2020 ANNUAL REPORT

GREENE COUNTY EMERGENCY SERVICES

John P. Farrell, Jr.
Director

Emergency Management

Summary:

Operational Activities:

In 2020 we had one EOC activation, however that activation remained in effect throughout this reporting period. The county EOC was stood up in March 2020 to support Covid response operations in Greene County. The EOC itself was staffed with anywhere from two to eight people depending on the specific task being managed. Most of the 2020 operational activities revolved around PPE acquisition and distribution. PPE distribution was closely regulated by NYS and allotments were restricted based on regional metrics. The EOC, and specifically the Emergency Manger, worked to ensure that all responders and health care personnel had sufficient PPE to carry out their operational commitments. We additionally acquired PPE that allowed us to assist with business reopening during the summer of 2020 as well as distributing cloth masks to the general public.

The Emergency Manager participated in a great many virtual meetings, in many cases on a daily basis. These included county staff briefings, state emergency managers call, state department of health calls, mortuary affairs calls, school superintendent calls, discussions with local and state elected representatives, coordination with nursing homes and assisted living facilities and other meetings as needed.

Two, level-five secondary EOC activations occurred in response to storms in August and October. Additionally a secondary virtual EOC activation occurred in response to the Christmas storm which caused significant infrastructure damage in several communities.

Trainings:

Participated in the New York State Emergency Management Association annual training in Syracuse in February. Additionally conducted just in time training for all personnel assigned to the EOC to familiarize them with their role and how to use Web EOC.

Exercises Conducted:

No exercises conducted in 2020 beyond the real world event still in progress.

Grant work:

Grants continue to be a major part of the Emergency Services Operation in 2020. The SICG and PSAP grant funds originate from 911 surcharge monies that the state collects and then redistributes based on formula. The SHSP grant is a federal pass through grant that is dedicated to funding projects with a terrorism nexus. In 2020, grant funds were utilized to support our emergency notification and crisis management systems, purchase and install radio communications equipment at the tower sites and offset a portion of the backhaul costs associated with radio communications.

Projects:

Web EOC:

The Web EOC is used in day to day operations both for a work order system and for a daily communications vehicle among county staff. The activity log has been used to documents all calls within the EOC related to Covid.

Training and Exercise Plan:

No statewide TEP action in 2020.

Emergency Notification System:

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

Comprehensive Emergency Management Plan:

The CEMP was updated at a basic level in the first two months of 2020 however additional work was stalled due to pandemic.

Local Emergency Planning Committee:

As Coordinator of the LEPC, I attended one meeting and verified the required tier II data submitted by hazardous materials reporters in the county. Most submissions used E-plan however there are still a few who send in paper copies.

Greene County
EMS Coordinators Office
Annual Report
2020

Current Positions:
EMS Coordinator
Deputy EMS Coordinator

In 2020, the office operated with 2 dedicated EMS professionals to assist in the oversight and coordination of County operations.

Meetings attended this year
Greene County EMS Council monthly meetings
Local EMS agency administrator meetings
Greene County EMS Inc. meetings (as needed)
Emergency Services Coordinator meetings
Greene County Legislative Committee meetings (as needed)
Fire Advisory Board (as needed)
Hazmat Team (as needed)
UsFirst CISM (as needed)

Tasks during 2020
- Reviewed access to BLS Core content continuing education for all EMS providers. This was postponed due to limited classroom ability due to pandemic.
- Planning for upcoming year trainings to be offered for all EMS providers.
- Review of State and regional MCI plans.
- Worked within department for research and planning of future of EMS services.
- Responded to several incidents within the county to assist EMS units.
- Review need or desire of Fire Departments need of EMS services.
- Discussions of potential multi agency drills within Greene County.
- Remained available as liaison for Greene County Public Health and EMS council.
- Worked with Emergency Management in distributing adequate PPE from NYS resources.
- Worked with Greene County Public Health during Pandemic planning and resource allocation.
- Ensured proper Pandemic information distributed from Greene County and New York State

Goals for 2021

- Continue to work with EMS agencies and assist with further research and development
- Continue to monitor and assist with safety in the EMS system
- Continue to provide the tools, training, and guidance to EMS personnel and leaders to handle larger incidents.
- Continue to act as liaison between agencies, Counties, State, and Federal entities.

- Continue to respond to incidents and to ensure no lacks of EMS coverage within Greene County.
- Work with Greene County CAD Administrator to implement Mutual Aid Plans.
- Continue to search for grants to provide any necessary equipment for use throughout the county.
- Continue to assist in efforts to ensure EMS coverage to all areas of Greene County.
- Implement fire departments notification of ECHO level EMS calls throughout Greene County, in attempt to decrease time of arrival for an AED. This should have potential for increased chance for reversal of cardiac arrest patients.
- Continuous funding research for safety equipment to ensure all EMS members have the appropriate safety measures.
- Maintain HAZMAT policy for EMS response.
- Plan and execute large scale drills throughout Greene County.
- Assist in community outreach and education along with other Greene County Departments.
- Assist in planning and training for a Peer support the UsFirst CISM team.
- Helping schools and large facilities with the "stop the bleed" initiative.
- Continue to work with Public Health to ensure Pandemic procedures are up to date.
- Work with CAD administrator to ensure "Mobile CAD" usage is adequate for EMS units.
- Work with EMS Administrators to ensure adequate EMS units available to the community.

Greene County
Department of Emergency Services
Cairo, New York 12413

The year 2020 was a challenging year to say the least for the Greene County 911 Center. As the pandemic worsened, a decision was made to lock down the center to Emergency Services staff only. We were very fortunate that during the pandemic we did not have to shut down the main PSAP. In preparation and instead of being reactive if we were faced with shutting down the main PSAP the backup center was tested and utilized a couple times during the year. During the height of the pandemic and since the main PSAP is large enough, staff were separated while in the 911 Center. As much as this was a difficult especially during high call volume, it still was the best approach to separate staff and operate by the CDC guidelines.

The major thing that occurred in the 911 Center for the year 2020 was the implementation of 12-hour shifts for the Dispatchers. The reason why we switch from 8-hour shifts to 12-hour shifts is to get better coverage. The new 12-hour schedule will give every Dispatcher every other weekend off as well as additional days off throughout the year. Studies have also shown with the increased number of days and weekends off working a 12-hour shift also allows for increased continuity and accountability, reduced absenteeism, lower attrition and turnover, and improves morale. Working 12-hour shifts result in 91 fewer shifts per year and doubles the weekend time off (26 vs 13 days) in a 24/7 operation. With a 12-hour schedule, there are only two shift turnovers per day resulting in fewer opportunities for miscommunications that may occur during shift changeover periods. This can translate into increased productivity along with lower errors.

During the beginning of 2020 a committee was created to review and update the policy and protocol book. The update was done because several of the protocols were written around our old systems that were in place and have since become obsolete. During this update (2) new protocols were added and put into operation. The (2) new protocols that were implemented were battalion responses and PAR timer notifications. Both of these protocols were geared to the fire service to improve accountability on the fire scene and getting apparatus and manpower to a scene quicker. Battalion responses were established for dispatching battalions in Greene County. There are (6) battalions consisting of 4 to 6 individual Fire Companies in

each battalion. A battalion response could be for tankers, brush equipment, or interior firefighters for any large-scale incidents that require large volumes of water, brush equipment or manpower. The second newest protocol that was added was a PAR timer notification. The purpose of a PAR timer notification (status check) is to assist the Incident Commander with the overall incident management. A 15-minute status check implemented as per the NFPA 1500 is to add an awareness to the Incident Commander of the duration of the incident. As this protocol was developed mainly for the fire service, it has been used for serious auto-accidents with prolonged extrication and extended technical rescue events.

In addition, during 2020 several new enhancements were done to the Tyler CAD system. These enhancements were done to make the job of a Dispatcher easier especially during high call volume. A Dispatcher can create a call for service quicker and with ease now that the call for service window flows a lot smoother rather than in the past the call taker had to jump around the call for service window extending the time to create a call. Another feature that was added to the CAD system in 2020 is the ability to transfer CADs back and forth between Greene and Ulster Counties. This feature was added and has proven to be very beneficial to both Counties. The CAD to CAD transfer reduces the call taker asking the same questions that the other County has already asked to the caller and again speeds up the call taking process. Along with this feature being very helpful to both Counties, it is the first of its kind to be implemented in the state of New York.

Over the past year, Greene County has worked with the Town of Bethlehem Police Dept. (NY), Ulster and Dutchess Counties to make our CAD system the most robust system that Greene County has ever used. With the help of the Town of Bethlehem Police Dept. we were able to solve a crossroad issue that had plagued our system since going live. With 45 minutes of working with the Town of Bethlehem Police Dept., Greene County Real Property and Emergency Services, (electronically) this problem was rectified and cross streets are now given to First Responders on dispatch.

With the work that has been done with the CAD system and continues, to be done every day several New York counties have requested to do site visits or virtual visits/meetings to talk about our operation and the Tyler CAD system. These request started to come in more frequently during 2020 because of the Tyler excellence award that Greene County received back in 2019. Knowing that this award was received back in 2019 the story that goes with it and how a Dispatcher used the CAD system to locate a lost hiker is still shared to this day throughout the 911 industry. A few of the Counties that we meant with were Montgomery, Fulton, Niagara, Genesee and Livingston. Not only have we meant with in state Counties but also the State of Rhode Island 911 Board had also met with Greene County (virtually) asking how the CAD to CAD transfer was successfully achieved. The State of Rhode Island is currently building out a Tyler CAD system and will link all (11) Public Safety Answering Points call taking centers together and want to take advantage of the CAD to CAD option that Tyler offers.

