

# **GREENE COUNTY DEPARTMENT OF EMERGENCY SERVICES**



## **2022 ANNUAL REPORT**

**Prepared By:**

**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 2022. The Annual Report promotes collaboration, creates points for discussion on data quality, encourages data submissions, and provides a general description of the Department and its initiatives.

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

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

Respectfully Submitted,



John P. Farrell, Jr.

Director

## Mission Statement

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

## 911 Communications

### **About**

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

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

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

### **Summary**

In February 2022, Greene County 911 began accepting Text-to-911 Calls. Text-to-911 is intended for citizens who are hearing impaired, have a speech disability, or if a voice call to 911 might otherwise be dangerous or impossible. Whenever possible, the caller is asked to call 911 instead of texting if it is safe. Implementing this technology allows us to better assist our citizens and helps us maintain eligibility with the many grants GC911 applies for and is awarded yearly. The staff quickly accepted this technology, which is similar to the Teletypewriters (TTY), and Telecommunications Device for the Deaf (TDD) technology that had been in place years prior.

### **Staffing**

In 2022, the position of 911 Communications Director was created. This individual is responsible for administration and management of the 911 Center and dispatch staff.

The 911 Communications Center is staffed by 11 fulltime dispatchers, three part time dispatchers, and one per-diem dispatcher.

The 911 Systems Administrator is responsible for a variety of in-house IT functions including system data management, networking maintenance, and Next-Gen 911 strategies.

Staffing remained a challenge in 2022; absences due to COVID continued to affect the levels within the 911 center. Despite this, we expanded our Certified Training Officer (CTO) program in 2022. The increased number of CTOs will help the 911 Center onboard new hires more efficiently and allow us to reach our target of sixteen full-time dispatchers, up from our current eleven.

We implemented CritiCall, pre-employment testing software. The unique software provides real world simulation of 911 calls. This self-administered test will be part of an enhanced interview process.

We hired one new full-time and one new part-time employee in 2022. These dispatchers were the first to go through a newly accelerated training timeline which shortened the training period from six months to four and a half. Despite the condensed timeline, both dispatchers were equally successful compared to dispatchers who participated in the longer format.

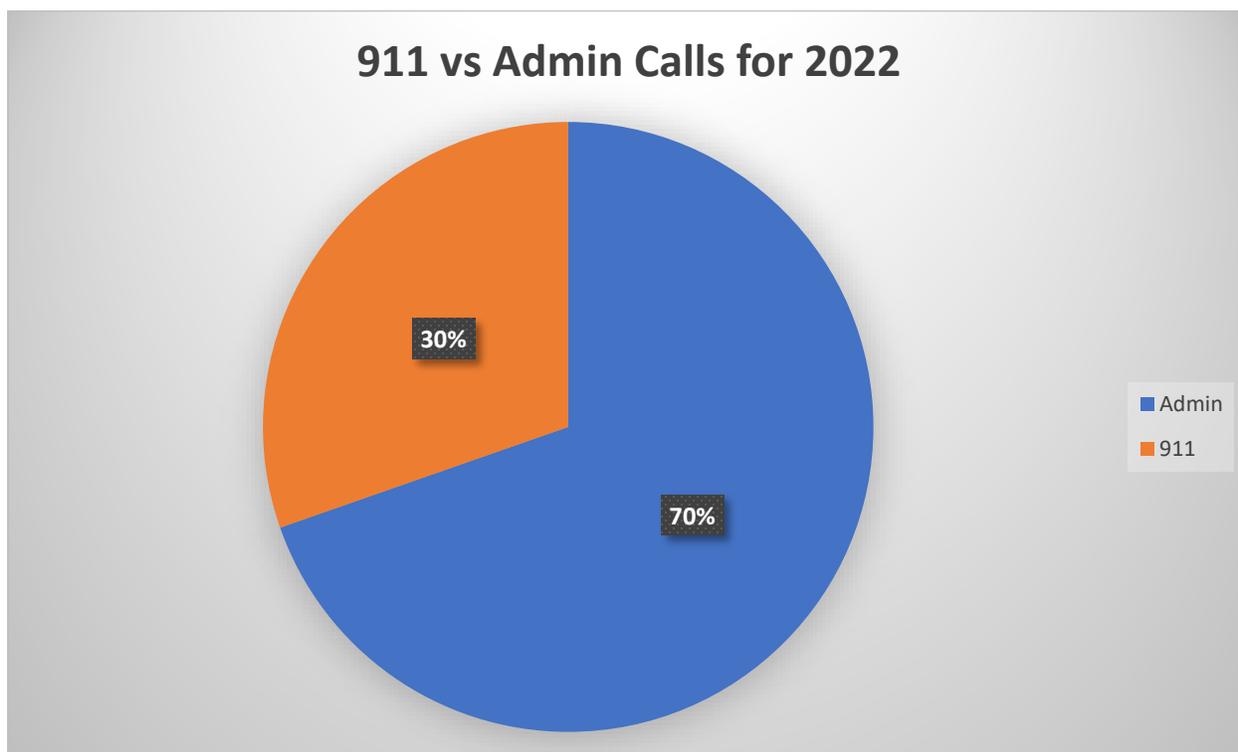
### **2023 Goals**

- Hire and train additional dispatch staff to narrow the critical staffing shortage. Once met, we will have 16 fulltime dispatch staff.
- Promote four dispatchers to the title of Senior Dispatcher, which will provide shift supervision 24/7 within the 911 Center.
- Complete implementation of EPD/efd \*see grant section
- Utilize TactiCall simulation training, which was purchased in conjunction with CritiCall, to provide continuous education training to dispatch staff.

## 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 2022: 46,593**

**Total 911 Calls for 2022: 20,311**

**Total Admin Calls for 2021: 35,114**

**Total 911 Calls for 2021: 22,782**

## 2022 911 Transfer Call to Other PSAPs

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

A PSAP= Public Service Answering Point

## 2021 911 Transfer Call to Other PSAPs

Month	Albany (*25)	Cats PD (6000)	Columbia (*24)	Deleware	Dutchess (*35)	LA Line (*29)	Rensselaer (*26)	Schoharie (*27)	SP Cats (5000)	Thruway (*34)	Ulster (*23)	Total
January	22	76	38	11	2	0	0	2	6	98	8	263
February	19	62	42	4	1	0	1	0	0	69	10	208
March	16	86	45	4	1	0	0	3	10	83	9	257
April	18	67	53	0	1	1	2	0	1	39	3	185
May	15	53	56	4	3	0	3	1	0	89	10	234
June	21	99	59	3	0	2	1	2	0	97	7	291
July	19	113	72	4	0	4	4	4	8	114	10	352
August	22	91	54	4	1	2	0	4	14	99	4	295
Septemb	8	70	33	0	0	0	0	1	2	50	8	172
October	23	114	51	4	2	1	6	0	4	102	6	313
Novemb	11	97	65	2	0	1	0	0	0	94	6	276
Decemb	16	86	51	1	3	0	1	2	8	79	9	256
Total	210	1014	619	41	14	11	18	19	53	1013	90	3102

## 2022 Breakdown of CAD Events

TRAFFIC STOP	3386
MVA PROPERTY DAMAGE	1528
911 OPEN LINE	1400
911 HANGUP	1371
RECKLESS DRIVER	1036
911 MISDIAL	1030
SICK PERSON	962
BREATHING PROBLEMS-ALS	826
CITIZEN ASSIST	813
LANDLINE	792
BURGLAR ALARM SILENT	761
SICK PERSON-ALS	741
CIVIL	711
TRANSPORT	704
FOLLOWUP	682
WELFARE CHECK	655
FALLS	650
FIRE ALARM	648
SOCIAL SERVICES	614
DOMESTIC	613
ROAD HAZARD	612
CHEST PAIN/CHEST DISCOMFORT-ALS	529
VEHICLE DISABLED	503
BURGLAR ALARM AUDIBLE	492
FALLS-ALS	471
ANIMAL (Domestic)	428
VEHICLE LOCKOUT	423
UNCONSCIOUS/FAINTING-ALS-PD	412
ANIMAL (Wildlife)	402
HARASSMENT	359
HOSPITAL DIVERSION	348
INFO	316
EMS MUTUAL AID	314
UNKNOWN PROBLEM-ALS	308
MEDICAL ALARM	300
ABDOMINAL PAIN/PROBLEMS-ALS	298
MENTAL HEALTH	238
SUSPICIOUS ACTIVITY	213
WIRES	204
DISORDERLY	201

