

**Onondaga County**  
**Department**  
**Of**  
**Emergency Communications**

**2019**  
**ANNUAL REPORT**



*J. Ryan McMahon, II*  
*County Executive*

*Julie K. Corn*  
*Commissioner*



<http://www.ongov.net/911/>

ANNUAL REPORT  
ONONDAGA COUNTY DEPARTMENT OF EMERGENCY COMMUNICATIONS

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## **Executive / Administrative Division**

The Executive Department of the Department of Emergency Communications consists of the Commissioner and Deputy Commissioner. The Executive Department is responsible for planning, organizing and directing the operations of the Department of Emergency Communications including the management of the Communications Center facilities, resources, equipment, and staff. The Executive Department also reviews system hardware and software and prepares specifications for the purchase of new systems as necessary and performs long-range resource planning as required. It develops and presents budget proposals for 9-1-1 Center operations and administers departmental expenditures and revenues.

## **Mission Statement**

*The mission of the Onondaga County Department of Emergency Communications is to serve as the critical and vital link between the citizens of Onondaga County and the public safety agencies that serve them.*

## **2019 Accomplishments**

- Passed NY State Senate Bill S4294 that amends Local Law No. 9-2009 to extend the sixty-five cent surcharge on certain telephone access lines for an additional ten years. This continues to support funding the Onondaga County Interoperable Communications System (OCICS), a digital trunked radio system serving police, fire and EMT agencies.
- Signed contract to begin a refresh of the Computer Aided Dispatch (CAD) workstations and servers located at the main E911 Center and at the Civic Center Backup Operations Center (BOC) that were out of warranty and at the end of their life cycle (originally installed in 2012). This keeps pace with developments in technology (e.g., Next Generation 911 location addressing, new Micrometry interface, changes in mobile computing) and improvements in functionality. Refresh will be completed in 2020.
- Kicked off the Automated Secure Alarm Protocol (A.S.A.P.) project to connect an alarm company's computer system to our CAD system. The First Alarm Company is projected to send information in the fourth quarter of 2019. This will save time in the entry of alarms.
- Migrated our text-to-911 functionality from a third-party Web site and integrated it into our VESTA telephony, providing a more reliable and robust connection to our text control center (TCC) service. Onondaga County remains one of the few counties in New York State that accepts text-to-911 messages from all four primary cellular carriers.
- Achieved the Association of Public Safety Communications Officials (APCO) Training Program (Project 33) Certification in spring 2019. This certification is a formal mechanism for public safety agencies to certify that their training programs are meeting APCO American National Standards (ANS). Certification is granted for a 3-year period with recertification required.
- Completed APCO Certification for all (51) Communications Training Officers (CTO).
- Maintained Onondaga County's reputation of successful operations: dispatched emergency calls for service to 94 police, fire, and emergency medical service agencies; operated the Onondaga County Interoperable Communications System (OCICS) that serves more than 160 local, county, state, federal and tribal public safety and public service agencies and approximately 9,500 radios in service of County residents and visitors; answered 96% of

incoming emergency calls in ten seconds or less, meeting State Law and established professional standards.

- Completed the transition of both the Commissioner and Deputy Commissioner positions to new County-appointed representatives.
- Published a revised map for the Computer-Aided Dispatch (CAD) system (including mobile public safety users) with up-to-date street and address changes, commonplace name updates, and building footprint locations. It also includes newly-revised water features, NYS Thruway detour designations, honorary street names, and seasonal roads. Finally, the new map includes new addressing plans for the Onondaga Nation territory, Destiny USA, and Onondaga Creek walk footprints that represent the culmination of years of planning with various government, private, and tribal entities.
- Completed a major release upgrade on the OCICS bringing the entire system from version 7.16 to version 7.18. This version brings additional tools and services on line while replacing outdated hardware.
- Modernized the Common User Microwave Radio System (CUMRS) from outdated circuit based technology to MPLS to allow for modern and efficient transport and to bring it up to date with current and future requirements of the trunked land mobile radio (TLMR) system and NYS DHSES guidelines requiring greater information sharing between the state's 911 centers. Funding for the project was through a NYS DHSES grant.
- Began sharing the E911 Master Site with Oneida County providing additional cost savings for all five CNYICC (Central New York Interoperable Communications Consortium) shared master site counties. Signed contract to share the Master Site with a sixth county (Jefferson) in August 2019, which will take effect in 2020.
- Upgraded FAA tower lighting systems to new guidelines which provide the benefit longer lifespan, lower energy consumption, and are more environmentally friendly to migratory birds.
- Replaced the Rose Hill tower (which was well past the end of its useful life expectancy) with a modern self-support structure manufactured to modern standards and codes. This new tower was designed to support existing loads as well as support any future expansion required in the future.
- Implemented enhanced wireless location accuracy with an interface that allows E911 to obtain highly accurate GPS location data directly from certain devices and apps.

# Goals & Objectives

## **2020 Goals & Objectives**

1. Support Onondaga County's priorities of: reducing the rate of poverty; investing in our infrastructure; and creating a climate that encourages economic development.
2. The E911 Center and all communications support systems (radio) are 100% reliable.
3. Calls for assistance are answered, processed and dispatched consistent with best practices and department values.
4. Operations achieve the highest degree of public safety and public confidence.
5. Operational and support services meet the operational needs of member public safety agencies.
6. All employees are knowledgeable and possess the requisite skills and abilities that allow them to complete their job tasks efficiently and effectively to the highest level of expectation.
7. Technology is strategically acquired, implemented, and utilized to improve customer service and assist personnel in accomplishing their work more effectively and efficiently.
8. Work with our Central New York Interoperable Communications Consortium (CNYICC) partners to explore cost sharing opportunities that would result in more cost effective, consistent, and efficient services to our communities.
9. Seek operating efficiencies in an effort to control costs necessary to remain within the 2020 Onondaga County Department of Emergency Communications budget as modified (BAM), especially in the area of personnel costs.
10. Build workplace culture based on trust and positivity
11. Technology is strategically acquired, implemented, and utilized to improve customer service and assist personnel in accomplishing their work more effectively and efficiently

## **Public Safety Communications Accreditation**



The Onondaga County Department of Emergency Communications remains an internationally accredited agency through the Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA). CALEA, in partnership with the Association of Public-Safety Communication Officials International (APCO), has developed a comprehensive accreditation program for public safety communications centers. Since 1999, the CALEA Public Safety Communications Accreditation Program has provided communication centers with a process to systematically review and internally assess its operations and procedures. Once accredited status is granted, an agency must demonstrate continued compliance with all applicable standards.

Originally accredited in 2001, the Department of Emergency Communications has continued to successfully renew certification including two 100% compliant (perfect) reviews in 2014 & 2017. The agency was awarded 'Meritorious' status at the spring 2017 CALEA Conference. In 2019 the second annual review was completed as part of the new four-year certification period. This review found our agency to be in compliance with 100% of standards examined. The Department of Emergency Communications is scheduled for our sixth reaccreditation review in November 2020. The achievement of CALEA accreditation signifies that our agency is meeting the highest national standards for public safety communication centers as established by an independent body of experts. Accreditation shows the public, as well as the agencies we serve, that we are committed to pursuing a course of excellence in our daily operation

The following titles exist in the Department of Emergency Communications. These titles, frequently referenced in this report, are held by devoted staff who make the safety and security of our community their number one priority.

