



Judiciary & Public Safety Committee

Committee Meeting

60 Central Ave.
Cortland, NY 13045
<https://www.cortlandcountyny.gov>

~ Minutes ~

Thursday, March 13, 2025

9:00 AM

Room 302

CALL TO ORDER

The meeting was called to order at 9:00 AM by Committee Chair Sandra Price

Attendee Name	Organization	Title	Status	Arrived
Douglas Bentley	Cortland County	Committee Member	Present	9:02 AM
Cathy Bischoff	Cortland County	Committee Member	Present	
Mitchel Eccleston	Cortland County	Committee Member	Present	
Christopher Newell	Cortland County	Committee Member	Present	
Jason Prentice	Cortland County	Committee Member	Present	
Eugene Waldbauer	Cortland County	Committee Vice-Chair	Present	
Sandra Price	Cortland County	Committee Chair	Present	
Kevin Fitch	Cortland County	Chair of the Legislature	Present	
Savannah Hempstead	Cortland County	Clerkof the Legislature	Present	
Rob Corpora	Cortland County	County Administrator	Present	
Melanie Vilardi	Cortland County	Deputy County Administrator	Present	
Nicole Albro	Cortland County	Probation Director	Present	
Mark Helms	Cortland County	Sheriff	Present	
Chad Burhans	Cortland County	Undersheriff	Present	
Courtney Metcalf	Cortland County	Dep. Director of Emergency Response & Comm.	Present	
Scott Roman	Cortland County	Director of Emergency Response and Communications	Present	
Michael Cardinale	Cortland County	Assigned Counsel Plan Administrator	Present	
Kevin Jones	Cortland County	Public Defender	Present	
Morgan Spaulding	Cortland County	Grants Administrator	Present	
Trish Hansen	Cortland County	TLC	Present	
David Butler	Cortland	TLC	Present	

	County			
Ronald J. Van Dee	Cortland County	Legislator	Present	
William McGovern	Cortland County	Legislator	Present	
Ashley Millard	Cortland County	Deputy Clerk of the Legislature	Remote	
Nicole Compton	Cortland County	Executive Assistant	Present	
Jason DeRaiche	Cortland County	Safety Director	Present	

MINUTES

- Judiciary & Public Safety Committee - Committee Meeting - Feb 13, 2025 9:00 AM

RESULT:	APPROVED
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RESOLUTIONS

AGENDA ITEM NO. 1 – Authorize HVAC Maintenance Contract - Emergency Response & Communications

RESULT:	APPROVED [UNANIMOUS]
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Next: 3/27/2025 6:00 PM

MOVER: Christopher Newell, Committee Member

SECONDER: Eugene Waldbauer, Committee Vice-Chair

AYES: Bentley, Bischoff, Eccleston, Newell, Prentice, Waldbauer, Price

ON MOTION OF PRICE

RESOLUTION NO.

Authorize HVAC Maintenance Contract - Emergency Response & Communications

WHEREAS, through competitive bidding Cortland County's Department of Emergency Response & Communications purchased an HVAC system for its 911 facility at 22 West Court Street; AND

WHEREAS, Cortland County's Department of Emergency Response & Communications is seeking to have preventative maintenance completed on the HVAC units twice a year in line with manufacturer recommendations, by a certified contractor and in keeping with the established warranty; AND

WHEREAS the Department has funding in account A30205.54015 for the 2025 budget year; NOW THEREFORE BE IT

RESOLVED, that the County Administrator, upon approval of the County Attorney or designee, is authorized to execute a purchase order and contract agreement with Modular Mechanical Service, 5860 Belle Isle Road, Syracuse, NY 13209 in the amount of \$11,208.00.

DISCUSSION ITEMS

1. 2025 Committee Goals

RESULT: COMPLETED

2. BLS Response Service

RESULT: COMPLETED

3. Annual Probation Report 2024

RESULT: COMPLETED

MONTHLY REPORTS

1. Probation Monthly Report

RESULT: COMPLETED

2. DOERC Monthly Report

RESULT: COMPLETED

3. Revised NYS 911 Standards

RESULT: COMPLETED

4. Coroner Monthly Report

RESULT: COMPLETED

5. Assigned Council Monthly Report

RESULT: COMPLETED

6. District Attorney Monthly Report

RESULT: COMPLETED

7. Public Defender Monthly Report

RESULT: COMPLETED

ADJOURNMENT

The meeting was closed at 9:31 AM



Judiciary & Public Safety Committee

Committee Meeting

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1.1

~ Minutes ~

Thursday, February 13, 2025

9:00 AM

Room 302

CALL TO ORDER

The meeting was called to order at 9:00 AM by Committee Chair Sandra Price

Attendee Name	Organization	Title	Status	Arrived
Douglas Bentley	Cortland County	Committee Member	Present	
Cathy Bischoff	Cortland County	Committee Member	Late	9:02 AM
Mitchel Eccleston	Cortland County	Committee Member	Present	
Christopher Newell	Cortland County	Committee Member	Present	
Jason Prentice	Cortland County	Committee Member	Present	
Eugene Waldbauer	Cortland County	Committee Vice-Chair	Present	
Sandra Price	Cortland County	Committee Chair	Present	
Kevin Fitch	Cortland County	Chair of the Legislature	Present	
Savannah Hempstead	Cortland County	Clerkof the Legislature	Present	
Rob Corpora	Cortland County	County Administrator	Present	
Scott Roman	Cortland County	Director of Emergency Response and Communications	Present	
Courtney Metcalf	Cortland County	Dep. Director of Emergency Response & Comm.	Present	
Denise Bushnell	Cortland County	Coroner	Present	
Mark Helms	Cortland County	Sheriff	Present	
Chad Burhans	Cortland County	Undersheriff	Present	
Michael Cardinale	Cortland County	Assigned Counsel Plan Administrator	Present	
Melanie Vilardi	Cortland County	Deputy County Administrator	Present	
Morgan Spaulding	Cortland County	Grants Administrator	Present	
Trish Hansen	Cortland County	TLC	Present	
David Butler	Cortland County	TLC	Present	
Tim Hines	Cortland	Assistant Director of Operations of	Present	

Minutes Acceptance: Minutes of Feb 13, 2025 9:00 AM (MINUTES)

	County	Emergency Resp		
Patrick Perfetti	Cortland County	District Attorney	Present	
Reed Cleland	Cortland County	Legislator	Present	
William McGovern	Cortland County	Legislator	Present	
Paul Heider	Cortland County	Legislator	Present	
Ronald J. Van Dee	Cortland County	Legislator	Present	
Kevin Jones	Cortland County	Public Defender	Present	
Nicole Albro	Cortland County	Probation Director	Present	
Wayne Friedman	City of Cortland	Fire Chief	Present	
Derek Reynolds	City of Cortland	Deputy Fire Chief	Present	
Scott Steve	City of Cortland	Mayor	Present	
William Fox	City of Cortland	Captain	Present	
Andrea Herzog	Cortland County	Director of Finance	Remote	
Nicole Compton	Cortland County	Executive Assistant	Remote	
LouAnne Randall	Town of Cuyler	Supervisor	Remote	
Jason DeRaiche	Cortland County	Safety Director	Remote	
Doug Schneider	Cortland Standard	Reporter	Remote	
Dustin Contri	Cortland County	Deputy Fire Coordinator	Present	
Ashley Millard	Cortland County	Deputy Clerk of the Legislature	Remote	

MINUTES

- Judiciary & Public Safety Committee - Committee Meeting - Jan 9, 2025 9:00 AM

RESULT:	APPROVED
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RESOLUTIONS

AGENDA ITEM NO. 1 – Amend 2025 Budget - Accept Grant Award - Public Safety Answering Points Operations Grant - Department of Emergency Response and Communications

RESULT:	APPROVED [UNANIMOUS]
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Next: 2/27/2025 6:00 PM

MOVER: Christopher Newell, Committee Member

SECONDER: Eugene Waldbauer, Committee Vice-Chair

AYES: Bentley, Bischoff, Eccleston, Newell, Prentice, Waldbauer, Price

ON MOTION OF PRICE

RESOLUTION NO.

Minutes Acceptance: Minutes of Feb 13, 2025 9:00 AM (MINUTES)

**Amend 2025 Budget - Accept Grant Award - Public Safety Answering Points Operations Grant -
Department of Emergency Response and Communications**

WHEREAS, the New York State Department of Homeland Security and Emergency Services (NYS DHSES) has awarded the Cortland County Department of Emergency Response and Communications a Public Safety Answering Point Operations Grant (PSAP) for the period January 1, 2024 - December 31, 2025 in the amount of \$194,635, resulting in no new county costs, in support of Public Safety Answering Point operations; NOW THEREFORE BE IT

RESOLVED, that Cortland County Department of Emergency Response and Communications is hereby directed to expend the grant funds according to the stated grant guidance; AND BE IT FURTHER

RESOLVED, that the 2025 budget is amended as follows:

		Current	Change	Revised
INCREASE REVENUE BUDGET:				
A302043.43306.PSP	DHSES Grant	\$100,000	\$94,635	\$194,635
INCREASE EXPENDITURE BUDGET:				
A30205.51005.PSP	Personal Services	\$0	\$100,000	\$100,000
A30205.54048.PSP	Dept. Specific Equipment	\$0	\$94,635	\$94,635
DECREASE EXPENDITURE BUDGET:				
A30205.51005	Personal Services	\$1,301,262.52	(\$100,000)	\$1,201,262.52

; AND BE IT FURTHER

RESOLVED, that the County Administrator, upon review and approval by the County Attorney or designee, and subject to appropriation of funding, be and hereby is authorized to sign the grant contract with the New York State Department of Homeland Security and Emergency Services at an amount not to exceed \$194,635; AND BE IT FURTHER

RESOLVED, the Director of Finance shall carryover all unused grant funds to the subsequent year(s) budget covered by the grant, per the approved grant agreement.

AGENDA ITEM NO. 2 – Amend 2025 Budget - Accept and Authorize Statewide Interoperable Communications Grant (SICG) Award - Authorize Purchase of Emergency Fire Dispatching System - Emergency Response and Communications

RESULT:	APPROVED [UNANIMOUS]
	Next: 2/27/2025 6:00 PM
MOVER:	Jason Prentice, Committee Member
SECONDER:	Christopher Newell, Committee Member
AYES:	Bentley, Bischoff, Eccleston, Newell, Prentice, Waldbauer, Price

ON MOTION OF PRICE

RESOLUTION NO.

Amend 2025 Budget - Accept and Authorize Statewide Interoperable Communications Grant (SICG) Award - Authorize Purchase of Emergency Fire Dispatching System - Emergency Response and Communications

WHEREAS, the New York State Department of Homeland Security and Emergency Services (NYS DHSES) has awarded Cortland County \$786,336 under the New York State 2024 Statewide Interoperable Communications Grant (SICG) Program in support of interoperable communications; AND

Minutes Acceptance: Minutes of Feb 13, 2025 9:00 AM (MINUTES)

WHEREAS, the fiscal period for this grant is January 1, 2024 to December 31, 2026; NOW THEREFORE BE IT

RESOLVED, that Cortland County Department of Emergency Response and Communications is hereby directed to expend the grant funds according to the stated grant guidance; AND BE IT FURTHER

RESOLVED, that the 2025 budget is amended as follows:

	Current	Change	Revised
INCREASE REVENUE BUDGET:			
A30205.44389.SICG DHSES Grant	\$ -0-	\$786,336	\$786,336
INCREASE EXPENDITURE BUDGET:			
A30205.54015.SICG Maintenance Agreements	\$ -0-	\$786,336	\$786,336

; AND BE IT FURTHER

RESOLVED, that the Department of Emergency Response & Communications seeks to add Medical Priority Dispatch's Emergency Fire Dispatching protocol system to the County's currently used Emergency Medical Dispatching system, and this expense is permissible under the SICG grant funding; AND BE FURTHER

RESOLVED, that the County Administrator, upon review and approval by the County Attorney or her designee and subject to appropriation of funding, be and hereby is authorized to sign the grant contract with the New York State Department of Homeland Security and Emergency Services at an amount not to exceed \$786,336; AND BE IT FURTHER

RESOLVED that the County Administrator, upon review and approval by the County Attorney or her designee and subject to appropriation of funding, be and hereby is authorized to sign a purchase contract with the Medical Priority Dispatch Consultants at an amount not to exceed \$125,000, for the purchase and installation of a Fire Dispatching protocol system for the County's 911 center; AND BE IT FURTHER

RESOLVED, the Director of Finance shall carryover all unused grant funds to the subsequent year(s) budget covered by the grant, per the approved grant agreement.

AGENDA ITEM NO. 3 – Authorize Negotiation and Rental Contract - NYS&W Railroad

RESULT:	APPROVED [UNANIMOUS]
	Next: 2/27/2025 6:00 PM
MOVER:	Christopher Newell, Committee Member
SECONDER:	Mitchel Eccleston, Committee Member
AYES:	Bentley, Bischoff, Eccleston, Newell, Prentice, Waldbauer, Price

ON MOTION OF PRICE

RESOLUTION NO.

Authorize Negotiation and Rental Contract - NYS&W Railroad

WHEREAS, The New York, Susquehanna & Western Railway (NYSW), a public railroad company operating in Cortland County, with a home office located at 1 Railroad Avenue, Cooperstown, NY 13326 is in need of radio communications tower space to operate part of their radio network; AND

WHEREAS, the Cortland County radio tower known as "Virgil" and or "Cortlandville" meets

that need; NOW THEREFORE BE IT

RESOLVED, the Cortland County Legislature empowers the Director of Emergency Response and the County Administrator, or their designee, to negotiate a rental agreement that is advantageous to both the County and NYS&W; AND BE FURTHER

RESOLVED, that the Cortland County Legislature be and hereby authorizes the County Administrator, upon approval of the County Attorney or designee, to execute a five (5) year rental agreement between the County and The New York Susquehanna & Western Railway for radio tower space on the County's radio tower, revenue of which will be reported in A302046.42410, Rental of Real Property.

AGENDA ITEM NO. 4 – Authorize Lease Contract - Radio Microwave System - Department of Emergency Response & Communications

RESULT: **APPROVED [UNANIMOUS]**

Next: 2/27/2025 6:00 PM

MOVER: Eugene Waldbauer, Committee Vice-Chair

SECONDER: Jason Prentice, Committee Member

AYES: Bentley, Bischoff, Eccleston, Newell, Prentice, Waldbauer, Price

ON MOTION OF PRICE

RESOLUTION NO.

Authorize Lease Contract - Radio Microwave System - Department of Emergency Response & Communications

WHEREAS, Cortland County purchased a radio microwave system from Motorola in 2012; The County's radio microwave system carries all radio and 911 traffic around the County to the various radio towers and is integral to the operation of Cortland County's 911 center and for communications between first responders in Cortland County; AND

WHEREAS, major components of the County's radio microwave system have reached end of life cycle for repair and replacement; AND

WHEREAS, keeping the radio microwave system fully operational is in the best interests of the County to provide for continued high availability use during 911 and other emergency calls; AND

WHEREAS, Motorola has provided replacement pricing under NYS OGS contract PT68722 for the necessary microwave radio replacement resulting in a cost of \$1,029,713; 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 radio microwave 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 seven-year lease term, resulting in annual proposed payments of \$179,668 starting in 2026; NOW THEREFORE BE IT

RESOLVED, that the Cortland County legislature authorizes the County Administrator, upon approval of the County Attorney or designee, to execute a seven-year lease contract with Motorola Solutions, for a microwave system upgrade of the County's radio system for the County's 911 Center.

Minutes Acceptance: Minutes of Feb 13, 2025 9:00 AM (MINUTES)

RESULT: APPROVED [UNANIMOUS]**Next: 2/27/2025 6:00 PM****MOVER:** Jason Prentice, Committee Member**SECONDER:** Cathy Bischoff, Committee Member**AYES:** Bentley, Bischoff, Eccleston, Newell, Prentice, Waldbauer, Price**ON MOTION OF PRICE****RESOLUTION NO.****Accept Flood Mitigation Equipment from NYS Department of Homeland Security**

WHEREAS, in the New York State FY24 budget, \$15 million was allocated for flood mitigation equipment, by the Governor, for the counties; AND

WHEREAS, after reviewing each county's risk profile and researching New York Responds requests, New York State developed a list of the most requested items; AND

WHEREAS, attached to this resolution is a list of resources for Cortland County and a Memorandum of Understanding (MOU) to be executed with New York State to participate in the program; AND

WHEREAS, the key points of the program are as follows:

Program Highlights:

- This is a voluntary program.
- To participate, counties must sign an MOU in order to transfer possession of the resources.
- Counties must provide a shipment location and a point of contact.
- These are the maximum equipment allocated to each county.
- Counties cannot trade one type of equipment for another (e.g. exchanging pumps for more VMS' and vice versa)
- Counties may accept all, some or none of the allocated equipment.

MOU Highlights

- This is a one-time allocation until the equipment reaches the end of its useful life or becomes inoperable. Replacement is not included.
- The County is responsible for routine maintenance of the equipment.
- Equipment is not intended for personal or private purposes.
- Equipment will be direct shipped to counties. Upon receipt, an inventory will be conducted and attached to the MOU as a reference.

; NOW THEREFORE BE IT

RESOLVED, that the County Administrator, upon review by the County Attorney or designee as to form, be and hereby is authorized to execute an agreement with NYS Department of Homeland Security for the accepting of certain flood mitigation equipment as provided by New York State.

DISCUSSION ITEMS

1. 2025 Committee Goals

RESULT: POSTPONED TO DATE CERTAIN (NO VOTE)

Next: 3/13/2025 9:00 AM

MONTHLY REPORTS

1. Department of Emergency Response and Communications Monthly Report

RESULT: COMPLETED

2. District Attorney Monthly Report

RESULT: COMPLETED

3. Probation Department Monthly Report

RESULT: COMPLETED

4. Coroner Monthly Report

RESULT: COMPLETED

5. Public Defender Monthly Report

RESULT: COMPLETED

EXECUTIVE SESSION

It was MOVED by Ms. Price, seconded by Ms. Bischoff, and unanimously approved by voice vote of members present, to enter into an executive session for discussions regarding matters which will imperil public safety if disclosed, with Rob Corpora, Melanie Vilardi, Savannah Hempstead, Scott Steve, Scott Roman, Tim Hines, Courtney Metcalf, Denise Bushnell, Mark Helms, Chad Burhans, Wayne Friedman, Derek Reynolds, Dustin Contri, William Fox, LouAnne Randall and all legislators present permitted to stay in the room. MOTION CARRIED. Mr. Burhans did not attend the executive session.

An executive session was held from 9:31 a.m. to 10:10 a.m., at which time on motion of Mr. Newell, seconded by Mr. Eccelston, it was unanimously approved by voice vote to exit executive session.

ADJOURNMENT

The meeting was closed at 10:11 AM

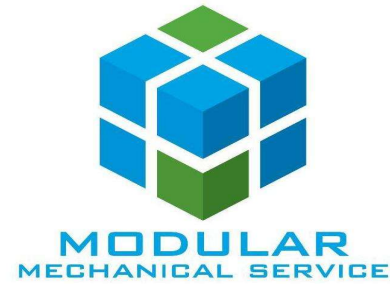
ON MOTION OF SANDRA PRICE, COMMITTEE CHAIR**AGENDA ITEM NO. 1****Authorize HVAC Maintenance Contract - Emergency Response & Communications**

WHEREAS, through competitive bidding Cortland County's Department of Emergency Response & Communications purchased an HVAC system for its 911 facility at 22 West Court Street;
AND

WHEREAS, Cortland County's Department of Emergency Response & Communications is seeking to have preventative maintenance completed on the HVAC units twice a year in line with manufacturer recommendations, by a certified contractor and in keeping with the established warranty;
AND

WHEREAS the Department has funding in account A30205.54015 for the 2025 budget year;
NOW THEREFORE BE IT

RESOLVED, that the County Administrator, upon approval of the County Attorney or designee, is authorized to execute a purchase order and contract agreement with Modular Mechanical Service, 5860 Belle Isle Road, Syracuse, NY 13209 in the amount of \$11,208.00.



TECHNICAL SUPPORT AGREEMENT

Agreement Number:

Proposal Date: 2/10/25

By and Between:

Modular Mechanical Service
5860 Belle Isle Rd
Syracuse, NY 13209

E911 Cortland
22 West Cort St
Cortland, NY 13045

This proposal is firm for thirty (30) days and shall include the Terms and Conditions and Schedules attached herein:

- Schedule A – Type of Service Plan
- Schedule B – List of Serviced Equipment
- Schedule C – Maintenance Schedule
- Schedule D – Miscellaneous Conditions
- Schedule E – Charges, Rates and Pricing Terms

Scope of Services:

Semi Annual test and inspection, maintenance, technical support (as listed on attached Schedules A and B) located at: 22 West Cort St

Term:

This agreement shall commence upon the approval of this document and shall continue for a term of **one (1) year** specifically between **3/1/25 and 2/28/26**.

Charges:

This agreement shall be billed in advance yearly (as detailed in Schedule E) and is due upon Client's receipt of invoice. The annual charge is:

Annual Charge: **\$11,208.00**

* Excluding Taxes

Modular Mechanical Service

Submitted By:

Vito Rizzo

Name

Signature

Date

Service Manager

Title

CLIENT

Approved By:

Name

Signature

Date

Title

TERMS AND CONDITIONS

1.0 General Provisions:

- 1.1 Unless stated otherwise, the services provided under this agreement shall be provided during MMS's normal business hours. Normal business hours are Monday through Friday, 8:00 A.M. to 5:00 P.M. inclusive, excluding holidays.
- 1.2 The Client shall provide reasonable means of access to the equipment being serviced. MMS shall not be responsible for any removal, replacement, or refinishing of the building structure, if required to gain access to the equipment. MMS shall be permitted to start and stop all equipment necessary to perform the services herein described as arranged with the Client's representative.
- 1.3 This agreement, when accepted in writing by the Client and approved by an authorized MMS representative, shall constitute the entire agreement between the two (2) parties.

2.0 Charges:

- 2.1 For services not covered by this agreement, but performed by MMS upon the Client's authorization, the Client agrees to pay MMS upon presentation of itemized invoice(s) at the rates detailed in Schedule E of this agreement.
- 2.2 If emergency service is requested by the Client and inspection does not reveal any defect for which MMS is liable under this agreement, the Client will be charged at the rates detailed in Schedule E of this agreement.
- 2.3 Unless otherwise specified, this agreement will commence on the date indicated for the term of **one (1)** year(s) and shall continue from year to year until terminated. Either party may terminate this agreement by giving written notice to the other no later than thirty (30) days prior to the anniversary date. The agreement price may be adjusted on its anniversary date based on prevailing labor and material costs.

3.0 Limitations of Liability:

- 3.1 MMS shall not be liable for any loss, delay, injury, or damage that may be caused by circumstances beyond its control including, but not restricted to; acts of God, war, civil commotion, acts of government, fire, theft, corrosion, floods, lightning strikes, freezes, strikes, lockouts, differences with workmen, riots, explosions, quarantine restrictions, delays in transportation, shortage of vehicles, fuel, labor or materials, or malicious mischief. IN NO EVENT SHALL MMS BE LIABLE FOR BUSINESS INTERRUPTION, LOSSES, OR CONSEQUENTIAL OR SPECULATIVE DAMAGES.
- 3.2 MMS shall not be required to make safety tests, install new devices, or make modifications to any equipment to comply with recommendations or directives of insurance companies, governmental bodies, or for other reasons not specifically detailed in this agreement.
- 3.3 MMS shall not be required to make replacements or repairs necessitated by reason of negligence, abuse, misuse, or by reason of any other cause beyond its control except ordinary wear and tear in cases where MMS has a Full Maintenance Contract or Parts Included Contract.
- 3.4 The agreement pre-supposes that all equipment is in satisfactory working order. MMS will inspect the equipment within thirty (30) days of when the agreement takes effect and will advise the Client of any equipment found to be in need of repair. MMS will provide the Client with a written estimate of the cost of repairs. If the Client does not authorize MMS to make the repairs or if the Client does not have the work performed, the equipment will be eliminated from coverage and the agreement price will be adjusted. There may be some equipment which, for reasons beyond MMS's control, cannot be inspected before this agreement takes effect. MMS will inspect such equipment on the first available visit.
- 3.5 The amount of any present or future sales, use, occupancy excise, or other tax (federal, state, or local) which MMS hereafter shall be obligated to pay, either on its own behalf or on the behalf of the Client or otherwise, with respect to the services and material covered by this agreement, shall be paid by the Client.
- 3.6 If the equipment or software included under this agreement is altered, modified, or changed by a party other than MMS, this agreement shall be modified to incorporate such changes and the agreement price shall be adjusted accordingly.
- 3.7 It is understood that the provisions of this agreement apply only to the systems and equipment covered herein. Repair or replacement of non-maintainable parts of the system such as ductwork, boiler shell and tubes, unit cabinets, boiler re-factory material, electrical wiring, hydronic and pneumatic piping, structural supports, etc., is not included under the agreement.
- 3.8 Following twelve (12) months of service or any time thereafter, if individual item(s) cannot, in MMS's opinion, be properly repaired on-site because of excessive wear or deterioration, MMS, Inc. may withdraw the item(s) from coverage upon ninety (90) days prior written notice.
- 3.9 This agreement shall be governed by, construed, and enforced in accordance with the laws of the State of New York.

TYPE OF SERVICE PLAN

Preventative Maintenance Program

Primary Services:

- ☒ **System and Service Review.** MMS will hold an **annual** formal review with your staff to discuss the services performed during the past year and to recommend improvements and options to enhance system performance, resolve operational problems, and to meet your changing needs and objectives.
- ☒ **Scheduled Maintenance.** Maintenance shall be performed per the attached Schedule B to optimize the system effectiveness. Scheduled maintenance visits will occur **two (2)** time(s) per year.
- ☒ **Telephone Support.** Technical experts will assist you, via the telephone, to identify and resolve operational problems.

LIST OF SERVICED EQUIPMENT

Schedule B

The following **HVAC Equipment** shall be serviced by MMS under this agreement::

<u>Equipment Type</u>	<u>Designated</u>	<u>Model Number</u>	<u>Serial Number</u>
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(2) Daikin VRV condensers			
(18) indoor fan coils			
(2) RenewAire ERVs			

Attachment: 2025 Modular contract (12837 : Authorize HVAC Maintenance Contract - Emergency Response & Communications)

SCHEDULED MAINTENANCE

Schedule C

HVAC Equipment Service

Service visits will consist of **one visit** during each of the following month(s):
and October

Daiken VRV Condensers: (two times a year)

- Coil cleaning as needed
- Meg compressors
- Check all electrical connections
- Check operation of the unit with the service checker

RenewAire units (two times a year)

- Change pre filters
- Check motors
- Check electrical connections
- Check unit operation

Daiken indoor fan coils: (two times a year)

- Clean coils as needed
- Check condensate drains
- Check all electrical connections
- Check operation with service checker
- Change filters

Note: All other maintenance or repair equipment provided at Client's cost.

