



ONONDAGA COUNTY

DEPARTMENT OF EMERGENCY COMMUNICATIONS

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February 12, 2010

TO: Joanne M. Mahoney, County Executive

FROM: John M. Balloni, Commissioner

SUBJECT: 2009 Annual Report

It is my pleasure to share with you this Department's 2009 Annual Report. During the past year the 9-1-1 Center received 528,903 telephone calls and made 503,168 incident dispatches for a total of 1,032,071 communications transactions. The number of wireless calls continued to increase during 2009. In 2009 we received 199,337 wireless 9-1-1 calls. This is a 7% increase from the 2008 total of 186,406 wireless calls. 2009 is also the fourth consecutive year that the annual number of wireless 9-1-1 calls exceeded the number of wireline 9-1-1 calls.

It is especially noteworthy that during 2009 we completed the first operational phase of the Onondaga County Interoperable Communications System (OCICS) project by installing mobile radios and distributing portable radios to first responders in Onondaga County. We also added four new tower sites in Elbridge, Skaneateles, Lysander, and Jamesville to enhance county-wide radio communications. Updated information regarding the status of the OCICS project can be found at <http://esp.ongov.net/OCICS/>. This project will correct many radio operational issues thus improving safety for our first responders as well as our citizens.

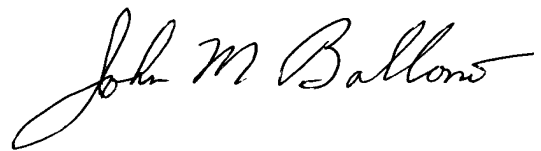
Also during 2009 we interfaced camera feeds from the New York State Department of Transportation to enable call taking and dispatching positions to view live highway cameras. Additionally, we obtained authorization to increase the 9-1-1 landline telephone surcharge from \$.35 to \$1.00 a month to fund future emergency communication technology upgrades. During 2009 this Department remained within the confines of our 2009 Adopted Budget.

During 2010 we will continue management of the capital project for the OCICS including administering train-the-trainer instruction for system users and eventual

deployment of radios to all first responders. We will also begin the Commission on Accreditation for Law Enforcement Agencies (CALEA) re-accreditation process by completing an on-site audit by CALEA assessors. The re-accreditation process will be complete when we appear before the CALEA Board early in 2011.

Additionally, early in 2010 an upgrade to the CAD system will be installed to make 9-1-1 Center operations more efficient and effective. We will also continue working with the Onondaga County Department of Information Technology and user agencies to develop and implement the new Multi-Agency Electronic Reporting Law enforcement Information Network (MERLIN) record system which will replace the CHAIRS system that has been in use since the 1970's.

Our accomplishments in 2009 and the ambitious agenda we have for 2010 are made possible through the combined support of the Executive and Legislative branches of County government and we appreciate that continuing support.

A handwritten signature in black ink that reads "John M. Balloni". The signature is written in a cursive style with a large, sweeping initial "J".

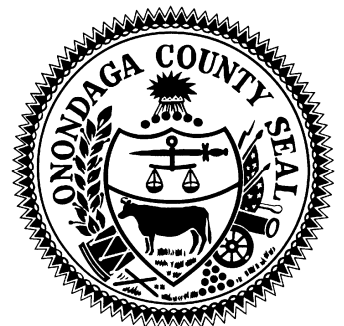
John M. Balloni
Commissioner



2009 ANNUAL REPORT



**Onondaga
County**
NEW YORK



2009
ANNUAL REPORT
FOR THE
ONONDAGA COUNTY

DEPARTMENT

OF

EMERGENCY

COMMUNICATIONS

SUBMITTED BY,

JOHN M. BALLONI
COMMISSIONER

2009
ANNUAL REPORT
ONONDAGA COUNTY DEPARTMENT OF EMERGENCY COMMUNICATIONS

Table of Contents

Overview	1
- Organizational Chart	1
- 2009 Accomplishments	2
- 2010 Goals & Objectives	3
Executive Department	4
- 9-1-1 Back-up Site	4
- Upgrades to CAD, MDR, and RMS	4
- Onondaga County Interoperable Communications System (OCICS)	5
- Field Communications Unit	5
- Accreditation through CALEA	6
- Meetings with Effectuated & Interested Parties	6
- Policy Review and Oversight Committee	7
- Technical Services Team (9-1-1 Status Meeting)	7
- Police Users Group	8
- Ambulance Director's Committee	8
- EMS Advisory Board	8
- Internet Events Limits Committee	8
- Senior Staff Meeting.....	8
- Personnel	9
- Affirmative Action/Equal Opportunity Policy and Program	9
- Current Staffing	9
- Recruitment and Turnover	10
- Personnel Changes	10
- Personnel Advisory Committee	10
- Employee of the Year	10
- Commissioner's Administrative Award	11
- Peer Awards	12
- Employees of the Month	13
- Letters of Appreciation	17
- Additional Awards	19
- Policy and Procedures Directives	19

Call Taking & Dispatching	20
- Call Taking	20
- Telephone Call Volumes	20
- Percentage Distribution of Telephone Calls	20
- Wireless 9-1-1 Calls	21
- Telecommunications for Non-English Speaking Population (Language Line)	22
- Telecommunications for the Hearing and Speech Impaired (TDD)	23
- Dispatch Data	23
- Dispatches/Incidents by Police Agency	23
- Hourly Police Dispatches by Agency	24
- City of Syracuse Fire/EMS Dispatch Data	25
- County Fire/EMS Dispatch Data	25
- Signal 99 Alarms	28
- Quality Assurance Program	28
- Customer Service Surveys	28
- Incident Reviews	29
- Onondaga County Abduction Alert Program	30
- Box Alarm Changes	30
- Premise History Updates	30
- Support for Volunteer Services	31
- Homeland Security	31
Technical Services and Training	31
- Technical Services	31
- Training	32
- Training for New Employees and Positions	32
- In-Service Training	33
- Training Hours by Category	33
NYSPIN	34
Business Office	34
- Financial Cost of Program Activities	34
- Audit	35
- Budget Preparation and Monitoring	35
- Supplies Ordering & Payment Processing	35
- Payroll & Timekeeping	35
Community Outreach	35
- Speaking Engagements & 9-1-1 Center Tours.....	36

Department of Emergency Communications Mission Statement

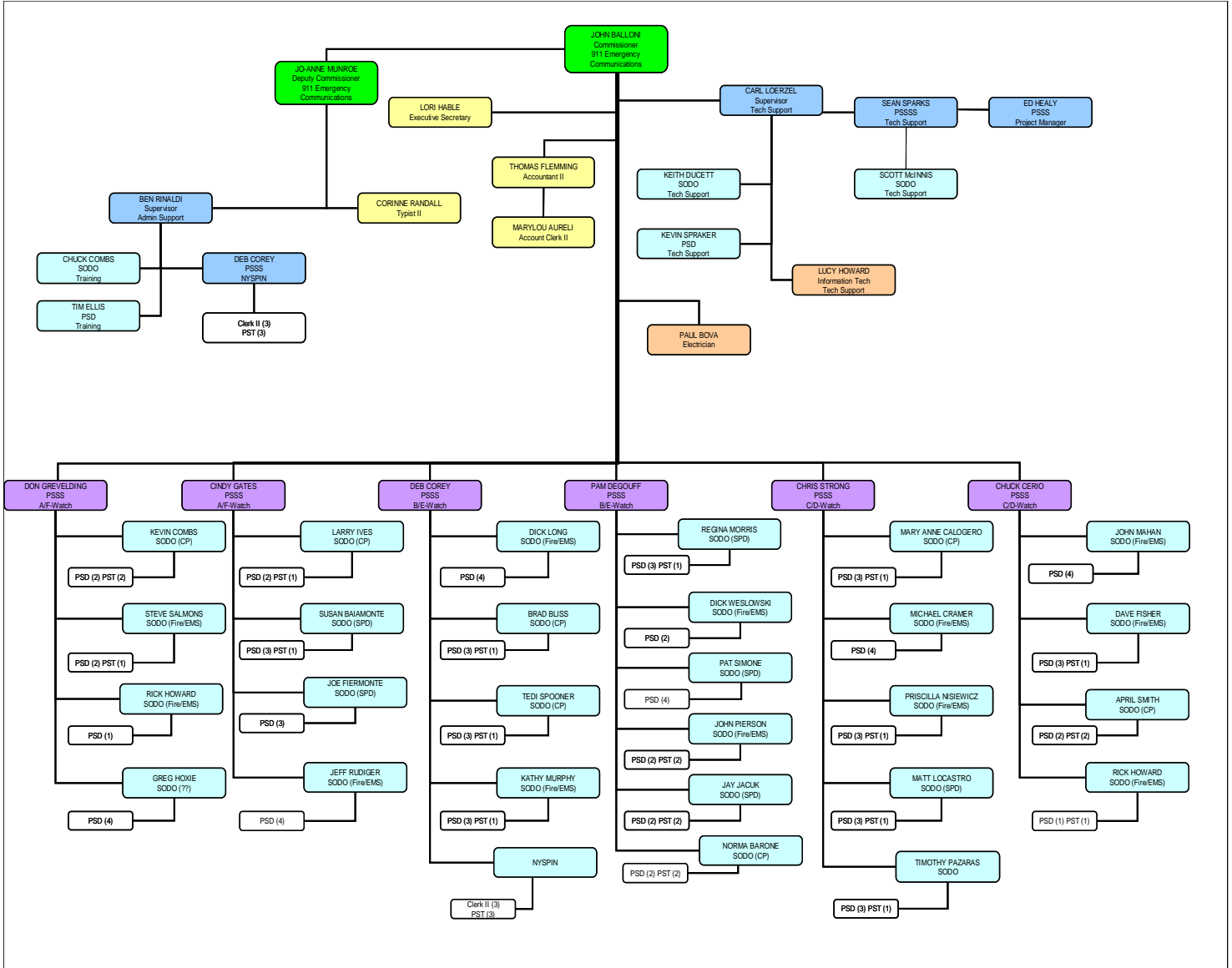
The mission of the Department of Emergency Communications is to provide optimum quality emergency dispatch service to our customers and emergency service providers in the most cost-effective manner. Our customers are the citizens of Onondaga County and the public safety agencies that utilize the services of this Center.

On the web at:
<http://www.ongov.net/911/>

OVERVIEW

Organizational Chart

The following chart shows the organizational structure of the Department of Emergency Communications.



Key: SSA = Shift Supervisor of Administration
 SODO = Supervisor of Dispatch Operations
 PST = Public Safety Telecommunicator
 CP = County Police

PSSS = Shift Supervisor
 PSD = Public Safety Dispatcher
 SPD = Syracuse Police Department

2009 Accomplishments

- Completed the first operational phase of the OCICS project by installing mobile radios and distributing portable radios to first responders in Onondaga County. Information regarding the status of the project can be found at <http://esp.ongov.net/OCICS/>.
- As part of the OCICS project added four new tower sites in Elbridge, Skaneateles, Lysander, and Jamesville to enhance county-wide radio communications.
- Obtained authorization to increase the 9-1-1 landline telephone surcharge from \$.35 to \$1.00 a month to fund emergency communication technology upgrades.
- Remained within the confines of the 2009 Adopted Budget.
- The Onondaga County Comptroller's Office conducted a fiscal audit of the Department of Emergency Communications. The auditor's final report stated, "Emergency Communications records appear to be accurate and complete and are in adherence to management's policies and procedures in all material respects."
- Interfaced the recently acquired camera feeds from the New York State Department of Transportation to enable call taking and dispatching staff to view the highway cameras.
- During 2009 9-1-1 Center staff received 23,780 hours of new and in-service training.
- Moved the emergency generator for the 9-1-1 Back-up Site to the roof of the Civic Center.
- Continued the program to hire and train sufficient new staff to allow the Department to reach our authorized full staffing level by conducting two training classes for new hires in 2009.
- Continued to work with the Onondaga County Health Department and the Department of Emergency Management to identify opportunities for State and Federal grant resources.
- Actively participated as members of CNYLEADS Technical and PROC (Policy Review & Oversight Committee) Committees.
- Updated the alarm monitoring system used to monitor alarms for County owned buildings to provide redundant capabilities at the 9-1-1 Center Back-up site.
- Participated in various Disaster Drills & Tabletop Exercises within the County and introduced concept of "tactical dispatchers" to support on-scene communications for major incidents.
- Met the New York State mandate that 90% of all calls be answered within 10 seconds.
- Participated in the successful Operation IMPACT program by providing dispatch services to the multi-agency police operation.
- Continued participation in Onondaga County's Internet website by hosting our own Department pages to further our community education program and in conjunction with the Department of Information Technology developed a web access point to updated CAD information.