### **ADMINISTRATION**

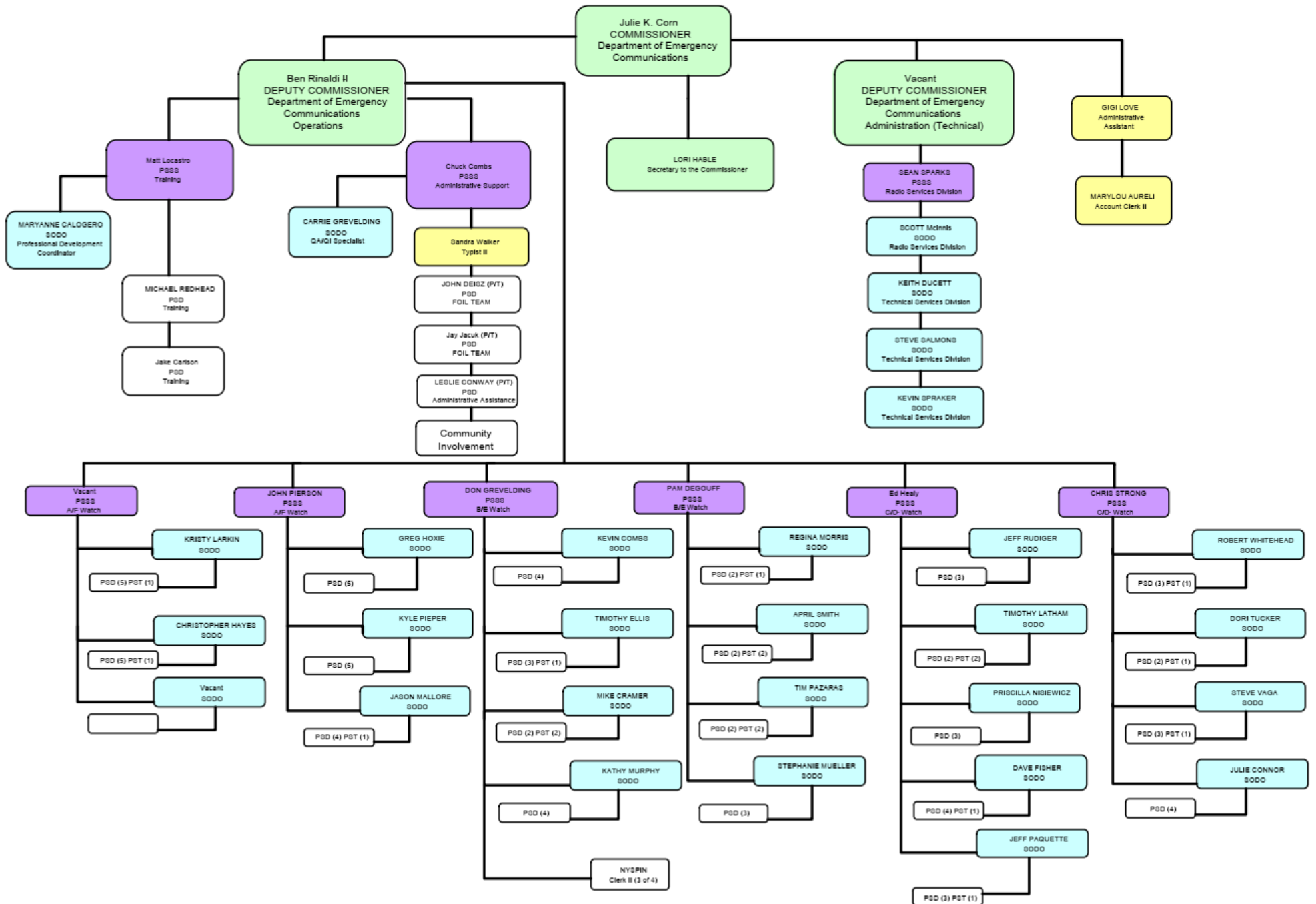
Commissioner  
Deputy Commissioner  
Public Safety Supervisor – Administrative Support  
Public Safety Supervisor – Training Division  
Secretary to the Commissioner  
Administrative Assistant  
Account Clerk II

### **OPERATIONS**

PSSS – Public Safety Shift Supervisor  
SODO – Supervisor of Dispatch Operations  
PSD – Public Safety Dispatcher  
PST – Public Safety Telecommunicator  
Clerk II



**ONONDAGA COUNTY DEPARTMENT OF EMERGENCY COMMUNICATIONS  
ORGANIZATIONAL CHART  
January 23, 2020**



**Assignments Pending  
8 PSD's 4 PST's**



## **9-1-1 Center Back-up Site**

The Department of Emergency Communications maintains a fully functional Backup Operations Center (BOC) located adjacent to the County Emergency Operations Center (EOC). The BOC is equipped with the same computer, telephone, and radio equipment and is capable of operating in stand-alone mode or in tandem with the primary 911 Center.

If the main 9-1-1 Center were to become inoperable for any reason, to ensure continuity of operations, the BOC is kept in hot standby mode and can assume operations until the operations are restored to normal. The BOC was utilized on two (2) occasions during 2019 for semi-annual cleaning of the Main 911 Center.

## **Community Involvement & Public Education**

### **Policy Review & Oversight Committee (PROC)**

A Policy Review and Oversight Committee was established to assure regular and ongoing participation of the heads of the affiliated emergency services throughout Onondaga County. The Policy Review and Oversight Committee address circumstances in which communications/dispatching functions affect the operation of emergency services. The Policy Review and Oversight Committee meets every other month to discuss various operational policy and procedure issues directly related to communications and dispatching functions. The committee's primary role is to provide guidance through policy and operational practices review.

Membership of this Policy Review and Oversight Committee includes a chairperson designated by the County Executive, a representative from the County Executive's Office, the Commissioner of the Department of Emergency Communications, the Onondaga County Sheriff, the Onondaga County Fire Bureau Director, the City of Syracuse Chief of Police, the Chief of the City of Syracuse Fire Department, the President of the Onondaga County Chapter of Chiefs Police Association, the Troop Commander from New York State Police Troop "D", the Onondaga County Commissioner of Emergency Management, the Chairperson of the Onondaga County Fire Chief's Association, the Director of Onondaga County Emergency Medical Services Bureau, the Onondaga County District Attorney Representative, the Director of the Syracuse-Onondaga County Planning Agency, and the Commissioner of the Onondaga County Department of Information Technology. Others may be invited on an ad hoc basis as appropriate in view of issues under discussion.

*The PROC Committee met six times in 2019. The topics discussed were as follows:*

### **OCICS Governance Committee Issues**

- Monthly Radio Stats on system activity
- Welcomed our New Deputy Commissioner of Operations Benjamin Rinaldi II
- Requests from agencies for talk groups or approval to use the OCICS System
  - Request from NY Susquehanna & Western Railway Corp
  - Request from Dewitt Fire District to modify CFC Template
  - Request from USC&BP Port Operations

## **Review of Operational & Procedural Changes**

- Discovery Reform
- Create new final action code “ER” for Extreme Risk Protection Orders
- New clearing code MH to document Emotionally Disturbed individuals
- New clearing code 1W implemented
- New Event Code implemented MVC-S Event code police/fire + EMS
- New Event Code implemented ADB (Aggressive Deadly Behavior)
- Fire Tow Truck Requests
- CAD Hardware/Software refresh
- CIP Projects (Mobile Data Project, Auxiliary Power Systems refresh, Aerial Oblique Imagery, Makyes Tower Replacement)
- Madison-Onondaga Consolidation Study
- New Hires in April 2019
- Status of EM/E911 Merger

## **Major 911 Business Affecting Public Safety Agencies**

- RapidSOS
- Microwave System Replacement
- Rose Hill Tower Replacement
- Trusted Guardian – An APP (software for tracking students)
- CIP Projects
- CAD Hardware/Software refresh

## **Police Users Group (PUG)**

*(Met 9 times – do not meet in summer months of July/August)*

911 Dispatchers and Line officer representatives attend this meeting to discuss operational issues between the dispatchers and road patrol units. Some of the issues discussed were:

- Discuss & resolve Road Patrol issues with agencies as well as dispatch issues.
- Signal 50 testing is currently done on road patrol units that are working.  
If other units, such as School Resource Officers, Detectives etc., want to test their portable unit they should call the TA and 911 will do a test.
- Radio issues
- Review of new RMS – Niche System
- Discovery Law and how it affects 911, police agencies and the DA’s Office pertaining to gathering of audio recordings for evidence.
- CNYLEADS will not work on CHROME/EDGE/FIREFOX
- If your agency is using a drone for an incident & request Air 1, please land the drone prior to Air 1 responding into the area.
- Failure to Comply policy change to PROPC for final approval.
- Use the mileage function in CAD instead of calling out mileage and using air time.
- Inquiry about channel marker /tones when a channel is isolated
- Civil Units do not do property escorts.
- AVL dispatch will only work if the AVL in the vehicles is functioning. Please report any AVL issues and get them fixed.

## **9-1-1 Center Tours & Speaking Engagements**

During 2019, the Department of Emergency Communications conducted **25 tours** at our Department, and 31 outside speaking engagements/presentations throughout the community.

We also had 37 Observations scheduled from various public safety agencies and schools. In July, we offered “Bring your Kids to work Day” and welcomed **30+** children over the course of 7 days to sit and observe with their parent/relative in the Center. “Bring your Kids to work Day” and potential new candidates added another **67** people for observations.

The approximate number of people we have reached/contacted through tours, observations, and presentations etc. is 1,525.

