

PUBLIC SAFETY COMMITTEE MEETING MINUTES
MARCH 3, 2020

PUBLIC SAFETY COMMITTEE MEMBERS PRESENT: Ward, Hogan, Haff, Hicks, O'Brien, Clary

PUBLIC SAFETY COMMITTEE MEMBERS ABSENT: Rozell

SUPERVISORS: Hall, Henke, Shaw, Campbell

Debra Prehoda, Clerk

Roger Wickes, County Attorney

Tony Jordan, District Attorney

Tim Hardy, Deputy Director Public Safety

John Graham, Code Enforcement Admin.

Mike Mercure, Public Defender

Chris DeBolt, County Administrator

Mike Gray, Alternative Sentencing Director

Glen Gosnell, Director Public Safety

Glen Bristol, Fire Coordinator

Anthony White, Probation Director

Robert Lemieux, Coroner

AGENDA AS PRESENTED IN COMMITTEE NOTICE:

1. Call to Order
2. Accept Minutes – January 28, 2020
3. Department Reports/Requests:
 - A. Probation
 - 1) Request Overnight Stay Authorization
 - B. Code Enforcement
 1. Request Overnight Stay Authorization
 - C. Public Safety
 1. Grant Project Updates
 2. Project Updates
 3. Annual Report
 - D. District Attorney
 1. Crime Victim Office – 2019 Statistics/Grant Compliance
 - E. Public Defender
 1. Department Update
 2. Funding Update
 3. Request Approval – CLE with Lunch – March 6, 2020
4. Other Business
5. Adjournment

Chairman Ward called the meeting to order at 1:01 P.M.

A motion to accept the minutes of the January 28, 2020 meeting was moved by Mr. O'Brien, seconded by Mrs. Clary and adopted.

DEPARTMENT REPORTS /REQUESTS:

DISTRICT ATTORNEY – Tony Jordan, District Attorney, addressed the following items:

- Crime Victims Office – 2019 Statistics/Grant Compliance – The Crime Victims Office is primarily funded by the State. There are nine categories that the State sets standards and targets. Their percentage of accomplishing the goals is extremely high. The total of actual contacts with victims totaled 12,054. A lot of it is domestic violence 35% – 40% and heroin. Chairman Ward mentioned that Devin Anderson was the recipient of the Robert Morgenthau Award for prosecutorial excellence at the NYS District Attorney's Association and the District Attorney mentioned how Devin Anderson worked with Laura Taylor, Crime Victim Advocate and Alternative Sentencing to develop a risk assessment tool.
- Bail/Discovery Update – Now have some form of Wi-Fi connection in each of the local courts. Unsure if there will be any changes with the state budget on April 1st. They have a system that works but are at capacity and not in the busy season yet. There is no mechanism within the statute to allow them to deal with the challenges of staff; to stagger or if they are out on vacation, paternity leave, or multiple trials, etc. They have no redundancy in the sense of

having people available to fill in and rotate around. If there is not relief in the legislation then he will be back to committee on how to address this concern. What is getting the attention of the public and therefore legislators are the bail stories. Something might happen on bail but much less so on discovery. The law states they have to provide the defense with a means of contact for EMS, fire and rescue personnel and what they would do is give the agency address not personnel addresses.

PROBATION – Anthony White, Director, addressed the following item:

- Request Overnight Stay Authorization – Two overnights at the COPA (NYS Council of Probation Administrators) conference in Lake Placid. Dues to the organization cover some of the expense, \$165.38 for room for two nights – in training line and \$100.80 for car pool; all budgeted expenses. This is a good conference and the State Director of the Office of Probation and Correctional Alternatives and Deputy Commissioner of DCJS will be in attendance, workshops, presenters and networking with other Directors. Motion to authorize overnight stay and Probation Director's attendance at COPA conference in Lake Placid was moved by Mr. Hicks, seconded by Mr. O'Brien and adopted.

CODE ENFORCEMENT – John Graham, Code Enforcement Administrator, addressed the following items:

- Request Overnight Stay Authorization – Overnight stay for three nights for Code Enforcement Officer Chris Jones who was scheduled to do his Code Enforcement Officer training at the beginning of February but was injured here on the job and missed that training. The next training that is close enough to commute to is in the fall and would rather not wait until then. A motion to approve overnight stay for three nights at \$107 per night plus mileage and other travel expenses in Westchester County for Code Enforcement Officer training was moved by Mr. Hogan, seconded by Mr. O'Brien and adopted.
- The State advised his department that they were no longer going to provide them with code books. They are providing two PDF copies and one one-year on line subscription. He estimates a cost of \$3,000 for the bare minimum of code books for the department; four (4) complete sets plus one additional fire codes. They just received laptops and are still waiting on getting their cell phones. This expense was not budgeted. These new codes take effect on May 12th but would like books ahead of time to prepare. Previous code books are frequently reference depending on the date of the construction project. Will check with Information Technology on assistance with this matter. A motion to move request to purchase code books and forward to the Finance Committee was moved by Mr. O'Brien, seconded by Mr. Hicks and adopted.
- Plans to report out monthly to the committee on property maintenance issues.
- Request for cell phones was not addressed at last month's Finance meeting and has been forwarded to the March 12th Finance Committee meeting.

PUBLIC SAFETY – Glen Gosnell, Director, addressed the following items, handout attached.

- Grant Project Updates:
 - Radio System – continuing to move forward with next phase.
 - 911 System – all documentation in to the vendor and waiting for Warren County to complete their paperwork.
- Project Updates:
 - CAD System – Last met on January 14th and continue to work through CAD system intermittent locking up and freezing. The next meeting is March 10th.

- February 7th Winter/Ice Storm – Additional 180 storm related incidents bringing the total for the day up to 443 and a normal day total is 250.
- Hampton EMS Coverage – The two EMS providers for the town of Hampton from Vermont are not certified in the State of New York to provide ambulance service. Skenesborough EMS has the license for the town and Public Safety is working with them. The Fire Department is looking at becoming a first response agency. The trouble with Whitehall is response time. Need to start looking at a long-term response to EMS concerns in the County.
- County Emergency Preparedness Assessment triennial review – Washington County was the first in State to do review for 2020. Excelled in cybersecurity/use of grants, small UAS response team, relationship between Warren and Washington counties fire and public safety, interoperable and emergency communications and EMS skills lab.
- Coronavirus – monitor and provide information on county website working with Public Health and County Administration.
- Held regional drill with skilled nursing facilities on February 27th.
- Future of EMS working group meeting will be held on Thursday March 5th in the downstairs training rooms.
- Demonstration at Winter Fest of small unmanned aerial systems; drones. Frequent uses listed on attached handout. Sheriff's Department and Public Safety personnel trained pilots to operate and others trained as observers.
- Communication Center Activity reports: January – 5,822 incidents, 9,395 calls and 115 discover records requests and February – 5,399 incidents, 9,441 calls and 76 discovery records requests.
- Public Safety Annual Report (Public Safety, Fire and EMS) presented, attached.

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

- Department Update – Fully staffed and things are going well.
- Funding Update – All grant requests are in. All contracts processed but not all claims processed and would anticipate in the next month or so he will provide a full update after all the claims have been processed with respect to the grant applications.
- Request Approval CLE with Lunch – March 6, 2020 – Mandatory training required per the Hurrell-Harring lawsuit and requesting approval to provide lunch. A motion to approve lunch expense for mandatory training on March 6, 2020 was moved by Mr. O'Brien, seconded by Mr. Hicks and adopted.

OTHER BUSINESS: None.

A motion to adjourn was moved by Mr. O'Brien , seconded and adopted.

The meeting adjourned at 2:10 P.M.

Debra Prehoda, Clerk
Washington County Board of Supervisors

DEPARTMENT OF PUBLIC SAFETY



EMERGENCY MANAGEMENT * COMMUNICATIONS * FIRE * EMS * HAZMAT

383 BROADWAY – BUILDING B, FORT EDWARD, NY 12828 ● PHONE (518)747-7520 FAX (518)746-2157 TDD (518)746-2146 ● WWW.WASHINGTONCOUNTYNY.GOV

PUBLIC SAFETY COMMITTEE REPORT

MARCH 3, 2020

GRANT PROJECT UPDATES

RADIO SYSTEM PROJECT (UPDATE)

We are continuing to move forward with the next phase of the Radio Communications System Project, which includes the migration to simul-cast of the frequencies not yet allocated (DPW, Public Safety, Law Enforcement).

911 PHONE SYSTEM PROJECT (UPDATE)

All of our documentation is in to the vendor, project plan to be released for implementation as soon as the Warren County side of the project is signed off on, which is expected very soon.

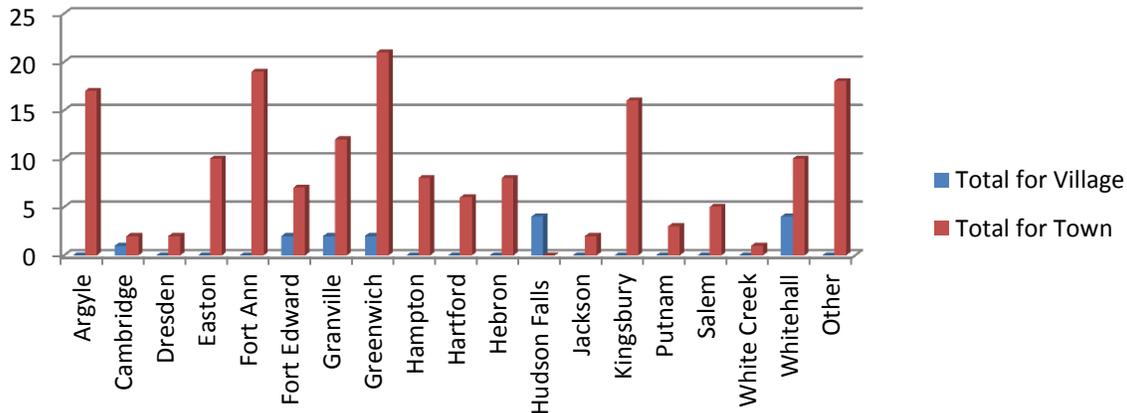
CAD SYSTEM PROJECT (UPDATE)

The Cushing / Washington County systems project team last met on January 14, 2020, following an early morning scheduled reboot and system application update (coordinated). We had a meeting scheduled for February 4, 2020, which was delayed by the vendor due to additional updates being completed. We are continuing to work with the vendor to complete the list of outstanding issues, which are discussed at each meeting. We continue to experience intermittent issues with a component of the system that the vendor is looking to migrate from a classic version to a web version (mobile piece) for the field units.

- Next Project Team Meeting: March 10, 2020 at 8:30 AM (scheduled reboot / application update for 5:00 AM)

WINTER / ICE STORM REVIEW

Our area received a significant wintry mix / ice storm beginning on Friday, February 7, 2020, in which the effects lasted through the weekend. The Communications Center processed over 180 storm related incidents / events, bringing the total number of incidents / events processed for the day to 443. Power outages throughout the county reached approximately 7,500 at the peak, with some of the most damaged / remote areas not being restored until Monday (02/10). Our sheltering plan was prepared and ready for activation should community needs / requests for shelter have arisen.



TOWN OF HAMPTON EMS COVERAGE (UPDATE)

We have continued coordination and support for the Town of Hampton as they continue to review their options for EMS coverage services following the staffing issues that occurred mid-2019 that left Fair Haven EMS with no personnel or ability to respond. Following the issue being brought forward, it was noted that neither Fair Haven or Poughkeepsie Rescue Squads were permitted under NYS Public Health Law to be a primary response agency in their current state (not NYS DOH Certified, or holding a Certificate of Need for the area). Last evening we assisted with the second stakeholder meeting, involving representatives from the Town of Hampton, Skenesborough EMS, Fair Haven EMS, Granville EMS, Hampton Fire Department and our staff. The Town and stakeholders are continuing to review their options moving forward, including interest from the Fire Department in becoming a NYS BLS (Basic Life Support) First Response agency.



