Erie County
Department of Emergency Services

Chris Collins
County Executive

Gregory Skibitsky
Emergency Services
Commissioner

Jerry Whittington Jr.
Emergency Services
Deputy Commissioner
Disaster Preparedness

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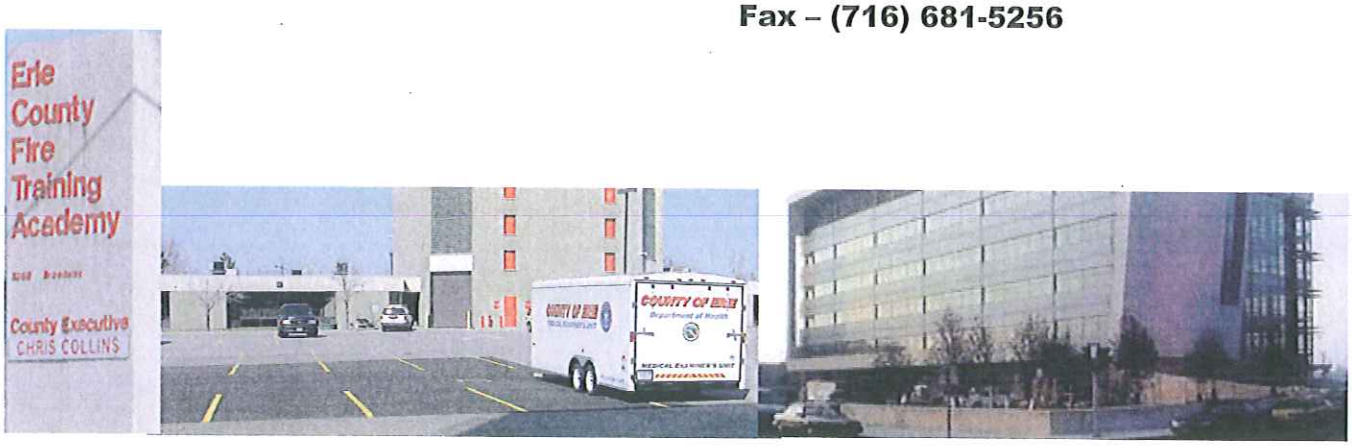
Emergency Services
Deputy Commissioner
Fire Safety

Public Safety Campus
45 Elm Street
Buffalo, NY 14203
Administration & Disaster Preparedness
Phone – (716) 858-6578
Fax – (716) 858-7937
www.erie.gov/emergency

Erie County Fire Training & Operation
3359 Broadway
Cheektowaga, NY 14227

Fire Safety Division
Phone – (716) 681-7111
Fax – (716) 681-3645
Emergency Medical Division
Phone – (716) 681-6070
Fax – (716) 681-5256



COUNTY OF ERIE

CHRIS COLLINS
COUNTY EXECUTIVE

GREGORY W. SKIBITSKY
Commissioner

DEPARTMENT OF EMERGENCY SERVICES
45 Elm Street – Buffalo, NY 14203
716 858-6578 – FAX 858-7937
www.erie.gov/emergency

To: Elected Officials & Erie County First Responders
From: Greg Skibitsky, Commissioner of Emergency Services
Date: February 2, 2011
Re: Emergency Services Department 2010 Accomplishments & 2011 Goals

Listed below is Emergency Services 2010 major accomplishments and goals for the Emergency Services Department in 2011.

Grants: Currently, Emergency Services is managing approximately $19 million of Homeland Security Grants. We are using these funds to continue the build out of the Countywide 400 MHz Interoperable Communication System. We have also identified Homeland Security funds to begin replacing the outdated 9-1-1 PSAP equipment with a reliable, resilient and redundant Next Generation E-9-1-1 system. In addition, these grants assist other County Departments including, Health, Buildings/Grounds, Central Police Services, and the Sheriff's Office to provide the resources to protect critical infrastructure and enhance response capabilities to future disaster events. All Homeland Security assets purchases under these grants are made available to any municipality and First Responders within our region.

400 MHz System: Erie County is still on track for operational testing of the new 400MHz county wide radio system in the spring of 2011. It is anticipated the system will be fully functional by the fall of 2011. As of today, the following tower sites are completed: Elma, Military Rd (Tonawanda), Evans, Chestnut Ridge, Colden, Sardinia, ECMC and Townsend Hill.

