



Judiciary & Public Safety Committee

Committee Meeting

60 Central Ave.
Cortland, NY 13045
<http://www.cortland-co.org>

~ Minutes ~

Tuesday, January 17, 2023

9:00 AM

Room 302

CALL TO ORDER

The meeting was called to order at 9:00 AM by Committee Chair Kelly L. Fairchild-Preston

Attendee Name	Organization	Title	Status	Arrived
Christopher Newell	Cortland County, NY	Committee Member	Present	
Douglas Bentley	Cortland County, NY	Committee Member	Present	
Kelly L. Fairchild-Preston	Cortland County, NY	Committee Chair	Present	
Cathy Bischoff	Cortland County, NY	Committee Member	Present	
Susan Wilson	Cortland County, NY	Committee Member	Present	
Joseph Nauseef	Cortland County, NY	Committee Vice Chair	Present	
Eugene Waldbauer	Cortland County, NY	Committee Member	Excused	
Rob Corpora	Cortland County, NY	County Administrator	Present	
Savannah Hempstead	Cortland County, NY	Clerkof the Legislature	Present	
George Wagner	Cortland County, NY	Board Member	Present	
Nicole Albro	Cortland County, NY	Probation Director	Present	
Laurie Leonard	Cortland County, NY	Personnel Officer	Present	
Keith Dayton	Cortland County, NY	Public Defender	Present	
Scott Roman	Cortland County, NY	Director of Emergency Response and Communications	Present	
Denise Bushnell	Cortland County, NY	Coroner	Present	
Sandra Price	Cortland County, NY	Board Member	Present	
Budd Rigg	Cortland County, NY	Undersheriff	Present	
Michael Cardinale	Cortland County, NY	Assigned Counsel Plan Administrator	Present	
Ronald J. Van Dee	Cortland County, NY	Board Member	Present	
Andrea Herzog	Cortland County, NY	Director of Finance	Present	
Patrick Perfetti	Cortland County,	District Attorney	Present	9:04 AM

	NY			
Patricia Dawson	Cortland County, NY	Deputy Clerk of the Legislature	Remote	
Kevin Fitch	Cortland County, NY	Chair of the Legislature	Remote	
Eddie Velasquez	Cortland Standard	Reporter	Remote	

MINUTES

- Judiciary & Public Safety Committee - Committee Meeting - Dec 13, 2022 9:00 AM

RESULT:	APPROVED [6 TO 0]
MOVER:	Joseph Nauseef, Committee Vice Chair
SECONDER:	Susan Wilson, Committee Member
AYES:	Newell, Bentley, Fairchild-Preston, Bischoff, Wilson, Nauseef
AWAY:	Eugene Waldbauer

RESOLUTIONS

DISCUSSION ITEMS

- 22 West Court Street Update

RESULT:	COMPLETED
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- District Attorney Personnel

District Attorney to put together an outline of what is needed and what the department's priorities are. Part-time victim's advocate TBD.

RESULT:	COMPLETED
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MONTHLY REPORTS

- DOERC Report - January 2023

RESULT:	COMPLETED
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- District Attorney Monthly Statistics

RESULT:	COMPLETED
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- 2022 Death Report - County Coroner

RESULT:	COMPLETED
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- Public Defender Monthly Report

RESULT:	COMPLETED
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- Probation Monthly Statistics Report

RESULT:	COMPLETED
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- Assigned Counsel Monthly Report

RESULT:	COMPLETED
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ADJOURNMENT

The meeting was closed at 10:07 AM



Judiciary & Public Safety Committee

Committee Meeting

~ Minutes ~

60 Central Ave.
Cortland, NY 13045
<http://www.cortland-co.org>

1.1

Tuesday, December 13, 2022

9:00 AM

Board Room

CALL TO ORDER

The meeting was called to order at 9:00 AM by Committee Chair Kelly L. Fairchild-Preston

Attendee Name	Organization	Title	Status	Arrived
Christopher Newell	Cortland County, NY	Committee Member	Present	
Douglas Bentley	Cortland County, NY	Committee Member	Present	
Kelly L. Fairchild-Preston	Cortland County, NY	Committee Chair	Present	
Cathy Bischoff	Cortland County, NY	Committee Member	Present	
Susan Wilson	Cortland County, NY	Committee Member	Present	
Joseph Nauseef	Cortland County, NY	Committee Vice Chair	Present	
Eugene Waldbauer	Cortland County, NY	Committee Member	Present	
Kevin Fitch	Cortland County, NY	Chair of the Legislature	Present	
Rob Corpora	Cortland County, NY	County Administrator	Present	
Savannah Hempstead	Cortland County, NY	Clerkof the Legislature	Present	
Patrick Perfetti	Cortland County, NY	District Attorney	Present	
Nicole Albro	Cortland County, NY	Probation Director	Present	
Scott Roman	Cortland County, NY	Director of Emergency Response and Communications	Present	
Keith Dayton	Cortland County, NY	Public Defender	Present	
Michael Cardinale	Cortland County, NY	Assigned Counsel Plan Administrator	Present	
Denise Bushnell	Cortland County, NY	Coroner	Present	
Budd Rigg	Cortland County, NY	Undersheriff	Present	
Mark Helms	Cortland County, NY	Sheriff	Present	
George Wagner	Cortland County, NY	Board Member	Present	
Andrea Herzog	Cortland County, NY	Finance Director	Present	
Beau Harbin	Cortland County, NY	Board Member	Present	

Minutes Acceptance: Minutes of Dec 13, 2022 9:00 AM (MINUTES)

	NY			
Mecke Negel	Cortland County, NY	Resident	Present	

MINUTES

- Judiciary & Public Safety Committee - Committee Meeting - Nov 8, 2022 9:00 AM

RESULT:	APPROVED [UNANIMOUS]
MOVER:	Joseph Nauseef, Committee Vice Chair
SECONDER:	Eugene Waldbauer, Committee Member
AYES:	Newell, Bentley, Fairchild-Preston, Bischoff, Wilson, Nauseef, Waldbauer

RESOLUTIONS

AGENDA ITEM NO. 1 – Authorize Agreement with Cayuga County Addiction Services for Medicated Assisted Treatment (MAT) - Sheriff/Jail

RESULT:	APPROVED [UNANIMOUS]
	Next: 12/22/2022 6:00 PM
MOVER:	Douglas Bentley, Committee Member
SECONDER:	Susan Wilson, Committee Member
AYES:	Newell, Bentley, Fairchild-Preston, Bischoff, Wilson, Nauseef, Waldbauer

ON MOTION OF FAIRCHILD-PRESTON

RESOLUTION NO.

Authorize Agreement with Cayuga County Addiction Services for Medicated Assisted Treatment (MAT) - Sheriff/Jail

WHEREAS, Governor Hochul signed into law legislation (Chapter 432 of the Laws of 2021), which generally serves to allow incarcerated individuals with certain substance use disorders the opportunity to participate in a medication assisted treatment (MAT) program and Subsequent lawmaking (Chapter 432 of the Laws of 2021) postponed the effective date of the legislation to October 7, 2022, AND

WHEREAS, there is no service provider in Cortland County that can provide needed medication for MAT program, AND

WHEREAS, Cayuga County Addiction Recovery Services, (CARS) 334 W. State Street, Ithaca, NY 14850, will provide the medication with compliance with MAT program to Cortland County Jail at a cost of \$75 per week, per incarcerated individual that is receiving the medication, NOW THEREFORE BE IT

RESOLVED, that the County Administrator and the Sheriff of Cortland County, upon review and approval by the County Attorney or designee, be and herby are authorized to contract with Cayuga Addiction Recovery Services, CARS, for the period beginning January 1, 2023.

AGENDA ITEM NO. 2 – Authorize Lease Contract - 911 Telephone System - Department of Emergency Response & Communications

RESULT: APPROVED [UNANIMOUS]

Next: 12/22/2022 6:00 PM

MOVER: Joseph Nauseef, Committee Vice Chair

SECONDER: Eugene Waldbauer, Committee Member

AYES: Newell, Bentley, Fairchild-Preston, Bischoff, Wilson, Nauseef, Waldbauer

ON MOTION OF FAIRCHILD-PRESTON

RESOLUTION NO.

Authorize Lease Contract - 911 Telephone System - Department of Emergency Response & Communications

WHEREAS, the Cortland County Department of Emergency Response purchased a Vesta 911 telephone system from Frontier Communications in 2016 that included 5 years of preventative maintenance, expiring December 31, 2022, AND

WHEREAS, the Vesta 911 telephone system is integral to the operation of Cortland County's 911 center and is scheduled to be refreshed; replacing and upgrading major and minor components of the system to provide for continued high availability use during 911 and other emergency calls, and

WHEREAS, the Department of Emergency Response and Communications has sought pricing for a refresh/upgrade/5 year maintenance plan of its Vesta 911 telephone system with the following proposals:

Motorola Solutions: \$567,968

Frontier Communications \$678,461

,AND

WHEREAS, the Department of Emergency Response and Communications seeks to take advantage of 4th quarter 2022 pricing for the Vesta 911 system upgrades, AND

WHEREAS, the Department of Emergency Response and Communications previously leased the County's radio system with Motorola paying that lease off early by leveraging available grant funding. The Department of Emergency Response and Communications seeks to lease the upgrades to the Vesta 911 telephone system enabling the County to seek grant funding to potentially pay off the lease early as opposed to funding completely from the County's operating budget, AND

WHEREAS, Motorola Solutions has proposed five-year lease term, resulting in annual proposed payments of \$130,925. The initial lease payment is included in the Department of Emergency Response & Communication's 2023 adopted budget, THEREFORE NOW BE IT

RESOLVED, that the County Administrator be authorized to execute a five-year lease contract with Motorola Solutions, upon approval of the County attorney or their designee, for a refresh/upgrade/preventative maintenance of the County's Vesta 911 telephone system for the County's 911 center.

AGENDA ITEM NO. 3 – Appoint Members - Traffic Safety Board

Minutes Acceptance: Minutes of Dec 13, 2022 9:00 AM (MINUTES)

RESULT: **APPROVED [UNANIMOUS]**

Next: 12/22/2022 6:00 PM

MOVER: Susan Wilson, Committee Member

SECONDER: Christopher Newell, Committee Member

AYES: Newell, Bentley, Fairchild-Preston, Bischoff, Wilson, Nauseef, Waldbauer

ON MOTION OF FAIRCHILD-PRESTON**RESOLUTION NO.****Appoint Members - Traffic Safety Board**

WHEREAS, pursuant to Article 43 §1672 of Vehicle and Traffic Safety Laws, Local Law No. 4 for the Year 1971 of the Cortland County Legislature established a Cortland County Traffic Safety Board, AND

WHEREAS, Local Law No. 3 for the Year 1978 amended Local Law No. 4 for the Year 1971 and established the membership of the Board is appointed by the Cortland County Legislature, NOW THEREFORE BE IT

RESOLVED, that the following members be and hereby are appointed to serve the terms as listed below:

Name	Organization	Address	Term Expiration
ReBecca Smith	Cortland County Health Department	24 Pearne Avenue Cortland, NY 13045	12/31/2025
Catherine Wilde	Seven Valleys Health Coalition	20 Kennedy Parkway Cortland, NY 13045	12/31/2025
Jennifer Hillman	Cortland County Health Department	18 Hickory Park Road Cortland, NY 13045	12/31/2025
Amber Stevens	NYS DOT	3718 State Route 13 Truxton, NY 13158	12/31/2025

DISCUSSION ITEMS

1. Resolution in Opposition of Restrictions on Second Amendment Rights

RESULT: **COMPLETED**

RESOLUTIONS CONTINUED

AGENDA ITEM NO. 1 – Resolution in Opposition of Restrictions on Second Amendment Rights

RESULT: **APPROVED [UNANIMOUS]**

Next: 12/22/2022 6:00 PM

MOVER: Joseph Nauseef, Committee Vice Chair

SECONDER: Eugene Waldbauer, Committee Member

AYES: Newell, Bentley, Fairchild-Preston, Bischoff, Wilson, Nauseef, Waldbauer

ON MOTION OF FAIRCHILD-PRESTON**RESOLUTION NO.****Resolution in Opposition of Restrictions on Second Amendment Rights**

WHEREAS, the people of Cortland County unreservedly respect and support the sanctity of the

United States Constitution and Bill of Rights for all its residents, AND

WHEREAS, in the *Bruen* decision, the Supreme Court held that New York's concealed carry gun law "proper clause" requirement was limiting, arbitrary and a de facto denial of a citizen's right to exercise their second amendment rights, AND

WHEREAS, the Supreme Court in *Bruen* affirmed states can enact objective licensing requirements such as background checks, training, gun storage, mental health red alert laws, and emphatically rejected any unusual, discretionary licensing regimes as an infringement of a citizen's constitutional rights under the Second and Fourteenth Amendments, AND

WHEREAS, in response, New York passed the *Concealed Carry Improvement Act* compelling citizens to comply with new concealed carry licensing requirements which are unjustifiably restrictive, subjective, and a gross overreach of state authority, AND

WHEREAS, the *Concealed Carry Improvement Act* promulgated requirements which directly compromised privacy protections, imposed undue financial burdens, and so severely curtailed the practicable use of a concealed carry license as to render the license meaningless, AND

WHEREAS, the *Concealed Carry Improvement Act* was passed without any input from those parties commissioned with implementing these laws thereby producing procedurally conflicting and, in some instances, unenforceable laws, AND

WHEREAS, New York State, no matter how laudable the public safety goal, enacted legislation so fundamentally in violation of the First, Second, Fourth, Fifth and Fourteenth Amendments as to effectively threaten the basic civil rights of all law-abiding citizens, NOW THEREFORE BE IT

RESOLVED, Cortland County Legislatures strongly opposes and finds unconstitutional these ill-advised provisions of the *Concealed Carry Improvement Act* and calls for their expeditious repeal, AND BE IT FURTHER

RESOLVED, that the Clerk of the Cortland County Legislature is hereby directed to send certified copies of this resolution to the New York State Governor, the Honorable Kathy Hochul, Senate Majority Leader, the Honorable Andrea Stewart-Cousins, Assembly Speaker, the Honorable Carl Heastie, State Senator, the Honorable Peter Oberacker, Assemblymember, the Honorable Dr. Anna Kelles.

Minutes Acceptance: Minutes of Dec 13, 2022 9:00 AM (MINUTES)

MONTHLY REPORTS

1. Public Defender Monthly Report November 2022

RESULT:	COMPLETED
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2. Total Inmate Count November 2022

RESULT:	COMPLETED
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3. Assigned Counsel Monthly Report

RESULT:	COMPLETED
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4. Probation Monthly Report

RESULT:	COMPLETED
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5. DOERC Monthly Report December 2022

RESULT:	COMPLETED
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6. District Attorney Monthly STAT Report

RESULT:	COMPLETED
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ADJOURNMENT

The meeting was closed at 10:05 AM

Minutes Acceptance: Minutes of Dec 13, 2022 9:00 AM (MINUTES)

December 23, 2022

Mr. Scott Roman
Director & Fire Coordinator
Cortland County 911, Emergency Response & Communications
54 Greenbush Street
Cortland, NY 13045

Re: Award of Owner's Representative Professional Services for
Cortland County
E-911 Communications Center – Phase 4 Interior Fit-up
King + King Project #23-11-7806

Dear Scott:

We have assisting in reaching out to four potential Owner's Representatives/Construction Managers to support the County with this upcoming construction project by providing Owner's Representative Services.

We recommend that the County consider award of contract to Construction Associates, LLC; Baldwinsville, NY for \$70,000 for 8 months of construction duration support and reference their fee proposal emailed to the County on December 5, 2022.

We contracted four Construction Managers which we believed were qualified for a project of this size and scale. Schoolhouse Construction Services was unable to respond due to current workload and staffing availability. Riordan Management Group recently changed their available services and declined to respond. Hulbert Engineering and Land Surveying was contacted on two occasions but did not respond. Construction Associates responded as noted above, had staffing availability, and routinely performs these services for publicly bid, multiple prime projects.

All contractors must comply with the contractual requirements by furnishing the documents required by the County.

Please feel free to contact me with any questions.

Sincerely,

King + King Architects LLP



Chad T. Rogers
Partner
LEED® Accredited Professional

cc: file

Attachment: 7806_Cortland E911_Ltr of Recommendation CA (11173 : DOERC - 22 West Court Street Update)

Job No. 23-11-7806

2.0 PART 2 - PRODUCTS (Not Used)3.0 PART 3 - EXECUTION3.1 SCHEDULE OF ALTERNATES

A. Alternate No. GC-1: Generator Infrastructure

1. **Base Bid:** Provide and install generator infrastructure work as identified on construction documents, including trench and backfill for conduits from Electric Room out to generator pad location.
2. **Add Alternate GC-1:** Provide and install, generator concrete pad coordinated with Electrical Contractor.

