



WAYNE COUNTY
DEPARTMENT OF EMERGENCY MANAGEMENT SERVICES
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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.

2017 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 six 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)
- Public Safety Communications

These five divisions are comprised of 47 full time employees and 24 part time employees. The adopted 2017 operating budget for all divisions was comprised of \$1,066,138 in revenues and \$5,111,536 in appropriations.

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

2017 was an extremely busy year for Emergency Management. Three major events occurred in Wayne County, one of which became a federally declared disaster.

I am proud of the hard work and teamwork that each division displays 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

WAYNE COUNTY MUTUAL AID ANNUAL REPORT

2017



SUBMITTED BY:

RICHARD BOND

WAYNE COUNTY FIRE COORDINATOR

Richard Bond, Wayne County Fire Coordinator

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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 scheduling quarterly battalion meetings, attending monthly Wayne County Fire Chief's Association meetings, fire investigations, responding to mutual aid fires and haz-mat incidents, assist with equipment inventory's, cascade truck, foam trailer, decon trailer and haz-mat trailer 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 all again for a job well done!!

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Deputy Fire Coordinator**

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*Please note

The last 2 pages of this annual report were provided by Deputy Fire Coordinator Bill Bellingham. This report specifically pinpoints the work Bill has done this past year. It is also a reflection of some of the work and various meetings the Deputy Fire Coordinators perform and attend each year.

2017 MOBILE CASCADE USE

Month	Total Calls	Total Miles Traveled	Total Gallons of Diesel Used	Total Individual Tanks Filled 2216/4500 PSI	Total Stationary Cascade Tanks Filled
January	8	207	36.6	35	11 (4500) 12 (6000)
February	4	151	28.4	65	0 (4500) 12 (6000)
March	8	226	50.7	94	19 (4500) 10 (6000)
April	3	124	23.2	34	4 (4500) 0 (6000)
May	3	55	0	32	0 (4500) 10 (6000)
June	0	0	0	0	0 (4500) 0 (6000)
July	1	25	13.0	0	0 (4500) 0 (6000)
August	2	83	22.03	15	0 (4500) 12 (6000)
September	2	60	0	0	0 (4500) 12 (6000)
October	3	108	26.0	40	3 (4500) 6 (6000)
November	2	82	22.3	12	0 (4500) 6 (6000)
December	6	183	39.7	55	0 (4500) 18 (6000)
2017 Totals	42	1304	261.9	382	37 (4500)* 98 (6000)**
2016 Totals	57	1844	332.7	355	62(4500)* 119 (6000)**

Total hours of compressor use – 24.9
SCBA Tanks Red Tagged 1

*4500 Cascade = 5 (2216) bottles
 **6000 Cascade = 8 (2216) bottles

Cascade Truck
NUMBER OF CALLS BY TOWNSHIP

Arcadia	-	2
Butler	-	0
Galen	-	3
Lyons	-	3
Macedon	-	4
Marion	-	2
Ontario	-	2
Palmyra	-	7
Rose	-	1
Savannah	-	0
Sodus	-	2
Walworth	-	9
Williamson	-	3
Wolcott	-	4
TOTAL		42

Wayne County Hwy Department
 1/25-1/27 Repairs/Maintenance and DOT
 Inspection

Total Calls by Category

Fire Calls	14
*Service Calls to FD's	23
Training Calls	4
Parades	0
WCHD	1
Total	42

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

STATIONARY COMPRESSOR USE 2017

Month	Bottles (PSI)			
	2216	3000	4500	3000 scuba
January	10	0	1	0
February	7	6	24	0
March	2	1	7	0
April	45	0	45	0
May	40	0	59	9
June	22	0	9	17
July	8	0	33	0
August	3	0	9	6
September	0	1	21	7
October	1	2	39	6
November	23	0	38	0
December	19	0	14	0
2017 Totals	180	10	299	45
2016 Totals	183	0	272	71

Total hours of compressor use – 17.44

Red Tagged (2216) 6 (4500) 3

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.

Quarterly Air Quality analysis and compressor maintenance fees paid for with 4 county Haz-Mat Consortium grant funds

Due to an officer safety issue, beginning October 2016 the Wayne County Sheriff Department stopped transporting SCBA cylinders to and from local fire departments to the Wayne County Fire Training Facility for refills.

**WAYNE COUNTY FIRE TRAINING FACILITY USE 2017
(Classrooms, Conference Room & Garage)**

Month	# of Days Used	# of Days Used by More than 1 Group*
January	10	3
February	11	2
March	14	1
April	11	1
May	13	1
June	10	2
July	0	0
August	6	0
September	3	0
October	9	0
November	5	1
December	4	0
2017 Totals**	96	11
2016 Totals**	135	30

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

**WAYNE COUNTY FIRE TRAINING FACILITY USE 2017
(Building C, Burn Building & Drill Tower)**

Month	# of Days Used	# of Days Used by More than 1 Group*
January	0	0
February	3	0
March	9	0
April	4	1
May	10	0
June	1	0
July	2	0
August	1	0
September	2	0
October	5	1
November	4	1
December	4	0
2017 Totals**	45	3

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

2017 TRAINING COURSES

<u>DATE</u>	<u>COURSE</u>	<u>LOCATION HELD AT</u>	<u>TOTAL ATTENDANCE</u>
Jan	Special Information Mtg	WCFTF	52
	Respiratory Protection	WCFTF	28
	Principles of Building Construction: Combustible	WCFTF	17
	Principles of Building Construction: Noncombustible	CANCELLED	
Feb	NFIRS 5.0 Fire Reporting	WCFTF	30
March	Solar PV Safety for First Responders	Fairville FD	35
	Solar PV Safety for First Responders	Wolcott FD	48
	Solar PV Safety for First Responders	Lincoln FD	77
	Fire Officer 1	Ontario FD	24
April	Haz-Mat 1 st Responder Operations Refresher	W Walworth FD	70
	Haz-Mat 1st Responder Operations Refresher	E Williamson FD	52
	Fire Police	WCFTF	14
	Haz-Mat 1st Responder Operations Refresher	Savannah FD	63
May	BEFO/Haz-Mat 1 st Responder Operations/FF1	WCFTF	44
	Public Safety Wellness Fitness and Rehab Awareness	CANCELLED	
June	Electric Vehicle Safety for First Responders	WCFTF	15

<u>DATE</u>	<u>COURSE</u>	<u>LOCATION HELD AT</u>	<u>TOTAL ATTENDANCE</u>
August	Accident Victim Extrication Training	W Walworth	15
September	Refresher Training TOAC – Live Fire	WCFTF – Bldg C	19
October	Fire Police Refresher	WCFTF	44
	Apparatus Operator Pump	Williamson FD	18
November	Firefighter II	WCFTF	9
	Executive Chief’s Mtg	EOC	41
	BeLay Prop Training Train the Trainer	WCFTF – Bldg C	24
	Refresher Training TOAC	WCFTF	8

2017 Total Number of Students Completing Courses 747

2016 Total Number of Students Completing Courses 911

**WAYNE COUNTY FIRE INVESTIGATIONS
2017**

TOWNS

Arcadia	2
Village of Newark	2
Butler	1
Galen	1
Village of Clyde	3
Huron	2
Lyons	0
Village of Lyons	0
Macedon	3
Marion	3
Ontario	2
Palmyra	0
Village of Palmyra	4
Rose	1
Savannah	2
Sodus	0
Village of Sodus	1
Village of Sodus Point	0
Walworth	2
Williamson	2
Wolcott	3
Village of Wolcott	1
Village of Red Creek	0
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2017 Total Investigations	38

2016 Total Investigations 38

This list includes...

- 2 Suspicious (Arson) fires
- 0 Fires with fatality
- 2 Fire with burns

A typical fire investigation conducted with 1 or 2 deputy fire coordinator investigators and a lead fire investigator from either the Wayne County Sheriff Department, New York State Police or local Village Police agency.

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:

Principles of Building Construction: Compustible (NFA)	1/17	12 hours
NFIRS 5.0 Fire Reporting	2/17	3 hours
Solar PV Safety for First Responders	3/17	4 hours
Haz-Mat 1st Resp Operations Annual Refresher Training	4/17	4 hours
Pipeline Emergency Response and Damage Prevention	5/17	4 hours

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)

911 Advisory Board

Wayne County Fire Chief's Association (monthly)

Wayne County Fire Advisory Board (quarterly)

Wayne County Fire Department Battalion Meetings (quarterly)

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)

Attend several 4 County Haz-Mat Consortium meetings (Seneca, Ontario & Wayne County)

Ginna Drill (2)

Foam Trailer Training

Porto Count Training

Attend Haz-Mat or other fire service outreach training as needed

Schedule and attend executive chief meetings as needed

2017 SCBA Fit Test Machine (Porto Count) Usage

13 Fire Departments

195 Fit Tests Conducted

2016 SCBA Fit Test Machine (Porto Count) Usage

16 Fire Departments

233 Fit Tests Conducted

Porto count machine recalibrated annually (Paid for with grant funds)

Fire Coordinator's/Deputy Fire Coordinator's Office 2017 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)
- **Conduct training session for the use of 'Building C' and all training props at WCFTF**
- **Conduct training on Belay (bailout) system at WCFTF**
- **Deputy Coordinator's attended training and are now members of the Critical Incident Stress Debriefing Team.**
- **Scheduled and attended two executive chief meeting**
- **Deputy Coordinator's assisted local fire departments with the development of fire/emergency pre-planning for facilities within their respective battalions**
- **Fire Coordinator and all Deputy Fire Coordinator's participated at the Wayne County Volunteer Fireman's Association Annual Memorial Service**
- **Assisted local, county, state and federal agencies with Lake Ontario flooding issues in Sodus Point, Huron, Sodus and Wolcott**

