

PUBLIC SAFETY COMMITTEE MEETING MINUTES
OCTOBER 25, 2016

PUBLIC SAFETY COMMITTEE MEMBERS PRESENT: Suprenant, LaPointe, Shay, Haff, O'Brien, Hogan

PUBLIC SAFETY COMMITTEE MEMBERS ABSENT: Idleman

SUPERVISORS: Henke, Hicks, Moore, Campbell

Debra Prehoda, Clerk

Melissa Fitch, Personnel Director

Chris DeBolt, County Administrator

Al Nolette, Treasurer

Glen Gosnell, Public Safety Director

Tim Hardy, Deputy Public Safety Director

Bruce Mason, EMS Coordinator

Tony Jordan, District Attorney

Anthony White, Probation Director

Mike Mercure, Public Defender

Ray Rathbun, Fire Coordinator

Sheriff Murphy

Public – Fire Advisory Board Members

AGENDA AS PRESENTED IN COMMITTEE NOTICE:

1. Call to Order
2. Interview Candidates (2) for Fire Coordinator Position
9:00 AM
10:00 AM
- 11:00AM Regular Monthly Meeting
3. Accept Minutes – September 28, 2016
4. Department Reports/Requests:
 - A. Fire Coordinator – Overnight Travel for Coordinator
 - B. Public Safety
 - 1) Hazard Mitigation Plan Grant Update
 - 2) CAD System Update
 - 3) Communications Center Activity Reports – Aug. & Sept.
 - 4) 2017 Staffing Proposal
 - C. Public Defender – Convert Part Time Attorney to Full Time
4. Other Business
5. Adjournment

Chairman Suprenant called the meeting to order at 9:00 A.M.

INTERVIEW CANDIDATES FOR FIRE COORDINATOR POSITION - A motion to enter an executive session to discuss matters leading to the appointment of a particular person was moved by Mr. Shay, seconded by Mr. O'Brien and adopted. A motion to return to regular session was moved, seconded and adopted. It was reported that in executive session, a motion was moved, seconded and adopted on the following roll call vote to recommend Glenn Bristol for appointment to the Fire Coordinator position: AYES (6) Suprenant, LaPointe, Shay, Haff, O'Brien, Hogan, NOES (0), ABSENT (1) Idleman.

DEPARTMENT REPORTS /REQUESTS:

FIRE COORDINATOR – Ray Rathbun, Coordinator, addressed the following items with the committee:

- Overnight Travel to Fire Academy – He is planning on sending a couple of people to the Fire Academy in Montour Falls for the regional Fire Administrator conference on November 17th and 18th. This is all paid for by scholarship funds except the travel. A motion to approve travel request was moved by Mr. O'Brien, seconded by Mr. LaPointe and adopted.

PUBLIC DEFENDER – Mike Mercure, Public Defender, addressed the following items with the committee:

- Caseload Relief – He stated there are various segments of the Hurrell-Harring settlement and one segment is caseload relief and currently a study is underway. There is a proposal to fund them with \$85,000: \$39,000 to transition a part time attorney to full time and the remaining \$45,000 for experts, investigators, interpreters and staff education. He would like to begin the process of requesting to transition a part time Public Defender to full time. The \$39,000 includes the salary difference and the entire cost of fringe benefits. He has not received contract documents or funding yet. He is unsure when it starts. The \$85,000 is interim funding and stated they have said any funding they begin that they plan to continue. With this change, staffing in the Public Defender's Office will consist of six full time and two part time attorneys. Probably by the time resolution of the lawsuit is concluded it is unlikely there will be any part time attorneys. The caseload will determine the number of attorneys needed. The County Administrator is waiting for the staffing level to be determined before he moves forward with a new office for the Public Defender's staff. Mr. O'Brien asked for an overview of the Hurrell-Harring lawsuit and the County Administrator will work with the Public Defender on providing that information. The Treasurer stated the 2017 Public Defender's budget is more defined. Mr. Mercure plans to transition a current part time attorney to full time when the funding starts but wants to get the process going. A motion to move to Personnel contingent upon contract being signed was moved by Mr. LaPointe, seconded by Mr. O'Brien and adopted.