Our feedback received during these tours & outreach presentations continue to be very positive. The citizens participating indicated that they received a better understanding of the 911 Center once they have a visual of what takes place from the time the phone is answered and the reasons why we ask the questions we do. We encourage agencies to download the pamphlet “Facts about 911” on our website. This may allow other agencies to print these and utilize them as handouts. Citizens were curious how 911 knows where the caller is calling from. People were surprised to hear about “Text to 9-1-1”. Also during the speeches outside of the center we consistently receive requests for tours and encourage groups to call and set up a tour at our facility.

During the community education presentations we sometimes receive information that may have a bearing on public safety communications within the community we serve. In order to alleviate potential problems we will look into their issues and pass along information to a participating agency if involved.

### **Speaking Engagements/Presentations:**

To mention a few, our staff have presented at Career Fairs/Safety Fairs in a continuing effort to recruit the best qualified call takers and dispatchers, we inform the students about the Civil Service Exam process and other ways they might determine their interest in 911 and/or public safety. Recruitment is also conducted through our tours, public presentations to include school and career day programs and sit along observations, as well as recently partnering with Syracuse university S.I Newhouse School of Public Communications to provide a professional quality recruitment video and the Syracuse Police Department & Onondaga County Sheriff’s Office staffed recruiting booths at Destiny USA. There was no Civil Service Exam given in 2019 for Public Safety Dispatcher or Call Taker. The department’s career brochure, “Career Opportunities at the Onondaga County Department of Emergency Communications” continues to be distributed and our recruiting video was available on the front page of the department’s website. We also added recruitment “business” cards that can be handed out by employees detailing how and where to sign up for any upcoming 9-1-1 tests. We attended Safe kids at NBT Stadium; OCC Job Fair; Cicero Fire Department and North Syracuse Fire Department Prevention Safety Days; SPD Neighborhood Watch Groups; Onondaga County Fire Coalition & Legislative Breakfast (FASNY); Police Academy’s; Fire Department Academy’s; Citizens Police Academy’s and many more. Overall, we did see an increase in the number of tours and observations. This is an area we continue to attempt more of our organizations to send their members to observe or invite them for a tour.

As in previous years our agency continues to strengthen the relationship we have with our local colleges. During 2019 our agency did have Interns participate in our internship program.

## **Tours that were conducted at the 911 Center:**

### **Schools:**

- Baker High School Fire Class
- OCC Fire Protection Class
- SUNY Oswego Police Management Course
- OCC PSCIM Course Students
- Cicero/NS High School Job Shadow Program
- Numerous students attended tours/presentations of the 911 Center to better educate themselves on calling 911.

### **Member Agencies that attended a tour at the 911 Center:**

- OCSO Custody Academy
- Fayetteville Fire Department members
- Bridgeport FD members
- Syracuse Fire Department Members
- Manlius PD Explorers & Citizen Police Academy
- Cicero Citizens Police Academy
- OCSO recruits
- Clay Fire Department members

### **Others that attended a tour at the 911 Center:**

- Cub Scouts
- Girl Scouts
- Monroe County Public Safety
- Liberty Resources members
- RIT Tech Specialists
- NW Groups

During our presentations a routine education outline is followed. Our feedback received during these tours and outreach presentations continue to be very positive. The citizens participating indicated that they received a better understanding of the 911 center once they have a visual of what takes place from the time the phone is answered and the reason why we ask the questions we do. We encourage agencies and citizens to download the pamphlet "Facts About 9-1-1" on our website. Our pamphlets and stickers are continuously circulated to local hospitals in their lobby areas to publicize the use of 9-1-1. Also during the speeches outside of the center we receive requests for tours and encourage groups to call and set up a tour of our facility.

### **9-1-1 Status Meeting - Technical Services Team**

*The 911 Technical Services Status Meeting met six times in 2019.  
Meetings are held every other month.*

#### **Topics discussed:**

- CAD/Mobile Update
  - MDT Consultants
  - ASAP Project

- CAD Upgrade
- County I.T. – Fire RMS report and CHAIRS 2
- Radio System Updates – Microwave Upgrade & Rose Hill Tower Project
- Verizon VESTA updates – Text-to-911 & Rapid SOS
- County Planning Updates

**Senior Staff Meetings**

Four (4) Quarterly STATS Meetings in 2019 (January/April/July/October)

Nine (9) Operations Meetings in 2019 (in January both Operations & Stats meetings were convened)

Agenda items covered at the **Quarterly Meetings** are:

- 2018 Goals & Objectives Progress Review
- 2019 Goals & Objectives
- Service Sharing Initiatives (E911/Emergency Management)
- Building Study Status
- Situational Awareness
- Employee Notifications (Serious Illness/Injury/loss of Significant other)
- Hiring
- Fiscal Review
- Incoming Call Statistics
- OCICS Report/Tower Updates
- Operations
- Administrative Updates/Training
- A-B-C Watch Performance Stats

Agenda items covered at the **Operations Meetings** are:

- |                                 |                                      |
|---------------------------------|--------------------------------------|
| Employee Evaluations            | Disciplines Process                  |
| Vesta Upgrade Updates           | Tours/Observations                   |
| Building Updates – HVAC         | Problem Report Database              |
| Syracuse Fire testing Signal 50 | Final Action Code for Domestic       |
| Overtime Procedures             | After hour contacts for Tech Support |
| Quality Assurance Reviews       | Continuing Education for Supervisors |
| Hiring/Promotions               | PSSS Backfill                        |
| Floor needs                     | Training in roll call with employees |
| SODO Workload                   | Awards                               |
| PowerDMS                        | Cross Training                       |

### **Support for Volunteer Emergency Services**

Onondaga County is served by 57 volunteer fire/rescue agencies and 14 non-profit emergency medical service (EMS) agencies. These agencies operate on often-limited resources, and in many cases do not have administrative support staff to keep the many different informational records and databases accurate and updated. The Department of Emergency Communications employees assist these agencies in providing information and expertise in planning their operations, equipment purchases, and interagency cooperative efforts. The 911 Center provides a representative to the County Fire Chief's Association, Central New York Fire Districts Association, and County Ambulance Directors to provide direct support to these important volunteer/non-profit resources. In addition, the Department performs many support services, such as oversight of maintenance and repair contracts for voice/data communications, tape reviews, and assistance with communications-related issues such as paging, alerting, and station printer networks.

### **Meetings with Effectuated & Interested Parties**

The Executive Division works with citizen groups and emergency service provider agencies for coordination, support, and problem resolution as well as representing the Department of Emergency Communications in meetings with public boards and organizations, the news media, etc.

### **Equal Employment Opportunity Policy and Program**

The Department of Emergency Communications Equal Employment Opportunity (EEO) program is set forth in Policy and Procedure Directive #1505. The purpose of this directive is to create an environment that ensures the same placement, training, promotion, and salary opportunities to all segments of the community.



## Authorized Strength

### PERSONNEL ALLOCATION

TITLE	2019 STAFFING
Commissioner	1
Secretary	1
Deputy Commissioner	1
PSSS	8
SDO	28
PSD	67
PST	23
Clerk II	3
Administrative Assistant	1
Account Clerk II	1
Typist II	1
Vacant Positions	6
Part Time 103 Staff:	
PSD	10
PST	2
<b>TOTAL</b>	<b>153</b>

## Recruitment

In 2019, to go along with our Departments' continuing efforts to recruit the best-qualified candidates, who represent the diversity of the population of our service area, we hosted one student from SUNY Oswego and one from Bryant and Stratton who participated in our career internship program.

During 2019 the Department of Emergency Communications conducted 25 tours at our Department, and 31 outside speaking engagements / presentations throughout the community. Two of the speaking engagements were the Law Day Career Fair at Fowler H.S. on May 3 and the Share the Road Event at Destiny USA on August 7.

Additionally, there were 37 observations scheduled from various public safety agencies, potential candidates, schools, and Paramedic Program students. During 2019 representatives from the City of Syracuse Mayor's office visited our center and will be partnering with us in our recruitment efforts within the city. There were no Civil Service Exams given for the titles of Public Safety Dispatcher or Telecommunicator in 2019.

Our departmental recruitment video is currently available on our department website or by visiting: <http://www.ongov.net/911/employment.html>. Additionally, two sided recruitment business cards have been made available to employees and recruitment officers for distribution.