- Continued the community education program regarding proper use of the 9-1-1 emergency telephone number.

2010 Goals & Objectives

- Begin the Commission on Accreditation for Law Enforcement Agencies Re-accreditation process by completing an on-site audit by CALEA assessors. The second part of the Re-accreditation process, appearing before the CALEA Board for final Re-accreditation approval, will be completed early in 2011. The achievement of Accreditation signifies that we are meeting the highest national standards for communication centers as established by an independent body.
- Continue managing the capital project for the Onondaga County Interoperable Communications System (OCICS). Information regarding the status of the project can be found at <http://esp.ongov.net/OCICS/>
- Install an upgrade to the CAD system to make 9-1-1 Center operations more efficient and effective. The system upgrade is scheduled for early in 2010.
- Complete installation of the telephone equipment upgrade at the 9-1-1 Center Back-up Site.
- Continue the program to hire and train sufficient new staff to allow the Department to reach our authorized full staffing level.
- Assume management of the adjacent former Sheriff's South Station/Fire Control building from the Division of Facilities Management.
- Continue working along with the Department of Information Technology and user agencies to develop and implement the new Multi-Agency Electronic Reporting Law enforcement Information Network (MERLIN) record system which will replace the CHAIRS system which has been in use since the 1970's.
- Work with our regional partners to finalize the Tactical Interoperable Communications Plan (TICP) for handling emergency communications during joint operations and multi-jurisdictional incidents.
- Continue working with the five County (Onondaga, Madison, Cortland, Cayuga, and Oswego) regional consortium to establish an interoperable communication system within the region and throughout the State.
- Complete 800 MHz rebanding project.
- Continue to work with the Onondaga County Health Department and Emergency Management to identify opportunities for State and Federal grant resources.
- Continue the community education program regarding proper use of the 9-1-1 emergency telephone number.
- Investigate the feasibility of installing solar panels at 9-1-1 tower sites.
- Remain within the confines of the 2010 Adopted Budget.

EXECUTIVE DEPARTMENT

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.

9-1-1 Center Back-up Site

The Department of Emergency Communications' Back-up Site was completed in 2006. The back-up site is intended to be used when the main 9-1-1 Center becomes inoperable for any reason, or in the event of a catastrophe such as a natural disaster or terrorist attack.



The back-up site is located alongside the Emergency Operations Center in order to ensure that police, fire, ambulance, health, utility, and governmental officials can remain in contact with field resources as well as consult with each other during an emergency. The back-up site contains computers, telephone equipment, and radio

equipment that is compatible with the equipment in the main 9-1-1 Center. This compatibility ensures that if a transfer to the back-up site is necessary we can carry on call taking and dispatch operations with minimal disruption. The back-up site is tested monthly to ensure continued proper operation.

The Back-up Site was activated on one occasion in 2009, which was a planned activation for testing purposes. This twenty-four hour test activation not only allowed us to ensure that the Back-up Site is functioning properly but also allowed us to perform a thorough cleaning of the 9-1-1 Center floor area which is not possible when the main site is active.

During early 2010 the Back-up site will be activated while the Computer Aided Dispatch (CAD) system at the main 9-1-1 site is upgraded.

Upgrades to the Computer Aided Dispatch (CAD) System, Mobile Data Radio Network, and Records Management System (RMS)

During 2009 the 911 center continued to work on maintaining and updating the Computer Aided Dispatch (CAD) System. Working in conjunction with the Syracuse-Onondaga County Planning Agency (SOCPA) the CAD map was updated by adding

points of information for residences in the county. This will enhance emergency response by showing where the “front door” of a residence may be and how far off the roadway it is. At year-end this process was approximately 60% completed.

Additionally, the County also contracted with Intergraph to upgrade the current CAD system. The new version will give dispatchers many enhancements to make 9-1-1 Center operations more efficient and effective. The system upgrade is expected to be completed early in 2010.

Also, Omega Fire View software was added. This system integrates information from CAD and the Zoll RMS system to provide additional reporting capabilities for fire and emergency medical service users.

Onondaga County Interoperable Communications System (OCICS)

The Department continues to manage the Onondaga County Interoperable Communications System (OCICS) project including preliminary testing of the Trunked Land Mobile Radio (TLMR) system. During 2009 necessary site development and rehabilitation at all tower site locations was completed. In addition new tower sites were established in Lysander, Elbridge, Skaneateles, and Jamesville. Motorola site equipment was installed at the remote tower sites including digital trunking radios, antenna combiners and systems, networking switches and equipment, and DC power plants. Also in 2009 final development and approval of subscriber unit programming code plugs was completed as was final approval of the Master Talkgroup Plan. By November field testing of the system began and the outcome was extremely promising with test results exceeding initial expectations. Toward the end of the year radio staff received training on Network Administration and final preparations were being made for the upcoming 2010 train-the-trainer course.

Up to date information regarding the project can be found on the internet at <http://esp.ongov.net/OCICS/>.

Field Communications (Field Comm) Unit

The Department of Emergency Communications’ Field Communications (Field Comm) Unit has been in service since 2006. The Field Comm Unit is a sport utility vehicle equipped with the most up to date communications technology including a laptop computer with wireless internet capability, a wireless telephone, as well as low-band, VHF, UHF, and 800 MHz dual control-head mobile radios which have been pre-programmed with frequencies commonly used by local emergency responders. The Field Comm Unit is designed to serve local emergency responders in a variety of situations that may require a high level of communications support for specific



emergency situations and assisting incident and tactical commanders in the execution of their duties during the course of a critical incident. The Field Communications Unit will be updated with new radio system equipment and will be a key asset to the implementation of the new County-wide radio system (OCICS) in 2010.

Accreditation through CALEA

CALEA (Commission on Accreditation for Law Enforcement Agencies), in conjunction with APCO (Association of Public-Safety Communication Officials), has developed a thorough and comprehensive accreditation process for Emergency Communications Centers.



Our agency was originally accredited by CALEA in March 2002. The accreditation process signifies that our Center is in compliance with communication center standards as identified by CALEA. This initial accreditation was in effect for a period of three years and has been renewed continuously since then.

The Accreditation process does not end after an agency becomes accredited. The agency must continue to maintain and demonstrate proof that compliance with CALEA standards is maintained on an on-going basis.

Each year our agency is tasked with verifying that we continue to comply with CALEA Standards. This is verified by an annual report that must be completed by our agency. Some examples of the areas we verify are an annual analysis of grievances and an analysis of complaints our agency has received to determine if any patterns exist that require disciplines and/or remedial training. We also verify if we are in non-compliance with any mandatory standards and whether any non-mandatory standard's status has changed.

During our most recent accreditation process in March 2008 not only did our agency gain accredited status for another three year term, but the Onondaga County Department of Emergency Communications was named one of thirteen CALEA Flagship Agencies. The CALEA Flagship Agency program was introduced in December 2004 to acknowledge the achievement and expertise of some of the most successful CALEA Accredited Agencies, and also to assist others by providing "flagship examples." As stated in a letter from CALEA Executive Director Sylvester Daughtry, Jr., "A Flagship agency represents an extraordinary example of excellence in an accredited communications agency."

Our agency is scheduled for our next re-accreditation audit in late 2010 with the accreditation process being completed in early 2011.

Meetings with Affected & Interested Parties

The Executive Department 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. The department fosters and maintains a spirit of cooperation through reciprocal and lawful sharing of information and advice with all levels and branches of government and public safety agencies and organizations. We ensure that the community and the Center share the responsibility to prevent, control and reduce the risk of inappropriate and/or criminal behavior through mutual support and cooperation. This is accomplished by allowing related community agencies to contribute to policy development and to participate in coordinated planning and inter-agency consultation.

Policy Review and Oversight Committee (PROC)

The Policy Review and Oversight Committee meets monthly to discuss various operational policy and procedure issues directly related to communications and dispatching functions. The committee's primary role is to provide guidance in a pro-active manner through policy and operational practices review to aid in the Department of Emergency Communication's mission of providing the best possible system of delivery of police, fire and emergency medical services to the residents of Onondaga County. The PROC also reviews compliance issues and acts as the governing body for the Onondaga County Interoperable Communications System (OCICS). Membership of this 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 Coordinator, the City of Syracuse Chief of Police, the Chief of the City of Syracuse Fire Department, the President of the Onondaga County Chiefs of Police Association, the Onondaga County EMS (Emergency Medical Services) Advisory Board Chairperson, 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 Chairperson of the Onondaga County Fire Advisory Board, the Director of Onondaga County Emergency Medical Services Bureau, the Director of the Onondaga County Planning Agency, the Chief Information Officer (CIO) 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.

Technical Services Team (9-1-1 Status Meeting)

The Technical Services Team is chaired by the Supervisor of Technical Services and Training. The Technical Services Team meets bi-monthly the first Wednesday of the month. During 2009 the Committee met six times to discuss and resolve technical issues and to develop plans to improve the emergency communications systems. Attendees at this meeting include land mobile radio specialists, telephone specialists, contractor staff for the Computer Aided Dispatch (CAD) system, radio console maintenance and microwave specialists, Onondaga County Department of Information Technology staff, Department of Emergency Communications' staff, Syracuse/Onondaga County Planning Agency (SOCPA) staff and public safety field personnel. During 2009 the Technical Services Team addressed issues such as CAD, RMS, and MDT system updates, the new radio system, mapping issues, the MERLIN project, as well as updates on the OCICS

project, the digital recording NICE system, the Dialogic system, and telephone updates, as well as addressing numerous other issues.

Police Users Group

The Police Users Group met 11 times during 2009. Any law enforcement line officer can attend the meeting along with dispatchers from the 9-1-1 Communications Control Center. These meetings are used to allow line officers and dispatchers to freely discuss and attempt to resolve any issues between themselves without the intervention of command personnel.

Ambulance Directors Committee

The Ambulance Directors Committee met four times in 2009. These meetings occur at the 9-1-1 Center and are attended by the Commissioner or Deputy Commissioner as well as a Supervisor of Dispatch Operations from the Fire Pod. At these meetings issues concerning emergency medical dispatch procedures are discussed.

EMS Advisory Board

The EMS Advisory Board met six times during 2009. The EMS Advisory Board advises the County Executive on matters related to Emergency Medical Service issues. Members of the EMS Advisory Board include representatives from all ten county sector divisions, individuals from the medical community, a representative from Fire Advisory Board, a representative from the County Executive's Office, as well as a member of the 9-1-1 Center staff.

Internet Events Limits Committee

The Internet Events Limits Committee was established early in 2008. The Committee is comprised of members of various public safety agencies and employees of the Department of Information Technology. The committee determines what type of information can be released to the media on the internet site showing active and closed calls for service. The Onondaga County Department of Information Technology has created a website which populates with incident information. The website shows the responsible agency, event type, and general location of the event. This Committee's mission is to determine what information will be released to this website. Emergency Medical Service and certain other sensitive law enforcement calls are not included on the site due to their confidential nature. This site enables news media to access information regarding on-going incidents without their having to contact the 9-1-1 Center. The posting of certain law enforcement information to the site is delayed by twenty minutes to ensure that emergency services personnel are the first to arrive on the scene.

Senior Staff Meeting

The senior staff of the 9-1-1 Center, which includes Executive Staff, Public Safety Shift Supervisors, the Accountant II and our liaison from the Department Information

Technology, meet 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. The Department's liaison from the Division of Management and Budget also sometimes attends this meeting.

Personnel

The Executive Department administers the staffing and personnel functions of the 9-1-1 Center and develops staffing levels and structure including hiring, staff assignments and schedules, performance evaluations, staff disciplines, process grievances and appeals, and develops and administers training programs to ensure the proficiency of the 9-1-1 Center staff.

