire & EMS)	448
• Brush fires	46
• Chimney fires	26
• CO calls	65
• Gas odors	49
• Haz-mat calls	11
• Pump outs	26
• Service	178
• Smoke investigation	96
• Vehicle fires	65
• Wires (Down/Burning)	121
• Woods fire	7

### Paramount (EMD) Emergency Medical Dispatch

October 8, 2013 Greene County installed a new software program to enhance the medical portion of the job. The new software program replaced the old flip card system that we used for many years. This new software allows the Dispatcher to capture data that we were never able to do with the flip cards. There are a total of 32 protocols that the Dispatcher can pick from within less than 30 seconds of the initial call. The software has been designed to give the Dispatcher the appropriate response determinate after the questions are answered by the caller. With the old system the Dispatcher had to write the information down and match it up on the flip card to get the correct determinate.

Since October 8<sup>th</sup>, I have seen a remarkable change in how EMS calls are handled using this new software. Most of the calls are now better prioritized and more information is captured and disseminated to the responders. This system allows for better resource management for we are not sending too much or too little resources to an incident.

Below are the total calls for service using the Paramount EMD software.

Oct 8 thru Oct 31						
Chief Complaint	Alpha	Bravo	Charlie	Delta	Echo	Total
Abdominal pain	12	0	6	2	0	20
Allergies						0
Animal bites	1	1	0	0	0	2
Assaults						0
Back pain	4					4
Breathing problems	0	0	13	33	0	46
Burns	1					1
Carbon Monoxide						0
Cardiac or Resp. Arrest	0	2			3	5
Chest pain	1	0	16	16	0	33
Choking	1	0	0	0	0	1
Seizures	5	0	3	2	0	10
Diabetic problem	3	0	5	0	0	8
Drowning						0
Electrocution						0
Eye problem						0
Falls	25	17	0	1	0	43
Headache	1	0	2	0	0	3
Heart problems	0	0	5	10	0	15
Heat/Cold exposure	0	1	0	0	0	1
Hemorrhage	4	8	1	5	0	18
Inaccessible incident (non-vehicle)						0
Overdose	0	0	3	0	0	3
Pregnancy	0	0	0	5	0	5
Psy Emerg.	1	10	0	2	0	13
Sick person	33	0	11	2	0	46
Stab/gunshot/penetrating						0
Stroke	0	0	5	0	0	5
Traffic incidents	1	10	0	6	0	17
Traumatic injuries	5	1	0	0	0	6
Uncon./Fainting	3	0	6	11	0	20
Unk problem	0	2	0	1	0	3
<b>Total calls</b>						<b>329</b>

Nov 1 thru Nov 31						
Chief Complaint	Alpha	Bravo	Charlie	Delta	Echo	Total
Abdominal pain	15	0	5	1	0	21
Allergies	1	0	4	0	0	5
Animal bites	1	0	0	0	0	1
Assaults	0	4	0	0	0	4
Back pain	7	0	0	0	0	7
Breathing problems	0	0	14	30	2	46
Burns	1	0	0	0	0	1
Carbon Monoxide	1	0	0	0	0	1
Cardiac or Resp. Arrest	0	1	0	0	3	4
Chest pain	1	0	24	25	0	50
Choking	1	0	0	0	0	1
Seizures	1	0	5	6	0	12
Diabetic problem	3	0	4	2	0	9
Drowning						
Electrocution	0	0	1	0	0	1
Eye problem	1	0	0	0	0	1
Falls	22	17	0	5	0	44
Headache	4	0	4	0	0	8
Heart problems	1	0	1	4	0	6
Heat/Cold exposure						
Hemorrhage	7	12	1	6	0	26
Inaccessible incident (non-vehicle)	1	0	0	0	0	1
Overdose	0	2	3	1	0	6
Pregnancy	0	2	1	0	0	3
Psy Emerg.	3	7	0	1	0	11
Sick person	54	1	22	1	0	78
Stab/gunshot/penetrating	0	1	0	0	0	1
Stroke	0	0	6	0	0	6
Traffic incidents	1	17	0	4	0	22
Traumatic injuries	8	5	0	0	0	13
Uncon./Fainting	3	0	3	7	0	13
Unk problem	0	15	0	4	0	19
<b>Total calls</b>						<b>422</b>

