

WALL OF GRATITUDE

Kinsale's 9/11 Garden of Remembrance

WNY Incident Alerts' Wall of Gratitude honors Kinsale Fire Rescue and the Kinsale 9/11 Garden of Remembrance — a moving Irish tribute to FDNY Chaplain Fr. Mychal Judge, O.F.M. and the 343 firefighters lost on September 11, 2001.

Through the exchange of patches and messages from Western New York, we strengthen a bond of remembrance that crosses the Atlantic and unites our fire service family in gratitude.



"We will never forget."
— Kinsale 9/11 Garden of Remembrance



Brian with members of Kinsale Fire Rescue

ACROSS THE ATLANTIC, ONE FIRE SERVICE FAMILY

From Kinsale to Western New York,
we stand together in honor,
in remembrance, and in service.
Your patches and words of gratitude
become part of a lasting tribute
displayed with pride in Ireland.



HOW TO PARTICIPATE



SEND YOUR PATCH
Share your department,
agency, or organization patch
to be included in the Wall of
Gratitude in Kinsale.



SHARE A MESSAGE
Include a note of thanks,
remembrance or other
message to include with our
wall of patches.



**STRENGTHEN
THE BOND**
Help keep the memory
of 9/11 and the spirit of
service alive together.



**TOGETHER,
WE REMEMBER**
Small gestures.
Global impact.
One fire service family.

COMMUNITY SPOTLIGHT

Behind the Alerts: Kiley Dearborn

Meet one of the volunteers helping WNYIA turn fast-moving radio traffic into timely, responsible public information.



VOLUNTEER SPOTLIGHT

Kiley Dearborn

WNYIA Dispatcher | Windom Fire Company Volunteer

In just over four months with WNYIA, Orchard Park resident Kiley Dearborn has become an active voice behind the alerts. Along with dispatching incidents, she helps manage the Erie County Fire Wire and Alert 716 Facebook pages.

Her volunteer fire background helps her understand scene terminology, recognize the details that matter most, and appreciate what departments are experiencing. She hopes to continue building on that experience by working as an EMT.

"I volunteer because I want to make a difference and help people."

From follower to dispatcher

Kiley was already familiar with WNYIA as a follower, but had never thought much about the work happening behind the scenes. After discovering RAVEN and seeing the invitation to help, she applied and quickly found a welcoming group that made her feel she belonged before she had even learned all the tools.

Accuracy with a purpose

Her role includes monitoring scanner traffic, paging and updating incidents, checking messages, and creating social posts. She says the most rewarding part is sharing reliable information, keeping facts straight, and sometimes easing a resident's mind during a fast-moving situation.

In Her Own Words

Bridging responders and residents

"WNYIA bridges the gap between first responders and the community by sharing reliable information and recognizing the people behind the calls." Kiley believes timely updates help prevent rumors and give the public a clearer understanding of what is actually happening.

A team built on camaraderie

Kiley credits Brian and Matt with helping her learn the dispatch tools, but says the entire team answers questions and checks information together. She values the professionalism, humor, and friendships shared by volunteers from communities across the region.

The Quick Signal

HOME

Orchard Park

SHIFT FUEL

Red Bull

TEAM

Buffalo Bills

SOUNDTRACK

"Back in Black" - AC/DC

HIDDEN SKILL

Sign-language alphabet and greetings

FIRE SERVICE

Windom Fire Company

WNY FAVORITE

Pizza and wings with blue cheese

SEASON

Fall

SUPERPOWER

Super speed

WNYIA MOMENT

Someone says "JOBTOWN!"

Her advice to a future WNYIA volunteer

"Go for it. It's a great opportunity to learn new skills, meet people who share the same interests, and make a real impact by helping keep the community informed." Kiley adds that emergency-services experience can help, but reliability, attention to detail, clear communication, calm under pressure, and a willingness to learn matter most.

What she wants followers to remember

WNYIA dispatchers are volunteers giving their time to monitor busy radio traffic, sort through fast-moving details, and share the most accurate information available. The people behind the posts are doing their best to serve the community, learn from mistakes, and keep improving.

Looking ahead: "I'm most excited to see where this goes and how many people can get involved."



Real People.
Real Commitment.



Accurate Information.
Faster Response.



Stronger Together.
Safer Communities.

Thank you, Kiley, for
making a difference
when it matters most.

Want to learn more about volunteering with WNY Incident Alerts?
Visit wnyincidentalalerts.com or follow us on Facebook.