COUNTY EMERGENCY PREPAREDNESS ASSESSMENT (CEPA)

We coordinated our CEPA review session with our NYS Division of Homeland Security and Emergency Services partners, which was held on January 29, 2020. Washington County was selected as the first county statewide to undergo the triennial CEPA process for 2020, which was newly updated. Our CEPA session was extremely well attended and we extend our appreciation and thanks to all the many key partners and departments that participated. Notes of highlighted Washington County programs / capabilities in which we excelled in were:

- Cybersecurity / use of Cyber grants
- County's sUAS Response Team / Program (joint between the Sheriff's Office & Public Safety)
- Intercounty relationships (Public Safety, Fire with Warren County)
- Interoperable & Emergency Communications
- EMS Skills Lab (joint effort with SUNY Adirondack)

CORONAVIRUS (COVID-19) – PREPARATION, CONTINUED MONITORING

Washington County's Departments of Public Health and Public Safety in conjunction with County Administration are continuing to work closely with our state and federal health agencies to monitor the spread of the disease and act decisively to ensure we are as prepared as possible to keep Washington County safe and healthy. We will continue our coordination and support for our local agencies and communities alongside our Public Health partners to best keep our stakeholders updated and informed. In an effort to enhance public awareness and simplify access to public information, we coordinated with Public Health and County Administration to publish a public information page, which will be updated frequently with any changes or local statistics, at washingtoncountyny.gov/coronavirus.

EMERGENCY MANAGEMENT & SKILLED NURSING FACILITY COORDINATION

We continue our EM & Skilled Nursing Facility partners working group, which was established in 2018. On February 27, 2020, our Emergency Management team participated in a multi-facility exercise in which one of the Skilled Nursing Facilities experienced a full power failure of commercial power, including the loss of their backup generator. The facility conducted an interfacility transfer of patients utilizing their computerized patient tracking system, which tested the capabilities of both the sending and receiving facilities, as well as their emergency communications capabilities. The exercise was conducted successfully and was a great joint effort between the teams at the Fort Hudson Nursing Center and the Slate Valley Center.

FUTURE OF EMS WORKING GROUP – CONTINUED

Our EMS Coordinators are coordinating the second of the county's "Future of EMS" workgroup meetings this Thursday (March 5th) at the Municipal Center. The focus is on establishing a true view of EMS in the county as it is currently and planning a vision for discussion for the future.

REVIEW OF THE COUNTY'S sUAS RESPONSE TEAM

The Public Safety Committee approved the creation of a sUAS (small Unmanned Aerial Systems) Response Team in May of 2018, which would be composed of members of the Sheriff's Office and Public Safety, providing UAS support and services to the county, municipalities and our First Response agencies.

- **FUNDING:** From the start of the sUAS Response Team, we have grown our capabilities utilizing various levels of funding – including drug forfeiture fund use by Sheriff Murphy to provide the start-up equipment for the team, Fire Investigation Equipment funding use by Coordinator Bristol and EMPG funding use by our office, limiting the amount of locally budgeted funding to support the team and equipment to date.
- **TRAINING:** Our Pilots are FAA Certificated Remote Pilots, requiring a written FAA test to receive their certificate and follow up certified operator training through the NYS Division of Homeland Security and Emergency Services. The operator training courses are conducted by DHSES at no cost and hosted at the State Preparedness Training Center in Oriskany. We also conduct our own recurring training sessions, which include training on interior and close quarters operations, night operations (including thermal) and airspace review / and operations planning.
- **FREQUENT USES:** Situational Awareness / Scene Overview for First Responders, Lost / Missing Persons and Search / Rescue Operations, Aerial Scene Documentation, Hazardous Materials Incident Responses, Emergency Management / Coordination of Multi-Agency Incidents, Critical Infrastructure Inspection / Inventories

COMMUNICATIONS CENTER ACTIVITY REPORTS

The 911 Communications Center Activity Reports for the months of January and February are attached for review. *A well deserved 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!*

ANNUAL REPORT

We have compiled our "State of the Department of Public Safety" report reflecting the activities and accomplishments of our Department and personnel across all of our component services for 2019, as well as identified our goals moving forward for 2020. A copy of the State of the Department of Public Safety is attached.

We truly appreciate the continued and proven partnership and assistance of all of our elected officials, Communications Center personnel, field partners in Law Enforcement, Fire, EMS, Public Works, as well as our Municipal, County and State agency partners as we continue to navigate through any challenges we're faced with as a county and a team. Many thanks to all for their work on behalf of those we serve!

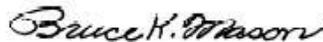
Respectfully Submitted,



Glen P. Gosnell
Director



Timothy R. Hardy
Deputy Director



Bruce K. Mason
EMS Coordinator



Glenn E. Bristol
Fire Coordinator

WASHINGTON COUNTY

SHERIFF'S OFFICE & PUBLIC SAFETY



In what situations might an sUAS be helpful?

- Situational Awareness / Scene Overviews for Incident Commanders (Law Enforcement, Fire, EMS, HazMat, Local Governments)
- Lost / Missing Persons Searches
- Scene Documentation from the Air
- Hazardous Materials Incidents
- Emergency Management / Coordination of Multi-Agency Incidents
- Critical Infrastructure Inspection / Inventories (Towers, Buildings, Bridges, etc.)

How do you request an sUAS response?

- Contact the Washington County Public Safety Communications Center at (518)747-3325

What information should you provide?

- Type of incident (search, hazmat, etc.)
- Information for an on-scene contact person
- Location
- Approximate area of operations
- Approximate time frame of operations
- Any other airborne assets in the area (i.e., helicopter, other sUAS etc.)?

The Washington County Sheriff's Office & Department of Public Safety have joined together to establish a small Unmanned Aerial System (sUAS) Response Team which is available to any of our local municipal partners and Public Safety field partners throughout Washington County, New York!

All of our response team members train together regularly and are FAA Part 107 Certificated remote pilots.



Our primary mission is to aid in and support our local municipal partners (Towns and Villages) and our Law Enforcement, Fire / EMS and HazMat agencies.

Small Unmanned Aerial Systems Response operations may be limited by factors such as incident location airspace, weather and night factors, however, if we can safely fly and support your mission, we will!

IN NEED OF sUAS SUPPORT?

CALL (518)747-3325



WHAT DO OUR sUAS UNITS LOOK LIKE?



DJI MAVIC SERIES



DJI PHANTOM 4 PRO



DJI INSPIRE 1

FREQUENTLY ASKED QUESTIONS

What is an Unmanned Aircraft System (UAS)? Collectively, UAS (also referred to as a “drone”) consists of an aircraft platform, sensor and communication payloads, and the ground control segment. The Federal Aviation Administration (FAA) policy identifies “Unmanned Aircraft” (UA) as ‘aircraft’ flown by a ‘pilot’ regardless of where the pilot is located. Washington County’s sUAS Response Team has adopted the same policy.

Can your sUAS Response Team units be flown anywhere? No. We are required to verify incident location airspace (along with many other factors including weather) just like any other commercial pilots prior to flying. There are areas that are “restricted airspace” under FAA regulations that require special authorization to fly in, if we can fly safely in that area under authorization, we will!

Can your sUAS Response Team units be flown at night? Yes! We have a “Daylight Operations Waiver” (allows Night Operations) from the FAA that permits us to fly at night when conditions and airspace permit.

What will your sUAS Response Team units be used for? There are so many great uses for small Unmanned Aerial Systems by Public Safety and Law Enforcement personnel that have been proven to provide support to local governments and public safety agencies all across the world limiting the times we have to put personnel in harm’s way! Check out some of the proven uses:

- **Search & Rescue** – Agencies worldwide have adopted and embraces the use of sUAS as a primary tool for search & rescue as an essential tool in locating lost / missing subjects in dangerous or remote locations.
- **Scene Overviews, Situational Awareness** (Fire, EMS, Hazardous Materials, Law Enforcement) – Incident Commanders and Local Municipal Officials will benefit greatly from a short sUAS flight of an incident scene providing them with essential information on the scene location, placement of resources and identification of risks, allowing them to better plan and handle incidents accordingly and more safely.
- **Scene Documentation** (Law Enforcement, Fire, etc.) – sUAS units are proving to be a great alternative to manned aerial shots and eliminate the need for boom equipped vehicles, eliminating or tying up large public safety aerals, ladders and other equipment necessary to document scenes. An sUAS flight can document a full scene in a matter of minutes instead of the traditional methods of hours.
- **Emergency Management & Assessments** – sUAS units are being deployed in response to disasters providing immediate, unique aerial perspectives. These views are enhancing effective resource allocation, route management, and disaster area inspection... minimizing the risk to personnel safety.

IN NEED OF sUAS SUPPORT?

CALL (518)747-3325



WASHINGTON COUNTY, NY

DEPARTMENT OF PUBLIC SAFETY

EMERGENCY MANAGEMENT * COMMUNICATIONS * FIRE * EMS * HAZMAT



PSAP ACTIVITY REPORT

for the month of

JANUARY 2020

TOTAL NUMBER OF INCIDENTS PROCESSED IN CAD FOR JANUARY: 5,822

CAD Incident Summary By Agency and Month JANUARY 2020

<u>AGENCY</u>	<u>INCIDENTS</u>	<u>MONTH</u>
21-ARGYLE EMS	47	1/2020
21-ARGYLE FD	4	1/2020
22-CAMBRIDGE EMS	129	1/2020
22-CAMBRIDGE FD	7	1/2020
23-COSSAYUNA FD	1	1/2020
23-COSSAYUNA FR	9	1/2020
24-DRESDEN FD	3	1/2020
25-EASTON FD	4	1/2020
25-EASTON FR	9	1/2020
26-FORT ANN EMS	46	1/2020
26-FORT ANN FD	4	1/2020
27-FORT EDWARD EMS	254	1/2020
27-FORT EDWARD FD	17	1/2020
28/29-GRANVILLE FD	11	1/2020
29-GRANVILLE EMS	128	1/2020
32-EASTON/GREENWICH EMS	55	1/2020
32-GREENWICH FD	5	1/2020
32-GREENWICH FR	25	1/2020
33-HAMPTON FD	3	1/2020
34-HARTFORD FD	8	1/2020
34-HARTFORD FR	17	1/2020
35-HEBRON FD	3	1/2020

35-HEBRON FR	17	1/2020
36-HUDSON FALLS FD	30	1/2020
37-HULETT'S LANDING FD	1	1/2020
38-KINGSBURY FD	16	1/2020
39-MIDDLE FALLS FD	4	1/2020
39-MIDDLE FALLS FR	10	1/2020
41-MIDDLE GRANVILLE FD	3	1/2020
42-NORTH GRANVILLE FD	5	1/2020
43-PUTNAM FD	2	1/2020
43-PUTNAM FR	3	1/2020
44-SALEM EMS	45	1/2020
44-SALEM FD	4	1/2020
45-SHUSHAN FD	2	1/2020
45-SHUSHAN FR	12	1/2020
46-WEST FORT ANN FD	3	1/2020
46-WEST FORT ANN FR	10	1/2020
47-WHITE CREEK FD	1	1/2020
48- WHITEHALL FR	48	1/2020
48-WHITEHALL FD	6	1/2020
49-SKENESBOROUGH EMS	74	1/2020
51-DORSET FD	9	1/2020
52-FAIR HAVEN EMS	41	1/2020
52-FAIR HAVEN FD	3	1/2020
53-MIDDLETOWN SPRINGS FD	2	1/2020
54-PAWLET FD	3	1/2020
55-POULTNEY EMS	41	1/2020
55-POULTNEY FD	4	1/2020
56-RUPERT FD	3	1/2020
57-WELLS FD	2	1/2020
58-WEST PAWLET FD	1	1/2020

