

# 2022 ANNUAL EMERGENCY COMMUNICATIONS REPORT



Cayuga County E-911  
 7445 County House Rd.  
 Auburn, NY 13021  
 Administrator: Denise A. Spingler  
 Deputy Administrator: Benjamin Guzalak

EMERGENCY COMMUNICATIONS SYSTEM	VENDOR	EXPENSES
Spafford Tower Rental – Monthly	American Tower Corporation	\$28,022.55
HVAC Maintenance – Primary 911 Center	Upstate Temperature &	\$9,475.31
ECS – Annual Maintenance	Motorola Solutions	\$412,615.00
ECS – Microwave maintenance	Motorola Solutions	\$47,556.00
ECS – Master site maintenance	Onondaga County / Motorola	\$46,673.83
PSB Tower/Shelter – Remove old lines/equipment	Northeast Site and Tower	\$6,400.00
Locke & PSB sites – beacon light repairs	Northeast Site and Tower	\$1,745.00
Cato Tower – shelter roof repairs	Todd Burnett	\$4,250.00
Total		\$556,738.00

GRANT AWARDS	PURPOSE	AMOUNT
Statewide Interoperable Communications	Offset maintenance costs	\$1,413,337.00
Public Safety Answering Point	Offset personnel costs; dispatch chairs	\$220,950.00
ARPA Funding	All sites – batteries for UPS units	\$324,435.00

STAFFING	TOTAL POSITIONS	ANNUAL SALARY TOTALS
EMERGENCY SERVICES DISPATCHERS – FULL TIME	21 (20 CURRENTLY FILLED)	\$1,059,610.57
EMERGENCY SERVICES DISPATCHER – PART TIME	3	\$32,453.75
SUPERVISING EMERGENCY SERVICES DISPATCHER	4	\$220,950.00
<b>OVERTIME</b>		<b>\$173,040.82</b>

## SYSTEM INFORMATION

## TOTALS

ANNUAL SYSTEM USE - (PERCENTAGE OF SYSTEM USED DURING THE YEAR; BASED ON 100%)	25%
Total System Push To Talks (PTT) – # of times a radio keyed up on the system	1,231,754
CA – FTAC 4 PTT's	207,530
CA – FTAC 5 PTT's	17,247
AFD – FTAC 5 PTT's	111,433
CA – LAW DISP PTT's	619,502
A – LDISP PTT's	624,794

## INCIDENT INFORMATION

## TOTALS

CAD CALLS FOR SERVICE – (INCIDENT GENERATED IN CAD FOR DISPATCH)	70,916
ADMINISTRATIVE CALLS	119,667
911 CALLS	40,516
TOTAL CALLS HANDLED	160,183

### EMERGENCY COMMUNICATIONS SYSTEM UPDATES:

Annual Preventative Maintenance was done during the month of May 2022. Motorola technicians visited each site and thoroughly inspected shelters, checking all equipment inside the shelter, as well as the equipment and lines on the towers. These preventative maintenance checks are conducted on an annual basis and are part of our Motorola Solutions maintenance agreement.

Cayuga County Maintenance Team inspected all sites monthly to ensure generators, UPS units, fire extinguishers, exit signs and any other facets not associated directly with the communications system are all in compliance and functioning properly. They also keep sites plowed during the snowy season.

Using Statewide Interoperable Communications Grant (SICG) funding, a new microwave link between Sterling, NY and the Bunker Hill site in Oswego, NY was implemented. This link provides Cayuga County with an additional path to the master site for redundancy.

Paging concerns in the third quarter were troubleshooted and addressed by Motorola technicians. Problematic equipment in the shelter at the PSB site were found to be the root cause of the issues.

### STAFFING:

Cayuga County E-911 hired four new dispatchers in 2022. We were successful in retaining three of the employees who are continuing to progress. They will all begin training on a dispatch discipline in the middle of January.

### TRAINING:

Communications Training Officer (CTO) training hosted in Cayuga County during the month of October for both on site staff as well as staff from surrounding counties.

Greater Alarm simulation training completed with all fire trained staff during the month of October.

Continued Emergency Medical Dispatch recertification for staff as necessary.

Working on a Mental Health diversion program for potential implementation in 2023.

Emergency Medical Dispatch calls are reviewed for continuity of services and consistency in operations. Staff performed 556 EMD reviews throughout 2023. In addition to this, 326 random QA audits were completed in 2023. These reviews are very impactful to staff and provide us with a way to visibly show them the positive results of their performance.

### In Closing...

The mission of the Cayuga County E-911 Emergency Communications Department is to provide timely and appropriate responses to requests for public safety assistance throughout Cayuga County; to provide efficient and cost effective communications support for public safety agencies and the citizens of Cayuga County; to facilitate the development of highly trained, proficient, dedicated, and self-motivated personnel; and to constantly strive to improve the performance of personnel and our quality of service to the community.

I'm so proud to say that our dispatch team is truly a group of heroes. This year we have been fortunate to have hired some amazing team members. Our staff handled over 160,000 phone calls and generated over 70k calls for service. Throughout all of the challenges they faced, including staffing shortages, weather events, losses and illness, every single one of them continued to strive to be the best they could with every call they answered and incident they dispatched.

I would personally like to thank our responders for their partnership and the teamwork displayed throughout 2022. We were successful in our mission and I would be remiss if I didn't acknowledge the fact that it wouldn't be possible without our teams on the other end of the radio! Thank you.

Denise A. Spingler  
911 Administrator *ds*