

ONONDAGA COUNTY
DEPARTMENT
OF
EMERGENCY
COMMUNICATIONS
2020 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 and Deputy Commissioner. The Executive Department is responsible for planning, organizing and directing the operations of the Department of Emergency Communications including the management of the Communications Center facilities, resources, equipment, and staff. The Executive Department also reviews system hardware and software and prepares specifications for the purchase of new systems as necessary and performs long-range resource planning as required. It develops and presents budget proposals for 9-1-1 Center operations and administers departmental expenditures and revenues.

Mission Statement

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



2020 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 sixth county (Jefferson) in August 2019, which will take effect in 2020.

Infrastructure:

- Signed contract to begin a refresh of the Computer Aided Dispatch (CAD) workstations and servers located at the main E911 Center and at the Civic Center Backup Operations Center (BOC) that were out of warranty and at the end of their life cycle (originally installed in 2012). This keeps pace with developments in technology

(e.g., Next Generation 911 location addressing, new Micrometry interface, changes in mobile computing) and improvements in functionality. **Refresh will be completed in 2020.**

- Published a revised map roll for the CAD system (including mobile public safety users) with up-to-date street and address changes, commonplace name updates, and building footprint locations. **SPD Territory Restructuring**
- Migrated our text-to-911 functionality from a third-party Web site and integrated it into our VESTA telephony, providing a more reliable and robust connection to our text control center (TCC) service. Onondaga County remains one of the few counties in New York State that accepts text-to-911 messages from all four primary cellular carriers.
- Modernized the Common User Microwave Radio System (CUMRS) from outdated circuit based technology to MPLS to allow for modern and efficient transport and to bring it up to date with current and future requirements of the trunked land mobile radio (TLMR) system and NYS DHSES guidelines requiring greater information sharing between the state's 911 centers. **Funding for the project was through a NYS DHSES grant.**
- **Replaced the Makyes tower** (which was well past the end of its useful life expectancy) with a modern self-support structure manufactured to modern standards and codes. This new tower was designed to support existing loads as well as support any future expansion required in the future.

Training / Professional Development:

- Achieved the Association of Public Safety Communications Officials (APCO) Training Program (Project 33) **Certification in spring 2019.** This certification is a formal mechanism for public safety agencies to certify that their training programs are meeting APCO American National Standards (ANS). **Certification is granted for a 3-year period with recertification required.**

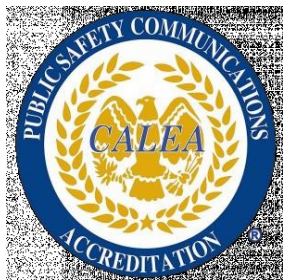
Administration:

- 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 96% of incoming emergency calls in ten seconds or less, meeting State Law and established professional standards.
- Completed the transition of both the Commissioner and Deputy Commissioner of Operations positions to new County-appointed representatives. **Approved to hire a new Deputy Commissioner of Administration (Technical) in 2020.**

With the new Discovery Reform and the requests to preserve audio and CAD recordings within the 15 day compliance time period for agencies, our Department had to add two additional employees in our Incident Tape Review Team in order to keep current with the preservation of recordings for court.

2021 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 as 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.

The Department of Emergency Communications received our initial APCO Training Program Certification in 2019. APCO Training Program Certification covers a three-year period.

The following titles existed in the Department of Emergency Communications, in 2020. These titles, frequently referenced in this report, are held by devoted staff who make the safety and security of our community their number one priority.

ADMINISTRATION

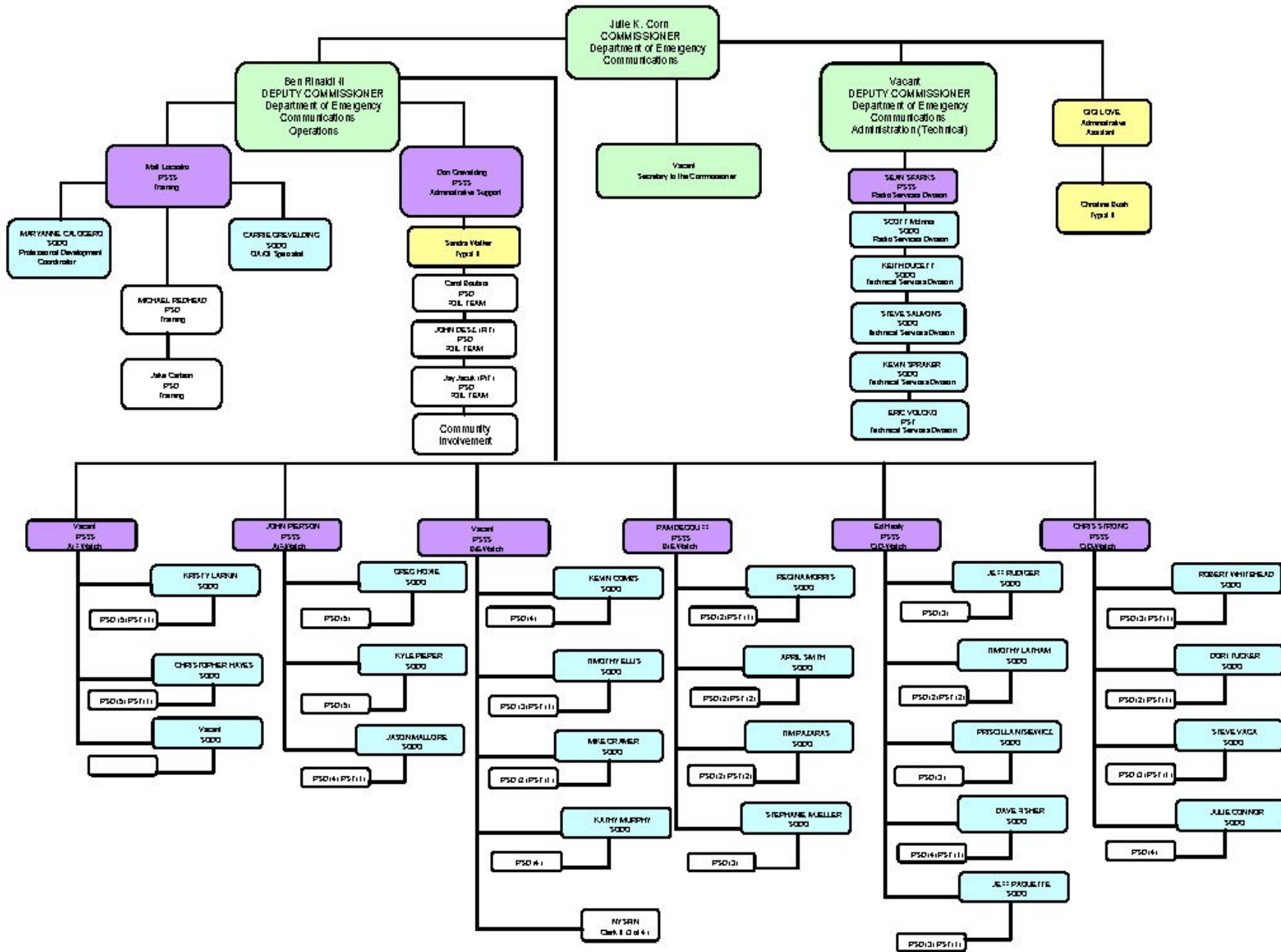
Commissioner
Deputy Commissioner
PSSS – Administrative Support
PSSS – Radio Division
PSSS – Training Division
Secretary to the Commissioner
Administrative Assistant – Business Office
Account Clerk II – Payroll
Typist II – Operations Secretary
Typist II - Payroll

