
2018 ANNUAL REPORT

GREENE COUNTY EMERGENCY SERVICES

John P. Farrell, Jr.
Director

Emergency Management

Summary:

Operational Activities:

In 2018 we had one level 4 EOC activation for Snowstorm Riley which produced a significant March snowfall. We did not incur significant impairment from the storm however snow removal operations continued through the weekend. The EOC was active for thirty hours assisting with road closure, incident prioritization and information management functions. We also had several level 5 (normal daily staff only) EOC activations. These were in response to flooding due to heavy rains in August and September. No significant issues were associated with these storms.

The Emergency Management office attended regular planning meetings of the ASHER (Active Shooter Hostile Event Response) group. This group is made up of law enforcement, 911, Fire Coordinator, EMS Coordinator, Emergency Manager and the District Attorney's office.

A significant part of 2018 was devoted the radio improvement project. From frequency acquisition to site equipment installation, the Emergency Manager was involved in all aspects of this project which this phase is expected to conclude in 2019.

Trainings participated in:

Participated in the New York State Emergency Management Association annual training in Syracuse. We attended the State's annual Grants Workshop to keep abreast of grant requirement and to learn of new challenges and opportunities as they relate to grants.

Exercises Conducted:

One exercises was conducted in 2018. This was public health based Point of Distribution exercise where Emergency Management provided initial guidance and served as an evaluator for the event.

Exercises participated in:

There were no State or Regional exercises where this office was a participant other than those mentioned above. We did conduct a Comprehensive Emergency Management Plan (CEPA) review in March with all key stakeholders in attendance.

Grant work:

Grants continue to be a major part of the Emergency Services Operation in 2018. This year we have completed the High Hill tower site upgrade. Radio equipment and radio combining equipment was purchased and installed at the tower sites in Greene County and backhaul was hardened. One of our grant programs was tapped to provide cybersecurity enhancements at the county office building.

Projects:

Web EOC:

The Web EOC is used in day to day operations both for a workorder system and for a daily communications vehicle among county staff. There were 716 unique logins in 2018.

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. Our TEP was integrated with that of other counties so we may more easily share resources and reduce redundancy.

Emergency Notification System:

Homeland Security Grant funds are used to support the Emergency Notification System. This system allows the county to send mass notifications to residents through phone, text and email. It is additionally used by a few county departments to send messages to their respective staff and/or client groups.

Comprehensive Emergency Management Plan:

The CEMP was updated and work was done to ensure compliance with laws surrounding Access and Functional Needs. The updated Dam plans were received from the operators and we worked with two dam operators in respect to emergency notification process. These plans have been incorporated in to our Web EOC system.

Local Emergency Planning Committee:

As LEPC Coordinator 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:

The revised Hazard Mitigation plan was adopted by the county and 13 out of 14 municipalities in the county. The only town not passing a resolution adopting this plan was Halcott.

EMS Coordinators Office

In 2018, the office operated with 2 dedicated EMS professionals, an EMS Coordinator and a Deputy Coordinator, 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

Greene County EMS Inc. meetings (as needed)

Emergency Services Coordinator meetings

Greene County Legislative Committee meetings (as needed)

Fire Advisory Board

Hazmat Team

Greene County Police Chiefs meetings.

Tasks during 2018

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

Planning for upcoming year trainings to be offered for all EMS providers.

Review of State and regional MCI plans.

Worked within department for research and planning of future of EMS services.

Responded to several incidents within the county to assist EMS units.

Implemented county Rehab policies.

Assisted in acquiring funding resource for fire department AED acquisition.

Participated in Table Top discussions with local school for Active Shooter scenarios.

Goals for 2019

Continue to work with EMS agencies 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.

Work with Greene County CAD Administrator to implement Mutual Aid Plans.

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.

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.

Assist in planning and training for a Peer support and CISM team to be offered to responders.

Helping schools and large facilities with the "stop the bleed" initiative.



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

Greene County Emergency Services/Bureau of 9-1-1 Annual Report Volume I January 1, 2018 thru October 8, 2018