Affirmative Action/Equal Employment Opportunity Policy And Program

The Department of Emergency Communications' Affirmative Action/Equal Employment Opportunity (AA/EEO) policy is set forth in Departmental 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. In conjunction with this directive we have prepared an AA/EEO Policy and Program that states the goals of the Department's AA/EEO policy. This policy and program was developed in consultation with the Onondaga County Affirmative Action Officer.

Current Staffing

The following shows the staffing level at the 9-1-1 Center as of December 31, 2009.

TITLE	CURRENT STAFFING
Commissioner	1
Secretary	1
Deputy Commissioner	1
PSSS	10
SDO	29
PSD	78
PST	21
Clerk II	4
Accountant II	1
Account Clerk II	1
Typist II	1
TOTAL	148

Recruitment & Turnover

During 2009 fifteen employees left the Department of Emergency Communications. The following chart summarizes turnover at the Department of Emergency Communications in 2009.

Reason	PSSS	SDO	PSD	PST	Maint Wrk I	TOTAL
Resignation	0	0	5	4	0	9
Retirement	1	2	0	1	0	4
Transfer	0	0	0	0	1	1
Failed Probation	0	0	0	1	0	1
TOTAL	1	2	5	6	1	15

2009 Personnel Changes

The following employees were promoted in 2009.

Don Grevelding - Supervisor of Dispatch Operations to Public Safety Shift Supervisor

Sean Sparks - Supervisor of Dispatch Operations to Public Safety Shift Supervisor

Gregory Hoxie - Public Safety Dispatcher to Supervisor of Dispatch Operations

Timothy Pazaras - Public Safety Dispatcher to Supervisor of Dispatch Operations

Jeffery Rudiger - Public Safety Dispatcher to Supervisor of Dispatch Operations

The following new employees were hired in 2009.

PSD Loretta Bosco

PSD Jeffrey Paquette

PST Kirstin Hock

PSD Erin Casey

PSD Craig Rumschik

PST Mandy Ross

PSD Michael Niedzialek

PST MaryEllen Botsford

PST William Saintey

The following employee was reinstated in 2009.

PSD Kathleen Monsour

Personnel Advisory Committee

The Personnel Advisory Committee met 23 times during 2009 to discuss various personnel issues such as staff disciplines, awards and recognition, requests for special leaves, requests for reinstatement, and other personnel related matters. The Commissioner appoints the Chairperson of the Committee. Members of the Committee include the Accountant II, Public Safety Shift Supervisors, and Supervisors of Dispatcher Operations. Other appointed ad hoc members occasionally join the Committee.

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. For the year 2009 the

Department of Emergency Communications has selected Public Safety Dispatcher Donna Dennis as Employee of the Year.

On November 9, 2009 PSD Dennis was working as a call taker when she answered a call from a woman who spoke only Spanish. She immediately connected with Language Line and was able to determine that the woman was calling from Boston, MA. and that her son had been the victim of a homicide in Puerto Rico. The caller reported that she had gone to her local police detectives but found that they were not on duty during weekends. Instead of advising her to contact her local police again after the weekend PSD Dennis helped her. Through her patience and professionalism PSD Dennis was able to determine that the suspect in her son's homicide might be in the custody of the Onondaga County Sheriff's Office using a false name. PSD Dennis notified not only jail officials but also the City of Syracuse Police Criminal Investigations Division. In the end the suspect at the jail was identified as the suspect in the homicide case and an arrest was made. PSD Dennis' pursuit of this incident was timely as the jail had received release paperwork for the suspect.

The professionalism and dedication displayed by PSD Dennis was essential in the arrest of this suspect.

The Department of Emergency Communications congratulates and salutes Public Safety Dispatcher Donna Dennis on her outstanding performance resulting in her selection as Employees of the Year for 2009.

Commissioner's Administrative Award

SODO Charles Combs, Lori Hable, PSSS Ed Healy, Lucy Howard, PSSS Carl Loerzel, SODO Scott McInnis, Deputy Commissioner Jo-Anne Munroe, PSSS Ben Rinaldi, Joe Rinefierd, PSSS Sean Sparks, and PSD Kevin Spraker were selected, as a group, to receive the Commissioner's Administrative Award for their work in managing the Onondaga County Interoperable Communications System (OCICS) project. During 2009 site development and rehabilitation at all tower site locations was completed as well as the addition of new tower sites in Lysander, Elbridge, Skaneateles, and Jamesville. Site equipment was installed at the remote tower sites including digital trunking radios, antenna combiners and systems, networking switches and equipment, and DC power plants. Also in 2009 final development and approval of subscriber unit programming was completed as was final approval of the Master Talkgroup Plan. By November field testing of the system began and field testing results far exceeded initial expectations. The system is expected to be on-line and fully operational early in 2010. The above was completed while maintaining normal operations. The professionalism and dedication shown by all of those named above is instrumental in the success of the radio project.

Peer Awards

A peer group made-up of the 911 Center's rank and file employees selects the recipients of these awards. The fact that these award winners were chosen by their co-workers makes these awards especially meaningful. Those selected for 2009 are;

Police Dispatcher of the Year – Jenna Gross has been selected as Police Dispatcher of the Year for 2009. Public Safety Dispatcher Gross was selected because of her ability to consistently maintain a professional and calm demeanor no matter the difficulty of the situation. Jenna has always done the utmost to assist field units and her co-workers on a daily basis. In May 2009 she was the dispatcher for a shots fired call in the City of Syracuse. She immediately started additional units to the scene and held the air open for the safety of the officers. Later, in November 2009, PSD Gross dispatched an incident involving a robbery in progress in which the suspect was armed with a handgun and fired on the arriving officers. Jenna played a large role in sending additional officers to secure the scene and the surrounding area. In both these situations PSD Gross showed the utmost concern for officer safety which typifies her work.

Fire Dispatcher of the Year – Timothy Pazaras and Josh Galloway were selected as co-Fire Dispatchers of the Year for 2009. Supervisor of Dispatch Operations Pazaras was selected because he always maintains a courteous, calm, and professional attitude. Tim's co-workers in the "Fire Pod" have complete faith in his knowledge of fire and emergency medical service activities and policies. SODO Pazaras was recently appointed to a supervisory position and has held a Technical Liaison position through numerous projects and technical upgrades at the 9-1-1 Center. Tim is always willing to assist his co-workers with any question or concern.

Public Safety Dispatcher Galloway was selected because of his consistently calm, professional, and accurate performance in the Fire Pod. PSD Galloway continually provides accurate and complete information to responding units in a timely manner. Josh regularly volunteers for overtime on all shifts to help ensure that the 9-1-1 Center is adequately staffed. During 2009 he dispatched ten signal 99 working fire calls, more than twice the number of most co-workers. PSD Galloway manages to do the above projecting a positive attitude.

Telecommunicator of the Year – Danielle Kearney was selected as the Telecommunicator of the Year for 2009. PST Kearney was selected based on her consistent effort and calm demeanor while taking emergency telephone calls as well as in dealing with her co-workers. Danielle is always very pleasant to work with and does her best to obtain pertinent information from callers to the 9-1-1 Center in a timely and professional manner. Danielle has an indefatigable spirit and drive which makes her a great example to other employees. In the short time PST Kearney has been employed at the 9-1-1 Center she has proven to be an assiduous employee.

Supervisor of the Year – Deborah Corey was selected as Supervisor of the Year for 2009. PSSS Corey due to her professionalism and dedication to both the 9-1-1 Center Administration and floor personnel. She follows through with any concern that is brought to her attention in an attempt to solve problems. She deals with difficult situations with confidence and intelligence. Her daily passion about her job is an example and an inspiration for her co-workers. The leadership skills she displays have earned her the

respect of both the Administration and floor personnel. Debbie's ability and willingness to help anyone on any shift contributes to the overall success of the 9-1-1 Center.

Employees of the Month

The following employees were named as Employee of the Month during 2009.

Richard Moses and Mary Vadnais

On February 6, 2009 a call was dispatched regarding a suicidal male in the City of Syracuse. Two patrol officers were dispatched to the scene. While they were en route additional information was received from a third party that the suicidal person was inside an apartment and possibly in possession of a handgun. Several additional police officers were deployed and the call was switched to Channel One. The 300 block of West Seneca Turnpike was closed to all pedestrian and vehicular traffic. The Emergency Response Team (ERT) was in the area and overheard the call being dispatched. Due to the serious nature of the call they also responded to the scene. Eventually a forced entry was made into the residence and the suicidal person was taken into custody without incident. Later a search warrant was executed for the premises and a handgun was recovered. Afterward the 9-1-1 Center received a letter from Lieutenant Caruso of the Syracuse Police Department complimenting PSD Moses and PSD Vadnais for their, "strong communications skills, critical thinking skills, sound judgment, and thorough knowledge of your duties."

The professionalism and teamwork displayed by PSD Moses and PSD Vadnais were instrumental in the positive outcome of this situation.

Cynthia Cieloch

On February 13, 2009 Operation Impact Units investigated a purse snatching in the Town of Dewitt. Suspect vehicle information for this incident matched a purse snatching in the same area the previous day. The suspect vehicle information also matched an incident that had occurred in Madison County on February 13th. PSD Cieloch took the limited license plate information reported during these incidents and began running license plates to match the partial plate with the vehicle description. Eventually PSD Cieloch located a similar vehicle that was registered to an individual in Dewitt. Continuing her search she located the name of an individual who had previous police contacts while operating that vehicle. PSD Cieloch quickly reported this information to patrol and CID units. A short time later the suspect vehicle was located and the driver that PSD Cieloch indentified was brought to CID where he admitted his involvement in the purse snatchings.

The professionalism and skill displayed by PSD Cieloch were essential in apprehending this suspect.

Todd Hildreth

On March 17, 2009 at approximately 2022 hours the 9-1-1 Center received a call regarding a possible abduction in the Town of Clay. During the course of the call it became necessary for PSD Hildreth to control at least 14 police units, hold the air, check several

locations, coordinate street closings, and request an ambulance. He made and monitored all transmissions regarding the incident for almost an hour. This call is typical of the many calls PSD Hildreth handles with proficiency and professionalism. PSD Hildreth also represents the 9-1-1 Center at the Police Users Group meetings, acts as the CAD liaison, and has been cross-trained as a Fire/EMS dispatcher.

The professionalism and teamwork PSD Hildreth displays are vital in the continued smooth operation of the 9-1-1 Center.

Charles Combs, Jr.

Over the course of the last few years SODO Combs has worked behind the scenes on two key projects which have had a major positive impact on operations at the Department of Emergency Communications. The first project entailed attending numerous meetings and coordinating with the New York State Department of Transportation for the installation and implementation of local traffic camera feeds to the 9-1-1 Center. This tool has proven itself to be a valuable resource to the operations of the Department. The second project involved formulating a curriculum for PST and PSD training. SODO Combs continued the curriculum development process until final approval was obtained from Onondaga Community College and the Public Training Safety Center to accept this curriculum as a college level accredited course.

The professionalism and diligence SODO Combs displays are crucial in the continued smooth operation of the 9-1-1 Center.

Charles Cerio, Sr.

On May 10, 2009 United States Vice-President Joseph Biden was in Central New York to deliver the commencement address at Syracuse University and to make several other stops. This visit entailed a very large scale operation involving the United States Secret Service, the Federal Bureau of Investigation, the New York State Police, the City of Syracuse Police, and the Onondaga County Sheriff's Office. As of Friday May 8th no plans for this detail had filtered through to the 9-1-1 Control Center. PSSS Cerio took it upon himself to ask Syracuse Police personnel if we should expect any instruction. The City of Syracuse Police thought that we had already been notified. At this point PSSS Cerio took charge of the situation, contacting Deputy Commissioner Munroe to receive permission to plan our role in the detail. He then prepared memos and procedures for 9-1-1 Center personnel so that everyone was informed. PSSS Cerio's efforts ensured that the 9-1-1 Center increased staffing by two positions during the Vice President's visit. The training room was also used for the radio detail and SPD Captain Galvin was here to assist as needed. The result of PSSS Cerio's efforts was that the Vice-President's visit went off without a hitch. The professionalism and dedication displayed by PSSS Cerio were instrumental in the positive outcome of this situation.

