

**ONONDAGA COUNTY
DEPARTMENT OF
EMERGENCY COMMUNICATIONS
2022 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.



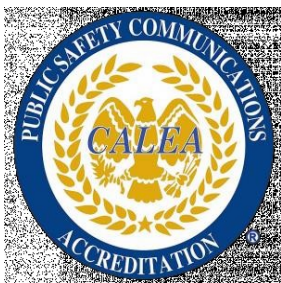
2022 Accomplishments

- 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.

- Nurse Navigation launch
- Generator project finished
- Parking lot project complete
- CALEA Accreditation success continued
- Expansion of Recruitment Team
- First open house to hire provisionally ever
- Creation of GIS and Sys Admin Positions
- Weekend incentive pay

2023 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
- Grow our workforce. Maintain organizational effectiveness while under a labor shortage
- Build workplace culture based on trust, positivity, and accountability
- 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



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 Department of Emergency Communications is scheduled for our annual compliance review in March 2023 with our reaccreditation review scheduled for November 2024.

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 2023.

ADMINISTRATION

Commissioner

Deputy Commissioner - Operations

Deputy Commissioner - Administration

PSSS – Administrative Support

PSSS – Radio Division

Executive Secretary to the Commissioner

Administrative Assistant – Business Office

Administrative Aide – Payroll

Typist II – Operations Secretary

OPERATIONS

PSSS – Public Safety Shift Supervisor

SODO – Supervisor of Dispatch Operations

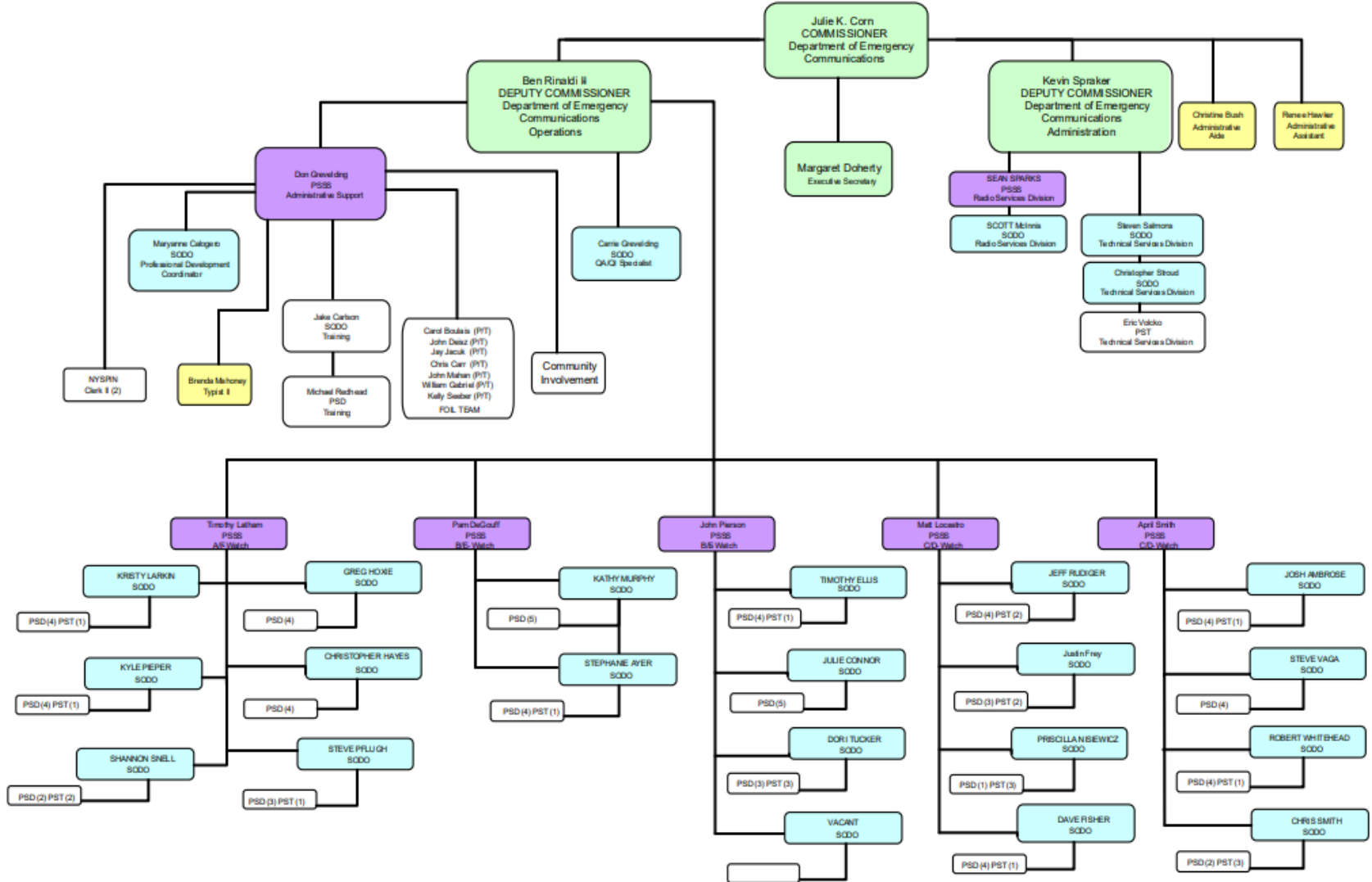
PSD – Public Safety Dispatcher

PST – Public Safety Telecommunicator

Clerk II - NYSPIN



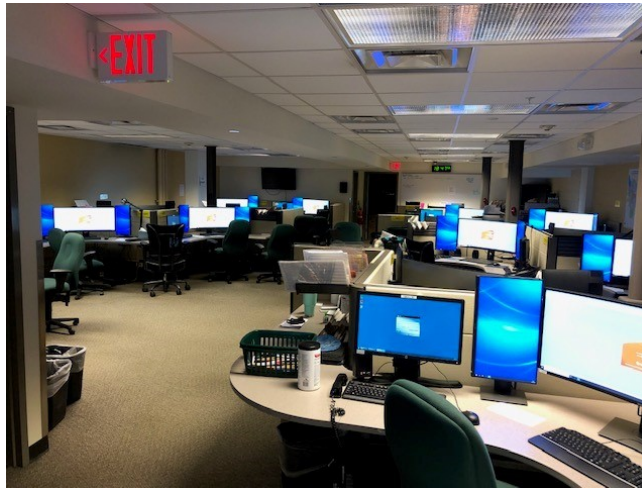
**ONONDAGA COUNTY DEPARTMENT OF EMERGENCY COMMUNICATIONS
ORGANIZATIONAL CHART
February 2023**



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 identical CAD (Computer Aided Dispatch), telephone, and radio equipment and is capable of operating in a 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 one (1) occasion during 2022 for a power emergency at our primary 911 center.



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.

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 five times in 2022 (February, April, June, October, December).

Police Users Group (PUG)

Met six times in 2022. 911 Dispatchers and Line officer representatives attend this meeting to discuss operational issues between the dispatchers and road patrol units.

9-1-1 Center Tours & Speaking Engagements

During 2022, the Department of Emergency Communications conducted 5 tours at our Department and 56 outside speaking engagements/presentations throughout the community. We scheduled 21 observations from various public safety agencies and potential candidates taking the PSD/PST Civil Service Exam.