To happen in 2021

In 2021, I am hoping to enhance the CAD even more. Now that we have been using the Tyler CAD system for a couple years now I am planning to roll out to the fire service some additional tools for their "toolbox". One of the extra tools to be available to the fire service is alarm assignments. Alarm assignments are set up in the CAD in such a way to streamline the dispatching of agencies and/or units to large-scale events. These alarm assignments are also

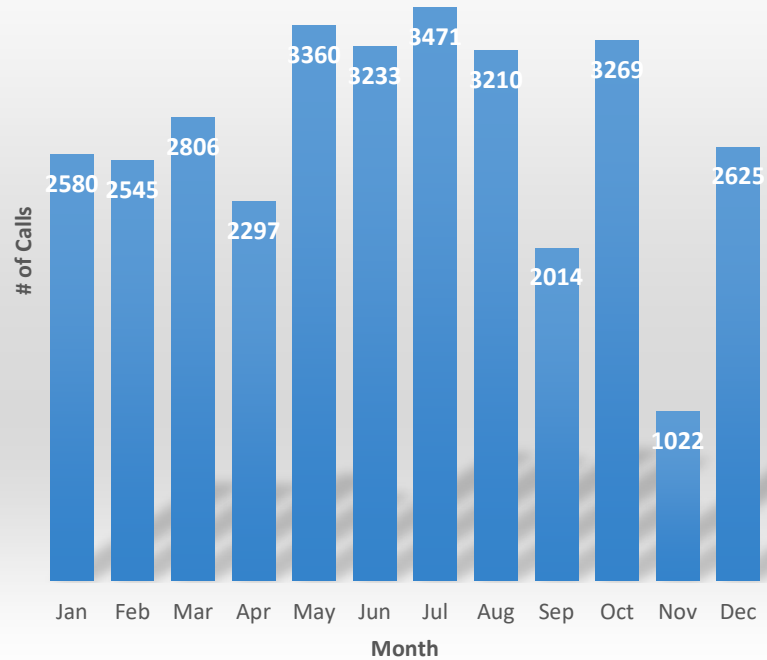Greene County Emergency Operations 911 Center

called pre-plans or mutual aid. During these times and with volunteerism in the fire service low one thing is certain that Departments rely heavily on a strong system of alarm assignments or mutual aid to make a high stress event less stressful. This type of dispatching will change the way a Greene County Dispatcher operates during a large-scale event. Greene County traditionally dispatches a Department and it is the responsibility of the Department as to what pieces of apparatus will respond to the emergency. With the creation of alarm assignments, the Chiefs of the Departments will create a pre-plan/alarm assignment, which will be uploaded to the CAD to indicating what piece of apparatus they want from their mutual aid Departments, and the Dispatcher will dispatch that specific piece of apparatus rather than the Department. This type of dispatching will not only streamline the dispatching but also create less chaos on the radio and improve fire operations. Alarm assignment, dispatching will now allow the Incident Commander to concentrate on the event rather than taking time away from the operation and request specific mutual aid or pieces of apparatus and instead just request their next highest alarm which are already built in CAD. By having, alarm assignments or pre-plans in place will make the large-scale event run a lot more efficiently. Going with alarm assignment dispatching will have huge positive effects on the Dispatcher because they will have well defined alarm assignments to work from. In addition, by going with alarm assignments the Dispatcher will be anticipating the next move and the operation on their end will move more easily.

Another part of the CAD that will be used more frequently and continued to be built on is building maintenance. This section of the CAD will allow building floor plans to be uploaded to the CAD. Not only will the Dispatcher be able to see the floor plans of a specific address but also have knowledge of any hazards or hazardous materials on site before First Responders arrive. If there is, a specific address entered in building maintenance and when there is an emergency at the location the information can be relayed to the First Responders by the Dispatcher. Not only will the Dispatcher see the floor plans of a building but they will also be able to advise the Responders if there are any hazards present. This alone will increase Responders safety and situational awareness.

	2020	**2019**	
Total number of 911 calls	20,319	22,695	(These are calls received)
Total number of Admin calls	32,432	35,420	(These are calls received)
Total number of ALL calls	**52,751**	**58,115**	

2020 Total Admin Calls

Bar chart — # of Calls by Month:
- Jan: 2580
- Feb: 2545
- Mar: 2806
- Apr: 2297
- May: 3360
- Jun: 3233
- Jul: 3471
- Aug: 3210
- Sep: 2014
- Oct: 3269
- Nov: 1022
- Dec: 2625

2020 Total 911 Calls

Bar chart — # of Calls by Month:
- Jan: 1641
- Feb: 1522
- Mar: 1702
- Apr: 1366
- May: 1820
- Jun: 2008
- Jul: 2409
- Aug: 2166
- Sep: 1214
- Oct: 2084
- Nov: 683
- Dec: 1704

Greene County Emergency Operations 911 Center
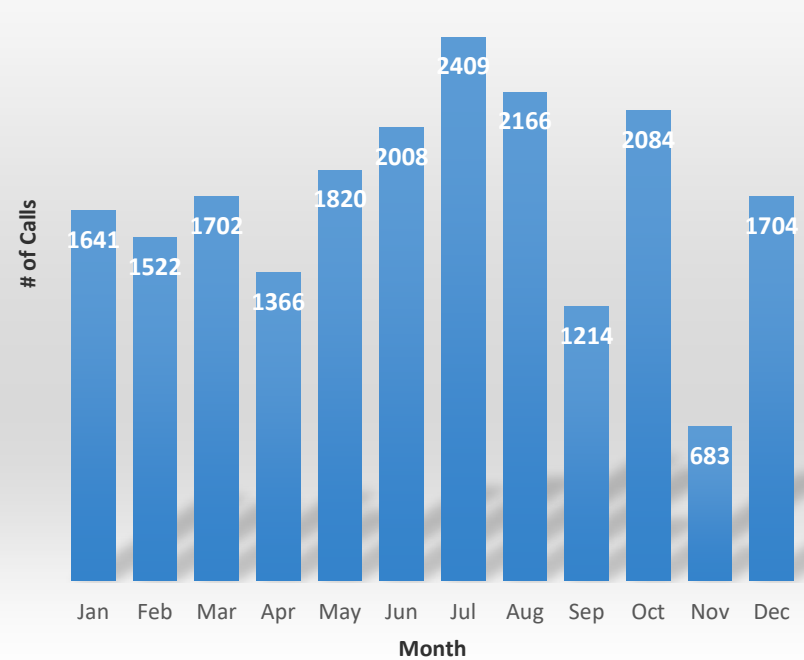
911 vs Admin Calls for 2020

Admin — 61%
911 — 39%

Greene County Emergency Operations 911 Center
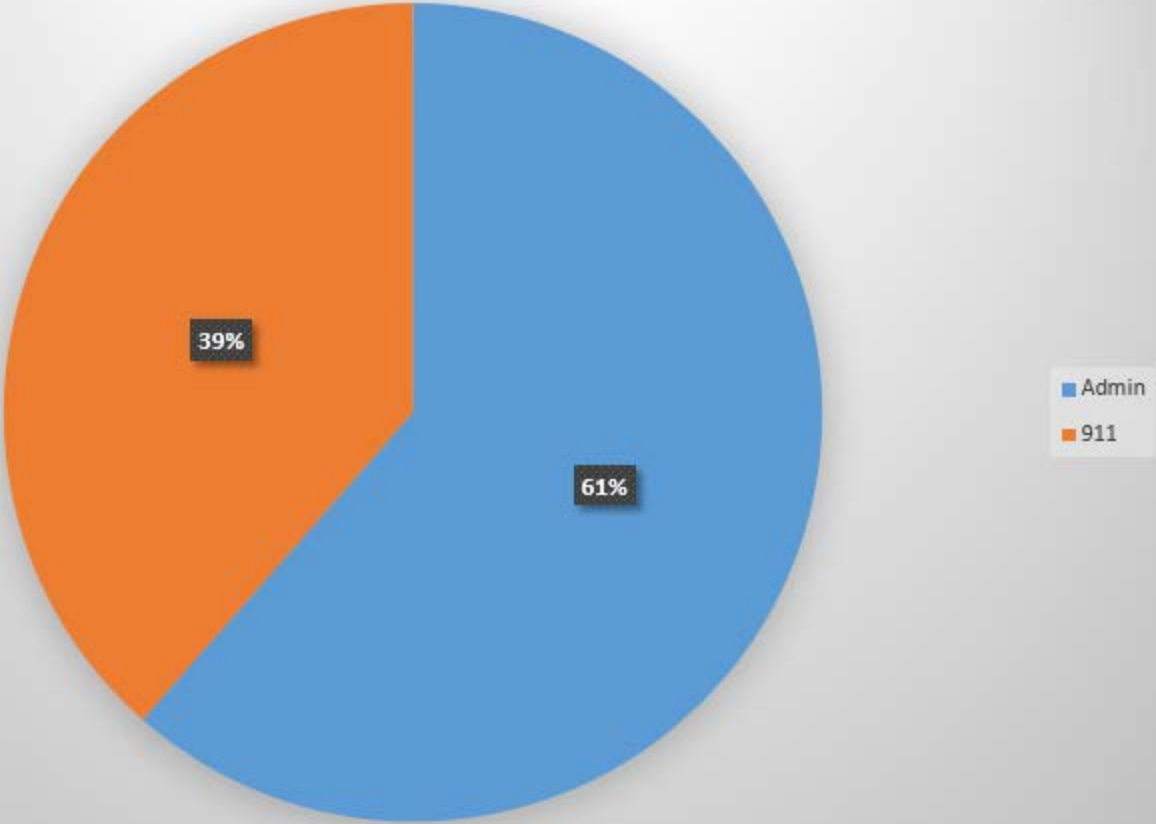
2020 911 Transfer Calls by PSAP