59-EAST DORSET FD	3	1/2020
71 BAY RIDGE EMS	1	1/2020
73-BUSKIRK FD	1	1/2020
89-TICONDEROGA EMS	2	1/2020
CAMBRIDGE-GREENWICH PD	396	1/2020
CANADIAN PACIFIC RAILWAY	1	1/2020
EMS TRAINING	3	1/2020
FORT EDWARD PD	485	1/2020
GRANVILLE PD	186	1/2020
HUDSON FALLS PD	703	1/2020
NEW YORK CONSERVATION	7	1/2020
NEW YORK FOREST RANGERS	2	1/2020
NEW YORK STATE POLICE	434	1/2020
OTHER	1	1/2020
TOWN/VILLAGE HIGHWAY	16	1/2020
UTILITY COMPANIES	18	1/2020
WASHINGTON CO 911	667	1/2020
WASHINGTON CO CODE ENFORCEMENT	5	1/2020
WASHINGTON CO CORONERS	10	1/2020
WASHINGTON CO PROBATION	38	1/2020
WASHINGTON CO PUBLIC WORKS	25	1/2020
WASHINGTON CO SAFETY	5	1/2020
WASHINGTON CO SHERIFF	1272	1/2020
WASHINGTON CO SOCIAL SERVICE	61	1/2020
WHITEHALL PD	286	1/2020

PHONE CALL STATISTICS / OVERVIEW FOR JANUARY: Total Phone Calls (All Lines / All Categories) 9,395



PHONE CALL BREAKDOWN BY LINE FOR JANUARY: (All Incoming Calls / All Lines)

Trunk Group	Line	January 2020	% of Group	Total	
911	Wash (8438D1)	175	10.22%	175	
	Wash (8438D2)	184	10.74%	184	
	Wash (8438D3)	176	10.27%	176	
	Wash (8439D1)	390	22.77%	390	
	Wash (8439D2)	387	22.59%	387	
	Wash (8439D3)	397	23.18%	397	
	Wash (8657D1)	2	0.12%	2	
	Wash (8657D2)	0	0.00%	0	
	Wash (8657D3)	0	0.00%	0	
	Wash (8658D1)	1	0.06%	1	
	Wash (8658D2)	0	0.00%	0	
	Wash (8658D3)	1	0.06%	1	
	Total		1713		1713

Admin	747-3325	710	12.24%	710
	747-3326	42	0.72%	42
	747-3327	1	0.02%	1
	2140	5	0.09%	5
	2142	197	3.40%	197
	2143	21	0.36%	21
	2144	958	16.51%	958
	2245	253	4.38%	253
	CAM / GNH PD	181	3.12%	181
	COMM 2127	921	15.87%	921
	COMM 2129	294	5.07%	294
	COMM 5851	229	3.95%	229
	FTE PD	264	4.55%	264
	GVL PD	111	1.91%	111
	HFL PD	735	12.67%	735
	Line Pool 1	0	0.00%	0
	PDDESK2	0	0.00%	0
	PD Roll Over	62	1.07%	62
	Sheriffs Office	662	11.41%	662
	TDD	1	0.02%	1
	Wash CO 3111	11	0.19%	11
	WHL PD	144	2.48%	144
	Total	5802		5802

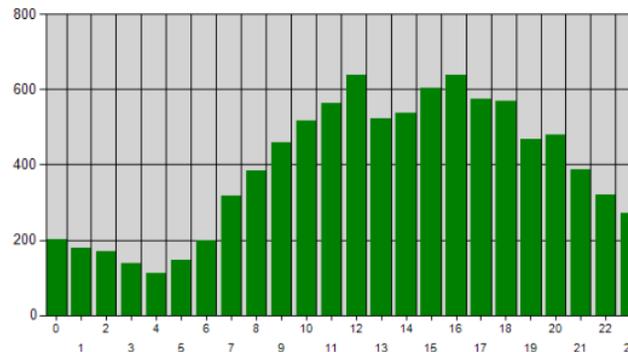
	January 2020	Total	
911	Inbound	1,625	1,625
	Abandoned	88	88
	Abandoned %	5.14%	5.14%
	Unparsed	0	0
	Total	1,713	1,713
10-Digit Emerg	Inbound	0	0
	Abandoned	0	0
	Outbound	0	0
	Unparsed	0	0
	Total	0	0
Administrative	Inbound	5,780	5,780
	Abandoned	22	22
	Outbound	1,880	1,880
	Unparsed	0	0
	Total	7,682	7,682
Avg Call Duration	88.2	88.2	
Total	9,395	9,395	

PHONE CALLS PER HOUR FOR JANUARY: (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
January 2020	201	179	169	139	113	147	200	316	385	458	517	564	637	523	537	604	637	576	568	467	478	388	321	271	9395
Total	201	179	169	139	113	147	200	316	385	458	517	564	637	523	537	604	637	576	568	467	478	388	321	271	9395
Abandoned Calls	6	2	4	1	1	0	4	6	6	8	5	4	9	3	6	7	9	9	4	2	5	4	2	3	110

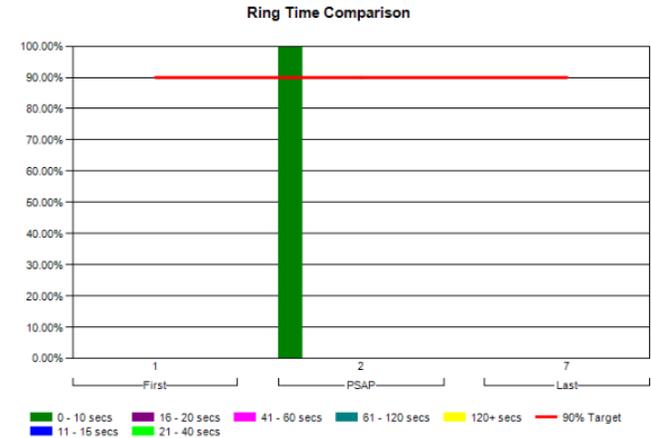
Calls per Hour

PSAP Average



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

Call Hour	Ring Times In Seconds						Total	Avg. Duration	% with Ring			
	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120			120+	≤ 10 Secs	≤ 15 Secs	≤ 20 Secs
00:00	156	0	0	0	0	0	156	91.2	100.00 %	100.00 %	100.00 %	100.00 %
01:00	143	0	0	0	0	0	143	117.3	100.00 %	100.00 %	100.00 %	100.00 %
02:00	127	0	0	0	0	0	127	111.6	100.00 %	100.00 %	100.00 %	100.00 %
03:00	102	0	0	0	0	0	102	100.2	100.00 %	100.00 %	100.00 %	100.00 %
04:00	87	0	0	0	0	0	87	83.1	100.00 %	100.00 %	100.00 %	100.00 %
05:00	104	0	0	0	0	0	104	103.6	100.00 %	100.00 %	100.00 %	100.00 %
06:00	148	0	0	0	0	0	148	78.7	100.00 %	100.00 %	100.00 %	100.00 %
07:00	257	0	0	0	0	0	257	87.9	100.00 %	100.00 %	100.00 %	100.00 %
08:00	318	0	0	0	0	0	318	86.6	100.00 %	100.00 %	100.00 %	100.00 %
09:00	391	0	0	0	0	0	391	81.8	100.00 %	100.00 %	100.00 %	100.00 %
10:00	456	0	0	0	0	0	456	82.9	100.00 %	100.00 %	100.00 %	100.00 %
11:00	442	0	0	0	0	0	442	81.0	100.00 %	100.00 %	100.00 %	100.00 %
12:00	525	0	0	0	0	0	525	91.2	100.00 %	100.00 %	100.00 %	100.00 %
13:00	446	0	0	0	0	0	446	83.7	100.00 %	100.00 %	100.00 %	100.00 %
14:00	430	0	0	0	0	0	430	103.8	100.00 %	100.00 %	100.00 %	100.00 %
15:00	491	0	0	0	0	0	491	93.3	100.00 %	100.00 %	100.00 %	100.00 %
16:00	516	0	0	0	0	0	516	92.1	100.00 %	100.00 %	100.00 %	100.00 %
17:00	447	0	0	0	0	0	447	88.5	100.00 %	100.00 %	100.00 %	100.00 %
18:00	435	0	0	0	0	0	435	86.2	100.00 %	100.00 %	100.00 %	100.00 %
19:00	353	0	0	0	0	0	353	99.5	100.00 %	100.00 %	100.00 %	100.00 %
20:00	346	0	0	0	0	0	346	87.0	100.00 %	100.00 %	100.00 %	100.00 %
21:00	323	0	0	0	0	0	323	81.1	100.00 %	100.00 %	100.00 %	100.00 %
22:00	262	0	0	0	0	0	262	86.9	100.00 %	100.00 %	100.00 %	100.00 %
23:00	211	0	0	0	0	0	211	87.3	100.00 %	100.00 %	100.00 %	100.00 %
Total:	7,515	0	0	0	0	0	7,515	89.6	100.00 %	100.00 %	100.00 %	100.00 %
Overall %:	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%						



DISCOVERY RECORDS REQUESTS FOR THE MONTH OF JANUARY: 115

Our Administrative staff continues our coordinated efforts with our Law Enforcement and District Attorney’s office partners to provide rapid returns of recording and incident documentation relative to the Discovery changes. Our team processed 115 requests for the month of January.

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,

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Director

Timothy R. Hardy
Deputy Director

WASHINGTON COUNTY, NY

DEPARTMENT OF PUBLIC SAFETY

EMERGENCY MANAGEMENT * COMMUNICATIONS * FIRE * EMS * HAZMAT



PSAP ACTIVITY REPORT

for the month of

FEBRUARY 2020

TOTAL NUMBER OF INCIDENTS PROCESSED IN CAD FOR FEBRUARY: 5,399

CAD Incident Summary By Agency and Month FEBRUARY 2020

<u>AGENCY</u>	<u>INCIDENTS</u>	<u>MONTH</u>
21-ARGYLE EMS	50	2/2020
21-ARGYLE FD	18	2/2020
22-CAMBRIDGE EMS	150	2/2020
22-CAMBRIDGE FD	9	2/2020
23-COSSAYUNA FD	6	2/2020
23-COSSAYUNA FR	21	2/2020
24-DRESDEN FD	1	2/2020
25-EASTON FD	2	2/2020
25-EASTON FR	13	2/2020
26-FORT ANN EMS	37	2/2020
26-FORT ANN FD	4	2/2020
27-FORT EDWARD EMS	230	2/2020
27-FORT EDWARD FD	24	2/2020
28/29-GRANVILLE FD	10	2/2020
29-GRANVILLE EMS	116	2/2020
32-EASTON/GREENWICH EMS	49	2/2020
32-GREENWICH FD	9	2/2020
32-GREENWICH FR	14	2/2020
33-HAMPTON FD	6	2/2020
34-HARTFORD FD	13	2/2020
34-HARTFORD FR	15	2/2020
35-HEBRON FD	9	2/2020
35-HEBRON FR	16	2/2020

36-HUDSON FALLS FD	23	2/2020
37-HULETTS LANDING FD	1	2/2020
38-KINGSBURY FD	32	2/2020
39-MIDDLE FALLS FD	21	2/2020
39-MIDDLE FALLS FR	7	2/2020
41-MIDDLE GRANVILLE FD	5	2/2020
42-NORTH GRANVILLE FD	5	2/2020
43-PUTNAM FD	5	2/2020
43-PUTNAM FR	1	2/2020
44-SALEM EMS	45	2/2020
44-SALEM FD	5	2/2020
45-SHUSHAN FD	4	2/2020
45-SHUSHAN FR	17	2/2020
46-WEST FORT ANN FD	11	2/2020
46-WEST FORT ANN FR	11	2/2020
48- WHITEHALL FR	48	2/2020
48-WHITEHALL FD	8	2/2020
49-SKENESBOROUGH EMS	64	2/2020
51-DORSET FD	4	2/2020
52-FAIR HAVEN EMS	40	2/2020
52-FAIR HAVEN FD	11	2/2020
53-MIDDLETOWN SPRINGS FD	2	2/2020
54-PAWLET FD	3	2/2020
55-POULTNEY EMS	30	2/2020
55-POULTNEY FD	13	2/2020
56-RUPERT FD	2	2/2020
57-WELLS FD	5	2/2020
58-WEST PAWLET FD	1	2/2020
59-EAST DORSET FD	4	2/2020
85-SCHUYLERVILLE FD	1	2/2020

