



**WAYNE COUNTY**  
**DEPARTMENT OF EMERGENCY MANAGEMENT SERVICES**  
7376 Route 31 Suite 2000  
Lyons, NY 14489-9174

2015 Annual Report

Good day!

I am pleased to provide the attached Annual Report for the Department of Emergency Management Services.

The Department is composed of the following five divisions:

- 911 (Greg DeWolf, Operations Manager)
- ALS Services (Jim Lee, Advanced Life Support Services Director)
- Emergency Management (George Bastedo, Director of Disaster Preparedness)
- Emergency Medical Services (Bill Liddle, EMS Coordinator)
- Mutual Aid (Rick Bond, Fire Coordinator)

These five divisions are comprised of 45 full time employees and 13 part time employees. An organizational chart is attached.

The Annual Report is presented by division because of the uniqueness of each division.

2016 will be an exciting year for us as we prepare to move E911 from its current location to the Public Safety Building and also implement new Computer Aided Dispatch, Mobile Data Computing, Records Management System, and Telephone System software.

I am proud of the hard work and teamwork that continues to improve each division as we strive to continue to make Wayne County a safe place to work and live.

We are safer than we were yesterday, but not as safe as we will be tomorrow.

Please contact me with any questions that you may have.

*George Bastedo*

George Bastedo

Director

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*Emergency Management is the governmental function that coordinates and integrates all activities to build, sustain and improve the capability to prepare for, protect against, respond to, recover from or mitigate against threatened or actual natural disasters, acts of terrorism or other man-made disasters.*

# ***Wayne County***

## ***Advanced Life Support Services***



### ***Annual Report 2015***

Submitted by:

James E Lee  
ALS Director  
February 15, 2016

# WAYNE COUNTY ALS SERVICES ANNUAL REPORT 2015

## ***Section 1. MISSION and OVERVIEW***

### **Mission:**

It is the mission of Wayne County Advanced Life Support Services to provide the residents of, and visitors to, Wayne County with the highest quality pre-hospital care, made possible through aggressive ongoing training of personnel, by recruiting the most qualified personnel available, and by adopting, and adapting as necessary, the latest and best patient care practices and techniques. Further, it is the mission of Wayne County Advanced Life Support Services to assist the EMS transporting agencies of Wayne County by any means possible and appropriate in the pursuit of their goals and missions, not only by providing direct patient care for their patients transported, but also by other means requested and possible, to include assistance with training and quality assurance related activities. Wayne County Advanced Life Support is one of 111 advanced life support first response agencies statewide, 32 of which are municipally owned and operated.

### **Overview:**

In 2015, Wayne County Advanced Life Support continued upon its mission to provide the best in prehospital EMS care, and to also assist our partner agencies both with direct patient care, and also through quality assurance and billing assistance, as well as by redeploying our resources to make them more readily available to agencies with which our Paramedics are dispatched (our partner agencies).

With the end of 2015, our department saw the formal end of our business relationship with Dr. Frank Edwards, who had been the Medical Director for Wayne County ALS since its start in 2002. Dr. Edwards was instrumental in starting the department, as well as helping to ensure its success. With Dr. Edwards assuming a more demanding schedule in emergency medicine and teaching, the planned transition to Medical Direction under Dr. Jamie Syrett is now complete.

Other department initiatives in 2015 include the development of our Tactical Medic and Nurse Team, lead by Dr. Syrett, with its first deployment occurring in 2015. The Tactical Medic Team is made up of Paramedics of Wayne County ALS, but also with medics from other EMS agencies, and Registered Nurses of the Newark-Wayne Hospital Emergency Department. Our team trains monthly directly with the ERT (Emergency Response Team) of the Sheriff's Office, and is now equipped with the protective gear and equipment necessary for deployments as needed and requested anywhere in the county, bringing Paramedics, Nurses, and an ED Doctor to tactical scenes.

In 2016, emphasis will continue to develop the department's Adjunct Program, whereby Paramedics who don't otherwise work for Wayne County ALS have an opportunity to serve at night, and receive a stipend for incidents where they provide advanced patient care. We will also be staffing an additional ALS unit, with the authorization of the Board of Supervisors to staff a car to be purchased by the Town of Galen later in 2016.

## **Section 2. PERSONNEL**

As of December 31, 2015:

Total number of department employees:		18
Consisting of:	Administration	1
	ALS Technician Full Time	5
	ALS Technician Substitutes	6
	ALS Technician Part Time	4
	ALS Technician Adjunct	2
	2015	2014
Total FT hours worked (w/ paid leave):	12,572.25	10,447.50
Total PT & Sub hours worked:	4,583.25	4,050.25
Total regular overtime hours:	57.00	74.75
Total overtime (1 ½)	1,007.50	1,051.50

**Section 3. ACTIVITY PROFILE**

**A. Activity by Municipality (all WCALS units)**

This section lists all towns or villages into which WCALS units were dispatched. For intercepts, the municipality of origin is shown.

WAYNE CO. TOWNS				WAYNE CO. VILLAGES			
	'15	'14	'13		'15	'14	'13
Arcadia	11	17	15	Clyde	157	170	156
Butler	57	27	40	Lyons	44	7	4
Galen	117	90	115	Macedon	48	43	49
Huron	80	96	55	Newark	5	6	0
Lyons	28	9	16	Palmyra	8	4	1
Macedon	38	17	26	Red Creek	7	10	3
Marion	146	152	191	Sodus	151	154	137
Ontario	267	293	279	Sodus Pt.	42	48	40
Palmyra	4	5	1	Wolcott	39	97	32
Rose	141	165	118				
Savannah	111	125	137				
Sodus	373	375	426				
Walworth	203	228	260				
Williamson	326	361	385				
Wolcott	43	95	22				
Out of county requests	0	5	8				
				<u>'15</u>	<u>'14</u>	<u>'13</u>	
<b>TOTAL RESPONSES:</b>	<b>2446</b>	<b>2599</b>	<b>2516</b>				

## B. Activity by Unit

### Medic 81

Medic 81 is based at the Walworth Fire Station. The vehicle is owned by the Walworth Ambulance Inc. The County pays mileage for its usage as "Medic 81". Medic 81 is in service 40 hours per week.

Total:	2015:	207 Responses
	2014:	316 Responses
	2013:	306 Responses

### Medic 82

Medic 82 is based in Marion at the Marion Central School Transportation Department. Medic 82 is in service 108 hours per week, exclusive of adjunct overnights.

Total:	2015:	884 Responses
	2014:	833 Responses
	2013:	906 Responses

### Medic 83

Medic 83 is based in North Rose at the old North Rose fire hall, which is maintained by the North Rose American Legion, and owned by the North Rose-Huron Fire District. Medic 83 is in service 80 hours per week, exclusive of adjunct overnights.

Total:	2015:	712 Responses
	2014:	726 Responses
	2013:	692 Responses

### Medic 84

Medic 84 is based at the Sodus Town Ambulance Corps. The vehicle is owned by the Sodus Town Ambulance Corps. The County pays mileage for its usage as "Medic 84". Medic 84 is in service 40 hours per week.

Total:	2015:	398 Responses
	2014:	414 Responses
	2013:	424 Responses

### Medic 92

Medic 92 is the vehicle of the ALS Director. The ALS Director responds to emergency calls during all off hours, and weekdays on an as needed / as available basis, when the other WCALS units are already on calls or out of position for the incident.

Total:	2015:	245 Responses
	2014:	310 Responses
	2013:	188 Responses

## **C. Description of Services Provided by WC ALS Services to Wayne County EMS agencies, by percentage:**

### **-ALS transports**

Wayne County personnel transported with local agencies and performed ALS level care for the patient.

63.2% of incidents in 2015

61.9% of incidents in 2014

50.3% of incidents in 2013

### **-BLS transports**

Wayne County personnel transported with local agency personnel, but performed no advanced level care other than monitoring the patient and assisting at the basic level. For some of these incidents, the WCALS medic was used to complete the primary crew (staff assist).

5.7% of incidents in 2015

8.4% of incidents in 2014

11.1% of incidents in 2013

### **-Cancelled calls or stand-by only**

Some of the incidents to which the ALS units are dispatched result in a cancellation of the assignment either prior to arrival on scene, or after arrival on scene, but prior to patient contact. Incidents where WCALS performs stand-by functions, such as fire stand-by's, sometimes with no patient care, are also included.

10.4% of incidents in 2015

14.3% of incidents in 2014

19.1% of incidents in 2013

### **-Release to other ALS or BLS**

After providing patient care or assessment, care is turned over to either ALS personnel from the transporting agency, or BLS personnel, if ALS level care is not necessary.

7.4% of incidents in 2015

5.9% of incidents in 2014

9.7% of incidents in 2013

### **-No transport**

After providing care to the patient, EMS transportation to the hospital of the patient(s) under WCALS care did not occur, resulting in a sign-off.

11.0% of incidents in 2015

9.5% of incidents in 2014

9.8% of incidents in 2013

#### **Section 4. BILLING and REVENUE**

Billing for EMS services provided by WCALS is done by MedEx Billing of LeRoy, NY. Income for medical billing lags behind the date of service by several months to one year. Therefore, it is not possible to present 2015 data as of the date of this report. The billing and revenue report below reflects 2014, 2013 and 2012 data and collections, as the "books" for 2014 are closed as of December 31, 2015.

	2014	2013	2012
Incidents Billed:	1551	1280	1125
Gross amount billed:	\$429,471.97	\$358,214.07	\$311,998.07
Receipts:	\$341,328.96	\$280,466.61	\$244,700.03
yielding a collection rate of	79.5%	78.2%	78.4%
calls either partially, or fully, paid	1364	1136	1005
Total Payments to MedEx Billing:	\$37,306.75	\$34,240.25	\$42,234.00
Average actual collection per incident billed	\$220.07	\$219.11	\$217.51
Claims referred to collection:	29	43	42

## Section 5. PROCEDURES

Although the list is, by no means, complete with respect to the number / types of procedures performed by the paramedics of WCALS, a few noteworthy statistics follow for 2015, as compared with 2014:

	2015	2014
IV's started:	1318	1472
12 Lead EKG's performed:	2066	2213
Medication Administrations:	2283	2529
Endotracheal intubations:	17	11
ROSC**	6/22 (27.2%)	7/17 (41.2%)
Lucas usage***	22	16

\*\*ROSC: "ROSC" is short for "Return Of Spontaneous Circulation". These are patients who experienced cardiac arrest, and were resuscitated, with a return of a palpable pulse, and a measurable blood pressure. The national average for ROSC for out of hospital arrests, with EMS initiated CPR, is roughly 15%. The WCALS result for 2015 was 27.2%. Of note, the chances for achieving ROSC are highly dependent on the time from arrest until CPR is initiated, as well as the initial rhythm in which the patient is found, when advanced procedures are started. Fifty percent of the cardiac arrest patients treated in 2015 had an initial rhythm of asystole, or absolutely no cardiac electrical activity, making the chances for ROSC very limited.

\*\*\*The "Lucas" device is the automated CPR machine. All vehicles of WCALS are now equipped with these devices.

Most prevalent coding for incidents where WCALS provided care, as per emsCharts patient charting system:

	2015	2014
Sick Person	13.7%	14.0%
Breathing Problem	13.4%	14.9%
Fall Victim	10.3%	9.7%
Chest Pain	9.9%	9.0%
Traffic Accident	9.6%	6.8%

**Section 6. RESPONSE TIMES**

Current national standards specify that response times to ALS criteria incidents should be less than 14 minutes, not less than 90% of the time. (Up until last year, the standard was 90% repeatability within 16 minutes.) Below are shown the actual percentages for on scene arrival within 14 minutes for a WCALS unit from dispatch time, by municipality, for 2015.

WAYNE CO. TOWNS		WAYNE CO. VILLAGES	
Arcadia	89%	Clyde	66%
Butler	57%	Lyons	87%
Galen	65%	Macedon	60%
Huron	73%	Newark	89%
Lyons	84%	Palmyra	60%
Macedon	62%	Red Creek	45%
Marion	90%	Sodus	73%
Ontario	62%	Sodus Pt.	43%
Palmyra	50%	Wolcott	74%
Rose	88%		
Savannah	29%		
Sodus	69%		
Walworth	68%		
Williamson	77%		
Wolcott	62%		

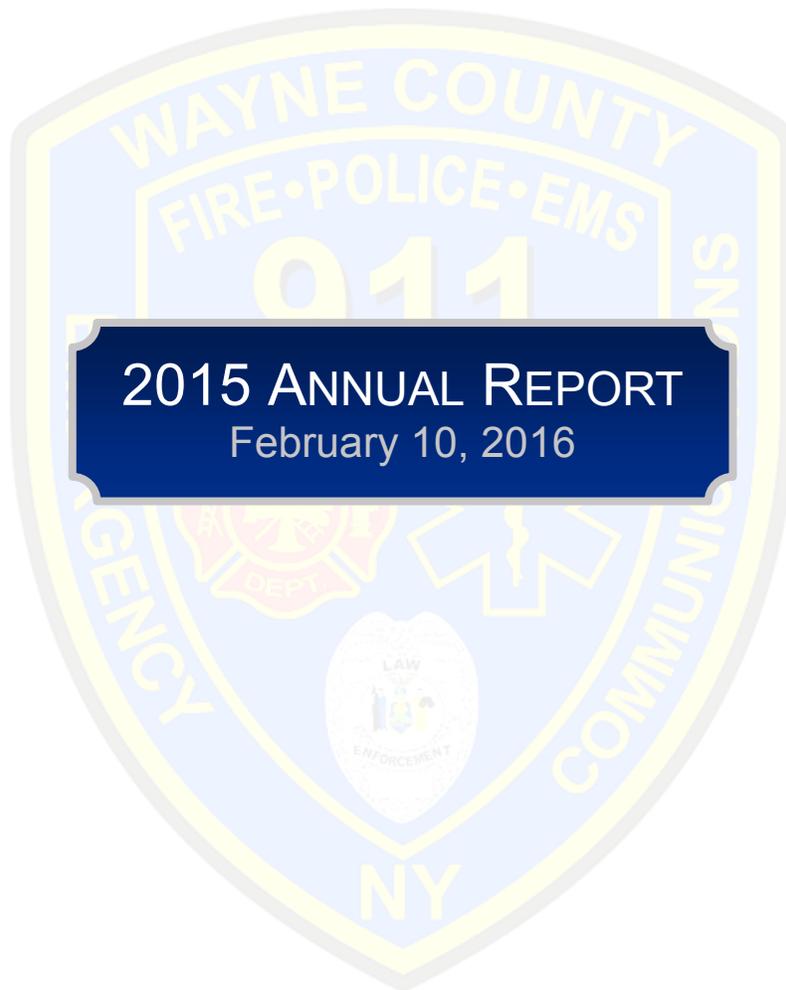
Respectfully Submitted,

James Lee



Department of Emergency Management Services

# WAYNE COUNTY 911



2015 ANNUAL REPORT

February 10, 2016

Prepared by:  
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## **Wayne County 911—2015 Annual Report**

### **Section 1. PREFACE**

The Wayne County Emergency Communications Department is the only Public Safety Answering Point (PSAP) in the County and serves as the central dispatch point for all 62 emergency services in Wayne County. As such, the dispatch staff answered nearly 135,000 phone calls in 2015 and placed more than 58,000 phone calls and transfers to support the agencies served by our Center. Despite more than 190,000 phone calls, the dispatch staff exceeded standards by answering 98% of the emergency calls within 10 seconds.