Special Conditions:

This agreement excludes any internal controls associated with the individual HVAC equipment, such as factory installed and/or manufacturer supplied internal control modules.

CHARGES, RATES AND PRICING TERMS

Schedule E

Charges:

Payments will be made in **(12)** Monthly payment in the amount of: **\$934.00 ***

*Excluding Taxes

Rates:

The following list contains the Customer Preferred labor rates that shall be used for services, provided by MMS, that are requested by the Client for services not included in this agreement:

MMS Standard Mechanical Service Rate (Non-Service Contract Holder Rate)

- Technician (M-F 8:00 A.M. to 5:00 P.M.) \$150.00 per hour
- Technician (After 5:00 P.M. & Saturday & Sunday) \$225.00 per hour
- Technician (Holidays) \$300.00 per hour

MMS Contract Holder Mechanical Service Rate

- Technician (M-F 8:00 A.M. to 5:00 P.M.), \$140.00 per hour
- Technician (After 5:00 P.M. & Saturday & Sunday) \$210.00 per hour
- Technician (Holidays) \$280.00 per hour

Pricing:

Additional parts and materials, requested by the Client, shall be available to the Client at a discount price.

Attachment: 2025 Modular contract (12837 : Authorize HVAC Maintenance Contract - Emergency Response & Communications)

2025 Judiciary & Public Safety Committee Goals

Committee Vice-Chair Eugene Waldbauer:

- Make a decision regarding the jail (new, remodel, do nothing).
- Review the Sheriff's department staffing issues. Is there a solution (more money, recruiting message, another "big" change) that we could start working on so that they become better at recruiting and retaining officers in the future?

Committee Member Chris Newell:

- Work towards a doable solution to our jail facility.

Assigned Counsel Plan Administrator, Michael Cardinale:

- Continue to work on and find an E-voucher system.
- Work with ILS to implement the grant monies that have been awarded to the county.
- Assisting the Public Defender with their grants and also bringing more attorneys into our program.

Probation Director, Nicole Albro:

- Navigate several key personnel changes occurring in 2025. Recruit positive new hires while maintaining the stability of the Department as a whole. This is very important to allow us to provide timely and mandated services to both the local Courts and our clientele. This enables our ultimate goal of a safe, productive community.
- Internally provide guidance to new employees, while providing support to current employees during this time of change as they will be taking on extra tasks throughout the transition.
- Help new staff through the lengthy and intense DCJS mandated training which is only available out of county.
- Retire towards the end of 2025 leaving the Cortland County Probation Department in the excellent shape it was left to me.

District Attorney, Patrick Perfetti:

- Achieve full staffing.
- Implement use of Artificial Intelligence to assist with discovery compliance.
- Finalize terms of contract service with AXON.
- Have all ADAs complete Child First Training.
- DA and CADA to complete his NIMS training.
- All junior litigators serve Second-chair on a major felony trial and/or serve Primary on lower felony trial.

Director of Emergency Response & Communications, Scott Roman:

- Accreditation as a NYS 911 center
- Accreditation as a medical dispatching center
- Accreditation as Emergency Management department
- Addition of Emergency Fire Dispatching protocols

Cortland County Sheriff, Mark Helms:

- Work to increase staffing in all divisions. I currently have several open positions in each division.
- See some movement on the future of our jail
- Making major change in the IT for the Sheriff's Office (I have proposed having my own IT with The 911 Center). The current IT is not sufficient for my needs.
- Getting a custodial service for my offices
- Returning the old 911 center into a fully usable training room

Well, I've been thinking, and I believe these are my goals:

1. Working with legislative committee, bring forth a recommendation to fully address jail's structural inadequacies.
2. Collaborate with JPS Chair and Public Defender to ensure the maximum number of yearly cases requiring indigent legal representation are transferred and managed by the PD Office.
3. Collaborate with JPS Chair and District Attorney to ensure DA has sufficient resources to process and adjudicate prosecutions in as effective and time-efficient manner as possible.

Thanks, Cathy

As a member of the JPS committee I have the following objectives in mind for this year.

1. Help the public understand why we need a new correctional facility in order to better address the needs of individuals who have run afoul of the law. The key issues that we need to address are storage capacity, programming capacity and the safety of both the inmates and the correctional officers.
2. Have a presentation about SIM (Strategic Intercept Model) so that we can better understand how we can divert individuals from ending up in our jail. Judge Liz Burns had scheduled a meeting to do this, but it was cancelled and never rescheduled.
3. Visit one prisoner in the jail to get a sense of an inmate's perspective of our jail and what he feels can be done to improve the experience.

Doug



TOMPKINS COUNTY
DEPARTMENT OF EMERGENCY RESPONSE
92 Brown Road
Ithaca, New York 14850

BLS-FR Application

Attachment: Tompkins BLS-FR Application (12817 : BLS Response Service)



**TOMPKINS COUNTY
DEPARTMENT OF EMERGENCY RESPONSE**

**92 Brown Road
Ithaca, New York 14850**

(607) 257-3888, office

(607) 266-8035, fax

*Coordination of Fire, Disaster, and Emergency Medical Services
Enhanced 911 and Public Safety Communications*

July 19, 2023

To: NYS Bureau of EMS

Re: Application for EMS Agency Code

To Whom It May Concern:

The Tompkins County Department of Emergency Response is seeking to start a BLS-FR known locally as a Tompkins County EMS (TC-EMS). TC-EMS will assist local resources in providing BLS first response care to the residents and visitors of Tompkins County. We will provide this care to supplement the community based BLSFR's during their greatest time of need and enhance pre-hospital care to the county. This agency will be a non-transporting BLS agency. We are requesting the issuance of a DOH EMS Agency Code Number.

Please feel free to reach out to me with any questions you may have.

Thank you

Joseph C. Milliman; MBA, AEMTP
EMS Program Manager

Attachment: Tompkins BLS-FR Application (12817 : BLS Response Service)

Medical Direction

Medical Direction will be provided by Dr. Jerry Emmons (NYS License 258495). Please see DOH-4362, attached.

Method of Dispatch/Operating Frequency

Dispatches will be provided by Tompkins County Communications Center on frequency 460.275 through a handheld pager. Operations will occur on frequency 460.575 and will occur with the use of a 2-way portable/mobile radio.

Confirmation and adherence to state/local protocols

The TC-EMS will follow BLS protocols set forth by the New York State Bureau of EMS and the Central New York EMS Region. All deviation from these protocols will be approved by on-line medical direction.

Number and type of Vehicles

TC-EMS Response will utilize three (2) SUV style vehicles and one (1) pick-up truck to respond to emergencies. These vehicles will be decaled with the Tompkins County Department of Emergency Response insignia and outfitted with visual and audio warning systems (lights and sirens).

Equipment Carried

Please see exhibit A in the appendix for a full list of equipment carried by TC-EMS.

Number and level of personnel

Personnel will be employed by Tompkins County Personnel and report to the Department of Emergency Response. Once fully staffed, personnel will consist of nine (9) Basic Emergency Medical Technicians to respond to calls and one (1) Paramedic, operating as a BLS provider, as the EMS Program Manager. Should higher level providers be employed, they will *only* be performing as a basic EMT.

Transporting Agencies

Please see exhibit B in the appendix for a list of all participating transport agencies. A written participation agreement for each agency will also be attached.

Please see the enclosed EMS Agency Participation Agreements with each agency. In instances where TC-EMS responds to a call for an ambulance that does not have a signed EMS Agency Participation Agreement, TC-EMS will request the PSAP dispatch an ambulance who has jurisdictional authority, or mutual aid where applicable, to the scene.

Quality Assurance

Quality Assurance will be performed daily, by management, to ensure a patient care report is completed, in its entirety, on all dispatches. TC-EMS will work with the Tompkins's County CQI Committee—hosted by this department—to perform ongoing quality assurance.

Geography

TC-EMS will respond within Tompkins County and to neighboring jurisdictions based on the Mutual Aid Plan. Please see exhibit C in the appendix.

Appendix

Exhibit A.

Supply	Total/vehicle
10x30 dressings	2
2-way radio	1
4x4	12
5x9	6
Adhesive Tape (assorted sizes)	3
Adult BP Cuff	1
Adult NC	2
Adult NRB	2
bandage shears	1
Blanket	1
burn sheet	1
BVM Adult Size	1
BVM Pediatric Size	1
Carrying case(s)	
C-Collars	3
D 350ml O2 Tank	2
Fire Extinguisher	1
Flares (or 3 triangles)	6
Flashlight (safety, not med)	1
OB Kit	1
occlusive dressing	1
OPA's	4
oral glucose	1
Pediatric BP Cuff	1
Pen Light	2
Portalbe Suction	1
rolls of gauze (assorted sizes)	6
Shortbackboard/KED	1
sterile saline bottles (1/2 liter)	1
triangle bandages	6
Short Splints	1
Sam Splints	1
Ice Packs	3
Hot Pakcs	3
Nebulizer	2
Aspirin	1
Epi	1
Narcan	2

Attachment: Tompkins BLS-FR Application (12817 : BLS Response Service)

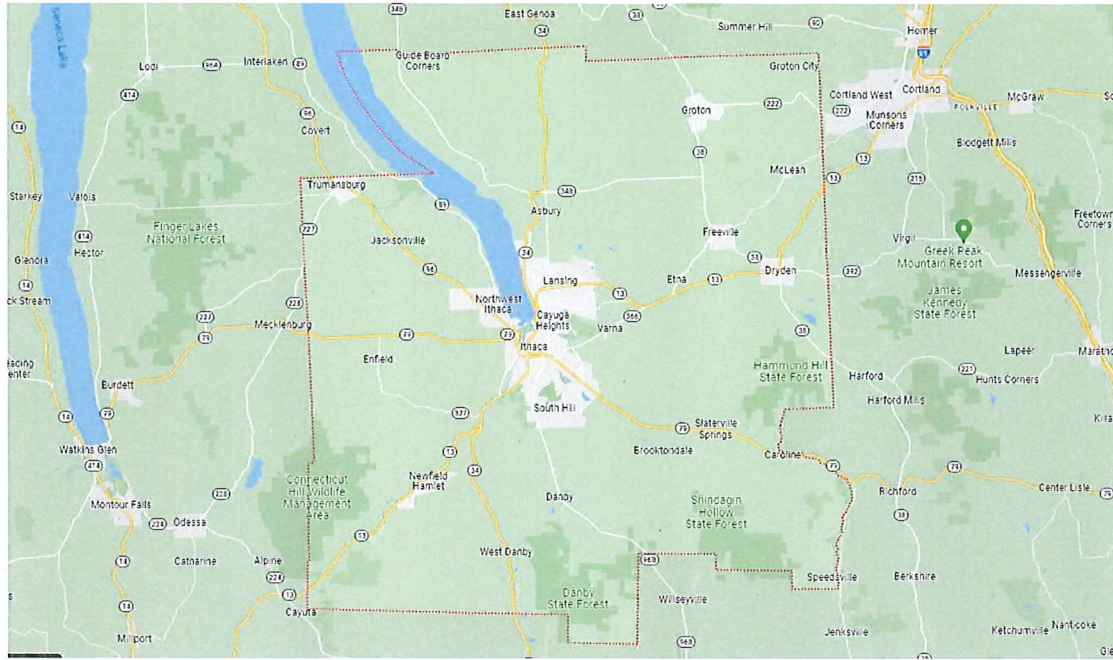
AED	1
Clipboard	1
Syringe (1cc)	2
Sharps Container	1
Disposable gloves (small)	1
Disposable gloves (medium)	1
dispsable gloves (Large)	1
Disposable Gloves (XL)	1
N95 Maks (box)	1
Procedural Masks (box)	1
Goggles	2
Isolation gowns	2
Glucometer	1

Exhibit B

Agency Name	Agency Code	Address	City	State	Zip	Phone Number
Primary Response						
Bangs Ambulance Inc.	5411	PO Box 6445	Ithaca	NY	14850	(607) 273-1161
Dryden Ambulance, Inc.	5419	PO Box 397	Dryden	NY	13053	(607) 844-8124
Groton Fire Department & Ambulance	5418	PO Box 96	Groton	NY	13073	(607) 898-3135
Trumansburg EMS, Village of	5415	56 E. Main St	Trumansburg	NY	14886	(607) 387-7131

Attachment: Tompkins BLS-FR Application (12817 : BLS Response Service)

Exhibit C





TOMPKINS COUNTY DEPARTMENT OF EMERGENCY RESPONSE

**92 Brown Road
Ithaca, New York 14850**

(607) 257-3888, office
(607) 266-8035, fax

*Coordination of Fire, Disaster, and Emergency Medical Services
Enhanced 911 and Public Safety Communications*

October 11, 2023

To: NYS Bureau of EMS

Re: 911 Dispatching in Tompkins County

Please be advised, all fire, rescue, and EMS agencies in Tompkins County are dispatched by the Tompkins County Communications Center (911), located at 92 Brown Rd Ithaca, NY 14850. The Tompkins County Communications Center is part of the Tompkins County Department of Emergency Response.

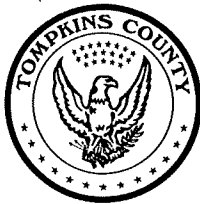
The following agencies are BLSFR agencies in Tompkins County and are all part of the county's mutual aid agreement for fire and EMS. They all actively provide EMS responses in their respective areas to support a concurrently dispatched transport ambulance service. All agencies are dispatched through the Tompkins County Communications Center.

- Brooktondale Fire Company/Rescue
- Danby Fire Department/Rescue
- Department of Emergency Response (Tompkins County EMS)
- Enfield Fire/Rescue
- Etna Fire Company/Rescue
- Freeville Fire Company/Rescue
- Ithaca Fire Department/Rescue
- Newfield Fire Department/Rescue
- Varna Fire Department/Rescue
- West Danby Fire Department/Rescue

Cornell EMS is dispatched through the Cornell Dispatch Center, which simultaneously notifies Tompkins County Communications Center—allowing Cornell EMS to respond to support Ithaca Fire Department and Bangs Ambulance for on-campus EMS needs.

Thank you,

Joseph C. Milliman; AEMTP, MBA
EMS Program Manager



Administration

TOMPKINS COUNTY ADMINISTRATOR

Lisa Holmes

DEPUTY COUNTY ADMINISTRATOR

Bridgette Nugent

Norma Jayne

125 E. Court Street, Ithaca, N.Y. 14850 | Phone: (607) 274-5551 | Fax: (607) 274-5558 | tompkinscountyny.gov

To: NYS EMS Council
C/O Bureau of EMS—Operations Unit
NYS Dept of Health
875 Central Ave
Albany, NY 12206-1388

Re: Statement of Authority to provide public EMS

October 18, 2023

This is to serve that **Tompkins County** has granted authority to **Tompkins County Department of Emergency Response** to provide emergency medical care, as defined by Article 30 of NYS Public Health Law, to Tompkins County, New York. Response is on a regular and ongoing basis and is dispatched by the Tompkins County Department of Emergency Response 911 Center.

The **Tompkins County** understands it assumes all liability, to the extent permissible by law, for granting operational authority for such EMS response within its jurisdiction and requests the issuance by NYS Department of Health an EMS Agency ID Code to **Tompkins County Department of Emergency Response**.

Sincerely,

Lisa A. Holmes
Tompkins County Administrator

Attachment: Tompkins BLS-FR Application (12817 : BLS Response Service)

EMS Agency Participation Agreement

Purpose:

In recognition that **Bangs Ambulance** (herein after referred to as Bangs) is duly authorized Ambulance Service, certified by the New York State Department of Health (NYSDOH), and providing ambulance service to territory established under Article 30/30A of Public Health Law(A30 PHL), which includes in whole or in part the response areas of **Tompkins County Department of Emergency Response** (herein referred to **TC-DoER**) in Tompkins County, New York.

And, in recognition that **TC-DOER** is a Basic Life Support First Response (BLSFR) agency specifically authorized by its governing municipality to provide EMS and having applied to NYSDOH for an EMS agency identity code.

The following agreement is hereby entered into for the purpose of ensuring rapid effective response, appropriate patient care and the delivery of persons in need of medical care to appropriate medical facilities, through the cooperative efforts of the organizations consenting to this agreement.

This agreement shall take effect upon the date of endorsement indicated below and shall be automatically renewed annually until written termination is provided by the Chief Operating Officers (COOs) of one of the organizations. Alterations or amendments to this agreement may be made at any time by written consensus and re-execution of this agreement. No portion of this agreement shall hold precedence or preempt the authority of any valid contract for EMS or ambulance services executed between either party and any local governing municipality having jurisdiction.

Terms of Agreement

Bangs Ambulance and Tompkins County Department of Emergency Response shall:

- Provide for the identification of its prehospital certified members by badge, ID card, uniform, or other visible identification to insure rapid recognition of certified responders and their authorized level of provider care and authorizing agency.
- Participate in QA/QI review of all responses for which patient contact occurred. Furthermore, to resolve any identified patient care issues through training, remediation, discipline, or protocol review as appropriate to insure continued effective patient care and compliance with state and regional patient care protocols.
- Participate with any Mutual Aid Response agency, dispatched or responding in place of either **Bangs** or **TC-DoER** due to the unavailability of either service, holding to the same participation standard and expectations stated in this agreement.
- Adhere to applicable estate and regional policies, procedures, and patient care protocols.

- Resolve member participation issues through cooperative discussion between the COOs of each organization promptly upon notice of any instance or circumstance which impairs the cooperative intent of this agreement, or which compromises in any way the delivery of appropriate patient care.
- Provide notification in advance of training, drills, and education opportunities sponsored by either agency, at which members may obtain, renew, or refresh EMS certification or rescue/responder skills.

Bangs Ambulance shall:

- Respond whenever possible to any medical emergency, standby or other public need as determined by county 911 dispatch and provide prehospital medical care and patient transport in fulfillment of its operating authority under Article 30/30A of Public Health Law (A30 PHL).
- Remain an active participant in the Tompkins County Mutual Aid and MCI-Disaster Plan such that all Medical Emergencies shall be responded to by either Bangs or another ambulance service providing Mutual Aid Response.
- Accept any patient presented for transport, to which **TC-DoER** provides initial BLS care, to insure timely transport of such patient(s) to an appropriate Article 28 designated facility or hospital.
- Accept Prehospital Care Reports (PCRs) turned over to Bangs by **TC-DoER** that documents the findings and care provided to patient(s) treated by **TC-DoER**.
- Replenish such disposable medical items or supplies used by **TC-DoER** on calls for which Bangs was the transporting agency, the list of such replenishable items to be agreed upon in writing by the COOs of each organization.

Tompkins County Department of Emergency Response shall:

- Respond whenever possible and when requested to any medical emergency, standby or other public need as determined by county 911 dispatch and provide prehospital medical care at the Basic Life Support (with Defibrillation) level of care, within the Bangs' response area.
- Report to 911 dispatch the condition and number of patients found at any incident to facilitate the preparedness and appropriate response by Bangs crews and responding vehicles.
- Not cease the provision of patient care and/or monitoring until such care is turned over to another qualified/certified care provider once patient care has been initiated.
- Turn over for treatment and transport to Bangs any patient to which **TC-DoER** provides initial BLS prehospital care.
- Ensure that the prehospital care provider in charge of patient care will always be the **TC-DoER** responder that turned over to the Bangs member responsible for the call.
- Participate in ICS/Unified Command for incidents requiring ongoing incident management.
- Adhere to NYS DOH Policies regarding BLSFR Agencies (#06-04) and responsibilities of EMS Providers to coordinate EMS Resources (#98-05).
- Maintain a list of supplies, equipment and authorized response vehicles as identified in DOH Policy #06-04.

This agreement is entered into this 9 Day of February, ~~2023~~ 2024 (2)

Signed,

Bangs Ambulance: _____

Print Name _____ Title: _____

TC-DoER: _____

Print Name Joseph C. Milliman Title: EMS Program Manager

Copy Distribution shall be:

- 1 copy to each organization's Records Officer or Chief Operating Officer
- 1 copy to Tompkins County 911 Dispatch Center
- 1 Copy to New York State Dept of Health,
Attn: **Tompkins County Dept. of Emergency Response** BLSF Service File

Attachment: Tompkins BLS-FR Application (12817 : BLS Response Service)

ADDENDUM:

By and Between Bangs Ambulance and Tompkins County Department of Emergency Response (TC-DOER)

Hold Harmless: Bangs Ambulance shall indemnify and hold harmless TC-DOER, its officers and employees, from any and all claims or causes of action against TC-DOER arising out of any act or failure to act by Bangs Ambulance, its officers, employees, or anyone affiliated with Bangs Ambulance pursuant to this Agreement.

TC-DOER shall indemnify and hold harmless Bangs Ambulance, its officers and employees, from any and all claims or causes of action against Bangs Ambulance arising out of any act or failure to act by TC-DOER, its officers, employees, or anyone affiliated with TC-DOER pursuant to this Agreement.

Force Majeure: Neither party shall be liable in damages or have the right to terminate this Agreement for any delay or default in performing hereunder if such delay or default is caused by conditions beyond its control including, but not limited to, Acts of God, Government restrictions (including, but not limited to, road closures, disruptions in telephone service attributable to the telephone company, and/or other preventative act(s) by a third party), or any other act that is beyond the reasonable control of the party whose performance is affected.

Partial Invalidity: If any term, part, provision, section, or paragraph of this Agreement shall be held unconstitutional, invalid, or ineffective, in whole or in part, such determination shall not be deemed to invalidate the remaining terms, parts, provisions, sections, or paragraphs thereof.

Modifications: This Agreement may only be modified by a formal written amendment executed by TC-DOER and Bangs Ambulance.

Agreement Rights: This Agreement is solely between TC-DOER and Bangs Ambulance and shall not provide contractual or any other rights enforceable by any other persons.

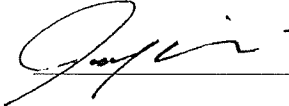
Assignment/Subcontract: This Agreement shall be exclusive to each party and shall not, without the prior written consent of the other party, be assigned or delegated to any other individual, company, or entity, including any subsidiary of, or company related to, said party.

This Agreement is entered into this 25 Day of January, 2024

Bangs Ambulance

Tompkins County DoER

Signature: _____

Signature: 

Name: _____

Name: Joseph Milliman

Title: _____

Title: EMS Program Manager

Copy Distribution shall be:

- 1 copy to each organization files
- 1 copy to <county PSAP/911> Dispatch Center
- 1 copy to <county> EMS Coordinator
- 1 copy to New York State Dept of Health,

Attachment: Tompkins BLS-FR Application (12817 : BLS Response Service)

Joseph C. Milliman

From: Michael Stitley
Sent: Monday, February 12, 2024 7:40 AM
To: Joseph C. Milliman
Subject: FW: FW: EMS Agency Participation Agreement

FYSA

From: Susie Surprenant <ssurprenant@cnyems.org>
Sent: Sunday, February 11, 2024 6:21 PM
To: bangs28@bangsambulance.com; Michael Stitley <mstitley@tompkins-co.org>
Cc: joeljfey@gmail.com; kwestcott@dryden.org; ems@trumansburg-ny.gov; michael.lockwood4@gmail.com; EDeForrest@borgwarner.com
Subject: RE: FW: EMS Agency Participation Agreement

Tim and Mike,

The 2 documents are part of the BLS FR application packet that the Bureau of EMS. I am going to forward the documents with Mr. Pagano's comments to Dan Clayton, BEMS who oversees the review and issuing of agency codes to BLS FR agencies.

Thank you.
 Susie

Susie Surprenant, BBA, BS, NRP
 Executive Director

Central New York EMS
 Jefferson Tower Suite LL1
 50 Presidential Plaza
 Syracuse, New York 13202
 Telephone: 315-701-5708
 Fax: 315-701-5707

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From: "Tim Bangs" <bangs28@bangsambulance.com>
Sent: 2/11/24 12:22 PM
To: "Michael Stitley" <mstitley@tompkins-co.org>, "Susie Surprenant" <ssurprenant@cnyems.org>
Cc: <joeljfey@gmail.com>, <kwestcott@dryden.org>, <ems@trumansburg-ny.gov>, <michael.lockwood4@gmail.com>, <EDeForrest@borgwarner.com>
Subject: FW: EMS Agency Participation Agreement

Hello Mike,

Attached is the feedback from our legal team. I also copied Susie Suprenant, so if the documents were generated from

CNYEMS, hopefully they can clarify the questions, and also should we have these documents [Participation Agreements, and Hold Harmless Agreements] be in place with the multiple other 1st response agencies which we work with in Tompkins and surrounding counties.

Thank you,

Tim Bangs

Tim,

Good morning. Thank you very much for the reply.

I think your questions are valid. Perhaps connecting with Susie would be a good idea. Both the Hold Harmless and the Participation Agreement came from the State, so they are not county documents.

We plan to submit our application on February 15th so that we have it in before the next REMSCO. We want to ensure that we have some lead time in the event there are any questions or concerns regarding our application. Please consider speaking with Susie because I'm sure she will be able to do a much better job explaining the need for the signatures.

Thank you again,

Mike

Attachment: Tompkins BLS-FR Application (12817 : BLS Response Service)

From: Anthony F. Pagano <apagano@HarrisBeach.com>

Sent: Friday, February 9, 2024 4:17 PM

To: Tim Bangs <bangs28@bangsambulance.com>
Subject: RE: EMS Agency Participation Agreement

Hi Tim-

Attached are some of my broad-brush concerns upon first glance at the Participation Agreement and the Hold Harmless Addendum.

Let me know if you have any questions or concerns. Take care,

-Anthony

Anthony F. Pagano Partner	
119 East Seneca Street Ithaca, NY 14850 607.330.7719 Direct 607.731.0983 Mobile 607.273.6802 Fax 607.273.6444 Main	
	
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EMS Agency Participation Agreement

Purpose:

In recognition that **Dryden Ambulance Inc.** (herein after referred to as Dryden Ambulance) is duly authorized Ambulance Service, certified by the New York State Department of Health (NYSDOH), and providing ambulance service to territory established under Article 30/30A of Public Health Law(A30 PHL), which includes in whole or in part the response areas of **Tompkins County Department of Emergency Response** (herein referred to **TC-DoER**) in Tompkins County, New York.

And also, in recognition that **TC-DOER** is a Basic Life Support First Response (BLSFR) agency specifically authorized by its governing municipality to provide EMS and having applied to NYSDOH for an EMS agency identity code.

The following agreement is hereby entered into for the purpose of ensuring rapid effective response, appropriate patient care and the delivery of persons in need of medical care to appropriate medical facilities, through the cooperative efforts of the organizations consenting to this agreement.