Dec 1 thru Dec 31						
Chief Complaint	Alpha	Bravo	Charlie	Delta	Echo	Total
Abdominal pain	22	0	8	1	0	31
Allergies	3	0	0	0	0	3
Animal bites						
Assaults	1	4	0	0	0	5
Back pain	10	0	0	0	0	10
Breathing problems	0	0	14	73	2	89
Burns						
Carbon Monoxide	1	0	1	0	0	2
Cardiac or Resp. Arrest	0	0	0	1	8	9
Chest pain	0	0	27	26	0	53
Choking	0	0	0	2	0	2
Seizures	3	2	3	6	0	14
Diabetic problem	3	0	3	3	0	9
Drowning						
Electrocution						
Eye problem						
Falls	27	27	0	7	0	61
Headache	0	0	1	0	0	1
Heart problems	0	0	8	4	0	12
Heat/Cold exposure						
Hemorrhage	10	11	1	4	0	26
Inaccessible incident (non-vehicle)						
Overdose	2	3	8	2	0	15
Pregnancy	0	2	0	2	0	4
Psy Emerg.	5	14	0	2	0	21
Sick person	51	1	20	7	0	79
Stab/gunshot/penetrating						
Stroke	0	0	18	0	0	18
Traffic incidents	6	15	0	5	0	26
Traumatic injuries	12	18	0	4	0	34
Uncon./Fainting	6	0	3	26	0	35
Unk problem	0	12	0	4	0	16
<b>Total calls</b>						<b>576</b>

Calls		
2013	911	Admin
January	1942	4260
February	1791	4027
March	1903	4071
April	1864	3910
May	2074	4924
June	2251	5068
July	2577	4835
August	2286	4735
September	2141	4316
October	2336	4066
November	1606	3714
December	1504	2786

<b>TOTAL</b>	<b>25186</b>	<b>50712</b>
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Transfers													
Albany	Cat PD	Columbia	Del	Greene (from CPD)	Dutch	Laline	Renn	Scho	SP Cat	Thruway	Ulster	Manually Dialed	TOTAL
8	31	31	8	60	0	0	0	0	3	104	7	281	533
27	50	28	4	48	0	0	0	0	5	94	3	256	515
15	38	42	5	50	4	0	0	6	2	116	7	259	544
17	30	44	7	51	0	0	2	1	3	112	6	301	574
23	46	47	4	47	0	0	0	3	3	145	9	292	619
16	42	55	6	54	2	5	1	2	4	145	7	303	642
15	53	40	3	65	1	0	0	8	7	214	11	382	799
33	42	68	3	33	0	1	0	3	14	213	12	338	760
15	45	44	4	40	0	0	2	1	5	150	5	220	531
18	51	46	3	42	0	0	0	1	9	130	10	277	587
13	42	46	3	24	0	0	3	0	9	124	4	237	505
11	19	36	6	25	0	0	0	1	8	131	6	205	448
<b>211</b>	<b>489</b>	<b>527</b>	<b>56</b>	<b>539</b>	<b>7</b>	<b>6</b>	<b>8</b>	<b>26</b>	<b>72</b>	<b>1678</b>	<b>87</b>	<b>3351</b>	<b>7057</b>

## Yearly Report

The year 2013 was busy at Greene County 911. The phones at the 911 Center were answered **75,898** times. As you can see above Greene County 911 handled **45,232** calls for service that includes non-dispatched events. Non dispatched events would be landline request for a certain Deputy, Police Office, control burns, generic information, road closures, etc.. The total number of events that were dispatched for Fire, EMS, Law and Rescue was **37,900**.

Over the past year I along with several other Dispatchers have been maintaining our CAD computers as well as our entire computer infrastructure on the 911 floor. These computers are running 24/7/365. It is essential that these computers stay up and running.

Our backup center which is located under the Sheriff's Office is still work in progress. We started at the end of 2012 to brain storm possible ways to make the backup center better. Some of the ideas that have been mentioned are relocating the backup to a more environmental friendly atmosphere or blending with another County. No matter which way we decide on going it is going to be a lot of work and be a costly investment. After evaluating every possibility it has been decided that the backup center will stay at the Sheriff's Office. Building and Grounds and the IT Dept. have been working with Director Farrell and I to make this backup center a reality.

In 2013 the 911 center hired (3) new full timers. We now have a total of 15 FTE's. The center also has (1) P/T (part time) and (3) P/D per-diem employees. The center is manned 24/7 with no less than (2) Dispatchers working a shift. In order to make sure the schedule is filled with at least 3 people on every shift 24 hours a day a total of 15 FTE's are needed.