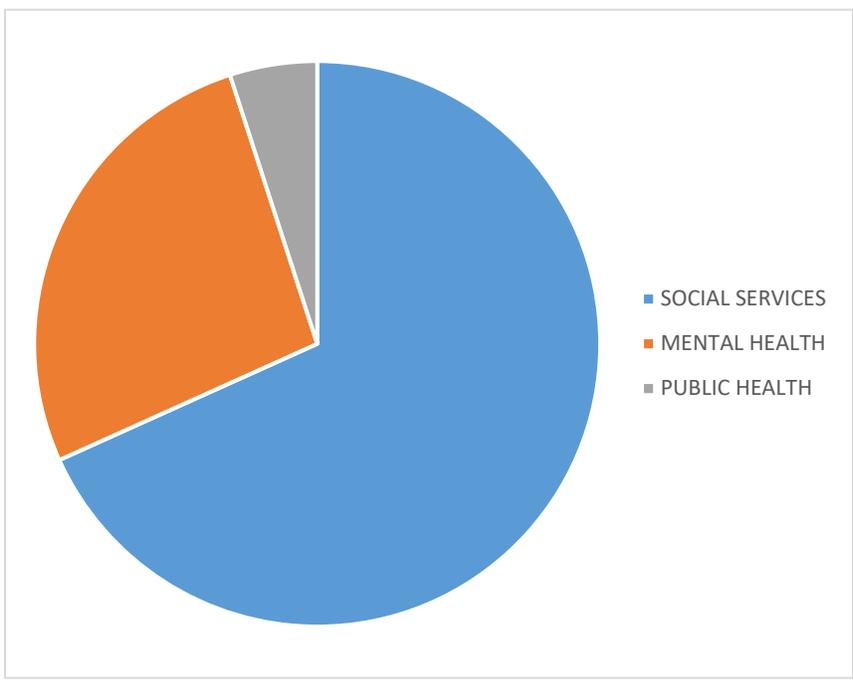
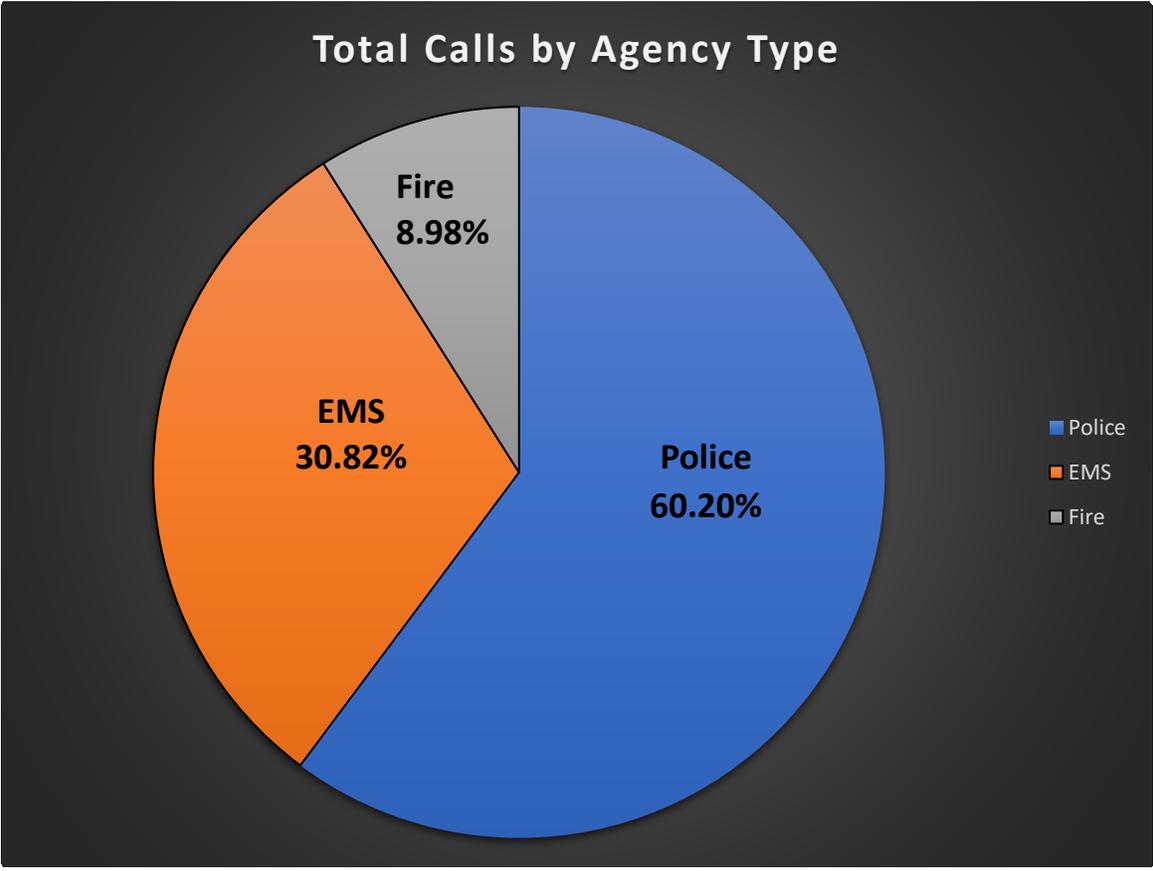
PSYCH/ABN BEHV/SUICIDE ATT-PD	186
OVERDOSE/POISONING-ALS-PD	183
TRAFFIC/TRANSPORTATION INC	182
HEART PROBLEMS/A.I.C.D.-ALS	179
STROKE/TIA-HELICOPTER	173
CONVULSIONS/SEIZURES-ALS	172
HEMORRHAGE/LACERATIONS-ALS	159
TRESPASS	157
LARCENY	154
SUSPICIOUS PERSON	150
PSYCH/ABN BEHV/SUICIDE -ALS-PD	135
NOISE	134
FALLS-HELICOPTER	134
PARKING	129
TRAUMATIC INJURIES	125
FIRE STRUCTURE	111
CRIMINAL MISCHIEF	110
FIRE ALARM - CO	108
WATER PROBLEM (Pump Out)	100
CARDIAC/RESP ARR/DEATH-ECHO-PD	87
BACK PAIN-ALS	86
MVA HIT AND RUN	84
ELECTRICAL HAZARD	83
HEMORRHAGE/LACERATIONS-ALS-PD	82
BURGLARY	82
TRAUMATIC INJURIES-ALS	80
FIRE MUTUAL AID	79
FRAUD	78
ASSAULT	77
FIRE BRUSH	76
VEHICLE SUSPICIOUS	75
ATTEMPT TO LOCATE	74
SPECIAL DETAIL	74
GAS LEAK	74
HEMORRHAGE/LACERATIONS	71
DIABETIC PROBLEMS-ALS	71
ORDER OF PROTECTION VIOLATION	69
TRAFFIC/TRANSPORTATION INC-ALS	64
FIRE VEHICLE	62
ALLERGIES/ENVENOMATIONS-ALS	59
SENIOR CALL-IN	58
PANIC ALARM	57
VEHICLE ABANDONED	56

SHOOTING	56
ASSAULT/SEXUAL ASSAULT/STUN GUN	55
TRAFFIC/TRANSPORTATION-HELICOPTER	54
WARRANT	54
INTOXICATED	53
TRAUMATIC INJURIES-HELO-PD	53
LANDLORD TENANT DISPUTE	52
FIGHT	48
ASSIST	47
PUBLIC HEALTH	45
ALLERGIES/ENVENOMATIONS	41
CARDIAC/RESP ARREST/DEATH-ALS-PD	38
FOUND PROPERTY	38
DUMPING	36
DIABETIC PROBLEMS	35
ENVIRONMENTAL COMPLAINT	35
DRILL	34
LOST PROPERTY	33
HEADACHE-ALS	31
MISSING PERSON	29
OPEN DOOR	28
FIRE SMOKE (OUTDOORS)	27
FIRE APPLIANCE	27
FIRE UNKNOWN	25
DOMESTIC WITH INJURIES	25
EYE PROBLEMS/INJURIES	25
FIRE ELECTRICAL	24
VEHICLE STOLEN	23
TRAFFIC/TRANSPORT-PINNED-HELO	22
RUNAWAY	22
HEADACHE	21
PROPERTY CHECK	19
FIRE CHIMNEY	18
DRUGS	17
LOST HIKER	17
CARDIAC/RESP ARREST/DEATH-PD	15
TRANSFORMER EXPLOSION	14
WATER NON-EMERGENCY	14
FIREWORKS	14
PREGNANCY/CHILD/MISCARRIAGE-ALS	13
WEAPON VIOLATION	12
ALLERGIES/ENVENOM-HELICOPTER	12
DOMESTIC WITH WEAPONS	11

ABDOMINAL PAIN/PROB-HELICOPTER	11
PREGNANCY/CHILD/MISCA-HELICOPTER	11
HEAT/COLD EXPOSURE-ALS	11
911 TEST CALL	11
FIRE EQUIPMENT (OUTDOORS)	11
ALARM UNKNOWN	10
HAZMAT	9
STOLEN PROPERTY	9
FIRE TRASH	8
WATER RESCUE	8
FIRE ALARM - WATER FLOW	8
HOME INVASION	8
CHOKING-ALS-PD	8
WANTED PERSON	8
BACKUP	8
DIABETIC PROBLEMS-ALS-PD	7
FIRE ALARM - PULL STATION	7
UNCONSCIOUS/FAINTING-ECHO-PD	7
ASSAULT/SEXUAL ASSAULT-HELICOPTR	7
ANIMAL BITES/ATTACKS	6
UNCONSCIOUS/FAINTING-HELO-PD	6
CO/INHALATION/HAZMAT/CBRN-ALS	6
BUILDING LOCKOUT	6
STAB/GUNSHOT/PENE TRAUMA-ALS-PD	6
PURSUIT	6
INACCESS INCID/OTHER ENTRAP	6
ASSAULT/SEXUAL ASSAULT/STUN-ALS	6
CHOKING-PD	6
ABUSE	6
HEAT/COLD EXPOSURE	5
POLICE MUTUAL AID	5
BURNS/EXPLOSION-HELICOPTER	5
STAB/GUNSHOT/TRAUMA-HELO-PD	5
ANIMAL BITES/ATTACKS-ALS	4
INTERNET CRIMES	4
INACCESS INCID/OTHER ENTRAP-ALS	4
911 ABANDONED -- TEXT	4
HEART PROBLEMS/A.I.C.D.	4
BURNS/EXPLOSION	4
OVERDOSE/POISONING-ECHO-PD	4
BURNS/EXPLOSION-ALS	3
911 ACCIDENTIAL -- TEXT	3
EXPLOSION	3

