

Wayne County Office of Emergency Management Services



Annual Report 2012

Divisions
ALS Services
E911
Emergency Management Office
Emergency Medical Services
Mutual Aid (Fire Coordinator)

George Bastedo
Director

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.



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Annual Report 2012



Submitted by:

Gregory D. DeWolf
911 Operations Manager

March 8, 2013

The Wayne County 911 Center is ready to help any of our 93,000 residents, their guests, and anyone traveling through our county by dispatching police, fire, rescue, and emergency medical services whenever and wherever requested.

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Section 1. PREFACE

The Wayne County Emergency Communications Department is the primary Public Safety Answering Point (PSAP) for all emergency services in Wayne County. As such, the dispatch staff answered an estimated 153,000 phone calls in 2012 and placed an additional 68,000 phone calls and transfers to support the agencies served by our Center. Despite more than 221,000 phone calls, the dispatch staff exceeded the New York State standard for the time to answer emergency calls by answering more than 98% of them within 10 seconds.

All public safety agencies in Wayne County are dispatched by the Emergency Communications Department. There are sixty-two such agencies in total; including twenty-nine fire departments, twenty-two 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. This resulted in more than 92,000 events in 2012 that the dispatch staff were responsible for.

The Emergency Communications Department is proud to announce that we utilize Emergency Medical Dispatch protocols from the National Academies of Emergency Dispatch. Investing more than one year to implement, the Center began official full-time use of the protocols on May 1, 2012. Doing so ensures more accurate triage of medical patients and the dispatching of appropriate resources based on the patients' needs. Additionally, through the use of these protocols, life saving instructions are being provided to our community to help improve patient outcomes and survival rates.

An exciting change occurred with the technology in the 911 Center on July 31, 2012 in that we replaced the original (and unsupported) key telephone system with a state-of-the art, geo-diverse, IP based solution. This change was a significant step towards preparing Wayne County for the Next Generation of 911 (NG911). At such time as the providers of wireless service, such as Verizon Wireless and AT&T Mobile, are able to route text messages and video to the appropriate PSAP, Wayne County will be one step closer to being prepared.

Of all the changes experienced in 2012, the most significant was that of our organizational structure. Having remained as an independent department of Wayne County government since the creation of the Emergency Communications Department on December 19th, 1995, we were restructured on September 4th, 2012 to become one of five offices in the newly formed Department of Emergency Management Services. This change has brought a closer relationship between similar County services- 911, Fire, EMS, ALS, and Emergency Management. Despite such a significant change to our structure, the team at 911 has been professional and persevered.

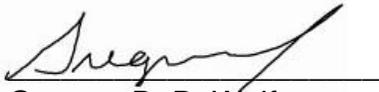
Wayne County 911—Annual Report 2012

In 2012, the dispatch staff continued to be instrumental in the apprehension of criminals, suppression of fires, treatment of patients, and safety of responders. They worked long shifts; often through extremely difficult, challenging, and emotional incidents. Many victims were helped because of the compassion, patience, and awareness of this dedicated team of professionals. But, this team did not come to work every day for recognition, they did it because it is their calling; their love for their community. When the phone rings, this team remains ready to be the calming, reassuring voice who is able to navigate through the worst of incidents. To my team, thank you for our support and for the work you do each and every day.

On behalf of the Emergency Communications Department, I would like to recognize Jim Lee for his years of dedication to us, our partners, and the community. Under the restructuring which occurred in September, Jim's responsibilities were shifted away from the daily operations of 911 to focus on ALS Services and 911 Projects. As a principal developer of Wayne County's 911 system, Jim has worked tirelessly to ensure we were well trained, prepared, and had the tools necessary to do the job. 2012 was no different, Jim was instrumental in our success. He has set an excellent example and foundation from which we will continue to build; his involvement will be missed.

To our community, our partner agencies, and the County Officials, thank you for your ongoing support of the 911 Center; we look forward to our continued partnership. 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. PERSONNEL

As of December 31, 2012:

Total number of department employees:	33
Consisting of: Administration	2*
Public Safety Dispatch Supervisors	4
Public Safety Dispatchers	21
Substitute Pub. Safety Dispatchers	6

*As a result of the restructuring which occurred with the Department of Emergency Management Services near the end of 2012, the administration of 911 was reduced by one.

**HOURS WORKED
Dispatch Staff**

	2012	2011
Total regular FT hours worked:	49,423.75	44,320.00
Total regular Substitute hours worked:	3,036.00	2249.75
Total regular overtime hours:	876.50	1272.75
Total overtime (1 ½)	2800.50	4129.00

Section 3. JOB NUMBERS ISSUED

Six police agencies and one task force in Wayne County are currently issued job numbers, also called 911 numbers. Job numbers issued for 2012 are as follows:

	2012	2011	2010
Wayne Co. Sheriff's Office	32,490	33,560	29,163
Clyde Police Department	2102	4045	3093
Lyons Police Department	5726	5867	6696
Macedon Police Department	6273	6373	5935
Newark Police Department	6590	6945	7220
Wolcott Police Department	1124	1212	1237
WayneNET	124	149	95 <small>(began issuing in Jan. 2010)</small>

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.

Section 4. INFORMATION REQUESTS

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

2012:	308
2011:	316
2010:	305

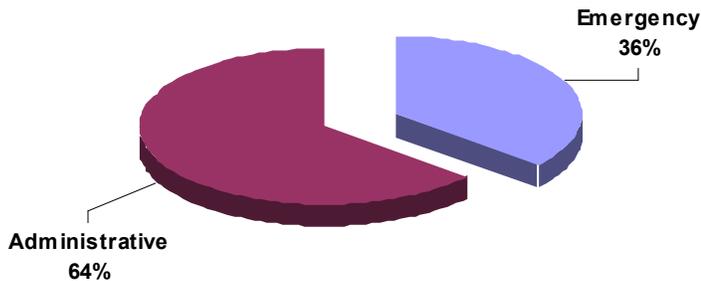
Section 5. TOTAL CALL VOLUME

As the primary 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.

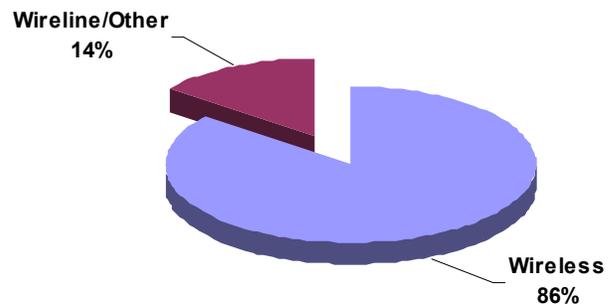
The ability to ascertain these statistics is new, beginning on August 1, 2012. As a result, it is not possible to provide comparison data from previous years. The numbers shown below are calculated based on averages from August 1st, 2012 through December 31st, 2012.

	2012 (calculated)
Total Incoming calls	153,560
911 Incoming	55,240
911 Incoming calls that are wireless	85.6%
911 Incoming answered within 10 sec	98.3%
Admin Incoming	98,310
Outgoing calls and transfers	67,900
Total Calls (incoming, outgoing & transfers)	221,460

Incoming Call Types

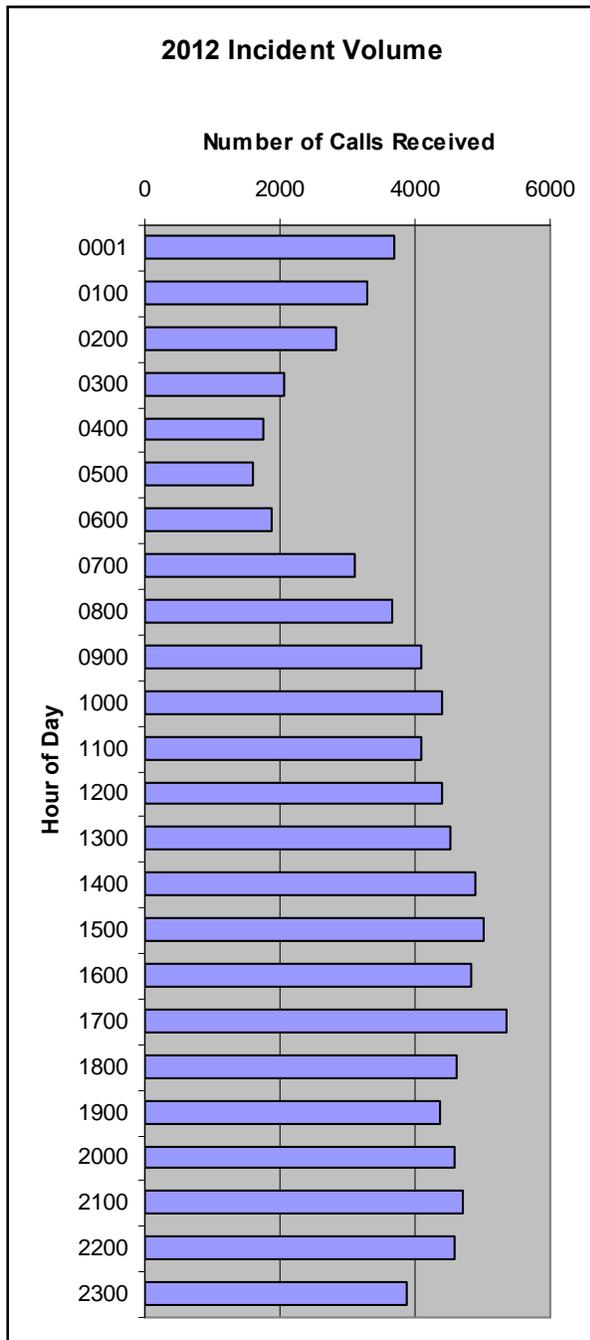


Emergency Calls



Section 6. INCIDENT VOLUME BY HOUR OF DAY

This section depicts the total annual calls for service, for all incident types, broken down by the hour in which they were received. Typically, the highest call volume is between 2 o'clock in the afternoon and 6 o'clock in the evening. Due to the fact that these are averages, it is understood that the 911 Center may experience significant spikes for various reasons; including weather, special events, celebrations and holidays.