OPERATIONS

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



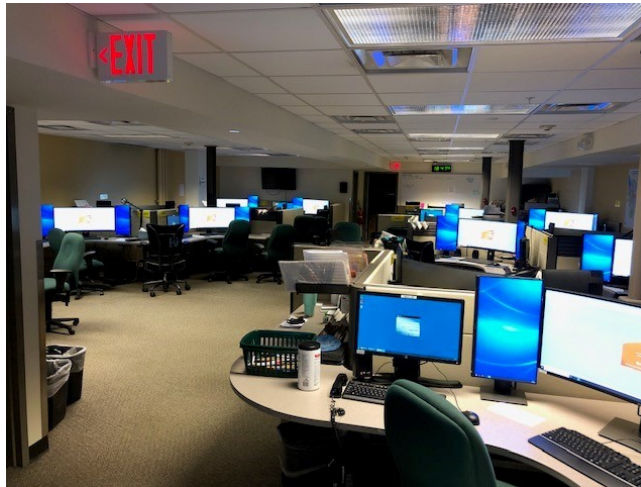
ONONDAGA COUNTY DEPARTMENT OF EMERGENCY COMMUNICATIONS
 ORGANIZATIONAL CHART
 November 9, 2020



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 was utilized on One (1) occasion during 2020. The BOC was activated for 5 days in November 2020 while our Technical Division installed a CAD (Computer Aided Dispatch) upgrade as well as installed new hardware at each dispatch and call taking position.



Back-up Site (BOC) 2020

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-19-19, meetings after February were held by Teleconference.

Membership of this Policy Review and Oversight Committee includes a chairperson designated by the County Executive, a representative from the County Executive's Office, the Commissioner of the Department of Emergency Communications, the Onondaga County Sheriff, the Onondaga County Fire Bureau Director, the City of Syracuse Chief of Police, the Chief of the City of Syracuse Fire Department, the President of the Onondaga County Chapter of Chiefs Police Association, the Troop Commander from New York State Police Troop "D", the Onondaga County Commissioner of Emergency Management, the Chairperson of the Onondaga County Fire Chief's Association, the

Director of Onondaga County Emergency Medical Services Bureau, the Onondaga County District Attorney Representative, the Director of the Syracuse-Onondaga County Planning Agency, and the Commissioner of the Onondaga County Department of Information Technology. Others may be invited on an ad hoc basis as appropriate in view of issues under discussion.

The PROC Committee met six times in 2020. The topics discussed were as follows:

OCICS Governance Committee Issues

- Monthly Radio Stats on system activity
- Requests from agencies for talk groups or approval to use the OCICS System:
 - Request from OCC
 - Request from Homeland Security Federal Protective Service(FPS)
 - Revisit Request from Dewitt Fire District to modify CFC template
 - Request to add HIDTA Drug Talk Group to OCTF radios
 - Request from Chittenango Police Department – No longer being pursued.
 - Request from NYS Bureau of Narcotics Enforcement
 - Request from Homeland Security Investigations
 - Discussion on police/fire/EMS interoperability & encryption

Review of Operational & Procedural Changes

- Discovery Reform
- Create new final action code “ER” for Extreme Risk Protection Orders
- New Map Roll in March to include SPD Post realignments
- Signal 51 & update to police response to fire/EMS incidents
- Coronavirus in EMD/ProQA
- COVID-19/Addresses from the Health Department
- Protests
- “Calls Arrived” discussions
- COST – COVID-19 Ordinance Statistical Tracking to replace call type LOCL (local law violation)
- Major 911 Business Affecting Public Safety Agencies
- CAD Hardware/Software refresh
- Mobile Data Project
- 911 Annual Awards Ceremony
- SU Dept of Public Safety requests for event types & clearing codes added to CAD
- CIP Projects
- CAD Hardware/Software refresh

Police Users Group (PUG)

Met nine times in 2020 – did not meet in April due to COVID-19 and November due to new CAD upgrade. 911 Dispatchers and Line officer representatives attend this meeting to discuss operational issues between the dispatchers and road patrol units. Some of the issues discussed were:

- Discuss OCSO & NYSP traffic Units on-viewing stops/or callouts for geographical location and not being on that radio channel.
- Failure to Comply policy change
- Radio issues
- Use mileage function in CAD instead of calling out mileage using the air
- Camillus PD will be responding to all vehicle lockouts
- PSSS Chuck Combs appointed as new CHAIR of PUG in January
- Discussion of the new “PR” clearing code and further discussion on retention policy
- New “ER” clearing code approved for Extreme Risk OOP
- Working with Emergency Management on Coronavirus preparations/response
- Inquiry about channel marker /tones when a channel is isolated
- OCC request to use 911 Training Room to dispatch if had to abandon their dispatch facility.
- ASAP to PSAS going live May 18, 2020. This allows alarm companies to send us their alarms via an interface software directly to CAD for dispatch reducing entry time.
- Congrats to Chief Chase Bilodeau on his appointment as Chief of Police in Dewitt and Lt. Pace on his promotion to Lt.
- NYS Parks Police provided overview of local state park status and restrictions.
- Incident Dispatch Team (IDT) utilized due to Protests that were occurring. Handled at command posts at the PSB and EOC.
- Discussed Special Situations addresses entered or persons guaranteed.
- PTAC 1 – provide a quick refresher on the design & radio location of PTAC1
- Reserving TAC channels
- Clear to Copy
- Road Patrol Supervisor support
- Located Fire 1 and File 6 responses out of reporting jurisdiction
- Department Rosters and Resource Information
- Confidential Address Special Situations
- On-view complaints by officers
- Use of GOA vs. Code 4
- Calling TA by phone for emergencies.
- Wireless Device Security Pings

9-1-1 Center Tours & Speaking Engagements

We scheduled ten observations from various public safety agencies and schools prior to COVID-19.