89-TICONDEROGA EMS	2	2/2020
CAMBRIDGE-GREENWICH PD	391	2/2020
CANADIAN PACIFIC RAILWAY	1	2/2020
FORT EDWARD PD	354	2/2020
GRANVILLE PD	146	2/2020
HUDSON FALLS PD	568	2/2020
NEW YORK FOREST RANGERS	1	2/2020
NEW YORK STATE POLICE	379	2/2020
OTHER	3	2/2020
TOWN/VILLAGE HIGHWAY	40	2/2020
UTILITY COMPANIES	85	2/2020
WASHINGTON CO 911	704	2/2020
WASHINGTON CO CODE ENFORCEMENT	4	2/2020
WASHINGTON CO CORONERS	8	2/2020
WASHINGTON CO PROBATION	37	2/2020
WASHINGTON CO PUBLIC WORKS	39	2/2020
WASHINGTON CO SAFETY	5	2/2020
WASHINGTON CO SHERIFF	1129	2/2020
WASHINGTON CO SOCIAL SERVICE	53	2/2020
WHITEHALL PD	199	2/2020

PHONE CALL STATISTICS / OVERVIEW FOR FEBRUARY: Total Phone Calls (All Lines / All Categories) 9,441



PHONE CALL BREAKDOWN BY LINE FOR FEBRUARY: (All Incoming Calls / All Lines)

Trunk Group	Line	February 2020	% of Group	Total	
911	Wash (8438D1)	182	9.83%	182	
	Wash (8438D2)	176	9.50%	176	
	Wash (8438D3)	178	9.61%	178	
	Wash (8439D1)	439	23.70%	439	
	Wash (8439D2)	416	22.46%	416	
	Wash (8439D3)	420	22.68%	420	
	Wash (8657D1)	8	0.43%	8	
	Wash (8657D2)	16	0.86%	16	
	Wash (8657D3)	0	0.00%	0	
	Wash (8658D1)	6	0.32%	6	
	Wash (8658D2)	6	0.32%	6	
	Wash (8658D3)	5	0.27%	5	
	Total		1852		1852

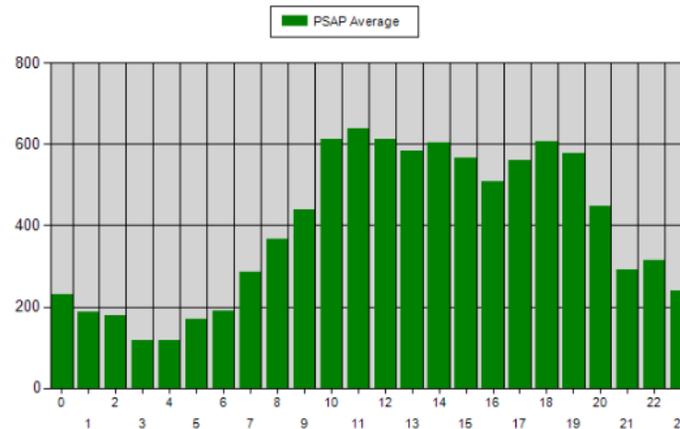
Admin	747-3325	806	14.61%	806
	747-3326	40	0.73%	40
	747-3327	2	0.04%	2
	2140	8	0.15%	8
	2142	186	3.37%	186
	2143	12	0.22%	12
	2144	861	15.61%	861
	2245	168	3.05%	168
	CAM / GNH PD	243	4.40%	243
	COMM 2127	817	14.81%	817
	COMM 2129	333	6.04%	333
	COMM 5851	229	4.15%	229
	FTE PD	245	4.44%	245
	GVL PD	127	2.30%	127
	HFL PD	618	11.20%	618
	Line Pool 1	0	0.00%	0
	PDDESK2	0	0.00%	0
	PD Roll Over	68	1.23%	68
	Sheriffs Office	625	11.33%	625
	TDD	5	0.09%	5
	Wash CO 3111	10	0.18%	10
	WHL PD	114	2.07%	114
	Total		5517	

	February 2020	Total	
911	Inbound	1,761	1,761
	Abandoned	91	91
	Abandoned %	4.91%	4.91%
	Unparsed	0	0
	Total	1,852	1,852
10-Digit Emergency	Inbound	0	0
	Abandoned	0	0
	Outbound	0	0
	Unparsed	0	0
	Total	0	0
Administrative	Inbound	5,501	5,501
	Abandoned	16	16
	Outbound	2,072	2,072
	Unparsed	0	0
	Total	7,589	7,589
Avg Call Duration	82.4	82.4	
Total	9,441	9,441	

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

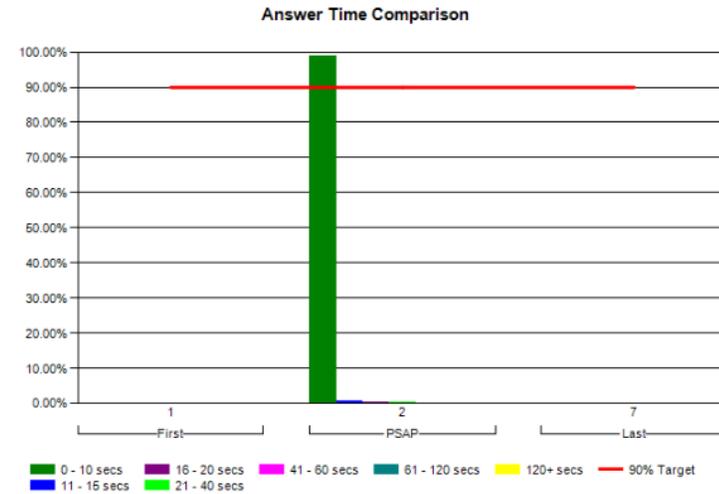
Date	00:00	01:00	02:00	03:00	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	Total
February 2020	232	187	178	118	119	171	191	285	366	440	613	637	611	584	603	565	508	559	607	577	447	291	313	239	9441
Total	232	187	178	118	119	171	191	285	366	440	613	637	611	584	603	565	508	559	607	577	447	291	313	239	9441
Abandoned Calls	3	2	1	1	1	2	2	4	4	5	27	6	4	6	0	5	7	9	4	3	4	2	3	2	107

Calls per Hour



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

Call Hour	Answer Times In Seconds							Total	Avg. Duration	% Answered			
	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+			≤ 10 Secs	≤ 15 Secs	≤ 20 Secs	≤ 40 Secs
00:00	181	0	0	1	0	0	0	182	84.7	99.45 %	99.45 %	99.45 %	100.00 %
01:00	148	1	0	0	0	0	0	149	88.6	99.33 %	100.00 %	100.00 %	100.00 %
02:00	145	0	0	0	0	0	0	145	78.9	100.00 %	100.00 %	100.00 %	100.00 %
03:00	82	0	0	0	0	0	0	82	83.8	100.00 %	100.00 %	100.00 %	100.00 %
04:00	78	1	0	0	0	0	0	79	76.9	98.73 %	100.00 %	100.00 %	100.00 %
05:00	122	3	0	0	0	0	0	125	102.3	97.60 %	100.00 %	100.00 %	100.00 %
06:00	150	0	0	0	0	0	0	150	76.5	100.00 %	100.00 %	100.00 %	100.00 %
07:00	228	1	0	1	0	0	0	230	84.7	99.13 %	99.57 %	99.57 %	100.00 %
08:00	298	0	1	0	0	0	0	299	100.5	99.67 %	99.67 %	100.00 %	100.00 %
09:00	359	5	0	1	0	0	0	365	98.5	98.36 %	99.73 %	99.73 %	100.00 %
10:00	472	5	2	0	0	0	0	479	86.9	98.54 %	99.58 %	100.00 %	100.00 %
11:00	473	8	2	0	0	0	0	481	81.0	98.34 %	99.58 %	100.00 %	100.00 %
12:00	474	3	0	0	0	0	0	477	93.5	99.37 %	100.00 %	100.00 %	100.00 %
13:00	441	1	0	0	0	0	0	442	84.5	99.77 %	100.00 %	100.00 %	100.00 %
14:00	487	5	0	0	0	0	0	492	87.7	98.98 %	100.00 %	100.00 %	100.00 %
15:00	420	7	1	1	0	0	0	429	94.4	97.90 %	99.53 %	99.77 %	100.00 %
16:00	424	3	0	0	0	0	0	427	96.9	99.30 %	100.00 %	100.00 %	100.00 %
17:00	432	11	2	0	0	0	0	445	85.7	97.08 %	99.55 %	100.00 %	100.00 %
18:00	475	2	0	1	0	0	0	478	80.3	99.37 %	99.79 %	99.79 %	100.00 %
19:00	405	3	0	0	0	0	0	408	82.3	99.26 %	100.00 %	100.00 %	100.00 %
20:00	359	1	0	0	0	0	0	360	97.4	99.72 %	100.00 %	100.00 %	100.00 %
21:00	237	0	0	0	0	0	0	237	90.2	100.00 %	100.00 %	100.00 %	100.00 %
22:00	235	1	0	0	0	0	0	236	92.9	99.58 %	100.00 %	100.00 %	100.00 %
23:00	172	0	0	0	0	0	0	172	88.3	100.00 %	100.00 %	100.00 %	100.00 %
Total:	7,297	59	8	5	0	0	0	7,369	88.3	99.02 %	99.82 %	99.93 %	100.00 %
Overall %:	99.02%	0.80%	0.11%	0.07%	0.00%	0.00%	0.00%						



DISCOVERY RECORDS REQUESTS FOR THE MONTH OF FEBRUARY: 76

Our Administrative staff continues our coordinated efforts with our Law Enforcement and District Attorney’s office partners to provide rapid returns of recording and incident documentation relative to the Discovery changes. Our team processed 76 requests for the month of February.

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!