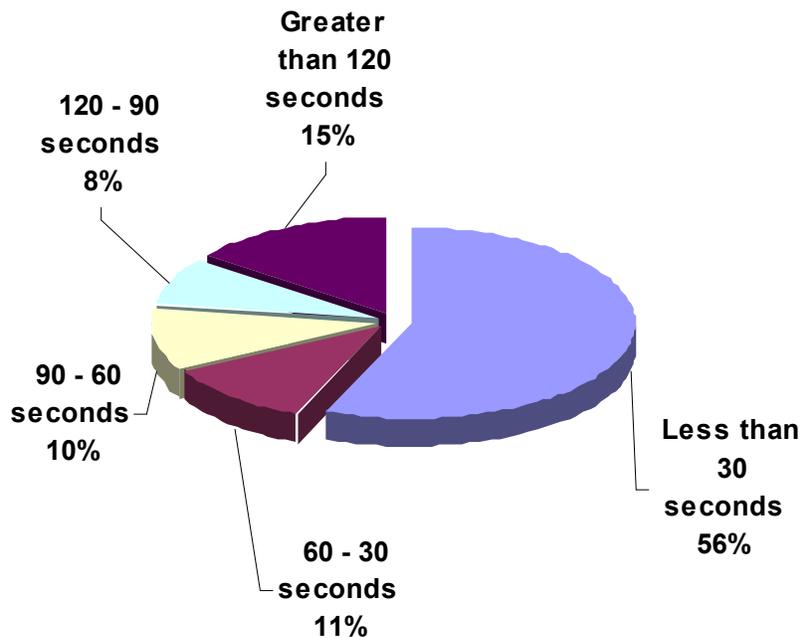


Hour of day	2012	2011	2010
0	3698	4251	3944
1	3289	3774	3313
2	2846	2840	2622
3	2059	2247	1805
4	1768	1950	1405
5	1612	1744	1464
6	1885	1945	1898
7	3114	2875	2976
8	3658	3802	3965
9	4088	4279	4572
10	4407	4600	4626
11	4102	4594	4502
12	4407	4603	4428
13	4521	4820	4644
14	4894	5213	5181
15	5008	5069	5268
16	4837	5298	5542
17	5355	5494	5236
18	4622	5095	4701
19	4378	4664	4333
20	4596	4957	4631
21	4706	5143	4474
22	4581	5134	4102
23	3873	4445	3540

Section 7. 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 includes all types of incidents, and relates to how quickly the dispatchers gather and enter information for incident routing and dispatching. The 2012 report is followed by the 2011 report.

Average Call Evaluation Times for 2012



Average Call Evaluation Times 2012

Average Call Evaluation Times
01/01/12 00:00:00 - 01/01/13 00:00:00

HOURLY	# OF CALLS	# CAN-CELLED	MISSING TIMES	# VALID CALLS	CALL EVAL < 30 SECONDS (#)	CALL EVAL 30 - 60 SECONDS (%)	CALL EVAL 60 - 90 SECONDS (%)	CALL EVAL 90 - 120 SECONDS (%)	CALL EVAL > 120 SECONDS (%)	AVERAGE CALL TIME					
0	3698	0	912	2786	2090	66.1	253	8.0	247	7.8	202	6.4	368	11.6	00:00:42
1	3289	0	790	2499	2035	71.8	235	8.3	193	6.8	147	5.2	223	7.9	00:00:31
2	2846	0	605	2241	1882	73.3	189	7.4	166	6.5	118	4.6	214	8.3	00:00:31
3	2059	0	377	1682	1292	68.7	153	8.1	139	7.4	112	6.0	184	9.8	00:00:36
4	1768	0	387	1381	1039	68.3	119	7.8	112	7.4	93	6.1	159	10.4	00:00:38
5	1612	0	321	1291	948	64.9	120	8.2	119	8.2	120	8.2	153	10.5	00:00:41
6	1885	0	343	1542	977	55.1	180	10.1	198	11.2	154	8.7	265	14.9	00:00:53
7	3114	0	528	2586	1771	59.6	278	9.4	319	10.7	234	7.9	370	12.4	00:01:17
8	3658	0	517	3141	2112	60.0	341	9.7	347	9.9	274	7.8	447	12.7	00:00:52
9	4088	1	589	3498	2195	56.0	432	11.0	431	11.0	299	7.6	563	14.4	00:00:58
10	4407	1	613	3793	2342	55.1	486	11.4	411	9.7	372	8.7	642	15.1	00:00:57
11	4102	0	595	3507	1984	50.5	470	12.0	450	11.5	360	9.2	665	16.9	00:01:33
12	4407	1	599	3807	2157	50.8	508	12.0	485	11.4	389	9.2	704	16.0	00:01:06
13	4521	0	615	3906	2274	52.4	504	11.6	495	11.4	377	8.7	693	16.0	00:01:04
14	4894	0	741	4153	2578	55.1	561	12.0	475	10.1	376	8.0	691	14.8	00:00:57
15	5008	0	703	4305	2488	51.9	573	11.9	576	12.0	414	8.6	745	15.5	00:02:12
16	4837	0	693	4144	2265	49.3	530	11.5	518	11.3	461	10.0	822	17.9	00:01:07
17	5355	1	687	4667	2535	49.5	605	11.8	599	11.7	459	9.0	920	18.0	00:01:07
18	4622	0	606	4016	2069	47.0	569	12.9	500	11.4	406	9.2	854	19.4	00:01:09
19	4378	0	612	3766	1987	47.6	502	12.0	499	12.0	385	9.2	799	19.2	00:01:07
20	4596	0	585	4011	2241	50.6	477	10.8	530	12.0	380	8.6	805	18.2	00:01:07
21	4706	0	494	4212	2601	56.9	483	10.6	432	9.5	394	8.6	658	14.4	00:00:51
22	4581	2	491	4088	2837	63.4	420	9.4	380	8.5	302	6.7	536	12.0	00:00:48
23	3873	1	486	3386	2466	65.6	336	8.9	324	8.6	220	5.9	413	11.0	00:00:41
TOTALS	92304	7	13889	78408	49165	56.3	9324	10.7	8945	10.2	7048	8.1	12893	14.8	

Average Call Evaluation Times 2011

Average Call Evaluation Times
01/01/11 00:00:00 - 01/01/12 00:00:00

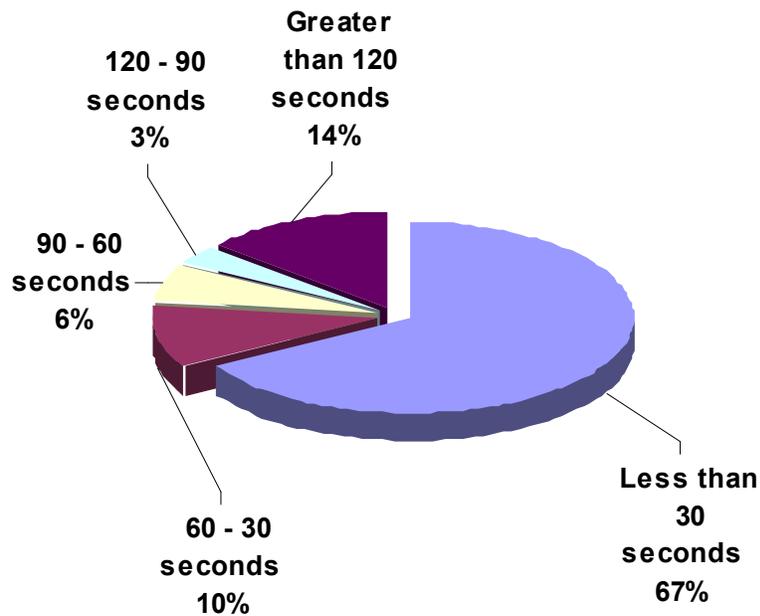
HOUR EVAL	# OF CALLS	# CAN- CELLED	MISSING TIMES	# VALID CALLS	CALL EVAL < 30		CALL EVAL 30 - 60		CALL EVAL 60 - 90		CALL EVAL 90 - 120		CALL EVAL > 120		AVERAGE CALL TIME
					SECONDS (#)	(%)	SECONDS (#)	(%)	SECONDS (#)	(%)	SECONDS (#)	(%)	SECONDS (#)	(%)	
0	4251	3	970	3278	2797	73.8	247	6.5	214	5.6	180	4.7	354	9.3	00:00:32
1	3774	0	829	2945	2616	77.2	211	6.2	185	5.5	143	4.2	233	6.9	00:00:27
2	2840	1	508	2331	1945	73.5	183	6.9	173	6.5	135	5.1	210	7.9	00:00:31
3	2247	0	385	1862	1582	75.0	137	6.5	117	5.5	111	5.3	163	7.7	00:00:29
4	1950	0	428	1522	1232	70.5	145	8.3	118	6.8	85	4.9	167	9.6	00:00:35
5	1744	0	281	1463	1003	60.6	157	9.5	168	10.2	140	8.5	186	11.2	00:00:44
6	1945	2	392	1551	1004	55.8	192	10.7	186	10.3	155	8.6	261	14.5	00:00:51
7	2875	1	540	2334	1553	57.7	278	10.3	265	9.8	243	9.0	354	13.1	00:01:07
8	3802	1	616	3185	2214	60.8	386	10.6	339	9.3	257	7.1	448	12.3	00:01:08
9	4279	3	650	3626	2407	58.8	445	10.9	400	9.8	272	6.6	573	14.0	00:00:54
10	4600	2	721	3877	2392	54.5	533	12.1	434	9.9	341	7.8	690	15.7	00:01:14
11	4594	1	749	3844	2352	53.9	518	11.9	455	10.4	346	7.9	689	15.8	00:01:02
12	4603	2	630	3971	2351	53.4	519	11.8	468	10.6	340	7.7	723	16.4	00:01:03
13	4820	2	673	4145	2655	57.3	527	11.4	450	9.7	354	7.6	645	13.9	00:01:04
14	5213	1	787	4425	2863	57.3	582	11.7	538	10.8	363	7.3	647	13.0	00:01:17
15	5069	1	725	4343	2645	54.6	611	12.6	521	10.8	349	7.2	715	14.8	00:00:59
16	5298	3	752	4543	2617	51.9	646	12.8	571	11.3	438	8.7	768	15.2	00:00:59
17	5494	3	665	4826	2785	53.5	641	12.3	564	10.8	419	8.0	801	15.4	00:01:01
18	5095	4	737	4354	2449	51.1	621	12.9	570	11.9	399	8.3	757	15.8	00:01:07
19	4664	6	638	4020	2302	51.6	542	12.2	523	11.7	383	8.6	709	15.9	00:00:58
20	4957	4	576	4377	2703	56.5	519	10.8	498	10.4	388	8.1	680	14.2	00:00:56
21	5143	3	570	4570	3127	62.8	513	10.3	430	8.6	336	6.7	577	11.6	00:00:46
22	5134	2	505	4627	3437	68.6	409	8.2	394	7.9	277	5.5	491	9.8	00:00:48
23	4445	4	514	3927	3043	70.7	344	8.0	305	7.1	220	5.1	390	9.1	00:00:41
TOTALS	98836	49	14841	83946	56074	59.8	9906	10.6	8886	9.5	6674	7.1	12231	13.0	

Section 8. AVERAGE DISPATCH TIMES

The next two reports, entitled %Average Dispatch Times+ show an hourly breakdown of the number of calls for service received and 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 police, fire, and EMS incident types.

