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EXECUTIVE SUMMARY

Comparison of Cost and Selected Characteristics of Police Services in Onondaga County
Community Benchmarks Program
April 1999

Introduction

This study is intended to aid government officials and the public by comparing the cost and selected characteristics of 16 law enforcement departments in Onondaga County, excluding coverage provided by the New York State Police. This report is part of the ongoing research activities of the Community Benchmarks Program (CBP) at Syracuse University's Maxwell School of Citizenship and Public Affairs.

Methods

Data were primarily obtained by conducting a mail survey of the 35 municipalities in Onondaga County and the County of Onondaga. Additional data were obtained from the Onondaga Department of Information Technology. Except where noted, the financial and staffing level data in this study are reported as an average of three fiscal years: 1996, 1997, and 1998. Data for police activity (number of calls and response times) is for the year 1998 only. In addition to the Onondaga County Sheriff's Department, 43 percent (15 of 35) of municipalities have a full- or part-time police department. Coverage is provided by eight villages, six towns, the City of Syracuse, and Onondaga County.

Findings

1. The average per capita amount raised through taxes for police services is $81, ranging from $11 in the Village of Jordan to $211 in the Village of Liverpool.
2. The average per capita police expenditure is $99, ranging from $18 in the Town of Cicero to $233 in the City of Syracuse.
3. 87% (13 of 15) of the departments responding raise more than half of their total police expenses through taxes.
4. The average ratio for law enforcement staffing levels is 1.6 per 1,000 persons, ranging from 0.3 in the Town of Clay to 4.2 in the Village of Liverpool.
5. The average salary of a police chief is $51,990, ranging from $11,280 in the Town of Cicero to $80,040 in the City of Syracuse.
6. 50% (8 of 16) of the departments do not conduct customer surveys.
7. 50% (8 of 16) of the departments do not have state accreditation.
8. 94% (15 of 16) of the departments do not have national accreditation.
9. 15% (50,656 of 341,415) of all police calls for the16 departments are for vehicle and traffic stops.
10. 30% (50,568 of 165,997) of priority one calls for the 16 departments are for vehicle and traffic stops.
11. The average response time for a priority one call is 6.2 minutes, ranging from 3.3 in the Village of Baldwinsville to 10.8 in the Town of Clay.

INTRODUCTION

Purpose

This study is intended to aid government officials and the public by comparing the cost and selected characteristics of 16 law enforcement departments in Onondaga County, excluding coverage provided by the New York State Police.

Departments Studied

In addition to the county sheriff's department, 43 percent (15 of 35) of municipalities have a full- or part-time police department. Coverage is provided by eight villages, six towns, the City of Syracuse, and Onondaga County.

Villages
1. Baldwinsville
2. East Syracuse
3. Jordan (part-time)
4. Liverpool
5. Marcellus (part-time)
6. North Syracuse
7. Skaneateles
8. Solvay

Towns
9. Camillus
10. Cicero (part-time)
11. Clay
12. DeWitt
13. Geddes
14. Manlius

City
15. Syracuse

County
16. Onondaga

Background Information

Although they were not included in this study, there are four New York State Police stations that provide services to Onondaga County. They are located in Baldwinsville, Cicero, Elbridge, and Lafayette and are staffed by 86 officers. Additional officers are assigned to the DeWitt station to provide coverage for the New York State Thruway system.[1] The New York State Police Department was not included in this study because the focus of the CBP is on municipal services. However, since this is a baseline study that will be repeated in 2-3 years, CBP will research the possibility of including state police data for relevant comparisons in future studies.

The Onondaga County Sheriff's Department has three Community Police Stations, located in the Northeast, Northwest, and Southern parts of the county. The sheriff's department provides patrols in each of the county's 19 towns, supplements police coverage in those townships with police departments, and assists village police departments at their request. The sheriff's department also operates specialized units within the City of Syracuse.[2] The Syracuse Police Department provides coverage for the City of Syracuse. Towns and villages vary widely in the amount of police protection they provide.

The state, county, city, town, and village law enforcement departments use the Department of Emergency Communications (911) as their centralized communication center with one exception: the Village of

[1] Information on the New York State Police provided by Trooper Glenn R. Miner, Public Information Officer for the NYS Police, April 9, 1999.
[2] Information on the Sheriff's Department provided by Chief Deputy David M. Wall, Onondaga County Sheriff's Department, April 16, 1999.