In 2015, dispatch services were provided for thirty fire departments, twenty-one ambulance services, one county-wide first response Advanced Life Support service, eight local police departments, the Sheriff's Office and the New York State Police. In addition, the dispatch staff maintains the safety of the Wayne County Probation Officers while checking on probationers and the United States Coast Guard as they patrol the waters around Wayne County. The dispatch staff also coordinate responses with the DEC, Border Patrol, and other local, State & Federal agencies. This resulted in more than 100,000 events that the dispatch staff were responsible for during the year.

2015 was an extremely busy year again for the Emergency Communications Department (ECD). The following is a high-level overview of some of the major projects:

- 1) From among multiple software vendors, one vendor was chosen to improve the technologies available to the ECD and its public safety partners. This vendor, Intergraph, will supply an advanced Computer Aided Dispatch (CAD) system with integrations to mobile computers, reporting, and records Management. Development will occur during the first half of 2016 with implementation planned for the third quarter.
- 2) After studying several concepts and possible locations, the County determined that the best location for a new primary 911 site was at the Public Safety Building. Developing floor plans, designs, and concepts for this move were critical projects in 2015 so that the County and the ECD would be well positioned for long-term needs. The ECD will relocate to its new home during the third quarter of 2016.
- 3) Wayne County was awarded a grant from New York State to purchase a new 911 phone system. Facing end-of-life with the current system, this grant was well timed. During the year, management and key personnel reviewed options to either upgrade the current 911 phone system, or replace it with a new one. Long term viability of the system and technologies capable of supporting the ever-changing environment of 911 services were priorities. This review will continue into 2016 with implementation possibly timed to coincide with the new CAD system and relocation to the Public Safety Building during the third quarter of 2016.
- 4) Efforts continued to make the back-up site ready for emergency switch-over. The major updates were completed with only minor items left to be resolved in early 2016. If it was required, the facility is ready for operation.
- 5) As the result of a staffing study conducted during 2013, County Officials provided funding for four new positions in 2015. Eight dispatchers were hired and trained over the course of the year to fill the new positions along with other vacancies which were created by retirements and resignations. After being understaffed for most of 2015, the last of the new-hires will complete training in the first few weeks of 2016.

## Wayne County 911—2015 Annual Report

- 6) In conjunction with the increased staffing mentioned above, the ECD worked closely with union representatives to design a new schedule and leave policies that would maximize the use of personnel, provide consistent staffing, and allow for the best possible supervisory coverage. The new schedule will be implemented in January of 2016.

The Communications Training Officer (CTO) program that was developed in 2013 continued to grow throughout 2015. The training officers did a great job working with newly-hired employees to give them quality training and attention. As a result, we noticed a considerable decrease in the amount of time it took to train the new dispatchers this year. Development of the program will continue throughout 2016, along with expanding in-service training to further enhance continuing education.

The dispatchers, and the emergency communications system as a whole, are critical to the provision of public safety services in Wayne County. The dispatch team is proud to be a partner in the protection of our communities. These professionals have worked through incidents ranging from routine to major and helped countless callers, victims, and responders while demonstrating compassion, patience, and awareness. These dispatchers and supervisors have my respect and appreciation for their dedication to watching over our community and first responders.

In closing, I would like to thank our community members, our partner agencies, the County Officials, and everyone else who supports our operation and contributes to the successes. Our active partnerships have helped to strengthen our community as a whole. The following pages detail the work of the Emergency Communications Department over the course of the past year.

Respectfully submitted,



Gregory D. DeWolf



**Section 2. MISSION STATEMENT**

**Mission Statement**

It shall be the mission of the Emergency Communications Department to provide timely and appropriate responses to requests for assistance in cases of emergency throughout Wayne County. This shall be accomplished through the development of the following:

**Communications support**

The Wayne County Emergency Communications Department shall strive to provide efficient and cost effective communications support for all public safety agencies, as well as the residents of Wayne County.

**Personnel**

The Wayne County Emergency Communications Department shall strive to develop highly trained, proficient, dedicated, and self-motivated personnel.

**Performance**

The entire staff of the Wayne County Emergency Communications Department shall constantly seek ways to improve the performance of its employees and the quality of services they provide to the County.

**Service**

The Wayne County Emergency Communications Department shall be committed to serving the citizens of Wayne County through timely and appropriate responses to emergencies and thoughtful and helpful responses to questions and concerns.

**Cooperation**

The Wayne County Emergency Communications Department shall strive to accomplish the items as listed within this policy to be in compliance with legal and constitutional requirements through cooperation with governmental and community agencies, as well as the public.

In order to accomplish this, all members should be flexible, open to change, and willing to make necessary transitions.



## **Section 3. ADMINISTRATION**

### **Work hours**

The Operations Manager can be reached 24x7, but maintains regular office hours Monday-Friday from 8am until 5pm. The schedule is flexible and adjusts to accommodate deadlines, meetings, staffing coverage, emergencies, and other situations.

### **Training completed by the Operations Manager in 2015**

In addition to completing the training that is required of the dispatch staff, as well as other in-service and update trainings, the Operations Manager completed the following specific courses / certifications to advance Wayne County's 911 Center.

1. Fifteen credit hours of continuing education at the annual conference of the Association of Public-Safety Communications Officials (APCO) International. Topics ranged from Leadership Development to Next-Generation 911 Technologies.
2. New York State Emergency Management Certification and Training: Local Public Officials, First Responder Leadership and Other Partners.
3. National Emergency Number Association (NENA): Caught in the Middle; a Guide to Middle Management

**As the only Public Safety Answering Point in the County, it is important to remain involved with local responder agencies as well as regional, state, and national level organizations. The Operations Manager maintained active participation & regular attendance in the following:**

- **Locally:**
  - Wayne County 911 Advisory Board
  - Wayne County Fire Advisory Board
  - Wayne County EMS Advisory Board
  - Wayne County Association of Police Chiefs
  - Wayne County Fire Chiefs Association
  - Wayne County Local Emergency Planning Committee
  - Wayne County Radio Committee
  - Working Group with Law Enforcement (also known as "Small Group")
- **Regionally:**
  - Finger Lakes Region of NY Interoperable Communications Consortium (FLRNYICC)
- **State Level:**
  - New York State 911 Coordinator's Association
- **Membership and Participation in these National-Level Groups:**
  - Association of Public-Safety Communications Officials (APCO)
  - National Emergency Number Association (NENA)

**Wayne County 911—2015 Annual Report**

**Section 4. PERSONNEL**

As of December 31, 2015:

Total number of department employees:	35
Consisting of:	
Administration	1
Public Safety Dispatch Supervisors	5
Public Safety Dispatchers	24
Substitute Pub. Safety Dispatchers	4
Part-Time Pub. Safety Dispatchers	1

**HOURS WORKED  
Dispatch Staff**

	<b>2015</b>	<b>2014</b>
Total regular FT hours worked:	59,053.00	51,068.50
Total regular Substitute/Part-Time hours worked:	2,933.00	3,720.75
Total regular overtime hours:	869.50	881.25
Total overtime (1 ½):	4,017.25	3,182.50
Total of all hours:	66,872.75	58,853.00

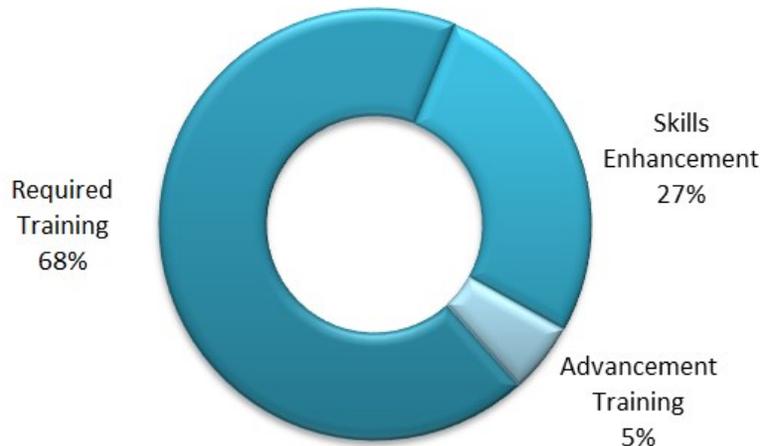
**Section 5. TRAINING and CERTIFICATION**

In-service training is important to ensure the dispatch staff members are ready to respond to any of the various incidents they might be faced with. Mandatory training alone is not enough to maintain proficient skill levels in today's environment. The dispatchers and supervisors are expected to manage incidents that range from routine to the unimaginable—with only a moment's notice. Training is a key component to the department's success.

In 2015, staff members completed training to satisfy the requirements of the NYS 911 Board, DCJS, NCIC, the International Academies of Emergency Dispatch and the County. In addition to mandated training, staff members completed many other programs and certifications including coursework from national organizations such as the Association of Public Safety Communications Officials (APCO) International (Crisis Negotiations).

In total, the thirty-five staff members of the Emergency Communications Department trained for over **1600 hours** last year (excluding new-hire training that was provided on-the-job). The required training for 2015 increased due to the unusually high number of new dispatchers hired and trained during this year. For example, the APCO Basic Telecommunicator Course held at the Finger Lakes Law Enforcement Academy and the Emergency Medical Dispatch certification courses for these new-hires amounted to 708 hours.

**2015 Training Hours**



## Wayne County 911—2015 Annual Report

### Section 6. JOB NUMBERS ISSUED

Seven police agencies and one task force in Wayne County are currently issued job numbers, also called “CR” numbers. Job numbers issued are as follows:

	2015	2014	2013
Wayne Co. Sheriff's Office	35,726	30,429	31,277
Clyde Police Department	3208	2560	2603
Lyons Police Department	3416	5124	5476
Macedon Police Department	7398	7203	5863
Newark Police Department	6879	6491	6411
Palmyra Police Department (start 2014)	5474	3252	N/A
Wolcott Police Department	1324	1666	1625
WayneNET	46	80	64

Direct correlation of job numbers issued to the number of public generated calls for service handled is not possible from these figures alone, as the agencies use different criteria for issuing job numbers. Additionally, many incidents involve response by more than one agency. The State Police no longer record job numbers issued by 911, nor do the local police departments not listed above.

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### Section 7. INFORMATION REQUESTS

Information requests include Freedom of Information requests from the general public, special statistical requests from the agencies that we serve, subpoenas, audio CD requests from the District Attorney's Office and the Public Defender's Office, and more.

Some requests require 5-10 minutes to fulfill, while others require a much longer investment in time, research, and preparation of data. With that in mind, on average, it takes approximately 20-30 minutes to fulfill each request.

Year	Number of requests	Est. time invested per year
2015	248	124 hours (or 3.1 weeks)
2014	278	139 hours (or 3.5 weeks)
2013	300	150 hours (or 3.75 weeks)

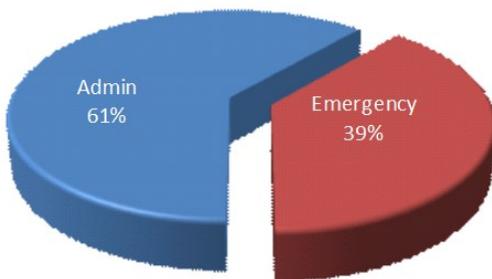
**Section 8. TELEPHONE CALL VOLUME**

As the only Public Safety Answering Point (PSAP) in Wayne County, the 911 Center answers all emergency calls from the public. Additionally, the 911 Center answers many non-emergency lines and is responsible for placing and transferring calls to support the public safety agencies within the County.

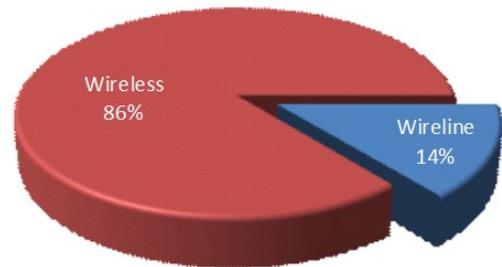
\*The ability to ascertain these statistics is new, beginning on August 1, 2012. Complete and reliable data from years prior to 2013 is not available for comparison.

	<b>2015</b>	<b>2014</b>	<b>2013</b>
Total Incoming calls	134,342	139,927	145,996
911 Incoming	51,886	52,593	53,474
911 Incoming calls that are wireless	85.9%	85.4%	85.0%
911 Incoming answered within 10 sec	98.2%	98%	98.7%
911 Incoming answered within 20 sec	99.9%	99.8%	100%
Admin Incoming	82,446	87,334	92,522
Outgoing calls and transfers	58,402	64,987	67,467
Total Calls (incoming, outgoing & transfers)	192,744	204,914	213,463

**Incoming Call Types**



**Emergency Calls**



## Section 9. ANSWERING EMERGENCY LINES

The following standards identify the best practices for answering emergency lines:

1. **National Emergency Number Association (NENA) Call Answering Standard/Model Recommendation 56-005 § 3.1** Ninety percent (90%) of all 9-1-1 calls...shall be answered within ten (10) seconds during the busy hour. Ninety-five (95%) of all 9-1-1 calls should be answered within twenty (20) seconds.
2. **New York State 911 Board—Minimum Standards § 5202.2 (b)** All PSAPs shall...answer ninety percent (90%) of all incoming W-911 (wireless 911) calls within ten seconds of connection.
3. **National Fire Protection Association (NFPA) 1221 § 7.4.1** Ninety-five percent of alarms received on emergency lines shall be answered within 15 seconds, and 99 percent of alarms shall be answered within 40 seconds.
4. **Association of Public Safety Communications Officials (APCO) Public Safety Answering Point (PSAP) Service Capability Criteria Rating Scale § 3.2.15.1** Standard Criteria...90% of the incoming E9-1-1 calls are answered in ten seconds or less.

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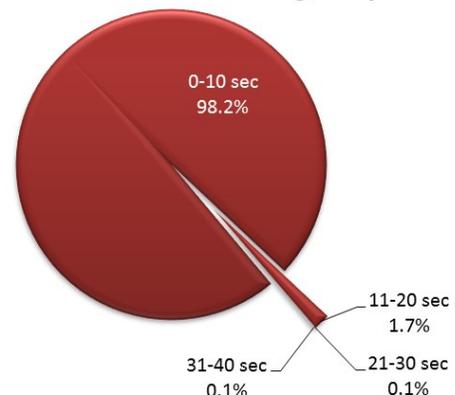
The NENA standard considers calls which were received on emergency trunks only during the busy hour. During 2015, the busy hour was 1700. Wayne County 911 exceeds this standard by answering:

97.6% within 10 seconds;  
99.8% within 20 seconds

The other standards (NYS 911 Board, NFPA, and APCO) consider calls received on emergency lines during all hours. These standards are exceeded by answering:

98.2% within 10 seconds;  
99.9% within 20 seconds;  
100% within 30 seconds

Time to Answer Emergency Lines



## Wayne County 911—2015 Annual Report

### Section 10. PEAK EMERGENCY TRUNK ACTIVITY

This section shows the emergency trunk activity, for all incident types, broken down by the hour in which the calls were received. The highest number of emergency calls were received between 2 o'clock in the afternoon and 8 o'clock in the evening. These are averages, so it is understood that the 911 Center may experience significant spikes for various reasons; including weather, special events, celebrations and holidays.

