

# **GREENE COUNTY DEPARTMENT OF EMERGENCY SERVICES**



## **2025 ANNUAL REPORT**

**Prepared By:**

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

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## *Directors Message*

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I am proud to present the Department of Emergency Services Annual Report for 2025. 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 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 Communications Center is the critical link between the public and emergency services across the county—handling every 911 call made from a cell phone, and landlines outside the Village of Catskill. Operating 24/7, the Center is staffed by a dedicated team of full-time, part-time, and per-diem dispatchers. Oversight is provided by the 911 Communications Director, and the Center is located within the Department of Emergency Services.

The Center coordinates emergency communications for 27 Fire Departments, 14 EMS agencies, 9 Police Departments, and three special teams: Greene County Haz-Mat, Greene County Fire Investigation, and the Twin Clove 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.

### Staffing Improvements and Operational Readiness

Addressing staffing levels remained a primary goal in 2025. During the year, the Communications Center hired three new full-time dispatchers, with one of those employees beginning employment on January 2, 2026 as part of the same hiring effort.

Current staffing includes:

- 16 Full-Time Dispatchers
- 2 Part-Time Dispatchers

Once the final two dispatchers complete their on-the-job training (OJT), this staffing level will allow the Center to consistently schedule four dispatchers on duty 24 hours a day, 365 days a year, strengthening operational resiliency, improving call-handling capacity, and reducing reliance on overtime coverage.

The Center lost its per-diem dispatcher position during 2025; however, the Chief Dispatcher, while primarily assigned to QA/QI responsibilities, maintains full dispatcher credentials and supplements floor staffing when operationally necessary.

Senior Dispatchers were assigned expanded responsibilities assisting with:

- CAD database updates and maintenance
- 911 phone system data management

### **Community Outreach and Public Information**

In 2025, the Communications Center launched an official Greene County 911 Facebook page, managed by the Senior Dispatchers, to enhance public communication and transparency.

The page provides:

- Public safety messaging and alerts
- Education on proper 911 usage
- Weather and incident-related updates
- Insight into the role of emergency communications professionals

### **Implementation of New York State PSAP Minimum Standards**

In February 2025, the New York State Interoperable and Emergency Communications Board implemented statewide Public Safety Answering Point (PSAP) Minimum Standards under Title 21, Chapter LX, Part 5200 of NYCRR to enhance reliability and consistency among emergency communications centers.

Greene County 911's existing operational model, training practices, and supervisory structure closely aligned with these standards, allowing the Center to transition into the State framework without disruption to service.

As part of the statewide transition to this model, Greene County and the Village of Catskill worked collaboratively to designate Greene County 911 as the Primary PSAP for the entire county, ensuring compliance with the new requirements while maintaining efficient service delivery.

In December 2025, Greene County 911 officially assumed Primary PSAP responsibilities for the Village of Catskill.

Under this structure:

- Greene County 911 now answers all 911 calls throughout Greene County.
- Catskill Police Department transitioned to the role of designated Backup PSAP.

- Greene County 911 processes incoming calls and transfers appropriate law enforcement incidents to Catskill PD for dispatch.

This coordinated approach aligns Greene County with New York State's PSAP framework while preserving strong operational partnership with the Catskill Police Department.

### **Regional Dispatch Realignment with New York State Police**

In October 2025, New York State Police Troop F consolidated communications operations, with SP Middletown assuming dispatch responsibilities previously handled by SP Catskill.

As a result, Greene County updated its overflow contingency plan:

- Catskill Police Department became the Primary Call Overflow PSAP
- SP Catskill was removed from the overflow rotation
- Columbia County 911 was added as the Tertiary Overflow PSAP

These changes strengthened regional interoperability and ensured continued redundancy during high call volume or emergency conditions.

### **911 Center Facility Modernization**

In August 2025, the Communications Center completed a comprehensive renovation of the primary dispatch floor, the first major update since the facility was constructed more than 20 years ago.

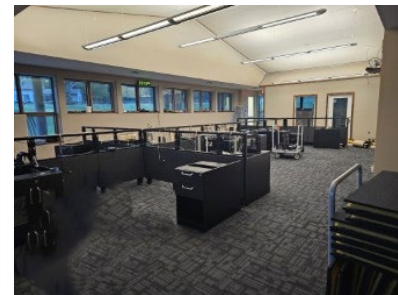
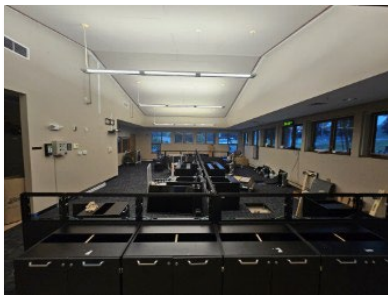
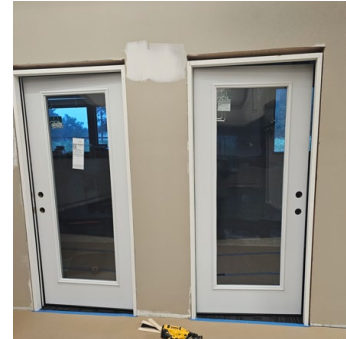
The project included:

- Installation of new dispatch console furniture
- Replacement of carpeting and lighting
- Reconfiguration of workspace layout
- Construction of a dedicated QA/QI office for the Chief Dispatcher
- Creation of an additional office to support future operational expansion



*Photo from 2013*

### **Photos taken during construction phase 2025**



The upgraded consoles are ergonomically designed, ADA-compliant, provide improved acoustic management, and include antimicrobial touch surfaces to promote a healthier work environment.

The redesign also increased operational terminals from five to six, expanding the Center's ability to staff additional positions during major incidents or peak workload periods.

### **Quality Improvement and Quality Assurance Program**

In 2025, we completed a full year with the Chief Dispatcher serving as our Quality Improvement and Quality Assurance (QI/QA) Coordinator.

The purpose of the QI/QA Program is to maintain a consistently high standard of service within our Emergency Communications Center, ensuring every caller receives dependable, professional, and compassionate assistance. The program follows a structured quality assurance framework aligned with International Academies of Emergency Dispatch (IAED) standards, as well as applicable best practices and guidelines established by the Association of Public-Safety Communications Officials (APCO) and the National Emergency Number Association (NENA).

In accordance with Priority Dispatch ED-Q performance standards, the primary purpose of the Emergency Dispatch QA Specialist is to objectively measure system performance through consistent, random case reviews. The Chief Dispatcher conducts case evaluations and performance assessments using calls that are randomly selected through the internal Priority Dispatch system. Calls are not selected by the reviewer, ensuring objectivity and integrity in the review process.

Additional calls may be submitted for review by staff members, management, or outside agencies. These requests are forwarded to the Director and Chief Dispatcher for evaluation.

Case evaluations are designed to recognize dispatcher efforts, strengths, and deficiencies. This process supports professional development, reinforces protocol compliance, and promotes continuous improvement—ensuring the highest level of service to our community.

#### **Brief Summary of Compliance Levels:**

- **High Compliance** – The entire call was taken, processed, and dispatched with 100% accuracy.
- **Compliant** – Minor deviations occurred during call processing.
- **Partial Compliance** – Multiple minor deviations accumulated during the call
- **Low Compliance** – Notable deviations from established call-processing protocols occurred.
- **Non-Compliant** – Major or cumulative deviations occurred throughout the call-processing procedure.

#### **There were a total of 1144 calls reviewed in 2025**

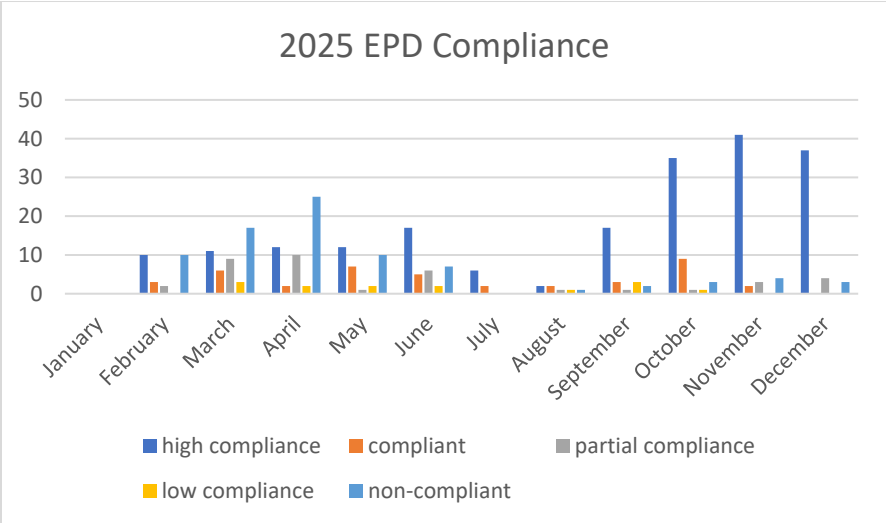
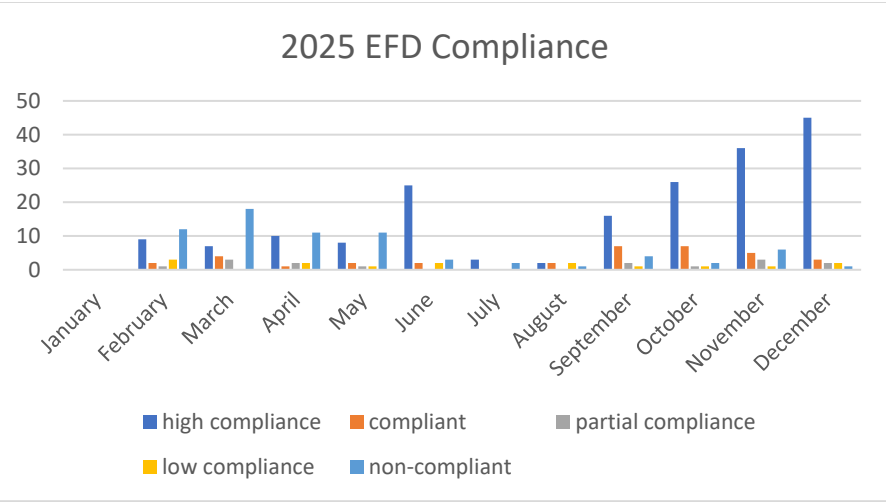
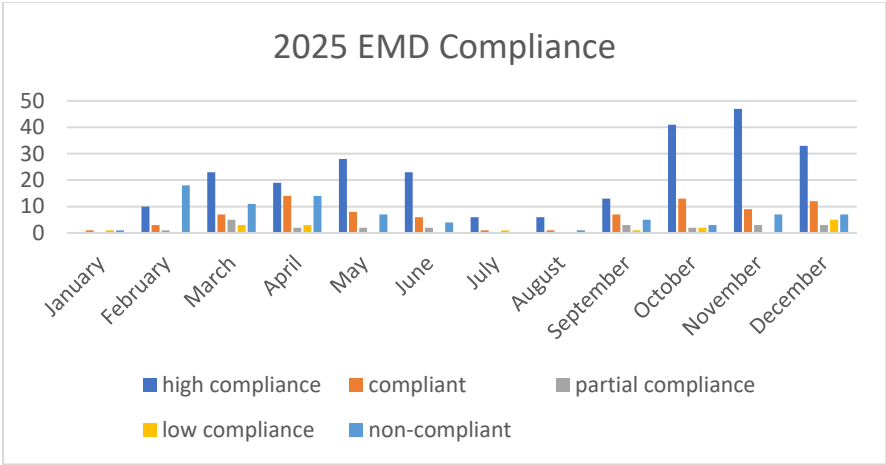
55.59% exhibited High Compliance

13.81% exhibited Compliance

6.64% exhibited Partial Compliance

3.76% exhibited Low Compliance

20.19% were non-compliant



### 2026 Goals for the Quality Improvement and Quality Assurance Program

- Continued coaching
- Continued training
- Policy updates
- Performance improvement plans to continue the trend of higher percentage of compliance.

### Looking Ahead to 2026 911 Center

#### Priorities for 2026 include:

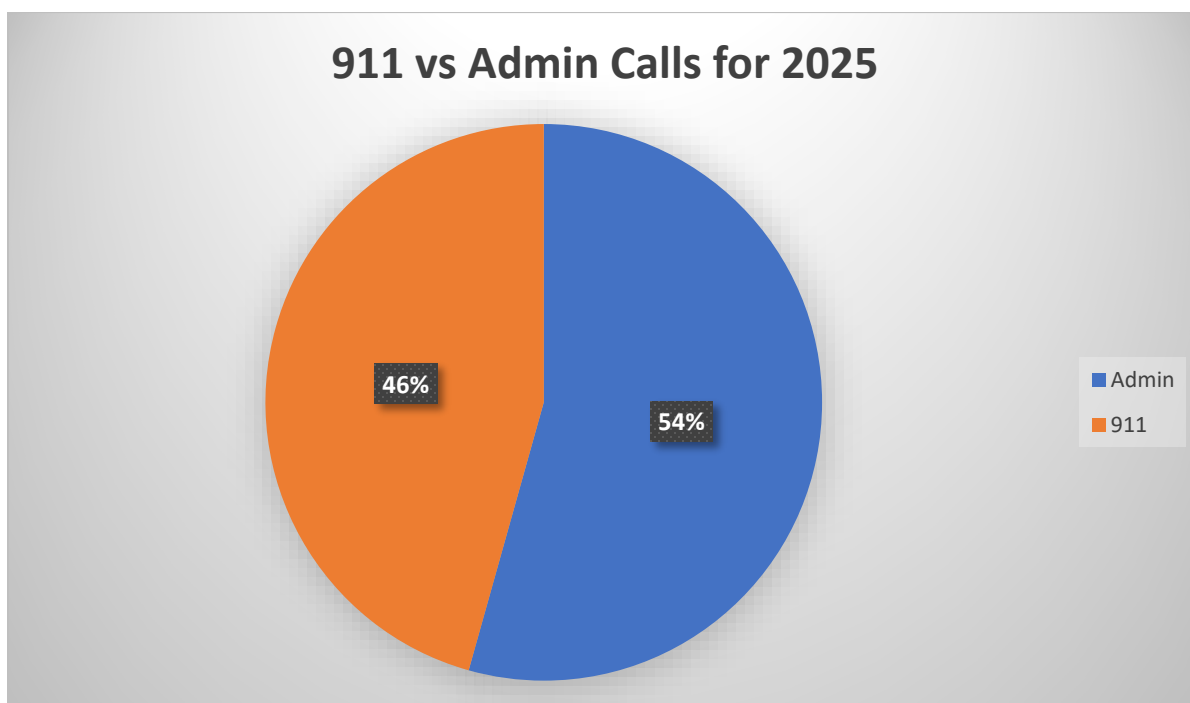
- Continued development and training of newly hired dispatch personnel
- Maintaining consistent four-person shift coverage
- Ongoing system maintenance and operational readiness
- Strengthening regional partnerships and interoperability
- Expanding community engagement and public education efforts

The Greene County 911 Communications Center remains committed to delivering prompt, professional, and reliable emergency communications services to the residents and visitors of Greene County.