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)	ChemTec (*31)	Total
January	21	35	36	11	1	0	0	2	2	88	6	0	202
February	19	30	42	4	1	0	1	0	0	65	9	0	171
March	15	41	40	4	1	0	0	5	5	78	8	0	197
April	17	31	50	0	1	0	2	3	3	36	3	1	147
May	15	58	55	4	3	0	3	3	3	89	10	0	243
June	20	48	59	3	0	1	1	3	3	94	7	0	239
July	19	57	72	4	0	4	4	4	4	106	10	0	284
August	19	46	53	4	1	2	0	7	7	96	4	0	239
September	8	34	33	0	0	0	0	1	1	50	8	0	135
October	22	58	49	4	2	1	2	2	2	102	6	0	250
November	3	21	21	2	0	1	0	0	0	34	2	0	84
December	14	36	45	1	3	0	1	5	5	67	8	0	185
Total	192	495	555	41	13	9	14	35	35	905	81	1	2376

2019 911 Transfers

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)	ChemTec (*31)	Total
January	14	114	47	6	2	4	1	0	16	108	7	0	319
February	23	66	37	8	1	1	0	0	14	133	6	0	289
March	17	60	34	3	0	0	1	0	10	133	2	0	260
April	18	72	32	1	0	1	1	1	4	121	2	0	253
May	19	88	44	6	0	1	2	1	2	136	8	0	307
June	37	80	50	6	3	0	0	0	8	161	10	0	355
July	22	93	77	6	1	1	1	2	6	182	12	0	403
August	33	115	62	1	0	2	0	2	10	187	9	1	422
September	17	90	51	2	0	0	2	0	4	133	2	0	301
October	22	64	51	4	1	1	5	2	8	125	10	0	293
November	17	76	75	4	0	0	1	0	6	128	8	1	316
December	10	62	63	2	0	1	2	2	0	177	11	0	330
Total	249	980	623	49	8	12	16	10	88	1724	87	2	3848

Greene County Emergency Operations 911 Center

2020 Total Call by Time of Day

Time	Call Count
12 - 1:00 AM	665
1 - 2:00 AM	521
2 - 3:00 AM	417
3 - 4:00 AM	315
4 - 5:00 AM	326
5 - 6:00 AM	427
6 - 7:00 AM	518
7 - 8:00 AM	859
8 - 9:00 AM	1273
9 - 10:00 AM	1672
10 - 11:00 AM	1882
11 - 12:00 PM	1908
12 - 1:00 PM	2051
1 - 2:00 PM	2011
2 - 3:00 PM	2094
3 - 4:00 PM	2116
4 - 5:00 PM	2222
5 - 6:00 PM	2168
6 - 7:00 PM	1978
7 - 8:00 PM	1937
8 - 9:00 PM	1868
9 - 10:00 PM	1593
10 - 11:00 PM	1285
11 - 12:00 AM	902
Grand Total	**33008**

2020 Total Calls by Time of Day

Total Calls by Time of Day

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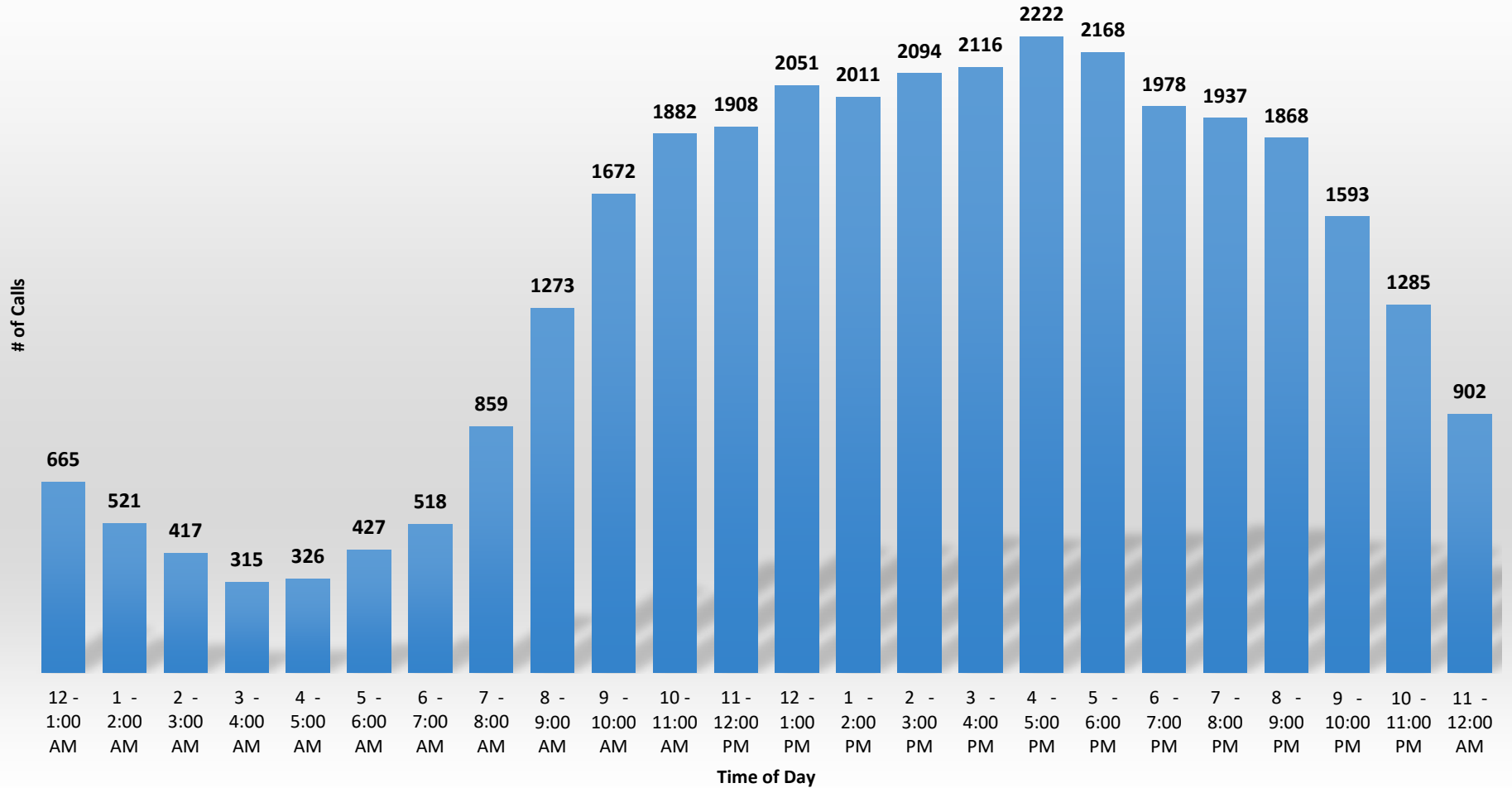
2019 Total Call by Time of Day

Time	Call Count
12 - 1:00 AM	624
1 - 2:00 AM	501
2 - 3:00 AM	384
3 - 4:00 AM	362
4 - 5:00 AM	363
5 - 6:00 AM	439
6 - 7:00 AM	666
7 - 8:00 AM	933
8 - 9:00 AM	1533
9 - 10:00 AM	1945
10 - 11:00 AM	2069
11 - 12:00 PM	2159
12 - 1:00 PM	2151
1 - 2:00 PM	2079
2 - 3:00 PM	2143
3 - 4:00 PM	2227
4 - 5:00 PM	2303
5 - 6:00 PM	2181
6 - 7:00 PM	2081
7 - 8:00 PM	1978
8 - 9:00 PM	2186
9 - 10:00 PM	1697
10 - 11:00 PM	1272
11 - 12:00 AM	948
Grand Total	**35224**

Greene County Emergency Operations 911 Center

2019 Total Calls by Time of Day

Chart showing number of calls (# of Calls) by Time of Day:

Time of Day	# of Calls
12 - 1:00 AM	624
1 - 2:00 AM	501
2 - 3:00 AM	384
3 - 4:00 AM	362
4 - 5:00 AM	363
5 - 6:00 AM	439
6 - 7:00 AM	666
7 - 8:00 AM	933
8 - 9:00 AM	1533
9 - 10:00 AM	1945
10 - 11:00 AM	2069
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12 - 1:00 PM	2151
1 - 2:00 PM	2079
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4 - 5:00 PM	2303
5 - 6:00 PM	2181
6 - 7:00 PM	2081
7 - 8:00 PM	1978
8 - 9:00 PM	2186
9 - 10:00 PM	1697
10 - 11:00 PM	1272
11 - 12:00 AM	948