Note, CAD events (section 11) are different than Emergency Trunk activity. Emergency Trunk Activity relates to how many emergency calls are received from citizens. CAD Events includes the calls received on emergency trunks, administrative lines, and radio alarms from responders. For example, during the hour starting at 5pm in 2015, there were 6301 CAD Events vs. 3487 Emergency Calls.

## Wayne County 911

### 2015 Peak Days for Calls Received on Emergency Trunks

	Sunday	Peak Day Monday	Tuesday	Wednesday	Thursday	Peak Day Friday	Saturday	Total
January	432	498	515	551	657	714	576	3943
February	517	582	550	489	557	585	515	3795
March	549	623	645	486	518	496	463	3780
April	485	567	476	591	688	560	478	3845
May	728	635	597	580	519	735	782	4576
June	616	781	791	646	602	595	614	4645
July	627	593	588	799	837	826	657	4927
August	753	848	606	684	553	657	808	4909
September	515	659	823	747	599	642	654	4639
October	526	589	546	592	714	730	692	4389
November	646	736	614	566	574	576	476	4188
December	432	584	655	648	659	508	465	3951
	<b>6826</b>	<b>7695</b>	<b>7406</b>	<b>7379</b>	<b>7477</b>	<b>7624</b>	<b>7180</b>	<b>51587</b>

Wayne County 911—2015 Annual Report

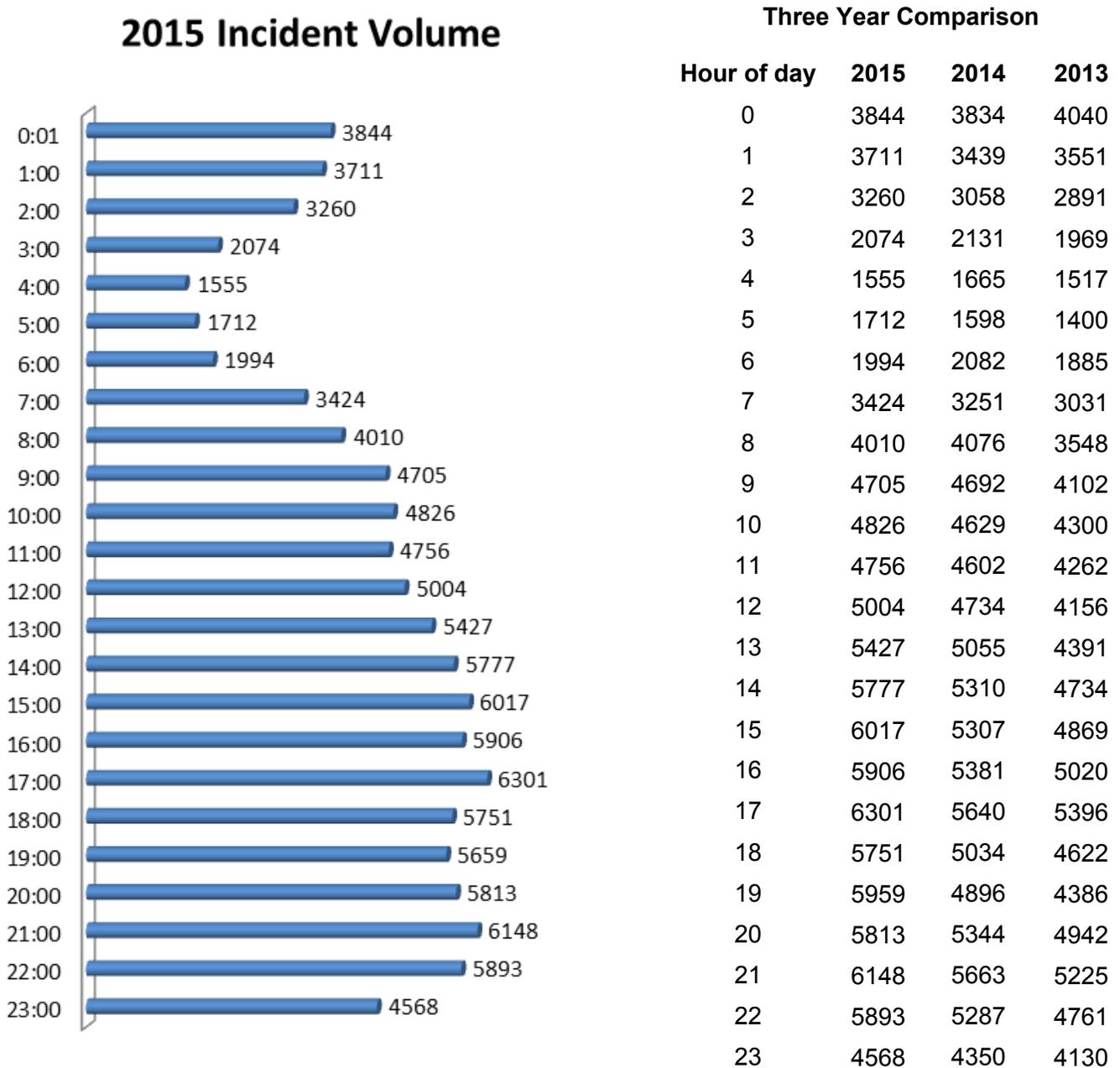
Peak Months and Peak Hours  
2015 Calls Received on Emergency Trunks

Hour	Peak Months												Totals
	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	
00:00:00	85	63	100	101	95	101	118	139	80	83	71	96	1132
01:00:00	73	74	66	56	69	104	94	84	62	86	72	68	908
02:00:00	59	48	47	56	80	89	100	104	48	85	56	57	829
03:00:00	45	48	66	45	65	61	73	77	53	47	44	42	666
04:00:00	32	48	56	36	59	44	62	64	52	56	60	29	598
05:00:00	45	57	52	47	60	51	54	56	68	52	61	54	657
06:00:00	95	106	98	91	98	84	87	76	100	113	90	104	1142
07:00:00	169	165	131	121	135	124	143	125	142	137	177	116	1685
08:00:00	183	194	159	128	134	165	156	154	184	184	174	146	1961
09:00:00	153	217	162	183	228	170	203	208	202	202	190	186	2304
10:00:00	222	199	185	211	212	253	227	237	264	212	224	185	2631
11:00:00	246	207	200	201	230	242	261	262	218	259	224	208	2758
12:00:00	216	226	205	185	224	253	296	261	246	267	231	211	2821
13:00:00	210	193	204	193	244	225	276	284	280	199	247	204	2759
<b>14:00:00</b>	243	257	256	238	264	282	256	286	271	273	246	246	3118
<b>15:00:00</b>	282	234	253	233	365	289	333	307	298	288	268	214	3364
<b>16:00:00</b>	233	259	239	287	281	282	285	325	362	293	322	250	3418
<b>17:00:00</b>	300	236	232	300	292	308	298	312	316	297	311	285	3487
<b>18:00:00</b>	234	215	181	245	295	288	307	306	304	296	302	280	3253
<b>19:00:00</b>	206	191	230	217	289	295	311	296	300	293	236	283	3147
20:00:00	195	174	223	198	267	284	330	305	278	244	195	228	2921
21:00:00	188	152	166	204	250	289	266	262	212	182	159	182	2512
22:00:00	120	126	148	146	225	214	206	216	158	128	138	171	1996
23:00:00	109	106	121	123	115	148	185	163	141	113	90	106	1520
<b>Total</b>	<b>3943</b>	<b>3795</b>	<b>3780</b>	<b>3845</b>	<b>4576</b>	<b>4645</b>	<b>4927</b>	<b>4909</b>	<b>4639</b>	<b>4389</b>	<b>4188</b>	<b>3951</b>	<b>51587</b>

**Section 11. CAD EVENTS BY HOUR OF DAY**

This section shows the total calls for service, for all incident types, broken down by the hour in which they were received. The highest number of CAD events are entered between 2 o'clock in the afternoon and 11 o'clock in the evening. As explained in the previous section, these are averages so it is understood that the 911 Center may experience significant spikes for various reasons.

Note, CAD events are different than Emergency Trunk activity (shown in the previous section.) Emergency Trunk Activity relates to how many emergency calls are received from citizens. CAD Events includes the calls received on emergency trunks, administrative lines, and radio alarms from responders.



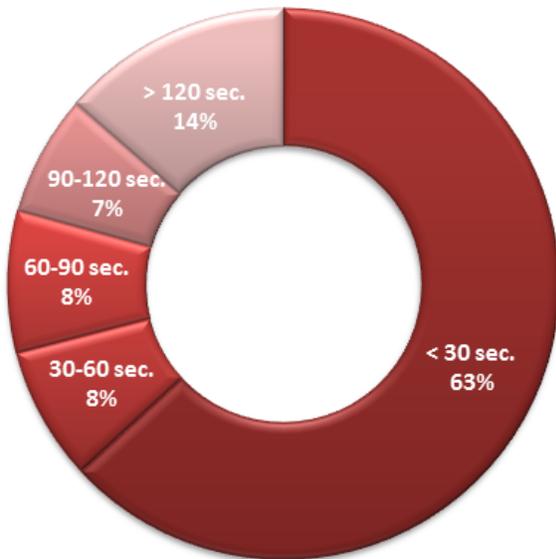
**Section 12. AVERAGE CALL EVALUATION TIMES**

Call evaluation time is the length of time between the creation of the CAD incident, and the routing of the call (from call taker to dispatcher). This data relates to how quickly the dispatchers gather and enter information for incident routing and dispatching. The data below includes all incident types, all disciplines, and both in-progress and not-in-progress statuses.

As the report shows, the majority of incidents are usually ready for dispatch in less than 30 seconds. Generally, incidents which are not ready to be dispatched within 30 seconds are those that are being processed using emergency medical dispatch questioning, calls of criminal activity that require vital information for responder safety prior to dispatching units, calls that may require a lengthy or complicated interrogation, or callers who are not able to quickly articulate the problem and/or location.

The three year comparison shows that the dispatchers are processing incidents faster and therefore the dispatch team is prepared to send a response to citizens more quickly than in previous years.

**Average Call Eval. Times 2015**

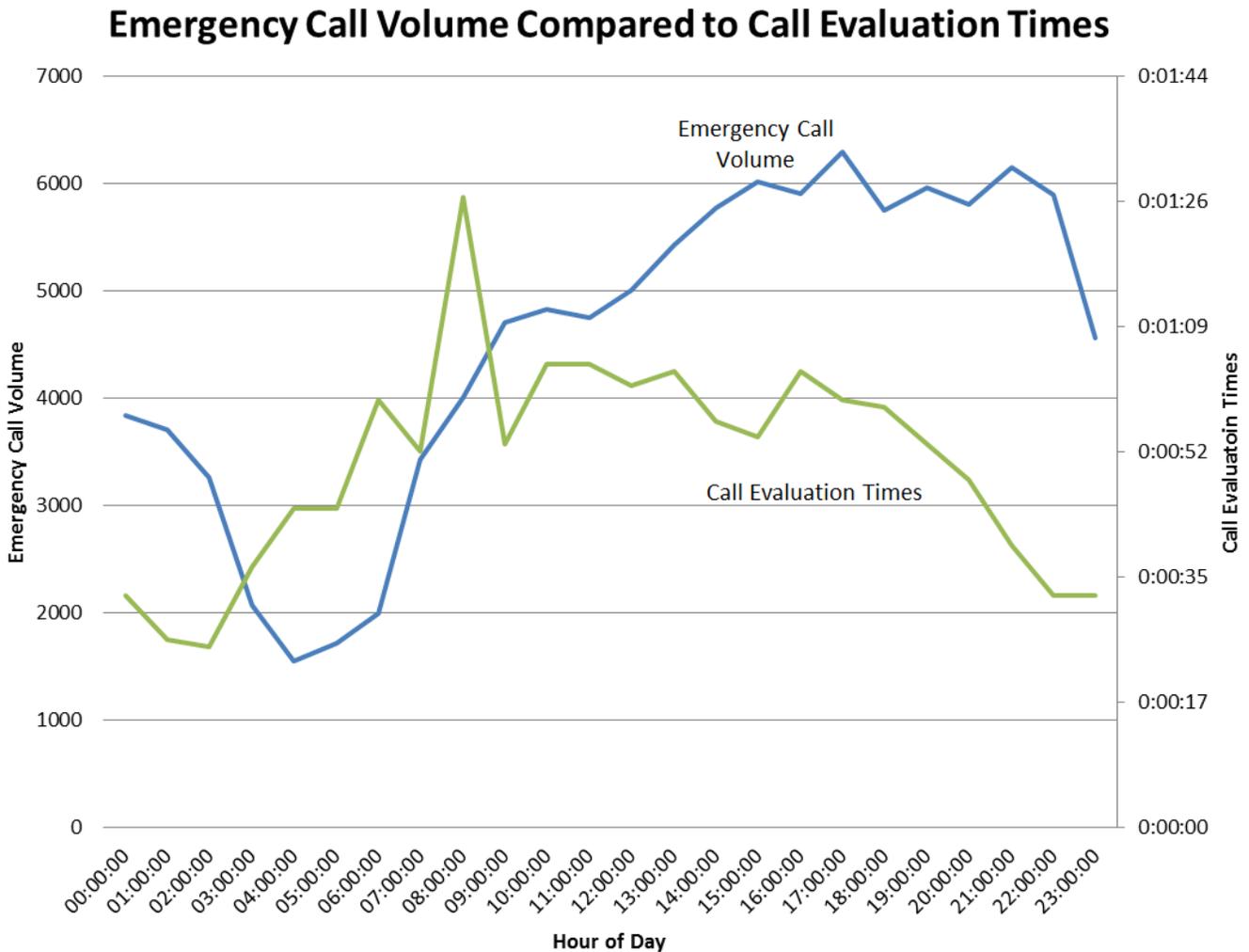


**Three Year Comparison**

Eval. Time	2015	2014	2013
< 30 sec.	63.1%	61.0%	56.4%
30-60 sec.	7.9%	8.9%	10.0%
60-90 sec.	8.3%	9.4%	10.2%
90-120 sec.	7.1%	7.4%	8.1%
> 120 sec.	13.6%	13.5%	15.2%

**Section 13. EMERGENCY CALL VOLUME vs. CALL EVAL. TIMES**

This section evaluates the emergency call volume (incoming emergency 911 calls) as it relates to how quickly the dispatchers gather and enter information for incident routing and dispatching. This graph is comprised of data which was presented in sections 10 and 12, and shows that as call volume increases, the average time it takes to process a call also increases. The primary reason for this increase in call processing is that as additional emergency calls are ringing, the same number of staff members must process them. This results in the need to place callers on hold (if the situation permits) to answer other emergency calls.



