

ONONDAGA COUNTY DEPARTMENT OF EMERGENCY COMMUNICATIONS 2021 Annual Report



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

*J. Ryan McMahon, II
County Executive*

*Julie K. Corn
Commissioner*



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, Deputy Commissioner of Operations and Deputy Commissioner of Administration/Technology. 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.



2021 Accomplishments

Revenue / Cost Savings:

- Began sharing the E911 radio 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 seventh county (Broome).

Infrastructure:

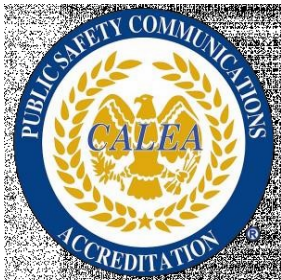
- Replaced communication modems in all Police/EMS/Fire vehicles to a cellular modem to allow for better connectivity in vehicles.

Administration:

- 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 93% of incoming emergency calls in ten seconds or less, meeting State Law and established professional standards.

2022 Goals & Objectives

- The E911 Center and all communications support systems are 100% reliable
- Calls for assistance are answered, processed and dispatched consistent with best practices and department values
- Operations achieve the highest degree of public confidence
- Operational and support services meet the operational needs of member public safety agencies
- 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
- 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 accredited through the Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA) and Training Program certified through the Association of Public-Safety Communications Officials (APCO). Accreditation shows the public, as well as the agencies we serve, that we are committed to pursuing a course of excellence in our daily operations.

Commission for the Accreditation of Law Enforcement Agencies

The Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA) has developed a comprehensive accreditation program for public safety communications centers. The CALEA Public Safety Communications Accreditation Program provides emergency communication centers with a process to systematically review and internally assess its operations and procedures. CALEA verifies standard compliance in seven key areas: Organizational Structure, Direction and Supervision, Human Resources, Recruitment, Selection and Promotion, Training, Operations and Critical Incidents, Special Operations and Homeland Security. Once accredited, an agency must demonstrate continued compliance with all applicable standards.

Originally accredited in 2001, the Department of Emergency Communications has continued to successfully maintain accredited status. Each accreditation cycle covers a four-year period with annual compliance reviews required. The Department of Emergency Communications successfully completed our sixth reaccreditation review in November 2020. This review found our agency to be in compliance with 100% of standards and we were awarded CALEA Accreditation with Excellence. The CALEA Accreditation with Excellence Award recognizes agencies for the effective use of accreditation as a model for the delivery of enhanced public safety services and management professionalism. The achievement of CALEA accreditation signifies that our agency is meeting the highest national standards for public safety communication centers.

The Association of Public-Safety Communications Officials (APCO) Training Program Certification

The APCO Project 33 Agency Training Program Certification is a formal mechanism for public safety agencies to certify their training programs is meeting APCO American National Standards (ANS). The primary objective of the Agency Training Program Certification is to advance the training and professional development of public safety communications officials through the certification of an agency's training program.

Building and implementing a successful agency training program requires many resources and a good deal of dedication. Submitting for certification demonstrates the agency's commitment to training and to meeting national standards. Receiving certification for a training program is a major accomplishment for the agency, its staff and the community it serves.

APCO Training Program Certification covers a three-year period. The Department of Emergency Communications received our initial APCO Training Program Certification in 2019 and will submit for recertification in 2022.

ADMINISTRATION

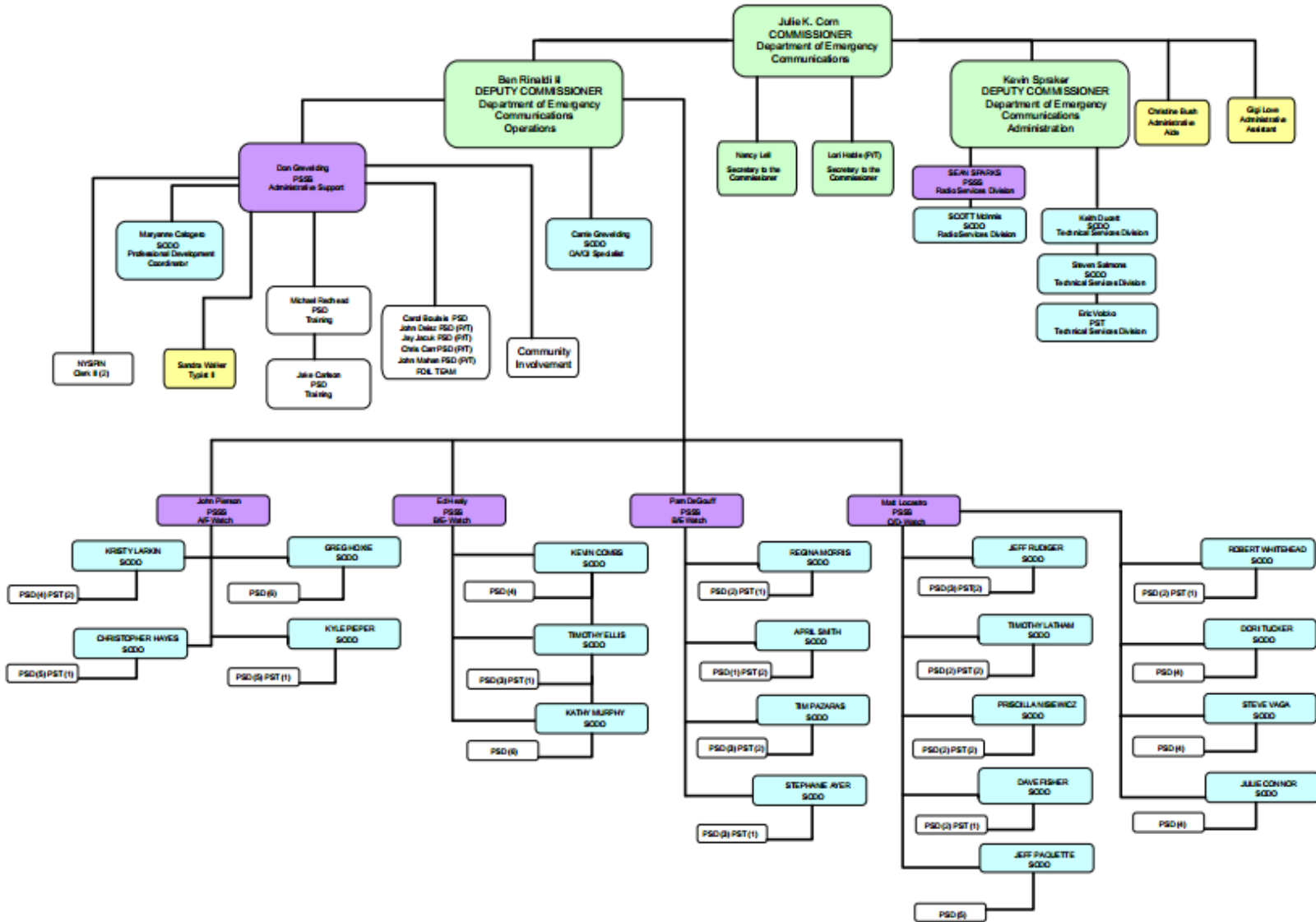
Commissioner
Deputy Commissioner
PSSS – Administrative Support
PSSS – Radio Division
PSSS – Training Division
Secretary to the Commissioner
Administrative Assistant – Business Office
Account Clerk II – Payroll
Typist II – Operations Secretary
Typist II - Payroll