Over the past year we have also been reviewing the possibility of adding Supervisors to the staff. The Supervisors will be working supervisors and be considered part of the shift. My goal here is to have a Supervisor on every shift. Supervisors will oversee the shift and have specific job tasks to do,

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

An area that I have been watching very closely in the Emergency Communications world is the implementation of the Next Generation 911/NG911 system. NG911 is basically an Internet Protocol (IP) based system that allows for digital information to flow seamlessly from the public through the 911 network and on to the emergency responders. This is to include voice, photos, videos and text messaging. Next generation 911 will enhance the current 911 system to create a faster, more flexible, resilient and scalable system that will allow 911 to keep up with communication technologies.

Plans for the 2014,

- Upgrade the 911 phone system at the main PSAP and backup. Making the phone system geodiverse.
- Enhance the CAD workstations at the main PSAP and backup.
- Purchasing a new CAD server for the backup.



- Continue working on the radio project
- Implement a new (FIRE) radio identifier program to make the dispatch center more efficient as well as making a standard County wide.
- Start to migrate to the NG911 platform in the form of computer hardware, software, standards, policies, protocols and training.
- Continuing education for the Dispatchers.

## **NEW YORK STATE/GREENE COUNTY FIRE TRAINING PROGRAM**

Listed below are the training courses that have been completed during the 2013 calendar year.

<b>Course Name</b>	<b># of Students</b>	<b>Hours</b>
Firefighter survival	20	9
FAST	10	36
Scene Support	15	39
Firefighter II	15	64
Water Operation	19	27
Firefighter One	50	91
SCBA Confidence	10	15
Rescue Tech Basic	26	33
Water Rescue Awareness	27	4
Truck Operations	17	33
Accident Victim Extraction	55	16
Confined Space Awareness	10	16
Introduction of Fire Officer's	10	54
FBAA	15	12
Firefighter I Refresher	10	12
Fire Police	50	24
Mutual Aid Resource	15	6
Aircraft Rescue/Firefighting	10	12
Live Fire Training	15	3
Incident Safety Officer	15	15
App. Operator Emergency	36	18
Electric Car Safety	60	6

Responsibilities/Duties		
Fire Chief	78	3
New York State Thruway Training	35	3

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

During the 2013 calendar year a total of 13,732 volunteer firefighter hours attended training courses listed above.

During the past two years I have been requesting for an additional State Fire Instructor to assist us in our training program for our county firefighters. New York State Homeland Security/Emergency Services did approve and hire one additional State Fire Instructor which now brings us to five instructors. In addition to the instructor position, Greene County has seen an increase in training hours for our county from 700 hours to 1100 hours. With this increase we will be able to offer our first responders more of the necessary training.

During this year I have been asked by the fire service to move some classroom training back out into the fire stations. This was mostly due to the time restraints and cost of gas, etc. to the firefighter. Since we made this change, student enrollment is up for the 2014 calendar year.

We continue to complete quarterly inspections of the training center which includes the Burn Tower, Three Story Wooden Tower, pond operations, hydrant systems and burn pits.

Our goal for the year 2014 will be to continue to offer the necessary training for Greene County fire service.

### **GREENE COUNTY EMERGENCY RADIO NETWORK**

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

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

Over the past year Greene County Emergency Services continued to participate with the Catskill Interoperable Communications Consortium. The counties included in this consortium are Sullivan, Ulster, Delaware, Schoharie and Otsego Counties. We are currently completing and awarding bids during winter 2013 and construction is set to begin in early May 2014 with completion by September 2014.

### **GREENE COUNTY FIRE COORDINATOR**

During this year I have worked and communicated on a weekly basis with the New York State Homeland Security Office of Fire Prevention and Control. I, Deputy Director Ormerod or my Fire Deputies John Wallace, Peter Alberti, George Lackie and Gary Goodrich have visited or contacted our Fire Chiefs within Greene County. We continue to attend Fire Company meetings when requested and County Association meetings to give a report and update from the department. We continue to hold two battalion meetings per year to try to communicate with all first responder agencies.

Fire Deputy Wallace continues to manage the County Hazmat Team. He works hand in hand with the Columbia County Hazmat Team planning exercises, etc. He works with Columbia County as well as completing necessary grants which will bring in the necessary equipment for the team. During 2013 year both Columbia and Greene Hazmat Teams were able to secure turn out gear/ portable radios for team members from a grant. Fire Deputy Wallace responds to mutual aid calls in the Towns of New Baltimore and Coxsackie.