B. Alternate No. GC-2: Select Site Work

1. **Base Bid:** Provide and install parking lot gate infrastructure work as identified on construction documents, including trench and backfill for conduits stubbed to exterior of building. Provide and install base bid site work as identified on site drawings including trenching for site lighting.
2. **Add Alternate GC-2:** Provide and install all alternate site work identified on site drawings including site fence, gate systems, trench and backfill for conduits extending to gate locations, site retaining wall, and select stormwater systems.

C. Alternate No. E-1: Generator

1. **Base Bid:** Provide and install generator infrastructure work as identified on construction documents, for conduits from Electric Room out to generator pad location. Gas service to pad is part of base bid.
2. **Add Alternate E-1:** Provide and install feeders (within base bid conduits) to generator as identified on construction documents. County will supply generator and transfer switch, contractor shall install generator and transfer switch and be responsible for complete functioning system.

D. Alternate No. E-2: Gate Control Conduit

1. **Base Bid:** Provide and install parking lot gate infrastructure work as identified on construction documents, including conduits stubbed to exterior of building. Provide and install base bid site work as identified on site drawings including site lighting.
2. **Add Alternate E-2:** Extend gate control conduit from stub location to gate control locations as shown on Site and Electrical Drawings.

Attachment: SUMMARY - Schedule of alternates (11173 : DOERC - 22 West Court Street Update)

Job No. 23-11-7806

Alternate No. E-3: Fire Alarm System

3. **Base Bid:** No fire alarm system is required by NYS Building Code. Provide only life safety components listed as base bid on Electrical Drawings.
4. **Add Alternate E-3:** Provide and install complete Fire Alarm system and noted on drawings and in specifications.

END OF SECTION 012300

Attachment: SUMMARY - Schedule of alternates (11173 : DOERC - 22 West Court Street Update)

Electric	Base Bid	generator	gate control	Fire alarm	Combined bid		
Matco Electric	\$144,600.00	\$4,820.00	\$4,500.00	\$13,900.00	\$167,820.00		\$167,820.00
Beard Electric	\$151,292.66	\$11,673.89	\$2,720.47	\$12,546.31	\$178,233.33		
Patricia Electric	\$156,000.00	\$26,000.00	\$1,850.00	\$13,300.00	\$197,150.00		
Ridley Electric	\$160,500.00	\$20,000.00	\$5,000.00	\$22,600.00	\$208,100.00		
Myraid Electric	\$178,000.00	\$14,300.00	\$8,300.00	\$12,400.00	\$213,000.00		
Diekow Electric	\$197,700.00	\$18,000.00	\$8,000.00	\$21,500.00	\$245,200.00		
Knapp Electric	\$214,000.00	\$28,500.00	\$6,300.00	\$22,000.00	\$270,800.00		
Plumbing		generator NG					
Slavic & Company	\$73,000.00	\$9,000.00			\$82,000.00		\$82,000.00
Picciano & Son	\$80,300.00	\$1,250.00			\$81,550.00		
NJ Graham	\$81,900.00	\$4,800.00			\$86,700.00		
John Danforth	\$135,200.00	\$2,575.00			\$137,775.00		
HVAC							
Slavic & Company	\$496,000.00				\$496,000.00		\$496,000.00
King & King	\$525,375.00				\$525,375.00		
Picciano & Son	\$654,397.00				\$654,397.00		
John Danforth	\$794,880.00				\$794,880.00		
General Contractor		Generator	Site Work				
McGinnis Nelson	\$400,000.00	\$5,000.00	\$166,500.00		\$571,500.00		\$571,500.00
Daniel Lynch	\$652,000.00	\$4,500.00	\$202,000.00		\$858,500.00		
Bouley Associates	\$727,000.00	\$10,000.00	\$250,000.00		\$987,000.00		
							\$1,317,320.00

December 19, 2022

Mr. Scott Roman
Director & Fire Coordinator
Cortland County 911, Emergency Response & Communications
54 Greenbush Street
Cortland, NY 13045

Re: Award of Contracts for
Cortland County
E-911 Communications Center – Phase 4 Interior Fit-up
King + King Project #23-11-7806

Dear Scott:

We have reviewed the bids and bidders' qualifications for the above-referenced project, discussed the project with low bidders, and recommend that the County consider award of contracts to the following bidders:

General Construction Contract: Award of contract to the low bidder, McGinnis Nelson Construction; Manlius, New York in the following amount:

Base Bid:	\$400,000.00
Alternate GC-1:	\$5,000.00
Alternate GC-2:	\$166,500.00
Total	\$571,500.00

HVAC Contract: Award of contract to the low bidder, Slavik and Company, Inc.; Johnson City, New York in the following amount:

Base Bid:	\$496,000.00
Total	\$496,000.00

Plumbing Contract: Award of contract to the low bidder, Slavik and Company, Inc.; Johnson City, New York in the following amount:

Base Bid:	\$73,000.00
Total	\$73,000.00

Electrical Contract: Award of contract to the low bidder, Matco Electric Corporation; Vestal, New York in the following amount:

Base Bid:	\$144,600.00
Alternate E-1:	\$4,820.00
Alternate E-2:	\$4,500.00
Alternate E-3:	\$13,900.00
Total	\$167,820.00

These amounts add up to a total construction cost of **\$1,308,320.00**.

Attachment: 7806_Cortland E911_Ltr of Recommendation (11173 : DOERC - 22 West Court Street Update)



December 19, 2022
Mr. Scott Roman
Project #23-11-7806
Page 2 of 2

It should be noted that the low bidder for Electrical Contract (Matco Electric Corp.) did not acknowledge receipt of Addendum #3 on their bid form. In our opinion this is not relevant as Addendum #3 clarified 2 items in the HVAC Contractor's scope of work, and thus did not affect the Electrical scope of work. I have reviewed this with Matco and they have verbally agreed that the content of Addendum is not relevant and would not affect their bid price or scope of work. We would look to the relevant County department(s) to provide their final opinion on this matter.

It should also be noted that two items were not carried in the General Construction scope of work which the County may desire be included by the General Construction Contractor (GC). These include spray foam insulation at exterior walls, and installation of the new site retaining walls. These items can be negotiated with the GC prior to award and later included as changes to the contract if desired.

We also recommend that the County hold a contingency allowance budget outside of the construction cost noted above since there were no allowances required in the prime bids. On a project of this scale and complexity, we typically recommend that approx. 10% of the construction cost be help for this purpose.

All contractors must comply with the contractual requirements by furnishing the bond and insurance certifications along with the other documents required of successful bidders.

Thank you for the opportunity to continue working with you on this and future projects, and we look forward to a successful completion.

Sincerely,

King + King Architects LLP

Chad T. Rogers
Partner
LEED® Accredited Professional

cc: file

Attachment: 7806_Cortland E911_Ltr of Recommendation (11173 : DOERC - 22 West Court Street Update)

22 West Court Street

Architect: King & King, Syracuse NY

January 2023

Updates

- IT is responsible for Fiber Optic connections
- Phase 4 interior construction
 - Plans put to bid on November 16, 2022
 - Multiple contractors (GC, plumbing, electrical, HVAC)
 - Site walk thru November 29, 2022
 - Bid responses due December 16, 2022
 - Architect evaluation by January 3, 2023
 - Contract execution by February 15, 2023
- Phase 5 exterior site work
- Phase 6 site/security improvements
- Generator & CCTV systems ordered in December 2022 using 2022 funds

Work completed

- Phase 1 - Interior demolition
- Phase 2 - Roof replacement
- Phase 3 - Window replacement

January 2023

911

- Staffing issues
 - 2 current openings
 - 3 in training (not available for shifts yet)
 - Civil service list results are no longer valid; less than 3 people
- Work is progressing on 22 West Court Street
- Awaiting scheduling for Vesta refresh – contract approved Dec 2022
- Maintenance contract renewal will be re-negotiated in 2023
- Union contract will be re-negotiated in 2023
- Auto discovery recordings work continues

Emergency Management

- Working with County Administration on County employee emergency notification program
- Working with County Administration on Crisis response team and on bringing County Department heads training current.

Fire Service

- Using NYS State fire for Fire investigations
- Still supporting repairs to radios under grant funding

Conferences – trainings

- None

Grants Awarded

- 2023 SHSP - \$51,215 Detective canine, data access fees, tactical LE equipment
- 2023 EMPG - \$23,603 Partial salary – Deputy Director
- 2022 PSAP - \$197,805 Operational costs related to 911
- 2022 SICG – \$1,572,808 22 West Court Street; PM on the radio system
- 2022 DVT - \$172,413 Combating Domestic Terrorism

Grants Awaiting

- SICG targeted

01/02/23
12:10DEPARTMENT OF EMERGENCY RESPONSE AND COMMUNICATION
Total CAD Calls Received, by Nature of Call4402
Page: 1

Nature of Call	Total Calls Received	% of Total
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911 HANG UP	1962	2.14
911 NOT DISPATCHED	1610	1.75
911 OPEN LINE	788	0.86
ABDOMINAL PAIN	74	0.08
ABDOMINAL PAIN II	105	0.11
ABDUCTION/KIDNAPPING	4	0.00
ADMINISTRATIVE	1495	1.63
AIRCRAFT INCIDENT	1	0.00
POLICE ALARM	992	1.08
ALCOHOL OFFENSE	93	0.10
ALLERGIC REACTION	29	0.03
ALLERGIC REACTION II	15	0.02
ALLERGIC REACTION III	1	0.00
ANIMAL PROBLEM	1555	1.69
ANIMAL BITE	1	0.00
ANIMAL BITE II	7	0.01
ARREST III	6	0.01
ARREST VI	32	0.03
ARREST X	72	0.08
ASSAULT	65	0.07
ASSAULT V	2	0.00
ASSAULT VI	5	0.01
ASSAULT VIII	1	0.00
ASSIST	4305	4.69
ATTEMPT TO LOCATE	395	0.43
FIRE ALARM	630	0.69
BACK PAIN	29	0.03
BACK PAIN II	57	0.06
BAR CHECK	180	0.20
BOMB THREAT	3	0.00
TROUBLE BREATHING	622	0.68
TROUBLE BREATHING III	30	0.03
GRASS/BRUSH FIRE	21	0.02
BURGLARY	251	0.27
BURNS	2	0.00
BURNS II	7	0.01
BURNS IV	4	0.00
BURNS IX	1	0.00
BURNS VI	1	0.00
CARBON MONOXIDE	84	0.09
CHEST PAIN	299	0.33
CHEST PAIN II	20	0.02
CHIMNEY FIRE	8	0.01
CHOKING	14	0.02
CHOKING II	13	0.01
CHOKING X	1	0.00
CITY CODE VIOLATION	41	0.04
CIVIL ONLY	2940	3.20
CRIMINAL MISCHIEF	277	0.30
DEATH INVESTIGATION	2	0.00
SPECIAL DETAIL	890	0.97
DIABETIC PROBLEM	73	0.08
DIABETIC PROBLEM II	23	0.03
DIABETIC PROBLEM III	9	0.01
DISORDERLY CONDUCT	810	0.88

Attachment: 2022 cad calls by nature (11174 : DOERC Report - January 2023)

01/02/23
12:10

DEPARTMENT OF EMERGENCY RESPONSE AND COMMUNICATION
Total CAD Calls Received, by Nature of Call

4402
Page: 2

Nature of Call	Total Calls Received	% of Total
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DISPATCHER DUTY	7	0.01
DISTURBANCE	1227	1.34
DOMESTIC	1097	1.19
DROWNING III	1	0.00
DRUG INVESTIGATION	179	0.19
DSS ASSIST/HOME VISIT	468	0.51
DSS NOTIFICATION	885	0.96
ILLEGAL DUMPING	86	0.09
EMERGENCY BUTTON ACTIVATION	14	0.02
EMOTIONALLY DISTURBED PERSON	614	0.67
EMS	76	0.08
EQUIPMENT PROBLEM	39	0.04
EXPLOSION	3	0.00
EXPOSURE II	5	0.01
EXPOSURE IV	1	0.00
EYE II	8	0.01
FALL	75	0.08
FALL II	1026	1.12
FALL III	10	0.01
FALL IX	9	0.01
FIELD INVESTIGATION	971	1.06
OUTSIDE FIRE	131	0.14
FOLLOW UP INVESTIGATION/ACTIO	6393	6.96
FOUND PROPERTY	585	0.64
FRAUD	439	0.48
HARASSMENT	1392	1.51
HAZARDOUS CONDITION	223	0.24
HAZARDOUS MATERIALS INCIDENT	3	0.00
HEADACHE	32	0.03
HEADACHE II	16	0.02
HEART	58	0.06
HEART II	3	0.00
HEMORRHAGE	48	0.05
HEMORRHAGE II	105	0.11
INFORMATION	37	0.04
INHALATION III	2	0.00
INHALATION IX	2	0.00
INVESTIGATION	835	0.91
JAIL INVESTIGATION	6	0.01
JUVENILE PROBLEM	315	0.34
LARCENY	1319	1.44
LIFTING ASSISTANCE	71	0.08
LOST PROPERTY	220	0.24
MISSING PERSON	109	0.12
NOISE COMPLAINT	507	0.55
NOTIFICATION	322	0.35
OVERDOSE/POISONING II	11	0.01
OVERDOSE/POISONING III	30	0.03
OVERDOSE/POISONING V	13	0.01
OVERDOSE/POISONING VII	42	0.05
OVERDOSE/POISONING X	34	0.04
OPEN DOOR	117	0.13
COMMUNITY OUTREACH INTERACTIO	822	0.89
PARKING COMPLAINT	606	0.66
PROPERTY DAMAGE MVA	2340	2.55

Attachment: 2022 cad calls by nature (11174 : DOERC Report - January 2023)

01/02/23
12:10DEPARTMENT OF EMERGENCY RESPONSE AND COMMUNICATION
Total CAD Calls Received, by Nature of Call4402
Page: 3

Nature of Call	Total Calls Received	% of Total
PERSONAL INJURY MVA	266	0.29
PERSONAL INJURY MVA IX	27	0.03
PREGNANCY	43	0.05
PREGNANCY	1	0.00
PROCESSING	78	0.08
PROPERTY CHECK	20376	22.18
PSYCH V	4	0.00
PSYCH VII	3	0.00
REPOSSESSION	143	0.16
RESCUE	7	0.01
RESCUE IX	3	0.00
ROAD FLOODING/CLOSURE	6	0.01
ROBBERY	11	0.01
SEIZURES	190	0.21
SEIZURES II	56	0.06
SEIZURES X	2	0.00
SEND	289	0.31
SERVICE CALL	280	0.30
SEX CRIME	126	0.14
SEX OFFENDER	156	0.17
SHOTS FIRED	70	0.08
SICK PERSON	393	0.43
SICK PERSON II	593	0.65
STAB/SHOOT VII	1	0.00
STAB/SHOOT VIII	4	0.00
STOLEN VEHICLE	102	0.11
STROKE	111	0.12
STRUCTURE FIRE	121	0.13
SUSPICIOUS	1105	1.20
TEST CALL	172	0.19
TRAFFIC PROBLEM	703	0.77
TRANSFER	40	0.04
TRANSPORT	1621	1.76
TRAUMATIC	4	0.00
TRAUMATIC II	68	0.07
TREE DOWN	191	0.21
TRESPASSING	624	0.68
TRAFFIC STOP	14255	15.51
UNCONSCIOUS/FAINTING	257	0.28
UNCONSCIOUS/FAINTING II	77	0.08
UNCONSCIOUS/FAINTING III	2	0.00
UNKNOWN PROBLEM	259	0.28
VEHICLE COMPLAINT	1436	1.56
VEHICLE FIRE	45	0.05
WARRANT ARREST	329	0.36
WATER PROBLEM/PUMPING DETAIL	53	0.06
PERSON WITH A WEAPON	112	0.12
WELFARE CHECK	1864	2.03
WIRES DOWN	262	0.29

Total Calls:	91887	

Report Includes:

All dates between `00:00:00 01/01/22` and `23:59:59 12/31/22`

All nature of incidents

Attachment: 2022 cad calls by nature (11174 : DOERC Report - January 2023)

01/02/23
12:10

DEPARTMENT OF EMERGENCY RESPONSE AND COMMUNICATION
Total CAD Calls Received, by Nature of Call

4402
Page: 4

All cities
All types
All priorities
All agencies

*** End of Report /tmp/rptjboVng-rpcdtccr.r1_2 ***

01/02/23
12:08

DEPARTMENT OF EMERGENCY RESPONSE AND COMMUNICATION
CAD Calls by Day and Time

4402
Page: 1

Hour	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total
00:00-00:59	432	450	458	438	554	785	624	3741
01:00-01:59	482	507	519	551	575	725	580	3939
02:00-02:59	414	438	520	471	513	598	516	3470
03:00-03:59	385	372	443	402	413	463	323	2801
04:00-04:59	306	378	304	309	313	353	344	2307
05:00-05:59	246	268	222	231	270	254	272	1763
06:00-06:59	213	240	232	207	246	228	216	1582
07:00-07:59	286	352	285	264	265	225	218	1895
08:00-08:59	509	573	548	576	586	486	379	3657
09:00-09:59	629	650	666	637	670	554	449	4255
10:00-10:59	754	742	714	725	766	611	555	4867
11:00-11:59	697	714	673	748	702	621	470	4625
12:00-12:59	606	609	640	652	746	596	521	4370
13:00-13:59	708	754	719	738	711	608	506	4744
14:00-14:59	697	775	654	678	699	581	506	4590
15:00-15:59	657	691	633	698	685	565	484	4413
16:00-16:59	703	753	682	763	747	637	650	4935
17:00-17:59	731	670	664	726	795	717	707	5010
18:00-18:59	607	593	628	650	765	647	644	4534
19:00-19:59	642	612	646	678	710	679	616	4583
20:00-20:59	610	580	606	630	696	711	573	4406
21:00-21:59	582	539	628	613	672	674	573	4281
22:00-22:59	460	443	544	544	630	588	460	3669
23:00-23:59	412	392	451	467	653	687	388	3450
Total by Day	1276	1309	1307	1339	1438	1359	1157	91887