This report is useful in determining when dispatch times are longer due to increased activity with fewer resources available. The 2012 summary is followed by the 2011 summary.

Average Dispatch Times for 2012



Average Dispatch Times 2012

Average Dispatch Times
01/01/12 00:00:00 - 01/01/13 00:00:00

HOURLY	# OF CALLS	# CAN-CELLED	MISSING TIMES	# VALID CALLS	DISPATCH SECONDS (< 30) (#)	DISPATCH SECONDS (30 - 60) (#)	DISPATCH SECONDS (60 - 90) (#)	DISPATCH SECONDS (90 - 120) (#)	DISPATCH SECONDS (> 120) (#)	AVERAGE DISPATCH TIME
0	3698	0	912	2786	2315	329	181	89	246	00:01:32
1	3289	0	790	2499	2247	254	130	63	139	00:01:10
2	2846	0	605	2241	2091	198	95	48	137	00:01:15
3	2059	0	377	1682	1479	162	96	37	106	00:01:18
4	1768	0	387	1381	1222	124	62	38	76	00:01:04
5	1612	0	321	1291	1115	146	85	29	85	00:00:44
6	1885	0	343	1542	1182	195	109	40	248	00:03:02
7	3114	0	528	2586	2084	246	149	84	409	00:03:07
8	3658	0	517	3141	2554	334	150	93	390	00:02:48
9	4088	1	589	3498	2677	410	224	131	478	00:02:49
10	4407	1	613	3793	2899	429	245	126	554	00:03:12
11	4102	0	595	3507	2457	413	263	141	655	00:04:23
12	4407	1	599	3807	2620	475	286	165	697	00:03:43
13	4521	0	615	3906	2738	417	266	182	740	00:03:50
14	4894	0	741	4153	3009	464	295	167	746	00:03:34
15	5008	0	703	4305	2946	481	331	173	865	00:04:08
16	4837	0	693	4144	2786	464	295	159	892	00:04:43
17	5355	1	687	4667	3018	567	366	222	945	00:03:47
18	4622	0	606	4016	2568	514	298	177	841	00:04:42
19	4378	0	612	3766	2462	517	294	147	752	00:03:23
20	4596	0	585	4011	2677	602	341	184	629	00:02:42
21	4706	0	494	4212	3013	519	366	161	509	00:01:57
22	4581	2	491	4088	3220	504	243	126	382	00:01:23
23	3873	1	486	3386	2762	363	214	101	319	00:01:36
TOTALS	92304	7	13889	78408	58141	9127	5384	2883	11840	13.6

Average Dispatch Times 2011

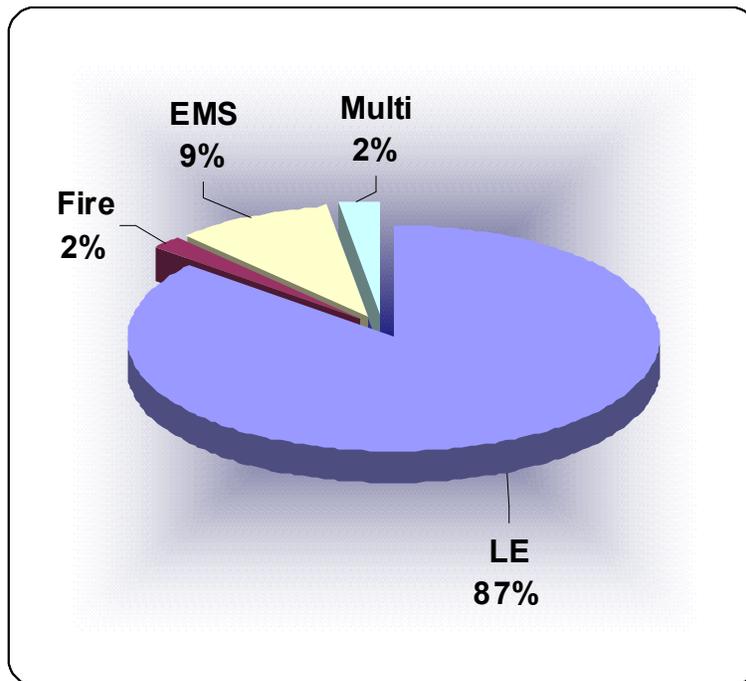
Average Dispatch Times
01/01/11 00:00:00 - 01/01/12 00:00:00

HOUR DISPATCH	# OF CALLS	# CAN- CELLED	MISSING TIMES	# VALID CALLS	DISPATCH < 30		DISPATCH 30 - 60		DISPATCH 60 - 90		DISPATCH 90 - 120		DISPATCH > 120		AVERAGE TIME
					SECONDS (#)	(%)	SECONDS (#)	(%)	SECONDS (#)	(%)	SECONDS (#)	(%)	SECONDS (#)	(%)	
0	4251	3	970	3278	2990	78.9	261	6.9	151	4.0	104	2.7	286	7.5	00:00:51
1	3774	0	829	2945	2799	82.6	216	6.4	152	4.5	63	1.9	158	4.7	00:00:42
2	2840	1	508	2331	2127	80.4	205	7.7	119	4.5	51	1.9	144	5.4	00:00:47
3	2247	0	385	1862	1725	81.8	148	7.0	92	4.4	38	1.8	107	5.1	00:00:35
4	1950	0	428	1522	1403	80.3	129	7.4	83	4.8	40	2.3	92	5.3	00:00:50
5	1744	0	281	1463	1207	73.0	175	10.6	106	6.4	55	3.3	111	6.7	00:00:58
6	1945	2	392	1551	1246	69.3	179	10.0	102	5.7	50	2.8	221	12.3	00:02:31
7	2875	1	540	2334	1848	68.6	239	8.9	145	5.4	74	2.7	387	14.4	00:02:47
8	3802	1	616	3185	2631	72.2	304	8.3	168	4.6	128	3.5	413	11.3	00:02:35
9	4279	3	650	3626	2842	69.4	405	9.9	214	5.2	138	3.4	498	12.2	00:02:38
10	4600	2	721	3877	2908	66.2	397	9.0	294	6.7	130	3.0	661	15.1	00:03:11
11	4594	1	749	3844	2829	64.9	381	8.7	255	5.8	149	3.4	746	17.1	00:04:11
12	4603	2	630	3971	2810	63.8	379	8.6	261	5.9	178	4.0	773	17.6	00:03:45
13	4820	2	673	4145	3100	66.9	420	9.1	264	5.7	157	3.4	690	14.9	00:03:09
14	5213	1	787	4425	3318	66.5	453	9.1	286	5.7	176	3.5	760	15.2	00:03:32
15	5069	1	725	4343	3075	63.5	425	8.8	311	6.4	185	3.8	845	17.5	00:03:34
16	5298	3	752	4543	3065	60.8	544	10.8	353	7.0	183	3.6	895	17.8	00:04:04
17	5494	3	665	4826	3178	61.0	604	11.6	366	7.0	202	3.9	860	16.5	00:04:07
18	5095	4	737	4354	2860	59.6	538	11.2	351	7.3	188	3.9	859	17.9	00:04:49
19	4664	6	638	4020	2667	59.8	537	12.0	310	7.0	158	3.5	787	17.6	00:03:07
20	4957	4	576	4377	3112	65.0	588	12.3	308	6.4	177	3.7	603	12.6	00:02:24
21	5143	3	570	4570	3453	69.3	541	10.9	339	6.8	147	3.0	503	10.1	00:01:54
22	5134	2	505	4627	3737	74.6	512	10.2	245	4.9	132	2.6	382	7.6	00:01:20
23	4445	4	514	3927	3219	74.8	397	9.2	221	5.1	125	2.9	340	7.9	00:01:14
TOTALS	98836	49	14841	83946	64149	68.4	8977	9.6	5496	5.9	3028	3.2	12121	12.9	

Section 9. 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 2012



Wayne County 911—Annual Report 2012

Event	2012	2011	2010
Police Related Incident Types			
911 HANGUP	418	487	583
AIR TANK DETAIL	54	55	57
ALARM-BURG,INTRUSION,MOTION	1843	1884	1965
ANIMAL COMPLAINT	1226	1229	1121
ASSAULT	103	111	111
ASSIST TO CITIZEN	5765	5705	5396
ASSIST TO OTHER DEPARTMENT	811	823	870
ASSIST TO MOTORIST	907	929	1098
BAD CHECK	80	31	55
BURGLARY	456	414	498
CRIMINAL MISCHIEF	711	669	773
COURT DETAIL	360	428	407
COURT SECURITY	44	44	47
DELAYED MVA	167	219	226
DETAIL	1508	1937	1960
DISTURBANCE	3526	3352	3734
DRIVING WHILE INTOX	222	294	290
FAMILY COURT PAPER SERVICE	1132	1351	1077
DOMESTIC VIOLENCE (FAM.TRBLE)	1990	2036	2116
AGGRAVATED HARASSMENT	553	593	734
HARASSMENT	438	382	494
JUVENILE PROBLEM	583	734	928
LARCENY	1543	1563	1662
MISSING PERSON	208	269	276
NOTIFICATION	992	1086	1063
ORDER OF PROTECTION SERVICE	450	406	468
OTHER (POLICE RELATED)	2486	2112	2022
PROPERTY DAMAGE MVA	2461	2649	2814
PROPERTY CHECK	13597	15557	10341
BEHAVIORAL DISORDER-PSYCH PROB	683	625	645
ROBBERY	15	14	9
SNOWMOBILE	6	38	53
SPECIAL INVESTIGATION	3225	3053	3032
SUBPOENA OR SUMMONS SERVICE	633	764	540
SUSPICIOUS CONDITION	2548	2731	2522
TRAFFIC STOP	21198	24972	23519
PRISONER/SUBJECT TRANSPORT	1101	1272	1184
TRESPASS/PROWLER	461	456	492
VEHICLE OR TRAFFIC COMPLAINT	3681	3770	3788
WARRANT ARREST	1367	1337	1311
Police Incident Total	79552	86381	80281