This agreement shall take effect upon the date of endorsement indicated below and shall be automatically renewed annually until written termination is provided by the Chief Operating Officers (COOs) of one of the organizations. Alterations or amendments to this agreement may be made at any time by written consensus and re-execution of this agreement. No portion of this agreement shall hold precedence or preempt the authority of any valid contract for EMS or ambulance services executed between either party and any local governing municipality having jurisdiction.

Terms of Agreement

Dryden Ambulance and Tompkins County Department of Emergency Response shall:

- Provide for the identification of its prehospital certified members by badge, ID card, uniform, or other visible identification to insure rapid recognition of certified responders and their authorized level of provider care and authorizing agency.
- Participate in QA/QI review of all responses for which patient contact occurred. Furthermore, to resolve any identified patient care issues through training, remediation, discipline, or protocol review as appropriate to insure continued effective patient care and compliance with state and regional patient care protocols.
- Participate with any Mutual Aid Response agency, dispatched or responding in place of either **Dryden Ambulance** or **TC-DoER** due to the unavailability of either service, holding to the same participation standard and expectations stated in this agreement.
- Adhere to applicable estate and regional policies, procedures, and patient care protocols.

- Resolve member participation issues through cooperative discussion between the COOs of each organization promptly upon notice of any instance or circumstance which impairs the cooperative intent of this agreement, or which compromises in any way the delivery of appropriate patient care.
- Provide notification in advance of training, drills, and education opportunities sponsored by either agency, at which members may obtain, renew, or refresh EMS certification or rescue/responder skills.

Dryden Ambulance, Inc shall:

- Respond whenever possible to any medical emergency, standby or other public need as determined by county 911 dispatch and provide prehospital medical care and patient transport in fulfillment of its operating authority under Article 30/30A of Public Health Law (A30 PHL).
- Remain an active participant in the Tompkins County Mutual Aid and MCI-Disaster Plan such that all Medical Emergencies shall be responded to by either Dryden Ambulance or another ambulance service providing Mutual Aid Response.
- Accept any patient presented for transport, to which **TC-DoER** provides initial BLS care, to insure timely transport of such patient(s) to an appropriate Article 28 designated facility or hospital.
- Accept Prehospital Care Reports (PCRs) turned over to **Dryden Ambulance** by **TC-DoER** that documents the findings and care provided to patient(s) treated by **TC-DoER**.
- Replenish such disposable medical items or supplies used by **TC-DoER** on calls for which Dryden Ambulance was the transporting agency, the list of such replenishable items to be agreed upon in writing by the COOs of each organization.

Tompkins County Department of Emergency Response shall:

- Respond whenever possible and when requested to any medical emergency, standby or other public need as determined by county 911 dispatch, and provide prehospital medical care at the Basic Life Support (with Defibrillation) level of care, within the **Dryden Ambulance's** response area.
- Report to 911 dispatch the condition and number of patients found at any incident to facilitate the preparedness and appropriate response by **Dryden Ambulance** crews and responding vehicles.
- Not cease the provision of patient care and/or monitoring until such care is turned over to another qualified/certified care provider, once patient care has been initiated.
- Turn over for treatment and transport to Dryden Ambulance any patient to which **TC-DoER** provides initial BLS prehospital care.
- Ensure that the prehospital care provider in charge of patient care will always be the **TC-DoER** responder that turned over to the **Dryden Ambulance** member responsible for the call.
- Participate in ICS/Unified Command for incidents requiring ongoing incident management.
- Adhere to NYS DOH Policies regarding BLSFR Agencies (#06-04) and responsibilities of EMS Providers to coordinate EMS Resources (#98-05).
- Maintain a list of supplies, equipment and authorized response vehicles as identified in DOH Policy #06-04.

This agreement is entered into this 22 Day of December, 2023

Signed,

Dryden Ambulance:

Print Name Karin Westcott Title: Director of Operations

TC-DoER:

Print Name Joseph C. Milliman Title: EMS Program Manager

Copy Distribution shall be:

- 1 copy to each organization's Records Officer or Chief Operating Officer
 - 1 copy to Tompkins County 911 Dispatch Center
 - 1 Copy to New York State Dept of Health,
- Attn: Tompkins County Dept. of Emergency Response BLSF Service File

Attachment: Tompkins BLS-FR Application (12817 : BLS Response Service)

ADDENDUM:

By and Between Dryden Ambulance and Tompkins County Department of Emergency Response (TC-DOER)

Hold Harmless: Dryden Ambulance shall indemnify and hold harmless TC-DOER, its officers and employees, from any and all claims or causes of action against TC-DOER arising out of any act or failure to act by Dryden Ambulance, its officers, employees, or anyone affiliated with Dryden Ambulance pursuant to this Agreement.

TC-DOER shall indemnify and hold harmless Dryden Ambulance, its officers and employees, from any and all claims or causes of action against Dryden Ambulance arising out of any act or failure to act by TC-DOER, its officers, employees, or anyone affiliated with TC-DOER pursuant to this Agreement.

Force Majeure: Neither party shall be liable in damages or have the right to terminate this Agreement for any delay or default in performing hereunder if such delay or default is caused by conditions beyond its control including, but not limited to, Acts of God, Government restrictions (including, but not limited to, road closures, disruptions in telephone service attributable to the telephone company, and/or other preventative act(s) by a third party), or any other act that is beyond the reasonable control of the party whose performance is affected.

Partial Invalidity: If any term, part, provision, section, or paragraph of this Agreement shall be held unconstitutional, invalid, or ineffective, in whole or in part, such determination shall not be deemed to invalidate the remaining terms, parts, provisions, sections, or paragraphs thereof.

Modifications: This Agreement may only be modified by a formal written amendment executed by TC-DOER and Dryden Ambulance.

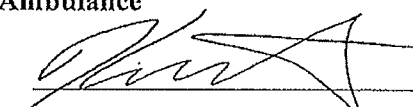
Agreement Rights: This Agreement is solely between TC-DOER and Dryden Ambulance and shall not provide contractual or any other rights enforceable by any other persons.

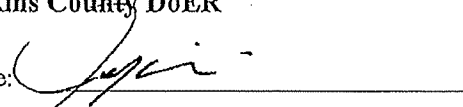
Assignment/Subcontract: This Agreement shall be exclusive to each party and shall not, without the prior written consent of the other party, be assigned or delegated to any other individual, company, or entity, including any subsidiary of, or company related to, said party.

This Agreement is entered into this 25 Day of January, 2024

Dryden Ambulance

Tompkins County DoER

Signature: 

Signature: 

Name: Kevin Westcott

Name: Joseph milliman

Title: Director of Operations

Title: EMS Program Manager

Copy Distribution shall be:

- 1 copy to each organization files
- 1 copy to <county PSAP/911> Dispatch Center
- 1 copy to <county> EMS Coordinator
- 1 copy to New York State Dept of Health,

EMS Agency Participation Agreement

Purpose:

In recognition that **Groton Fire Department and Ambulance**, (herein after referred to as Groton) is duly authorized Ambulance Service, certified by the New York State Department of Health (NYSDOH), and providing ambulance service to territory established under Article 30/30A of Public Health Law (A30 PHL), which includes in whole or in part the response areas of **Tompkins County Department of Emergency Response** (herein referred to **TC-DoER**) in Tompkins County, New York.

And, in recognition that **TC-DOER** is a Basic Life Support First Response (BLSFR) agency specifically authorized by its governing municipality to provide EMS and having applied to NYSDOH for an EMS agency identity code.

The following agreement is hereby entered into for the purpose of ensuring rapid effective response, appropriate patient care and the delivery of persons in need of medical care to appropriate medical facilities, through the cooperative efforts of the organizations consenting to this agreement.

This agreement shall take effect upon the date of endorsement indicated below and shall be automatically renewed annually until written termination is provided by the Chief Operating Officers (COOs) of one of the organizations. Alterations or amendments to this agreement may be made at any time by written consensus and re-execution of this agreement. No portion of this agreement shall hold precedence or preempt the authority of any valid contract for EMS or ambulance services executed between either party and any local governing municipality having jurisdiction.

Terms of Agreement

Dryden Ambulance, Inc. and Tompkins County Department of Emergency Response shall:

- Provide for the identification of its prehospital certified members by badge, ID card, uniform, or other visible identification to insure rapid recognition of certified responders and their authorized level of provider care and authorizing agency.
- Participate in QA/QI review of all responses for which patient contact occurred. And further to resolve any identified patient care issues through training, remediation, discipline, or protocol review as appropriate to insure continued effective patient care and compliance with state and regional patient care protocols.
- Participate with any Mutual Aid Response agency, dispatched or responding in place of either **Groton** or **TC-DoER** due to the unavailability of either service, holding to the same participation standard and expectations stated in this agreement.
- Adhere to applicable estate and regional policies, procedures, and patient care protocols.

- Resolve member participation issues through cooperative discussion between the COOs of each organization promptly upon notice of any instance or circumstance which impairs the cooperative intent of this agreement, or which compromises in any way the delivery of appropriate patient care.
- Provide notification in advance of training, drills, and education opportunities sponsored by either agency, at which members may obtain, renew, or refresh EMS certification or rescue/responder skills.

Groton Fire Department and Ambulance shall:

- Respond, whenever possible, to any medical emergency, standby or other public need as determined by county 911 dispatch and provide prehospital medical care and patient transport in fulfillment of its operating authority under Article 30/30A of Public Health Law (A30 PHL).
- Remain an active participant in the Tompkins County Mutual Aid and MCI-Disaster Plan such that all Medical Emergencies shall be responded to by either Trumansburg or another ambulance service providing Mutual Aid Response.
- Accept any patient presented for transport, to which **TC-DoER** provides initial BLS care, to insure timely transport of such patient(s) to an appropriate Article 28 designated facility or hospital.
- Accept Prehospital Care Reports (PCRs) turned over to **Groton** by **TC-DoER** that documents the findings and care provided to patient(s) treated by **TC-DoER**.
- Replenish such disposable medical items or supplies used by **TC-DoER** on calls for which **Groton** was the transporting agency, the list of such replenishable items to be agreed upon in writing by the COOs of each organization.

Tompkins County Department of Emergency Response shall:

- Respond whenever possible and when requested to any medical emergency, standby or other public need as determined by county 911 dispatch and provide prehospital medical care at the Basic Life Support (with Defibrillation) level of care, within the **Groton's** response area.
- Report to 911 dispatch the condition and number of patients found at any incident to facilitate the preparedness and appropriate response by **Groton** crews and responding vehicles.
- Not cease the provision of patient care and/or monitoring until such care is turned over to another qualified/certified care provider once patient care has been initiated.
- Turn over for treatment and transport to **Groton** any patient to which **TC-DoER** provides initial BLS prehospital care.
- Ensure that the prehospital care provider in charge of patient care will always be the **TC-DoER** responder that turned over to the **Groton** member responsible for the call.
- Participate in ICS/Unified Command for incidents requiring ongoing incident management.
- Adhere to NYS DOH Policies regarding BLSFR Agencies (#06-04) and responsibilities of EMS Providers to coordinate EMS Resources (#98-05).
- Maintain a list of supplies, equipment and authorized response vehicles as identified in DOH Policy #06-04.

This agreement is entered into this 28 Day of November, 2023

Signed,

Groton :



Print Name Eric DeForrest Title: Fire Chief

TC-DoER:



Print Name Joseph C. Milliman Title: EMS Program Manager

Copy Distribution shall be:

- 1 copy to each organization's Records Officer or Chief Operating Officer
- 1 copy to Tompkins County 911 Dispatch Center
- 1 Copy to New York State Dept of Health,
Attn: **Tompkins County Dept. of Emergency Response BLSF Service File**

ADDENDUM:

By and Between Groton Ambulance and Tompkins County Department of Emergency Response (TC-DOER)

Hold Harmless: Groton Ambulance shall indemnify and hold harmless TC-DOER, its officers and employees, from any and all claims or causes of action against TC-DOER arising out of any act or failure to act by Groton Ambulance, its officers, employees, or anyone affiliated with Groton Ambulance pursuant to this Agreement.

TC-DOER shall indemnify and hold harmless Groton Ambulance, its officers and employees, from any and all claims or causes of action against Groton Ambulance arising out of any act or failure to act by TC-DOER, its officers, employees, or anyone affiliated with TC-DOER pursuant to this Agreement.

Force Majeure: Neither party shall be liable in damages or have the right to terminate this Agreement for any delay or default in performing hereunder if such delay or default is caused by conditions beyond its control including, but not limited to, Acts of God, Government restrictions (including, but not limited to, road closures, disruptions in telephone service attributable to the telephone company, and/or other preventative act(s) by a third party), or any other act that is beyond the reasonable control of the party whose performance is affected.

Partial Invalidity: If any term, part, provision, section, or paragraph of this Agreement shall be held unconstitutional, invalid, or ineffective, in whole or in part, such determination shall not be deemed to invalidate the remaining terms, parts, provisions, sections, or paragraphs thereof.

Modifications: This Agreement may only be modified by a formal written amendment executed by TC-DOER and Groton Ambulance.

Agreement Rights: This Agreement is solely between TC-DOER and Groton Ambulance and shall not provide contractual or any other rights enforceable by any other persons.

Assignment/Subcontract: This Agreement shall be exclusive to each party and shall not, without the prior written consent of the other party, be assigned or delegated to any other individual, company, or entity, including any subsidiary of, or company related to, said party.

This Agreement is entered into this 25 Day of January, 2004

Groton Ambulance

Signature: [Signature]

Name: Eric DeForrest

Title: Fire Chief

Tompkins County DoER

Signature: [Signature]

Name: Joseph milliman

Title: EMS Program Manager

Copy Distribution shall be:

- 1 copy to each organization files
- 1 copy to <county PSAP/911> Dispatch Center
- 1 copy to <county> EMS Coordinator
- 1 copy to New York State Dept of Health,

Attachment: Tompkins BLS-FR Application (12817 : BLS Response Service)

EMS Agency Participation Agreement

Purpose:

In recognition that **Trumansburg EMS** (herein after referred to as Trumansburg) is duly authorized Ambulance Service, certified by the New York State Department of Health (NYSDOH), and providing ambulance service to territory established under Article 30/30A of Public Health Law(A30 PHL), which includes in whole or in part the response areas of **Tompkins County Department of Emergency Response** (herein referred to **TC-DoER**) in Tompkins County, New York.

And, in recognition that **TC-DOER** is a Basic Life Support First Response (BLSFR) agency specifically authorized by its governing municipality to provide EMS and having applied to NYSDOH for an EMS agency identity code.

The following agreement is hereby entered into for the purpose of ensuring rapid effective response, appropriate patient care and the delivery of persons in need of medical care to appropriate medical facilities, through the cooperative efforts of the organizations consenting to this agreement.

This agreement shall take effect upon the date of endorsement indicated below and shall be automatically renewed annually until written termination is provided by the Chief Operating Officers (COOs) of one of the organizations. Alterations or amendments to this agreement may be made at any time by written consensus and re-execution of this agreement. No portion of this agreement shall hold precedence or preempt the authority of any valid contract for EMS or ambulance services executed between either party and any local governing municipality having jurisdiction.

Terms of Agreement

Trumansburg EMS and Tompkins County Department of Emergency Response shall:

- Provide for the identification of its prehospital certified members by badge, ID card, uniform or other visible identification to insure rapid recognition of certified responders and their authorized level of provider care and authorizing agency.
- Participate in QA/QI review of all responses for which patient contact occurred, as needed. And further to resolve any identified patient care issues through training, remediation, discipline or protocol review as appropriate to insure continued effective patient care and compliance with state and regional patient care protocols.
- Adhere to applicable estate and regional policies, procedures, and patient care protocols.
- Resolve member participation issues through cooperative discussion between the COOs of each organization promptly upon notice of any instance or circumstance which impairs the cooperative intent of this agreement, or which compromises in any way the delivery of appropriate patient care.

- Provide notification in advance of training, drills, and education opportunities sponsored by either agency, at which members may obtain, renew, or refresh EMS certification or rescue/responder skills.

Trumansburg EMS shall:

- Respond, whenever possible, to any medical emergency, standby or other public need as determined by county 911 dispatch, and provide prehospital medical care and patient transport in fulfillment of its operating authority under Article 30/30A of Public Health Law (A30 PHL).
- Remain an active participant in the Tompkins County Mutual Aid and MCI-Disaster Plan such that all Medical Emergencies shall be responded to by either Trumansburg or another ambulance service providing Mutual Aid Response.
- Accept any patient presented for transport, to which **TC-DoER** provides initial BLS care, to insure timely transport of such patient(s) to an appropriate Article 28 designated facility or hospital.
- Accept Prehospital Care Reports (PCRs) turned over to **Trumansburg** by **TC-DoER** that documents the findings and care provided to patient(s) treated by **TC-DoER**.
- Replenish such disposable medical items or supplies used by **TC-DoER** on calls for which **Trumansburg** was the transporting agency, the list of such replenishable items to be agreed upon in writing by the COOs of each organization, based on any standing MOU's.

Tompkins County Department of Emergency Response shall:

- Respond whenever possible and when requested to any medical emergency, standby or other public need as determined by county 911 dispatch and provide prehospital medical care at the Basic Life Support (with Defibrillation) level of care, within the **Trumansburg's** response area.
- Report to 911 dispatch the condition and number of patients found at any incident to facilitate the preparedness and appropriate response by **Trumansburg** crews and responding vehicles.
- Not cease the provision of patient care and/or monitoring until such care is turned over to another qualified/certified care provider once patient care has been initiated.
- Turn over for treatment and transport to **Trumansburg** any patient, in which **Trumansburg EMS** has responded to, which **TC-DoER** provides initial BLS prehospital care.
- Ensure that the prehospital care provider in charge of patient care will always be the **TC-DoER** responder that turned over to the **Trumansburg** member responsible for the call.
- Participate in ICS/Unified Command for incidents requiring ongoing incident management.
- Adhere to NYS DOH Policies regarding BLSFR Agencies (#06-04) and responsibilities of EMS Providers to coordinate EMS Resources (#98-05).
- Maintain a list of supplies, equipment and authorized response vehicles as identified in DOH Policy #06-04.
-

This agreement is entered into this 9 Day of January, ~~2023~~ 2024 

Signed,

Trumansburg EMS:

Print Name

Joel S. Fy

Title:

EMS Chief

TC-DoER:

Print Name

Joseph C. Milliman

Title:

EMS Program Manager

Copy Distribution shall be:

- 1 copy to each organization's Records Officer or Chief Operating Officer
- 1 copy to Tompkins County 911 Dispatch Center
- 1 Copy to New York State Dept of Health,

Attn: **Tompkins County Dept. of Emergency Response** BLSF Service File

Attachment: Tompkins BLS-FR Application (12817 : BLS Response Service)

ADDENDUM:

By and Between Trumansburg EMS and Tompkins County Department of Emergency Response (TC-DOER)

Hold Harmless: Trumansburg EMS shall indemnify and hold harmless TC-DOER, its officers and employees, from any and all claims or causes of action against TC-DOER arising out of any act or failure to act by Trumansburg EMS its officers, employees, or anyone affiliated with Trumansburg EMS pursuant to this Agreement.

TC-DOER shall indemnify and hold harmless Trumansburg EMS, its officers and employees, from any and all claims or causes of action against Trumansburg EMS arising out of any act or failure to act by TC-DOER, its officers, employees, or anyone affiliated with TC-DOER pursuant to this Agreement.

Force Majeure: Neither party shall be liable in damages or have the right to terminate this Agreement for any delay or default in performing hereunder if such delay or default is caused by conditions beyond its control including, but not limited to, Acts of God, Government restrictions (including, but not limited to, road closures, disruptions in telephone service attributable to the telephone company, and/or other preventative act(s) by a third party), or any other act that is beyond the reasonable control of the party whose performance is affected.

Partial Invalidity: If any term, part, provision, section, or paragraph of this Agreement shall be held unconstitutional, invalid, or ineffective, in whole or in part, such determination shall not be deemed to invalidate the remaining terms, parts, provisions, sections, or paragraphs thereof.

Modifications: This Agreement may only be modified by a formal written amendment executed by TC-DOER and Trumansburg EMS.

Agreement Rights: This Agreement is solely between TC-DOER and Trumansburg EMS and shall not provide contractual or any other rights enforceable by any other persons.

Assignment/Subcontract: This Agreement shall be exclusive to each party and shall not, without the prior written consent of the other party, be assigned or delegated to any other individual, company, or entity, including any subsidiary of, or company related to, said party.

This Agreement is entered into this 25 Day of January, 2024

Trumansburg EMS

Signature: _____

Name: Joel James Fey

Title: Chief of EMS

Tompkins County DoER

Signature: _____

Name: Joseph milliman

Title: EMS Program Manager

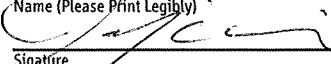
Copy Distribution shall be:

- 1 copy to each organization files
- 1 copy to <county PSAP/911> Dispatch Center
- 1 copy to <county> EMS Coordinator
- 1 copy to New York State Dept of Health,

Attachment: Tompkins BLS-FR Application (12817 : BLS Response Service)

NEW YORK STATE DEPARTMENT OF HEALTH
Bureau of Emergency Medical Services

BLSFR Agency Information Application/Update Form

BLSFR Agency	Tompkins County EMS			DOH Agency ID Number
DBA or Assumed Name (if any)				
Physical Location / Address	92 Brown Rd Ithaca	NY	14850	
	City	State	Zip Code	
Mailing Address	92 Brown Rd Ithaca	NY	14850	
	City	State	Zip Code	
County	Tompkins			
Response Area	Tompkins County			☐ Check if Fire/Ambulance District
Describe/list				
Phone Numbers/Email	(607) 257-3888	(607) 266-8035	jmilliman@tompskins-co.org	
	Business Phone	Fax	Email Address	
FEIN***	15-6000469			
	Federal Employer ID Number			
Emergency Phone Numbers	(607) 273-7288			☒ Check if Called Through 911
	Direct 10 Digit Number			
Chief Operations Officer	Joseph C. Milliman			EMS Program Manager
	Name (Print)			Title (Print)
	(607) 266-2615	(315) 751-0702	jmilliman@tompskins-co.org	
	Day Phone	Cell / Pager	Email Address	
Dispatching Agency	Tompkins County Dept. of Emergency Response			☐ Check if Self Dispatched
	Name			
Dispatch Communications	460.575	KKV459		
	Radio Frequency	FCC Call Sign		
Number of Trained Providers	0	0	0	1
	CPR/First Aid*	CFR	EMT	ALS**
Number of Members	0	1		
	Volunteer	Paid		
Number of EMS Response Vehicles	0	0		
	Service Owned	Privately Owned		
Transporting Ambulance Service	5411, 5415, 5418, 5419			
	Primary Agency Code Number	Additional Agency Code Number	Additional Agency Code Number	
Number of EMS Calls Annually****	N/A	N/A		
	Total Number of Calls Dispatched	Number of Calls with Patient Care Given		
Person Completing This Form	Joseph C. Milliman			EMS Program Manager
	Name (Please Print Legibly)			Title
				2/1/24
	Signature			Date

* NOTE: AED trained personnel may ONLY provide defibrillation care with service that has filed notice per PHL 3000b.

** NOTE: ALS Certified personnel may ONLY provide care at BLS level when responding with BLSFR authorized service.

**** NOTE: Services not yet providing EMS – Please provide estimate of call volume based on info from local EMS dispatch.

Services providing EMS: Provide call volume based on calls to which you were dispatched to provide EMS.

EMS calls: Indicate all EMS dispatches. Calls w/pt care: Do not include RMAs, No Pt Found, Standbys, Cancelled Calls.

*** NOTE: Federal Employer ID Number must be provided for any service intending to apply for EMS training reimbursement from NYS DOH.

Return Completed Form to: Attn: BLSFR Update – OPS
New York State Department of Health
Bureau of Emergency Medical Services
875 Central Avenue
Albany, New York 12206-1388

(518) 402-0996

Do Not Write or Mark in Box Below

Application Received:	Check List Complete:	Date Reviewed:	Code Number:	BLSFR Agency:
-----------------------	----------------------	----------------	--------------	---------------

Medical Director Verification

Please identify the physician providing Quality Assurance oversight to your individual agency. If your agency provides Defibrillation, Epi-Pen, Blood Glucometry, Albuterol or Advance Life Support (ALS), you must have specific approval from your Regional EMS Council's Medical Advisory Committee (REMAC) and oversight by a NY state licensed physician. If you change your level of care to a higher ALS level, you must provide the NYS DOH Bureau of EMS a copy of your REMAC's written approval notice.

If your service wishes to change to a lower level of care, provide written notice of the change and the level of care to be provided, and the effective date of implementation, to your REMAC with a copy to the NYS DOH Bureau of EMS.

If your agency has more than one Medical Director, please use copies of this verification and indicate which of your operations or REMAC approvals apply to the oversight provided by each physician. Please send this form to your DOH EMS Central Office for filing with your service records.

☒ Defibrillation / PAD	☐ Epi Autoinject	☒ Albuterol	☒ Blood Glucometry	☒ Naloxone
☒ CPAP	☒ Check and Inject	☒ 12 Lead	☐ Ambulance Transfusion Service (ATS)	
☒ EMT Level of Care	☐ AEMT Level of Care	☐ Critical Care Level of Care	☐ Paramedic Level of Care	☐ Controlled Substances (BNE License on File)

Agency Name Tompkins County Department of Emergency Response

Agency Code Number TBD Agency Type: ☐ Ambulance ☐ ALSFR ☒ BLSFR

Agency CEO Joseph C. Milliman
Name

Medical Director Dr. Jerry Emmons
Name
258495
NYS Physician's License Number

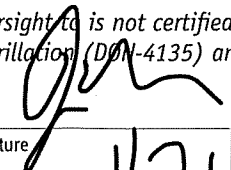
Ambulance/ALSFR Agency Controlled Substance License # if Applicable: 03C – N/A

Ambulance/ALSFR Agency Controlled Substance License Expiration Date: N/A

I affirm that I am the Physician Medical Director for the above listed EMS Agency. I am responsible for oversight of the pre-hospital Quality Assurance/Quality Improvement program for this agency. This includes medical oversight on a regular and on-going basis, in-service training and review of Agency policies that are directly related to medical care.

I am familiar with applicable State and Regional Emergency Medical Advisory Committee treatment protocols, policies and applicable state regulations concerning the level of care provided by this Agency.

If the service I provide oversight to is not certified EMS agency and provides AED level care, the service has filed a Notice of Intent to Provide Public Access Defibrillation (DOH-4135) and a completed Collaborative Agreement with its Regional EMS Council.

Medical Director 
Signature
1/31/24
Date of Signature

Date Submitted

Page 1 of 1[illegible]

CORTLAND COUNTY
PROBATION DEPARTMENT

**Cortland County Court House
46 Greenbush Street
Cortland, New York 13045
607 753-5019**

2024 ANNUAL REPORT



To the Honorable Members of the Cortland County Legislature:

Contained herein is the Annual Report of the Cortland County Probation Department and Alternatives to Incarceration (ATI) for the year 2024, which is respectfully submitted for your consideration. This Report highlights the many functions of the Cortland County Probation Department and provides statistical information on Probation and Pre-trial Release Programs in the preceding year.