OPERATIONS

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



**ONONDAGA COUNTY DEPARTMENT OF EMERGENCY COMMUNICATIONS
ORGANIZATIONAL CHART
September 20, 2021**



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 standby mode and can assume operations until the operations are restored to normal. The BOC equipment and functionality are tested monthly for readiness. The BOC is also utilized during deep cleaning of our main site. This cleaning is completed bi-annually. In the calendar year 2021 this deep cleaning was not completed due to COVID-19 restrictions therefore the BOC was not activated in 2021.



Back-up Site (BOC)

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 (February/April/June/August/October/December) 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. Due to Covid, the meetings were held by a Teleconference call.

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 four times in 2021 (February, April, October, December). The topics discussed were as follows:

OCICS Governance Committee Issues

- Monthly Radio Stats on system activity
 - Police/Fire/EMS Interoperability & Encryption pricing from Motorola/Overall Template Changes as well as End of Life on various Motorola items
 - Moyers Corners Request involving Amazon Fulfillment Center Fire Safety Team
 - Request by Syracuse Hancock International Airport the assignment of 1 dedicated OCICS talk group for municipal airport use in daily, planned, & emergency operations
 - SFD proposal to ADD New Event Type ALERT-MQ Alerts for Aircraft Emergencies (Military Drones).

Review of Operational & Procedural Changes

- Potential of 911 Diversion for Mental Health related calls
- Liberty Resources MOU
- Low Acuity Call Diversion

Major 911 Business Affecting Public Safety Agencies

- CAD Project Updates
- Mobile Data Project- Contract Signed/County Law Approved
- VESTA Project – Contract expires in October
- Staffing & Hiring
- 911 Annual Awards Ceremony
- 911 Center Power Systems Enhancement Project, building shutdown updates
- Police/Fire/EMS Interoperability & Encryption Template changes

Police Users Group (PUG)

Met four times in 2021. 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:

- Failure to Comply policy change
- Radio issues
- OCSO Working Off Duty Details
- CAD Messaging to Dispatchers
- Mobile DATA Project
- Discussion of the new “PR” clearing code and further discussion on retention policy
- Member Agency Staffing
- VOIP 911 calls from trunk lines, specific to Universities
- MDT Updates to 9.4
- State Forest Rangers Response protocols within Onondaga County
- Transition to PIC CAD Code
- Use of Force CAD Documentation within the Discovery Law
- Events that are generated at the PD in NetViewer and its implications on officer safety
- Discussed Special Situations addresses entered or persons guaranteed.
- Reserving TAC channels
- Clear to Copy
- Road Patrol Supervisor support
- COVID – 19 Special Situations
- Department Rosters and Resource Information
- Confidential Address Special Situations
- On-view complaints by officers
- 911 Departmental Staffing
- Calling TA by phone for emergencies.
- Wireless Device Security Pings

9-1-1 Center Tours & Speaking Engagements

During 2021, the Department of Emergency Communications conducted 5 tours at our Department, and 0 outside speaking engagements/presentations throughout the community. The decrease in tours/Outreach/Observations is due to COVID 19. The Department halted all access into the 911 Center and cancelled any scheduled outreach programs as well. When COVID started to subside and based on CDC recommendations Department started to allow some limited Public Safety tours in the Center.

We scheduled 4 Observations from various public safety agencies and potential candidates taking the PSD/PST Civil Service Exam. These were scheduled in October and December 2021.

We were unable to offer the annual “Bring your Kids to work Day” due to COVID-19. The Center was unable to hire any new employees due to COVID-19 as well.