Fire Deputy Alberti communicates all information out to agencies throughout the county which includes training programs, etc. He overlooks the R/V Communications Vehicle making sure it is maintained at all times. He also maintains the Accountability system and is available when requested by first responder for updates in the system. He keeps our website up to dates as well. Fire Deputy Alberti responds to any mutual aid calls in the Towns of Catskill and Athens.

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

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

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

County Fire Coordinators Association of New York State  
New York State Fire Chiefs Conference

Southern New York District Fire Coordinators  
New York State Fire Council Associations  
Greene County Volunteer Firemen's Association  
Greene County Fire Chiefs Association  
Greene County Fire Police Association  
Greene County Fire Advisory Board  
Greene County Fire Investigation Team  
Greene County Hazmat Team  
Greene County EMS (Paramedic System)  
Greene County EMS Council  
Quarterly Meetings for SEMO District II  
New York State Emergency Management Association Meeting  
Red Cross Meeting  
National Weather Bureau Meeting  
Local Emergency Planning Committee Meeting

### **GREENE COUNTY TEAMS**

The Greene County Fire Investigation Team has responded to a total of 13 calls for the year. This team consists of 17 members. Throughout the year they continue to schedule training and conduct quarterly meetings. During this year members have received new turn out gear for their response to calls.

The Greene County Hazmat Team consists of 16 members and has responded to 4 calls for the year. They meet on a monthly basis and conduct drills quite often. Throughout the year they work hand in hand with Columbia County Hazmat Team not only in exercises, but in responding to calls in both jurisdictions. Most of the equipment they receive each year is purchased by grant funding which is offered by New York State Homeland Security. Both Columbia and Greene Counties submit this grant funding together as regional partners. They have been averaging about \$23,000 in grants funding which is spend on equipment such as radios and turnout

gear. During the year I continue to work with both teams to supply to them the necessary equipment/ needs that are being requested.

### **MEMORIAL WALL**

On September 11, 2013 we held our 2nd Annual Memorial Service. This year we honored "Charles Ernst" who was a keeper for the Greene County Sheriff Department in the jail. This incident took place back in 1874. This service was well attended not only by our first responders but by private citizens of the county.

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

### **FIRE DRILLS**

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

### **COUNTY WEB SITE**

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

In 2013 a new county web site was introduced to all departments to use. This has given us the ability to use video, have control/make changes on our department web site on our own. Emergency Services, EMS and Fire

Service agencies use this site on a daily basis for notification of education, training courses available and any new releases.

## **EMERGENCY MANAGEMENT**

The Emergency Management Specialist in 2013 initiated a broader involvement of stakeholders in Emergency Management Planning activities in keeping with federal directives of "Whole Community Approach to Emergency Management." Two large programs were initiated; Web EOC and the Training and Exercise Plan. Both of these programs consumed a significant amount of time and the benefits are becoming apparent.

### **Operational Activities:**

Snowstorm NEMO February 8<sup>th</sup>, 2013  
June 13<sup>th</sup>, 2013 Severe Thunderstorm watch event  
Snowstorm December 14<sup>th</sup> and 15<sup>th</sup>

### **Trainings Conducted:**

Six NIMS courses were held in 2013 targeting county departments, affiliated non-governmental organizations and local responders.

### **Trainings Attended:**

October 19<sup>th</sup>, State OEM training in Poughkeepsie  
October 28<sup>th</sup>, Governor's EM training-Albany  
October 18<sup>th</sup>-19<sup>th</sup>- Hazardous Material Leadership training-Syracuse  
November 18-21- Mandatory Emergency Management Training program- Albany  
Online Trainings-  
    May 2013-"Leadership and Influence- IS00240.a"  
    November 2013 "Fundamentals of Emergency Management-IS00230.c"  
    December 2013 "Emergency Planning-IS00235.b"  
    December 2013 "Mass Care/ Emergency Assistance overview-IS00405"

### **Exercises Conducted:**

Emergency Employee Notification Test- February  
Iroquois Gas Tabletop- March  
Code Red Seminar- June

Web EOC seminar- September  
Halcott Tabletop- October  
County-wide Emergency Notification- October

### **Exercises participated in:**

Community Animal Response Team exercise in Schoharie County.

### **Public Engagements Activities:**

May- Republican Club dinner- spoke about Code Red and other emergency notification systems  
July 25-28- Greene County Youth Fair- engaged many people about preparedness activities as well as emergency notification systems.  
July 30- Program providing information to towns and villages about resources that the county has available for them.  
September- Presentation at a Greenville Town Board meeting about Code Red and other emergency notification systems.