# 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 2024: 26,531**

**Total 911 Calls for 2024: 21,607**

**Total Admin Calls for 2025: 26,498**

**Total 911 Calls for 2025: 22,257**

### 2025 911 Transfer Call to Other PSAPs

| Month     | Ulster | Columbia | Albany | Rensselaer | Schoharie | Delaware | Language Line | Poison Control | ChemTec | Thruway | Dutchess | SP Cats | Cats PD | Total |
|-----------|--------|----------|--------|------------|-----------|----------|---------------|----------------|---------|---------|----------|---------|---------|-------|
| January   | 4      | 22       | 7      | 1          |           | 1        | 7             |                |         | 101     |          | 1       | 73      | 217   |
| February  | 7      | 17       | 4      | 4          |           |          | 3             |                |         | 102     | 1        | 5       | 42      | 185   |
| March     | 13     | 25       | 14     |            | 3         | 1        | 2             | 1              |         | 121     | 5        | 1       | 80      | 266   |
| April     | 5      | 24       | 10     | 1          |           | 1        | 9             |                |         | 93      |          | 1       | 70      | 214   |
| May       | 6      | 26       | 13     |            | 1         | 1        | 5             | 1              |         | 144     |          | 2       | 87      | 286   |
| June      | 10     | 34       | 10     |            | 2         | 1        | 6             |                |         | 158     |          | 2       | 126     | 349   |
| July      | 9      | 16       | 10     |            |           | 2        | 2             |                |         | 192     | 1        | 2       | 111     | 345   |
| August    | 12     | 17       | 10     | 1          |           | 1        | 6             |                |         | 161     |          | 4       | 88      | 300   |
| September | 7      | 12       | 6      | 1          |           | 3        | 3             |                |         | 110     |          | 5       | 89      | 236   |
| October   | 3      | 25       | 5      | 2          | 3         |          | 6             |                |         | 115     | 2        |         | 106     | 267   |
| November  | 6      | 14       | 8      | 1          | 1         | 1        | 3             |                |         | 116     |          |         | 94      | 244   |
| December  | 9      | 12       | 4      | 3          | 1         | 3        | 1             |                |         | 113     | 1        |         | 89      | 236   |
| Total     | 91     | 244      | 101    | 14         | 11        | 15       | 53            | 2              | 0       | 1526    | 10       | 23      | 1055    | 3145  |

A PSAP= Public Service Answering Point

## 2025 Breakdown of CAD Events

| Call Type                       | Calendar 2024 | Calendar 2025 | Difference<br>+/- |
|---------------------------------|---------------|---------------|-------------------|
| TRAFFIC STOP                    | 5661          | 7789          | 2128              |
| 911 OPEN LINE                   | 1141          | 1191          | 50                |
| 911 HANGUP                      | 1072          | 982           | -90               |
| FOLLOWUP                        | 799           | 998           | 199               |
| SICK PERSON                     | 861           | 911           | 50                |
| CIVIL                           | 1156          | 534           | -622              |
| BREATHING PROBLEMS-ALS          | 825           | 826           | 1                 |
| LANDLINE                        | 729           | 896           | 167               |
| SICK PERSON-ALS                 | 759           | 799           | 40                |
| 911 MISDIAL                     | 815           | 714           | -101              |
| TRANSPORT                       | 713           | 689           | -24               |
| FALLS                           | 618           | 671           | 53                |
| SOCIAL SERVICES                 | 576           | 639           | 63                |
| ROAD HAZARD-1                   | 497           | 613           | 116               |
| EMS MUTUAL AID                  | 422           | 685           | 263               |
| CHEST PAIN/CHEST DISCOMFORT-ALS | 534           | 502           | -32               |
| FALLS-ALS                       | 448           | 431           | -17               |
| UNCONSCIOUS/FAINTING-ALS-PD     | 411           | 420           | 9                 |
| CITIZEN ASSIST                  | 545           | 256           | -289              |
| UNKNOWN PROBLEM-ALS             | 309           | 397           | 88                |
| MENTAL HEALTH                   | 230           | 324           | 94                |
| INFO                            | 241           | 284           | 43                |
| ABDOMINAL PAIN/PROBLEMS-ALS     | 262           | 241           | -21               |
| HEART PROBLEMS/A.I.C.D.-ALS     | 225           | 235           | 10                |
| MVA PROPERTY DAMAGE             | 445           | 1             | -444              |
| VEHICLE DISABLED                | 260           | 169           | -91               |
| CONVULSIONS/SEIZURES-ALS        | 208           | 191           | -17               |
| HEMORRHAGE/LACERATIONS-ALS      | 177           | 198           | 21                |
| RECKLESS DRIVER                 | 336           |               | -336              |
| TRAFFIC/TRANSPORTATION INC      | 152           | 151           | -1                |
| OVERDOSE/POISONING-ALS-PD       | 133           | 166           | 33                |
| WELFARE CHECK                   | 251           | 6             | -245              |
| PSYCH/ABN BEHV/SUICIDE ATT-PD   | 126           | 115           | -11               |
| BURGLAR ALARM AUDIBLE           | 236           |               | -236              |
| FIRE ALARM                      | 209           |               | -209              |
| DOMESTIC                        | 194           |               | -194              |
| PSYCH/ABN BEHV/SUICIDE -ALS-PD  | 100           | 90            | -10               |
| TRAUMATIC INJURIES              | 103           | 86            | -17               |

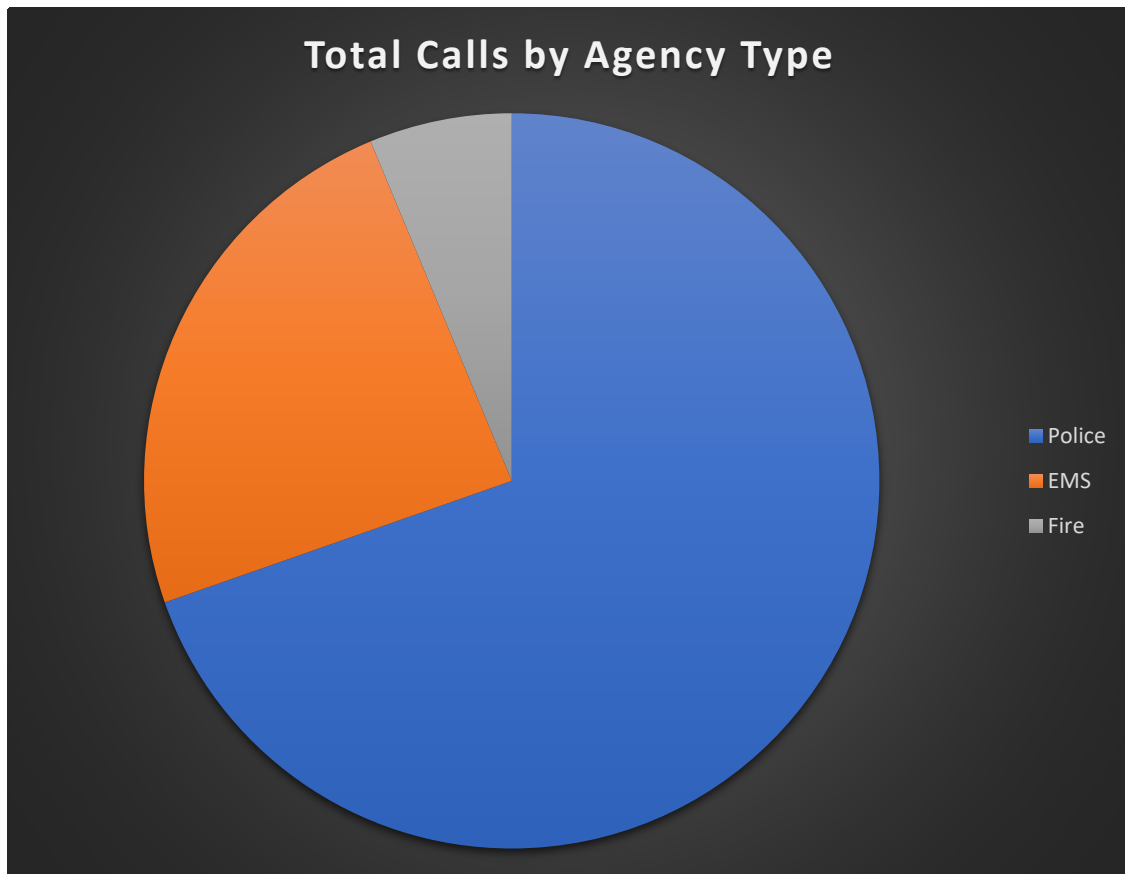
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|-----------------------------------|-----|-----|------|
| BACK PAIN-ALS                     | 94  | 85  | -9   |
| STROKE/TIA-ALS                    | 23  | 151 | 128  |
| TRAUMATIC INJURIES-ALS            | 80  | 84  | 4    |
| HEMORRHAGE/LACERATIONS-ALS-PD     | 81  | 81  | 0    |
| FALLS-HELICOPTER                  | 122 | 33  | -89  |
| FIRE MUTUAL AID                   | 76  | 70  | -6   |
| CARDIAC/RESP ARR/DEATH-ECHO-PD    | 75  | 71  | -4   |
| STROKE/TIA-HELICOPTER             | 143 |     | -143 |
| HOSPITAL DIVERSION                | 77  | 61  | -16  |
| ASSAULT/SEXUAL ASSAULT/STUN GUN   | 67  | 65  | -2   |
| ALLERGIES/ENVENOMATIONS-ALS       | 54  | 73  | 19   |
| VEHICLE LOCKOUT                   | 123 | 1   | -122 |
| FALLS-ALS-PD                      | 14  | 109 | 95   |
| DIABETIC PROBLEMS-ALS             | 73  | 49  | -24  |
| ATTEMPT TO LOCATE                 | 57  | 65  | 8    |
| HEMORRHAGE/LACERATIONS            | 71  | 50  | -21  |
| 911 TEST CALL                     | 48  | 67  | 19   |
| TRAFFIC/TRANSPORTATION-HELICOPTER | 57  | 56  | -1   |
| ANIMAL (Domestic)                 | 109 | 1   | -108 |
| TRAFFIC/TRANSPORTATION INC-ALS    | 56  | 53  | -3   |
| MEDICAL ALARM                     | 108 |     | -108 |
| SPECIAL DETAIL                    | 62  | 44  | -18  |
| HARASSMENT                        | 100 | 1   | -99  |
| PUBLIC HEALTH                     | 41  | 53  | 12   |
| CARDIAC/RESP ARREST/DEATH-ALS-PD  | 52  | 37  | -15  |
| WARRANT                           | 33  | 53  | 20   |
| WIRES                             | 84  |     | -84  |
| DIABETIC PROBLEMS                 | 41  | 42  | 1    |
| BURGLAR ALARM SILENT              | 77  |     | -77  |
| ALLERGIES/ENVENOMATIONS           | 34  | 39  | 5    |
| SUSPICIOUS ACTIVITY               | 69  | 1   | -68  |
| PARKING                           | 61  | 7   | -54  |
| TRAUMATIC INJURIES-HELO-PD        | 42  | 24  | -18  |
| DRILL                             | 32  | 31  | -1   |
| ANIMAL (Wildlife)                 | 62  |     | -62  |
| TRESPASS                          | 57  | 1   | -56  |
| HEADACHE-ALS                      | 22  | 33  | 11   |
| PROPERTY CHECK                    | 24  | 27  | 3    |
| DISORDERLY                        | 48  |     | -48  |
| ABDOMINAL PAIN/PROB-HELICOPTER    | 25  | 22  | -3   |
| LARCENY                           | 47  |     | -47  |
| BURGLARY-1                        | 25  | 20  | -5   |
| MVA HIT AND RUN                   | 44  |     | -44  |