PUBLIC SAFETY – Glen Gosnell, Director, addressed the following items with the committee, handout attached:

- Hazard Mitigation Plan – Received responses back from all towns and villages. The website, www.washingtoncountyhmp.com, has a survey for community members to complete. He urged the Supervisors to get the word out on that.
- CAD System Project – The Core Team met with the vendor and the stability issues had decreased significantly until last week. A meeting with the vendor is scheduled for this afternoon at 2 PM.
- Future of RMS, CAD, Mobile Project Team - The project team has met and identified vendors for a future RMS/CAD/Mobile system and did some field visits. The project team is waiting for further direction on how to proceed. Regarding a new system, Mr. O'Brien stated we are looking at a 12 to 15 month timeframe and a significant amount of money, \$500,000 to \$1,000,000. The Sheriff stated his side of the system, the RMS/Mobile, is working with no stability issues. The State still has a plan in place to put a statewide RMS only program out there for municipalities which will be free and have \$10M in funding to implement. He does not recommend making an all-inclusive purchase that includes RMS/Mobile until we really know what the State is going to do. The CAD is not included in the State's \$10M for RMS. He stated the CAD should be looked at separately from the RMS/Mobile. Mr. O'Brien stated he has concerns with the long term viability of the current vendor. Mr. Gosnell stated the two systems need to talk to each other. He stated at the direction of the Board, they are looking toward the future and instructed to look at new vendors. Mr. O'Brien feels there are issues to address. Mr. O'Brien would like Mr. Hicks and Chairman Suprenant more involved in this project.

- Monthly PSAP (Communications Center) Activity report for August and September attached.

OTHER BUSINESS:

SHERIFF: Sheriff Murphy addressed the following items with the committee:

- Requesting permission to apply for 2016 – 2017 Police Protective Equipment program (PPEP) through DCJS. The Sheriff's Department would be the administrator of the grant and then allocate funds out to the local police departments. A motion to approve applying for 2016 – 2017 Police Protective Equipment program grant funding was moved by Mr. Hogan, seconded by Mr. Shay and adopted.
- Correction Officer left employment with County, transferred to another county and then came back to the Jail/Sheriff's Department and when he came back, he was informed he would have to start as a new employee for pay, seniority, and benefit time. The Sheriff's Office has authorization on the Road Patrol side that when there is a lateral transfer from outside to the agency they can grant pay on how many years they have but would have to start over for seniority and benefit time. This is the first time this has occurred on the Corrections side. He would like to request authorization for when this does happen on the Corrections side, they are able to grant the employee credit for their time and service. Mr. O'Brien does not feel we should make exceptions but have a countywide policy to address this. The Sheriff stated the union did present him with a grievance but allowed him time to bring this issue to committee. The Jail is currently down about 11 Correction Officers. The County Administrator stated there is value to the County getting employees back who have prior experience. The Personnel Director thought this request was being looked at specifically rather than a broad policy and stated the employee is looking to come back at the pay he left at. A motion to allow this exception and also take this under advisement and come back to Personnel with some recommendations for a policy was moved by Mr. O'Brien and seconded by Mr. Shay. Discussion. The Treasurer asked are you granting the employee's request (the pay he left at) or the road patrol rule (on step). The Sheriff stated the same as the road side (on step). This change will be retroactive to his start date of May 28th. Mr. Hicks stated that this should be addressed through negotiations not MOUs or resolutions. The motion to allow this exception and also take this under advisement and come back to Personnel with some recommendations for a policy was moved by Mr. O'Brien, seconded by Mr. Shay and adopted.
- Residency – Another issue they are struggling with is the residency requirement. This is an item currently being negotiated with the PBA.

FIRE COORDINATOR – The Personnel Director checked that there is nothing that states you cannot be a Fire Chief and a Fire Coordinator. She was directed to contact the candidate to find out if he would accept the position.

EXECUTIVE SESSION - A motion to enter and executive session to discuss collective negotiations pursuant to the Taylor Law was moved by Mr. O'Brien, seconded by Mr. Hogan and adopted. A motion to return to regular session was moved by Mr. Shay, seconded by Mr. LaPointe and adopted. No action was taken in the executive session.

FIRE COORDINATOR CONTINUED – The Personnel Director notified Glenn Bristol of the committee’s decision to recommend him for appointment as Fire Coordinator and he would accept the nomination for appointment. He was advised the appointment would be considered at the November Board meeting. A motion to appoint Glenn Bristol as the Fire Coordinator was moved by Mr. Shay, seconded by Mr. LaPointe and adopted.

A motion to adjourn was moved by Mr. Hogan, seconded by Mr. LaPointe and adopted. The meeting adjourned at 12:13 P.M.