FIRE COMPANY SPOTLIGHT

A Tradition of Service Since 1885

Randolph Fire Company Inc. combines generations of local knowledge with the training, apparatus, and commitment needed to protect Randolph, East Randolph, and neighboring communities.

100% VOLUNTEER

Randolph Fire Company Inc.

Serving Randolph and East Randolph, with mutual aid throughout the surrounding region.

**1885**

founded

50

active members

6

frontline apparatus

Continuous

volunteer recruitment

A generational department

Randolph is home to multiple fire-service families whose connection to the company spans more than 60 years. That continuity preserves institutional knowledge, creates strong mentorship, and keeps the company's traditions alive while welcoming the next generation.

Ready for the response

The company most often responds to motor vehicle crashes and fires, while also assisting with occasional EMS calls. Members are especially proud of the number of trained interior firefighters within the department.

Training the next member

New volunteers shadow experienced senior members and can enroll in the next available state training classes. The ideal member is dependable, willing to learn, committed to training, and ready to become part of a team.

Apparatus and capability

- Two engines
- 100-foot aerial truck
- Heavy rescue
- Tanker
- Brush truck
- EMS assistance

Mutual aid is part of the mission

Randolph frequently works with Coldspring, Conewango, and Kennedy fire departments. These partnerships help agencies bring the right people, equipment, and experience to incidents that cross jurisdictional lines or require additional resources.

A defining moment: the 2010 tornado

The tornado that struck Randolph in 2010 significantly changed the shape of the community and created a major logistical challenge for responders. Randolph's volunteers came together to support the town through one of its most difficult periods - demonstrating adaptability, teamwork, and the value of a department deeply connected to the people it serves.

Serving beyond the alarm

The company hosts annual open houses and works closely with students at Randolph Central School to provide fire-safety education. During Fire Prevention Week, members distribute smoke detectors and carbon monoxide detectors to classrooms, helping safety lessons reach families throughout the community.

Behind every response: Volunteers may be leaving work, stepping away from family, or waking in the middle of the night before traveling to the station, assembling a crew, and responding with apparatus.

Recruitment remains the challenge

Like many volunteer departments, Randolph identifies recruitment as one of its greatest operational challenges. The company is always looking for community-minded people who are ready to train, serve, and carry the tradition forward.

Email: randolphfire@gmail.com **Phone:** 716-358-9300

Facebook: Randolph Fire Company Inc.



100% VOLUNTEER

READY TO SERVE? RANDOLPH IS RECRUITING

No previous emergency-service experience is required. New members learn alongside experienced firefighters, build practical skills, and can attend the next available state training classes.

EMAIL

randolphfire@gmail.com

PHONE

716-358-9300

FACEBOOK

Randolph Fire Company Inc.

VOLUNTEER. TRAIN. SERVE YOUR COMMUNITY.

FIRE ALARM OFFICE SPOTLIGHT

The Voices Coordinating the Response

Inside Amherst Central Fire Alarm Office, public safety dispatchers coordinate fire, rescue, and EMS resources across several communities.

**Est. 1962**

DELIVERING UNPARALLELED
PROFESSIONAL SERVICE TO
THE TOWN OF AMHERST, CLARENCE &
NEWSTEAD AND THE VILLAGES OF
AKRON & WILLIAMSVILLE

Amherst Central Fire Alarm Office

Serving the Towns of Amherst, Clarence, and Newstead; the Villages of Williamsville and Akron.

64

years

operating this
November

12

total staff

11 dispatchers + 1
supervisor

80%

volunteer-affiliated

most serve with fire
companies

24/7

coordination

fire, rescue, and EMS

Calls and call routing

The center processes fire, rescue, and EMS incidents. Most emergency calls are transferred through Erie County Central Police Services. Town of Amherst landline calls may also arrive through the Amherst Police Department.

Technology behind the dispatch

Dispatchers use Red Alert for computer-aided dispatch, I Am Responding for paging and messages, and Motorola radio systems. Erie County phone mapping and RapidSOS help locate incidents when callers cannot provide an exact address.

Mutual aid by plan

Working with the Chiefs Association, each department chief establishes a mutual-aid plan. Address-specific plans are stored in Red Alert and can be opened before dispatch. Plans include Cheektowaga, Lancaster, Niagara County, Genesee County, and the Tonawandas.

What callers should know: We are likely already dispatching the call while asking questions. Answering to the best of your ability gives us the details needed to send the most appropriate help.

Location comes first

The most important initial detail is where help is needed. If the exact address is unknown, a business name or close intersection can still help. The Erie County phone system and RapidSOS give dispatchers additional tools to narrow down the location.