Jenna Gross

On May 26, 2009 PSD Gross was working on City of Syracuse Police Channel 3 when she overheard a City of Syracuse Police unit call City Channel 2 to obtain information

regarding a female subject that they were going to transport to CPEP. PSD Gross contacted the unit and asked if they would like a unit to assist them as the patient had a history of violent behavior. The unit advised her that they hadn't yet arrived at the scene so PSD Gross started an additional unit to assist on the call. Later that evening there was an incident with shots fired in the City of Syracuse. Upon hearing officers calling in this shooting PSD Gross immediately started additional units and held the air for the safety of the officers. Later Syracuse Police Sergeant John Linnertz telephoned to compliment PSD Gross not only on this performance, but to add that she consistently performs with great concern and attention to officer safety.

The dedication and concern PSD Gross regularly demonstrates are critical in assuring officer safety.

Jon Barrett

On July 6, 2009 PSD Barrett was working as a call taker when he received a call from a male stating that he was, "not in the right frame of mind," and that he wanted to hurt himself. He advised PSD Barrett that he was armed and wanted responding officers to shoot him. For the next 75 minutes PSD Barrett stayed on the telephone with the caller trying to convince him to surrender to police. While doing this he also kept updating the call with pertinent information regarding the weapon and suspect location within the residence. PSD Barrett eventually was able to convince the suspect to surrender and he was taken into custody with no injuries to himself or responding officers.

PSD Barrett's compassion and professionalism were a determining factor in the positive outcome of this situation.

Thomas Rotella

On July 16, 2009 the Onondaga County 9-1-1 Center received a Point of Information from the Virginia Beach Police Department regarding a carjacking. The suspect in the carjacking was known to be on the way to Onondaga County. When PSD Rotella began his shift working as Technical Advisor at 2245 hours he became involved with the call when units utilized channel 6 as they searched for the subject. This incident lasted throughout the night. During this time PSD Rotella was instrumental in helping units locate the suspect by directing them both over the air and on the telephone utilizing the I-mapping system and Pictometry. PSD Rotella helped in the coordination and deployment of patrol units and remained at the Technical Advisor position until the successful outcome of the incident at 0500 hours when the subject was taken into custody.

The dedication and technical knowledge displayed by PSD Rotella were significant in taking this suspect into custody without incident.

Tiffany Nicholas

On July 23, 2009 PSD Nicholas was assigned to the Operation Impact position when a City of Syracuse Police unit called out a vehicle refusing to comply. The suspect had attempted to ram the police unit off the road. A failure to comply ensued. This failure to comply lasted for over thirty minutes with the suspect eventually striking a citizen on a

bicycle and leaving the scene. During this incident PSD Nicholas remained poised and confident. She entered stellar notes, monitored multiple units, maintained control of the air, and quickly updated units with additional information and locations. Later Syracuse Police personnel called the 9-1-1 Center to compliment her notes, documentation, and overall handling of the call.

PSD Nicholas' calm demeanor and professionalism were vital to the capture of this suspect.

Wendy Jacuk

On October 20, 2009 PST Jacuk was working as a call taker at the 9-1-1 Center when she overheard a fellow call taker receive a call reporting a sexual assault. As her co-worker gathered the necessary information, including the suspect's description, PST Jacuk recalled another sexual assault that had occurred three weeks earlier. Knowing that Sheriff's detectives were investigating the initial assault case PST Jacuk contacted the Abused Person's Unit and relayed the newly received information. As a result, the suspect was located, apprehended, and charged with both incidents. For her contributions in bringing this case to a close PST Jacuk was awarded an Onondaga County Sheriff's Certificate of Merit.

The professionalism and skill displayed by PST Jacuk were essential in apprehending this suspect.

Tedi Spooner

On October 30, 2009 SODO Spooner was working as an East Zone dispatcher when she became aware of a reported burglary in Dewitt in which several handguns were stolen. SODO Spooner recalled earlier that day while working as a call taker she received a call reporting that someone was selling a quantity of guns that he had just "robbed". The anonymous caller gave a description of the suspect and a general area where this was occurring. SODO Spooner reported this information and as a result the Dewitt Police and Syracuse Police became aware of each other's incident which allowed them to begin working together. This enabled the Syracuse Police to make an arrest that same day. Additionally, SODO Spooner anticipated that a request for an audio copy of the call would be made and noted the time to make the retrieval easier. She even went so far as to deliver the audio copy disc to the Dewitt Police on her way home from work later that day. Dewitt Chief of Police Gene Conway later sent a letter to this Department complimenting SODO Spooner's work on this incident.

The skill and dedication displayed by SODO Spooner were instrumental in apprehending this suspect.

Donna Dennis

On November 9, 2009 PSD Dennis was working as a call taker when she answered a call from a woman who spoke only Spanish. She immediately connected with Language Line and was able to determine that the woman was calling from Boston, MA. and that her son had been the victim of a homicide in Puerto Rico. The caller reported that she had gone to

her local police detectives but found that they were not on duty during weekends. Instead of advising her to contact her local police again after the weekend PSD Dennis helped her. Through her patience and professionalism PSD Dennis was able to determine that the suspect in her son's homicide might be in the custody of the Onondaga County Sheriff's Office using a false name. PSD Dennis notified not only jail officials but also the City of Syracuse Police Criminal Investigations Division. In the end the suspect at the jail was identified as the suspect in the homicide case and an arrest was made. PSD Dennis' pursuit of this incident was timely as the jail had received release paperwork for the suspect.

The professionalism and dedication displayed by PSD Dennis was essential in the arrest of this suspect.

Kevin Spraker

During his time assigned to the 9-1-1 Center's Technical Services Staff PSD Spraker has proven to be a great asset to the Department of Emergency Communications. In a recent illustration of his "can-do" attitude PSD Spraker developed a solution to getting ANI-ALI data from the servers at the 9-1-1 Back-up Site to the main facility. This was done to provide important data for the new NICE application. While some didn't think that this could be done PSD Spraker accepted it as a challenge and came up with a solution. No matter the situation he's faced with PSD Spraker finds a way to fix the problem or come up with a solution.

The professionalism and skill consistently displayed by PSD Spraker are instrumental in the continued smooth operation of the 9-1-1 Center.

Mary Ellen Botsford

On December 17, 2009 PST Botsford was working as a call taker at the 9-1-1 Center when she received a call from a citizen who had just found her mother unconscious and not breathing. After PST Botsford obtained all pertinent information she sent the call for dispatch. PST Botsford then proceeded to instruct the caller to perform chest compressions until emergency medical service personnel arrived on the scene. Her calm demeanor during this stressful situation helped the caller remain calm as well. When EMS personnel arrived they were able to establish a pulse and bring the patient back from full arrest.

The professionalism and skill displayed by PST Botsford were instrumental in the positive outcome of this situation.

Letters of Appreciation

The Department awarded 179 Letters of Appreciation to the following employees during 2009. Letters of Appreciation are awarded for an act worthy of 9-1-1 Center recognition, or an accomplishment that reflects credit on the 9-1-1 Center. A number appearing after a name indicates the number of Letters of Appreciation that were received during the year by that individual.

PSD Justin Allen (2)	PSSS Cindy Gates	PSD Mike Neidzialek
PSD Vernita Ashley	PSD Maria Gay	PSD Tiffany Nicholas
SODO Sue Baiamonte (2)	PSSS Don Grevelding (3)	SODO Priscilla Nisiewicz
PSD Mike Bajish (2)	PSD Carrie Grevelding	PSD Pam Oatman
SODO Norma Barone	PSD Jenna Gross (2)	PSD MaryBeth Pazaras (2)
PSD Regina Baratta	PSD Denise Guinta-Loerzel	SODO Tim Pazaras
PSD Jon Barrett (2)	PSD Jessica Haase	PSD Steve Pflugh
PST Kim Bell	PSD Rick Hare	SODO John Pierson (2)
PSD Matt Bishop	PSD Matt Herbert	PSD Mike Redhead
SODO Brad Bliss	PSD Todd Hildreth	PSD Tom Rotella
PST Trinity Blunt (2)	SODO Rick Howard (2)	PST Jim Rowley
PST MaryEllen Botsford	PSD David Hoxie (2)	SODO Jeff Rudiger
PSD Carol Boulais	SODO Greg Hoxie (2)	PST William Saintey
PSD Kelly Brigman	PST Ron Hoyt (2)	SODO Steve Salmons (2)
PSD Dawn Burlingame (2)	PSD Debbie Hudson (2)	PSD Joyce Salvagni
PSD Debbie Butler	SODO Larry Ives	PSD Stephanie Schiano
SODO Mary Anne Calogero (2)	SODO Jay Jacuk	PSD Scott Schroeder
PSD Chris Carr	PST Wendy Jacuk	SODO Pat Simone
PSD Jackie Casler	PSD Doreen Jones	SODO April Smith
PSSS Chuck Cerio, Sr. (2)	PSD Laurie Just-Torrance	PSD Ken Smithers
PST Tammy Chiera	PST Danielle Kearney	PSD James Spina (2)
PSD Cindy Cieloch	PSD Kristy Kennedy	SODO Tedi Spooner
SODO Kevin Combs	PSD Al Klimek (2)	PSSS Chris Strong (2)
PSD Julie Connor (2)	PSD Kevin Klimek (2)	PSD Chris Stroud (2)
SODO Judy Contos	PSD Jason Klink	PSD Mark Surace (3)
PSSS Deb Corey	PSD Cindy Lalonde	PSD Sharmin Talbot (2)
SODO Mike Cramer	PSD Tim Latham	PSD Michelle Thorpe (2)
PSD Joanne Crook	SODO Matt Locastro (2)	PSD Mary Tighe
PSD Tricia Damanski (4)	SODO Richard Long (2)	PSD Dori Tucker (2)
PSSS Pam DeGouff	SODO John Mahan (2)	PSD Mary Vadnais (2)
PSD Donna Dennis	PSD Jason Mallore (2)	PSD Steve Vaga
PSD Tim Ellis	PST Shannon Manley (3)	PSD Greg Van Dyke
PST Ashley Evans	PST Dena Mason	PSD Cathy Walsh
SODO Joe Fiermonte	SODO Scott McInnis	SODO Richard Weslowski
PST Michelle Fiermonte	PST Bruce McQuiston (2)	PSD Tammy Wheeler (3)
PSD Kathy Fioramonti	PSD Linda McVicker (2)	PSD Robert Whitehead (2)
SODO David Fisher	PSD Kathy Monsour	PST Diane Wierowski
PSD Trish Fisher	SODO Regina Morris	PST Linda Wilcox
PSD Jeff Forss (2)	PSD Rich Moses	PST Tomarco Wilson
PST Liz Freeman	PST Gail Moulton	PSD Robert Zacholl
PSD Ann Gaffney	PSD Stephanie Mueller (3)	PST Heather Zaleski (3)
PSD Mike Gallagher	SODO Kathy B. Murphy	PSD Kate Zyjewski
PSD Josh Galloway	PST Kim Murphy (2)	

Additional Awards

9-1-1 staff also received recognition from outside organizations.

At a ceremony in Buffalo, NY Public Safety Dispatcher Timothy Ellis was named the Fireman's Association of the State of New York (FASNY) 2009 Firefighter of the Year. In July, 2008 while a member of the North Syracuse Fire Department PSD Ellis literally ran into a burning building to rescue a man trapped inside. After entering the burning structure PSD Ellis located the unconscious victim and through extreme heat and dense smoke was able to drag him to safety.

In May 2009 PSD Cynthia Cieloch and PST Kimberly Bell received the Outstanding Service to Community Award at the DeWitt Police Department 2009 Awards Ceremony.

Also in May 9-1-1 Center Commissioner John Balloni received the Community Service Award at the 41st District Attorney Advisory Council Awards Luncheon. Commissioner Balloni was recognized for his 23 years of service with the Village of Baldwinsville Police Department, nine years with the 9-1-1 Center, as well as his work in the community with Vera House, the Greater Syracuse Safe Kids Coalition, and other agencies in the community.