We were able to offer “Bring your Kids to work Day” again in the Center after its cancelation in 2020 and 2021 due to COVID-19. During August of 2022, 43 relatives were able to sit with an employee and observe what happens during their day at 911.

The approximate number of people we have reached/contacted through tours, observations, and presentations is 1314.

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”. 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:

Continuing efforts are made to recruit the best qualified call takers and dispatchers. Recruitment is also conducted through our tours and public presentations to include school and career day programs and sit along observations, as well as partnering with Syracuse University S.I Newhouse School of Public Communications to provide a professional quality recruitment video. The department’s career brochure,

“Career Opportunities at the Onondaga County Department of Emergency Communications” continues to be distributed. Our recruiting video is 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. As in previous years our agency continues to strengthen the relationship we have with our local colleges. During 2020-2022 our agency did not have Interns participate in our internship program due to COVID-19.

Tours that were conducted at the 911 Center:

Schools:

- OCC Fire Class October 2022 (7 Students)
- NYS Firefighter 1 Course October 2022 (22 Students)

Member Agencies that attended a tour at the 911 Center:

- OSCO Recruit Class February 2022 (12 Students)
- OSCO Recruit Class Return February 2022 (12 Students)
- Cicero Civilian Police Academy November 2022 (22 Students)

Others that attended a tour at the 911 Center:

- OCSO Intern
- New OSCO Civil Deputy
- NOVA Ambulance Member
- Potential Candidate taking Civil Service Exam (10 people throughout 2022)

Presentations in our community included:

- Fowler High School
- PEACE, Inc.
- Fayetteville Senior Center
- Camillus Senior Center
- Montessori @ Lemoyne School After school Program
- Jewish Community Center
- Cicero North Syracuse HS Career Center
- Liverpool Library
- McMahan Ryan Child Advocacy Center
- OSCO Neighborhood Watch
- OnPoint for College Skills Expo
- Navy National Defense Cadet Corps At Fowler High School
- OCM BOCES New Vision Program Criminal Justice
- Syracuse Academy of Science Elementary School

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.

Senior Staff Meetings

The senior staff of the 9-1-1 Center, which includes Executive Staff, Public Safety Shift Supervisors, and other senior managers meets monthly to exchange information such as the status of various projects, call statistics, training issues, absence statistics, quality reviews, fiscal status, and other pertinent issues.