Report Includes:

All reported dates between `00:00:00 01/01/22` and `23:59:59 12/31/22`
 All nature of incidents
 All respond to addresses
 All respond to cities
 All agencies

*** End of Report /tmp/rptav3tJZ-rpcdcdt.r1_2 ***

Attachment: 2022 cad calls by time of day (11174 : DOERC Report - January 2023)

01/02/23
12:09

DEPARTMENT OF EMERGENCY RESPONSE AND COMMUNICATION
Total CAD Calls Received, by Nature of Call

4402
Page: 1

Nature of Call	Total Calls Received	% of Total
-----	-----	-----
911 HANG UP	161	2.27
911 NOT DISPATCHED	169	2.39
911 OPEN LINE	65	0.92
ABDOMINAL PAIN	10	0.14
ABDOMINAL PAIN II	15	0.21
ADMINISTRATIVE	161	2.27
POLICE ALARM	82	1.16
ALLERGIC REACTION	3	0.04
ALLERGIC REACTION II	1	0.01
ANIMAL PROBLEM	93	1.31
ARREST III	1	0.01
ARREST VI	3	0.04
ARREST X	8	0.11
ASSAULT	3	0.04
ASSIST	308	4.35
ATTEMPT TO LOCATE	30	0.42
FIRE ALARM	37	0.52
BACK PAIN	2	0.03
BAR CHECK	16	0.23
TROUBLE BREATHING	81	1.14
TROUBLE BREATHING III	4	0.06
BURGLARY	20	0.28
CARBON MONOXIDE	5	0.07
CHEST PAIN	26	0.37
CHEST PAIN II	1	0.01
CHOKING	1	0.01
CHOKING II	1	0.01
CITY CODE VIOLATION	1	0.01
CIVIL ONLY	156	2.20
CRIMINAL MISCHIEF	20	0.28
SPECIAL DETAIL	69	0.97
DIABETIC PROBLEM	6	0.08
DIABETIC PROBLEM II	3	0.04
DISORDERLY CONDUCT	40	0.57
DISPATCHER DUTY	1	0.01
DISTURBANCE	93	1.31
DOMESTIC	93	1.31
DRUG INVESTIGATION	13	0.18
DSS ASSIST/HOME VISIT	23	0.32
DSS NOTIFICATION	73	1.03
ILLEGAL DUMPING	7	0.10
EMERGENCY BUTTON ACTIVATION	2	0.03
EMOTIONALLY DISTURBED PERSON	38	0.54
EMS	7	0.10
FALL	7	0.10
FALL II	94	1.33
FALL IX	1	0.01
FIELD INVESTIGATION	80	1.13
OUTSIDE FIRE	4	0.06
FOLLOW UP INVESTIGATION/ACTIO	529	7.47
FOUND PROPERTY	25	0.35
FRAUD	31	0.44
HARASSMENT	98	1.38
HAZARDOUS CONDITION	27	0.38
HEADACHE	2	0.03

Attachment: Dec 2022 cad calls by nature (11174 : DOERC Report - January 2023)

01/02/23
12:09

DEPARTMENT OF EMERGENCY RESPONSE AND COMMUNICATION
Total CAD Calls Received, by Nature of Call

4402
Page: 2

Nature of Call	Total Calls Received	% of Total
-----	-----	-----
HEART	5	0.07
HEMORRHAGE	6	0.08
HEMORRHAGE II	11	0.16
INVESTIGATION	52	0.73
JUVENILE PROBLEM	6	0.08
LARCENY	96	1.36
LIFTING ASSISTANCE	4	0.06
LOST PROPERTY	9	0.13
MISSING PERSON	4	0.06
NOISE COMPLAINT	27	0.38
NOTIFICATION	23	0.32
OVERDOSE/POISONING II	1	0.01
OVERDOSE/POISONING III	1	0.01
OVERDOSE/POISONING VII	1	0.01
OVERDOSE/POISONING X	2	0.03
OPEN DOOR	11	0.16
COMMUNITY OUTREACH INTERACTIO	53	0.75
PARKING COMPLAINT	45	0.64
PROPERTY DAMAGE MVA	323	4.56
PERSONAL INJURY MVA	35	0.49
PERSONAL INJURY MVA IX	3	0.04
PREGNANCY	3	0.04
PREGNANCY	1	0.01
PROCESSING	4	0.06
PROPERTY CHECK	1643	23.21
REPOSSESSION	21	0.30
ROBBERY	1	0.01
SEIZURES	18	0.25
SEIZURES II	8	0.11
SEIZURES X	1	0.01
SEND	23	0.32
SERVICE CALL	22	0.31
SEX CRIME	16	0.23
SEX OFFENDER	11	0.16
SHOTS FIRED	9	0.13
SICK PERSON	43	0.61
SICK PERSON II	63	0.89
STAB/SHOOT VIII	1	0.01
STOLEN VEHICLE	9	0.13
STROKE	5	0.07
STRUCTURE FIRE	14	0.20
SUSPICIOUS	83	1.17
TEST CALL	18	0.25
TRAFFIC PROBLEM	52	0.73
TRANSFER	2	0.03
TRANSPORT	139	1.96
TRAUMATIC	1	0.01
TRAUMATIC II	4	0.06
TREE DOWN	13	0.18
TRESPASSING	33	0.47
TRAFFIC STOP	885	12.50
UNCONSCIOUS/FAINTING	30	0.42
UNCONSCIOUS/FAINTING II	4	0.06
UNKNOWN PROBLEM	18	0.25
VEHICLE COMPLAINT	100	1.41

Attachment: Dec 2022 cad calls by nature (11174 : DOERC Report - January 2023)

01/02/23
12:09

DEPARTMENT OF EMERGENCY RESPONSE AND COMMUNICATION
Total CAD Calls Received, by Nature of Call

4402
Page: 3

Nature of Call	Total Calls Received	% of Total
-----	-----	-----
VEHICLE FIRE	2	0.03
WARRANT ARREST	26	0.37
WATER PROBLEM/PUMPING DETAIL	7	0.10
PERSON WITH A WEAPON	12	0.17
WELFARE CHECK	143	2.02
WIRES DOWN	22	0.31
-----	-----	-----
Total Calls:	7078	

Report Includes:

All dates between `00:00:00 12/01/22` and `23:59:59 12/31/22`
 All nature of incidents
 All cities
 All types
 All priorities
 All agencies

*** End of Report /tmp/rptjboVng-rpcdtccr.r1_1 ***

Attachment: Dec 2022 cad calls by nature (11174 : DOERC Report - January 2023)

01/02/23
12:07

DEPARTMENT OF EMERGENCY RESPONSE AND COMMUNICATION
CAD Calls by Day and Time

4402
Page: 1

Hour	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total
00:00-00:59	34	42	34	29	44	47	37	267
01:00-01:59	42	32	32	50	54	62	26	298
02:00-02:59	43	33	24	43	36	49	39	267
03:00-03:59	31	35	26	35	35	44	22	228
04:00-04:59	20	17	28	25	26	34	25	175
05:00-05:59	16	19	12	22	32	20	21	142
06:00-06:59	9	6	14	25	19	20	12	105
07:00-07:59	24	26	16	24	29	18	15	152
08:00-08:59	30	42	37	52	64	49	24	298
09:00-09:59	39	54	47	64	73	44	28	349
10:00-10:59	65	66	55	64	64	56	35	405
11:00-11:59	70	57	54	74	63	48	29	395
12:00-12:59	51	45	41	62	68	43	39	349
13:00-13:59	45	48	59	60	70	54	30	366
14:00-14:59	43	51	34	59	63	43	37	330
15:00-15:59	55	46	39	72	35	47	32	326
16:00-16:59	49	48	45	71	52	58	32	355
17:00-17:59	37	33	45	70	61	52	47	345
18:00-18:59	51	41	34	54	61	54	52	347
19:00-19:59	58	42	24	56	48	77	54	359
20:00-20:59	51	44	39	42	57	75	37	345
21:00-21:59	33	41	46	57	60	63	32	332
22:00-22:59	31	34	40	43	55	61	24	288
23:00-23:59	37	40	25	29	45	62	17	255
Total by Day	964	942	850	1182	1214	1180	746	7078

Report Includes:

All reported dates between `00:00:00 12/01/22` and `23:59:59 12/31/22`
 All nature of incidents
 All respond to addresses
 All respond to cities
 All agencies

*** End of Report /tmp/rptav3tJZ-rpcdcdt.r1_1 ***

Attachment: Dec 2022 cad calls by time of day (11174 : DOERC Report - January 2023)



Call Count by Call Types per Trunk Line

For (Trunk)



Creation Date: 01/02/2023 01:02:50 PM

Grouping: Trunk

Date Range: 01/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

Filter Criteria:

Summary Information

Trunk	Total Calls	Call Category				Call Origin					Call Service (Incoming Only)		
		Emergency	None	Non-Emergency	Other	Incoming	Internal	None	Outgoing	Unknown	Wire-line	Wireless	VoIP
Total	115,333	23,132	0	92,201	0	91,268	503	0	23,562	0	65,685	18,183	2,365



Call Count by Call Types per Trunk Line

For (Trunk)



Creation Date: 01/02/2023 01:02:50 PM

Grouping: Trunk

Date Range: 01/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

Filter Criteria:

Summary Information

Trunk	Call Service (In	Call Process (Excluding Internal)									
	Unknown	Outgoing	Callback	Abandoned (Emergency)				Unanswered	Answered		
				Not Serviced	Released	Serviced	Unserviceable		SMS	TDD	Voice
Total	4,971	22,657	905	9	55	984	168	4,786	61	124	85,081



Call Count by Call Types per Trunk Line

For (Trunk)



Creation Date: 01/02/2023 01:02:50 PM

Grouping: Trunk

Date Range: 01/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

Filter Criteria:

Detail Information

Trunk	Total Calls	Call Category				Call Origin					Call Service (Incoming Only)			
		Emergency	None	Non-Emergency	Other	Incoming	Internal	None	Outgoing	Unknown	Wire-line	Wireless	VoIP	
3-3311	16,622	0	0	16,622	0	16,622	0	0	0	0	16,575	0	0	0
3-3312	1,704	0	0	1,704	0	1,704	0	0	0	0	1,691	0	0	0
3-3313	186	0	0	186	0	186	0	0	0	0	183	0	0	0
3-5006	16,111	0	0	16,111	0	16,111	0	0	0	0	12,222	0	0	0
3-5007	2,204	0	0	2,204	0	2,204	0	0	0	0	1,516	0	0	0
3-7533	4,252	0	0	4,252	0	4,252	0	0	0	0	4,220	0	0	0
3-7534	4,117	0	0	4,117	0	4,117	0	0	0	0	4,112	0	0	0
6-2811	18,836	0	0	18,836	0	18,836	0	0	0	0	18,755	0	0	0
6-2812	2,808	0	0	2,808	0	2,808	0	0	0	0	2,791	0	0	0
6-2813	386	0	0	386	0	386	0	0	0	0	379	0	0	0
6-5604	2,129	0	0	2,129	0	2,129	0	0	0	0	2,125	0	0	0
758-1207	2	0	0	2	0	2	0	0	0	0	2	0	0	0
Default	503	503	0	0	0	0	503	0	0	0	0	0	0	0
E-911-1	160	160	0	0	0	160	0	0	0	0	148	3	8	0
E-911-2	156	156	0	0	0	156	0	0	0	0	148	1	6	0
E-WLS-1	26	26	0	0	0	26	0	0	0	0	0	25	0	0
E-WLS-2	32	32	0	0	0	32	0	0	0	0	0	31	0	0

Attachment: 2022 Telephone Call Count by Call Types per Trunk Line (11174 : DOERC Report - January



Call Count by Call Types per Trunk Line

For (Trunk)



Creation Date: 01/02/2023 01:02:50 PM

Grouping: Trunk

Date Range: 01/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

Filter Criteria:

Detail Information

Trunk	Call Service (In	Call Process (Excluding Internal)									
	Unknown	Outgoing	Callback	Abandoned (Emergency)				Unanswered	Answered		
				Not Serviced	Released	Serviced	Unserviceable		SMS	TDD	Voice
3-3311	47	0	0	0	0	0	0	47	0	1	16,574
3-3312	13	0	0	0	0	0	0	13	0	0	1,691
3-3313	3	0	0	0	0	0	0	3	0	0	183
3-5006	3,889	0	0	0	0	0	0	3,889	0	1	12,221
3-5007	688	0	0	0	0	0	0	688	0	1	1,515
3-7533	32	0	0	0	0	0	0	32	0	1	4,219
3-7534	5	0	0	0	0	0	0	5	0	0	4,112
6-2811	81	0	0	0	0	0	0	81	0	7	18,748
6-2812	17	0	0	0	0	0	0	17	0	1	2,790
6-2813	7	0	0	0	0	0	0	7	0	3	376
6-5604	4	0	0	0	0	0	0	4	0	3	2,122
758-1207	0	0	0	0	0	0	0	0	0	0	2
Default	0	0	0	0	0	0	0	0	0	0	0
E-911-1	1	0	0	0	1	7	0	0	0	2	150
E-911-2	1	0	0	0	1	7	0	0	0	0	148
E-WLS-1	1	0	0	0	4	2	0	0	0	0	20
E-WLS-2	1	0	0	0	1	3	0	0	0	0	28



Call Count by Call Types per Trunk Line

For (Trunk)



Creation Date: 01/02/2023 01:02:50 PM

Grouping: Trunk

Date Range: 01/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

Filter Criteria:

Detail Information

Trunk	Total Calls	Call Category				Call Origin					Call Service (Incoming Only)			
		Emergency	None	Non-Emergency	Other	Incoming	Internal	None	Outgoing	Unknown	Wire-line	Wireless	VoIP	
E-WLS-3	29	29	0	0	0	29	0	0	0	0	0	28	0	0
E-WLS-4	14	14	0	0	0	14	0	0	0	0	9	0	0	0
E-WLS-6	15	15	0	0	0	15	0	0	0	0	8	0	0	0
LNG	64	64	0	0	0	64	0	0	0	0	0	0	0	64
M1K1A	3,347	157	0	3,190	0	0	0	0	3,347	0	0	0	0	0
M1K1B	10	0	0	10	0	0	0	0	10	0	0	0	0	0
M1K2A	20,167	561	0	19,606	0	0	0	0	20,167	0	0	0	0	0
M1K2B	38	0	0	38	0	0	0	0	38	0	0	0	0	0
S-911-1	1,649	1,649	0	0	0	1,649	0	0	0	0	379	106	1,163	0
S-911-2	1,642	1,642	0	0	0	1,642	0	0	0	0	372	93	1,177	0
S-WLS-1	6,031	6,031	0	0	0	6,031	0	0	0	0	9	5,959	0	0
S-WLS-2	5,991	5,991	0	0	0	5,991	0	0	0	0	5	5,928	5	0
S-WLS-3	6,002	6,002	0	0	0	6,002	0	0	0	0	6	5,939	6	0
S-WLS-4	32	32	0	0	0	32	0	0	0	0	8	24	0	0
S-WLS-5	29	29	0	0	0	29	0	0	0	0	9	20	0	0
S-WLS-6	39	39	0	0	0	39	0	0	0	0	13	26	0	0
Total	115,333	23,132	0	92,201	0	91,268	503	0	23,562	0	65,685	18,183	2,365	64

Attachment: 2022 Telephone Call Count by Call Types per Trunk Line (11174 : DOERC Report - January



Call Count by Call Types per Trunk Line

For (Trunk)



Creation Date: 01/02/2023 01:02:50 PM

Grouping: Trunk

Date Range: 01/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

Filter Criteria:

Detail Information

Trunk	Call Service (In	Call Process (Excluding Internal)									
	Unknown	Outgoing	Callback	Abandoned (Emergency)				Unanswered	Answered		
				Not Serviced	Released	Serviced	Unserviceable		SMS	TDD	Voice
E-WLS-3	1	0	0	1	2	6	0	0	0	0	20
E-WLS-4	5	0	0	0	5	0	0	0	0	0	9
E-WLS-6	7	0	0	0	6	0	1	0	0	0	8
LNG	0	0	0	0	0	3	0	0	61	0	0
M1K1A	0	3,167	180	0	0	0	0	0	0	0	0
M1K1B	0	10	0	0	0	0	0	0	0	0	0
M1K2A	0	19,442	725	0	0	0	0	0	0	0	0
M1K2B	0	38	0	0	0	0	0	0	0	0	0
S-911-1	1	0	0	0	6	62	1	0	0	3	1,577
S-911-2	0	0	0	1	7	64	0	0	0	2	1,568
S-WLS-1	63	0	0	0	4	277	62	0	0	30	5,658
S-WLS-2	53	0	0	5	5	279	53	0	0	32	5,617
S-WLS-3	51	0	0	2	8	264	51	0	0	37	5,640
S-WLS-4	0	0	0	0	2	1	0	0	0	0	29
S-WLS-5	0	0	0	0	0	6	0	0	0	0	23
S-WLS-6	0	0	0	0	3	3	0	0	0	0	33
Total	4,971	22,657	905	9	55	984	168	4,786	61	124	85,081

Attachment: 2022 Telephone Call Count by Call Types per Trunk Line (11174 : DOERC Report - January

Call Count by Call Types per Trunk Line

For (Trunk)

Creation Date: 01/02/2023 01:02:50 PM

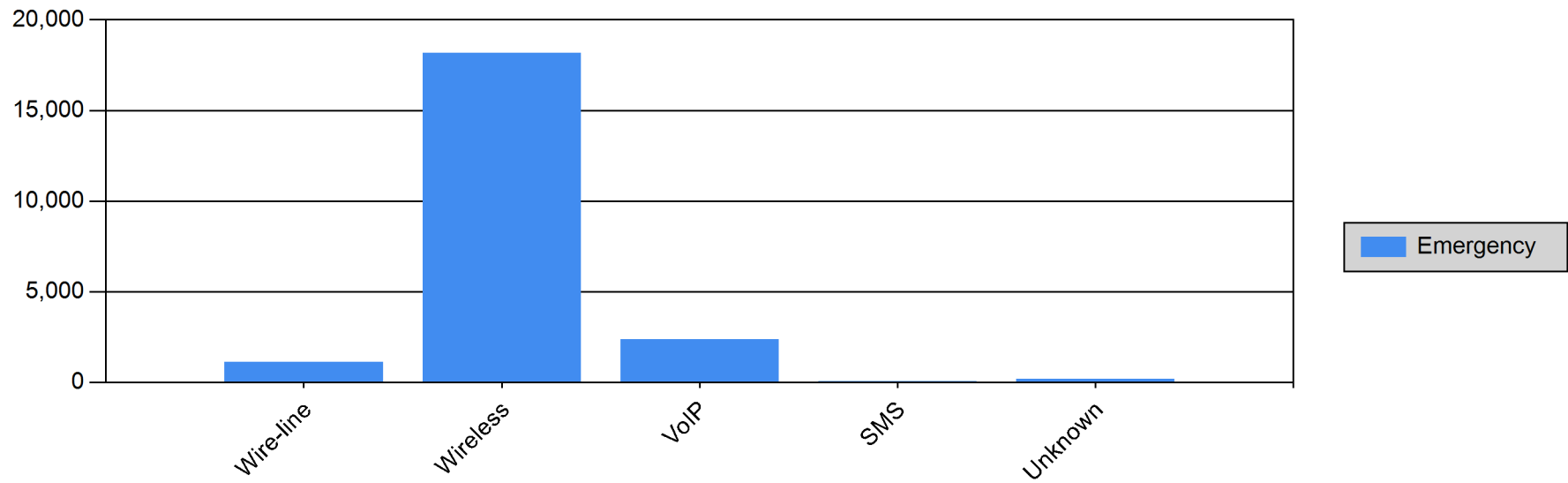
Grouping: Trunk

Date Range: 01/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

Filter Criteria:

Summary Chart

Call Count by Call Service (Incoming)



Call Count by Call Types per Trunk Line

For (Trunk)

Creation Date: 01/02/2023 01:02:50 PM

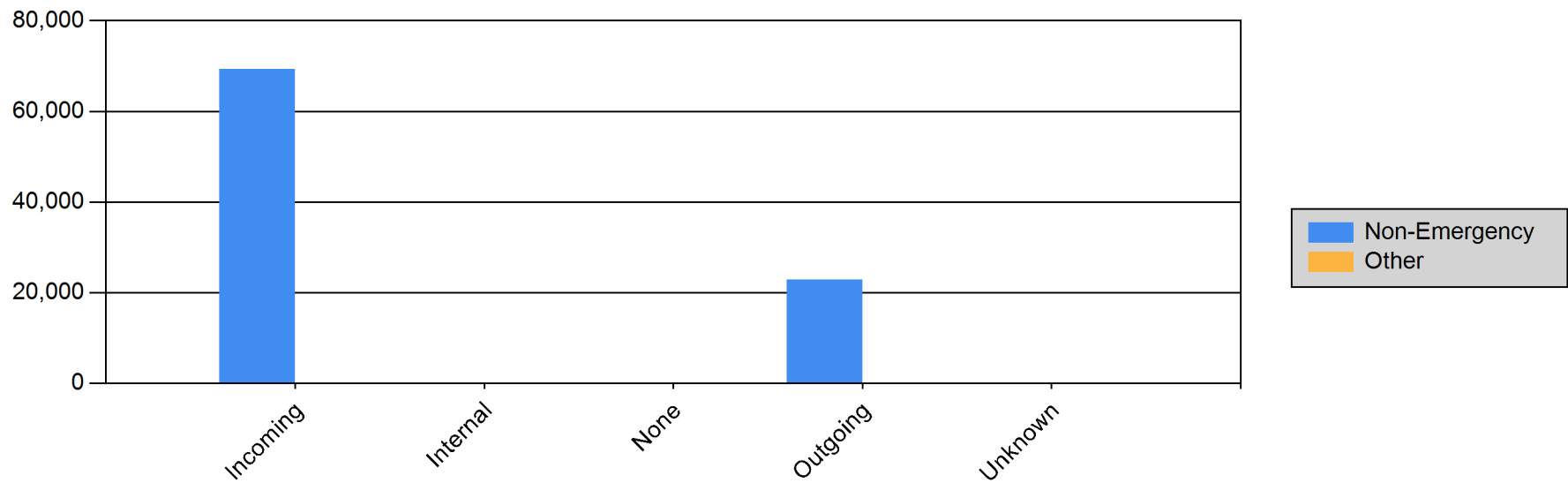
Grouping: Trunk

Date Range: 01/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

Filter Criteria:

Summary Chart

Call Count by Call Origin



Call Count by Call Types per Trunk Line

For (Trunk)

Creation Date: 01/02/2023 01:02:50 PM

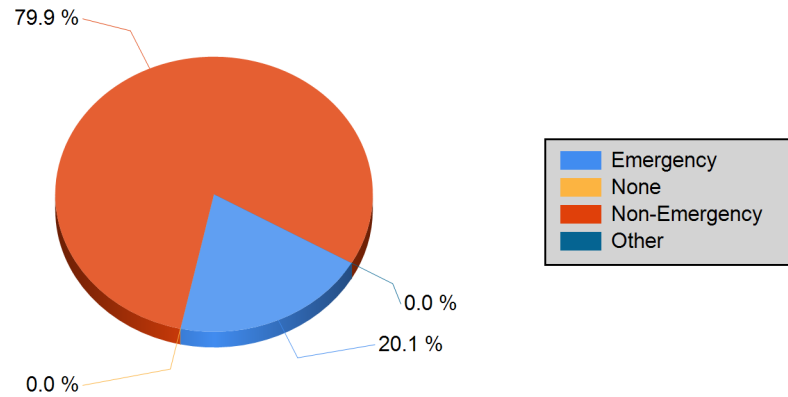
Grouping: Trunk

Date Range: 01/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

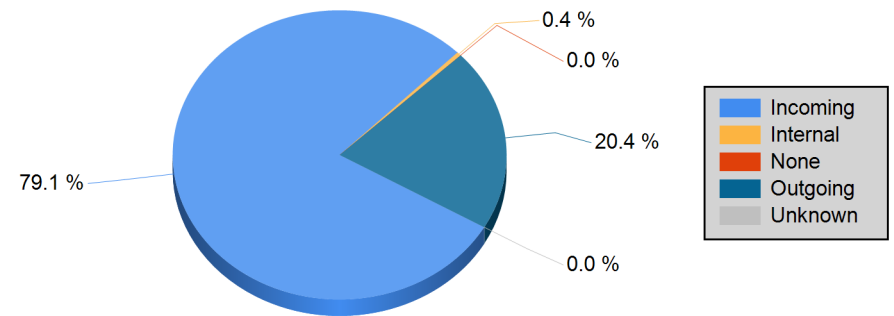
Filter Criteria:

Detail Chart

Call Count by Call Category



Call Count by Call Origin



Call Count by Call Types per Trunk Line

For (Trunk)

Creation Date: 01/02/2023 01:02:50 PM

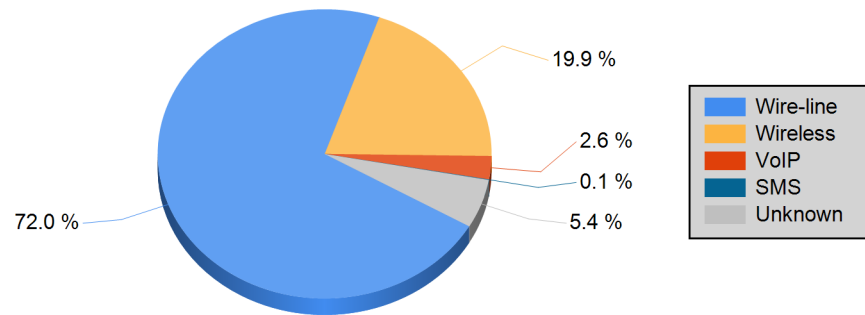
Grouping: Trunk

Date Range: 01/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

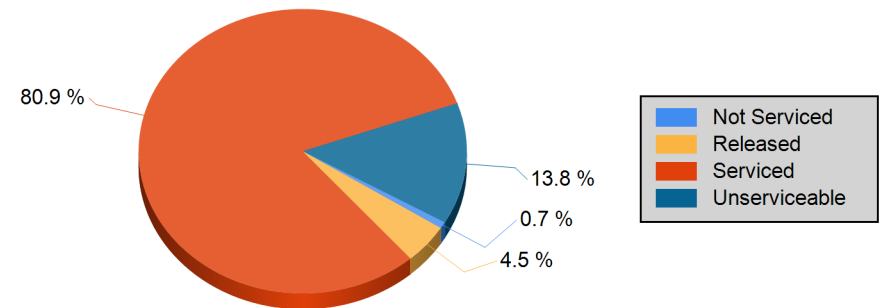
Filter Criteria:

Detail Chart

Call Count by Call Service (Incoming)



Call Count by Call Type by Abandoned (Emergency)





Call Count by Call Types per Trunk Line

For (Trunk)



Creation Date: 01/02/2023 01:02:50 PM

Grouping: Trunk

Date Range: 01/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

Filter Criteria:

Report Description

Report Definition: Provides the total number of processed calls per category and type for the specified date range and filter criteria. The possible call types are:

- Call Category:
 - Emergency – Emergency call processed on either an incoming or outgoing trunk, or an SMS conversation between a caller and an agent.
 - Non-Emergency – Non-emergency call processed either on an incoming or outgoing line, or an SMS conversation initiated by an agent.
 - Other – Internal call (within the site) processed on an intercom, and any other non-emergency or non-administrative call.
- Call Origin:
 - Incoming – Call that originated from outside the site; it can be an Emergency call or a Non-Emergency call.
 - Internal – Console to Console call within the site.
 - Outgoing – New call that originated from a Console to external location outside of the call center; it can be an Emergency call (call back from an abandoned call) or Non-Emergency call. (Transfers are not included here.)
 - Unknown – Call for which we have insufficient data to determine the call origin.
- Call Service (Incoming Only):
 - Wire-line – Incoming call that was transmitted through a wire or cable.
 - Wireless – Incoming call that was transmitted through the air using a mobile telephone.
 - VoIP (Voice over Internet Protocol) – Incoming call that was transmitted over a data network using the Internet Protocol.
 - SMS (Short Message Service) – Emergency incoming call (text message) that was transmitted through the air typically using a mobile device.
 - Unknown – Incoming call for which we have insufficient data to determine the call service.
- Call Process (Excluding Internal):
 - Outgoing – New call or SMS conversation that originated from a Console to external location outside of the call center. This count includes calls with the call process subtype of Outgoing Callback; Outgoing Callbacks are calls in which the agent is calling back a number associated with a previous call some time later.
 - Callback – Abandoned Callbacks are outgoing calls in which the agent is calling back a number associated with a hung up call soon after it was received.
 - Abandoned – Emergency call where the caller hung up before the call was answered. Abandoned calls include:
 - Not Serviced – Abandoned call where the calling party's number was recorded but the system did not find any call where the agent called the caller back.
 - Released – Abandoned call where the system released the call prior to a callback.
 - Serviced calls – Abandoned call where the calling party's number was recorded and the system found that the agent called the caller back.
 - Unserviceable – Abandoned call where the calling party's number was not recorded or was invalid, so the agent could not call the caller back.



Call Count by Call Types per Trunk Line

For (Trunk)



Creation Date: 01/02/2023 01:02:50 PM

Grouping: Trunk

Date Range: 01/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

Filter Criteria:

Report Description

- Unanswered – Non-Emergency call that was not answered by any agent within the site.
- Answered – Call that was answered by at least one agent within the site. Answered calls include:
 - SMS – Incoming SMS conversation between a caller and an agent.
 - TDD – Incoming call that contained and transmitted teletype characters (alphanumeric).
 - Voice – Incoming call that contained only sound waves and no teletype characters.

Users select the row detail or member for the call count report. Typically they may count calls for agents, consoles, trunks, and so on. The users may also choose to include up to two grouping levels. So, for example, the report could count calls received by Agents, grouped by Site and Class of Service (COS).

Report Notes: User defined area

Glossary of Terms

Field	Description
Report Heading Information (no field title)	The information that applies to the entire report.
For (row detail)	The lowest level (row detail) of the report. This is the focus or lowest granularity on the report. For example, if reporting on the calls processed for each Xfer/Conf Target, each Xfer/Conf Target would be shown on a row in the detail section of the report. When defining the contents of the report on Analytics's Report Criteria page, it is the last group selected. (It can also be the only group selected.)
Creation Date	Date and time the report was produced.



Call Count by Call Types per Trunk Line

For (Trunk)



Creation Date: 01/02/2023 01:02:50 PM

Grouping: Trunk

Date Range: 01/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

Filter Criteria:

Report Description

Glossary of Terms

Field	Description
Grouping	Selected hierarchical level and classifications of the requested data (for example, Level 1: Site; Members: Agent Group). Level 1 is the top level of grouping on the report. Level 2 is the mid-level group, and Members is the bottom or row level. The bottom level defines the lowest level of information on the report.
Date Range	Specified beginning and ending dates and times for the requested data.
Filter Criteria	Selected criteria that determine what data is included or excluded from the report.
Summary Information	The report data summarized by the highest grouping level (first selected group). Lower grouping levels and detail information are not shown in the summary section.
Highest grouping level (no field titles on report)	Top level group (column heading) and its members (line items) to which the displayed data applies, for example, "Sites" (column heading) and "ABC Call Center" (line item).
Total Calls	Total calls processed for the line item (member).
Emergency (Call Category)	Total emergency calls, including incoming/outgoing SMS, processed for the line item (member). <i>Total Calls = Emergency + Non-Emergency + Other</i>
Non-Emergency (Call Category)	Total non-emergency calls, including outgoing SMS, processed for the line item (member). <i>Total Calls = Emergency + Non-Emergency + Other</i>
Other (Call Category)	Total intercom calls (in the site) processed for the line item (member). <i>Total Calls = Emergency + Non-Emergency + Other</i>



Call Count by Call Types per Trunk Line

For (Trunk)



Creation Date: 01/02/2023 01:02:50 PM

Grouping: Trunk

Date Range: 01/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

Filter Criteria:

Report Description

Glossary of Terms

Field	Description
Incoming (Call Origin)	Total incoming calls (to the site), including incoming SMS, for the line item (member). <i>Total Calls = Incoming + Internal + Outgoing + Unknown</i>
Internal (Call Origin)	Total internal calls (within the site) for the line item (member). A console to console call is classified as internal. <i>Total Calls = Incoming + Internal + Outgoing + Unknown</i>
Outgoing (Call Origin)	Total outgoing calls (from the site), including outgoing SMS, for the line item (member). <i>Total Calls = Incoming + Internal + Outgoing + Unknown</i>
Unknown (Call Origin)	Total unknown calls (to the site) for the line item (member). <i>Total Calls = Incoming + Internal + Outgoing + Unknown</i>
Wire-line (Call Service)	Total land line calls processed for the line item (member). <i>Total Incoming Calls = Wire-line + Wireless + VoIP + SMS + Unknown</i>



