



Onondaga County Legislature

JAMIE McNAMARA
Clerk

TIMOTHY T. BURTIS
Chairman

TAMMY BARBER
Deputy Clerk

401 Montgomery Street • Court House • Room 407 • Syracuse, New York 13202
Phone: 315.435.2070 • onondagacountylegislature@ongov.net • www.ongov.net/legislature

PUBLIC SAFETY COMMITTEE MINUTES – JUNE 17, 2025 **MARK A. OLSON, CHAIR**

MEMBERS PRESENT: Mr. McCarron, Mr. Bush, Mr. Garland

MEMBERS ABSENT: Ms. Fiato

ALSO ATTENDING: Chairman Burtis, Mr. Romeo; also see attached

Chair Olson called the meeting to order at 9:04 a.m., and the previous meeting's minutes were approved.

1. PROBATION: Scott Snyder, Assistant Probation Director **a. Personnel Resolution**

Purpose: For Onondaga County Probation Department to create a new position of Senior Probation Officer to coordinate the School Based Threat Assessment and Management Strategy Team.

Objective/Work Plan: This position will be created to manage and coordinate the CNY Threat Assessment Management and Strategy Team. This will include coordinating with law enforcement, schools, mental health agencies and other stakeholders on the county's threat assessment process, and to assess referred cases and strategize interventions to prevent incidents involving threats of mass harm. This position will also continue to supervise a caseload of individuals under probation supervision and will be assigned additional department functions as appropriate.

Funding Source: New York State Division of Criminal Justice Services

Budget: \$115,000

A motion was made by Mr. McCarron, seconded by Mr. Garland, to approve this item.

- Timing for hiring is a couple months; there is an internal candidate
- Unsure if funding is reoccurring; if not, it will be included in the next Raise the Age plan that is 100% funded

A vote was taken on the item. **Passed unanimously; MOTION CARRIED.**

2. EMERGENCY COMMUNICATIONS (911): Julie Corn, Commissioner; Dana Smith, Deputy Commissioner **a. INFORMATIONAL: Update on Nurse Navigation Program and Mental Health Services**

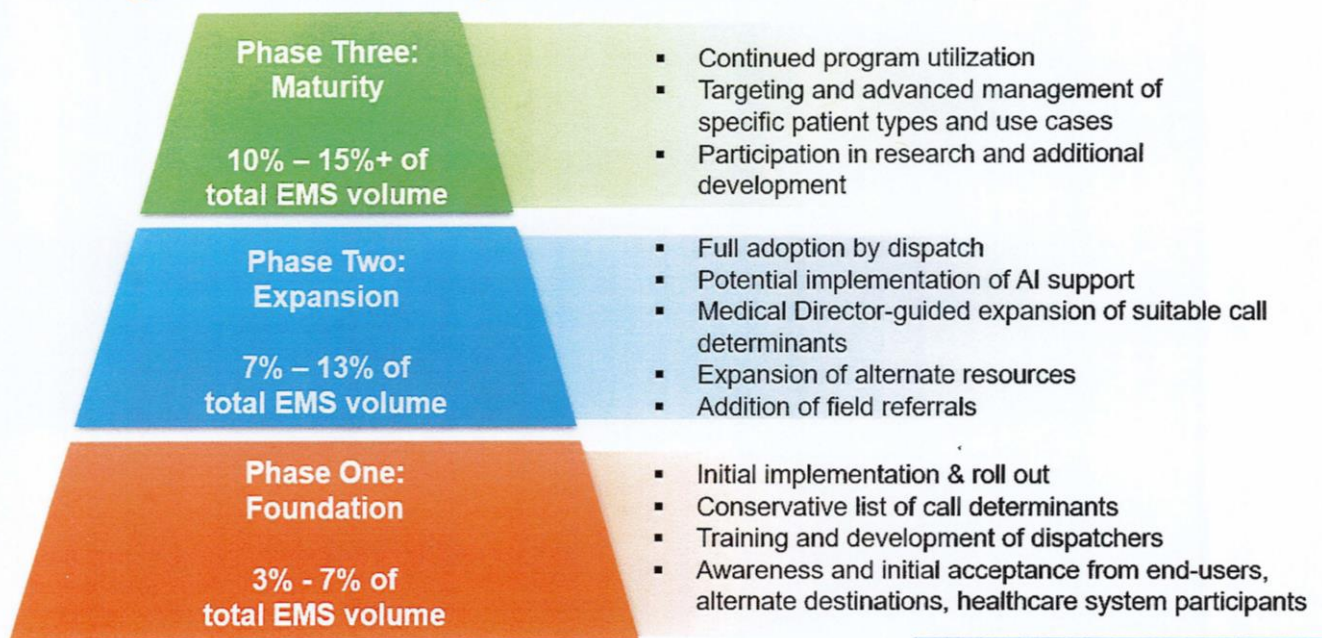
Mental Health

- Continue to have monthly meetings including mental health partners, county and city representation, Syracuse Police
- Succeeded in moving towards having a PIT Coordinator that will be at 911
 - Pseudo dispatch position to sit with 911 to coordinate Mobile Crisis Team
 - Currently doing with a 911 person that is working ok, but this will be the right way
- Funding would allow for Crisis Counselor 24/7; right now counselor is there only 8 hours/day
- Appreciate resources – half county, half city
 - Funding from the city is coming out of grant
 - Once 911 has secured funding from the city, will let everyone know
- Continuing to follow numbers to see how beneficial it is – as people use 988, will see numbers change