Wayne County 911—Annual Report 2012

Event	2012	2011	2010
EMS Related Incident Types			
ABDOMINAL PAIN-PROBLEM (1)	358	317	249
ALLERGIC REACTIONS-STINGS (2)	139	105	78
ANIMAL BITES- ATTACKS (3)	6	9	7
BACK PAIN (5)	112	91	64
BREATHING PROBLEMS (6)	994	902	801
BURNS-EXPLOSIONS (7)	9	10	9
CARDIAC OR RESP ARRREST-DTH (9)	65	68	58
CHEST PAIN (10)	746	593	540
CHOKING (11)	49	36	26
CONVULSIONS-SEIZURES (12)	208	192	168
DIABETIC PROBLEMS (13)	174	206	145
ELECTROCUTION-LIGHTNING (15)	2	4	2
EYE PROBLEMS-INJURIES (16)	12	6	10
FALLS (17)	821	690	569
HEADACHE (18)	80	58	41
HEART PROBLEMS-A.I.C.D. (19)	154	127	119
HEAT-COLD EXPOSURE (20)	7	18	8
HEMORRHAGE-LACERATION (21)	285	203	205
MATERNITY-CHILDBIRTH-MISCRIAGE (24)	67	54	41
SICK PERSON (26)	1383	1129	803
STROKE (CVA) (28)	183	140	118
TRAUMATIC INJURIES (30)	217	158	138
UNCONSCIOUS - FAINTING (31)	413	313	224
UNKNOWN PROBLEM (32)	24	13	25
TRANS-INTERFAC-PALLIATIVE CARE (33)	9	11	22
ALLERGIC REACTION	22	46	58
MEDICAL ALARM ACTIVATION	317	274	232
AIRWAY OBSTRUCTION	4	15	31
BURN	1	6	9
CARDIAC ARREST	10	14	14
CARDIAC PROBLEM	171	284	472
STROKE	45	52	113
DIABETIC RELATED PROBLEM	33	67	113
GENERAL ILLNESS	334	752	957
INJURY	332	610	739
MATERNITY	13	31	49
OTHER (EMS RELATED)	130	163	183
POISONING (OR ACC.OVERDOSE)	1	7	4
RESPIRATORY ARREST	5	3	10
RESPIRATORY DISTRESS	160	372	514
SEIZURE	63	80	140
STANDBY/FILL IN - EMS	180	173	164
TRANSPORT - MEDICAL	291	401	494
PERSON UNCONSCIOUS(BREATHING)	59	88	138
EMS Incident Total	8688	8891	8904

Wayne County 911—Annual Report 2012

Event	2012	2011	2010
Fire Incident			
FIRE/SMOKE ALARM ACTIVATION	607	638	619
BARN/STORAGE BLDG./GARAGE FIRE	26	20	12
CHIEF INVESTIGATION	240	187	189
CHIMNEY FIRE	19	31	22
COMMERICAL STRUCTURE FIRE	23	26	20
FLUSH JOB	1	1	3
FIRE POLICE REQUEST	1	0	2
ELECTRICAL FIRE	63	52	66
BRUSH/GRASS/WOODS FIRE	149	89	101
HAZARDOUS MATERIALS INCIDENT	0	0	0
HOUSE FIRE	99	121	99
INDUSTRIAL STRUCTURE FIRE	7	2	5
MULTI-FAM./APT COMPLEX FIRE	8	16	11
OTHER (FIRE RELATED)	141	185	166
OTHER (RESCUE RELATED)	24	21	25
REKINDLE	7	6	7
RUBBISH - DUMPSTER FIRE	23	31	17
STANDBY/FILL IN - FIRE/RESCUE	53	51	62
MOBILE HOME FIRE	9	12	17
WATER PROBLEM	82	195	156
WIRES,UTILITY POLE,TRANSFORMER	228	165	167
Fire Incident Total	1810	1849	1766
Multi Agency Incident Types			
ASSAULT-SEXUAL ASSAULT (4)	10	7	8
CO-INHALATION-HAZMAT (8)	2	8	9
DROWNING-DIVING-SCUBA ACCIDENT (14)	1	1	6
INACCESSIBLE-ENTRAPMENT (22)	3	1	4
OVERDOSE-POISONING (INGESTION) 23)	101	80	69
PSYC-ABN BEHAV-SUICIDE ATT (25)	25	35	30
GSW-PENETRATING TRAUMA (27)	4	9	4
TRAFFIC-TRANS ACCIDENTS (29)	1	2	24
AUTOMATIC CRASH NOTIFICATION (34)	0	0	0
CO DETECTOR ACTIVATION	167	166	160
BOAT ASSIST/COMPLAINT	117	121	109
BOMB THREAT	0	1	0
POSSIBLE DEATH	59	48	63
GUNSHOT WOUND OR STABBING	14	12	10
HAZARDOUS CONDITIONS	747	674	555
HYDRANT NOTIFICATION	26		
OVERDOSE (ABUSE)	37	51	49
PEDESTRIAN STRUCK	28	34	36
PERSONAL INJURY MVA	593	571	566
ROAD CLOSURE	216		
VEHICLE FIRE	57	64	68
WATER RESCUE	16	16	10
Multi Agency Incident Total	2224	1901	1780

Wayne County 911—Annual Report 2012

Event	2012	2011	2010
TOTAL	92274	99022	92731
MISC CODES			
INVALID CFS **	243	371	440
NO INC CODE	0	0	0
Misc Total	243	371	440
GRAND TOTAL	92517	99393	93171

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

Section 10. 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—Annual Report 2012

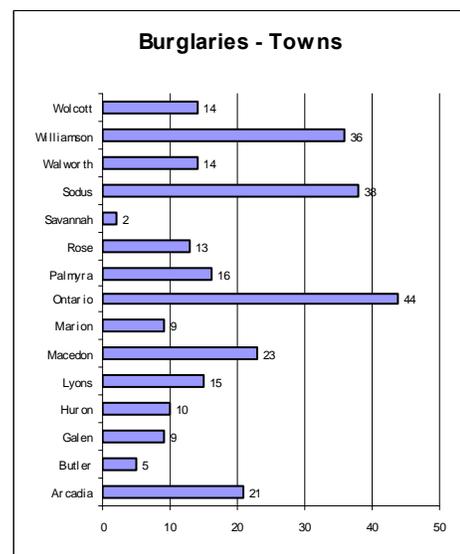
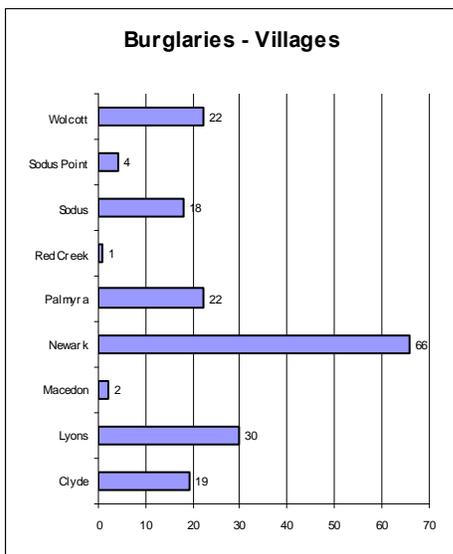
Burglaries

VILLAGE	2012	2011	2010
Clyde	19	14	13
Lyons	30	31	26
Macedon	2	2	5
Newark	66	57	63
Palmyra	22	16	20
Red Creek	1	4	1
Sodus	18	9	20
Sodus Point	4	13	10
Wolcott	22	10	15

TOWN	2012	2011	2010
Arcadia	21	23	29
Butler	5	4	9
Galen	9	15	13
Huron	10	9	16
Lyons	15	3	19
Macedon	23	16	18
Marion	9	12	18
Ontario	44	22	48
Palmyra	16	18	17
Rose	13	23	21
Savannah	2	7	11
Sodus	38	36	51
Walworth	14	17	14
Williamson	36	26	30
Wolcott	14	22	10

Total Village: 184 156 173

Total Town: 269 253 324



COUNTY TOTAL:	453
Out of county dispatched by this office:	3
2011 Total:	414
2010 Total:	497

Wayne County 911—Annual Report 2012

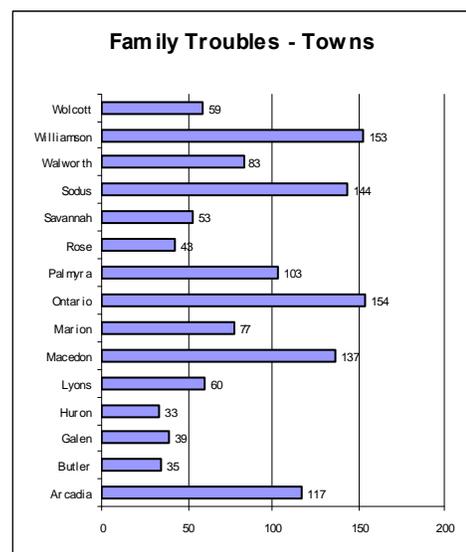
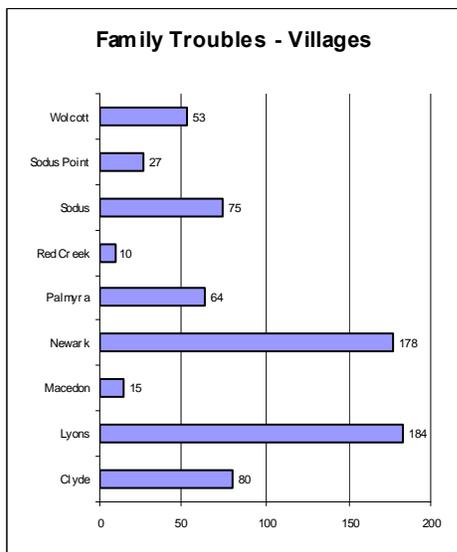
“Family Troubles” (domestic disputes)

VILLAGE	2012	2011	2010
Clyde	80	104	93
Lyons	184	201	159
Macedon	15	27	32
Newark	178	165	240
Palmyra	64	79	104
Red Creek	10	23	20
Sodus	75	78	69
Sodus Point	27	22	27
Wolcott	53	38	78

TOWN	2012	2011	2010
Arcadia	117	111	95
Butler	35	23	34
Galen	39	31	46
Huron	33	32	38
Lyons	60	32	50
Macedon	137	145	108
Marion	77	80	82
Ontario	154	177	143
Palmyra	103	88	106
Rose	43	53	58
Savannah	53	59	54
Sodus	144	169	136
Walworth	83	92	95
Williamson	153	133	174
Wolcott	59	54	69

Total Village: 686 737 822

Total Town: 1290 1279 1288



COUNTY TOTAL:	1976
Out of county dispatched by this office:	14
2011 Total:	2036
2010 Total:	2110