Live Burn Training Facilities: In 2010 Emergency Services opened the two remaining live burn facilities in Amherst and Chestnut Ridge Park. These state of the art training facilities along with the Cheektowaga facility truly enhance the fire service training opportunities in Erie County.

Emergency Services Plans: The Emergency Services Comprehensive Emergency Management Plan revision is expected to be delivered to the State of New York Office of Emergency Management by March 1, 2011. Staff have been diligently revising and adding additional response plans to the 2003 version. In addition, the Disaster Preparedness Office has contracted to update the Multi Hazard Mitigation Plan which is due to FEMA every five years.

Training & Exercises: The Emergency Services Training & Operation Center has coordinated over 1,100 training and meeting events at the three training facilities (Cheektowaga, Chestnut Ridge & Amherst) including outside venues. Emergency Services has trained more than 1,300 students in fire and emergency services related courses. Staff has requested training from the Office of Fire Prevention & Control, State Emergency Management Office and the Office of Homeland Security as well as offering online Incident Command courses through the Emergency Management Institute. The Emergency Medical Division hosted EMT and First Responder Certification; training and certifying 672 Emergency Medical Technicians and First Responders for not only the volunteer fire/EMS agencies in Erie County but also Buffalo Fire, Erie County Sheriff's Office, Specialized Medical Response Assistance Team (SMART) and the FBI.

Emergency Services staff participated and worked with local, state and federal agencies on the following exercises:

September 2010 - Buffalo - Niagara International Airport – Simulating an Airplane Crash – members of Emergency Services assisted the Niagara Frontier Transportation Agency Police and the Buffalo Niagara International Airport – Aircraft, Rescue and Firefighters with establishing command, treating patients from the crash and testing interoperable communications during the incident.

October 2010 - Missing Ms. Molly – This exercise included law enforcement agencies, local and federal volunteer search and rescue teams as well as state agencies participated in a child abduction rescue operation. This training was very beneficial to all who participated as a real life event occurred in November of 2010 where the lessons learned in the exercise assisted first responders in conducting a coordinated search and rescue operation.

Niagara Frontier and Transportation Authority (NFTA) SWAT Drill – Emergency Services staff provided resources to the NFTA involving an Explosion Ordnance Disposal (EOD) and hostage situation. This exercise allowed Emergency Service Communications staff to test communications with all participating (local, state, federal) agencies.

December 2010/January 2011 – World Junior Hockey Tournament – Emergency Services staff provided multiple homeland security assets including the Mobile Command Post and Interoperable Communications Operations. This (10) ten daylong event allowed the department to test the capabilities of the Tactical Interoperable Communications plan while working with multiple local, other county, state, federal and international agencies. The test proved to be successful for communications capabilities and an After Action Report with all participants is forthcoming.

March 2011 – Erie County Emergency Services will be assisting the American Red Cross in a nationwide exercise for sheltering capabilities throughout the WNY Region.

Critical Infrastructure Protection: Erie County is continuing to move forward with the protection of critical infrastructure. Recently, Emergency Services through the Department of Homeland Security facilitated trainings to both public and private organizations to better enhance the security of their facilities. This month additional training is being provided to the private critical infrastructure facilities on a management system to assist with the management of preventing, deterring, and/or responding to major incidents at key assets including, but not limited to, terrorism. Additionally, Emergency Services along with Central Police Services purchased a state of the art 360 degree scanner/camera, called the Leica ScanStation C10. This will allow staff to be proactive and scan critical infrastructure facilities giving first responders a detailed view of what the facility looks like both inside and out prior to an incident occurring.

Citizen's Preparedness Initiatives: Emergency Services is working along with the American Red Cross and Niagara University to promote community preparedness. Our goal is to prepare County residents by creating a kit, making a plan and being informed.

Alerting: Emergency Services staff are continuing to implement and maintain the alerting project. There are over 10,000 pagers currently in use on the system. We are also offering first responders the choice to forward their pages to a text message on their cell phones for more enhanced emergency notifications.