The approximate number of people reached/contacted through tours, observations, and presentations etc. is 91.

Feedback received during these tours & outreach presentations continue to be very positive. The citizens participating indicated that they developed a better understanding of the 911 Center once they were able to visualize what takes place from the time the phone is answered until emergency responders arrive as well as why they are asked specific questions. We encourage agencies to download the pamphlet “Facts about 911” on our website 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”. In previous years, 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.

We continue to work with our Amateur radio community, and they interact as a communication backup in case of radio system failure. We will also continue to reach out to Neighborhood Watch Groups to receive invites to their area meetings to better educate the citizens of Onondaga County.

Speaking Engagements/Presentations:

Due to COVID-19 all speaking engagements and presentations were halted.

Continuing efforts were in the process to recruit the best qualified call takers and dispatchers when COVID-19 materialized. 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 Newhouse School of Public Communications to provide a professional quality recruitment video. We participated with the Syracuse Police Department & Onondaga County Sheriff’s Office staffing recruiting booths at Destiny USA.

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. Overall, due to COVID-19 we experienced a traumatic decrease in the number of tours, observations, and presentations in 2020-2021. We continue to attempt to reach more of our organizations to send their members to observe or invite them for a tour after it is determined safe to do so again.

As in previous years our agency continues to strengthen the relationship we have with our local colleges. During 2020-2021 our agency did not have Interns participate in our internship program due to COVID.

Tours that were conducted at the 911 Center:

Schools:

- Baker H.S. Fire Class in September 2021 (14 People)

Member Agencies that attended a tour at the 911 Center:

- OCSO Presentation to Youth Academy in August 2021 (24 people)
- SPD Recruits (3 sessions in August for total of 49 people)
- Cicero FD Member

Others that attended a tour at the 911 Center:

- Potential Candidates taking Civil Service Exam (3 people)

9-1-1 Status Meeting - Technical Services Team

The 911 Technical Services Status Meeting met two times in 2021. Meetings are held every other month; meetings were cancelled due to COVID-19.

Topics discussed:

- CAD/Mobile Update
 - MDT Consultants
- CAD Upgrade
- County I.T. – CHAIRS 2
- Radio System Updates Radio software updates & Microwave upgrades
- Power Project
- VESTA updates
- County Planning Updates
- Round Table

Senior Staff Meetings

7 Meeting held in 2021

Agenda Items Covered at the Meetings are:

2021 Goals & Objectives
CAD/Mobile Data/Vesta
Goals & Objectives
Vaccine Survey
911 diversion for mental health related calls
CALEA
VRR's submitted
B Watch 90/10's
Pending retirements/employees leaving/shift modifications
PSD Promotions (status) what discipline
Add phone stats of last 30 days to daily schedule
Lunchroom (adding 3rd table back)
Evaluations/Monthly Checks
Wearing masks when appropriate
Updated Complaints Status
SFD PAR policy
SPD Updates
NYSPIN
CTO informational meeting
SharePoint
24-hour reports

Morale
OPS Staff Liaison Position
Telecommunicator Week
Evaluations/Expectations
Comp Time
Language change from EDP to PIC (Person in Crisis)
Frontline
SharePoint
Masks & Covid precautions
Union Issues, grievances
Morale Issues
10 hour Shifts
Approved Leave Time
New Evaluations
Updated Chain of Command
Employees Mental Health
COVID
Budget
Facebook

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 Effected & 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	2021 STAFFING
Commissioner	1
Secretary	1
Deputy Commissioner	2
PSSS	8
SDO	28
PSD	69
PST	19
Clerk II	3
Administrative Assistant	1
Account Clerk II	3
Typist II	2
Vacant Positions	5
Part Time (103) Staff: PSD (9) PST (2)	13
TOTAL	155

Recruitment

In 2021, as an agency due to the COVID-19 Pandemic we were unable to do some of the things that we would normally do for recruitment. Due to the inability to have face to face interaction as an agency we had to suspend our internships as well as refrain from allowing most tours at the Department of Emergency Communications or participate in any outside speaking engagements. In October 2021, our agency assigned a Supervisor to start some communications with the County population about the benefits of a career with our agency and to generate interest in the upcoming Civil Service Exams scheduled for January 2022. We are optimistic for much more successful 2022 recruitment program.

Our departmental recruitment video is currently available on our 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
 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 2021 the due to COVID restrictions the Department of Emergency Communications was unable to follow the plan of hiring two classes of six new employees. We were able to hire a class of 7 with 6 successfully making it through the classroom portion of training within this calendar year. In 2022 the goal is to hire 21 new employees including several dispatchers as well as some promotional opportunities.

Service Milestones

The following employees celebrated significant milestones of employment with Onondaga County Department of Emergency Communications in 2021:

35 Years of Service

PSD Maria Gay

Over 30 Years of Service

Deputy Commissioner Benjamin Rinaldi II

PSD Michelle Thorpe

PST Tammy Chiera

Clerk II Angela Greco

SODO Regina Morris

SODO Timothy Pazaras

SODO Kathy Buff Murphy

SODO Keith Ducett

20 Years of Service

PSD Todd Hildreth

PSSS Matthew Locastro

SODO David Fisher

SODO Dori Tucker

SODO Jeffery Rudiger

SODO Kristy Larkin

SODO Gregory Hoxie

10 Years of Service

PSD Jennifer Hildreth

PSD Nora Strong

PSD Jennifer Pilacky

5 Years of Service

PSD Brandon Heffernan

PSD Patrick Ficcaro

PSD Jason Sparks

PSD Karyn Hart

PSD Michael Phelan

Retired from Service in 2021

Gigi Love, Administrative Assistant

22 Years of Service

Lori Thomas, Clerk II

33 Years of Service

Employee Turnover

During 2021 (9) eight employees left the Department of Emergency Communications. The following chart summarizes employee turnover in 2021.

