

GREENE COUNTY DEPARTMENT OF EMERGENCY SERVICES



2024 ANNUAL REPORT

Prepared By:

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

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Directors Message

I am proud to present the Department of Emergency Services Annual Report for 2024. 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.

Key Updates and Initiatives

In April 2024, the Greene County 911 Center successfully implemented Priority Dispatch Protocols for Fire and Police responses. This marks a significant advancement in ensuring standardized, efficient call handling and dispatching. Additionally, the initial phases of a Quality Assurance/Quality Improvement (QA/QI) program have been launched, laying the groundwork for comprehensive call review and performance improvement across Fire, Police, and EMS calls.

The implementation of Priority Dispatch Protocols for Fire has significantly improved how Greene County 911 handles fire-related emergencies. Prior to this initiative, fire dispatching was often based on general call descriptions and dispatcher interpretation, which could sometimes lead to overgeneralized responses or missed critical details. One of the most impactful outcomes of this change has been the expansion of the call-for-service list, enabling dispatchers to classify and code incidents with greater specificity and giving the fire chiefs greater control over their automatic mutual aid plans.

Team Growth & Development

We proudly promoted one of our own to Senior Dispatcher, a role that strengthens supervision and leadership on each shift.

Through the NYS HELP (Hiring for Emergency Limited Placement) Program, we welcomed six new full-time hires in 2024. This program temporarily removes the requirement to take the Civil Service Dispatcher Exam, helping agencies like ours fill urgent staffing needs more quickly. Two new hires successfully completed our intensive training program, and another team member hired in December is currently still in training.

By the end of 2024, our team consisted of:

- 15 Full-Time Dispatchers
- 2 Part-Time Dispatchers
- 1 Per-Diem Dispatcher

An increase of two full-time positions compared to 2023.

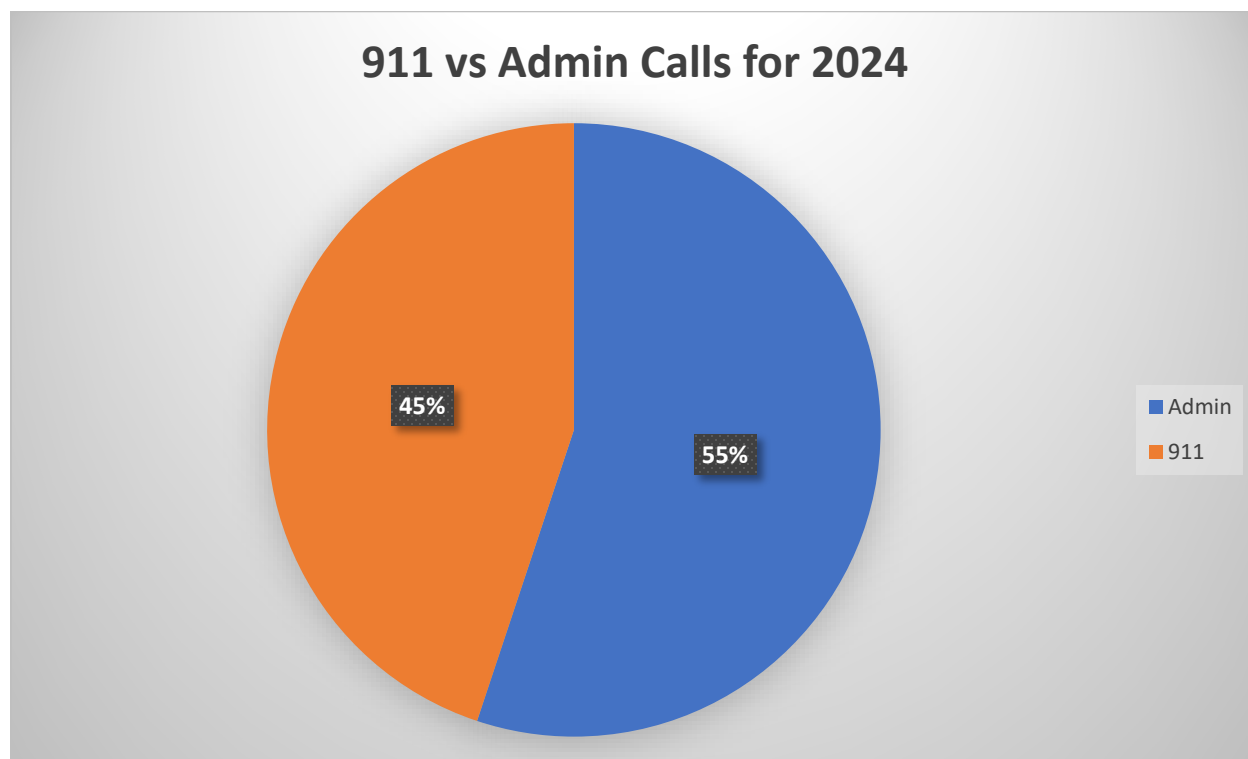
2025 Goals

- Recruit and train additional dispatch staff to alleviate the ongoing staffing shortage, with the goal of reaching 18 full-time dispatchers to handle increased call volume and responsibilities.
- Expand the Quality Assurance/Quality Improvement (QA/QI) program into a full-time initiative to continually evaluate and enhance the quality of Fire, Police, and EMS call handling.
- Expand Senior Dispatcher responsibilities to include assisting with CAD/phone system maintenance and updates, as well as involvement in community outreach initiatives.

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 Admin Calls for 2023: 28,757

Total 911 Calls for 2024: 21,607

Total 911 Calls for 2023: 22,082

2024 911 Transfer Call to Other PSAPs

Month	Ulster	Columbia	Albany	Rensselaer	Schoharie	Deleware	LA Line	Poison Control	ChemTec	Thruway	Dutchess	SP Catskill	Catskill PD	Total
January	6	36	5	3	1	4	4			103	4	3	42	211
February	6	38	12		2		2			85	1		36	182
March	10	31	11		1	1	3			129		2	83	271
April	8	31	14	3	1	3	1			135	3	1	90	290
May	8	43	12	1	2	1	5			114	2	1	57	246
June	8	39	7	2	1	2	1	1		133	1	7	70	272
July	12	25	14	1	3	5	2			139		4	61	266
August	3	31	12		2		6			161	1	1	68	285
September	3	21	9		1	2	6			110		1	82	235
October	6	27	5	1	1	3	3		1	130	2	9	84	272
November	3	19	9	1	3	5	5		1	178	1	1	36	262
December	5	26	6	3	2		3			91	6	4	76	222
Total	78	367	116	15	20	26	41	1	2	1508	21	34	785	3014

A PSAP= Public Service Answering Point

2024 Breakdown of CAD Events

TRAFFIC STOP	5661
CIVIL	1156
911 OPEN LINE	1141
911 HANGUP	1072
SICK PERSON	861
BREATHING PROBLEMS-ALS	825
911 MISDIAL	815
FOLLOWUP	799
SICK PERSON-ALS	759
LANDLINE	729
TRANSPORT	713
FALLS	618
SOCIAL SERVICES	576
CITIZEN ASSIST	545
CHEST PAIN/CHEST DISCOMFORT-ALS	534
ROAD HAZARD-1	497
FALLS-ALS	448
MVA PROPERTY DAMAGE	445
EMS MUTUAL AID	422
UNCONSCIOUS/FAINTING-ALS-PD	411
RECKLESS DRIVER	336
UNKNOWN PROBLEM-ALS	309
ABDOMINAL PAIN/PROBLEMS-ALS	262
VEHICLE DISABLED	260
WELFARE CHECK	251
INFO	241
BURGLAR ALARM AUDIBLE	236
MENTAL HEALTH	230
HEART PROBLEMS/A.I.C.D.-ALS	225
FIRE ALARM	209
CONVULSIONS/SEIZURES-ALS	208
DOMESTIC	194
HEMORRHAGE/LACERATIONS-ALS	177
TRAFFIC/TRANSPORTATION INC	152
STROKE/TIA-HELICOPTER	143
OVERDOSE/POISONING-ALS-PD	133
PSYCH/ABN BEHV/SUICIDE ATT-PD	126
VEHICLE LOCKOUT	123
FALLS-HELICOPTER	122
ANIMAL (Domestic)	109