Fire Coordinator's/Deputy Fire Coordinator's Office 2018 Goals

- **Spec and Purchase Re-Hab Trailer**
- **Continue to 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 Haz-Mat Plan**
- **Update/Revise the Wayne County Fire Service Resource and Equipment Inventory**
- **Update Wayne County Arson Control Plan**
- **Schedule outreach training classes as requested**
- **Recruit new members for Wayne County Technical De-Con Team**
- **Construct outside live fire propane training props at WCFTF**
- **Assist with design and layout of a garage addition at WCFTF**
- **Continue to schedule executive Chief's meetings as needed**
- **Attend meetings, trainings and other activities as requested or needed**
- **Assist with pre-planning and participate in Lake Ontario flooding issues should they occur**

Technical DeCon Team 2017 Achievements (Deputy Fire Coordinator Tom Roder is the team leader, Fire Coordinator and 3 Deputy Fire Coordinators are a part of this team)

- **2 Local in-house Training Sessions for the team**
- **Responded to 3 incidents that involved fuel or other potential hazardous materials product spills or leaks**
- **Responded to 1 Haz-Mat incident in Ontario County and 1 in Seneca County**
- **Attended 4 County Consortium meetings (quarterly)**
- **Team member training included Haz-Mat Ops Annual Refresher (4 hours)**
- **Foam trailer training for Battalion 5 at the West Walworth FD (40 firefighters in attendance)**
- **Misc tools and appliances purchased for decon trailer**
- **SCBA equipment was serviced, flow tested & meters calibrated (utilized grant funds)**
- **Team members performed monthly inspection on SCBA's and Metering equipment**
- **20 new SCBA cylinders placed in service (provided with grant funds)**
- **Assisted with Haz-Mat training at FF1 class**
- **Responded to and assisted with the investigation of a 'white powder' call at the Wayne County Hall of Justice**
- **Responded to and assisted with containment of fuel spill on Sodus Bay at scene of boat fire in Sodus Point**

DeCon Team 2018 Goals

- **Participate in 4 County Haz-Mat Drills**
- **Maintain satisfactory level of effectiveness for the team by providing and attending 'in house' and out-reach trainings, seminars and drills**
- **Strive to attain new members through outreach training programs with all Wayne County Fire Departments**
- **Train with newly acquired equipment (purchased with grant funds)**

WAYNE COUNTY JUVENILE FIRE SETTERS PROGRAM 2017

AS SUBMITTED BY Deputy Heather Laws

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.

Juvenile Fire setters Program 2017

Number of Juvenile referrals recieved	2
Number of Juveniles interviewed	1
Number of families refusing service	1

*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.

Totals do not reflect any juveniles referred to NYSP.

**WAYNE COUNTY DEPUTY FIRE COORDINATOR
BATTALION 3 – William Bellingham
ANNUAL REPORT - 2017**

BATTALION 3 ACTIVITIES

• **MEETINGS**

- Jan 29 - Wallington
- Mar 12 - Sodus
- Jun 11 - Pultneyville
- Sep 17 - Williamson
- Dec 10 – East Williamson

• **DRILLS and TRAINING**

- Peake Auto Dealership Tour – Sodus (1/19)
- Wayne County 911 Center Tour – Lyons (2/16)
- R.I.T Drill – Sodus (3/5)
- Thatcher Chemical Facility Tour – Williamson (4/24)
- BATTALION 3 Day at WCFTF – Lyons (9/24)
- Joint ARGO (Off-Road Vehicle) Training – Pultneyville (10/23)
- OFF-ROAD Rescue Drill – Williamson (11/4)

• **OTHER EVENTS**

- BATTALION PICNIC & E ROCHESTER PARADE – July 29
- CREDENTIALLING SESSION – East Williamson – November 9
- Distributed Updated ONTARIO MIDLAND RAILROAD EMERGENCY RESPONSE PLAN
- 5 Annual Banquets – Pultneyville, Williamson, Ontario, Wallington, Sodus

DEPUTY COORDINATOR ACTIVITIES

• **INVESTIGATIONS**

- Residential Structures..... 14
 - Agricultural Structures..... 1
 - Commercial Structures..... 1
 - Vehicles..... 2
 - Other..... 2
 - Total..... 20
- Arson Caused..... 2
 - Burn Victims.....2
 - Fatalities..... 0

- **OTHER RESPONSES**

- Deputy Fire Coordinator Activations for Multiple Company Alarms
 - 12 Residential or Out Building Fires
 - 1 Commercial Gas Leak – Union Hill
 - 1 Commercial Structure Fire – Union Hill

- **SPECIAL OPERATIONS RESPONSES**

- 2 Technical DeCon Team Activations (3/8, 6/10)
- 2 Critical Incident Stress Debriefing Team Deployments – Lincoln, North Rose
- Storm Surge Emergency Operations – Sodus Point
- MCI – Wayne Central School
- Train/Car MVA – East Palmyra
- 2 MVAs with multiple entrapments – Ontario, Union Hill
- 2 Fatal MVAs – Williamson, North Rose
- Tanker Truck rollover – Lincoln
- Fireworks Accident & Injury – Pultneyville
- Unknown Fumes & Multiple Victims – Williamson

- **MEETINGS and EXERCISES**

- 3 Fire Advisory Board Meetings (6/20, 10/17, 12/19)
- 2 SESC Meetings (3/26, 5/7)
- 2 Ginna Exercises (6/27, 8/22)
- 1 Executive Fire Officers Meeting (11/15)
- 1 MCI Critique (Wayne Central School Incident)
- RFA Conference – NYS Fire Academy (11/16,17)

- **OTHER ACTIVITIES**

- Coordinated ReProgramming of Battalion 3 DeCon Team members pagers
- Gathered and transported obsolete foam from Battalion 3 companies to WCFTF
- Assisted Sodus Fire Chief with development of PrePlan for Peake Auto dealership Facility
- WCVFA Annual Memorial Service

- **PERSONAL TRAINING**

- 20 Ontario Fire Company Fire Schools
- 8 hr OSHA Firefighter Safety Refresher Training
- Hazardous Material Operations Annual Refresher Training
- Radiological Emergency Worker Annual Refresher Training
- FFI/BEFO Briefing – WCFTF (1/4)
- NYSOFPC Electrical Fire Cause Determination I – NYS Fire Academy (Jan 30 – Feb 1)
- NYSOFPC Electrical Fire Cause Determination II – NYS Fire Academy (Feb 1 – Feb 3)
- SOLAR/PPV Equipment Safety Training – Lincoln (3/27)
- RG&E SubStation #135 First Responder Training – Ontario (4/13)
- NYSOFPC Vehicle Fire Cause Determination – NYS Fire Academy (Apr 18 – Apr 20)
- Eastern Battalion Drill – Savannah (4/22)
- NYS Gas Pipeline Safety Program – Rochester (4/25)
- WCFTF BailOut Equipment Training – WCFTF (11/29)

Emergency Management Office 2017 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 meeting and training requirements, as well as response to actual emergencies. As such, the technical staff, which are all hourly employees flex their time as required. The Director's position is a 40 hour position, as is the Project Manager's position. All other staff positions are 35 hours per week.

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.

Emergency Management is a continuous cycle of Mitigation, Preparedness, Response, and Recovery.



Each segment of the Emergency Management cycle is another cycle within itself. As an example, the Preparedness segment has within it a continuous cycle of Train, Exercise, Evaluate/Improve, Plan, Organize/Equip, circling back to Train.



Similar to a continuous quality improvement program, a sub-cycle exists within a cycle. The Exercise Cycle begins with Design and Development, then the Exercise is conducted, the Exercise is evaluated, and based on that evaluation, Improvement Planning is conducted. A new exercise is designed to test the lessons learned from the previous exercise, and the cycle has begun again.



2017 Disasters

There were three major incidents in Wayne County in 2017:

1. A significant wind storm occurred on March 8, 2017, resulting in approximately 9,000 customers without power. An emergency shelter was opened, and dry ice was available.
2. A significant snow storm occurred the week of March 13, 2017. We did not reach a historic snowstorm of record, so we were not eligible to participate in the disaster declaration for this storm.
3. Lake Ontario experienced significant flooding which began in early April of 2017. Emergency Management staffed an Incident Management Team at the Sheriff's Substation in Sodus Point for three weeks.

Emergency Operations Center (EOC) Activations

The EOC was activated for two major exercises in 2017. A NYS Evaluated Nuclear Power Plant Plume Exercise was conducted on June 27, 2017. A FEMA Evaluated Nuclear Power Plant Plume Exercise was conducted on August 22, 2017 Wayne County "passed" both exercises without any significant issues. In addition to these exercises, several smaller tabletop exercises were conducted throughout the year.

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.