**Section 14. AVERAGE DISPATCH TIMES**

The next report shows the average time between the entry of the call for service (call sent) and the attachment of a unit (call dispatched). This report includes all types of incidents for police, fire, and EMS and includes both emergency and non-emergency calls for service.

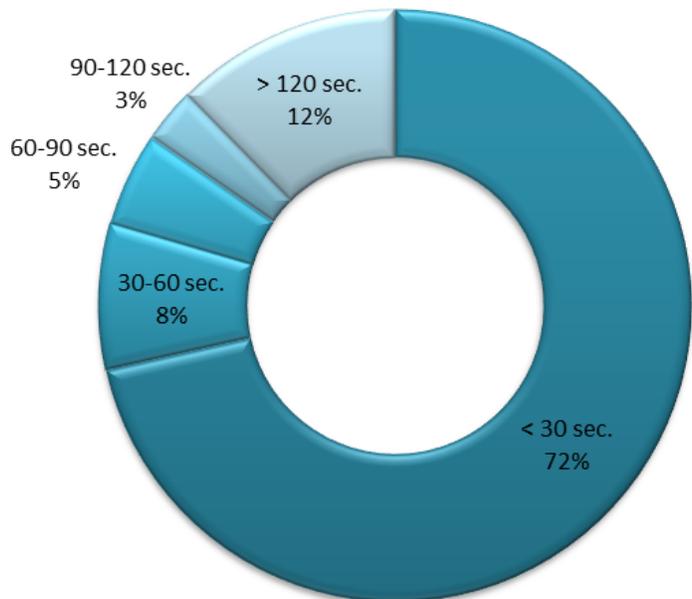
As the report shows, more than two-thirds of all incidents are assigned to a responder or an agency in less than 30 seconds. Similar to the call evaluation times, the dispatchers are assigning incidents to responders faster than in previous years.

The times shown below not only reflect the dispatch staff’s efficiency, but the times also reflect the entire system. In situations where there are no units available to be dispatched, the time is extended.

**Average Dispatch Times 2015**

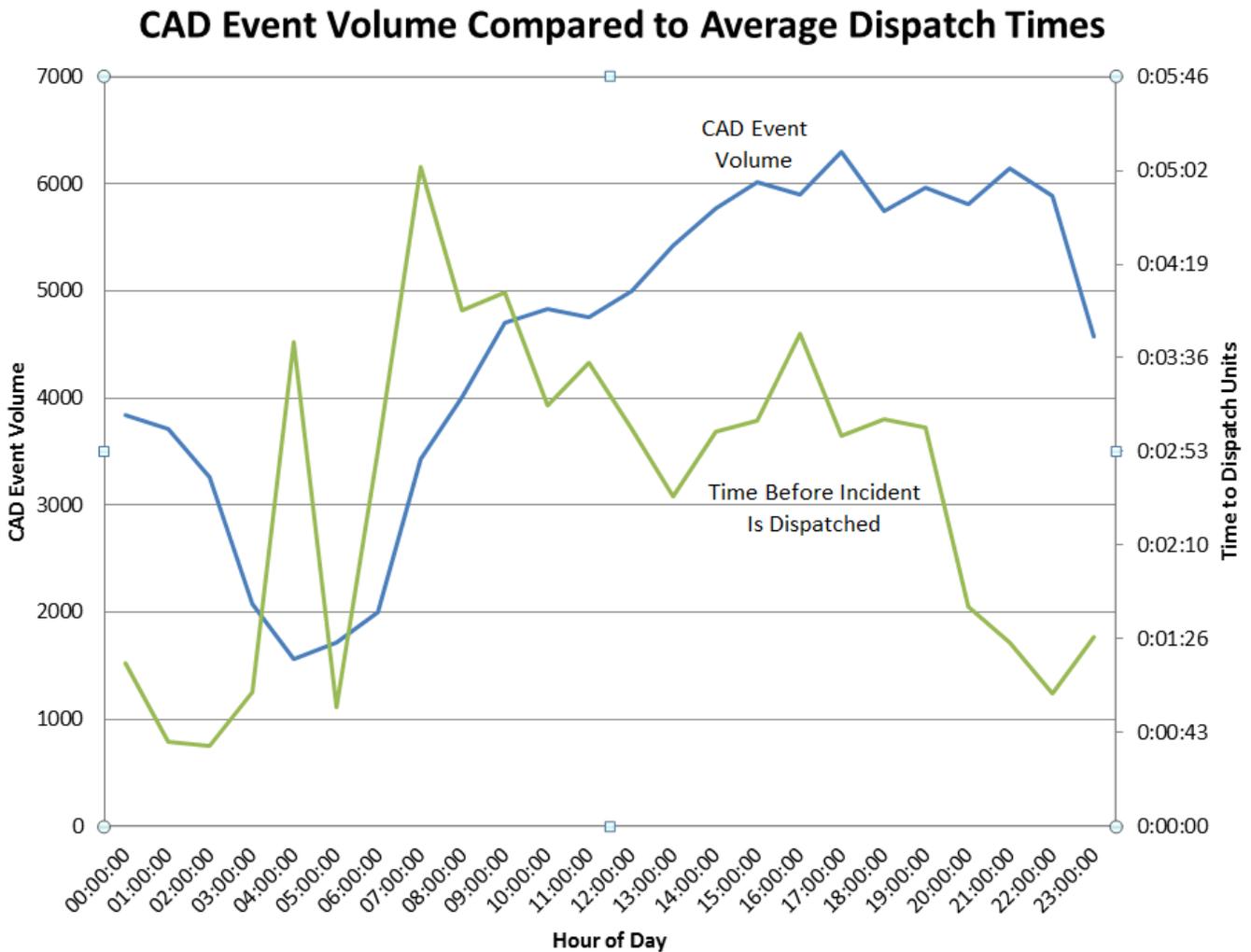
**Three Year Comparison**

<b>Disp. Time</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>
< 30 sec.	71.5%	70.3%	67.3%
30-60 sec.	8.0%	8.8%	10.0%
60-90 sec.	5.1%	5.3%	5.9%
90-120 sec.	3.0%	3.0%	3.4%
> 120 sec.	12.4%	12.5%	13.5%



**Section 15. CAD EVENT VOLUME vs. AVERAGE DISPATCH TIMES**

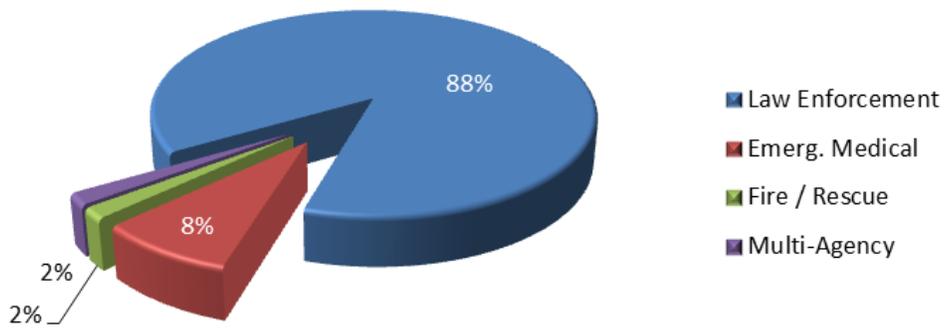
This section evaluates the volume of CAD events per hour as it relates to how quickly an incident is assigned to a responder/agency. This graph is comprised of data which was presented in sections 11 and 14, and shows that as the number of CAD events increase, the average time it takes to dispatch the incident to a unit/agency also increases. The primary reason for this increase in dispatch times is that there are limited resources to which an incident can be assigned.



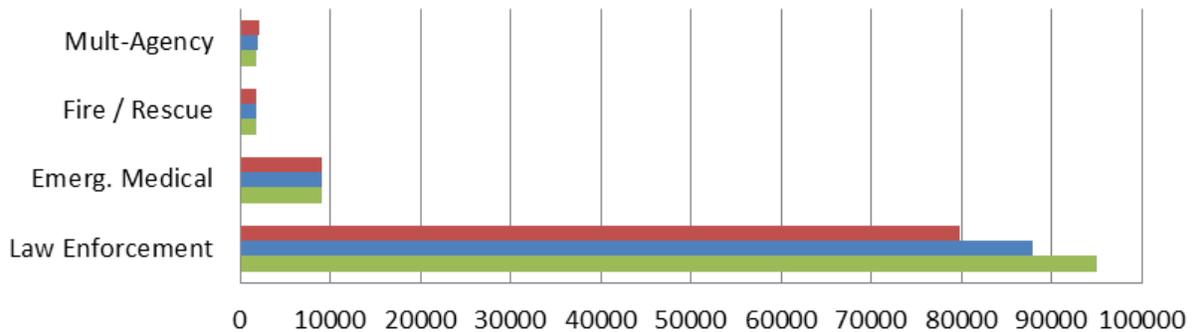
**Section 16. EVENT SUMMARY**

This report (next four pages) entitled “event summary” lists all valid incident types, and the total occurrence of each event type in CAD. Each CAD record can have only one incident code. Some incidents could fit in more than a single category. For example, a personal injury motor vehicle accident could also result in a DWI arrest; a disturbance may also be a family trouble, etc. This is also true for EMS calls. However, the total number of incidents dispatched or received by this department is accurate, as each incident has only one incident code.

**Event Summary for 2015**



**Event Summary - Annual Comparison**



	Law Enforcement	Emerg. Medical	Fire / Rescue	Multi-Agency
2013	79867	9150	1758	2103
2014	87818	9115	1840	1947
2015	95003	9161	1794	1896

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Event	2015	2014	2013
<b>Police Related Incident Types</b>			
911 HANGUP	602	653	489
AIR TANK DETAIL	60	43	52
ALARM-BURG,INTRUSION,MOTION	2020	2085	1883
ANIMAL COMPLAINT	1210	1161	1150
ASSAULT	62	60	80
ASSIST TO CITIZEN	6082	5503	5442
ASSIST TO OTHER DEPARTMENT	776	748	752
ASSIST TO MOTORIST	1270	1058	848
BAD CHECK	32	50	51
BURGLARY	392	391	477
CRIMINAL MISCHIEF	506	457	454
COURT DETAIL	438	397	351
COURT SECURITY	39	36	37
DELAYED MVA	170	151	149
DETAIL	1702	1603	1637
DISTURBANCE	2930	3196	3318
DRIVING WHILE INTOX	238	270	245
FAMILY COURT PAPER SERVICE	1138	996	1252
DOMESTIC VIOLENCE (FAM.TRBLE)	2152	2144	2147
AGGRAVATED HARASSMENT	275	339	490
HARASSMENT	354	334	403
JUVENILE PROBLEM	573	512	500
LARCENY	1306	1438	1490
MISSING PERSON	180	177	193
NOTIFICATION	970	1198	1111
ORDER OF PROTECTION SERVICE	514	567	517
OTHER (POLICE RELATED)	2796	2491	2469
PROPERTY DAMAGE MVA	2645	2714	2638
PROPERTY CHECK	16050	13990	11481
BEHAVIORAL DISORDER-PSYCH PROB	653	604	675
ROBBERY	17	20	29
SNOWMOBILE	21	24	15
SPECIAL INVESTIGATION	3393	3424	3753
SUBPOENA OR SUMMONS SERVICE	623	669	637
SUSPICIOUS CONDITION	2579	2749	2984
TRAFFIC STOP	33172	29018	23409
PRISONER/SUBJECT TRANSPORT	1394	1141	1059
TRESPASS/PROWLER	392	392	427
VEHICLE OR TRAFFIC COMPLAINT	3924	3629	3549
WARRANT ARREST	1353	1386	1224
<b>Police Incident Total</b>	<b>95003</b>	<b>87818</b>	<b>79867</b>

## Wayne County 911—2015 Annual Report

Event	2015	2014	2013
<b>EMS Related Incident Types</b>			
ABDOMINAL PAIN-PROBLEM (1)	467	446	410
ALLERGIC REACTIONS-STINGS (2)	99	125	128
ANIMAL BITES- ATTACKS (3)	8	10	12
BACK PAIN (5)	126	164	124
BREATHING PROBLEMS (6)	1060	1172	1172
BURNS-EXPLOSIONS (7)	9	13	9
CARDIAC OR RESP ARREST-DTH (9)	111	83	80
CHEST PAIN (10)	790	753	827
CHOKING (11)	38	41	39
CONVULSIONS-SEIZURES (12)	309	303	283
DIABETIC PROBLEMS (13)	165	169	199
ELECTROCUTION-LIGHTNING (15)	2	2	1
EYE PROBLEMS-INJURIES (16)	10	99	14
FALLS (17)	1213	1060	1106
HEADACHE (18)	76	86	84
HEART PROBLEMS-A.I.C.D. (19)	225	198	192
HEAT-COLD EXPOSURE (20)	9	2	32
HEMORRHAGE-LACERATION (21)	316	274	315
MATERNITY-CHILDBIRTH-MISCRIAGE (24)	57	65	98
SICK PERSON (26)	1680	1523	1637
STROKE (CVA) (28)	234	219	246
TRAUMATIC INJURIES (30)	204	254	259
UNCONSCIOUS - FAINTING (31)	505	456	442
UNKNOWN PROBLEM (32)	26	15	37
TRANS-INTERFAC-PALLIATIVE CARE (33)	7	3	40
ALLERGIC REACTION	8	12	7
MEDICAL ALARM ACTIVATION	299	365	403
AIRWAY OBSTRUCTION	0	1	1
BURN	1	1	2
CARDIAC ARREST	4	6	4
CARDIAC PROBLEM	70	43	57
STROKE	5	11	13
DIABETIC RELATED PROBLEM	7	6	12
GENERAL ILLNESS	105	86	80
INJURY	95	126	129
MATERNITY	8	2	5
OTHER (EMS RELATED)	98	110	97
POISONING (OR ACC.OVERDOSE)	0	1	2
RESPIRATORY ARREST	1	0	4
RESPIRATORY DISTRESS	47	52	41
SEIZURE	19	14	18
STANDBY/FILL IN - EMS	269	408	223
TRANSPORT - MEDICAL	352	318	242
PERSON UNCONSCIOUS(BREATHING)	27	18	24
<b>EMS Incident Total</b>	<b>9161</b>	<b>9115</b>	<b>9150</b>