8 Meetings in 2022.

Support for Volunteer Emergency Services

Onondaga County is served by 58 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	2022 STAFFING
Commissioner	1
Executive Secretary	1
Deputy Commissioner	2
PSSS	7
SDO	25
PSD	71
PST	16
Clerk II	2
Administrative Assistant	1
Administrative Aide	1
Account Clerk II	3
Typist II	1
Vacant Positions	14
Part Time (103) Staff: PSD (8) PST (3) Clerk (1) Admin. Ast. (4)	16
TOTAL	144

Recruitment

During 2022 the Department of Emergency Communications conducted 51 tours at our Department, and 31 outside speaking engagements/presentations throughout the community. Two of the speaking engagements were the McMahan Ryan Child Advocacy Center Recruitment event on September 15th, 2022, and the CNY Latino Community Outreach Recruitment day on February 9th, 2022.

Additionally, there were 21 observations scheduled from various public safety agencies, potential candidates, schools, and Paramedic Program students. NYS Civil Service Exams were given for the titles of Public Safety Dispatcher open competitive, promotional, and Public Safety Telecommunicator. Supervisor of Dispatch Operations, as well as Public Safety Shift Supervisor exam, were also offered in 2022.

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.

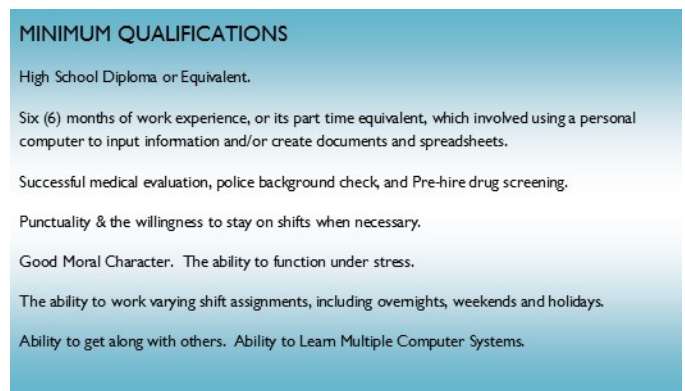


Career Opportunities
Do you have what it takes to become a 911 Telecommunicator or Dispatcher, join one of two nationally Accredited Public Safety Communication Centers statewide

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

In 2022 the Department of Emergency Communications hired 14 new employees. At year-end, 64% of those were retained, as compared to a past new hire retention rate of 85%. 1 new hire resigned during classroom training. 2 new hires failed during the classroom portion of training and 2 failed during the OJT portion of the training.

Service Milestones

The following employees celebrated significant milestones of employment with Onondaga County Department of Emergency Communications in 2022:

35 Years of Service

Deputy Commissioner Ben Rinaldi II
PSD Maria Gay

Over 30 Years of Service

PSD Michelle Thorpe
Clerk II Angela Greco
SODO Kathryn Murphy

30 Years of Service

PSD Patricia Fisher

20 Years of Service

PSD Stephanie Schiano
PST Nicole Geswaldo-Forss
SODO David Fisher

10 Years of Service

PSD Nicole Vandyke
SODO Christopher Smith
PST Francis Swierk
PSD Amy Donahue
PSD Brian Wall
PSD Steven Arlukiewicz

5 Years of Service

PSD Ciara MacPherson
PSD Stephanie Barlow
SODO Justin Frey
SODO Joshua Ambrose
PSD Shannon Donohue
PST Adrienne Whitehead
PSD Macey White
PSD Ashley Corsaro

Retired from Service in 2022

Timothy Pazaras, SODO	31 Years of Service
Edward Healy, PSSS	30 Years of Service
Keith Ducett, PSD	32 Years of Service
Kevin Combs, SODO	29 Years of Service
Sandra Walker, Typist II	4 Years of Service
Regina Morris, SODO	30 Years of Service
Mary Vadnais, PSD	29 Years of Service
Tammy Chiera, PST	33 Years of Service

Employee Turnover

During 2022 (17) seventeen employees left the Department of Emergency Communications. The following chart summarizes employee turnover in 2022.

Resignation	Retirement	Termination
2 PST's	1 Typist II	2 PST's
3 PSD's	1 PST	2 PSD
	2 PSD's	
	3 SODO's	
	1 PSSS	

Promotions

During 2022 the following employees were promoted/reinstated:

Joshua Ambrose	Promoted from PSD to SODO
Jacob Carlson	Promoted from PSD to SODO
Justin Frey	Promoted from PSD to SODO
Steven Pflugh	Promoted from PSD to SODO
Shannon Snell	Promoted from PSD to SODO
Evan Bailey	Promoted from PST to PSD
Joshua Cantello	Promoted from PST to PSD
Scott Cuff	Promoted from PST to PSD
Kristal Dillabough	Promoted from PST to PSD
Evan Merulla	Promoted from PST to PSD
Garrett Pazaras	Promoted from PST to PSD
Jessica Savo	Promoted from PST to PSD
Abigail Wells	Promoted from PST to PSD

Employee Recognition

2022 Employee of the Year

Joshua J. Ambrose

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.

