



ST. LAWRENCE COUNTY  
**EMERGENCY MEDICAL SERVICES**  
ADVISORY BOARD

Minutes of the St. Lawrence County EMS Advisory Board Mtg.  
January 23, 2024

Meeting called to order by Mark Deavers at 1810 hours.  
Roll Call taken and duly recorded.

Members present: James Blackburn, Storm Cilley, Dr. Coates, Mark Deavers, Miranda Simpson, Donald Thompson, Chris Towler.

Members absent: Eric Alan,, Doug Bohl, Tammy Sykes, Chris Velez, Kevin Wells, Nicholas Wildey.

Members excused: James Barr, Aaron Johnson, Jay Moore,

Ex Officio Members present: Matt Denner, Jessica Thompson representing Jonathan Cole, Carly Zimmermann.

Ex Officio Members absent: Rita Curran,

Guests present:

Motion by Mark Deavers to accept the minutes from the last meeting. Second by Chris Towler. Carried.

There was no correspondence.

Emergency Services - Matt Denner

No Statistics

Renovations on the emergency services building are moving forward. A contractor has been selected. The consoles and equipment are to be removed. The mobile command center is being set up in addition to the Massena location.

Radios - The FCC has been dealing with Canada. They have decided to accept Canada's report.

Applications are being accepted for the Deputy's position. It is a Civil Service Position. There are some active shooter drills coming up. Potential locations are the county office building, CPH, and CHMC.

REMSCO/REMAC - Jessica Thompson

PULSARA will be active in the area beginning Feb 1. It will be limited to the upper levels of care initially. Providers user name should include the agency if you work for more than one agency.

A new CQI initiative is coming at the end of January to see how agencies, especially at the higher call levels, are doing. Those agencies with 100 calls / month, 1200 / year will

be evaluated quarterly. Others will be evaluated once a year. It will be generally pretty broad. It is not intended to be negative or punitive. It is meant to be informative and aimed at improvement. Reports will be sent to agencies and medical directors. Still working on scheduling an EMS day with Fort Drum. Scheduling is still uncertain.

#### Education -

Akwesasnee Conference

Stop the bleed. Contact the program agency if interested.

Currently 17 students in the Clarkson paramedic program. 19 at Elizabethtown.

#### SEMSCO

The state is sun setting the EMT-CC level despite their initial promises that they would not. The current plan end date is 7/1/2027 with current Ccs being recertified at the AEMT level.

The Governor's budget proposal will potentially authorize community care at home and rural paramedic tele health care.

The changes to the part 800 regulations are in the public comment period.

Certification periods are to remain at three years. They will not be going to four.

#### Air Methods

The fixed wing aircraft has been out of service. The weather has made responses challenging. 7-2 will be moving to base in Feb.

#### Old Business

Mark Deavers reported that Rita Curren, Brenton LaGrow, and Nicloe Terminolly have put together a committee to work on the county ambulance project. The EMSAB is not involved in this effort. A lengthy discussion followed regarding the role of a county ambulance service, 911 versus interfacility transports. The general consensus of the EMSAB was that interfacility transports are the responsibility of the hospitals. Any taxpayer funding should be limited to improving 911 services. It was noted that south of the thruway generally pay for those services while those north of the thruway historically have not. It was acknowledged that there is a problem in both areas that needs to be solved.

The mutual aid plan has been in progress for a long time, and has been placed on the back burner. It may be time to renew the effort. Mark will send out an email looking for committee meetings.

#### New Business

EMSAB elections will take place at the March meeting.

The Department of Health is out of COVID tests.

The Department of Health is providing stickers with the QR codes for reporting overdoses.

NEMSIS - The state is reducing the number of fields. There are problems every time they update the required fields.

James Blackburn reported on an EMS class that he started at Indian River High School.

They are looking to establish a BLS CFR unit on campus.  
The OFD has added six new firefighters. Currently in the Watertown Academy.  
The county is forming a committee to provide solar eclipse information and advice.  
The county is purchasing messaging software for emergency messaging and notifications. County residents will be able to sign up and pick which alerts they want to receive. It will be possible to create groups for messages. (ie. Fire, ems, chiefs, etc.)  
Today is the first day of Massena Fire being dispatched as a CFR unit.  
Clifton Fine first responders have been removed from the system.  
The Northern NYSEMS Association is looking for a Chairperson.  
Claxton Hepburn Hospital is going from general hospital to Critical Access status.  
Clifton Fine Hospital is going from Critical Access status to Rural Emergency Status.  
An email was sent out regarding a potential \$10,000 grant for mental health.

Motion to adjourn by Chris Towler. Second by Don Thompson. Carried. Adjourned at 1920 hours.

The next meeting at election of officers is March 26, 2024 at the Public Health Offices.