|                                  |    |    |     |
|----------------------------------|----|----|-----|
| FRAUD                            | 43 |    | -43 |
| GAS LEAK                         | 42 |    | -42 |
| PREGNANCY/CHILD/MISCARRIAGE-ALS  | 12 | 30 | 18  |
| TRAFFIC/TRANSPORT-PINNED-HELO    | 21 | 21 | 0   |
| FIRE STRUCTURE                   | 41 |    | -41 |
| ASSIST                           | 31 | 8  | -23 |
| HEADACHE                         | 12 | 24 | 12  |
| FIRE ALARM - CO                  | 34 |    | -34 |
| SUSPICIOUS PERSON                | 33 |    | -33 |
| ELECTRICAL HAZARD                | 32 |    | -32 |
| EYE PROBLEMS/INJURIES            | 17 | 13 | -4  |
| POLICE MUTUAL AID                | 10 | 20 | 10  |
| LANLORD TENANT DISPUTE           | 29 |    | -29 |
| VEHICLE SUSPICIOUS               | 27 | 1  | -26 |
| INTOXICATED                      | 22 |    | -22 |
| ASSAULT/SEXUAL ASSAULT/STUN-ALS  | 5  | 17 | 12  |
| DIABETIC PROBLEMS-ALS-PD         | 16 | 5  | -11 |
| CRIMINAL MISCHIEF                | 21 |    | -21 |
| CHOKING-PD                       | 6  | 15 | 9   |
| NOISE                            | 21 |    | -21 |
| ORDER OF PROTECTION VIOLATION-1  | 11 | 10 | -1  |
| FIRE VEHICLE                     | 21 |    | -21 |
| CO/INHALATION/HAZMAT/CBRN-ALS    | 6  | 13 | 7   |
| WATER PROBLEM (Pump Out)         | 19 |    | -19 |
| ASSAULT                          | 18 | 1  | -17 |
| PANIC ALARM                      | 18 |    | -18 |
| CHOKING-ALS-PD                   | 9  | 9  | 0   |
| FIGHT                            | 18 |    | -18 |
| FIRE BRUSH                       | 17 |    | -17 |
| HEAT/COLD EXPOSURE-ALS           | 8  | 9  | 1   |
| BACK PAIN-HELICOPTER             | 9  | 7  | -2  |
| 911 ABANDONED -- TEXT            | 7  | 9  | 2   |
| VEHICLE ABANDONED                | 16 |    | -16 |
| PREGNANCY/CHILD/MISCA-HELICOPTER | 14 | 1  | -13 |
| ANIMAL BITES/ATTACKS             | 5  | 8  | 3   |
| LOST PROPERTY                    | 13 |    | -13 |
| ALLERGIES/ENVENOM-HELICOPTER     | 13 |    | -13 |
| FOUND PROPERTY                   | 13 |    | -13 |
| 911 ACCIDENTIAL -- TEXT          | 3  | 9  | 6   |
| VEHICLE STOLEN                   | 12 |    | -12 |
| STAB/GUNSHOT/PENE TRAUMA-ALS-PD  | 5  | 6  | 1   |
| STAB/GUNSHOT/TRAUMA-HELO-PD      | 5  | 6  | 1   |
| CARDIAC/RESP ARREST/DEATH-PD     | 6  | 5  | -1  |

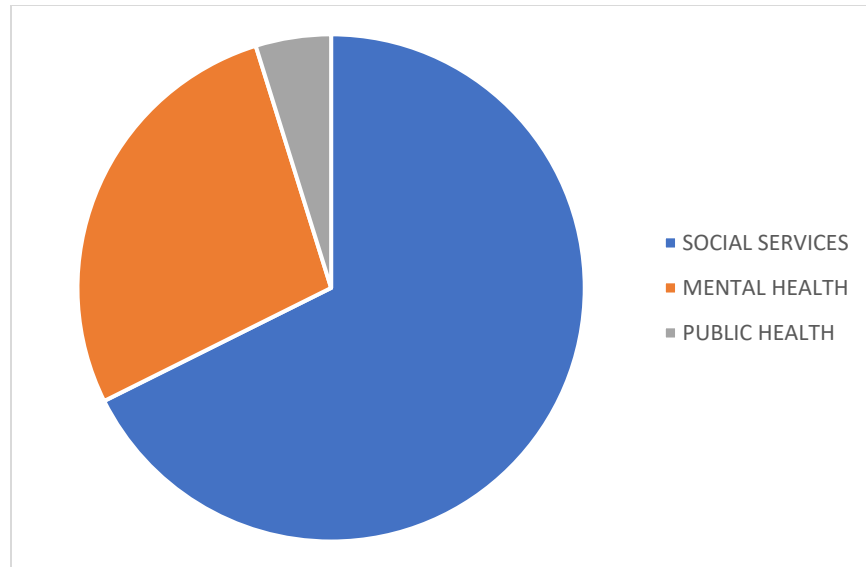
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|----------------------------------|---|---|----|
| ANIMAL BITES/ATTACKS-ALS         | 3 | 7 | 4  |
| OVERDOSE/POISONING-ECHO-PD       | 7 | 3 | -4 |
| CO/INHALATION/HAZMAT/CBRN        | 4 | 6 | 2  |
| HEAT/COLD EXPOSURE               | 2 | 7 | 5  |
| OPEN DOOR                        | 8 | 1 | -7 |
| DRUGS                            | 8 |   | -8 |
| FIRE SMOKE (OUTDOORS)            | 8 |   | -8 |
| FIRE APPLIANCE                   | 8 |   | -8 |
| BREATHING PROBLEMS-ECHO          | 3 | 5 | 2  |
| SHOOTING                         | 8 |   | -8 |
| ASSAULT/SEXUAL ASSAULT-HELICOPTR | 8 |   | -8 |
| BURNS/EXPLOSION                  | 2 | 6 | 4  |
| BURNS/EXPLOSION-HELICOPTER       | 4 | 3 | -1 |
| LANDING ZONE                     | 2 | 5 | 3  |
| UNCONSCIOUS/FAINTING-ECHO-PD     | 2 | 5 | 3  |
| FIRE ELECTRICAL                  | 7 |   | -7 |
| MISSING PERSON                   | 7 |   | -7 |
| FIRE UNKNOWN                     | 7 |   | -7 |
| PURSUIT                          | 3 | 3 | 0  |
| ENVIRONMENTAL COMPLAINT          | 5 |   | -5 |
| ELECTROCUTION/LIGHTN-HELO-PD     | 3 | 2 | -1 |
| ABUSE                            | 5 |   | -5 |
| LOST HIKER                       | 5 |   | -5 |
| DOMESTIC WITH INJURIES           | 5 |   | -5 |
| CHOKING-ECHO-PD                  | 1 | 3 | 2  |
| WANTED PERSON                    | 4 |   | -4 |
| ALARM UNKNOWN                    | 2 | 2 | 0  |
| ELECTROCUTION/LIGHTNING-ALS-PD   | 1 | 3 | 2  |
| BACKUP                           | 3 |   | -3 |
| SENIOR CALL-IN                   | 2 | 1 | -1 |
| SEX OFFENSE                      | 3 |   | -3 |
| INACCESS INCIDENT-HELICOPTER     | 1 | 2 | 1  |
| DUMPING                          | 2 | 1 | -1 |
| FIRE EQUIPMENT (OUTDOORS)        | 3 |   | -3 |
| PREGNANCY/CHILD/MISCARRIAGE      | 2 | 1 | -1 |
| FIRE CHIMNEY                     | 3 |   | -3 |
| INVESTIGATION                    | 2 | 1 | -1 |
| HAZMAT                           | 3 |   | -3 |
| TRANSFORMER EXPLOSION            | 3 |   | -3 |
| INDECENT                         | 2 |   | -2 |
| FIRE ALARM - PULL STATION        | 2 |   | -2 |
| WATER NON EMERGENCY              | 2 |   | -2 |
| STOLEN PROPERTY                  | 2 |   | -2 |

|                                  |              |              |              |
|----------------------------------|--------------|--------------|--------------|
| INACCESS INCID/OTHER ENTRAP-ALS  | 1            | 1            | 0            |
| FIRE ALARM - HEAT                | 2            |              | -2           |
| PSYCH/ABN BEHV/SUICIDE HEL-PD    | 2            |              | -2           |
| BURNS/EXPLOSION-ALS              | 1            | 1            | 0            |
| HOME INVASION                    | 2            |              | -2           |
| UNCONSCIOUS/FAINTING-HELO-PD     | 2            |              | -2           |
| IMPERSONATION                    | 1            |              | -1           |
| ABDUCTION                        | 1            |              | -1           |
| ALLERGIES/ENVENOMATIONS-ECHO     | 1            |              | -1           |
| BAD CHECK                        | 1            |              | -1           |
| WATER RESCUE                     | 1            |              | -1           |
| DOMESTIC WITH WEAPONS            | 1            |              | -1           |
| RUNAWAY                          | 1            |              | -1           |
| BUILDING LOCKOUT                 | 1            |              | -1           |
| EYE PROBLEMS/INJURIES-ALS        |              | 1            | 1            |
| BURNS/EXPLOSION-ECHO             |              | 1            | 1            |
| ROBBERY                          | 1            |              | -1           |
| DROWNING/NEAR/DIVE/SCUBA-ECHO-PD |              | 1            | 1            |
| WEAPON VIOLATION                 | 1            |              | -1           |
| CO/INHALATION/HAZM-HELICOPTER-PD | 1            |              | -1           |
| FIRE ALARM - WATER FLOW          | 1            |              | -1           |
| DROWNING/NR/DIVING/SCUBA-ALS-PD  | 1            |              | -1           |
| <b>Grand Total</b>               | <b>26400</b> | <b>25180</b> | <b>-1220</b> |

## Total Computer Aided Dispatch (CAD) Events 2025



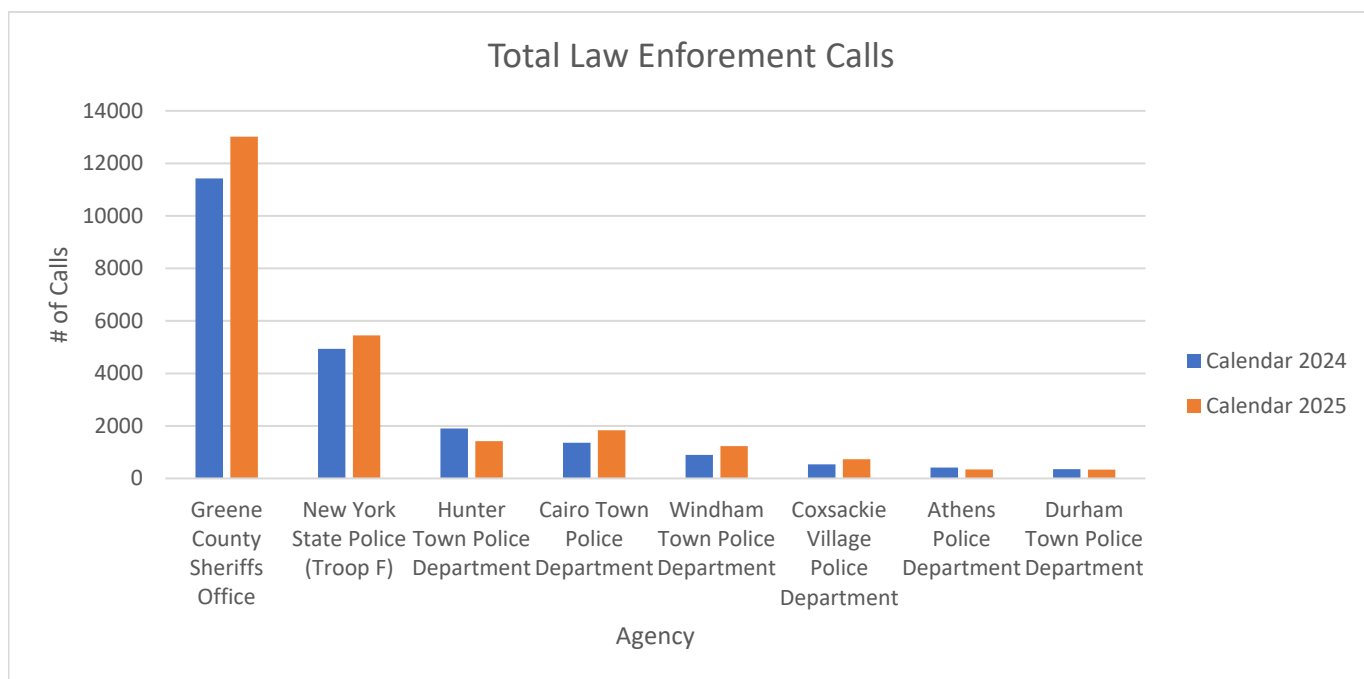
|             |         |
|-------------|---------|
| Police      | 69.64%  |
| EMS         | 24.09%  |
| Fire        | 6.27%   |
| Grand Total | 100.00% |



| Department      | Calendar 2024 | Calendar 2025 | Difference +/- |
|-----------------|---------------|---------------|----------------|
| SOCIAL SERVICES | 577           | 640           | 63             |
| MENTAL HEALTH   | 235           | 326           | 91             |
| PUBLIC HEALTH   | 41            | 53            | 12             |
| Grand Total     | 852           | 1019          | 167            |

**Greene 911 takes after hours calls for other Departments within Greene County.**

**The numbers above represent the after-hours (past 5pm EST) calls for on call workers for Social Services, Mental Health, and Greene County Public Health**



| Agency                              | Calendar 2024 | Calendar 2025 | Difference +/- |
|-------------------------------------|---------------|---------------|----------------|
| Greene County Sheriffs Office       | 11426         | 13017         | 1591           |
| New York State Police (Troop F)     | 4933          | 5446          | 513            |
| Hunter Town Police Department       | 1899          | 1419          | -480           |
| Cairo Town Police Department        | 1359          | 1833          | 474            |
| Windham Town Police Department      | 895           | 1233          | 338            |
| Coxsackie Village Police Department | 538           | 732           | 194            |
| Athens Police Department            | 412           | 340           | -72            |
| Durham Town Police Department       | 355           | 337           | -18            |
| Grand Total                         | 19353         | 21626         | 2273           |