Wayne County 911—Annual Report 2012

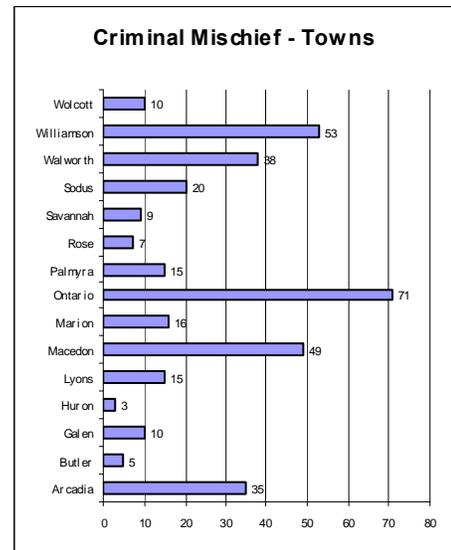
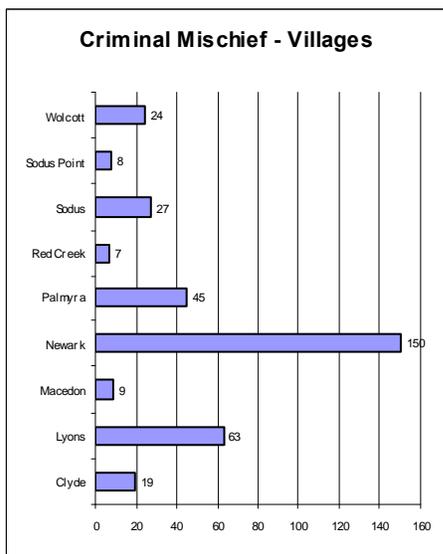
Criminal Mischief

VILLAGE	2012	2011	2010
Clyde	19	22	42
Lyons	63	49	43
Macedon	9	3	4
Newark	150	114	109
Palmyra	45	40	33
Red Creek	7	6	3
Sodus	27	19	39
Sodus Point	8	8	13
Wolcott	24	30	19

TOWN	2012	2011	2010
Arcadia	35	28	32
Butler	5	5	9
Galen	10	12	9
Huron	3	21	37
Lyons	15	12	12
Macedon	49	36	48
Marion	16	25	31
Ontario	71	74	93
Palmyra	15	17	23
Rose	7	14	15
Savannah	9	8	9
Sodus	20	35	31
Walworth	38	40	36
Williamson	53	36	66
Wolcott	10	14	16

Total Village: 352 291 305

Total Town: 356 377 467



COUNTY TOTAL:	708
Out of county dispatched by this office:	3
 2011 Total:	 669
2010 Total:	772

Wayne County 911—Annual Report 2012

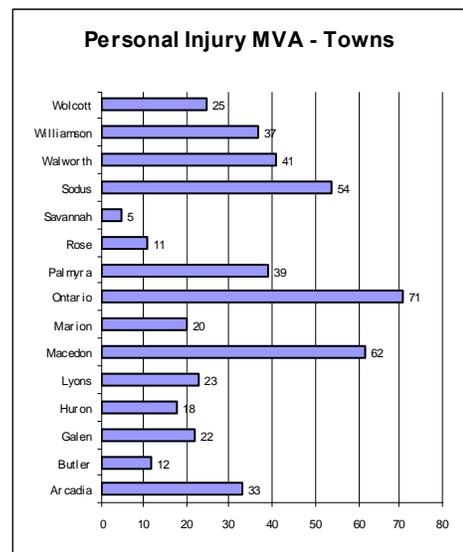
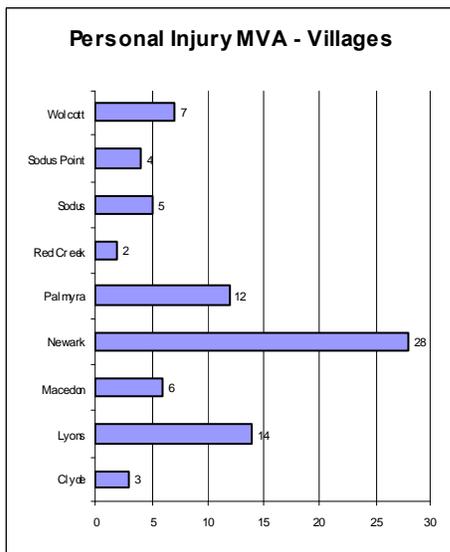
Personal Injury Motor Vehicle Accident

VILLAGE	2012	2011	2010
Clyde	3	4	7
Lyons	14	7	12
Macedon	6	5	5
Newark	28	29	45
Palmyra	12	7	8
Red Creek	2	0	1
Sodus	5	2	2
Sodus Point	4	0	0
Wolcott	7	5	2

TOWN	2012	2011	2010
Arcadia	33	46	44
Butler	12	18	23
Galen	22	26	21
Huron	18	23	19
Lyons	23	30	16
Macedon	62	50	52
Marion	20	18	14
Ontario	71	69	69
Palmyra	39	20	24
Rose	11	19	15
Savannah	5	12	12
Sodus	54	43	46
Walworth	41	35	44
Williamson	37	32	27
Wolcott	25	12	24

Total Village: 81 59 82

Total Town: 473 453 450



COUNTY TOTAL:	554
Out of county dispatched by this office:	40
 2011 Total:	 573
2010 Total:	579

Wayne County 911—Annual Report 2012

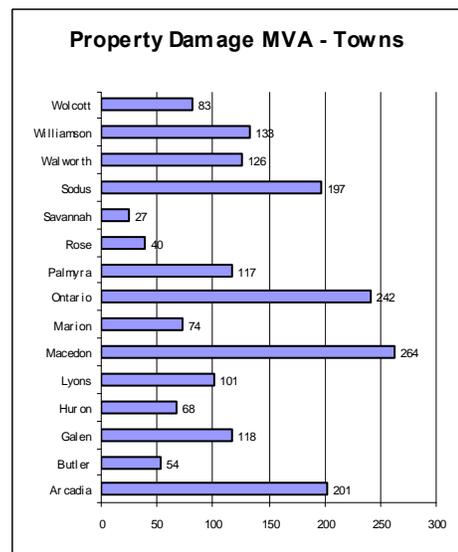
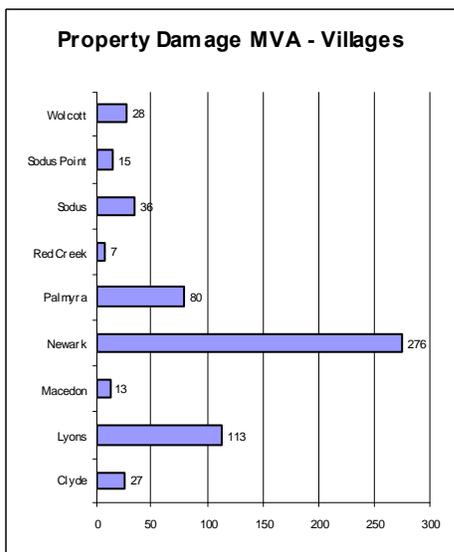
Property Damage Motor Vehicle Accident

VILLAGE	2012	2011	2010
Clyde	27	35	38
Lyons	113	117	111
Macedon	13	26	25
Newark	276	301	343
Palmyra	80	70	77
Red Creek	7	6	5
Sodus	36	36	30
Sodus Point	15	9	15
Wolcott	28	41	53

TOWN	2012	2011	2010
Arcadia	201	189	217
Butler	54	79	62
Galen	118	99	127
Huron	68	77	75
Lyons	101	96	102
Macedon	264	302	310
Marion	74	82	77
Ontario	242	266	308
Palmyra	117	111	126
Rose	40	55	57
Savannah	27	47	37
Sodus	197	210	206
Walworth	126	140	158
Williamson	133	159	173
Wolcott	83	69	60

Total Village: 595 641 697

Total Town: 1845 1981 2095



COUNTY TOTAL:	2440
Out of county dispatched by this office:	21
 2011 Total:	 2649
2010 Total:	2792

Section 11. HOME EMERGENCY LINE PROTECTION

Wayne County 911 monitors the Home Emergency Line Protection (HELP) subscriber units. The HELP program is administered by the Department of Aging and Youth and began in December 1987. There are currently 175 units in the field monitored by 911. Dispatchers test the HELP units on a monthly basis with the client as well as annually with a caseworker.

The following data was provided by the Department of Aging and Youth.

Emergency assistance was given to 71 clients last year. An additional 31 false activations were sent resulting in %no help needed+. Alarms received involving smoke totaled 19, but none were due to a fire in progress.

HOME EMERGENCY LINE PROTECTION 2012

Unit Information 2012

0	New Units Purchased
52	Units Installed During Year
57	Units Removed
5	Back Up Units
2	Units - 585 Area Code
175	Total Units in the Field
111	Routine Batttery Changes

Client Demographics

220	Total People Served
34	Male
186	Female
Living Arrangements	
150	Live Alone
70	Live with Others

By Fire District

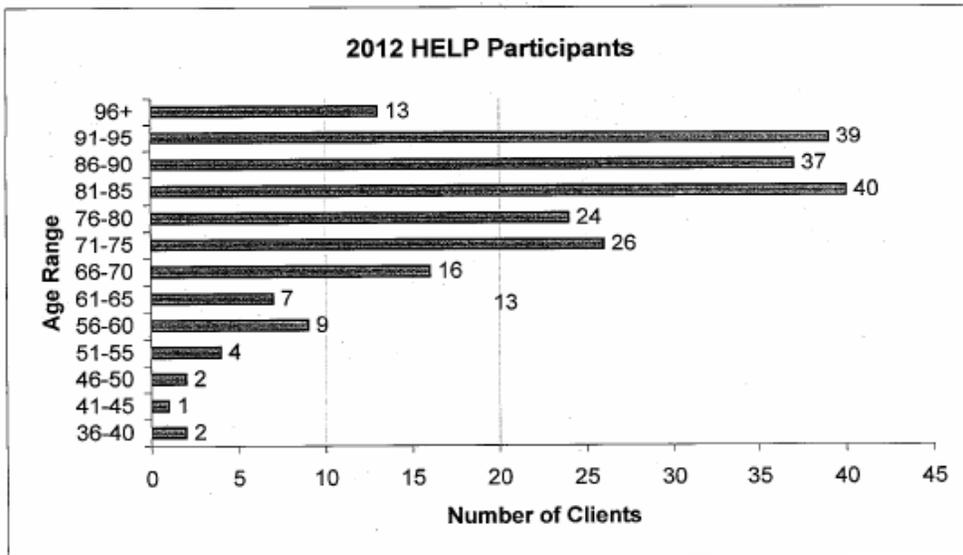
Alton	3
Clyde	13
E. Palmyra	4
E. Williamson	2
Fairville	5
Lincoln	2
Lyons	26
Macedon /	4
Macedon Center	3
Marbletown	4
Marion	8
Newark	40
North Rose	7
Ontario	10
Palmyra	18
Red Creek	5
Rose	2
Savannah	4
Sodus	14
Sodus Center	3
Sodus Point	4
South Butler	2
Wallington	1
Walworth	1
W. Walworth	1
Williamson	17
Wolcott	17
Total	220