Call Count by Call Types per Trunk Line

For (Trunk)



Creation Date: 01/02/2023 01:02:50 PM

Grouping: Trunk

Date Range: 01/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

Filter Criteria:

Report Description

Glossary of Terms

Field	Description
Wireless (Call Service)	Total mobile calls processed for the line item (member). Note: When calls are determined to be Wireless and VoIP by the Class of Service (COS) in the location information (ALI), some customers who have wireless trunk groups will not have some of their calls classified as wireless if the calls did not contain ALI with the Wireless COS. <i>Total Incoming Calls = Wire-line + Wireless + VoIP + SMS + Unknown</i>
VoIP (Call Service)	Total internet calls processed for the line item (member). <i>Total Incoming Calls = Wire-line + Wireless + VoIP + SMS + Unknown</i>
SMS (Call Service)	Total incoming SMS calls processed for the line item (member). <i>Total Incoming Calls = Wire-line + Wireless + VoIP + SMS + Unknown</i>
Unknown (Call Service)	Total unknown calls processed for the line item (member). <i>Total Incoming Calls = Wire-line + Wireless + VoIP + SMS + Unknown</i>



Call Count by Call Types per Trunk Line

For (Trunk)



Creation Date: 01/02/2023 01:02:50 PM

Grouping: Trunk

Date Range: 01/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

Filter Criteria:

Report Description

Glossary of Terms

Field	Description
Outgoing (Call Process)	Total outgoing calls (from the site), including outgoing SMS, for the line item (member). Note: Outgoing Callback calls are included in the Outgoing Call Process. <i>Total Outgoing Calls = Outgoing + Callback</i>
Callback (Call Process)	Total calls with an agent callback for the line item (member). <i>Total Outgoing Calls = Outgoing + Callback</i>
Abandoned Not Serviced (Call Process)	Total abandoned calls, including SMS, that have not been found to have been serviced for the line item (member). <i>Total Incoming Calls = Not Serviced + Released + Serviced + Unserviceable + Unanswered + TDD + Voice + SMS</i>
Abandoned Released (Call Process)	Total abandoned calls that have been released by the system prior to a callback for the line item (member). The system can release an abandoned call if the caller calls back, if the call doesn't pass the Pocket Dial filter or if the call's wait duration doesn't exceed the Abandoned Call Presentation Threshold. <i>Total Incoming Calls = Not Serviced + Released + Serviced + Unserviceable + Unanswered + TDD + Voice + SMS</i>



Call Count by Call Types per Trunk Line

For (Trunk)



Creation Date: 01/02/2023 01:02:50 PM

Grouping: Trunk

Date Range: 01/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

Filter Criteria:

Report Description

Glossary of Terms

Field	Description
Abandoned Serviced (Call Process)	Total abandoned calls, including SMS, that have been found to have been serviced for the line item (member). <i>Total Incoming Calls = Not Serviced + Released + Serviced + Unserviceable + Unanswered + TDD + Voice + SMS</i>
Abandoned Unserviceable (Call Process)	Total unserviceable abandoned calls, including SMS, for the line item (member). <i>Total Incoming Calls = Not Serviced + Released + Serviced + Unserviceable + Unanswered + TDD + Voice + SMS</i>
Unanswered (Call Process)	Total calls unanswered for the line item (member). <i>Total Incoming Calls = Not Serviced + Released + Serviced + Unserviceable + Unanswered + TDD + Voice + SMS</i>
Answered SMS (Call Process)	Total incoming SMS calls answered for the line item (member). <i>Total Incoming Calls = Not Serviced + Released + Serviced + Unserviceable + Unanswered + TDD + Voice + SMS</i>
Answered TDD (Call Process)	Total calls with recorded teletype characters for the line item (member). <i>Total Incoming Calls = Not Serviced + Released + Serviced + Unserviceable + Unanswered + TDD + Voice + SMS</i>



Call Count by Call Types per Trunk Line

For (Trunk)



Creation Date: 01/02/2023 01:02:50 PM

Grouping: Trunk

Date Range: 01/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

Filter Criteria:

Report Description

Glossary of Terms

Field	Description
Answered Voice (Call Process)	Total calls answered for the line item (member). <i>Total Incoming Calls = Not Serviced + Released + Serviced + Unserviceable + Unanswered + TDD + Voice + SMS</i>
Total	The sum of all of the line items under the column where it appears (Grand Total)
Total Calls	Total calls processed for the line item (member) and for the lowest level.
Detail Information	The requested report data by the selected grouping order.



Call Count by Call Types per Trunk Line

For (Trunk)



Creation Date: 01/02/2023 01:02:50 PM

Grouping: Trunk

Date Range: 01/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

Filter Criteria:

Report Description

Glossary of Terms

Field	Description
Groups (no field title on the report)	Group names or classifications and the members included within the groups. Members not included in the selected groups are merged in the "Other" groups so that the total call volume includes all calls except those removed by filtering. So, for example, if an Agent group was created that did not include all possible agents, some calls would potentially not be included within the Agent group. These calls would then be assigned to the Other group (all agents that were not included in the Agent group) so that the report totals reflected on the report would represent the total calls received for the date range and filter criteria applied. Events that do not contain a target member will be displayed in a row labeled "None" when the lowest level of items is included. However, if the report does not include the lowest tier of the group, the events with missing members will be shown in the group called "Other." If the Event contains a grouping/row member, but the member was not included in a tier when the group was created, the event will be counted and displayed in the "Other" row and, if the report has additional groups, it will be included in the Other group. <i>To reduce the number of events in the Other row, Motorola Solutions recommends that all members be assigned to one of the grouping elements included in the grouping tier.</i> An example of "None" can be best seen by using a Call Count report where the lowest grouping level = Xfer/Conf Target. The calls that were not transferred will be shown in the "None" row, since no Xfer/Conf Target was used (for the transfer). <i>To reduce the number of events categorized as None, Motorola Solutions recommends that you include a filter to exclude these items when requesting the report.</i>



Call Count by Call Types per Trunk Line

For (Trunk)



Creation Date: 01/02/2023 01:02:50 PM

Grouping: Trunk

Date Range: 01/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

Filter Criteria:

Report Description

Glossary of Terms

Field	Description
Emergency (Call Category)	Total emergency calls, including incoming/outgoing SMS, processed for the line item (member) and for the lowest level. <i>Total Calls = Emergency + Non-Emergency + Other</i>
Non-Emergency (Call Category)	Total non-emergency calls, including outgoing SMS, processed for the line item (member) and for the lowest level. <i>Total Calls = Emergency + Non-Emergency + Other</i>
Other (Call Category)	Total intercom calls (in the site) processed for the line item (member) and for the lowest level. <i>Total Calls = Emergency + Non-Emergency + Other</i>
Incoming (Call Origin)	Total incoming calls (to the site), including incoming SMS, for the line item (member) and for the lowest level. <i>Total Calls = Incoming + Internal + Outgoing + Unknown</i>
Internal (Call Origin)	Total internal calls (within the site) for the line item (member) and for the lowest level. A console to console call is classified as internal. <i>Total Calls = Incoming + Internal + Outgoing + Unknown</i>



Call Count by Call Types per Trunk Line

For (Trunk)



Creation Date: 01/02/2023 01:02:50 PM

Grouping: Trunk

Date Range: 01/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

Filter Criteria:

Report Description

Glossary of Terms

Field	Description
Outgoing (Call Origin)	Total outgoing calls (from the site), including outgoing SMS, for the line item (member) and for the lowest level. <i>Total Calls = Incoming + Internal + Outgoing + Unknown</i>
Unknown (Call Origin)	Total unknown calls (to the site) for the line item (member) and for the lowest level. <i>Total Calls = Incoming + Internal + Outgoing + Unknown</i>
Wire-line (Call Service)	Total land line calls processed for the line item (member) and for the lowest level. <i>Total Incoming Calls = Wire-line + Wireless + VoIP + SMS + Unknown</i>
Wireless (Call Service)	Total mobile calls processed for the line item (member) and for the lowest level. Note: When calls are determined to be Wireless and VoIP by the Class of Service (COS) in the location information (ALI), some customers who have wireless trunk groups will not have some of their calls classified as wireless if the calls did not contain ALI with the Wireless COS. <i>Total Incoming Calls = Wire-line + Wireless + VoIP + SMS + Unknown</i>
VoIP (Call Service)	Total internet calls processed for the line item (member) and for the lowest level. <i>Total Incoming Calls = Wire-line + Wireless + VoIP + SMS + Unknown</i>



Call Count by Call Types per Trunk Line

For (Trunk)



Creation Date: 01/02/2023 01:02:50 PM

Grouping: Trunk

Date Range: 01/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

Filter Criteria:

Report Description

Glossary of Terms

Field	Description
SMS (Call Service)	Total incoming SMS calls processed for the line item (member) and for the lowest level. <i>Total Incoming Calls = Wire-line + Wireless + VoIP + SMS + Unknown</i>
Unknown (Call Service)	Total unknown calls processed for the line item (member) and for the lowest level. <i>Total Incoming Calls = Wire-line + Wireless + VoIP + SMS + Unknown</i>
Outgoing (Call Process)	Total outgoing calls (from the site), including outgoing SMS, for the line item (member) and for the lowest level. Note: Outgoing callback calls are included in the Outgoing Call Process. <i>Total Outgoing Calls = Outgoing + Callback</i>
Callback (Call Process)	Total calls with an agent callback for the line item (member) and for the lowest level. <i>Total Outgoing Calls = Outgoing + Callback</i>
Abandoned Not Serviced (Call Process)	Total abandoned calls, including SMS, that have not been found to have been serviced for the line item (member) and for the lowest level. <i>Total Incoming Calls = Not Serviced + Released + Serviced + Unserviceable + Unanswered + TDD + Voice + SMS</i>



Call Count by Call Types per Trunk Line

For (Trunk)



Creation Date: 01/02/2023 01:02:50 PM

Grouping: Trunk

Date Range: 01/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

Filter Criteria:

Report Description

Glossary of Terms

Field	Description
Abandoned Released (Call Process)	Total abandoned calls that have been released by the system prior to a callback for the line item (member) and for the lowest level. The system can release an abandoned call if the caller calls back, if the call doesn't pass the Pocket Dial filter or if the call's wait duration doesn't exceed the Abandoned Call Presentation Threshold. <i>Total Incoming Calls = Not Serviced + Released + Serviced + Unserviceable + Unanswered + TDD + Voice + SMS</i>
Abandoned Serviced (Call Process)	Total abandoned calls, including SMS, that have been found to have been serviced for the line item (member) and for the lowest level. <i>Total Incoming Calls = Not Serviced + Released + Serviced + Unserviceable + Unanswered + TDD + Voice + SMS</i>
Abandoned Unserviceable (Call Process)	Total unserviceable abandoned calls, including SMS, for the line item (member) and for the lowest level. <i>Total Incoming Calls = Not Serviced + Released + Serviced + Unserviceable + Unanswered + TDD + Voice + SMS</i>
Unanswered (Call Process)	Total calls unanswered for the line item (member) and for the lowest level. <i>Total Incoming Calls = Not Serviced + Released + Serviced + Unserviceable + Unanswered + TDD + Voice + SMS</i>



Call Count by Call Types per Trunk Line

For (Trunk)



Creation Date: 01/02/2023 01:02:50 PM

Grouping: Trunk

Date Range: 01/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

Filter Criteria:

Report Description

Glossary of Terms

Field	Description
Answered SMS (Call Process)	Total incoming SMS calls answered for the line item (member) and for the lowest level. <i>Total Incoming Calls = Not Serviced + Released + Serviced + Unserviceable + Unanswered + TDD + Voice + SMS</i>
Answered TDD (Call Process)	Total calls with recorded teletype characters for the line item (member) and for the lowest level. <i>Total Incoming Calls = Not Serviced + Released + Serviced + Unserviceable + Unanswered + TDD + Voice + SMS</i>
Answered Voice (Call Process)	Total calls answered for the line item (member) and for the lowest level. <i>Total Incoming Calls = Not Serviced + Released + Serviced + Unserviceable + Unanswered + TDD + Voice + SMS</i>
Total (Sub-total)	Sub-total of all of the line items under the column where it appears.
Total (Grand Total)	The sum of all of the sub-totals under the column where it appears.



Call Count by Call Types per Trunk Line

For (Trunk)



Creation Date: 01/02/2023 12:59:35 PM

Grouping: Trunk

Date Range: 12/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

Filter Criteria:

Summary Information

Trunk	Total Calls	Call Category				Call Origin					Call Service (Incoming Only)		
		Emergency	None	Non-Emergency	Other	Incoming	Internal	None	Outgoing	Unknown	Wire-line	Wireless	VoIP
Total	9,626	2,017	0	7,609	0	7,788	1	0	1,837	0	5,400	1,682	221

Attachment: Dec 2022 Telephone Call Count by Call Types per Trunk Line (11174 : DOERC Report -



Call Count by Call Types per Trunk Line

For (Trunk)



Creation Date: 01/02/2023 12:59:35 PM

Grouping: Trunk

Date Range: 12/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

Filter Criteria:

Summary Information

Trunk	Call Service (In	Call Process (Excluding Internal)									
	Unknown	Outgoing	Callback	Abandoned (Emergency)				Unanswered	Answered		
				Not Serviced	Released	Serviced	Unserviceable		SMS	TDD	Voice
Total	479	1,753	84	1	6	89	8	471	6	13	7,194



Call Count by Call Types per Trunk Line

For (Trunk)



Creation Date: 01/02/2023 12:59:35 PM

Grouping: Trunk

Date Range: 12/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

Filter Criteria:

Detail Information

Trunk	Total Calls	Call Category				Call Origin					Call Service (Incoming Only)			
		Emergency	None	Non-Emergency	Other	Incoming	Internal	None	Outgoing	Unknown	Wire-line	Wireless	VoIP	
3-3311	1,410	0	0	1,410	0	1,410	0	0	0	0	1,401	0	0	0
3-3312	150	0	0	150	0	150	0	0	0	0	148	0	0	0
3-3313	18	0	0	18	0	18	0	0	0	0	17	0	0	0
3-5006	1,304	0	0	1,304	0	1,304	0	0	0	0	936	0	0	0
3-5007	201	0	0	201	0	201	0	0	0	0	141	0	0	0
3-7533	326	0	0	326	0	326	0	0	0	0	321	0	0	0
3-7534	350	0	0	350	0	350	0	0	0	0	350	0	0	0
6-2811	1,533	0	0	1,533	0	1,533	0	0	0	0	1,509	0	0	0
6-2812	221	0	0	221	0	221	0	0	0	0	220	0	0	0
6-2813	30	0	0	30	0	30	0	0	0	0	30	0	0	0
6-5604	227	0	0	227	0	227	0	0	0	0	226	0	0	0
758-1207	2	0	0	2	0	2	0	0	0	0	2	0	0	0
Default	1	1	0	0	0	0	1	0	0	0	0	0	0	0
E-911-1	16	16	0	0	0	16	0	0	0	0	14	0	2	0
E-911-2	15	15	0	0	0	15	0	0	0	0	12	0	3	0
E-WLS-1	3	3	0	0	0	3	0	0	0	0	0	3	0	0
E-WLS-2	4	4	0	0	0	4	0	0	0	0	0	4	0	0

Attachment: Dec 2022 Telephone Call Count by Call Types per Trunk Line (11174 : DOERC Report -



Call Count by Call Types per Trunk Line

For (Trunk)



Creation Date: 01/02/2023 12:59:35 PM

Grouping: Trunk

Date Range: 12/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

Filter Criteria:

Detail Information

Trunk	Call Service (In	Call Process (Excluding Internal)									
	Unknown	Outgoing	Callback	Abandoned (Emergency)				Unanswered	Answered		
				Not Serviced	Released	Serviced	Unserviceable		SMS	TDD	Voice
3-3311	9	0	0	0	0	0	0	9	0	0	1,401
3-3312	2	0	0	0	0	0	0	2	0	0	148
3-3313	1	0	0	0	0	0	0	1	0	0	17
3-5006	368	0	0	0	0	0	0	368	0	0	936
3-5007	60	0	0	0	0	0	0	60	0	0	141
3-7533	5	0	0	0	0	0	0	5	0	0	321
3-7534	0	0	0	0	0	0	0	0	0	0	350
6-2811	24	0	0	0	0	0	0	24	0	2	1,507
6-2812	1	0	0	0	0	0	0	1	0	0	220
6-2813	0	0	0	0	0	0	0	0	0	0	30
6-5604	1	0	0	0	0	0	0	1	0	1	225
758-1207	0	0	0	0	0	0	0	0	0	0	2
Default	0	0	0	0	0	0	0	0	0	0	0
E-911-1	0	0	0	0	0	2	0	0	0	0	14
E-911-2	0	0	0	0	0	0	0	0	0	0	15
E-WLS-1	0	0	0	0	0	0	0	0	0	0	3
E-WLS-2	0	0	0	0	0	0	0	0	0	0	4

Attachment: Dec 2022 Telephone Call Count by Call Types per Trunk Line (11174 : DOERC Report -