### **Grant work:**

I participated in grant application development for the State Homeland Security Program (SHSP), Emergency Management Performance Grant (EMPG), Local Emergency Preparedness Commission grant (LEPC) and Interoperable Communications Grant (interop). We continue to make progress in the completion of the round 1 funding project which is expected to conclude by September 30, 2014.

### **Projects:**

#### **Web EOC:**

The Web EOC was launched in May with board design and administrator training taking place over the next few months. In September, a large training session was held for many county staff members and partner organizations. Feedback was solicited from participants and changes to the system were made. Boards and processes were refined over the next couple of months and January 1<sup>st</sup>, 2014 the system was operational. Web EOC users trainings began in January 2014. We have 200+ users on the system and response has been positive. The system while quite complex, is very easy for the general user to navigate. Additional trainings will occur in 2014 and the system will be rolled out to local

#### **Training and Exercise Plan:**

In 2013 we conducted our first ever Training and Exercise Planning Workshop where representatives from all stakeholders participated in the development of the 2014-2016 Training and



Exercise Plan (TEP). In 2012 we had developed a TEP, however input on that plan was somewhat limited. The 2013 workshop offered many more viewpoints and a more comprehensive plan was developed. This plan sets the stage for training and exercises in 2014 and beyond.

**Code Red Notification System:**

The Code Red Emergency Notification System remains a critical part of Emergency Management. In 2013 we engaged more of the public in an awareness campaign and conducted two exercises with it. It was used in a live situation for a missing person in Ashland and for three community notifications in Athens.

The October all-call test attempted to reach 20052 numbers however the success rate was only 66%. Following the test, Code Red updated their database and removed numbers that were “dead lines.

**Comprehensive Emergency Management Plan:**

The Comprehensive Emergency Management Plan (CEMP) was reviewed and updated in June. This involved re-reading all parts, engaging all county departments as well as other agencies and revising plans based on input. This is an annual renewal and provides the structure under which the county operates during an emergency.

**Shelter Plan:**

The shelter plan was begun in conjunction with the Red Cross. This is a priority item for 2014.

**Local Emergency Planning Committee:**

I served as Chairman for the LEPC for 2013. We reviewed and updated the CEMP Hazardous Materials annex as well as playing an instrumental part in the development of the TEP. Work began in 2013 on a joint project with Columbia County to identify and categorize hazardous materials locations in order to better protect local responders. I serve as the Greene County LEPC representative to that task force and the project is set to conclude in September of 2014.

**Non-EM duties:**

Conducted PESH/OSHA compliance training for buildings and grounds and highway department personnel.

## 911 STREET ADDRESSING

### 2013 ANNUAL REPORT

As one year ends and another begins I find this department keeping busy updating records and answering numerous phone calls and e-mails from various offices and property owners. The 911 centerline street addressing points my office has been working on the past few years has proven to be quite a challenge. This department along with Ray Ward in the Real Properties Tax Services did over 20,000 address points in a 9 month period of time. It seems I should know the 911 street address of every home in the county. Doing address points involves a lot of cross referencing of records to make sure the 911 address assigned to a parcel is the correct one. E-mailing and calling Towns and Villages to verify numbering takes time and even then there are problems to be solved. There still remain all the shopping plazas, trailer parks and apartment complexes to be geocoded to our mapping. Ray has been doing the maintenance on our streets and address points pushing the information up to the state for the Street Address Mapping (SAM) project. Last I knew Greene County is 1 of 17 counties that have been accepted by the SAM contractor's data builder. I am waiting to hear more about the production schedule of this project.

Nobody kept records of the old fire numbers when Greene County went from the RR1, RD1, and etc. format of addressing to addressing the entire county to city-style 911 addressing. Having these old fire numbers in the Old to New database from years ago would have been a big help with our current 911 street addressing project. This department has spent a lot of time putting SWIS codes (Statewide Information System Code) on the Old to New database. We also have added new map codes and parcel identification numbers for future reference to this file. This is an ongoing project and is being updated every day.

In closing I hope to keep maintaining our current records, add new records and help any department, office or taxpayer in any way I can.

Sincerely,

Rebecca Vermilyea

GC 911 Address Technicians

In closing, as you can see the Greene County Department of Emergency Services is a vital part of operations for the safety and well-being for the residents of the county.

To the Board of Legislators, I personally invite each and every one of you to make an appointment with me to visit our department. After reviewing this 2013 Annual Report if you have any questions, please don't hesitate to call me.

Respectfully yours,

John P. Farrell, Jr.

Director