2022 Commissioner's Award

Steven D. Salmons

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

2022 Commissioner's Supervisory Award

April J. Smith

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.

2022 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 2022 are:

2022 Police Dispatcher of the Year

Ashley M. Evans

2022 Telecommunicator of the Year

Nicole L. Geswaldo-Forss

2022 Fire/EMS Dispatcher of the Year

Brandan K. Heffernan

Shane Daniels Positivity Award

Kimberly A. Murphy

2022 Employees of the Month:

The following employees were named as Employee of the Month during 2022:

April	PSD Joshua Ambrose
June	PST Valerie Sotherden
July	PSSS Sean Sparks
August	PSD Ciara MacPherson

2022 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 2022:

January - PST Evan Merulla
 April – PSD Tammy Wheeler
 September - PSD Jon Barrett

2022 Letters of Appreciation

PSD Josh Ambrose	PSD Justin Frey	SODO Kyle Pieper
PSD Steve Arlukiewicz	PSD Mike Gallagher	PSSS John Pierson
PSD Stephanie Barlow (2)	SODO Chris Hayes	SODO Chris Smith
SODO Kathy Buff-Murphy	PSD Brandon Heffernan	PSD Shannon Snell
PSD James Cantello	PSD Jennifer Hildreth	PST Valarie Sotherden (2)
SODO Julie Connor	PSD Todd Hildreth	PSD Jason Sparks
PSD Ashley Corsaro	SODO Greg Hoxie	Deputy Commissioner Kevin Spraker
PSD Heather Crowley	PSD Dave Ingram	PSD Amanda Swank
PST Abby Damanski	PSD Adam Joslin	PST Eric Volko
PST Kristal Dillabough	PSSS Matt Locastro	PSD Tammy Wheeler
PSD Amy Donahue	PST Evan Merulla	PSD Rob Zacholl
PSD Shannon Donahue	SODO Jeff Paquette	PSD Tory Zinsmeister



2022 - 10,000 CALL CLUB

Recognition of staff who answered over 10,000 calls in 2022.

Josh Cantello	14,204	Frank Swierk	11,084
Jessica Savo	13,733		
Aaron Spink	12,788		
Necedah James	12,727		
Evan Merulla	12,523		

OPERATIONS – CALLTAKING

“Text-to-911”

During 2022, the Department of Emergency Communications Telecommunicators received and engaged in 1,083 “Text-to-911” sessions; a 19% decrease over 2021. 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.



Carrier	Number of Sessions	OVERALL TOTALS	
		Number of Inbound messages	Number of Responses
ATTMO	291	2156	2266
DISHW DISH	3	4	11
Sprint PCS	4	31	35
TCS Telecommunication Systems	774	4778	4977
Toyota	11	11	0
Grand Totals	1083	6980	7289

2022 Telephone Call Statistics

The average speed with which 911 calls were answered in 2021 was 7.05 seconds; the equivalent of slightly more than one ring. Callers take many paths to emergency assistance. The following data for 2022 shows how callers reached out for first responder assistance.

Agency	# of calls	
Clay PD	15	0.003%
County Fire	5,470	1.23%
NYS Troopers	2,068	0.46%
Onondaga County Sheriff's	16,116	3.62%
Operator Assistance	173	0.04%
Skaneateles PD	398	0.09%
Solvay PD	2,299	0.52%
Syracuse FD	1,587	0.36%
Syracuse PD	48,339	10.86%
Towns & Villages	14,904	3.35%
Emergency 911	353,360	79.4%
Mobile 911	130	0.03%
Voice over Internet Protocol	373	0.08%