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. This local law was updated in 2017 to reflect the position of Deputy Chairman of the Board of Supervisors

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

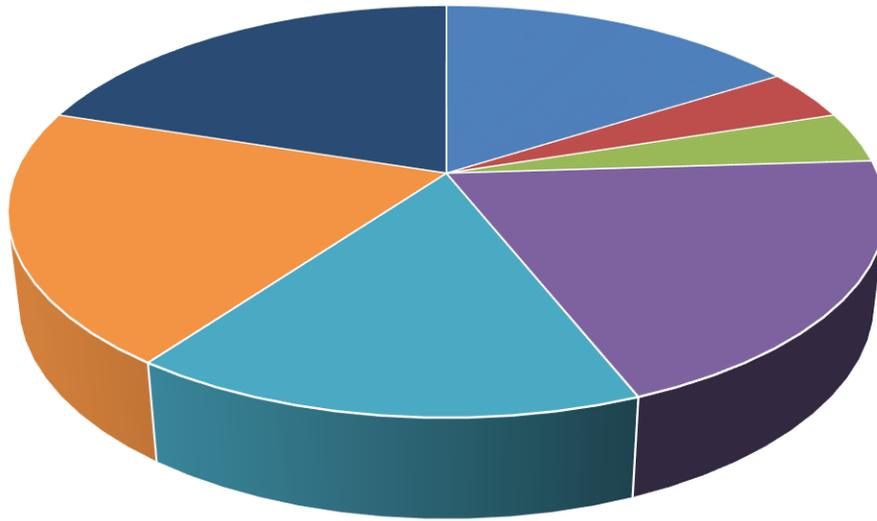
- Response to Hazmat incidents that may extend beyond local capabilities
- Leadership of the Local Emergency Planning Committee
- CSX & Amtrak – Liaison for scheduling training and Emergency Response Plan development.
- Pipeline population study
- Update and maintain TIER II Reporting. 75 Wayne County 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

Department Time Allocation

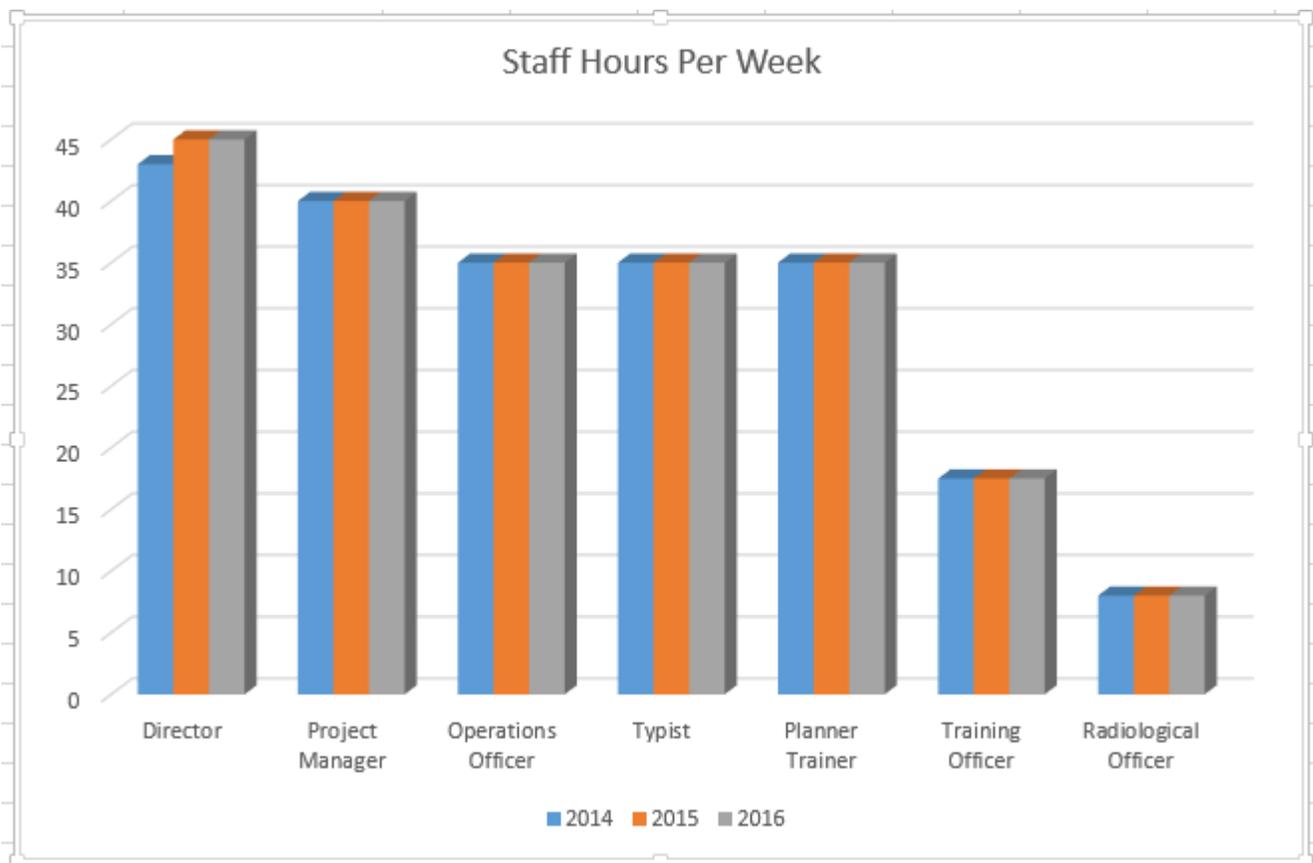


- Ginna
- Planning
- Hazmat
- Learning Management System
- Division Management
- Administrative Support
- Project and Grant Management

Staffing

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 adopted 2017 budget for Emergency Management presented \$420,488 in revenues, \$771,305 in appropriations for a total county cost of \$350,817.

2017 Accomplishments:

- Emergency Management responded to three major incidents in 2017.
- The NYS & FEMA Evaluated Nuclear Power Plant Exercises were successfully conducted.
- Emergency Management participated in several Citizens Preparedness Training Sessions conducted throughout the 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.
- 2017 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 2017 to maintain the level of Emergency Operations Center staff. New people are trained, and we are now three-deep in most positions.

Looking Ahead – Goals for 2018 and beyond:

- **Comprehensive Emergency Management Plan Update.** This update will be completed in 2018.
- **Learning Management System** support will continue.
- **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 2018):

1. **Mass Fatality Appendix** – A draft appendix is near completion and should be completed in 2018.
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 with any questions or comments that you may have.

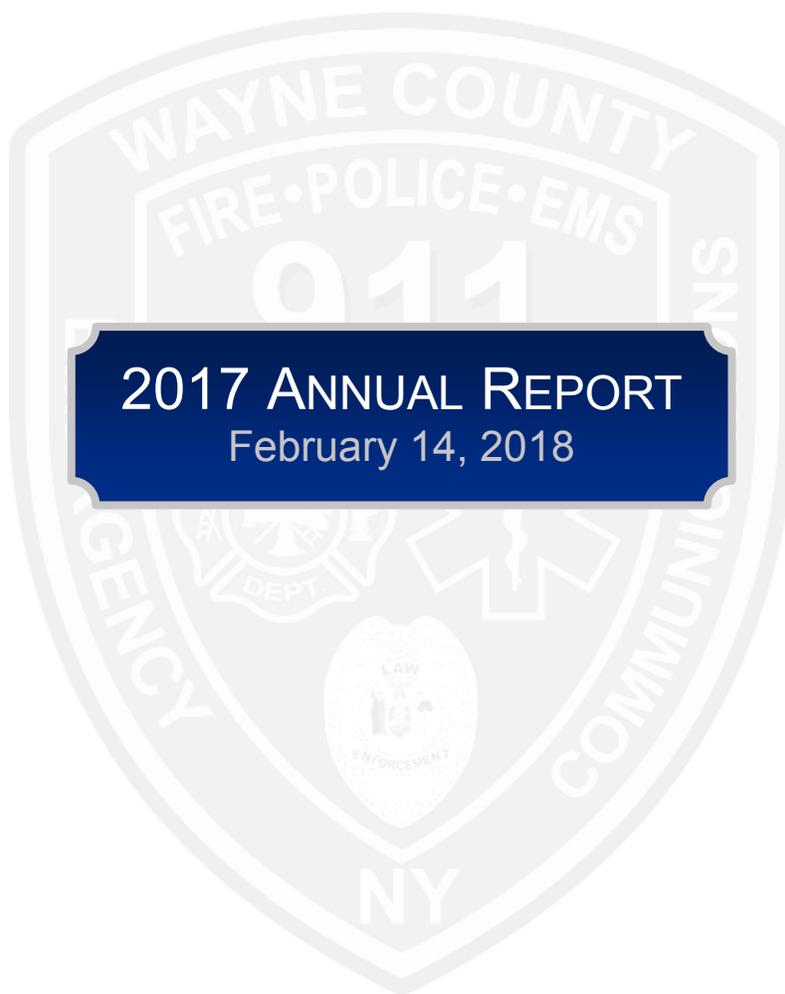
I look forward to working with you in 2018.

Sincerely,

George Bastedo
Director

Department of Emergency Management Services

WAYNE COUNTY 911



2017 ANNUAL REPORT

February 14, 2018

Prepared by:
Gregory D. DeWolf, RPL, ENP
911 Operations Manager

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Wayne County 911—2017 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 55 emergency services in Wayne County. In 2017, dispatch services were provided for twenty-nine fire departments, sixteen ambulance services, one county-wide first response Advanced Life Support service, seven 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 118,000 events that the dispatch staff were responsible for during the year.

As detailed in the 2016 Annual Report, many high level projects were completed that year. Those included moving to a new primary 911 Center, new Computer Aided Dispatch (CAD) system, new 911 phone system, and other new communications/information systems. While the bulk of the work was completed in 2016, a great deal of it carried into 2017 as we worked out the "bugs", programming changes, and policies needed to make the systems and operation most efficient.

The County also implemented a new suite of services from Rave Mobile Safety during 2017. The most significant product related to 911 services is Smart911. Through this application, residents can create personal safety profiles that are presented to the dispatcher when a 9-1-1 call is placed from any registered phone. The content of these safety profiles is dependent on what the user enters. That said, once 9-1-1 is dialed, the profile is presented and may allow the dispatcher to view things such as pictures, medical information, floor plans, and more. Smart911 will improve the dispatcher's ability to locate and help individuals.