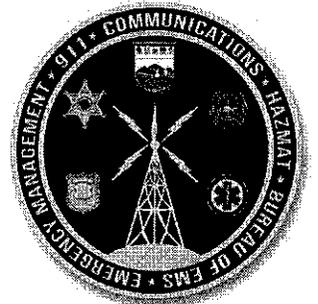
*Respectfully submitted,
Debra Prehoda, Clerk
Washington County Board of Supervisors*



WASHINGTON COUNTY DEPARTMENT OF PUBLIC SAFETY

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PUBLIC SAFETY COMMITTEE MEETING REPORT

October 25, 2016

- **Hazard Mitigation Plan (HMP) Project Update**
 - **Municipal Responses:** We are still working with a few of our local municipalities to compile and process data returning, which is necessary to ensure the plan we are formulating is functional and based on factual, accurate data in each of our communities.
 - **Surveys:** Our HMP Project Website has surveys geared towards a number of different members of our communities, everyone's feedback and input are important to the project and are a vital function of creating a functional, comprehensive plan that will work for all involved. Please encourage those in your community to visit the website at www.washingtoncountyhmp.com and take the survey geared towards their areas of interest.
 - **Current Status:** We and our project team at Tetra-Tech are still in the compiling of information phase, the project is on task and moving forward.

- **CAD System Project Update**
 - **Cushing System Progress**
 - Core Team group last met on September 26, discussing the current issues with the vendor, department officials and representatives from Information Technology.
 - Since the prior application update was deployed the stability issues have reduced significantly, and until this past week, we had not seen an application crash appear that was not associated with a known issue. The vendor has reviewed the current list of outstanding items with the core team and advises they believe all items on the list will be resolved prior to the end of 2016, as previously stated.
 - A follow up application update was originally due to deploy today (10/25) to address some of the recent issues and some of the outstanding issues with the system, however will be re-scheduled for later this week or next due to an unforeseen issue on the vendor's part.
 - Update meeting on the project is scheduled for this afternoon at 2:00 PM.
 - **Future of RMS, CAD, Mobile Project Team - Update**
 - The Project Team has met and as directed, identified potential vendors to conduct research on based on our identified needs, in which each department participated in compiling.
 - Site visits were conducted with three counties and our equivalent representatives in the greater "north country" area who were each utilizing one of the vendors the group identified as "potentials", based on available systems. The Project Team members were each provided with the notes and information from each of the site visits.
 - Information Gathering sessions were held last week with three vendors the Project Team was interested in seeking additional information from. Notes and information gathered is being compiled and will be distributed to the project team members.
 - The Project Team is awaiting further direction as to how to progress with the project at this time.

- **Monthly PSAP (Communications Center) Activity Report**
 - The PSAP Activity Reports for the months of August and September are attached for review.

Respectfully Submitted,

Glen P. Gosnell
Director

WASHINGTON COUNTY, NY

DEPARTMENT OF PUBLIC SAFETY

EMERGENCY MANAGEMENT * COMMUNICATIONS * HAZMAT * BUREAU OF EMS



PSAP ACTIVITY REPORT

for the month of

AUGUST 2016

TOTAL NUMBER OF INCIDENTS PROCESSED IN CAD FOR AUGUST: 6,431

**CAD Incident Summary By Agency and Month
AUGUST 2016**

<u>AGENCY</u>	<u>INCIDENTS</u>	<u>MONTH</u>
21-ARGYLE EMS	59	8/2016
21-ARGYLE FD	10	8/2016
22-CAMBRIDGE EMS	116	8/2016
22-CAMBRIDGE FD	18	8/2016
23-COSSAYUNA FD	4	8/2016
23-COSSAYUNA FR	11	8/2016
24-DRESDEN FD	2	8/2016
25-EASTON FD	9	8/2016
25-EASTON FR	8	8/2016
26-FORT ANN EMS	45	8/2016
26-FORT ANN FD	8	8/2016
27-FORT EDWARD EMS	200	8/2016
27-FORT EDWARD FD	28	8/2016
28/29-GRANVILLE FD	14	8/2016
29-GRANVILLE EMS	165	8/2016
32-EASTON/GREENWICH EMS	71	8/2016
32-GREENWICH FD	5	8/2016
32-GREENWICH FR	18	8/2016
33-HAMPTON FD	3	8/2016
34-HARTFORD FD	6	8/2016
34-HARTFORD FR	8	8/2016
35-HEBRON FD	8	8/2016