Greene County Emergency Operations 911 Center

2020 Total calls with percentages

Events	Call Count	% of Total
TRAFFIC STOP	3183	9.64%
911 OPEN LINE	2030	6.15%
911 HANGUP	1764	5.34%
MVA PROPERTY DAMAGE	1294	3.92%
911 MISDIAL	1072	3.25%
CIVIL	1020	3.09%
CITIZEN ASSIST	989	3.00%
RECKLESS DRIVER	894	2.71%
BURGLAR ALARM SILENT	853	2.58%
SICK PERSON	842	2.55%
LANDLINE	781	2.37%
BREATHING PROBLEMS-ALS	757	2.29%
DOMESTIC	674	2.04%
ROAD HAZARD	639	1.94%
FIRE ALARM	633	1.92%
FALLS	625	1.89%
WELFARE CHECK (LAW or EMS)	604	1.83%
SOCIAL SERVICES	595	1.80%
FOLLOWUP	568	1.72%
SICK PERSON-ALS	492	1.49%
TRANSPORT (LAW or EMS)	465	1.41%
CHEST PAIN/CHEST DISCOMFORT-ALS	455	1.38%
VEHICLE DISABLED	452	1.37%
INFO	426	1.29%
BURGLAR ALARM AUDIBLE	402	1.22%
VEHICLE LOCKOUT	386	1.17%
ANIMAL (Wildlife)	353	1.07%
ANIMAL (Domestic)	349	1.06%
MENTAL HEALTH	321	0.97%
HARASSMENT	311	0.94%
UNCONSCIOUS/FAINTING-ALS-PD	298	0.90%
WIRES	277	0.84%
TRESPASS	270	0.82%
UNKNOWN PROBLEM-ALS	270	0.82%
SUSPICIOUS ACTIVITY	267	0.81%
MEDICAL ALARM	247	0.75%
FALLS-ALS	216	0.65%
DISORDERLY	209	0.63%

Greene County Emergency Operations 911 Center

PSYCH/ABN BEHAVIOR/SUICIDE ATTEM-PD	207	0.63%
MUTUAL AID	204	0.62%
HEART PROBLEMS/A.I.C.D.-ALS	192	0.58%
PARKING	177	0.54%
PUBLIC HEALTH	167	0.51%
NOISE	167	0.51%
STROKE/TIA-HELICOPTER	163	0.49%
>CHOOSE<	163	0.49%
ABDOMINAL PAIN/PROBLEMS-ALS	157	0.48%
OVERDOSE/POISONING-ALS-PD	153	0.46%
HEMORRHAGE/LACERATIONS	151	0.46%
SUSPICIOUS PERSON	149	0.45%
LARCENY	147	0.45%
TRAUMATIC INJURIES	143	0.43%
TRAFFIC/TRANSPORTATION INCIDENT	133	0.40%
>NEW CALL<	129	0.39%
FALLS-HELICOPTER	128	0.39%
CONVULSIONS/SEIZURES-ALS	119	0.36%
ABDOMINAL PAIN/PROBLEMS	115	0.35%
SHOOTING	100	0.30%
CRIMINAL MISCHIEF	96	0.29%
HEMORRHAGE/LACERATIONS-ALS	95	0.29%
FIRE STRUCTURE	91	0.28%
WATER PROBLEM	88	0.27%
PROPERTY CHECK	88	0.27%
MVA HIT AND RUN	88	0.27%
FIRE BRUSH	87	0.26%
BURGLARY	85	0.26%
SPECIAL DETAIL (LAW FIRE OR EMS)	84	0.25%
PSYCH/ABN BEHV/SUICIDE ALS-PD	82	0.25%
TRAUMATIC INJURIES-HELO-PD	80	0.24%
FIRE ALARM -CO-	79	0.24%
HEMORRHAGE/LACERATIONS-ALS-PD	77	0.23%
VEHICLE SUSPICIOUS	77	0.23%
WARRANT	76	0.23%
FIGHT	75	0.23%
TRAFFIC/TRANSPORTATION INC-ALS	66	0.20%
CARD OR RESP ARR/DEATH-ECHO-PD	66	0.20%
LANLORD TENANT DISPUTE	66	0.20%
GAS LEAK	64	0.19%
ELECTRICAL HAZARD	63	0.19%
ASSAULT	62	0.19%
INTOXICATED	59	0.18%

ENVIRONMENTAL COMPLAINT	55	0.17%
FIRE VEHICLE	54	0.16%
BACK PAIN-ALS	54	0.16%
ASSAULT/SEXUAL ASSAULT/STUN GUN	53	0.16%
ATTEMPT TO LOCATE	53	0.16%
FRAUD	51	0.15%
FIRE SMOKE (OUTDOORS)	50	0.15%
ASSIST	50	0.15%
DIABETIC PROBLEMS-ALS	49	0.15%
HOSPITAL DIVERSION	49	0.15%
DRUGS	48	0.15%
BACK PAIN	46	0.14%
TRAFFIC/TRANSPORTATION-HELICOPTR	45	0.14%
PANIC ALARM	45	0.14%
ORDER OF PROTECTION VIOLATION	44	0.13%
DRILL	43	0.13%
DIABETIC PROBLEMS	40	0.12%
ALLERGIES/ENVENOMATIONS-ALS	38	0.12%
ALLERGIES/ENVENOMATIONS	35	0.11%
CONVULSIONS/SEIZURES	33	0.10%
UNCONSCIOUS/FAINTING-PD	32	0.10%
MISSING PERSON	31	0.09%
FIRE UNKNOWN	30	0.09%
CARDIAC OR RESP ARREST/DEATH-ALS-PD	29	0.09%
DUMPING	29	0.09%
VEHICLE ABANDONED	27	0.08%
OPEN DOOR	26	0.08%
FIRE APPLIANCE	26	0.08%
LOST HIKER	25	0.08%
ALARM UNKNOWN	24	0.07%
FIRE ELECTRICAL	23	0.07%
FIRE CHIMNEY	23	0.07%
VEHICLE STOLEN	22	0.07%
CHEST PAIN/CHEST DISCOMFORT	22	0.07%
TRANSFORMER EXPLOSION	21	0.06%
HEADACHE	20	0.06%
DOMESTIC WITH INJURIES	20	0.06%
TRAFFIC/TRANSPORT-PINNED-HELO	20	0.06%
LOST PROPERTY	20	0.06%
TRAUMATIC INJURIES-ALS	17	0.05%
DIABETIC PROBLEMS-ALS-PD	16	0.05%
ABDOMINAL PAIN/PROB-HELICOPTER	16	0.05%
FOUND PROPERTY	16	0.05%

HEADACHE-ALS	16	0.05%
PREGNANCY/CHILD/MISCA-HELICOPTER	15	0.05%
OVERDOSE/POISONING-PD	15	0.05%
EYE PROBLEMS/INJURIES	15	0.05%
ALLERGIES/ENVENOM-HELICOPTER	13	0.04%
BACKUP	12	0.04%
CARDIAC OR RESP ARREST/DEATH-PD	12	0.04%
CHOKING-ALS-PD	12	0.04%
FIREWORKS	11	0.03%
ABUSE	11	0.03%
HEART PROBLEMS/A.I.C.D.	10	0.03%
PURSUIT	9	0.03%
WEAPON VIOLATION	9	0.03%
DOMESTIC WITH WEAPONS	9	0.03%
ANIMAL BITES/ATTACKS	9	0.03%
LANDING ZONE	9	0.03%
CHOKING-PD	9	0.03%
INTERNET CRIMES	8	0.02%
WATER EMERGENCY	8	0.02%
FIRE TRASH	8	0.02%
CO/INHALATION/T/CBRN	7	0.02%
FIRE ALARM - WATER FLOW	7	0.02%
RUNAWAY	7	0.02%
ROBBERY	7	0.02%
BUILDING LOCKOUT	7	0.02%
BURNS/EXPLOSION	7	0.02%
STOLEN PROPERTY	6	0.02%
UNCONSCIOUS/FAINTING-ECHO-PD	6	0.02%
EXPLOSION	6	0.02%
HOME INVASION	6	0.02%
OVERDOSE/POISONING-ECHO-PD	5	0.02%
UNKNOWN PROBLEM	5	0.02%
STAB/GUNSHOT/TRAUMA-HELO-PD	5	0.02%
HAZMAT	5	0.02%
BAD CHECK	4	0.01%
INACCESSABLE INCIDENT/OTHER ENTRAP-ALS	4	0.01%
PREGNANCY/CHILDBIRTH/MISCARRIAGE	4	0.01%
BACK PAIN-HELICOPTER	4	0.01%
SEX OFFENSE	4	0.01%
WATER NON EMERGENCY	4	0.01%
DROWNING/NEAR/DIVING/SCUBA-ALS-PD	3	0.01%
COUNTERFEIT MONEY	3	0.01%
IMPERSONATION	3	0.01%