We were unable to offer “Bring Your Kids to Work Day” nor were we able to offer a class for potential new-hire candidates due to COVID-19.

The approximate number of people we have reached/contacted through tours, observations, and presentations etc. is 144.

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

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

We continue to work with our Amateur Radio Community and they interact as a communication backup in case of radio system failure. We 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 in the middle of March 2020. Therefore, our Community Outreach staff only presented at Brown Memorial Church speaking to adults on two separate occasions.

Continuing efforts were in progress to recruit the best qualified call takers and dispatchers when COVID-19 materialized. Recruitment is also conducted through tours and public presentations which include school and career day programs, sit along observations, as well as recently partnering with Syracuse University S.I. Newhouse School of Public Communications to provide a professional quality recruitment video. In addition, the Syracuse Police Department & Onondaga County Sheriff’s Office staffed recruiting booths at Destiny USA. We were in the process of hiring for a new PST/SPD Class when COVID-19 materialized and were unable to continue our process for hiring.

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 civil service exams. Overall, due to COVID-19 we experienced a dramatic decrease in the number of tours, observations and

presentations in 2020. We continue to reach out to more organizations to invite them to send their members to observe our operations or to 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 our agency was unable to invite interns to participate in our internship program due to COVID-19.

Tours that were conducted at the 911 Center:

Schools:

- Baker H.S. Fire Class

Member Agencies that attended a tour at the 911 Center:

- County Fire Investigation unit members
- Skaneateles Fire Department

Others that attended a tour at the 911 Center:

- Cub Scouts

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 once it is safe to do so again.

9-1-1 Status Meeting - Technical Services Team

The 911 Technical Services Status Meeting met four times in 2020.

Meetings are held every other month; the March 11, 2020 meeting was cancelled due to COVID-19 and the November meeting was also cancelled.

Topics discussed:

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

Senior Staff Meetings

Are held on a monthly basis.

A Sample of Agenda Items Covered at the Operations Meetings are:

- Employee Evaluations - Disciplines Process
- Equipment Upgrade Updates
- Tours/Observations
- Building Updates – HVAC Problem Reporting
- Operations Floor needs Final Action Code for Domestic
- Operational Procedures
- After Hour Contacts for Tech Support
- Quality Assurance Reviews
- Continuing Education for Supervisors
- Hiring/Promotions - Cross Training

Support for Volunteer Emergency Services

Onondaga County is served by 56 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 Affected & Interested Parties

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

Equal Employment Opportunity Policy and Program

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



Authorized Strength

PERSONNEL ALLOCATION

TITLE	2019 STAFFING
Commissioner	1
Secretary	1
Deputy Commissioner	1
PSSS	8
SDO	28
PSD	67
PST	23
Clerk II	3
Administrative Assistant	1
Account Clerk II	1
Typist II	2
Vacant Positions	6
Part Time (103) Staff: PSD (9) PST (2)	11
TOTAL	153

Recruitment

In 2020, 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 tours at the Department of Emergency Communications or participate in any outside speaking engagements. The hope for 2021 is that we will be able to return to normal operations and resume our recruiting efforts.

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

Career Opportunities

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

ONONDAGA COUNTY DEPT. OF EMERGENCY COMMUNICATIONS



Go to www.ongov.net/employment/jobs
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 2020 again the Department of Emergency Communications felt the effects of the COVID-19 Pandemic. Originally the plan was to hire two classes of six new employees, however, we were unable to do so. In 2021 we are hoping to hire a class of six employees to help offset retirements.

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

20 Years of Service

PSSS Christopher Strong
SODO Timothy Ellis
SODO Timothy Latham
SODO April Smith
PSD Heather Crowley
PSD Trish Damanski
PSD Richard Hare
Clerk II Jennifer Cruz

Over 30 Years of Service

PSD Michelle L. Thorpe
PST Tammy J. Chiera
Clerk II Angela Greco

10 Years of Service

PSD Brittany Sgroi
PSD Gregory Whitehead

30 Years of Service

SODO Keith E. Ducett

5 Years of Service

PSD Scott Anderson
PSD James Cantello
PSD Anthony Sauve
PST Eric Volcko

Retired from Service in 2020		
Marylou Aureli	Account Clerk II	39 Years of Service
Lori Hable	Secretary to the Commissioner	39 Years of Service
Gail Moulton	PST	24 Years of Service
Charles Combs	PSSS	20 Years of Service

Employee Turnover

During 2020 (8) eight employees left the Department of Emergency Communications. The following chart summarizes employee turnover in 2020.

Resignation	Retirement	Termination
PSD	Executive Secretary	PSD
PSD	Account Clerk II	
PSD	PSSS	
	PST	

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.

2020 Employee of the Year

Timothy R. Ellis

2020 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.

2020 Commissioner's Supervisory Award

Donald D. Grevelding

2020 Commissioner's Administrative Award

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

2020 Commissioner's Administrative Award

Awarded in recognition of All 911 Employees for their dedication and commitment to excellence during 2020, amid a pandemic.