ST. LAWRENCE COUNTY  
**EMERGENCY MEDICAL SERVICES**  
ADVISORY BOARD

**Meeting Attendance - 01/23/2024**

| Name               | Signature         | email                                      |
|--------------------|-------------------|--|
| Members            |                   |  |
| Eric Alan          |                   | eric.h.alan@protonmail.com                 |
| James Barr         | Excluded          | jbarr@pvrs.org                             |
| James Blackburn    |                   | jblackburn4287@yahoo.com                   |
| Doug Bohl          |                   | dbohl@clarkson.edu                         |
| Storm Cilley       |                   | treasurer@ogdensburgrescue.org             |
| Dr. Coates         |                   | ryan.w.coates@gmail.com                    |
| Mark Deavers       |                   | markdeavers@gvrs-ems.org                   |
| Aaron Johnson      | Excluded          | johnson088@yahoo.com                       |
| Jay Moore          | Excluded          | jaymore1@yahoo.com jmoore@gvnrhospital.org |
| Alina Parcels      | no longer at camp |  |
| Miranda Simpson    |                   | MSimpson@cmmed.org                         |
| Tammy Sykes        |                   | tsykes@cphospital.org                      |
| Donald Thompson    |                   | dthomps@northnet.org                       |
| Chris Towler       |                   | towlercd@gmail.com                         |
| Chris Velez        |                   | cujocop@yahoo.com                          |
| Kevin Wells        |                   | sheriffwells2430@gmail.com                 |
| Nicholas Wildey    |                   | wildeyns@gmail.com                         |
|                    |                   |  |
| Ex Officio Members |                   |  |
| Jonathan Mitchell  |                   | JMitchell@stlawco.org                      |

Matt Dennis



# Text Summary

St Lawrence County 911  
 49 1/2 Court St  
 Canton, NY 13617

County: Saint Lawrence

Report Date: 02/07/2024 08:17:55

Report Date From: 01/01/2024

Report Date To: 01/31/2024

Month - Year: January 2024

Agency Affiliation: Emergency Communications

| Totals   |          |       |          |          |       |
|----------|----------|-------|----------|----------|-------|
| Sessions |          |       | Messages |          |       |
| Incoming | Outgoing | Total | Incoming | Outgoing | Total |
| 25       | 94       | 119   | 65       | 137      | 202   |

| Busiest Hours - Incoming Sessions |
|-----------------------------------|
| 1/20/2024 8:00 AM                 |
| 1/1/2024 5:00 PM                  |
| 1/19/2024 8:00 AM                 |
| 1/18/2024 2:00 PM                 |
| 1/8/2024 10:00 PM                 |

| Busiest Hours - Incoming Messages |
|-----------------------------------|
| 1/18/2024 2:00 PM                 |
| 1/8/2024 10:00 PM                 |
| 1/12/2024 8:00 AM                 |
| 1/4/2024 4:00 AM                  |
| 1/4/2024 11:00 AM                 |

| Initial Agent Speed Of Answer |       |       |        |      |
|-------------------------------|-------|-------|--------|------|
| 0-10                          | 11-20 | 21-60 | 61-120 | 120+ |
| 89%                           | 0%    | 8%    | 3%     | 0%   |

| Agent Average Speed Of Response |       |       |        |      |
|---------------------------------|-------|-------|--------|------|
| 0-10                            | 11-20 | 21-60 | 61-120 | 120+ |
| 13%                             | 7%    | 67%   | 13%    | 0%   |

| Average Session Duration (Seconds) |                         |                            |
|------------------------------------|-------------------------|----------------------------|
| Avg Session Duration               | Avg Agent Response Time | Avg "Texter" Response Time |
| 182.2                              | 47.0                    | 89.3                       |

| Average Messages Per Session |          |
|------------------------------|----------|
| Incoming                     | Outgoing |
| 0.55                         | 1.66     |

| Text-To-TTY |         |
|-------------|---------|
| Total       | Percent |
| 0           | 0%      |

*Jan 2024*

**ST. LAWRENCE COUNTY**  
**OFFICE of EMERGENCY SERVICES**  
*48 Court Street*  
*Canton, New York 13617-1194*  
*(315) 379-2240 - Fax (315) 379-0681*

**FIRE**  
**E.M.S.**

**EMERGENCY**  
**MANAGEMENT**

TO: Ruth Doyle, County Administrator  
 FROM: Tammy Sapp, Supervisor of Dispatch Operations  
 DATE: February 7, 2024

The following is a report of CAD calls for JANUARY 2024:

|                               | JANUARY 2024 | YEAR 2024  |
|-------------------------------|--------------|------------|
| FIRE DEPTS DISPATCHED         | 672          | 672        |
| EMS DISPATCHED                | 1,957        | 1,957      |
| LOCAL PD CALLS TO 911         | 571          | 571        |
| NYSP DISPATCHED BY SLC ES     | 360          | 360        |
| INFORMATIONALS CALLS*         | 988          | 988        |
| SHERIFF'S CALLS FOR SERVICE   | <u>882</u>   | <u>882</u> |
| TOTAL CALLS DISPATCHED IN SLC | 5,430        | 5,430      |

\*Informational calls include pocket dials, hang up calls, and test calls

The following are law enforcement calls dispatched by their own dispatchers  
 CAD cards created for the Law Enforcement Departments (from their start date)

|                                   |            |            |
|-----------------------------------|------------|------------|
| NYSP DISPATCHED BY B-COMM         | 1,153      | 1,153      |
| CANTON PD DISPATCHED              | 413        | 413        |
| MASSENA PD DISPATCHED             | 805        | 805        |
| POTSDAM PD DISPATCHED             | 511        | 511        |
| OGDENSBURG PD DISPATCHED          | <u>706</u> | <u>706</u> |
| TOTAL OUTSIDE LAW DISPATCHED CALL | 3,588      | 3,588      |

Phone calls handled in dispatch center incoming and outgoing by line:

Emergency Services Dispatchers handled:

|            |              |
|------------|--------------|
| 911        | 3,249        |
| EMS        | 6,008        |
| TEXT_2_911 | 25           |
| NYSP       | 131          |
| SHERIFF    | <u>2,988</u> |
| TOTAL      | 9,316        |

YTD: 9,316

**Matt Denner, Director**  
**Jonathan Mitchell, Deputy Director**