Location accuracy from wireless devices has historically presented a challenge. With the current systems and regulations (which are outside of our local control), IF a cell phone location is presented, it may be anywhere within 50-300 meters. Currently, cell providers do not automatically transmit to the 911 Center data that is available in many modern handsets such as GPS, WiFi Access Points, Bluetooth beacons and barometric pressure sensors. To unlock these essential data points in the handset so that we can improve the dispatcher's ability to locate a cell caller, we partnered with RapidSOS in 2017. If a user loads the RapidSOS application (SOS Beacon) onto their smartphone, it will unlock these sensors. In doing so, dispatchers will receive more accurate details, faster location information, and improve overall location accuracy (including indoors!).

The Emergency Communications Department is a vital partner in the provision of public safety services in Wayne County. These professionals work in tandem with other emergency service providers to help countless callers and victims through difficult and challenging times. No matter the time of day, these dispatchers and supervisors are dedicated to watching over our community and first responders.

In closing, I would like to once again thank our community members, our partner agencies, the County Officials, and everyone else who supports our operation and contributes to the successes. The following pages are a high-level report of the work completed by 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 2017

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 training and certifications to advance Wayne County's 911 Center.

1. Thirteen 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. Completed the recertification process from the National Emergency Number Association (NENA) as an Emergency Number Professional (ENP)
3. Completed the recertification process from APCO as a Communications Training Officer (CTO)
4. NYS Emergency Management Certification and Training: Local Public Officials, First Responder Leadership and Other Partners
5. Aging in the Communications Center from APCO
6. NYS DHSES OIEC 2017 Communications Consortium Symposium
7. NYS Traffic Incident Management (TIM) Symposium

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 Comm. Consortium (FLRNYICC)
 - Association of Public-Safety Communications Officials (APCO) Atlantic Chapter
- **State Level:**
 - New York State 911 Coordinator's Association
- **Membership and Participation in these National-Level Groups:**
 - Association of Public-Safety Communications Officials (APCO) International
 - National Emergency Number Association (NENA)

Wayne County 911—2017 Annual Report

Section 4. PERSONNEL

As of December 31, 2017

Total number of department employees:	34
Consisting of:	
Administration	1
Public Safety Dispatch Supervisors	5
Public Safety Dispatchers	24
Substitute Pub. Safety Dispatchers	2
Part-Time Pub. Safety Dispatchers	2

Section 5. 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.

Year	Number of requests
2017	356
2016	269
2015	248

Section 6. 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 2017, 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.

All operations staff are nationally certified. The following are basic requirements for the ECD:

1. Public Safety Telecommunicator (PST) from APCO
2. Emergency Medical Dispatcher (EMD) from IAED
3. Communications Training Officer (CTO) from APCO
4. Communications Center Supervisor (CCS) from APCO

The following is a list of required certification levels by job titles/roles:

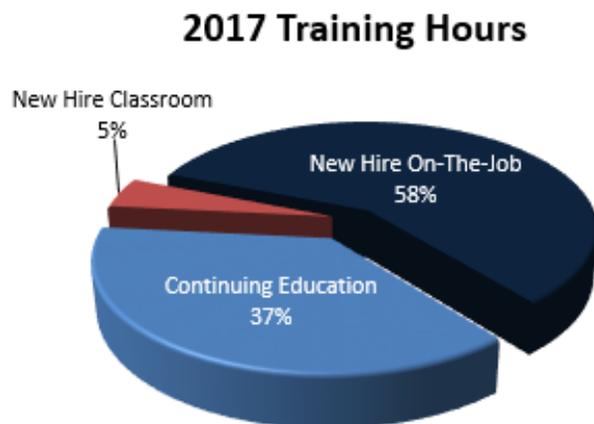
1. Dispatchers hold certifications as PST and EMD
2. Trainers hold certifications as PST, EMD, and CTO
3. Supervisors hold certifications as PST, EMD, CTO, and CCS
4. Training Coordinator holds certifications as PST, EMD, CTO, CCS, and Instructor from APCO and DCJS.

A new program, PowerDMS, was implemented in 2017 to manage policies and training content. Now, all policy, procedure, and directive changes, as well as all training content, is tracked digitally. This program greatly improved the training that was delivered throughout the year, increased the training/review of policies, procedures, and EMD protocols, and we improved our overall documentation of training.

In total, the staff members of the Emergency Communications Department trained for over **5,300 hours** last year.

These hours cover two major areas:

- 1) Mandatory Training and Skills-Enhancement totaled 1,992 hours for in-service training and continuing education
- 2) New-hire training accounted for 3,330 hours



Section 7. TELEPHONE CALL VOLUME

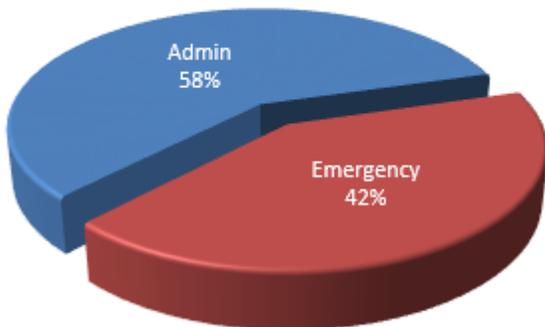
As the only Public Safety Answering Point (PSAP) in Wayne County, the 911 Center answers all emergency calls from the public. Additionally, the 911 Center answers many non-emergency lines and is responsible for placing and transferring calls to support the public safety agencies within the county.

On September 13, 2016, the 911 Center replaced the 911 call processing equipment (CPE). This replacement, in conjunction with operations from a disparate phone system at the back-up site, caused a gap in available statistical phone data. Therefore, the 2016 statistics shown below were approximated using best-efforts.

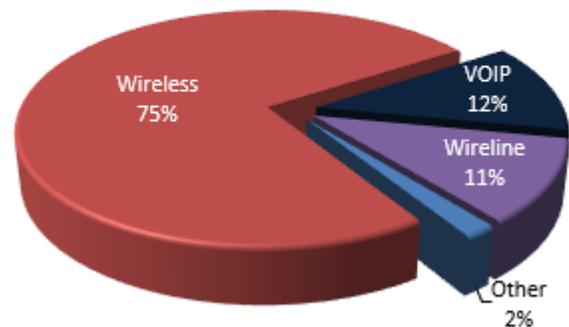
Comparative data from 2012 forward shows a decrease in overall phone call volume. In contrast, as will be evident in Section 10, the events handled by the 911 Center have increased greatly. This is due in part to officer-initiated activity. While that activity did not require a phone call to generate, it did require handling and maintenance of responder safety.

	2017 Total:	2016 Total: (was estimated)	2015 Total:
Total Incoming calls	121,360	124,986	134,342
911 Incoming	50,696	51,480	51,886
911 Incoming calls that are wireless	74.86%	71.92%	85.9% ← Wireless & VOIP
911 Incoming answered within 10 sec	97.62%	97.19%	98.2%
911 Incoming answered within 20 sec	99.88%	99.89%	99.9%
Admin Incoming	70,664	73,488	82,446
Outgoing calls and transfers	37,840	40,292	58,402
Total Calls (incoming, outgoing & transfers)	159,200	165,260	192,744

**Incoming Call Types
2017**



**911 Calls by Class of Service
2017**



Section 8. 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.

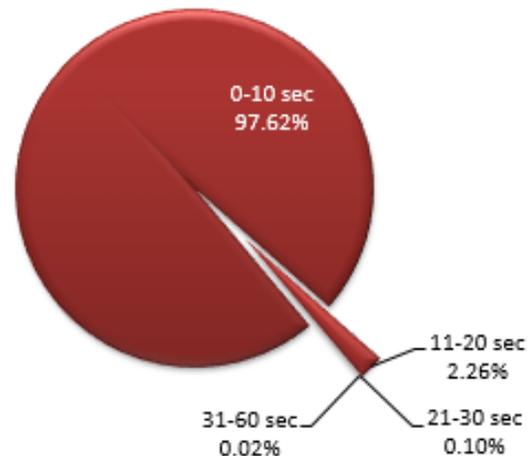
The NENA standard considers calls which were received on emergency trunks only during the busy hour. During 2017, the busy hour was 1500 (determined by all phone calls—admin and emergency). Wayne County 911 exceeds this standard by answering:

98.30% within 10 seconds during the busy hour (*standard is 90%*);
99.97% within 20 seconds during the busy hour (*standard is 95%*)

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

97.62% within 10 seconds;
99.88% within 20 seconds;
99.98% within 30 seconds;
100% within 55 seconds