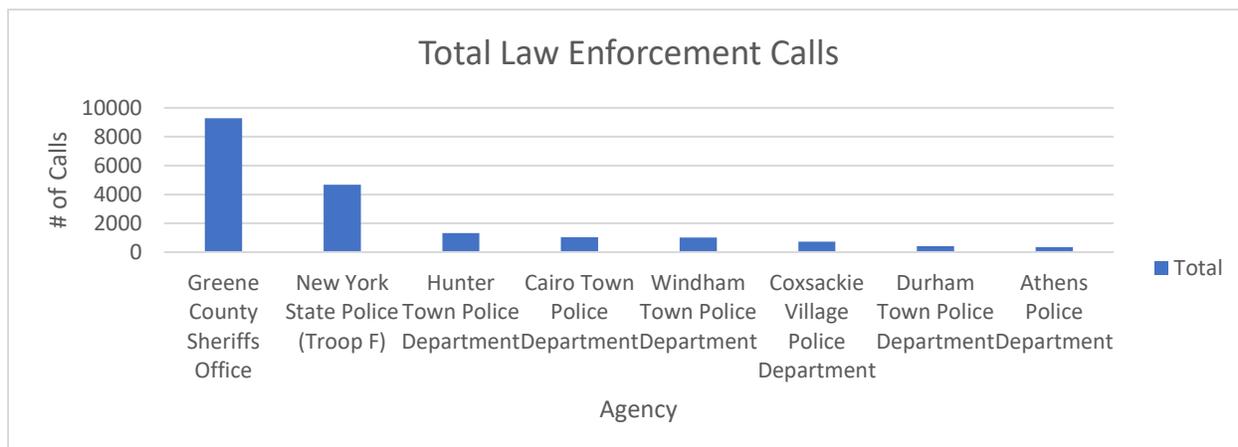
SEX OFFENSE	3
VEHICLE ALARM	3
LANDING ZONE	3
AIRCRAFT	2
SEARCH AND RESCUE	2
INVESTIGATION	2
DROWNING/NR/DIVING/SCUBA-ALS-PD	2
ELECTROCUTION/LIGHTN-HELO-PD	2
REPOSSESSION	2
FIRE ALARM - HEAT	2
BACK PAIN-HELICOPTER	1
CO/INHALATION/HAZMAT/CBRN	1
BUILDING COLLAPSE	1
HEAT/COLD EXPOSURE-HELICOPTER	1
HOSTAGE	1
DROWNING/NEAR/DIVING-HELO-PD	1
CHOKING-ECHO-PD	1
PREGNANCY/CHILD/MISCARRIAGE	1
FIRE MARINE	1
ABDUCTION	1
LIQUOR VIOLATION	1
ALLERGIES/ENVENOMATIONS-ECHO	1
REPO	1
BAD CHECK	1
INDECENT	1
CONVULSIONS/SEIZURES-HELICOPTER	1
DRIVING WHILE IMPARED	1
<b>Grand Total</b>	<b>33469</b>

### Total Computer Aided Dispatch (CAD) Events 2022



SOCIAL SERVICES	615
MENTAL HEALTH	241
PUBLIC HEALTH	45
<b>Grand Total</b>	<b>901</b>

Represents number of after regular business hour calls received for each department in 2022.



Greene County Sheriff's Office	9278
New York State Police (Troop F)	4679
Hunter Town Police Department	1330
Cairo Town Police Department	1044
Windham Town Police Department	1005
Cossackie Village Police Department	732
Durham Town Police Department	406
Athens Police Department	358
<b>Grand Total</b>	<b>16490</b>

### Top 10 Call Types by Law Enforcement Agency 2022

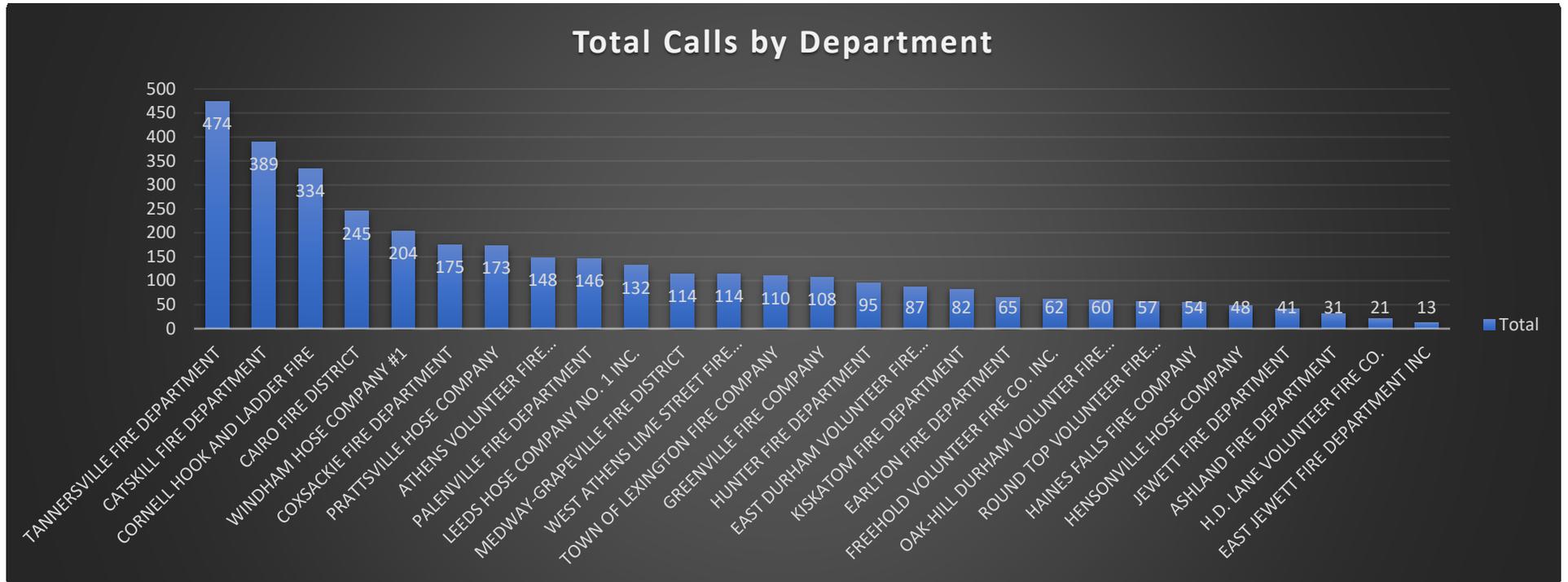
<b>Greene County Sheriff's Office</b>	5923
TRAFFIC STOP	2385
CIVIL	650
LANDLINE	489
FOLLOWUP	427
MVA PROPERTY DAMAGE	417
BURGLAR ALARM SILENT	389
TRANSPORT (LAW or EMS)	349
DOMESTIC	309
WELFARE CHECK (LAW or EMS)	258
BURGLAR ALARM AUDIBLE	250
<b>New York State Police (Troop F)</b>	2281
MVA PROPERTY DAMAGE	641

DOMESTIC	472
RECKLESS DRIVER	245
WELFARE CHECK (LAW or EMS)	221
ROAD HAZARD	143
HARASSMENT	123
DISORDERLY	113
UNCONSCIOUS/FAINTING-ALS-PD	112
ANIMAL (Wildlife)	107
BURGLAR ALARM SILENT	104
<b>Hunter Town Police Department</b>	735
TRAFFIC STOP	262
BURGLAR ALARM SILENT	106
MVA PROPERTY DAMAGE	85
ANIMAL (Wildlife)	52
FOLLOWUP	52
VEHICLE LOCKOUT	41
PARKING	38
CITIZEN ASSIST	37
WELFARE CHECK (LAW or EMS)	32
BURGLAR ALARM AUDIBLE	30
<b>Windham Town Police Department</b>	624
TRAFFIC STOP	231
BURGLAR ALARM SILENT	73
BURGLAR ALARM AUDIBLE	57
MVA PROPERTY DAMAGE	54
WELFARE CHECK (LAW or EMS)	46
LANDLINE	43
FOLLOWUP	33
VEHICLE LOCKOUT	32
PARKING	28
FIRE ALARM	27
<b>Cairo Town Police Department</b>	588
TRAFFIC STOP	224
MVA PROPERTY DAMAGE	81
FOLLOWUP	80
VEHICLE LOCKOUT	36
WELFARE CHECK (LAW or EMS)	34
DOMESTIC	32
BURGLAR ALARM SILENT	28
RECKLESS DRIVER	28
CITIZEN ASSIST	24

ANIMAL (Domestic)	21
<b>Coxsackie Village Police Department</b>	<b>335</b>
TRAFFIC STOP	90
FOLLOWUP	49
WELFARE CHECK (LAW or EMS)	35
UNKNOWN PROBLEM-ALS	34
DOMESTIC	26
UNCONSCIOUS/FAINTING-ALS-PD	23
BURGLAR ALARM SILENT	23
BREATHING PROBLEMS-ALS	20
FALLS	18
MVA PROPERTY DAMAGE	17
<b>Athens Police Department</b>	<b>262</b>
TRAFFIC STOP	186
FOLLOWUP	27
DOMESTIC	11
MVA PROPERTY DAMAGE	7
PARKING	6
UNCONSCIOUS/FAINTING-ALS-PD	6
CIVIL	5
CITIZEN ASSIST	5
FIRE ALARM	5
FALLS	4
GREENE COUNTY JAIL	178
TRANSPORT (LAW or EMS)	175
SPECIAL DETAIL (LAW FIRE OR EMS)	2
ASSIST	1
<b>Durham Town Police Department</b>	<b>173</b>
MVA PROPERTY DAMAGE	45
BURGLAR ALARM SILENT	22
DOMESTIC	18
SICK PERSON-ALS	15
BREATHING PROBLEMS-ALS	15
SICK PERSON	15
FALLS	12
TRAFFIC STOP	11
WELFARE CHECK (LAW or EMS)	10
UNCONSCIOUS/FAINTING-ALS-PD	10
<b>NYS DEPARTMENT OF ENVIRONMENTAL CONSERVATION- LAW ENFORCEMENT</b>	<b>63</b>
ANIMAL (Wildlife)	27

ENVIRONMENTAL COMPLAINT	7
DOMESTIC	6
TRAFFIC STOP	5
MVA PROPERTY DAMAGE	3
SUSPICIOUS ACTIVITY	3
CARD OR RESP ARR/DEATH-ECHO-PD	3
DUMPING	3
TRESPASS	3
FIRE STRUCTURE	3
NYS DEPARTMENT OF ENVIRONMENTAL CONSERVATION-FOREST RANGER	46
LOST HIKER	14
FIRE BRUSH	6
CITIZEN ASSIST	6
ENVIRONMENTAL COMPLAINT	4
TRANSPORT (LAW or EMS)	3
FALLS-HELICOPTER	3
VEHICLE DISABLED	3
ANIMAL (Domestic)	3
ANIMAL (Wildlife)	2
FALLS	2
Greene County Probation	11
TRANSPORT (LAW or EMS)	9
INFO	2
<b>Grand Total</b>	<b>10510</b>