Greene County Emergency Operations 911 Center

ASSAULT/SEXUAL ASSAULT-HELICOPTR	3	0.01%
INACCESSABLE INCIDENT/OTHER ENTRAPMENTS	3	0.01%
FIRE ALARM - HEAT	3	0.01%
FIRE ALARM - PULL STATION	3	0.01%
HEAT/COLD EXPOSURE	3	0.01%
CO/INHALATION/T/CBRN-ALS	3	0.01%
HEAT/COLD EXPOSURE-ALS	3	0.01%
BURNS/EXPLOSION-ALS	2	0.01%
REPO	2	0.01%
BREATHING PROBLEMS-ECHO	2	0.01%
UNCONSCIOUS/FAINTING-HELO-PD	2	0.01%
INVESTIGATION	2	0.01%
BUILDING COLLAPSE	2	0.01%
ANIMAL BITES/ATTACKS-HELICOPTER	2	0.01%
STAB/GUNSHOT/PENE TRAUMA-ALS-PD	2	0.01%
STAB/GUNSHOT/PENETRATING TRAUMA-PD	2	0.01%
PREGNANCY/CHILD/MISCARRIAGE-ALS	2	0.01%
FOUND PERSON	1	0.00%
BURNS/EXPLOSION-ECHO	1	0.00%
WANTED PERSON	1	0.00%
INDECENT	1	0.00%
SEARCH AND RESCUE	1	0.00%
DROWNING/NEAR/DIVING SCUBA-PD	1	0.00%
DRIVING WHILE IMPARED	1	0.00%
VEHICLE ALARM	1	0.00%
ASSAULT/SEXUAL ASSAULT/STUN-ALS	1	0.00%
DROWNING/NEAR/DIVE/SCUBA-ECHO-PD	1	0.00%
ABDUCTION	1	0.00%
CAR JACK	1	0.00%
STROKE/TIA	1	0.00%
VEHICLE RECOVERED	1	0.00%
BURNS/EXPLOSION-HELICOPTER	1	0.00%
REPOSSESSION	1	0.00%
CO/INHALATION/HAZM-HELICOPTER-PD	1	0.00%
Grand Total	**33008**	**100.00%**

2019 Total calls with percentages

EVENTs	Call Count	% of Total
TRAFFIC STOP	3859	10.96%
CIVIL	2096	5.95%
911 OPEN LINE	1843	5.23%
911 HANGUP	1689	4.80%
MVA PROPERTY DAMAGE	1568	4.45%
RECKLESS DRIVER	1193	3.39%
TRANSPORT (LAW or EMS)	1017	2.89%
SICK PERSON	926	2.63%
911 MISDIAL	867	2.46%
FALLS	782	2.22%
BREATHING PROBLEMS-ALS	780	2.21%
CITIZEN ASSIST	739	2.10%
BURGLAR ALARM SILENT	718	2.04%
LANDLINE	687	1.95%
FOLLOWUP	678	1.92%
ROAD HAZARD	630	1.79%
INFO	597	1.69%
SOCIAL SERVICES	597	1.69%
CHEST PAIN/CHEST DISCOMFORT-ALS	597	1.69%
VEHICLE DISABLED	596	1.69%
ANIMAL (Domestic)	594	1.69%
DOMESTIC	587	1.67%
FIRE ALARM	518	1.47%
WELFARE CHECK (LAW or EMS)	514	1.46%
SICK PERSON-ALS	469	1.33%
VEHICLE LOCKOUT	428	1.22%
BURGLAR ALARM AUDIBLE	390	1.11%
>NEW CALL<	359	1.02%
MENTAL HEALTH	350	0.99%
HARASSMENT	318	0.90%
UNCONSCIOUS/FAINTING-ALS-PD	299	0.85%
SUSPICIOUS ACTIVITY	287	0.81%
UNKNOWN PROBLEM-ALS	264	0.75%
WIRES	255	0.72%
PSYCH/ABN BEHAVIOR/SUICIDE ATTEM-PD	252	0.72%
TRAUMATIC INJURIES	237	0.67%
SPECIAL DETAIL (LAW FIRE OR EMS)	231	0.66%
MUTUAL AID	226	0.64%

Greene County Emergency Operations 911 Center

TRAFFIC/TRANSPORTATION INCIDENT	215	0.61%
MEDICAL ALARM	205	0.58%
HEMORRHAGE/LACERATIONS	196	0.56%
ABDOMINAL PAIN/PROBLEMS	187	0.53%
ANIMAL (Wildlife)	183	0.52%
HEART PROBLEMS/A.I.C.D.-ALS	168	0.48%
SUSPICIOUS PERSON	151	0.43%
CONVULSIONS/SEIZURES-ALS	150	0.43%
OVERDOSE/POISONING-ALS-PD	148	0.42%
TRESPASS	142	0.40%
DRILL	126	0.36%
STROKE/TIA-HELICOPTER	126	0.36%
NOISE	120	0.34%
LARCENY	118	0.33%
DISORDERLY	109	0.31%
PARKING	99	0.28%
CRIMINAL MISCHIEF	95	0.27%
MVA HIT AND RUN	94	0.27%
HEMORRHAGE/LACERATIONS-ALS	91	0.26%
ABDOMINAL PAIN/PROBLEMS-ALS	88	0.25%
FIRE VEHICLE	87	0.25%
TRAUMATIC INJURIES-HELO-PD	85	0.24%
BURGLARY	85	0.24%
DIABETIC PROBLEMS-ALS	79	0.22%
FALLS-ALS	78	0.22%
GAS LEAK	77	0.22%
WARRANT	76	0.22%
FALLS-HELICOPTER	75	0.21%
BACK PAIN	73	0.21%
FIRE STRUCTURE	73	0.21%
LANLORD TENANT DISPUTE	72	0.20%
FIRE ALARM -CO-	70	0.20%
ASSAULT	68	0.19%
FIGHT	66	0.19%
SHOOTING	65	0.18%
INTOXICATED	60	0.17%
CARD OR RESP ARR/DEATH-ECHO-PD	60	0.17%
TRAFFIC/TRANSPORTATION-HELICOPTR	59	0.17%
UNCONSCIOUS/FAINTING-PD	58	0.16%
FIRE SMOKE (OUTDOORS)	58	0.16%
ASSIST	56	0.16%
ASSAULT/SEXUAL ASSAULT/STUN GUN	55	0.16%
VEHICLE SUSPICIOUS	53	0.15%

PSYCH/ABN BEHV/SUICIDE ALS-PD	51	0.14%
FRAUD	51	0.14%
HOSPITAL DIVERSION	51	0.14%
WATER PROBLEM	50	0.14%
ATTEMPT TO LOCATE	48	0.14%
FIRE BRUSH	48	0.14%
PUBLIC HEALTH	46	0.13%
CONVULSIONS/SEIZURES	45	0.13%
DIABETIC PROBLEMS	45	0.13%
TRAFFIC/TRANSPORTATION INC-ALS	42	0.12%
FIRE UNKNOWN	41	0.12%
ALLERGIES/ENVENOMATIONS-ALS	39	0.11%
ALARM UNKNOWN	39	0.11%
CARDIAC OR RESP ARREST/DEATH-ALS-PD	38	0.11%
PANIC ALARM	37	0.11%
ORDER OF PROTECTION VIOLATION	37	0.11%
DRUGS	36	0.10%
MISSING PERSON	35	0.10%
VEHICLE ABANDONED	34	0.10%
OVERDOSE/POISONING-PD	33	0.09%
OPEN DOOR	32	0.09%
ALLERGIES/ENVENOMATIONS	28	0.08%
HEADACHE-ALS	28	0.08%
FOUND PROPERTY	27	0.08%
LOST PROPERTY	27	0.08%
CHEST PAIN/CHEST DISCOMFORT	24	0.07%
ANIMAL BITES/ATTACKS	24	0.07%
PROPERTY CHECK	24	0.07%
FIRE CHIMNEY	23	0.07%
TRAUMATIC INJURIES-ALS	21	0.06%
PREGNANCY/CHILD/MISCA-HELICOPTER	21	0.06%
FIRE ELECTRICAL	20	0.06%
BACK PAIN-ALS	19	0.05%
DOMESTIC WITH INJURIES	19	0.05%
LANDING ZONE	19	0.05%
TRAFFIC/TRANSPORT-PINNED-HELO	18	0.05%
CO/INHALATION/T/CBRN	18	0.05%
FIRE APPLIANCE	18	0.05%
UNCONSCIOUS/FAINTING-ECHO-PD	18	0.05%
LOST HIKER	17	0.05%
ABDOMINAL PAIN/PROB-HELICOPTER	17	0.05%
CHOKING-PD	16	0.05%
TRANSFORMER EXPLOSION	15	0.04%

HEADACHE	15	0.04%
ENVIRONMENTAL COMPLAINT	15	0.04%
EYE PROBLEMS/INJURIES	15	0.04%
HEMORRHAGE/LACERATIONS-ALS-PD	15	0.04%
VEHICLE STOLEN	15	0.04%
STROKE/TIA-ALS	15	0.04%
ELECTRICAL HAZARD	15	0.04%
PREGNANCY/CHILDBIRTH/MISCARRIAGE	14	0.04%
UNKNOWN PROBLEM	14	0.04%
HAZMAT	13	0.04%
INVESTIGATION	13	0.04%
DUMPING	13	0.04%
FIREWORKS	12	0.03%
CHOKING-ALS-PD	12	0.03%
RUNAWAY	12	0.03%
WATER NON EMERGENCY	12	0.03%
ALLERGIES/ENVENOM-HELICOPTER	11	0.03%
WATER EMERGENCY	11	0.03%
DOMESTIC WITH WEAPONS	10	0.03%
FIRE TRASH	10	0.03%
STROKE/TIA	10	0.03%
FIRE ALARM - PULL STATION	9	0.03%
BACKUP	9	0.03%
STOLEN PROPERTY	8	0.02%
REPO	8	0.02%
HEAT/COLD EXPOSURE	7	0.02%
PURSUIT	7	0.02%
BURNS/EXPLOSION	7	0.02%
HEART PROBLEMS/A.I.C.D.	7	0.02%
FIRE ALARM - HEAT	6	0.02%
WANTED PERSON	6	0.02%
CARDIAC OR RESP ARREST/DEATH-PD	6	0.02%
INTERNET CRIMES	6	0.02%
UNCONSCIOUS/FAINTING-HELO-PD	6	0.02%
EXPLOSION	5	0.01%
INACCESSABLE INCIDENT/OTHER ENTRAPMENTS	5	0.01%
PREGNANCY/CHILD/MISCARRIAGE-ALS	5	0.01%
BAD CHECK	5	0.01%
BACK PAIN-HELICOPTER	4	0.01%
CO/INHALATION/T/CBRN-ALS	4	0.01%
ABUSE	4	0.01%
DIABETIC PROBLEMS-ALS-PD	4	0.01%
INDECENT	4	0.01%