## Top 10 Call Types by Law Enforcement Agency 2025

|                                        |             |
|----------------------------------------|-------------|
| <b>Greene County Sheriff's Office</b>  | <b>9531</b> |
| TRAFFIC STOP                           | 5557        |
| FOLLOWUP                               | 688         |
| LANDLINE                               | 609         |
| ALARM-1                                | 580         |
| CIVIL                                  | 507         |
| MVA-1                                  | 418         |
| TRANSPORT (LAW or EMS)                 | 386         |
| WELFARE CHECK-1                        | 285         |
| VEHICLE COMP-1                         | 257         |
| DOMESTIC-2                             | 244         |
| <b>New York State Police (Troop F)</b> | <b>2780</b> |
| MVA-1                                  | 721         |
| DOMESTIC-2                             | 396         |
| VEHICLE COMP-1                         | 346         |
| WELFARE CHECK-1                        | 275         |
| ROAD HAZARD-1                          | 238         |
| TRAFFIC STOP                           | 198         |
| ALARM-1                                | 181         |
| SUSPICIOUS-1                           | 157         |
| ANIMAL-1                               | 136         |
| HARASSMENT-1                           | 132         |
| <b>Cairo Town Police Department</b>    | <b>1251</b> |
| TRAFFIC STOP                           | 791         |
| FOLLOWUP                               | 90          |
| MVA-1                                  | 76          |
| VEHICLE COMP-1                         | 63          |
| WELFARE CHECK-1                        | 60          |
| DOMESTIC-2                             | 60          |
| SUSPICIOUS-1                           | 32          |
| POLICE                                 | 28          |
| ROAD HAZARD-1                          | 26          |
| LOCK OUT/LOCK IN-1                     | 25          |
| <b>Windham Town Police Department</b>  | <b>964</b>  |
| TRAFFIC STOP                           | 659         |
| ALARM-1                                | 69          |
| FOLLOWUP                               | 46          |
| MVA-1                                  | 44          |

|                                            |            |
|--------------------------------------------|------------|
| VEHICLE COMP-1                             | 32         |
| FIRE ALARM-C                               | 28         |
| ROAD HAZARD-1                              | 26         |
| LOCK OUT/LOCK IN-1                         | 22         |
| FIRE ALARM-B                               | 21         |
| WELFARE CHECK-1                            | 17         |
| <b>Hunter Town Police Department</b>       | <b>910</b> |
| TRAFFIC STOP                               | 498        |
| ALARM-1                                    | 79         |
| VEHICLE COMP-1                             | 67         |
| MVA-1                                      | 63         |
| FOLLOWUP                                   | 52         |
| POLICE                                     | 36         |
| ROAD HAZARD-1                              | 30         |
| WELFARE CHECK-1                            | 29         |
| LOCK OUT/LOCK IN-1                         | 29         |
| ANIMAL-1                                   | 27         |
| <b>Coxsackie Village Police Department</b> | <b>371</b> |
| TRAFFIC STOP                               | 118        |
| UNKNOWN PROBLEM-ALS                        | 56         |
| FOLLOWUP                                   | 34         |
| MVA-1                                      | 27         |
| WELFARE CHECK-1                            | 25         |
| FALLS-ALS                                  | 25         |
| EMS                                        | 24         |
| POLICE                                     | 23         |
| ALARM-1                                    | 22         |
| DOMESTIC-2                                 | 17         |
| <b>Athens Police Department</b>            | <b>222</b> |
| TRAFFIC STOP                               | 97         |
| FOLLOWUP                                   | 38         |
| PROPERTY CHECK                             | 26         |
| MVA-1                                      | 15         |
| DOMESTIC-2                                 | 9          |
| SUSPICIOUS-1                               | 8          |
| POLICE                                     | 8          |
| SICK PERSON-ALS                            | 7          |
| SICK PERSON                                | 7          |
| PARKING                                    | 7          |
| <b>Durham Town Police Department</b>       | <b>133</b> |
| MVA-1                                      | 22         |

|                                                                      |            |
|----------------------------------------------------------------------|------------|
| ALARM-1                                                              | 18         |
| ROAD HAZARD-1                                                        | 15         |
| SICK PERSON                                                          | 14         |
| BREATHING PROBLEMS-ALS                                               | 11         |
| CHEST PAIN/CHEST DISCOMFORT-ALS                                      | 11         |
| WELFARE CHECK-1                                                      | 11         |
| DOMESTIC-2                                                           | 11         |
| FALLS-ALS                                                            | 11         |
| POLICE                                                               | 9          |
| <b>GREENE COUNTY JAIL</b>                                            | <b>113</b> |
| TRANSPORT (LAW or EMS)                                               | 101        |
| TRANSPORT-2                                                          | 10         |
| SPECIAL DETAIL (LAW FIRE OR EMS)                                     | 1          |
| TRANSPORT-1                                                          | 1          |
| <b>Greene County Probation</b>                                       | <b>104</b> |
| FOLLOWUP                                                             | 46         |
| PROBATION                                                            | 30         |
| TRANSPORT (LAW or EMS)                                               | 18         |
| CIVIL                                                                | 2          |
| TRANSPORT-2                                                          | 1          |
| ASSIST-1                                                             | 1          |
| ASSIST                                                               | 1          |
| POLICE MUTUAL AID                                                    | 1          |
| POLICE                                                               | 1          |
| <b>NYS DEPARTMENT OF ENVIRONMENTAL CONSERVATION-FOREST RANGER</b>    | <b>59</b>  |
| DOMESTIC-2                                                           | 8          |
| MVA-1                                                                | 7          |
| CITIZEN ASSIST                                                       | 7          |
| TRAFFIC/TRANSPORTATION-HELICOPTER                                    | 6          |
| VEG/WILDLAND/BRUSH/GRASS FIRE-C                                      | 6          |
| VEG/WILDLAND/BRUSH/GRASS FIRE-D                                      | 6          |
| MISSING-1                                                            | 6          |
| TRAFFIC STOP                                                         | 5          |
| SUSPICIOUS-1                                                         | 4          |
| POLICE                                                               | 4          |
| <b>NYS DEPARTMENT OF ENVIRONMENTAL CONSERVATION- LAW ENFORCEMENT</b> | <b>32</b>  |
| ANIMAL-1                                                             | 12         |
| VEG/WILDLAND/BRUSH/GRASS FIRE-O                                      | 3          |
| CITIZEN ASSIST                                                       | 3          |
| TRESPASSING-1                                                        | 2          |

|                                 |   |
|---------------------------------|---|
| OUTSIDE FIRE-B                  | 2 |
| POLICE                          | 2 |
| VEG/WILDLAND/BRUSH/GRASS FIRE-B | 2 |
| DOMESTIC-2                      | 2 |
| ACO                             | 2 |
| MISCHIEF-1                      | 2 |

## Emergency Police Dispatch by Priority



### Time Analysis by Dispatch Level



Agency:

Police

Date Range: 1/1/2025 ... 12/31/2025

|                  | OMEGA | ALPHA | BRAVO | CHARLIE | DELTA | ECHO | TOTALS |
|------------------|-------|-------|-------|---------|-------|------|--------|
| # Cases:         | 0     | 486   | 2421  | 3330    | 1747  | 0    | 7984   |
| % of All Levels: | 0.0%  | 6.1%  | 30.3% | 41.7%   | 21.9% | 0.0% | 100.0% |

|                            |          |          |          |          |          |          |          |
|----------------------------|----------|----------|----------|----------|----------|----------|----------|
| Avg. time in Case Entry:*  | 00:00:00 | 00:00:30 | 00:00:22 | 00:00:21 | 00:00:28 | 00:00:00 | 00:00:23 |
| Between 30 and 59 seconds* | 0        | 116      | 358      | 431      | 363      | 0        | 1268     |
| 60 seconds or greater*     | 0        | 45       | 125      | 153      | 124      | 0        | 447      |

Avg. time in Key Questions:\*

|          |          |          |          |          |          |          |
|----------|----------|----------|----------|----------|----------|----------|
| 00:00:00 | 00:00:42 | 00:01:11 | 00:01:18 | 00:01:52 | 00:00:00 | 00:01:21 |
|----------|----------|----------|----------|----------|----------|----------|

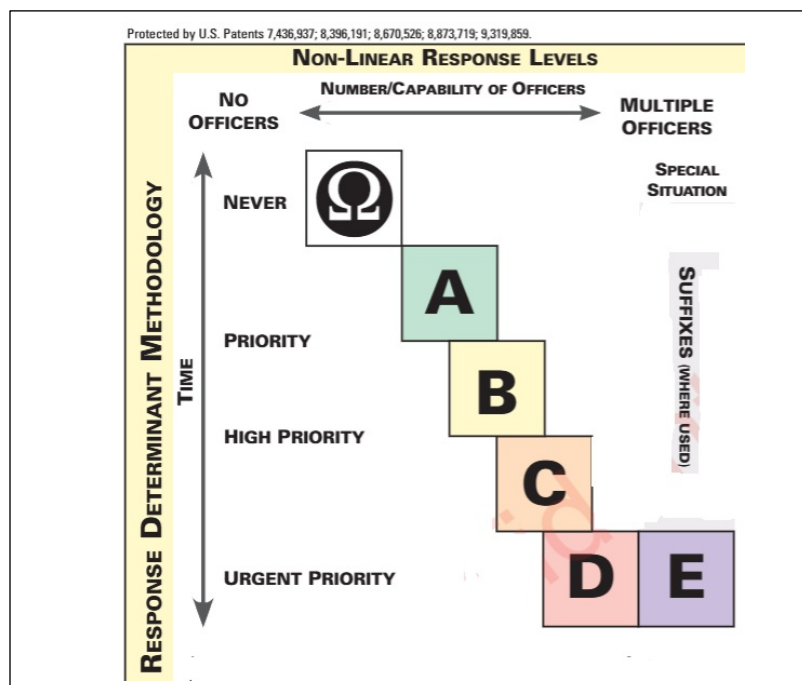
Avg. time to queue:\*

|          |          |          |          |          |          |          |
|----------|----------|----------|----------|----------|----------|----------|
| 00:00:00 | 00:01:13 | 00:01:28 | 00:01:12 | 00:01:15 | 00:00:00 | 00:01:17 |
|----------|----------|----------|----------|----------|----------|----------|

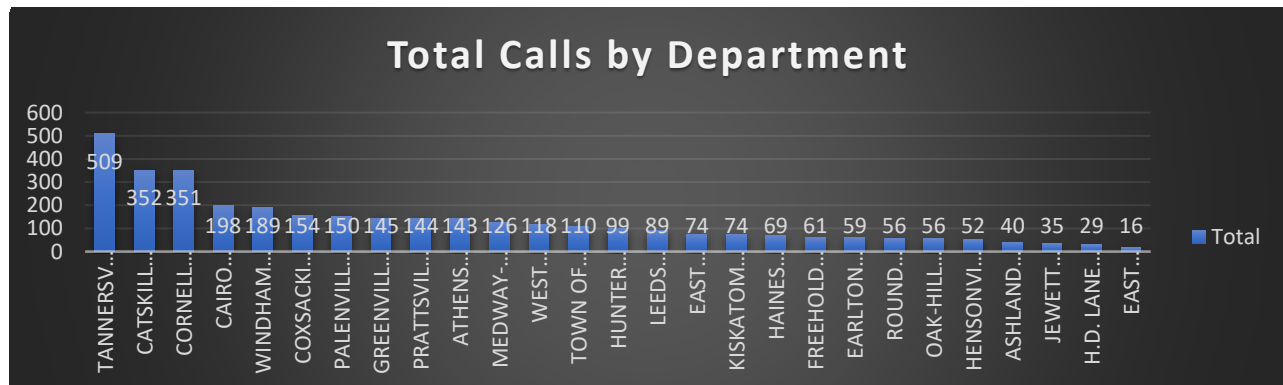
Filter: All cases

\* Times are calculated from launch of ProQA

Non-linear response levels in Emergency Police Dispatch (EPD) use a multi-tiered system—typically OMEGA, ALPHA, BRAVO, CHARLIE, DELTA, and ECHO—that categorizes incidents based on urgency and risk. This approach allows dispatchers to match available resources with the immediate threat level.