	<u>2018</u>	<u>2017</u>
• Total number of 911 calls 2018 (full year)	22,884	22,089
• Total number of Admin calls 2018 (full year)	37,746	38,186
• Total Number of phone calls (full year)	60,630	60,275
• Total CFS including non-dispatched (CAD)	34,910 (til 10/8/18)	42,640
• Total CFS that were Dispatched (CAD)	30,363 (til 10/8/18)	37,060
• Calls that were never dispatched (CAD) (i.e. landlines, elderly call ins, etc.)	4,547 (til 10/8/18)	5,580
• Total number of calls for service entered into CAD	65,273 (til 10/8/18)	79,700
➤ EMS (County Depts. only)	10,178 (til 10/8/18)	11,337
➤ Fire (County Depts. only)	2,941 (til 10/8/18)	2,169
➤ Law (GCSO, NYSP, Encon, Town and Village PDs)	15,551 (til 10/8/18)	11,185
➤ Rescue (EMA, Animal Control, Code Enforcement, M/H, P/H, Highway etc.)	1,693 (til 10/8/18)	2,041
• Total 9-1-1 calls transferred	3,658 (til 10/8/18)	3,510
• Abandoned 9-1-1 calls (from CAD)	672 (til 10/8/18)	793
• 9-1-1 hang up calls (from CAD)	571 (til 10/8/18)	695
• 9-1-1 mis-dial (from CAD)	485 (til 10/8/18)	603
• 9-1-1 open lines (from CAD)	1,408 (til 10/8/18)	1,563

2018 CALLS (Full year)				2017 CALLS (Full year)			
	911	ADMIN			911	ADMIN	
January	1980	3160		January	1753	2984	
February	1697	2584		February	1606	2950	
March	1869	3045		March	1674	2943	
April	1520	2684		April	1595	2745	
May	1947	3531		May	1770	3457	
June	2158	3588		June	2017	3495	
July	2245	3597		July	2299	3973	
August	2237	3336		August	2058	3518	
September	1920	3326		September	1838	3067	
October	1793	3200		October	1854	3208	
November	1855	2877		November	1669	2965	
December	1735	2818		December	1956	2881	
Total	22884	37746		Total	22089	38186	

2018 911 Transfers (Full year)

Month	Albany	Cats PD	Columbia	Delaware	Greene (From CPD)	Dutchess	LA Line	Renn.	Scho.	SP Cats	Thruway	Ulster	Total
Jan.	21	38	23	9	33	2	1	0	3	3	98	18	251
Feb.	19	32	51	2	25	4	4	0	1	3	118	7	272
Mar.	32	36	46	9	25	0	3	0	1	6	79	12	252
Apr.	13	48	33	1	32	3	0	1	2	3	106	7	253
May	17	59	66	4	22	2	5	2	0	14	133	10	338
June	23	45	54	10	31	3	2	3	3	8	173	10	366
July	19	48	56	4	29	0	3	7	7	14	152	13	356
Aug.	24	57	60	1	33	7	3	8	4	7	197	9	413
Sept.	26	55	61	2	30	3	0	0	3	5	135	4	328
Oct.	20	52	45	3	27	3	2	0	1	5	98	8	264
Nov.	22	40	52	3	26	2	1	0	3	4	144	8	304
Dec.	19	31	48	4	25	3	5	0	3	0	109	13	261

	255	541	595	52	338	32	29	21	31	72	1542	116	3658
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2017 911 Transfers (Full year)

Month	Albany	Cats PD	Columbia	Delaware	Greene (From CPD)	Dutchess	LA Line	Poison	Renn.	Scho.	SP Cats	Thruway	Ulster	Total
January	16	32	52	5	40	1	0	1	1	0	6	107	3	264
February	15	34	53	8	32	0	1	0	0	0	4	97	3	247
March	20	40	44	3	34	0	1	0	2	3	8	96	12	263
April	18	43	37	1	31	1	0	0	1	1	6	104	9	252
May	17	48	50	5	24	1	0	0	0	0	6	104	9	264
June	11	45	58	4	24	0	0	0	1	0	10	153	6	312
July	20	60	57	6	35	3	2	0	0	4	5	194	14	400
August	25	55	53	1	17	0	0	0	0	2	4	168	11	336
September	25	45	53	2	25	0	1	0	1	2	3	138	8	303
October	17	56	57	4	30	0	0	0	1	6	6	139	6	322
November	24	34	55	4	46	0	0	0	0	4	6	109	8	290
December	18	45	51	2	38	0	0	0	0	0	3	93	7	257
	226	537	620	45	376	6	5	1	7	22	67	1502	96	3510

Staffing Levels beginning in April/2018

- A-lines will have 3 Dispatchers on duty.
- B-lines will have 4 Dispatchers on duty.
- C-lines will have 4 Dispatchers on duty.

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

All Greene County 911 Dispatchers are APCO trained (basic level), EMD certified (Emergency Medical Dispatching), ICS/NIMS trained, CPR/AED certified & E-justice certified. Also, throughout the year every Dispatcher attends continuing education training

When Greene County 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 checking maps for errors.

Greene County 911 Dispatchers are tasked everyday with operating several different radios in several different bandwidths. Greene County's radio system consists of 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 County 911 Dispatchers also answer a phone for (1) township (Windham) within Greene County.