In 2024, Probation statistics remained relatively stable. Probation staffing had been reduced in 2021. Duties were shifted at that time internally to cover all aspects of Probation and Alternatives to Incarceration mandated services. It is clear now we are able to maintain the appropriate level of service to the Cortland County community at this level. The Probation Department did in 2024 meet all obligations and duties under New York State Executive Law and NYCRR Title 9. The impact of the continuing implementation of Raise the Age and Bail Reform Legislation have resulted in adjustments to practice and procedure but have been incorporated into everyday business. Some benefits as intended are applauded and some significant unintended problems are continuing to occur and being dealt with as they arise. No further major legislative changes occurred in 2024. As always, it is important to stress that the Probation Department deals with a vulnerable population that has many and varied needs. Continued support and assistance to this population while fulfilling our responsibility to promote community safety will be our ongoing mission.

Now, as in years past, I am very grateful to the Cortland County Legislature and the Judiciary and Public Safety Subcommittee in particular, for their continuing support of the Probation Department.

Respectfully,

Nicole Albro

Nicole R. Albro
Probation Director

CORTLAND COUNTY LEGISLATURE
Kevin Fitch, Chairman
JUDICIARY AND PUBLIC SAFETY COMMITTEE

Sandra Price, Committee Chairperson
Eugene Waldbauer, Vice Chair

Douglas Bentley
Cathy Bischoff
Mitchell Eccleston

Christopher Newell
Jason Prentice

THE PROBATION STAFF

Nicole R. Albro - Probation Director

Julie Parker
Probation Supervisor

Nadine Reisweber
Probation Supervisor

Alicia Wheaton	Senior Probation Officer (New York Statewide Police Information Network and E Justice Coordinator/Intensive Supervision Program/Electronic Monitoring)
Gary Harrington	Senior Probation Officer (Intensive DWI, NYS License Event Notification System "LENS" and Drug Court)
Chelsea Kaminski	Senior Probation Officer (Staff Development, Integrated Domestic Violence Court and Safety Officer/Electronic Monitoring)
Ben Wheaton	Senior Probation Officer (Enhanced Investigation/Intensive Supervision-Sex Offenders, NYS Registrant System)
Amy Hamilton	Senior Probation Officer (PINS/PASS)
Barbara Beveridge	Senior Probation Officer(PINS/PASS)
Marissa Chierchio	Probation Officer
Amy Basil	Probation Officer
Nicole Riley	Probation Officer
Lisa Hubbard	Probation Officer
Amelia Gleason	Probation Officer
Lindsey Law	Probation Officer
Angela Ostrander	Probation Officer
Cathy Ackley	Probation Assistant
Autumn Stevens	Probation Assistant

vacant	ATI Officer
Terri Rutan	Principal Account Clerk
Brianne Shippey	Administrative Assistant
Melissa Hummel	Key board Specialist

ORGANIZATIONAL CHART

CORTLAND COUNTY PROBATION DEPARTMENT

CORTLAND COUNTY LEGISLATURE
JUDICIARY AND PUBLIC SAFETY COMMITTEE

COUNTY ADMINISTRATOR

DIRECTOR OF PROBATION

PROFESSIONAL STAFF			SUPPORT/ADMINISTRATIVE STAFF	
ALTERNATIVES TO INCARCERATION Co-coordinator (1)	PROBATION SUPERVISOR (1)	PROBATION SUPERVISOR (1)	Admin Assistant CONFIDENTIAL (1)	PRINCIPAL ACCOUNT CLERK (1)
Probation Assistant	Sr. Probation Officer (Staff Development and Safety Office/Electronic Monitoring) Senior Probation Officer (NYSPIN/ISP/Electronic Monitoring, DV) Sr. Probation Officer (2) (PINS Diversion) Probation Officers (3)	Senior Probation Officer (D.W.I./Drug Court) Sr. Probation Officer (Sex Offenders) Probation Officers (4) Probation Assistant	Keyboard Specialists (1)	

The Cortland County Probation Department has had the traditional responsibility, mandated by New York State Family, Criminal and Executive Law, of providing four basic services to the citizens and Courts of the County community:

1. **Family Court Intake:** This service offers individuals and families a means of achieving timely and often lasting solutions to problems which would otherwise be adjudicated in Family Court Proceedings. The two largest populations served by intake are Juvenile Delinquents (youth over the age of twelve years and less than eighteen years who have committed an act which, if committed by an adult, would constitute a crime) and Persons in Need of Supervision (youth under the age of 18 years who are ungovernable/incorrigible, chronically truant or runaways. JDs are referred to the Department by Law Enforcement agencies and PINS are referred most frequently by parents or school officials, but may be referred by a variety of other sources. In the case of JDs, the Department can attempt diversion services for a period of up to six months wherein the youth and parents participate in frequent meetings with a Probation Officer in an effort to reduce the likelihood of continued criminal behavior and, if applicable, make apologies and restitution to victims. The Department provides the same diversion services to PINS/PASS youth; however, the time spent on a PINS/PASS case has no expiration aside from the youth's age and the focus is to work with the youth and family to decrease the undesirable behavior and improve the functionality of the parents. This service has the benefit of timeliness, in that the problems of Court congestion and backlog are by-passed. More important is the fact that it provides assistance and referral services to amenable families and children which can enable them to find solutions to their own problems in an atmosphere which preserves dignity and promotes cooperation. Properly utilized, it can free Court time for the more intransigent cases, save assigned counsel costs to the County, reduce the likelihood of placement outside the home and help troubled families become healthier and less prone to perpetuating dysfunction. In addition, although far less frequently, intake provides assistance to individuals seeking direction regarding child custody/visitation issues, support matters, family offenses and Orders of Protection.
2. **Investigations:** When ordered to do so by the Court, the Department undertakes a detailed legal and social investigation on adults, juveniles and families and prepares a report of same to submit to the Criminal and Family Courts of the County. These reports are of a narrative form and are several pages in length. Details of every aspect of an individual's life are addressed which include, but are not limited to: legal history; presenting offense or behavior; family situation and environment; social services history; education, employment and military; alcohol and substance use; and physical and mental health. Probation reports assist the Courts in judicial decision-making and provide analytical information which forms the basis of community-based case planning for those sentenced to an alternative to incarceration and institutional case planning for those sentenced to incarceration. These reports are also utilized by jails, prisons, the Board of Parole to gain information on individuals considered for release to Parole supervision and by treatment agencies for case planning and counseling.
3. **Supervision:** Adult offenders, JDs and PINS are supervised under Court-ordered conditions of Probation, in most cases, for 1, 2, 3 or 5 year terms. The exception occurs with regard to certain sex offense cases which carry terms of 6 and 10 years. The most widely utilized alternative to incarceration, probation supervision provides an opportunity for eligible offenders to remain or become productive, participating members of the community while their activities are monitored by a Probation Officer. While there are currently six conditions of Probation applied to all Probationers, there are a host of others that are tailored to meet the needs of the individual offender and enhance community safety. Examples of these conditions: address the need for alcohol/drug abstinence and treatment; mandate that certain types of sex offenders not have contact with children, stay away from places where children are likely to congregate,

attend counseling, and register as sex offenders; require payment of restitution; and require submission of a DNA sample for all felony convictions and all penal law misdemeanors; among numerous others. Supervision of offenders requires the Probation Officer to make frequent field visits to the offender's home, school or worksite. Officers are in continual contact with counselors, educators, family members and any other agency or individual that may assist in verifying compliance. With constant oversight and encouragement to succeed, it is hoped that the offender is motivated to comply with the Conditions of Probation for the benefit of better employment, education, family relationships and community betterment. For some, the fact that a violation of the sentence can result in revocation and resentence to a term of incarceration serves as a motivator to maintain compliance.

4. **Restitution Office:** The Probation Department is the County designated agency to collect Court-ordered monetary restitution from offenders and to disburse it to crime victims. A five percent surcharge is also collected pursuant to law, and is forwarded to the County General Fund as revenue.

In addition to the basic traditional services described above, the Cortland County Probation Department also provides various other services which impact community safety, offender accountability and costs to the County.

1. **Pre-Trial Release Alternatives to Incarceration (ATI):** The Pre-Trial Release Program has been a part of the Cortland County Probation Department since January 2004. Offenders who are detained in jail prior to conviction or sentencing, who cannot make bail, or who are at risk for failure to appear at future Court dates, are assessed for eligibility for release under supervision. Defendants report to Pre-trial personnel anywhere from once a week to once a day to apprise of any changes in circumstances, receive reminders regarding next Court appearance and are encouraged and assisted in obtaining any services which may help to avoid future legal problems. Pre-trial is instrumental in helping to reduce jail costs as it could be months before a trial is conducted or sentencing takes place. Release to Pre-trial Services also helps to process some offenders into treatment, allows them to continue employment and can monitor other program participation.
2. **Community Service:** Frequently, offenders are required to make retribution in the form of Community Service for victimizing individuals or parties in a community. Offenders are often ordered by the Court to perform services to non-profit entities or municipal agencies as part of their sentence, or consideration for a reduction in charges or dismissal of charges. The ATI coordinator along with a Probation Assistant implement this service by developing worksites, conducting work site visits and keeping records of the progress of each individual participant which is then provided to the Court.

Probation Officers, including the Supervisors and the Director, are **Peace Officers** charged first and foremost with ensuring the protection of the public. The Department is therefore prudent in its recommendations to the Courts, and diligent in monitoring the activities of offenders/clients residing in the community. Over the years more and more responsibility is placed upon Probation Departments to ensure that offenders are adhering to legislation that adds additional responsibilities to the past duty of monitoring compliance with the Order and Conditions of Probation. The collection of DNA samples for submission to the DNA database, sex offender change of address forms updating the NYS Sex Offender Registry, ignition interlock compliance, NYS DMVLENS participation and completion of risk and assessment instruments, are just a few of the many functions that have been added to numerous other job duties performed daily. Mandated training for Peace Officers was also significantly increased in 2023.

2019-2024 COMPARATIVE STATISTICS

INTAKE**NUMBER OF NEW CASES DEALT WITH AT INTAKE**

TYPE OF CASE	2019	2020	2021	2022	2023	2024
Juvenile Delinquency	58	26	29	31	46	43
Person In Need of Supervision	49	32	39	35	40	31
TOTAL	107	58	68	66	86	74

Person in Need of Supervision (PINS) legislation since 2005 allows for diversion services to remain open for an indefinite period of time. Youth and families benefit from the additional guidance and adjustment period to engage in services and receive support until the situation improves and the parties are more self-reliant. Legislation has been modified repeatedly to mandate extensive services be put in place to divert juveniles away from the Family Court. Probation has responded by establishing the very intensive Planning, Assessment, Skills, and Support (PASS) Program along with our partnership with the Department of Social Services. Another example is requiring schools to provide a Manifestation Determination for any student with an Individual Education Program that the District is considering referring to the PINS/PASS Program. The goal of which is to eliminate students who could not control their behaviors due to a disability from being unfairly involved in the Family Court System. This Department further initiated a Pre-PINS Parent Orientation meeting for any parent interested in referring their child to the PINS Program to assess suitability for other services and agencies within the community that could be accessed without having to involve the youth in the early stages of judicial intervention. Probation has partnered with the local Department of Social Services to use state STSJP grants to implement the Coordinated Children's Services Initiative. This program pairs families with a family partner to address various issues within the family that may affect the success of the youth in school and the community. Each of these changes has contributed to narrowing the PINS population to the youth who are most in need of an intensive level of intervention and at risk for failure and further contact with the Court system. The Probation Department and Department of Social Services staff have worked to align our efforts with the federal "Families First" legislation. Our current PASS program seeks to include best practices as they evolve.

A Juvenile Delinquent is a youth over the age of 12 and under the age of 18 years who are referred to the Probation Department or Criminal Court to determine eligibility for and receive diversion services for acts which if committed by an adult would constitute a crime. If successful, the case is adjusted and the youth is diverted from further involvement with the Family Court. Largely, the decision to provide diversion services is made by the Probation Department; however, some cases are not eligible due to the serious nature of the offense (in which case the District Attorney follows the requirements to retain the matter in a criminal court) or the Respondent insists on access to the Family Court. Of the youth who participate in diversion, the majority are closed as adjusted with no Court involvement.

The term "to adjust" a case as used by the Family Court Law means to close successfully by Probation Intake without referral to Family Court.

Over the last several years of collaboration with other County agencies, there has been a significant decline in the number of youth petitioned into Family Court as the result of a PINS or JD petition and fewer youth placed into the custody of the local Department of Social Services or New York State Office of Children's and Family Services. Keeping youth out of Court is both a major step in reducing further trauma to the youth and family, but also a significant savings in both Court resources and County tax dollars. The successes of the programs are in large part due to the intensity of work done with those youths who are at the highest risk of placement outside the home and make these youths more time and labor intensive for this Department. Referrals for Family Offense Intake are rare given the nature of the circumstances and should not be considered for diversion services. Custody matters usually result in assisting the party/parties in finding mediation services or referral to Family Court for the filing of a petition. On occasion Probation completes Adoption and Home Study Reports for the Family Court to assess the situations and living arrangements of parties to the Court proceedings.

Domestic violence complaints always result in directing the party/parties: to law enforcement if not already done; to Family Court for the filing of an Order of Protection petition if desired and providing contact information for counseling services and Aid to Victims of Violence.

CRIMINAL COURT STATISTICS

CRIMINAL COURT INVESTIGATIONS/REPORTS

TYPE OF CASE	2019	2020	2021	2022	2023	2024
Pre-Sentence Investigations	401	146	212	230	238	279
Pre-Plea Investigations	5	2	3	7	6	5
Other	43	28	45	30	32	33
TOTAL	449	176	260	267	276	317

The number of Court ordered investigative reports completed for the Courts has been increasing. As these reports are detailed, involve home visits, assessments and information verification, they are time consuming for the entire staff who are all involved in some capacity. They are also time sensitive and requires strict deadline submission to keep the local Court calendars on schedule.

PROBATION SUPERVISION

Criminal Court Probationers

	2019	2020	2021	2022	2023	2024
On Probation Beginning of Year	524	531	412	382	354	373
On Probation At End of Year	531	412	382	354	369	379

While there have been variations in the number of individuals placed on probation from criminal court, the numbers, overall, have been relatively consistent in the past. With Courts closed or limited in scope in 2020 the numbers decreased. Placements on Probation are now trending up slightly.

Restitution and Surcharge Collection

	Ordered	Collected/ Disbursed	Surcharge Collected
2019	\$172,040.64	\$79,558.17	\$4,122.51
2020	\$132,026.81	\$48,803.88	\$2,265.63
2021	\$206,294.15	\$63,787.50	\$2265.63
2022	\$67,013.3	\$38,292.04	\$1740.61
2023	\$1,087,169	\$27,753.09	\$1282.75
2024	\$51,327.62	\$42,616.36	\$2023.33

Restitution cases are comprised of any Court Order for restitution that is to be paid through the Cortland County Probation Department which includes, Probation cases, Conditional Discharge cases, Judgments and other Orders of Restitution/Reparation. The majority of open cases are Judgments. In most cases, the total restitution owed includes a 5% surcharge added to the amount owed to the victim; the surcharge is paid out to the Cortland County Treasurer's Office to offset some of the costs of collection and disbursement of restitution. The amount of restitution ordered by the Courts in 2023 was significantly higher based mainly on one case. As that person is incarcerated for a lengthy period, collection is unlikely at this time. Overall collection has been down, however, one case again caused a significant increase in our collection in 2024.

Probation maintains a checking account at NBT Bank for deposit and disbursement of restitution and custody fees. It is a non-interest bearing account.

DWI IGNITION INTERLOCK

	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
Grant	\$4711	\$5222	\$5222	\$5108	\$5147	\$5628

In 2010, New York state legislation added sentencing mandates for a term of Probation or Conditional Discharge for all Driving While intoxicated related convictions and required the installation of an Ignition Interlock Device on all vehicles owned or operated by the defendant. The Cortland County Probation Department is the agency in this County that monitors compliance with these requirements in all cases. The NYS Governor's Traffic and Safety Committee received federal grant money for the first 3 years to offset costs of the additional responsibilities. Reimbursement for the several years of the program was per individual

sentenced. In 2015 to 2016 the federal grant was not renewed. In 2016-2017, the committee **did not** elect to make up for the lost federal money and reduced the reimbursement using a formula applied to each County. Cortland County was reimbursed a flat total since the 2016 contract, regardless of the number of individuals ordered to install the ignition interlock. This is of course a significant decrease in the reimbursement received since the inception of the legislation.

DWI SUPERVISION FEE

	2019	2020	2021	2022	2023	2024
Collected	\$8,760	\$4,230	\$7,960	\$9,520	\$8210	\$5780

In September 2013, the Cortland County Legislature passed a local law allowing the Cortland County Probation Department to collect a supervision fee of \$0, \$10.00, \$20.00 or \$30.00, depending upon the Probationers income and other Court ordered financial obligations, for all Driving While Intoxicated probation supervision cases. All fees collected are submitted to the Cortland County Treasurer's Office for application to the Probation Department budget. Enforcement of the new law began in January 2014. Yearly totals vary according to ability to pay and the number of DWI convictions resulting in Probation supervision. As failure to pay a supervision fee cannot be pursued as a violation of Probation there is little recourse to non-payment aside from referral to the County Attorney's office for a civil judgement proceeding. This course may prove to be more cost prohibitive than the non-payment. A combination of less DWI arrests/convictions and lost employment due to lack of transportation leads to barriers in collection of DWI supervision fees.

ALTERNATIVES TO INCARCERATION PROGRAM

PRE-TRIAL RELEASE PROGRAM

	2019	2020	2021	2022	2023	2024
Released to Program (50/year required)	261	86	115	150	111	103

Pre-trial Release under Supervision (RUS) has remained an important service provided to the Courts and community within the Cortland County Probation Department for many years. The above numbers reflect new cases served throughout the year and are not reflective of individuals on pre-trial release each month. Several factors influence the monthly pre-trial population: once an individual is sentenced, the case is closed. The decision for remand or release of a defendant is a judicial decision. Bail Reform enacted in 2020 is having an impact on who is eligible for remand and how Pre-Trial Release is used. There was a decrease in cases

during the pandemic. The cases that are being served since bail reform, require more services to ensure their return to Court appearances. Helping participants obtain needed services to facilitate lawful behavior during Court pendency is also a goal of the program.

COMMUNITY SERVICE PROGRAM

	2019	2020	2021	2022	2023	2024
New Clients (125/year required)	111	48	71	105	134	177
Hours Ordered (4,800/year target)	4330.5	1790	2721	3450	4060	4304

The performance of Community Service also serves to reduce jail populations by holding individuals accountable for the effect their criminal behavior has on the community as a whole. Ordering Community Service is another tool available to the Courts in lieu of incarceration in pre-trial matters or as a condition of Probation. Worksites that are used for performance of community service are local. The use of this program continues to increase.

The pandemic in recent preceding years had a major impact on every aspect of Probation work. Data from 2024 indicates a return to the Courts functioning more as in the past. Probation services are seeing an increase in use as patterns of behavior have returned to the norm for our community. Bail reform and Raise the Age Legislation have been implemented with both negative and positive effects. There continues to be updates and changes to this legislation and future trends will be closely followed. The Probation Department is open to change as needed and will continue to evolve to meet community needs and use best practices in all aspects of our work. I am always available to answer any questions you may have. Once again, the employees of the Cortland County Probation Department, as well as myself, are very grateful for the continued support we have received from the County Legislature and Administration.

Respectfully Submitted,

Nicole Albro

Nicole Albro
Probation Director

PROBATION STATISTICS 2025

CRIMINAL COURT

	Jan		Feb		March		April		May		June		July		August		Sept		Oct		Nov		Dec	
Year 20'	24	25	24	25	24	25	24	25	24	25	24	25	24	25	24	25	24	25	24	25	24	25	24	25
On Probation	338	350	334	344	326		330		329		338		347		345		351		343		34		344	
Reports Completed	19	21	13	24	28		22		20		34		26		22		15		22		22		18	

FAMILY COURT

	Jan		Feb		March		April		May		June		July		August		Sept		Oct		Nov		Dec	
Year 20'	24	25	24	25	24	25	24	25	24	25	24	25	24	25	24	25	24	25	24	25	24	25	24	25
Adult Probation	23	18	21	17	21		21		19		20		20		21		20		20		20		18	
Youth Probation	10	17	10	11	11		11		13		11		10		10		11		14		16		17	
PINS in Diversion	34	28	35	32	33		37		37		36		30		26		26		27		24		28	
JD in Diversion	12	4	10	2	10		4		3		7		4		3		3		2		4		4	
Reports Completed	1	0	2	1	3		0		2		1		0		2		2		1		1		0	

TOTAL ON PROBATION ALL COURTS and receiving Diversion Services:

2024 – Jan. 417, Feb. 410, March 401, April 403, May 398, June 412, July 411, August 405, Sept. 411, Oct. 413, Nov. 409, Dec. 411

2025 – Jan. 417, Feb. 406

RELEASED TO ATI (Pre-trial):

2024 – Jan. 85, Feb. 84, March 86, April 80, May 95, June 102, July 94, August 101, Sept. 100, Oct. 84, Nov. 83

2025 – Jan. 60, Feb. 60

03/03/25
09:55

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	85	1.25
911 NOT DISPATCHED	134	1.97
911 OPEN LINE	36	0.53
ABDOMINAL PAIN	8	0.12
ABDOMINAL PAIN II	4	0.06
ADMINISTRATIVE	129	1.89
POLICE ALARM	62	0.91
ALCOHOL OFFENSE	7	0.10
ALLERGIC REACTION	2	0.03
ALLERGIC REACTION II	2	0.03
ANIMAL PROBLEM	55	0.81
ARREST III	1	0.01
ARREST VI	2	0.03
ARREST X	5	0.07
ASSAULT	3	0.04
ASSIST	294	4.32
ATTEMPT TO LOCATE	42	0.62
FIRE ALARM	63	0.92
BACK PAIN II	3	0.04
BAR CHECK	18	0.26
TROUBLE BREATHING	65	0.95
TROUBLE BREATHING III	2	0.03
BURGLARY	17	0.25
BURNS II	1	0.01
CARBON MONOXIDE	6	0.09
CHEST PAIN	18	0.26
CHEST PAIN II	4	0.06
CHOKING	3	0.04
CHOKING II	2	0.03
CHOKING X	1	0.01
CITY CODE VIOLATION	4	0.06
CIVIL ONLY	114	1.67
CRIMINAL MISCHIEF	7	0.10
SPECIAL DETAIL	66	0.97
DIABETIC PROBLEM	6	0.09
DIABETIC PROBLEM II	1	0.01
DISORDERLY CONDUCT	50	0.73
DISPATCHER DUTY	2	0.03
DISTURBANCE	66	0.97
DOMESTIC	74	1.09
DRUG INVESTIGATION	10	0.15
DSS ASSIST/HOME VISIT	16	0.23
DSS NOTIFICATION	64	0.94
ILLEGAL DUMPING	4	0.06
EMERGENCY BUTTON ACTIVATION	2	0.03
EMOTIONALLY DISTURBED PERSON	53	0.78
EMS	6	0.09
EQUIPMENT PROBLEM	13	0.19
FALL	14	0.21
FALL II	77	1.13
FIELD INVESTIGATION	58	0.85
OUTSIDE FIRE	1	0.01
FOLLOW UP INVESTIGATION/ACTIO	387	5.68
FOUND PROPERTY	16	0.23
FRAUD	47	0.69

Attachment: February 2025 calls by nature (12835 : DOERC Monthly Report)

03/03/25
09:55DEPARTMENT OF EMERGENCY RESPONSE AND COMMUNICATION
Total CAD Calls Received, by Nature of Call4402
Page: 2

Nature of Call	Total Calls Received	% of Total
-----	-----	-----
HARASSMENT	73	1.07
HAZARDOUS CONDITION	29	0.43
HEADACHE	1	0.01
HEADACHE II	3	0.04
HEART	11	0.16
HEMORRHAGE	4	0.06
HEMORRHAGE II	14	0.21
INFORMATION	3	0.04
INHALATION	1	0.01
INVESTIGATION	53	0.78
JUVENILE PROBLEM	14	0.21
LARCENY	53	0.78
LIFTING ASSISTANCE	25	0.37
LOST PROPERTY	34	0.50
MISSING PERSON	8	0.12
NOISE COMPLAINT	50	0.73
NOTIFICATION	91	1.34
OVERDOSE/POISONING II	1	0.01
OVERDOSE/POISONING III	5	0.07
OVERDOSE/POISONING V	2	0.03
OVERDOSE/POISONING VII	1	0.01
OVERDOSE/POISONING X	2	0.03
OPEN DOOR	4	0.06
COMMUNITY OUTREACH	34	0.50
PARKING COMPLAINT	66	0.97
PROPERTY DAMAGE MVA	211	3.10
PERSONAL INJURY MVA	34	0.50
PERSONAL INJURY MVA IX	1	0.01
PREGNANCY	1	0.01
PROCESSING	4	0.06
PROPERTY CHECK	1843	27.05
REPOSSESSION	13	0.19
RESCUE	2	0.03
SEIZURES	18	0.26
SEIZURES II	3	0.04
SEND	22	0.32
SERVICE CALL	26	0.38
SEX CRIME	8	0.12
SEX OFFENDER	12	0.18
SHOTS FIRED	2	0.03
SICK PERSON	37	0.54
SICK PERSON II	53	0.78
STAB/SHOOT VIII	1	0.01
STROKE	8	0.12
STRUCTURE FIRE	16	0.23
SUSPICIOUS	50	0.73
TEST CALL	17	0.25
TRAFFIC PROBLEM	56	0.82
TRANSFER	10	0.15
TRANSPORT	114	1.67
TRAUMATIC	2	0.03
TRAUMATIC II	13	0.19
TREE DOWN	4	0.06
TRESPASSING	37	0.54
TRAFFIC STOP	1085	15.93

Attachment: February 2025 calls by nature (12835 : DOERC Monthly Report)

03/03/25
09:55

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
UNCONSCIOUS/FAINTING	17	0.25
UNCONSCIOUS/FAINTING II	6	0.09
UNKNOWN PROBLEM	23	0.34
VEHICLE COMPLAINT	80	1.17
VEHICLE FIRE	3	0.04
WARRANT ARREST	40	0.59
WATER PROBLEM/PUMPING DETAIL	4	0.06
PERSON WITH A WEAPON	6	0.09
WELFARE CHECK	109	1.60
WIRES DOWN	8	0.12

Total Calls:	6813	

Report Includes:

All dates between `00:00:00 02/01/25` and `23:59:59 02/28/25`
 All nature of incidents
 All cities
 All types
 All priorities
 All agencies
 All zones

*** End of Report /tmp/rptypGzb0-rpcdtccr.r1_1 ***

Attachment: February 2025 calls by nature (12835 : DOERC Monthly Report)

03/03/25
09:56DEPARTMENT OF EMERGENCY RESPONSE AND COMMUNICATION
CAD Calls by Day and Time4402
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Hour	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total
00:00-00:59	37	48	55	39	41	60	63	343
01:00-01:59	42	44	35	42	39	75	49	326
02:00-02:59	50	44	40	30	38	44	41	287
03:00-03:59	33	36	30	42	52	25	32	250
04:00-04:59	23	31	34	40	38	37	25	228
05:00-05:59	19	14	14	25	32	26	26	156
06:00-06:59	19	10	2	19	18	20	19	107
07:00-07:59	19	27	12	20	20	19	19	136
08:00-08:59	45	34	32	28	36	29	26	230
09:00-09:59	48	49	44	38	45	42	34	300
10:00-10:59	47	51	47	51	53	32	23	304
11:00-11:59	56	51	52	59	55	39	31	343
12:00-12:59	40	38	41	62	38	43	26	288
13:00-13:59	37	45	44	62	45	45	27	305
14:00-14:59	46	53	43	41	47	49	39	318
15:00-15:59	58	36	34	60	46	50	47	331
16:00-16:59	50	49	49	53	56	55	55	367
17:00-17:59	49	66	50	49	65	50	57	386
18:00-18:59	42	59	51	45	62	57	55	371
19:00-19:59	46	38	56	38	50	42	37	307
20:00-20:59	44	46	30	38	33	48	32	271
21:00-21:59	37	42	37	31	58	37	46	288
22:00-22:59	39	34	41	31	44	50	27	266
23:00-23:59	44	35	38	43	62	51	47	320
Total by Day	970	980	911	986	1073	1025	883	6828

Report Includes:

All reported dates between `00:00:00 02/01/25` and `23:59:59 02/28/25`

All nature of incidents

All respond to addresses

All respond to cities

All agencies

*** End of Report /tmp/rptZ8CPMf-rpcdcdt.r1_1 ***

Attachment: February 2025 calls by time of day (12835 : DOERC Monthly Report)

March 2025

911

- TLC response concerns
- 911 standards – revised & attached
- Tow truck meeting – March 27
- 2024 Annual report
- Transitioned to Multi Factor authentication
- Microwave upgrade
 - Contract in County Attorney's office
- Emergency Fire Dispatching
 - Contract in County Attorney' office
- Staffing issues
 - Currently at full staff
 - One leaving on paternity leave

Emergency Management

- Recertified by NYS as Emergency managers
- New RAVE alerting system – up and running; much work still to be done
- Spring firefighter training series is getting ready to start at Regional Training Center

Fire Service

- Search team issues raised at County Chiefs meeting
- Using NYS State Office of Fire Prevention & Control for Fire investigations
- Still supporting repairs to radios under grant funding

22 West Court

- Awaiting on County IT to move 911 related servers from COB

Grants

- PSAP. \$194,635
- 911 Formula. \$786,336
- Homeland Security. Awarded \$54,000 approximately
- Emergency Management, awarded \$22,000 approximately

Final Adopted PSAP Minimum Standards

**OFFICIAL COMPILATION OF CODES, RULES & REGULATIONS
OF THE STATE OF NEW YORK
TITLE 21 MISCELLANEOUS**

CHAPTER LX NEW YORK STATE INTEROPERABLE AND EMERGENCY COMMUNICATION BOARD

PART 5200. MINIMUM STANDARDS REGARDING DIRECT DISPATCH OF ALL EMERGENCY SERVICES

Section 5200.1 Purpose

Many emergencies require immediate response from an emergency service provider, whether police, fire, or emergency medical service. This need requires that 911 facilities must be able to dispatch or effect the dispatch of any and all of such providers to ensure the highest level of service and protection to the community.