Resignation	Retirement	Termination
2 PSD's	1 Clerk II	1 PST
2 SODO's	1 Administrative Assistant	
1 PSSS		
1 PST		

Promotions

During 2021 the following employees were promoted/reinstated:

Shannon Snell	Reinstated from PT PSD to FT PSD on April 24, 2021
Kevin Spraker	Promoted from SODO to Deputy Commissioner on June 6, 2021
Ciara Macpherson	Promoted from PST to PSD on November 6, 2021
Christopher Stroud	Promoted from PSD to SODO on November 6, 2021
Christopher Smith	Promoted from PSD to SODO on November 6, 2021

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.

2021 Employee of the Year

Amy N. Donahue

Commissioner's Awards

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

2021 Commissioner's Award

Sandra J. Walker

Priscilla A. Nisiewicz

Stephen J. Vaga

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.

2021 Commissioner's Supervisory Award

Kathryn B. Murphy

2021 Perfect Attendance

Jeffrey A. Paquette

2021 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 2021 are:

2021 Police Dispatcher of the Year

Trisha A. Damanski
Tory W. Zinmeister

2021 Telecommunicator of the Year

Necedah B. James

2021 Fire/EMS Dispatcher of the Year

Jon P. Barrett

Shane Daniels Positivity Award

Richard N. Moses

2021 Employees of the Month:

The following employees were named as Employee of the Month during 2021:

January	PST Nicole Geswaldo-Forss
February	PSD Amy Donahue
March	PST Kelly Rosenthal
May	PSD Al Klimek
May	PST Kelly Rosenthal
July	SODO Priscilla Nisiewicz
July	SODO Steve Vaga
August	PST Isaac Cruz
September	PSD Kathy Fioramonti
November	PST Abigail Damanski

2021 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 2021:

PSD Michael Bajish
PST Melissa Hilton
PSD Dave Buske
PSD Ciara MacPherson
PSD Steve Arlukiewicz
PSD Shannon Donohue

2021 Letters of Appreciation

PSSS Pamela Degouff
SODO Timothy Pazaras
SODO Steve Vaga
PSD Sharmin Talbot
PSD James Cantello
PSD Joshua Ambrose
PSD Brittany Sgroi
PSD Loretta Bosco
PSD Brian Wall
PSD Rich Moses (2)
PSD Tiffany Hotaling

SODO Kevin Combs
SODO Kathy Buff-Murphy
PSD Kim Murphy
PSD Tyler Spellman
PSD Patrick Ficcaro (2)
PSD Amanda Swank (2)
PSD Scott Anderson
PSD Justin Frey
PSD Patricia Fisher (3)
PSD Nicole VanDyke
PST Kelly Rosenthal

SODO April Smith (3)
SODO Greg Hoxie
PSD Rick Hare (2)
PSD Dawn Burlingame
PSD Michael Gallagher
PSD Michael Redhead
PSD Steve Arlukiewicz
PSD Joseph Pratt
PSD Al Klimek
PSD Ashley Evans



2021 - 10,000 CALL CLUB

Recognition of staff who answered over 10,000 calls in 2021.

Jessica Savo	17,418	Isaac Cruz	12,007
Necedah James	13,993	Nicole Geswaldo-Forss	10,770
Kelly Rosenthal	13,361	Valerie Southerden	10,262
Frank Swierk	12,955	Bruce McQuiston	10,258
Scott Cuff	12,473	Marquita Hetherington	10,057

OPERATIONS – CALLTAKING

“Text-to-911”

During 2021, the Department of Emergency Communications Telecommunicators received and engaged in 1,350 “Text-to-911” sessions; an 82% increase over 2020. A “session” is defined as a user initiating a text message to “911” and receiving a response from the call-taker. Excluded from this number are test messages received. Of those sessions, 390 resulted in the dispatch of a public safety agency; an increase of 7% over 2020.



OVERALL TOTALS			
Carrier	Number of Sessions	Number of Inbound messages	Number of Responses
ATTMO	418	2219	2290
Sprint PCS	62	474	448
TCS Telecommunication Systems	870	4102	5062
Grand Totals	1350	6795	7800

2021 Telephone Call Statistics

The average speed with which 911 calls were answered in 2021 was 6.54 seconds; the equivalent of slightly more than one ring. Callers take many paths to emergency assistance. The following data for 2021 shows how callers reached out for first responder assistance.

Agency	# of calls	
Old Clay PD Phone line	29	0.006%
County Fire	4,977	1.02%
NYS Troopers	2,405	0.5%
Onondaga County Sheriff's	15,573	3.21%
Operator Assistance	186	0.04%
Skaneateles PD	335	0.07%
Solvay PD	2,433	0.5%
Syracuse FD	1,732	0.36%
Syracuse PD	54,110	11.14%
Towns & Villages	15,039	3.10%
Emergency 911	388,573	80.0%
Mobile 911	80	0.02%
Voice over Internet Protocol	241	0.05%

During 2021 the Department of Emergency Communications received a total of 504,571 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 480,123 (95%) 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 96,713 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.