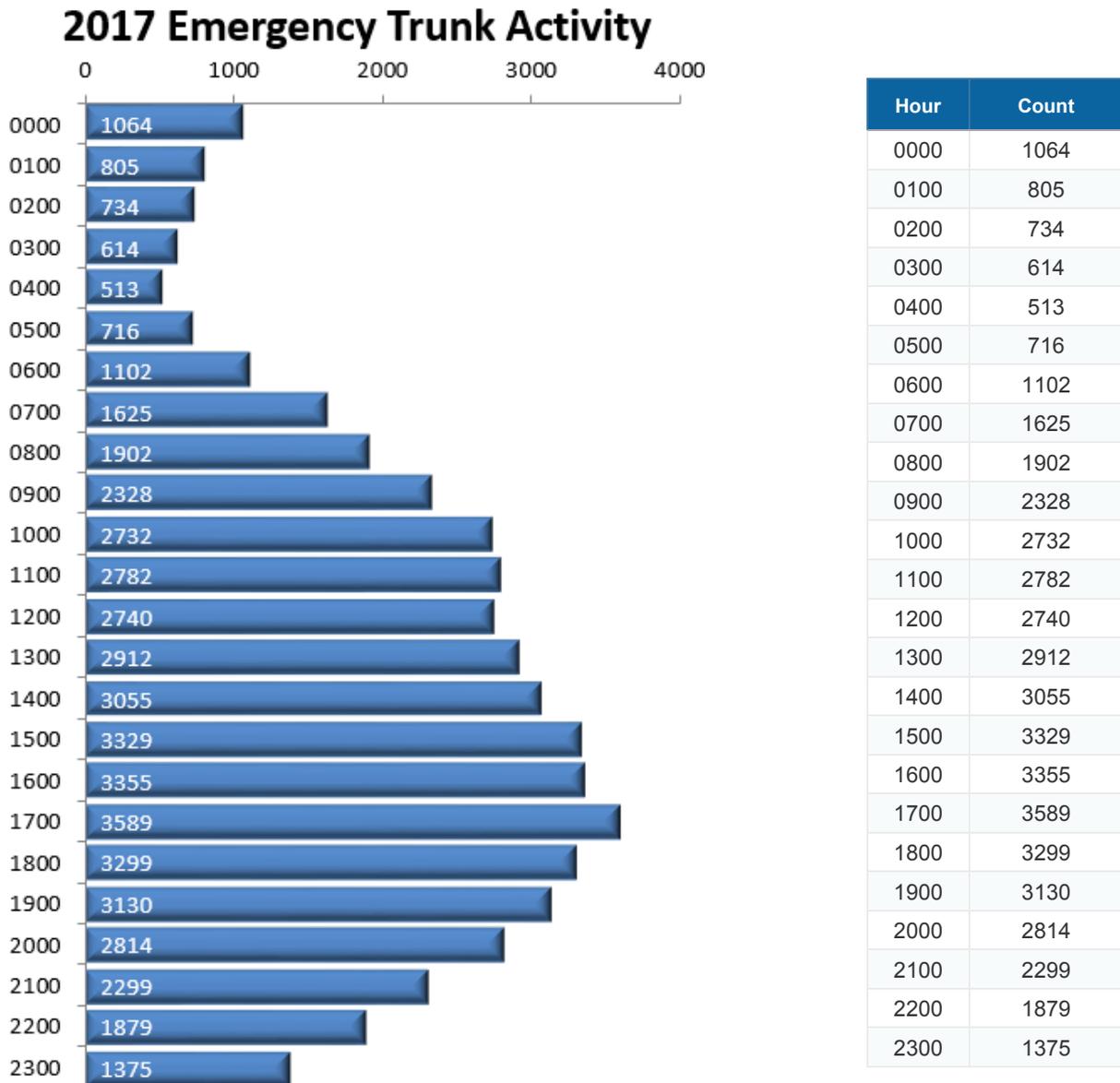
Time to Answer Emergency Lines



Section 9. PEAK EMERGENCY TRUNK ACTIVITY

This section shows the emergency trunk activity broken down by the hour in which the calls were received. The highest number of emergency calls were received between 1 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 (shown in the next section) 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 responder-initiated events such as property checks, traffic stops, and more.

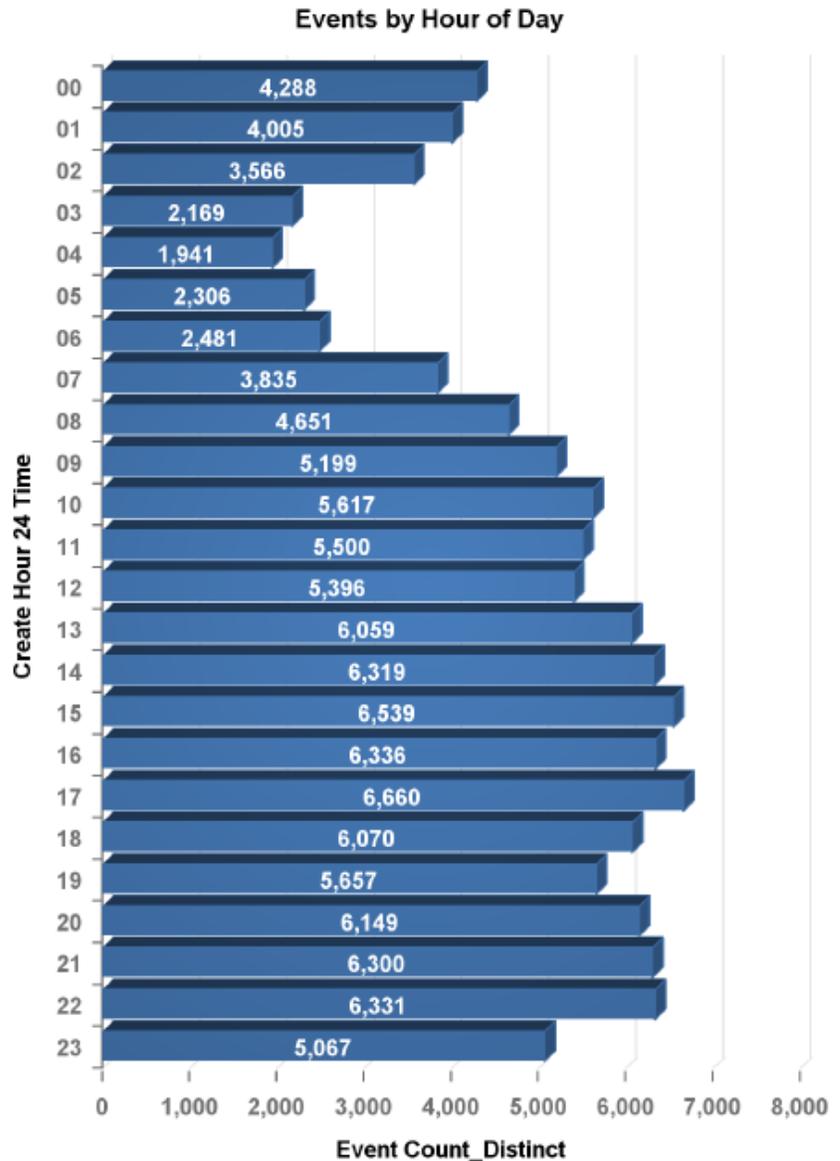


Section 10. CAD EVENTS BY HOUR OF DAY

This section shows the total calls for service, for all event types, broken down by the hour in which they were received. The highest number of CAD events are entered between 1 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 responder-initiated events such as property checks, traffic stops, and more.

Create Hour	Event Count
00	4,288
01	4,005
02	3,566
03	2,169
04	1,941
05	2,306
06	2,481
07	3,835
08	4,651
09	5,199
10	5,617
11	5,500
12	5,396
13	6,059
14	6,319
14	6,319
15	6,539
16	6,336
16	6,336
17	6,660
17	6,660
18	6,070
18	6,070
19	5,657
19	5,657
20	6,149
20	6,149
21	6,300
21	6,300
22	6,331
22	6,331
23	5,067



Section 11. EVENT SUMMARY

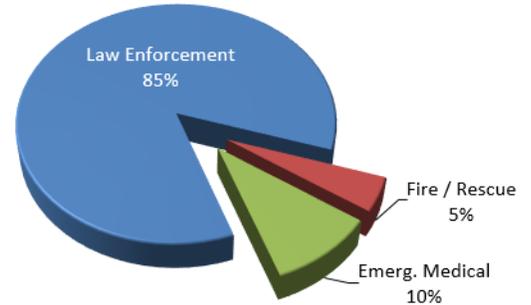
This report (next four pages) lists the total occurrence of each event type in CAD.

It is important to note that the legacy CAD system (Logisys) categorized each incident only one time. For example a personal injury motor vehicle accident was represented in Logisys with the count of 1 incident. In the current CAD system (Hexagon), the event is counted three times; one time each for Fire, EMS, and Police. This makes comparing statistics and call counts from prior years difficult. 2016 and earlier contain data from the legacy system (Logisys); 2017 is entirely the new CAD (Hexagon).

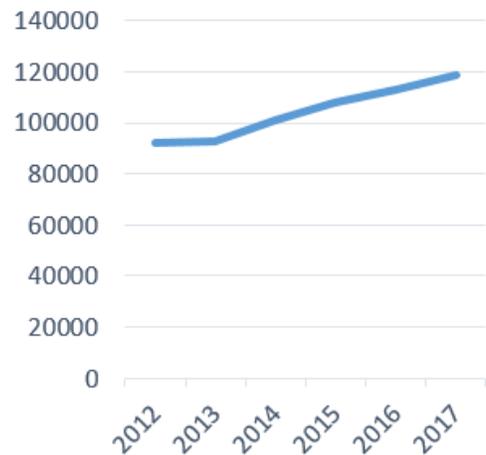
As shown in the chart to the right, event volume has continued to increase over the last several years. Compared to 2012, activity handled by the 911 Center has increased between 18-20%. Determining an exact change is difficult because data was tracked and counted in a different way in the Logisys system as compared to the Hexagon system.

A significant portion of this increase is related to proactive, officer-initiated activity (notably property checks and traffic stops). The team of dispatchers manage the event as well as track and maintain the safety of everyone involved. Therefore, while there is not a citizen phone call associated with it, the increase is a fair representation of the workload maintained by the 911 Center.