Alarms Received 2012

59	Resulting in Hospitalization
71	Assistance Given Alarms
31	False Alarms Received
128	Low Battery Signal / Power Out
19	Alarms Involving Smoke
0	Fires in Progress
308	Total Alarms Received

Age

9	Aged 40-55
58	Aged 56-75
153	Aged 76 +



Wayne County

Advanced Life Support Services



Annual Report 2011

Submitted by:

James E Lee
ALS Director
March 19, 2013

WAYNE COUNTY ALS SERVICES ANNUAL REPORT 2012

Section 1. PERSONNEL

As of December 31, 2012:

Total number of department employees:	16		
Consisting of:			
Administration	1		
ALS Technicians Full Time	5		
ALS Technician Substitutes	6		
ALS Technician Part Time	4		
		2012	2011
		2010	
Total FT hours worked (w/paid leave):	8562.00	8357.50	8812.25
Total PT & Sub hours worked:	4705.00	4384.75	4687.75
Total regular overtime hours:	100.75	88.00	33.25
Total overtime (1 ½)	1101.50	758.50	739.00

Section 2. ACTIVITY PROFILE

A. Activity by Municipality (both 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			
	'12	'11	'10		'12	'11	'10
Arcadia	22	43	20	Clyde	138	112	118
Butler	40	27	26	Lyons	3	9	2
Galen	81	73	60	Macedon	71	62	52
Huron	46	66	53	Newark	7	37	9
Lyons	7	7	2	Palmyra	2	0	125
Macedon	19	33	45	Red Creek	5	9	1
Marion	198	145	182	Sodus	143	120	84
Ontario	292	363	342	Sodus Pt.	52	49	40
Palmyra	6	1	81	Wolcott	33	46	17
Rose	111	109	86				
Savannah	80	66	72				
Sodus	373	404	390				
Walworth	228	235	236				
Williamson	317	277	347				
Wolcott	23	41	33				
Out of county requests		6	1	8			

TOTAL RESPONSES: 2303 2335 2431

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:	2012:	342 Responses
	2011:	354 Responses
	2010:	368 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.

Total:	2012:	953 Responses
	2011:	938 Responses
	2010:	1032 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.

Total:	2012:	836 Responses
	2011:	740 Responses
	2010:	643 Responses

Medic 84

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

Total:	2012:	506 Responses
	2011:	446 Responses
	2010:	388 Responses

Note: The total number of calls shown on the prior page for 2012 (2303) reflects the number of incidents to which a WCALS unit responded, or was dispatched. The Activity by Unit numbers include incidents where the assignment was changed between units, and incidents to which multiple WCALS units responded. This, the numbers for this search are higher.

C. Description of Services Provided by WC ALS Services to Wayne County EMS agencies:

-ALS transports

Wayne County personnel transported with local agencies and performed ALS level services for the patient. (50.8% of all WCALS incidents in 2012, compared with 51.7% in 2011.)

-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). (11.5% of all WCALS incidents in 2012 were classified as BLS transports, compared with 11.6% in 2011.)

-Cancelled calls or stand-by only

19.7% of the incidents to which the ALS units were dispatched in 2012 resulted in cancelled responses either prior to arrival on scene, or after arrival on scene, but prior to patient contact, as compared with 14.5% in 2011. This results from either no need for ALS care upon personnel arrival on scene, or the primary agency having their own ALS personnel. Requests for stand-by coverage with no patient contact are also included in this category.

-Release to other ALS or BLS

After providing patient care or assessment, care is turned over to either ALS personnel from the primary agency, or BLS personnel, if ALS level care is not necessary. (8.7% of all WCALS incidents in 2012, as compared with 10.8% in 2011)

-No transport

After providing care to the patient, EMS transportation to the hospital did not occur, resulting in a sign-off. (9.3% of all WCALS incidents in 2012, as compared with 11.4% in 2011)

Section 3. 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 2012 data as of the date of this report. The billing and revenue report below reflects 2011, 2010 and 2009 data and collections, as the “books” for 2011 are closed as of December 31, 2012.

	2011	2010	2009
Incidents Billed:	1087	988	795
Gross amount billed:	\$310,605.81	\$328,899.25	\$266,658.75
Receipts:	\$240,949.14	\$276,482.81	\$233,389.79
yielding a collection rate of	77.6%	84.1%	87.5%
calls either partially, or fully, paid	960	896	743
Total Payments to MedEx Billing:	\$31,959.00	\$28,571.00	\$25,103.00
Average actual collection per incident billed	\$221.66	\$279.84	\$293.57

Section 4. VEHICLES

Total miles traveled by the two County owned ALS “fly cars” in 2012:	45,352
Total Miles Walworth SUV operated by/for WCALS in 2012:	5,820
Total miles Sodus SUV operated by/for WCALS in 2012:	9,633

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 2012:

IV's started:	965
12 Lead EKG's performed:	1225
Medication Administrations:	2209
ROSC**	11/35 (31%)

**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 15%. The WCALS result for 2012 was 31%.

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

Sick Person	12.7%
Breathing Problem	12.3%
Chest Pain	10.7%
Fall Victim	9.0%
Traffic Accident	8.6%

Respectfully Submitted,

James Lee

WAYNE COUNTY MUTUAL AID ANNUAL REPORT

2012



SUBMITTED BY

RICHARD BOND

WAYNE COUNTY FIRE COORDINATOR

2012 MOBILE CASCADE USE

Month	Total Calls	Total Miles Traveled	Total Gallons of Diesel Used	Total Individual Tanks Filled	Total Stationary Cascade Tanks Filled
January	4	85	19	11	13 (4500) 4 (6000)
February	7	169	34.5	13	24 (4500) 10 (6000)
March	8	370	52	0	9 (4500) 20 (6000)
April	1	48	9.5	23	6 (6000)
May	4	149	25.8	26	16 (6000)
June	4	74	11.7	9	3 (4500) 8 (6000)
July	7	177	40.5	29	16 (4500) 4 (6000)
August	5	117	19.5	7	4 (4500) 9 (6000)
September	3	89	11.7	4	9 (4500) 8 (6000)
October	8	273	52.5	11	7 (4500) 21 (6000)
November	3	110	20.5	0	7 (4500) 6 (6000)
December	5	150	23.6	12	8 (4500) 6 (6000)
2012 Totals	59	1811	320.8	145	100 (4500) 118 (6000)
2011 Totals	42	1886	374.0	446	55 (4500) 115 (6000)

*4500 Cascade = 7 (2216) bottles

**6000 Cascade = 12 (2216) bottles

Cascade Truck

NUMBER OF CALLS BY TOWNSHIP

Arcadia	-	2
Galen	-	4
Lyons	-	2
Macedon	-	4
Marion	-	3
Ontario	-	7
Palmyra	-	3
Red Creek	-	0
Rose	-	1
Savannah	-	1
Sodus	-	10
Walworth	-	8
Williamson	-	6
Wolcott	-	4
TOTAL		56

Mutual Aid to Ontario County

7/26 Farmington FD

8/29 Shortsville FD

10/26 Cheshire FD

STATIONARY COMPRESSOR USE 2012

Month	Bottles (PSI)						
	2015	2216	3000	4500	4500 cascade	6000 cascade	3000 scuba
January	0	36	0	48	0	0	18
February	0	86	0	27	0	0	0
March	0	24	3	20	0	3	0
April	0	76	3	29	0	0	22
May	0	28	3	9	0	0	8
June	0	81	6	13	0	0	12
July	0	23	0	6	0	0	14
August	0	2	0	0	0	0	14
September	0	13	8	0	0	0	16
October	0	69	0	23	0	0	4
November	0	45	8	12	0	0	17
December	0	113	2	12	0	0	0
2012 Totals	0	596	33	199	0	3	125
2011 Totals	1	370	33	285	4	0	106

Total hours of compressor use – 24.75

*4500 Cascade = 7 (2216) bottles

**6000 Cascade = 12 (2216) bottles

A total of 7 bottles were red tagged this year.

WAYNE COUNTY FIRE TRAINING FACILITY USE 2012
(Classrooms Conference Room Garage)

Month	# of Days Used	# of Days Used by More than 1 Group**
January	12	2
February	14	1
March	15	0
April	15	4
May	14	2
June	8	0
July	17	6
August	10	0
September	7	1
October	17	4
November	8	1
December	9	1
2012 Totals	146	22
2011 Totals	211	64

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

WAYNE COUNTY SMOKEHOUSE AND TOWER USE FOR 2012

Month	Smoke House	Tower
January	0	0
February	0	1
March	1	1
April	3	5
May	3	3
June	6	5
July	1	0
August	0	0
September	0	2
October	1	0
November	0	2
December	0	2

TOTAL NUMBER OF DAYS USED 2012 - 26

TOTAL NUMBER OF DAYS USED 2011 - 37

2012 TRAINING COURSES

<u>DATE</u>	<u>COURSE</u>	<u>LOCATION HELD AT</u>	<u>TOTAL ATTENDANCE</u>	<u>TOTAL COMPLETIONS</u>
1/4	Electric Vehicle Safety	WCFTF	56	56
1/14	Electric Vehicle Safety	WCFTF	38	38
1/16	ICS 200	WCFTF	9	9
1/29	Firefighter Survival	WCFTF	17	17
1/30	Aircraft Rescue	WCFTF	22	22
2/7	Haz-Mat Refresher	WCFTF	21	21
2/9	Electric Vehicle Safety	Walworth FD	31	31
2/9	Haz-Mat Refresher	Wallington FD	35	35
2/11	ICS 300	WCFTF	21	21
2/12	Haz-Mat Refresher	WCFTF	13	13
2/14	Haz-Mat Refresher	Williamson FD	39	39
2/19	Haz-Mat Refresher	WCFTF	21	21
2/29	Awareness Against Weapons of Mass Destruction	WCFTF	40	40
3/1	FAST	WCFTF	17	17
3/12	Haz-Mat Refresher	W Walworth FD	54	54
3/14	Hazardous Materials 1st Responder Operations	WCFTF	15	15
3/24	Intro to Wildland Fire Suppression	Marbletown FD	32	32
4/5	Haz-Mat Tech Basic Refresher	Pultneyville FD	10	10
4/10	Haz-Mat Tech Basic Refresher	WCFTF	14	14
4/28	ICS 300	WCFTF	12	12
4/28	Fire Police	WCFTF	17	17