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WASHINGTON COUNTY, NY

DEPARTMENT OF PUBLIC SAFETY

EMERGENCY MANAGEMENT * COMMUNICATIONS * FIRE * EMS * HAZMAT



STATE OF THE DEPARTMENT OF PUBLIC SAFETY



2020



STATE OF THE DEPARTMENT OF PUBLIC SAFETY 2020



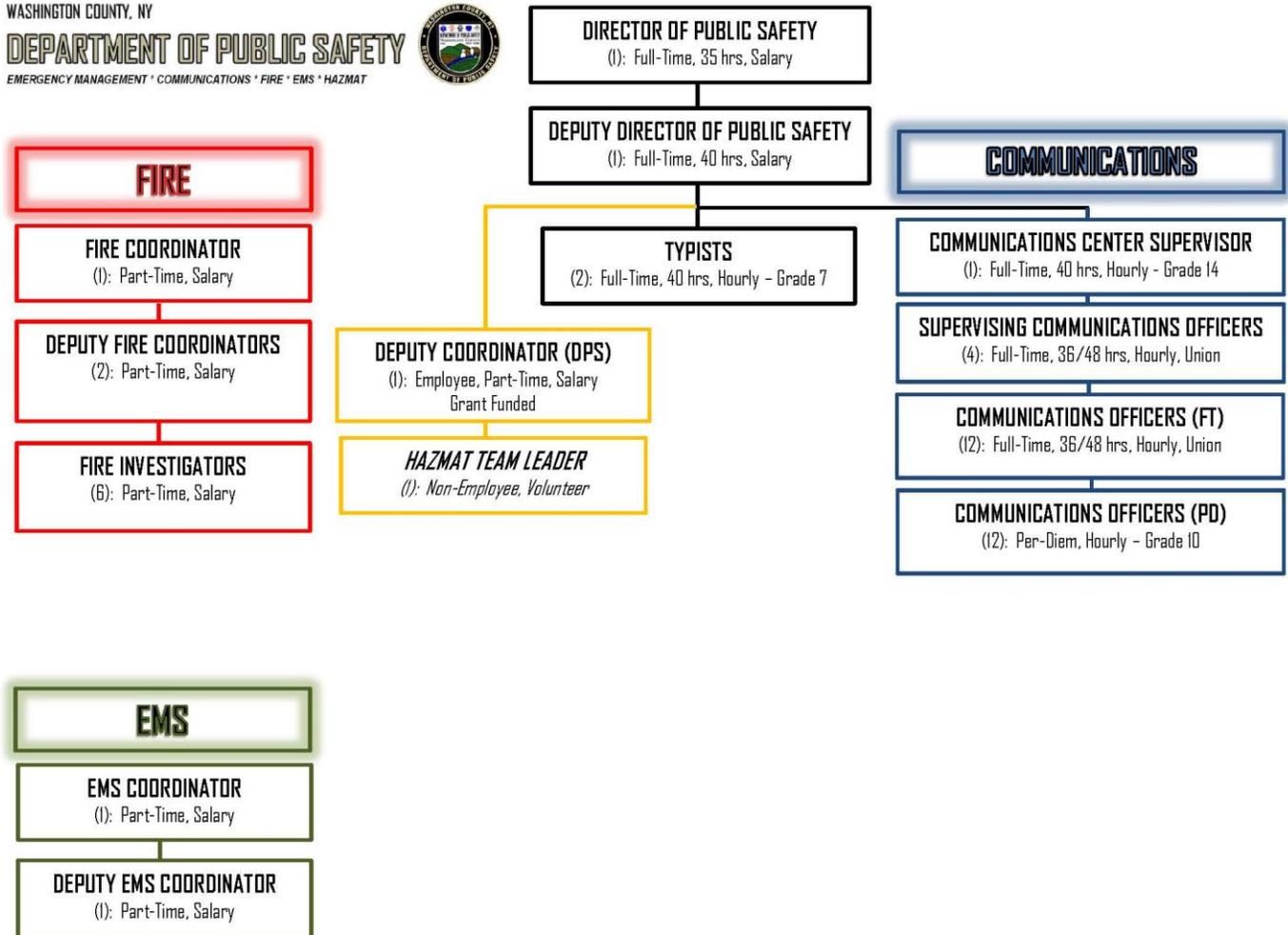
WHO WE ARE

The Department of Public Safety includes a number of different components to accomplish our mission and goals in support of the many agencies, communities, residents and visitors we serve.

- **ADMINISTRATIVE / EMERGENCY MANAGEMENT** – The EMERGENCY MANAGEMENT and ADMINISTRATIVE division handles all aspects of administering the many components of the Department of Public Safety, which includes all personnel management, financial and asset management, grant management, planning and emergency preparedness as well as response to incidents of any magnitude in any of the communities we support.
- **COMMUNICATIONS** – The COMMUNICATIONS division handles all communications related aspects of Public Safety services in Washington County, serving as the sole PSAP (Public Safety Answering Point) and Communications Center within the county.
- **FIRE** – The FIRE division or Bureau of Fire provides coordination, training and investigative services to the Fire Departments and personnel throughout the county.
- **EMS** - The EMS division or Bureau of EMS provides coordination, training and support to the EMS agencies and personnel throughout the county.
- **HAZARDOUS MATERIALS** - The County's Hazardous Materials Team provides coordination and support to the many First Response agencies, personnel and communities throughout the county.

WASHINGTON COUNTY, NY

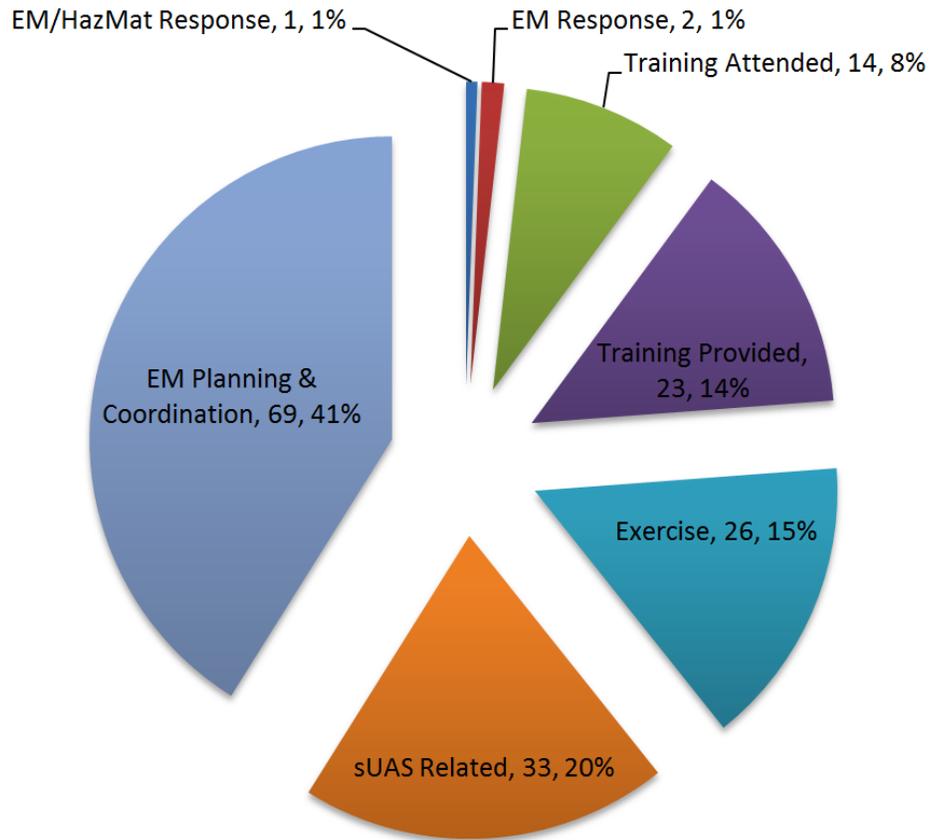
DEPARTMENT OF PUBLIC SAFETY
EMERGENCY MANAGEMENT * COMMUNICATIONS * FIRE * EMS * HAZMAT



PUBLIC SAFETY ORGANIZATIONAL CHART - EFFECTIVE 01/01/2020



EMERGENCY MANAGEMENT STATISTICS FOR 2019



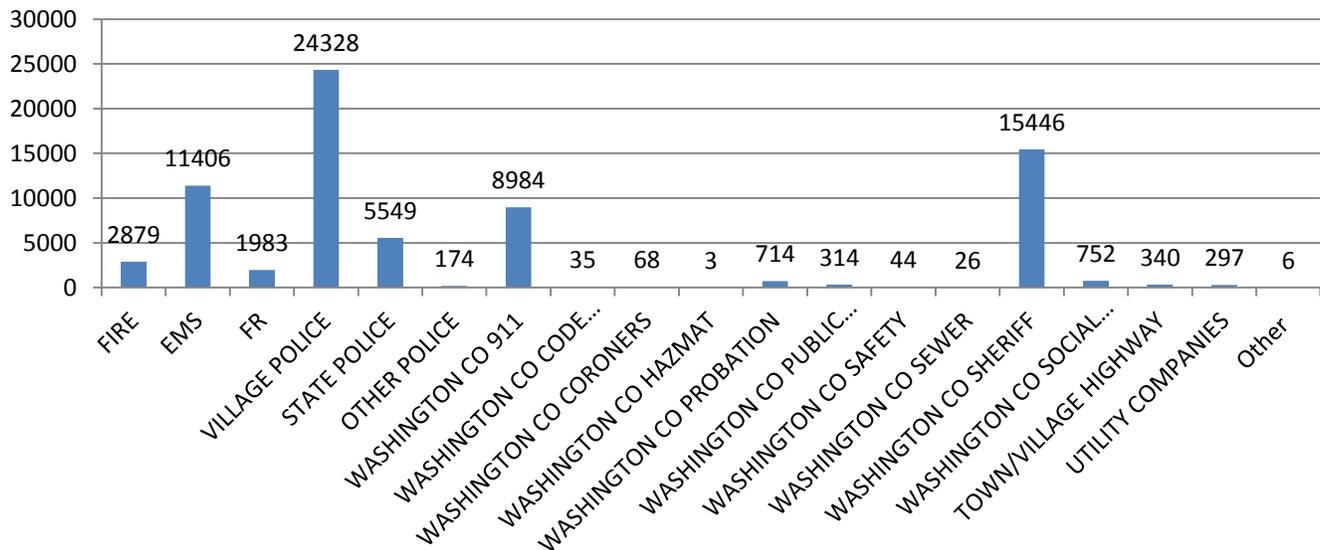
NOTEABLE EVENTS / INCIDENTS / ACTIVITIES FOR 2019

- Division of Homeland Security Grant Fiscal Monitoring Review (2015-2019) – Excellent review from NYS DHSES
- Tour of the Battenkill Event support and coordination
- Burgoyne Avenue, Hudson Falls – Sinkhole incident response and community coordination
- North William Street, Whitehall – Partial / Concern for Wall Collapse incident response and community coordination
- Implementation of an EOC / Communications Center at the Washington County Fair
- CHEMPACK Activation and deployment drill
- FEMA Flood Mapping project (continued)
- Emergency Management Certification & Training – Tier 3 for Local Officials (provided to Municipal Officials w/ DHSES)
- Replacement and Upgrade of the Microwave Communications Network between all communications towers. (Grant Funded)
- Replacement and Upgrade of the primary Fire, EMS and Law Enforcement radio base stations, project continues. (Grant Funded)
- Director elected as the Chairman of the Adirondack Regional Interoperable Communications Consortium, representing 14 counties (25% of NYS) from Albany to the Canadian border
- Deputy Director selected / recognized as a UAS Technical Expert for DRONERESPONDERS (international Public Safety UAS organization)



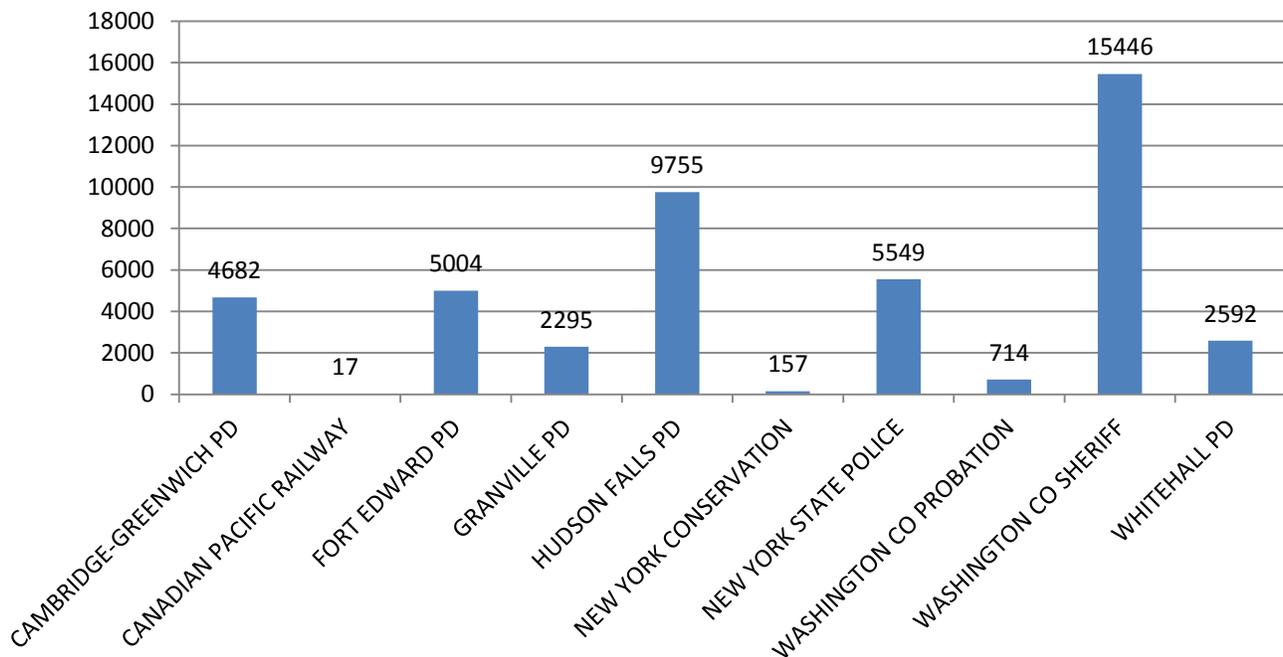
COMMUNICATIONS CENTER STATISTICS FOR 2019