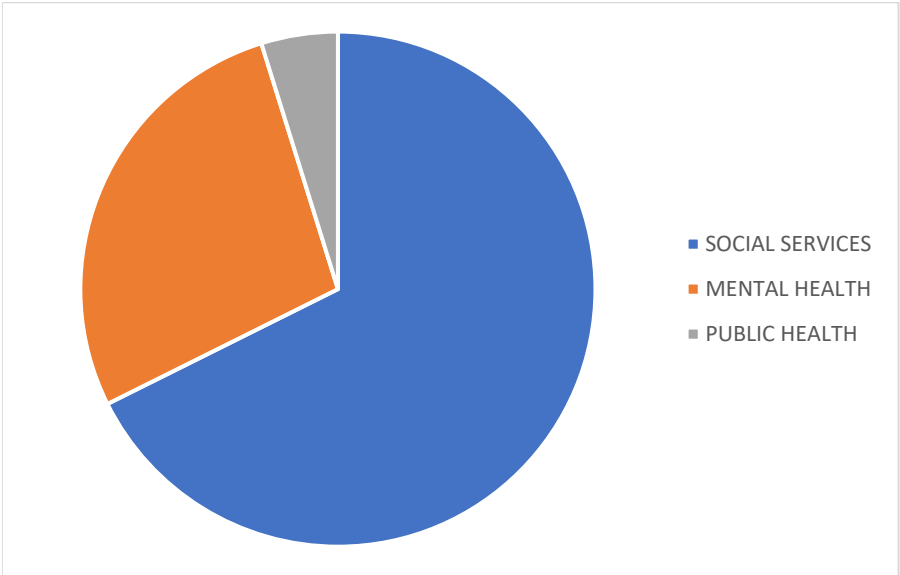
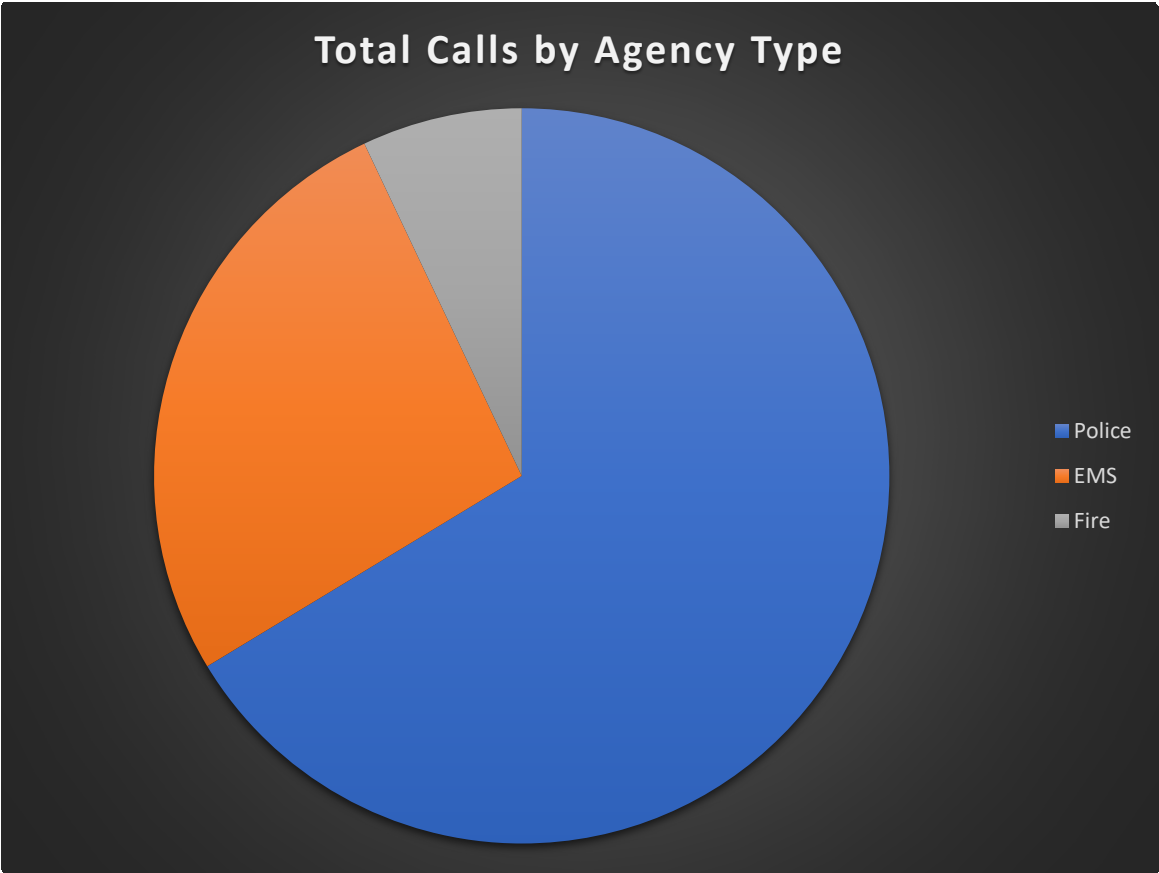
	10
MEDICAL ALARM	108
TRAUMATIC INJURIES	103
HARASSMENT	100
PSYCH/ABN BEHV/SUICIDE -ALS-PD	100
BACK PAIN-ALS	94
WIRES	84
HEMORRHAGE/LACERATIONS-ALS-PD	81
TRAUMATIC INJURIES-ALS	80
HOSPITAL DIVERSION	77
BURGLAR ALARM SILENT	77
FIRE MUTUAL AID	76
CARDIAC/RESP ARR/DEATH-ECHO-PD	75
DIABETIC PROBLEMS-ALS	73
HEMORRHAGE/LACERATIONS	71
SUSPICIOUS ACTIVITY	69
ASSAULT/SEXUAL ASSAULT/STUN GUN	67
ANIMAL (Wildlife)	62
SPECIAL DETAIL	62
PARKING	61
TRESPASS	57
ATTEMPT TO LOCATE	57
TRAFFIC/TRANSPORTATION-HELICOPTR	57
TRAFFIC/TRANSPORTATION INC-ALS	56
ALLERGIES/ENVENOMATIONS-ALS	54
CARDIAC/RESP ARREST/DEATH-ALS-PD	52
DISORDERLY	48
911 TEST CALL	48
LARCENY	47
MVA HIT AND RUN	44
FRAUD	43
TRAUMATIC INJURIES-HELO-PD	42
GAS LEAK	42
FIRE STRUCTURE	41
DIABETIC PROBLEMS	41
PUBLIC HEALTH	41
ALLERGIES/ENVENOMATIONS	34
FIRE ALARM - CO	34
WARRANT	33
SUSPICIOUS PERSON	33
ELECTRICAL HAZARD	32
DRILL	32
ASSIST	31
LANLORD TENANT DISPUTE	29

	11
VEHICLE SUSPICIOUS	27
ABDOMINAL PAIN/PROB-HELICOPTER	25
BURGLARY-1	25
PROPERTY CHECK	24
STROKE/TIA-ALS	23
HEADACHE-ALS	22
INTOXICATED	22
FIRE VEHICLE	21
CRIMINAL MISCHIEF	21
TRAFFIC/TRANSPORT-PINNED-HELO	21
NOISE	21
WATER PROBLEM (Pump Out)	19
ASSAULT	18
FIGHT	18
PANIC ALARM	18
EYE PROBLEMS/INJURIES	17
FIRE BRUSH	17
DIABETIC PROBLEMS-ALS-PD	16
VEHICLE ABANDONED	16
FALLS-ALS-PD	14
PREGNANCY/CHILD/MISCA-HELICOPTER	14
FOUND PROPERTY	13
LOST PROPERTY	13
ALLERGIES/ENVENOM-HELICOPTER	13
VEHICLE STOLEN	12
HEADACHE	12
PREGNANCY/CHILD/MISCARRIAGE-ALS	12
ORDER OF PROTECTION VIOLATION	11
POLICE MUTUAL AID	10
BACK PAIN-HELICOPTER	9
CHOKING-ALS-PD	9
OPEN DOOR	8
HEAT/COLD EXPOSURE-ALS	8
SHOOTING	8
FIRE APPLIANCE	8
ASSAULT/SEXUAL ASSAULT-HELICOPTER	8
DRUGS	8
FIRE SMOKE (OUTDOORS)	8
OVERDOSE/POISONING-ECHO-PD	7
911 ABANDONED -- TEXT	7
FIRE ELECTRICAL	7
MISSING PERSON	7
FIRE UNKNOWN	7

CHOKING-PD	6
CARDIAC/RESP ARREST/DEATH-PD	6
CO/INHALATION/HAZMAT/CBRN-ALS	6
ENVIRONMENTAL COMPLAINT	5
LOST HIKER	5
DOMESTIC WITH INJURIES	5
STAB/GUNSHOT/TRAUMA-HELO-PD	5
STAB/GUNSHOT/PENE TRAUMA-ALS-PD	5
ANIMAL BITES/ATTACKS	5
ASSAULT/SEXUAL ASSAULT/STUN-ALS	5
ABUSE	5
BURNS/EXPLOSION-HELICOPTER	4
WANTED PERSON	4
CO/INHALATION/HAZMAT/CBRN	4
FIRE EQUIPMENT (OUTDOORS)	3
BACKUP	3
HAZMAT	3
911 ACCIDENTIAL -- TEXT	3
ELECTROCUTION/LIGHTN-HELO-PD	3
BREATHING PROBLEMS-ECHO	3
FIRE CHIMNEY	3
PURSUIT	3
SEX OFFENSE	3
TRANSFORMER EXPLOSION	3
ANIMAL BITES/ATTACKS-ALS	3
INVESTIGATION	2
FIRE ALARM - PULL STATION	2
UNCONSCIOUS/FAINTING-ECHO-PD	2
FIRE ALARM - HEAT	2
HEAT/COLD EXPOSURE	2
PSYCH/ABN BEHV/SUICIDE HEL-PD	2
ALARM UNKNOWN	2
LANDING ZONE	2
UNCONSCIOUS/FAINTING-HELO-PD	2
INDECENT	2
BURNS/EXPLOSION	2
SENIOR CALL-IN	2
PREGNANCY/CHILD/MISCARRIAGE	2
DUMPING	2
WATER NON EMERGENCY	2
STOLEN PROPERTY	2
HOME INVASION	2
WEAPON VIOLATION	1

FIRE ALARM - WATER FLOW	1
BURNS/EXPLOSION-ALS	1
DOMESTIC WITH WEAPONS	1
BAD CHECK	1
ROBBERY	1
CHOKING-ECHO-PD	1
IMPERSONATION	1
ALLERGIES/ENVENOMATIONS-ECHO	1
RUNAWAY	1
CO/INHALATION/HAZM-HELICOPTER-PD	1
ABDUCTION	1
WATER RESCUE	1
INACCESS INCID/OTHER ENTRAP-ALS	1
ELECTROCUTION/LIGHTNING-ALS-PD	1
INACCESS INCIDENT-HELICOPTER	1
BUILDING LOCKOUT	1
DROWNING/NR/DIVING/SCUBA-ALS-PD	1
Grand Total	26,400