## Fire Department Calls 2025



| Department/Company                     | Calendar 2024 | Calendar 2025 | Difference +/- |
|----------------------------------------|---------------|---------------|----------------|
| TANNERSVILLE FIRE DEPARTMENT           | 509           | 505           | -4             |
| CORNELL HOOK AND LADDER FIRE           | 351           | 333           | -18            |
| CATSKILL FIRE DEPARTMENT               | 352           | 306           | -46            |
| CAIRO FIRE DISTRICT                    | 198           | 223           | 25             |
| WINDHAM HOSE COMPANY #1                | 189           | 188           | -1             |
| COXSACKIE FIRE DEPARTMENT              | 154           | 188           | 34             |
| ATHENS VOLUNTEER FIRE DEPARTMENT       | 143           | 165           | 22             |
| GREENVILLE FIRE COMPANY                | 145           | 151           | 6              |
| PALENVILLE FIRE DEPARTMENT             | 150           | 141           | -9             |
| MEDWAY-GRAPEVILLE FIRE DISTRICT        | 126           | 155           | 29             |
| TOWN OF LEXINGTON FIRE COMPANY         | 110           | 143           | 33             |
| WEST ATHENS LIME STREET FIRE DISTRICT  | 118           | 115           | -3             |
| LEEDS HOSE COMPANY NO. 1 INC.          | 89            | 121           | 32             |
| PRATTSVILLE HOSE COMPANY               | 144           | 46            | -98            |
| HUNTER FIRE DEPARTMENT                 | 99            | 88            | -11            |
| KISKATOM FIRE DEPARTMENT               | 74            | 71            | -3             |
| EAST DURHAM VOLUNTEER FIRE COMPANY INC | 74            | 68            | -6             |
| FREEHOLD VOLUNTEER FIRE CO. INC.       | 61            | 72            | 11             |
| OAK-HILL DURHAM VOLUNTER FIRE COMPANY  | 56            | 70            | 14             |
| HAINES FALLS FIRE COMPANY              | 69            | 55            | -14            |
| ROUND TOP VOLUNTEER FIRE COMPANY INC   | 56            | 63            | 7              |
| EARLTON FIRE DEPARTMENT                | 59            | 56            | -3             |
| HENSONVILLE HOSE COMPANY               | 52            | 36            | -16            |
| ASHLAND FIRE DEPARTMENT                | 40            | 33            | -7             |
| JEWETT FIRE DEPARTMENT                 | 35            | 35            | 0              |
| H.D. LANE VOLUNTEER FIRE CO.           | 29            | 14            | -15            |
| EAST JEWETT FIRE DEPARTMENT INC        | 16            | 19            | 3              |
| Grand Total                            | 2973          | 2901          | -72            |

## Emergency Fire Breakdown by Priority



### Time Analysis by Dispatch Level



Agency:

Police

Date Range: 1/1/2025 ... 12/31/2025

|                  | OMEGA | ALPHA | BRAVO | CHARLIE | DELTA | ECHO | TOTALS |
|------------------|-------|-------|-------|---------|-------|------|--------|
| # Cases:         | 0     | 486   | 2421  | 3330    | 1747  | 0    | 7984   |
| % of All Levels: | 0.0%  | 6.1%  | 30.3% | 41.7%   | 21.9% | 0.0% | 100.0% |

|                            |          |          |          |          |          |          |          |
|----------------------------|----------|----------|----------|----------|----------|----------|----------|
| Avg. time in Case Entry:*  | 00:00:00 | 00:00:30 | 00:00:22 | 00:00:21 | 00:00:28 | 00:00:00 | 00:00:23 |
| Between 30 and 59 seconds* | 0        | 116      | 358      | 431      | 363      | 0        | 1268     |
| 60 seconds or greater*     | 0        | 45       | 125      | 153      | 124      | 0        | 447      |

Avg. time in Key Questions:\*

|          |          |          |          |          |          |          |
|----------|----------|----------|----------|----------|----------|----------|
| 00:00:00 | 00:00:42 | 00:01:11 | 00:01:18 | 00:01:52 | 00:00:00 | 00:01:21 |
|----------|----------|----------|----------|----------|----------|----------|

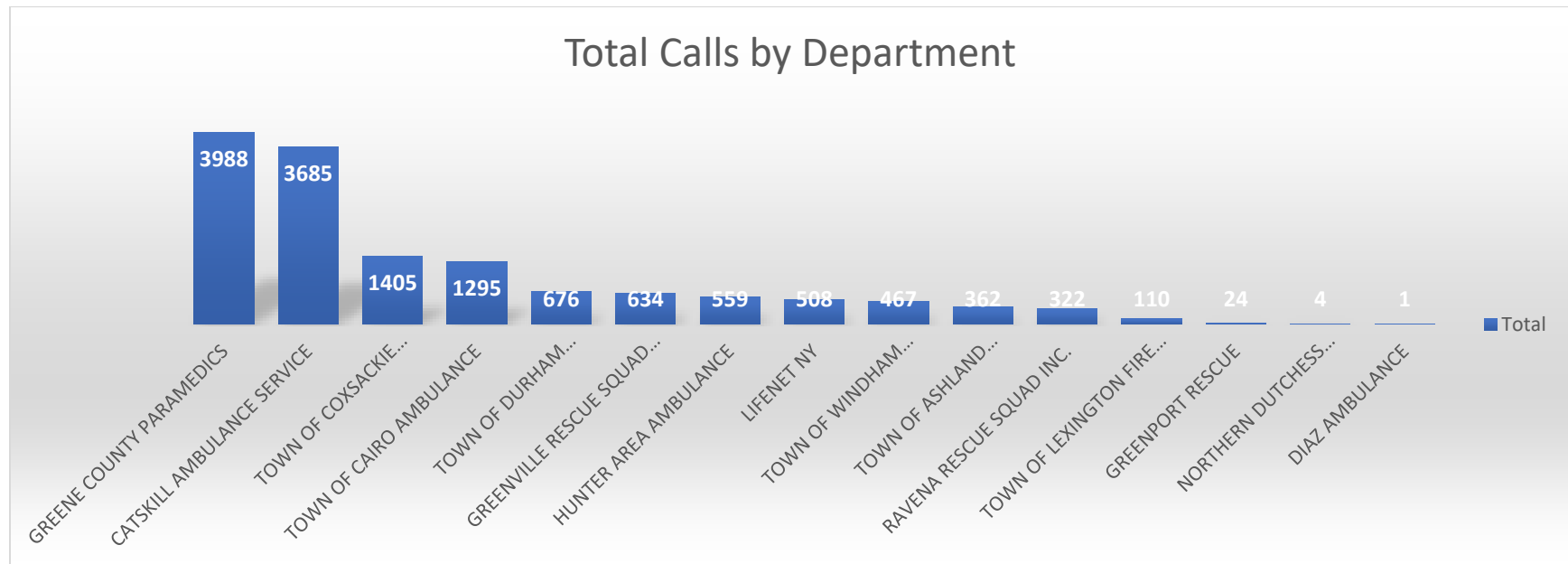
Avg. time to queue:\*

|          |          |          |          |          |          |          |
|----------|----------|----------|----------|----------|----------|----------|
| 00:00:00 | 00:01:13 | 00:01:28 | 00:01:12 | 00:01:15 | 00:00:00 | 00:01:17 |
|----------|----------|----------|----------|----------|----------|----------|

Filter: All cases

\* Times are calculated from launch of ProQA

## EMS Calls 2025



| Agency/Department                 | Calendar 2024 | Calendar 2025 | Difference +/- |
|-----------------------------------|---------------|---------------|----------------|
| GREENE COUNTY PARAMEDICS          | 3988          | 4206          | 218            |
| CATSKILL AMBULANCE SERVICE        | 3685          | 3736          | 51             |
| TOWN OF COXSACKIE AMBULANCE       | 1405          | 1557          | 152            |
| TOWN OF CAIRO AMBULANCE           | 1295          | 1245          | -50            |
| TOWN OF DURHAM AMBULANCE INC      | 676           | 736           | 60             |
| GREENVILLE RESCUE SQUAD INC       | 634           | 736           | 102            |
| HUNTER AREA AMBULANCE             | 559           | 574           | 15             |
| TOWN OF WINDHAM AMBULANCE         | 467           | 510           | 43             |
| TOWN OF ASHLAND AMBULANCE SERVICE | 362           | 444           | 82             |
| LIFENET NY                        | 508           | 238           | -270           |
| RAVENA RESCUE SQUAD INC.          | 322           | 339           | 17             |
| TOWN OF LEXINGTON FIRE COMPANY    | 110           | 143           | 33             |
| GREENPORT RESCUE                  | 24            | 74            | 50             |
| NORTHERN DUTCHESS AMBULANCE       | 4             | 13            | 9              |
| DIAZ AMBULANCE                    | 1             | 1             | 0              |
| Grand Total                       | 8579          | 8973          |                |

## Top 10 Call Types by EMS Agencies 2025

|                                    |             |
|------------------------------------|-------------|
| <b>GREENE COUNTY PARAMEDICS</b>    | <b>2758</b> |
| SICK PERSON-ALS                    | 497         |
| BREATHING PROBLEMS-ALS             | 486         |
| CHEST PAIN/CHEST DISCOMFORT-ALS    | 343         |
| UNKNOWN PROBLEM-ALS                | 303         |
| UNCONSCIOUS/FAINTING-ALS-PD        | 283         |
| FALLS-ALS                          | 261         |
| HEART PROBLEMS/A.I.C.D.-ALS        | 170         |
| ABDOMINAL PAIN/PROBLEMS-ALS        | 163         |
| HEMORRHAGE/LACERATIONS-ALS         | 131         |
| CONVULSIONS/SEIZURES-ALS           | 121         |
| <b>CATSKILL AMBULANCE SERVICE</b>  | <b>2459</b> |
| SICK PERSON                        | 467         |
| BREATHING PROBLEMS-ALS             | 401         |
| SICK PERSON-ALS                    | 349         |
| FALLS                              | 320         |
| CHEST PAIN/CHEST DISCOMFORT-ALS    | 191         |
| FALLS-ALS                          | 190         |
| UNCONSCIOUS/FAINTING-ALS-PD        | 177         |
| TRANSPORT (LAW or EMS)             | 156         |
| UNKNOWN PROBLEM-ALS                | 111         |
| CONVULSIONS/SEIZURES-ALS           | 97          |
| <b>TOWN OF COXSACKIE AMBULANCE</b> | <b>983</b>  |
| UNKNOWN PROBLEM-ALS                | 152         |
| SICK PERSON                        | 126         |
| SICK PERSON-ALS                    | 126         |
| BREATHING PROBLEMS-ALS             | 110         |
| CHEST PAIN/CHEST DISCOMFORT-ALS    | 100         |
| FALLS                              | 94          |
| UNCONSCIOUS/FAINTING-ALS-PD        | 87          |
| FALLS-ALS                          | 75          |
| EMS MUTUAL AID                     | 59          |
| ABDOMINAL PAIN/PROBLEMS-ALS        | 54          |
| <b>TOWN OF CAIRO AMBULANCE</b>     | <b>810</b>  |
| SICK PERSON                        | 143         |
| SICK PERSON-ALS                    | 133         |
| BREATHING PROBLEMS-ALS             | 112         |

|                                     |            |
|-------------------------------------|------------|
|                                     | 33         |
| FALLS                               | 106        |
| CHEST PAIN/CHEST DISCOMFORT-ALS     | 80         |
| FALLS-ALS                           | 55         |
| UNCONSCIOUS/FAINTING-ALS-PD         | 50         |
| HEART PROBLEMS/A.I.C.D.-ALS         | 50         |
| ABDOMINAL PAIN/PROBLEMS-ALS         | 41         |
| UNKNOWN PROBLEM-ALS                 | 40         |
| <b>GREENVILLE RESCUE SQUAD INC</b>  | <b>497</b> |
| FALLS                               | 71         |
| EMS MUTUAL AID                      | 68         |
| SICK PERSON                         | 62         |
| BREATHING PROBLEMS-ALS              | 61         |
| SICK PERSON-ALS                     | 60         |
| UNKNOWN PROBLEM-ALS                 | 40         |
| CHEST PAIN/CHEST DISCOMFORT-ALS     | 40         |
| UNCONSCIOUS/FAINTING-ALS-PD         | 38         |
| FALLS-ALS                           | 34         |
| ABDOMINAL PAIN/PROBLEMS-ALS         | 23         |
| <b>TOWN OF DURHAM AMBULANCE INC</b> | <b>491</b> |
| SICK PERSON                         | 81         |
| EMS MUTUAL AID                      | 81         |
| BREATHING PROBLEMS-ALS              | 66         |
| SICK PERSON-ALS                     | 64         |
| CHEST PAIN/CHEST DISCOMFORT-ALS     | 52         |
| FALLS                               | 42         |
| FALLS-ALS                           | 37         |
| UNCONSCIOUS/FAINTING-ALS-PD         | 26         |
| HEART PROBLEMS/A.I.C.D.-ALS         | 21         |
| ABDOMINAL PAIN/PROBLEMS-ALS         | 21         |
| <b>HUNTER AREA AMBULANCE</b>        | <b>355</b> |
| BREATHING PROBLEMS-ALS              | 46         |
| UNCONSCIOUS/FAINTING-ALS-PD         | 45         |
| SICK PERSON-ALS                     | 42         |
| EMS MUTUAL AID                      | 41         |
| SICK PERSON                         | 34         |
| TRAUMATIC INJURIES-ALS              | 33         |
| TRAUMATIC INJURIES                  | 33         |
| FALLS                               | 30         |
| CHEST PAIN/CHEST DISCOMFORT-ALS     | 29         |
| FALLS-ALS                           | 22         |
| <b>TOWN OF WINDHAM AMBULANCE</b>    | <b>328</b> |
| EMS MUTUAL AID                      | 85         |
| SICK PERSON-ALS                     | 42         |

|                                          |            |
|------------------------------------------|------------|
|                                          | 34         |
| SICK PERSON                              | 34         |
| BREATHING PROBLEMS-ALS                   | 32         |
| FALLS                                    | 32         |
| FALLS-ALS                                | 29         |
| CHEST PAIN/CHEST DISCOMFORT-ALS          | 21         |
| UNCONSCIOUS/FAINTING-ALS-PD              | 18         |
| HEMORRHAGE/LACERATIONS-ALS               | 18         |
| TRAUMATIC INJURIES-ALS                   | 17         |
| <b>TOWN OF ASHLAND AMBULANCE SERVICE</b> | <b>296</b> |
| BREATHING PROBLEMS-ALS                   | 48         |
| SICK PERSON                              | 45         |
| SICK PERSON-ALS                          | 35         |
| UNKNOWN PROBLEM-ALS                      | 35         |
| EMS MUTUAL AID                           | 32         |
| FALLS                                    | 29         |
| FALLS-ALS                                | 24         |
| CHEST PAIN/CHEST DISCOMFORT-ALS          | 17         |
| UNCONSCIOUS/FAINTING-ALS-PD              | 16         |
| HEMORRHAGE/LACERATIONS-ALS               | 15         |
| <b>RAVENA RESCUE SQUAD INC.</b>          | <b>234</b> |
| EMS MUTUAL AID                           | 53         |
| SICK PERSON-ALS                          | 33         |
| CHEST PAIN/CHEST DISCOMFORT-ALS          | 27         |
| BREATHING PROBLEMS-ALS                   | 26         |
| UNCONSCIOUS/FAINTING-ALS-PD              | 22         |
| SICK PERSON                              | 20         |
| FALLS                                    | 17         |
| FALLS-ALS                                | 14         |
| TRAFFIC/TRANSPORTATION INCIDENT          | 12         |
| HEMORRHAGE/LACERATIONS-ALS               | 10         |
| <b>LIFENET NY</b>                        | <b>186</b> |
| TRAFFIC/TRANSPORTATION-HELICOPTER        | 53         |
| FALLS-HELICOPTER                         | 33         |
| TRAUMATIC INJURIES-HELO-PD               | 23         |
| ABDOMINAL PAIN/PROB-HELICOPTER           | 21         |
| TRAFFIC/TRANSPORT-PINNED-HELO            | 20         |
| UNCONSCIOUS/FAINTING-ALS-PD              | 15         |
| TRAUMATIC INJURIES-ALS                   | 7          |
| BACK PAIN-HELICOPTER                     | 6          |
| UNKNOWN PROBLEM-ALS                      | 4          |
| CONVULSIONS/SEIZURES-ALS                 | 4          |
| <b>TOWN OF LEXINGTON FIRE COMPANY</b>    | <b>83</b>  |
| BREATHING PROBLEMS-ALS                   | 11         |