Besides answering the 911 lines and administration lines the 911 Center is also tasked with receiving the after hour phone calls for Public Health, Mental Health, Highway Departments, Department of Social Services, and the Sheriff's Office.

Incident Types

THIS IS NOT ALL OF GREENE COUNTY'S INCIDENT TYPES

<u>Incident Types</u>	2018 (til 10/8/19)	<u>2017</u>
• Structure fires	55	76
• Fire alarms	455	552
• P.I.A.A. (Personal Injury Auto Accidents)	238	290
• Medical Alarms	156	202
• ALS calls (Advanced life support)	2975	3741
• EMS calls (Basic life support)	2422	3019
• Mutual Aid (Fire & EMS)	190	205
• Brush fires	38	58
• Chimney fires	12	18
• CO calls/detectors	66	64
• Gas odors	48	54
• Haz-mat calls	3	4
• Pump outs/Water problems	52	21
• Service calls	166	159
• Smoke investigation	56	82
• Vehicle fires	49	76
• Wires (Down/Burning)	291	191
• Woods fire	8	10

GREENE COUNTY FIRE, EMS, LAW ENFORCEMENT
&
EMERGENCY SERVICES

Greene County Fire Departments calls for 2018, 2017 & 2016

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>	2018 (til 10/8/18)	<u>2017</u>	<u>2016</u>
Ashland	25	40	31
Athens	82	88	84
Catskill	306	308	315
Cairo	137	180	172
Coxsackie (Village & Hose 3)	126	139	136
Lanesville	13	11	15
Earlton	45	52	32
East Durham	51	55	73
East Jewett (includes EMS calls)	33	20	36
Freehold	50	53	61
Greenville	99	108	190
Haines Falls	31	45	44
Hensonville	33	36	23
Hunter	53	78	73
Jewett	29	27	40
Kiskatom	57	60	74
Leeds	108	94	81
Lexington	31	26	67
Medway Grapeville (includes EMS CALLS) 110		144	115
New Baltimore	89	96	125
Oak Hill Durham	48	50	48
Palenville (includes EMS CALLS)	98	147	131
Prattsville	26	38	28
Round top	38	43	45
Tannersville	68	91	83
Windham	109	102	86
West Athens	41	38	50
Tech Rescue Team	7	N/A	N/A
TOTAL	1,943	2,169	2,258

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	Not done
September	No	Not done
December	No	Not done

All call siren test for June, September and December 2018 suspended while radio upgrades are in progress.

Emergency Medical Services

EMS AGENCY	2018 (til 10/8/18)	2017
Catskill Ambulance	2,716	3,480
Coxsackie Ambulance	1,026	1,289
Cairo Ambulance	788	946
Greenville Rescue	397	461
Durham Ambulance	445	502
Hunter Ambulance	455	514
Windham Ambulance	347	451
Ashland Ambulance	191	251
Lexington Ambulance	42	70
Prattville Rescue	54	46
Greene EMS (Medics)	2,471	2,804
Tannersville (First Responders)	329	350
New Baltimore (First Responders)	179	173
Total	11,043	11,337

Air Methods-Life Net of New York

2018 Standbys (til 10/8/18)	2017 Standbys
366	407

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.

Hospital Diversions

Hospital Diversions	2018 (til 10/8/18)	2017
CMH	7	9
AMCH	2	3
St. Peter's Hospital	13	12
Albany Memorial	1	N/A
Total	23	24

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.

Response Configurations for EMS Agencies

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”

Law Enforcement section

	2018 (til 10/8/18)	2017
Greene County Sheriff's Office	6,069	7,482
Athens Police Dept.	353	326
Catskill Police Dept.	708	886
Cairo Police Dept.	1,118	1,379
Coxsackie Police Dept.	648	757
Durham Police Dept.	366	484
Hunter Police Dept.	753	792
Windham Police Dept.	865	1,377
State Police	3,329	3,869
ENCON Police	97	114
ENCON Rangers	54	74
Total	14,360	17,540

	2018 (til 10/8/18)	2017
E-Justice Entries	68	90
Criminal Histories	6	12
Vehicle & Traffic	2,800	3,567
Tow Entries	452	508

Law Enforcement Calls for Service

	2018 (til 10/8/18)	2017
Burglaries	107	125
Assaults	43	128
Domestics	440	981
Domestics with Injuries	10	39
Domestic with Weapons	9	31
Larceny	101	142
Harassment	168	306
Parking Complaints	102	109
Erratic Operations	875	1,161
Disturbance	99	191
Disabled Vehicles	503	607

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

	<u>2018</u> (Full year)	<u>2017</u>
County C&O (Cause & Origin)	16	21
County Hazmat (Dispatched in the CAD)	9	6



C&O Van 66-0



Haz-mat 67-2



Haz-mat 67-1



Fire Coordinators and EMS Coordinator

2018 (til 10/8/18)	92
2017	85

Greene County Public Health, Mental Health & Highway Depts.