In November 2009 Public Safety Dispatcher Cynthia Cieloch and Public Safety Telecommunicator Wendy Jack received an Onondaga County Sheriff's Office Certificate of Merit. PSD Cieloch put together license plate information that led to an arrest in a series of purse snatchings while PST Jacuk helped link information in two sexual assault cases which led to the arrest of a suspect.

In December Public Safety Dispatcher Christopher Carr received the 911 Dispatch Award at the 11th Onondaga-Oswego American Red Cross Real Heroes Breakfast. PSD Carr received the award for calmly assisting in the birth of a child when a couple called the 9-1-1 Center after having to pull over when the birth of their child became imminent on the way to the hospital.



PSD Chris Carr with the baby he assisted in delivering.

Policy and Procedure Directives

The establishment of a new department in 1992 necessitated the creation of Policy and Procedure Directives to provide department staff with a unified system of policies and procedures to govern the methods of accomplishing the Department of Emergency Communications' mission, goals, and objectives. These Policy and Procedure Directives are located electronically at all dispatch and call taking positions at the 911 Center and the Back-up Center. Hard copies are also located in binders kept in key areas at both locations where they are accessible to all staff. During 2009 seventeen Policy and Procedure Directives were revised. There were five new Policy and Procedure Directives issued in 2009.

Along with these directives, new policy and procedures that have the potential to change frequently are initially created as General Orders. These General Orders remain General Orders until they become part of directives, are updated as General Orders or rescinded. They are located electronically at all dispatch and call taking positions at the 911 Center and the Back-up Center. Hard copies are also located in binders kept in key areas at both locations where they are accessible to all staff. In 2009, seventeen new General Orders were issued and twenty-four General Orders were revised.

CALL TAKING & DISPATCHING

Call Taking

2009 Telephone Call Volumes

Communication companies with traffic operators use approximately 12 seconds as a speed of answer standard. During 2009 the average speed of initial call answering for calls to the 9-1-1 Center was 5.7 seconds. The average length of call in 2009 was 117.8 seconds.

The following chart summarizes total telephone call volumes for 2009.

2009 Call Volumes

	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT.	OCT.	NOV.	DEC.	TOTAL	%	9-1-1 %
Wireline 9-1-1 Calls	9,445	8,468	9,293	9,364	10,179	10,443	10,291	13,131	9,794	9,634	9,094	8,960	118,096	22.3%	37.2%
Wireless 9-1-1	16,099	13,799	15,152	16,202	18,404	17,066	19,083	17,895	16,403	16,724	15,768	16,742	199,337	37.7%	62.8%
Total 9-1-1 Calls	25,544	22,267	24,445	25,566	28,583	27,509	29,374	31,026	26,197	26,358	24,862	25,702	317,433	60.0%	100.0%
<u>7 Digit by Agency</u>															
Syracuse Police	5,721	4,814	5,218	5,844	6,420	6,232	6,635	7,092	5,515	5,217	5,011	5,170	68,889	13.0%	
Town/Village Police	3,530	3,057	3,411	3,683	4,103	4,150	4,318	4,275	3,881	3,691	3,639	3,342	45,080	8.5%	
County Sheriff	3,596	3,188	3,692	3,984	4,092	3,887	4,339	4,187	3,617	3,476	3,371	3,367	44,796	8.5%	
State Police	452	355	401	413	444	440	468	482	414	419	339	353	4,980	0.9%	
VOIP	2,509	2,316	2,647	3,120	3,253	3,194	3,591	3,180	2,815	2,625	2,668	2,731	34,649	6.6%	
Syracuse Fire/EMS	337	339	362	361	396	372	398	398	419	517	357	339	4,595	0.9%	
County Fire/EMS	603	532	634	667	679	658	700	717	594	672	568	566	7,590	1.4%	
Operator Assisted*	103	48	83	82	77	82	87	70	55	50	77	77	891	0.2%	
TOTAL CALLS	42,395	36,916	40,893	43,720	48,047	46,524	49,910	51,427	43,507	43,025	40,892	41,647	528,903	100.0%	

* - Citizens dial "O" and are relayed to the 9-1-1 Center

Percentage Distribution of Telephone Calls

During 2009 the Department of Emergency Communications received 528,903 calls. This is a decrease of 1.6% from the 2008 call volume of 537,496.

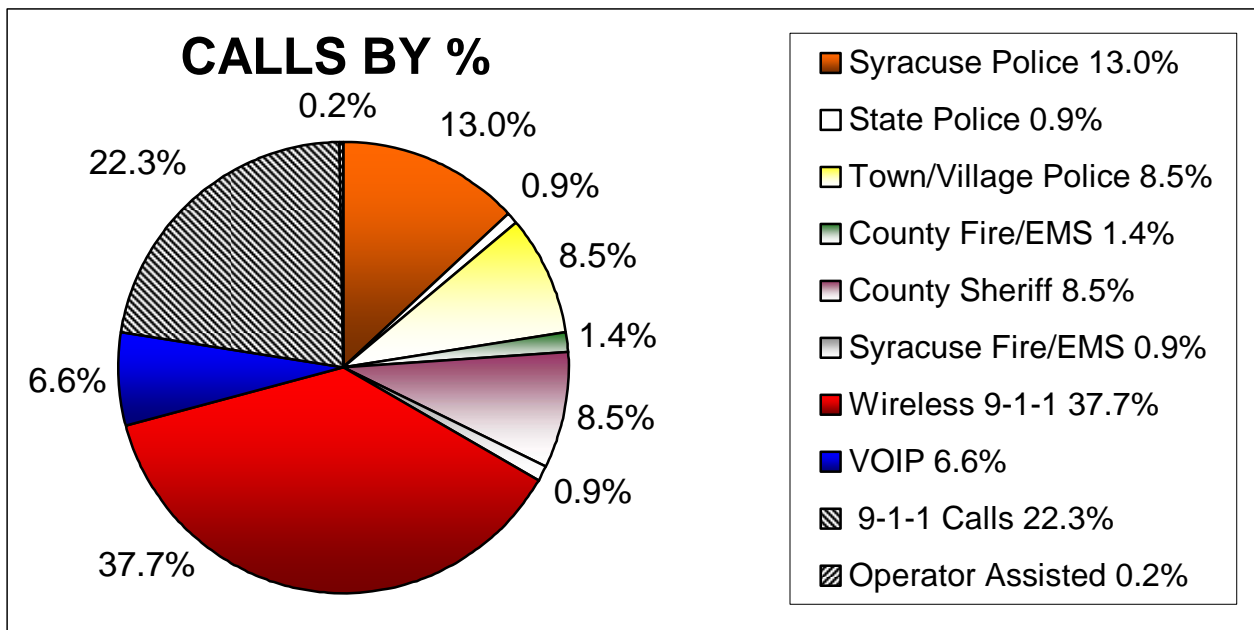
During 2009 we received 118,096 calls for emergency police, fire and emergency medical service over the 9-1-1 **wireline** emergency telephone lines. This represents 22.3% of telephone calls received during 2009. We also received 199,337 **wireless** 9-1-1 telephone

calls, representing 37.7% of our call volume. This is the fourth consecutive year that the number of **wireless** 9-1-1 calls exceeded the number of **wireline** 9-1-1 calls. Together, the 9-1-1 wireline and 9-1-1 wireless calls made up 60.0% of 2009 call volumes.

Telephone calls received for the City of Syracuse Police Department on their seven-digit number accounted for 13.0% of all calls to the Center in 2009. Calls for town and village police forces on their seven digit numbers accounted for 8.5% of our call volume. Calls for the Onondaga County Sheriff's Department on their seven-digit number accounted for 8.5% of calls received in 2009. Calls received through Voice Over Internet Protocol (VOIP) make up 6.6% of our 2009 calls. Calls to the New York State Police on their seven-digit number accounted for 0.9% of 2009 call volumes. Calls for County Fire/EMS on their seven-digit number made up 1.4% of 2009 calls received. Calls to Syracuse Fire/EMS on their seven-digit number accounted for 0.9% of call volumes.

The 199,337 wireless telephone calls in 2008 represents an increase of 6.9% from our 2008 wireless telephone call volume of 186,406. During 2008 0.2% of our calls were operator assisted (i.e. citizens dial "0" to reach the operator who relays them to the 9-1-1 Center).

The following graph shows call volume by distribution during 2009.



Wireless 9-1-1 Calls

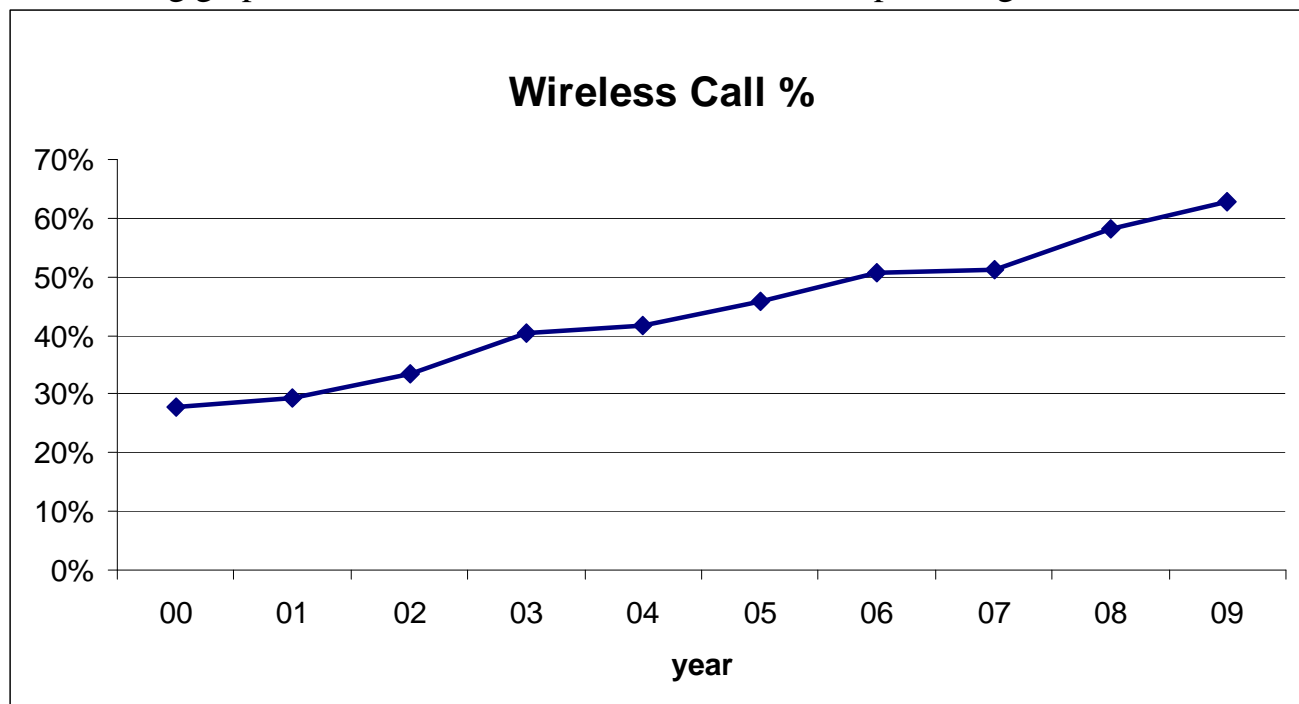
The Department of Emergency Communications receives 9-1-1 calls from two sources; wireline calls and wireless calls. The wireline calls come from telephones that are connected to the traditional telephone wiring system. The wireless calls are from telephones that are not connected to a wired system (i.e. cellular or digital telephones). Since the opening of the 9-1-1 Center in 1992 the number and percentage of wireless telephone calls has increased steadily.

	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009
Wireless 9-1-1 Calls	80,939	88,739	108,399	143,175	144,639	162,070	166,130	169,391	186,406	199,337
total calls	560,201	573,898	591,318	601,879	577,807	566,383	556,021	560,516	537,496	528,903
Wireless 9-1-1 %	14.4%	15.5%	18.3%	23.8%	25.0%	28.6%	29.9%	30.2%	34.7%	37.7%

During 2009, for the fourth consecutive year, the number of number of wireless 9-1-1 calls exceeded the number of wireline 9-1-1 calls.