|                                    |           |
|------------------------------------|-----------|
|                                    | 35        |
| FALLS                              | 10        |
| FIRE ALARM-C                       | 9         |
| SICK PERSON-ALS                    | 9         |
| FALLS-ALS                          | 9         |
| SICK PERSON                        | 8         |
| CHEST PAIN/CHEST DISCOMFORT-ALS    | 7         |
| UNCONSCIOUS/FAINTING-ALS-PD        | 7         |
| FIRE ALARM-B                       | 7         |
| TRAFFIC/TRANSPORTATION INCIDENT    | 6         |
| <b>GREENPORT RESCUE</b>            | <b>66</b> |
| EMS MUTUAL AID                     | 45        |
| SICK PERSON                        | 6         |
| UNCONSCIOUS/FAINTING-ALS-PD        | 2         |
| OVERDOSE/POISONING-ALS-PD          | 2         |
| BREATHING PROBLEMS-ALS             | 2         |
| TRAFFIC/TRANSPORTATION INCIDENT    | 2         |
| CHEST PAIN/CHEST DISCOMFORT-ALS    | 2         |
| ABDOMINAL PAIN/PROBLEMS-ALS        | 2         |
| FALLS-ALS                          | 2         |
| ALLERGIES/ENVENOMATIONS-ALS        | 1         |
| <b>NORTHERN DUTCHESS AMBULANCE</b> | <b>13</b> |
| EMS MUTUAL AID                     | 10        |
| UNCONSCIOUS/FAINTING-ALS-PD        | 1         |
| UNKNOWN PROBLEM-ALS                | 1         |
| SICK PERSON                        | 1         |

## Emergency Medical Dispatch by Priority



### Time Analysis by Dispatch Level



Agency: Greene County Emergency Services

Date Range: 1/1/2025 ... 12/31/2025

|                  | OMEGA | ALPHA | BRAVO | CHARLIE | DELTA | ECHO | TOTALS |
|------------------|-------|-------|-------|---------|-------|------|--------|
| # Cases:         | 134   | 2425  | 1455  | 1831    | 2140  | 96   | 8081   |
| % of All Levels: | 1.7%  | 30.0% | 18.0% | 22.7%   | 26.5% | 1.2% | 100.0% |

|                            |          |          |          |          |          |          |          |
|----------------------------|----------|----------|----------|----------|----------|----------|----------|
| Avg. time in Case Entry:*  | 00:00:36 | 00:00:37 | 00:00:43 | 00:00:43 | 00:00:37 | 00:00:34 | 00:00:39 |
| Between 30 and 59 seconds* | 62       | 1089     | 640      | 912      | 982      | 37       | 3722     |
| 60 seconds or greater*     | 14       | 166      | 135      | 156      | 194      | 12       | 677      |

|                              |          |          |          |          |          |          |          |
|------------------------------|----------|----------|----------|----------|----------|----------|----------|
| Avg. time in Key Questions:* | 00:00:44 | 00:00:42 | 00:00:39 | 00:00:59 | 00:00:52 | 00:00:25 | 00:00:48 |
| Avg. time to queue:*         | 00:01:20 | 00:01:20 | 00:01:23 | 00:01:30 | 00:01:04 | 00:00:38 | 00:01:18 |

Filter: All cases

\* Times are calculated from launch of ProQA

### Priority Dispatch Recommended Response Levels:

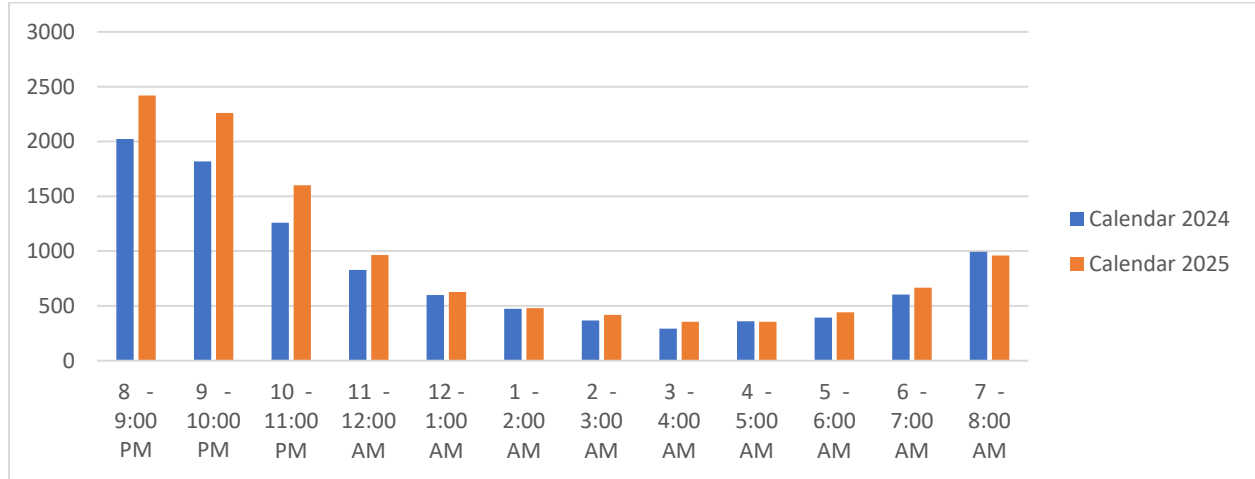
**OMEGA:** Ambulance: No Lights, No Sirens  
**ALPHA:** Ambulance: No Lights, No Sirens  
**BRAVO:** Ambulance: Lights, and Sirens  
**CHARLIE:** Ambulance: Lights and Sirens, Medic: No Lights, No Sirens  
**DELTA:** Ambulance: Lights and Sirens, Medic: Lights and Sirens  
**ECHO:** Ambulance: Lights and Sirens, Medic: Lights and Sirens, with Law Enforcement. Sometimes fire department, jurisdiction dependent

## 2024 vs 2025 Total Calls by Time of Day

| Call Time(s)        | 2024         | 2025         |
|---------------------|--------------|--------------|
| 12 - 1:00 AM        | 599          | 627          |
| 1 - 2:00 AM         | 474          | 479          |
| 2 - 3:00 AM         | 367          | 419          |
| 3 - 4:00 AM         | 293          | 355          |
| 4 - 5:00 AM         | 360          | 355          |
| 5 - 6:00 AM         | 394          | 442          |
| 6 - 7:00 AM         | 604          | 667          |
| 7 - 8:00 AM         | 993          | 960          |
| 8 - 9:00 AM         | 1531         | 1431         |
| 9 - 10:00 AM        | 1817         | 1866         |
| 10 - 11:00 AM       | 1948         | 2044         |
| 11 - 12:00 PM       | 2033         | 2086         |
| 12 - 1:00 PM        | 2172         | 2221         |
| 1 - 2:00 PM         | 2208         | 2216         |
| 2 - 3:00 PM         | 2267         | 2222         |
| 3 - 4:00 PM         | 2309         | 2440         |
| 4 - 5:00 PM         | 2348         | 2489         |
| 5 - 6:00 PM         | 2316         | 2539         |
| 6 - 7:00 PM         | 1928         | 2205         |
| 7 - 8:00 PM         | 1798         | 2046         |
| 8 - 9:00 PM         | 2022         | 2419         |
| 9 - 10:00 PM        | 1818         | 2260         |
| 10 - 11:00 PM       | 1259         | 1600         |
| 11 - 12:00 AM       | 828          | 964          |
| <b>Grand Totals</b> | <b>34686</b> | <b>37652</b> |

## Dispatch Shift Comparison 2024 vs. 2025

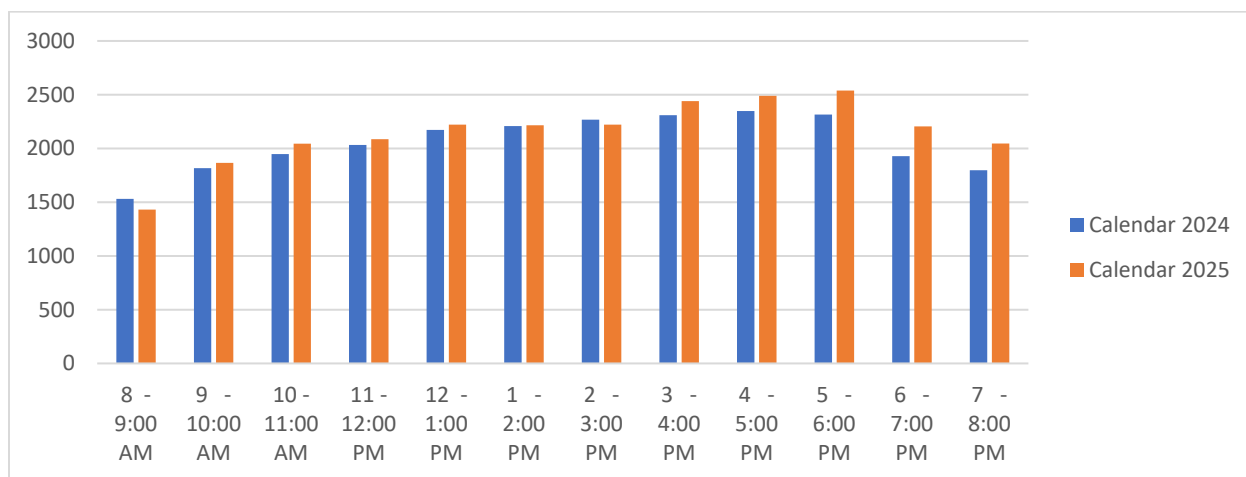
### Shift: 8 am-8pm



|               | 2024 | 2025 |
|---------------|------|------|
| 8 - 9:00 AM   | 2022 | 2419 |
| 9 - 10:00 AM  | 1818 | 2260 |
| 10 - 11:00 AM | 1259 | 1600 |
| 11 - 12:00 PM | 828  | 964  |
| 12 - 1:00 PM  | 599  | 627  |
| 1 - 2:00 PM   | 474  | 479  |
| 2 - 3:00 PM   | 367  | 419  |
| 3 - 4:00 PM   | 293  | 355  |
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| 5 - 6:00 PM   | 394  | 442  |
| 6 - 7:00 PM   | 604  | 667  |
| 7 - 8:00 PM   | 993  | 960  |

## Dispatch Shift Comparison 2024 vs. 2025

### Shift: 8 pm- 8am



|               | 2023 | 2024 |
|---------------|------|------|
| 8 - 9:00 PM   | 1531 | 1431 |
| 9 - 10:00 PM  | 1817 | 1866 |
| 10 - 11:00 PM | 1948 | 2044 |
| 11 - 12:00 AM | 2033 | 2086 |
| 12 - 1:00 AM  | 2172 | 2221 |
| 1 - 2:00 AM   | 2208 | 2216 |
| 2 - 3:00 AM   | 2267 | 2222 |
| 3 - 4:00 AM   | 2309 | 2440 |
| 4 - 5:00 AM   | 2348 | 2489 |
| 5 - 6:00 AM   | 2316 | 2539 |
| 6 - 7:00 AM   | 1928 | 2205 |
| 7 - 8:00 AM   | 1798 | 2046 |

## 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 2025 the county's Emergency Radio System was further upgraded with additional rf capacity established at the Durham site providing enhanced signal strength particularly to Norton Hill, Oak Hill, East Durham and Freehold. The backup 911 center was also upgraded to incorporate a full radio core. This now makes the backup center fully independent of the primary 911 center and also offers the function of both centers operating simultaneously if the need presents itself. There are still remaining components of the backup center project that will realize fruition in Q1 2026.

### **Organizational**

In 2025 there were no formal EOC activations, however the Emergency Services Staff supported several incidents through resource coordination and operational support:

- February 15-17 Funeral Detail
- February 23 Catskill Fire
- June 14 Concert in the Catskills
- June 23-25 Heat Wave incident
- November 1 Storm
- November 5 Storm
- December 27 Storm

This year we continued facilitating 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. A response trailer was outfitted with basic level animal rescue equipment. We facilitated two Pet First Aid training courses for the CART and public. Both sessions were well attended.

Engagement with the Greene- Columbia Community Organizations Active in a Disaster (COAD) continued. This group is a vital resource which assists communities following disasters.

The Emergency Manager continued to participate in a Hurricane Evacuation Study conducted by New York State through an outside contractor. This study looked specifically at storm surge events on the Hudson River and identified flood-prone locations relative to expected surge height and tide schedule. This data was utilized to develop evacuation maps and protocols for the river communities.

The county's mass notification system was used to disseminate twenty-one public safety messages.