- Still get almost 500 calls/month related to mental health
- Believe the positions discussed are all that they need
- Moving towards revolutionizing the ability to integrate mental health dispatch into CAD system
- Win/Win for everyone – 911 will not get repeat calls and police responding (no fault of their own) do not have the skill set for those types of calls
- Staff is making mental health a separate discipline from police or fire; will be able to streamline and track information
- Benefits the patient and callers – repeat callers work with mental health and social services to get the help they need
- Amy Cunningham (Commissioner of CFS) and Jennifer Parmalee (Deputy Commissioner of CFS) – moving long-term issues to their department; funding comes from the CFS budget
- Lot of resources – i.e. CIT-trained (Crisis Intervention Team) Syracuse Police Officer and Mental Health professional ride together on calls; grant funded (ends in August)
- Numbers are positive and hopefully the city can get continue receiving the funding
- CIT training is part of the state educational training and is a 40-hour course that is part of the academy
- Moving from the city to the county; working with all police agencies

Nurse Navigation

Program Maturity Process



- Phase One – have been here the last 3 years, but goal to get to 10% next year
- Need to re-educate staff
 - Adult learner needs to understand why
 - How is it important to the person
 - How is it positively impacting the person
 - Updated training from a call center perspective to the nurse's view
- Adding incident types and increasing eligible calls to be sent to Nurse Navigation
- In city, over 50% of the people are calling for nonlife threatening illness because they do not have a ride
 - Bringing them to the ER increases costs and wait times
 - Steering more and more of these cases to Nurse Navigation with telemedicine component will have positive impact
- Training staff over summer, updating protocols and re-enforce its use
- Nursing homes and those types of facilities would not fit in Nurse Navigation, because there is a pre-existing medical professional relationship (RN, Physician, Nurse Practitioner, etc.)
- In situations involving those facilities, 911 can work with the EMS Coordinator and Medical Director to educate staff on the most appropriate use of EMS

Hiring

- With the class in the fall (8 people), will fill every funded position
- Always watching overtime
- Training involves two people, which doubles how many people are on the floor; why OT looks high

Artificial Intelligence

- Prepared is the chosen company out of NYC that focuses on AI
 - Small company now in 49 states; growing up to 100 people
 - Technology is remarkable compared to Amazon or other transcription services
 - Customer driven – care about 911 centers and staff
 - Impressed with how they are approaching the problem
- 3 things Prepared will be providing:
 - Transcription service
 - Calls will be transcribed from call taker side and caller side
 - Will summarize and translate it – currently paying for translation services, they will no longer have to pay for
 - Does not replace the job of the call taker
 - Enhances call taker ability to do the job – able to look for data points may have missed; go through report
 - QA/QI tool
 - Currently staff member does quality control on staff on regular basis
 - The staff does not see reports for weeks or months – cannot change outcome of an event in real time
 - This tool will allow for that in real time
 - i.e. Someone will go through their call with “checks” that are preset by 911 with what is important
 - Questions like what was asked, or if the call should be diverted
 - Will alleviate stress on supervisors looking at things, which can be impossible with the amount of calls
 - Will help make everything more consistent in real time
 - Non-Emergency Triage System
 - 911 takes a lot of non-emergency calls not related to EMS or mental health; i.e. a 211 call for information
 - Calls are currently transferred to another person for an information line
 - Now it would be transferred to this computer service that will have a conversation with the caller
 - It sounds like a real person and responds like a real person
 - It will be more effective and allow the call taker to take emergency calls
 - Will help 90/10s – number of calls coming in and how quickly they are answered
 - Tool will follow up with caller via text message
 - 911 takes almost 200,000 non-emergency calls every year
 - If someone is irate, the call can be transferred back to a human if needed
 - Supervisors not aware of all calls being taken, this system will give alert for what the call is (i.e. infant CPR or multiple gun shots)
 - If caller or call taker tone escalates, it will notify supervisor to pay attention to the call
 - Will provide good customer service
- Prepared is very responsive, listen and implement suggestions
- AI is covered by grant funding this year
- Will look at everything to be included next year, and how it will be funded
- This year committed about \$90K towards it in grant funding; next year is close to \$250-\$300K
- Will have positive impact on staff, alleviate stress and them time for emergency calls
- All positions are civil service and filling with HELP titles – do not have to use the requirement/exam to hire them
- Once those in HELP titles complete a full year, they will get the civil service rank and privilege

The meeting was adjourned at 9:31 a.m.

Respectfully submitted,



JAMIE McNAMARA, Clerk
Onondaga County Legislature

ATTENDANCE

COMMITTEE: **PUBLIC SAFETY COMMITTEE**DATE: **JUNE 17, 2025**

NAME (Please Print)	DEPARTMENT/AGENCY
Scott Snyder	County Probation
Tulle Corn	911
Esteban Gonzalez	911
Dana Smith	911
Leson Dean	Finance
Darcie Lesnais	Leg
Jim Beebe	Leg
John De Santis	Leg.
Ethan LaMontagne	Leg.
Joe Fateschi	Leg.
Ben Yau	Law