2020 Perfect Attendance Award

PSD Scott Anderson

2020 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 2020 are:

2020 Police Dispatcher of the Year

SODO Timothy R. Ellis

2020 Telecommunicator of the Year

PST Jessica L. Savo

2020 Fire/EMS Dispatcher of the Year

SODO David F. Fisher

SODO Timothy A. Pazaras

2020 Employees of the Month-

The following employees were named as Employee of the Month during 2020:

January	PSD Dawn Burlingame
May	PST Jessica Savo
June	PSSS Sean Sparks
August	PSD Amy Donahue
November	SODO Kevin Spraker
November	PSSS Matthew Locastro
December	SODO Carrie Grevelding

2020 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 2020:

PST Bruce McQuiston
 PSD Rick Hare (3)
 PSD Anthony Sauve
 PST Eric Volcko (2)
 PST Karen Hart
 PST Kristal Dillabough
 PST Garrett Pazaras
 PST Rosenthal

2020 Letters of Appreciation

PSD David Buske
 MWII Don Hunt
 PST Eric Volcko
 SODO Kevin Spraker
 SODO Maryanne Calogero
 PSSS Sean Sparks
 PSD Jake Carlson

SODO Steve Salmons
 PSSS Matt Locastro
 PSD Mike Redhead
 SODO Scott McInnis
 PSSS Don Grevelding
 SODO Keith Ducett
 SODO Carrie Grevelding

SODO Timothy Latham
 PSD Michelle Thorp
 PSD Trish Damanski
 PST Scott Cuff
 SODO Dori Tucker
 PSSS Christopher Strong
 PSD Amanda Swank

PSD Justin Frey
PSD Brittany Sgroi
PSD Macey White
PST Karen Hart
PSD Mary Vadnais
PSD Kathy Fioramonti
PST Gail Moulton
SODO Michael Cramer
PSD Ashley Evans
PSD Tiffany Hotaling
SODO Robert Whitehead
PSD Rich Moses
PSD Al Klimek
PST Tammy Chiera
SODO Regina Morris
SODO Jeff Rudiger
NYSPIN Laurie Thomas
PST Adrienne Whitehead
SODO Julie Connor
PSD Dawn Burlingame
PSD Denise Guinta-Loerzel
PSD Greg Whitehead
PST Nicole Geswaldo-Fors
SODO Stephanie Mueller
SODO Timothy Pazaras
PSD Scott Anderson
PST Elizabeth Coll
PSD Steve Arlukiewicz

SODO Jeff Paquette
PSSS Chuck Combs
PSD Jason Sparks
PSD Brian Wall
PSD Adam Joslin
PSD James Cantello
SODO David Fisher
NYSIN Jennifer Cruz
PSD Brandon Heffernan
PSD Stephanie Barlow
PSD Tory Zinsmeister
SODO Priscilla Nisiewicz
PSD Glenn Briggs
PSD Tyler Spellman
PSD Patrick Ficcaro
SODO Kyle Pieper
PSSS Edward Healy
PSD Michael Gallagher
PSD Shannon Donohue
PSD Kimberly Murphy
SODO Christopher Hayes

PST Isaac Cruz
PST Jessica Savo
PSD Stephen Pflugh
PSD Justin Allen
PST Necedah James
PST Ciara Granieri

PST Abigail Damanski
PSD Joshua Ambrose
PSD Tammy Wheeler
PSD Jennifer Pilacky
PSD Christopher Smith
PST William Saintey
PST Melissa Hilton
PST David Brown
PSD Joseph Pratt
PSD Loretta Bosco
PSD Nora Strong
PSD Greg VanDyke
PST Lindsay Whitcombe
PST Marquita Hetherington
PST Valerie Sotherden
PSD Christie Hoefler
PSD Michael Phelan
PSD Ashley Corsaro
SODO Keith Ducett
SODO Kevin Combs
PSD Dave Ingram
PSD Amy Donahue
SODO Tim Ellis
PSD Carol Boulais
PSD Christopher Carr
PSD John Diesz
PSD Jay Jacuk
PSD John Mahan



2020 - 10,000 CALL CLUB

Recognition of staff who answered over 10,000 calls in 2020.

Jessica Savo	15,617	Ciara MacPherson	11,107
David Brown	13,545	Kelly Rosenthal	10,968
Scott Cuff	12,698	Karyn Hart	10,886
Necedah James	12,579	Krystal Dillabough	10,484
Marquita Hetherington	12,365	Bruce McQuiston	10,305
Isaac Cruz	12,073	Nicole Geswaldo-Forss	10,215
Frank Swierk	11,824	Melissa Hilton	10,089

OPERATIONS – CALLTAKING

“Text-to-911”

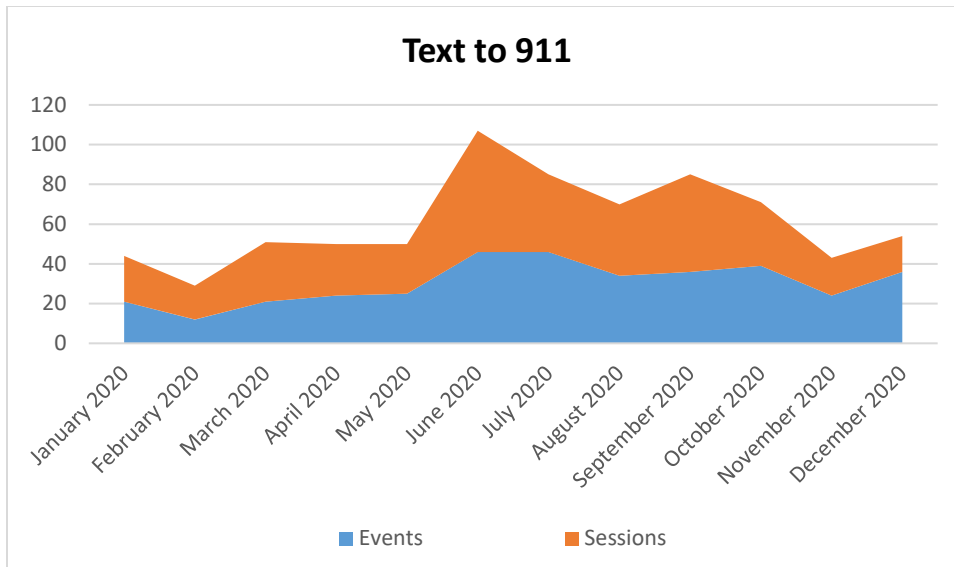
During 2020, the Department of Emergency Communications Telecommunicators received and engaged in 739 “Text-to-911” sessions; a 47% increase over 2019. A “session” is defined as a user sending more than one message to “911” and receiving a response from the call-taker. Excluded from this number are test messages and one-time messages received. Of those sessions, 364 events resulted in the dispatch of a public safety agency; an increase of 58% over 2019, resulting in 49% of all messages becoming an actual event. “Event” is defined as a call entered into the CAD system, or tactical police information provided, that was forwarded to the appropriate law enforcement agency, i.e. crime, drug tips, etc.