## Fire Department Calls 2022



## Top 10 Call Types by Fire Departments 2022

<b>TANNERSVILLE FIRE DEPARTMENT</b>	<b>301</b>
FIRE ALARM	63
SICK PERSON	52
BREATHING PROBLEMS-ALS	36
SICK PERSON-ALS	32
FALLS	29
FALLS-ALS	26
CONVULSIONS/SEIZURES-ALS	17
CHEST PAIN/CHEST DISCOMFORT-ALS	17
FALLS-HELICOPTER	15
HEMORRHAGE/LACERATIONS-ALS	14
<b>CATSKILL FIRE DEPARTMENT</b>	<b>299</b>
FIRE ALARM	128
FIRE STRUCTURE	37
TRAFFIC/TRANSPORTATION INCIDENT	35
GAS LEAK	24
FIRE MUTUAL AID	20
FIRE ALARM -CO-	13
WATER PROBLEM (Pump Out)	11
TRAFFIC/TRANSPORTATION INC-ALS	11
FIRE VEHICLE	11
TRAFFIC/TRANSPORTATION-HELICOPTER	9
<b>CORNELL HOOK AND LADDER FIRE</b>	<b>210</b>
FIRE MUTUAL AID	31
SICK PERSON	27
BREATHING PROBLEMS-ALS	27
FIRE ALARM	27
SICK PERSON-ALS	23
UNCONSCIOUS/FAINTING-ALS-PD	20
CHEST PAIN/CHEST DISCOMFORT-ALS	18
FALLS	13
FALLS-ALS	13
UNKNOWN PROBLEM-ALS	11
<b>WINDHAM HOSE COMPANY #1</b>	<b>173</b>
FIRE ALARM	114
FIRE ALARM -CO-	19
FIRE BRUSH	13
FIRE STRUCTURE	7

ELECTRICAL HAZARD	6
TRAFFIC/TRANSPORTATION INC-ALS	5
TRAUMATIC INJURIES-HELO-PD	3
FIRE APPLIANCE	2
FIRE CHIMNEY	2
FIRE SMOKE (OUTDOORS)	2
<b>CAIRO FIRE DISTRICT</b>	<b>167</b>
FIRE ALARM	42
TRAFFIC/TRANSPORTATION INCIDENT	32
FIRE STRUCTURE	23
WATER PROBLEM (Pump Out)	20
CARD OR RESP ARR/DEATH-ECHO-PD	11
FIRE ALARM -CO-	9
GAS LEAK	9
UNCONSCIOUS/FAINTING-ALS-PD	8
MVA PROPERTY DAMAGE	7
TRAFFIC/TRANSPORTATION INC-ALS	6
<b>COXSACKIE FIRE DEPARTMENT</b>	<b>134</b>
FIRE ALARM	41
WATER PROBLEM (Pump Out)	21
FIRE STRUCTURE	16
TRAFFIC/TRANSPORTATION INCIDENT	10
GAS LEAK	10
FIRE VEHICLE	9
TRAFFIC/TRANSPORTATION-HELICOPTER	7
FIRE ALARM -CO-	7
FIRE APPLIANCE	7
TRAFFIC/TRANSPORTATION INC-ALS	6
<b>GREENE COUNTY DEPARTMENT OF EMERGENCY SERVICES</b>	<b>115</b>
FIRE STRUCTURE	39
HOSPITAL DIVERSION	28
TRAFFIC/TRANSPORTATION INCIDENT	10
FIRE ALARM	7
TRAFFIC/TRANSPORTATION INC-ALS	6
FIRE BRUSH	6
TRAFFIC/TRANSPORT-PINNED-HELO	5
INFO	5
HAZMAT	5
FIRE VEHICLE	4
<b>PRATTSVILLE HOSE COMPANY</b>	<b>111</b>
FIRE MUTUAL AID	18
FALLS	17
SICK PERSON	15

SICK PERSON-ALS	14
CHEST PAIN/CHEST DISCOMFORT-ALS	10
UNKNOWN PROBLEM-ALS	9
BREATHING PROBLEMS-ALS	9
FIRE ALARM	8
UNCONSCIOUS/FAINTING-ALS-PD	6
ABDOMINAL PAIN/PROBLEMS-ALS	5
<b>ATHENS VOLUNTEER FIRE DEPARTMENT</b>	<b>105</b>
FIRE STRUCTURE	31
FIRE ALARM	31
FIRE ALARM -CO-	11
TRAFFIC/TRANSPORTATION INCIDENT	6
WATER RESCUE	5
FIRE APPLIANCE	5
GAS LEAK	4
FIRE CHIMNEY	4
SPECIAL DETAIL (LAW FIRE OR EMS)	4
FIRE SMOKE (OUTDOORS)	4
<b>LEEDS HOSE COMPANY NO. 1 INC.</b>	<b>96</b>
TRAFFIC/TRANSPORTATION INCIDENT	16
FIRE VEHICLE	16
FIRE ALARM	12
FIRE STRUCTURE	12
WATER PROBLEM (Pump Out)	8
FIRE ALARM -CO-	8
SPECIAL DETAIL (LAW FIRE OR EMS)	6
TRAFFIC/TRANSPORTATION-HELICOPTER	6
ELECTRICAL HAZARD	6
GAS LEAK	6
<b>WEST ATHENS LIME STREET FIRE DISTRICT</b>	<b>88</b>
FIRE STRUCTURE	32
FIRE ALARM	18
TRAFFIC/TRANSPORTATION INCIDENT	10
FIRE ALARM -CO-	6
FIRE APPLIANCE	5
FIRE VEHICLE	4
FIRE CHIMNEY	4
FIRE ELECTRICAL	3
ELECTRICAL HAZARD	3
GAS LEAK	3
<b>HUNTER FIRE DEPARTMENT</b>	<b>80</b>
FIRE ALARM	47
FIRE STRUCTURE	5

TRAUMATIC INJURIES-HELO-PD	5
FIRE ALARM -CO-	5
FIRE BRUSH	4
ELECTRICAL HAZARD	3
TRAFFIC/TRANSPORTATION INCIDENT	3
TRAFFIC/TRANSPORTATION INC-ALS	3
FIRE ELECTRICAL	3
FIRE UNKNOWN	2
<b>PALENVILLE FIRE DEPARTMENT</b>	<b>75</b>
SICK PERSON	11
FIRE STRUCTURE	10
UNCONSCIOUS/FAINTING-ALS-PD	9
FALLS	9
SICK PERSON-ALS	8
FALLS-ALS	6
UNKNOWN PROBLEM-ALS	6
OVERDOSE/POISONING-ALS-PD	6
FIRE ALARM	5
BREATHING PROBLEMS-ALS	5
<b>GREENVILLE FIRE COMPANY</b>	<b>73</b>
TRAFFIC/TRANSPORTATION INCIDENT	16
FIRE STRUCTURE	13
WATER PROBLEM (Pump Out)	11
FIRE ALARM	11
ELECTRICAL HAZARD	5
UNCONSCIOUS/FAINTING-ALS-PD	4
FALLS-ALS	4
FIRE BRUSH	3
GAS LEAK	3
FIRE MUTUAL AID	3
<b>TOWN OF LEXINGTON FIRE COMPANY</b>	<b>69</b>
SICK PERSON-ALS	15
BREATHING PROBLEMS-ALS	12
SICK PERSON	9
FIRE ALARM	7
UNKNOWN PROBLEM-ALS	6
FIRE ALARM -CO-	5
UNCONSCIOUS/FAINTING-ALS-PD	4
FALLS	4
TRAFFIC/TRANSPORTATION INC-ALS	4
ABDOMINAL PAIN/PROBLEMS-ALS	3
<b>KISKATOM FIRE DEPARTMENT</b>	<b>63</b>
FIRE STRUCTURE	12

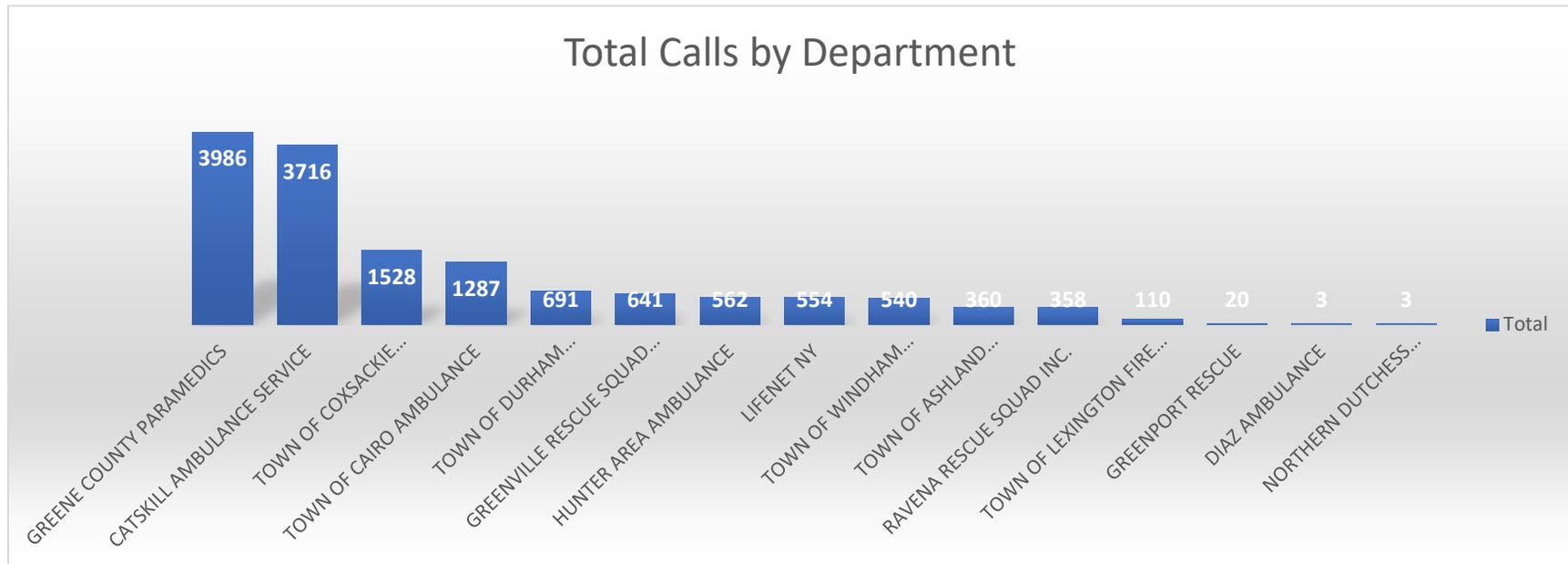
FIRE ALARM	10
FIRE BRUSH	7
TRAFFIC/TRANSPORTATION-HELICOPTER	6
TRAFFIC/TRANSPORTATION INCIDENT	6
SPECIAL DETAIL (LAW FIRE OR EMS)	6
FIRE UNKNOWN	5
FIRE ALARM -CO-	4
MVA PROPERTY DAMAGE	4
TRAFFIC/TRANSPORTATION INC-ALS	3
<b>MEDWAY-GRAPEVILLE FIRE DISTRICT</b>	<b>63</b>
FIRE ALARM	13
SICK PERSON	10
FIRE STRUCTURE	9
SICK PERSON-ALS	6
FALLS-ALS	6
BREATHING PROBLEMS-ALS	6
FIRE MUTUAL AID	4
CHEST PAIN/CHEST DISCOMFORT-ALS	3
STROKE/TIA-HELICOPTER	3
BACK PAIN-ALS	3
<b>EAST DURHAM VOLUNTEER FIRE COMPANY INC</b>	<b>62</b>
FIRE ALARM	17
FIRE STRUCTURE	12
TRAFFIC/TRANSPORTATION INCIDENT	7
SPECIAL DETAIL (LAW FIRE OR EMS)	5
WATER PROBLEM (Pump Out)	4
MVA PROPERTY DAMAGE	4
FIRE BRUSH	4
DRILL	3
ELECTRICAL HAZARD	3
FALLS-HELICOPTER	3
<b>FREEHOLD VOLUNTEER FIRE CO. INC.</b>	<b>52</b>
TRAFFIC/TRANSPORTATION INCIDENT	16
FIRE ALARM	15
FIRE STRUCTURE	6
ELECTRICAL HAZARD	6
FIRE UNKNOWN	2
SICK PERSON	2
FIRE SMOKE (OUTDOORS)	2
DRILL	1
CITIZEN ASSIST	1
ABDOMINAL PAIN/PROBLEMS-ALS	1
<b>ROUND TOP VOLUNTEER FIRE COMPANY INC</b>	<b>51</b>