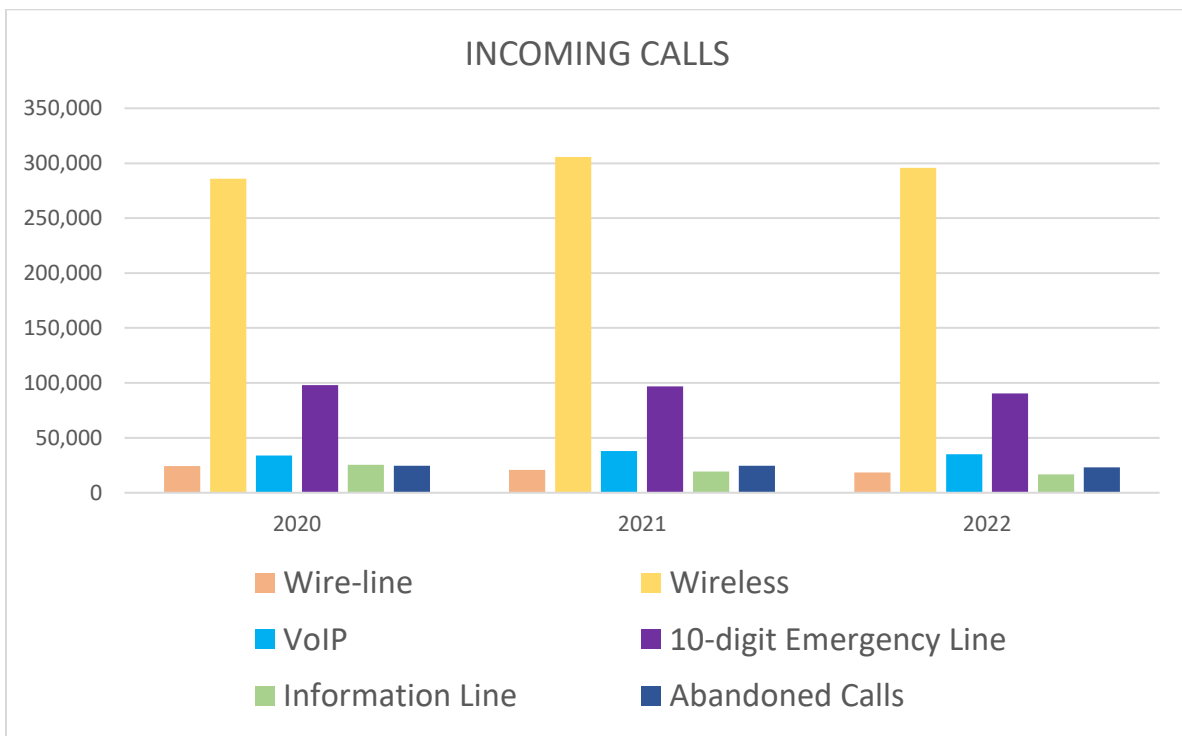
During 2022 the Department of Emergency Communications received a total of 479,843 incoming emergency calls. This number includes abandoned calls (i.e., a call placed in which the caller disconnects before the call can be answered by the E911 call taker) and non-emergency / information lines. A total of 91,600 calls were answered from persons who dialed a 10-digit line. These 10-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 10-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; wireline 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 2022, 285,727 (58.06%) of the 9-1-1 calls were answered from wireless devices; 24,322 (4.94%) were from wire-line devices, with an additional 33,998 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	2020	2021	2022 Incoming	2022 Percent of Calls by Source
Wire-line	24,322	20,652	18,570	3.87%
Wireless	285,727	305,640	295,859	61.66%
VoIP	33,998	37,833	35,125	7.32%
10-digit	97,839	96,713	90,349	18.83%
Information Line	25,569	19,285	16,806	3.50%
Abandoned Calls	24,656	24,448	23,134	4.82%
TOTAL	514,652	492,111	504,571	100%