Section 5200.2 Definition

Direct dispatch means that the Public Safety Answering Point (PSAP) can alert the responding agency without having to relay or reroute 911 requests for service unless the request for service originates outside the jurisdiction. All PSAPs subject to New York State Interoperable and Emergency Communication Board's minimum standards for the direct dispatch of emergency services shall have the capability of direct dispatch as so defined.

Section 5200.3 Transfer of 911 requests for service.

A PSAP shall transfer all 911 requests for service originating outside its jurisdiction to the appropriate agencies pursuant to existing local practice.

PART 5201 MINIMUM STANDARDS REGARDING PUBLIC SAFETY TELECOMMUNICATOR TRAINING

Section 5201.1 Definitions

- (a) Board means the New York State Interoperable and Emergency Communication Board.
- (b) PSAP means Public Safety Answering Point, an answering point designated by a government entity to receive emergency calls from customers of a wireless telephone service supplier, including any such answering point that initially answers such calls by means of rerouting.
- (c) Public Safety Telecommunicator means any person employed by or in any State or local PSAP either full- or part-time whose duties include the answering of 911 requests for service and/or the dispatching of emergency services personnel.
- (d) Communications Training Officer means any individual designated by the authority to train public safety telecommunicators.
- (e) Trainee means a public safety telecommunicator who is currently being trained.
- (f) Supervisor or equivalent(s) means any person employed by the PSAP who is regularly responsible for the supervision of PSAP operations during the assigned shift in accordance with the authority's policies and procedures.

- (g) PSAP Director, Deputy Director, or equivalent(s) means any person employed by the PSAP who is regularly responsible for the day-to-day oversight and operations of the PSAP in accordance with the authority's policies and procedures.
- (h) Authority means the governmental entity operating the PSAP.

Section 5201.2 Personnel Qualifications

- (a) A public safety telecommunicator shall have obtained a high school diploma evidencing completion of a course of study at an accredited high school or secondary school. Alternatively, they shall have obtained a General Equivalency Diploma or its equivalent. Any public safety telecommunicator who commences employment in such capacity prior to January 1, 2004, shall not be required to meet this qualification.
- (b) A candidate for employment as a public safety telecommunicator shall show proof of the qualification set forth in subdivision (a) of this section in a form satisfactory to the hiring authority.
- (c) All candidates for employment as public safety telecommunicators shall be subject to a background investigation, including a fingerprint based criminal history search, medical examination to include a hearing test, and a psychological examination/personality assessment, prior to appointment. All such assessments shall be in conformity with New York Executive Law article 15 (Human Rights Law).
- (d) Candidates for public safety telecommunicator positions must be of good moral character. The criminal history of a candidate must be assessed in accordance with applicable federal and State requirements, including New York Executive Law article 15 (Human Rights Law) and the access requirements of necessary crime information systems.

Section 5201.3 Public Safety Telecommunicator Entry Level Training Standards

- (a) Classroom and related instruction.
 - (1) All public safety telecommunicators shall complete a course of classroom instruction consisting of a public safety telecommunicator course that meets or exceeds the standards set forth in this subdivision.
 - (2) Every public safety telecommunicator subject to the training requirements of this section shall satisfactorily complete the classroom and related instruction training set forth in this subdivision within 12 months of the date of initial appointment.
 - (3) A minimum of 40 hours of public safety telecommunicator classroom training shall be provided, using a course listed in section 5201.7(a) of this Part or a course which has been approved by the board, which shall include the following at a minimum:
 - (i) authority's policy, procedures, rules, and regulations;
 - (ii) customer service and interpersonal communications;
 - (iii) technologies to include customer premise equipment, computer aided dispatch system, radio system(s), and Telecommunications Device for the Deaf/TeleTypewriter (TDD/TTY) operations and testing;
 - (iv) call taking and dispatch procedures;
 - (v) handling requests for service from persons who speak a language other than English, are children or elderly, are difficult or abusive, are emotionally disturbed, are impaired or subject to an altered mental state, or are suffering from a mental illness or handicap;

- (vi) handling requests for service involving lost, missing, abducted, abused, or exploited children or adults;
 - (vii) if the PSAP has an emergency medical dispatch (EMD) program in accordance with section 5202.2 of this Title, EMD and cardio-pulmonary resuscitation (CPR);
 - (viii) criminal justice information system(s), if use of said system(s) is within the public safety telecommunicator's assigned duties;
 - (ix) homeland security awareness; and
 - (x) legal aspects of public safety telecommunicator's role.
- (4) All public safety telecommunicators shall complete the following courses designed by the Federal Emergency Management Agency within 12 months of appointment:
- (i) IS-100, or the equivalent;
 - (ii) IS-200, or the equivalent;
 - (iii) IS-700, or the equivalent; and
 - (iv) IS-800, or the equivalent.
- (5) Administrative requirements. The authority shall:
- (i) maintain accurate and current copies of curricula consisting of course outlines, descriptions, and specific lesson plans for all training courses that are completed through an in-house training program; and
 - (ii) maintain, in accordance with New York State records retention laws and regulations, training records of all trainees including daily written evaluations.
- (b) Public Safety Telecommunicator Entry Level Training Evaluation Program.
- (1) The authority shall have in place for each PSAP an Emergency Services Dispatch Training and Evaluation Program (ESDTEP) that meets or exceeds the standards set forth in this subdivision.
 - (2) All public safety telecommunicators, except for those commencing employment in such capacity prior to January 1, 2004, must satisfactorily demonstrate competency in the performance criteria established in this subdivision.
 - (3) Every public safety telecommunicator subject to the training requirements of this subdivision shall satisfactorily complete the ESDTEP training program prior to completion of the initial appointment probationary period.
 - (4) The ESDTEP shall consist of a minimum of 240 hours of training, including, but not limited to:
 - (i) specific performance criteria;
 - (ii) daily written evaluations; and
 - (iii) observation of the trainee while interacting with the public and all relevant public safety agencies and organizations serviced by the PSAP.
 - (5) Supervision.
 - (i) The ESDTEP program training shall occur under the immediate supervision of a qualified communications training officer.
 - (ii) Public safety telecommunicators shall not be assigned to unsupervised duty until the training is satisfactorily completed.
 - (6) A public safety telecommunicator who is otherwise subject to the training requirements set forth in this subdivision, but who has been previously employed in such capacity, may, in lieu of completing the training requirements, show competency in specific performance areas pursuant to a protocol established by the employing authority.

(c) Extensions of time.

- (1) An extension of time for completion of the training required under subdivision (a) of this section may be granted on the basis of:
 - (i) illness;
 - (ii) injury;
 - (iii) military service;
 - (iv) special duty assignment required and performed in the public interest;
 - (v) administrative leave involving the determination of workers' compensation or disability retirement issues, or suspension pending investigation or adjudication of an offense; or
 - (vi) any other reason documented by the authority, which reason shall be specifically described.
- (2) The authority granting the extension shall document the reason for the extension and shall retain said documentation in the employee's file.

Section 5201.4 Annual in-service training standards

- (a) All public safety telecommunicators shall, within each calendar year:
 - (1) complete a minimum of 21 hours of in-service training, which must include, at a minimum, the following:
 - (i) TDD/TTY devices (twice per year);
 - (ii) acute traumatic and chronic stress management;
 - (iii) homeland security awareness;
 - (iv) customer service;
 - (v) legal updates;
 - (vi) review of authority's policies and procedures;
 - (vii) emergency operations/continuity of operations training;
 - (viii) handling requests for service; and
 - (2) satisfy any and all applicable mandatory re-certifications, including, but not limited to:
 - (i) if the PSAP has an emergency medical dispatch (EMD) program in accordance with section 5202.2 of this Title, emergency medical dispatching and CPR refresher as required;
 - (ii) requirements for access to criminal justice information systems, if use of said system is within the public safety telecommunicator's assigned duties; and
 - (iii) any other certifications associated with required training courses.
- (b) A public safety telecommunicator who has failed to satisfy the annual in-service training standards set forth in this section for any calendar year shall not be eligible for, or be assigned to, duty until such time as the training is successfully completed.
- (c) The annual in-service training standards set forth in this rule shall be met through attendance at the applicable training programs associated with the courses listed in section 5201.7(a) of this Part or a course approved by the board.
- (d) Administrative requirements. The authority shall:
 - (1) maintain accurate and current copies of curricula consisting of course outlines, descriptions and specific lesson plans for all training courses that are completed through an in-house training program;

- (2) maintain, in accordance with the records retention laws and regulations, training records of all trainees, including daily written training evaluations.

Section 5201.5 Specialty training

- (a) The authority may identify positions for which specialized technical and job-specific training is to be required, and the authority shall require completion of such training pursuant to the protocol established within that job specialty.
- (b) If the PSAP has an emergency medical dispatch (EMD) program in accordance with section 5202.2 of this Title, such program shall include and require instruction which meets or exceeds the Standard Practice for EMD of the EMD program adopted by the authority. All public safety telecommunicators employed therein shall complete training for such program, using a course listed in section 5201.7(b) of this Part or a course which has been approved by the board, within 12 months of the date of appointment. Certifications associated with the course must be maintained thereafter.
- (c) PSAP personnel newly assigned to conduct quality assurance and improvement (QA/QI) reviews shall have successfully completed training described in section 5201.3 of this Part and receive training in performance measures and conducting such reviews prior to conducting QA/QI reviews, using a course listed in section 5201.7(c) of this Part or a course which has been approved by the board. Certifications associated with the course must be maintained thereafter.
- (d) PSAP personnel who are newly assigned as communications training officers (CTOs) shall have successfully completed training described in section 5201.3 of this Part and receive training to become familiar with the techniques, requirements and evaluation forms used in conducting on-the-job training, using a course listed in section 5201.7(d) of this Part or a course which has been approved by the board. CTOs shall be required to do periodic in-service and/or self-study training sufficient to maintain proficiency and maintain relevant certifications, using a course listed in section 5201.7(d) of this Part or a course which has been approved by the board.
- (e) PSAP personnel newly appointed as supervisors or equivalent(s) shall have successfully completed training described in section 5201.3 of this Part and a supervisory training class, using a course listed in section 5201.7(d) of this Part or a course which has been approved by the board, within 12 months of appointment. Certifications associated with the course must be maintained thereafter.
- (f) Persons appointed as a PSAP Director, Deputy Director, or equivalent(s) shall be knowledgeable of the substance of the training set forth in section 5201.3(a) of this Part and shall complete ICS-300 (or an equivalent course) and ICS-400 (or an equivalent course) within 12 months of appointment. If their duties include answering of 911 requests for service and/or the dispatching of emergency services personnel, they must also comply with all public safety telecommunicator requirements.
- (g) The PSAP Director or equivalent shall certify to the board compliance with all training requirements as identified in section 5201.3 of this Part, subdivisions (a) through (f) of this section, and all other courses deemed necessary by the employing jurisdiction.

Section 5201.6 Variances

- (a) The board shall have authority to grant variances from the provisions of this Part, upon application therefore and upon a showing of:
 - (1) unnecessary hardship; and
 - (2) that an alternative measure or method to be adopted will meet the objectives of the standards.
- (b) In granting such variance, the board shall provide that such variance shall be for a stated period of time.

Section 5201.7 Courses of Instruction

- (a) The following courses of instruction meet or exceed the classroom instruction requirements set forth in section 5201.3(a)(3) of this Part and the annual in-service training standards set forth in section 5201.4 of this Part:
 - (1) Association of Public Safety Communications Officials (APCO) Public Safety Telecommunicator I Course.
 - (2) PowerPhone Public Safety Telecommunicator Course.
 - (3) International Academies of Emergency Dispatch (IAED), Emergency Telecommunicator Course.
 - (4) National Emergency Communications Institute (NECI) Basic 911 Certification Course.
- (b) The following courses of instruction meet or exceed the instruction requirements set forth in section 5201.5(b) of this Part:
 - (1) IAED Emergency Medical Dispatcher Course.
 - (2) APCO Emergency Medical Dispatcher Course.
 - (3) PowerPhone Emergency Medical Dispatcher Course.
 - (4) NECI Emergency Medical Dispatcher Course.
- (c) The following courses of instruction meet or exceed the additional training requirements set forth in section 5201.5(c) of this Part:
 - (1) APCO Comprehensive Quality Course.
 - (2) IAED Emergency Dispatch Quality Assurance Courses (EMD-Q, EPD-Q, EFD-Q).
 - (3) PowerPhone Call Assessment Certification Course.
- (d) The following courses of instruction meet or exceed the training requirements set forth in section 5201.5(d) of this Part:
 - (1) APCO Communications Training Officer Course.
 - (2) NENA Center Training Officer Program.
 - (3) NECI Certified Training Officer Course.
- (e) The following courses of instruction meet or exceed the supervisory training class requirements set forth in section 5201.5(e) of this Part:
 - (1) APCO Communications Supervisor.
 - (2) NENA 911 Center Supervisor Program.
- (f) Courses not included in this section may be used if approved by the board.

PART 5202 MINIMUM STANDARDS REGARDING THE STAFFING AND OPERATION OF PUBLIC SAFETY ANSWERING POINTS

Section 5202.1 Definitions

- (a) Board means the New York State Interoperable and Emergency Communication Board.
- (b) PSAP means Public Safety Answering Point, an answering point designated by a government entity to receive emergency calls from customers of a wireless telephone service supplier, including any such answering point that initially answers such calls by means of rerouting.
- (c) Public safety telecommunicator means any person employed by or in a PSAP either full- or part-time whose duties include the answering of 911 requests for service and/or the dispatching of emergency services personnel.
- (d) Certified means having a formal program of related instruction and testing as provided either by an organization listed in section 5202.4 of this Part or by the authority having jurisdiction over the PSAP.
- (e) GIS means Geographic Information Systems
- (f) Qualified means that the employee has been properly trained and credentialed pursuant to all applicable laws and regulations.

Section 5202.2 Standards

- (a) All PSAPs shall be staffed 24 hours a day, seven days a week, by a minimum of two qualified, certified public safety telecommunicators with at least one person located within the PSAP designated as in charge.
- (b) All PSAPs shall have staffing adequate to answer 90 percent of all incoming 911 requests for service within 10 seconds of connection each month.
- (c) All 911 requests shall be dispatched immediately, or as soon thereafter as possible within the practicalities of responding to other 911 requests for service, in accordance with the PSAP's written policies and procedures for prioritizing service needs.
- (d) All PSAPs shall maintain a written directives system available to all employees that at a minimum includes:
 - (1) job description for each job title staffed by the PSAP;
 - (2) procedure for the emergency recall of off-duty employees;
 - (3) procedure for quality control of services;
 - (4) policy and procedure, or equivalent measures, to assess employee performance;
 - (5) policy and procedure for handling requests for service involving missing vulnerable adults, missing children, runaways, victims of domestic violence, elder abuse, and AMBER alerts;
 - (6) policy and procedure for transferring misdirected or misrouted 911 requests for service;
 - (7) policy and procedure for handling silent, misdialed, prank, abandoned and disconnected 911 requests for service;
 - (8) policy and procedure regarding employee access, referral, and participation in critical incident stress management and employee assistance programs;
 - (9) policy that governs communications interoperability between disparate emergency services (police/fire/emergency medical services), neighboring communications centers, neighboring emergency services, and federal/State agencies;

- (10) policy and procedure governing the use and dissemination of information and the security and confidentiality of PSAP records, information, and computer systems; as required by applicable criminal justice information system regulations;
 - (11) policy and procedure for the handling of customer, personnel, and agency complaints; and
 - (12) procedure for public safety telecommunicator applicants to be subject of a background investigation, including a fingerprint based criminal history search, medical examination to include a hearing test, and a psychological examination/personality assessment, prior to appointment.
- (e) All PSAPs shall have on file an organizational chart that is current and available to all personnel. The chart shall reflect the chain of command and lines of authority for communications within the PSAP and shall be organized in a hierarchy.
 - (f) All PSAPs shall have on file a written policy that requires personnel to obey any lawful order of a superior transmitted by any duly authorized agent of that superior, regardless of rank involved, and which establishes procedures to be followed when a conflicting order or directive is received.
 - (g) All PSAPs shall have the ability to communicate expeditiously with callers who do not speak English (e.g., via language interpreter services).
 - (h) All PSAPs shall maintain a process devoted to quality assurance and improvement (QA/QI). The QA/QI process shall include a review of call-taking and dispatch performance, behavior, and outcomes against agency and industry established performance standards to ensure compliance, consistency, and accuracy in the delivery of public safety communications service. The industry established performance standards are the pertinent standards established by any of the organizations listed in section 5202.4 of this Part.
 - (i) If the PSAP is responsible for the dispatch of emergency medical service requests for service, the PSAP must establish an Emergency Medical Dispatch (EMD) Program. If not, the PSAP must have an agreement in place to transfer emergency medical service requests for service to an entity with an EMD Program that complies with the EMD requirements of this Chapter.
 - (j) All PSAPs, in coordination with their GIS providers, shall participate in the State of New York GIS program and provide updates to the State of New York as necessary but not less than monthly.

Section 5202.3 Variances

- (a) The board shall have authority to grant variances from the provisions of this Part, upon application therefore and upon a showing of:
 - (1) unnecessary hardship; and
 - (2) that an alternative measure or method to be adopted will meet the objectives of the standards.
- (b) In granting such variance, the board shall provide that such variance shall be for a stated period of time.

Section 5202.4 Industry Performance Standards

- (a) The following organizations are recognized as establishing industry performance standards:
 - (1) Association of Public Safety Communications Officials (APCO).
 - (2) PowerPhone.

- (3) International Academies of Emergency Dispatch (IAED).
- (4) National Emergency Communications Institute (NECI).
- (b) Industry performance standards from other sources may be used if approved by the board.

PART 5203 MINIMUM STANDARDS REGARDING EQUIPMENT, FACILITIES AND SECURITY FOR PUBLIC SAFETY ANSWERING POINTS

Section 5203.1 Definitions

- (a) Board means the New York State Interoperable and Emergency Communication Board.
- (b) PSAP means Public Safety Answering Point, an answering point designated by a government entity to receive emergency calls from customers of a wireless telephone service supplier, including any such answering point that initially answers such calls by means of rerouting.
- (c) IWS means intelligent work station.
- (d) CAD means computer aided dispatch.
- (e) ANI means automatic number identification.
- (f) ALI means automatic location identification.
- (g) OSP means originating service provider.
- (h) ACDR means automatic call detail record.
- (i) Authority means the governmental authority operating the PSAP.
- (j) TDD means telecommunication device for the deaf.
- (k) TTY means teletypewriters.
- (l) GIS means Geographic Information Systems
- (m) Re-bid means the ability to request updated ALI information for wireless calls as needed to receive current positioning information.
- (n) Criminal justice information system means the EJusticeNY Integrated Justice Portal or a similar application for access to criminal justice information systems in New York State.
- (o) Next Generation 911 (NG-911) means 911 systems including call routing, Session Initiation Protocol (SIP) trunking and items such as telematics, Incident related imagery, etc.
- (p) Text to 911 means the ability to send a text message to reach 911 from a mobile phone or device.
- (q) ESINet means an emergency service internet protocol network used for emergency service telecommunications.

Section 5203.2 Equipment

- (a) Intelligent workstations (IWS).
 - (1) All PSAPs shall have the ability to integrate multiple systems (CAD, IWS, and Mapping) into one operational system.
 - (2) All PSAPs shall have the ability to accept and process 10 digits of ANI information (or IP session identification when available), 20 digits (10 ANI and 10 pseudo-ANI) of ALI information, and Z (elevation) information when available.
 - (3) All PSAPs shall have the ability to receive text-to-911.
 - (4) When available, all PSAPs shall connect and interoperate to the State of New York ESINet in accordance with policies and procedures set forth by the New York State Division of Homeland Security and Emergency Services and the Office of Interoperable and Emergency Communications.
 - (5) The authority shall have a written procedure for the use of a manual backup system.

- (b) Computer aided dispatch (CAD) system.
- (1) A PSAP's CAD system shall accommodate call volumes and other sizing parameters as required by the authority.
 - (2) A PSAP's computer system shall provide operational capabilities as required by the authority.
 - (3) A PSAP's CAD system shall have the capabilities of displaying the location of all 911 requests for services using X (latitude) and Y (longitude), and Z (elevation) when provided by Originating Service Provider (OSP), if a CAD based mapping solution is used.
 - (4) All CAD mapping program data shall be updated at least quarterly to reflect all GIS changes within the PSAP's coverage area if a CAD based mapping solution is used.
 - (5) If a CAD based mapping solution is used, a PSAP's CAD shall be capable of maintaining GIS data in the NG-911 format as specified by the National Emergency Number Association (NENA) standard for NG9-1-1 GIS Data Model, NENA-STA-006.2a-2022, issued May 2, 2023, as published by NENA, 1700 Diagonal Road, Suite 500, Alexandria, VA 22314. A copy of this standard is available for inspection and copying on NENA's website at www.nena.org/page/standards and at the New York State Division of Homeland Security and Emergency Services, 1220 Washington Avenue, Building 7A, Albany, NY 12226.
- (c) Mapping program (other than CAD based).
- (1) All mapping programs shall be compatible with the IWS system.
 - (2) All mapping programs shall be able to plot and X (latitude) and Y (longitude), and Z (elevation) when provided by Originating Service Provider (OSP).
 - (3) All mapping program data shall be updated at least quarterly to reflect all GIS changes within the PSAP's coverage area.
 - (4) All mapping systems shall display a map display which can be navigated based on address and location coordinates provided from the PSAP's ALI system.
 - (5) A PSAP's mapping program, if separate from CAD, shall be capable of maintaining GIS data in the NG-911 format as specified by the NENA standard for NG9-1-1 GIS Data Model, NENA-STA-006.2a-2022, issued May 2, 2023, as published by NENA, 1700 Diagonal Road, Suite 500, Alexandria, VA 22314. A copy of this standard is available for inspection and copying on NENA's website at www.nena.org/page/standards and at the New York State Division of Homeland Security and Emergency Services, 1220 Washington Avenue, Building 7A, Albany, NY 12226.
- (d) Automatic Number Identification (ANI) / Automatic Location Identification (ALI) operations.
- All PSAPs shall have the ability to accept and process requests for emergency assistance from both voice and non-voice devices. The PSAP shall be able to accept and process a unique device identifier that is delivered with a request for emergency assistance and use that identifier to query the delivering system for device location both upon receipt of the original request for service and to request periodic device location updates as necessary. Identification and location capabilities shall include, but are not limited to, the following:
- (1) have enhanced 911 capability, including ANI (or IP Session Identification) and ALI;
 - (2) can receive 20-digit ANI/ALI and elevation (when available) data from all OSPs;
 - (3) have dedicated redundant data links to the designated ALI/ANI database or ESINET providers;
 - (4) have the capability to receive the ANI/ALI information as soon as the call is answered by a public safety telecommunicator

- (5) have the ability to re-bid for ALL information; and
- (6) when available, all PSAPs shall connect and interoperate to the State of New York ESINET in accordance with policies and procedures set forth by the New York State Division of Homeland Security and Emergency Services and the Office of Interoperable and Emergency Communications.
- (7) Systems and processes shall be implemented and tested to provide for automatic immediate re-routing of traffic should a PSAP become unable to receive and process requests for emergency assistance.
- (e) Recorder system. The authority shall:
 - (1) ensure that all emergency communications to and from all PSAPs shall be recorded;
 - (2) have a written policy establishing procedures for the playback and/or retrieval of emergency communications;
 - (3) have a written policy for the securing and storage of recordings;
 - (4) establish criteria, and have a written policy for, access to recordings;
 - (5) retain PSAP recordings for a minimum of 90 days or in accordance with applicable state or federal laws (whichever is longer); and
 - (6) ensure that instant playback units are located at all public safety telecommunicator positions.
- (f) Call detail record. All PSAPs shall have the capability to provide an automatic call detail record (ACDR) of every emergency call received, either by recording equipment, information database, or CAD log.
- (g) Telecommunications devices for the deaf (TDD).
 - (1) All PSAPs shall have sufficient equipment and capability for:
 - (i) direct access for all teletypewriters (TTY); and
 - (ii) equipping of each call-taking position with a TTY or TTY-compatible device, software, or service.
 - (2) The authority shall have a written procedure for the handling of text, silent, or open line TDD requests for service.
- (h) Criminal justice information system.
 - (1) All PSAPs that dispatch law enforcement shall have access to a criminal justice information system.
 - (2) The authority shall have a written procedure for participation in the criminal justice information system or systems the PSAP utilizes.
- (i) System service. The authority shall have a plan to ensure the timely repair of PSAP equipment.
- (j) System clock.
 - (1) All PSAPs shall have a time synchronization package for the purpose of coordinating system-wide timing among the various 911 systems and support systems.
 - (2) The time synchronization package shall provide the means for 911 systems, CAD systems, recorders, display clocks, and all other automated systems containing clocks to operate on the same time source.
 - (3) All system clocks shall automatically adjust for daylight savings time and leap second and shall have a time zone offset for UTC (universal time coordinated).