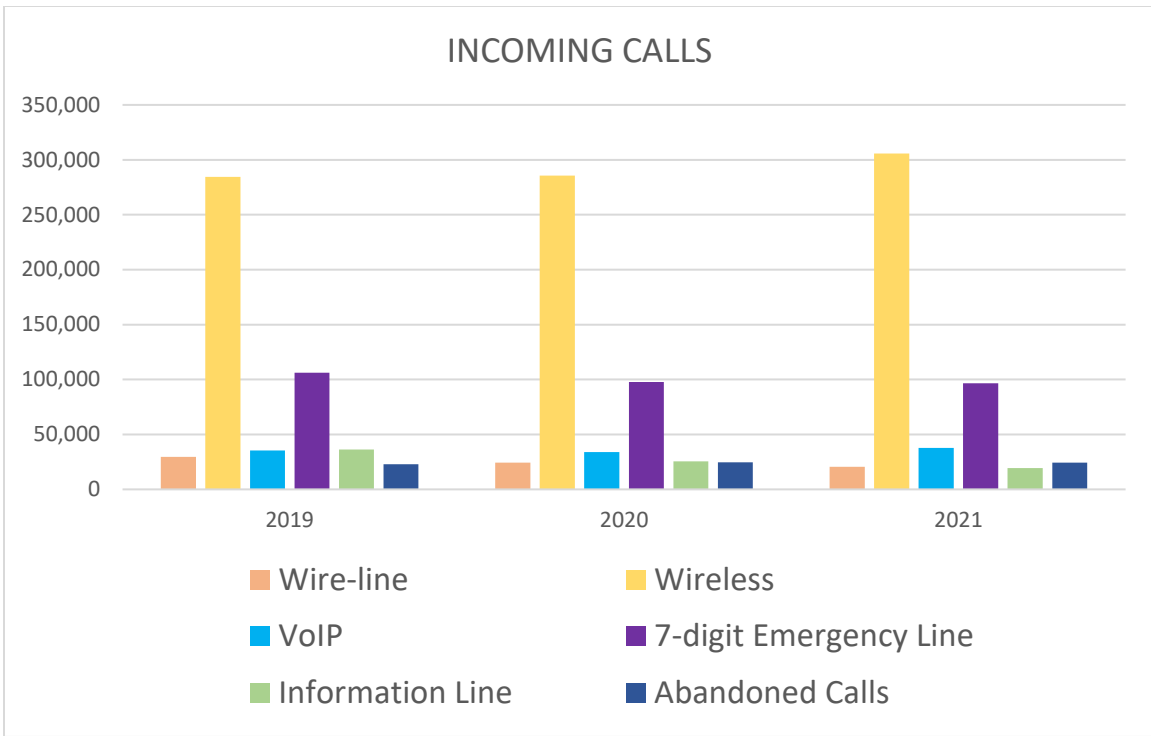
Wire-line/Wireless Calls Answered

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 2021, 305,640 of the 9-1-1 calls were answered from wireless devices; 20,652 (4.94%) were from wire-line devices, with an additional 37,833 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	2019	2020	2021 Incoming	2021 Percent of Calls by Source
Wire-line	29,502	24,322	20,652	4.09%
Wireless	284,431	285,727	305,640	60.57%
VoIP	35,428	33,998	37,833	7.50%
7-digit Emergency Information Line	106,249	97,839	96,713	19.17%
Abandoned Calls	36,183	25,569	19,285	3.82%
TOTAL	22,859	24,656	24,448	4.85%
	514,652	492,111	504,571	100%

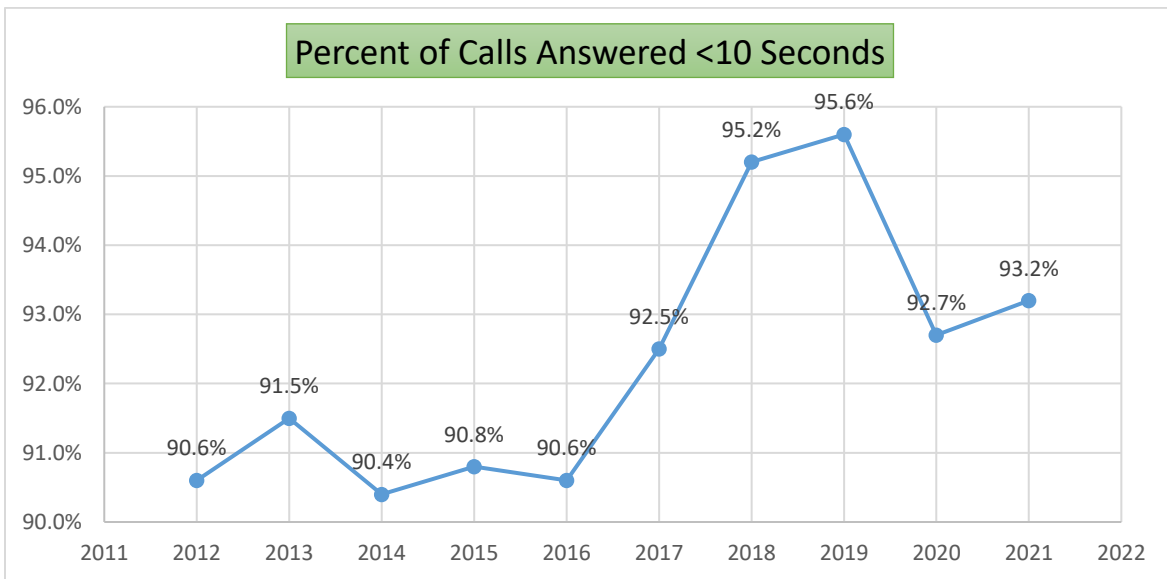


Abandoned Calls 2021

24,448 Total

66.9 / Day

2.78 / Hour



Emergency Communications Administrative staff made / received a total of 295,827 calls in 2021.