Call Count by Call Types per Trunk Line

For (Trunk)



Creation Date: 01/02/2023 12:59:35 PM

Grouping: Trunk

Date Range: 12/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

Filter Criteria:

Detail Information

Trunk	Total Calls	Call Category				Call Origin					Call Service (Incoming Only)		
		Emergency	None	Non-Emergency	Other	Incoming	Internal	None	Outgoing	Unknown	Wire-line	Wireless	VoIP
E-WLS-3	4	4	0	0	0	4	0	0	0	0	0	4	0
LNG	6	6	0	0	0	6	0	0	0	0	0	0	0
M1K1A	272	0	0	272	0	0	0	0	272	0	0	0	0
M1K2A	1,563	0	0	1,563	0	0	0	0	1,563	0	0	0	0
M1K2B	2	0	0	2	0	0	0	0	2	0	0	0	0
S-911-1	153	153	0	0	0	153	0	0	0	0	34	8	111
S-911-2	149	149	0	0	0	149	0	0	0	0	35	11	103
S-WLS-1	556	556	0	0	0	556	0	0	0	0	1	553	0
S-WLS-2	548	548	0	0	0	548	0	0	0	0	1	543	1
S-WLS-3	561	561	0	0	0	561	0	0	0	0	2	555	1
S-WLS-4	1	1	0	0	0	1	0	0	0	0	0	1	0
Total	9,626	2,017	0	7,609	0	7,788	1	0	1,837	0	5,400	1,682	221

Attachment: Dec 2022 Telephone Call Count by Call Types per Trunk Line (11174 : DOERC Report -



Call Count by Call Types per Trunk Line

For (Trunk)



Creation Date: 01/02/2023 12:59:35 PM

Grouping: Trunk

Date Range: 12/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

Filter Criteria:

Detail Information

Trunk	Call Service (In	Call Process (Excluding Internal)									
	Unknown	Outgoing	Callback	Abandoned (Emergency)				Unanswered	Answered		
				Not Serviced	Released	Serviced	Unserviceable		SMS	TDD	Voice
E-WLS-3	0	0	0	1	0	0	0	0	0	0	3
LNG	0	0	0	0	0	0	0	0	6	0	0
M1K1A	0	255	17	0	0	0	0	0	0	0	0
M1K2A	0	1,496	67	0	0	0	0	0	0	0	0
M1K2B	0	2	0	0	0	0	0	0	0	0	0
S-911-1	0	0	0	0	0	7	0	0	0	0	146
S-911-2	0	0	0	0	3	5	0	0	0	0	141
S-WLS-1	2	0	0	0	0	26	2	0	0	5	523
S-WLS-2	3	0	0	0	0	28	3	0	0	1	516
S-WLS-3	3	0	0	0	3	21	3	0	0	4	530
S-WLS-4	0	0	0	0	0	0	0	0	0	0	1
Total	479	1,753	84	1	6	89	8	471	6	13	7,194

Call Count by Call Types per Trunk Line

For (Trunk)

Creation Date: 01/02/2023 12:59:35 PM

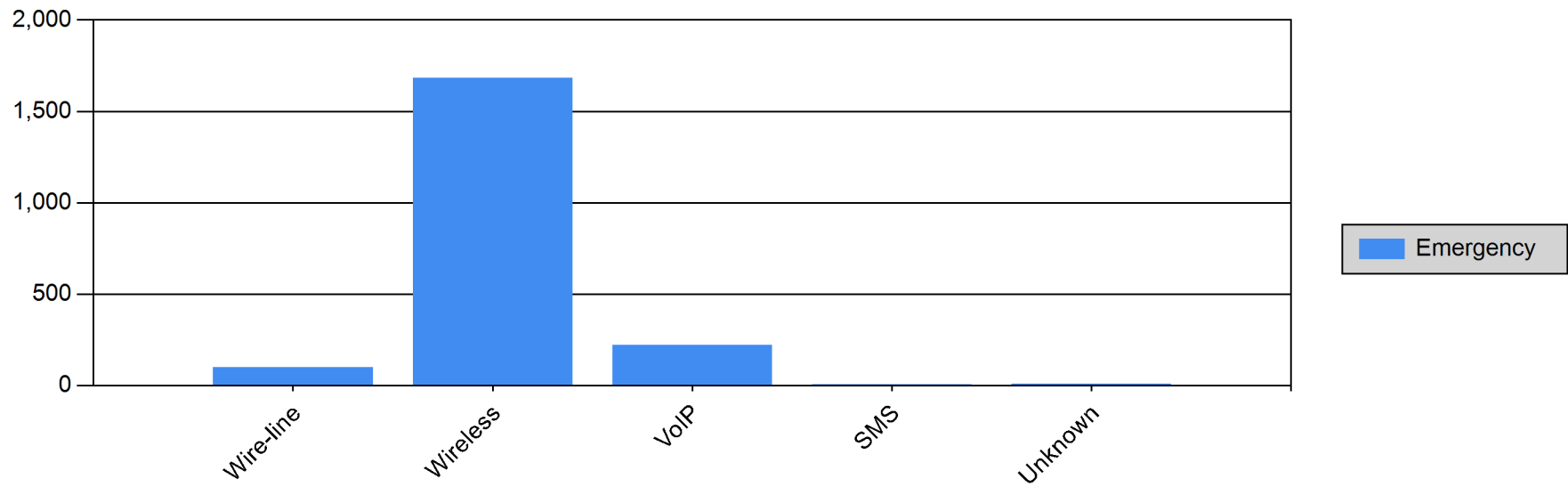
Grouping: Trunk

Date Range: 12/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

Filter Criteria:

Summary Chart

Call Count by Call Service (Incoming)



Call Count by Call Types per Trunk Line

For (Trunk)

Creation Date: 01/02/2023 12:59:35 PM

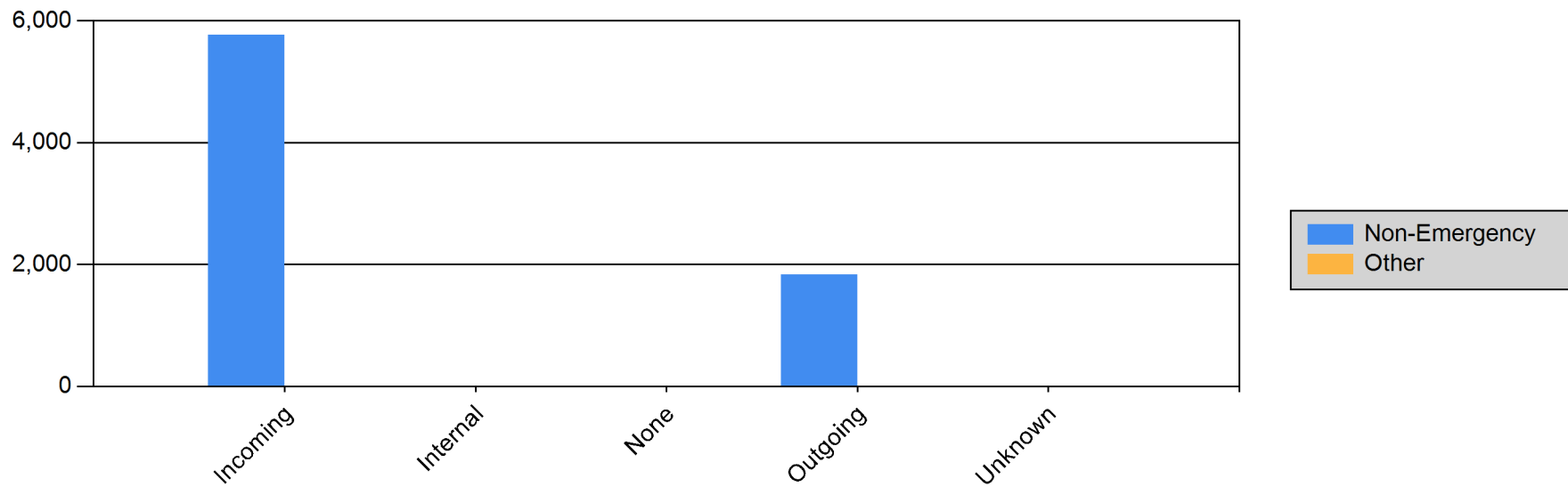
Grouping: Trunk

Date Range: 12/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

Filter Criteria:

Summary Chart

Call Count by Call Origin



Call Count by Call Types per Trunk Line

For (Trunk)

Creation Date: 01/02/2023 12:59:35 PM

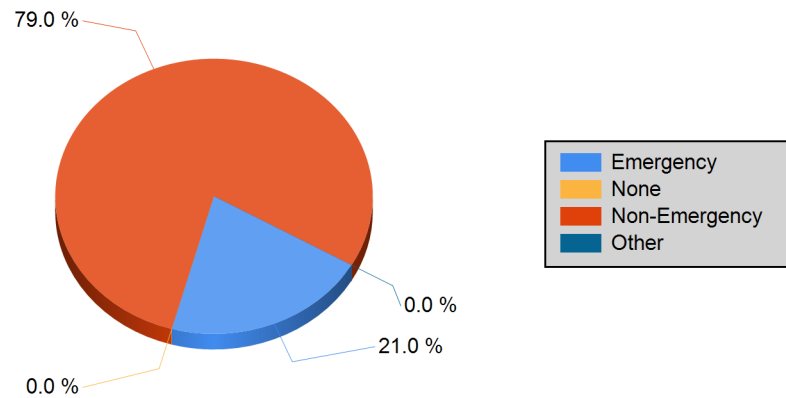
Grouping: Trunk

Date Range: 12/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

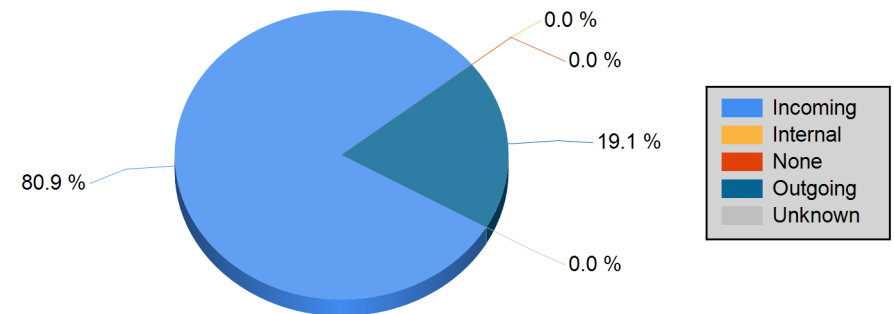
Filter Criteria:

Detail Chart

Call Count by Call Category



Call Count by Call Origin



Call Count by Call Types per Trunk Line

For (Trunk)



Creation Date: 01/02/2023 12:59:35 PM

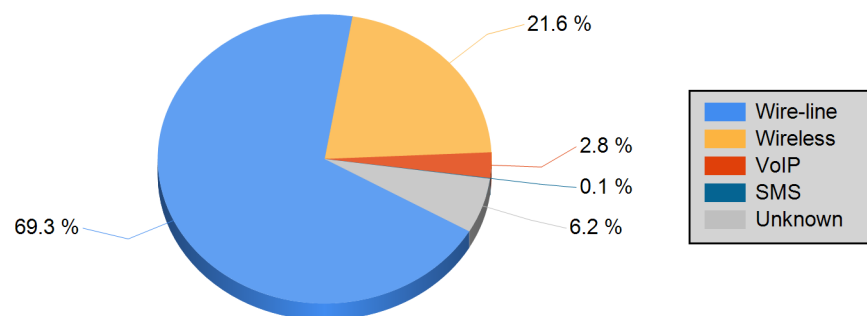
Grouping: Trunk

Date Range: 12/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

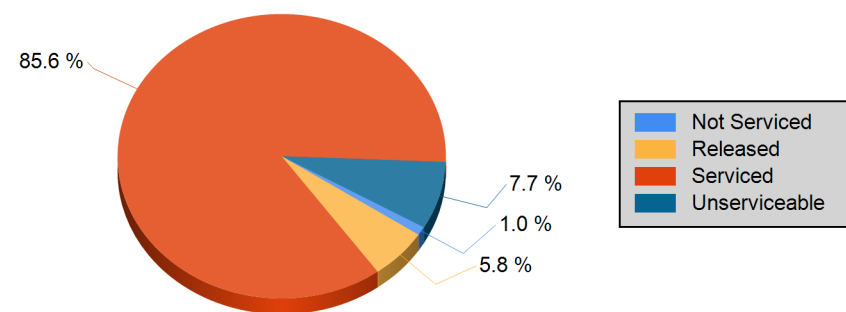
Filter Criteria:

Detail Chart

Call Count by Call Service (Incoming)



Call Count by Call Type by Abandoned (Emergency)





Call Count by Call Types per Trunk Line

For (Trunk)



Creation Date: 01/02/2023 12:59:35 PM

Grouping: Trunk

Date Range: 12/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

Filter Criteria:

Report Description

Report Definition: Provides the total number of processed calls per category and type for the specified date range and filter criteria. The possible call types are:

- Call Category:
 - Emergency – Emergency call processed on either an incoming or outgoing trunk, or an SMS conversation between a caller and an agent.
 - Non-Emergency – Non-emergency call processed either on an incoming or outgoing line, or an SMS conversation initiated by an agent.
 - Other – Internal call (within the site) processed on an intercom, and any other non-emergency or non-administrative call.
- Call Origin:
 - Incoming – Call that originated from outside the site; it can be an Emergency call or a Non-Emergency call.
 - Internal – Console to Console call within the site.
 - Outgoing – New call that originated from a Console to external location outside of the call center; it can be an Emergency call (call back from an abandoned call) or Non-Emergency call. (Transfers are not included here.)
 - Unknown – Call for which we have insufficient data to determine the call origin.
- Call Service (Incoming Only):
 - Wire-line – Incoming call that was transmitted through a wire or cable.
 - Wireless – Incoming call that was transmitted through the air using a mobile telephone.
 - VoIP (Voice over Internet Protocol) – Incoming call that was transmitted over a data network using the Internet Protocol.
 - SMS (Short Message Service) – Emergency incoming call (text message) that was transmitted through the air typically using a mobile device.
 - Unknown – Incoming call for which we have insufficient data to determine the call service.
- Call Process (Excluding Internal):
 - Outgoing – New call or SMS conversation that originated from a Console to external location outside of the call center. This count includes calls with the call process subtype of Outgoing Callback; Outgoing Callbacks are calls in which the agent is calling back a number associated with a previous call some time later.
 - Callback – Abandoned Callbacks are outgoing calls in which the agent is calling back a number associated with a hung up call soon after it was received.
 - Abandoned – Emergency call where the caller hung up before the call was answered. Abandoned calls include:
 - Not Serviced – Abandoned call where the calling party's number was recorded but the system did not find any call where the agent called the caller back.
 - Released – Abandoned call where the system released the call prior to a callback.
 - Serviced calls – Abandoned call where the calling party's number was recorded and the system found that the agent called the caller back.
 - Unserviceable – Abandoned call where the calling party's number was not recorded or was invalid, so the agent could not call the caller back.



Call Count by Call Types per Trunk Line

For (Trunk)



Creation Date: 01/02/2023 12:59:35 PM

Grouping: Trunk

Date Range: 12/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

Filter Criteria:

Report Description

- Unanswered – Non-Emergency call that was not answered by any agent within the site.
- Answered – Call that was answered by at least one agent within the site. Answered calls include:
 - SMS – Incoming SMS conversation between a caller and an agent.
 - TDD – Incoming call that contained and transmitted teletype characters (alphanumeric).
 - Voice – Incoming call that contained only sound waves and no teletype characters.

Users select the row detail or member for the call count report. Typically they may count calls for agents, consoles, trunks, and so on. The users may also choose to include up to two grouping levels. So, for example, the report could count calls received by Agents, grouped by Site and Class of Service (COS).

Report Notes: User defined area

Glossary of Terms

Field	Description
Report Heading Information (no field title)	The information that applies to the entire report.
For (row detail)	The lowest level (row detail) of the report. This is the focus or lowest granularity on the report. For example, if reporting on the calls processed for each Xfer/Conf Target, each Xfer/Conf Target would be shown on a row in the detail section of the report. When defining the contents of the report on Analytics's Report Criteria page, it is the last group selected. (It can also be the only group selected.)
Creation Date	Date and time the report was produced.