Event Summary for 2017



Comparison of Annual Event Volume



Event Summary Table

	2017 (Hexagon)	2016 (Hybrid)	2015 (Logisys)
Law Enforcement	101,146	99,589	95,003
Emergency Medical	11,844	10,451	9,161
Fire / Rescue	5,411	3,217	1,794
Multi-Agency (Logisys)			1,896
Total Events	118,441	113,257	107,854

Wayne County 911—2017 Annual Report

LAW ENFORCEMENT SERVICES

Total Events: 101,146

Event Type	Count
911 CALL - LIMITED INFORMATION	1422
ALARM ACTIVATION	2008
ANIMAL COMPLAINT	1292
ASSAULT	105
ASSAULT-SEX ASSAULT-STUN GUN	5
ASSIST	7462
BAD CHECK	32
BEHAVIORAL DISRDR-PSYCH PROB	798
BOAT OR WATERCRAFT	103
BOMB THREAT	3
BREATHING PROBLEMS	5
BURGLARY	269
CARDIAC-RESP ARREST-DEATH	160
CHEST PAIN-CHEST DISCOMFORT	1
CHIEF INVESTIGATION	1
CHOKING	1
CIVIL EVICTIONS	144
CO-INHALATION-HAZMAT	4
CONVULSIONS-SEIZURES	1
CRIMINAL MISCHIEF	416
DETAIL	2234
DIABETIC PROBLEMS	4
DISTURBANCE	2942
DOMESTIC VIOLENCE (FAM TRBL)	2244
EXPLOSION	2
FALLS	33
HARASSMENT	811
HAZARDOUS CONDITIONS	4
HAZARDOUS MATERIALS INCIDENT	8
HEART PROBLEM-A.I.C.D.	4
HEMORRHAGE-LACERATION	1
INACCESSIBLE-ENTRAPMENT	2
JUVENILE PROBLEM	585
LARCENY	1542
MISSING PERSON	186
MUTUAL AID OUTSIDE OF COUNTY	9
NOTIFICATION	672
OTHER UNCLASSIFIED INCIDENT	1998

Event Type	Count
OUTSIDE FIRE	1
OVERDOSE-POIS (INGESTION)	141
PAPER SERVICE	2129
PAROLE ACTIVITY	2
PEDESTRIAN STRUCK	42
PERSONAL INJURY MVA	625
POSSIBLE DEATH	12
PROBATION ACTIVITY	1336
PROPERTY CHECK	21219
PROPERTY DAMAGE MVA	2715
PSYC-ABN BEHAV-SUICIDE ATT	91
REFER TO ANOTHER JURISDICTION	58
REPOSSESSION	308
ROAD CLOSURE	307
ROBBERY	18
SICK PERSON	2
SNOWMOBILE COMPLAINT	19
SPECIAL INVESTIGATION	3894
STAB-GUNSHOT-PEN. TRAUMA	8
STROKE (CVA)	1
STRUCTURE FIRE	231
SUBJECT STOP	46
SUSPICIOUS CONDITION	2508
TEST EVENT	21
TRAFFIC STOP	29748
TRAFFIC-TRANS INCIDENTS	4
TRANSPORT	1145
TREE PROBLEM	147
TRESPASS/PROWLER	459
UNCONSCIOUS-FAINTING	5
UNIT EMERGENCY	379
VEHICLE FIRE	54
VEHICLE OR TRAFFIC COMPLAINT	4088
WARRANT	1295
WATER/ICE RESCUE	8
WATER PROBLEM	3
WELFARE CHECK OF INDIVIDUAL	557
WIRES,UTILITY POLE,TRANSFRMER	7

Wayne County 911—2017 Annual Report

EMERGENCY MEDICAL SERVICES

Total Events: 11,884

Event Type	Count
ABDOMINAL PAIN-PROBLEM	467
ALARM ACTIVATION	425
ALLERGIES-ENVENOMATIONS	127
ANIMAL BITES-ATTACKS	13
ASSAULT	41
ASSAULT-SEX ASSAULT-STUN GUN	5
ASSIST	6
BACK PAIN	173
BEHAVIORAL DISRDR-PSYCH PROB	4
BREATHING PROBLEMS	1027
BURNS-EXPLOSIONS	20
CARDIAC-RESP ARREST-DEATH	160
CHEST PAIN-CHEST DISCOMFORT	905
CHOKING	41
CO-INHALATION-HAZMAT	5
CONVULSIONS-SEIZURES	309
DETAIL	2
DIABETIC PROBLEMS	191
DISTURBANCE	100
DOMESTIC VIOLENCE (FAM TRBL)	157
DROWNING-DIVING-SCUBA ACC.	2
ELECTROCUTION-LIGHTNING	6
EYE PROBLEMS-INJURIES	8
FALLS	1406
HARASSMENT	1
HAZARDOUS MATERIALS INCIDENT	2
HEADACHE	91
HEART PROBLEM-A.I.C.D.	235
HEAT-COLD EXPOSURE	7

Event Type	Count
HEMORRHAGE-LACERATION	365
INACCESSIBLE-ENTRAPMENT	6
JUVENILE PROBLEM	1
MUTUAL AID OUTSIDE OF COUNTY	195
OTHER UNCLASSIFIED INCIDENT	770
OVERDOSE-POIS (INGESTION)	182
PEDESTRIAN STRUCK	41
PERSONAL INJURY MVA	719
POSSIBLE DEATH	1
PREG-CHILDBIRTH-MISCARRIAGE	70
PROPERTY DAMAGE MVA	1
PSYC-ABN BEHAV-SUICIDE ATT	96
REFER ANOTHER JURISDICTION	1
ROAD CLOSURE	307
SICK PERSON	1726
STAB-GUNSHOT-PEN. TRAUMA	8
STANDBY/FILL-IN	82
STROKE (CVA)	244
STRUCTURE FIRE	240
SUSPICIOUS CONDITION	2
TEST EVENT	2
TRAFFIC-TRANS INCIDENTS	5
TRANS-INTERFAC.-PALLIATIVE	12
TRANSPORT	94
TRAUMATIC INJURIES	244
UNCONSCIOUS-FAINTING	496
UNIT EMERGENCY	2
UNKNOWN PROBLEM	27
WATER/ICE RESCUE	9

Wayne County 911—2017 Annual Report

FIRE / RESCUE SERVICES

Total Events: 5,411

Event Type	Count
ABDOMINAL PAIN-PROBLEM	38
ALARM ACTIVATION	930
ALLERGIES-ENVENOMATIONS	10
ANIMAL BITES-ATTACKS	2
ASSAULT	2
ASSAULT-SEX ASSAULT-STUN GUN	1
ASSIST	3
BACK PAIN	8
BEHAVIORAL DSRDR-PSYCH PROB	1
BOAT OR WATERCRAFT	16
BREATHING PROBLEMS	87
BURNS-EXPLOSIONS	8
CARDIAC-RESP ARREST-DEATH	72
CHEST PAIN-CHEST DISCOMFORT	80
CHIEF INVESTIGATION	180
CHOKING	5
CO-INHALATION-HAZMAT	5
CONVULSIONS-SEIZURES	12
CRIMINAL MISCHIEF	1
DIABETIC PROBLEMS	10
DISTURBANCE	6
DOMESTIC VIOLENCE (FAM TRBL)	8
DROWNING-DIVING-SCUBA ACC.	2
ELECTROCUTION-LIGHTNING	4
EXPLOSION	2
FALLS	79
HAZARDOUS CONDITIONS	269
HAZARDOUS MATERIALS INCIDENT	8
HEADACHE	1
HEART PROBLEM-A.I.C.D.	18
HEMORRHAGE-LACERATION	27
HYDRANT NOTIFICATION	41
INACCESSIBLE-ENTRAPMENT	3

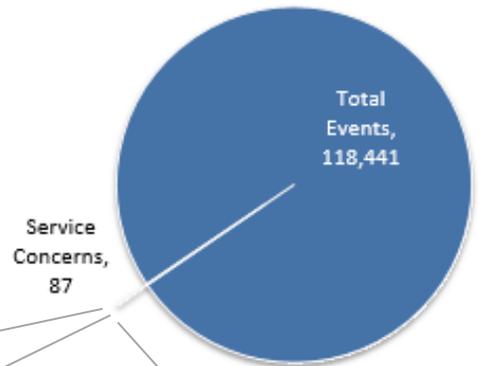
Event Type	Count
MUTUAL AID OUTSIDE OF COUNTY	64
NOTIFICATION	10
OTHER UNCLASSIFIED INCIDENT	637
OUTSIDE FIRE	94
OVERDOSE-POISONING (INGESTION)	19
PEDESTRIAN STRUCK	40
PERSONAL INJURY MVA	720
PREG-CHILDBIRTH-MISCARRIAGE	6
PROPERTY DAMAGE MVA	5
PSYC-ABN BEHAV-SUICIDE ATT	3
REFER ANOTHER JURISDICTION	2
ROAD CLOSURE	308
SICK PERSON	103
SPECIAL INVESTIGATION	1
STANDBY/FILL-IN	24
STROKE (CVA)	8
STRUCTURE FIRE	243
SUSPICIOUS CONDITION	1
TEST EVENT	1
TRAFFIC STOP	1
TRAFFIC-TRANSPORTATION INCIDENTS	5
TRANS-INTERFAC.-PALLIATIVE	1
TRAUMATIC INJURIES	18
TREE PROBLEM	272
UNCONSCIOUS-FAINTING	34
UNIT EMERGENCY	5
UNKNOWN PROBLEM	2
VEHICLE FIRE	56
VEHICLE OR TRAFFIC COMPLAINT	7
WATER/ICE RESCUE	8
WATER PROBLEM	260
WIRES,UTILITY POLE,TRANSFORMER	514

Section 12. CONCERNS REGARDING SERVICE

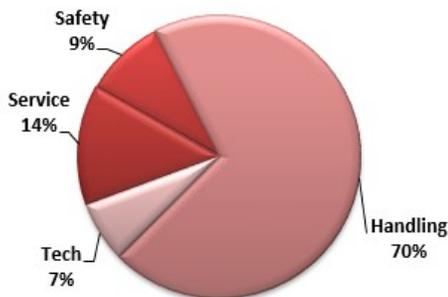
The staff at Wayne County 911 strive for excellence when handling every call for service and in every task completed. The supervision and administration continually seek new and improved ways to provide service; employing industry best practices whenever possible.