## Wayne County 911—2015 Annual Report

Event	2015	2014	2013
<b>Fire Incident</b>			
FIRE/SMOKE ALARM ACTIVATION	618	673	622
BARN/STORAGE BLDG./GARAGE FIRE	23	13	19
CHIEF INVESTIGATION	152	195	178
CHIMNEY FIRE	23	34	27
COMMERICAL STRUCTURE FIRE	18	18	18
FLUSH JOB	2	2	1
FIRE POLICE REQUEST	0	0	0
ELECTRICAL FIRE	66	63	70
BRUSH/GRASS/WOODS FIRE	86	56	77
HAZARDOUS MATERIALS INCIDENT	2	5	2
HOUSE FIRE	110	83	86
INDUSTRIAL STRUCTURE FIRE	2	2	2
MULTI-FAM./APT COMPLEX FIRE	9	10	16
OTHER (FIRE RELATED)	102	91	114
OTHER (RESCUE RELATED)	27	20	25
REKINDLE	6	4	5
RUBBISH - DUMPSTER FIRE	14	14	21
STANDBY/FILL IN - FIRE/RESCUE	26	45	49
TREE PROBLEM (New incident code in 2014)	132	108	
MOBILE HOME FIRE	10	15	16
WATER PROBLEM	153	170	159
WIRES,UTILITY POLE,TRANSFORMER	213	219	251
<b>Fire Incident Total</b>	<b>1794</b>	<b>1840</b>	<b>1758</b>
<b>Multi Agency Incident Types</b>			
ASSAULT-SEXUAL ASSAULT (4)	8	5	12
CO-INHALATION-HAZMAT (8)	1	2	3
DROWNING-DIVING-SCUBA ACCIDENT (14)	0	0	0
INACCESSIBLE-ENTRAPMENT (22)	3	1	1
OVERDOSE-POISONING (INGESTION) 23)	111	104	119
PSYC-ABN BEHAV-SUICIDE ATT (25)	69	49	42
GSW-PENETRATING TRAUMA (27)	4	3	3
TRAFFIC-TRANS ACCIDENTS (29)	3	2	1
AUTOMATIC CRASH NOTIFICATION (34)	0	0	0
CO DETECTOR ACTIVATION	154	149	118
BOAT ASSIST/COMPLAINT	122	93	92
BOMB THREAT	2	4	4
POSSIBLE DEATH	58	57	37
GUNSHOT WOUND OR STABBING	19	9	15
HAZARDOUS CONDITIONS	380	519	745
HYDRANT NOTIFICATION	37	38	38
OVERDOSE (ABUSE)	27	13	22
PEDESTRIAN STRUCK	45	34	35
PERSONAL INJURY MVA	549	550	594
ROAD CLOSURE	236	240	163
VEHICLE FIRE	58	67	50
WATER RESCUE	10	8	9
<b>Multi Agency Incident Total</b>	<b>1896</b>	<b>1947</b>	<b>2103</b>

**Wayne County 911—2015 Annual Report**

Event	2015	2014	2013
<b>TOTAL</b>	<b>107854</b>	<b>100720</b>	<b>92878</b>
<b>MISC CODES</b>			
INVALID CFS **	281	338	250
NO INC CODE	0	0	0
<b>Misc Total</b>	<b>281</b>	<b>338</b>	<b>250</b>
<b>GRAND TOTAL</b>	<b>108135</b>	<b>101058</b>	<b>93128</b>

\*\*A special incident code was created for incomplete incidents, or incidents created to test an address for incident history.

**Section 17. CALL BREAKDOWN BY VILLAGE OR TOWN**

The following reports show calls for service by town or village for selected incident types that may be of interest to track. Again, this is a reflection of the incidents as recorded in CAD. The final outcome of an incident is sometimes different than the reported problem.



## Wayne County 911—2015 Annual Report

### Burglaries

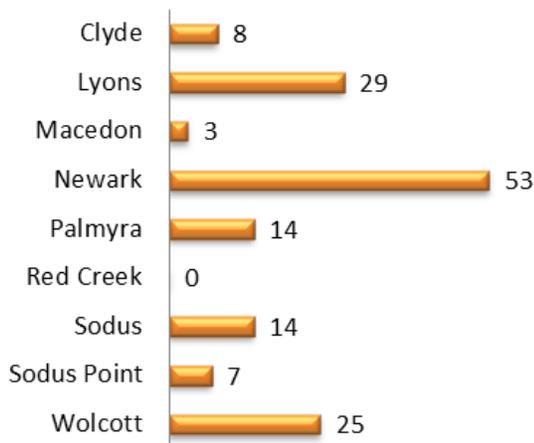
VILLAGE	2015	2014	2013
Clyde	8	18	23
Lyons	29	32	37
Macedon	3	2	4
Newark	53	37	72
Palmyra	14	20	14
Red Creek	0	2	2
Sodus	14	13	9
Sodus Point	7	8	10
Wolcott	25	19	34

TOWN	2015	2014	2013
Arcadia	19	15	27
Butler	11	17	11
Galen	8	5	16
Huron	10	15	14
Lyons	8	6	13
Macedon	18	12	16
Marion	11	9	15
Ontario	35	35	29
Palmyra	11	5	13
Rose	11	14	12
Savannah	11	19	7
Sodus	34	34	32
Walworth	11	5	19
Williamson	30	27	28
Wolcott	11	19	19

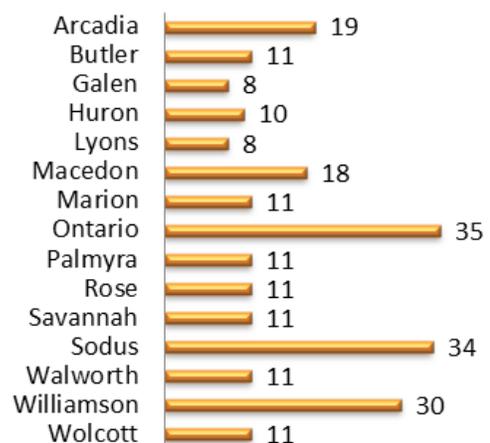
**Total Village:      153    151    205**

**Total Town:          239    237    271**

### Burglaries Villages



### Burglaries Towns



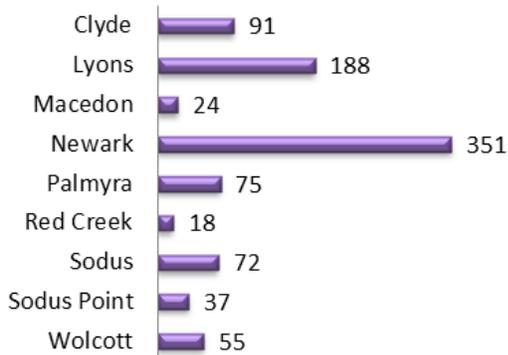
<b>COUNTY TOTAL:</b>	<b>392</b>
Out of County dispatched by this office:	0
2014 Total:	388
2013 Total:	477

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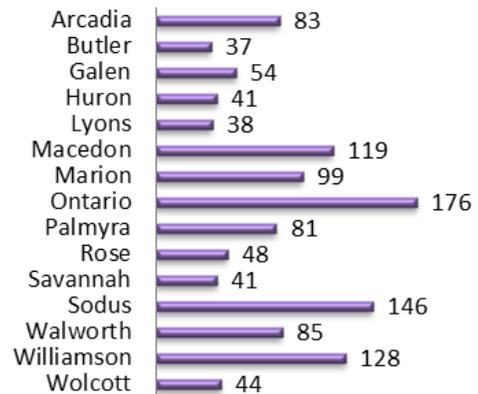
### “Family Troubles” (domestic disputes)

VILLAGE	2015	2014	2013	TOWN	2015	2014	2013
Clyde	91	91	86	Arcadia	83	108	97
Lyons	188	215	244	Butler	37	31	24
Macedon	24	11	17	Galen	54	36	40
Newark	351	344	273	Huron	41	42	42
Palmyra	75	91	66	Lyons	38	29	48
Red Creek	18	12	15	Macedon	119	100	112
Sodus	72	71	72	Marion	99	86	86
Sodus Point	37	19	28	Ontario	176	163	174
Wolcott	55	52	49	Palmyra	81	65	96
				Rose	48	44	38
				Savannah	41	61	59
				Sodus	146	148	159
				Walworth	85	90	96
				Williamson	128	131	161
				Wolcott	44	72	40
<b>Total Village:</b>	<b>911</b>	<b>906</b>	<b>850</b>	<b>Total Town:</b>	<b>1220</b>	<b>1206</b>	<b>1272</b>

### Family Troubles Villages



### Family Troubles Towns



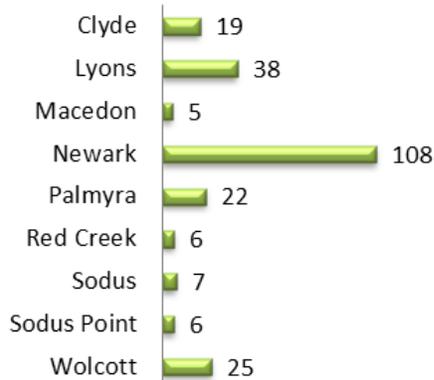
<b>COUNTY TOTAL:</b>	<b>2131</b>
Out of County dispatched by this office:	21
2014 Total:	2112
2013 Total:	2147

## Wayne County 911—2015 Annual Report

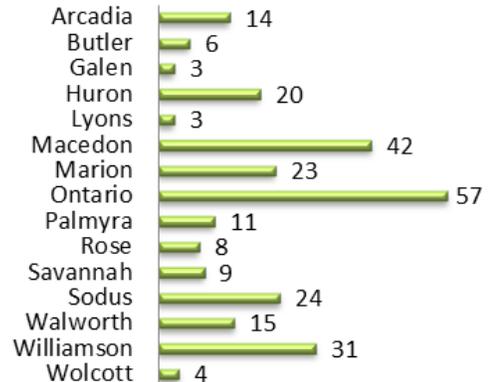
### Criminal Mischief

VILLAGE	2015	2014	2013	TOWN	2015	2014	2013
Clyde	19	12	32	Arcadia	14	15	18
Lyons	38	42	30	Butler	6	3	4
Macedon	5	7	6	Galen	3	6	9
Newark	108	71	59	Huron	20	10	11
Palmyra	22	15	21	Lyons	3	5	10
Red Creek	6	3	4	Macedon	42	37	36
Sodus	7	16	8	Marion	23	16	15
Sodus Point	6	5	12	Ontario	57	53	39
Wolcott	25	22	19	Palmyra	11	14	10
				Rose	8	11	9
				Savannah	9	4	2
				Sodus	24	24	22
				Walworth	15	15	25
				Williamson	31	39	44
				Wolcott	4	11	8
<b>Total Village:</b>	<b>236</b>	<b>193</b>	<b>191</b>	<b>Total Town:</b>	<b>270</b>	<b>263</b>	<b>262</b>

### Criminal Mischiefs - Villages



### Criminal Mischiefs - Towns



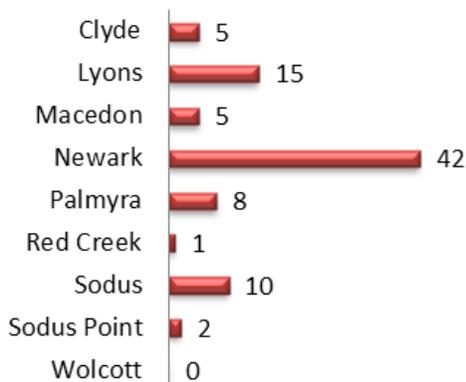
<b>COUNTY TOTAL:</b>	<b>506</b>
Out of County dispatched by this office:	0
2014 Total:	456
2013 Total:	454

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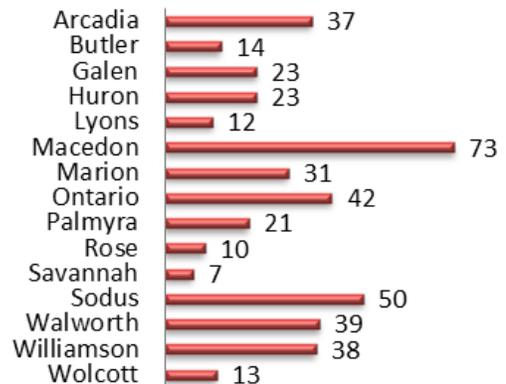
### Personal Injury Motor Vehicle Accident

VILLAGE	2015	2014	2013	TOWN	2015	2014	2013
Clyde	5	4	6	Arcadia	37	48	51
Lyons	15	18	16	Butler	14	18	6
Macedon	5	4	11	Galen	23	20	24
Newark	42	40	34	Huron	23	14	24
Palmyra	8	17	16	Lyons	12	28	20
Red Creek	1	2	0	Macedon	73	63	65
Sodus	10	2	3	Marion	31	14	14
Sodus Point	2	2	0	Ontario	42	66	82
Wolcott	0	3	2	Palmyra	21	9	21
				Rose	10	10	12
				Savannah	7	12	9
				Sodus	50	35	43
				Walworth	39	35	49
				Williamson	38	44	39
				Wolcott	13	17	22
<b>Total Village:</b>	<b>88</b>	<b>92</b>	<b>88</b>	<b>Total Town:</b>	<b>433</b>	<b>433</b>	<b>481</b>

### Personal Injury MVA - Villages



### Personal Injury MVA - Towns



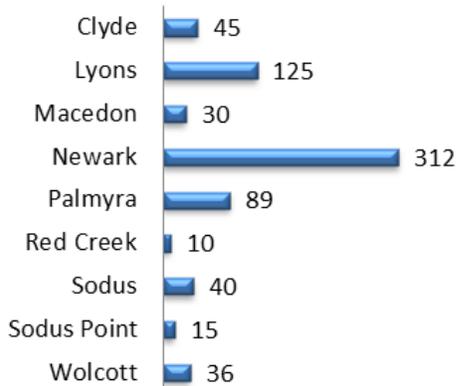
<b>COUNTY TOTAL:</b>	<b>521</b>
Out of County dispatched by this office:	31
2014 Total:	525
2013 Total:	595

## Wayne County 911—2015 Annual Report

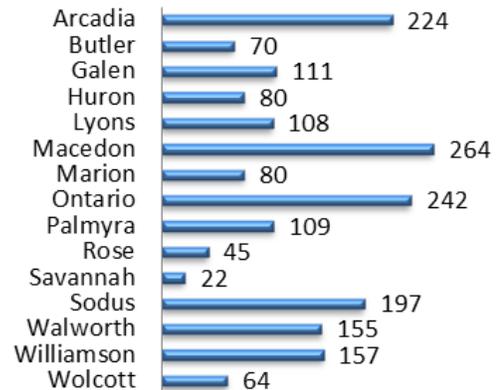
### Property Damage Motor Vehicle Accident

VILLAGE	2015	2014	2013	TOWN	2015	2014	2013
Clyde	45	40	41	Arcadia	224	209	218
Lyons	125	118	120	Butler	70	75	73
Macedon	30	24	25	Galen	111	122	92
Newark	312	265	257	Huron	80	95	88
Palmyra	89	87	71	Lyons	108	124	112
Red Creek	10	8	3	Macedon	264	266	265
Sodus	40	38	31	Marion	80	91	93
Sodus Point	15	16	12	Ontario	242	288	259
Wolcott	36	32	31	Palmyra	109	112	117
				Rose	45	35	44
				Savannah	22	43	44
				Sodus	197	211	222
				Walworth	155	152	181
				Williamson	157	170	153
				Wolcott	64	78	70
<b>Total Village:</b>	<b>702</b>	<b>628</b>	<b>591</b>	<b>Total Town:</b>	<b>1928</b>	<b>2071</b>	<b>2031</b>

### Property Damage MVA - Villages



### Property Damage MVA - Towns



<b>COUNTY TOTAL:</b>	<b>2630</b>
Out of County dispatched by this office:	15
2014 Total:	2699
2013 Total:	2638

**Section 18. HOME EMERGENCY LINE PROTECTION**

Historically, Wayne County offered and maintained a Home Emergency Line Protection (HELP) program for residents who were in need of this service. This program was administered by the Department of Aging and Youth and began in December 1987. The 911 Center monitored these subscriber units and tested them with clients on a monthly basis.