	Events	Sessions	Total
January 2020	21	23	44
February 2020	12	17	29
March 2020	21	30	51
April 2020	24	26	50
May 2020	25	25	50
June 2020	46	61	107
July 2020	46	39	85
August 2020	34	36	70
September 2020	36	49	85
October 2020	39	32	71
November 2020	24	19	43
December 2020	36	18	54
Total	364	375	739

SESSIONS IS DEFINED AS A USER SENDING MORE THAN ONE MESSAGE

EVENT IS DEFINED AS A CELL ENTERED INTO CAD



2020 Telephone Call Statistics

The average speed with which 911 calls were answered in 2020 was 6.43 seconds; the equivalent of slightly more than one ring. Callers take many paths to emergency assistance. The following data for 2020 shows how callers reached out for first responder assistance.

Agency	# of calls	% of calls
Clay PD	23	0.005%
County Fire	4,837	1.09%
NYS Troopers	2,489	0.56%
Onondaga County Sheriff's	16,421	3.7%
Operator Assistance	189	0.04%
Skaneateles PD	491	0.11%
Solvay PD	2,177	0.49%
Syracuse FD	1,894	0.43%
Syracuse PD	52,740	11.9%
Towns & Villages	16,578	3.74%
Emergency 911	343,940	77.6%
Mobile 911	86	0.02%
Voice over Internet Protocol	401	0.09%
Other	952	0.21%
Total	443,218	

During 2020 the Department of Emergency Communications received a total of 492,111 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 467,455 (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 97,839 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.

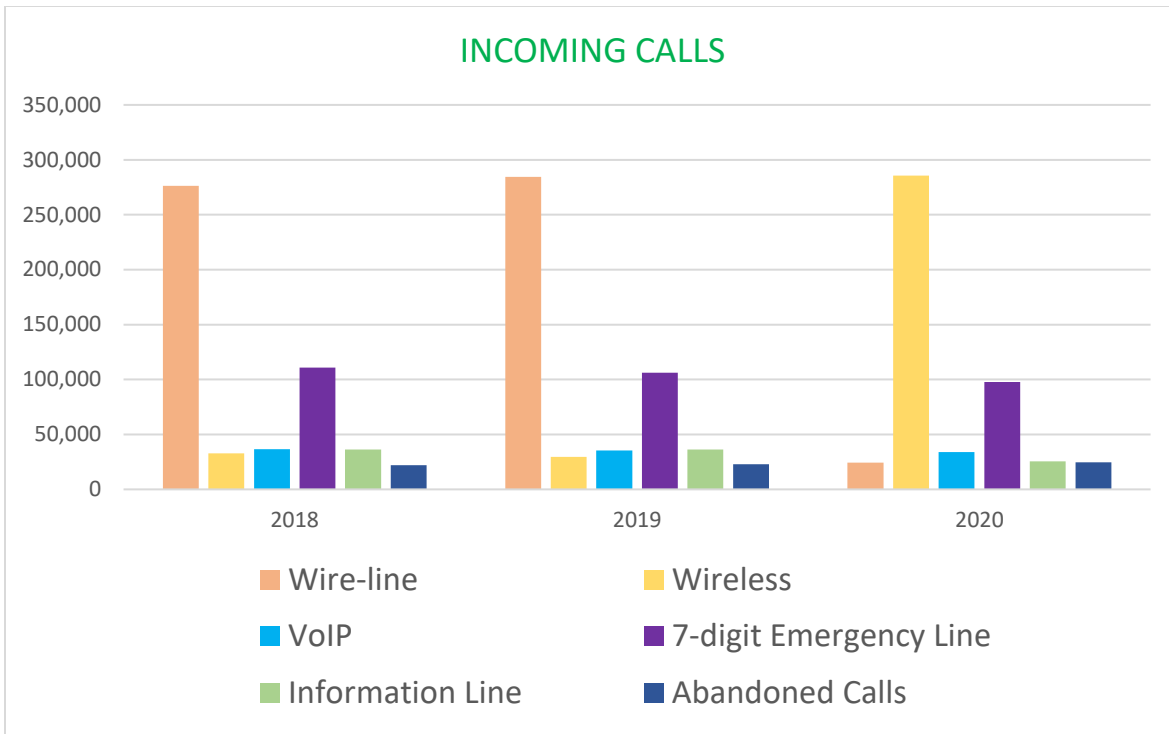
Wire-line/Wireless Calls Answered

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 2020, 285,727 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	2018	2019	2020 Incoming	2020 Percent of Calls by Source
Wire-line	276,351	284,431	24,322	4.94%
Wireless	32,850	29,502	285,727	58.06%
VoIP	36,658	35,428	33,998	6.91%
7-digit Emergency Information Line	110,861	106,249	97,839	19.88%
Abandoned Calls	36,331	36,183	25,569	5.20%
TOTAL	22,131	22,859	24,656	5.01%
	515,182	514,652	492,111	100%



Abandoned Calls 2020

24,656 Total

68.5 / Day

2.85 / Hour

Emergency Communications Administrative staff made / received a total of 217,159 calls in 2020.

Incoming Admin Calls: 107,526

Outgoing Admin Calls: 109,633

The total number of outgoing calls from all positions is 163,056, 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	34,321	32,419	94.5%	33,646	98.0%
February	35,273	33,143	94.0%	34,758	98.5%
March	33,491	31,507	94.1%	32,876	98.2%
April	30,374	28,423	93.6%	29,760	98.0%
May	37,267	34,325	92.1%	36,275	97.3%
June	43,419	40,343	92.9%	42,515	97.9%
July	44,518	41,388	93.0%	43,596	97.9%
August	41,613	38,825	93.3%	40,848	98.2%
September	37,540	34,354	91.5%	36,514	97.3%
October	37,138	33,950	91.4%	36,124	97.3%
November	34,954	31,418	89.9%	33,753	96.6%
December	33,639	30,892	91.8%	32,879	97.7%
TOTALS	443,547	410,987	92.7%	433,544	97.7%
<i>Target Goal</i>			90.0%		95.0%

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 2020:

Description	Calls	Minutes	% Calls	% Minutes
Spanish	465	3,437	71.60%	70.60%
Nepali	38	270	5.90%	5.50%
Arabic	32	269	4.90%	5.50%
Kinya/Rwanda	7	114	1.10%	2.30%
Somali	14	108	2.20%	2.20%
Mandarin	14	106	2.20%	2.20%
Burmese	14	87	2.20%	1.80%
Swahili	12	72	1.80%	1.50%
French	9	53	1.40%	1.10%
Russian	5	48	0.80%	1.00%
Cambodian	2	46	0.30%	0.90%
Ukrainian	5	32	0.80%	0.70%
Dari (Afghanistan)	3	31	0.50%	0.60%
Bosnian	2	24	0.30%	0.50%
Karen	4	24	0.60%	0.50%
Italian	1	24	0.20%	0.50%
Tigrigna (Eritrea)	2	21	0.30%	0.40%
Amharic	3	19	0.50%	0.40%
Vietnamese	5	19	0.80%	0.40%
Hindi	2	13	0.30%	0.30%
Rohingya	1	13	0.20%	0.30%
Farsi (Persian)	1	9	0.20%	0.20%
Kirundi	2	8	0.30%	0.20%
Hebrew	1	7	0.20%	0.10%
Bengali	1	5	0.20%	0.10%
Taiwanese	1	5	0.20%	0.10%
Hungarian	1	3	0.20%	0.10%
Urdu	1	2	0.20%	0.00%
Chin	1	1	0.20%	0.00%
Account Total:	649	4,870		

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	5,925
Camillus Police	12,760
Cicero Police	23,598
Dept of Environmental Conservation	28
Dewitt Police	25,995
ESF Police	169
Geddes Police	13,465
Jordan Police	817
Liverpool Police	5,830
Manlius Police	21,334
Marcellus Police	768
New York State Police	34,609
North Syracuse Police	13,012
OCC Public Safety	790
Onondaga Co Park Rangers	1,839
Onondaga Co Sheriff's	98,785
New York State Parks Police	231
Skaneateles Police	3,003
Solvay Police	7,982
Syracuse Police	177,676
SU Public Safety	11,397
Upstate Police	987
Total	461,000

The total number of police dispatches in 2020, as reported, via the Computer Aided Dispatch (CAD) system was 461,000, a decrease of 3.77% from 2019 (478,706) Calls handled by the Syracuse Police Department accounted for 38.54% of the calls, while calls handled by County agencies (including the Onondaga County Sheriff's, New York State Police, and others) accounted for 61.46% of all calls.



Dispatch data for City of Syracuse Fire/EMS for 2016 through 2020 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, specifically in 2020 due to the COVID-19 Pandemic.

City of Syracuse Fire/EMS Dispatch Data

YEAR	*TOTAL	% of CHANGE
2016	21,690	-9.9%
2017	20,783	-4.2%
2018	21,209	+2.1%
2019	21,430	+1.0%
2020	15,927	-29.5%

County Fire/EMS Dispatch Data

Dispatch data for Onondaga County Fire/EMS for 2016 through 2020 is summarized below. Final dispatch totals do not include 47,658 cases dispatched by AMR, in 2020.

COUNTY FIRE/EMS DISPATCH DATA

YEAR	TOTAL	% of CHANGE
2016	58,868	-2.0%
2017	59,736	+1.5%
2018	63,611	+6.5%
2019	64,021	+0.64%
2020	60,028	-6.2%

The charts on the following page contain information regarding assigned DR numbers (Departmental Reference numbers) by fire agency* and EMS agencies for 2020, 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 2020

(Excluding AMR or Advised Incidents)

548,030

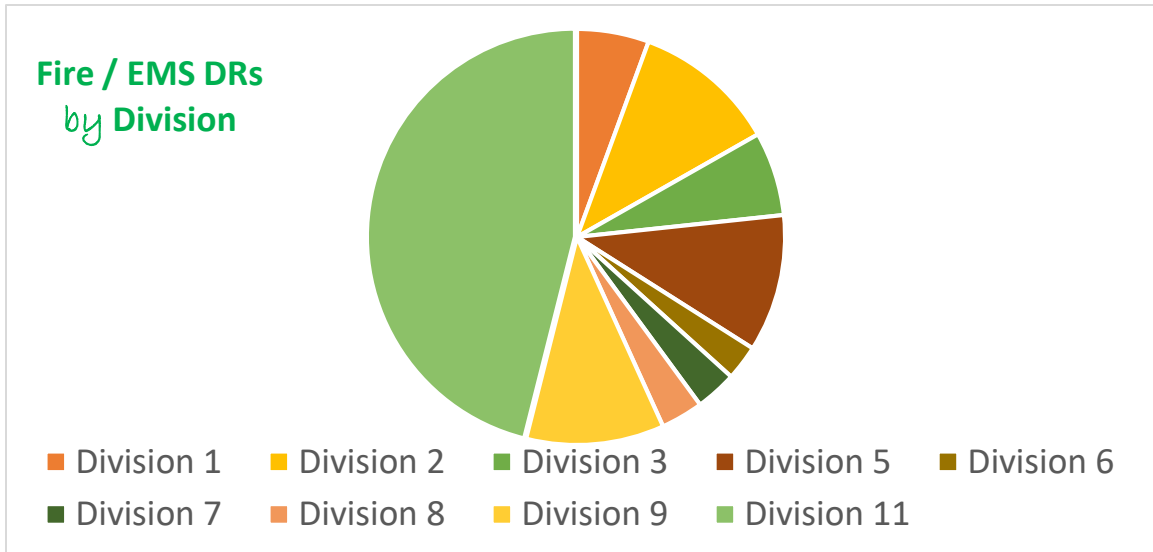
Fire/EMS DR Information (The Fire Divisions were Re-organized in 2020)

DIVISION 1	
Department	# Calls
Northwest Fire District	648
Belgium Cold Springs	422
Lakeside	501
Plainville	175
Seneca River	50
Phoenix	121
Cody	21
Total	1938
DIVISION 2	
Department	# Calls
Hinsdale	258
Liverpool	889
Mattydale	736
Moyers Corners	1013
North Syracuse	691
Lyncourt	293
Total	3880
DIVISION 3	
Department	# Calls
Bridgeport	678
Brewerton	236
Cicero	764
Clay	325
Southbay	259
Caughdenoy	0
Total	2262
DIVISION 5	
Department	# Calls
Dewitt	1788
East Syracuse	743
Fayetteville	354
Manlius	301
Minoa	375
Kirkville	133
174 th Air National Guard	8
Total	3702