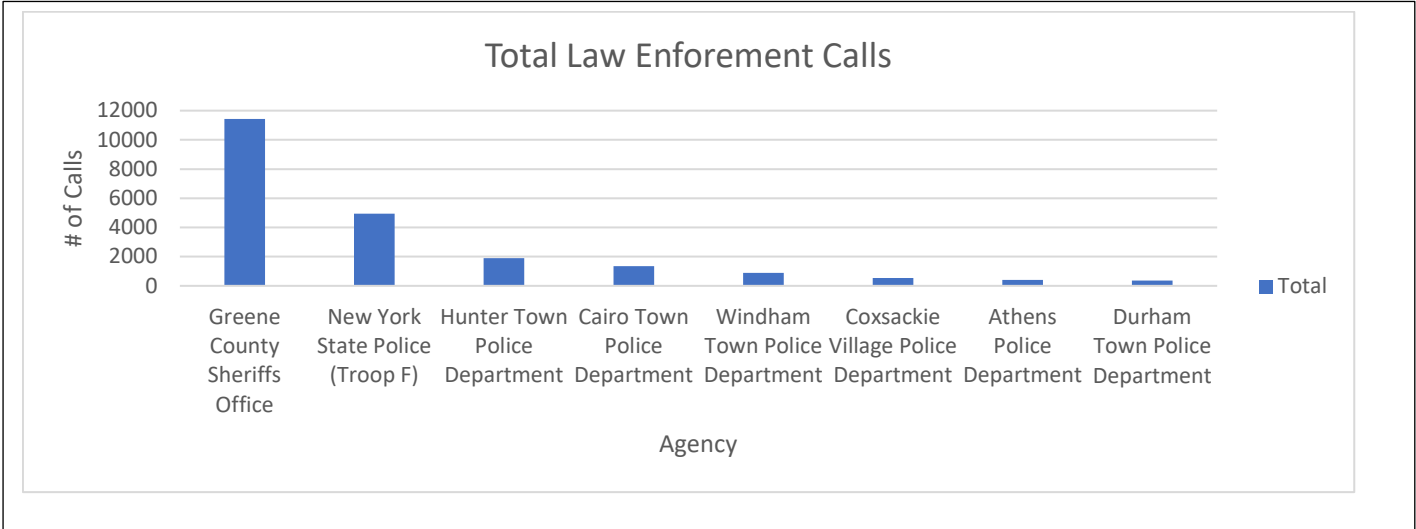
Total Computer Aided Dispatch (CAD) Events 2024



SOCIAL SERVICES	577
MENTAL HEALTH	235
PUBLIC HEALTH	41
Grand Total	852

Represents the number of after regular business hour calls received for each department in 2024.

Law Enforcement Calls 2024



Greene County Sheriff’s Office	11426
New York State Police (Troop F)	4933
Hunter Town Police Department	1899
Cairo Town Police Department	1359
Windham Town Police Department	895
Cocksackie Village Police Department	538
Athens Police Department	412
Durham Town Police Department	355
Grand Total	19,353

Top 10 Call Types by Law Enforcement Agency 2024

Greene County Sheriff's Office	7552
TRAFFIC STOP	3647
CIVIL	1090
FOLLOWUP	519
LANDLINE	506
ALARM-1	492
TRANSPORT (LAW or EMS)	402
MVA-1	306
WELFARE CHECK-1	218
VEHICLE COMP-1	194
DOMESTIC-2	178
New York State Police (Troop F)	2028
MVA-1	430
DOMESTIC-2	271
VEHICLE COMP-1	251
ALARM-1	187
TRAFFIC STOP	174
MVA PROPERTY DAMAGE	173
WELFARE CHECK-1	155
DOMESTIC	147
ROAD HAZARD-1	126
SUSPICIOUS-1	114
Hunter Town Police Department	1217
TRAFFIC STOP	874
ALARM-1	70
VEHICLE COMP-1	48
FOLLOWUP	48
MVA-1	42
ROAD HAZARD-1	32
VEHICLE DISABLED	28
MVA PROPERTY DAMAGE	26
POLICE	25
CITIZEN ASSIST	24
Cairo Town Police Department	803
TRAFFIC STOP	538
FOLLOWUP	66
MVA-1	43
VEHICLE COMP-1	39
CITIZEN ASSIST	23
WELFARE CHECK-1	22

	17
BREATHING PROBLEMS-ALS	20
POLICE	19
ALARM-1	17
LOCK OUT/LOCK IN-1	16
Windham Town Police Department	477
TRAFFIC STOP	223
ALARM-1	76
LANDLINE	35
MVA-1	28
MVA PROPERTY DAMAGE	27
LOCK OUT/LOCK IN-1	21
VEHICLE COMP-1	20
BURGLAR ALARM AUDIBLE	16
POLICE	16
911 HANGUP	15
Athens Police Department	293
TRAFFIC STOP	172
FOLLOWUP	33
PARKING	27
PROPERTY CHECK	19
CIVIL	11
VEHICLE COMP-1	7
WELFARE CHECK-1	6
MVA-1	6
ROAD HAZARD-1	6
POLICE	6
Coxsackie Village Police Department	236
TRAFFIC STOP	85
UNKNOWN PROBLEM-ALS	24
BREATHING PROBLEMS-ALS	23
FALLS	21
SICK PERSON-ALS	16
WELFARE CHECK-1	15
VEHICLE COMP-1	14
UNCONSCIOUS/FAINTING-ALS-PD	14
FIRE ALARM-C	12
EMS	12
Greene County Probation	140
FOLLOWUP	97
TRANSPORT (LAW or EMS)	21
CIVIL	16
TRANSPORT-2	1
POLICE	1

	18
SHOOTING-2	1
DOMESTIC-2	1
CITIZEN ASSIST	1
Durham Town Police Department	132
MVA-1	23
CHEST PAIN/CHEST DISCOMFORT-ALS	16
ALARM-1	15
DOMESTIC-2	15
ANIMAL-1	12
BREATHING PROBLEMS-ALS	12
UNCONSCIOUS/FAINTING-ALS-PD	11
SICK PERSON-ALS	11
VEHICLE COMP-1	9
PSYCH/ABN BEHAVIOR/SUICIDE ATTEM-PD	8
GREENE COUNTY JAIL	110
TRANSPORT (LAW or EMS)	98
TRANSPORT-2	9
TRANSPORT-1	1
SICK PERSON-ALS	1
ASSIST-1	1
NYS DEPARTMENT OF ENVIRONMENTAL CONSERVATION- LAW ENFORCEMENT	43
ANIMAL-1	19
SUSPICIOUS-1	5
ANIMAL (Wildlife)	4
ENVIRONMENTAL COMPLAINT	3
MENTAL DISORDER-2	2
EMS	2
MVA PROPERTY DAMAGE	2
FIRE BRUSH	2
CARD OR RESP ARR/DEATH-ECHO-PD	2
FOLLOWUP	2
NYS DEPARTMENT OF ENVIRONMENTAL CONSERVATION-FOREST RANGER	37
CITIZEN ASSIST	5
WELFARE CHECK-1	5
MISSING-1	5
FALLS-ALS	4
TRAUMATIC INJURIES	4
TRAFFIC STOP	4
VEG/WILDLAND/BRUSH/GRASS FIRE-D	3
MVA PROPERTY DAMAGE	3
EMS	2
ATTEMPT TO LOCATE	2
Grand Total	12472

Emergency Police Dispatch by Priority



Time Analysis by Dispatch Level



Agency:

Police

Date Range: 4/23/2024 ... 12/31/2024

	OMEGA	ALPHA	BRAVO	CHARLIE	DELTA	ECHO	TOTALS
# Cases:	0	328	1608	2224	1108	1	5269
% of All Levels:	0.0%	6.2%	30.5%	42.2%	21.0%	0.0%	100.0%

Avg. time in Case Entry:*	00:00:00	00:00:31	00:00:26	00:00:22	00:00:29	00:00:30	00:00:25
Between 30 and 59 seconds*	0	74	260	309	227	1	871
60 seconds or greater*	0	35	133	122	104	0	394

Avg. time in Key Questions:*	00:00:00	00:00:40	00:01:00	00:01:06	00:01:33	00:02:10	00:01:08
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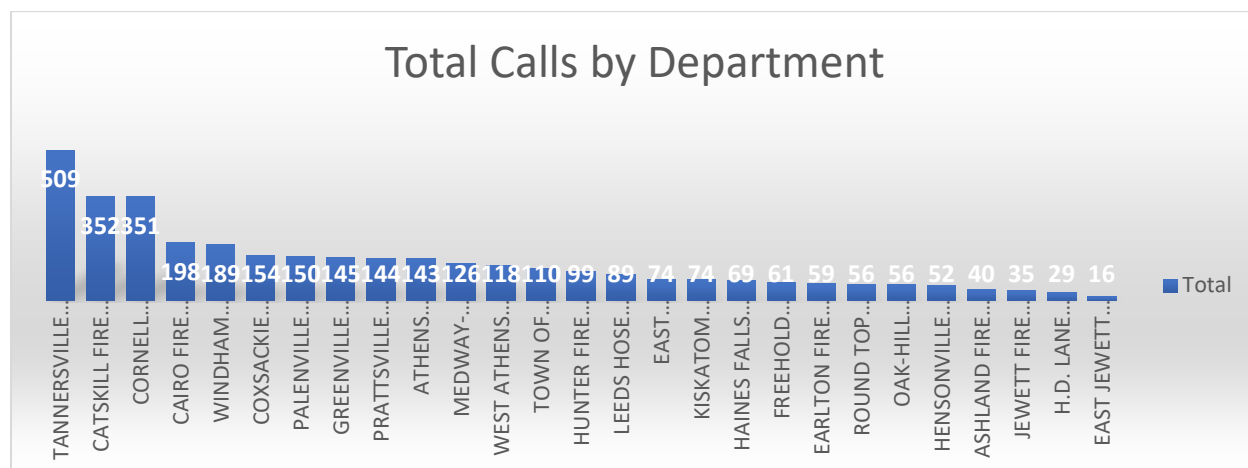
Avg. time to queue:*	00:00:00	00:01:13	00:01:23	00:01:08	00:01:11	00:02:09	00:01:14
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Filter: All cases