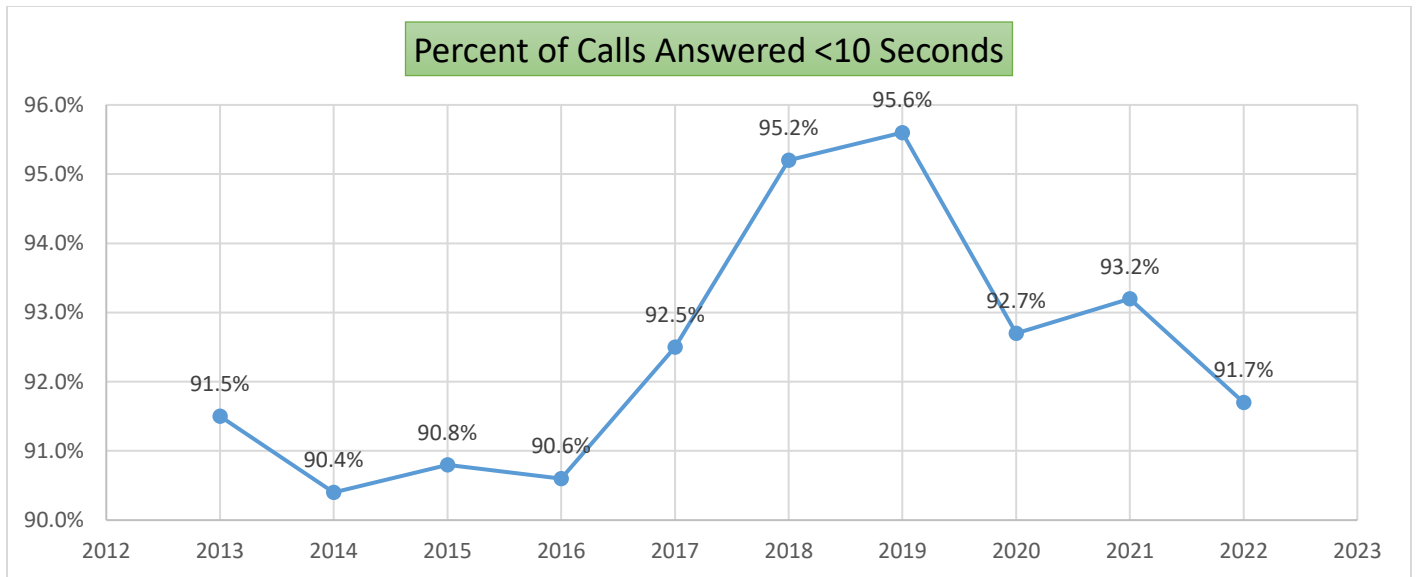


Abandoned Calls 2022

23,134 Total

63.38 / Day

2.64 / Hour



Emergency Communications Administrative staff made / received a total of 233,224 calls in 2022.

Incoming Admin Calls: 118,732

Outgoing Admin Calls: 114,492

The total number of outgoing calls from all positions is 159,627.

90/10 Analysis - Call Answer Time

Month	Total Calls	Answer <10	% <10 Sec.	Answer <20	% <20 Sec.
January	34,039	31,339	92.1%	33,319	97.9%
February	30,884	28,384	91.9%	30,206	97.8%
March	35,840	32,643	91.1%	34,767	97.0%
April	29,245	26,980	92.3%	28,649	98.0%
May	41,216	37,108	90.0%	39,707	96.3%
June	40,353	36,828	91.3%	39,284	97.4%
July	42,465	38,252	90.1%	41,080	96.7%
August	40,401	36,548	90.5%	39,288	97.2%
September	38,076	33,588	88.2%	36,408	95.6%
October	37,463	33,808	90.2%	36,062	96.3%
November	34,524	31,086	90.0%	33,190	96.1%
December	35,268	30,767	87.2%	33,259	94.3%
TOTALS	439,774	423,305	91.7%	425,219	97.6%
<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 2022:

Description	Calls	Minutes	% Calls	% Minutes
Spanish	663	4,705	71.20%	65.40%
Nepali	71	650	7.60%	9.00%
Mandarin	11	82	1.20%	1.10%
Arabic	71	659	7.60%	9.20%
Somali	9	70	1.00%	1.00%
Swahili	14	170	1.50%	2.40%
French	5	49	0.50%	.70%
Kinya/Rwanda	7	70	0.80%	1.00%
Burmese	9	61	1.00%	0.80%
Bosnian	4	15	0.40%	0.20%
Dari (Afghanistan)	11	138	1.20%	1.90%
Farsi (Persian)	16	159	1.70%	2.20%
Russian	4	56	0.40%	0.80%
Hindi	1	7	0.10%	0.10%
Korean	4	28	0.40%	0.40%
Tigrigna (Eritrea)	2	20	0.20%	0.30%
Cambodian	1	3	0.10%	0.00%
Karen	7	73	0.80%	1.00%
Dinka (Sudan)	1	1	0.10%	0.00%
Vietnamese	4	30	0.40%	0.40%
Punjabi	1	18	0.10%	0.30%
Amharic	2	20	0.20%	0.30%
Pasho (Afghanistan)	7	64	0.80%	0.90%
Kirundi	3	25	0.30%	0.30%
Polish	1	14	0.10%	0.20%
Chin	1	5	0.10%	0.10%
Nuer	1	7	0.10%	0.20%
Account Total :	931	7,199		

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	6,987
Camillus Police	17,648
Cicero Police	25,490
Dept of Environmental Conservation	7
Dewitt Police	35,881
ESF Police	154
Geddes Police	16,899
Jordan Police	715
Liverpool Police	7,651
Manlius Police	23,872
Marcellus Police	726
New York State Police	28,494
North Syracuse Police	12,989
OCC Public Safety	485
Onondaga Co Park Rangers	2,552
Onondaga Co Sheriff's	95,354
New York State Parks Police	176
Skaneateles Police	2,589
Solvay Police	9,389
Syracuse Police	174,226
SU Public Safety	61,027
Upstate Police	828
Total	524,139

The total number of police dispatches in 2022, as reported, via the Computer Aided Dispatch (CAD) system was 524,139, an increase of 17.37% from 2021 (174,226) Calls handled by the Syracuse Police Department accounted for 33.24% of the calls, while calls handled by County agencies (including the Onondaga County Sheriff’s, New York State Police, and others) accounted for 66.76% of all calls.



Dispatch data for City of Syracuse Fire/EMS for 2018 through 2022 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
2018	21,209	+2.1%
2019	21,430	+1.0%
2020	15,927	-29.5%
2021	21,858	+31.4%
2022	24,402	+11.64

County Fire/EMS Dispatch Data

Dispatch data for Onondaga County Fire/EMS for 2018 through 2022 is summarized below. Final dispatch totals do not include 48,252 cases dispatched by AMR, in 2022.