***Please Note: Fire Divisions have recently changed.**

DIVISION 6	
Department	# Calls
Amber	68

Navarino	56
Nedrow	246
Onondaga Nation	178
Sentinel Heights	24
South Onondaga	91
Southwood	282
Total	945
DIVISION 7	
Department	# Calls
Apulia	67
Delphi Falls	79
Fabius	76
Jamesville	328
Lafayette	214
Otisco	72
Pompey Hill	176
Tully	98
Total	1110
DIVISION 8	
Department	# Calls
Elbridge	246
Jordan	171
Marcellus	175
Mottville	139
Skaneateles	302
Spafford	31
Borodino	76
Total	1140
DIVISION 9	
Department	# Calls
Camillus	303
Fairmount	529
Howlett Hill	221
Onondaga Hill	645
Solvay	1352
Taunton	321
Warners/Memphis	345
Total	3716
DIVISION 11	
Department	# Calls
City of Syracuse	Total 15967



2020 EMS Case Numbers by Agency

Departmental Reference Numbers (DR's)

#DR's for Ambulance Services

AMR & / TLC **50,069**

#DR's for EMS

Brewerton EMS	690
EAVES	3,126
Fayetteville EMS	1,738
GBAC	4,452
Jordan EMS	1,031
Lafayette EMS	420
Manlius EMS	1,394
Minoa EMS	1,158
MAVES	751
NOVA	4,570
NAVAC	6,841
SAVES	793
Syracuse University EMS	776
Tully EMS	372
WAVES	2,668
Physician Response	34
Total DR's for EMS	30,814

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 twelve (112) Signal 99's during the calendar year 2020.

Division	Signal 99 Alarms	Percentage
1	8	7.14
2	13	11.61
3	5	4.46
5	9	8.04
6	2	1.79
7	3	2.68
8	2	1.79
9	4	3.57
11*	66	58.93

*Newly created Division Eleven encompasses the City of Syracuse (including ARFF properties) and was formerly referred to as Division Ten. Division Four agencies have been absorbed by other districts.

Alarm Center®

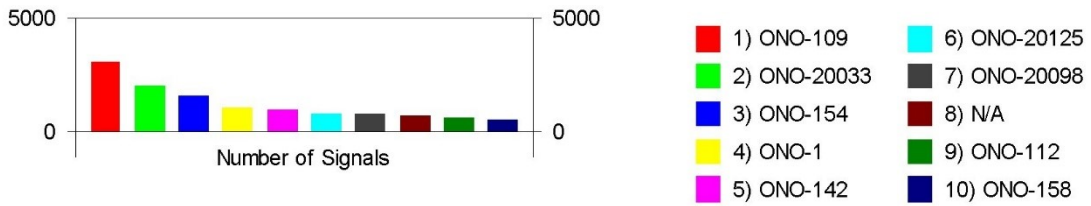
ALARM CENTER

The 911 Center monitors alarms for all County owned buildings and volunteer fire departments within Onondaga County. Listed below are the statistics for 2020. Of the direct alarms monitored (6,932) were handled by Dispatchers and 1,113 were system self-tests. The 911 Center processed an average of 22.0 direct alarms per day in 2020.

Total Signals Received	43,937
Auto-logged by System	37,005
Handled by dispatcher (Dispatchable)	6,932
System Self-Tests (Shift Verification)	32,283
Shift Verification Tests	1,113

2020 Top Accounts. The following data does not include auto-logged signals or self-test verifications.

ONO-20033	Rosamond Gifford Zoo	1,997
ONO-154	North Syracuse FD Station #2	1,529
ONO-1	Fairmount Fire Department	1057
ONO-142	Onondaga County Parks, - Arrowhead Lodge	946
ONO-20125	Onondaga County Parks - Highland Forest	804
ONO-20098	Onondaga County Department of Purchasing	733
N/A	Unknown	691
ONO-112	Onondaga County Department of Transportation	633
ONO-158	Veterans Memorial Cemetery	508



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 2020. Our goal remains to deliver the best possible service to the citizens of Onondaga County and those agencies we serve.

Customer Satisfaction

To assess our performance, the department mails postcards to randomly selected callers. These stamped, self-addressed postcards ask the caller to rate the 9-1-1 Center's performance on a scale of 1 to 4 (4=excellent, 3=good, 2=fair, 1=poor) for a variety of topics such as "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 card also contains a space for comments. During 2020, 989 survey cards were mailed. Of those, 142 responses were received. 45 cards were returned as undelivered, 802 were not responded back to, resulting in 847 total no responses.

The average ratings are shown below:

PERFORMANCE TYPE	AVERAGE RATING
Attitude	3.93
Knowledge	3.89
Courtesy	3.94
Customer Satisfaction	3.94
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 2020 Departmental Policy & Procedure Directive #2014, "Digital Voice Recording Reviews and Holds", specifies that copies of telephone calls and radio transmission be retained for 120 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.

One full-time employee and four 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 2020.

During 2020 the total number of audio and data review requests completed by the review office was 6733, an increase of 168% over 2019. The total number of FOIL (Freedom of Information Law) specific requests was 54, a decrease of 46% from 2019. The total number of requests from the District Attorney's Office was 5750, an increase of 230% from 2019. The increase in case reviews is attributed to the change in the NYS discovery statute that went into effect on January 1, 2020.

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 VESTA Analytics (call taking statistics), Intergraph CAD, 2020 Complaint database, 2020 Tape Review database, and the departmental Training database.

General Overview

Of the 492,111 incoming emergency and non-emergency telephone calls, 595,688 dispatches (police, fire, and EMS) 344,047 operational non-emergency calls received/made, and 7,165,283 radio transactions performed by the Department of Emergency Communications Operations. In 2020, a total of 81 complaints were received, (internal and external sources), this was a 16.49% decrease from 2019. All of the complaints received pertained to departmental 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:

2020 DEPARTMENT COMPLAINTS

Service Complaints	Sustained	Unfounded	Exonerated	Not Sustained	Withdrawn	Other	Total
Citizen	8	5	9	2	1	2	27
Member Agency	5	3	7	1	0	6	22
Other Agency	1	0	3	0	0	0	4
Employee	7	0	1	0	0	2	10
911/Operational	13	0	1	0	1	3	18
Total (2020)	34	8	21	3	2	13	81

Technical Services/Radio Divisions

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 158 local, county, state, federal, and tribal public safety and public service agencies operating within Onondaga County. Those agencies alone operate more than 18,000 subscriber radios on the OCICS. To accomplish this, the Radio Division maintains the TLMR Master Site Core, Prime Site Controller, 42 Dispatch Consoles between 2 dispatch locations, numerous ancillary and auxiliary radio repeaters, fire station alerting systems, and 16 remote communications tower site locations 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 Communications Consortium (CNYICC) to interconnect neighboring county radio systems into the Onondaga Master Site Core. These include counties of Cayuga, Madison, Oneida, and Oswego. The Radio Division provides technical support to the CNYICC member counties to ensure the goal of region-wide interoperable communications is met. All this needs to be maintained on a 24/7/365 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.