* Times are calculated from launch of ProQA

**Date of 4/23/24-12/31/2024 reflects the "go live" date for Emergency Police Dispatch*

Fire Department Calls 2024



Top 10 Call Types by Fire Departments 2024

TANNERSVILLE FIRE DEPARTMENT	291
BREATHING PROBLEMS-ALS	50
FALLS	36
FIRE ALARM-C	35
SICK PERSON-ALS	35
UNCONSCIOUS/FAINTING-ALS-PD	31
CHEST PAIN/CHEST DISCOMFORT-ALS	22
SICK PERSON	22
FALLS-ALS	22
OVERDOSE/POISONING-ALS-PD	20
FIRE ALARM	18
CATSKILL FIRE DEPARTMENT	241
FIRE ALARM-C	102
FIRE ALARM	41
STRUCTURE FIRE-D	18
FIRE ALARM-B	15
TRAFFIC/TRANSPORTATION-HELICOPTER	14
TRAFFIC/TRANSPORTATION INCIDENT	12
FIRE MUTUAL AID	11
GAS LEAK	10
FIRE STRUCTURE	10
FIRE ALARM -CO-	8
CORNELL HOOK AND LADDER FIRE	189
BREATHING PROBLEMS-ALS	29

	21
FIRE MUTUAL AID	27
SICK PERSON	24
SICK PERSON-ALS	23
TRAFFIC/TRANSPORTATION INCIDENT	19
CHEST PAIN/CHEST DISCOMFORT-ALS	18
FIRE ALARM	15
ABDOMINAL PAIN/PROBLEMS-ALS	13
FALLS	11
FALLS-ALS	10
WINDHAM HOSE COMPANY #1	142
FIRE ALARM-C	56
FIRE ALARM-B	29
FIRE ALARM	24
STRUCTURE FIRE-D	6
ELECTRICAL HAZARD-C	6
TRAFFIC/TRANSPORTATION INCIDENT	5
FIRE ALARM -CO-	4
TRAFFIC/TRANSPORTATION INC-ALS	4
SERVICE CALL-A	4
ELECTRICAL HAZARD-B	4
GREENE COUNTY DEPARTMENT OF EMERGENCY SERVICES	136
STRUCTURE FIRE-D	29
FIRE MUTUAL AID	24
FIRE ALARM-C	19
TRAFFIC/TRANSPORTATION INCIDENT	12
TRAFFIC/TRANSPORTATION-HELICOPTER	10
HOSPITAL DIVERSION	10
VEG/WILDLAND/BRUSH/GRASS FIRE-C	9
VEG/WILDLAND/BRUSH/GRASS FIRE-D	9
FIRE STRUCTURE	9
TRAFFIC/TRANSPORTATION INC-ALS	5
CAIRO FIRE DISTRICT	111
FIRE ALARM-C	22
STRUCTURE FIRE-D	18
CARD OR RESP ARR/DEATH-ECHO-PD	14
FIRE ALARM-B	12
TRAFFIC/TRANSPORTATION INCIDENT	9
FIRE STRUCTURE	9
FIRE ALARM	8
FIRE ALARM -CO-	7
VEG/WILDLAND/BRUSH/GRASS FIRE-C	6
ELECTRICAL HAZARD	6
COXSACKIE FIRE DEPARTMENT	104

	22
FIRE ALARM-C	29
FIRE ALARM	17
FIRE ALARM-B	13
TRAFFIC/TRANSPORTATION INCIDENT	12
STRUCTURE FIRE-D	7
SERVICE CALL-A	6
TRAFFIC/TRANSPORTATION INC-ALS	6
FIRE ALARM -CO-	5
FIRE MUTUAL AID	5
GAS LEAK	4
ATHENS VOLUNTEER FIRE DEPARTMENT	96
FIRE ALARM-C	23
FIRE ALARM-B	14
FIRE STRUCTURE	13
STRUCTURE FIRE-D	13
TRAFFIC/TRANSPORTATION INCIDENT	7
FIRE ALARM	7
CARD OR RESP ARR/DEATH-ECHO-PD	6
GAS LEAK	5
STRUCTURE FIRE-E	4
FIRE APPLIANCE	4
PRATTSVILLE HOSE COMPANY	93
FIRE MUTUAL AID	23
SICK PERSON-ALS	19
FALLS	10
BREATHING PROBLEMS-ALS	8
CHEST PAIN/CHEST DISCOMFORT-ALS	8
UNKNOWN PROBLEM-ALS	7
UNCONSCIOUS/FAINTING-ALS-PD	6
SICK PERSON	6
ABDOMINAL PAIN/PROBLEMS-ALS	3
HEMORRHAGE/LACERATIONS-ALS	3
GREENVILLE FIRE COMPANY	91
FIRE ALARM-C	27
FIRE ALARM-B	12
FIRE MUTUAL AID	8
TRAFFIC/TRANSPORTATION INCIDENT	8
FIRE ALARM	8
FALLS-ALS	7
STRUCTURE FIRE-D	6
ELECTRICAL HAZARD-C	6
CARD OR RESP ARR/DEATH-ECHO-PD	5
FALLS	4

WEST ATHENS LIME STREET FIRE DISTRICT**79**

FIRE ALARM-C	15
FIRE STRUCTURE	12
TRAFFIC/TRANSPORTATION INCIDENT	10
FIRE ALARM-B	10
STRUCTURE FIRE-D	9
GAS LEAK	6
FIRE ALARM	5
FIRE VEHICLE	5
TRAFFIC/TRANSPORTATION INC-ALS	4
ELECTRICAL HAZARD	3

HUNTER FIRE DEPARTMENT**75**

FIRE ALARM-C	25
FIRE ALARM	20
STRUCTURE FIRE-D	10
FIRE ALARM-B	5
ELECTRICAL HAZARD-C	3
VEG/WILDLAND/BRUSH/GRASS FIRE-C	3
FIRE STRUCTURE	3
OUTSIDE FIRE-B	2
ELECTRICAL HAZARD-B	2
FALLS	2

PALENVILLE FIRE DEPARTMENT**71**

FALLS	16
FALLS-ALS	10
SICK PERSON	8
BREATHING PROBLEMS-ALS	7
UNKNOWN PROBLEM-ALS	7
FIRE ALARM-B	5
TRAFFIC/TRANSPORTATION INCIDENT	5
HEART PROBLEMS/A.I.C.D.-ALS	5
ABDOMINAL PAIN/PROBLEMS-ALS	4
FALLS-HELICOPTER	4

MEDWAY-GRAPEVILLE FIRE DISTRICT**67**

BREATHING PROBLEMS-ALS	14
SICK PERSON-ALS	8
UNCONSCIOUS/FAINTING-ALS-PD	7
SICK PERSON	6
FALLS-ALS	6
FIRE ALARM-C	6
FIRE MUTUAL AID	6
HEART PROBLEMS/A.I.C.D.-ALS	5
FALLS	5

	24
STRUCTURE FIRE-D	4
TOWN OF LEXINGTON FIRE COMPANY	63
FIRE ALARM-B	12
UNCONSCIOUS/FAINTING-ALS-PD	9
UNKNOWN PROBLEM-ALS	7
FALLS	7
SICK PERSON-ALS	6
SICK PERSON	5
FIRE ALARM-C	5
BREATHING PROBLEMS-ALS	4
FIRE ALARM	4
CHEST PAIN/CHEST DISCOMFORT-ALS	4
EAST DURHAM VOLUNTEER FIRE COMPANY INC	51
FIRE ALARM-B	11
FIRE ALARM	6
TRAFFIC/TRANSPORTATION-HELICOPTER	6
STRUCTURE FIRE-D	6
VEG/WILDLAND/BRUSH/GRASS FIRE-C	5
TRAFFIC/TRANSPORTATION INCIDENT	5
FIRE ALARM-C	4
TRAFFIC/TRANSPORTATION INC-ALS	3
VEHICLE FIRE-B	3
FIRE STRUCTURE	2
LEEDS HOSE COMPANY NO. 1 INC.	47
TRAFFIC/TRANSPORTATION INCIDENT	13
FIRE ALARM-C	10
STRUCTURE FIRE-D	5
FIRE STRUCTURE	4
FIRE BRUSH	4
TRAFFIC/TRANSPORT-PINNED-HELO	3
FIRE ALARM	2
FIRE	2
FIRE ALARM-B	2
ELECTRICAL HAZARD	2
FREEHOLD VOLUNTEER FIRE CO. INC.	45
TRAFFIC/TRANSPORTATION INCIDENT	8
FIRE ALARM-B	7
FIRE ALARM-C	7
FIRE ALARM	4
TRAFFIC/TRANSPORTATION-HELICOPTER	4
STRUCTURE FIRE-D	4
FIRE STRUCTURE	4
MVA-1	3

OUTSIDE FIRE-D	2
FIRE MUTUAL AID	2
HAINES FALLS FIRE COMPANY	45
STRUCTURE FIRE-D	10
FIRE ALARM-C	9
FIRE ALARM-B	5
VEG/WILDLAND/BRUSH/GRASS FIRE-C	4
TRAFFIC/TRANSPORTATION INCIDENT	3
TRAFFIC/TRANSPORTATION INC-ALS	3
FALLS-HELICOPTER	3
ELECTRICAL HAZARD-B	3
FIRE STRUCTURE	3
ELECTRICAL HAZARD-C	2
KISKATOM FIRE DEPARTMENT	43
FIRE ALARM-B	7
TRAFFIC/TRANSPORTATION INCIDENT	6
FIRE ALARM	5
TRAFFIC/TRANSPORTATION-HELICOPTR	5
STRUCTURE FIRE-D	4
FIRE STRUCTURE	4
VEG/WILDLAND/BRUSH/GRASS FIRE-D	3
ELECTRICAL HAZARD-B	3
STRUCTURE FIRE-E	3
DRILL	3
HENSONVILLE HOSE COMPANY	38
FIRE ALARM-C	9
FIRE ALARM-B	7
STRUCTURE FIRE-D	6
TRAFFIC/TRANSPORTATION INC-ALS	4
TRAFFIC/TRANSPORTATION-HELICOPTR	3
FIRE ALARM	2
VEG/WILDLAND/BRUSH/GRASS FIRE-C	2
ELECTRICAL HAZARD-C	2
FIRE STRUCTURE	2
AIRCRAFT EMERGENCY-D	1
ROUND TOP VOLUNTEER FIRE COMPANY INC	38
STRUCTURE FIRE-D	11
FIRE STRUCTURE	4
FIRE ALARM-B	4
FIRE ALARM-C	4
OUTSIDE FIRE-B	3
MVA-1	3
FIRE ALARM	3