Incoming Admin Calls: 122,558

Outgoing Admin Calls: 173,269

The total number of outgoing calls from all positions is 173,269, which includes outgoing calls from call-taker positions, but does not include dispatch positions.

90/10 Analysis - Call Answer Time

Month	Total Calls	Answer <10	% <10 Sec.	Answer <20	% <20 Sec.
January	32,191	29,894	92.9%	31,630	98.3%
February	31,278	29,137	93.2%	30,819	98.5%
March	36,176	33,815	93.5%	35,619	98.5%
April	36,914	34,323	93.0%	36,235	98.2%
May	41,189	38,104	92.5%	40,323	97.9%
June	41,887	38,812	92.7%	40,995	97.9%
July	42,965	39,543	92.0%	42,115	98.0%
August	43,144	39,101	90.6%	40,965	94.9%
September	40,104	36,130	90.1%	38,842	96.9%
October	40,483	36,518	90.2%	39,295	97.1%
November	37,406	34,366	91.9%	36,556	97.7%
December	37,021	33,562	90.7%	35,935	97.1%
TOTALS	460,758	423,305	93.2	449,329	98.4
<i>Target Goal</i>			<i>90.0%</i>		<i>95.0%</i>

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 2021:

Description	Calls	Minutes	% Calls	% Minutes
Spanish	493	3,737	74.60%	68.40%
Nepali	49	429	7.40%	7.80%
Mandarin	11	246	1.70%	4.50%
Arabic	25	245	3.80%	4.50%
Somali	13	132	2.00%	2.40%
Swahili	16	128	2.40%	2.30%
French	8	94	1.20%	1.70%
Kinya/Rwanda	8	88	1.20%	1.60%
Burmese	9	87	1.40%	1.60%
Bosnian	5	75	0.80%	1.40%
Dari (Afghanistan)	4	45	0.60%	0.80%
Italian	2	27	0.30%	0.50%
Russian	2	21	0.30%	0.40%
Hindi	4	19	0.60%	0.30%
Korean	1	17	0.20%	0.30%
Ukrainian	2	12	0.30%	0.20%
Tigrigna (Eritrea)	1	11	0.20%	0.20%
Urdu	1	9	0.20%	0.20%
Cambodian	1	7	0.20%	0.10%
Karen	1	7	0.20%	0.10%
Dinka (Sudan)	1	6	0.20%	0.10%
Vietnamese	1	6	0.20%	0.10%
Punjabi	1	6	0.20%	0.10%
Hebrew	1	6	0.20%	0.10%
Amharic	1	5	0.20%	0.10%
Account Total :	661	5,465		

Calling 911 with TDD or TTY

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

<u>Department</u>	<u>#DR's</u>
Baldwinsville Police	6,515
Camillus Police	14,776
Cicero Police	26,290
Dept of Environmental Conservation	43
Dewitt Police	35,407
ESF Police	171
Geddes Police	15,140
Jordan Police	915
Liverpool Police	6,911
Manlius Police	19,851
Marcellus Police	697
New York State Police	32,233
North Syracuse Police	14,905
OCC Public Safety	365
Onondaga Co Park Rangers	2,438
Onondaga Co Sheriff's	74,806
New York State Parks Police	294
Skaneateles Police	3,032
Solvay Police	10,013
Syracuse Police	118,929
SU Public Safety	62,087
Upstate Police	763
Total	446,581

The total number of police dispatches in 2021, as reported, via the Computer Aided Dispatch (CAD) system was 461,000, a decrease of 3.12% from 2020 (118,929) Calls handled by the Syracuse Police Department accounted for 26.63% of the calls, while calls handled by County agencies (including the Onondaga County Sheriff's, New York State Police, and others) accounted for 73.37% of all calls.



Dispatch data for City of Syracuse Fire/EMS for 2017 through 2021 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
2017	20,783	-4.2%
2018	21,209	+2.1%
2019	21,430	+1.0%
2020	15,927	-29.5%
2021	21,858	+31.4%

County Fire/EMS Dispatch Data

Dispatch data for Onondaga County Fire/EMS for 2017 through 2021 is summarized below. Final dispatch totals do not include 48,401 cases dispatched by AMR, in 2021.

COUNTY FIRE/EMS DISPATCH DATA

YEAR	TOTAL	% of CHANGE
2017	59,736	+1.5%
2018	63,611	+6.5%
2019	64,021	+0.64%
2020	60,028	-6.2%
2021	70,116	+16.8%

The charts on the following page contain information regarding assigned DR numbers (Departmental Reference numbers) by fire agency* and EMS agencies for 2021, 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.