Emergency Services Responses: Response for 2010 included over 60 individual requests for Emergency Services assets to include, Mobile Command Post Vehicles, Interoperable Communications Assets, Traffic Management Issues and alternative power generators. Our MERS Communications Center coordinated and dispatched 127,787 calls in 2010.

All Divisions of the Emergency Services Department including Disaster Preparedness Office, Emergency Medical Services, Fire Safety, ECHO Haz-Mat, SMART, and Chaplain Corps Teams are committed to supporting our First Responders in the Cities, Towns, and Villages throughout Erie County.

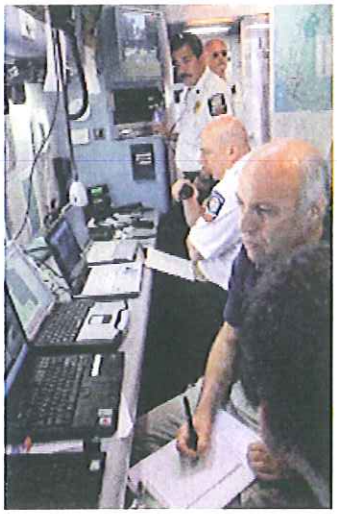
If you have any questions regarding Emergency Service please contact me at 858-4909 or on my cell phone at 432-2061.

Twenty one members of the county's 5 HazMat teams participate in a week-long training at the Erie County Emergency Services Training & Operations Center in Cheektowaga.

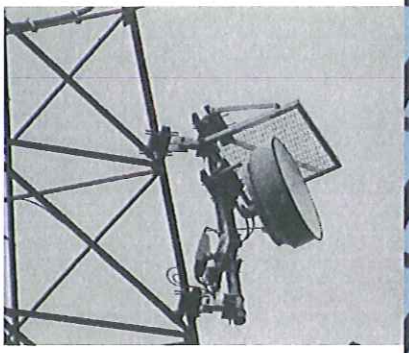
Firefighter I Boot Camp held in July at the Erie County Emergency Services Training & Operations Center with 50 recruits from 37 different volunteer fire companies in Erie County.

New Live Fire Training Towers under construction at the Chestnut Ridge Training Facility and the Amherst Training Facility. Once completed there will be new, state of the art live burn training facilities at all three Erie County Fire training locations

During the Buffalo Marathon Emergency Services Personnel were busy in the Mobile Command Post with communications. Federal representatives were in the Command Post evaluating the planned event portion of Erie County's Tactical Interoperable Communications Plan.



Erie County's 400 MHz tower installations

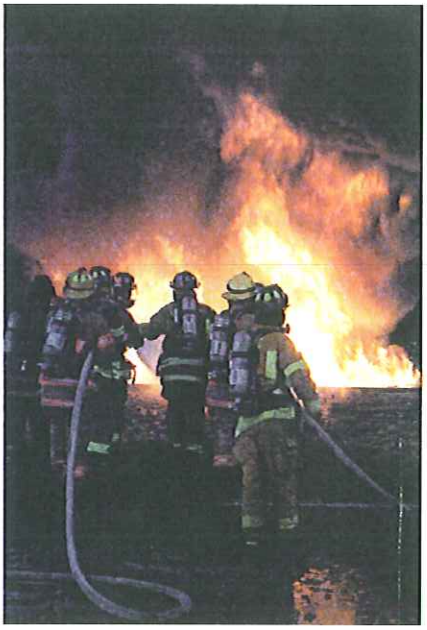


September is National Preparedness Month. Nancy Blaschak, Chris Collins and Ready Rex show the public what to have in their preparedness kits.

Ready Rex with Chip and Buster Bison at the Bison Baseball Park promoting preparedness month.

Getzville Volunteer Fire Company teamed up with the National Guard to shoot some photos for a joint marketing project to recruit citizens to join the ranks of the National Guard and the Volunteer Fire Service in Erie County.

Erie County Executive Chris Collins hosted a Press Conference and reception to celebrate EMS Week 2010 which was held at the Erie County Emergency Services Training & Operations Center on May 20, 2010.



County Fire Instructors train local fire companies at the Erie County Training & Operation Center - Oil Pits.

Erie County Hazmat Team Members train during a week long course at the Erie County Training & Operation Center.

Web Information

www.erie.gov/communications

Visit us on the Web for information on various topics including training and available assets.