FIRE STRUCTURE	16
FIRE ALARM	12
FIRE BRUSH	5
FIRE ELECTRICAL	4
GAS LEAK	3
WATER PROBLEM (Pump Out)	3
FIRE APPLIANCE	3
ELECTRICAL HAZARD	2
FIRE CHIMNEY	2
CITIZEN ASSIST	1
<b>EARLTON FIRE DEPARTMENT</b>	<b>45</b>
FIRE STRUCTURE	16
FIRE BRUSH	5
SPECIAL DETAIL (LAW FIRE OR EMS)	4
TRAFFIC/TRANSPORTATION-HELICOPTER	4
TRAFFIC/TRANSPORTATION INC-ALS	3
TRAFFIC/TRANSPORTATION INCIDENT	3
CARD OR RESP ARR/DEATH-ECHO-PD	3
FIRE VEHICLE	3
FIRE ALARM	2
FIRE ALARM -CO-	2
<b>OAK-HILL DURHAM VOLUNTER FIRE COMPANY</b>	<b>45</b>
FIRE ALARM	13
FIRE STRUCTURE	9
TRAFFIC/TRANSPORTATION INCIDENT	5
ELECTRICAL HAZARD	5
FIRE BRUSH	4
DRILL	2
TRAFFIC/TRANSPORTATION INC-ALS	2
MVA PROPERTY DAMAGE	2
FIRE APPLIANCE	2
ASSAULT/SEXUAL ASSAULT/STUN-ALS	1
<b>JEWETT FIRE DEPARTMENT</b>	<b>41</b>
FIRE ALARM	21
FIRE ALARM -CO-	7
FIRE STRUCTURE	3
ELECTRICAL HAZARD	2
TRAFFIC/TRANSPORTATION INC-ALS	2
TRAFFIC/TRANSPORTATION INCIDENT	2
SICK PERSON-ALS	1
MVA PROPERTY DAMAGE	1
DRILL	1
FIRE CHIMNEY	1

<b>HENSONVILLE HOSE COMPANY</b>	<b>38</b>
FIRE ALARM	8
FIRE STRUCTURE	7
FIRE BRUSH	5
TRAFFIC/TRANSPORTATION INC-ALS	4
TRAFFIC/TRANSPORTATION INCIDENT	3
TRAFFIC/TRANSPORT-PINNED-HELO	3
FIRE APPLIANCE	2
FIRE SMOKE (OUTDOORS)	2
ELECTRICAL HAZARD	2
FIRE CHIMNEY	2
<b>HAINES FALLS FIRE COMPANY</b>	<b>37</b>
FIRE ALARM	10
FIRE BRUSH	5
FIRE STRUCTURE	4
FALLS-HELICOPTER	4
TRAFFIC/TRANSPORTATION INCIDENT	3
FIRE ELECTRICAL	3
FIRE ALARM -CO-	2
TRAFFIC/TRANSPORTATION INC-ALS	2
GAS LEAK	2
SICK PERSON-ALS	2
<b>ASHLAND FIRE DEPARTMENT</b>	<b>23</b>
FIRE BRUSH	4
FIRE ALARM -CO-	4
FIRE STRUCTURE	3
FIRE APPLIANCE	3
SICK PERSON	2
ELECTRICAL HAZARD	2
FIRE ALARM	2
ALARM UNKNOWN	1
CARD OR RESP ARR/DEATH-ECHO-PD	1
CHEST PAIN/CHEST DISCOMFORT-ALS	1
<b>H.D. LANE VOLUNTEER FIRE CO.</b>	<b>16</b>
FIRE ELECTRICAL	3
FIRE BRUSH	3
FIRE STRUCTURE	2
FIRE ALARM	2
FIRE UNKNOWN	1
FALLS-HELICOPTER	1
MVA PROPERTY DAMAGE	1
ELECTRICAL HAZARD	1
DRILL	1

FIRE APPLIANCE	1
<b>EAST JEWETT FIRE DEPARTMENT INC</b>	<b>13</b>
FIRE ALARM	2
WATER PROBLEM (Pump Out)	2
FIRE ALARM -CO-	2
TRAFFIC/TRANSPORTATION INC-ALS	1
MVA PROPERTY DAMAGE	1
SICK PERSON-ALS	1
TRAFFIC/TRANSPORT-PINNED-HELO	1
FIRE BRUSH	1
ELECTRICAL HAZARD	1
FIRE STRUCTURE	1
<b>Grand Total</b>	<b>2218</b>

## EMS Calls 2022



GREENE COUNTY PARAMEDICS	3986
CATSKILL AMBULANCE SERVICE	3716
TOWN OF COXSACKIE AMBULANCE	1528
TOWN OF CAIRO AMBULANCE	1287
TOWN OF DURHAM AMBULANCE INC	691
GREENVILLE RESCUE SQUAD INC	641
HUNTER AREA AMBULANCE	562
LIFENET NY	554

TOWN OF WINDHAM AMBULANCE	540
TOWN OF ASHLAND AMBULANCE SERVICE	360
RAVENA RESCUE SQUAD INC.	358
TOWN OF LEXINGTON FIRE COMPANY	110
GREENPORT RESCUE	20
DIAZ AMBULANCE	3
NORTHERN DUTCHESS AMBULANCE	3

<b>Grand Total</b>	<b>8672</b>
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## Top 10 Call Types by EMS Agencies 2022

<b>GREENE COUNTY PARAMEDICS</b>	<b>2560</b>
BREATHING PROBLEMS-ALS	502
SICK PERSON-ALS	452
CHEST PAIN/CHEST DISCOMFORT-ALS	359
UNCONSCIOUS/FAINTING-ALS-PD	268
FALLS-ALS	230
UNKNOWN PROBLEM-ALS	214
ABDOMINAL PAIN/PROBLEMS-ALS	173
HEART PROBLEMS/A.I.C.D.-ALS	131
CONVULSIONS/SEIZURES-ALS	116
STROKE/TIA-HELICOPTER	115
<b>CATSKILL AMBULANCE SERVICE</b>	<b>2435</b>
SICK PERSON	446
BREATHING PROBLEMS-ALS	352
SICK PERSON-ALS	338
FALLS	335
FALLS-ALS	235
CHEST PAIN/CHEST DISCOMFORT-ALS	203
UNCONSCIOUS/FAINTING-ALS-PD	154
TRANSPORT (LAW or EMS)	148
ABDOMINAL PAIN/PROBLEMS-ALS	123
PSYCH/ABN BEHAVIOR/SUICIDE ATTEM-PD	101
<b>TOWN OF COXSACKIE AMBULANCE</b>	<b>1021</b>
BREATHING PROBLEMS-ALS	175
SICK PERSON	137
CHEST PAIN/CHEST DISCOMFORT-ALS	134
SICK PERSON-ALS	121
UNKNOWN PROBLEM-ALS	97
FALLS	88
UNCONSCIOUS/FAINTING-ALS-PD	85
FALLS-ALS	75
HEART PROBLEMS/A.I.C.D.-ALS	57
ABDOMINAL PAIN/PROBLEMS-ALS	52
<b>TOWN OF CAIRO AMBULANCE</b>	<b>822</b>
SICK PERSON	157
SICK PERSON-ALS	125
BREATHING PROBLEMS-ALS	116
CHEST PAIN/CHEST DISCOMFORT-ALS	87
FALLS	86