However in 2015, the Wayne County Board of Supervisors and the Department of Aging and Youth chose to contract with a third party service to monitor and maintain the units. As a result, units were transitioned off of the 911 monitoring software for a few months during 2015 and then the last unit was removed on September 3.

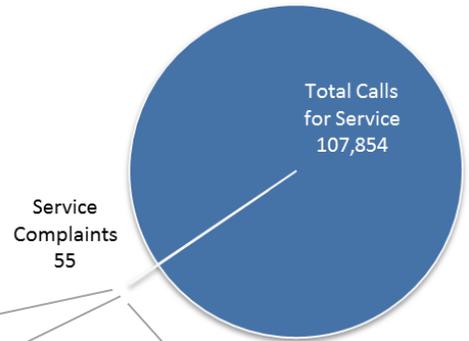


**Section 19. COMPLAINTS REGARDING SERVICE**

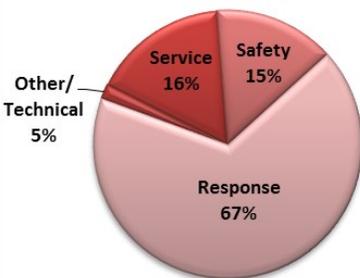
The staff at Wayne County 911 strive for excellence when handling every call for service and in every task completed. The supervision and administration continually seek new and improved ways to provide service; employing industry best practices whenever possible.

Despite our best efforts though, emergency services dispatching is a human process. As such, mistakes do occur. The supervision and administration of 911 investigates and documents every complaint from our partners and citizens.

**Calls for Service vs. Service Complaints**



**Types of Service Complaints**



In 2015, there were a total of 55 complaints regarding service. These were generally placed into the following categories:

**Service:** related to customer service / professionalism

**Safety:** related to responder & citizen safety

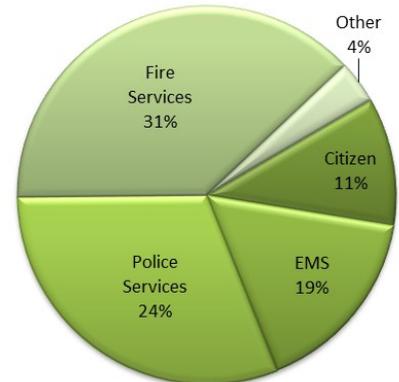
**Response:** regarding a response to an incident (e.g. addressing, dispatch information, tone activations)

**Degree of Responsibility**



Every complaint was carefully reviewed. Of the 55 complaints, the 911 Center had some degree of fault with 34 incidents (62% of the total). In 19 of the cases (34%) the dispatcher's actions and/or decisions were deemed appropriate for the circumstances once the facts were known. In the remaining 2 reports, the facts revealed a different set of conditions than were known by the reporting party at the time.

**Source of Complaints**



Tracking where a complaint originates from helps determine where additional training and attention is needed. In 2015, the majority of the concerns were in the fire service. Training and quality assurance efforts will continue in all areas of the operation, with extra attention where needed.

## **Emergency Management Office 2015 Annual Report**

### **Mission**

Wayne County Emergency Management's mission is to reduce the loss of life and property and protect institutions from natural and technological hazards by leading and supporting the County in comprehensive, risk-based emergency and consequence management programs of mitigation, preparedness, response and recovery.

Wayne County Emergency Management strives to maintain an all-hazards approach to emergency management in the county and to ensure that customers, both public and private, are served well. This is assured through close working relationships with partners from federal, state and local entities, private industry and local volunteer organizations, as well as through better integration of the county's policies and programs with efficient and effective service delivery.

### **Hours of Operation**

Normal Office hours are based on a 35 hour work week, typically from 9:00 a.m. to 5:00 p.m. Monday through Friday. However, there are off-hours training requirements, as well as response to actual emergencies. The Director's position is a 40 hour position. Hours are based on need, but typically run from 8:00 a.m. to 5:00 p.m.

All department employees are on call 24 hours per day, seven days per week. Whenever a serious incident is occurring within the County (HazMat, major fire, tornado, etc.), the Director is notified by the E911 Center.

### **Department Functions and Responsibilities**

All of the functions performed by the employees of Emergency Management are driven by regulatory requirements, whether federal, state, or local law. A common misconception in the past has been that Emergency Management is "just Ginna". Anytime the County, a town, or a village needs assistance for ANY type of disaster, Emergency Management is the go-to department. This includes requests for state or federal resources or assistance.

Wayne County is one of seven "at-risk" counties located in NYS and one of only three counties that actually host a nuclear reactor. Being an "at-risk" county involves significant oversight by the Federal Emergency Management Agency (FEMA). Every other year, FEMA evaluates the county's ability to alert and protect the members of the public in the event of a radiological accident at Ginna. If the County received a "deficiency" during a FEMA evaluated exercise and failed to correct that deficiency, Ginna could be forced to shut down until it was corrected. Because of the costs associated with meeting these requirements, Wayne County receives \$362,000 annually from the Nuclear Reactor Licensing Fee.

## **2015 Disasters**

Wayne County was fortunate to have not encountered a major disaster in 2015.

## **Emergency Operations Center (EOC) Activations**

The EOC was activated for two major exercises in 2014. A NYS Evaluated Nuclear Power Plant Plume Exercise was conducted on March 24, 2015. A FEMA evaluated Nuclear Power Plant Plume Exercise was conducted on April 28, 2015. Wayne County “passed” both exercises without any significant issues.

The Emergency Operations Center and the Training Room within the Emergency Management Office are used on a regular basis by various county departments for training, meetings, and seminars.

## **Examples of Emergency Management Responsibilities:**

### **1. Continuity of Government**

- In accordance with local law, in the event of the inability of the Board of Supervisors to function, the Emergency Manager, Sheriff, and County Administrator become the interim county government.

### **2. Emergency Plans**

- Comprehensive Emergency Management Plan
  - i. Mass Fatality Annex
  - ii. Debris Removal Annex
  - iii. Hazardous Materials Emergency Response Annex
  - iv. Animal Annex
- Radiological Emergency Response Plan
- All Hazards Mitigation Plan (updated plan approved by FEMA in 2014).

### **3. Hazardous Materials**

- Response to Hazmat incidents that may extend beyond local capabilities
- Leadership of the Local Emergency Planning Committee
- CSX & Amtrak – Liaison for scheduling training and Emergency Response Plan development.
- Pipeline population study
- Update and maintain TIER II Reporting. 75 Wayne County facilities using Extremely Hazardous Substances covered by Emergency Planning and Community Right-to-Know Act (EPCRA) requirements submit an Emergency and Hazardous Chemical Inventory Form to Emergency Management for the benefit of the Local Emergency Planning Committee (LEPC) annually.
- Terrorism
- Response to suspicious substances (white powder, Anthrax, etc.)

### **4. All Hazards**

- Maintenance of Emergency Responder call down lists
- County Registry of People with Special Needs
- ChemPack, Strategic National Stockpile, and NYS Medical Emergency Response Cache requests

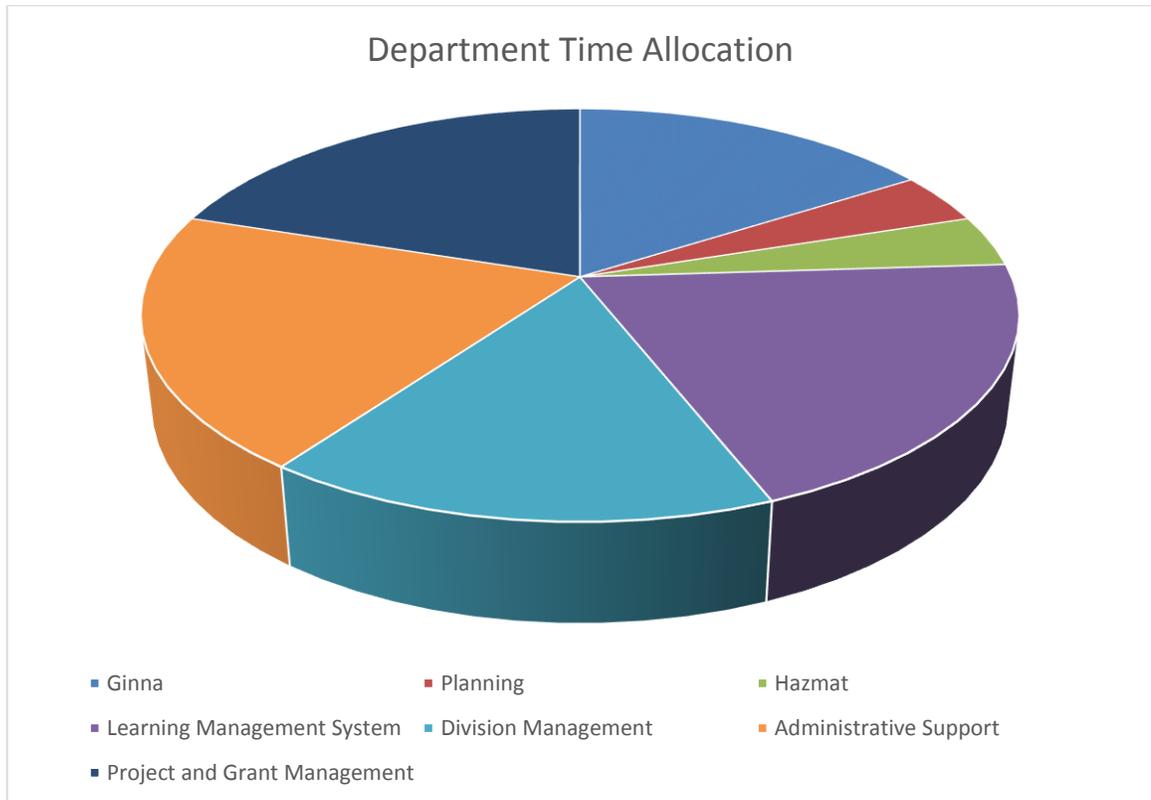
### **5. Training Provided**

- Basic Radiological Emergency Worker
- Hazmat Awareness training for town, village, and county highway departments
- Hazmat Awareness training for village police agencies and Sheriff's deputies
- Accident Assessment Training
- Field Monitoring Training

- Medical Services Training (for radiologically contaminated patients)
  - Other Training as requested
6. **Hazard Mitigation Coordinator**
  7. **Local Emergency Planning Committee Coordinator**
  8. **Energy Coordinator**
  9. **National Incident Management System Coordinator**
  10. **Critical Incident Stress Debriefing**

**FEMA Requirements due to Robert E. Ginna Nuclear Power Plant:**

- Ensure county compliance with all state and federal program requirements
- State Evaluated Drills and Federally Evaluated Exercises
- Basic Radiological Emergency Worker training for highway departments, police agencies, fire departments, ambulance squads, bus drivers and school workers
- Day care facility training and notification
- Exposure control packets for Emergency Workers
- Annual Radiological Equipment calibration
- Memorandums of Understanding (MOUS) with Reception Centers and Population Monitoring Centers, Red Cross, and a variety of other MOU's.
- Quarterly radiological equipment checks
- Distribution of Potassium Iodide (KI)
- Training of Dose Calculators, Field Teams, and other volunteer/paid staffers
- Completion of FEMA Annual Letter of Certification

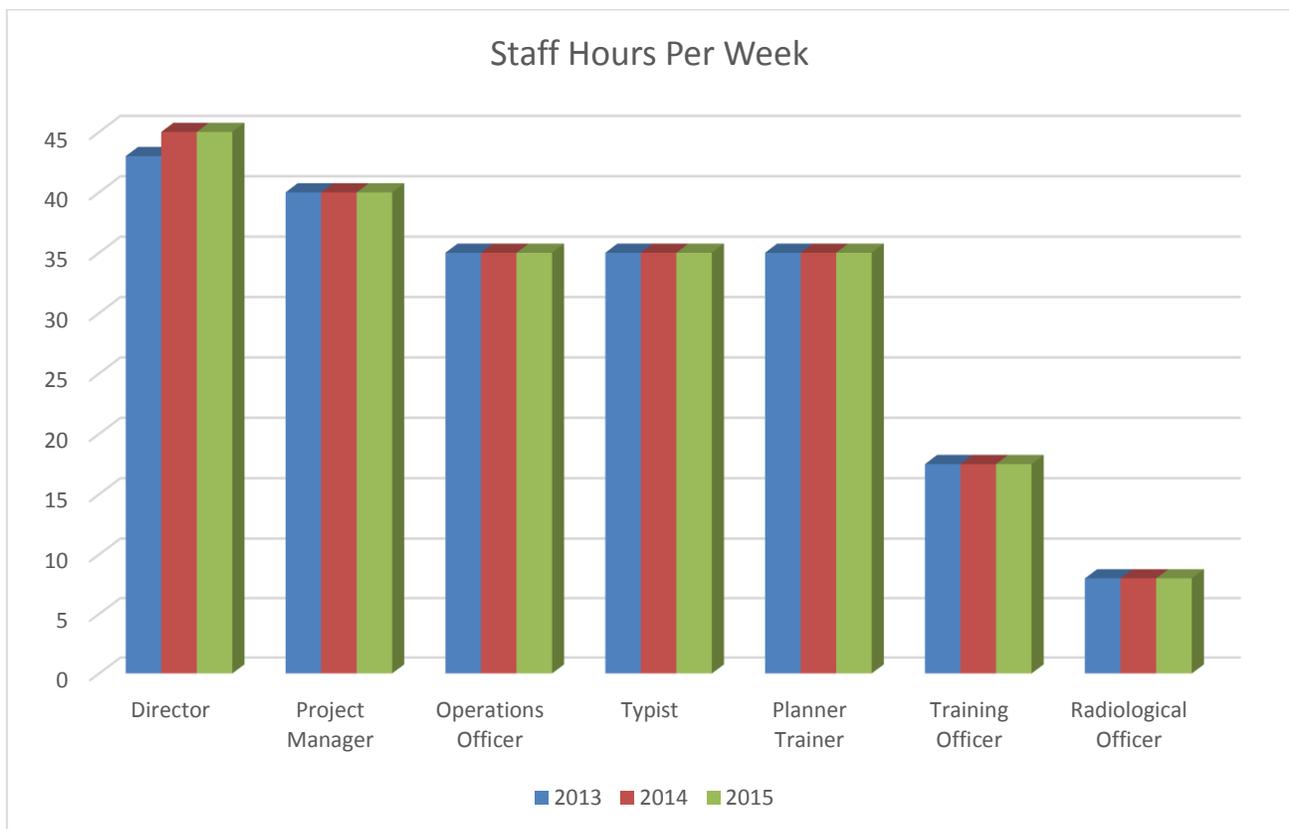


## Staffing

2015 Staffing Levels during non-emergency conditions remained the same as 2014.

The non-emergency staff of Wayne County Emergency Management consisted of:

- Director
- Radiological/Hazardous Materials Officer
- Planner/Trainer
- Project Manager
- Training Officer -1/2 time
- Accident Assessment 1/5 time Coordinator
- Typist



Emergency Operations Center staffing during training and actual emergency conditions increases to more than 50 workers from various agencies within and outside of the county.