- *Traffic Incident Management*
- *Integrated Communication Assets*
- *Mobile Command Post Operations*
- *Shelter Management Supplies*

Also see information on our other projects

- *Emergency Alerting Network*
- *NY Alert*
- *NIMS Compliancy Training*
- *Public Safety Campus*
- *9-1-1 Communications*

MOC 1

Chris Collins
County Executive

Department of Emergency Services

Gregory W. Skibitsky
Commissioner

Public Safety Campus
45 Elm Street
Buffalo, NY 14203

Phone: 716-858-6578
Fax: 716-858-7937

Erie County Department of EMERGENCY SERVICES

Guide To Emergency Management Resources

24/7 Availability
Call M.E.R.S. 898-3696

Providing On-Scene, Real Time Communication Solutions And Disaster Assets For First Responders

www.erie.gov/communications

Available Assets

EMERGENCY MANAGEMENT

- ***The Erie County Department of Emergency Services*** has spearheaded the drive for interoperable communications locally. Currently, we have many assets available to local responders including 3 mobile communications response units ready to be deployed throughout Erie County.

MOC 2

The mobile communication units are also very beneficial for command posts and long term operations.

Communications Units Leaders (COML) currently have a cache of more than 50 portable radios to offer as well as communication gateways with all local, regional and national response frequencies. COML's have the ability to program radios on the fly and patch frequencies for tactical operations.

What is a Gateway:

"Gateways" interconnect channels of disparate systems (whether on different frequency bands or radio operating modes), allowing first responders using their existing radios and channels to be interconnected with the channels of other users outside of their agency.

Erie County currently has 5 mobile gateways in service for rapid deployment.

Shared Channels:

"Shared channels" refer to common frequencies, channels and talk groups (such as those of a participating agency) that have been established and are programmed into radios to provide interoperable communications among agencies.

Erie County currently has interoperable frequencies on Low band, UHF, VHF , and 800 MHz frequencies.

Cache Radios:

Cache radios, also known as "swapped radios," refer to maintaining a cache of standby radios that can be deployed to support regional incidents.

- ***Shelter Management***, currently three trailers available

  - 3,000 Blankets, Cots, and Pillows

- **On-Scene Traffic Incident Management**

is the ability to clear an incident site quickly and effectively, coordinating the activities of the various responding agencies and addressing their needs and priorities while providing safety to the on-scene responders, to those involved in the incident and to the travelers approaching and passing the incident.

Erie County has two Traffic Incident Management (TIM) trailers equipped with the tools needed for managing a traffic incident:

- Portable InstaALERT Message Sign with LED Display
- Generators
- Stop Signs, Road Closed Signs, Cones, and Caution Tape
- Barricades
- Chain Saws

Recent Responses:

- **Operation Rolling Thunder**
- **Ralph Phillips Manhunt**
- **Dalai Lama Experience**
- **ICTAP Evaluation Exercise**
- **October Surprise Storm**
- **Tonawanda Multiple Alarm Fire**
- **Colden Search for Missing Persons**
- **Holland Search for Missing Hiker**
- **Gowanda Search for Missing person**
- **Hepatitis A Clinic**
- **FEMA Disaster Truck Inspection**

Erie County Department of EMERGENCY SERVICES

Emergency Management Resources
45 Elm Street
Buffalo, NY 14203

Please contact Erie County's Department of Emergency Services

Communications Unit Leaders with any questions:

Kevin Hughes: 716-858-4832

kevin.hughes@erie.gov

or

John Buttino: 716-858-4827

John.buttino@erie.gov

February 2009

Erie County Traffic Incident Management

The Erie County Emergency Services has recently placed two Traffic Incident Management (TIM) Trailers into service. These trailers contain support and utility assets required to manage major traffic disruptions: signal malfunctions due to power loss, highway diversions, lane closures, and check points to name a few. Equipment carried on the units are listed below:

- LED PROGRAMABLE MESSAGE SIGNS
- HALOGEN TRIPOD LIGHTS
- TRAFFIC CONES
- HANDHELD STOP/SLOW SIGNS
- STOP SIGNS w/ BASE
- ROAD CLOSED SIGNS
- MEN WORKING SIGNS
- EMERGENCY SCENE AHEAD SIGNS
- 2000w GENERATORS
- 5550w GENERATORS
- BARRICADES/LIGHTS
- EXTENSION CORDS
- ELECTRICAL PIGTAILS
- FLARES
- SAFETY VESTS
- LOCK/CHAIN SETS
- SAND BAGS
- CHAIN SAWS

Erie County
Department of Emergency Services
Gregory W. Skibitsky
Commissioner

Key Facts :

TIM trailers are currently staged in the following areas:

Hamburg
Cheektowaga

For Rapid Deployment!