UNCONSCIOUS/FAINTING-ALS-PD	75
ABDOMINAL PAIN/PROBLEMS-ALS	55
FALLS-ALS	55
HEART PROBLEMS/A.I.C.D.-ALS	33
TRAFFIC/TRANSPORTATION INCIDENT	33
<b>LIFENET NY</b>	<b>476</b>
STROKE/TIA-HELICOPTER	166
FALLS-HELICOPTER	130
TRAFFIC/TRANSPORTATION-HELICOPTER	54
TRAUMATIC INJURIES-HELO-PD	49
TRAFFIC/TRANSPORT-PINNED-HELO	21
UNCONSCIOUS/FAINTING-ALS-PD	13
ALLERGIES/ENVENOM-HELICOPTER	11
PREGNANCY/CHILD/MISCA-HELICOPTER	11
ABDOMINAL PAIN/PROB-HELICOPTER	11
TRAFFIC/TRANSPORTATION INC-ALS	10
<b>TOWN OF DURHAM AMBULANCE INC</b>	<b>439</b>
SICK PERSON	82
SICK PERSON-ALS	62
BREATHING PROBLEMS-ALS	59
FALLS	47
CHEST PAIN/CHEST DISCOMFORT-ALS	40
UNCONSCIOUS/FAINTING-ALS-PD	36
FALLS-ALS	34
EMS MUTUAL AID	30
ABDOMINAL PAIN/PROBLEMS-ALS	29
TRAFFIC/TRANSPORTATION INCIDENT	20
<b>GREENVILLE RESCUE SQUAD INC</b>	<b>412</b>
SICK PERSON	66
BREATHING PROBLEMS-ALS	64
SICK PERSON-ALS	55
FALLS	44
UNCONSCIOUS/FAINTING-ALS-PD	36
CHEST PAIN/CHEST DISCOMFORT-ALS	36
FALLS-ALS	30
UNKNOWN PROBLEM-ALS	30
EMS MUTUAL AID	27
ABDOMINAL PAIN/PROBLEMS-ALS	24
<b>HUNTER AREA AMBULANCE</b>	<b>323</b>
SICK PERSON	57
BREATHING PROBLEMS-ALS	42
SICK PERSON-ALS	37
FALLS	35

FALLS-ALS	34
TRAUMATIC INJURIES-ALS	28
CHEST PAIN/CHEST DISCOMFORT-ALS	23
TRAUMATIC INJURIES-HELO-PD	23
CONVULSIONS/SEIZURES-ALS	22
TRAUMATIC INJURIES	22
<b>TOWN OF WINDHAM AMBULANCE</b>	<b>296</b>
SICK PERSON	50
FALLS-ALS	34
SICK PERSON-ALS	32
CHEST PAIN/CHEST DISCOMFORT-ALS	30
BREATHING PROBLEMS-ALS	28
EMS MUTUAL AID	27
FALLS	26
TRAUMATIC INJURIES	24
TRAUMATIC INJURIES-HELO-PD	23
UNCONSCIOUS/FAINTING-ALS-PD	22
<b>RAVENA RESCUE SQUAD INC.</b>	<b>237</b>
BREATHING PROBLEMS-ALS	44
SICK PERSON	39
CHEST PAIN/CHEST DISCOMFORT-ALS	29
SICK PERSON-ALS	28
UNCONSCIOUS/FAINTING-ALS-PD	26
FALLS	18
FALLS-ALS	17
UNKNOWN PROBLEM-ALS	12
EMS MUTUAL AID	12
ABDOMINAL PAIN/PROBLEMS-ALS	12
<b>TOWN OF ASHLAND AMBULANCE SERVICE</b>	<b>229</b>
SICK PERSON	41
SICK PERSON-ALS	40
FALLS	30
BREATHING PROBLEMS-ALS	29
CHEST PAIN/CHEST DISCOMFORT-ALS	20
UNKNOWN PROBLEM-ALS	19
ABDOMINAL PAIN/PROBLEMS-ALS	16
UNCONSCIOUS/FAINTING-ALS-PD	12
FALLS-ALS	12
CONVULSIONS/SEIZURES-ALS	10
<b>TOWN OF LEXINGTON FIRE COMPANY</b>	<b>69</b>
SICK PERSON-ALS	15
BREATHING PROBLEMS-ALS	12
SICK PERSON	9

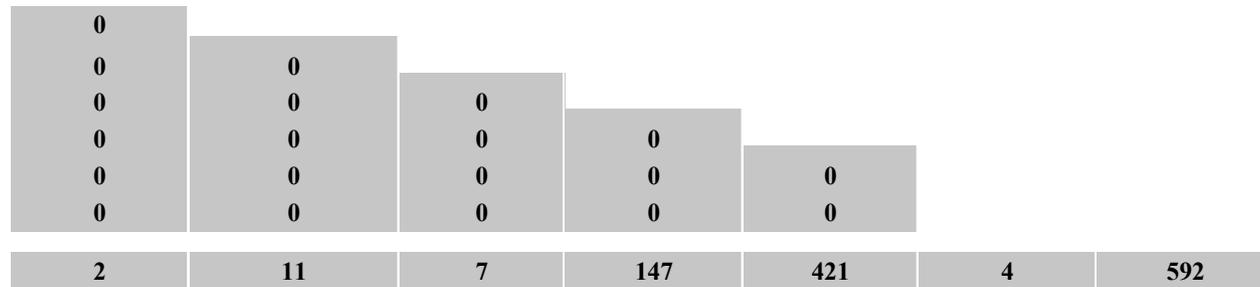
FIRE ALARM	7
UNKNOWN PROBLEM-ALS	6
FIRE ALARM -CO-	5
UNCONSCIOUS/FAINTING-ALS-PD	4
FALLS	4
TRAFFIC/TRANSPORTATION INC-ALS	4
ABDOMINAL PAIN/PROBLEMS-ALS	3
<b>GREENPORT RESCUE</b>	<b>17</b>
SICK PERSON	4
BREATHING PROBLEMS-ALS	2
UNKNOWN PROBLEM-ALS	2
EMS MUTUAL AID	2
FALLS-ALS	2
FALLS	1
HEMORRHAGE/LACERATIONS-ALS	1
DIABETIC PROBLEMS	1
OVERDOSE/POISONING-ALS-PD	1
PSYCH/ABN BEHAVIOR/SUICIDE ATTEM-PD	1
<b>DIAZ AMBULANCE</b>	<b>3</b>
SICK PERSON-ALS	1
TRAFFIC/TRANSPORTATION-HELICOPTR	1
TRAFFIC/TRANSPORTATION INCIDENT	1
<b>NORTHERN DUTCHESS AMBULANCE</b>	<b>3</b>
EMS MUTUAL AID	1
SICK PERSON	1
FALLS-ALS	1
<b>Grand Total</b>	<b>6248</b>

## EMS EMD Breakdown by Priority

### Time Analysis by Dispatch Level Medical

Agency: Greene County 911

	OMEGA	ALPHA	BRAVO	CHARLIE	DELTA	ECHO	TOTALS
# Cases:							
% of All Levels:							
Avg. time to queue: Avg. time in Case Entry:	137	2419	1565	1799	1941	97	7958
# > 30 sec: # > 60 sec:	1.7%	30.4%	19.7%	22.6%	24.4%	1.2%	100.0%
Avg. time in Key Questions:	0:01:15	0:01:10	0:01:09	0:01:13	0:00:59	0:00:42	0:01:07
Overrides: ALPHA: BRAVO:	0:00:34	0:00:31	0:00:34	0:00:32	0:00:32	0:00:37	0:00:32
CHARLIE: DELTA: ECHO:	52	832	629	645	716	46	2920
Total:	13	139	112	98	135	10	507
Reconfigured to:	0:00:43	0:00:39	0:00:34	0:00:52	0:00:49	0:00:26	0:00:44



**OMEGA:** Ambulance, No Lights, No Sirens

**ALPHA:** Ambulance, No Lights, No Sirens

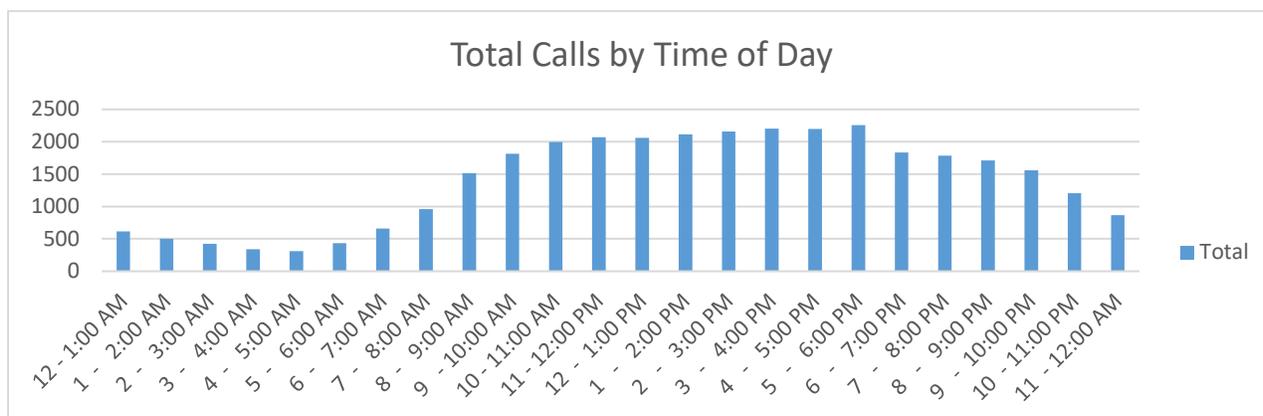
**BRAVO:** Ambulance, Lights, and Sirens