Call Count by Call Types per Trunk Line

For (Trunk)



Creation Date: 01/02/2023 12:59:35 PM

Grouping: Trunk

Date Range: 12/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

Filter Criteria:

Report Description

Glossary of Terms

Field	Description
Grouping	Selected hierarchical level and classifications of the requested data (for example, Level 1: Site; Members: Agent Group). Level 1 is the top level of grouping on the report. Level 2 is the mid-level group, and Members is the bottom or row level. The bottom level defines the lowest level of information on the report.
Date Range	Specified beginning and ending dates and times for the requested data.
Filter Criteria	Selected criteria that determine what data is included or excluded from the report.
Summary Information	The report data summarized by the highest grouping level (first selected group). Lower grouping levels and detail information are not shown in the summary section.
Highest grouping level (no field titles on report)	Top level group (column heading) and its members (line items) to which the displayed data applies, for example, "Sites" (column heading) and "ABC Call Center" (line item).
Total Calls	Total calls processed for the line item (member).
Emergency (Call Category)	Total emergency calls, including incoming/outgoing SMS, processed for the line item (member). <i>Total Calls = Emergency + Non-Emergency + Other</i>
Non-Emergency (Call Category)	Total non-emergency calls, including outgoing SMS, processed for the line item (member). <i>Total Calls = Emergency + Non-Emergency + Other</i>
Other (Call Category)	Total intercom calls (in the site) processed for the line item (member). <i>Total Calls = Emergency + Non-Emergency + Other</i>



Call Count by Call Types per Trunk Line

For (Trunk)



Creation Date: 01/02/2023 12:59:35 PM

Grouping: Trunk

Date Range: 12/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

Filter Criteria:

Report Description

Glossary of Terms

Field	Description
Incoming (Call Origin)	Total incoming calls (to the site), including incoming SMS, for the line item (member). <i>Total Calls = Incoming + Internal + Outgoing + Unknown</i>
Internal (Call Origin)	Total internal calls (within the site) for the line item (member). A console to console call is classified as internal. <i>Total Calls = Incoming + Internal + Outgoing + Unknown</i>
Outgoing (Call Origin)	Total outgoing calls (from the site), including outgoing SMS, for the line item (member). <i>Total Calls = Incoming + Internal + Outgoing + Unknown</i>
Unknown (Call Origin)	Total unknown calls (to the site) for the line item (member). <i>Total Calls = Incoming + Internal + Outgoing + Unknown</i>
Wire-line (Call Service)	Total land line calls processed for the line item (member). <i>Total Incoming Calls = Wire-line + Wireless + VoIP + SMS + Unknown</i>



Call Count by Call Types per Trunk Line

For (Trunk)



Creation Date: 01/02/2023 12:59:35 PM

Grouping: Trunk

Date Range: 12/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

Filter Criteria:

Report Description

Glossary of Terms

Field	Description
Wireless (Call Service)	Total mobile calls processed for the line item (member). Note: When calls are determined to be Wireless and VoIP by the Class of Service (COS) in the location information (ALI), some customers who have wireless trunk groups will not have some of their calls classified as wireless if the calls did not contain ALI with the Wireless COS. <i>Total Incoming Calls = Wire-line + Wireless + VoIP + SMS + Unknown</i>
VoIP (Call Service)	Total internet calls processed for the line item (member). <i>Total Incoming Calls = Wire-line + Wireless + VoIP + SMS + Unknown</i>
SMS (Call Service)	Total incoming SMS calls processed for the line item (member). <i>Total Incoming Calls = Wire-line + Wireless + VoIP + SMS + Unknown</i>
Unknown (Call Service)	Total unknown calls processed for the line item (member). <i>Total Incoming Calls = Wire-line + Wireless + VoIP + SMS + Unknown</i>



Call Count by Call Types per Trunk Line

For (Trunk)



Creation Date: 01/02/2023 12:59:35 PM

Grouping: Trunk

Date Range: 12/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

Filter Criteria:

Report Description

Glossary of Terms

Field	Description
Outgoing (Call Process)	Total outgoing calls (from the site), including outgoing SMS, for the line item (member). Note: Outgoing Callback calls are included in the Outgoing Call Process. <i>Total Outgoing Calls = Outgoing + Callback</i>
Callback (Call Process)	Total calls with an agent callback for the line item (member). <i>Total Outgoing Calls = Outgoing + Callback</i>
Abandoned Not Serviced (Call Process)	Total abandoned calls, including SMS, that have not been found to have been serviced for the line item (member). <i>Total Incoming Calls = Not Serviced + Released + Serviced + Unserviceable + Unanswered + TDD + Voice + SMS</i>
Abandoned Released (Call Process)	Total abandoned calls that have been released by the system prior to a callback for the line item (member). The system can release an abandoned call if the caller calls back, if the call doesn't pass the Pocket Dial filter or if the call's wait duration doesn't exceed the Abandoned Call Presentation Threshold. <i>Total Incoming Calls = Not Serviced + Released + Serviced + Unserviceable + Unanswered + TDD + Voice + SMS</i>



Call Count by Call Types per Trunk Line

For (Trunk)



Creation Date: 01/02/2023 12:59:35 PM

Grouping: Trunk

Date Range: 12/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

Filter Criteria:

Report Description

Glossary of Terms

Field	Description
Abandoned Serviced (Call Process)	Total abandoned calls, including SMS, that have been found to have been serviced for the line item (member). <i>Total Incoming Calls = Not Serviced + Released + Serviced + Unserviceable + Unanswered + TDD + Voice + SMS</i>
Abandoned Unserviceable (Call Process)	Total unserviceable abandoned calls, including SMS, for the line item (member). <i>Total Incoming Calls = Not Serviced + Released + Serviced + Unserviceable + Unanswered + TDD + Voice + SMS</i>
Unanswered (Call Process)	Total calls unanswered for the line item (member). <i>Total Incoming Calls = Not Serviced + Released + Serviced + Unserviceable + Unanswered + TDD + Voice + SMS</i>
Answered SMS (Call Process)	Total incoming SMS calls answered for the line item (member). <i>Total Incoming Calls = Not Serviced + Released + Serviced + Unserviceable + Unanswered + TDD + Voice + SMS</i>
Answered TDD (Call Process)	Total calls with recorded teletype characters for the line item (member). <i>Total Incoming Calls = Not Serviced + Released + Serviced + Unserviceable + Unanswered + TDD + Voice + SMS</i>



Call Count by Call Types per Trunk Line

For (Trunk)



Creation Date: 01/02/2023 12:59:35 PM

Grouping: Trunk

Date Range: 12/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

Filter Criteria:

Report Description

Glossary of Terms

Field	Description
Answered Voice (Call Process)	Total calls answered for the line item (member). <i>Total Incoming Calls = Not Serviced + Released + Serviced + Unserviceable + Unanswered + TDD + Voice + SMS</i>
Total	The sum of all of the line items under the column where it appears (Grand Total)
Total Calls	Total calls processed for the line item (member) and for the lowest level.
Detail Information	The requested report data by the selected grouping order.



Call Count by Call Types per Trunk Line

For (Trunk)



Creation Date: 01/02/2023 12:59:35 PM

Grouping: Trunk

Date Range: 12/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

Filter Criteria:

Report Description

Glossary of Terms

Field	Description
Groups (no field title on the report)	Group names or classifications and the members included within the groups. Members not included in the selected groups are merged in the "Other" groups so that the total call volume includes all calls except those removed by filtering. So, for example, if an Agent group was created that did not include all possible agents, some calls would potentially not be included within the Agent group. These calls would then be assigned to the Other group (all agents that were not included in the Agent group) so that the report totals reflected on the report would represent the total calls received for the date range and filter criteria applied. Events that do not contain a target member will be displayed in a row labeled "None" when the lowest level of items is included. However, if the report does not include the lowest tier of the group, the events with missing members will be shown in the group called "Other." If the Event contains a grouping/row member, but the member was not included in a tier when the group was created, the event will be counted and displayed in the "Other" row and, if the report has additional groups, it will be included in the Other group. <i>To reduce the number of events in the Other row, Motorola Solutions recommends that all members be assigned to one of the grouping elements included in the grouping tier.</i> An example of "None" can be best seen by using a Call Count report where the lowest grouping level = Xfer/Conf Target. The calls that were not transferred will be shown in the "None" row, since no Xfer/Conf Target was used (for the transfer). <i>To reduce the number of events categorized as None, Motorola Solutions recommends that you include a filter to exclude these items when requesting the report.</i>



Call Count by Call Types per Trunk Line

For (Trunk)



Creation Date: 01/02/2023 12:59:35 PM

Grouping: Trunk

Date Range: 12/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

Filter Criteria:

Report Description

Glossary of Terms

Field	Description
Emergency (Call Category)	Total emergency calls, including incoming/outgoing SMS, processed for the line item (member) and for the lowest level. <i>Total Calls = Emergency + Non-Emergency + Other</i>
Non-Emergency (Call Category)	Total non-emergency calls, including outgoing SMS, processed for the line item (member) and for the lowest level. <i>Total Calls = Emergency + Non-Emergency + Other</i>
Other (Call Category)	Total intercom calls (in the site) processed for the line item (member) and for the lowest level. <i>Total Calls = Emergency + Non-Emergency + Other</i>
Incoming (Call Origin)	Total incoming calls (to the site), including incoming SMS, for the line item (member) and for the lowest level. <i>Total Calls = Incoming + Internal + Outgoing + Unknown</i>
Internal (Call Origin)	Total internal calls (within the site) for the line item (member) and for the lowest level. A console to console call is classified as internal. <i>Total Calls = Incoming + Internal + Outgoing + Unknown</i>



Call Count by Call Types per Trunk Line

For (Trunk)



Creation Date: 01/02/2023 12:59:35 PM

Grouping: Trunk

Date Range: 12/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

Filter Criteria:

Report Description

Glossary of Terms

Field	Description
Outgoing (Call Origin)	Total outgoing calls (from the site), including outgoing SMS, for the line item (member) and for the lowest level. <i>Total Calls = Incoming + Internal + Outgoing + Unknown</i>
Unknown (Call Origin)	Total unknown calls (to the site) for the line item (member) and for the lowest level. <i>Total Calls = Incoming + Internal + Outgoing + Unknown</i>
Wire-line (Call Service)	Total land line calls processed for the line item (member) and for the lowest level. <i>Total Incoming Calls = Wire-line + Wireless + VoIP + SMS + Unknown</i>
Wireless (Call Service)	Total mobile calls processed for the line item (member) and for the lowest level. Note: When calls are determined to be Wireless and VoIP by the Class of Service (COS) in the location information (ALI), some customers who have wireless trunk groups will not have some of their calls classified as wireless if the calls did not contain ALI with the Wireless COS. <i>Total Incoming Calls = Wire-line + Wireless + VoIP + SMS + Unknown</i>
VoIP (Call Service)	Total internet calls processed for the line item (member) and for the lowest level. <i>Total Incoming Calls = Wire-line + Wireless + VoIP + SMS + Unknown</i>



Call Count by Call Types per Trunk Line

For (Trunk)



Creation Date: 01/02/2023 12:59:35 PM

Grouping: Trunk

Date Range: 12/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

Filter Criteria:

Report Description

Glossary of Terms

Field	Description
SMS (Call Service)	Total incoming SMS calls processed for the line item (member) and for the lowest level. <i>Total Incoming Calls = Wire-line + Wireless + VoIP + SMS + Unknown</i>
Unknown (Call Service)	Total unknown calls processed for the line item (member) and for the lowest level. <i>Total Incoming Calls = Wire-line + Wireless + VoIP + SMS + Unknown</i>
Outgoing (Call Process)	Total outgoing calls (from the site), including outgoing SMS, for the line item (member) and for the lowest level. Note: Outgoing callback calls are included in the Outgoing Call Process. <i>Total Outgoing Calls = Outgoing + Callback</i>
Callback (Call Process)	Total calls with an agent callback for the line item (member) and for the lowest level. <i>Total Outgoing Calls = Outgoing + Callback</i>
Abandoned Not Serviced (Call Process)	Total abandoned calls, including SMS, that have not been found to have been serviced for the line item (member) and for the lowest level. <i>Total Incoming Calls = Not Serviced + Released + Serviced + Unserviceable + Unanswered + TDD + Voice + SMS</i>

Attachment: Dec 2022 Telephone Call Count by Call Types per Trunk Line (11174 : DOERC Report -



Call Count by Call Types per Trunk Line

For (Trunk)



Creation Date: 01/02/2023 12:59:35 PM

Grouping: Trunk

Date Range: 12/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

Filter Criteria:

Report Description

Glossary of Terms

Field	Description
Abandoned Released (Call Process)	Total abandoned calls that have been released by the system prior to a callback for the line item (member) and for the lowest level. The system can release an abandoned call if the caller calls back, if the call doesn't pass the Pocket Dial filter or if the call's wait duration doesn't exceed the Abandoned Call Presentation Threshold. <i>Total Incoming Calls = Not Serviced + Released + Serviced + Unserviceable + Unanswered + TDD + Voice + SMS</i>
Abandoned Serviced (Call Process)	Total abandoned calls, including SMS, that have been found to have been serviced for the line item (member) and for the lowest level. <i>Total Incoming Calls = Not Serviced + Released + Serviced + Unserviceable + Unanswered + TDD + Voice + SMS</i>
Abandoned Unserviceable (Call Process)	Total unserviceable abandoned calls, including SMS, for the line item (member) and for the lowest level. <i>Total Incoming Calls = Not Serviced + Released + Serviced + Unserviceable + Unanswered + TDD + Voice + SMS</i>
Unanswered (Call Process)	Total calls unanswered for the line item (member) and for the lowest level. <i>Total Incoming Calls = Not Serviced + Released + Serviced + Unserviceable + Unanswered + TDD + Voice + SMS</i>



Call Count by Call Types per Trunk Line

For (Trunk)



Creation Date: 01/02/2023 12:59:35 PM

Grouping: Trunk

Date Range: 12/01/2022 12:00:00 AM - 12/31/2022 11:59:59 PM

Filter Criteria:

Report Description

Glossary of Terms

Field	Description
Answered SMS (Call Process)	Total incoming SMS calls answered for the line item (member) and for the lowest level. <i>Total Incoming Calls = Not Serviced + Released + Serviced + Unserviceable + Unanswered + TDD + Voice + SMS</i>
Answered TDD (Call Process)	Total calls with recorded teletype characters for the line item (member) and for the lowest level. <i>Total Incoming Calls = Not Serviced + Released + Serviced + Unserviceable + Unanswered + TDD + Voice + SMS</i>
Answered Voice (Call Process)	Total calls answered for the line item (member) and for the lowest level. <i>Total Incoming Calls = Not Serviced + Released + Serviced + Unserviceable + Unanswered + TDD + Voice + SMS</i>
Total (Sub-total)	Sub-total of all of the line items under the column where it appears.
Total (Grand Total)	The sum of all of the sub-totals under the column where it appears.

Scott Roman

From: noreply@civicplus.com
Sent: Thursday, January 5, 2023 5:46 PM
To: Scott Roman; Courtney Metcalf
Subject: Online Form Submittal: 911 Center Feedback Form

ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders or unexpected emails.

911 Center Feedback Form

Name	CFD C-Shift
Title	Firefighters
Agency	Cortland Fire Department
Phone Number (###-###-####)	607-756-5612
Email Address	<i>Field not completed.</i>
Date and Time of Incident	1/4/2023 8:15 PM
Type of Feedback	Commendation
Please provide a detailed description of the feedback	On behalf of the CFD C-Shift who responded to the Medical Emergency on Wednesday 1/4/2023 I would like to commend the efforts of the Cortland County 911 Center. Without their calm and collectiveness the patients family would never have been able to start pre-arrivals and ultimately save the patients life. Upon our arrival we took over chest compressions from the family member who was working under the direction of the dispatcher on the phone. We had a positive outcome of the event as the patient was talking to us before she left the house. Again, great work and thank you for everything you do!!

When you click send you will be redirected to the Emergency Response & Communications homepage.