### Budget:

The 2015 budget for Emergency Management presented \$487,606 in revenues, \$721,238 in appropriations for a total county cost of \$233,632.

## 2015 Accomplishments:

- A successful aerial imaging of Wayne County was conducted by Pictometry. This new imaging combined with the soon-to-be-available LIDAR will provide a new level of data and information.
- The NYS Evaluated Nuclear Power Plant Exercise was successfully conducted.
- The FEMA evaluated Nuclear Power Plant Plume Exercise was successfully conducted.
- NYS conducted a County Emergency Preparedness Assessment which helps identify strengths and weaknesses as compared to other counties across NYS. This assessment will be used to assist in establishing priorities and strengthening capabilities.
- Wayne County re-certified as a National Weather Service StormReady County.
- The Wayne County Emergency Operations facility continues to be used as a training center for many departments throughout the county. The design of the Operations Room to co-function as a conference/training center is paying dividends by allowing county departments to train more employees with no travel costs. The facility is well-liked by state and federal trainers, and it is used on a regular basis.
- Emergency Management participated in Wreck-It, a regional ice storm exercise with area highway departments.
- 2015 continued to be very busy with significant changes in Radiological Emergency Preparedness Planning due to continued changes in federal rules. It will be several more years until these changes are fully implemented.
- Emergency Management trained 600+ paid and volunteer responders from 14 fire departments, 11 ambulance services, 5 highway departments, 10 transportation departments (buses), Radio Amateur Civil Emergency Service (RACES), and the Civil Air Patrol.
- Emergency Management continued to work diligently in 2015 to maintain the level of Emergency Operations Center staff. New people are trained, and we are now three-deep in most positions.
- Completed identification of electric dependent critical infrastructure and key resources and supplied list to Iberdrola USA (RG&E and NYSEG).

## Looking Ahead – Goals for 2016 and beyond:

- **Comprehensive Emergency Management Plan Update.** This will be a major update and will require significant staff resources to complete.
- **Learning Management System** implementation will continue. This takes up greater than 50% of the Planner/Trainer time.
- **Continuous evaluation** to identify where improvement is needed for operational readiness will continue. The department will bolster core competencies through training and exercise
- **Emergency Management Accreditation Program** – the process began in 2012. Although still one or two years away from having the plans and processes in place to achieve accreditation, it is **THE** major goal that the department is ultimately working towards. The Comprehensive Emergency Management Plan must be updated before application for accreditation.

- **National Incident Management System** – Most county employees required to have this training have been trained in the Incident Command System. This will support the county’s all-hazards planning. As plans are updated, the revised plans will have a renewed emphasis on the Incident Command System (ICS) principles for crisis management and response. This will ensure that the county maintains NIMS compliance.
- **Partnerships.** Emergency Management continues to emphasize the importance of partnerships with neighboring counties, state and federal officials, as well as local jurisdictions and elected officials.
- **Planning and Response to Weather Events.** Reviewing the historical disasters in Wayne County, severe weather of one type or another occurs more often than any other type of disaster. Emergency Management will continue to focus on planning for weather events.

**Future Goals (what is not yet scheduled in 2016):**

1. **Mass Fatality Appendix** - Currently, there is no plan in place in the event of a mass fatality, whether it is a bus accident, commuter train accident, or aircraft, or whatever. The hospital only has capacity to hold six bodies. Usually there are one or two bodies already in place. That means that Wayne County has to consider five or more simultaneous deaths as a Mass Fatality in Wayne County – it extends beyond Wayne County’s ability to cope with the incident.
2. **Citizen’s Corp/CERT**
  - In a disaster, residents need to be prepared to take care of themselves for the first 36 hours prior to the arrival of state and/or federal assistance. Citizen’s Corp training will educate people on how to prepare.

**Conclusion:**

In summary, Wayne County is safer than it was yesterday, but not as safe as it will be tomorrow. Emergency Management will continue its proud history of serving the population of Wayne County. As Director, I look forward to continuing past accomplishments, while implementing new programs to continue to improve the quality of the products and services that we offer the towns, villages, residents and visitors of the county.

Please call me at 315-946-5664 or email me at [gbastedo@co.wayne.ny.us](mailto:gbastedo@co.wayne.ny.us) with any questions or comments that you may have.

I look forward to working with you in 2016.

Sincerely,

George Bastedo  
Director

**Bill Liddle, EMS Coordinator**  
**Annual Report**  
**2015**

**Projects**

- Continue to assist agencies and EMS providers in meeting certification requirements, training requirements, etc.
  - Met with representatives of several agencies to discuss recertification requirements for their ambulance
  - Met with EMS Captains/Directors of Operations of several agencies to review requirements of blood glucose monitoring, epi pen administration, Narcan, and albuterol as well as how the agency can obtain the necessary equipment, etc
  - Worked on developing Continuing Medical Education guidelines that must be in place by each agency participating in the CME update program.
  - Assisted with the NYS DOH inspection two ambulances for recertification
  - Assisted several EMTs with completing and submitting the paperwork for recertification through the CME program
  - Provided CON (certificate of need) materials to the Savannah fire chief
  - Continue to work with certification issues with a town ambulance
- Continue to assist with oversight of Wayne County ALS system
  - One-on-One stress debriefing session for a WCALS tech
  - As Ryan White officer for WCALS, investigated possible blood exposure incident following a call by a WCALS tech
  - Addressed a problem of late submission of a patient care report; problem resolved
  - Participated in the WCALS training session
  - Met with Andy DeWolf and Mike Harris re: improvement in WCALS response
  - Developed a Vehicle Operations class for WCALS
- Provide updated information from Homeland Security, NYS Bureau of EMS, NYS DOH, Finger Lakes Regional EMS Council, etc. to agencies as needed:
  - Distributed information re: Response to Chemical Suicides
  - Distributed Fentanyl warning information from DOH
  - Homeland Security re: "Improvised Explosive Devices" & "Fireworks Safety"
- Assist in management of Quality Assurance/Quality Improvement program
- Maintain contact with NYS DOH Bureau of EMS Senior Representative, Ross Zastrow
  - Talked with Mr. Zastrow regarding possible mutual aid changes
- Narcan Administration Program
  - Contacted to NYS Bureau of EMS re: questions and concerns about the program
  - Contacted a representative of NYS DOH re: questions about setting up the program for administration of Narcan by firefighters
  - Talked with Diane Devlin, Public Health, about obtaining medication; the medication will be supplied to Wayne County Public Health for distribution under an arrangement with DOH, if fire departments decide to participate in the program
  - Updated Rick Bond about current information
- Participated in the NYS Ginna drill (March)
  - Worked on updating the Mobility Impaired Procedure for possible Ginna incidents
- Prepared for and participated in the FEMA drill for Ginna (April)
  - Reviewed the FEMA report on the Ginna drill; identified need to review mobility impaired plan

- Worked on developing guidelines for procedures to follow in the event of "Line of Duty Death"
  - Prepared an outline of procedures and guidelines
  - Met with George Bastedo to review and discuss the outline
- Preparation for the DOH Wreck-It 2015 drill schedule for October 5, 6, 7
  - Talked with George Bastedo re: the role of EMS in the drill
  - Watched the introductory Webinar for the Wreck-It drill

### **Training**

- Prepared for and presented 15 CPR/AED updates for: Public Health, DSS, 911, WC Nursing Home employee, Lincoln FD, West Walworth FD, Lyons FD, Marion Town, Clyde FD, WCALS
- Participated in the Seneca/Yates/Wayne County hazardous materials drill
- Provided webinar information to 911: "Dealing with Active Shooter Situations"
- Prepared for and presented a pharmacology review (aspirin, blood glucose, Narcan, albuterol, epi, nitroglycerin)
- Prepared and presented a Bloodborne Pathogens workshop
- Participated in two Wayne County Technical Decon training meetings
- Completed the Workplace Violence Training Program and the Compliance Training
- Participated in the annual Hazardous Materials training class
- Participated in the mandatory OSHA refresher training
- Prepared for and participated in the WC Technical Decon training/meeting
- Forwarded information regarding protocol updates: Spinal Immobilization and Hemorrhage Control.
- Provided information regarding update Webinars: Traumatic Brain Injury webcast and Disaster Mental Health Response to a Mass Shooting Incident webcast sponsored by Wayne County Public Health; participated in the webcasts. Talked with numerous agency representatives and EMS providers to explain use of the Webinars, how to receive CME credit for watching the Webinar, and how to complete the requirement of taking a practical exam to comply with DOH requirements
- Prepared an "Emergency 101" Powerpoint presentation
- Prepared an updated "Bloodborne Pathogens" Powerpoint presentation

### **Emergency Response**

- Responded to 12 MVAs; provided defusing and support at scenes; set up defusing sessions for responders as needed.
- Responded to 3 motorcycle MVAs
- Responded to 3 reports of pedestrian struck - one fatal
- Responded to a call for a search for a missing person - possible suicide attempt
- Responded to a fatality due to roof collapse in East Palmyra
- Responded to report of child trapped under mower. Provided assistance and defusing on scene
- Responded to fatal farm accident. Provided defusing on scene
- Responded to a major fire in the Savannah/South Butler area. Assisted in Rehab Operations for fire personnel.

### **Meetings**

- Participated in the regular meetings of the EMS Advisory Board
- Participated in the regular meetings of the Fire Advisory Board
- Participated in the regular meetings of the 911 Advisory Committee
- Participated in the regular Radio Committee meetings

- Participated in the regular meetings of LEPC
- Participated in the regularly scheduled Fire Chiefs' meetings
- Participated in the DEC Railroad Emergency Planning sessions
- Participated in a meeting with the Village of Macedon mayor; a representative of the Town of Macedon ambulance service; Ross Zastrow, NYS Sr. EMS Representative; and Macedon Town supervisor re: mutual aid agreements
- Participated in the regular meetings of the Sodus Emergency Services Assoc.
- Met with a Lyons Town Board member and the Lyons Supervisor regarding possible changes for the town ambulance
- Participated in a meeting with Assemblyman Bob Oaks, Jim Lee, and the Savannah Fire Chief re: the Eastern Wayne Ambulance initiative
- Participated in the County Emergency Preparedness Assessment meeting conducted by SEMO
- Met with Jim Lee & Sheriff Virts re: first aid training for deputies
- Participated in the regular meetings of the Eastern Battalion in Sodus Center
- Set up a Workers' Compensation informational meeting to discuss changes in filing claims for volunteer ambulances; Lindsey Burgess, Wayne County HR will be presenter
- Participated in the monthly meetings of the Finger Lakes Regional EMS Council Training & Education Committee and Executive Committee
- Participated in the regular meetings of the Finger Lakes Regional EMS Council Quality Improvement Committee and Finger Lakes REMAC
- Participated in the regular meetings of Finger Lakes Regional EMS Council
- Participated in a NYS CON TAG conference call (3 hours); discussed possible changes to CON policies (CON is Certificate of Need)
- Traveled to Albany to attend the January, May, and December meetings of the NYS EMS Council; participated in the meetings of the Medical Standards, Legislative, P.I.E.R., Training & Education, systems subcommittees; SEMAC (State Emergency Medical Advisory Committee); and the meeting of the NYS SEMSCO (State Emergency Medical Systems Council)

## Office

- Distributed NYS updated Policy Statements, including: NYS Protocol 14-3 re: EMS vehicle signage requirements; NYS CPAP protocol, policy statement, and training module; NYS Bleeding/Hemorrhage Control Protocol; Policy Statement 15-3 re: recommended pediatric equipment for certified ambulances; Policy Statement 15-4 re: Americans with Disability Act requirements for persons seeking certification as an EMT
- Developed new Stress Team handouts; revised the Stress Team application form. Updated the CISD (stress) team information; provided the information to Diane Gary, Chair
- Forwarded various FDA recalls as announced
- Distributed SAFER grant applications (from Homeland Security) for protective equipment
- Worked on preparing a template of the CME Program Guidelines; it is available to all agencies
- Reviewed the DEC plans for access to CSX in the event of a train derailment
- Forwarded to all agencies suggestions from Homeland Security on "How to Secure Ambulances" which may be left unattended at hospitals, etc.
- Forwarded information from Newark-Wayne Hospital re: requirement for photo IDs for access to the Emergency Department
- Sent inquiry to NYS DOH re: what is the responsibility for a patient's motorized wheelchair in the event of picking up a patient outside of his/her home
- Forwarded to all agencies the Solar Panel Safety information from NFPA

- Forwarded to all agencies information from Department of Homeland Security re: cyber attacks
- Forwarded: multiple EMS training announcements;
- Prepared a template of the CME Program Guidelines; it is available to all agencies
- Distributed the Infogram, Watchline, EMR-ISAAC, and DOH Crossfire publications
- Provided Public Health and 911 with the new CDC Patient Screening Procedures for ebola
- Distributed a Drug Identification Guide which included descriptions of commonly used street drugs and signs & symptoms demonstrated by patients using them
- Worked on the 2016 budget and Employee Self Evaluation; submitted to George Bastedo, EMO
- Prepared and distributed EMS Week proclamations
- Forwarded to all agencies a Responder Safety Alert re: an unknown substance being found in bottles in Genesee and Livingston counties - the vapors produce a hallucinogenic effect
- Researched new Workers' Comp EMS requirements; contacted WC Insurance Specialist for more information; prepared a draft letter to be sent to agencies
- Forwarded information regarding a new street drug, Flakka. This creates extreme reaction in users, which could be dangerous for responders to overdose calls

### **Communications:**

- Contacted the Clyde Fire Chief at the request of Mercy Flight re: setting up safe landing zones
- Talked with Jim Lee re: the Tactical Medic program; provided a copy of the Maryland Tactical Medic guidelines
- Discussed possible review of dispatch procedures with Greg DeWolf regarding dispatching for response to critical incidents
- Received a communication from LifeNet expressing concerns about the 911 one-call system for air medical service. Forwarded the information to George Bastedo, EMO, and discussed the communication with George. The procedure will be reviewed
- Talked with Jim Lee re: PhysioControl AED 1000 battery and software problems. Forwarded information to Public Health.
- Talked with Lindsey Burgess re: driver training for ambulance personnel. Provided a copy of 800.21 which describes policies agencies must have in place for drivers
- Discussions re: EMS dispatch policies with various EMO personnel
- Multiple discussions with various EMS personnel re: recertification, class requirements, various questions and concerns
- Maintain communications with EMS providers, County agency administrators, Finger Lakes EMS Council personnel, and NYS Bureau of EMS Personnel; forward needed information to appropriate personnel
- Maintain continuous communication with County emergency personnel to coordinate activities, discuss needs and concerns, etc.