**CHARLIE:** Ambulance, Lights and Sirens, Medic, No Lights, No Sirens

**DELTA:** Ambulance, Lights and Sirens, Medic, Lights and Sirens

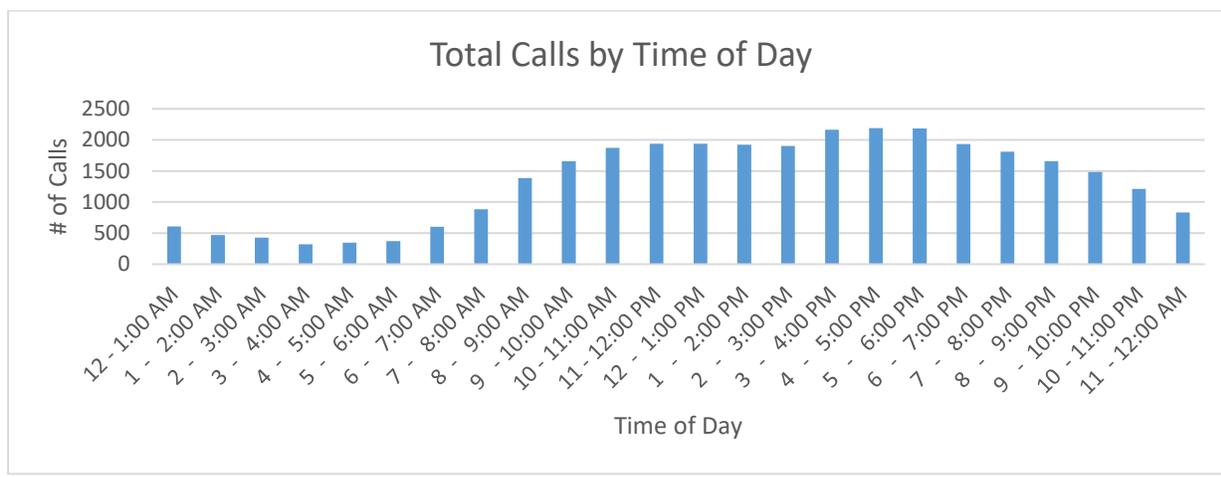
**ECHO:** Ambulance, Lights and Sirens, Medic, Lights and Sirens, with Law Enforcement, sometimes Fire Department, depending on jurisdiction

## 2022 Total Calls by Time of Day



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

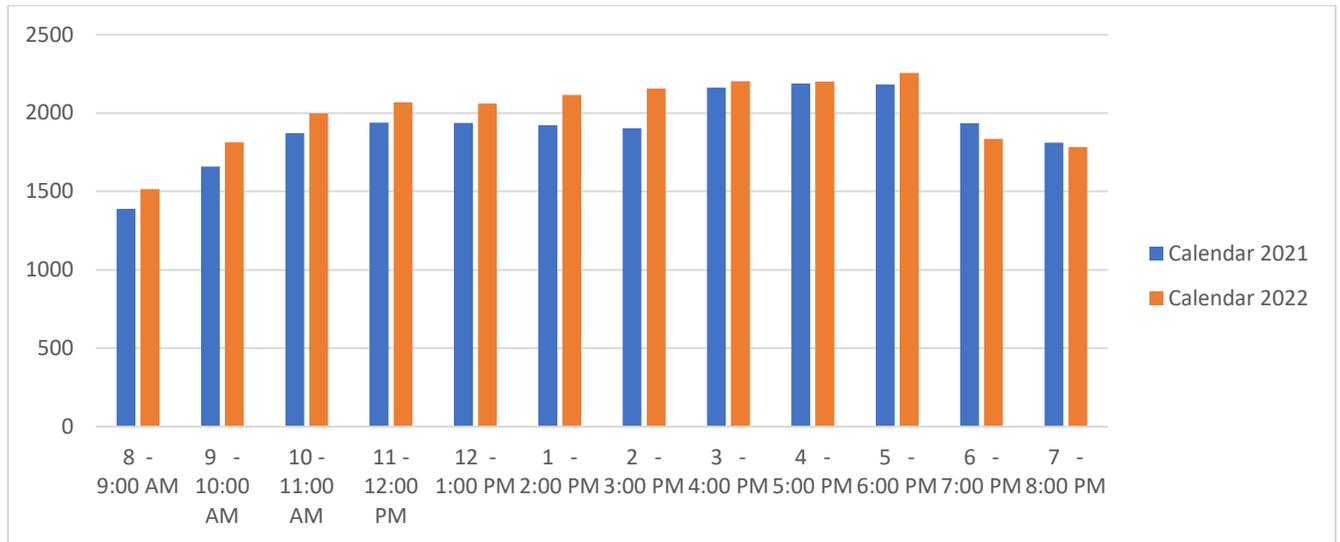
## 2021 Total Calls by Time of Day



12 - 1:00 AM	610
1 - 2:00 AM	468
2 - 3:00 AM	431
3 - 4:00 AM	319
4 - 5:00 AM	349
5 - 6:00 AM	371
6 - 7:00 AM	602
7 - 8:00 AM	884
8 - 9:00 AM	1388
9 - 10:00 AM	1658
10 - 11:00 AM	1872
11 - 12:00 PM	1938
12 - 1:00 PM	1937
1 - 2:00 PM	1923
2 - 3:00 PM	1902
3 - 4:00 PM	2163
4 - 5:00 PM	2189
5 - 6:00 PM	2183
6 - 7:00 PM	1934
7 - 8:00 PM	1812
8 - 9:00 PM	1657
9 - 10:00 PM	1484
10 - 11:00 PM	1211
11 - 12:00 AM	831
<b>Grand Total</b>	<b>32116</b>

## Dispatch Shift Comparison 2021 vs. 2022

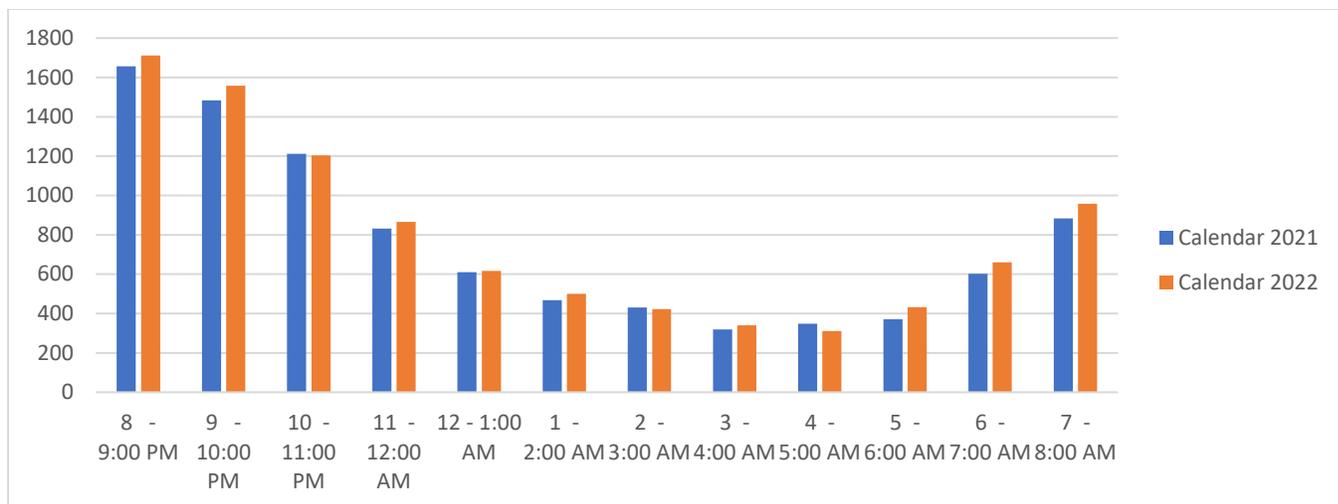
### Shift: 8 am-8pm



	2021	2022
8 - 9:00 AM	1388	1514
9 - 10:00 AM	1658	1814
10 - 11:00 AM	1872	1997
11 - 12:00 PM	1938	2068
12 - 1:00 PM	1937	2061
1 - 2:00 PM	1923	2116
2 - 3:00 PM	1902	2157
3 - 4:00 PM	2163	2203
4 - 5:00 PM	2189	2200
5 - 6:00 PM	2183	2256
6 - 7:00 PM	1934	1836
7 - 8:00 PM	1812	1783
<b>Grand Total</b>	<b>22899</b>	<b>24005</b>

## Dispatch Shift Comparison 2021 vs. 2022

### Shift: 8 pm- 8am



	2021	2022
8 - 9:00 PM	1657	1711
9 - 10:00 PM	1484	1558
10 - 11:00 PM	1211	1203
11 - 12:00 AM	831	865
12 - 1:00 AM	610	617
1 - 2:00 AM	468	500
2 - 3:00 AM	431	422
3 - 4:00 AM	319	340
4 - 5:00 AM	349	311
5 - 6:00 AM	371	432
6 - 7:00 AM	602	660
7 - 8:00 AM	884	958
<b>Grand Total</b>	<b>9217</b>	<b>9577</b>

## 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 2022 the Hunter Town Hall tower project was initiated. This is a 120-foot-tall tower located adjacent to Hunter Town Hall and will provide a critical microwave signal relay point between Hunter Mountain tower and the Twilight tower. Additionally, the Hunter Highway department radio will be placed on this site improving their coverage area.

### **Organizational**

In January, Winter Storm Landon moderately affected our area. The county EOC operated in the "enhanced monitoring" mode. No significant impacts occurred.

The Community Organizations Active in Disasters group was created. This is a joint effort between voluntary and community organizations in both Greene and Columbia counties and originally began in the spring of 2019 but was sidelined due to the pandemic.

We participated in bi-monthly meetings for OEM region 2 which consists of nine counties with Greene and Columbia being the northernmost. These meetings provide emergency managers training and programmatic updates as well as planning assistance.

All high and medium hazard dam response plans in the county were reviewed and updated. All plans were uploaded into WebEOC to allow easy access to key information during an emergency.

In August we experienced a moderate to severe drought and this office conducted assessments of water supplies which was reported to the State.

The Public Emergency Alerting system (reverse 911) was used several times for water issues related to the drought, to issue boil water notices for other reasons, announcing a hazardous waste collection event and declaration of snow emergencies in some jurisdictions. The department of human services also utilizes this service to provide essential notices to the seniors on their roles.

### **Community Engagement**

In 2022 we focused on rewriting the Comprehensive Emergency Management Plan as well as the Hazard mitigation plan. The community was engaged through online surveys and social media posts as well as in-person events at the Greene County Youth Fair in Cairo, the Suicide

Prevention event in Catskill and mitigation plan engagement sessions in Windham, Cairo and Catskill.