Email not displaying correctly? [View it in your browser.](#)

Attachment: CPR save email (11174 : DOERC Report - January 2023)

Jan 17	Jan 18	Jan 19	Feb 17	Feb 18	Feb 19	Mar 17	Mar 18	Mar 19	Apr 17	Apr 18	Apr 19	May 17	May 18	May 19	June 17	June 18	June 19
25	23	18	17	23	32	35	27	23	29	18	26	26	34	15	18	29	28
30	27	37	35	35	38	38	34	22	43	41	39	47	56	33	24	43	56
54	45	38	38	35	34	42	31	29	39	48	66	28	42	24	40	23	30
	9	17		60	24		29	25		33	18		36	43		16	12
	5	23		9	22		17	24		15	42		13	7		19	17
	3	1		2	0		3	4			1		5	0	2		0
109	112	134	90	164	150	115	141	127	111	155	192	101	186	122	84	130	143
		156		173	192			164	276	220	262	304	266	139	278	299	197
12	12	14	12	18	13	18	17	19	18	15	44		21	24	13	14	15
July 17	July 18	July 19	Aug 17	Aug 18	Aug 19	Sept 17	Sept 18	Sep 19	Oct 17	Oct 18	Oct 19	Nov 17	Nov 18	Nov 19	Dec 17	Dec 18	Dec 19
14	28	37	28	22	23	22	27	24	37	32	31	29	33	15	25	22	19
46	33	38	34	35	24	73	45	82	36	34	54	51	53	34	22	24	30
36	43	43	40	45	30	13	26		31	32		40	32	16	42	27	27
12	26	10		33	13		100	75		51	43	90	25	52	24	14	49
14	30	21		27	9		28			17		37	14		8	16	
1	0	0		3	0	1		2	3	1	0	3	1		2	0	0
123	160	149	102	165	99	109	226	183	107	167	128	250	158	117	123	103	125
247	262	263	293		178			186			224			111			222
10	21	24	15	14	9	17	15	29	9	18	16	15		15	9	22	31

2020 DA Statistics

	Jan 2019	Jan 2020		Feb 2019	Feb 2020		Mar 2019	Mar 2020		Apr 2019	Apr 2020		May 2019	May 2020		June 2019	June 2020	
Fel-County & City	18	33		32	26		23	17		26	16		15	26		28	23	
Misd City	37	12		38	22		22	19		39	18		33	17		56	20	
Misd County	38	19		34	10		29	18		66	21		24	20		30	26	
Violations City	17			24			25			18			43			12		
Violations County	23	8		22	22		24	17		42	3		7	33		17	10	
Sealed Indictments	1	0		0	0		4	0		1	0		0	0		0	0	
TOTALS:	134	72		150	80		127	71		192	58		122	96		143	79	
Vehicle and Traffic	156	155		192	120		164	135		262	93		139	45		197	169	
DWI's	14	18		13	20		19	13		44	2		24	7		15	9	
	July 2019	July 2020		Aug 2019	Aug 2020		Sep 2019	Sep 2020		Oct 2019	Oct 2020		Nov 2019	Nov 2020		Dec 2019	Dec 2020	
Fel-County & City	37	17		23	15		24	31		31	26		15	23		19	18	
Misd City	38	20		24	34			43			31		34	24		30	28	
Misd County	43	21		30	34		82	33		54	10		16	32		27	20	
Violations City	10			13				5			11			7			6	
Violations County	21	17		9	28		75	12		43	2		52	4		49	6	
Sealed Indictments	0	0		0	0		2	0		0						0	0	
TOTALS:	149	75		99	111		183	124		128	80		117	90		125	78	
Vehicle and Traffic	263	259		178	226		186	284		224	113		111	245		222	325	
DWI's	24	11		9	15		29	16		16	6		15	12		31	11	

2021 DA Statistics												
	Jan 2020	Jan 2021	Feb 2020	Feb 2021	Mar 2020	Mar 2021	Apr 2020	Apr 2021	May 2020	May 2021	June 2020	June 2021
Fel-County & City	33	14	26	17	17	28	16	22	26	35	23	22
Misd City	12	23	22	18	19	26	18	36	17	40	20	24
Misd County	19	37	10	30	18	22	21	27	20	30	26	35
Violations City	0	6		2		9	0	11	0	9	0	7
Violations County	8	16	22	6	17	10	3	4	33	0	10	5
Sealed Indictments	0	0	0	0	0	0	0	0	0	0	0	
TOTALS:	72	96	80	73	71	95	58	100	96	114	79	93
Vehicle and Traffic	155	277	120	222	135	283	93	319	45	153	169	120
DWI's	18	13	20	4	13	16	2	8	7	15	9	19
	July 2020	July 2021	Aug 2020	Aug 2021	Sep 2020	Sep 2021	Oct 2020	Oct 2021	Nov 2020	Nov 2021	Dec 2020	Dec 2021
Fel-County & City	17	18	15	16	31	16	26	13	23	22	18	33
Misd City	20	30	34	43	43	36	31	17	24	25	28	25
Misd County	21	32	34	40	33	46	10	25	32	30	20	48
Violations City	0	11	0	2	5	16	11	25	7	7	6	19
Violations County	17	3	28	4	12	3	2	4	4	6	6	5
Sealed Indictments	0		0	0	0	0		0		0	0	0
TOTALS:	75	94	111	105	124	117	80	84	90	90	78	130
Vehicle and Traffic	259	684	226	377	284	293	113	203	245	385	325	353
DWI's	11	16	15	13	16	19	6	6	12	11	11	23

2022 DA Statistics

	Jan 2021	Jan 2022	Feb 2021	Feb 2022	Mar 2021	Mar 2022	Apr 2021	Apr 2022	May 2021	May 2022	June 2021	June 2022
Fel-County & City	14	15	17	24	28	25	22	25	35	26	22	29
Misd City	23	23	18	20	26	26	36	21	40	30	24	42
Misd County	37	43	30	36	22	29	27	37	30	46	35	43
Violations City	6	9	2	4	9	6	11	12	9	8	7	5
Violations County	16	3	6	5	10	1	4	1	0	2	5	1
Sealed Indictments	0	0	0	0	0	4	0	0	0	0		1
TOTALS:	96	93	73	89	95	91	100	96	114	112	93	121
Vehicle and Traffic	277	277	222	240	283	293	319	225	153	260	120	297
DWI's	13	13	4	13	16	20	8	14	15	15	19	14
	July 2021	July 2022	Aug 2021	Aug 2022	Sep 2021	Sep 2022	Oct 2021	Oct 2022	Nov 2021	Nov 2022	Dec 2021	Dec 2022
Fel-County & City	18	24	16	26	16	13	13	28	22	37	33	22
Misd City	30	17	43	26	36	20	17	41	25	28	25	32
Misd County	32	50	40	33	46	31	25	42	30	60	48	35
Violations City	11	8	2	14	16	16	25	15	7	12	19	8
Violations County	3	5	4	6	3	10	4	4	6	3	5	2
Sealed Indictments			0	0	0	0	0	0	0	0	0	0
TOTALS:	94	104	105	105	117	90	84	130	90	140	130	99
Vehicle and Traffic	684	260	377	272	293	338	203	246	385	339	353	234
DWI's	16	15	13	12	19	6	6	4	11	20	23	3

Cortland County Coroner

2022 Death Report

<u>January</u> 10 deaths 3 autopsies	<u>February</u> 10 deaths 3 autopsies	<u>March</u> 11 deaths 5 autopsies
<u>April</u> Deaths 10 3 Autopsies	<u>May</u> Deaths 5 Autopsies 3	<u>June</u> Deaths 7 Autopsies 5
<u>July</u> Deaths 5 Autopsies 1	<u>August</u> Deaths 9 Autopsies 4	<u>September</u> Deaths 4 Autopsies 1
<u>October</u> Deaths 21 Autopsies 8	<u>November</u> Deaths 4 Autopsies 4	<u>December</u> Deaths 15 Autopsies 8 <u>2022 total deaths 110</u>



CORTLAND COUNTY PUBLIC DEFENDER

KEITH D. DAYTON

Chief Asst. Public Defender

Anita Ribeiro

Investigator

Michael J. Bidwell

Paralegals

Sabrina M. Clark

Bethann M. Pelsang

Cortland County Office Building

60 Central Avenue

Cortland, New York 13045

(607) 753-5046

Fax (607) 753-0781

Service by Fax not accepted

Angela C. VanDeWeert, Case Manager

Lisa M. Knapp, Secretary II

Assistant Public Defenders

Kevin A. Jones

Kayla D. Hardesty

Keith R. Young

Melissa L. Ballowe Smith

Amanda S. Wadsworth

Frank B. Scibilia

BreAnna Avery

January 4, 2023

Kelly Preston, Chair

Judiciary & Public Safety Committee

Cortland County Office Building

Third Floor, 60 Central Avenue

Cortland, NY 13045

Re: Public Defender Office Update

Dear JPS Chair Preston:

1. Comparing 2022 to 2021:

- a. Total Cases are down 2.4%.
- b. Family Court Cases are down 15%.
- c. Counsel at Arraignments (including arraignments on bench warrants) are up compared to last year.

2. In 2022, we were within our budget.

3. We continue to pursue and collect grant revenues.

4. We are currently fully staffed.

Thank you for your consideration and interest in our Department.

Very truly yours,

Keith D. Dayton

Public Defender

Attachment: JPS December 2022 (11194 : Public Defender Monthly Report)

Chart PD1 - Cases represented by Public Defender's Office (opened)

2022

		Jan.	Feb.	March	April	May	June	July	Aug.	Sep.	Oct.	Nov.	Dec.	Year-to-date
Family Court	2018	17	25	47	40	46	49	37	44	45	42	35	39	466
	2019	38	28	46	59	45	38	63	41	48	46	28	24	504
	2020	39	31	32	18	13	22	25	20	43	24	25	22	314
	2021	36	40	33	27	27	19	38	22	43	35	23	15	358
	2022	17	24	32	29	30	17	28	26	29	21	20	31	304
Felonies	2018	12	18	27	25	14	15	16	24	28	21	27	11	238
	2019	13	21	24	13	20	20	30	14	22	27	10	23	237
	2020	13	19	8	4	6	17	22	15	25	21	9	14	173
	2021	9	10	23	13	24	16	12	16	24	14	25	16	202
	2022	14	7	11	22	11	11	20	7	10	12	15	8	148
Misdemeanors	2018	31	69	75	85	64	53	63	57	63	57	52	37	706
	2019	58	54	66	55	64	45	60	61	70	80	65	81	759
	2020	34	32	28	8	6	36	44	53	55	60	34	31	421
	2021	32	36	52	65	76	59	44	60	64	42	43	42	615
	2022	60	56	37	63	79	33	61	26	36	36	29	38	554
Violations	2018	4	3	7	7	3	1	7	9	9	6	2	7	65
	2019	7	2	7	3	10	7	6	4	11	4	5	4	70
	2020	7	6	6	0	1	5	5	4	7	20	6	5	72
	2021	3	9	12	7	11	7	10	5	14	6	11	7	102
	2022	9	10	3	10	13	8	6	7	1	1	62	5	135
Arraignments/Advice Only	2018	14	15	15	14	13	8	10	12	14	11	9	8	143
	2019	10	10	11	9	13	12	10	7	11	10	7	6	116
	2020	8	10	7	4	8	15	22	21	19	22	17	15	168
	2021	17	15	17	16	22	25	20	16	21	19	19	20	227
	2022	24	19	27	25	26	28	31	30	27	33	31	38	339
Supreme Court Integrated Domestic Violence (IDV) or Matrimonial	2018	1	0	2	2	3	2	1	1	0	0	1	6	19
	2019	2	4	2	7	2	1	4	7	4	3	0	2	38
	2020	2	0	0	0	2	3	1	2	4	1	0	0	15
	2021	1	1	4	0	0	0	0	0	1	0	0	1	8
	2022	0	3	0	0	3	0	0	0	0	2	1	0	9
Parole	2018	6	5	9	3	3	3	8	5	12	4	9	3	70
	2019	9	1	4	2	1	4	5	3	9	4	6	2	50
	2020	6	4	8	1	0	1	2	4	1	5	2	2	36
	2021	2	2	4	3	0	0	1	0	2	0	2	0	16
	2022	2	1	0	0	0	0	1	0	0	0	0	0	4
Fugitive	2018	0	0	0	0	1	1	1	1	0	1	0	0	5
	2019	0	0	0	0	0	0	1	0	1	0	0	0	2
	2020	0	1	1	0	0	0	0	0	0	2	0	0	4
	2021	1	0	0	0	1	0	0	0	0	0	2	0	4
	2022	0	0	0	0	0	0	0	1	0	0	0	0	1
Appeal & Post-conviction Motion	2018	0	0	0	0	0	0	1	0	0	0	0	0	1
	2019	0	0	0	1	0	0	0	0	0	0	0	0	1
	2020	1	0	0	0	0	0	0	0	0	0	0	0	1
	2021	0	0	0	0	0	0	0	0	0	0	0	0	0
	2022	0	0	0	0	0	0	0	0	0	0	0	0	0
Total per month	2018	85	135	182	176	147	132	144	153	171	142	135	111	1713
	2019	137	120	160	149	155	127	179	137	176	174	121	142	1777
	2020	110	103	90	35	36	99	121	119	154	155	93	89	1204
	2021	101	113	145	131	161	126	125	119	169	116	125	101	1532
	2022	126	120	110	149	162	97	147	97	103	105	158	120	1494
Total month-to-date	2018	85	220	402	578	725	857	1001	1154	1325	1467	1602	1713	
	2019	137	257	417	566	721	848	1027	1164	1340	1514	1635	1777	
	2020	110	213	303	338	374	473	594	713	867	1022	1115	1204	
	2021	101	214	359	490	651	777	902	1021	1190	1306	1431	1532	
	2022	126	246	356	505	667	764	911	1008	1111	1216	1374	1494	
Average Cases per Month	2018	85	110	134	145	145	143	143	144	147	147	146	143	
	2019	137	129	139	142	144	141	147	146	149	151	149	148	
	2020	110	106.5	101	85	75	79	85	89	96	102	101	100	
	2021	101	107	120	123	130	130	129	128	132	131	130	128	
	2022	126	123	119	126	133	127	130	126	123	122	125	125	

PROBATION STATISTICS October 2022

CRIMINAL COURT

	Jan		Feb		March		April		May		June		July		August		Sept		Oct		Nov		Dec	
Year 20'	21	22	21	22	21	22	21	22	21	22	21	22	21	22	21	22	21	22	21	22	21	22	21	22
On Probation	412	379	412	377	416	370	414	365	410	362	407	364	391	363	397	353	410	354	379	357	381	354	381	357
Reports Completed	28	28	23	27	26	32	27	31	33	36	27	43	46	30	33	34	9	34	19	30	18	32	18	30

FAMILY COURT

	Jan		Feb		March		April		May		June		July		August		Sept		Oct		Nov		Dec	
Year 20'	21	22	21	22	21	22	21	22	21	22	21	22	21	22	21	22	21	22	21	22	21	22	21	22
Adult Probation	15	18	15	19	17	19	17	18	16	23	15	27	16	26	16	28	20	28	21	28	21	30	17	27
Youth Probation	14	8	14	9	14	9	14	7	15	7	15	6	15	6	15	4	15	4	10	3	10	6	11	6
PINS in Diversion	23	31	25	29	29	30	33	32	33	34	32	31	26	30	23	28	25	28	30	25	33	27	32	29
JD in Diversion	3	2	2	1	1	1	4	4	3	5	3	2	5	5	3	7	6	8	4	5	2	5	3	5
Reports Completed	0	1	2	0	0	2	1	1	0	1	2	1	0	1	0	1	0	1	0	1	3	2	1	2

TOTAL ON PROBATION ALL COURTS and receiving Diversion Services:

2021 – Jan. 441, Feb. 441, Mar. 447, April 445, May 477, June 472, July 422, August 443, Sept. 445, Oct. 435, Nov. 445, Dec. 431

2022 – Jan. 438, Feb. 435, March 449, April 426, May 431, June 430, July 430, August 420, Sept. 422, Oct. 418, Nov. 422, Dec. 420

RELEASED TO ATI (Pre-trial):

2021 – January 71, February 73, March 65, April 59, May 71, June 71, July 77, August 89, Sept. 89, Oct. 89, Nov. 85, Dec. 90

2022 – January 109, February 110, March 120, April 126, May 136, June 123, July 127, August 101, Sept. 93, Oct. 88, Nov. 88, Dec. 95



CORTLAND COUNTY ASSIGNED COUNSEL OFFICE

CORTLAND COUNTY OFFICE BUILDING, SUITE B27
60 CENTRAL AVENUE, CORTLAND NY 13045

STEPHANIE A. OLIVER
SECRETARY

MICHAEL R. CARDINALE
ADMINISTRATOR

CASEY K. NEVILLE
CASE MANAGER

JPS Meeting –December 2022 Report

DENIALS: 1 Financially ineligible
5 Type of case
0 Incomplete application

CONFLICT

Family Court: 47
Criminal:
 Felonies 21
 Misdemeanors 60
 Violations 4
 Infractions 1
 Appeals 0
Total 133

PUBLIC DEFENDER ASSIGNMENTS

Family Court 24
Criminal
 Felonies 8
 Misdemeanors 31
 Violations 2
 Infractions 0
 Appeals 0
Total 65

Total 65

Total PD cases assigned: Assigned by AC- 65
Assigned by Courts: 125
190

Total Cases Assigned
133+190 = 323

COUNSEL AT FIRST ARRAIGNMENT		
AFTER hours	18B	PD
December 2022	24	23
November 2022	30	8
October 2022	41	10
September 2022	23	12
August 2022	29	11
July 2022	34	7
June 2022	27	6
May 2022	32	7
NOT After hours		
December 2022	21	30
November 2022	17	59
October 2022	19	47
September 2022	9	40
August 2022	9	52
July 2022	10	55
June 2022	12	73
May 2022	6	98

ILS Hurrell-Harring Grant Money

\$57,021.06 received 3/19/20
\$52,941.00 received 10/28/20
\$160,282.95 received 07/14/22

Money Saved-Grant Paid

04/2021 \$161.28	02/2022 \$197.49	10/2022 \$209.93
05/2021 \$263.20	03/2022 \$582.22	11/2022 \$175.69
06/2021 \$2432.00	04/2022 \$200.07	12/2022 \$2598.94
08/2021 \$54.90	05/2022 \$263.18	
09/2021 \$653.02	06/2022 \$821.66	
10/2021 \$2078.57	07/2022 \$629.50	
11/2021 \$248.08	08/2022 \$593.94	
12/2021 \$797.10	09/2022 \$1069.12	

Attachment: JPSDec 2022 (11197 : Assigned Counsel Monthly Report)