Total Number of Dispatches in 2021

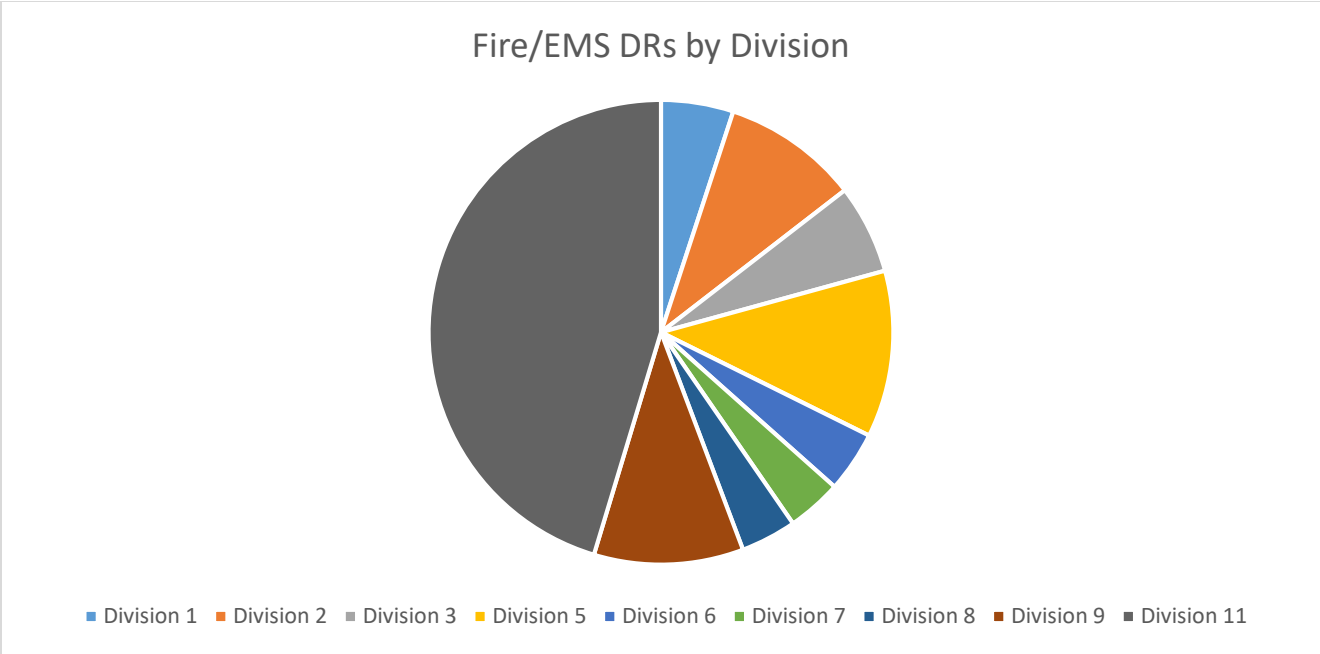
(Excluding AMR or Advised Incidents)

617,248

Fire/EMS DR Information (The Fire Divisions were Re-organized in 2021)

DIVISION 1	
Department	# Calls
Northwest Fire District	802
Belgium Cold Springs	514
Lakeside	656
Plainville	241
Seneca River	55
Phoenix	139
Cody	21
Total	2428
DIVISION 2	
Department	# Calls
Hinsdale	289
Liverpool	1092
Mattydale	1053
Moyers Corners	1191
North Syracuse	766
Lyncourt	186
Total	4577
DIVISION 3	
Department	# Calls
Bridgeport	845
Brewerton	406
Cicero	927
Clay	414
Southbay	365
Caughdenoy	32
Total	2989
DIVISION 5	
Department	# Calls
Dewitt	2398
East Syracuse	1004
Fayetteville	776
Manlius	693
Minoa	548
Kirkville	167
174 th Air National Guard	9
Total	5595

DIVISION 6	
Department	# Calls
Amber	179
Navarino	176
Nedrow	472
Onondaga Nation	420
Sentinel Heights	95
South Onondaga	293
Southwood	411
Total	2046
DIVISION 7	
Department	# Calls
Apulia	131
Delphi Falls	122
Fabius	180
Jamesville	455
Lafayette	245
Otisco	153
Pompey Hill	394
Tully	155
Total	1835
DIVISION 8	
Department	# Calls
Elbridge	298
Jordan	302
Marcellus	245
Mottville	336
Skaneateles	400
Spafford	142
Borodino	140
Total	1869
DIVISION 9	
Department	# Calls
Camillus	378
Fairmount	836
Howlett Hill	433
Onondaga Hill	721
Solvay	1639
Taunton	596
Warners/Memphis	413
Total	5016
DIVISION 11	
Department	# Calls
City of Syracuse	21858
Total	21858



2021 EMS Case Numbers by Agency

Departmental Reference Numbers (DR's)

#DR's for Ambulance Services

AMR & / TLC **52,100**

#DR's for EMS

Brewerton EMS	1,106
EAVES	4,693
Fayetteville EMS	2,551
GBAC	4,756
Jordan EMS	1,548
Lafayette EMS	442
Manlius EMS	2,019
Minoa EMS	1,798
MAVES	1,246
NOVA	6,130
NAVAC	8,179
SAVES	1,066
Syracuse University EMS	23
Tully EMS	576
WAVES	3,654
Physician Response	11
Total DR's for EMS	40,068

The Department of Emergency Communications dispatched, monitored activity on the command channel, TAC channels, and performed tasks associated with Signal 99 response plans for one hundred and twenty-six (126) Signal 99's during the calendar year 2021.

Division	Signal 99 Alarms	Percentage
1	10	7.9
2	5	4.0
3	6	4.8
5	12	9.5
6	0	0
7	3	2.4
8	2	1.6
9	12	9.5
11	76	60.3

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 2021. Of the direct alarms monitored by Silent Night, the direct alarms (11,807) were handled by Dispatchers and 3,007 were system self-tests. The 911 Center processed an average of 41 direct alarms per day in 2021.