SEARCH AND RESCUE	4	0.01%
FIRE ALARM - WATER FLOW	3	0.01%
ASSAULT/SEXUAL ASSAULT/STUN-ALS	3	0.01%
BURNS/EXPLOSION-HELICOPTER	3	0.01%
CELL	2	0.01%
INACCESSABLE INCIDENT/OTHER ENTRAP-ALS	2	0.01%
ABDUCTION	2	0.01%
FOUND PERSON	2	0.01%
WEAPON VIOLATION	2	0.01%
ROBBERY	2	0.01%
ASSAULT/SEXUAL ASSAULT-HELICOPTR	2	0.01%
IMPERSONATION	2	0.01%
BUILDING LOCKOUT	2	0.01%
HEAT/COLD EXPOSURE-ALS	1	0.00%
DRIVING WHILE IMPARED	1	0.00%
STAB/GUNSHOT/TRAUMA-HELO-PD	1	0.00%
SEX OFFENSE	1	0.00%
DROWNING/NEAR/DIVING/SCUBA-ALS-PD	1	0.00%
MVA UNKNOWN	1	0.00%
MAYDAY	1	0.00%
VEHICLE RECOVERED	1	0.00%
BUILDINGS AND GROUNDS	1	0.00%
STAB/GUNSHOT/PENE TRAUMA-ALS-PD	1	0.00%
BREATHING PROBLEMS-ECHO	1	0.00%
ESCAPE	1	0.00%
HOSTAGE	1	0.00%
>CHOOSE<	1	0.00%
Grand Total	**35224**	**100.00%**

2020 Social Services, Mental Health and Public Health
The below call volume is for afterhours only

Social Services	595
Mental Health	330
Public Health	167
Total	**1092**
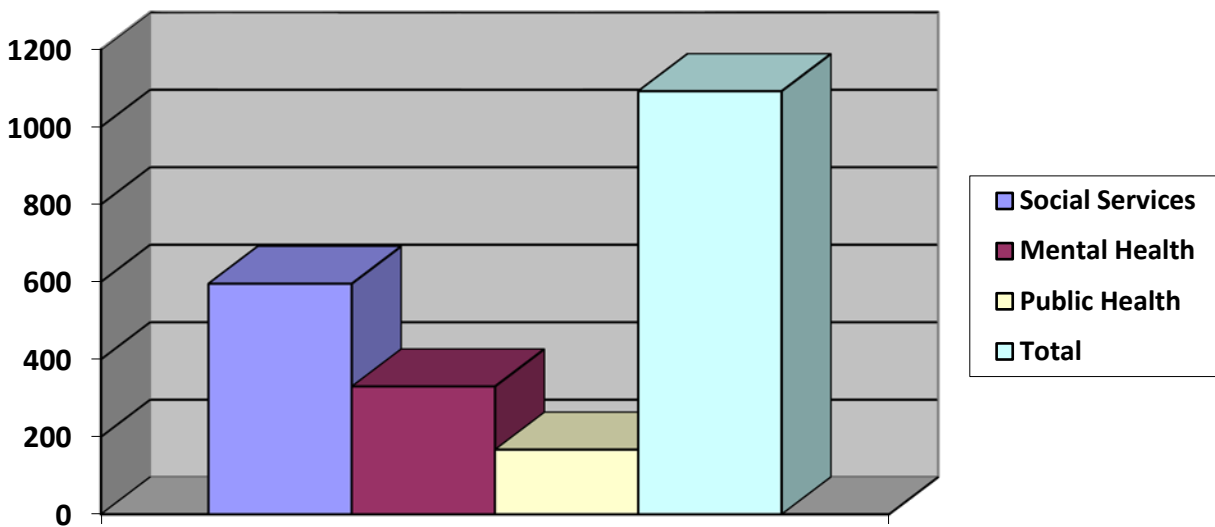
2019 Social Services, Mental Health and Public Health
The below call volume is for afterhours only

Social Services	597
Mental Health	361
Public Health	46
Total	**1004**
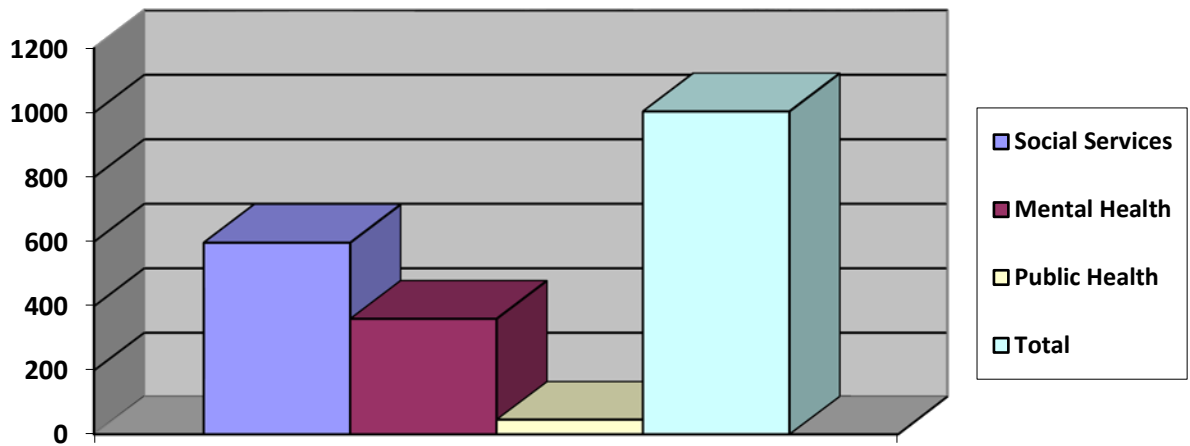
EMS (Emergency Medical Services) call volume for 2020

EMS agencies	# of calls
GREENE COUNTY PARAMEDICS	3125
CATSKILL AMBULANCE SERVICE	3071
TOWN OF COXSACKIE AMBULANCE	1178
TOWN OF CAIRO AMBULANCE	1102
LIFENET NY (Medivac)	543
HUNTER AREA AMBULANCE	529
TOWN OF DURHAM AMBULANCE INC	523
TOWN OF WINDHAM AMBULANCE	486
GREENVILLE RESCUE SQUAD INC	435
TOWN OF ASHLAND AMBULANCE SERVICE	309
RAVENA RESCUE SQUAD INC. (Albany Cty.)	255
TOWN OF LEXINGTON FIRE COMPANY	80
GREENPORT RESCUE (Columbia Cty.)	16
NORTHERN DUTCHESS AMB (Col. Cty.)	2
DIAZ AMBULANCE (Ulster County)	1
Grand Total	**7323**

EMS (Emergency Medical Services) call volume for 2019

CATSKILL AMBULANCE SERVICE	**3396**
GREENE COUNTY PARAMEDICS	**3089**
TOWN OF COXSACKIE AMBULANCE	**1250**
TOWN OF CAIRO AMBULANCE	**1076**
HUNTER AREA AMBULANCE	**620**
TOWN OF DURHAM AMBULANCE INC	**550**
TOWN OF WINDHAM AMBULANCE	**508**
GREENVILLE RESCUE SQUAD INC	**485**
LIFENET NY (Helicopter)	**479**
RAVENA RESCUE SQUAD INC.	**280**
TOWN OF ASHLAND AMBULANCE SERVICE	**265**
TOWN OF LEXINGTON FIRE COMPANY	**83**
GREENPORT RESCUE	**15**
NORTHERN DUTCHESS AMBULANCE	**13**
DIAZ AMBULANCE	**1**
Grand Total	**7739**

Response Configurations for EMS Agencies

ECHO: **Police HOT**
                        Paramedic HOT
                        Ambulance HOT
                        First Responders HOT

DELTA: **Paramedic HOT**
                        Ambulance HOT

CHARLIE: **Paramedic HOT**
                        Ambulance HOT

BRAVO: **Ambulance HOT**

ALPHA: **Ambulance COLD**

"HOT" lights and sirens
"COLD" No lights or sirens"