## Career Opportunities

Do you have what it takes to become a 911 Telecommunicator or Dispatcher, join one of two nationally Accredited Public Safety Communication Centers statewide

### ONONDAGA COUNTY DEPT. OF EMERGENCY COMMUNICATIONS



Go to [www.ongov.net/employment/jobs](http://www.ongov.net/employment/jobs)  
Look for career opportunities under  
Public Safety Telecommunicator and Public Safety Dispatcher

Onondaga County is an Equal Opportunity Employer

## MINIMUM QUALIFICATIONS

High School Diploma or Equivalent.

Six (6) months of work experience, or its part time equivalent, which involved using a personal computer to input information and/or create documents and spreadsheets.

Successful medical evaluation, police background check, and Pre-hire drug screening.

Punctuality & the willingness to stay on shifts when necessary.

Good Moral Character. The ability to function under stress.

The ability to work varying shift assignments, including overnights, weekends and holidays.

Ability to get along with others. Ability to Learn Multiple Computer Systems.

## **Selection**

During 2019 the Department of Emergency Communications hired 13 new employees. At year-end, 85% of those were retained, as compared to a past new hire retention rate of 50% or less. This increased success is attributed to improved selection elements (e.g., use of Criti-Call to test multitasking skills) and smaller class sizes to allow for more “hands-on” computer aided dispatch (CAD) training.

## **New Hires in 2019**

PST Clara S. Braxton  
PST David A. Brown  
PSD David M. Buske, II  
Commissioner Julie K. Corn  
PST Scott R. Cuff  
PST Kristal L. Dillabough  
PST Marquita D. Hetherington  
PSD Christie Hoefler  
PST Necedah B. James  
PSD Paul W. Mead  
PST Garrett T. Pazaras  
PSD Joseph M. Pratt  
PST Jessica L. Savo

## **Reinstated in 2019**

PST William R. Saintey – Retired from full time on October 4, 2019, reinstated to part time PST on October 7, 2019  
PSD Shannon M. Snell – Resigned from full time on November 13, 2018, reinstated to part time PSD on January 11, 2019

## **Promotions**

SODO Christopher P. Hayes- Promoted from PSD to Supervisor of Dispatch Operations on January 26, 2019  
SODO Kyle A. Pieper - Promoted from PSD to Supervisor of Dispatch Operations on January 26, 2019  
PSD Ashley B. Corsaro – Promoted from PST to Public Safety Dispatcher on September 7, 2019  
PSD Amanda J. Swank - Promoted from PST to Public Safety Dispatcher on September 7, 2019  
PSD Macey E. White - Promoted from PST to Public Safety Dispatcher on September 7, 2019  
Deputy Commissioner Benjamin Rinaldi, II – Appointed from Public Safety Shift Supervisor on December 14, 2019



## **Service Milestones**

The following employees celebrated significant milestones of employment with Onondaga County Department of Emergency Communications in 2019:

### **Over 35 years of Service:**

Account Clerk II Marylou Aureli  
Secretary to the Commissioner Lori A. Hable

### **Over 30 years of Service:**

Public Safety Dispatcher Carol A. Boulais  
Public Safety Dispatcher Maria Gay  
Supervisor of Dispatch Operations Regina E. Morris  
Supervisor of Dispatch Operations Kathryn B. Murphy  
Supervisor of Dispatch Operations Timothy A. Pazaras  
Deputy Commissioner Benjamin Rinaldi, II  
Clerk II Laurie R. Thomas

### **30 years of Service:**

Clerk II Angela M. Greco  
Public Safety Telecommunicator Tammy J. Chiera  
Public Safety Dispatcher Michelle L. Thorpe

### **20 years of Service:**

Supervisor of Dispatch Operations Michael C. Cramer  
Public Safety Shift Supervisor Donald D. Grevelding  
Public Safety Dispatcher Denise E. Guinta-Loerzel  
Administrative Assistant Gigi A. Love  
Public Safety Dispatcher Robert E. Zacholl

### **10 years of Service:**

Public Safety Dispatcher Loretta J. Bosco  
Supervisor of Dispatch Operations Jeffrey A. Paquette, Jr.

### **5 years of Service:**

Public Safety Telecommunicator Elizabeth M. Coll  
Supervisor of Dispatch Operations Kyle A. Pieper

### **Retired from Service in 2019:**

Public Safety Dispatcher Mathew Herbert	33 Years of Service
Public Safety Dispatcher Donna Dennis	31 Years of Service
Deputy Commissioner Carl E. Loerzel, Jr.	31 Years of Service
Public Safety Dispatcher Kelly Everson	30 Years of Service
Public Safety Telecommunicator William Saintey	10 Years of Service

### **Employee Turnover**

During 2019 thirteen (13) employees left the Department of Emergency Communications. The following chart summaries employee turnover in 2019.

<b>Reason</b>	<b>Commissioners</b>	<b>SODO</b>	<b>PSD</b>	<b>PST</b>	<b>TOTAL</b>
Resignation		1	1	3	5
Retirement	1		3		4
Transfer	1		1		2
Deceased			1		1
Termination				1	1
<b>TOTAL</b>	<b>2</b>	<b>1</b>	<b>6</b>	<b>4</b>	<b>13</b>

### **Employee Recognition**



### **Employee of the Year**

The Department of Emergency Communications annually selects an Employee of the Year. This selection is based on the performance of an exceptional act, contribution of an outstanding idea, independently initiated self-improvement or accomplishment, outstanding community service, or sustained exemplary performance and conduct which demonstrates the ideals of honesty, integrity, and excellence.

**2019 Employee of the Year**  
**PSD Ashley Evans**



*County Executive J. Ryan McMahon II and PSD Ashley Evans*

**2019 Commissioner's Supervisory Award**

The Supervisory Award is given by the commissioner to the candidate that has shown initiative and leadership in the supervisory function and who has had a positive impact in his/her supervisory role within the organization.

**2019 Commissioner's Supervisory Award**  
**PSSS John Pierson**



*Pictured left to right:  
Commissioner Julie K. Corn  
Deputy Commissioner Ben Rinaldi  
PSSS John Pierson  
County Executive J. Ryan McMahon II*

**2019 Commissioner’s Administrative Award**

The Administrative Award is given by the Commissioner to help recognize individuals that have had a positive impact on the administrative function within the organization.

Lori A. Hable, Secretary to the Commissioner  
Benjamin Rinaldi II, Deputy Commissioner  
Edward J. Healy, PSSS, Tech Support  
Steven D. Salmons, SODO, Tech Support  
Kevin M. Spraker, SODO, Tech Support  
Keith E. Ducett, SODO, Tech Support  
Sean M. Sparks, PSSS, Radio Division  
Scott M. McInnis, SODO, Radio Division

Maryanne Calogero, SODO, Accreditation  
Michael S. Redhead, PSD, Training  
Jake N. Carlson, PSD, Training  
Carrie A. Greveling, SODO, Quality Control  
Sandra J. Walker, Typist II  
Marylou Aureli, Account Clerk II, Payroll  
Gigi A. Love, Administrative Assistant  
Gregory VanDyke, PSD, Training

**2019 Police Dispatcher of the Year**  
**PSD Josh Ambrose**

**2019 Telecommunicator of the Year**  
**PST Melissa Hilton**



*Commissioner Julie K. Corn, Deputy Commissioner Benjamin Rinaldi, PSD Joshua Ambrose, County Executive J. Ryan McMahon II*

*Commissioner Julie K. Corn, Deputy Commissioner Benjamin Rinaldi, PST Melissa Hilton, County Executive J. Ryan McMahon II*

**2019 Fire/EMS Dispatcher of the Year**  
**PSD Kristopher “Shane” Daniels**

*In Memoriam*  
*Badge 1502 – End of Watch June 11, 2019*



**2019 Perfect Attendance Award**

PSD Scott J. Anderson

**2019 Peer Awards**

A group made-up of the 9-1-1 Center’s rank and file employees choose the recipients of these awards. Those selected for 2019 are:

PSD Joshua Ambrose  
PSD Kristopher “Shane” Daniels  
PST Melissa Hilton

**2019 Employees of the Month-**

The following employees were named as Employee of the Month during 2019:

SODO Timothy Ellis February  
SODO Stephanie Mueller March  
PSD Ashley Corsaro April  
PSD Ashley Evans April  
PSD Lindsay Witcombe April  
PSD Justin Frey May  
PSD David Ingram June  
PSD Robert Zacholl June

**2019 Stork Pins**

Stork pins are awarded to call takers who guide a caller through labor, culminating in the birth of a baby prior to the arrival of first responders. Congratulations to the following employees who received Stork Pin Awards in 2019:

PSD Amanda Swank  
PST Eric Volco  
PST Isaac Cruz  
PST Melissa Hilton  
PSD Nora Strong  
PSD Rich Hare  
PST Valerie Sotherden