Section 5203.3 Building

- (a) Fire protection. All PSAPs shall comply with the New York State Uniform Fire Prevention and Building Code.
- (b) Facility power.
 - (1) All PSAPs, back-up PSAPs, and critical 911 system infrastructure, shall maintain a standby electrical power source capable of ensuring uninterrupted and continuous operation of the PSAP and critical systems in the event of the failure of the primary power source. The authority shall have a written procedure for the testing of standby power sources.
 - (2) The authority shall conduct documented inspections and preventative maintenance of standby power sources in accordance with the manufacturer's recommendations and shall conduct documented testing of standby power sources at least monthly.
 - (3) Adequate electrical power systems protection shall be employed so that power problems, such as fluctuations in voltage levels, do not adversely affect sensitive electronic equipment.
 - (4) Proper electrical and communications equipment grounding and lightning protection systems shall be employed at PSAP and associated communications tower sites that are electrically or conductively connected to the PSAP to protect personnel and equipment.
- (c) Climate Control. Heating, ventilating, and air conditioning equipment (HVAC) systems shall be designed to maintain temperature and relative humidity within limits specified by the manufacturers of the equipment critical to the operation as determined by the authority.

Section 5203.4 Security

- (a) Facility access and security.
 - (1) All PSAPs and backup PSAPs shall be locked and secured from intrusion.
 - (2) Access to a PSAP shall be restricted to authorized persons only.
 - (3) Power sources, utility feeds and standby power sources shall be protected to prevent tampering or intrusion.
 - (4) Public safety communications towers, equipment shelters, and other such facilities, within the control of the PSAP and used to transport 911 requests for service between the originating party and the PSAP shall be protected from tampering and shall include, at a minimum: security fencing, hardening of potential points of access, adequate lighting, and intrusion alarms.
- (b) Computer system protection.
 - (1) All PSAPs shall be equipped with software protection as required by the authority including a means of access that requires each authorized user to utilize unique identifiers to enter the systems. An annual audit of system users shall be conducted.
 - (2) The authority shall have a policy prohibiting introduction of unauthorized media or storage devices and installation of unauthorized software on PSAP computers.
 - (3) The authority shall have a procedure to ensure the back-up of critical computer files and the security and storage of back-up media.

Section 5203.5 General

- (a) Backup site. The authority shall:
 - (1) maintain backup PSAP site capability, adequately sized, equipped, and ready with the ability to receive and dispatch 911 requests for services in accordance with the operational standards promulgated in Part 5202 of this Title, for use in case of the necessity to vacate the original PSAP; and
 - (2) conduct and document no less than one exercise per year that utilizes the continuity of operations plan.
- (b) Overflow 911 requests for service. The authority shall have a written policy to handle overflow of 911 requests for service.
- (c) Another PSAP may serve as a backup site and handle overflow of 911 requests for service. The backup PSAP must meet all standards that would apply to the original PSAP.
- (d) The PSAP shall maintain a written continuity of operations plan (COOP) for the PSAP that provides policy, guidance, and procedures for maintaining mission critical call-taking and dispatch operations, ensures the safety of personnel, protects equipment and facilities during natural or man-made disasters or PSAP system failures, and addresses the evacuation of the original PSAP and transfer of operations to the backup site.

Section 5203.6 Variances

- (a) The board shall have authority to grant variances from the provisions of this Part, upon application therefore and upon a showing of:
 - (1) unnecessary hardship; and
 - (2) that an alternative measure or method to be adopted will meet the objectives of the standards.
- (b) In granting such variance, the board shall provide that such variance shall be for a stated period of time.

PART 5250 MINIMUM STANDARDS REGARDING LAW ENFORCEMENT JURISDICTIONAL PROTOCOLS

Section 5250.1 Purpose

All law enforcement agencies have a common goal of providing the highest level of police protection to the communities they serve. Fulfilling that goal requires the coordination and cooperation of all law enforcement agencies at the local, county and State levels. In the interest of providing the highest levels of law enforcement services and protection to the public, the Legislature has therefore required the New York State Interoperable and Emergency Communication Board to adopt minimum standards for jurisdictional protocols.

Section 5250.2 Definitions

- (a) AVL means Automatic Vehicle Locator.
- (b) CAD means Computer Aided Dispatch.

- (c) Jurisdictional protocol is a written agreement entered into by two or more law enforcement agencies setting forth procedures to ensure the organized, coordinated, and prompt mobilization of personnel, equipment, services, or facilities in order to achieve the fastest response to a 911 request for service.

Section 5250.3 Contents

The jurisdictional protocols utilized by the law enforcement agencies shall be in the form of a written agreement that, at a minimum, includes or provides for the following:

- (a) A list of all participating law enforcement agencies.
- (b) If the PSAP has the authority to do so, a method of providing for the dispatch of the closest police unit, which may be via any of the following:
 - (1) AVL (CAD mapping).
 - (2) Indirect polling (asking for any unit in the area).
 - (3) Direct polling (determining the location of a unit by its number).
- (c) A method of transferring 911 requests for service to the proper agency or jurisdiction.
- (d) That the methods provided for pursuant to subdivisions (b) and (c) of this section shall be used in the case of all 911 requests for service, and all emergency requests for service received by any other means, dispatched for service.
- (e) That the agreement shall be reviewed at least annually to ensure that the most efficient procedures are being used.
- (f) That all investigative duties shall be conducted by a law enforcement agency having ordinary investigative jurisdiction in any area, regardless of initial response to an emergency, provided, that no law enforcement agency shall be prohibited from requesting assistance from any other agency as may be provided under current law or regulation; and
- (g) A procedure for resolving all disputes among the parties relating to the operation of the protocol, which may include referral of such disputes to a body designated by agreement among the parties.

NEW YORK STATE **REGISTER**

INSIDE THIS ISSUE:

- Execution by Registered Professional Nurses of Non-Patient Specific Orders
- Reimagining the Every Student Succeeds Act (ESSA) Accountability System
- Approval of Medical Facility Construction

Financial Reports

The last date for submission of public comments is indicated on each Notice of Proposed Rule Making. Unless a different date is specified by statute, the proposing agency must accept comments for at least: 60 days after the date of *Register* publication of a Notice of Proposed Rule Making or combined Notice of Emergency Adoption and Proposed Rule Making; and 45 days after publication of a Notice of Revised Rule Making or combined Notice of Emergency Adoption and Revised Rule Making. When a public hearing on a proposed rule is statutorily required: the hearing may not be held until at least 60 days after the publication date of the notice; and comments must be accepted for at least 5 days after the last required hearing. When a public comment period for a proposed rule is scheduled to end on a Saturday, Sunday or public holiday, comments are accepted through the next succeeding business day.

For notices published in this issue:

- the 60-day period expires on April 27, 2025
- the 45-day period expires on April 12, 2025
- the 30-day period expires on March 28, 2025

**KATHY HOCHUL
GOVERNOR**

**WALTER T. MOSLEY
SECRETARY OF STATE**

NEW YORK STATE DEPARTMENT OF STATE

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Attachment: NYS Register 2025.02.26 - Adoption of PSAP Standards (12820 : Revised NYS 911 Standards)

trative Review even though total project costs exceed \$30 million, if: (a) total project costs do not exceed 10 percent of the total operating costs of the facility for the year ended two years prior to the submission of the application; and (b) total project costs do not exceed \$100 million for a general hospital or \$25 million for all other facilities.

Section 710.1(c)(5) identifies construction projects subject to "Limited Review," which generally include projects with costs that do not exceed \$15 million for a general hospital and \$6 million for all other facilities. Pursuant to section 710.1(c)(5)(ii), Limited Review also applies to non-clinical projects involving heating, ventilating, air conditioning, plumbing, electrical, water supply and fire protection systems where such projects involve the modification or alteration of clinical space, services, or equipment.

Section 710.1(c)(4) provides that certain construction projects do not require review but require written notice to the Department. Such projects include non-clinical infrastructure projects (other than projects affecting clinical space, which would require limited review as noted above).

Needs and Benefits:

Over the years, the Department has periodically refined the Certificate of Need process to ensure that it continues to advance its objectives, is responsive to a changing health care environment, focuses Department and PHHPC resources on issues and projects with the greatest impact, and is as streamlined and expeditious as possible within the parameters of the statutory authority.

In furtherance of these goals, Governor Hochul recognized in her 2024 State of the State that health care providers face administrative barriers when seeking to modernize and invest in their facilities, including specifically the Certificate of Need process. Governor Hochul thus directed the Department to review and amend the Certificate of Need process, including raising the cost thresholds for projects, stating that such reforms will reduce red tape and approval times for more rapid modernization of the State's health care infrastructure.

This proposal will raise monetary thresholds determining the level of review for clinical projects as well as the threshold for when certain projects require written notice. The proposal also focuses on specific services and projects and the level of review required by current regulations, with the goal of avoiding, among things, subjecting certain services and projects to unnecessary levels of review.

Project costs thresholds for certificate of need applications will shift from over \$15 million for a general hospital and \$6 million for all other facilities to over \$30 million for a general hospital and \$8 million for all other facilities.

Project cost thresholds were last raised in 2017; construction costs have more recently increased substantially. The amounts included in the proposal reflect an appropriate balance between the increased construction costs for large-scale projects and the desire to maintain sufficient oversight while reducing administrative barriers.

Certain review levels for some previously identified types of services and projects have been eliminated as they no longer require special consideration due to medical advancements. These projects will now be reviewed according to dollar cost thresholds and general provisions regarding impact on a facility's operating certificate.

The measures included in this streamlining initiative will continue to reflect the overall objective of the statutory and regulatory framework, as set forth in 10 NYCRR section 710.1(a), to help ensure that medical facilities are planned to achieve efficiency and economy of operation and care of high quality. At the same time, it will help support regulated providers in meeting heightened demands to be increasingly agile given ongoing health system reform and evolving trends in medicine, requirements and promote flexibility that supports efficiency and innovation.

COSTS:

Costs to Private Regulated Parties:

The proposed amendments will not increase costs for private entities subject to the requirements of PHL Article 28 and in fact are expected to have a favorable fiscal impact. Some applicants either would no longer need to submit a Certificate of Need application or would need to prepare a less complex application, meaning that they will pay less in construction fees associated with an application, which are required in higher amounts for applications requiring higher levels of review. These changes also should expedite the time for approval of projects and therefore minimize costs related to construction delays.

Costs to Local Government:

This proposal will not impact local governments unless they operate a hospital, in which case they are likely to experience decreases in costs as noted above with respect to private entities.

Costs to the Department of Health:

This proposal is not anticipated to have a major fiscal impact on the Department. The annual impact on Certificate of Need construction fee revenues is entirely dependent on the total project costs and types of projects submitted and how many of them might fall within the narrow bands

of cost threshold changes and programmatic changes proposed. As such, the impact would vary from year to year. Based on experience, the Department estimates the potential impact of this proposal to be in the range of \$200,000 to \$450,000 in reduced fee revenue out of \$8 million to \$12 million in total fees annually.

Costs to Other State Agencies:

The proposed regulatory changes will not result in additional costs to other State agencies.

Local Government Mandates:

The proposed regulatory amendments do not impose new programs, services, duties or responsibilities upon any county, city, town, village, school district, fire district, or other special district.

Paperwork:

The proposed amendments will impose no new reporting requirements, forms or other paperwork. The amendments will reduce paperwork by shifting projects to lower levels of review or removing the requirement for the filing of a Certificate of Need application with respect to certain projects.

Duplication:

This rule does not duplicate any other law, rule, or regulation.

Alternatives:

The Department considered other monetary thresholds but ultimately determined that the amounts included in the proposal reflect an appropriate balance between the recognition of increased construction costs for large-scale projects and the desire to maintain sufficient oversight for purposes of promoting high quality services aligned with community need.

Federal Standards:

The proposed amendments do not exceed any minimum standards of the Federal government. There are no Federal rules currently addressing the Certificate of Need process.

Compliance Schedule:

These regulations will be effective upon publication of a Notice of Adoption in the New York State Register and would apply to all construction applications submitted thereafter.

Consequently, regulated parties should be able to comply with the proposed regulation as of its effective date.

Regulatory Flexibility Analysis

No regulatory flexibility analysis is required pursuant to section 202-(b)(3)(a) of the State Administrative Procedure Act. The proposed rule will not have a substantial adverse impact on small businesses or local governments.

Rural Area Flexibility Analysis

No rural area flexibility analysis is required pursuant to section 202-bb(4)(a) of the State Administrative Procedure Act. The proposed amendments will not impose an adverse impact on facilities in rural areas, and will not impose reporting, record keeping or other compliance requirements on facilities in rural areas.

Job Impact Statement

No job impact statement is required pursuant to section 201-a(2)(a) of the State Administrative Procedure Act. No adverse impact on jobs and employment opportunities is expected as a result of this proposed regulation.

Division of Homeland Security and Emergency Services

INFORMATION NOTICE

New York State Interoperable and Emergency Communication Board

Notice of Adoption of Minimum Standards for Public Safety Answering Points

The New York State Interoperable and Emergency Communication Board, established pursuant to County Law § 326, is charged with assisting local governments, service suppliers, wireless telephone service suppliers and appropriate state agencies by facilitating the most efficient and effective routing of wireless 911 emergency calls; developing minimum standards for public safety answering points; promoting the exchange of information, including emerging technologies; and encouraging the use of best practice standards among the public safety answering point community. The Board is exempt from the requirements of the New York State Administrative Procedure Act, but is required to publish its proposed and final standards pursuant to the provisions of County Law § 327(5). This Notice is published pursuant to those provisions.

Summary of Amendments: At its meeting on August 14, 2024, the Board proposed a revision to minimum standards in 21 NYCRR Parts 5200, 5201, 5202, 5203, and 5250 regarding direct dispatch of emergency services; training and qualifications; staffing and operations; equipment, facilities, and security; and jurisdictional protocols for public safety answering points. The existing standards were to be repealed and replaced with the revised standards. The revisions were to modernize the existing standards, taking into account changes in practices, expectations, and technologies since the last update to the standards. Additionally, the title of 21 NYCRR Chapter LX would be revised from "New York State 911 Board" to "New York State Interoperable and Emergency Communication Board," to match the current name of the Board. The Notice of Proposed Amendments was published in the November 6, 2024 issue of the Register. Following a period of public comment the Board, at its Meeting of January 29, 2025, adopted the final standards. The final standards have minor clarifications of the specialty training requirements applicable to certain roles, specifying that training requirements apply to personnel newly assigned to those roles. All other portions are identical to the proposed standards.

Some of the comments received by the Board came from entities that are not required to comply with the standards. The standards apply to State and local public safety answering points as defined by County Law Section 325, which are sites designated and operated by a governmental entity for the purpose of receiving emergency calls from customers of a wireless telephone service supplier.

Additional comments noted that their agencies may have difficulty coming into compliance with the standards due to timing, funding, or staffing. The standards include a process for requesting variances on the basis of unnecessary hardship and the implementation of alternative measures to meet the objectives of the standards.

The text of the adopted standards is available at the Division of Homeland Security and Emergency Services Website: <https://www.dhses.ny.gov/state-interoperable-and-emergency-communication-siec-board>

Office for People with Developmental Disabilities

NOTICE OF ADOPTION

Pathway to Employment

I.D. No. PDD-31-24-00001-A

Filing No. 174

Filing Date: 2025-02-11

Effective Date: 2025-04-01

PURSUANT TO THE PROVISIONS OF THE State Administrative Procedure Act, NOTICE is hereby given of the following action:

Action taken: Amendment of Subpart 635-10 of Title 14 NYCRR.

Statutory authority: Mental Hygiene Law, sections 13.07, 13.09(b) and 16.00

Subject: Pathway to Employment.

Purpose: To update the pathway to employment regulations as NY becomes an employment first State.

Text of final rule: Repeal existing subdivision 635-10.4(h) and replace as follows:

(h) *Pathway to Employment.*

Pathway to Employment is a time-limited, person-centered, comprehensive career and vocational planning and support service. The goal of this service is to help individuals in developing a vocational plan with an identified career path to obtain competitive integrated employment in the future. This habilitative service uses an individualized career and vocational planning process to identify the individual's vocational strengths and goals, which includes community vocational experiences and support services.

The outcome of Pathway to Employment is a career, vocational and transition plan document which includes the next steps for achieving self-employment or competitive, integrated employment at or above the State or Federal minimum wage.

(1) *Allowable Services.*

The Pathway to Employment service consists of specific allowable services. Allowable services must be provided directly to and/or on behalf

of an individual. This may include providing the services remotely if that is not the only service delivery method. Allowable Pathway to Employment services include:

(i) *vocational assessment, discovery activities, person-centered planning, job-related experiential learning, and career exploration;*

(ii) *assessment and instruction in the use of remote and assistive technology to increase independence in the workplace;*

(iii) *development and planning community-based vocational experiences (paid or unpaid), including analysis, customization, carving, and negotiating, training or orienting employers on behalf of an individual or group of individuals;*

(iv) *training, orientation, and systematic instruction including career-specific skills instruction prior to and during the community-based vocational experiences;*

(v) *job coaching;*

Final rule as compared with last published rule: Nonsubstantial changes were made in section 10.4(h)(6)(v).

Text of rule and any required statements and analyses may be obtained from: Jillian Sauer, Office for People With Developmental Disabilities, 44 Holland Avenue, Albany, NY 12209, (518) 474-7700, email: rau.unit@opwdd.ny.gov

Additional matter required by statute: Pursuant to the requirements of the State Environmental Quality Review Act, OPWDD, as lead agency, has determined that the action described herein will have no effect on the environment and an E.I.S. is not needed.

Revised Regulatory Impact Statement

1. Statutory Authority:

a. OPWDD has the statutory responsibility to provide and encourage the provision of appropriate programs, supports, and services in the areas of care, treatment, habilitation, rehabilitation, and other education and training of persons with intellectual and developmental disabilities, as stated in the New York State (NYS) Mental Hygiene Law Section 13.07.

b. OPWDD has the authority to adopt rules and regulations necessary and proper to implement any matter under its jurisdiction as stated in the NYS Mental Hygiene Law Section 13.09(b).

c. OPWDD has the statutory authority to adopt regulations concerned with the operation of programs and the provision of services, as stated in the NYS Mental Hygiene Law Section 16.00. The regulation also ensures compliance by OPWDD certified and operated residences with the proper provision of services. Supported Employment is a program provided by OPWDD.

2. **Legislative Objectives:** The proposed regulations further legislative objectives embodied in sections 13.07, 13.09(b), and 16.00 of the Mental Hygiene Law. The regulation amends Subparts 635-10 regarding Pathway to Employment.

3. **Needs and Benefits:** The proposed regulation repeals and replaces 14 NYCRR 635-10.4(h) and 635-10.5(ad) to define what Pathway to Employment Services are, expand the types of allowable services providers can bill for, set eligibility criteria for individuals to access Pathway to Employment services, set limits of Pathway to Employment services, and describe when such services may be delivered. This section was re-ordered in order to match other employment and vocational services. As a result, the allowable services are more understandable and more clearly defined for recipients and providers.

Additionally, the regulations require community-based vocational experiences for individuals receiving Pathway to Employment services, an integral part of assisting an individual identify a career path. The regulations require the completion of a Career, Vocational, and Transition Plan which will help the individual identify the service(s) needed for them to gain competitive integrated employment. The provider community has been a large part of the development of these regulations which eases some administrative burden. Additionally, the new regulations reduce administrative tasks by streamlining documentation and eliminating tracking of indirect hours which will help individuals get quality vocational services in a timelier manner. Lastly, the regulation sets requirements about provider billing, staff training requirements, and documentation of service provision. These changes will help support providers and individuals with developmental disabilities seeking employment as New York becomes an employment-first state.

4. **Costs:** The proposed regulation is expected to have no additional costs to OPWDD. There will be no increase in costs to local governments. Furthermore, OPWDD expects that there will be no cost to private regulated parties as a result of this regulation. While providers will be able to choose to bill for a wider array of services, the services have been reclassified and the services are not expected to add costs to OPWDD or Medicaid.

5. **Local Government Mandates:** There are no new requirements imposed by the rule on any county, city, town, village, or school, fire, or other special district. Additionally, no local government units provide these services.

COMPARISON OF PSAP WIRELESS STANDARDS	
PREVIOUS	NEW (2025 ADOPTION)
Section 5200.1 Purpose: <i>Many emergencies require immediate response from an emergency service provider, whether police, fire, or emergency medical service. This need requires that 911 dispatch facilities must be able to dispatch any and all of such providers to ensure the highest level of service and protection to the community.</i>	Section 5200.1 Purpose: <i>Many emergencies require immediate response from an emergency service provider, whether police, fire, or emergency medical service. This need requires that 911 facilities must be able to dispatch or effect the dispatch of any and all of such providers to ensure the highest level of service and protection to the community.</i>
Section 5200.2 Definition: <i>"Direct dispatch means that the public safety answering point (PSAP) can, by encoding or toning, alert the responding agency without having to relay or reroute calls unless the call originates outside the jurisdiction. All PSAPs shall have the capability of direct dispatch as so defined."</i>	Section 5200.2 Definition: <i>"Direct dispatch means that the Public Safety Answering Point (PSAP) can alert the responding agency without having to relay or reroute 911 requests for service unless the request for service originates outside the jurisdiction. All PSAPs subject to New York State Interoperable and Emergency Communication Board's minimum standards for the direct dispatch of emergency services shall have the capability of direct dispatch as so defined."</i>
Section 5200.3 Transfer of 911 requests for service: <i>"A PSAP shall transfer all wireless 911 calls originating outside its jurisdiction to the appropriate agencies pursuant to existing local practice."</i>	Section 5200.3 Transfer of 911 requests for service: <i>"A PSAP shall transfer all 911 requests for service originating outside its jurisdiction to the appropriate agencies pursuant to existing local practice."</i>
Part 5201 Minimum Standards Regarding Public Safety Telecommunicator Training	
Section 5201.1 Definitions: (a) <i>PSAP means public safety answering point, a site designated and operated by a governmental entity for the purpose of receiving emergency calls from customers of a wireless telephone service supplier.</i> (b) <i>Board means the New York State 911 Board.</i> (c) <i>Call-taker/dispatcher means any person employed by or in any local or State governmental agency either full-or part-time whose duties include the answering of emergency telephone calls and/or the dispatching of emergency services personnel.</i> (d) <i>ESDTEP means Emergency Services Dispatch Training/Evaluation Program.</i> (e) <i>Trainer means any individual designated by the authority to train call-takers/dispatchers.</i> (f) <i>Trainee means a call-taker/dispatcher who is currently being trained.</i>	Section 5201.1 Definitions: (a) <i>Board means the New York State Interoperable and Emergency Communication Board.</i> (b) <i>PSAP means Public Safety Answering Point, an answering point designated by a government entity to receive emergency calls from customers of a wireless telephone service supplier, including any such answering point that initially answers such calls by means of rerouting.</i> (c) <i>Public Safety Telecommunicator means any person employed by or in any State or local PSAP either full or part-time whose duties include the answering of 911 requests for service and/or the dispatching of emergency service personnel.</i> (d) <i>Communications Training Officer means any individual designated by the authority to train public safety telecommunicators.</i> (e) <i>Trainee means a public safety telecommunicator who is currently being trained.</i>

(g) Authority means the local governmental authority operating the PSAP.	(f) Supervisor or equivalent(s) means any person employed by the PSAP who is regularly responsible for the supervision of PSAP operations during the assigned shift in accordance with the authority's policies and procedures. (g) PSAP Director, Deputy Director, or equivalent(s) means any person employed by the PSAP who is regularly responsible for the day-to-day oversight and operations of the PSAP in accordance with the authority's policies or procedures. (h) Authority means the governmental entity operating the PSAP.
Section 5201.2 Educational Qualifications: (a) A call-taker/dispatcher shall have obtained a diploma or Regents diploma evidencing completion of a course study at an accredited high school or secondary school. Alternatively, he or she shall have obtained a General Equivalency Diploma or its equivalent. Provided, any call-taker/dispatcher who commences employment in such capacity prior to January 1, 2024 shall not be required to meet this qualification. (b) An applicant for employment as a call-taker/dispatcher shall show proof of the qualification set forth in subdivision (a) of this section, in a form satisfactory to the hiring authority.	Section 5201.2 Personnel Qualifications: (a) A public safety telecommunicator shall have obtained a high school diploma evidencing completion of a course of study at an accredited high school or secondary school. Alternatively, they shall have obtained a General Equivalency Diploma or its equivalent. Any public safety telecommunicator who commences employment in such capacity prior to January 1, 2004, shall not be required to meet this qualification. (b) A candidate for employment as a public safety telecommunicator shall show proof of the qualification set forth in subdivision (a) of this section, in a form satisfactory to the hiring authority. (c) All candidates for employment as public safety telecommunicators shall be subject to a background investigation, including a fingerprint based criminal history search, medical examination to include a hearing test, and a psychological examination/personality assessment, prior to appointment. All such assessments shall be in conformity with New York Executive Law article 15 (Human Rights Law). (d) Candidates for public safety telecommunicator positions must be of good moral character. The criminal history of a candidate must be assessed in accordance with applicable federal and State requirements, including New York Executive Law article 15 (Human Rights Law) and the access requirements of necessary crime information systems.
Section 5201.3 Basic training standards (a) Emergency Services Dispatch training Evaluation Program 1. The authority shall have in place for each PSAP an Emergency Services Dispatch Training/Evaluation Program (ESDTEP). Except for those commencing employment in such capacity prior to January 1, 2004, all call-takers/dispatchers must satisfactorily	Section 5201.3 Public Safety Telecommunicator Entry Level Training Standards (a) Classroom and relate instruction. 1. All public safety telecommunicators shall complete a course of classroom instruction consisting of a public safety telecommunicator course that meets or exceeds the standards set forth in this subdivision.

demonstrate competency in the performance criteria established therein.