Greene County 911 now dispatches a law enforcement unit to incidents involving an unconscious person, certain traumatic injuries and overdose.
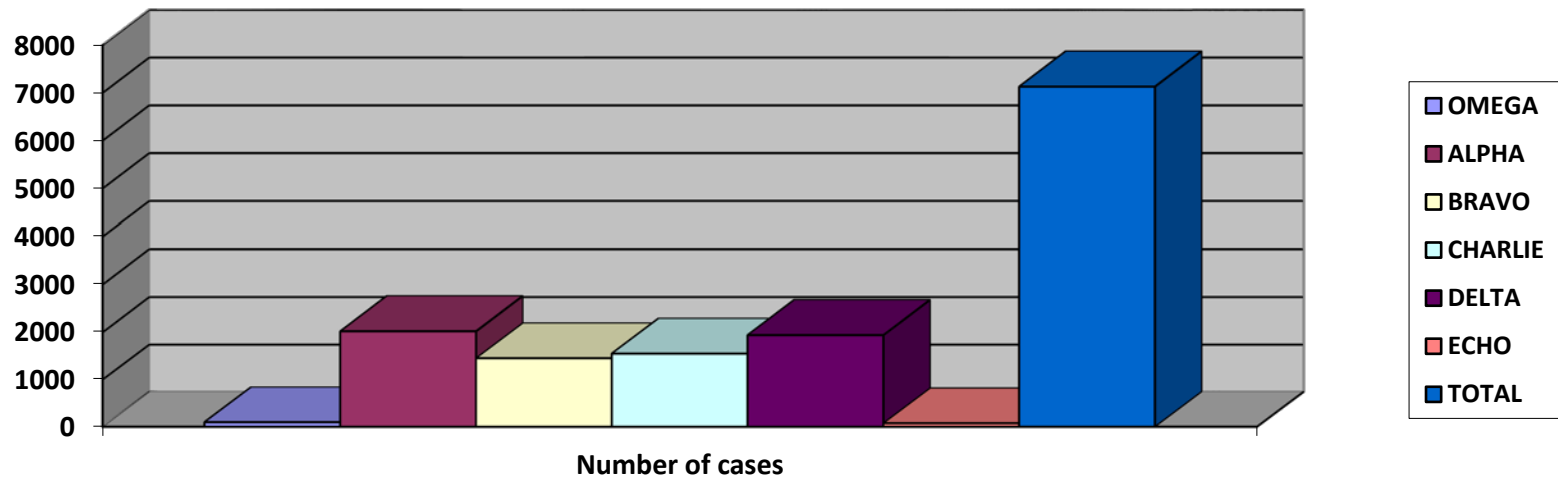
Greene County Emergency Operations 911 Center

2020 Priority Dispatch Breakdown (EMD)

Response Level	Number of cases
OMEGA	86
ALPHA	1985
BRAVO	1317
CHARLIE	1513
DELTA	1822
ECHO	77
TOTAL	6800

Greene County Emergency Operations 911 Center
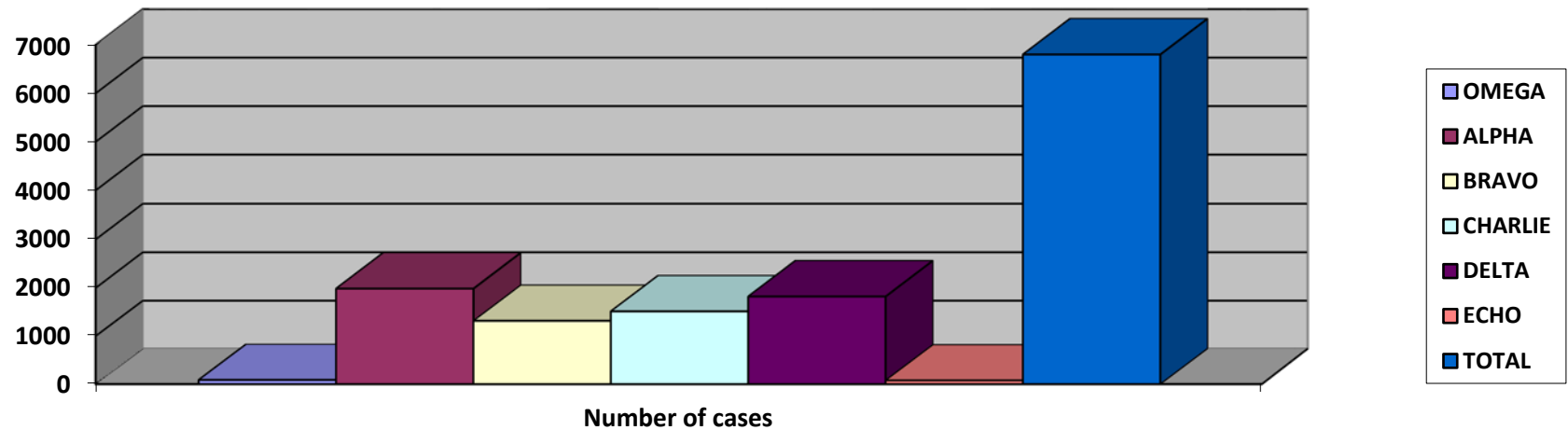
2019 Priority Dispatch Breakdown (EMD)

Response Level	Number of cases
OMEGA	95
ALPHA	2021
BRAVO	1451
CHARLIE	1549
DELTA	1940
ECHO	74
TOTAL	7130

Number of cases

Legend: OMEGA, ALPHA, BRAVO, CHARLIE, DELTA, ECHO, TOTAL

Greene County Emergency Operations 911 Center

Fire Department call volume for 2020

Fire Dept.	# of Calls
TANNERSVILLE FIRE DEPARTMENT (1st response EMS)	422
CATSKILL FIRE DEPARTMENT	342
CORNELL HOOK AND LADDER FIRE (1st response EMS)	265
CAIRO FIRE DISTRICT	209
WINDHAM HOSE COMPANY #1	164
COXSACKIE FIRE DEPARTMENT	160
GREENVILLE FIRE COMPANY	129
MEDWAY-GRAPEVILLE FIRE (1st response EMS)	128
ATHENS VOLUNTEER FIRE DEPARTMENT	126
PRATTSVILLE HOSE COMPANY (1st response EMS)	119
PALENVILLE FIRE DEPARTMENT (1st Response EMS)	113
LEEDS HOSE COMPANY NO. 1 INC.	95
WEST ATHENS LIME STREET FIRE DISTRICT	89
HUNTER FIRE DEPARTMENT	87
TOWN OF LEXINGTON FIRE COMPANY	80
FREEHOLD VOLUNTEER FIRE CO. INC.	76
KISKATOM FIRE DEPARTMENT	73
ROUND TOP VOLUNTEER FIRE COMPANY INC	70
EAST DURHAM VOLUNTEER FIRE COMPANY INC	69
OAK-HILL DURHAM VOLUNTER FIRE COMPANY	58
JEWETT FIRE DEPARTMENT	54
ASHLAND FIRE DEPARTMENT	52
EARLTON FIRE DEPARTMENT	51
HAINES FALLS FIRE COMPANY	51
HENSONVILLE HOSE COMPANY	49
EAST JEWETT FIRE DEPARTMENT (1st response EMS)	36
H.D. LANE VOLUNTEER FIRE CO.	21
Grand Total	**2689**

Fire Departments call volume for 2019

Department	Calls
⊕ ASHLAND FIRE DEPARTMENT	37
⊕ ATHENS VOLUNTEER FIRE DEPARTMENT	132
⊕ CAIRO FIRE DISTRICT	210
⊕ CATSKILL FIRE DEPARTMENT	377
⊕ CORNELL HOOK AND LADDER FIRE	314
⊕ COXSACKIE FIRE DEPARTMENT	200
⊕ EARLTON FIRE DEPARTMENT	64
⊕ EAST DURHAM VOLUNTEER FIRE COMPANY INC	69
⊕ EAST JEWETT FIRE DEPARTMENT INC	46
⊕ FREEHOLD VOLUNTEER FIRE CO. INC.	68
⊕ GREENE COUNTY DEPARTMENT OF EMERGENCY SERVICES	116
⊕ GREENVILLE FIRE COMPANY	146
⊕ H.D. LANE VOLUNTEER FIRE CO.	26
⊕ HAINES FALLS FIRE COMPANY	65
⊕ HENSONVILLE HOSE COMPANY	39
⊕ HUNTER FIRE DEPARTMENT	93
⊕ JEWETT FIRE DEPARTMENT	36
⊕ KISKATOM FIRE DEPARTMENT	89
⊕ LEEDS HOSE COMPANY NO. 1 INC.	128
⊕ MEDWAY-GRAPEVILLE FIRE DISTRICT	143
⊕ OAK-HILL DURHAM VOLUNTER FIRE COMPANY	67
⊕ PALENVILLE FIRE DEPARTMENT	118
⊕ PRATTSVILLE HOSE COMPANY	110
⊕ ROUND TOP VOLUNTEER FIRE COMPANY INC	59
⊕ TANNERSVILLE FIRE DEPARTMENT	522
⊕ TOWN OF LEXINGTON FIRE COMPANY	83
⊕ WEST ATHENS LIME STREET FIRE DISTRICT	80
⊕ WINDHAM HOSE COMPANY #1	146
Grand Total	2894

Greene County Emergency Operations 911 Center

Greene County Cause & Origin team (GCFIT)

2020	14
2019	19

Greene County Hazmat team

2020	3
2019	7

2020 Law Enforcement Total calls

| Agencies	Calls
Greene County Sheriff's Office	8881
New York State Police (Troop F)	4680
Cairo Town Police Department	1278
Hunter Town Police Department	1182
Windham Town Police Department	1112
Coxsackie Village Police Department	859
Athens Police Department	693
Durham Town Police Department	398
Grand Total	**16271**

2019 Law Enforcement Total calls

Greene County Sheriff's Office	10366
New York State Police (Troop F)	4162
Cairo Town Police Department	1268
Hunter Town Police Department	1070
Windham Town Police Department	1028
Coxsackie Village Police Department	899
Athens Police Department	508

Greene County Emergency Operations 911 Center

Durham Town Police Department	445
Grand Total	**17313**

2019 vs 2020 8hr shifts
&
2019 vs 2020 12hr shifts

Canceled	No

Call Count | **Column Labels**
Hours	Calendar 2019	Calendar 2020
12 - 1:00 AM	123	155
1 - 2:00 AM	122	113
2 - 3:00 AM	84	96
3 - 4:00 AM	80	66
4 - 5:00 AM	94	79
5 - 6:00 AM	97	93
6 - 7:00 AM	161	109
7 - 8:00 AM	218	223
Grand Total	**979**	**934**