Erie County Emergency Services
45 Elm Street
Buffalo, NY 14203

www.erie.gov/communications
Click on Traffic Trailers

QUESTIONS:
Phone: **716-858-4799**
Fax: 716-858-7937
E-mail: **gerard.whittington@erie.gov**

TIM Trailers may be requested by any public safety agency by calling NITTEC at 716-847-2070

EMERGENCY MANAGEMENT:

The Disaster Preparedness Office maintains and executes a comprehensive emergency management plan to maximize a timely and effective response to major emergencies and disasters under mandate by state law.

The goals of the division include:

- ✓ Identify, assess and prioritize regional vulnerabilities to emergencies or disasters and the resources available to mitigate, respond to or recover from them
- ✓ Provide for the utilization of all available public and private resources to protect against and deal with an emergency or threatening situation
- ✓ Provide for the utilization and coordination of state and federal programs to recover from emergency or disaster situations and assist victims of disaster and prioritize response to the needs of groups that may be specially affected

LEPC – LOCAL EMERGENCY PLANNING COMMITTEE – Is a voluntary group of professionals from law enforcement, fire and EMS, industry and others who meet regularly to discuss hazardous materials disaster planning.

The LEPC maintains the county's Emergency Response Plan and works to ensure that facilities handling hazardous materials have their own plans in place. Erie County's LEPC meets bi-monthly at the Erie County Fire Training Academy. Meetings are open to the general public and inquiries from interested individuals are welcome.

CONTACT US:

TO REQUEST EMERGENCY RESOURCES:
EMERGENCY SERVICES
COMMUNICATIONS CENTER
MERS Control - Public Safety Campus
24 hr/7d: 716/898-3696 FAX: 961-7889

DEPARTMENT OF EMERGENCY SERVICES:
Public Safety Campus
45 Elm Street, Buffalo, NY 14203
Office: 716-858-6578 FAX: 858-7937
Web: www.erie.gov/emergency

- **EMERGENCY MANAGEMENT DIVISION**
  Office: 716-858-4799 FAX: 858-7937
  Web: www.erie.gov/disaster

- **FIRE SAFETY DIVISION**
  Training & Operations Center
  3359 Broadway, Cheektowaga, NY 14227
  Office: 716-681-7111 FAX: 681-3645
  Web: www.erie.gov/fire

- **EMS DIVISION**
  Training & Operations Center
  3359 Broadway, Cheektowaga NY 14227
  Office: 716-681-6070 FAX: 681-5256
  Web: www.erie.gov/ems

ECHO-HAZ/MAT RESPONSE TEAM
Office: 716-681-4714
Web: www.erie.gov/hazmat

LEPC-LOCAL EMERGENCY PLANNING COMMITTEE
Web: www.erie.gov/emergency

WNY STRESS REDUCTION PROGRAM
Office: 716-681-6070 FAX: 681-5256
Web: www.erie.gov/stress

SMART-SPECIALIZED MEDICAL ASSISTANCE RESPONSE TEAM
Office: 716-961-6860
Web: www.wnysmart.org

DIAL 911
IN AN EMERGENCY

COUNTY OF ERIE DEPARTMENT OF EMERGENCY SERVICES

www.erie.gov/emergency

CHRIS COLLINS
COUNTY EXECUTIVE

GREGORY W. SKIBITSKY
COMMISSIONER

GERARD J. WHITTINGTON JR.
DEPUTY COMMISSIONER
EMERGENCY MANAGEMENT

JAMES M. McCULLOUGH
DEPUTY COMMISSIONER
FIRE SAFETY

EMERGENCY SERVICES:

The Department of Emergency Services is comprised of three separate but tightly integrated divisions: emergency management, fire safety, and emergency medical services. The department is responsible for providing comprehensive centralized planning, communications, support and coordination of all emergency management functions within Erie County.