FALLS	2
CARD OR RESP ARR/DEATH-ECHO-PD	2
MOTOR VEHICLE COLLISION-B	2
EARLTON FIRE DEPARTMENT	37
STRUCTURE FIRE-D	7
FIRE ALARM	5
FIRE ALARM-B	5
VEG/WILDLAND/BRUSH/GRASS FIRE-C	4
FIRE STRUCTURE	4
FIRE MUTUAL AID	4
FIRE	2
ELECTRICAL HAZARD-B	2
GAS LEAK	2
GAS LEAK/ODOR-C	2
OAK-HILL DURHAM VOLUNTER FIRE COMPANY	32
FIRE ALARM-B	6
FIRE ALARM-C	6
FIRE ALARM	4
STRUCTURE FIRE-D	3
FIRE MUTUAL AID	3
OUTSIDE FIRE-B	2
FIRE STRUCTURE	2
ELECTRICAL HAZARD-B	2
GAS LEAK/ODOR-C	2
LANDING ZONE	2
JEWETT FIRE DEPARTMENT	27
FIRE ALARM-B	10
FIRE ALARM	5
FIRE VEHICLE	2
VEG/WILDLAND/BRUSH/GRASS FIRE-D	2
ELECTRICAL HAZARD-C	2
ELECTRICAL HAZARD	2
FIRE STRUCTURE	1
INACCESS INCIDENT-HELICOPTER	1
GAS LEAK	1
FIRE EQUIPMENT (OUTDOORS)	1
ASHLAND FIRE DEPARTMENT	25
FIRE ALARM-B	4
OUTSIDE FIRE-B	3
ELECTRICAL HAZARD-C	3
ELECTRICAL HAZARD	3
STRUCTURE FIRE-D	2
TRAFFIC/TRANSPORTATION-HELICOPTR	2

TRAFFIC/TRANSPORTATION INC-ALS	2
MVA PROPERTY DAMAGE	2
FIRE ALARM	2
FIRE STRUCTURE	2
H.D. LANE VOLUNTEER FIRE CO.	24
STRUCTURE FIRE-D	9
FIRE STRUCTURE	3
VEG/WILDLAND/BRUSH/GRASS FIRE-C	3
FALLS-ALS	2
FIRE ALARM-B	2
ELECTRICAL HAZARD	1
FIRE ALARM-C	1
BREATHING PROBLEMS-ALS	1
FIRE BRUSH	1
ELECTRICAL HAZARD-B	1
EAST JEWETT FIRE DEPARTMENT INC	15
ELECTRICAL HAZARD-C	3
VEG/WILDLAND/BRUSH/GRASS FIRE-C	2
TRAFFIC/TRANSPORTATION INCIDENT	2
FIRE ALARM	2
ELECTRICAL HAZARD-B	1
STRUCTURE FIRE-D	1
VEG/WILDLAND/BRUSH/GRASS FIRE-D	1
OUTSIDE FIRE-B	1
ELECTRICAL HAZARD	1
FIRE ALARM-B	1
Grand Total	1949

Emergency Fire Breakdown by Priority



Time Analysis by Dispatch Level



Agency:

Date Range: 2/16/2024 ... 12/31/2024

	OMEGA	ALPHA	BRAVO	CHARLIE	DELTA	ECHO	TOTALS
# Cases:	11	64	335	495	150	14	1069
% of All Levels:	1.0%	6.0%	31.3%	46.3%	14.0%	1.3%	100.0%

Avg. time in Case Entry:*	00:00:41	00:00:22	00:00:20	00:00:15	00:00:25	00:00:19	00:00:19
Between 30 and 59 seconds*	2	15	49	41	32	2	141
60 seconds or greater*	4	2	13	5	7	0	31

Avg. time in Key Questions:*	00:00:40	00:00:35	00:00:50	00:00:49	00:00:37	00:00:19	00:00:46
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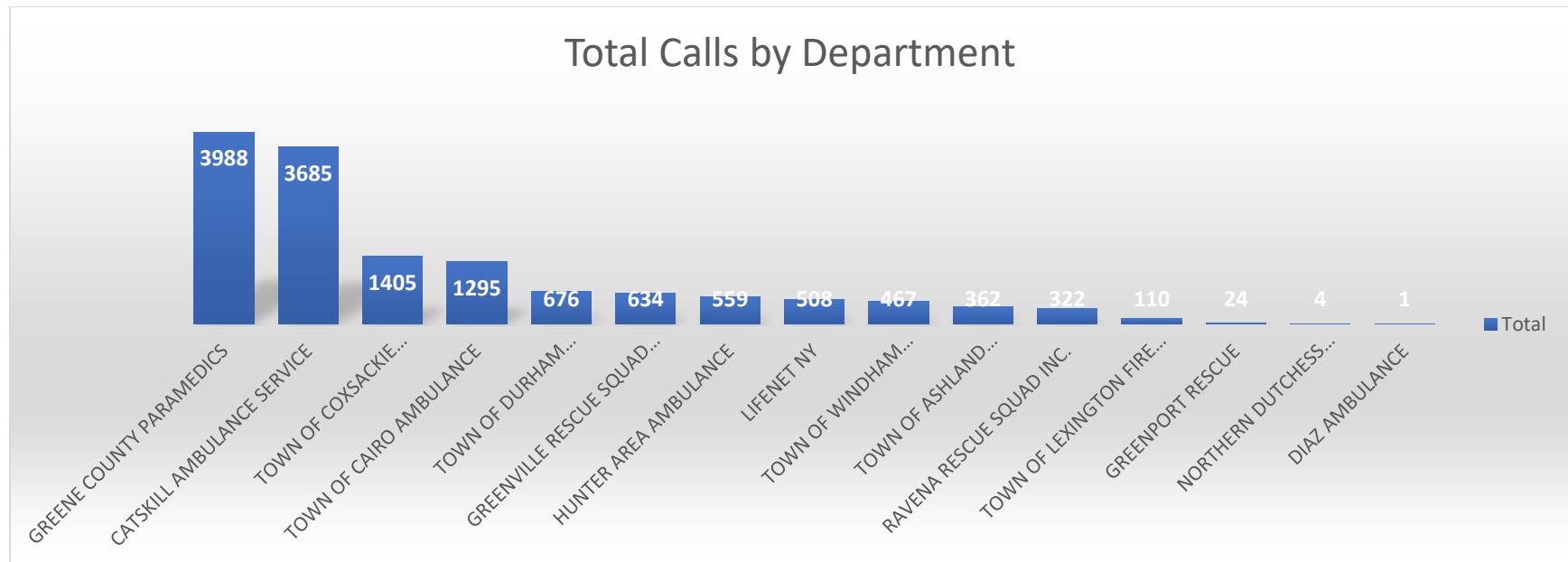
Avg. time to queue:*	00:01:19	00:00:56	00:01:02	00:01:00	00:00:55	00:00:37	00:01:00
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Filter: All cases

* Times are calculated from launch of ProQA

**Date of 2/16/24-12/31/2024 reflects the "go live" date for Emergency Fire Dispatch*

EMS Calls 2024



Top 10 Call Types by EMS Agencies 2024

GREENE COUNTY PARAMEDICS	2596
BREATHING PROBLEMS-ALS	511
SICK PERSON-ALS	459
CHEST PAIN/CHEST DISCOMFORT-ALS	375
FALLS-ALS	250
UNCONSCIOUS/FAINTING-ALS-PD	236
UNKNOWN PROBLEM-ALS	225
ABDOMINAL PAIN/PROBLEMS-ALS	181
HEART PROBLEMS/A.I.C.D.-ALS	138
CONVULSIONS/SEIZURES-ALS	118
HEMORRHAGE/LACERATIONS-ALS	103
CATSKILL AMBULANCE SERVICE	2447
SICK PERSON	469
BREATHING PROBLEMS-ALS	369
SICK PERSON-ALS	350
FALLS	305
FALLS-ALS	226
UNCONSCIOUS/FAINTING-ALS-PD	188
CHEST PAIN/CHEST DISCOMFORT-ALS	176
TRANSPORT (LAW or EMS)	166
CONVULSIONS/SEIZURES-ALS	104
HEART PROBLEMS/A.I.C.D.-ALS	94
TOWN OF COXSACKIE AMBULANCE	926
BREATHING PROBLEMS-ALS	152
SICK PERSON-ALS	120
CHEST PAIN/CHEST DISCOMFORT-ALS	118
UNKNOWN PROBLEM-ALS	115
SICK PERSON	110
FALLS	93
FALLS-ALS	60
UNCONSCIOUS/FAINTING-ALS-PD	59
ABDOMINAL PAIN/PROBLEMS-ALS	54
HEART PROBLEMS/A.I.C.D.-ALS	45
TOWN OF CAIRO AMBULANCE	838
SICK PERSON	160
BREATHING PROBLEMS-ALS	128
SICK PERSON-ALS	123

	31
CHEST PAIN/CHEST DISCOMFORT-ALS	93
FALLS	82
UNCONSCIOUS/FAINTING-ALS-PD	66
FALLS-ALS	63
ABDOMINAL PAIN/PROBLEMS-ALS	45
UNKNOWN PROBLEM-ALS	42
HEART PROBLEMS/A.I.C.D.-ALS	36
TOWN OF DURHAM AMBULANCE INC	437
SICK PERSON	69
SICK PERSON-ALS	66
CHEST PAIN/CHEST DISCOMFORT-ALS	56
BREATHING PROBLEMS-ALS	53
EMS MUTUAL AID	49
FALLS	48
FALLS-ALS	40
UNCONSCIOUS/FAINTING-ALS-PD	19
ABDOMINAL PAIN/PROBLEMS-ALS	19
HEMORRHAGE/LACERATIONS-ALS	18
LIFENET NY	436
STROKE/TIA-HELICOPTER	139
FALLS-HELICOPTER	115
TRAFFIC/TRANSPORTATION-HELICOPTER	54
TRAUMATIC INJURIES-HELO-PD	41
ABDOMINAL PAIN/PROB-HELICOPTER	25
TRAFFIC/TRANSPORT-PINNED-HELO	19
PREGNANCY/CHILD/MISCA-HELICOPTER	14
ALLERGIES/ENVENOM-HELICOPTER	11
TRAFFIC/TRANSPORTATION INC-ALS	9
BACK PAIN-HELICOPTER	9
GREENVILLE RESCUE SQUAD INC	407
BREATHING PROBLEMS-ALS	55
SICK PERSON-ALS	53
FALLS	52
CHEST PAIN/CHEST DISCOMFORT-ALS	45
FALLS-ALS	41
SICK PERSON	40
EMS MUTUAL AID	39
ABDOMINAL PAIN/PROBLEMS-ALS	32
UNCONSCIOUS/FAINTING-ALS-PD	30
UNKNOWN PROBLEM-ALS	20
HUNTER AREA AMBULANCE	348
BREATHING PROBLEMS-ALS	56
FALLS	41