COUNTY FIRE/EMS DISPATCH DATA

YEAR	TOTAL	% of CHANGE
2018	63,611	+6.5%
2019	64,021	+0.64%
2020	60,028	-6.2%
2021	70,116	+16.8%
2022	74,744	+6.6%

The charts on the following page contain information regarding assigned DR numbers (Departmental Reference numbers) by fire agency* and EMS agencies for 2022, 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 2022

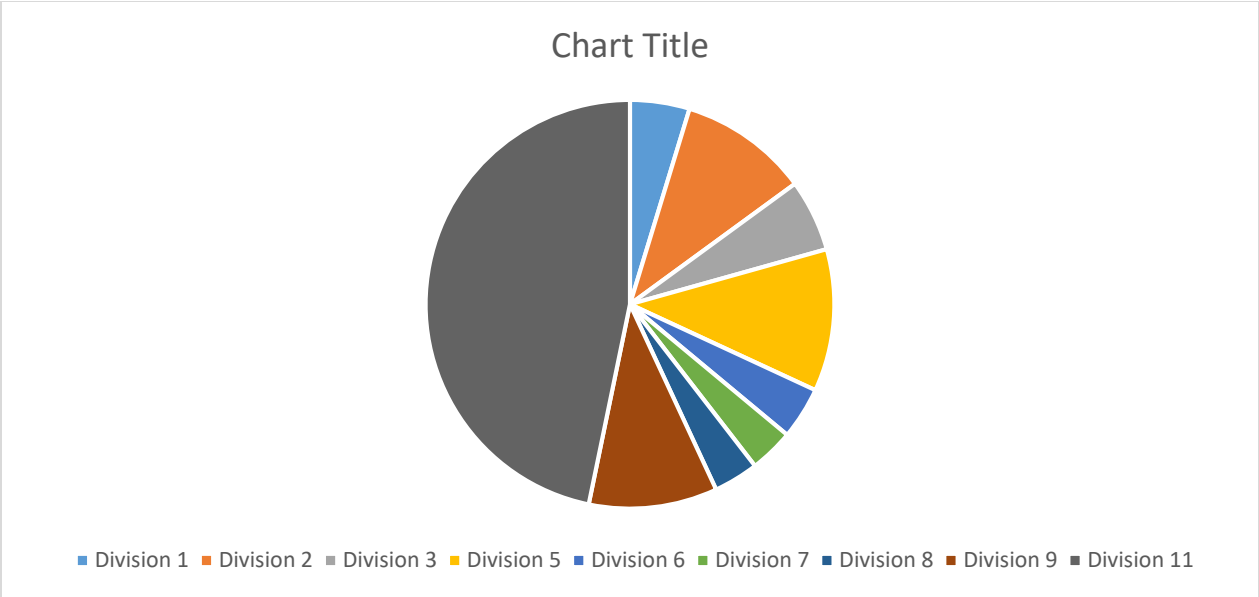
(Excluding AMR or Advised Incidents)

623,333

Fire/EMS DR Information (The Fire Divisions changed last year)

DIVISION 1	
Department	# Calls
Northwest Fire District	709
Belgium Cold Springs	581
Lakeside	750
Plainville	248
Seneca River	51
Phoenix	99
Cody	19
Total	2457
DIVISION 2	
Department	# Calls
Hinsdale	312
Liverpool	1216
Mattydale	1129
Moyers Corners	1324
North Syracuse	868
Lyncourt	501
Total	5350
DIVISION 3	
Department	# Calls
Bridgeport	777
Brewerton	345
Cicero	932
Clay	495
Southbay	388
Caughdenoy	33
Total	2970
DIVISION 5	
Department	# Calls
Dewitt	2417
East Syracuse	1036
Fayetteville	838
Manlius	692
Minoa	572
Kirkville	135
174 th Air National Guard	185
Total	5,875

DIVISION 6	
Department	# Calls
Amber	140
Navarino	159
Nedrow	556
Onondaga Nation	490
Sentinel Heights	123
South Onondaga	317
Southwood	369
Total	2154
DIVISION 7	
Department	# Calls
Apulia	114
Delphi Falls	123
Fabius	181
Jamesville	407
Lafayette	266
Otisco	133
Pompey Hill	404
Tully	193
Total	1821
DIVISION 8	
Department	# Calls
Elbridge	314
Jordan	308
Marcellus	264
Mottville	312
Skaneateles	360
Spafford	149
Borodino	145
Total	1852
DIVISION 9	
Department	# Calls
Camillus	369
Fairmount	847
Howlett Hill	445
Onondaga Hill	854
Solvay	1817
Taunton	583
Warners/Memphis	392
Total	5307
DIVISION 11	
Department	# Calls
City of Syracuse	24402
Total	24402



2022 EMS Case Numbers by Agency

Departmental Reference Numbers (DR's)

#DR's for Ambulance Services

AMR & / TLC 51,845

#DR's for EMS

Brewerton EMS	1,109
EAVES	5,202
Fayetteville EMS	2,698
GBAC	4,845
Jordan EMS	1,457
Lafayette EMS	576
Manlius EMS	2,299
Minoa EMS	1,943
MAVES	1,672
NOVA	6,717
NAVAC	8,430
SAVES	1,123
Syracuse University EMS	18
Tully EMS	628
WAVES	3,654
Physician Response	2
TLC EMS	3,593
Total DR's for EMS	45,966

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-one (121) Signal 99's during the calendar year 2022.