In addition to its core services, the Department of Emergency Services hosts and/or supports many other key affiliates in the emergency services community.

FIRE SAFETY DIVISION:

The Fire Safety Division supports the county's 92 volunteer, two combination-paid-and-volunteer; and three career fire departments by providing a comprehensive list of programs and services. The Fire Safety Division is responsible for the planning, directing and coordinating of mutual aid fire operations in Erie County.

It operates three training facilities where an average of 4,000+ firefighters are trained each year.

The Department's Radio Repair Shop maintains proper operation of a countywide emergency radio communications network consisting of over 3,000 mobile and portable radios, 14 base stations and several radio towers.

The programs and services offered by the Fire Safety Division include:

- ✓ Administrate and deliver Fire Service and Industrial Outreach Training
- ✓ Provide Incident Response and Resource Management
- ✓ Serve as an information resource by maintaining fire training records, a resource database and a comprehensive multi-media lending library.
- ✓ Act as the clearinghouse for recruitment and retention efforts in Erie County offering resources and guidance in dealing with the membership challenges of the volunteer fire service.

EMERGENCY MEDICAL SERVICES:

- The Emergency Medical Services (EMS) Division operates the Emergency Services Communications Center, which provides call intake and pre-arrival instructions for 9-1-1 calls for medical assistance. Additionally, the Communications Center dispatches ambulances for the City of Buffalo, Buffalo Niagara International Airport and sections of the NYS Thruway System.
- The Communications Center also coordinates the countywide ambulance-to-hospital Medical Emergency Radio System (M.E.R.S.) as well as providing 24-hour answering services for the Department of Emergency Services, the Erie County Department of Health and the WNY Stress Reduction Program's Critical Incident Stress Team (CIST).

- The Division provides NYS certified pre-hospital care training programs to fire departments, ambulance and rescue squads. The Division also supports Advanced Life Support Training programs provided by Erie Community College.
- Operational paramedic and advanced emergency medical technician provider programs are coordinated in conjunction with the Erie County Medical Center's Office of Pre-Hospital Care.
- The Division provides emergency response and support to actual and potential disaster situations, in conjunction with the Divisions of Disaster Preparedness and Fire Safety.
- The EMS Division's goal is to reduce morbidity and mortality through the improvement of the pre-hospital emergency medical care system.

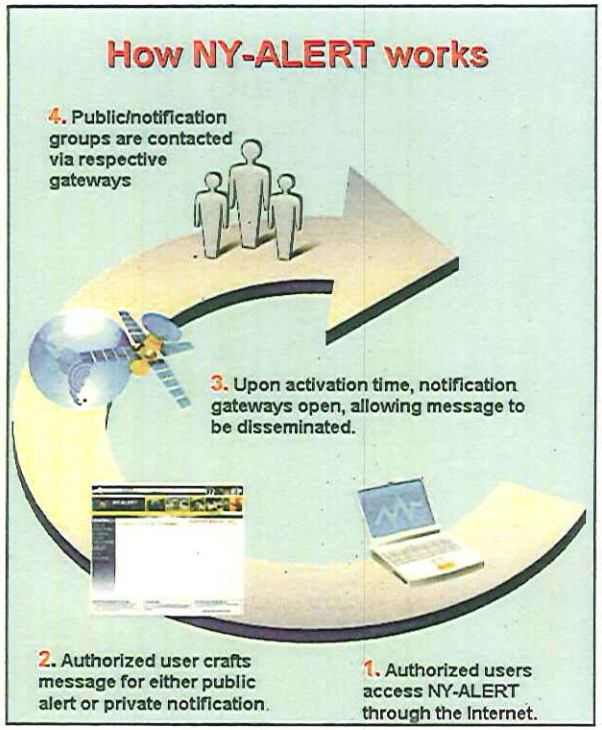
ECHO – ERIE COUNTY HAZARDOUS MATERIALS ORGANIZATION – In the event of a hazardous materials incident occurring in Erie County, the response team known as ECHO is prepared to respond. Whether the incident is a small spill or calls for a full-scale response, ECHO offers on-scene technical assistance and performs decontamination.