	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009
Wireless 9-1-1 Calls	80,939	88,739	108,399	143,175	144,639	162,070	166,130	169,391	186,406	199,337
Wireline 9-1-1 Calls	211,158	213,360	215,376	210,125	203,296	192,944	161,781	161,971	134,261	118,096
total 9-1-1 calls	292,097	302,099	323,775	353,300	347,935	355,014	327,911	331,362	320,667	317,433
Wireless 9-1-1 %	27.7%	29.4%	33.5%	40.5%	41.6%	45.7%	50.7%	51.1%	58.1%	62.8%

The following graph shows the increase in wireless calls as a percentage of total 9-1-1 calls.



Telecommunications for Non-English Speaking Population (Language Line)

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 Language Line. Language Line provides interpreters for over 140 languages. When a call is received in a language other than English a button is pushed and within seconds there is a three-way connection between the caller, call taker, and a language line general interpreter. The general interpreter identifies the language then connects the call to an interpreter who is fluent in the language of the caller. The interpreter translates between the parties. During 2009 the Language Line service was used on 567 occasions for a total of 3,662 minutes. The following is a summary Language Line usage during 2009.

language	calls	minutes
Arabic	16	105
Bosnian	15	222
Bulgarian	1	7
Burmese	24	151
Farsi	2	10
French	3	24
German	1	17
Haitian	1	3
Hindi	5	47
Italian	1	18
Karen	12	90
Korean	10	41
Mandarin	11	83
Nepali	7	41
Polish	1	3
Portuguese	1	3
Russian	3	9
Somali	31	235
Spanish	387	2,315
Swahili	12	85
Thai	2	23
Ukrainian	4	25
Vietnamese	17	105
TOTAL	567	3,662

Telecommunications for the Hearing and Speech Impaired (TDD)

Every call taking station at the 9-1-1 Center and at the 9-1-1 Back-up Site is equipped with the latest TDD technology that allows 9-1-1 Center staff to communicate with hearing and speech impaired individuals.

Dispatch Data

Dispatches/Incidents by Police Agency

The total number of DR (Departmental Reference) numbers assigned during 2009 was approximately 482,194. The difference in the number of assigned DR numbers and the 429,749 dispatches/incidents during 2009 is caused by follow-ups to incidents that are dispatched but not assigned a new DR number. The chart on the followings page contains information regarding dispatch/incidents by police agency, broken down on an hourly basis for 2009.

2009 HOURLY DISPATCHES POLICE BY AGENCY

JANUARY 2009 TO DECEMBER 2009

Hour Ending	B'ville	Camillus	Cicero	DeWitt	E. Syr.	Geddes	Jordan	L'pool	Manlius	Marcell	New Yrk St Pol	N. Syr.	Park Rang.	Onon Co Sheriff	Skon.	Solvay	City of Syracuse	TOTAL	AVG/DAY
00:59	517	660	640	1,086	364	308	16	273	821	74	764	244	5	5,596	135	331	6,701	18,535	50.8
01:59	406	562	562	978	374	286	3	222	790	75	768	215	4	4,494	135	257	5,490	15,621	42.8
02:59	368	424	502	748	392	265	0	186	683	45	636	187	0	3,273	115	223	4,480	12,527	34.3
03:59	252	438	366	587	375	220	0	137	466	3	459	113	1	2,280	154	148	3,143	9,142	25.0
04:59	145	371	307	417	164	159	1	80	373	0	252	87	0	1,523	169	103	2,126	6,277	17.2
05:59	144	315	150	316	94	125	5	55	308	1	329	45	0	1,095	76	82	1,401	4,541	12.4
06:59	123	291	297	296	118	122	10	25	343	5	558	78	3	1,421	107	76	1,663	5,536	15.2
07:59	231	399	625	972	319	148	28	86	538	134	1,058	246	6	2,472	99	159	3,172	10,692	29.3
08:59	415	746	661	1,652	367	227	26	136	861	252	1,815	234	15	4,754	152	275	4,467	17,055	46.7
09:59	402	814	669	1,682	400	304	17	143	1,066	284	2,281	284	9	5,916	162	405	5,112	19,950	54.7
10:59	376	911	751	1,512	383	340	26	168	1,137	333	2,662	353	34	5,868	157	482	5,874	21,367	58.5
11:59	389	921	702	1,298	472	452	28	160	1,105	296	2,687	331	25	5,646	161	371	6,348	21,392	58.6
12:59	440	918	722	1,512	419	484	21	143	1,028	258	2,312	292	53	5,844	153	417	6,648	21,664	59.4
13:59	448	975	562	1,476	459	485	18	179	1,116	262	2,366	292	74	6,560	167	421	6,631	22,491	61.6
14:59	339	743	755	1,019	362	383	16	122	858	211	2,651	308	120	5,675	171	310	7,204	21,247	58.2
15:59	500	880	810	1,282	524	482	26	189	876	355	2,807	345	106	5,192	216	452	8,354	23,396	64.1
16:59	488	1,001	775	1,666	576	546	40	180	1,297	358	2,603	334	151	3,816	269	539	8,670	23,309	63.9
17:59	449	920	652	1,498	559	476	75	183	1,354	210	2,083	310	119	6,161	272	510	9,297	25,128	68.8
18:59	384	824	638	1,283	480	422	92	153	1,238	173	1,563	317	144	6,680	211	438	9,412	24,452	67.0
19:59	463	738	565	1,159	549	423	93	176	1,116	142	1,587	279	98	5,322	171	446	9,285	22,612	62.0
20:59	533	753	660	1,206	544	431	88	233	1,042	144	1,877	259	58	4,435	190	453	8,639	21,545	59.0
21:59	580	804	567	1,097	557	454	80	222	1,035	159	2,007	202	34	4,732	163	398	8,054	21,145	57.9
22:59	471	595	749	739	350	318	64	196	765	103	1,869	191	14	5,949	136	290	7,762	20,561	56.3
23:59	363	599	749	823	206	245	32	287	645	16	1,289	331	9	6,059	95	290	7,526	19,564	53.6
TOTAL	9,226	16,602	14,436	26,304	9,407	8,105	805	3,934	20,861	3,893	39,283	5,877	1,082	110,763	3,836	7,876	147,459	429,749	1,177.4
DAYS	365	365	365	365	365	365	365	365	365	365	365	365	365	365	365	365	365	365	365
AVG/DY	25.3	45.5	39.6	72.1	25.8	22.2	2.2	10.8	57.2	10.7	107.6	16.1	3.0	303.5	10.5	21.6	404.0	1,177.4	
HRS/DY	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24
AVG/HR.	1.05	1.90	1.65	3.00	1.08	0.93	0.09	0.45	2.38	0.45	4.48	0.67	0.13	12.65	0.44	0.90	16.83	49.06	

City of Syracuse Fire/EMS Dispatch Data

Dispatch data for City of Syracuse Fire/EMS for 2006 through 2009 is summarized below. In 2006 there were 18,442 dispatches. In 2007, there were 18,888 dispatches. In 2008 the City of Syracuse had 19,114 dispatches. In 2009 there were 20,512 dispatches. The breakdown between fire calls and calls for rescue/emergency medical services are not available for the City of Syracuse.

CITY OF SYRACUSE FIRE/EMS DISPATCH DATA

YEAR	TOTAL
2006	18,442
2007	18,888
2008	19,114
2009	20,512

County Fire/EMS Dispatch Data

Dispatch data for Onondaga County Fire/EMS for 2006 through 2009 is summarized below.

YEAR	TOTAL
2006	50,428
2007	52,445
2008	53,031
2008	52,907

The following charts contain information regarding assigned DR numbers (Departmental Reference numbers) by fire agency and EMS agency for 2009 arranged by dispatch zone. The departmental totals may not be complete for those departments whose jurisdictions contain areas outside Onondaga County.

FIRE DEPARTMENT REFERENCE (DR) NUMBERS ASSIGNED BY SECTION

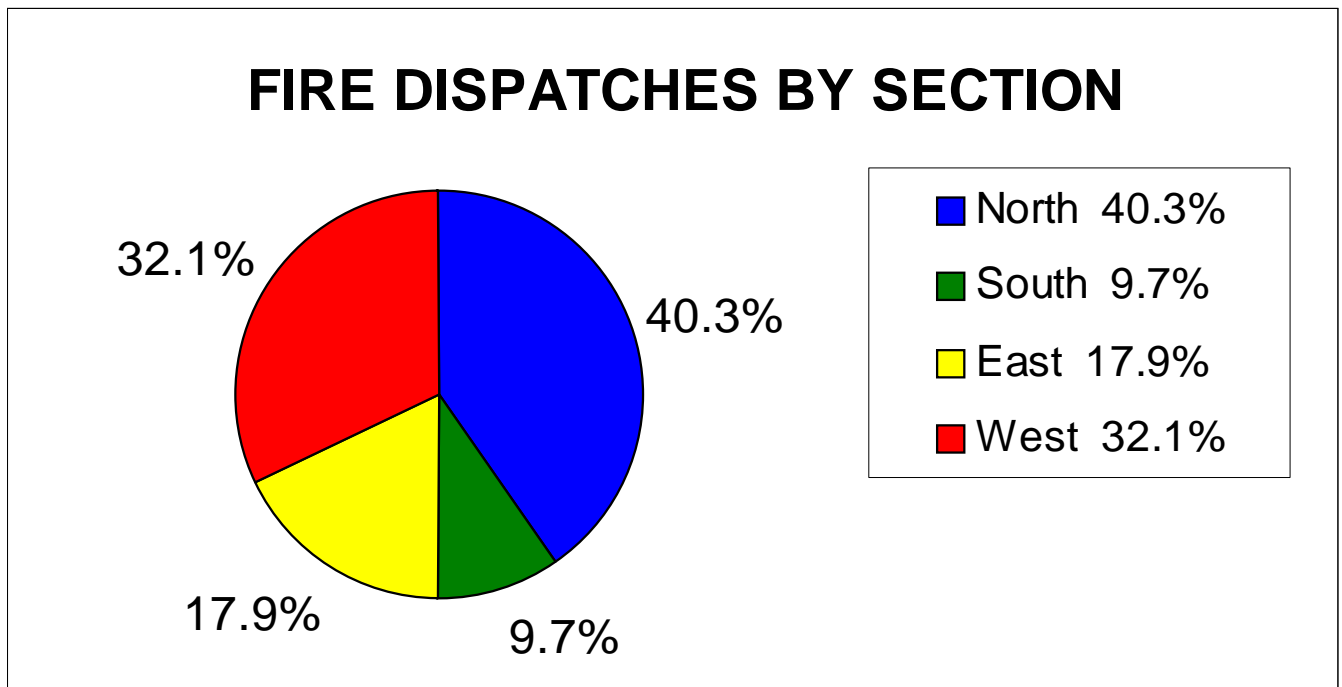
BY SECTION	
North	10,544
South	2,526
East	4,694
West	8,404
TOTAL	26,168

NORTH	
Department	DR's
Baldwinsville	703
Belgium-Cold Spr	468
Brewerton	339
Bridgeport	627
Cicero	933
Clay	575
Cody	58
Hinsdale	393
Liverpool	1,719
Lyncourt	539
Lysander	119
Mattydale	1,218
Moyers Corners	1,382
North Syracuse	969
Plainville	133
Seneca River	39
South Bay	330
TOTAL	10,544

SOUTH	
Department	DR's
Apulia	44
Delphi Falls	79
Fabius	139
Jamesville	442
Lafayette	227
Nedrow	410
Onondaga Nat	399
Pompey Hill	243
Sentinel Hghts	110
Southwood	274
Tully	159
TOTAL	2,526

EAST	
Department	DR's
Dewitt	1,732
East Syracuse	1,001
Fayetteville	701
Kirkville	147
Manlius	648
Minoa	465
TOTAL	4,694