**2019 Letters of Appreciation**

PSD Ashley Evans	PSD Dawn Burlingame	PSD Lucas Hollenbeck
PST Erica Lopez-Brown	PST Eric Volco	PSD Mary Vadnais
SODO Jason Mallore	PST Gail Moulton	PSD Mike Phelan
SODO Kyle Pieper	SODO Jeff Paquette	SODO Priscilla Nisiewicz
PSD Rick Hare	SODO Jeff Rudiger	PSD Sharmin Talbot



PST Adrienne Whitehead  
 PSD Carol Boulais  
 SODO Chris Hayes  
 PSSS Chris Strong

PSD Jennifer Pilacky  
 PSD Josh Ambrose  
 SODO Kathy Buff Murphy  
 PST Kelly Rosenthal

SODO Stephanie Mueller  
 SODO Tim Pazaras  
 PSD Todd Hildreth



**2019 - 10,000 CALL CLUB**

Frank Swierk	13,229	Valerie Sotherden	11,012
Karyn Hart	12,606	Kelly Rosenthal	10,782
Gail Moulton	11,970	Adrienne Whitehead	10,399
Isaac Cruz	11,666	Eric Volcko	10,368
Abby Damanski	11,359	Lindsay Whitcombe	10,077
Bruce McQuiston	11,187		

**OPERATIONS – CALLTAKING**

**“Text-to-911”**

During 2019, the Department of Emergency Communications Telecommunicators received and engaged in 500 “Text-to-911” sessions; a 25% increase over 2018. A “session” is defined as a user sending more than one message to “911” and receiving a response from the call-taker. Excluded from this number are test messages and one-time messages received. Of those sessions, 230 events resulted in the dispatch of a public safety agency; an increase of 38% over 2018, resulting in 46% of all messages becoming an actual event. “Event” is defined as a call entered into the CAD system, or tactical police information provided, that was forwarded to the appropriate law enforcement agency, i.e. crime, drug tips, etc.



## **2019 Telephone Call Statistics**

The average speed with which 911 calls were answered in 2019 was six (6) seconds; the equivalent of slightly more than one ring. Callers take many paths to emergency assistance. The following data for 2019 shows how callers reached out for first responder assistance.

<b>Agency</b>	<b># of Calls</b>	
Clay PD	25	.01%
County Fire	5,412	1.2%
NYS Troopers	2,906	.60%
Onondaga County Sheriff's	21,529	4.7%
Operator Assistance	247	.05%
Skaneateles PD	686	.15%
Solvay PD	2,522	.60%
Syracuse FD	2,300	.50%
Syracuse PD	52,813	11.6%
Towns & Villages	17,809	3.9%
Emergency 911	348,643	76.40%
Mobile 911	105	.02%
Voice over Internet Protocol	434	.10%
Other	855	.19%
Total	456,286	

During 2019 the Department of Emergency Communications received a total of 514,652 incoming emergency calls. This number includes abandoned calls (i.e., a call placed in which the caller disconnects before the call can be answered by the E911 call taker) and non-emergency / information lines.

Excluding abandoned calls, a total of 491,793 (95.6%) of the calls answered were received from persons who had dialed 9-1-1 either via a land line or wireless device. A total of 106,249 calls were answered from persons who dialed a 7-digit line. These 7-digit lines are either legacy (pre-Enhanced 911) emergency numbers or listed by public safety agencies as "non-emergency" numbers. Emergencies are sometimes called in on 7-digit numbers but must be processed without the benefit of ANI/ALI (Automatic Number Information/Automatic Location Information) and therefore take longer to process. They are answered on an equal basis with incoming 9-1-1 calls. The Department of Emergency Communications encourages the use of 9-1-1 anytime there is a need for a police, fire, or emergency medical service response.



**Wire-line/Wireless Calls Answered**

The Department of Emergency Communications receives incoming 9-1-1 calls from two sources; wire-line and wireless calls. Wire-line calls come from telephone devices that are connected to the traditional telephone system, including VoIP (Voice over Internet Protocol) systems (e.g., telephones from cable or fiber service providers). Wireless calls are received from devices that are not connected to a wired system (e.g., cellular phones). In 2019, 284,431 (55.3%) of the 9-1-1 calls were answered from wireless devices; 29,502 (5.7%) were from wire-line devices, with an additional 35,428 calls from VoIP lines. Wireless 9-1-1 calls take longer to process because location information is not as accurate, and customers who are mobile may not be familiar with their location.

Since the 9-1-1 Center opened in 1992, the number of wireless 9-1-1 telephone calls has steadily increased.

**Answered 9-1-1 Calls by Source**

Source	Incoming	Percent
Wire-line	29,502	5.70%
Wireless	284,431	55.30%
VoIP	35,428	6.90%
7-digit Emergency Line	106,249	20.64%
Information Line	36,183	7.03%
Abandoned Calls	22,859	4.44%
TOTAL	514,652	100%

**Abandoned Call Percentages 2017 – 2019**

		Abandoned call percentages						
		0-12	13-22	23-32	33-42	43-52	53-62	63+
2017	25,081	81.60%	9.60%	3.40%	1.90%	0.70%	0.40%	0.50%
2018	22,131	85.80%	6.30%	2.70%	1.50%	0.70%	0.70%	0.60%
2019	22,859	88.50%	5.50%	2.75%	1.25%	1%	0.50%	0.50%

<p><b>2019</b></p> <p><b>22,859 Abandoned Calls</b></p> <p><b>62.62 / Day</b></p> <p><b>2.61 / Hour</b></p>
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Emergency Communications Administrative staff made / received a total of 241,774 calls in 2019.

Incoming Calls: 120,063

Outgoing Calls: 121,711\*

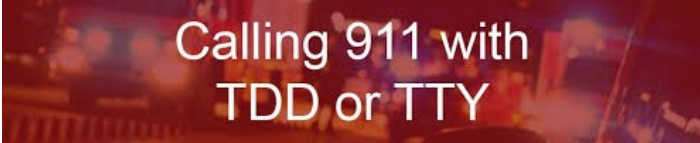
\*The total number of calls from all positions is 172,558.

This includes outgoing calls from call-taker positions, but does not include dispatch positions

### Telecommunications for Non-English Speaking Population

The Department of Emergency Communications has made a significant effort to ensure that all segments of the community have access to the County's emergency communications system. To address the needs of the non-English speaking community we have contracted with an over the telephone translation service which provides interpreters for over 140 languages. The following is a summary of the translation service usage during 2019:

<b>Description</b>	<b>Calls</b>	<b>Minutes</b>	<b>Percent Calls</b>	<b>Percent Minutes</b>
60	Spanish	444	3,036	69.10%
26	Swahili	32	432	5.00%
81	Nepali	38	265	5.90%
90	Arabic	29	243	4.50%
142	Somali	18	153	2.80%
42	Burmese	18	136	2.80%
366	Kinya/Rwanda	8	83	1.20%
58	French	9	79	1.40%
111	Dari (Afghanistan)	1	56	0.20%
35	Mandarin	8	49	1.20%
78	Russian	6	44	0.90%
369	Karen	5	43	0.80%
48	Cambodian	2	38	0.30%
430	Rohingya	2	33	0.30%
263	Bosnian	2	24	0.30%
338	Kirundi	3	21	0.50%
27	Amharic	3	19	0.50%
28	Tigrigna (Eritrea)	2	14	0.30%
49	Vietnamese	2	14	0.30%
41	Korean	2	14	0.30%
82	Hindi	3	12	0.50%
399	Iraqi Arabic	1	9	0.20%
76	Ukrainian	2	8	0.30%
107	Farsi (Persian)	1	7	0.20%
31	Cantonese	1	3	0.20%
88	Malayalam	1	1	0.20%
<b>Account Total :</b>		<b>643</b>	<b>4,836</b>	



**Telecommunications for the Hearing and Speech Impaired (TDD)**

Every call taking work station at the 9-1-1 Center and at the 9-1-1 Back-up Operations Site is equipped with the latest TDD technology that allows 9-1-1 Center staff to communicate with hearing and speech impaired individuals. The system is integrated with the department’s VESTA call taking solution. Personnel test the system daily and retrain every six months.