ECHO is an all-volunteer team of approximately 60 members. The makeup of the team is a cross section of the community including doctors, nurses, chemists, firefighters, emergency medical technicians, hazardous waste specialists and emergency services personnel.

WNY Stress Reduction Program – Is a non-profit organization created to minimize stress related injury to fire, police, emergency medical services, and disaster and hospital emergency department personnel in Erie, Niagara and Wyoming counties – Critical Incident Stress. This is accomplished through education and intervention - also known as Critical Incident Stress Debriefing (CISD).

SMART – SPECIALIZED MEDICAL ASSISTANCE RESPONSE TEAM – Brings emergency physicians, physician assistants, nurses, paramedics and other emergency support staff to the scene to augment the care provided by local EMS agencies when dealing with specialty events, disasters, mass casualties, or prolonged or unusual out-of-hospital patient care situations.

SMART works to educate pre-hospital care providers in both didactic and field settings and to promote emergency medicine, emergency medical services, health awareness; injury prevention and emergency care access to the public.



Sign Up Today

NY-ALERT is free and subscription-based. If you wish to receive emergency information, you can register at the NY-ALERT website at

www.nyalert.gov

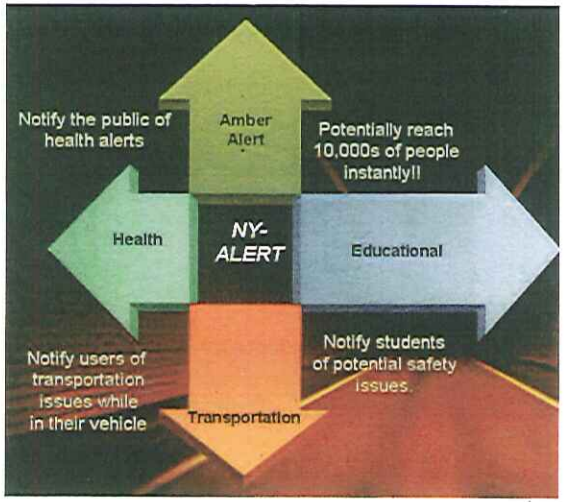
Your email address will be your identifier. When you register, you can list up to three phone numbers, up to three email addresses, and one SMS device (for text messages). Most alerts are issued locally by your county or local municipality. Local officials will determine when to issue an alert and what devices to send alerts to. You may receive information on all of the devices you registered, or just one. Each emergency is different; therefore, each alert will be tailored to meet the notification needs of the incident. If you do not have access to the worldwide web, you may still sign up for NY-ALERT by calling

1-888-697-6972

You also will be able to select the locations from which you want to receive the information: your town or village, county, regions of the State or the entire state itself. However, if you select a large geographic area, you will receive all of the alerts, media releases and other information regarding those areas.

While NY-ALERT will transmit information almost instantaneously utilizing all appropriate gateways simultaneously, there is no 100 percent guarantee that the information will be received in a timely manner because the existing third party infrastructure may be unavailable (such as SMS, faxing and phone lines).

Endless Possibilities



Be Prepared

Receiving emergency information is an important step to being prepared as an individual, a family and a community. Just as important is knowing what to do, how to do it, and when to do it.

In addition to receiving emergency information through NY-ALERT, two actions that you can take to become better prepared to protect yourself and your family are to develop an emergency plan and prepare a portable cache of emergency supplies that can be used at home or at work.

For more information on what you and your family can to do be better prepared, visit the website of the New York State Emergency Management Office at