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 concern from our partners and citizens.

Total Events vs. Service Concerns



Types of Concerns



In 2017, there were a total of 87 concerns with how 911 handled an incident; categorized as follows:

Service: related to customer service / professionalism

Safety: related to responder and citizen safety

Handling: related to how an event was handled (e.g. addressing, dispatch information, tone activations)

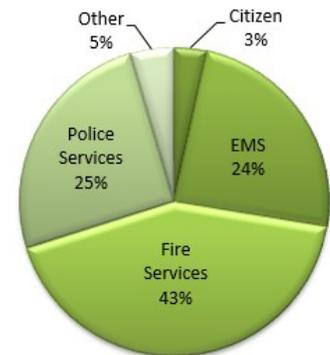
Tech: include issues with mapping, system design, etc. Tech is handled by the Public-Safety Comm. Division

Degree of Responsibility



Every concern was carefully reviewed. Of the 87 concerns, the 911 Center had some degree of fault with 67 incidents (77% of the total). In 20 of the cases (23%) the dispatcher's actions and/or decisions were deemed appropriate for the circumstances once the facts were known.

Source of Concerns



Tracking where a concern originates from helps determine where additional training and attention is needed. In 2017, 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 provided where needed.

Section 13. CONCLUSIONS

As can be expected in public safety, and demonstrated in this report, the community's need for public safety services has increased. As a result, event volume has increased. The 911 Center has maintained established standards through another challenging year.

Comparative statistics (2017 compared to 2016):

1. Events handled by the 911 Center increased by 4.58% (up to 118,441 from 113,257)
 - a. Law Enforcement services increased by 1.56% (up to 101,146 from 99,589)
 - b. Emergency Medical Services increased by 13.71% (up to 11,884 from 10,451)
 - c. Fire services increased by 68.20% (up to 5,411 from 3,217)
2. Total incoming phone call volume decreased by 2.89% (down to 121,360 from 124,968)
Note that 2016 data was estimated so this may or may not be an accurate report of change
3. The number of emergency calls answered within 10 seconds improved by 0.43%
4. Concerns regarding service decreased by 26.27% (down to 87 from 118)

It is interesting to note that, compared to 5 years ago, the events reported by the 911 Center have increased by 28.02% (92,517 events in 2012 vs. 118,441 events in 2017). This is due in part to a change in the way events were counted in the legacy CAD system versus the new one. Factoring those differences in, I am certain that the increase in workload is approximately 18-20%.

Several things are now possible because of the work completed in 2017. To name a few:

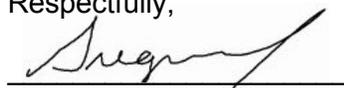
1. Smart911 and RaveFacility Profiles will improve call and event handling
2. Improved wireless location accuracy with RapidSOS to more quickly and accurately locate wireless callers
3. Use of a new vendor, Voiance, will improve our ability to work with individuals who are limited in English proficiency
4. Improved reporting on 911 activity (events, call activity)
5. Improved statistical reporting for LE agencies
6. Automatic monthly activity reports to fire and EMS agency partners
7. Automatic annual activity reports for many partner agencies

The following are goals for the upcoming year:

1. Publish the first edition of the new training manual/program
2. Begin the process of accreditation if possible
3. Continue to enhance quality assurance efforts
4. Establish a social media presence for public education
5. Begin the process to accept, and implement if possible, the Automated Secure Alarm Protocol (ASAP) in order to improve the processing of information from alarm monitoring stations needing emergency dispatch

Once again, thank you to everyone who has supported our operations and goals for the past year. We look forward to another busy year filled with continued growth and opportunities.

Respectfully,



Gregory D. DeWolf



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Wayne County

Advanced Life Support Services



Annual Report 2017

Submitted by:

James E Lee
ALS Director
February 28, 2018

WAYNE COUNTY ALS SERVICES ANNUAL REPORT 2017

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 2017, 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 available to agencies with which our Paramedics are dispatched (our partner agencies). Our tactical team also continued to train and deploy as needed with the Sheriff's Office Emergency Response Team to all incidents where the ERT team was deployed.

Overall, 2017 was a very busy year for Wayne County ALS, which saw an overall increase in incident volume of more than 15% from 2016. Much of the increase results from our new policy of redeployment of vehicles during their shifts, based on the availability of our units at any time. Basically, the effort is to have vehicles (and personnel) move to any area uncovered as a result of the primary WCALS vehicle being on another call. This results in an improved ability to serve all areas of the county at any time that there is even one vehicle available.

In 2017, WCALS also took a significant step forward in our efforts to provide the best in Paramedic teachings for our employees through the direct employment of Dr. Jamie Syrett as Medical Director, rather than through the previous contractual relationship. This allows for Dr. Syrett to increase his efforts in teaching sessions and training our Paramedics, in addition to providing highly available medical direction during all hours of the day and night.

2018 promises to be a challenging year for WCALS, and all of EMS, as the EMS system continues to struggle with the challenges of timely response with limited personnel, including declining volunteerism, limited availability of funding, and increasing need.

Section 2. PERSONNEL

As of December 31, 2017:

Total number of department employees:		23
Consisting of:	Administration	1
	ALS Technician Full Time	6
	ALS Technician Substitutes	9
	ALS Technician Part Time	1
	ALS Technician Adjunct (4 current Adjunct vacancies)	6
	2017	2016
Total FT hours worked (w/paid leave):	12,720.00	12,908.00
Total PT/ sub & adjunct hours worked:	4,634.75	2,707.75
Total regular overtime hours worked:	81.25	76.25
Total overtime (1 ½)	2,006.50	1,393.00
Medical Director hours	158.00	N/A

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.

<u>WAYNE CO. TOWNS</u>				<u>WAYNE CO. VILLAGES</u>			
	'17	'16	'15		'17	'16	'15
Arcadia	15	10	11	Clyde	165	172	157
Butler	81	32	57	Lyons	X	X	44
Galen	113	99	117	Macedon	2	8	48
Huron	102	44	80	Newark	9	11	5
Lyons	32	89	28	Palmyra	10	0	8
Macedon	58	36	38	Red Creek	4	7	10
Marion	235	189	146	Sodus	172	126	151
Ontario	408	322	267	Sodus Pt.	67	64	42
Palmyra	15	5	4	Wolcott	66	31	39
Rose	157	125	141				
Savannah	102	98	111				
Sodus	493	494	373				
Walworth	303	243	203				
Williamson	352	354	326				
Wolcott	50	58	43				
Out of county requests	12	6	0				
				<u>'17</u>	<u>'16</u>	<u>'15</u>	
TOTAL RESPONSES:	3023	2621	2446				

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:	2017:	361 Responses
	2016:	299 Responses
	2015:	207 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:	2017:	1006 Responses
	2016:	841 Responses
	2015:	884 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:	2017:	729 Responses
	2016:	660 Responses
	2015:	712 Responses

Medic 84

Medic 84 is based at the Sodus Town Ambulance Corps, and is in service 40 hours per week.

Total:	2017:	476 Responses
	2016:	459 Responses
	2015:	398 Responses

Medic 86

Medic 86 is based at the Clyde Fire Department / Ambulance Base. The vehicle is owned by the Town of Galen. The County is the exclusive operator of the vehicle, and maintains and fuels it. Medic 86 is in service 40 hours per week, not inclusive of variable Adjunct staffing hours. This car began service in June, 2016.

Total:	2017:	282 Responses
	2016:	131 Responses

Medic 92

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

Total:	2017:	169 Responses
	2016:	231 Responses
	2015:	245 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.

55.4% of incidents in 2017

59.3% of incidents in 2016

63.2% of incidents in 2015

-ALS Assists

Wayne County ALS also assists Paramedics of other agencies at incidents, including transporting with that Paramedic. When our personnel serve as the second Paramedic, these services are not billed by the County, only by the transporting agency (and their Paramedic). These incidents were previously included in the "ALS transports" counts prior to 2016.

2.0% of incidents in 2017

3.1% of incidents in 2016

-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).

9.1% of incidents in 2017

7.5% of incidents in 2016

5.7% of incidents in 2015

-Cancelled calls or stand-by only

Some of the incidents to which the ALS units are dispatched result in a cancelation 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.

14.2% of incidents in 2017

12.4% of incidents in 2016

10.4% of incidents in 2015

-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.

8.6% of incidents in 2017

7.6% of incidents in 2016

7.4% of incidents in 2015

-No transport

After arriving on scene, EMS transportation to the hospital of the patient(s) did not occur, resulting in a sign-off, or the patient was found to be deceased, without resuscitation efforts.

10.7% of incidents in 2017

10.1% of incidents in 2016

11.0% of incidents in 2015

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 2017 data as of the date of this report. The billing and revenue report below reflects 2016, 2015, and 2014 data and collections, as the “books” for 2016 are closed as of December 31, 2017.

	2016	2015	2014
Incidents Billed:	1247	1415	1551
Gross amount billed:	\$379,265.88	\$417,157.92	\$429,471.97
Receipts:	\$300,691.13	\$315,585.85	\$341,328.96
yielding a collection rate of	79.3%	75.7%	79.5%
calls either partially, or fully, paid	1102	1226	1364
Total Payments to MedEx Billing:	\$28,241.25	\$31,263.25	\$37,306.75
Average actual collection per incident billed	\$241.13	\$223.02	\$220.00
Claims referred to collection:	44	54	29

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 2017, as compared with 2016:

	2017	2016
IV's started:	1327	1154
12 Lead EKG's performed:	2506	1923
Medication Administrations:	2776	2265
Endotracheal intubations:	24	16
ROSC**	9/21 (43%)	7/21 (33%)
Lucas usage***	21	21

**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 2017 was 43%. 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. Greater than 50% of the cardiac arrest patients treated in 2017 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 equipped with these devices.