1/1/2019 - 3/31/2019
vs
1/1/2020 - 3/31/2020
12:00a - 8:00a
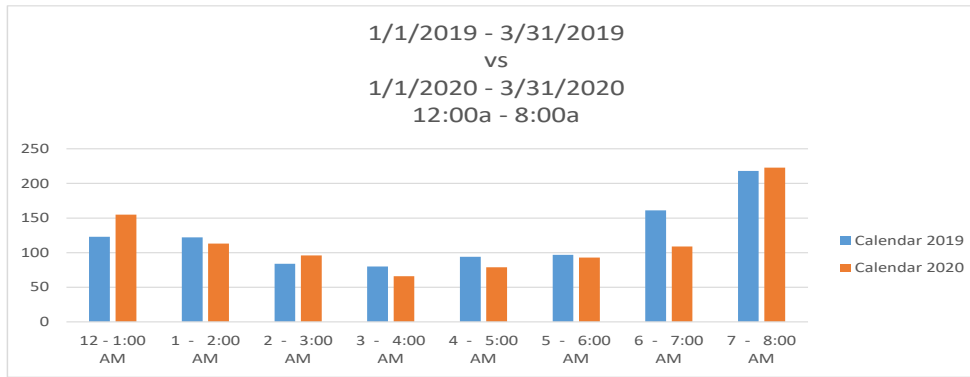
Canceled	No

Call Count | **Column Labels**
Hours	Calendar 2019	Calendar 2020
8 - 9:00 AM	331	311
9 - 10:00 AM	480	411
10 - 11:00 AM	543	431
11 - 12:00 PM	531	474
12 - 1:00 PM	532	516
1 - 2:00 PM	490	469
2 - 3:00 PM	548	496
3 - 4:00 PM	543	531
Grand Total	**3998**	**3639**

1/1/2019 - 3/31/2019
vs
1/1/2020 - 3/31/2020
8:00a - 4:00p
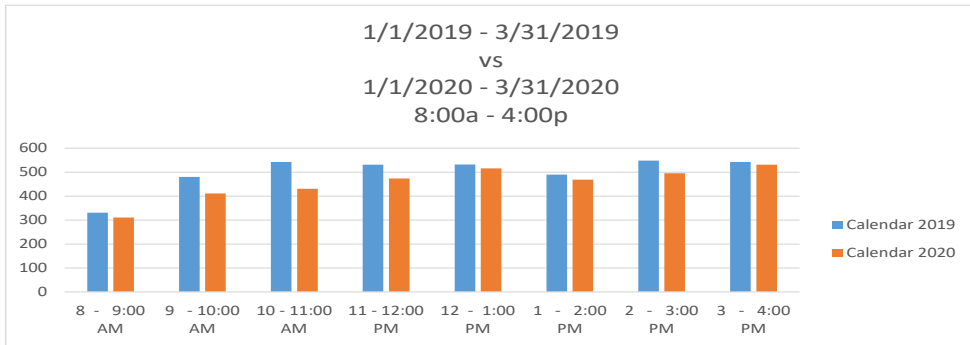
Canceled	No

Call Count | **Column Labels**
Hours	Calendar 2019	Calendar 2020
4 - 5:00 PM	589	514
5 - 6:00 PM	459	486
6 - 7:00 PM	480	436
7 - 8:00 PM	443	470
8 - 9:00 PM	495	467
9 - 10:00 PM	368	412
10 - 11:00 PM	266	306
11 - 12:00 AM	205	232
Grand Total	**3305**	**3323**

1/1/2019 - 3/31/2019
vs
1/1/2020 - 3/31/2020
4:00p - 12:00a

Greene County Emergency Operations 911 Center
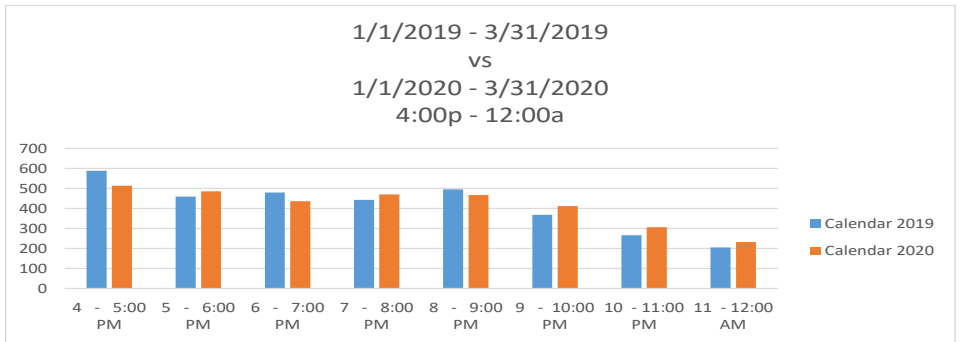
| Call Count | Column Labels | |
Row Labels	Calendar 2019	Calendar 2020
8 - 9:00 PM	1691	1401
9 - 10:00 PM	1329	1181
10 - 11:00 PM	1006	979
11 - 12:00 AM	743	670
12 - 1:00 AM	501	510
1 - 2:00 AM	379	408
2 - 3:00 AM	300	321
3 - 4:00 AM	282	249
4 - 5:00 AM	269	247
5 - 6:00 AM	342	334
6 - 7:00 AM	505	409
7 - 8:00 AM	715	636
Grand Total	8062	7345

4/1/2019 - 12/31/2019 vs 4/1/2020 - 12/31/2020 8:00p - 8:00a
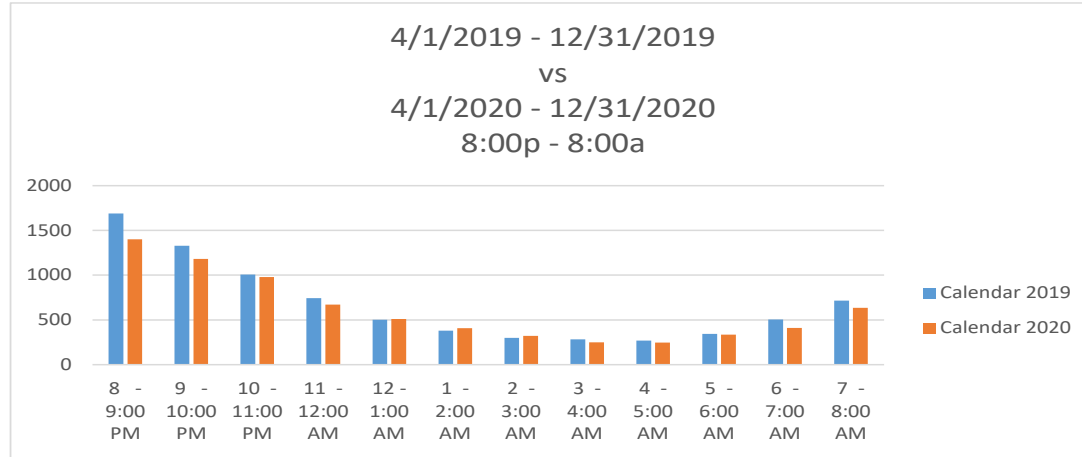
| Call Count | Column Labels | |
Row Labels	Calendar 2019	Calendar 2020
8 - 9:00 AM	1202	962
9 - 10:00 AM	1465	1261
10 - 11:00 AM	1526	1451
11 - 12:00 PM	1628	1434
12 - 1:00 PM	1619	1535
1 - 2:00 PM	1589	1542
2 - 3:00 PM	1595	1598
3 - 4:00 PM	1684	1585
4 - 5:00 PM	1714	1708
5 - 6:00 PM	1722	1682
6 - 7:00 PM	1601	1542
7 - 8:00 PM	1535	1467
Grand Total	18880	17767

4/1/2019 - 12/31/2019 vs 4/1/2020 - 12/31/2020 8:00a - 8:00p

Greene County Emergency Operations 911 Center
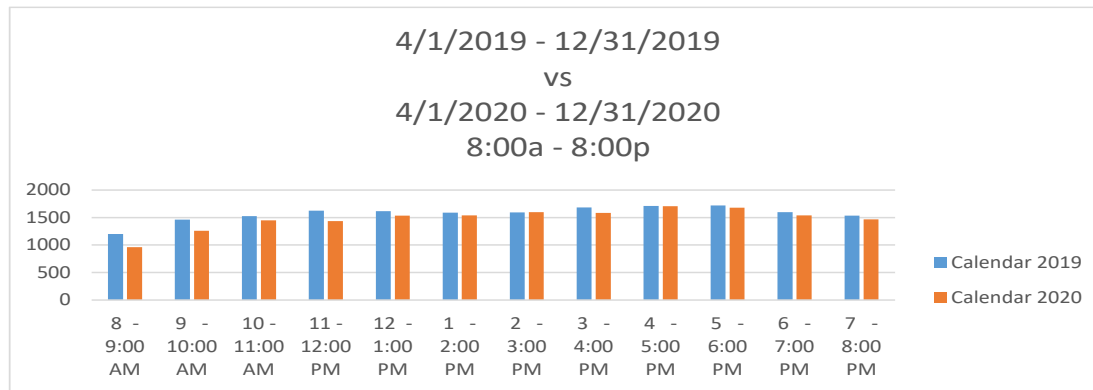
Respectfully Submitted,

John P. Farrell, Jr.
Director