35-HEBRON FR	16	8/2016
36-HUDSON FALLS FD	30	8/2016
37-HULETT'S LANDING FR	2	8/2016
38-KINGSBURY FD	17	8/2016
39-MIDDLE FALLS FD	13	8/2016
39-MIDDLE FALLS FR	12	8/2016
41-MIDDLE GRANVILLE FD	4	8/2016
42-NORTH GRANVILLE FD	8	8/2016
43-PUTNAM FD	2	8/2016
43-PUTNAM FR	8	8/2016
44-SALEM EMS	61	8/2016
44-SALEM FD	9	8/2016
45-SHUSHAN FD	3	8/2016
45-SHUSHAN FR	11	8/2016
46-WEST FORT ANN FD	11	8/2016
46-WEST FORT ANN FR	9	8/2016
47-WHITE CREEK FD	1	8/2016
48-WHITEHALL FR	49	8/2016
48-WHITEHALL FD	13	8/2016
49-SKENESBOROUGH EMS	66	8/2016
51-DORSET FD	11	8/2016
52-FAIR HAVEN EMS	27	8/2016
52-FAIR HAVEN FD	6	8/2016
53-MIDDLETOWN SPRINGS FD	6	8/2016
54-PAWLET FD	4	8/2016
55-POULTNEY EMS	39	8/2016
55-POULTNEY FD	7	8/2016
56-RUPERT FD	4	8/2016
57-WELLS FD	7	8/2016
58-WEST PAWLET FD	6	8/2016

59-EAST DORSET FD	4	8/2016
71 BAY RIDGE EMS	1	8/2016
73-BUSKIRK FD	2	8/2016
85-SCHUYLERVILLE FD	1	8/2016
89-TICONDEROGA EMS	6	8/2016
CAMBRIDGE/GREENWICH PD	381	8/2016
CANADIAN PACIFIC RAILWAY	2	8/2016
EMS TRAINING	1	8/2016
FORT EDWARD PD	476	8/2016
GRANVILLE PD	227	8/2016
HUDSON FALLS PD	695	8/2016
LE TRAINING	1	8/2016
MUTUAL AID EMS	34	8/2016
MUTUAL AID FIRE	3	8/2016
NEW YORK CONSERVATION	5	8/2016
NEW YORK FOREST RANGERS	4	8/2016
NEW YORK STATE POLICE	518	8/2016
OTHER	5	8/2016
TOWN/VILLAGE HIGHWAY	36	8/2016
UTILITY COMPANIES	20	8/2016
WASHINGTON CO 911	931	8/2016
WASHINGTON CO CODE ENFORCEMENT	3	8/2016
WASHINGTON CO CORONERS	7	8/2016
WASHINGTON CO PROBATION	5	8/2016
WASHINGTON CO PUBLIC WORKS	23	8/2016
WASHINGTON CO SAFETY	3	8/2016
WASHINGTON CO SHERIFF	1401	8/2016
WASHINGTON CO SOCIAL SERVICE	63	8/2016
WHITEHALL PD	295	8/2016

Number of Matched Records: 6431

PHONE CALL STATISTICS / OVERVIEW FOR AUGUST: Total Phone Calls (All Lines / All Categories) 12,488

Date	911	911 Abdn	Unparsed 911	Total 911	911 Abdn Percentage	10-Digit Emergency Inbound	10-Digit Emergency Outbound	10-Digit Emergency Abdn	Unparsed 10-Digit Emergency	Total 10-Digit Emergency	Admin Outbound	Admin Inbound	Admin Inbound Abandoned	Unparsed Other	Total Admin	Total All Calls	Average Call Duration
August 2016	2127	124	0	2251	5.51%	0	0	0	0	0	2765	7424	45	0	10237	12488	89.0
PSAP Totals	2127	124	0	2251	5.51%	0	0	0	0	0	2768	7424	45	0	10237	12488	89.0

PHONE CALL BREAKDOWN BY LINE FOR AUGUST: (All Calls / All Lines / All Categories)

	911												2140	2142	2143	2144	2245	747-3325	747-3326	747-3327	CAM / GNN PD
	Wash (8438D1)	Wash (8438D2)	Wash (8438D3)	Wash (8439D1)	Wash (8439D2)	Wash (8439D3)	Wash (8657D1)	Wash (8657D2)	Wash (8657D3)	Wash (8658D1)	Wash (8658D2)	Wash (8658D3)									
August 2016	243	238	239	511	502	507	1	0	1	3	2	4	5	215	50	595	245	584	19	4	274
Total	243	238	239	511	502	507	1	0	1	3	2	4	5	215	50	595	245	584	19	4	274