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

	2017	2016
Sick Person	14.2%	14.4%
Breathing Problem	11.7%	12.0%
Chest Pain	10.1%	9.2%
Fall Victim	9.7%	9.9%
Traffic Accident	9.0%	10.0%

Section 6. RESPONSE TIMES

The current national standard (NFPA 1720) specifies that response times to rural EMS incidents should be less than 14 minutes, not less than **80%** of the time. Below are shown the actual percentages for on scene arrival within 14 minutes for a WCALS unit from dispatch time, by municipality, for 2017, 2016 and 2015.

<u>WAYNE CO. TOWNS</u>				<u>WAYNE CO. VILLAGES</u>			
	'17	'16	'15		'17	'16	'15
Arcadia	75%	80%	89%	Clyde	86%	77%	66%
Butler	45%	38%	57%	Lyons	XX	XX	87%
Galen	67%	63%	65%	Macedon	50%	50%	60%
Huron	78%	73%	73%	Newark	88%	82%	89%
Lyons	74%	90%	84%	Palmyra	100%		60%
Macedon	69%	44%	62%	Red Creek	50%	60%	45%
Marion	82%	85%	90%	Sodus	79%	63%	73%
Ontario	65%	58%	62%	Sodus Pt.	59%	53%	43%
Palmyra	75%	80%	50%	Wolcott	76%	52%	74%
Rose	83%	83%	88%				
Savannah	38%	37%	29%	Total Arrival within 14 minutes:			
Sodus	82%	71%	69%	2017	75%		
				2016	68%		
Walworth	75%	69%	68%				
Williamson	80%	70%	77%				
Wolcott	63%	52%	62%				

Respectfully Submitted,

James Lee

William Liddle, EMS Coordinator
Annual Activity Report
2017

Projects

- Continue to assist agencies and EMS providers in meeting certification requirements, training requirements, updates, etc.
 - Multiple meetings with representatives of North Rose FD, Lyons FD, Clyde FD, Sodus Center FD, East Palmyra FD, Marbletown FD to assist in completion of paperwork to apply for or refresh BLS First Responder status; provided required forms, reviewed policies, etc. East Palmyra FD decided to no longer participate in the program; forwarded that information to the Bureau of EMS.
 - Forwarded information to all agencies regarding the NYS Sex Offender law, which requires EMS agencies to do a background check on persons applying for membership/employment. Researched information re: procedures for complying with the legislation regarding registered sex offenders who apply to volunteer or be employed by an EMS agency; met with agency representatives as needed.
 - Met with and assisted the training officers of various agencies in completing the paperwork for participation in the NYS Bureau of EMS CME recertification program.
 - Forwarded to all agencies information regarding the procedure to sign up for the Finger Lakes Regional EMS Council online test for the new NYS State Collaborative protocols. All EMTs must have taken this test prior to September , 2017, to maintain certification. Followed up with numerous meetings with representatives of agencies as well as individual providers to explain the requirements and procedures. Also several contacts with Council representatives to clarify requirements.
 - Created a draft clearance policy to be used by an agency for review of newly certified basic EMTs to ensure they are prepared to respond to calls without an experienced provider on the rig.
 - Numerous communications with agencies and with Finger Lakes Regional EMS representatives regarding completion of the Agency Pre-hospital Care Information form required by FLREMS
 - Forwarded to all agencies the NYS Commissioner of Health recommendation that EMS responders wear protective face masks during patient contact if they have not received a flu shot. Also issued a reminder to thoroughly disinfect all ambulance surfaces and equipment after transporting patients
- Provide agencies with updated information from Homeland Security, NYS Bureau of EMS, NYS DOH, Finger Lakes Regional EMS Council, etc. Maintain contact with NYS DOH Bureau of EMS Senior Representative, Ross Zastrow
- Continue to assist with oversight of Wayne County ALS system
- Assist in management of Quality Assurance/Quality Improvement program; participate in the Finger Lakes Regional QA/QI committee
- American Diabetes Association Tour d'Cure
 - Contacted by representatives of the Tour d'Cure regarding plans for the yearly fund-raising cycling event in the County over a 100 mile course; participated in meetings and phone and email contacts with Tour d'Cure representatives. Numerous contacts with agencies involved in event to confirm plans, etc.
- NYS OURx drill (Public Health Emergency Drill)
 - Received information from Bureau of EMS regarding plans for the drill; provided the plans for the EMS portion of the drill to George Bastedo; reviewed the state-wide Mobilization Plan
 - Participated in several meetings in preparation for the drill - paper drill only
- EMS Week
 - Forwarded EMS Week reminders to all agencies; distributed a template of an EMS Week resolution to all Town Supervisors; forward an invitation from the Newark-Wayne Hospital ER nurses for a picnic honoring EMS providers on Thursday of EMS Week.

- Cycling the Erie Canal event
 - Forwarded information to agencies based near the canal

Training

- Prepared for and conducted 30 CPR/AED/First Aid original and refresher classes for various County departments, County nursing home, fire and EMS departments
- Participated in the 8-hour mandated OSHA class
- Completed the annual Compliance Training on-line class for Wayne County
- Participated in the Solar Energy Training class for First Responders
- Arranged for and participated in the EMS of the Future workshop presented by NYS Sr. EMS Representative Zastrow.
- Prepared and presented a workshop on Critical Incident Stress for the Wayne County Safety Officers group
- Completed the NYS JCOPE training
- Participated in the Concussion and Closed Head Injury training session

Meetings

- Prepared for and participated in the Wayne County EMS Advisory Board meetings; prepared resolution for Advisory Board appointments, etc.
- Prepared for and participated in various County meetings: Fire Advisory Board; 911 Advisory Board; LEPC; Public Officials; County Radio Committee
- Participated in County Agency meetings: County Fire Chiefs; Eastern Wayne EMS; Western Wayne Coalition meetings; Sodus Emergency Council
- Participated in multiple meetings re: damage caused by the severe windstorms as well as lake flooding
- Participated in meetings and training sessions of the Wayne County Technical DeCon Team
- Participated in meetings of the CISD team to review procedures, etc. (Critical Incident Stress Debriefing)
- Participated in the Newark Wayne Community Hospital Hazard Vulnerability Analysis; also participated in their Hazardous Materials drill for Contaminated Patients
- Participated in meetings of the NYS Department of Health Emergency Planning group
- Also participated in the regularly scheduled Finger Lakes Regional EMS Council meetings: Full Council; Training & Education Committee; Executive Committee; REMAC; and Quality Assurance/Quality Improvement Committee
- Traveled to Albany in January, May and September to participate in the NYS Bureau of EMS committee meetings and Full Council meeting. Participated in the meetings of Medical Standards, Training & Education, P.I.E.R., Legislative, and Systems sub-committees as well as the Full Council meeting. Shared pertinent information with the Wayne County EMS Advisory Board and with agencies as needed..

Office

- Reviewing and updating the Wayne County EMS Mutual Aid plan; multiple meetings with representatives of various EMS agencies and fire departments, 911, WCALS, Emergency Management
- Reviewing and updating the MCI plan (Mass Casualty Incident); multiple meetings with the above mentioned representatives
- Working on developing a "Line of Duty Death" plan.
- Reviewed the Wayne County Ginna Plan; forwarded suggested updates for the EMS portion to EMO
- Working on developing a "Continuity of Operations Plan" for EMS
- Reviewed the Wayne County Comprehensive Emergency Management Plan and provided some suggestions for changes; participated in several meetings regarding the plan.
- Provided to 911 the Department of Education and Bureau of EMS plan for response to schools by EMS

- Forward various policy updates and announcements from the NYS Department of Health, Bureau of EMS to all agencies
- Forward announcements of EMS training workshops and opportunities to all agencies; announcements of class schedules from Finger Lakes Regional EMS Council.
- Forward numerous recall announcements from Physio-Control, FDA, drug companies, etc. to agencies
- Forward weekly on-line newsletters, including NYS Crossfire, EMR ISACC, and Watchline to all agencies
- Maintain updated information regarding County EMS agencies, including contacts, etc. Have provided information to various County departments per request.
- Provided updates on the current Opioid epidemic, information on appropriate treatment of patients on drugs; use of personal protective gear, etc.
- Forward information regarding road closings, bridge maintenance, construction at Emergency Rooms, etc.
- General office work including correspondence, phone calls, preparation of reports, filing, etc.

Communications:

- Numerous emails, phone calls and/or conversations with EMS personnel in the office, at an agency, at EMS-related meetings, at EMS-related events, and/or at a chance meeting wherever. Provide response to concerns, questions, etc. Options included: schedule another meeting if necessary, research further information or solution, or refer person to a Council or State representative if necessary.
- Maintain continuous communication with County emergency personnel to coordinate activities, discuss needs and concerns, etc.
- 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

Emergency Response:

- Responded to various hazardous incidents
- Responded to about 20 MVAs, including several fatal incidents; provided defusing at the scenes
- Responded to Wayne Central School for multiple heat-related problems at a State Cross Country event
- Available to respond 24/7

Other

- Met with agencies involved in critical incidents, i.e. fatal MVAs, etc to assist in critiquing response plans
- Participated in several Critical Incident Debriefings with the CISD team following stressful responses
- Prepared for and participated in the FEMA Ginna drill
- Prepared for and participated in the NYS SEMO Ginna drill