INCIDENTS BY TYPE



TOTAL CAD CALLS / INCIDENTS PROCESSED IN 2019: 73,348

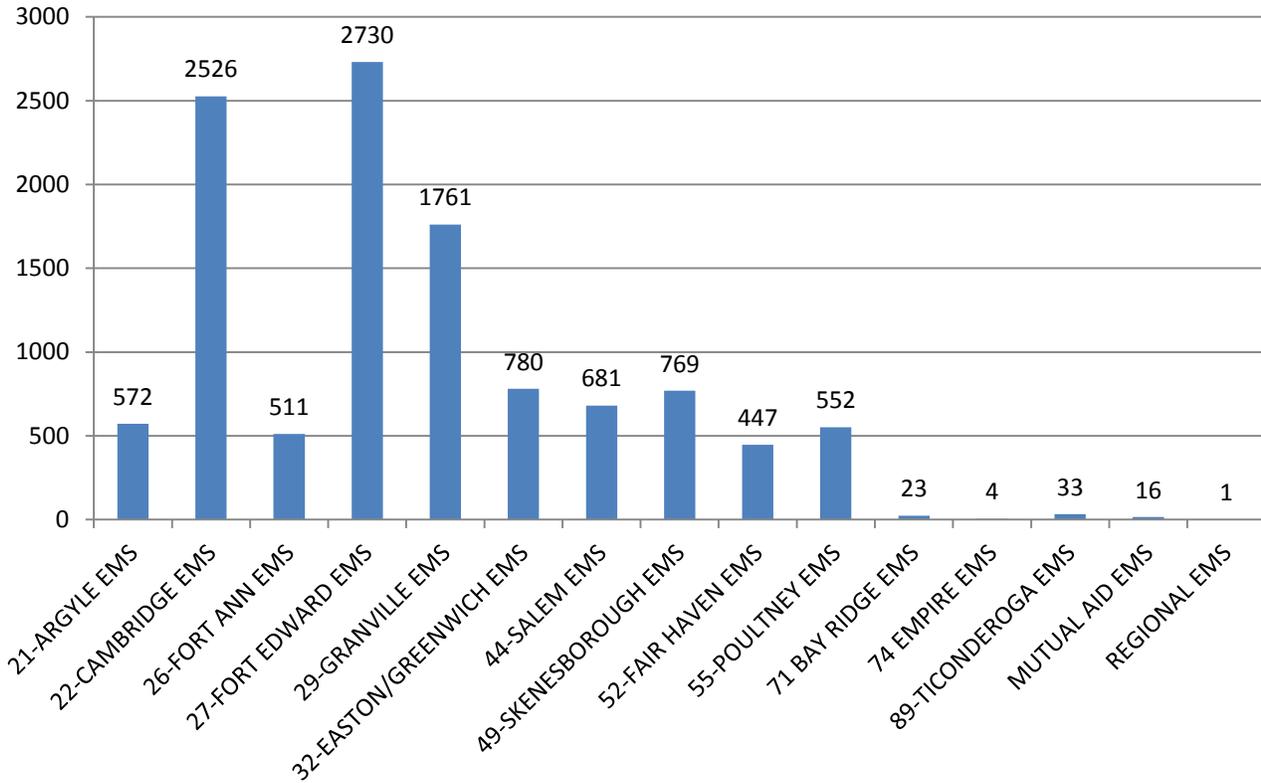
LAW ENFORCEMENT INCIDENTS BY AGENCY



TOTAL LAW ENFORCEMENT CALLS / INCIDENTS PROCESSED IN 2019: 46,211

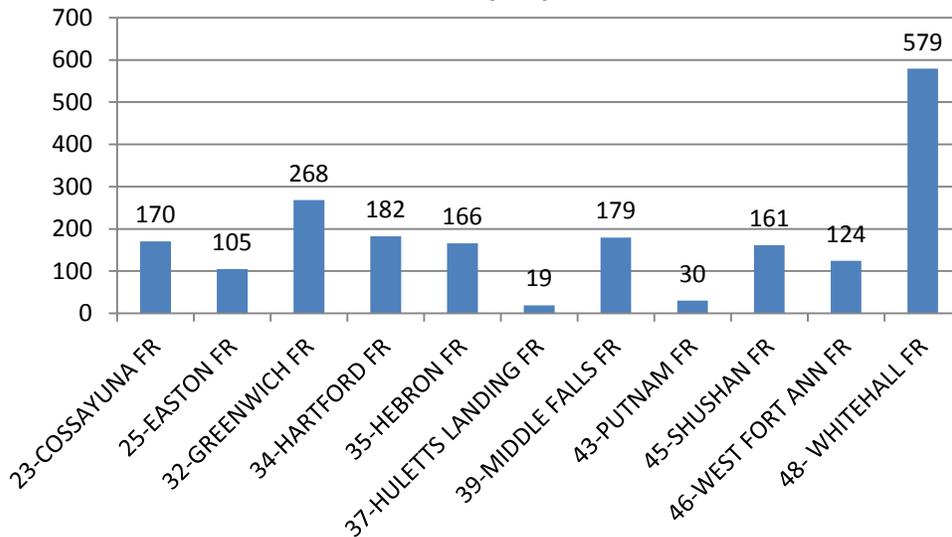


EMS INCIDENTS BY AGENCY



TOTAL EMS CALLS / INCIDENTS PROCESSED IN 2019: 11,406

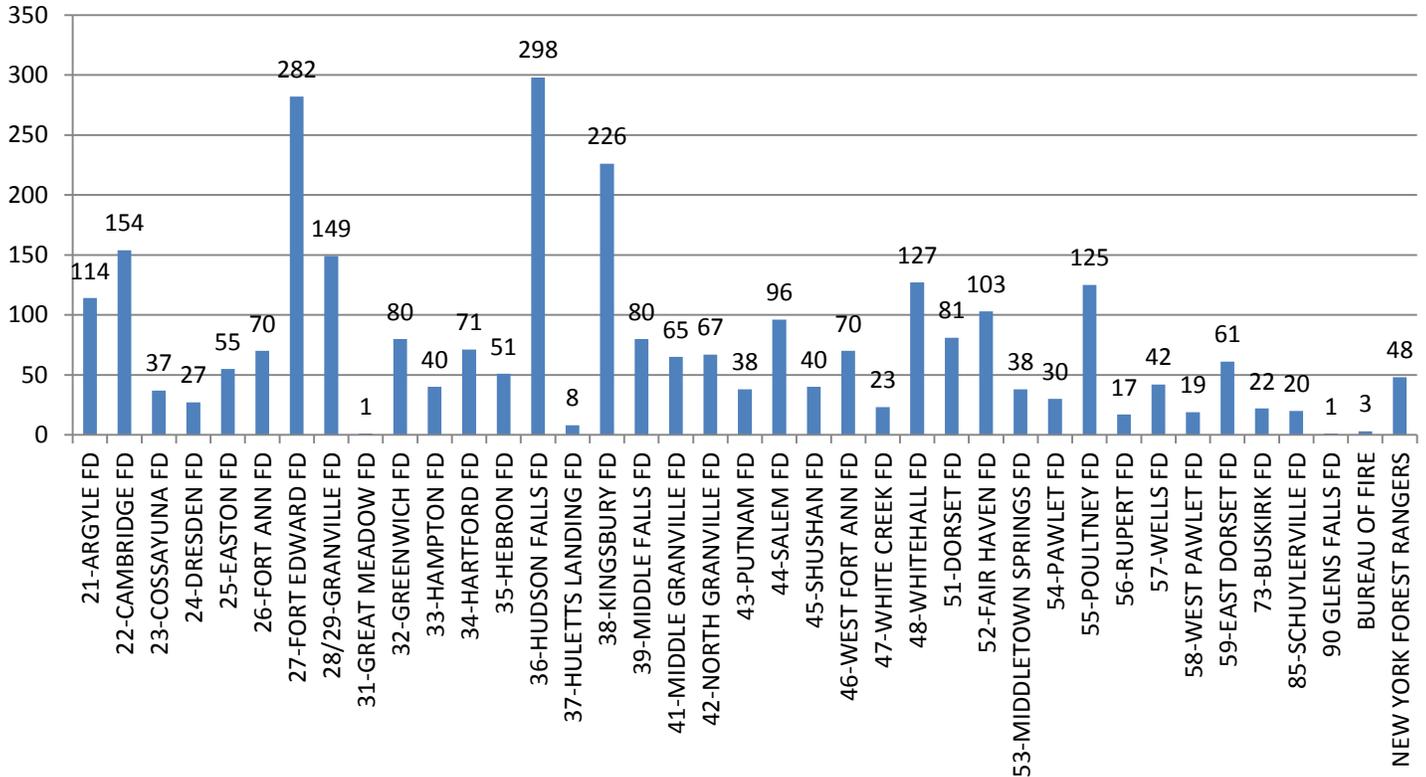
FIRST RESPONSE (FR) INCIDENTS BY AGENCY



TOTAL FR CALLS / INCIDENTS PROCESSED IN 2019: 1,983

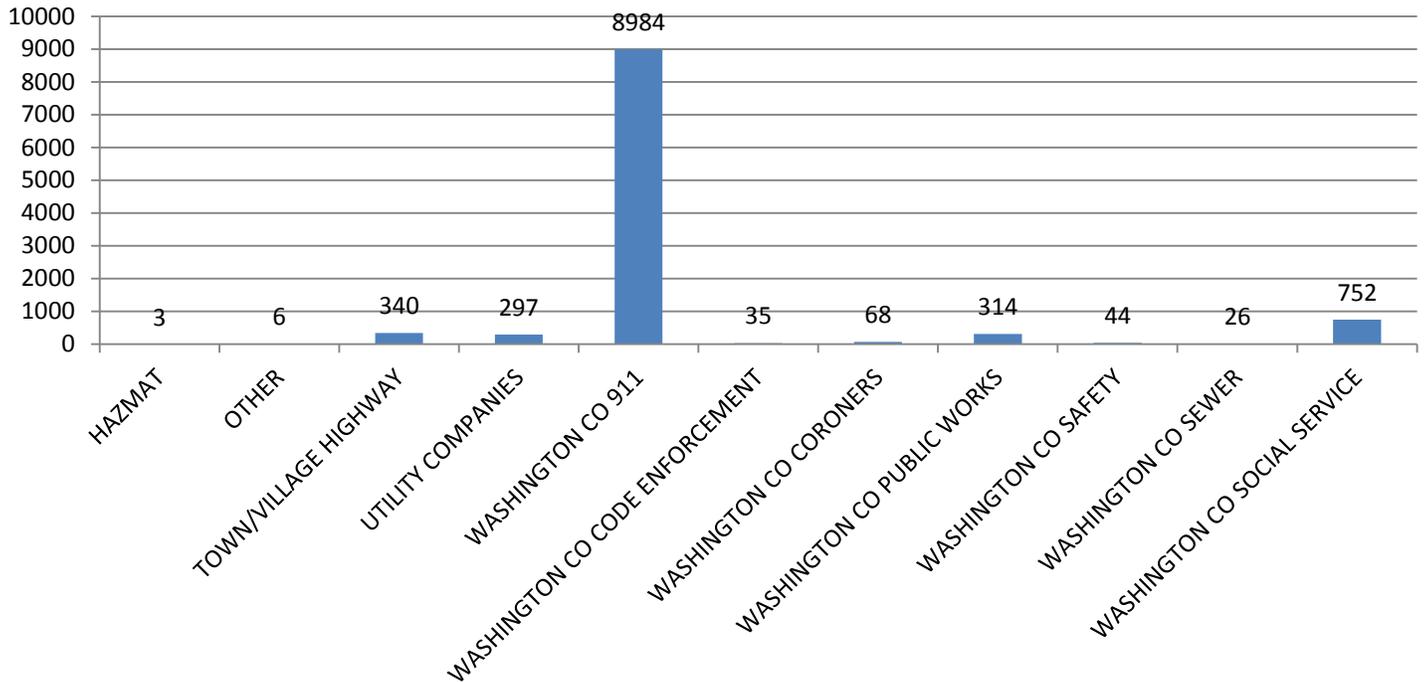


FIRE DEPARTMENT INCIDENTS BY AGENCY



TOTAL FIRE DEPARTMENT CALLS / INCIDENTS PROCESSED IN 2019: 2,879

OTHER INCIDENTS BY AGENCY



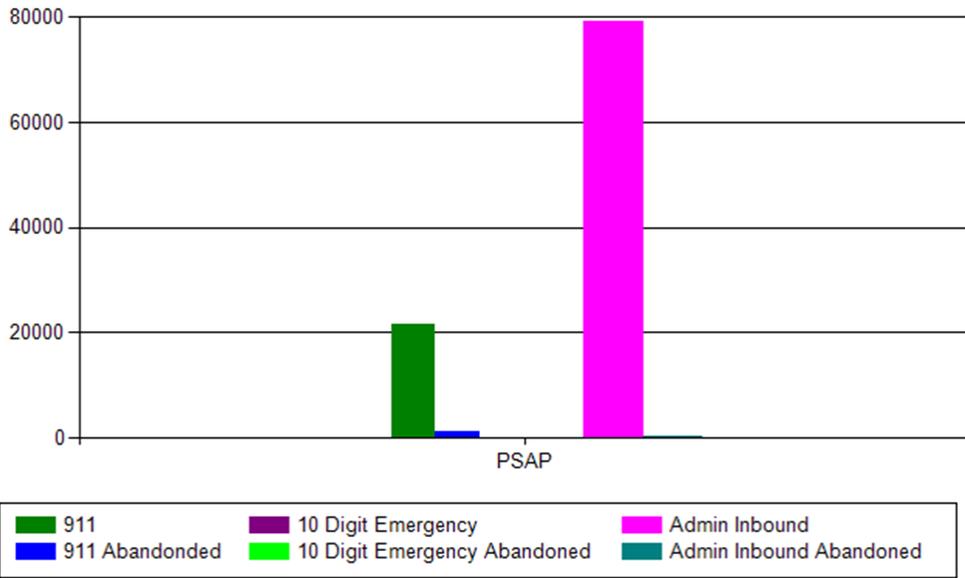
TOTAL OTHER CALLS / INCIDENTS PROCESSED IN 2019: 10,869



TOTAL PSAP PHONE ACTIVITY BY MONTH FOR 2019

	January 2019	February 2019	March 2019	April 2019	May 2019	June 2019	July 2019	August 2019	September 2019	October 2019	November 2019	December 2019	Total	
911	Inbound	1,720	1,461	1,570	1,629	1,862	2,044	2,134	2,280	1,780	1,828	1,703	1,671	21,682
	Abandoned	91	73	63	74	95	96	101	90	89	97	74	86	1,029
	Abandoned %	5.02%	4.76%	3.86%	4.35%	4.85%	4.49%	4.52%	3.80%	4.76%	5.04%	4.16%	4.89%	4.53%
	Unparsed	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	1,811	1,534	1,633	1,703	1,957	2,140	2,235	2,370	1,869	1,925	1,777	1,757	22,711
10-Digit Emerg	Inbound	0	0	0	0	0	0	0	0	0	0	0	0	0
	Abandoned	0	0	0	0	0	0	0	0	0	0	0	0	0
	Outbound	0	0	0	0	0	0	0	0	0	0	0	0	0
	Unparsed	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	0	0	0	0	0	0
Administrativ	Inbound	6,455	5,856	6,025	6,169	7,232	6,793	7,203	7,221	6,608	6,887	6,620	5,960	79,029
	Abandoned	24	15	28	23	18	35	27	23	32	24	20	16	285
	Outbound	2,398	2,153	2,062	2,039	2,628	2,529	3,010	2,772	2,267	2,317	2,521	2,239	28,935
	Unparsed	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	8,877	8,024	8,115	8,231	9,878	9,357	10,240	10,016	8,907	9,228	9,161	8,215	108,249
Avg Call Duration	82.5	82.7	84.1	84.0	86.4	86.3	82.4	84.9	82.9	81.5	78.1	85.0	83.4	
Total	10,688	9,558	9,748	9,934	11,835	11,497	12,475	12,386	10,776	11,153	10,938	9,972	130,960	

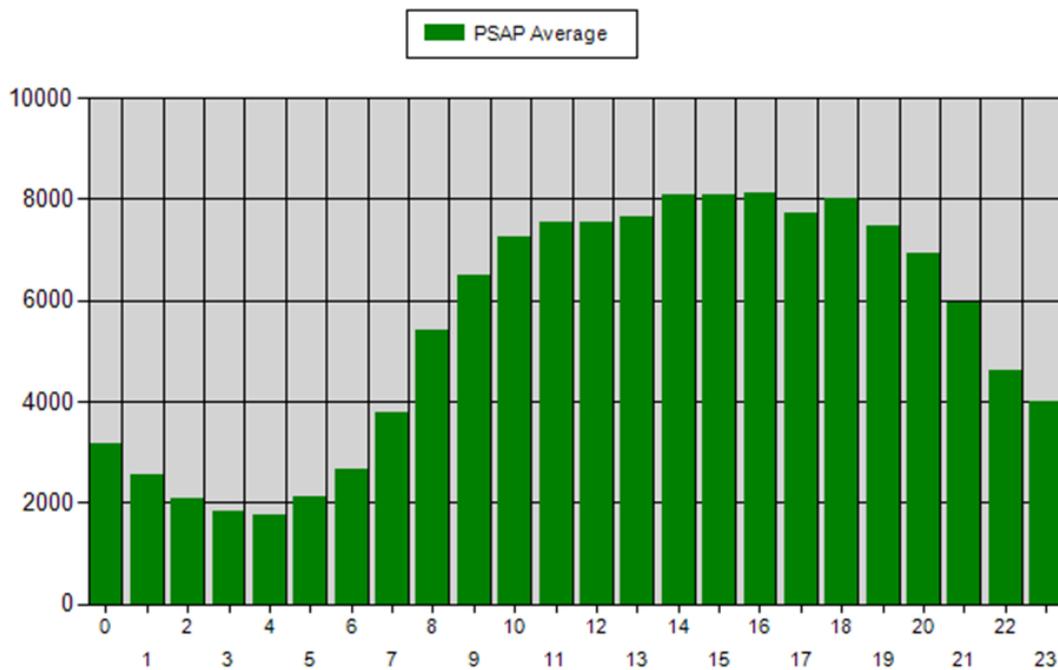
Call Summary



TOTAL PSAP PHONE ACTIVITY BY MONTH / HOUR OF DAY FOR 2019

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
January 2019	214	182	181	189	169	210	238	328	486	605	590	669	601	624	657	679	648	616	721	577	484	381	354	285	10688
February 2019	260	186	170	147	131	158	230	273	428	506	555	528	614	608	574	579	602	539	485	479	431	432	282	361	9558