	32
EMS MUTUAL AID	40
SICK PERSON-ALS	39
TRAUMATIC INJURIES-ALS	37
UNCONSCIOUS/FAINTING-ALS-PD	36
CHEST PAIN/CHEST DISCOMFORT-ALS	29
SICK PERSON	25
FALLS-ALS	25
OVERDOSE/POISONING-ALS-PD	20
TOWN OF WINDHAM AMBULANCE	272
EMS MUTUAL AID	57
UNCONSCIOUS/FAINTING-ALS-PD	30
CHEST PAIN/CHEST DISCOMFORT-ALS	30
BREATHING PROBLEMS-ALS	30
SICK PERSON-ALS	29
SICK PERSON	24
FALLS	24
TRAUMATIC INJURIES	19
UNKNOWN PROBLEM-ALS	16
CONVULSIONS/SEIZURES-ALS	13
TOWN OF ASHLAND AMBULANCE SERVICE	233
SICK PERSON-ALS	40
SICK PERSON	33
FALLS	29
BREATHING PROBLEMS-ALS	27
CHEST PAIN/CHEST DISCOMFORT-ALS	25
EMS MUTUAL AID	20
UNCONSCIOUS/FAINTING-ALS-PD	18
UNKNOWN PROBLEM-ALS	17
ABDOMINAL PAIN/PROBLEMS-ALS	13
FALLS-ALS	11
RAVENA RESCUE SQUAD INC.	212
BREATHING PROBLEMS-ALS	34
SICK PERSON-ALS	33
SICK PERSON	25
EMS MUTUAL AID	24
CHEST PAIN/CHEST DISCOMFORT-ALS	22
TRAFFIC/TRANSPORTATION INCIDENT	19
ABDOMINAL PAIN/PROBLEMS-ALS	17
FALLS-ALS	15
UNCONSCIOUS/FAINTING-ALS-PD	12
FALLS	11
TOWN OF LEXINGTON FIRE COMPANY	63
FIRE ALARM-B	12

	33
UNCONSCIOUS/FAINTING-ALS-PD	9
UNKNOWN PROBLEM-ALS	7
FALLS	7
SICK PERSON-ALS	6
SICK PERSON	5
FIRE ALARM-C	5
BREATHING PROBLEMS-ALS	4
FIRE ALARM	4
CHEST PAIN/CHEST DISCOMFORT-ALS	4
GREENPORT RESCUE	22
EMS MUTUAL AID	8
SICK PERSON	3
BREATHING PROBLEMS-ALS	3
SICK PERSON-ALS	2
HEART PROBLEMS/A.I.C.D.-ALS	1
FALLS-HELICOPTER	1
CHEST PAIN/CHEST DISCOMFORT-ALS	1
FALLS-ALS	1
ASSAULT/SEXUAL ASSAULT/STUN GUN	1
FALLS	1
NORTHERN DUTCHESS AMBULANCE	4
EMS MUTUAL AID	3
SICK PERSON	1
DIAZ AMBULANCE	1
UNCONSCIOUS/FAINTING-ALS-PD	1
Grand Total	6328

Emergency Medical Dispatch by Priority



Time Analysis by Dispatch Level



Agency:

Date Range: 5/16/2024 ... 12/31/2024

	OMEGA	ALPHA	BRAVO	CHARLIE	DELTA	ECHO	TOTALS
# Cases:	80	1441	885	1123	1265	54	4848
% of All Levels:	1.7%	29.7%	18.3%	23.2%	26.1%	1.1%	100.0%

Avg. time in Case Entry:*	00:00:35	00:00:39	00:00:40	00:00:33	00:00:34	00:00:34	00:00:37
Between 30 and 59 seconds*	30	552	356	480	497	24	1939
60 seconds or greater*	10	120	86	75	107	6	404

Avg. time in Key Questions:*	00:00:41	00:00:39	00:00:37	00:00:52	00:00:49	00:00:20	00:00:44
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Avg. time to queue:*	00:01:16	00:01:19	00:01:17	00:01:17	00:01:00	00:00:38	00:01:13
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Filter: All cases

* Times are calculated from launch of ProQA

*date range of 5/16/24-12/31/24 reflects a system update for all other disciplines.

Priority Dispatch Recommended Response Levels:

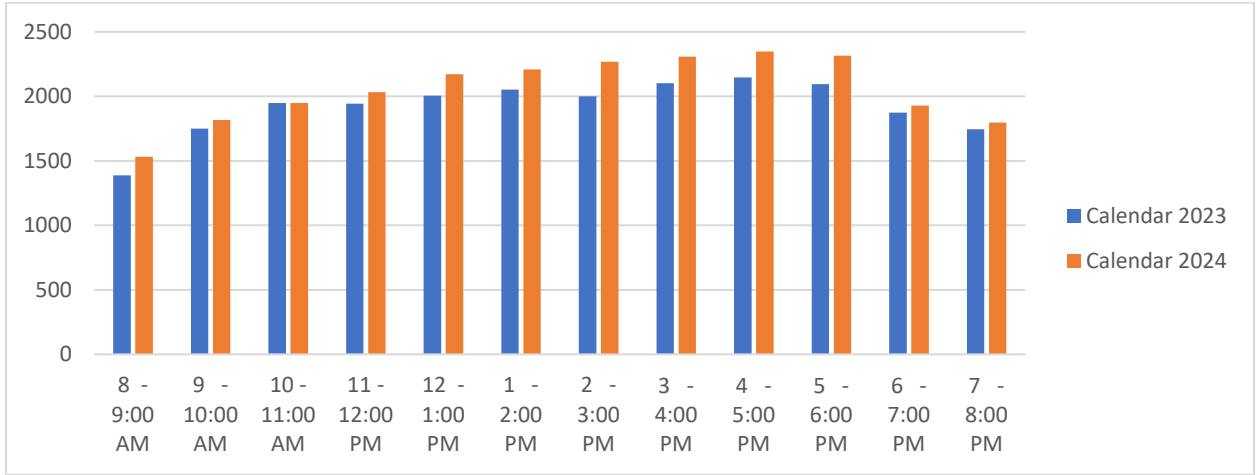
OMEGA: Ambulance: No Lights, No Sirens
ALPHA: Ambulance: No Lights, No Sirens
BRAVO: Ambulance: Lights, and Sirens
CHARLIE: Ambulance: Lights and Sirens, Medic: No Lights, No Sirens
DELTA: Ambulance: Lights and Sirens, Medic: Lights and Sirens
ECHO: Ambulance: Lights and Sirens, Medic: Lights and Sirens,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

2023 vs 2024 Total Calls by Time of Day

Call Time(s)	2023	2024
12 - 1:00 AM	599	584
1 - 2:00 AM	474	498
2 - 3:00 AM	367	401
3 - 4:00 AM	293	317
4 - 5:00 AM	360	354
5 - 6:00 AM	394	429
6 - 7:00 AM	604	576
7 - 8:00 AM	993	1371
8 - 9:00 AM	1531	1388
9 - 10:00 AM	1817	1750
10 - 11:00 AM	1948	1949
11 - 12:00 PM	2033	1944
12 - 1:00 PM	2172	2005
1 - 2:00 PM	2208	2052
2 - 3:00 PM	2267	2001
3 - 4:00 PM	2309	2103
4 - 5:00 PM	2348	2146
5 - 6:00 PM	2316	2094
6 - 7:00 PM	1928	1874
7 - 8:00 PM	1798	1744
8 - 9:00 PM	2022	1664
9 - 10:00 PM	1818	1494
10 - 11:00 PM	1259	1091
11 - 12:00 AM	828	778
Grand Totals	36709	34631

Dispatch Shift Comparison 2023 vs. 2024

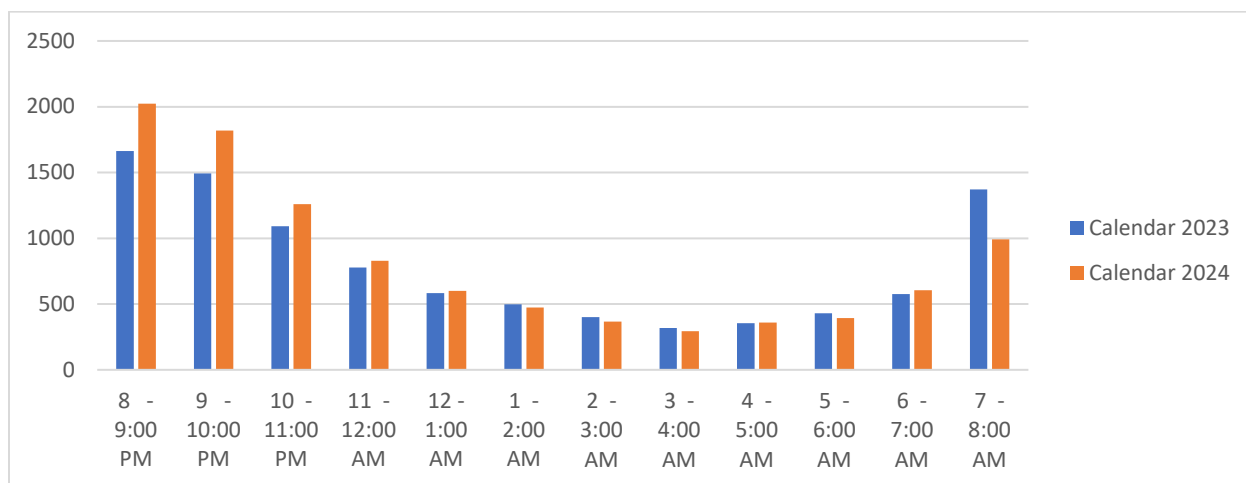
Shift: 8 am-8pm



	2023	2024
8 - 9:00 AM	1388	1531
9 - 10:00 AM	1750	1817
10 - 11:00 AM	1949	1948
11 - 12:00 PM	1944	2033
12 - 1:00 PM	2005	2172
1 - 2:00 PM	2052	2208
2 - 3:00 PM	2001	2267
3 - 4:00 PM	2103	2309
4 - 5:00 PM	2146	2348
5 - 6:00 PM	2094	2316
6 - 7:00 PM	1874	1928
7 - 8:00 PM	1744	1798