5/31	Electric Vehicle Safety	Wolcott FD	10	10
6/25	AVET	Alton FD	25	25
6/30	Firefighter 1	WCFTF	17	16
7/23	Scene Support Ops	WCFTF	12	12
8/28	Apparatus Operator Pump	Sodus Ctr FD	18	18
10/2	Firefighter Survival	WCFTF	12	12
11/8	School Bus Rescue	WCFTF	46	46
11/14	AVET	Ontario FD	20	20
11/28	Apparatus Operator Pump	Lincoln FD	15	15
12/19	Apparatus Operator Pump	Clyde FD	11	10
			<hr/>	<hr/>
2012 Totals			720	718
Includes make-ups				
2011 Totals			675	685

**WAYNE COUNTY FIRE INVESTIGATIONS
2012**

TOWNS

Arcadia	2
Village of Newark	2
Butler	3
Galen	2
Village of Clyde	1
Huron	0
Lyons	0
Village of Lyons	2
Macedon	1
Village of Macedon	3
Marion	3
Ontario	3
Palmyra	2
Village of Palmyra	1
Rose	0
Savannah	0
Sodus	0
Village of Sodus	0
Village of Sodus Point	1
Walworth	2
Williamson	1
Wolcott	1
Village of Wolcott	0
Village of Red Creek	0
<hr/>	
2012 Total Investigations	30
 2011 Total Investigations	 39

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:

Ha -Mat 1st Responder Operations Annual Refresher	2/12	4 hours
Ha -Mat Technician Basic Refresher	4/5	16 hours

I also attend the following committee meetings/seminars (monthly, quarterly or when scheduled):

- Wayne County Public Safety Committee Meeting** (as schedule permits)
- Local Emergency Planning Committee (LEPC)** (as schedule permits)
- Wayne County Communications Committee** (as schedule permits)
- 911 Advisory Board** (quarterly) (as schedule permits)
- Wayne County Fire Chief s Association** (monthly)
- Wayne County Fire Advisory Board** (quarterly)
- Wayne County Battalion Meetings** (as schedule permits)
- Wayne County Decontamination Team** (meetings and drills)

WAYNE COUNTY JUVENILE FIRESETTERS PROGRAM 2012

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. If this office has concerns about future problems with the risk that the Juvenile will continue to experiment with fire they are referred to a specialist in Monroe County.

Number of Juveniles interviewed	5
Number of Juveniles referred to Children Services Nye Road	2
Number of families refusing service	1

Lyons Fire made a referral but the parents never showed for the interview. When I tried to re-contact them they never returned my calls.

Juvenile Firesetters Program 2011

Number of Juveniles interviewed	4
Number of Juveniles referred to Children Services Nye Road	2
Number of families refusing service	0

Bill Liddle, EMS Coordinator
Annual Report 2012

On-Going Projects

- Continue to assist agencies and EMS providers in meeting certification requirements, etc.
 - Forwarded the BLS First Responder application for East Palmyra FD to the DOH; Assisted the East Palmyra FD in the completion of an AED collaborative agreement
 - Numerous discussions, meetings, and phone calls re: the Marion FD and ambulance CON transfer, including with members of the Marion FD, representatives of the Marion FD ambulance, Supervisor Bender, and Finger Lakes EMS Council representatives; provided information, etc. Attended the Marion Town Board meeting to discuss CONs (Certificates of Need). Contacted Lee Burns, DOH, regarding transfer of Marion CON.
 - Contacted NYS Bureau of EMS to determine the Basic Life Support First Responder status for Clyde Fire Department
 - Provided information to Ross Zastrow, DOH, regarding town contracts with Wolcott ambulance, Red Creek ambulance, and Fair Haven ambulance
 - Talked with Dan Clayton, DOH, regarding the BLS/FR status of Sodus Fire, Wallington Fire, and Wolcott Fire; they have been placed on the inactive list
 - Assisted the Williamson ambulance in preparing their application for Wadsworth Lab requesting a blood glucose testing limited lab license
 - Talked to a representative of Alton FD concerning out-of-service ambulance problems; followed up with Ross Zastrow, NYS EMS representative, and Bob Stueber, Finger Lakes Program Agency Coordinator. Assisted in clarifying the issue and solving the problem
- Sent letters confirming NYS Department of Health ambulance inspections to Alton FD, Fairville FD, Lyons Town, NAVA, North Rose FD, STAC, South Butler, Sodus Center, and OVES
 - Forwarded a re-issue of the NYS Policy Statement regarding ambulance certification requirements
 - Assisted some agencies in updating operating policies in preparation for their DOH inspection
 - Assisted Ross Zastrow, NYS EMS representative with the inspection of the following ambulances: Alton FD ambulance, North Rose FD ambulance, WCALS, South Butler FD Ambulance, Lyons Town, Sodus Center FD ambulance, and OVES; each inspection was done on a separate day. Inspections of Fairville FD ambulance and STAC were re-scheduled to January
- Continue to assist with oversight of Wayne County ALS system
- Assist in management of Quality Assurance/Quality Improvement program
 - Participated in the regular meetings of the Finger Lakes EMS QA Committee
 - Participated in the County ALS Improvement meeting
 - Talked with representatives of several agencies at various times re: concerns about patient management, interactions with other agencies, QA concerns within their agency, reporting procedures, safety concerns, etc.
- Maintain contact with NYS DOH Bureau of EMS Senior Representative, Ross Zastrow, on behalf of County EMS agencies
 - Numerous discussions regarding agency operational concerns
 - Numerous discussions regarding CON questions and concerns
 - Discussions re: EMS involvement in the Rural Health geriatric assessment program
- County AED management
 - Met with George Bastedo to explain AED policies and procedures for AEDs in County departments
 - Met with Angela Switzer, DSS, regarding AED wall cabinets and CPR/AED updates. Provided templates for forms to be used in monthly inspections. Also talked with Kevin Rooney, Highway/Buildings and Grounds supervisor, re: procedures for the purchase of AED supplies.

- Met with a representative of the Wayne County Nursing Home re: questions about AED use and reports.
- Prepared Public Access Defibrillation materials for the Palmyra Moose Club; made a presentation to the directors.
- Checked into available grants for AEDs for the sheriff's department.
- Assisted the Ontario Fire Department with questions regarding their Public Access Defibrillator
- Met with Lindsey Burgess re: on-going project of obtaining accurate membership numbers from ambulance agencies for workers' compensation insurance
 - Forwarded requests for updated membership information to the agencies, re-contacted some agencies as needed.
 - Met with J. Marquette and Rick Bond to discuss insurance coverage for members of ambulance agencies that had split from fire departments
 - Spoke with representatives of some agencies to explain the procedures for correctly identifying membership status. Provided information to Human Resources re: which volunteer ambulances also have paid staff
- "Yellow Dot Program"
 - Met with Sheriff Barry Virts, Jim Lee, and Undersheriff Rick House to discuss the possibility of instituting the Yellow Dot Program in Wayne County. Provided details and information.
 - Continue to distribute Yellow Dot material information to agencies, EMS Advisory Board members, interested organizations such as libraries, churches, community service groups, etc.
 - Prepared for and presented information and materials re: Yellow Dot program to the Following: Fairville FD, NAVA. Western Wayne EMS Group, Wayne CAP, Newark Public Library, Marion Town Board, etc.
- Mutual Aid Agreements
 - Forwarded the recently released NYS EMS Mutual Aid Policy Statement to all agencies. Plan to work with the EMS agencies over the next several months to assist them in updating their current mutual aid agreements to be in compliance with State requirements.
 - Prepared and distributed sample forms to all agencies.

Training

- Prepared for and presented approximately 30 CPR/AED update workshops for various County Departments, 911 personnel, several fire departments, Palmyra Police Department, a combined group of Explorers and several Wayne County Boy Scout troops
- Prepared for and presented two "Weapons of Mass Destruction" workshops; one at OVES one at STAC.
- Prepared for and presented a first aid class for DSS
- Prepared for and presented a workshop, "Bleeding, Hemorrhage, and Shock" for Sodus area ambulances
- Prepared and presented a WMD awareness lecture for an EMT-Basic class & conducted a tour of the Public Safety building
- Prepared for and presented a CME program, "Geriatrics" at NAVA base
- Prepared for and presented a pediatric lecture for an EMS class
- Prepared for and presented a talk to school nurses re: how EMS can interact in school incidents
- Participated in the Synthetic Drug workshop
- Attended the NYS Department of Health EMT instructor update regarding the proposed curriculum changes
- Participated in the Technical Decon Training Drill in Pultneyville

- Participated in the "Rail Car Incident" training in Lyons
- Attended the mandated Sexual Harassment Training seminar
- Attended a FEMA training session on "Tracking People Sent to Shelters During Emergencies"
- Participated in the FASNY Recruitment/Retention workshop

- Completed the Compliance Training for the County
- Completed the 16-hour Hazardous Materials Technician class
- Attended the Hazardous Materials Technician Refresher class (required for the County HazMat team)
- Attended the "Electric Vehicle Safety" workshop
- Attended the mandatory 8-hour OSHA refresher class

Emergency Response

Responded several serious incidents involving multiple agency response, including Mercy Flight; assisted at scenes as needed, provided defusing at the scene as needed, followed up re: scheduling debriefings; call review regarding patient handling and/or mutual aid; dispatch procedures; QA review, etc.