	2018 (til 10/8/18)	2017
Greene County Public Health	36	48
Greene County Mental Health	277	266
Greene County DSS	561	834
Highway Departments (State, County, Towns & Villages)	367	425
Utility Companies (Central Hudson & Telephone)	272	244

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

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

Volume II October 8, 2018 thru December 31, 2018

Call Type Breakdown (New CAD System)

TRAFFIC STOP	687
CIVIL	489
MVA PROPERTY DAMAGE	427
911 HANGUP	334
911 OPEN LINE	268
RECKLESS DRIVER	238
BURGLAR ALARM SILENT	230
TRANSPORT	221
FALLS	200
BREATHING PROBLEMS-ALS	191
ANIMAL	185
SICK PERSON	181
ROAD HAZARD	156
INFO	152
SOCIAL SERVICES	144
LANDLINE	143
911 MISDIAL	135
DISABLED VEHICLE	134
DOMESTIC	128
SICK PERSON-ALS	120
VEHICLE LOCKOUT	120
CHEST PAIN/CHEST DISCOMFORT-ALS	114
FIRE ALARM	113
WELFARE CHECK	85
MENTAL HEALTH	83
SUSPICIOUS ACTIVITY	77
HARASSMENT	70
FOLLOWUP	69
UNKNOWN PROBLEM-ALS	61
TRAFFIC/TRANSPORTATION INC	59
PSYCH/ABN BEHV/SUICIDE ATTEM	58
UNCONSCIOUS/FAINTING-ALS	57
MEDICAL ALARM	49
CITIZEN ASSIST	48
HEART PROBLEMS/A.I.C.D.-ALS	48

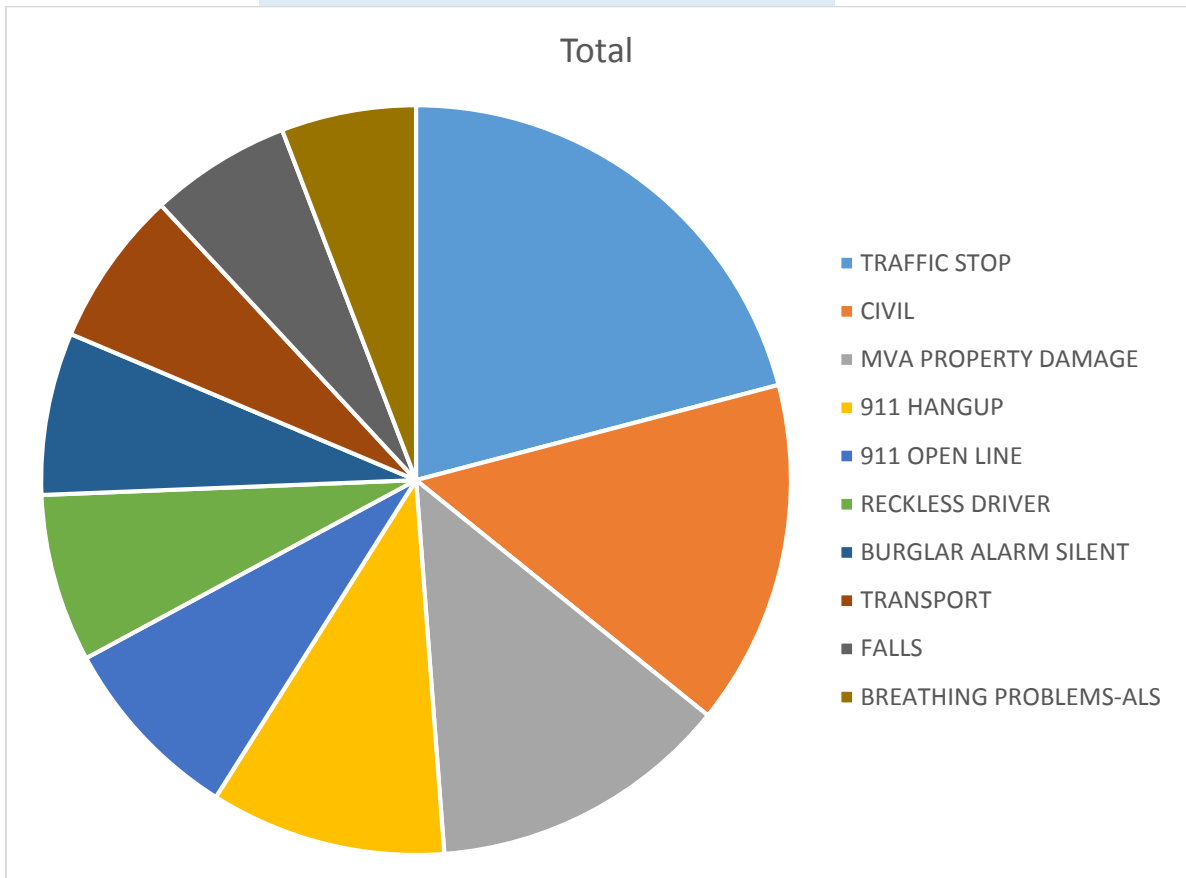
ABDOMINAL PAIN/PROBLEMS	45
WIRES	44
HEMORRHAGE/LACERATIONS	44
TRAUMATIC INJURIES	42
MUTUAL AID	41
SPECIAL DETAIL	40
BURGLAR ALARM AUDIBLE	37
LARCENY	37
DISORDERLY	36
BURGLARY	31
CONVULSIONS/SEIZURES-ALS	30
OVERDOSE/POISONING-ALS	30
ALARM UNKNOWN	29
SUSPICIOUS PERSON	29
ASSIST	27
PARKING	26
GAS LEAK	24
NOISE	24
MVA HIT AND RUN	23
ABDOMINAL PAIN/PROBLEMS-ALS	21
TRESPASS	21
MVA UNKNOWN	21
STROKE/TIA-HELICOPTER	21
CRIMINAL MISCHIEF	21
ASSAULT	20
FALLS-HELICOPTER	20
DIABETIC PROBLEMS-ALS	20
LANLORD TENANT DISPUTE	18
HEMORRHAGE/LACERATIONS-ALS	18
FRAUD	17
FIRE SMOKE	17
CARDIAC/RESP ARREST/DEATH-ECHO	17
FIRE STRUCTURE	16
ATTEMPT TO LOCATE	16
FIRE ALARM - CO	15
STROKE/TIA-ALS	15
WATER PROBLEM	14
WARRANT	14
DRILL	14
BACK PAIN	13
FIRE VEHICLE	13
DIABETIC PROBLEMS	13
INTOXICATED	12
CHOKING-ALS	12