March 2019	235	178	176	128	136	138	263	285	348	454	614	581	590	539	582	556	567	640	537	602	529	461	320	289	9748
April 2019	199	182	131	130	102	242	197	253	364	520	521	630	666	616	638	693	643	589	563	588	528	448	246	245	9934
May 2019	243	191	183	169	136	214	216	400	522	524	681	649	671	678	685	695	774	669	803	735	616	555	457	369	11835
June 2019	317	225	149	144	102	175	244	307	451	579	603	652	713	682	730	688	672	687	740	632	601	552	458	394	11497
July 2019	359	240	159	132	151	163	215	336	503	570	633	673	721	734	818	763	743	675	788	738	814	710	481	356	12475
August 2019	310	288	246	212	237	217	235	339	537	605	671	721	614	698	657	754	698	655	793	718	698	569	471	443	12386
September 2019	314	241	159	177	150	163	157	326	416	477	591	581	584	633	638	665	713	671	647	640	575	535	440	283	10776
October 2019	214	175	140	114	119	115	199	313	464	613	660	699	701	670	713	756	700	611	702	647	619	449	381	379	11153
November 2019	266	221	192	150	207	188	287	370	523	609	588	562	539	585	638	659	700	689	675	607	530	492	345	316	10938
December 2019	253	239	204	136	114	136	177	265	379	448	532	596	547	589	747	601	671	692	576	518	506	379	391	276	9972
Total	3184	2548	2090	1828	1754	2119	2658	3795	5421	6510	7239	7541	7561	7656	8077	8088	8131	7733	8030	7481	6931	5963	4626	3996	130960
Abandoned Calls	25	22	12	15	14	16	25	45	70	75	78	81	67	69	82	78	84	92	98	75	69	52	47	23	1314

Calls per Hour



TOTAL PSAP PHONE INCOMING PHONE ACTIVITY BY LINE FOR 2019

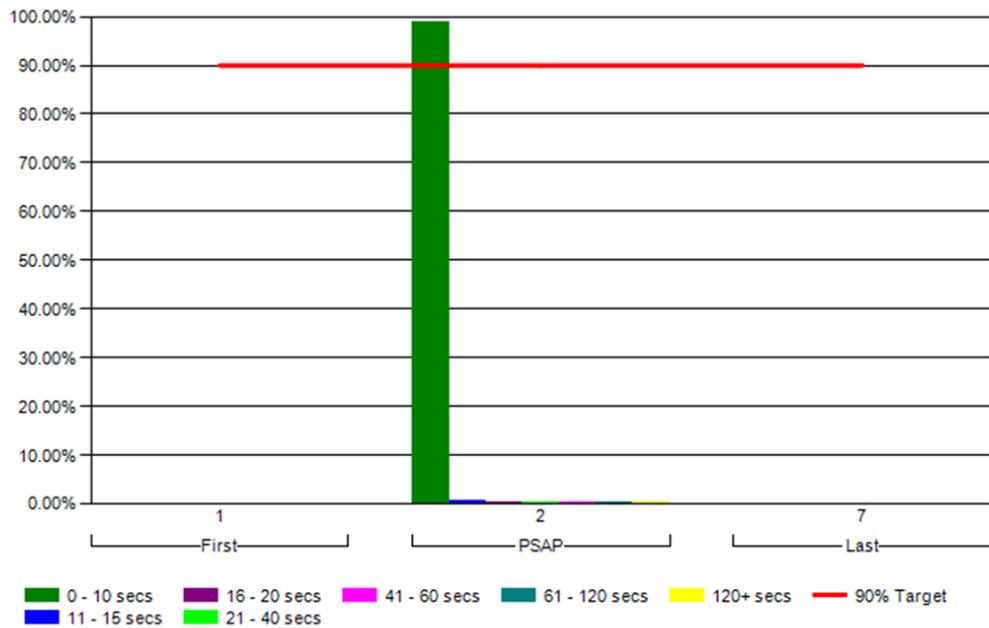
Trunk Group	Line	2019	% of Group	Total	
911	Wash (8438D1)	2442	10.75%	2442	
	Wash (8438D2)	2477	10.91%	2477	
	Wash (8438D3)	2437	10.73%	2437	
	Wash (8439D1)	5067	22.31%	5067	
	Wash (8439D2)	5044	22.21%	5044	
	Wash (8439D3)	5081	22.37%	5081	
	Wash (8657D1)	44	0.19%	44	
	Wash (8657D2)	50	0.22%	50	
	Wash (8657D3)	0	0.00%	0	
	Wash (8658D1)	24	0.11%	24	
	Wash (8658D2)	21	0.09%	21	
	Wash (8658D3)	24	0.11%	24	
	Total		22711		22711
	Admin	747-3325	11023	13.90%	11023
747-3326		604	0.76%	604	
747-3327		109	0.14%	109	
2140		56	0.07%	56	
2142		2941	3.71%	2941	
2143		321	0.40%	321	
2144		12293	15.50%	12293	
2245		2785	3.51%	2785	
CAM / GNH PD		2969	3.74%	2969	
COMM 2127		12754	16.08%	12754	
COMM 2129		4651	5.86%	4651	
COMM 5851		3453	4.35%	3453	
FTE PD		3556	4.48%	3556	
GVL PD		1881	2.37%	1881	
HFL PD		8545	10.77%	8545	
Line Pool 1		0	0.00%	0	
PDDSK2		0	0.00%	0	
PD Roll Over		838	1.06%	838	
Sheriffs Office		8736	11.01%	8736	
TDD		43	0.05%	43	
Wash CO 3111		103	0.13%	103	
WHL PD	1653	2.08%	1653		
Total		79314		79314	