Major Accomplishments:

Rose Hill Tower Replacement: In 2020, the Radio Division completed Rose Hill Tower Replacement Project. This project replaced an existing 325' guyed tower that was originally built in the 1960's and had reached the end of its useful life from a structural engineering standpoint. The newly erected tower is a 325' self-supporting tower which meets all the latest national codes and standards for steel antenna towers and was engineered to not only serve current needs but has the need for future expansion built in.

Common User Microwave Relay System Replacement: In 2020, the Radio Division completed the replacement and refit of the Common User Microwave Relay System (CUMRS). The CUMRS is a high speed, line-of-sight, radio frequency relay system that links all 16 remote communications tower site facilities. The existing system was over 10 years old and utilized outdated T-1 circuit switched technology and was unable to handle newer systems that required more bandwidth. The new system, furnished by Nokia, uses Multiprotocol Label Switching (MPLS) which routes traffic using the shortest path based on "labels," rather than network addresses, to handle forwarding across the network with greater speeds and higher bandwidth.

Geo-Redundant TLMR Prime Site Controller Project: In 2020 the Radio Division completed the addition of a geo-redundant TLMR Prime Site Controller. This project provisioned a second TLMR Prime Site Controller at the Civic Center tower site thereby eliminating a single point of failure in the OCICS. This second Prime Site Controller is connected to the TLMR system via microwave and is a hot-standby geo-redundant back-up to the Prime Site Controller located at the main 911 Center.

Pandemic/Civil Unrest Support: With 2020 bringing the unprecedented need for interoperability and communications support due to the global pandemic and socio-political civil unrest, the Radio Division

supported local, state, and federal agencies with its cache of subscriber equipment and technical support. The Radio Division joined with partners with the New York State Division of Homeland Security and Emergency Services, Office of Emergency Communications (DHSES-OIEC) to plan, respond, and mitigate state-wide communications issues and ensure uninterrupted radio communications, interoperability, and 911 access.



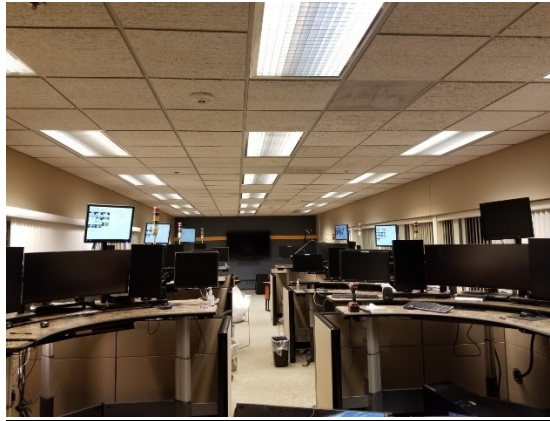
Administrative Support Division

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 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



Training Room 2020

Training in 2020, for the most part, was sidelined by Covid-19. The training division was able to provide required annual computerized training via PowerDMS.

In-Service Training

In-service training is typically provided to employees on a regular basis, on a variety of topics, however due to the Covid-19 state-wide shutdown in March of 2020, the training division was able to hold only a few in-person learning classes prior to the shut-down.

Training for New Employees

The 2020 shut-down also prevented the Department of Emergency Communications from hosting new hire training classes. Promotional training classes were also put on hold.

Additional Training for Employees

All employees were required to complete on-line CAD Delta training in 2020.

2020 Training Hours

TOPIC	#EMPLOYEES	TOTAL HRS	TOPIC	#EMPLOYEES	TOTAL HRS
Roll Call - 8hr Employees 1/1/20 - 3/24/20	105	1063.13	APCO CTO Course		
Roll Call - 12hr	24	182	APCO RPL Course		
Roll Call - (ALL) 3/25/20 - 12/31/20	141	2457.63	APCO Supervisor Course		
New Hire - PST			APCO Misc.		
New Employee - PSD			ESL/Return to work		
Dispatch Cross Train			Remedial Training	2	6
EMD Original			Diversity Training		
EMD Refresher	130	520	Supervisor Promotional		
Supervisory Refresher	35	35	NYSPIN	2	200
ARTSS x 12 Deliveries	140	910	Peer Support Refresher		
PSCIM			Defensive Driving		
Aggressive Deadly			Sexual Harassment Training	135	135
DCJS/CJIS	33	33	Training	130	195
CPR-AED Original			Radio Voting	36	9
CPR-AED Refresher	57	171	CJIS Local Agency	1	1
CPR Instructor Update	8	4	COVID Tracing Training	2	10
CPR Instructor Update	6	3	Incident Comm. Center	3	72
TERT Refresher	20	10	SPD Realignment	65	65
Fire Refresher			CAD Delta 9.4 Overview	10	160
Police Refresher			CAD Delta DBM Training	4	32
Call Taker Refresher	130	520	CAD Delta Employee	130	520
CTO Refresher	45	22.5	NY ALERT	33	33
FEMA Courses	2	5	ECATS	32	32
RAPIDSOS Jurisdictional	134	67	TOTAL TRAINING HOURS*		7473.26

2017 Training Hours = 22,637.98

2018 Training Hours = 22,023

2019 Training Hours = 24,233.6

2020 Training Hours = 7,473.26

***Decrease of 16,760.34 hours from 2019 (COVID-19 RELATED, DUE TO NO NEW HIRE/CROSS TRAINING)**

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 identified.

2020 Budget

This is a summary of the 2020 Department of Emergency Communications budget:

	Sum of Budget	Sum of Expense
Personnel Expense	9,524,776	9,159,828.16
Employee Benefits / Fringe	4,291,427	4,200,822.55
Expenses	5,179,672.54	4,271,642.12
Transfer to Grant Expenditure	65,000	65,000
Debt Service Expense	1,816,826.00	1,816,826.30
Total Expense	20,877,701.54	19,514,119.13
Revenues	3,481,285.00	3,497,009.24
Local Dollars	17,396,416.54	16,017,109.89



IN 2020, WAYNE DESIGN DONATED A NEW "WELCOME" SIGN TO THE 911 CENTER. MANY THANKS TO WAYNE DESIGN AND TO ALL 911 STAFF WHO WORKED TO MAKE THIS HAPPEN!