LOST PROPERTY	12
UNKNOWN PROBLEM	11
DRUGS	11
VEHICLE SUSPICIOUS	11
TRAFFIC/TRANSPORTATION-HELICOPTER	11
FIRE APPLIANCE	10
FIRE BRUSH	10
FIGHT	10
CONVULSIONS/SEIZURES	9
ASSAULT/SEXUAL ASSAULT/STUN GUN	9
CHEST PAIN/CHEST DISCOMFORT	9
TRAUMATIC INJURIES-HELICOPTER	9
FIRE UNKNOWN	8
MISSING PERSON	8
PANIC ALARM	8
ALLERGIES/ENVENOMATIONS-ALS	8
OPEN DOOR	8
VEHICLE ABANDONED	8
HEADACHE-ALS	8
UNCONSCIOUS/FAINTING	7
ORDER OF PROTECTION VIOLATION	7
CARDIAC/RESP ARREST/DEATH	6
PSYCH/ABN BEHV/SUICIDE ATTEM-ALS	6
HOSPITAL DIVERSION	6
BACK PAIN-ALS	6
FIRE ELECTRICAL	6
OVERDOSE/POISONING	5
DOMESTIC WITH INJURIES	5
CHOKING	5
HEADACHE	5
PUBLIC HEALTH	5
PREGNANCY/CHILD/MISCA-HELICOPTER	4
SHOOTING	4
TRAUMATIC INJURIES-ALS	4
FIRE CHIMNEY	4
STOLEN PROPERTY	4
DUMPING	4
TRANSFORMER EXPLOSION	4
FOUND PROPERTY	4
PROPERTY CHECK	3
WANTED PERSON	3
VEHICLE STOLEN	3
REPO	3
TRAFFIC/TRANSPORT-PINNED-HELO	3