**OPERATIONS –DISPATCH SERVICES**

Dispatches/Incidents by Police Agency

Department	#DR's
Baldwinsville Police Dept.	6,967
Camillus Police Dept.	15,350
Cicero Police Dept.	18,287
Dewitt Police Dept.	27,867
Geddes Police Dept.	13,735
Jordan Police Dept.	685
Liverpool Police Dept.	7,550
Manlius Police Dept.	22,276
Marcellus Police Dept.	820
New York State Police	45,698
North Syracuse Police Dept.	12,724
Onondaga Co Park Rangers	2,424
Onondaga Co Sheriff’s Office	92,064
Skaneateles Police Dept.	3,239
Solvay Police. Dept.	10,222
Syracuse Police Dept.	133,428
Total	413,336

The total number of police dispatches in 2019, as reported, via the Computer Aided Dispatch (CAD) system was 413,336, an increase of 1.01% from 2018 (487,591). Calls handled by the Syracuse Police Department accounted for 36.7% of the calls, while calls handled by county agencies (including the Onondaga County Sheriff’s Office and New York State Police) accounted for 63.3 % of all calls, resulting in a decrease of 1.5% for Syracuse Police, vs. an increase in county agencies by 2.5%, over 2018.

**2019 HOURLY DISPATCHES FOR POLICE BY AGENCY**

**01/01/2019 - 12/31/2019**

Hour Ending	B'ville	Camillus	Cicero	DeWitt	Geddes	Jordan	L'pool	Manlius	Marcel	NYSP	N Syr.	Rangers	Sheriff	Skam.	Solvay	SPD	TOTAL	AVG/Day
00:59	199	823	1,104	1,366	986	4	550	712	4	1,112	716	35	3,571	176	826	5,274	17,458	47.8
01:59	247	689	679	1,226	840	1	426	446	0	1,311	552	15	3,048	178	743	4,551	14,952	41
02:59	282	535	523	1,189	718	0	339	622	0	1,065	354	0	2,562	156	648	4,064	13,057	35.8
03:59	123	310	1,168	963	436	0	250	251	0	685	287	0	1,994	152	303	3,113	10,035	27.5
04:59	136	272	782	588	580	1	222	224	0	389	158	1	1,701	93	182	2,316	7,645	20.9
05:59	206	319	377	715	592	0	109	154	0	417	82	3	1,570	68	181	1,810	6,603	18.1
06:59	137	244	274	455	264	1	391	768	4	702	174	4	923	47	251	3,385	8,024	22
07:59	269	467	725	754	205	5	228	1,230	56	1,035	416	17	2,228	72	155	4,115	11,977	32.8
08:59	363	748	697	1,451	414	10	283	1,246	82	1,832	532	95	3,999	214	323	5,271	17,560	48.1
09:59	386	837	834	1,446	706	22	239	1,214	96	2,414	581	121	4,088	192	546	5,987	19,709	54
10:59	385	813	854	1,445	706	28	220	1,209	47	2,714	613	121	4,208	160	1,067	6,030	20,620	56.5
11:59	327	801	812	1,278	654	24	225	1,115	47	2,787	642	161	4,911	187	459	6,543	20,973	57.5
12:59	322	804	799	1,316	558	24	185	1,105	89	2,517	696	172	5,819	163	435	6,562	21,566	59.1
13:59	368	750	518	1,306	595	26	152	874	59	2,605	551	161	5,838	153	431	6,602	20,989	57.5
14:59	378	648	789	943	389	30	334	983	33	2,891	440	147	5,436	142	340	6,819	20,742	56.8
15:59	325	749	992	1,334	484	24	436	1,522	17	2,885	550	101	5,380	162	342	7,776	23,079	63.2
16:59	405	916	966	1,736	677	57	419	1,371	20	2,424	616	195	4,592	138	387	7,894	22,813	62.5
17:59	348	857	859	1,587	607	82	317	1,248	54	2,090	609	163	5,941	146	373	8,089	23,370	64
18:59	285	651	715	1,288	482	72	281	1,107	46	1,596	557	171	4,857	138	340	7,423	20,009	54.8
19:59	371	571	713	1,275	521	71	300	1,196	38	1,986	532	203	4,178	110	342	6,615	19,022	52.1
20:59	340	755	635	1,317	605	65	363	1,205	53	2,562	545	158	2,930	128	353	6,197	18,211	49.9
21:59	386	694	403	1,211	733	61	254	806	41	2,651	563	176	3,911	113	363	5,463	17,829	48.8
22:59	237	517	929	831	414	54	498	706	25	2,769	980	144	4,335	56	282	5,584	18,361	50.3
23:59	142	580	1,140	847	569	23	529	962	9	2,259	978	60	4,044	95	550	5,945	18,732	51.3
<b>TOTAL</b>	<b>6,967</b>	<b>15,350</b>	<b>18,287</b>	<b>27,867</b>	<b>13,735</b>	<b>685</b>	<b>7,550</b>	<b>22,276</b>	<b>820</b>	<b>45,698</b>	<b>12,724</b>	<b>2,424</b>	<b>92,064</b>	<b>3,239</b>	<b>10,222</b>	<b>133,428</b>	<b>413,336</b>	<b>1,132.40</b>
DAYS	365	365	365	365	365	365	365	365	365	365	365	365	365	365	365	365	365	365
AVG/DAY	19	42	50	76	38	2	21	61	2	125	35	7	252	9	28	366	1,132	
HRS/DAY	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24
AVG/HR.	0.8	1.8	2.1	3.2	1.6	0.1	0.9	2.5	0.1	5.2	1.5	0.3	10.5	0.4	1.2	15.2	47.2	

Dispatch data for City of Syracuse Fire/EMS for 2015 through 2019 is summarized below. The breakdown between fire calls and calls for rescue/emergency medical services are not available for the City of Syracuse. \*Fire/EMS dispatches to the Syracuse Fire Department have dropped in recent years largely due to a change in the type of medical calls that the fire department will respond to.

City of Syracuse Fire/EMS Dispatch Data

YEAR	*TOTAL	% of CHANGE
2015	24,074	-8.8%
<b>2016</b>	21,690	-9.9%
<b>2017</b>	20,783	-4.2%
<del>2018</del>	21,209	+2.1%
2019	21,430	+1.0%

County Fire/EMS Dispatch Data

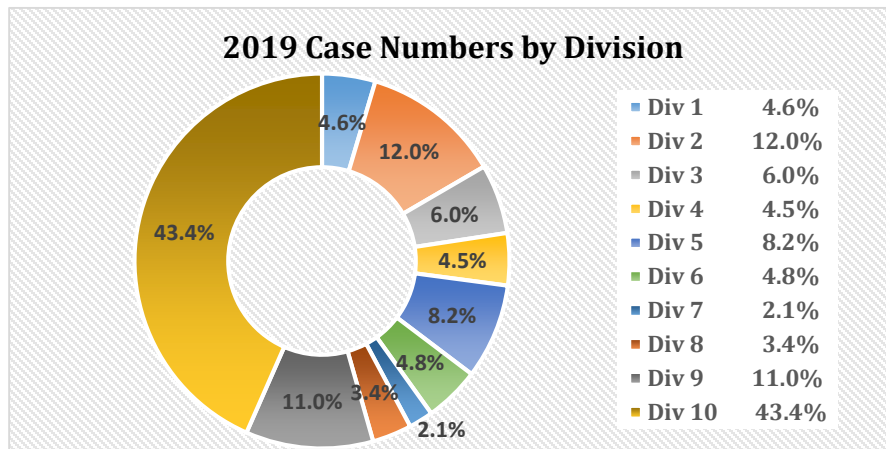
Dispatch data for Onondaga County Fire/EMS for 2015 through 2019 is summarized below. Final dispatch totals do not include the 48,154 cases dispatched by AMR, in 2019.

**COUNTY FIRE/EMS DISPATCH DATA**

YEAR	TOTAL	% of CHANGE
2015	60,095	+1.8%
2016	58,868	-2.0%
2017	59,736	+1.5%
2018	63,611	+6.5%
2019	64,021	+0.64

The charts on the following page contain information regarding assigned DR numbers (Departmental Reference numbers) by fire agency and EMS agency for 2019, arranged by dispatch zone. Generally a DR number corresponds to a dispatched incident or “run”. The departmental totals may not be complete for those departments whose jurisdictions contain areas outside Onondaga County.