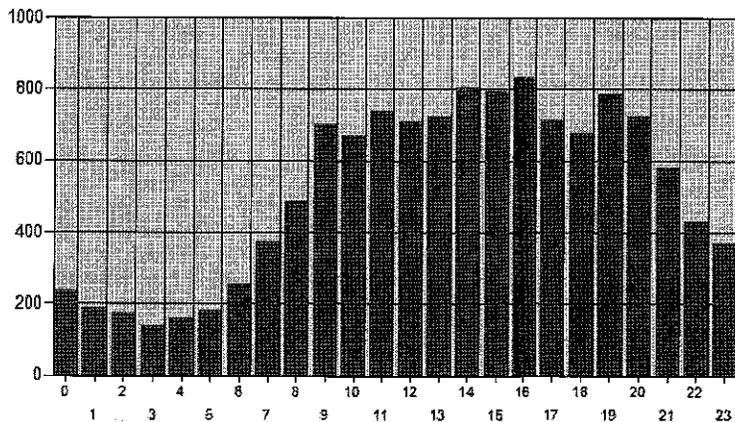
Admin													Outbound										Total	
COMM 2127	COMM 2129	COMM 5651	FTE PD	GVL PD	HFL PD	Line Pool 1	PD Roll Over	PD DESK 2	Sheriff's Office	TDD	Wash CO 3111	WHL PD	2206	2221	2222	2223	2224	2225	2226	2227	WSHF XO1B	WSHF XO2B		WSHF XO3B
1387	392	376	349	238	885	321	95	0	854	9	13	180	108	0	1	1	1	2	3	1	178	2442	32	12488
1387	392	376	349	238	885	321	95	0	854	9	13	180	108	0	1	1	1	2	3	1	178	2442	32	12488

PHONE CALLS PER HOUR FOR AUGUST: (All Calls / All Lines / All Categories)

Date	00:00	01:00	02:00	03:00	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	Total
August 2016	239	192	175	141	161	184	255	378	488	703	671	738	710	726	805	796	835	716	880	788	724	581	433	370	12488
Total	239	192	175	141	161	184	255	378	488	703	671	738	710	726	805	796	835	716	880	788	724	581	433	370	12488
Abandoned Calls	1	0	5	4	2	1	5	7	12	14	10	4	6	11	11	7	13	10	4	12	12	12	2	4	169

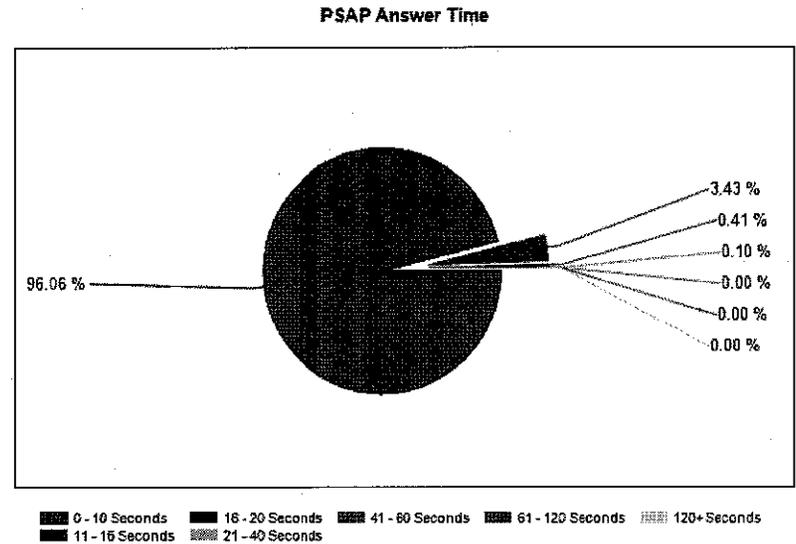
Calls per Hour

■ Pspap Average



PHONE CALL ANSWER TIME IN SECONDS FOR AUGUST: (All Incoming Phone Calls / All Incoming Lines)

Call Hour	Answer Times In Seconds							Total	% Answered ≤ 10 Secs
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+		
00:00	197	1	0	0	0	0	0	198	99.49 %
01:00	129	4	0	0	0	0	0	133	96.97 %
02:00	128	6	1	0	0	0	0	135	94.81 %
03:00	104	2	0	0	0	0	0	106	98.11 %
04:00	133	2	0	0	0	0	0	135	98.52 %
05:00	144	6	0	0	0	0	0	150	96.00 %
06:00	202	4	1	0	0	0	0	207	97.58 %
07:00	287	11	1	0	0	0	0	299	95.99 %
08:00	369	10	0	0	0	0	0	379	97.36 %
09:00	617	22	6	1	0	0	0	646	94.69 %
10:00	536	20	3	0	0	0	0	559	95.89 %
11:00	584	26	5	1	0	0	0	616	94.81 %
12:00	546	17	1	0	0	0	0	564	96.81 %
13:00	560	21	5	2	0	0	0	588	95.24 %
14:00	606	17	1	0	0	0	0	624	97.12 %
15:00	605	21	0	0	0	0	0	626	96.65 %
16:00	581	23	2	0	0	0	0	606	95.87 %
17:00	509	16	3	0	0	0	0	528	96.40 %
18:00	496	22	2	0	0	0	0	520	95.38 %
19:00	556	26	3	4	0	0	0	592	93.92 %
20:00	501	26	4	2	0	0	0	533	94.00 %
21:00	428	12	0	0	0	0	0	440	97.27 %
22:00	332	7	1	0	0	0	0	340	97.65 %
23:00	288	6	1	0	0	0	0	297	96.97 %
Total	9,337	333	40	10	0	0	0	9,720	
Overall Percentage:	96.06 %	3.43 %	0.41 %	0.10 %	0.00 %	0.00 %	0.00 %	100.00 %	
% answer time ≤ 15 seconds	99.49 %								
% answer time ≤ 40 seconds	100.00 %								