RUNAWAY	3
ALLERGIES/ENVENOMATIONS	3
ABUSE	3
LANDING ZONE	3
CARDIAC/RESP ARREST/DEATH-ALS	2
INACCESS INCID/OTHER ENTRAP	2
ASSAULT/SEXUAL ASSAULT-HELICOPTR	2
FIRE TRASH	2
FIRE ALARM - WATER FLOW	2
SEARCH AND RESCUE	2
PREGNANCY/CHILD/MISCARRIAGE-ALS	2
ENVIRONMENTAL COMPLAINT	2
ALLERGIES/ENVENOM-HELICOPTER	2
CO/INHALATION/HAZMAT/CBRN	2
ANIMAL BITES/ATTACKS	2
ROBBERY	2
SUBJECT STOPPED	2
BOMB	2
FIRE ALARM - HEAT	2
FIRE ALARM - PULL STATION	2
EYE PROBLEMS/INJURIES	1
DROWNING/NEAR/DIVING/SCUBA-ALS	1
STAB/GUNSHOT/PENETRA TRAUMA	1
BACKUP	1
ABDOMINAL PAIN/PROB-HELICOPTER	1
DOMESTIC WITH WEAPONS	1
HEART PROBLEMS/A.I.C.D.	1
BURNS/EXPLOSION	1
INDECENT	1
BURNS/EXPLOSION-ALS	1
INTERNET CRIMES	1
DRIVING WHILE IMPARED	1
SEX OFFENSE	1
BUILDING LOCKOUT	1
BACK PAIN-HELICOPTER	1
PURSUIT	1
WATER NON EMERGENCY	1
HAZMAT	1
UNCONSCIOUS/FAINTING-ECHO	1
LOST HIKER	1
FIRE MARINE	1
TRAFFIC/TRANSPORTATION INC-ALS	1
Grand Total	7292

Top 10 Call Types

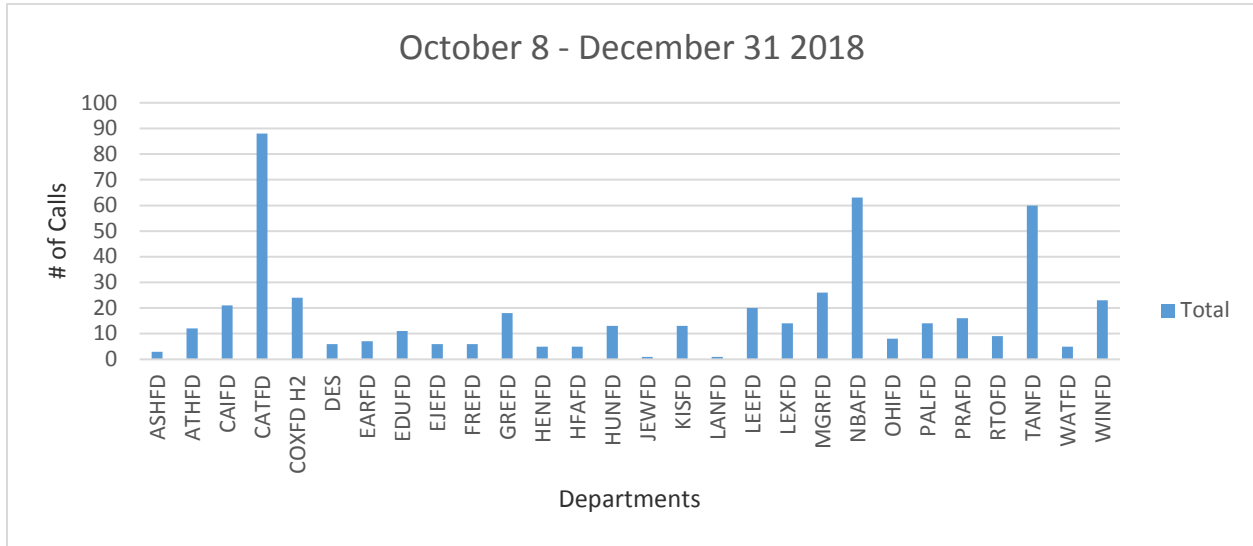
TRAFFIC STOP	20.91%
CIVIL	14.89%
MVA PROPERTY DAMAGE	13.00%
911 HANGUP	10.17%
911 OPEN LINE	8.16%
RECKLESS DRIVER	7.25%
BURGLAR ALARM SILENT	7.00%
TRANSPORT	6.73%
FALLS	6.09%
BREATHING PROBLEMS-ALS	5.81%
Grand Total	100.00%