### **Equipment Cache**

The Emergency Management office continued to build first-line emergency response assets for use by agencies and jurisdictions within the county. Equipment added in 2025 includes

- 1- 30 KW tow behind generator
- 2- 9.2 KW portable generators
- 2- 3-inch portable pump with suction and discharge lines
- 2- 4-inch portable pumps with suction and discharge lines
- 3- 16-inch chain saws
- 2- 6KW light towers
- 1- Wanco Variable Message Board

### **Community Engagement**

April 26<sup>th</sup>- Emergency Management for Fire Personnel- New Baltimore

July 24-26 Greene County Youth Fair

September 6<sup>th</sup>- General Emergency Preparedness Windham Library

September 9<sup>th</sup>- Emergency Preparedness Bethany Village

## State Engagement

A key responsibility of any county emergency manager is to be a conduit between NYS Department of Homeland Security and Emergency Services and local stakeholders. This function varies from funneling information to coordinating resources in all levels of events.

| Kind of Event                              | Number of Events |
|--------------------------------------------|------------------|
| Transportation Closure                     | 23               |
| Weather Watch                              | 12               |
| Transportation Delay/Disruption            | 32               |
| Miscellaneous Equipment (S)                | 3                |
| Boil Water Order                           | 6                |
| Weather Warning                            | 13               |
| HAZMAT - Incident                          | 4                |
| Transportation Incident                    | 3                |
| Fire                                       | 6                |
| Explosion                                  | 1                |
| Water Main Break / Water Facility Incident | 2                |
| Search & Rescue                            | 17               |
| Burn Ban                                   | 1                |
| State of Emergency                         | 1                |
| OEM Field Staff SITREP                     | 2                |
| NY-Alert / IPAWS (S)                       | 2                |
| Information - Intelligence                 | 2                |
| Variable Message Signs (VMS) (S)           | 1                |
| Instability / Collapse                     | 3                |
| Weather Information                        | 2                |
| DOH After Hours Call                       | 1                |
| Carbon Monoxide                            | 1                |

## **Planning**

2025 saw the finalization of the Debris Management, EOC Operations, Mass Fatality and Public Information and Warning Plans. These plans are annexes to the Comprehensive Emergency Management Plan and serve as guide during emergency response and recovery. As each new annex is written, the base plan (CEMP) is also updated to ensure plan symbiosis and reduce the potential for priority conflict when one or more plans are being utilized for a single incident

2025 also realized significant advancement in Mental Health associated Planning. The Emergency Manager participated in planning and training along with other county stakeholders and the State office of Mental Health. The Emergency Management and mental health offices of both Greene and Columbia counties developed a joint process to address mental health in disasters.

## **Exercises**

We participated in the following exercises in 2025:

1. Great Sacandaga Lake Dam failure exercise which highlighted the threats to this county should that event occur.
2. Storm Surge exercise in alignment with the Hurricane Evacuation Study identified in the organizational section. This exercise focused on flooding to the Hudson River and its tributaries in the event of hurricane storm surge, like what we experienced in 2012.
3. Mass Fatality Exercise. Conducted on-site in Hyde Park with Columbia, Dutchess and Ulster counties. Key county stakeholders participating included Emergency Management, the Sheriff's Office, one county coroner, DSS and Public health.

## **Operational Goals for 2026**

As part of its 2026 operational goals, Greene County Emergency Services will place an increased emphasis on strengthening volunteerism through expanded public outreach efforts. The Department plans to actively promote opportunities for community involvement, including participation in the Greene County Animal Response Team (GCART) and the Community Organizations Active in Disaster, as well as other volunteer initiatives throughout the county. By engaging residents during outreach events and increasing awareness of these programs, the Department aims to build a more resilient community and enhance local capacity to support emergency response and recovery efforts.

## Grants

- **Public Safety Answering Point PSAP FY24 in the amount of \$143,466.00.**
  - This funding will be utilized to support the personnel costs related to the 911 dispatch staff.
    - **The entirety of this funding was utilized to support the personnel costs related to the 911 Center. Salaries were reimbursed to Greene County from this funding.**
- **Emergency Management Performance Grant in the amount of \$21,873.00**
  - EMPG funding was utilized to hire a planning consultant to create an EOC Operations Plan. The match for EMPG funding is the salary from the Emergency Manager position.
- **State Homeland Security Program (SHSP/SLETPP)**
  - 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.
    - **A total of \$49,423.50 from was expended from SHSP/SLETPP FY2024. It was used on the following:**
      - Cradlepoints and associated MDT equipment for the Greene County Sheriff's Office
      - (1) full size variable message board (VMS). The VMS board will be made available to all departments and jurisdictions in the county.
      - Consultant services to develop the Mass Fatality/Family and Survivor Assistance Plan

➤ **Statewide Interoperable Communications Grant (SICG)**

Interoperable Communications Grants funds were used to expand and improve the backup 911 center through acquisition, installation and training on four new dispatch work positions as well as a fully redundant stand-alone core. This safety measure allows the backup center to operate fully independent of the main PSAP should a catastrophic event occur. Our unique configuration also allows the backup center to act as extra positions tied to the main PSAP should event staffing needs dictate.

The grant funds were also utilized to expand the radio coverage footprint in the county by installing additional equipment at the Durham tower site improving coverage specifically in Norton Hill, Oak Hill, East Durham and Freehold.

➤ **Technical Rescue & Urban Search and Rescue Grant Program FY2022 in the amount of \$12,974.00**

- This competitive grant focuses on the enhancement of Technical Rescue and USAR teams.
- In FY2021 the Regional Team was denied funding through NYS DHSES
- FY22 funds will be utilized to purchase new and replace end of life equipment for the Regional Team. Any training and exercises will not be included in this funding request.

**Looking ahead into 2026:**

Entering into 2026, there is currently one SICG grant available to expend from. The department has identified the need to purchase and install an Aviat microwave system for communications towers, which is a high-performance, point-to-point wireless transport solution designed to connect tower sites to the core communications network and serve as a flexible, faster-to-deploy alternative to fiber optic connectivity. A microwave system provide reliable backhaul for critical infrastructure communications and are capable of delivering higher data speeds necessary to support modern emergency communications systems.

NYS DHSES announced two grant funding opportunities for counties within the state:

- ❖ SFY2025 Next Generation 911 (NG911) Grant Program, Greene County was awarded \$1,266,796.00, project end date of 8/31/2030
  - This project will provide the necessary equipment, software, and services to make Greene County fully compliant with NextGen 911 goals and NENA i3 standards.
    - Projects included in the current approved budget are:

- NENA i3 Compliant Call Handling Equipment (phone system, recorders, audio logger hardware, and related software and installation)
- IP based network equipment (Servers, Routers, Switches, Firewalls)
- Infrastructure/Facility upgrades directly supporting CHE

❖ SFY2026 ESInet Readiness Grant Program, expected to be fully executed in early 2026,

The New York State ESInet Readiness Program provides targeted funding to support counties in preparing for the transition to a Next Generation 911 (NG911) system. This program focuses on the development and enhancement of Emergency Services Internet Protocol Networks (ESInets), which are the backbone of modern, IP-based emergency communications.

Through this initiative, counties are able to upgrade existing 911 infrastructure from legacy systems to secure, resilient, and scalable broadband networks. These improvements enable Public Safety Answering Points (PSAPs) to support advanced capabilities such as text-to-911, multimedia data sharing, and improved interoperability between emergency response agencies.

Participation in the ESInet Readiness Program ensures that counties are building the necessary technological foundation to integrate with the statewide NG911 system. This investment enhances the reliability, redundancy, and overall effectiveness of emergency communications, ultimately improving response capabilities and public safety outcomes. Greene County expects to realize significant improvements in its ESInet Readiness posture. We expect to remove the single points of failure of the 911 call handling systems and processes.

Additionally, the installation of a new generator will ensure adequate power at the main PSAP. New network equipment will be installed to handle the additional call flow, call overflow, and alternate routing systems.

## 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 before graduation. With the support of the Greene County Legislature, the Donald R. Kline Technical School (Questar III) in Columbia County began offering Basic Exterior Firefighting Operations to students in high school.

At the start of the 2024 school year, four students from Greene County enrolled in this program. The students learn the basic skills in emergency services and work towards their Basic Emergency Firefighting Operations (BEFO) certifications.

### 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. This program has continued into 2025.

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

### Fire Training Center Repairs

The Fire Training Center, originally constructed in 2008, had received only minimal repairs over its lifespan. In 2024, WHP Tower conducted a comprehensive inspection of the facility. The resulting report identified 27 deficiencies, several of which posed potential safety hazards to

firefighters utilizing the structure.

A purchase order was issued to WHP Tower to address these deficiencies. The total cost of necessary repairs was \$77,635.00. With work scheduled for completion in the first quarter of 2025. All identified repairs were successfully completed in 2025, restoring the facility to full operational status and ensuring compliance with current safety standards.

Completed improvements included the replacement of the forcible entry door, installation of handrail extensions, and replacement of various handles and safety mechanisms. Additionally, four burn room doors were replaced with updated hardware, burn liners were installed on ceilings, and windows were upgraded as required to meet safety inspection standards. Structural enhancements also included the replacement of wall and ceiling battens, installation of new ceiling panels, and the re-torquing of all burn room fasteners.

These upgrades have significantly improved the safety, functionality, and longevity of the Fire Training Center, ensuring it remains a reliable resource for firefighter training operations.

#### **Technical Rescue Operations:**

In 2025, Greene County sought formally establish the Greene County Technical Rescue Team under the oversight of the Greene County Department of Emergency Services. The formalization will be complete in early 2026 when the approval is given by the Greene County Legislature.

County oversight of the team will build on the longstanding service of the Twin Clove Technical Rescue Team, this initiative strengthens countywide technical rescue capabilities, including rope, confined space, trench, and high-angle rescue operations. The team operates as a volunteer unit comprised of qualified personnel who meet training and credentialing standards set by the Department and the New York State Office of Fire Prevention and Control. Membership has been expanded to include eligible personnel from fire departments across the county, broadening participation and enhancing response capacity. This transition improves operational coordination, standardizes training, and ensures compliance with New York State requirements while strengthening the County's ability to respond to complex rescue incidents.

#### **Equipment/Training:**

In 2025, the Department enhanced training capabilities at the Fire Training Center through the purchase of a dumpster fire training prop. This addition provides firefighters with the opportunity to train in realistic, controlled scenarios involving common fire incidents, improving both suppression techniques and situational awareness.

The dumpster prop is designed to be used in conjunction with the BullEx propane car fire prop that was purchased and placed into service in 2024. Together, these training assets allow for a

broader range of hands-on, scenario-based evolutions utilizing clean-burning propane systems, promoting both safety and environmental responsibility.

This investment supports ongoing efforts to provide high-quality, practical training opportunities for fire service personnel across the county.

**Anticipated equipment acquisition:**

In 2026, the Department will seek to purchase a new Rescue Randy to support interior firefighter training programs delivered through the New York State Office of Fire Prevention and Control. This training manikin enhances hands-on instruction by allowing firefighters to practice victim removal and rescue techniques in realistic, controlled environments. The addition of this equipment strengthens the quality and effectiveness of interior firefighting classes offered within the county.

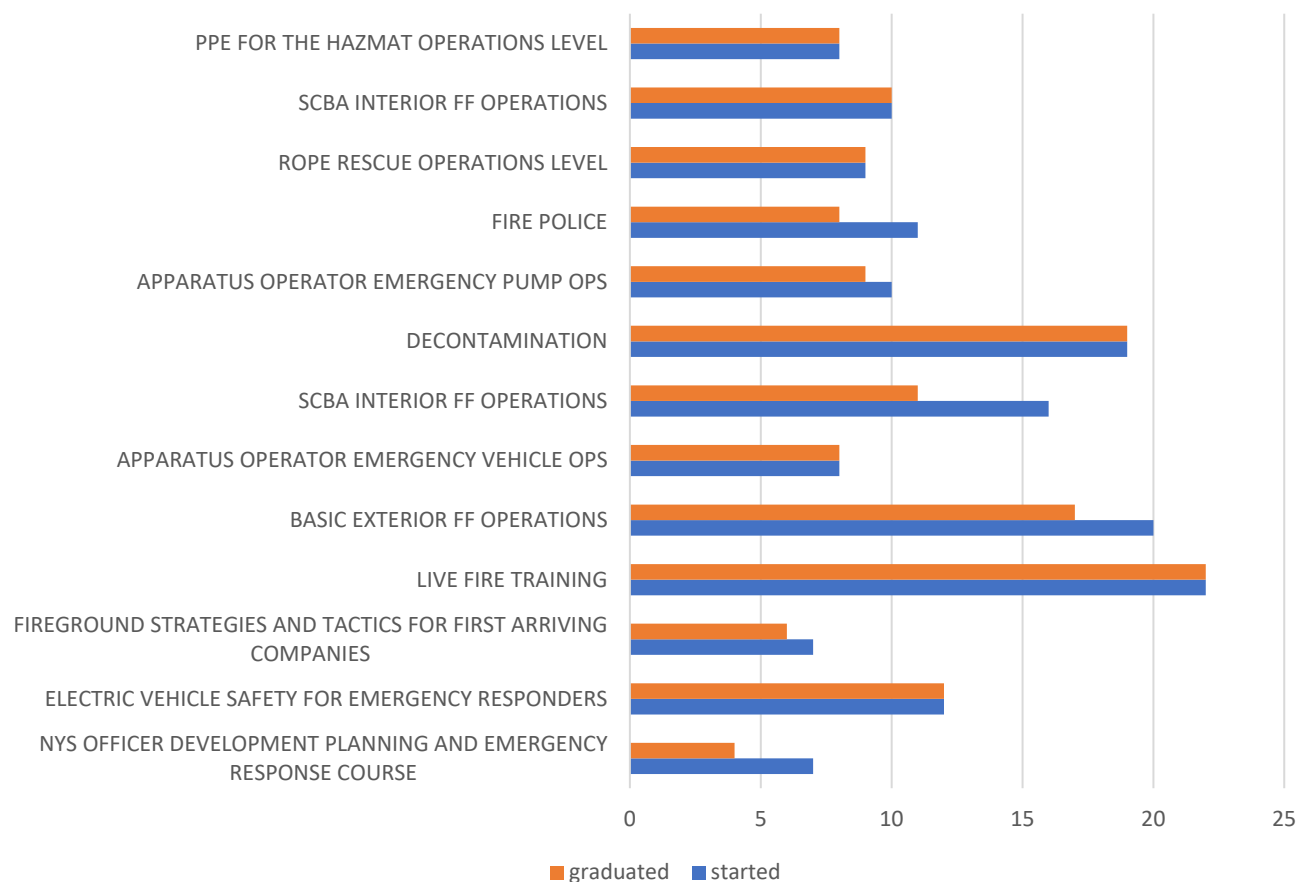
## Greene County 2025 Fire Training Report:

We had one (1) fire training meeting, and we tried something new at the beginning of the with emailing our Fire Protection Specialist from NYS Office of Fire Prevention and Control and the NYS Fire Instructors assigned to work on fire training courses for 2025. The email chain went very well. The first actual meeting was on May 15, 2024, and the second was October 19, 2025, to schedule for the 2026 year.