WEST	
Department	DR's
Amber	79
Borodino	103
Camillus	443
Elbridge	358
Fairmount	795
Howlett Hill	372
Jordan	194
Lakeside	951
Marcellus	254
Memphis	283
Mottville	237
Navarino	92
Onondaga Hill	989
Otisco	145
Skaneateles	358
Solvay	1,288
South Onon	155
Spafford	78
Taunton	945
Warners	285
TOTAL	8,404



AMBULANCE CORPS DEPARTMENTAL REFERENCE (DR) NUMBERS ASSIGNED BY SECTION

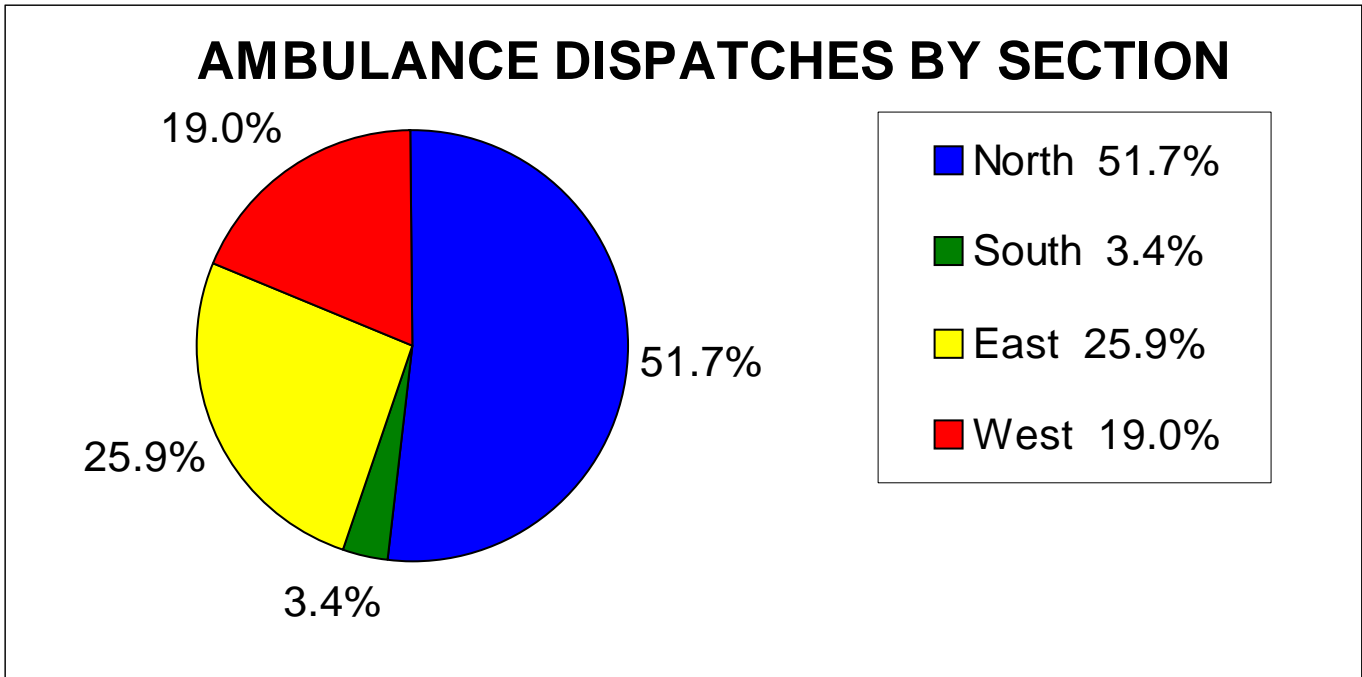
BY SECTION	
North	13,824
South	919
East	6,924
West	5,072
TOTAL	26,739

NORTH	
Department	DR's
Brewerton	642
GBAC	3,075
NAVAC	5,267
NOVA	4,650
Plainville	190
TOTAL	13,824

SOUTH	
Department	DR's
Lafayette	390
Tully	529
TOTAL	919

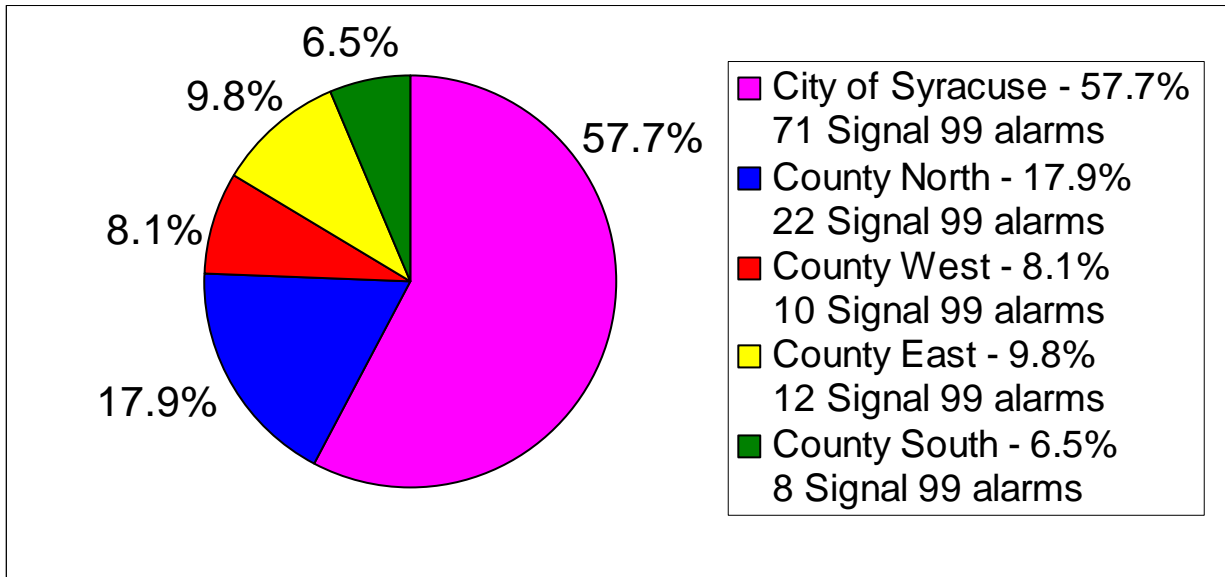
EAST	
Department	DR's
EAVES	2,299
Fayetteville EMS	2,137
Manlius EMS	1,395
Minoa	1,093
TOTAL	6,924

WEST	
Department	DR's
Amber	205
Jordan	929
MAVES	859
Navarino	133
SAVES	872
WAVES	2,074
TOTAL	5,072



Signal 99 Alarms

A “Signal 99” is a working fire. During 2009 the Department of Emergency Communications dispatched 71 Signal 99 alarms for the City of Syracuse Fire Department and 52 Signal 99 alarms for County Fire Districts for a total of 123 Signal 99 alarms. The following chart shows a graphic representation of the breakdown of Signal 99 alarms by City of Syracuse and section of the County.



Quality Assurance Program

The Department of Emergency Communications regularly monitors, reviews, and evaluates our performance with the goal of constantly striving to deliver the best service possible to the citizens of Onondaga County and the agencies we serve. Our Quality Assurance Program includes random sampling of calls by a Supervisor of Dispatch Operations or a Public Safety Shift Supervisor. All results of the quality assurance checks are reviewed with the employee. In the event the quality assurance process reveals an employee's need for remedial training on a certain topic the Training Director, in conjunction with the employee's shift supervisor will determine the extent of the remedial training necessary.

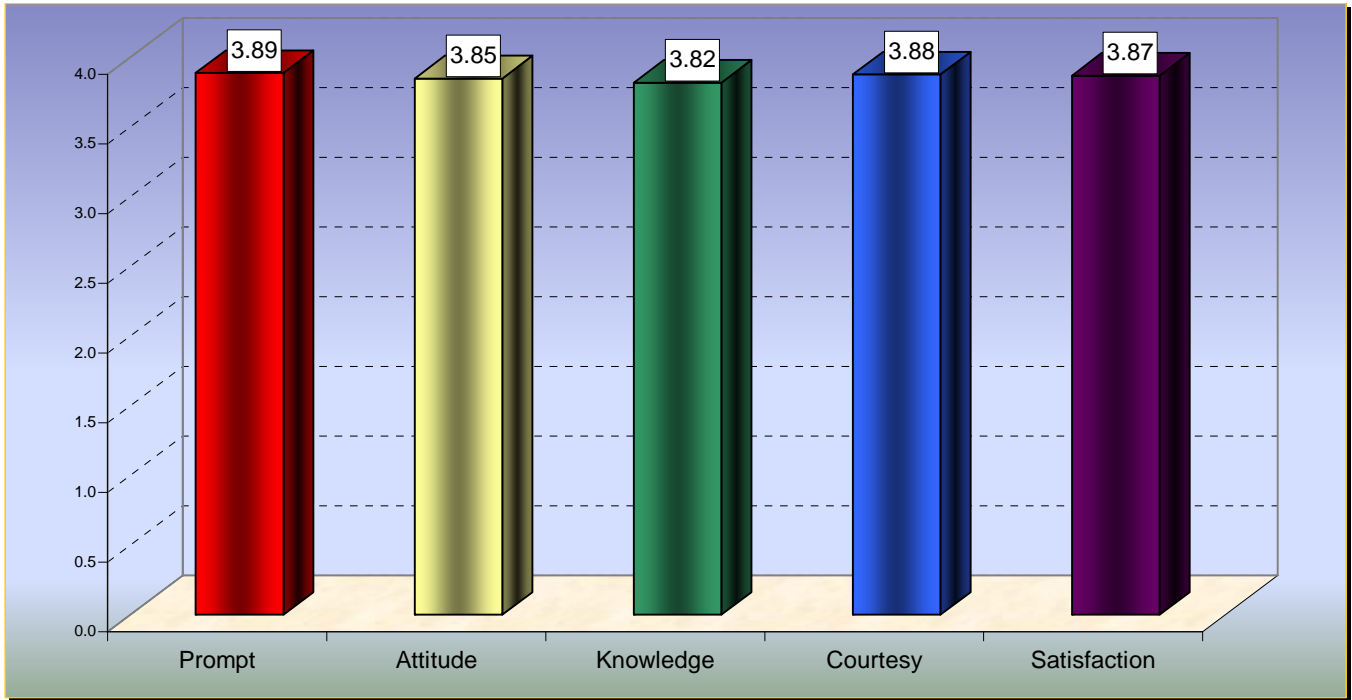
In addition to telephone call quality review we also review employee's usage of computer databases to ensure that all policies and laws are adhered to.

Customer Service Surveys

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

contains a space for comments. During 2009 we mailed 1,080 survey cards, 406 of which were returned. The average ratings were as follows:

Prompt (Speed of answer)	3.89
Attitude	3.85
Knowledge	3.82
Courtesy	3.88
Overall Satisfaction	3.87



Incident Reviews

Every telephone call received by the 9-1-1 Communications Control Center and all radio transmissions are recorded on a logging recorder device. Departmental Policy & Procedure Directive #2014 "Digital Voice Recording Reviews and Holds" specifies that copies of telephone calls and radio transmission be retained for ninety days unless a specific request is received to place a hold on the audio copy of the call.

During 2009 the Department of Emergency Communications conducted 1,196 incident reviews.

During 2009 the Department of Emergency communications received a total of 74 complaints regarding service. These complaints were from member agencies and from citizens. All complaints were reviewed and investigated thoroughly. 29 of the complaints were classified as founded after being reviewed and 45 complaints were classified as unfounded or not applicable. The 29 founded complaints are a 37% reduction from last years total of 46 founded complaints. The following chart shows the number of complaints by source.

<i>Service Complaints</i>	<i>Founded</i>	<i>Unfounded</i>	<i>TOTAL</i>
Member Agency	22	25	47
Citizen	4	19	23
Other	3	1	4
Total	29	45	74

Onondaga County Abduction Alert Program

During 1999 the Department of Emergency Communications, in conjunction with the Chiefs of Police Association and local radio and television stations, developed the Onondaga County Abduction Alert Program. This program supplies information to local media outlets when an abduction has been confirmed by a local law enforcement agency. This allows media outlets to transmit a victim description, suspect description, suspect vehicle information, and the police agency’s seven-digit telephone number for the public to call with any information or possible sightings of the suspect or victim.