### **Other:**

- Assisted the Nursing Home in solving an AED problem
- Participated in the Newark-Wayne Community Hospital Hazard Vulnerability Analysis; assisted in identifying potential hazards in our region

**WAYNE COUNTY MUTUAL AID ANNUAL REPORT**

**2015**



**SUBMITTED BY:**

**RICHARD BOND**

**WAYNE COUNTY FIRE COORDINATOR**

**Richard Bond, Wayne County Fire Coordinator**

7376 Route 31, Suite 2100

Lyons, NY 14489

Work: 315-946-5640 Cell: 315-398-2314 email: rbond@co.wayne.ny.us

On behalf of the Wayne County Fire Coordinator's Office, I would like to acknowledge all the time and effort the Deputy Fire Coordinator's put forth each and every year. They assist my office to ensure that all fire service personnel throughout Wayne County are consistently provided with the most accurate and up to date information that my office receives. In addition, they also provide their expertise, skills, and service by participating at battalion meetings, monthly fire chief's meetings, fire investigations, cascade truck response and equipment maintenance and repairs. This service is provided as a non-paid county official, twenty four hours a day, seven days a week, 365 days per year.

Thank you again for a job well done!!

**Jack Newman, Deputy Fire Coordinator**

PO Box 65

Rose, NY 14542

(315) 945-2161 wc\_car6@yahoo.com

**Tom Roder, Deputy Fire Coordinator Haz-Mat**

8939 Ridge Rd.

North Rose, NY 14516

(315) 573-2424 troder1@rochester.rr.com

**Gary Lockwood, Deputy Fire Coordinator**

11223 Lummisville Rd.

Wolcott, NY 14590

(315) 729-7342 glockwood@wolcottcoldstorage.com

**Bill Bellingham, Deputy Fire Coordinator**

7012 Fisher Rd.

Ontario, NY 14519

(585) 355-6232 williamjbellingham@gmail.com

**Paul Turner, Deputy Fire Coordinator**

3995 Buffalo St.

Marion, NY 14505

(585) 481-3439 pturner11@rochester.rr.com

**William Pulver, Deputy Coordinator**

**Mobile Cascade Driver/Stationary Compressor**

220 Edgett Street

Newark, NY 14513

(315) 331-0467 wpulver@co.wayne.ny.us

2015 MOBILE CASCADE USE

Month	Total Calls	Total Miles Traveled	Total Gallons of Diesel Used	Total Individual Tanks Filled	Total Stationary Cascade Tanks Filled
January	13	260	67.8	34	17 (4500) 34 (6000)
February	5	188	35.3	45	4 (4500) 16 (6000)
March	8	226	35.7	41	7 (4500) 16 (6000)
April	10	252	38.9	57	19 (4500) 12 (6000)
May	4	100	27.7	8	4 (4500) 17 (6000)
June	8	334	21.2	27	12 (4500) 16 (6000)
July	4	274	51.6	22	3 (4500) 16 (6000)
August	3	145	15.3	0	3 (4500) 6 (6000)
September	3	148	28.0	25	0 (4500) 12 (6000)
October	3	167	19.0	0	4 (4500) 14 (6000)
November	4	118	29.0	64	7 (4500) 2 (6000)
December	5	133	28.7	30	9 (4500) 6 (6000)
2015 Totals	70	2345	398.2	353	89 (4500)* 167 (6000)**
2014 Totals	57	1863	371.0	388	71 (4500)* 127 (6000)**

Total hours of compressor use – 41.0

Red Tagged 0

\*4500 Cascade = 5 (2216) bottles

\*\*6000 Cascade = 8 (2216) bottles

**Cascade Truck**

**NUMBER OF CALLS BY TOWNSHIP**

Arcadia	-	4
Galen	-	4
Lyons	-	1
Macedon	-	6
Marion	-	1
Ontario	-	12
Palmyra	-	6
Rose	-	3
Savannah	-	0
Sodus	-	8
Walworth	-	14
Williamson	-	9
Wolcott	-	2
<b>TOTAL</b>		<b>70</b>

**Wayne County Hwy Department**

12/28 Repairs/Maintenance and DOT  
Inspection

**Total Calls by Category**

Fire Calls	18
*Service Calls to FD's	46
Training Calls	3
Parades	3
Total	70

\*14 Fire departments have in house  
(storage only) cascade or mobile (storage  
only) cascade systems

**STATIONARY COMPRESSOR USE 2015**

Month	Bottles (PSI)					
	2216	3000	4500	4500 cascade	6000 cascade	3000 scuba
January	6	0	12	0	0	0
February	17	0	21	0	0	0
March	31	1	36	0	0	0
April	9	0	9	0	0	0
May	42	0	36	0	0	0
June	80	0	51	0	0	0
July	18	0	3	0	0	27
August	13	1	18	0	0	16
September	4	0	2	0	0	24
October	7	0	46	0	0	14
November	11	0	19	0	0	0
December	13	0	23	0	0	0
<b>2015 Totals</b>	<b>251</b>	<b>2</b>	<b>276</b>	<b>0</b>	<b>0</b>	<b>81</b>
<b>2014 Totals</b>	<b>345</b>	<b>4</b>	<b>231</b>	<b>8*</b>	<b>0</b>	<b>64</b>

Total hours of compressor use – 18.9

\*4500 Cascade = 7 (2216) bottles

\*\*6000 Cascade = 12 (2216) bottles

**Red Tagged** 11 SCBA/SCUBA bottles (2216, 3000 & 4500 PSI). All were out of hydrostatic testing compliance.

Quarterly air sample/analysis was done for both stationary & mobile compressors. All samples passed with grade E breathing air. Results sent to all fire chiefs to file for PESH/OSHA inspection.

**WAYNE COUNTY FIRE TRAINING FACILITY USE 2015  
(Classrooms, Conference Room & Garage)**

Month	# of Days Used	# of Days Used by More than 1 Group*
January	15	1
February	4	0
March	7	0
April	5	0
May	18	2
June	10	0
July	5	0
August	9	1
September	11	3
October	9	2
November	9	2
December	6	0
<b>2015 Totals**</b>	<b>108</b>	<b>11</b>
<b>2014 Totals**</b>	<b>154</b>	<b>6</b>

\*Please note – These #'s are already included in the # of days used column.

\*\*Does include classes taught as part of the NYS outreach training program

**2014 TRAINING COURSES**

<u>DATE</u>	<u>COURSE</u>	<u>LOCATION HELD AT</u>	<u>TOTAL ATTENDANCE</u>
Jan	Fire Officer 1	WCFTF	14
	Aircraft Rescue & FF	WCFTF	14
	Incident Safety Officer	WCFTF	14
	Haz-Mat Refresher	WCFTF	34
Feb	Challenge of Pesticides & Poisons	WCFTF	23
	Special Info Meeting FF1 & BEFO	EMO	43
March	Decontamination	WCFTF	35
	Intro to Wildland Fire Suppression	WCFTF	13
	Recognizing Clandestine Drug Lab Operations	WCFTF	38
	Chemical Suicides	WCFTF	39
	Haz-Mat Refresher	W Walworth FD	66
	Haz-Mat Refresher	Savannah FD	46
April	Haz-Mat Technician	WCFTF **Cancelled	0
	Haz-Mat Incident Safety Officer	WCFTF	22
	Haz-Mat Refresher	Fairville FD	51
	Haz-Mat Refresher	Walworth FD	28
	Haz-Mat Refresher	Sodus Ctr FD	24
	Haz-Mat Refresher	E Williamson FD	15
	Firefighter 1	WCFTF	19
	Fire Police	WCFTF	16

<u>DATE</u>	<u>COURSE</u>	<u>LOCATION HELD AT</u>	<u>TOTAL ATTENDANCE</u>
April	Haz-Mat 1 <sup>st</sup> Responder Ops	Sodus Ctr FD	18
	Basic Exterior Firefighting Operations (BEFO)	WCFTF**Cancelled	0
May	Accident Victim Extrication	Red Creek FD	19
	Live Fire Class B Foam Operation	WCFTF	24
	Haz-Mat Incident Command	WCFTF	12
June	Apparatus Operator Pump	Marbletown FD	21
August	Live Fire Training NFPA 1403	WCFTF	37
	Firefighter Survival	WCFTF	10
	Accident Victim Extrication	Williamson FD	24
September	Flammable and Combustible Liquid Emergencies	WCFTF	10
	Scene Support Operations	WCFTF	20
	Accident Victim Extrication	Clyde FD	10
October	Principals of Instruction	WCFTF	10
	SCBA Confidence	WCFTF**Cancelled	0
	Incident Safety Officer	WCFTF**Cancelled	0
November	Health & Safety Officer	WCFTF	12
	Special Information Bullex Attack Training System	WCFTF**Cancelled	0
December	School Bus Rescue	WCFTF	41
	School Bus Rescue Practical Skills	WCFTF	25
	School Bus Rescue Practical Skills	WCFTF	19

<b>2015 Total Number of Students Completing Courses</b>	<b>846</b>
<b>2014 Total Number of Students Completing Courses</b>	<b>776</b>

**OFPC Fire Training (Outreach course hours)**

Total number of outreach training hours completed - 516  
Total number of outreach training hours cancelled – 109  
Total number of outreach training hours offered - 625

\*\*All course cancellations were due to lack of student registrations

**WAYNE COUNTY FIRE INVESTIGATIONS  
2015**

**TOWNS**

Arcadia .....	1
Village of Newark .....	4
Butler .....	2
Galen .....	2
Village of Clyde .....	0
Huron .....	0
Lyons .....	0
Village of Lyons .....	0
Macedon .....	1
Village of Macedon .....	0
Marion .....	0
Ontario .....	2
Palmyra .....	5
Village of Palmyra .....	1
Rose .....	3
Savannah .....	1
Sodus .....	3
Village of Sodus .....	1
Village of Sodus Point .....	1
Walworth .....	3
Williamson .....	4
Wolcott .....	2
Village of Wolcott .....	0
Village of Red Creek .....	0
<hr/>	
<b>2015 Total Investigations</b>	<b>36</b>
2014 Total Investigations	38

In addition to the daily operations in the Fire Coordinator's office, I also completed the following NYS Office of Fire Prevention and Control Outreach Training Courses:

<b>The Challenge of Pesticides and Poisons</b>	<b>2/15</b>	<b>12 hours</b>
<b>Decontamination</b>	<b>3/15</b>	<b>4 hours</b>
<b>Haz-Mat 1<sup>st</sup> Responder Operations Annual Refresher</b>	<b>4/15</b>	<b>4 hours</b>
<b>Live Fire Training</b>	<b>8/15</b>	<b>4 hours</b>
<b>Flammable and Combustible Liquid Emergencies</b>	<b>9/15</b>	<b>16 hours</b>

I (or a Deputy Coordinator) also attend or participate in the following committee meetings, seminars, drills and trainings (monthly, quarterly or when scheduled):

**Local Emergency Planning Committee (LEPC)**

**Wayne County Radio Committee**

**911 Advisory Board**

**Wayne County Fire Chief's Association** (monthly)

**Wayne County Fire Advisory Board** (quarterly)

**Wayne County Fire Department Battalion Meetings**

**Wayne County Decontamination Team** (meetings and drills)

**Regional Fire Administrator's Conference in Montour Falls** (annually)

**Arson Seminar in Montour Falls** (annually)

**Haz-Mat Seminar in Montour Falls** (annually)

**Attended several 4 County Haz-Mat Consortium meetings** (Seneca County)

**Ginna Drill**

**Foam Trailer Training**

**Porto Count Training**

**2015 SCBA Fit Test Machine (Porto Count) Usage**

**12 Fire Departments**

**133 Fit Tests Conducted**

### **Fire Coordinator's/Deputy Fire Coordinator's Office 2015 Achievements**

- **Took and Packaged Quarterly Air Samples for Analysis on the Stationary and Mobile Compressors**
- **100% Fire Reporting for Wayne County Fire Departments** (This provides scholarship money at the Fire Academy)
- **Revised, updated and printed 2015 version of the Wayne County Fire Service Resource and Equipment Inventory**
- **Established and implemented a county wide restricted alarm policy**

### **Fire Coordinator's/Deputy Fire Coordinator's Office 2016 Goals**

- **Spec and Purchase Re-Hab Trailer**
- **Complete construction and equip the new Storage/Classroom Building at Fire Training Facility**
- **Continue to train personnel on the use of Foam Trailer**
- **Update Wayne County Mutual Aid Plan**
- **Update/Revise Wayne County Arson Control Plan**
- **Update/Revise Wayne County Haz-Mat Plan**
- **Schedule outreach trainings as requested**

### **Technical DeCon Team 2015 Achievements (Fire Coordinator/Deputy Fire Coordinators are a part of this team)**

- **Hosted 2 Local in-house Training Sessions for the team**
- **Hosted de-con training session for Wayne & Yates County teams prior to 4 county drill in Seneca County**
- **Participated in 4 county Haz-Mat Drill – Held in Seneca County**
- **Replaced Tires on Haz-Mat Trailer with Grant Money**
- **Attended the Haz-Mat Seminar at Montour Falls**
- **Deputy Fire Coordinator Roder responded with Williamson FD to fuel oil spill and supplied HAZ-ORB materials (absorbent pads)**
- **Fire Coordinator Bond/Deputy Fire Coordinator Roder, along with 2 Haz-Mat Techs from Ontario county, responded with equipment to a 'white powder' incident in the Town of Williamson**
- **16 SCBA cylinders replaced on haz-mat trailer(utilized grant monies)**
- **SCBA equipment was serviced, flow tested & meters calibrated (utilized grant funds)**
- **Team members preformed monthly inspection on SCBA's and Metering equipment**

### **DeCon Team 2016 Goals**

- **Participate in 4 County Haz-Mat Drill**
- **Maintain satisfactory level of effectiveness for the team by providing and attending 'in house' and out-reach trainings, seminars and drills**

**WAYNE COUNTY JUVENILE FIRESETTERS PROGRAM 2014**

**AS SUBMITTED BY Deputy William Benedict**

**JUVENILE FIRESETTERS PROGRAM:** This program is designed to interview juveniles who have been referred by the Fire Department (also received referrals from Probation Department) to try to make the juvenile aware of fire and its dangers to life and property.

<b>Number of Juveniles interviewed</b>	<b>1</b>
<b>Number of Juveniles referred to Children Services Nye Road</b>	<b>0</b>
<b>Number of families refusing service</b>	<b>2</b>
<b>Number that completed program</b>	<b>1</b>
<b>Number of FD referrals</b>	<b>2</b>
<b>Number of Wayne County Probation Department referrals</b>	<b>1</b>
<b>Number of juveniles issued appearance tickets for arson</b>	<b>5</b>

**Juvenile Firesetters Program 2014**

Number of Juveniles interviewed	4
Number of Juveniles referred to Children Services Nye Road	3
Number of families refusing service	0

\*Newark Police Department also has a juvenile fire setter program. Above totals do not reflect referrals or interviews conducted by the Newark Police Department for fires that occurred in the Village of Newark or Town of Arcadia.