We scheduled seventeen (17) courses. We completed fourteen (14) courses, but we had to cancel three (3) of seventeen (17) due to lack of enrollment.

| Course Name                                                                          | Date                                                                                                                              | Time                  | Location                                 | Prereq                                                                      |
|--------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|-----------------------|------------------------------------------|-----------------------------------------------------------------------------|
| Fire Officer 1 Module Series<br>(Planning & Emergency Response)                      | Jan.11,13                                                                                                                         | 18:30<br>Sat<br>08:00 | Greene County<br>Fire Training<br>Center | Firefighter 1, or BEFO 2016, or<br>BEFO, or SSO, or Basic, or<br>Essentials |
| Electric Vehicle Safety for Emergency<br>Responders                                  | January 15,22                                                                                                                     | 18:30                 | Prattsville<br>Firehouse                 | None                                                                        |
| Fireground Strategy and Tactics for<br>First Arriving Companies                      | Jan. 20,25 Feb. 1                                                                                                                 | 18:30<br>Sat<br>08:00 | Greene County<br>Fire Training<br>Center | Firefighter 1, or BEFO 2016, or<br>BEFO, or SSO, or Basic, or<br>Essentials |
| Live Fire Training (NFPA 1403, 2012<br>Edition)                                      | February 8                                                                                                                        | 18:30                 | Medway-<br>Grapeville<br>Firehouse       | None                                                                        |
| Basic Exterior Firefighting<br>Operations, 2016 Edition, w/HMFRO                     | Orientation February 24<br>March 10, 13, 17, 20, 24,<br>27, 31 April 3, 5, 7, 10, 12,<br>14, 17, 21, 24, 28 May 1, 5,<br>8, 12, 5 | 18:30<br>Sat<br>08:00 | Ashland<br>Firehouse                     | None                                                                        |
| Apparatus Operator - Emergency<br>Vehicles                                           | March 18,20,25,27<br>April 1,5                                                                                                    | 18:30<br>Sat<br>08:00 | Greene County<br>Fire Training<br>Center | Valid driver's license                                                      |
| SCBA/INTERIOR FIREFIGHTING<br>OPERATIONS - 2016 Edition (IFO)                        | May<br>1,5,7,12,14,19,21,27,28<br>June 2,4,7,9,10,11                                                                              | 18:30<br>Sat<br>08:00 | Greene County<br>Fire Training<br>Center | BEFO 2016 w/HMFRO                                                           |
| Decontamination                                                                      | July 24                                                                                                                           | 18:00                 | Greene County<br>Fire Training<br>Center | HazMat First Responder<br>Operations                                        |
| Basic Exterior Firefighting<br>Operations, 2016 Edition, w/HMFRO<br>Blended Learning | August<br>4(orientation),11,25,27<br>September<br>8,10,13,17,22,24, 29<br>October 6,8                                             | 18:30<br>Sat<br>08:00 | Greene County<br>Fire Training<br>Center | Training Authorization Letter                                               |
| Apparatus Operator -Pump                                                             | September<br>2,9,11,16,18,23,25,30                                                                                                | 18:30                 | H.D. Lane<br>Firehouse                   | Firefighter 1, or BEFO 2016, or<br>BEFO, or SSO, or Basic, or<br>Essentials |
| 2021 SCBA/Interior Firefighting<br>Operations Course                                 | October 13,15,20,22,27,29<br>November<br>3,5,10,12,17,22,24,<br>December 1,3                                                      | 18:30<br>Sat<br>08:00 | Greene County<br>Fire Training<br>Center | BEFO 2016 w/HMFRO                                                           |
| Personal Protective Equipment for<br>the HazMat Operations Level<br>Responder        | October 23                                                                                                                        | 18:00                 | Greene County<br>Fire Training<br>Center | Hazardous Materials First<br>Responder Operations                           |
| Air Sampling & Monitoring for the<br>Operations Level Responder                      | December 4                                                                                                                        | 18:00                 | Greene County<br>Fire Training<br>Center | Hazardous Materials First<br>Responder Operations                           |

## 2025 Fire Training Report



## GREENE COUNTY HAZMAT TEAM:

### About:

The Greene County Hazmat Team is a regional hazardous materials response team. They participate in regional training events and respond to emergency calls with neighboring Columbia County. The Regional Hazmat Team's purpose 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 emergency incidents.

The team is comprised of trained volunteer firefighters and officers from Fire Departments across Greene County. The team consists of personnel with various levels of chemical, biological, radiological, nuclear, and explosive (CBRNE) training. Positions include Hazardous Materials Technician, Hazmat Decontamination Tech, Hazmat First Responder Operation, and Scene Support operations personnel.



### 2025 Activities:

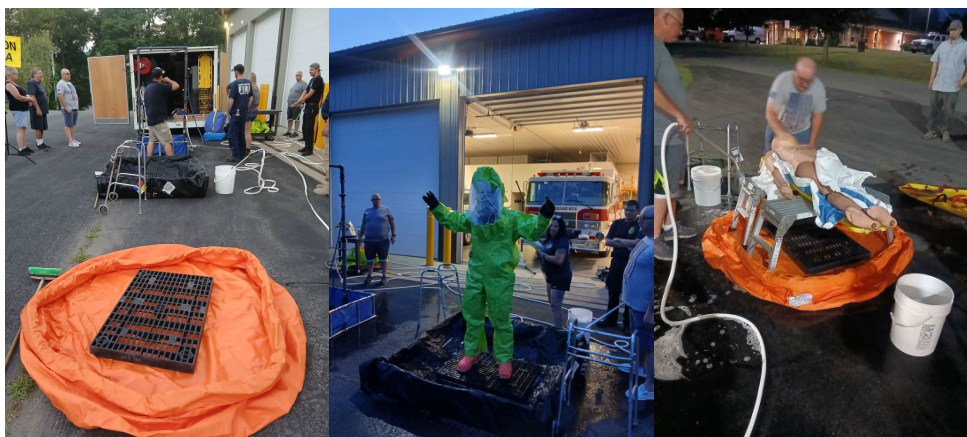
All the necessary calibration and bump tests on all the HazMat Team detectors are performed and completed monthly. The calibration and bump test takes approximately three (3 to 4) hours to complete.

The Greene County Hazmat Team went to the Ashland Firehouse to support the fire instructor with the **BEFO/HMFRO** class. Multiple Scenarios included a vehicle leaking fuel as well as unknown product and evacuations with how to identify and mitigate.

Greene County Hazmat participated in a tour of the County's Hazmat apparatus, equipment and DEC spill and Hazmat response trailers. The tour consisted of 4 of the BEFO students who are enrolled in the Columbia Greene program at the Community college.

Greene County Hazmat participated in the Summer Recreation Program sponsored by the Town of Catskill, at the Catskill Elementary school. A "cool zone" was established with the Hazmat misting fan as temps were triple H and 90's. The cool zone was a hit with the children and adults.

The Greene County Hazmat team participated and performed a demo for the NYS Decontamination training class which was attended by various members from fire departments throughout Greene County.



**October 2025 - Prattsville NY.** Greene County Hazmat team along with Columbia, NYSDEC and Rambol provided a classroom and hands on exercise which was open to all Greene County Fire Departments/Companies to attend. The training is part of the DEC GRP program on training

with the spill trailers in each county on the equipment. 22 people attended 2 Greene County Hazmat, 2 Columbia County, 7 Prattsville, 3 Lanesville, 3 Lexington, 1 Cairo, 1 Haines Falls, 1 NYC DEC Police, 1 NYS DEC, 1, NYS OFPC. It was a great opportunity for the Hazmat team to branch out and show our equipment and capabilities to the mountain top fire departments in the event needed.

**October 2025** The Greene County Hazmat team took part in the NYS PPE training class at the EOC. 12 students attended.

**November 2025 – Niverville FD.** Greene County Hazmat team along with Columbia, NYSDEC and Rambol took part in a classroom and hands on exercise which was open to all Columbia County Fire Departments/Companies to attend. The training is part of the DEC GRP training program on the spill trailers in each county and equipment deployment. 25 firefighters from various Columbia county FD's attended as well as 3 members from Greene Hazmat.

Greene County Hazmat supported the IFO live vehicle burn class. Hazmat 67-2 two light towers were used to supplement the lighting at the training center.



## 2025 Hazmat Incidents.

The Greene County Hazmat Team responded to 8 emergency incidents in 2026 as noted below.

- 6 incidents in Greene County.
  - March 2025, Cairo, heating oil leak
  - September 2025, Cocksackie, Unknown substance
  - October 2025, Hannacroix, unknown odor/fumes in residence
  - October 2025, Lexington, Unknown substance
  - November 2025, Hunter, unknown odor/fumes in residence
  - December 2025, Cocksackie, unknown substance exposure
- 2 in Columbia County.
  - June 2025, Mutual aid to Hillsdale, unknown odor, ill-effects
  - July 2025, Mutual aid to Claverack, tractor trailer rollover with raw milk

## 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.

In 2025, EMS agencies in Greene County continued to address ongoing staffing challenges, though some improvements were noted as a result of initiatives launched in prior years. Building on the 2023 effort by the Greene County Legislature to reduce barriers to entry, the county's EMT sponsorship program remained in place and continued to support residents facing financial hardship. Through this program, eligible students were able to complete EMT training at no cost, with a commitment to serve as an EMT within Greene County for a minimum of 18 months. The program continues to be offered with each new EMT course and has contributed to a gradual increase in certified personnel entering the system.

Local hospitals in and around Greene County continued to experience staffing constraints in 2025, which at times impacted EMS turnaround and wait times. The EMS Coordinator and EMS administrative staff maintained regular communication with hospital leadership to advocate for improvements and identify operational solutions. Continued use and refinement of app-based communication tools, along with earlier patient notifications to Emergency Departments, have helped improve coordination and reduce delays; however, challenges remain during peak demand periods.

Throughout 2025, the EMS Coordinator and Deputy continued to work closely with the 911 Center to refine and implement the updated System Status Management Plan. This included ongoing evaluation and adjustment of staging locations based on real-world call data and system demand. Dispatch personnel continued to follow the established policy and procedures, with additional training and reinforcement provided as needed. These efforts have helped optimize unit availability and improve response times, particularly during periods when local resources are committed to active calls.

In addition, at the request of local EMS agencies, a comprehensive countywide survey was distributed in 2025 to better understand ongoing staffing challenges. The survey was sent to all EMS personnel across Greene County, encompassing all levels of care. It included questions related to staffing shortages, compensation, work hours, retirement benefits, and overall job satisfaction. All responses were collected anonymously to ensure candid feedback. The results

were compiled into a formal report and submitted to the County Administrator for review, with the goal of informing future workforce development strategies.

The EMS Coordinator also regularly attended public meetings and workshops throughout 2025 at the request of the Director and the Greene County Legislature. These engagements provided opportunities to share updates, gather input, and support transparency regarding EMS system challenges and ongoing improvement efforts.

Following the consultant engagement initiated in late 2024, 2025 marked a critical period of evaluation and planning for the future of EMS delivery in Greene County. The Greene County Legislature, County Administration, and leadership from EMS agencies across the county reviewed findings from the comprehensive operational and financial assessment. Discussions focused on potential system design changes, including opportunities to enhance service delivery, improve sustainability, and better align resources with community needs. These efforts are expected to guide future decisions regarding EMS system development in Greene County.

Looking ahead to 2026, several key initiatives and goals have been identified to further strengthen the county's EMS system. These include the expansion of training opportunities such as AIRR (Active Incident Rapid Response) training, as well as increased interagency training efforts. In partnership with the Greene County Sheriff's Office, additional training programs will be provided to schools, villages, towns, fire departments, and EMS personnel to enhance coordinated response capabilities across disciplines. Continued focus will also be placed on workforce recruitment and retention, informed in part by the findings of the 2025 EMS staffing survey, along with ongoing system evaluation and implementation of recommendations identified through the consultant's report.

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## *Closing Remarks*

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Greene County Emergency Services reaffirms our commitment to building a resilient and prepared community. The challenges we face in emergency services are complex and ever evolving, requiring us to adapt and strengthen our capabilities continuously. We thank our dedicated staff, partners, volunteers, and other stakeholders for their unwavering commitment to ensuring the safety and well-being of our residents. Let us continue to work together, fostering a culture of preparedness and collaboration, so that we can effectively respond to any event and emerge stronger, more resilient, and better prepared for the future.

John P. Farrell, Jr.

Director