2. *The ESDTEP shall consist of a minimum of 200 hours of training, including, but not limited to:*
 - i. *Specific performance criteria;*
 - ii. *Daily written evaluations;*
 - iii. *Observation of the trainee while interacting with the public and all relevant public safety agencies and organizations services by the PSAP.*
3. *A call-taker/dispatcher who is otherwise subject to the training requirements set forth in this section, but who has been previously employed in such capacity, may in lieu of completing the training requirements, show competency in specific performance areas pursuant to a protocol established by the employing jurisdiction.*
4. *Completion time. Every call-taker/dispatcher subject to the training requirements of this section shall satisfactorily complete the ESDTEP training program:*
 - i. *Within 18 months of the date of initial appointment for persons employed more than 20 hours per week; or*
 - ii. *Within 24 months of the date of initial appointment for persons employed 20 hours per week or less.*
5. *Supervision.*
 - i. *The ESDTEP program training shall occur under the immediate supervision of a competent trainer.*
 - ii. *Call-takers/dispatchers shall not be assigned to unsupervised duty until the training is satisfactorily completed.*
6. *Administrative requirements. The authority shall:*
 - i. *Maintain accurate and current copies of curricula consisting of course outlines, descriptions, and specific lesson plans for all training courses that are completed through an in-house training program;*
 - ii. *Maintain and make available accurate training records of all trainees, including daily written evaluations.*

2. *Every public safety telecommunicator subject to the training requirements of this section shall satisfactorily complete the classroom and related instruction training set forth in this subdivision within 12 months of the date of initial appointment.*
3. *A minimum of 40 hours of public safety telecommunicator classroom training shall be provided, using a course listed in section 5201.7(a) of this Part or a course which has been approved by the board, which shall include the following at a minimum:*
 - i. *Authority's policy, procedures, rules, and regulations;*
 - ii. *Customer service and interpersonal communications;*
 - iii. *Technologies to include customer premise equipment, computer aided dispatch system, radio system(s), and Telecommunications Device for the Deaf/TeleTypewriter (TDD/TTY) operations and testing;*
 - iv. *Call taking and dispatch procedures;*
 - v. *Handling requests for service from persons who speak a language other than English, are children or elderly, are difficult or abusive, are emotionally disturbed, are impaired or subject to an altered mental state, or are suffering from a mental illness or handicap;*
 - vi. *Handling requests for service involving lost, missing, abducted, abused, or exploited children or adults;*
 - vii. *If the PSAP has an emergency medical dispatch (EMD) program in accordance with section 5202.2 of this Title, EMD and cardio-pulmonary resuscitation (CPR);*
 - viii. *Criminal Justice information system(s), if use of said system(s) is within the public safety telecommunicator's assigned duties;*
 - ix. *Homeland security awareness; and*
 - x. *Legal aspects of public safety telecommunicators role.*
4. *All public safety telecommunicators shall complete the following courses designed by the Federal Emergency Management Agency within 12 months of appointment;*

(b) Classroom and related instruction.

1. In addition to the EDSTEP program training, all call-takers/dispatchers shall complete the following:

i. A course of classroom instruction consisting of a minimum of 40 hours, including but not limited to, the following topics:

- 1. Roles and responsibilities;**
- 2. Legal Aspects;**
- 3. Interpersonal communications;**
- 4. Technologies;**
- 5. Telephone techniques;**
- 6. Call classification;**
- 7. Radio communications;**
- 8. Stress management; and**

9. A course of study in incident command system, to include, but not limited to:

- a. IS-700, or the equivalent, as required by Homeland Security Presidential Directive Number Five; and**
- b. ICS-100, or the equivalent, as required by Homeland Security Presidential Directive Number Five.**

2. Completion Time.

i. Every call-taker/dispatcher subject to the training requirements of this section shall satisfactorily complete the classroom and related instruction training set forth above within 12 months of the date of initial appointment.

3. The board may establish a list of approved classroom and related instructional programs which meet the requirements set forth above.

4. All call-takers/dispatchers who are in a supervisory position shall complete the following:

- i. IS-700, or the equivalent, as required by Homeland Security Presidential Directive Number Five;**
- ii. ICS-100, or the equivalent, as required by Homeland Security Presidential Directive Number Five;**

- i. IS-100, or the equivalent;**
- ii. IS-200, or the equivalent;**
- iii. IS-700, or the equivalent;**
- iv. IS-800, or the equivalent.**

5. Administrative requirements. The authority shall:

- i. Maintain accurate and current copies of curricula consisting of course outlines, descriptions, and specific lesson plans for all training courses that are completed through an in-house training program; and**
- ii. Maintain, in accordance with New York State records retention laws and regulations, training records of all trainees including daily written evaluations.**

(b) Public Safety Telecommunicator Entry Level Training Evaluation Program.

- 1. The authority shall have in place for each PSAP an Emergency Services Dispatch Training and Evaluation Program (ESDTEP) that meets or exceeds the standards set forth in this subdivision.**
- 2. All public safety telecommunicators, except for those commencing employment in such capacity prior to January 1, 2004, must satisfactorily demonstrate competency in the performance criteria established in the subdivision.**
- 3. Every public safety telecommunicator subject to the training requirements of this subdivision shall satisfactorily complete the ESDTEP training program prior to completion of the initial appointment probationary period.**
- 4. The ESDTEP shall consist of a minimum of 240 hours of training including, but not limited to:**
 - i. Specific performance criteria;**
 - ii. Daily written evaluations; and**
 - iii. Observations of the trainee while interacting with the public and all relevant public safety agencies and organizations serviced by the PSAP.**
- 5. Supervision.**
 - i. The ESDTEP program training shall occur under the immediate supervision of a qualified communications training officer.**

- iii. *ICS-200, or the equivalent, as required by Homeland Security Presidential Directive Number Five.*
 - 5. *Every call-taker/dispatcher who is in a supervisory position shall satisfactorily complete the training requirements set forth in the section above within 12 months of the date of appointment to a supervisory position.*
 - 6. *Administrative requirements. The authority shall:*
 - i. *Maintain accurate and current copies of curricula consisting of course outlines, descriptions, and specific lesson plans for all training courses that are completed through an in-house training program;*
 - ii. *Maintain and make available accurate training records of all trainees, including daily written evaluations.*
- (c) Extensions of Time.**
- 1. *The board may grant an extension of time for completion of the training required under subdivision (b) of this section under the following conditions:*
 - i. *Illness;*
 - ii. *Injury;*
 - iii. *Military service;*
 - iv. *Special duty assignment required and performed in the public interest;*
 - v. *Administrative leave involving the determination of workers' compensation board or disability retirement issues, or suspension pending investigation or adjudication of an offense; or*
 - 2. *Prior to the expiration of the time required for completion, the authority shall present written notification that the trainee is unable to complete such training due to one or more of the reasons set forth in paragraph (1) of this subdivision, accompanied by appropriate documentation.*
 - 3. *Any extension of time approved by the board shall not exceed a single 12-month extension.*
 - i. *The training standards set forth in this rule shall be met through attendance at either a recognized training academy or through an in-*
- ii. *Public safety telecommunicators shall not be assigned to unsupervised duty until the training is satisfactorily completed.*
 - 6. *A public safety telecommunicator who is otherwise subject to the training requirements set forth in this subdivision, but who has been previously employed in such capacity, may, in lieu of completing the training requirements, show competency in specific performance areas pursuant to a protocol established by the employing authority.*
- (c) Extensions of time.**
- 1. *An extension of time for completion of the training required under subdivision(a) of this section may be granted on the basis of:*
 - i. *Illness;*
 - ii. *Injury;*
 - iii. *Military service;*
 - iv. *Special duty assignment required and performed in the public interest;*
 - v. *Administrative leave involving the determination of 'workers' compensation or disability retirement issues, or suspension pending investigation or adjudication of an offense; or*
 - vi. *Any other reason documented by the authority, which reason shall be specifically described.*
 - 2. *The authority granting the extension shall document the reason for the extension and shall retain said documentation in the employee's file.*

<i>house training program. Trainees shall be required to attend all classes and shall not be placed on duty or on call during such training except in cases of emergency.</i>	
Section 5201.4 Annual in-service training standards (a) Effective January 1, 2004, all call-takers/dispatchers shall: 1. Within each calendar year, complete a minimum of 21 hours of in-service training consisting of, but not limited to, the following: i. TTD devices; ii. Stress awareness; iii. Community relations; iv. Legal updates; v. Review of agency policies and procedures; and 2. Satisfy any and all applicable mandatory re-certifications, including, but not limited, to: i. Emergency medical dispatch; ii. New York statewide police information network. (b) A call-taker/dispatcher who has failed to satisfy the annual in-service training standards set forth herein for any calendar year shall not be eligible for, or be assigned to, duty until such time the training is successfully completed. (c) The annual in-service training standards set forth in this rule shall be met through attendance at either a recognized training academy or through an in-house training program. (d) Administrative requirements. The authority shall: 1. Maintain accurate and current copies of curricula consisting of course outlines, descriptions, and specific lesson plans for all training courses that are completed through an in-house training program; 2. Maintain and make available accurate training records of all trainees, including daily written evaluations.	Section 5201.4 Annual In-Service Training Standards (a) All public safety telecommunicators shall, within each calendar year: 1. Complete a minimum of 21 hours of in-service training, which must include, at a minimum, the following: i. TDD/TTY devices (twice per year); ii. Acute traumatic and chronic stress management; iii. Homeland security awareness; iv. Customer service v. Legal updates; vi. Review of authority's policies and procedures; vii. Emergency operations/continuity of operations training; viii. Handling requests for service; and 2. Satisfy any and all applicable mandatory re-certifications, including, but not limited to: i. If the PSAP has an emergency medical dispatch (EMD) program in accordance with section 5202.2 of this Title, emergency medical dispatching and CPR refresher as required; ii. Requirements for access to criminal justice information systems, if use of said system is within the public safety telecommunicator's assigned duties; and iii. Any other certifications associated with required training courses. (b) A public safety telecommunicator who has failed to satisfy the annual in-service training standards set forth in this section for any calendar year shall not be eligible for, or be assigned to, duty until such time as the training is successfully completed. (c) The annual in-service training standards set forth in this rule shall be met through attendance at the applicable training programs associated with the courses listed in section 5201.7(a) of this Part or a course approved by the Board. (d) Administrative requirements. The authority shall: 1. Maintain accurate and current copies of curricula consisting of course outlines, descriptions and specific

	lesson plans for all training courses that are completed through an in-house training program; 2. Maintain, in accordance with the records retention laws and regulations, training records of all trainees, including daily written training evaluations.
Section 5201.5 Specialty training (a) <i>The authority may identify positions for which specialized technical and job-specific training is to be required, and shall require completion of such training pursuant to the protocol established within that job specialty.</i> (b) <i>If the authority has established an Emergency Medical Dispatch (EMD) Program at any PSAP, such program shall include and require instruction which meets or exceeds the standard established by the National Highway Traffic Safety Administration (NHTSA) approved program of instruction. All persons employed therein shall complete training for such program within 12 months of the date of appointment. The board may establish a list of approved EMD training programs.</i>	Section 5201.5 Specialty training (a) <i>The authority may identify positions for which specialized technical and job-specific training is to be required, and the authority shall require completion of such training pursuant to the protocol established within that job specialty.</i> (b) <i>If the PSAP has an emergency medical dispatch (EMD) program in accordance with section 5202.2 of this Title, such program shall include and require instruction which meets or exceeds the Standard Practice for EMD of the EMD program adopted by the authority. All public safety telecommunications employed therein shall complete training for such program, using a course listed in section 5201.7(b) of this Part or a course which has been approved by the board, within 12 months of the date of appointment. Certifications associated with the course must be maintained thereafter.</i> (c) <i>PSAP personnel newly assigned to conduct quality assurance and improvement (QA/QI) reviews shall have successfully completed training described in section 5201.7(c) of this Part or a course which has been approved by the board. Certifications associated with the course must be maintained thereafter.</i> (d) <i>PSAP personnel who are newly assigned as communications training officers (CTOs) shall have successfully completed training described in section 5201.3 of this Part and receive training to become familiar with the techniques, requirements and evaluation forms used in conducting on-the-job training, using a course listed in section 5201.7(d) of this Part or a course which has been approved by the board. CTOs shall be required to do periodic in-service and/or self-study training sufficient to maintain proficiency and maintain relevant certifications, using a course listed in section 5201.7(d) of this Part or a course which has been approved by the board.</i> (e) <i>PSAP personnel newly appointed as supervisors or equivalent(s) shall have successfully completed training described in section 5201.3 of this Part and a supervisory training class, using a course listed in section 5201.7(d) of this Part or a course which has been approved by the board, within</i>

	12 months of appointment. Certifications associated with the course must be maintained thereafter. (f) Persons appointed as a PSAP Director, Deputy Director, or equivalent(s) shall be knowledgeable of the substance of the training set forth in section 5201.3(a) of this Part and shall complete ICS-300 (or an equivalent course) and ICS-400 (or an equivalent course) within 12 months of appointment. If their duties include answering 911 requests for service and/or the dispatching of emergency services personnel, they must also comply with all public safety telecommunicator requirements. (g) The PSAP Director or equivalent shall certify to the board compliance with all training requirements as identified in section 5201.3 of this Part, subdivisions (a) through (f) of this section, and all other courses deemed necessary by the employing jurisdiction.
Section 5201.6 Appendix A A-1 The following courses of instruction meet or exceed the classroom instruction requirements set forth in 21 NYCRR § 5201.3(b)(1)(i): A-1.1 Association of Public Safety Communications Officials Basic Telecommunicator Course, Fourth Edition, Version 3 (2000). A-1.2 National Academies of Emergency Medical Dispatch, Emergency Telecommunicator Manual, Edition 1 (2001). A-1.3 New York State Municipal Police Training Council, Public Safety Telecommunicator's Course. A-2 The following programs meet or exceed the NHTSA EMD approved program of instruction: A-2.1 Priority Dispatch. A-2.2 PowerPhone.	Section 5201.6 Variances (a) The board shall have authority to grant variances from the provisions of this Part, upon application therefore and upon a showing of: 1. Unnecessary hardship; and 2. That an alternative measure or method to be adopted will meet the objectives of the standards. (b) In granting such variance, the board shall provide that such variance shall be for a stated period of time.
Section 5201.7 Variances (a) The board shall have authority to grant variances from the strict provisions of this Part, upon application therefor and upon a showing of: 1. Unnecessary hardship; and 2. That an alternative measure or method to be adopted will meet the objectives of the standards. (b) In granting such variance, the board shall provide that such variance shall be for a stated period of time.	Section 5201.7 Courses of Instruction (a) The following courses of instruction meet or exceed the classroom instruction requirements set forth in section 5201.3(a)(3) of this Part and the annual in-service training standards set forth in section 5201.4 of this Part: 1. Association of Public Safety Communications Officials (APCO) Public Safety Telecommunicator I Course. 2. PowerPhone Public Safety Telecommunicator Course. 3. International Academies of Emergency Dispatch (IAED), Emergency Telecommunicator Course. 4. National Emergency Communications Institute (NECI) Basic 911 Certification Course.

	(b) The following courses of instruction meet or exceed the instruction requirements set forth in section 5201.5(b) of this Part: 1. IAED Emergency Medical Dispatcher Course. 2. APCO Emergency Medical Dispatcher Course. 3. PowerPhone Emergency Medical Dispatcher Course. 4. NECI Emergency Medical Dispatcher Course. (c) The following courses of instruction meet or exceed the additional training requirements set forth in section 5201.5(c) of this Part: 1. APCO Comprehensive Quality Course. 2. IAED Emergency Dispatch Quality Assurance Courses (EMD-Q, EPD-Q, EFD-Q). 3. PowerPhone Call Assessment Certification Course. (d) The following courses of instruction meet or exceed the training requirements set forth in section 5201.5(d) of this Part: 1. APCO Communications Training Officer Course. 2. NENA Center Training Officer Program. 3. NECI Certified Training Officer Course. (e) The following courses of instruction meet or exceed the supervisory training class requirements set forth in section 5201.5(e) of this Part: 1. APCO Communications Supervisor. 2. NENA 911 Center Supervisor Program. (f) Courses not included in this section may be used if approved by the board.
Part 5202 Minimum Standards Regarding the Staffing and Operation of Public Safety Answering Points Section 5202.1 Definitions (a) PSAP means public safety answering point, a site designated and operated by a governmental entity for the purpose of receiving emergency calls from customers of a wireless telephone service supplier. (b) Call-taker/dispatcher means any person employed by or in any local or State government agency either full- or part-time whose duties include the answering of emergency telephone calls and/or the dispatching of emergency services personnel. (c) Certified means having a formal program of related instruction and testing as provided either by a recognized organization or by the authority having jurisdiction over the PSAP.	Section 5202.1 Definitions (a) Board means the New York State Interoperable and Emergency Communications Board. (b) PSAP means Public Safety Answering Point, an answering point designated by a government entity to receive emergency calls from customers of a wireless telephone service supplier, including any such answering point that initially answers such calls by means of rerouting. (c) Public safety telecommunicator means any person employed by or in a PSAP either full-or part-time whose duties include the answering of 911 requests for service and/or the dispatching of emergency services personnel. (d) Certified means having a formal program of related instruction and testing as provided either by an organization listed in

(d) Qualified means that the employee has been properly trained and credentialed pursuant to all applicable laws and regulations.	section 5204.4 of this Part or by the authority having jurisdiction over the PSAP. (e) GIS means Geographic Information Systems. (f) Qualified means that the employee has been properly trained and credentialed pursuant to all applicable laws and regulations.
Section 5202.2 Standards (a) All PSAPs shall be staffed 24 hours a day, seven days a week, by a minimum of two qualified, certified call-takers/dispatchers with at least one person designated as in charge. (b) All PSAPs shall have staffing adequate to answer 90 percent of all incoming wireless 911 calls within 10 seconds of connection. (c) All wireless 911 requests shall be dispatched immediately, or as soon thereafter as possible within the practicalities of responding to other 911 calls, in accordance with the PSAP's written policies and procedures for prioritizing service needs. (d) All PSAPs shall have the following on file: 1. A written job description for each job title staffed by the PSAP; 2. A written procedure for the emergency recall of off-duty employees; 3. A written procedure for quality control of services; 4. A written policy and procedure for, or equivalent measures to assess, employee performance; and 5. A written policy and procedure for the handling of customer complaints. (e) All employees assigned to call-taker and/or dispatcher duties shall meet minimum training standards as required by the New York State 911 Board. (f) All PSAPs shall have on file an organizational chart that is current and available to all personnel. The chart shall reflect the chain of command and lines of authority for communications within the PSAP and shall be organized in a hierarchy. (g) All PSAPs shall have on file a written procedure that requires personnel to obey any lawful order or a superior transmitted by any duly authorized agent of that superior, regardless of rank involved, and which establishes procedures to be followed when a conflicting order or directive is received.	Section 5202.2 Standards (a) All PSAPs shall be staffed 24 hours a day, seven days a week, by a minimum of two qualified, certified public safety telecommunicators with at least one person located within the PSAP designated as in charge. (b) All PSAPs shall have staffing adequate to answer 90 percent of all incoming 911 requests for service within 10 seconds of connection each month. (c) All 911 requests shall be dispatched immediately, or as soon thereafter as possible within the practicalities of responding to other 911 requests for service, in accordance with the PSAP's written policies and procedures for prioritizing service needs. (d) All PSAPs shall maintain a written directives system available to all employees that at a minimum includes: 1. Job description for each job title staffed by the PSAP; 2. Procedure for the emergency recall of off-duty employees; 3. Procedure for quality control of services; 4. Policy and procedure, or equivalent measures, to assess employee performance; 5. Policy and procedure for handling requests for service involving missing vulnerable adults, missing children, runaways, victims of domestic violence, elder abuse, and AMBER alerts; 6. Policy and procedure for transferring misdirected or misrouted 911 requests for service; 7. Policy and procedure for handling silent, misdialed, prank, abandoned and disconnected 911 requests for service; 8. Policy and procedure regarding employee access, referral, and participation in critical incident stress management and employee assistance programs; 9. Policy that governs communications interoperability between disparate emergency services (police/fire/emergency medical services), neighboring communications center, neighboring emergency services, and federal/State agencies;

10. Policy and procedure governing the use and dissemination of information and the security and confidentiality of PSAP records, information, and computer systems; as required by applicable criminal justice information system regulations;
 11. Policy and procedure for the handling of customer, personnel, and agency complaints; and
 12. Procedure for public safety telecommunicator applicants to be subject of a background investigation, including fingerprint based criminal history search, medical examination to include a hearing test, and a psychological examination/personality assessment, prior to appointment.
- (e) All PSAPs shall have on file an organizational chart that is current and available to all personnel. The chart shall reflect the chain of command and lines of authority for communications within the PSAP and shall be organized in a hierarchy.
 - (f) All PSAPs shall have on file a written policy that requires personnel to obey any lawful order of a superior transmitted by any duly authorized agent of that superior, regardless of rant involved, and which establishes procedures to be followed when a conflicting order or directive is received.
 - (g) All PSAPs shall have the ability to communicate expeditiously with callers who do not speak English (e.g., via language interpreter services).
 - (h) All PSAPs shall maintain a process devoted to quality assurance and improvement (QA/QI). The QA/QI process shall include a review of call-taking and dispatch performance, behavior, and outcomes against agency and industry established performance standards to ensure compliance, consistency, and accuracy in the delivery of public safety communications service. The industry established performance standards are the pertinent standards established by any of the organizations listed in section 5202.4 of this Part.
 - (i) If the PSAP is responsible for the dispatch of emergency medical service requests for service, the PSAP must establish an Emergency Medical dispatch (EMD) Program. If not, the PSAP must have an agreement in place to transfer emergency medical service requests for service to entity with an EMD Program that complies with the EMD requirements of this Chapter.

	(j) All PSAPs, in coordination with their GIS providers, shall participate in the State of New York GIS program and provide updates to the State of New York as necessary but not less than monthly.
Section 5202.3 Variances (a) The board shall have authority to grant variances from the strict provisions of this Part, upon application therefor and upon a showing of: 1. Unnecessary hardship; and 2. That an alternative measure or method to be adopted will meet the objectives of the standards. (b) In granting such variance, the board shall provide that such variance shall be for a stated period of time.	Section 5202.3 Variances (a) The board shall have authority to grant variances from the provisions of this Part, upon application therefore and upon a showing of: 1. Unnecessary hardship; and 2. That an alternative measure or method to be adopted will meet the objectives of the standards. (b) In granting such variance, the board shall provide that such variance shall be for a stated period of time.
Section 5202.2. Appendix A A-1 The Math of Call Center Staffing, Penny Reynolds, ICCM Weekly (Aug. 8, 2002). A-2 How Many Do We Really Need? A Simple Solution for Determining Staffing, Jennifer Hagstrom, Ed. (Sept. 2000). A-3 Communications Center Staffing Formulas: Old Studies in a New Environment, APCO Bulletin, Project (40) RETAINS, Yvonne Klees, Features Ed. (March 2001). A-4 Standard for Public Safety Communications Agencies, Commission on Accreditation for Law Enforcement Agencies. A-5 Standard for Professional Qualifications for Public Safety Telecommunicator, National Fire Protection Agency 1061 (1996 ed.). A-6 Public Safety Answering Point (PSAP) Accreditation Program, Program Standards Manual, New York State Sheriff's Association. A-7 Staffing formulas as may be provided by telephone service suppliers in the particular jurisdiction.	Section 5202.4 Industry Performance Standards (a) The following organizations are recognized as establishing industry performance standards: 1. Association of Public Safety Communications Officials (APCO). 2. PowerPhone. 3. International Academies of Emergency Dispatch (IAED). 4. National Emergency Communications Institute (NECI). (b) Industry performance standards from other sources may be used if approved by the board.
Part 5203 Minimum Standards Regarding Equipment, Facilities and Security for Public Safety Answering Points	
Section 5203.1 Definitions (a) PSAP means public safety answering point, a site designated and operated by a governmental entity for the purpose of receiving emergency calls from customers of a wireless telephone service supplier. (b) IWS means intelligent work station. (c) CAD means computer aided dispatch. (d) ANI means automatic number identification. (e) ALI means automatic location identification. (f) WSP means wireless service provider. (g) ACDR means automatic call detail record.	Section 5203.1 Definitions (a) Board means the New York State Interoperable and Emergency Communications Board. (b) PSAP means Public Safety Answering Point, an answering point designated by a government entity to receive emergency calls from customers of a wireless telephone service supplier, including any such answering point that initially answers such calls by means of rerouting. (c) IWS means intelligent work station. (d) CAD means computer aided dispatch. (e) ANI means automatic number identification.