911 CALL ANSWER TIME FOR 2019

Call Hour	Answer Times In Seconds							Total	Avg. Duration	% Answered			
	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+			≤ 10 Secs	≤ 15 Secs	≤ 20 Secs	≤ 40 Secs
00:00	2,268	10	1	2	0	0	1	2,282	90.2	99.39%	99.82%	99.87%	99.96%
01:00	1,808	7	1	0	1	0	0	1,817	99.1	99.50%	99.89%	99.94%	99.94%
02:00	1,463	8	0	0	0	0	0	1,471	99.8	99.46%	100.00%	100.00%	100.00%
03:00	1,311	3	0	0	0	0	0	1,314	96.6	99.77%	100.00%	100.00%	100.00%
04:00	1,260	5	3	0	0	0	0	1,268	89.4	99.37%	99.76%	100.00%	100.00%
05:00	1,494	13	2	0	0	0	0	1,509	83.9	99.01%	99.87%	100.00%	100.00%
06:00	2,103	28	0	0	0	0	1	2,132	78.8	98.64%	99.95%	99.95%	99.95%
07:00	3,017	28	6	1	0	0	0	3,052	83.2	98.85%	99.77%	99.97%	100.00%
08:00	4,299	54	10	11	0	1	0	4,375	83.5	98.26%	99.50%	99.73%	99.98%
09:00	5,256	93	10	12	1	0	0	5,372	81.5	97.84%	99.57%	99.76%	99.98%
10:00	5,871	66	10	2	0	0	0	5,949	80.8	98.69%	99.80%	99.97%	100.00%
11:00	6,080	67	10	8	0	0	0	6,165	83.7	98.62%	99.71%	99.87%	100.00%
12:00	6,135	56	3	0	0	0	0	6,194	84.5	99.05%	99.95%	100.00%	100.00%
13:00	6,111	36	0	1	0	1	0	6,149	85.4	99.38%	99.97%	99.97%	99.98%
14:00	6,465	61	0	1	0	0	1	6,528	84.6	99.03%	99.97%	99.97%	99.98%
15:00	6,507	71	5	2	0	0	0	6,585	85.6	98.82%	99.89%	99.97%	100.00%
16:00	6,489	67	6	2	0	1	0	6,565	87.4	98.84%	99.86%	99.95%	99.98%
17:00	6,057	40	2	3	0	0	0	6,102	89.7	99.26%	99.92%	99.95%	100.00%
18:00	5,965	25	6	8	0	0	1	6,005	91.2	99.33%	99.75%	99.85%	99.98%
19:00	5,411	26	4	1	0	1	2	5,445	90.4	99.38%	99.85%	99.93%	99.94%
20:00	5,060	16	2	0	0	0	0	5,078	95.5	99.65%	99.96%	100.00%	100.00%
21:00	4,338	19	1	1	1	0	0	4,360	94.0	99.50%	99.93%	99.95%	99.98%
22:00	3,461	13	1	1	0	0	0	3,476	95.1	99.57%	99.94%	99.97%	100.00%
23:00	2,821	7	1	1	0	0	2	2,832	96.9	99.61%	99.86%	99.89%	99.93%
Total:	101,050	819	84	57	3	4	8	102,025	87.7	99.04%	99.85%	99.93%	99.99%
Overall %:	99.04%	0.80%	0.08%	0.06%	0.00%	0.00%	0.01%						

Answer Time Comparison



BUREAU OF FIRE STATISTICS FOR 2019

The Bureau of Fire coordinates training through the New York State Office of Fire Prevention & Control for all of the Fire Departments in the county. Washington County is allocated 1,325 training hours for the state's fiscal year, April 1, 2020 – March 31, 2021 – that is 16th out of 62 counties in the number of training hours approved in New York!

During 2019 more than 400 students completed 21 training courses, amassing to 565 total training hours. A total of 63 firefighters completed the state's BEFO (Basic Exterior Firefighting Operations) course, which alone is 79 hours and also includes a Hazardous Materials First Responder Operations component. 15 of those firefighters continued on to complete the Interior Firefighting Operations course, which is an additional 50 hours. Several more firefighters are scheduled to take the Interior Firefighting Operations course in early 2020.

We were also able to offer several courses for the experienced firefighters already in service, which included:

- Firefighter 2, which was completed by 16 firefighters
- Fire Officer training (5 part course), which was completed by more than 30 firefighters
- Fire Police, which was completed by 25 personnel

OFPC developed a recommended set of "Best Practices" for use by Fire Departments, which Washington County hosted a session attended by 34 personnel from across the county. The course is intended to inform Fire Departments and their authority having jurisdiction of their roles and responsibilities. The course is recommended for county Fire Coordinators, Town Supervisors and Council Members, Mayors and Board Members, Chief Officers, Line Officers, Training Officers and Firefighters.

The Bureau of Fire also conducts coordination of efforts between mutual aid companies and provides Fire Investigation support to our local Fire Departments throughout the year.

- Fire Coordinator Responses: 62
- Fire Investigation Responses: 55
 - Vehicle Fire Investigations: 15
 - Structure Fire Investigations: 40

The Bureau of Fire also maintains a "J-Fire" or Juvenile Firesetter program. The mission of the Washington County J-FIRE Program is to provide a comprehensive, non-punitive, multidisciplinary approach to address the problem of juvenile firesetting by early identification, assessment, education, and intervention in an effort to protect lives and property.

- Cases Referred / Completed: 2
- Cases Referred / No Action Taken: 0
 - Average Age of Participant: 13

GRANTS MANAGED IN 2019

- **PSAP Operations Grant FY18: \$163,861.00** (100% reimbursement grant)
- **Emergency Management Performance Grant (EMPG) FY19: \$28,084.00** (100% match grant)
- **State Homeland Security Grant (SHSP) FY18: \$58,893.00** (100% reimbursement grant)
- **State Homeland Security Grant (SHSP) FY19: \$59,983.00** (100% reimbursement grant)
- **Statewide Interoperable Communications Grant (SICG) FY17: \$837,216** (100% reimbursement grant)
- **Statewide Interoperable Communications Grant (SICG) FY18: \$771,550** (100% reimbursement grant)
- **Statewide Interoperable Communications Grant (SICG) FY19: \$729,068** (100% reimbursement grant)

TOTAL AMOUNT OF GRANT FUNDS MANAGED THROUGH THE DEPARTMENT OF PUBLIC SAFETY FOR 2019: \$2,647,655.00

INCOME RECEIVED THROUGH PUBLIC SAFETY IN 2019

- **911 Surcharge Monies (collected for Landline / Wireless (non-pre-paid) Phones): \$258,159.21**
- **Dispatching Services (Vermont Fire / EMS Agencies, Special Communications Details, etc.): \$29,650.00**
- **Property Rental (Tower Sites): \$37,265.20**

TOTAL AMOUNT OF INCOME RECEIVED THROUGH THE DEPARTMENT OF PUBLIC SAFETY FOR 2019: \$325,065.41



STAFF RECOGNITION / AWARDS IN 2019

We are proud of our staff and the difficult and often un-recognized work that they do behind the scenes, we continue to bolster our Staff Recognition and Awards Program. Accordingly, in 2019 the following members of our staff received the awards / recognition noted below:

- **Meritorious Service Award:** Supervising Communications Officer Walter Stimpson was issued a Meritorious Service Award for his role as the CO handling a distraught, suicidal subject threatening harm to themselves, others and the responding law enforcement officers in November, 2018. SCO Stimpson was able to keep the caller as calm as possible until law enforcement officers arrived, and continued talking with the subject until a weapon was secured and the subject taken into custody.
- **"Stork" Award:** Communications Officer Regina Ladd was issued a Stork Pin Award for her role as the CO handling the birth of a baby in December, 2018. CO Ladd remained on the phone with the caller and mother, walking them through the Emergency Medical Dispatch process as they continued driving to the hospital. The baby was born in the vehicle as they pulled in to the hospital complex.
- **Meritorious Service Award:** Communications Officer Daniel Callahan was issued a Meritorious Service Award for his role as the CO handling a distraught, suicidal subject threatening harm to themselves and others in December, 2018. CO Callahan was able to build a rapport with the caller, keeping the caller as calm as possible until law enforcement officers arrived. The subject was united with law enforcement without any harm to those involved.

YEARS OF SERVICE AWARDS (AWARDED NTW 2019)

- **15 Years of Service:** Communications Officer Jason Lloyd
- **20 Years of Service:** Communications Officer Leslie Gordon
- **25 Years of Service:** Communications Officer Arthur L. Porlier, Jr.

ANNUAL DEPARTMENT AWARDS (AWARDED NTW 2019)

- **Communications Officer(s) of the Year:** Nicholas Talmage
- **Communications Training Officer(s) of the Year:** Arthur L. Porlier, Jr., Regina Ladd
- **Most Improved Communicator of the Year:** Courtney Sady
- **Rookie of the Year:** Madisen Coso



GOALS FOR 2020

We have worked hard with all of the “moving parts and people” that make up our department to create a realistic and attainable list of goals for the year ahead, we feel, as a team, we can accomplish our goals with hard work, team work, and the support of our staff and many partners!

ADMINISTRATIVE / OEM DIVISION (Emergency Management, HazMat)

- Update our Continuity of Operations Plan (COOP) for the Department
- Complete our Emergency Management Accreditation through the New York State Division of Homeland Security and Emergency Services
- Continue with to participation in the next modules of the updated NYS Hazardous Material Technician Basic Course
- Continue to partner with the Citizen Preparedness Corps to engage those in our communities to be prepared in the event of emergencies
- Continue to work to promote a team first working relationship with all of our team members, partner agencies and local officials

COMMUNICATIONS DIVISION

- Complete implementation of the Cushing System (CAD) system or seek / initiate the process of replacement, if necessary
- Complete our PSAP Accreditation to the new updated New York State Sheriff's Association PSAP standards
- Progress with our “Next-Gen 9-1-1” project to initiate our Integrated Text to 911 solution with our current telephony system
- Continue implementation of the simulcast Radio System upgrade to all remaining communications channels

BUREAU OF EMS

- Continue training initiatives to support our local volunteer emergency responders and agencies through the Mountain Lakes EMS council.
- Continue completion of an annual “County-Wide MCI” drill for all interested responders and agencies.
- Continue work in support of our local EMS agencies in regards to recruitment, retention, staffing and coverage
- Continue the “Future of EMS” working group to present a plan to the Board of Supervisors for long term changes needed for sustainment in EMS

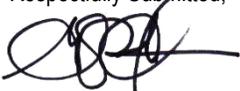
BUREAU OF FIRE

- Continue training initiatives to support our local volunteer emergency responders and agencies through the state's Fire Training programs
- Continue sharing the county Fire Training / Simulation Aids with all of our local Fire Departments
- Continue work in support of our local Fire agencies in regards to recruitment and retention
- Complete update of the county's Fire Mutual Aid plan

In order for us as a department to be successful it takes a team, and we wish to extend our heartfelt thanks to our staff, the members of the Fire, EMS and Law Enforcement agencies throughout the county, other county departments and representatives, our state, county and local officials, and the many others who continue to help contribute to our success.

Thank you all for your continued support for the Department of Public Safety, our staff, our mission and those we serve!

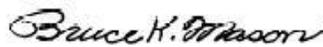
Respectfully Submitted,



Glen P. Gosnell
Director



Timothy R. Hardy
Deputy Director



Bruce K. Mason
EMS Coordinator



Glenn E. Bristol
Fire Coordinator