www.semo.state.ny.us

NY-ALERT

www.nyalert.gov

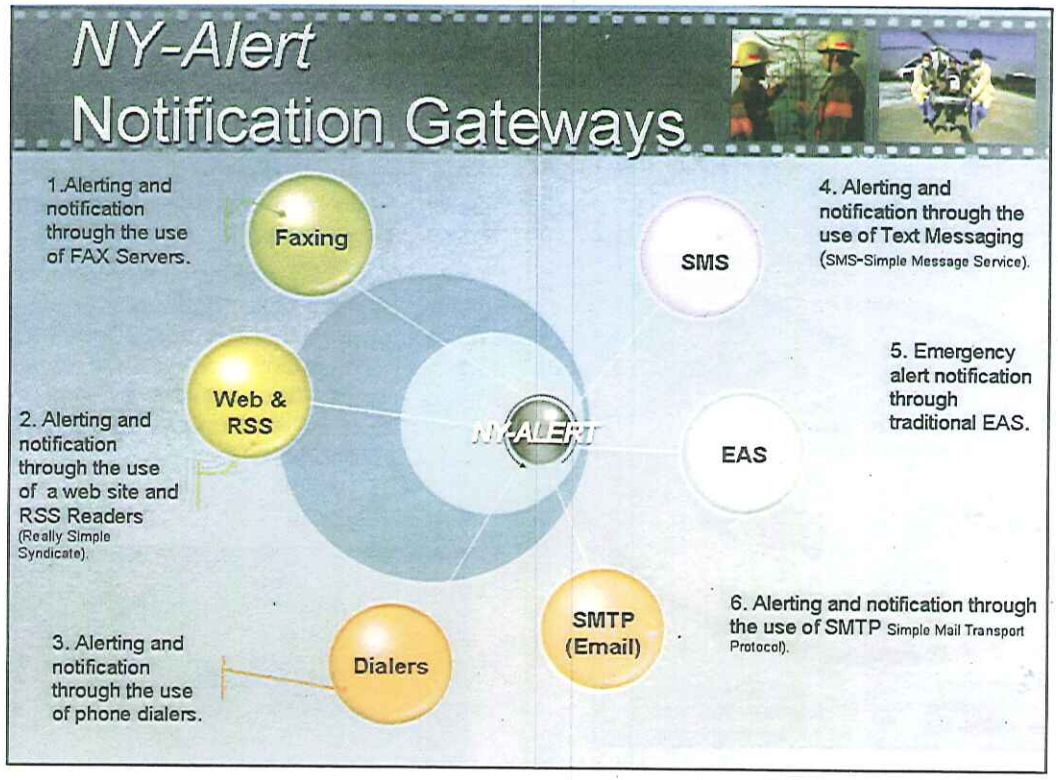
New York State's All-Hazards Alert & Notification System

NY-ALERT

Welcome to NY-ALERT, New York State's All-Hazards Alert and Notification System. This web-based portal offers one-stop shopping through which State agencies, county and local governments, emergency service agencies and institutions of higher learning can provide emergency information to a defined audience be it local, county, regional or statewide.

Now you can receive emergency information such as major road closures and weather events at home, work or on the go. And you can receive that information the way you choose: via email; telephone call at home, at work or through your cellular device; Simple Message Service (SMS) text message; fax; pager; and on the web through your RSS (Really Simple Syndicate) Reader or by visiting the NY-ALERT website at www.nyalert.gov.

The information being provided by State agencies and local governments can be of pending events, such as National Weather Service alerts of snowstorms, tornadoes or severe weather; consequential actions such as road closures caused by those events; and protective actions that are recommended by State, local governments, colleges, universities, and the private sector where appropriate.



How NY-ALERT Works: Notification Gateways

The alerting portion of this portal uses many communications technologies to reach the public. The portal will disseminate emergency information through:

- Activation of EAS (Emergency Alert System);
- Blast faxes—to all subscribers who requested this gateway;
- Email message to media, business and individual subscribers
- Really Simple Syndicate (RSS) feeds posted to the website, through which people with RSS readers will automatically receive information;
- Text messages or Simple Message Service (SMS) via cell phones and pagers;
- Postings to the NY-ALERT website;
- Press releases to targeted media generated from the NY-ALERT portal;
- Dial-out recorded messages to subscriber phone numbers.

State and local agencies, through the county emergency manager, will be able to create incident-specific emergency messages to the targeted audiences/public, or take advantage of alert messages routinely provided by agencies to the public of impending weather and road closures (e.g. Thruway closures, National Weather Service warnings).

Secure Private Notifications

A secondary, but important feature allows governmental participants (State and local agencies) to provide private notifications to identified, select groups through the same secure web portal.

This feature utilizes the fax, email, text message and dial out messaging. For example, a county sheriff could provide information to a group of local police chiefs; the county fire coordinator could provide information to local fire chiefs in a given region.