This report has been compiled with data available from the Cushing Computer Aided Dispatch system and the ECATS Smart 9-1-1 reporting solution. A very special THANK YOU to our 9-1-1 Communications Center staff for their continued commitment, diligence and efforts to ensure all who contact our center receive the assistance they need, when and where they need it!

Respectfully Submitted,

Glen P. Gosnell
Director

Timothy R. Hardy
Deputy Director

WASHINGTON COUNTY, NY

DEPARTMENT OF PUBLIC SAFETY

EMERGENCY MANAGEMENT * COMMUNICATIONS * HAZMAT * BUREAU OF EMS



PSAP ACTIVITY REPORT

for the month of

SEPTEMBER 2016

TOTAL NUMBER OF INCIDENTS PROCESSED IN CAD FOR SEPTEMBER: 5,759

**CAD Incident Summary By Agency and Month
SEPTEMBER 2016**

<u>AGENCY</u>	<u>INCIDENTS</u>	<u>MONTH</u>
21-ARGYLE EMS	64	9/2016
21-ARGYLE FD	7	9/2016
22-CAMBRIDGE EMS	130	9/2016
22-CAMBRIDGE FD	9	9/2016
23-COSSAYUNA FD	4	9/2016
23-COSSAYUNA FR	13	9/2016
24-DRESDEN FD	1	9/2016
25-EASTON FD	2	9/2016
25-EASTON FR	11	9/2016
26-FORT ANN EMS	32	9/2016
26-FORT ANN FD	9	9/2016
27-FORT EDWARD EMS	182	9/2016
27-FORT EDWARD FD	12	9/2016
28/29-GRANVILLE FD	9	9/2016
29-GRANVILLE EMS	157	9/2016
32-EASTON/GREENWICH EMS	50	9/2016
32-GREENWICH FD	6	9/2016
32-GREENWICH FR	18	9/2016
33-HAMPTON FD	2	9/2016
34-HARTFORD FD	6	9/2016
34-HARTFORD FR	11	9/2016
35-HEBRON FD	5	9/2016
35-HEBRON FR	21	9/2016
36-HUDSON FALLS FD	12	9/2016

37-HULETT'S LANDING FR	1	9/2016
38-KINGSBURY FD	16	9/2016
39-MIDDLE FALLS FD	4	9/2016
39-MIDDLE FALLS FR	12	9/2016
41-MIDDLE GRANVILLE FD	2	9/2016
42-NORTH GRANVILLE FD	3	9/2016
43-PUTNAM FD	5	9/2016
43-PUTNAM FR	2	9/2016
44-SALEM EMS	39	9/2016
44-SALEM FD	5	9/2016
45-SHUSHAN FD	3	9/2016
45-SHUSHAN FR	7	9/2016
46-WEST FORT ANN FD	4	9/2016
46-WEST FORT ANN FR	7	9/2016
47-WHITE CREEK FD	2	9/2016
48- WHITEHALL FR	39	9/2016
48-WHITEHALL FD	11	9/2016
49-SKENESBOROUGH EMS	55	9/2016
51-DORSET FD	6	9/2016
52-FAIR HAVEN EMS	32	9/2016
52-FAIR HAVEN FD	4	9/2016
54-PAWLET FD	1	9/2016
55-POULTNEY EMS	36	9/2016
55-POULTNEY FD	10	9/2016
56-RUPERT FD	1	9/2016
57-WELLS FD	1	9/2016
58-WEST PAWLET FD	2	9/2016
59-EAST DORSET FD	1	9/2016
85 GENERAL SCHUYLER EMS	1	9/2016
89-TICONDEROGA EMS	2	9/2016