Total Fire Department Calls

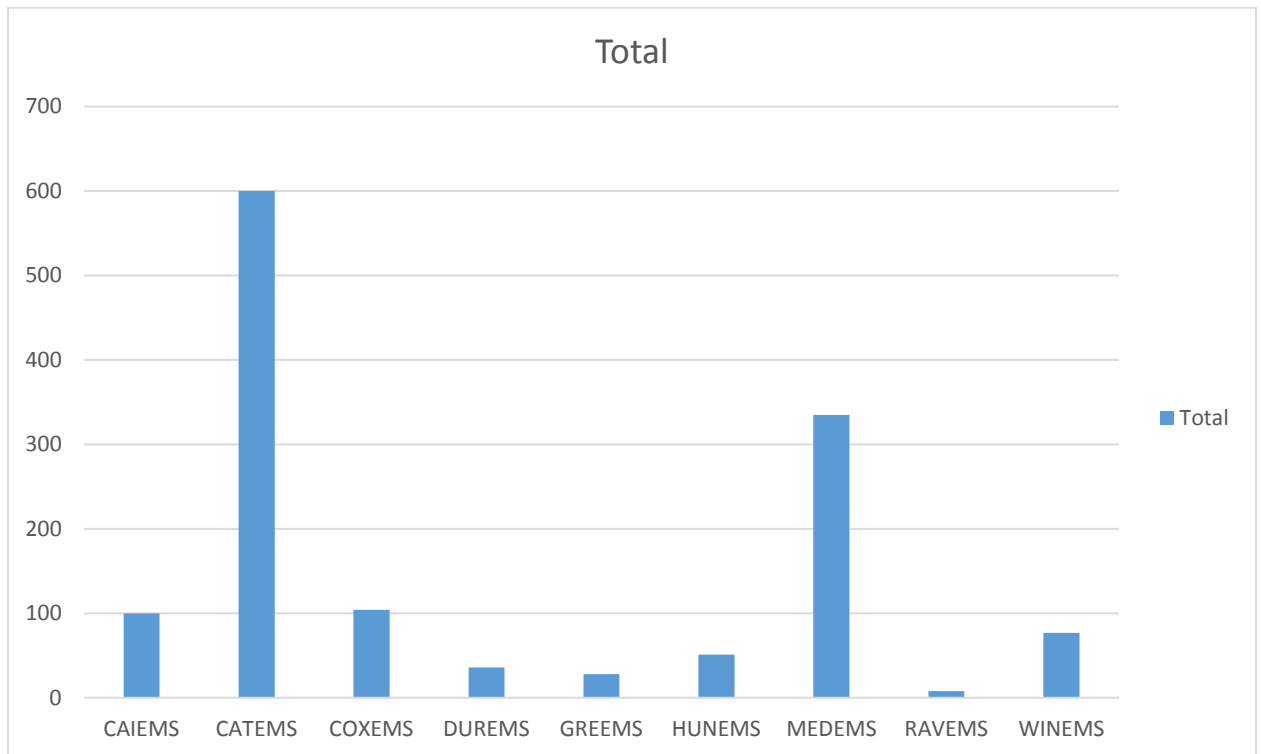
Row Labels	Call Count
ASHLAND	3
ATHENS	12
CAIRO	21
CATSKILL	88
COXSACKIE	24
DEPT. EMERG. SVC.	6
EARLTON	7
EAST DURHAM	11
EAST JEWETT	6
FREEHOLD	6
GREENVILLE	18
HENSONVILLE	5
HAINES FALLS	5
HUNTER	13
JEWETT	1
KISKATOM	13
LANESVILLE	1
LEEDS	20
LEXINGTON	14
MEDWAY	
GRAPEVILLE	26
NEW BALTIMORE	63
OAK HILL DURHAM	8
PALENVILLE	14
PRATTSVILLE	16
ROUNDTOP	9
TANNERSVILLE	60
WEST ATHENS	5
WINDHAM	23
Grand Total	498