### 2019 Case Numbers by Division



Division 1	
Department	# Calls
Belgium Cold Springs	499
Lakeside	661
Northwest Fire District	810
Plainville	256
Seneca River	59
<b>Total</b>	<b>2285</b>
Division 4	
Department	# Calls
Delphi Falls	103
Fayetteville	745
Kirkville	162
Manlius	678
Minoa	546
<b>Total</b>	<b>2234</b>
Division 7	
Department	# Calls
Apulia	63
Fabius	122
Lafayette	245
Otisco	158
Pompey Hill	349
Tully	137
<b>Total</b>	<b>1074</b>

Division 2	
Department	# Calls
Hinsdale	454
Liverpool	1694
Mattydale	1076
Moyers Corners	1604
North Syracuse	918
Phoenix Oswego Co	128
Cody Oswego Co	38
<b>Total</b>	<b>5912</b>
Division 5	
Department	# Calls
Dewitt	1974
East Syracuse	971
Jamesville	411
Lyncourt	713
<b>Total</b>	<b>4069</b>
Division 8	
Department	# Calls
Borodino	127
Elbridge	278
Jordan	214
Marcellus	257
Mottville	294
Skaneateles	379
Mottville	128
<b>Total</b>	<b>1677</b>

Division 3	
Department	# Calls
Bridgeport	793
Brewerton	380
Cicero	908
Clay	456
South Bay	349
Caughdenoy Oswego Co	41
<b>Total</b>	<b>2927</b>
Division 6	
Department	# Calls
Amber	165
Navarino	219
Nedrow	615
Onondaga Nation	536
Sentinel Heights	128
South Onondaga	354
Southwood	339
<b>Total</b>	<b>2356</b>
Division 9	
Department	# Calls
Camillus	483
Fairmount	796
Howlett Hill	493
Onondaga Hill	1100
Solvay	1576
Taunton	654
Warners-Memphis	332
<b>Total</b>	<b>5434</b>

Division 10	
City of Syracuse	21430



### 2019 EMS Case Numbers by Agency

Departmental Reference Numbers (DR's)

<b>DR's for AMR &amp; TLC</b>
<b>45,293</b>



<b>#DR's for EMS</b>	
Brewerton EMS	833
EAVES	3,498
Fayetteville EMS	2,545
GBAC	4,198
Jordan EMS	1,221
Lafayette EMS	349
Manlius EMS	1,425
Minoa EMS	1,393
MAVES	923
NOVA	5,704
NAVAC	6,723
SAVES	907
Syracuse University EMS	9
Tully EMS	500
WAVES	3,072
Physician Response	19
<b>Total DR's for EMS</b>	<b>33,319</b>

The Department of Emergency Communications dispatched, monitored activity on the command channel, TAC channels, and performed tasks associated with Signal 99 response plans for ninety-eight (98) Signal 99's during the calendar year 2019.

Division	Signal 99 Alarms	Percentage
1	2	2%
2	7	7.10%
3	2	2%
4	3	3.10%
5	6	6%
6	3	3.10%
7	1	1%
8	2	2%
9	7	7.10%
10	65	63.3%

\*Division Ten encompasses the City of Syracuse (including ARFF properties)

## **Alarm Center®**

### **ALARM CENTER**

The 911 Center monitors alarms for all County owned buildings and volunteer fire departments within Onondaga County. Listed below are the statistics for 2019. Of the direct alarms handled by Dispatchers, 9,285 were system self-tests. The 911 Center processed an average of 28.5 direct alarms per day in 2019.

Total Signals Received	47,343
Auto-logged by System	38,058
Handled by dispatcher (Dispatchable)	9,285
System Self-Tests (Shift Verification)	1,128 = 10,413 alarms

2019 Top Accounts. The following data does not include auto-logged signals or self-test verifications.

Lakeview Amphitheater	1,289
Old South Station	1,208
NBT Bank Stadium	721



## Quality Assurance/Quality Improvement (QA/QI) Program



The focus of the Department of Emergency Communications Quality Assurance & Quality Improvement (QA/QI) program is evaluating Telecommunicator and Dispatcher strengths as well as identifying areas for improvement. The QA/QI program is not meant to criticize errors, but to constructively review individual efforts, to recognize if complacency is creeping into our work and to find areas in which we can improve. Our comprehensive QA/QI programs include random and live review of calls received/processed and dispatches of police, fire and EMS resources. Quarterly audits of employee use of computer databases are included in this program. Operation Supervisors, with the management of our Quality Assurance Specialist, regularly monitor, review, and evaluate performance. All quality assurance checks are reviewed with individual employees. The Quality Assurance Specialist and Shift Supervisors ensure all appropriate review, training and remediation is provided when a need is identified. The Department of Emergency Communications maintained a 97% overall protocol compliance for 2019. Our goal remains to deliver the best possible service to the citizens of Onondaga County and those agencies we serve.

### Customer Satisfaction

To assess our performance, the Department of Emergency Communications mails postcards to randomly selected callers. These stamped, self-addressed postcards ask the caller to rate the 9-1-1 Center's performance on a scale of 1 to 4 (4=excellent, 3=good, 2=fair, 1=poor) for a variety of topics such as "How promptly your call was answered?", "The knowledge of the call taker?", and "Overall satisfaction with the call taker?" The card also contains a space for comments.

During 2019, 1078 survey cards were mailed. Of those, 131 responses were received. Thirty-eight (38) of those responses were received via the on-line survey link option. Another 80 cards were returned as undelivered, resulting in 867 total no responses.

The average ratings are shown below:

PERFORMANCE TYPE	AVERAGE RATING	% OF EXCELLENCE
Attitude	3.90	97.5%
Knowledge	3.91	97.7%
Courtesy	3.95	98.7%
Customer Satisfaction	3.93	98.2%
Overall Customer Satisfaction	3.92	<b>98%</b>

### Incident Reviews/FOIL Requests

Every telephone call received by the Onondaga County Department of Emergency Communications and all radio transmissions are recorded on a logging recorder system. For 2019 Departmental Policy & Procedure Directive #2014, "Digital Voice Recording Reviews and Holds", specifies that copies of telephone calls and radio transmission be retained for 90 days unless a specific request is received to place a hold on the audio copy of the call.

Computer Aided Dispatch (CAD) records are maintained for a period of three years in accordance with the New York State Archives Records Retention and Disposition Schedule (CO-2)

requirements. Incident reviews and FOIL requests are processed in accordance with Section 306b of the New York State County Law and Section 39 of the New York State Public Officer's Law.

Two part-time employees processed all requests for audio reviews made by public safety agencies, government agencies (e.g., District Attorney's Office) and Freedom of Information Law (FOIL) inquiries until July 2019. In July the NYS Discovery statute was amended and required evidence, including digital voice recordings, to be submitted for criminal proceedings in shorter window of time. This created a substantial increase in requests from agencies to meet the new statute. Three additional part-time employees were assigned to process these time-sensitive demands.

During 2019 the total number of audio and data review requests completed by the review office was 2512, a increase of 30% over 2018. The total number of FOIL (Freedom of Information Law) specific requests was 100, an increase of 21% from 2018. The total number of requests from the District Attorney's Office was 1405, an increase of 45% from 2018.

### **Department Complaints/Organizational Integrity**

It is the policy of the Department of Emergency Communications to courteously receive, document and investigate all complaints against the agency or its employees. In accordance with Policy & Procedure #0018, "Organizational Integrity," all complaints (both external and internal) are a part of this analysis for the purpose of the maintenance of professional conduct by ensuring an appropriate response to allegations of employee misfeasance, malfeasance, an nonfeasance and to complaints about the department's response to our customers.

The information compiled for this report is extracted from several different databases and computer systems housed at the Department of Emergency Communications. These systems include VESTA Analytics (call taking statistics), Intergraph CAD, 2019 Complaint database, 2019 Tape Review database, and the departmental Training database.

#### **General Overview:**

Of the 514,652 incoming emergency and non-emergency telephone calls, 577,956 dispatches (police, fire and EMS), 292,621 operational non-emergency calls received/made, and 7,803,155 radio transactions performed by the Department of Emergency Communications Operations in 2019, a total of 97 department complaints (internal and external source) were filed resulting in a formal complaint investigations. All of the complaints received pertained to department operations and/or personnel.