Dispatch Shift Comparison 2023 vs. 2024

Shift: 8 pm- 8am



	2023	2024
8 - 9:00 PM	1664	2022
9 - 10:00 PM	1494	1818
10 - 11:00 PM	1091	1259
11 - 12:00 AM	778	828
12 - 1:00 AM	584	599
1 - 2:00 AM	498	474
2 - 3:00 AM	401	367
3 - 4:00 AM	317	293
4 - 5:00 AM	354	360
5 - 6:00 AM	429	394
6 - 7:00 AM	576	604
7 - 8:00 AM	1371	993

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 2024 the Fire Response channel was upgraded to a repeated/ simulcast channel to mirror the operations of the Law and EMS channels. This involved adding filtering equipment at all the tower sites and reprogramming the radios at the tower sites and all subscriber equipment. Also in 2024 we ordered equipment for the backup 911 center and the Durham tower site. Durham will become a full site with Police, EMS and Fire channels operating from this location which will improve radio coverage in Durham and Norton Hill areas. The backup center will become a full backup site, capable of operating on its own in the event of a catastrophic failure of the main PSAP; both projects will conclude in 2025.

Organizational

In 2024 there were no formal EOC activations, however the Emergency Services Staff supported several incidents through resource coordination and operational support:

- January 9-10 Storm
- March 23-24 Storm
- June 15 Concert in the Catskills
- July 19 CrowdStrike failure/ 911 system interruptions
- August 9-11 Storm
- November 23-24 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 purchased and will be outfitted in 2025.

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 participated 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. These data were utilized to develop evacuation maps and protocols for the river communities.

Community Engagement

In 2023 we participated in the Greene County Youth fair where we provided many personal preparedness informational pamphlets to residents.



Planning

Volunteer and Donation Management Plan as well as the Critical Infrastructure and Priority Restoration Plan were completed in 2024 with the help from our planning contractor and key stakeholders. 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



Exercises

We conducted two exercises in 2024. The first exercise was a seminar on the Comprehensive Emergency Management Plan (CEMP). This introduced key stakeholders to the plan, its Appendices and Hazard Specific Annexes. Participants were personnel from county departments who have an Emergency Response role in disasters. The second exercise was a tabletop exercise of the same plan. This exercise however challenged participants as they sought solutions to the prepared scenarios utilizing the plan as a guide. We also participated in a full-scale exercise along with Central Hudson and the Coxsackie-Athens School district.

Grants

- **Public Safety Answering Point PSAP FY23 in the amount of \$143,466.00.**
 - This funding will be utilized to support the personnel costs related to the 911 dispatch staff.
 - **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.**
- **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 \$95,365.37 from was expended from SHSP/SLETPP FY2021. It was used on the following**
 - Multi-stage hazardous materials vacuum for the Greene County Hazmat Team
 - Lithium-Ion storage bags, these were distributed at the Greene County Youth Fair 2024 as well as to multiple County entities/departments
 - Cradlepoints and associated MDT equipment for the Greene County Sheriff's Office
 - First Responder Disability Awareness Training from Niagara University.
 - **A total of \$48,883.81 from was expended from SHSP/SLETPP FY2022. It was used on the following**
 - Stop the bleed wall mount kits, installed at the Greene County Sheriffs Office, Greene County Jail, and multiple Highway Garages and Solid Waste Facilities.

- One year continuing subscription to the Sheriffs App and the Countys Public Information and Warning program.
- **A total of \$92,711.00 from was expended from SHSP/SLETPP FY2023. It was used on the following:**
 - Cradlepoints and associated MDT equipment for the Greene County Sheriff's Office
 - Marine Mount Thermal Imaging Camera for the Greene County Sheriff's Office
 - Trailer-mounted mobile generator to be used at various locations within the county. Primarily sourced for use in sheltering operations.
 - One year renewal of lamResponding

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

- This grant will be utilized to continue the build out of an upgraded and enhanced interoperable radio system within Greene County. This will include acquisition of and installation of additional radio equipment, antenna systems, backhaul capabilities, security and site monitoring equipment and associated professional consultants. This grant will also be utilized to offset some of the LMR maintenance costs.
 - **A total of \$265,859.71 was expended from SICG FY21. It was used for the following:**
 - Purchase and installation of radio equipment in county vehicles.
 - Base station radios and connectivity equipment to expand the capabilities of the Durham Tower Site.
 - RF combining equipment was installed at five of the tower sites to make the fire response channel a repeated channel.
 - Radio consulting costs
 - **Grant FY2023 in the amount of \$456,547.00. A total of \$447,919.19 has been encumbered from this grant and is being used for:**
 - Radio console control equipment was purchased for the backup 911 Center

➤ **Technical Rescue & Urban Search and Rescue Grant Program FY2021- *application denied***

- This competitive grant focuses on the enhancement of Technical Rescue and USAR teams.
- In FY2018 a Regional Partnership was established with Ulster County for Technical Rescue operations. Equipment was purchased to replace, supplement, or enhance current technical rescue operations.

- Grant funding under the FY2021 Technical Rescue & USAR Grant Program may be used for certain planning, OFPC-approved training, exercises, and equipment costs allowable under the State Homeland Security Program (SHSP)

Consulting Costs Charged to Grants in 2024

Plan Name	Funding Source(s)	Total Dollar Amount Spent in 2023	Description
Comprehensive Emergency Management Plan	EMPG	4031.00	This project overlaps multiple years. The project was finished in the third quarter of 2024.
Critical Infrastructure Plan	SHSP	16,750.00	Identifies critical infrastructure within the county and assigns a priority restoration status.
Volunteer and Donation Management	EMPG	15,873.00	This plan started in 2023 and was finished in the second quarter of 2024.
Public Information and Warning Plan	SHSP	10,250.00	Provided the framework for getting information out to the public in a disaster

Highlights:

Funded with SHSP FY21 funds:

“Niagara University’s First Responder Disability Awareness Training (NU FR-DAT) helps to both sensitize and educate on how to effectively identify, address, and respond to various disabilities that 911 telecommunicators may encounter in the line of duty. The National Emergency Numbers Association (**NENA**) recognizes this program as the only comprehensive disability awareness training program for emergency telecommunicators.

This **one-day in-service** provides attendees with an overview of disabilities. Content includes, but is not limited to, speech disabilities, the Americans with Disabilities Act, Relay Services, disabilities defined specific to PSAPs, communication barriers, person/identity first language, and augmentative/alternative communication”

Source: *Ida @ NU*. IDA @ NU. (2024, August 6). <https://ida.niagara.edu/>

Dispatchers from Greene, Ulster, and Schoharie Counties were in attendance:



A second day of training was provided to Department /Agency Heads, Management Staff, the EMS Coordinator and Deputy EMS Coordinator, as well as Hunter and Windham Ambulances.



Information about the program and trainer can be found at: <https://ida.niagara.edu/david-whalen/>

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 2024.

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 has received minimal repairs since its construction in 2008. In 2024 WHP Tower performed a thorough inspection of the facility. The inspection report identified 27 distinct deficiencies which could pose a safety hazard to the firefighters. It was determined to be in need of approximately \$75,000.00 in repairs. A purchase order was issued to WHP. This work is due to be completed in the first quarter of 2025. At that time, the operational limitations will have been fully refitted and the center wholly operative.

Bullex Propane Car Prop:

In June of 2023 the Greene County Legislature authorized the purchase of a vehicle training prop for live fire training. The Bullex Propane Car Prop was operation in Summer 2024. A demonstration was provided during Interior Firefighting Operations Course. We invited all departments and companies in the county to be present for the demonstration.



Multi-Force Forcible Entry Door System:

The department acquired a multi-force forcible entry door system to be used at the fire training center.

This door system is a realistic and versatile forcible-entry training device. Departments across the county can schedule time at the training center to train their members using every technique applicable to inward-opening doors, outward-opening doors, left-hand and right-hand swinging doors with metal or wood jambs, using a Halligan and flat-head axe or maul. Hydra Ram and rabbit tools can also be used.