Total Fire Department Calls



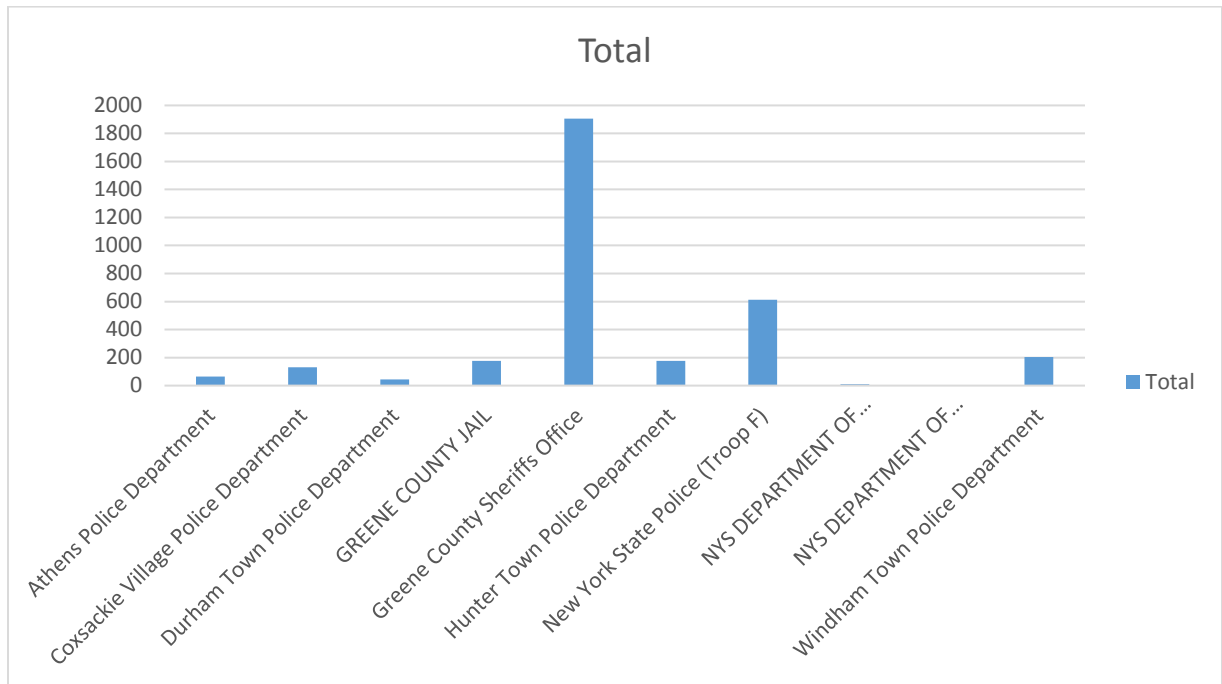
Total EMS Calls

Row Labels	Call Count
CAIRO	100
CATSKILL	600
COXSACKIE	104
DURHAM	36
GREENVILLE	28
HUNTER	51
MEDICS	335
RAVENA	8
WINDHAM	77
Grand Total	1339



Total Law Enforcement Calls

Row Labels	Call Count
Athens Police Department	64
Coxsackie Village Police Department	131
Durham Town Police Department	45
GREENE COUNTY JAIL	177
Greene County Sheriff's Office	1905
Hunter Town Police Department	176
New York State Police (Troop F)	612
NYS DEPARTMENT OF ENVIRONMENTAL CONSERVATION- LAW ENFORCEMENT	9
NYS DEPARTMENT OF ENVIRONMENTAL CONSERVATION-FOREST RANGER	3
Windham Town Police Department	203
Grand Total	3325



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 the year 2018

One of the biggest and most exciting things to happen in 2018 for Emergency Services was the move from one CAD to another. This was a huge undertaking that started in 2017 and went until October 2018 with extensive work being done by many in County Departments and Tyler/New World. The building that was done has made the new CAD system a very robust and very powerful tool. On October 8th, 2018 Greene County Emergency Services went live with the new CAD system. The new CAD system is very customizable, reduces the amount of busy work a Dispatcher has to perform, better call entry ability, unit recommendations and much more. The old CAD system was very cumbersome to operate, did not offer many things that Dispatchers and field responders needed and very outdated and coming to the end of life.

As I had stated in last year's report one of my goals was to streamline the way the Greene County 911 Office operates throughout the course of a day. I believe whole heartedly with the advancements of new technologies that were added to the 911 Center over the last 10 years that my goals have been met. As an active First Responder on my down time I felt that we needed to do business a lot faster than we have in the past from information gathering to dissemination of information to the Responders. Giving a Dispatcher the appropriate tools to do their job should decrease response times for responders and enhance the information gathered by the Dispatcher.

Also, during 2018 Greene County Emergency Services had to tackle relocating the 911 backup center from the Sheriff's Office to the County Office Building. This involved moving all equipment such as servers, phone systems and computer cabinets. Before any moves could be done extensive electrical work had to be completed at the County Office building to include having Verizon install all new 911 trunk lines and Mid-Hudson Cablevision installing new fiber. After everything was completed the backup center now mirrors the main PSAP (Public Safety Answering Point). One of the benefits of having a brand new 911 backup center is that the new location can run simultaneously with the main PSAP or as a standalone 2 position system.

There was one last upgrade that was done during 2018 which enhanced our day to day operations. This enhancement was to our email system in which Emergency Services had been removed from the County email server and moved to a new server that is maintained by an outside vendor. This move made our operations more secure and robust that can now handle the traffic of Emergency Services especially during emergencies.

During 2018 there were major upgrades done to several radio towers and radio equipment to make all radio communications better in the very near future. Motorola had tuned and calibrated every site for VHF high band paging. Since we began this process in 2010 Greene County had brought two brand new communications sites online and rebuilt two other sites. We have installed all new P25 compliant equipment at seven sites, changed our backhaul from copper RT lines to fiber IP based communications. We have also acquired additional frequencies to improved emergency responses as well as create a true interoperable atmosphere for all first responders.

Respectfully Submitted,

John P. Farrell, Jr.
Director of Emergency Services