Total Signals Received	49,580
Auto-logged by System	37,773
Handled by dispatcher (Dispatchable)	11,807
System Self-Tests (Shift Verification)	3,007
Shift Verification Tests	32,736

2021 Top Accounts. The following data does not include auto-logged signals or self-test verifications.

Onondaga County Parks NBT Bank Stadium	2513
Onondaga County Parks Rosamond Gifford Zoo	1499
Onondaga County Hillbrook Detention Center	1449

Quality Assurance/Quality Improvement (QA/QI) Program

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 98% overall protocol compliance for 2021. Our goal remains to deliver the best possible service to the citizens of Onondaga County and those agencies we serve.

Customer Satisfaction

The Department of Emergency Communications is committed to providing the best possible service to our community. To help assess our performance, the department sends out monthly requests for feedback. Postcards are mailed to randomly selected individuals who have called 9-1-1 in the recent past. Self-addressed postcards can be filled out and returned or citizens have the option to use a QR code and complete a survey online. Citizens are asked 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 "The attitude of the call taker?", "The knowledge of the call taker?" The courtesy of the call taker and "satisfaction with the call taker?" The survey also allows citizens to make comments. During 2021, 1075 survey cards were mailed. Of those, 166 responses were received. 23 cards were returned as undelivered, 886 were not responded back to, resulting in 909 total no responses.

The average ratings are shown below:

PERFORMANCE TYPE	AVERAGE RATING
Attitude	3.87
Knowledge	3.85
Courtesy	3.84
Customer Satisfaction	3.84
Overall Customer Satisfaction	3.85

Incident Reviews/FOIL Requests

All telephone call received on the Operations Floor at the Onondaga County Department of Emergency Communications and all radio transmissions are recorded on a logging recorder system. For 2021 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.

Eight 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 in for 2021.

During 2021 the total number of audio and data review requests completed by the review office was 8,120, an increase of 20.6% over 2020. The total number of FOIL (Freedom of Information Law) specific requests was 72, an increase of 33.33% from 2020. The total number of requests from the District Attorney's Office was 6668, an increase of 15.97% from 2020. The increase in case reviews is attributed to the change in the NYS discovery statute that went into effect on January 1, 2020 as well as the COVID-19 Pandemic.

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, 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 ECATS (Emergency Call Tracking System), Intergraph CAD, 2021 Complaint database, 2021 Tape Review database, and the departmental training database.

General Overview

Of the 504,571 incoming emergency and non-emergency telephone calls, 665,649 dispatches (police, fire, and EMS) 364,125 operational non-emergency calls received/made, and 7,530,162 radio transactions performed by the Department of Emergency Communications Operations. In 2021, a total of 71 complaints were received, (internal and external sources), this was 12.35% decrease from 2020. All of the complaints received pertained to departmental operations 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:

2021 DEPARTMENT COMPLAINTS

Service Complaints	Sustained	Unfounded	Exonerated	Not Sustained	Withdrawn	Other	Total
Citizen	12	3	3	3	0	1	22
Member Agency	16	1	0	1	0	0	18
Other Agency	1	0	2	0	0	1	4
Employee	0	0	0	0	0	0	0
911/Operational	25	0	2	0	0	0	27
Total (2021)	54	4	7	4	0	2	71

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 11,500 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 Broome, 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.

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 department liaison with police, fire and EMS providers while overseeing the training division and performs any other duties as assigned by the Deputy Commissioner's or Commissioner.

Professional Development

The Professional Standards/Development Coordinator serves as the department's Accreditation Manager. The position oversees policy and procedure review, grant management and ensures the agency remains compliant with all applicable CALEA and APCO Training standards.

Training Division

TOPIC	#EMPLOYEES	TOTAL HRS	TOPIC	#EMPLOYEES	TOTAL HRS
Roll Call - 8hr Employees	100	2422	USDOHS NSI Training	2	2
Roll Call - 12hr Employees	22	397	NYS 911 Coordinators		8
Roll Call - (ALL)	122	2,819	APCO CTO Course	3	72
New Hire - PST	7	1,785	APCO Misc.		101.5
Dispatch Cross Train – Class	6	600	ESL/Return to work		64
Dispatch Cross Train-OJT	6	996	Remedial Training		96
EMD Original	7	168	Diversity Training	7	7
EMD Refresher		180	Supervisor Promotional		224
Supervisory Refresher		512	NYSPIN	2	160
ARTSS x 12 Deliveries		566.25	Peer Support Refresher	18	29
PSCIM			Defensive Driving		24.00
Aggressive Deadly Behavior			Sexual Harassment	133	133
DCJS/CJIS		33.5	Indiv. In Crisis Group	4	64
CPR-AED Original			Training Reminders		516
CPR-AED Refresher		232	Sharepoint		31.25
Fire Refresher		96	Peer Support Training		33
MRD Police Refresher		45	Cybersecurity and Infast		24
SPD Police Refresher		38	Syr. Fire Observation	1	8
SPD Dispatch Training	1	96			
Calltaker Refresher		116			
FEMA Courses		104			
			TOTAL TRAINING HOURS		9,972.50

2021 Training Hours

2018 Training Hours = 22,023

2019 Training Hours = 24,233.6

2020 Training Hours = 7,473.26

2021 Training Hours = 9,972.50

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.

2021 Budget

This is a summary of the 2021 Department of Emergency Communications budget:

	Sum of Budget	Sum of Expense
Personnel Expense	9,533,321	9,530,877
Employee Benefits / Fringe	3,905,563	3,905,562
Expenses	3,956,432	3,676,902
Debt Service Expense	1,771,529	1,771,526
Total Expense	19,166,845	18,884,869
Revenues	3,430,243	3,462,720
Local Dollars	15,736,602	15,422,149