Division	Signal 99 Alarms	Percentage
1	17	14.04
2	0	0.0
3	7	5.79
5	6	4.96
6	9	7.44
7	4	3.31
8	0	0.0
9	7	5.79
11	71	58.67

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 2022. Of the direct alarms monitored by Silent Night, the direct alarms (4,552) were handled by Dispatchers and 3,016 were system self-tests. The 911 Center processed an average of 21 direct alarms per day in 2022.

Total Signals Received	52,920
Auto-logged by System	38,251
Handled by dispatcher (Dispatchable)	4,552
System Self-Tests (Shift Verification)	3,016
Shift Verification Tests	33,524

2022 Top Accounts. The following data does not include auto-logged signals or self-test verifications.

Onondaga County Parks Rosamond Gifford Zoo	5,847
Onondaga County Center for Forensic Science	1,879
Cicero FD Station #2	1,481

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 98% overall protocol compliance for 2022. 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 2022, 1123 survey cards were mailed. Of those, 113 responses were received. 52 cards were returned as undelivered, 958 were not responded back to, resulting in 1,010 total no responses.

The average ratings are shown below:

PERFORMANCE TYPE	AVERAGE RATING
Attitude	3.92
Knowledge	3.90
Courtesy	3.95
Customer Satisfaction	3.92
Overall Customer Satisfaction	3.92

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 2022 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.

Seven 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 2022.

During 2022 the total number of audio and data review requests completed by the review office was 8,627, an increase of 5.88% over 2021. The total number of FOIL (Freedom of Information Law) specific requests was 139, an increase of 48.2% from 2021. The total number of requests from the District Attorney's Office was 6861, an increase of 2.8% from 2021. 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 COVID19 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, Frontline- Pro-Standards Tracker, 2022 Tape Review database, and the departmental training database.

General Overview:

Of the 479,843 incoming emergency and non-emergency telephone calls, 671,585 dispatches (police, fire, and EMS), 349,554 operational non-emergency calls received/made and 7,557,237 radio transactions performed by the Department of Emergency Communications Operations in 2022.

As a department, we received a total of 37 complaints (internal and external sources) that were filed resulting in a formal complaint investigation. 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:

Complaints	Sustained	Unfounded	Exonerated	Not Sustained	WD	Other	Total
Citizen	5	0	1	1	0	1	8
Member Agency	10	0	4	0	1	1	16
Other Agency	0	0	0	0	0	0	0
Employee	3	0	0	0	0	1	4
911 / Operational	8	0	1	0	0	0	9
Total (2022)	26	0	6	1	1	3	37

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, Professional Development, 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	82	3,355	USDOHS NSI Training		
Roll Call - 12hr Employees	25	868	NYS 911 Coordinators		
Roll Call - (ALL)			CTO Training		358
New Hire - PST		9,701	PIC Diversion		110
Dispatch Cross Train – Class			ESL/Return to work		36
Dispatch Cross Train-OJT			Nurse Navigation		66
EMD Original			Diversity Training		
EMD Refresher			Frontline Supervisor		48
Supervisory Refresher			NYSPIN		
ARTSS x 12 Deliveries		491.75	Peer Support Training		33
PSCIM		20	Defensive Driving		84
Aggressive Deadly Behavior		48	Sexual Harassment		145
DCJS/CJIS			Indiv. In Crisis Group		
CPR-AED Original			Training Reminders		218
CPR-AED Refresher			Sharepoint		
Fire Refresher			Peer Support Initial		106
MRD Police Refresher		1404	Cybersecurity and Infast		
SPD Police Refresher		1984	Title 6 ADA Training		67
SPD Dispatch Training			Hexagon Training		96
Calltaker Refresher			Incident Review		80
ERSI GIS Training		27.5	TOTAL TRAINING HOURS		19,346.25

2022 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
 2022 Training Hours = 19,346.25

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.

2022 Budget

This is a summary of the 2022 Department of Emergency Communications budget:

	Sum of Budget	Sum of Expense
Personnel Expense	10,026,412	10,300,819
Employee Benefits / Fringe	3,363,737	3,740,127
Expenses	4,643,395	3,815,257
Debt Service Expense	1,661,131	1,661,130
Total Expense	19,694,675	19,517,333
Revenues	3,768,073	3,838,478
Local Dollars	15,926,602	15,678,855