The number of complaints (includes sustained, unfounded, exonerated, not sustained withdrawn and other findings), compared to calls answered/radio dispatches (communications transactions) is shown below:

2019 DEPARTMENT COMPLAINTS

Service Complaints	Sustained	Unfounded	Exonerated	Not Sustained	Other	Total
Citizen	13	7	11	1	0	32
Member Agency	16	2	6	0	1	25
Other Agency	2	0	0	0	0	2
Employee	2	0	0	0	0	2
911/Operational	32	0	3	1	0	36
<b>Total (2019)</b>	<b>65</b>	<b>9</b>	<b>21</b>	<b>1</b>	<b>1</b>	<b>97</b>

**Technical Services/Radio Divisions**

Technical Services Division:

The Technical Services Division manages all key technology related systems for the department. These critical systems include: Computer Aided Dispatch (CAD), Mobile Data Communications Network (MDCN), Geographic Information systems (GIS), administrative PC's, software and peripherals, 9-1-1 call taking systems which include text to 911, Fire/EMS/Police response plans, and 9-1-1 addressing. The Technical Services Division was instrumental in the implementation of the ASAP to PSAP system which allows alarm monitoring companies to upload alarm calls directly to the CAD system for dispatch, saving time and eliminating redundancy. In addition to these tasks, the COVID-19 pandemic required the entry of statistics provided by the Onondaga County Health Department that were used to keep first responders safe while working during the pandemic. All this must be maintained on a 24/7 basis and members of the Technical Services Division work an on-call rotation, in cooperation with the Radio Division, to ensure any potential issues are averted.

Radio Division:

The Radio Division manages the Onondaga County Interoperable Communications System (OCICS) UHF P25 trunked land mobile radio (TLMR) system which provides county-wide two-way radio coverage for 160 local, county, state, federal, and tribal public safety and public service agencies operating within Onondaga County. Those agencies alone operate more than 9,750 subscriber radios (i.e., portable, mobile and control stations) on the OCICS system. To accomplish this, the Radio Division maintains the TLMR Master Site Controller, dispatch consoles, and 16 remote communications tower sites located throughout the county which are linked via the Common User Microwave Relay System (CUMRS). The Radio Division provides end user support services, statistical analysis reporting, and subscriber equipment accountability. The Department works as a member of the Central New York Interoperable Communications Consortium (CNYICC) to interconnect neighboring county radio systems into the Onondaga Master Site including Cayuga, Jefferson, Madison, Oneida, and Oswego counties. The Radio Division provides technical support to the shared master site counties to ensure the goal of region-wide interoperable communications is met. Again, this all needs to be maintained on a 24/7 basis requiring members of the Radio Division work an on-call rotation, in cooperation with the Technical Services Division, to ensure any potential issues are averted.



Otisco Tower



Rose Hill Tower

### **Administrative Support Division**

The Supervisor of Administrative Support oversees administrative services such as the agency's administrative reporting, organizational integrity function, recruitment and selection, and serves as the departments liaison with police, fire and EMS providers any performs any other duties as assigned by the Deputy Commissioner or Commissioner.

### **Professional Development**

The Professional Standards/Development Coordinator serves as the department's Accreditation Manager ensuring compliance with CALEA and APCO national standards. The Professional Standards/Development Coordinator is also responsible for coordinating the activities of the Training Unit to ensure achievement of department and component goals and objectives.

### **Training Division**

In 2019 the Training Division continued to develop its network of resources and support based on the increasing demands of new technology, Homeland Security, and staff development. This network provided training for new employees, updated training requirements for new equipment and technology, on-going refreshers, and numerous other topics.

#### **In-Service Training**

In-service training is provided to employees on a regular basis on a variety of topics such as Emergency Medical Dispatch (EMD), Call taking and Dispatch Refresher training, Criminal Justice Information System (CJIS) and Annual Refresher Training Self Study (ARTSS). Refresher training is provided to employees returning to work after an extended absence. In addition, remedial training is provided on an as needed bases for any employee if performance deficiencies are identified in a specific area. Additionally, training occurs during the 15-minute Roll Call period that precedes each shift.

Training for New Employees

During 2019, the Training Division provided classroom and on-the-job training for new employees in our on-going effort to reach full staffing levels.

Training for newly hired employees in Public Safety titles includes incident coding and entry, telephone operation and answering skills, special answering equipment for ADA compliance, computer aided dispatch (CAD) system operation, emergency medical dispatch (EMD) procedures, Department of Emergency Communications policy and procedures, the procedures of agencies served by the Department of Emergency Communications, the Criminal History Arrest Incident Reporting System (CHAIRS II), the New York State Police Information Network (NYSPIN), leadership and supervisory skills, Onondaga County geography and training on various other topics. In addition the Department of Emergency Communications utilizes guest instructors (subject matter experts) to discuss penal law, domestic violence, stress management, civil liability, as well as participating in “ride-along” opportunities with various agencies. At the conclusion of classroom training new hires are assigned to an experienced communications training officer with whom they receive extensive on-the-job training.

Additional Training for Employees

During 2019, the Training Division provided classroom and on-the-job training for Promotional employees for Call taker to Dispatcher and Dispatcher to Supervisor of Dispatch Operations. As well as cross-trained Syracuse Police to County Police Dispatcher.

**Training Hours Provided in 2019 by Category**

Roll Call - 8hr Employees	119	5783	APCO CTO Course	7	168
Roll Call - 12hr Employees	21	764	APCO RPL Course	1	96
New Hire - PST	16	6,949	APCO Supervisor Course	6	144
New Employee - PSD	7	3,706	APCO Misc.	1	19
Dispatch Cross-Train	8	1195	ESL/Return to Work	2	20
EMD Original	12	384	Remedial Training	3	152
EMD Refresher	104	104	Diversity Training	13	104
Supervisory Refresher	36	843	Supervisor Promotional	2	242.5
ARTSS x 12 Deliveries	140	865	NYSPIN	5	488
PSCIM	2	32	Peer Support Refresher	15	60
Aggressive Deadly Behavior	12	24	Defensive Driving	17	76.50
DCJS/CJIS	46	46	Sexual Harassment	150	150
CPR-AED Original	12	48	Law Exec Officer/Middle Manager	7	168
CPR-AED Refresher	53	159	Denise Amber Lee Foundation	6	48
TERT Refresher		194	Trauma Management	3	24
Fire Refresher		147	Assist Individual In Crisis	2	32
Police Refresher		158	Tactical Dispatcher	2	32
Calltaker Refresher		247	NENA Courses		196
FEMA Courses		231	Frontline Training		60.8
SMS/RAPIDSOS		21.84	Outreach Training		28
Comm. Consortium Symposium		24	<b>Total 2019 Training Hours</b>		<b>24,233.60</b>

2018 Training Hours = 22,023

2019 Training Hours = 24,233.6

**Increase of 2,210.60 Hours over 2018**

## Payroll

The Payroll Clerk is responsible for administrative personnel functions (e.g., processing status changes, employee benefit assistance), employee timekeeping, civil service processing and compliance, and biweekly payroll preparation. The Payroll Clerk also serves as a liaison to the Department of Personnel.

## Business Office

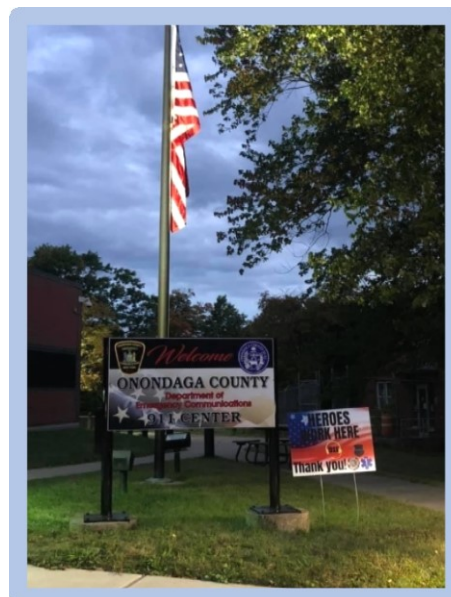
### Budget Preparation & Monitoring

The 9-1-1 Center's Business Office works closely with the Executive Division of the Department of Emergency Communications, and the Onondaga County Financial Operations Department to prepare the Department's annual budget request for submission to the Onondaga County Department of Management & Budget. Throughout the year the Business Office monitors the budget, alerting the Executive Division and Financial Operations when potential problems are first identified.

### 2019 Budget

**This is a summary of the 2019 Department of Emergency Communications budget:**

	<b>Sum of Budget</b>	<b>Sum of Expense</b>
Personnel Expense	9,572,250.00	9,505,344.13
Employee Benefits / Fringe	4,421,192.00	4,421,191.83
Expenses	4,834,021.37	4,707,594.46
Debt Service Expense	4,131,512.00	4,126,490.17
<b>Total Expense</b>	<b>22,958,975.37</b>	<b>22,760,620.59</b>
Revenues	2,900,576.00	3,874,142.90
<b>Local Dollars</b>	<b>20,058,399.37</b>	<b>18,886,477.69</b>



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