12 (twelve) MVAs, two involved fatalities

2 (two) incidents involving school buses; assisted at the scenes

2 (two) motorcycle accidents

2 (two) bicycle accidents; one fatal

5 (five) other incidents involving serious injuries

Followed up on a potentially radiation contaminated person at Ginna

- Continue to receive notifications and updates from 911 dispatch, 24/7

Meetings

- Participated in the regular meetings of the Wayne County Public Safety Committee through August 2012
- Prepared for and participated in the bi-monthly meetings of the Wayne County EMS Advisory Board
- Participated in the Wayne County Fire Chiefs meeting
- Participated in the bi-monthly Eastern Battalion meetings
- Participated in the SESA meetings
- Participated in the monthly Wayne County 911 Advisory Board meetings
- Participated in the planning meeting for the Hostile Action Training Drill at Ginna
- Participated in the regular meetings of LEPC
- Participated in the meetings of the Western Wayne EMS group
- Participated in the regular meetings of the Fire Advisory Board
- Participated in the Technical Decon meetings and drills
- Participated in a joint Advisory Board meeting in Canandaigua with representatives of Ontario, Yates, and Wayne counties; with Lee Burns, NYS Acting Director of the Bureau of EMS re: the state of EMS in NYS
- Participated in a meeting sponsored by NYS DOT regarding the Irondequoit Bay Bridge project; the detour will impact Wayne County ambulance en-route to Rochester hospitals; reported the information to George Bastedo, Emergency Management. Follow-up included preparing announcements to be distributed to Wayne County agencies and issuing bridge closing announcements during the work project
- Participated in the Finger Lakes EMS Council Conference day
- Participated in the regular Radio Committee meetings
- Participated in the regular monthly meetings of Finger Lakes EMS Training & Education Committee and the Finger Lakes Council Executive committee; participated in the regular bi-monthly meetings of Finger Lakes REMAC; Participated in the regular bi-monthly meetings of Finger Lakes Regional EMS Council
- Traveled to Albany in January, May, and October for meetings of the NYS EMS Council; attended the meetings of the Legislative, PIER, Education & Training, Medical Standards, and Systems sub-committees as well as the Full Council Meeting. Reported to EMS Advisory Board, 911 Advisory Board, and County agencies re: changes in policies, training requirements, proposals for updates, discussions re: revisions to Article 30, etc.

Office

- Prepared monthly activity reports
- Provided ALS CON information to representatives of several agencies
- Forwarded information from the DOH Bureau of EMS such as: protocol and policy updates. the "Crossfire" newsletter, etc.
- Provided a template for a collaborative agreement for epinephrine administration to various agencies
- Researched and prepared materials for the promotion of EMS Week; distributed to the various agencies; also prepared and sent the EMS Week proclamations to the town supervisors. Prepared and distributed EMS Week certificates of appreciation to agencies, town supervisors, and Newark Wayne Hospital
- Forwarded Finger Lakes REMAC policy re: application for approval to administer controlled substances by June of 2013 in order to maintain ALS status to ALS-certified agencies
- Researched information on a respiratory protection plan for EMS responders, utilizing N95 Respirators; continue to work on the plan
- Assisted representatives of various agencies with process of applying for permission for basics to perform blood glucose testing, preparing Operating Guidelines, etc.
- Distributed information about the Neurovirus to all agencies, including procedures to follow in the event of possible exposure
- Distributed information from Newark-Wayne Hospital as requested by hospital administrators.
- General office work including correspondence, phone calls, preparation of reports, filing, etc.

Communications

- Provided information regarding a possible tuberculosis exposure for concerned EMTs
- Talked with several Directors of Operations about EMS Protocol changes
- Maintain continuous regular communications via e-mail, telephone and/or in person with individual providers, EMS officers, and ambulance officers regarding issues, concerns, and needs, such as mutual assistance, patient handling, inter-agency concerns, etc. Provide follow-up as needed, including contacting other County personnel, NYS Bureau of EMS representatives, researching Finger Lakes Council/REMAC and/or NYS policies and procedures, etc.
- Maintain continuous communications with County emergency personnel, department heads, supervisors, etc. to coordinate activities, discuss needs and concerns, etc.

Other

- Arranged for and participated in CISD (debriefing) sessions as needed for agencies involved in fatal MVAs or other stressful calls
- Delivered Emergency Response Guidebooks to agencies
- Participated in the Ginna Hostile Action Takeover tabletop drill in the spring.
- Participated in a Ginna Drill in November

Emergency Management Office 2012 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 is striving to establish 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 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.

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 is that Emergency Management is "just Ginna". Anytime the county, a town, or a village needs state or federal assistance for ANY type of disaster, these requests must be made through Emergency Management. As an example, during the H1N1 clinics provided by Wayne County Public Health, there was a shortage of syringes and needles. A request needed to be made to the Strategic National Stockpile for these medical supplies. This request had to be approved and signed by the Director of Emergency Management.

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 FEMA. Every other year, FEMA evaluated 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.

2012 Disasters

Wayne County was fortunate to have not encountered a major disaster in 2012.

The EOC was activated for several hours during Hurricane Sandy. Shelters were opened and dry ice was distributed due to extended power outages associated with the event.

Examples of Emergency Management Responsibilities

1. Continuity of Government

- 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

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
- 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, Antrax, etc.)

4. All Hazards

- Maintain 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

- 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
- Incident Command System IS-700, ICS-100, and ICS-200
- Rail Car ID Training for Sheriff's Department
- 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

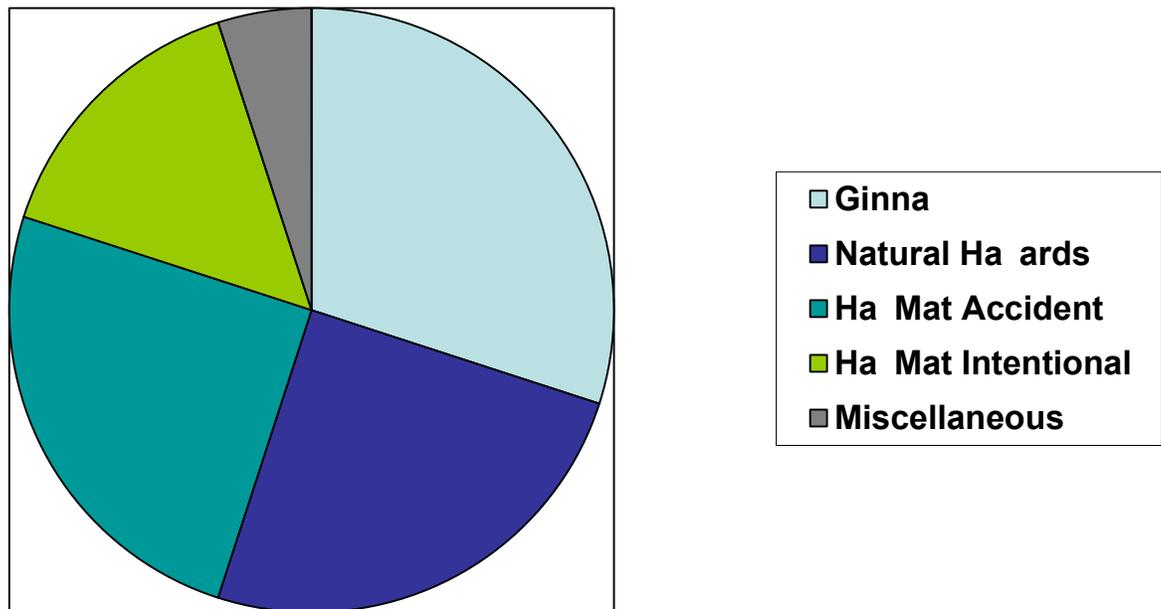
9. National Incident Management System Coordinator

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 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 with Reception Centers and Population Monitoring Centers
- Quarterly radiological equipment checks
- Distribution of Potassium Iodide (KI)
- Train Dose Calculators, Field Teams, and other volunteer/paid staffers

Department Time Allocation



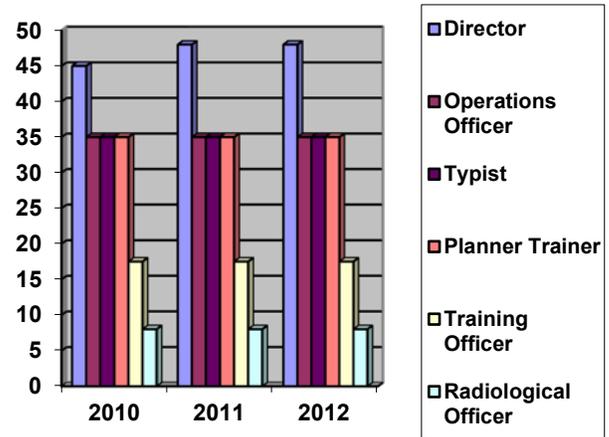
Staffing

2012 Staffing Levels during non-emergency conditions remained the same as 2011.

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

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

Staff Hours per Week



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 2012 budget for Emergency Management presented \$406,106 in revenues, \$576,092 in appropriations for a total county cost of \$169,986. The increase in county cost is primarily associated with the move into the new facility and a change in the methodology that Information Technology used to calculate support costs. Revenues are directed by law to be used for Emergency Preparedness.

2012 Accomplishments

- The largest single event for 2012 was a change in responsibilities for the Director. The Director is now also responsible for E911, Fire Coordinator's Office, ALS, & EMS.
- The facility continues to be used as a regional training center for many departments throughout the county. The design of the Operations Room to function also as a conference/training center is paying large benefits by allowing county departments to train more employees with no travel costs.
- 2012 was very busy with significant changes in Ginna planning due to new federal rules. It will be several years until these changes are fully implemented.
- KLD Associates, in conjunction with Ginna, Wayne, and Monroe Counties updated the Evacuation Time Estimate for Wayne County.
- 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), Civil Air Patrol and the Sheriff's Department.
- Emergency Management worked diligently in 2012 to maintain the level of volunteer staff. New people were trained, and we are now three-deep in most positions.

- Emergency Responder ID Card System implementation continues for Fire and EMS agencies throughout the county.
- The Local Emergency Planning Committee has approved the expenditure of funds to purchase a NOAA Weather/Hazard Radio for Wayne County. This radio has been installed and is near operational.
- A practice Hostile Action Based Exercise was conducted with Ginna in preparation of the 2013 Federally evaluated exercise.

Looking Ahead Goals for 2013 and beyond

Multi-Jurisdictional Shared Services and Mutual Aid Plans will be completed and implemented.

Learning Management System implemented. User training has begun. This takes up greater than 50% of the Planner/Trainer time.

Emergency Responder ID Card System updates as required.

Wayne County Multi-Jurisdictional Hazard Mitigation Plan will be updated and submitted to FEMA for approval.

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. In 2013, John Cleary will be attending training for the program.

Debris Removal Anne completed. Upon completion, it will be submitted to FEMA for approval.

Comprehensive Emergency Management Plan – Grant funds will be expended in 2013 to update this plan.

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.

NY-ALERT is New York State's All-Hazards Alert and Notification System. Wayne County has signed on as a participating county. In 2013, Emergency Management will continue to emphasize the importance of signing up for NY-Alert. It is being evaluated as a possible replacement to Hyper-Link.

Future Goals (what is not yet scheduled in 2013)

- 1. Mass Fatality Appendi** - 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. Citi en s Corp/CERT**
 - o 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.

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 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 with any questions or comments that you may have.

I look forward to working with you in 2013.

Sincerely,

George Bastedo
Director