This Abduction Alert system is tested on a bi-monthly basis to ensure all participants remain familiar with the notification processes. Fortunately during 2009 we did not have the need to activate the Abduction Alert Program.

Box Alarms

All Onondaga County fire and EMS agencies are dispatched according to a pre-selected assignment list called a “box alarm”. While box alarms were originally red boxes on each street corner, today they are the response list that each department uses to pre-plan which equipment will respond to different types of alarms. Each department may maintain any number of different box alarms, corresponding with the different response areas in their district. The box alarm list must also be maintained and kept up to date. Each time a department wishes to change their box alarm, and thus their incident response list, they submit their request to the Department of Emergency Communications where it is checked for continuity with accepted standards, and then updated by communications staff. Specially trained dispatchers keep this vital information up-to-date and accurate. Currently we maintain 4,156 box alarm response plans which are linked to 145,326 deployment records. 9-1-1 Center staff expended approximately 300 hours last year maintaining these vital records.

Premise History Updates

The CAD system has the capability of “flagging” a location as a special notice to call takers, dispatchers, and field responders. These flags are referred to as “premise history” or “special situations.” The Department currently maintains 1,160 premise history records. Examples of premise information include: location of fire department access keys and standpipes, persons with special needs in residences, special hazards known at the location, and warnings to responding public safety personnel. Field responders have the ability, through their mobile computer terminals, to view this information while responding to the

scene, and to prepare themselves for the special hazard or condition. Each fire/EMS agency submits entries and ongoing updates to the “Premise History” which is input on various shifts. During 2009 719 premise history records were added or updated.

Support for Volunteer Services

Onondaga County is served by 57 volunteer fire departments and 17 volunteer 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 are always available to assist agencies in providing information and expertise in planning their operations, equipment purchases, and interagency cooperative efforts. The 9-1-1 Center provides a representative to both the County Fire Chief's Association meetings as well as the Ambulance Director's meetings to provide direct support to these important volunteer 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 alphanumeric paging and station printer networks.

Homeland Security

As the nerve center for public safety communications in Onondaga County the Department of Emergency Communications recognizes our vital function in homeland security. Over the last several years all of our personnel have been trained in the National Incident Based Management System (NIMS) to various levels commensurate with their duties. In addition all new personnel are trained in Weapons of Mass Destruction Awareness by a Homeland Security certified instructor prior to starting work on the operations floor.

TECHNICAL SERVICES & TRAINING

Technical Services

During 2009 the Technical Services Division continued to maintain and update the critical systems used every day by public safety personnel. In the spring of 2009 the CAD to Internet web page was launched. This website allows the media to obtain specific information regarding recent active and closed calls that are occurring in Onondaga County. This information includes disabled vehicles, traffic hazards, and motor vehicle accidents allowing the media to broadcast this information to the public as the 911 Center receives the information. We also completed the connection to the New York State Department of Transportation cameras which provides live feeds from major Central New York roadways to the 911 Center. This gives our dispatchers an additional resource to monitor traffic problems for Public Safety responses in those areas.

In September 2009 the Technical Services staff worked with Security Information Systems to update the current alarm monitoring system utilized by 911 staff to monitor

alarms for county owned buildings. The system was updated to provide redundant monitoring capabilities at the 911 Center's Back-up site.

The Technical staff continued working on the Trunked Land Mobile Radio System (TLMR) upgrade. The system went on-line for testing in November with members of the Onondaga County Interoperability Communication System Committee team leads and the Technical Services staff conducting coverage testing through out Onondaga County. The coverage testing results showed that the system capabilities met expectations.

In December 2009 new NICE recording equipment was added to the 911 Center Back-up Site to replace the outmoded system. Also new equipment was installed at the Main 9-1-1 Center to allow for recording all of the new digital trunked radio talkgroups. This upgrade now allows us to have a single system that records all telephone and radio systems at both the primary and backup sites.

During 2010 the Technical Services Division will be working on moving all Public Safety agencies to the new radio system beginning with the City of Syracuse Police Department moving to the system in February 2010. Also, all data radio modems that are utilized with the Mobile Data network will be going through a Firmware update providing fixes to the Garmin part of the modem. All CAD computers and Mobile Data Terminals will be upgraded to the newer version. Additionally, the Technical Services Division will be working on completing the Sprint/Nextel 800 MHz agreement.

Training

In 2009 the Training Division continued to develop its network of resources and support based on the increasing demands of new technology, Homeland Security, and staff development. This network provided training for new employees, updated training requirements, new equipment and technology, on-going refreshers, and numerous other topics.

The majority of training hours in 2009 focused on classroom and on-the-job training for new employees in our on-going effort to reach our full staffing levels. The Training Division also provided cross training for police and fire/EMS dispatch disciplines, as well as Emergency Medical Dispatch (EMD) training and Incident Command System (ICS) training. Training additionally occurs each day during the 15-minute Roll Call period that precedes each shift.

Training for New Employees and Positions

Training for newly hired or promoted employees in Public Safety titles includes incident coding and entry, telephone operation and answering skills, special answering equipment for ADA compliance, computer aided dispatch (CAD) system operation, emergency medical dispatch (EMD) procedures, 9-1-1 Center policy and procedures, the Criminal History Arrest Incident Reporting System (CHAIRS), the New York State Police Information Network (NYSPIN), leadership and supervisory skills, Onondaga County geography, training regarding the procedures of agencies served by the 9-1-1 Center, and training on various other topics. In addition the Department of Emergency Communication

has guest instructors to discuss penal law, domestic violence, stress management, civil liability, as well as “ride alongs” with various agencies. At the conclusion of the classroom portion of their training new hires have extensive on-the-job training with individual experienced communication training officers.

In-Service Training

In-service training is provided to employees on a regular basis on a variety of topics such as the New York State Police Information Network (NYSPIN) re-certifications, Emergency Medical Dispatch (EMD) procedure updates, and other subjects. The Training Division also provides refresher training to employees returning to work after an extended absence. In addition, the Training Division provides remedial training on an as needed basis to employees with deficiencies in specific areas.

Training hours for 2009 summarized on the following chart.

2009 TRAINING HOURS

TRAINING	# of STAFF TRAINED	HOURS per STAFF	TOTAL HOURS
ROLL CALL	130	60	7,800
New Employee	10	1,170	11,700
New Dispatcher	3	333	1,000
Fire Dispatcher XT	1	400	400
Police Dispatcher XT	3	270	810
EMD	12	40	480
ICS	20	6	128
NYSPIN	6	2	14
Supervisory	4	6	24
Defensive Driving	6	6	36
Computer	2	8	16
PSCIM	2	16	32
CPR-AED	51	3	153
OutReach	6	8	48
OCICS	7	40	280
Human Resources	2	10	20
Governmental	2	8	16
CAD	6	40	240
NICE Logging Recorder	4	24	96
Remedial	4	19	76
Refresher	145	2.5	363
Misc	various	n/a	48
TOTAL			23,780

NYSPIN

In 2005 the Department of Emergency Communications absorbed the New York State Police Information Network (NYSPIN) function from the Onondaga County Sheriff’s Office. This entailed physically relocating the NYSPIN Unit to 9-1-1 Center as well as the transfer of five Clerk II positions to the 9-1-1 Center payroll. In March of 2006 the Department of Emergency Communications absorbed the NYSPIN function from the Town of Camillus Police Department. In September 2008 we took over the NYSPIN function for Onondaga Community College Campus Safety & Security.

The NYSPIN Unit exchanges, shares and stores sensitive information from local, state, national, and international law enforcement agency databases including the New York State Police Information Network (NYSPIN), the New York State Division of Criminal Justice Service (DCJS), the federal National Crime Information Center (NCIC), the National Law Enforcement Telecommunications System (NLETS) the New York State Division of Motor Vehicles (DMV), New York State Office of Homeland Security Counter-Terrorism network, as well as international law enforcement databases, probation databases, and parole databases. This includes monitoring incoming transmissions as well as entering, modifying, supplementing, locating, canceling and/or performing inquires on records in the databases. During 2009 the NYSPIN Unit sent approximately 20,000 teletypes and received over 70,000 teletypes. The NYSPIN Unit also performed over 1,500 teletype validations.

BUSINESS OFFICE

Financial Cost of Program Activities

The following is a summary of the 2009 financial cost of activities at the 9-1-1 Center by program activity. These figures may be subject to revision due to year-end adjustments when the Comptroller’s Office completes 2009 postings and officially closes their books.

	Calltaking/ Dispatch	Administ.	Training	NYSPIN	Technical Support	Radio System Support	TOTAL
Personnel	\$6,545,891	\$405,118	\$165,400	\$239,967	\$229,809	\$113,780	\$7,699,965
Non- Personnel	\$5,011,136	\$1,682,681	\$83,820	\$139,477	\$121,394	\$68,444	\$7,106,952
Total Expend.	\$11,557,027	\$2,087,799	\$249,220	\$379,444	\$351,203	\$182,224	\$14,806,917
Revenues	\$2,233,451	\$52,302	\$0	\$8,921	\$0	\$0	\$2,294,674

Audit

Late in 2009 the Onondaga County Comptroller's Office conducted a fiscal audit of the Department of Emergency Communications. The auditor's final report stated that, "Emergency Communication's records appear to be accurate and complete and are in adherence to management's polices and procedures in all material respects."

Budget Preparation & Monitoring

The 9-1-1 Center Business Office works closely with the Executive Division of the Department of Emergency Communications in preparing the Department's annual budget request for submission to the Onondaga County Division of Management & Budget. Throughout the year the Business Office monitors the budget, alerting the Executive Division and the Division of Management & Budget when potential problems are first identified. The Business Office also provides fiscal information, projections, statistics, etc. as requested by the Commissioner of Emergency Communications.

Supplies Ordering & Payment Processing

The Business Office is responsible for ordering necessary supplies for the operation of the 9-1-1 Center and for ensuring that payments for these goods and services are made in a timely manner, within all Federal, State, and County guidelines.

Payroll & Timekeeping

The Business Office performs the payroll and timekeeping functions for the Department of Emergency Communications. This includes recording of employee time worked using a computerized automated payroll system, calculating overtime hours worked and holiday pay, transferring payroll information to the County's GENESYS payroll system, keeping track of employee leave time balances, and preparation of special reports as necessary.

COMMUNITY OUTREACH

During 2009 the Department of Emergency Communications continued our community education efforts. We continued distribution of our pamphlet entitled, "The Facts About 9-1-1". This pamphlet includes answers to the most frequently asked questions regarding 9-1-1 Center operations including, "What happens when I dial 9-1-1?", "Why do they ask me so many questions?", and "What type of questions will they ask me?" This pamphlet is distributed to various community organizations, neighborhood watch groups, school groups, etc. Additionally, in conjunction with The Injury Control Center of Emergency Medicine at Upstate Medical University and Rural Metro Medical Services, we distributed a pamphlet entitled "Wireless 911 Calls: What to do, what to expect." This pamphlet answers many of the most commonly asked questions regarding using a wireless

telephone to call 9-1-1. The Department also has a supply of telephone stickers with the 9-1-1 emergency telephone number and we continue to distribute these stickers.

Speaking Engagements & 9-1-1 Center Tours

During 2009 the Dept of Emergency Communications continued our community education efforts by giving over 65 presentations and 9-1-1 Center tours. A speaker was requested from the 911 Center for Career Days held at various City Schools. Students were interested in the salary schedule, job titles, etc. for employment at the 911 Center. We attended numerous Neighborhood Watch meetings throughout the County and City of Syracuse, as well as addressing school groups, retiree groups, Church groups, etc. On Halloween 2009 staff from the 9-1-1 Center, along with personnel from other public safety agencies, participated in “Red Cross Safety Days”, an all day public safety fair held at St. Lucy’s Church in Syracuse.

Other groups included a Niagara Mohawk retirees group, OCSO Custody Division recruits, Fulton High School Criminal Justice Program students, Time Warner security supervisors, Onondaga Community College Public Safety Training Center students, Syracuse University Department of Public Safety Observation, students from the Syracuse University Maxwell School, as well as Brownie Troops, Girl Scouts, Cub Scouts, and Boy Scout groups.