(h) Authority means the local governmental authority operating the PSAP. (i) TDD means telecommunication device for the deaf. (j) TTY means teletypewriters. (k) NYSPIN means New York statewide police information network. (l) Re-bid means the ability to request updated ALI information as needed to plot latitude and longitude coordinates. (m) eJusticeNY means the browser-based application for access to criminal justice information systems in New York State.	(f) ALI means automatic location identification. (g) OSP means originating service provider. (h) ACDR means automatic call detail record. (i) Authority means the governmental authority operating the PSAP. (j) TDD means telecommunication device for the deaf. (k) TTY means teletypewriter. (l) GIS means Geographic Information Systems. (m) Re-bid means the ability to request updated ALI information for wireless calls as needed to receive current positioning information. (n) Criminal justice information system means the eJusticeNY Integrated Justice Portal or a similar application for access to criminal justice information systems in New York State. (o) Next Generation 911 (NG-911) means 911 systems including call routing, Session Initiation Protocol (SIP) trunking and items such as telematics, incident related imagery, etc. (p) Text to 911 means the ability to send a text message to reach 911 from a mobile phone or device. (q) ESINet means an emergency service internet protocol network used for emergency service telecommunications.
Section 5203.2 Equipment (a) Intelligent workstations (IWS). 1. All PSAPs shall have the ability to integrate multiple systems (CAD, IWS, and Mapping) into one operational system. 2. All PSAPs shall have the ability to accept and process 10 digits of ANI information and 20 digits (10 ANI and 10 pANI) of ALI information. 3. The authority shall have a written procedure for the use of a manual backup system in the case of failure of the CAD system. (b) Computer aided dispatch (CAD) system. 1. A PSAPs CAD system shall accommodate call volumes and other sizing parameters as required by the authority. 2. A PSAPs computer system shall provide operational capabilities as required by the authority. 3. A PSAPs CAD system shall have the capabilities of displaying the location of all wireless calls using latitude and longitude, if a CAD based mapping solution is used. (c) Mapping program (other than CAD based).	Section 5203.2 Equipment (a) Intelligent workstations (IWS). (1) All PSAPs shall have the ability to integrate multiple systems (CAD, IWS, and Mapping) into one operational system. (2) All PSAPs shall have the ability to accept and process 10 digits of ANI information (or IP session identification when available), 20 digits (10 ANI and 10 pseudo-ANI) of ALI information, and Z (elevation) information when available. (3) All PSAPs shall have the ability to receive text-to-911. (4) When available, all PSAPs shall connect and interoperate to the State of New York ESInet in accordance with policies and procedures set forth by the New York State Division of Homeland Security and Emergency Services and the Office of Interoperable and Emergency Communications. (5) The authority shall have a written procedure for the use of a manual backup system. (b) Computer aided dispatch (CAD).

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| <ol style="list-style-type: none"> 1. All mapping programs shall be compatible with the IWS system. 2. All mapping programs shall be able to plot and display X and Y coordinates provided by all wireless service providers. 3. All mapping programs shall be updated at least every three years to reflect changes in the PSAPs coverage area. 4. All mapping systems shall display a map display which can be navigated based on address and location coordinates provided from the PSAPs ALI system. <p>(d) ANI/ALI operations. All PSAPs shall:</p> <ol style="list-style-type: none"> 1. Have enhanced 911 capability, including automatic number identification (ANI) and automatic location identification (ALI); 2. Have the ability to receive 20-digit ANI/ALI data from all wireless service providers; 3. Have dedicated redundant data links to the designated ALI/ANI database providers; 4. Have the capability to receive the ANI/ALI information as soon as the call is answered by a call-taker; and 5. Have the ability to re-bid for ALI information. <p>(e) Recorder system. The authority shall:</p> <ol style="list-style-type: none"> 1. Ensure that all emergency communications to and from all PSAPs, including telephone and radio transmissions, shall be recorded; 2. Have a written policy establishing procedures for the playback and recording of emergency communications; 3. Have a written policy for the securing and storage of recordings; 4. Establish criteria, and have a written policy for access to recordings; 5. Retain PSAP recordings for at least 90 days; and 6. Ensure that instant playback units are located at all call-taker positions. <p>(f) Call detail record. All PSAPs shall have the capability to provide an automatic call detail record (ACDR) of every emergency call received, either by recording equipment or CAD log.</p> <p>(g) Telecommunications devices for the deaf (TDD).</p> | <ol style="list-style-type: none"> (1) A PSAP's CAD system shall accommodate call volumes and other sizing parameters as required by the authority. (2) A PSAP's computer system shall provide operational capabilities as required by the authority. (3) A PSAP's CAD system shall have the capabilities of displaying the location of all 911 requests for services using X (latitude) and Y (longitude), and Z (elevation) when provided by Originating Service Provider (OSP), if CAD based mapping solution is used. (4) All CAD mapping program data shall be updated at least quarterly to reflect all GIS changes within the PSAP's coverage area if a CAD based mapping solution is used. (5) If a CAD based mapping solution is used, a PSAP's CAD shall be capable of maintaining GIS data in the NG-911 format as specified by the National Emergency Number Association (NENA) standard for NG9-1-1 GIS Data Model, NENA-STA-006.2a-2022, issued May 2, 2023, as published by NENA, 1700 Diagonal Road, Suite 500, Alexandria, VA 22314. A copy of this standard is available for inspection and copying on NENA's website at www.nena.org/page/standards and at the New York State Division of Homeland Security and Emergency Services, 1220 Washington Avenue, Building 7A, Albany, NY 12226. <p>(c) Mapping program (other than CAD based).</p> <ol style="list-style-type: none"> (1) All mapping programs shall be compatible with the IWS system. (2) All mapping programs shall be able to plot and X (latitude) and Y (longitude), and Z (elevation) when provided by Originating Service Provider (OSP). (3) All mapping program data shall be updated at least quarterly to reflect all GIS changes within the PSAP's coverage area. (4) All mapping systems shall display a map display which can be navigated based on address and location coordinates provided from the PSAP's ALI system. |
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| <ol style="list-style-type: none"> 1. All PSAPs shall meet all requirements of the Americans with Disabilities Act (ADA), including but not limited to: <ol style="list-style-type: none"> i. Direct access for all teletypewriters (TTY); and ii. Equipping of each call-taking position with a TTY or TTY-compatible device. 2. The authority shall have a written procedure for the handling of silent or open line TDD calls. <p>(h) Criminal justice information system.</p> <ol style="list-style-type: none"> 1. All PSAPs shall have direct access to the NYSPIN or eJusticeNY systems. 2. The authority shall have a written procedure for participation in the system or systems the PSAP utilizes. <p>(i) System service. The authority shall have a service agreement or agreements for all PSAPs, for the timely repair of equipment.</p> <p>(j) System clock.</p> <ol style="list-style-type: none"> 1. All PSAPs shall have a time synchronization package for the purpose of coordinating system-wide timing among the various 911 systems and support systems. 2. The time synchronization package shall provide the means for wireless enhanced 911 systems, CAD systems, recorders, display clocks, and all other automated systems containing clocks to operate on the same time source. 3. All system clocks shall automatically adjust for daylight savings time and leap second, and shall have a time zone offset for UTC (Universal coordinated time). | <ol style="list-style-type: none"> (5) A PSAP's mapping program, if separate from CAD, shall be capable of maintaining GIS data in the NG-911 format as specified by the NENA standard for NG9-1-1 GIS Data Model, NENA-STA-006.2a-2022, issued May 2, 2023, as published by NENA, 1700 Diagonal Road, Suite 500, Alexandria, VA 22314. A copy of this standard is available for inspection and copying on NENA's website at www.nena.org/page/standards and at the New York State Division of Homeland Security and Emergency Services, 1220 Washington Avenue, Building 7A, Albany, NY 12226. <p>(d) Automatic Number Identification (ANI)/Automatic Location Information (ALI) operations. All PSAPs shall have the ability to accept and process requests for emergency assistance from both voice and non-voice device. The PSAP shall be able to accept and process a unique device identifier that is delivered with a request for emergency assistance and use that identifier to query the delivering system for device location both upon receipt of the original request for service and to request periodic device location updates as necessary. Identification and location capabilities shall include, but are not limited to, the following:</p> <ol style="list-style-type: none"> (1) Have enhanced 911 capability, including ANI (or IP Session Identification) and ALI; (2) Can receive 20-digit ANI/ALI and elevation (when available) data from all OSPs; (3) Have dedicated redundant data links to the designated ALI/ANI database or ESInet providers; (4) Have the capability to receive the ANI/ALI information as soon as the call is answered by a public safety telecommunicator; (5) Have the ability to re-bid for ALI information; and (6) When available, all PSAPs shall connect and interoperate to the State of New York ESInet in accordance with policies and procedures set forth by the New York State Division of Homeland Security and Emergency Services and the Office of Interoperable and Emergency Communications. (7) Systems and processes shall be implement and tested to provide for automatic immediate re-routing |
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	of traffic should a PSAP become unable to receive and process requests for emergency assistance. (e) Recorder system. The authority shall: (1) Ensure that all emergency communication to and from all PSAPs shall be recorded; (2) Have a written policy establishing procedures for the playback and/or retrieval of emergency communications; (3) Have a written policy for the securing and storage of recordings; (4) Establish criteria, and have a written policy for, access to recordings; (5) Retain PSAP recordings for a minimum of 90 days or in accordance with applicable state or federal laws (whichever is longer); and (6) Ensure that instant playback units are located at all public safety telecommunicator positions. (f) Call detail record. All PSAPs shall have the capability to provide an automatic call detail record (ACDR) of every emergency call received, either by recording equipment, information database, or CAD log. (g) Telecommunications devices for the deaf (tdd0). (1) All PSAPs shall have sufficient equipment and capability for: (i) Direct access or all teletypewriters (TTY); and (ii) Equipping of each call-taking position with a TTY or TTY-compatible device software, or service. (2) The authority shall have a written procedure for the handling of text, silent or open line TDD requests for service. (h) Criminal justice information system. (1) All PSAPs that dispatch law enforcement shall have access to a criminal justice information system. (2) The authority shall have a written procedure for participation in the criminal justice information system or systems the PSAP utilizes. (i) System service. The authority shall have a plan to ensure the timely repair of PSAP equipment. (j) System clock. (1) All PSAPs shall have a time synchronization package for the purpose of coordinating system-wide
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	timing among the various 911 systems and support systems. (2) The time synchronization package shall provide the means for 911 systems CAD systems, recorders, display clocks, and all other automated systems containing clocks to operate on the same time source. (3) All system clocks shall automatically adjust for daylight savings time and leap second, and shall have a time zone offset for UTC (universal time coordinated).
Section 5203.3 Building (a) Fire protection. All PSAPs shall comply with the New York State Uniform Fire Prevention and Building Code. (b) Facility Power. 1. All PSAPs shall have an engine driven generator as an emergency source of power. 2. All PSAPs shall have an uninterruptible power system (UPS) which shall maintain the power connection during the transition from commercial power to the standby generator power for critical systems and applications. 3. The authority shall have a written procedure for the testing of standby power sources. 4. The authority shall conduct documented inspections and testing of standby power sources at least monthly. (c) Facility hours of operation. All PSAPs shall be fully operational 24 hours a day, 7 days a week, and 365 days a year (366 days during leap year).	Section 5203.3 Building (a) Fire protection. All PSAPs shall comply with the New York State Uniform Fire Prevention and Building Code. (b) Facility Power. All PSAPs, back-up PSAPs, and critical 911 system infrastructure, shall maintain a standby electrical power source capable of ensuring uninterrupted and continuous operation of the PSAP and critical systems. 1. In the event of the failure of the primary power source. The authority shall have a written procedure for the testing of standby power sources. 2. The authority shall conduct documented inspections and preventative maintenance of standby power sources in accordance with the manufacturer's recommendations and shall conduct documented testing of standby power sources at least monthly. 3. Adequate electrical power systems protection shall be employed so that power problems, such as fluctuations in voltage levels, do not adversely affect sensitive electronic equipment. 4. Proper electrical and communications equipment grounding and lightning protection systems shall be employed at PSAP and associated communications tower sites that are electrically or conductively connected to the PSAP to protect personnel and equipment. (c) Climate Control. Heating, ventilating, and air conditioning equipment (HVAC) systems shall be designed to maintain temperature and relative humidity within limits specified by the manufacturers of the equipment critical to the operation as determined by the authority.
Section 5203.4 Security	Section 5203.4 Security

(a) Facility access. 1. All PSAPs shall be locked and secured from intrusion. 2. Access to a PSAP shall be restricted to authorized persons only. (b) System protection. All systems shall be equipped with software protection as required by the authority including a means of access that requires each authorized user to utilize unique identifiers to enter the systems.	(a) Facility access and security. 1. All PSAPs and backup PSAPs shall be locked and secured from intrusion. 2. Access to a PSAP shall be restricted to authorized persons only. 3. Power sources, utility feeds and standby power sources shall be protected to prevent tampering or intrusion. 4. Public safety communications towers, equipment shelters, and other such facilities, within the control of the PSAP and used to transport 911 requests for service between the originating party and the PSAP shall be protected from tampering and shall include, at a minimum: security fencing, hardening of potential points of access, adequate lighting, and intrusion alarms. (b) Computer system protection. 1. All PSAPs shall be equipped with software protection as required by the authority including a means of access that requires each authorized user to utilize unique identifiers to enter the systems. An annual audit of system users shall be conducted. 2. The authority shall have a policy prohibiting introduction of unauthorized media or storage devices and installation of unauthorized software on PSAP computers. 3. The authority shall have a procedure to ensure the back-up of critical computer files and the security and storage of back-up media.
Section 5203.5 General (a) Backup site. The authority shall: 1. Maintain a backup PSAP site, wired and ready with the ability to receive and dispatch emergency calls, for use in case of the necessity to vacate the primary PSAP; 2. Have a written continuity of operations plan for evacuating the primary PSAP and transferring operations to the backup site; and 3. Conduct and document no less than one exercise per year that utilizes the continuity of operations plan. (b) Overflow calls. The authority shall have a written policy to handle overflow of wireless 911 calls.	Section 5203.5 General (a) Backup site. The authority shall: 1. Maintain backup PSAP site capability, adequately sized, equipped, and ready with the ability to receive and dispatch 911 requests for services in accordance with the operational standards promulgated in Part 5202 of this Title, for use in case of the necessity to vacate the original PSAP; and 2. Conduct and document no less than one exercise per year that utilizes the continuity of operations plan. (b) Overflow 911 requests for service. The authority shall have a written policy to handle overflow of 911 requests for service.

	(c) Another PSAP may serve as a backup site and handle overflow of 911 requests for service. The backup PSAP must meet all standards that would apply to the original PSAP. (d) The PSAP shall maintain a written continuity of operations plan (COOP) for the PSAP that provides policy, guidance, and procedures for maintaining mission critical call-taking and dispatch operations, ensures the safety of personnel, protects equipment and facilities during natural or man-made disasters or PSAP system failures, and addresses the evacuation of the original PSAP and transfer of operations to the backup site.
Section 5203.6 Variances (a) <i>The board shall have authority to grant variances from the strict provisions of this Part, upon application therefor and upon a showing of:</i> 1. <i>Unnecessary hardship; and</i> 2. <i>That an alternative measure or method to be adopted will meet the objectives of the standards.</i> (b) <i>In granting such variance, the board shall provide that such variance shall be for a stated period of time.</i>	Section 5203.6 Variances (a) <i>The board shall have authority to grant variances from the provisions of this Part, upon application therefore and upon a showing of:</i> 1. <i>Unnecessary hardship; and</i> 2. <i>That an alternative measure or method to be adopted will meet the objectives of the standards.</i> (b) <i>In granting such variance, the board shall provide that such variance shall be for a stated period of time.</i>
Section 5250 Minimum Standards Regarding Law Enforcement Jurisdictional Protocols	
Section 5250.1 Purpose <i>All law enforcement agencies have a common goal of providing the highest level of police protection to the communities they serve. Fulfilling that goal requires the coordination and cooperation of all law enforcement agencies at the local, county and State levels. In the interest of providing the highest levels of law enforcement services and protection to the public, the Legislature has therefore required the 911 Board to adopt minimum standards for jurisdictional protocols.</i>	Section 5250.1 Purpose <i>All law enforcement agencies have a common goal of providing the highest level of police protection to the communities they serve. Fulfilling that goal requires the coordination and cooperation of all law enforcement agencies at the local, county and State levels. In the interest of providing the highest levels of law enforcement services and protection to the public, the Legislature has therefore required the New York State Interoperable and Emergency Communication Board to adopt minimum standards for jurisdictional protocols.</i>
Section 5250.2 Definitions (a) <i>A jurisdictional protocol is a written agreement entered into by two or more law enforcement agencies setting forth procedures to ensure the organized, coordinated, and prompt mobilization of personnel, equipment, services, or facilities in order to achieve the fastest response to a 911 emergency.</i> (b) <i>AVL means Automatic Vehicle Locator.</i> (c) <i>CAD means Computer Aided Dispatch.</i>	Section 5250.2 Definitions (a) <i>AVL means Automatic Vehicle Locator.</i> (b) <i>CAD means Computer Aided Dispatch.</i> (c) <i>Jurisdictional protocol is a written agreement entered into by two or more law enforcement agencies setting forth procedures to ensure the organized, coordinated, and prompt mobilization of personnel, equipment, services, or facilities in order to achieve the fastest response to a 911 request for service.</i>
Section 5250.3 Contents	Section 5250.3 Contents

The jurisdictional protocols utilized by the law enforcement agencies shall be in the form of a written agreement that, at a minimum, includes or provides for the following:

- (a) A list of all participating law enforcement agencies;***
- (b) If the PSAP has the authority to do so, a method of providing for the dispatch of the closest police unit, which may be via any of the following:***
 - 1. AVL (CAD mapping);***
 - 2. Indirect polling (asking for any unit in the area);***
 - 3. Direct polling (determining the location of a unit by its number);***
- (c) A method of transferring calls to the proper agency or jurisdiction;***
- (d) That the methods provided for pursuant to subdivisions (b) and (c) of this section shall be used in the case of all 911 calls, and all emergency calls received by any other means, dispatched for service;***
- (e) That the agreement shall be reviewed at least annually to ensure that the most efficient procedures are being used;***
- (f) That all investigative duties shall be conducted by a law enforcement agency having ordinary investigative jurisdiction in any area, regardless of initial response to an emergency, provided, that no law enforcement agency shall be prohibited from requesting assistance from any other agency as may be provided under current law or regulation; and***
- (g) A procedure for resolving all disputes among the parties relating to the operation of the protocol, which may include referral of such disputes to a body designated by agreement among the parties.***

Section 5250.5 Model Protocol

The 911 Board has approved as a model the jurisdictional protocol titled "Memorandum of Understanding (Jurisdictional Protocol for Law Enforcement Agencies),"

The jurisdictional protocols utilized by the law enforcement agencies shall be in the form of a written agreement that, at a minimum, includes or provides for the following:

- (a) A list of all participating law enforcement agencies;***
- (b) If the PSAP has the authority to do so, a method of providing for the dispatch of the closest police unit, which may be via any of the following:***
 - 1. AVL (CAD mapping);***
 - 2. Indirect polling (asking for any unit in the area);***
 - 3. Direct polling (determining the location of a unit by its number);***
- (c) A method of transferring 911 requests for service to the proper agency or jurisdiction;***
- (d) That methods provided for pursuant to subdivisions (b) and (c) of this section shall be used in the case of all 911 requests for service received by any other means, dispatched for service;***
- (e) That the agreement shall be reviewed at least annually to ensure that the most efficient procedures are being used;***
- (f) That all investigative duties shall be conducted by a law enforcement agency having ordinary investigative jurisdiction in any area, regardless of initial response to an emergency, provided, that no law enforcement agency shall be prohibited from requesting assistance from any other agency as may be provided under current law or regulation; and***
- (g) A procedure for resolving all disputes among the parties relating to the operation of the protocol, which may include referral of such disputes to a body designated by agreement among the parties.***

Section 5250.5 – This section has been removed.

Cortland County Coroner

2025 Death Report

<u>January</u> Deaths---9 Autopsies----4	<u>February</u> Deaths---6 Autopsies---3	<u>March</u> Deaths- Autopsies-
<u>April</u> Deaths- Autopsies-	<u>May</u> Deaths- Autopsies-	<u>June</u> Deaths- Autopsies-
<u>July</u> Deaths- Autopsies-	<u>August</u> Deaths- Autopsies-	<u>September</u> Deaths- Autopsies-
<u>October</u> Deaths- Autopsies-	<u>November</u> Deaths- Autopsies-	<u>December</u> Deaths- Autopsies-

CORTLAND COUNTY ASSIGNED COUNSEL OFFICE

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

MICHAEL R. CARDINALE ADMINISTRATOR
STEPHANIE A. OLIVER ADMINISTRATIVE ASSISTANT TO THE ADMINISTRATOR
TBD CASE MANAGER
ALEXANDER MERKEL INFORMATION PROCESSING CLERK
ELLEN WEBB ILS DATA OFFICER



TELEPHONE: 607-428-5459
FACSIMILE: 607-428-5458
E-MAIL: ACP@CORTLANDCOUNTYNY.GOV

JPS MEETING - FEBRUARY, 2025, REPORT

DENIALS

Financially Ineligible	3
Case Type	6
Incomplete Application	0

CONFLICTS

Family Court		55
Criminal Court		
Felonies	8	
Misdemeanors	24	
Violations	7	
Infractions	0	
Appeals	0	
Subtotal		39
Total		94

PD ASSIGNMENTS

Family Court		19
Criminal Court		
Felonies	12	
Misdemeanors	48	
Violations	6	
Infractions	0	
Appeals	0	
Subtotal		66
Total		85

TOTAL PD CASES ASSIGNED

Assigned by AC	85
Assigned by Courts	10
Total	95

ILS HURRELL-HARRING GRANT MONEY RECEIVED

01/01/2023-01/31/2024: \$1,113,278.66

ILS RATE INCREASE REIMBURSEMENT MONEY RECEIVED

01/01/2024-01/31/2024 \$ 397,460.00

COUNSEL AT FIRST ARRIAGNMENT

After Hours	18B	PD
Feb-25	18	16
Jan-25	16	4
Dec-24	40	12
Nov-24	18	10
Oct-24	15	15
Sep-24	25	15
Aug-24	22	24
Jul-24	25	18
Jun-24	21	7
May-24	20	19
Apr-24	9	17
Feb-24	12	16
NOT After Hours	18B	PD
Feb-25	13	17
Jan-25	17	23
Dec-24	32	16
Nov-24	14	15
Oct-24	13	18
Sep-24	22	22
Aug-24	19	23
Jul-24	10	20
Jun-24	9	15
May-24	14	20
Apr-24	21	19
Mar-24	24	20
Feb-24	18	19

Attachment: February (12853 : ACP Monthly Report)

2025 DA Statistics

	Jan 2024	Jan 2025	Feb 2024	Feb 2025	Mar 2024	Mar 2025	Apr 2024	Apr 2025	May 2024	May 2025	June 2024	June 2025
Fel-County & City	24	25	16	22	19		31		35		13	
Misd City	28	27	17	30	23		30		27		26	
Misd County	35	40	35	40	36		52		40		29	
Violations City	10	1	9	8	12		7		16		11	
Violations County	2	8	5	6	12		1		2		3	
Sealed Indictments	0	0	0	0	0	0	2		2		1	
TOTALS:	99	101	82	106	102	0	123	0	122	0	83	0
Vehicle and Traffic	271	262	208	140	223		404		344		313	
DWI's	11	22	10	20	10		24		15		9	
	July 2024	July 2025	Aug 2024	Aug 2025	Sep 2024	Sep 2025	Oct 2024	Oct 2025	Nov 2024	Nov 2025	Dec 2024	Dec 2025
Fel-County & City	25		23		26		17		11		48	
Misd City	35		42		39		31		19		35	
Misd County	14		35		43		32		25		55	
Violations City	10		12		26		21		17		8	
Violations County	9		3		5		3		4		4	
Sealed Indictments	0	0	1		3		2		0		1	
TOTALS:	93	0	116	0	142	0	106	0	76	0	151	0
Vehicle and Traffic	335		301		208		186		287		354	
DWI's	16		11		23		10		13		27	

CORTLAND COUNTY PUBLIC DEFENDER

Public Defender

Kevin A. Jones

Chief Asst. Public Defender

Anita Ribeiro

Cortland County Office Building

60 Central Avenue

Cortland, New York 13045

(607) 753-5046

Facsimile (607) 753-0781

Service by Fax not accepted

Assistant Public Defenders

Kayla D. Hardesty

BreAnna L. Avery

Jarrold W. Smith

Jennifer L. Rosenberg

LaVonda S. Collins

Donatello Lazarati

March 6, 2025

Sandy Price, 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 Price:

1. Compared to last month, new cases assigned to the Public Defender's Office has shown a slight decrease in criminal cases and a slight increase in family court cases. See enclosed chart.
2. The office is within our budget.
3. Our office continues to pursue and collect grant revenues.
4. Our office is continuing our recruitment efforts to fill our one remaining vacant attorney position and one paralegal position.

Please contact me if you have any questions.

Very truly yours,

Kevin A. Jones
Public Defender

enc.

Attachment: JPS February 2025 (12866 : Public Defender Monthly Report)

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

2025

		Jan.	Feb.	March	April	May	June	July	Aug.	Sep.	Oct.	Nov.	Dec.	Year-to-date
Family Court	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
	2023	37	39	13	33	30	30	17	39	28	3	20	22	311
	2024	11	13	23	31	26	28	21	13	44	29	25	29	293
	2025	15	22											37
Felonies	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
	2023	10	15	5	14	8	11	14	13	6	8	17	14	135
	2024	11	9	8	13	18	6	9	4	12	5	7	14	116
	2025	15	11											26
Misdemeanors	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
	2023	33	44	53	35	43	45	41	36	33	43	30	33	469
	2024	36	32	26	47	32	36	36	24	31	23	24	30	377
	2025	52	48											100
Violations	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
	2023	2	3	7	4	1	3	5	8	8	7	4	8	60
	2024	3	3	6	2	3	3	6	5	6	5	2	4	48
	2025	5	5											10
Arraignments/Advice Only	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
	2023	25	26	29	26	19	16	9	0	0	0	0		150
	2024	14	10	39	36	27	21	14	49	37	55	24	30	356
	2025	27	24											51
Supreme Court Integrated Domestic Violence (IDV) or Matrimonial	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
	2023	0	0	0	0	0	0	1	0	0	0	0		1
	2024	0	0	1	0	3	0	6	4	6	1	0	0	21
	2025	3	0											3
Parole	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
	2023	0	1	1	0	0	0	2	0	0	0	0		4
	2024	0	1	1	0	0	1	1	0	2	0	0	2	8
	2025	0	3											3
Fugitive	2020	0	1	1	0	0	0	0	0	2	0	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
	2023	0	0	0	0	0	0	0	0	0	0	0		
	2024	0	0	0	0	0	0	0	1	0	0	0	0	1
	2025	0	0											0
Appeal & Post-conviction Motion	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
	2023	0	0	0	0	0	0	0	0	0	1	0		
	2024	0	0	0	0	0	0	0	0	0	0	0	0	0
	2025	0	0											0
Total per month	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
	2023	107	128	108	112	101	105	89	96	75	62	71	77	1130
	2024	75	68	104	129	109	95	93	100	138	118	82	109	1220
	2025	117	113											230
Total month-to-date	2020	110												
	2021	101	213	303	338	374	473	594	713	867	1022	1115	1204	
	2022	126	214	359	490	651	777	902	1021	1190	1306	1431	1532	
	2023	107	246	356	505	667	764	911	1008	1111	1216	1374	1494	
	2024	75	235	343	455	556	661	750	846	921	983	1054	1131	
	2025	117	143	247	376	485	580	673	773	911	1029	1111	1220	
Average Cases per Month	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	
	2023	107	118	114	91	111	110	107	106	102	98	96	94	
	2024	75	72	82	75	97	97	96	97	101	103	101	102	
	2025	117	115											