BUREAU OF FIRE	1	9/2016
CAMBRIDGE/GREENWICH PD	343	9/2016
CANADIAN PACIFIC RAILWAY	1	9/2016
FORT EDWARD PD	372	9/2016
GRANVILLE PD	188	9/2016
HUDSON FALLS PD	795	9/2016
MUTUAL AID EMS	6	9/2016
NEW YORK CONSERVATION	5	9/2016
NEW YORK FOREST RANGERS	2	9/2016
NEW YORK STATE POLICE	443	9/2016
OTHER	2	9/2016
TOWN/VILLAGE HIGHWAY	11	9/2016
UTILITY COMPANIES	10	9/2016
WASHINGTON CO 911	733	9/2016
WASHINGTON CO CODE ENFORCEMENT	4	9/2016
WASHINGTON CO CORONERS	5	9/2016
WASHINGTON CO PROBATION	1	9/2016
WASHINGTON CO PUBLIC WORKS	7	9/2016
WASHINGTON CO SAFETY	2	9/2016
WASHINGTON CO SEWER	1	9/2016
WASHINGTON CO SHERIFF	1399	9/2016
WASHINGTON CO SOCIAL SERVICE	63	9/2016
WHITEHALL PD	279	9/2016

Number of Matched Records: 5,759

PHONE CALL STATISTICS / OVERVIEW FOR SEPTEMBER: Total Phone Calls (All Lines / All Categories) 10,917

Date	911	911 Abdn	Unparsed 911	Total 911	911 Abdn Percentage	10-Digit Emergency Inbound	10-Digit Emergency Outbound	10-Digit Emergency Abdn	Unparsed 10-Digit Emergency	Total 10-Digit Emergency	Admin Outbound	Admin Inbound	Admin Inbound Abandoned	Unparsed Other	Total Admin	Total All Calls	Average Call Duration
September 2016	1781	77	0	1858	4.14%	0	0	0	0	0	2296	6702	61	0	9059	10917	69.5
PSAP Totals	1781	77	0	1858	4.14%	0	0	0	0	0	2296	6702	61	0	9059	10917	69.5

PHONE CALL BREAKDOWN BY LINE FOR SEPTEMBER: (All Calls / All Lines / All Categories)

	911													Admin								Total
	Wash (8438D1)	Wash (8438D2)	Wash (8438D3)	Wash (8439D1)	Wash (8439D2)	Wash (8439D3)	Wash (8657D1)	Wash (8657D2)	Wash (8657D3)	Wash (8658D1)	Wash (8658D2)	Wash (8658D3)	2140	2142	2143	2144	2246	747-3326	747-3326	747-3327	GAM / GNH PD	
September 2016	216	216	222	401	399	396	0	1	1	2	2	2	8	169	42	851	191	528	15	1	230	
Total	216	216	222	401	399	396	0	1	1	2	2	2	8	169	42	851	191	528	15	1	230	

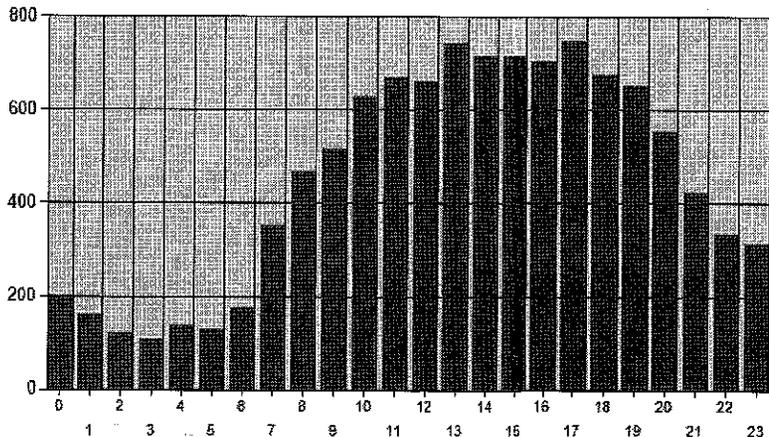
Admin														Outbound										Total
COMM 2127	COMM 2128	COMM 5851	FTE PD	GVL PD	HFL PD	Line Pool 1	PD Roll Over	PODES2	Sheriff's Office	TDD	Wash CO 3111	WHL PD		2206	2221	2222	2223	2224	2225	2226	WSHF XO1B	WSHF XO2B	WSHF XO3B	
1172	377	341	276	221	868	222	102	0	825	3	8	213	48	0	3	3	1	0	2	3	166	2869	1	10917
1172	377	341	276	221	868	222	102	0	825	3	8	213	48	0	3	3	1	0	2	3	166	2869	1	10917

PHONE CALLS PER HOUR FOR SEPTEMBER: (All Calls / All Lines / All Categories)