Pictured: Greene County Emergency Manager at Greene County Youth Fair 2022



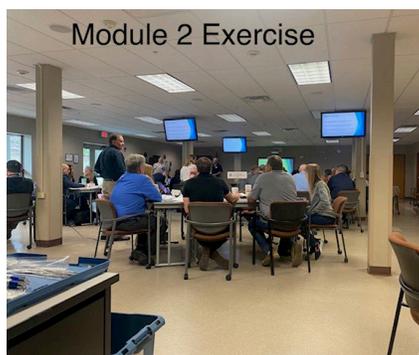
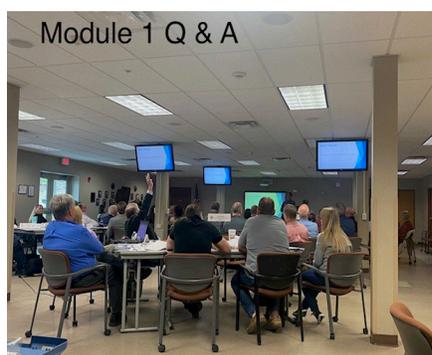
Pictured: Residents participating in hazard mitigation and assessment surveys

## Planning

Planning activities this year included the triennial County Emergency Preparedness Assessment conducted by NYS Homeland Security. This program identifies critical needs and capabilities within a county and helps to drive the Emergency Management Program.

The Comprehensive Emergency Management Plan was re-written (completion in Q1 2023) whereby all county departments and outside stakeholders provide input to their emergency response roles. This plan was formatted to include the concept of Community Lifelines to make the plan more relatable for the average reader.

Pictured below are photos of the countywide tabletop exercise conducted as part of the CEMP:



The quinquennial Hazard Mitigation plan rewrite was also initiated. This plan requires the engagement of all jurisdictions within a county however the town of Cairo opted out of participation. The Hazard Mitigation Plan identifies natural hazard vulnerabilities and potential mitigation actions and is the basis of hazard mitigation grant funding. Plan submitted to the State on November 29<sup>th</sup> and we are still waiting on their response.

## Training

Emergency Response trainings for county employees (ICS100 and IS 700) were offered in the first two quarters of 2022. The Emergency Manager completed training on Evacuation Planning, attended training programs at both the NYS Emergency Management Conference and the International Association of Emergency Managers' conference. An "Emergency Management for local officials" (Tier 2) training was scheduled however it was cancelled as only two elected officials in the county registered.

## Exercises

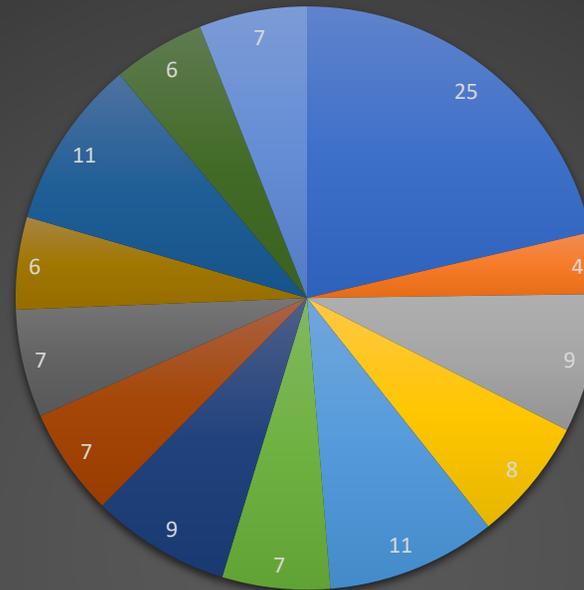
All county departments participated in the Continuity of Operations tabletop exercise which provided valuable insight and needed changes to the plan. The Emergency Manager along with the Sheriff's office participated in the Greenville School's annual disaster tabletop exercise.

## Grants

In 2022, the department of Emergency Services was awarded the following Grants:

- **Public Safety Answering Point PSAP FY21 in the amount of \$152,531.00.**
  - A significant portion of these funds will be used for the one-time installation and implementation of ProQA Fire and Police dispatch software. Priority Dispatch Emergency Medical Dispatch (EMD) has been implemented and in place within the Greene County 911 Center since 2012. This software allows for structured call taking and uses scientifically backed pre scripted protocols that deliver consistent and reliable emergency medical dispatches. By adding the Emergency Fire and Emergency Police dispatch through Priority Dispatch there will be uniformity, structure, and reliability in 911 Dispatching. During implementation Priority Dispatch will provide each member of our staff with the necessary training to be certified EFD/EPD call takers. Currently Greene County has no mechanism to provide certification or conduct standardized interviews for fire and police incidents.
  - Remaining funding will be utilized to purchase upgraded hardware for the dispatch center.
- **State Homeland Security Program SHSP/SLETPP FY2022 in the amount of \$98,160.00.**
  - This grant program is designed to assist state, local, tribal and territorial efforts in preventing, protecting against, mitigating, responding to and recovering from acts of terrorism and other threats. Funding for this grant is provided by the U.S. Department of Homeland Security, Federal Emergency Management Agency (FEMA).
  - Starting in FY2020, the Department of Emergency Services, as a requirement of this funding, now manages the entire Greene County funding allocation, with a minimum of **30%** for the Greene County Sheriff's Office.
  - Projects in this award must include the following: Intelligence and Information Sharing, Enhancing the Protection of Soft Targets/Crowded Places, Combating Domestic Violent Extremism, Community Preparedness and Resilience, Cyber Security and Election Security. To ensure these categories were met, the Department of Emergency Services allocated **56%** to the GCSO for the purchase of license plate readers, citizen preparedness supplies and the continuing subscription of the Sherriff's App.
- **Statewide Interoperable Communications Grant FY2021 in the amount of \$919,750.00**
  - This grant will be utilized to continue the build out of an upgraded and enhanced interoperable radio system within Greene County. This will include acquisition of and installation of additional radio equipment, antenna systems, backhaul capabilities, security and site monitoring equipment and associated professional consultants. This grant will also be utilized to offset some of the LMR maintenance costs.

## 2022 Fire Training



Indicated are the number of graduates from each associated course.

- TRAFFIC INCIDENT MANAGEMENT SYSTEM (01-15-0018)
- 2021 BEFO W/HMFRO (BLENDED LEARNING) (01-05-0103)
- FFS: SELF RESCUE (01-05-0092)
- 2021 HAZARDOUS MATERIALS FIRST RESPONDER OPERATIONS (01-09-0121)
- FIRE POLICE (01-15-0002)
- RESCUE TECHNICIAN - BASIC (01-04-0032)
- 2021 BASIC EXTERIOR FIREFIGHTING OPERATIONS W/HMFRO (01-05-0101)
- NYS OFFICER DEVELOPMENT-COMPANY TRAINING AND COMMUNITY RISK REDUCTION (01-11-0150)
- NYS OFFICER DEVELOPMENT-FIREFIGHTER HEALTH AND SAFETY COURSE (01-11-0151)
- NYS OFFICER DEVELOPMENT- LEADERSHIP AND SUPERVISION COURSE (01-11-0152)
- 2021 SCBA/INTERIOR FIREFIGHTING OPERATIONS-FF1 (01-05-0102)
- NYS OFFICER DEVELOPMENT-PLANNING AND EMERGENCY RESPONSE COURSE (01-11-0153)
- FIREGROUND STRATEGIES AND TACTICS FOR FIRST ARRIVING COMPANIES (01-11-0143)

## GREENE COUNTY HAZMAT TEAM:

### About:

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

There are currently 12 members of the Greene County HazMat Team. This includes the addition of one new member in 2022.

### 2022 Training:

In 2022 the team continued to work with NYSDEC to update the Geographic Response Plan. GRPs are map-based, location specific incident plans that provide guidance to first responders to maintain situational awareness during the initial stages of incidents involving the transportation of crude oil. They are used for a variety of accidents including tanker truck rollovers on major highways, large facility fires, and flooding events.

Greene County has the following fire companies/departments with railways in their jurisdictions:

- New Baltimore Fire
- Coxsackie Fire
- West Athens Lime Street Fire
- Catskill Fire

In September 2022 NYSDEC, Greene County Hazmat Team, New Baltimore Fire, Coxsackie Fire, West Athens Lime Street Fire and Catskill Fire participated in their annual training. This took place at RC Sportsman's Club, New Baltimore.





In April 2022 participated in the Hudson Valley Volunteer Firefighters Association Hazmat security and fire training seminar in Athens NY. Members trained on decontamination procedures.

## 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.

### **2022 Summary of Activities:**

In 2022, EMS agencies in Greene County continued to face staffing shortages. Partially due to the pandemic, but also a lack of new EMT's in the county. The Greene County Legislature recognized the need to assist residents who wished to become an EMT but had not taken the course due to cost. With the help of the Legislature students that faced financial hardships were able to take the EMT course, at no cost to them, with the stipulation that they actively serve as an EMT in Greene County for 18 months. 2022 saw the first year of this opportunity, and the EMS community hope to see it continue in the future.

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.

There was one significant mass casualty incident (MCI) in Greene County in 2022. An MCI is an incident where the number of patients exceeds the amount of healthcare resources available. A bus turnover on the NYS Thruway required a multi-agency and multi-county response. A tabletop discussion was held after this incident with all responding agencies. Parties were involved in discussion as to what went right, and what we can continue to improve upon. A second multiagency incident occurred within a few short weeks of the MCI. Again, a tabletop exercise was held to discuss the incident. Going forward, having follow-up conversations with agencies involved in these incidents will only strengthen the relationship between departments and provide further education to all parties.

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

**2023 Objectives**

- Continue to assist in the development of strategies, plans and procedures to achieve identified objectives and priorities.
- Continue to serve as the EMS point of contact for government officials and organizations, nongovernment and community-based organizations and private industry partners and other stakeholders.
- Work with CAD administrator to ensure “Mobile CAD” usage is adequate for EMS units.
- Work with Greene County CAD Administrator to implement Mutual Aid Plans and Unit relocation points within Greene County.
- Implement fire departments notification of ECHO level EMS calls throughout Greene County, in attempt to decrease time of arrival for an AED. This should have potential for increased chance for reversal of cardiac arrest patients.
- Maintain HAZMAT policy for EMS response.
- Assist in community outreach and education along with other Greene County Departments.
- Work with the Greene County EMS Administrators to ensure adequate EMS units available to the community.