Why the questions matter

Not every incident requires a fire department response. Questions help dispatchers determine the right type and level of assistance while responders are already being notified. Clear, accurate answers make the response safer and more effective.

A fire-service perspective

About 80% of the staff also belong to volunteer fire companies. That experience helps dispatchers understand field operations, department needs, and the importance of clear, useful initial information.

Current Radio Frequencies

Main 1	424.125 MHz	Ch. 4	425.150 MHz
Ch. 2	425.450 MHz	Ch. 5	425.225 MHz
Ch. 3	425.475 MHz	Ch. 6	425.400 MHz

Public cooperation matters

A clear location, what happened, immediate hazards, and answers to follow-up questions help dispatchers match the correct resources to the incident as quickly and safely as possible.

Inside the communications chain

Serving Amherst, Clarence, Newstead, Williamsville, and Akron, the office is a critical link between a person asking for help and responders moving toward the call. Dispatchers listen, question, map, notify, coordinate mutual aid, and update - often simultaneously - while maintaining calm and accuracy.

Serving since 1962

Twelve public safety dispatchers coordinate fire, rescue, and EMS resources around the clock. Accurate locations and clear answers help them match the right response to every call.

**THANK YOU TO THE DISPATCHERS
WHO KEEP OUR COMMUNITIES SAFE 24/7.**



Our Facebook Network

Verified Meta figures for June 25-July 31, 2026.
Followers are current lifetime totals as of July 31.

302,707

combined followers

31,311,614

verified views

9

Facebook pages

Views and followers by page

Each page shows verified views for the reporting period and current followers as of July 31.

**WNY Incident Alerts****60,795 followers**
19,618,259 views**Erie County Fire Wire****19,384 followers**
4,156,069 views**Orleans County Fire Wire****6,187 followers**
831,462 views**Genesee County NY Fire Wire****10,929 followers**
1,073,459 views**Wyoming County NY Fire Wire****2,226 followers**
61,397 views**Livingston County Fire Wire****78 followers**
979 views**Southern Tier Fire Wire****3,533 followers**
210,211 views**Alert 716: Erie-Niagara County****3,881 followers**
166,264 views**FBNY****195,694 followers**
5,193,514 views

What the numbers represent

Views reflect the verified Meta total for June 25-July 31, 2026. Follower counts are current lifetime totals as of July 31. Figures cover all nine WNYIA Facebook pages.

A growing community reach

Across the network, WNYIA pages generated more than 31.3 million views. That reach helps emergency-service information, community events, department features, and public-safety stories reach people across Western New York.

Stay connected across Western New York

Follow the page serving your community, use RAVEN for timely alerts, and visit WNYIA online.

**FOLLOW YOUR LOCAL PAGE**

Keep up with incidents, department features, and community information in your area.

9 LOCAL PAGES

**DOWNLOAD RAVEN**

Receive timely alerts and stay connected to the WNYIA network wherever you are.

IOS AND ANDROID

**VISIT WNYIA ONLINE**

Learn more about the organization, volunteer opportunities, projects, and merchandise.

WNYINCIDENTALERTS.COM

COMMUNITY UPDATE

Honoring Service and Giving Back

Recognizing Tim Bull for his dedication to the Town's Ambulance Alumni group, while also introducing a new way supporters can help WNYIA continue its work.



Three members of the WNYIA team—Brian, Katie, and Matt—present Tim Bull with recognition for his support of the Town's Ambulance Alumni group.



Now Selling WNYIA Merch

We are now selling merchandise through our website. Visit the site for more information and to place an order.



100% of proceeds go back into the business, helping us support operations, strengthen our services, and continue investing in the community.



Visit [WNYIncidentAlerts.com](https://www.WNYIncidentAlerts.com)



Recognizing Those Who Help Recognize the Past

Three members of the WNYIA team—Brian, Katie, and Matt—met with Tim Bull to present him with recognition for his work in keeping the Town's Ambulance Alumni group up and running.

We were also proud to make a donation to the group's annual picnic and are honored to be able to help support an effort that keeps alumni connected and preserves an important part of our local emergency-services community.

The visit was a meaningful opportunity to say thank you in person and to recognize the time, care, and dedication that go into sustaining the relationships and traditions behind the service.



Why your support matters

- Helps fund projects and day-to-day operations
- Allows WNYIA to continue giving back where we can
- Reinvests directly into the services we provide



A shared mission

Whether we are recognizing longtime contributors like Tim Bull or launching new ways for supporters to help through merchandise sales, our goal remains the same: strengthening emergency-service awareness and supporting the community we serve.