Date	00:00	01:00	02:00	03:00	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	Total
September 2016	202	161	120	110	137	128	177	353	468	516	630	670	662	742	715	718	708	749	675	654	553	423	336	314	10917
Total	202	161	120	110	137	128	177	353	468	516	630	670	662	742	715	718	708	749	675	654	553	423	336	314	10917
Abandoned Calls	1	3	2	0	14	0	1	4	6	4	12	6	8	7	7	11	3	9	7	6	6	5	0	2	138

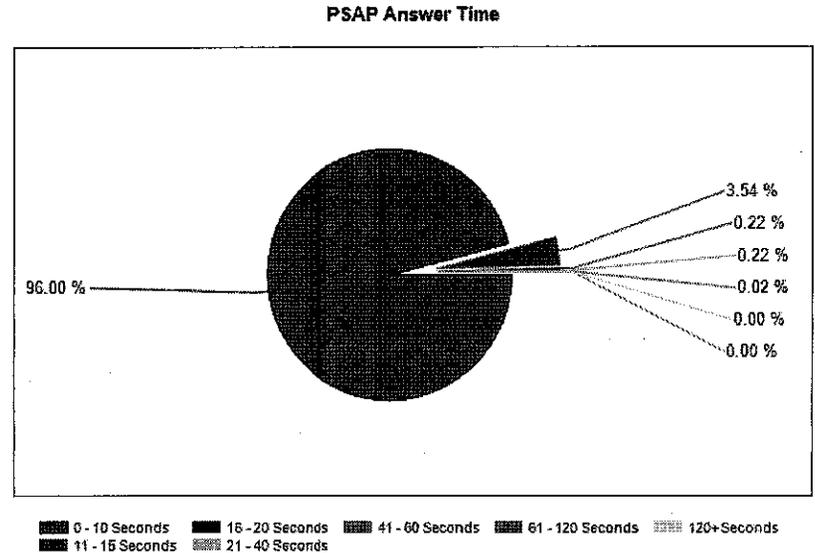
Calls per Hour

■ Psap Average



PHONE CALL ANSWER TIME IN SECONDS FOR SEPTEMBER: (All Incoming Phone Calls / All Incoming Lines)

Call Hour	Answer Times in Seconds							Total	% Answered ≤ 10 Secs
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+		
00:00	172	1	0	0	0	0	0	173	99.44 %
01:00	128	2	0	0	0	0	0	130	99.46 %
02:00	81	3	0	0	0	0	0	84	96.43 %
03:00	81	7	0	1	0	0	0	89	91.01 %
04:00	94	11	1	1	0	0	0	107	87.85 %
05:00	98	5	0	5	0	0	0	108	90.57 %
06:00	143	0	0	0	0	0	0	143	100.00 %
07:00	251	8	1	2	0	0	0	262	88.80 %
08:00	348	16	0	2	2	0	0	371	93.80 %
09:00	400	13	2	1	0	0	0	416	96.15 %
10:00	491	22	1	2	0	0	0	516	95.18 %
11:00	536	23	4	0	0	0	0	563	95.20 %
12:00	463	24	1	0	0	0	0	518	95.17 %
13:00	575	19	2	0	0	0	0	596	96.48 %
14:00	521	27	3	0	0	0	0	551	94.56 %
15:00	562	24	2	2	0	0	0	590	95.17 %
16:00	535	16	1	0	0	0	0	552	96.92 %
17:00	584	21	0	2	0	0	0	607	96.21 %
18:00	488	18	1	0	0	0	0	507	96.25 %
19:00	480	14	0	0	0	0	0	494	97.17 %
20:00	389	9	0	0	0	0	0	398	97.74 %
21:00	318	9	0	1	0	0	0	328	96.95 %
22:00	269	8	0	0	0	0	0	277	97.11 %
23:00	245	2	0	0	0	0	0	247	99.19 %
Total	5,276	305	19	12	2	0	0	5,624	
Overall Percentage:	96.00 %	3.54 %	0.22 %	0.22 %	0.02 %	0.00 %	0.00 %	100.00 %	
% answer time ≤ 15 seconds	99.54 %								
% answer time ≤ 40 seconds	99.98 %								



This report has been compiled with data available from the Cushing Computer Aided Dispatch system and the ECaTS Smart 9-1-1 reporting solution. A very special THANK YOU to our 9-1-1 Communications Center staff for their continued commitment, diligence and efforts to ensure all who contact our center receive the assistance they need, when and where they need it!

Respectfully Submitted,

Glen P. Gosnell
Director

Timothy R. Hardy
Deputy Director