Greene County 2024 Fire Training Report:

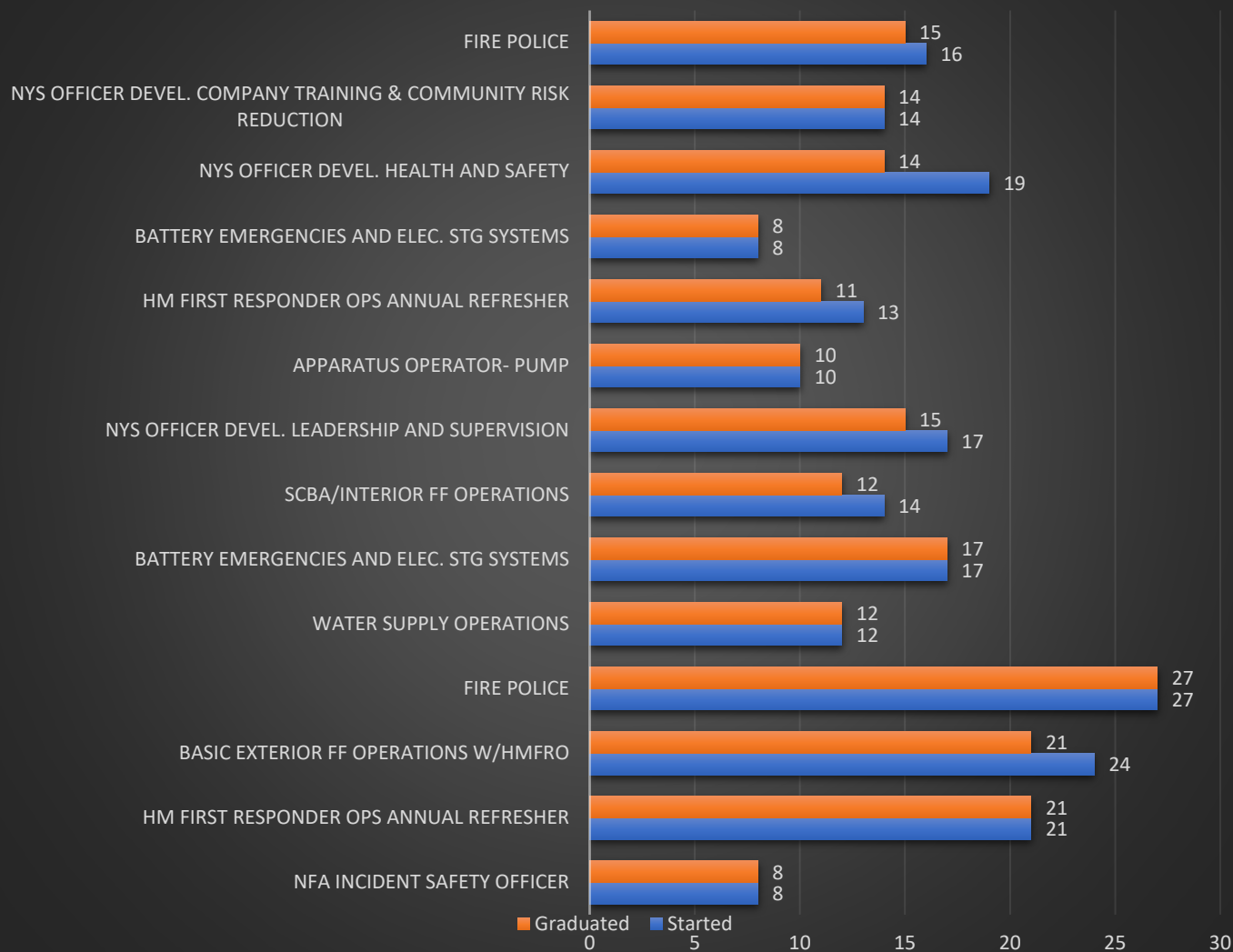
We had two (2) fire training meetings with the NYS Office of Fire Prevention and Control and the NYS Fire Instructors assigned to Greene County to schedule fire training courses for 2024. The first meeting was on May 15, 2024, and the second was September 18, 2024.

We scheduled twenty-one (21) courses. We completed fourteen (14) courses, but we had to cancel seven (7) of twenty-one (21) due to lack of enrollment.

Greene County Department of Emergency Services Fire Training Schedule					
2024					
Course Name	Date	Time	Location	Prereq	Instructor
Incident Safety Officer	January 2,4,9,16,23,30 February 6	18:30	Greene County Fire Training Center	Firefighter 1 or equivalent	June
Hazardous Materials First Responder Operations Annual Refresher Training	January 10	18:00	New Baltimore Firehouse	Hazardous Materials Operations or Firefighter 1	Brockway
Health and Safety Program Manager	January 15,22,29 February 12,19	18:30	Greene County Fire Training Center	None	Quick
Courage to be Safe	January 17,18	18:30	Greene County Fire Training Center	None	Quick
Public Safety Wellness, Fitness and Rehab Awareness	January 25	18:30	Greene County Fire Training Center	None	Quick
Basic Exterior Firefighting Operations, 2016 Edition, w/HMFRO	February 26 March 11,14,18,21,25,28 April 1,4,8,15,18,22,25,27 May,2,6,9,13,16,20,23,30 June 3,6	18:30 Sat 08:00	Greene County Fire Training Center	None	June
Fire Police	March 4,6,11,13,18,23	18:30 Sat 08:00	New Baltimore Firehouse	None	Powell
Water Supply Operations	April 2,4,9,11,23,25,30 May 4	18:30 Sat 08:00	Kiskatom Firehouse	Firefighter 1, or BEFO 2016, or BEFO, or SSO, or Basic, or Essentials	June

Greene County Department of Emergency Services Fire Training Schedule					
2024					
Course Name	Date	Time	Location	Prereq	Instructor
SCBA/INTERIOR FIREFIGHTING OPERATIONS - 2016 Edition (IFO)	June 18,20,25,27 July 2,3,9,11,16,18,23,25,30 August 1,3,6	18:30	Greene County Fire Training Center	BEFO 2016 w/HMFRO	Brockway
Fire Police	July 15,20,27,28	18:30 Sat & Sun 08:00	Windham Hose Firehouse	None	Powell
Fire Officer 1 Module Series (Leadership & Supervision)	September 9,21,23,30	18:30 Sat 08:00	Greene County Fire Training Center	Firefighter 1, or BEFO 2016, or BEFO, or SSO, or Basic, or Essentials	Quick
Apparatus Operator -Pump	September 10,12,17,19,24,26 Oct. 1,3	18:30 Sat 08:00	Windham Hose Firehouse	BEFO 2016, or BEFO, or SSO, or Basic, or Essentials	June
Fire Officer 1 Module Series (FF Health & Safety)	October 7, 12,19	18:30 Sat 08:00	Greene County Fire Training Center	Firefighter 1, or BEFO 2016, or BEFO, or SSO, or Basic, or Essentials	Quick
NYS Traffic Incident Management System	October 26	Sat 08:00	Greene County Fire Training Center	None	June
Fire Officer 1 Module Series (Company Training & Community Risk Reduction)	November 4,9,16	18:30 Sat 08:00	Greene County Fire Training Center	Firefighter 1, or BEFO 2016, or BEFO, or SSO, or Basic, or Essentials	Quick
Engine Company Operations	November 12,14,19,21,26 December 3,5,10	18:30	Greene County Fire Training Center	Firefighter 1 or equivalent	June

2024 FIRE TRAINING- STUDENT ENROLLMENT



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.

In the Spring of 2024 the department hired one (1) part time fire deputy specifically assigned to oversee the hazmat team. The Hazardous Materials Deputy Coordinator was hired in May 2024. This individual oversees the team, equipment calibration, scene safety, and acts as a liaison to the Director of Emergency Services.

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.



2024 Activities:

The Greene County HazMat team conducted two Hazardous Materials Emergency Preparedness (HMEP) grant funded training exercises for transportation emergencies. This was a joint regional exercise of the Greene-Columbia Regional HazMat Team. The training was conducted in the Fall of 2024 at the Columbia County Training center.

In the fall of 2024 Emergency Services acquired a grounding and bonding kit. Not only can this be used for testing grounding at any of the county's communication tower sites, but it can also be readily deployed to the hazmat team to prevent any static discharge ignition points.



Summer/Fall Training 2024:

- The Greene County Hazmat team participated with Columbia County Hazmat as a regional team for a hands-on exercise at the Chatham High School complex. This was a NYSDEC Geographic Response Plans (GRP) training event. Greene County participated by responding with its NYSDEC Spill trailer.
- The Greene county Hazmat team conducted a walkthrough at Ducommun Aerostructure facility located in Cossackie, NY.
- The Greene and Columbia County Regional Hazmat team performed a joint pressure testing drill to inspect and test all Level "A" suits for Greene & Columbia Counties.
- Greene County Hazmat team, along with Columbia and NYSDEC provided a classroom and hands-on exercise for the mountain-top fire departments. We deployed our harbor booming and underflow dam systems in the Batavia Kill Creek at the Ashland Town Park.
- Members of the team attended the NYS Hazardous Materials Leadership Forum. This program was hosted by NYS-OFPC.
 - Topics included updates from the NYS Fire Hazmat Office; Grants provided a presentation, Unmanned Aircraft Systems (UAS) for Hazmat and NYS threat assessment updates.

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.

PUBLIC RELATIONS: The Greene County Hazmat Team attends various public events throughout the year. We annually participate in the Greene County Youth Fair in Cairo. New in 2024, we set up our Hazmat “COOL ZONE” as visitors came to get a cool mist during the hot day. We also participate in various parades throughout the county.

2024 Hazmat Incidents.

The Greene County Hazmat Team responded to 6 emergency incidents in 2024 as noted below.

- 5 incidents in Greene County.
 - Sept 2024, CATSKILL NYS Thruway, Tractor trailer rollover
 - Sept 2024, CATSKILL, Freon leak
 - December 2024, COXSACKIE, Unknown substance
 - December 2024, Greeneville, Structure Fire
 - December 2024, Cocksackie, Acid leak
- 1 in Columbia County.
 - December 2024, Fuel Spill

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.

2024 Summary of Activities:

In 2024, EMS agencies in Greene County continued to face some staffing shortages. In 2023, the Greene County Legislature recognized the need to assist residents who wished to become and EMT but had not taken the course due to cost. With the help of the Legislature students that faced financial hardships were able to take the EMT course, at no cost to them, with the stipulation that they actively serve as an EMT in Greene County for 18 months. This program continues and is offered at the beginning of every new EMT course.

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

The EMS Coordinator and deputy worked with the 911 center to implement an updated System Status Movement plan for the dispatchers to follow. We made modifications and monitored reality-based locations for the staging of EMS units when call volumes increased and available units were depleted. A new policy and procedure was developed and the 911 Center staff was trained by the EMS Coordinator. This plan ensures the quickest response times to medical calls when local agencies are unavailable due to prior calls.

In the Fall of 2024, the Greene County Legislature entered into a contract with a consulting firm to perform an objective review. In 2025 the Greene County Legislature, Administration from EMS agencies throughout the county, County Administration will discuss the potential for different system designs/development. The company will also perform a detailed operational and financial review.

Closing Remarks

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