Skaneateles. The 911 Center is responsible for receiving and dispatching all emergency calls and communications for fire and ambulance, as well as police[3] in Onondaga County. In addition to the Skaneateles Police Department, other non law enforcement exceptions include fire and ambulance calls in the village and town of Skaneateles and the Rural Metro Ambulance coverage area. Calls from these areas not made directly to the service providers are received by 911 and then routed to the respective dispatch centers.[4]

Law enforcement departments in New York State can apply for state or national accreditation, or both. Accreditation is a voluntary process in which law enforcement officials evaluate and update their department's policies and procedures according to commonly accepted standards and goals. An authoritative body then verifies that the standards and all other program requirements have been met. Accreditation status is granted in recognition of the fact that an institution has met or exceeded general expectations of quality in the field.[5]

State law enforcement accreditation is granted through the New York State Law Enforcement Accreditation Program. National accreditation is granted by a private, non-profit corporation called the Commission on Accreditation for Law Enforcement Agencies (CALEA.) According to the Town of Manlius Police Department, "…The benefits of New York State Accreditation are similar to those of the CALEA Accreditation, although the standards are fewer and their criteria are not as stringent." [6]

There is no cost to municipal police departments in New York State to obtain state accreditation.[7] The initial cost of obtaining national (CALEA) accreditation ranges from $4,675 to $16,150 depending upon the number of full-time employees in the department. In addition, a fee ranging from $2,805 to $9,690 must be paid every three years to maintain accredited status. The department must also pay on-site assessment fees (to cover the cost of travel, lodging, per diem for the assessment team, and other related costs) each time they are assessed for accreditation.[8] The accreditation designation is recognized by insurance carriers as a factor in the cost of police liability coverage.[9]

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[3] League of Women Voters of the Syracuse Metropolitan Area, Patterns of Government in Onondaga County, 1996, 66-67.
[4] Information on Rural Metro dispatch provided by Jack Shea, Commissioner of 911 for Onondaga County, April 19, 1999. Information on the village and town of Skaneateles provided by Skaneateles Police Chief Jack McNeil, April 27, 1999.
[5] New York State Division of Criminal Justice Services, Office of Public Safety, Bureau for Municipal Police, Standards Manual for the New York State Law Enforcement Accreditation Program, 4th ed., 1996.
[6] Town of Manlius Police Department, 1996 Annual Report, 1997, 6.
[7] New York State Division of Criminal Justice Services, Office of Public Safety, Bureau for Municipal Police, NYS Law Enforcement Accreditation Program: Blueprint for Effective Law Enforcement, August 1997, 1.
[8] Commission on Accreditation for Law Enforcement Agencies, Inc., Accreditation Program Overview: Answers to Frequently Asked Questions, 1999.
[9] Information provided by Manlius Police Capt. William Bleyle, April 30, 1999.

METHODS

Data Collection

Data used in this report were obtained from two sources. Data for police activity (number of calls and response times) were obtained from the Onondaga Department of Information Technology. All other data were obtained from a mail survey of the 35 municipalities in Onondaga County and the County of Onondaga. Copies of the survey and data spreadsheets are included in the appendices.

The county and each of the 15 municipalities that have police departments responded to the mail survey. However, some municipalities refused or were unable to provide some of the data requested by CBP. The comment section following each graph and table provides an explanation of any missing information, as well as any additional information needed to clarify a finding.

In July 1996, the Village of Liverpool Police Department merged with the City of Syracuse Police Department. This merger was dissolved in July 1998 and the village department was then reconstituted. The Village of Solvay Police Department also merged with the city in March of 1997, and this merger was dissolved in November 1997. The Village of Solvay was able to provide data for the fiscal years 1996-1998, and the Village of Liverpool provided information for the year 1996 only.

The Town of Cicero, the Village of Jordan, and the Village of Marcellus all have part-time police departments. Due to their part-time status, findings dealing with financial data and staffing levels may be lower than other departments.

Except where noted, all financial and staffing level data are reported as an average of three fiscal years: 1996, 1997, and 1998. An average was taken to ensure that the data were not skewed by one year of unusually high or low spending. The data for number of police calls and response times reported in this study were obtained from the Onondaga Department of Information Technology. Information is for the year 1998.

A police call is logged any time an officer is dispatched, and the call is categorized once he/she arrives on the scene to determine the nature of the incident. This includes investigations of alleged criminal activity, noise complaints, traffic stops, medical complaints, and/or miscellaneous incidents. It is important to note that calls do not necessarily lead to an arrest.

The average response time calculated for a priority one call reflects the average time it takes a law enforcement official to respond to a call that requires immediate attention – from the time the call is received to the time an officer arrives on the scene of the incident.

Quality of the Data

Data obtained from the municipalities are self-reported. When possible, the CBP requests documentation, but in many cases there is no mechanism to verify a response.

Mistakes made during data entry are a concern in any data analysis activity. Quality-assurance practices used during analysis, such as random checks of data entry, help to minimize this concern. Additionally, draft copies were returned to each police department for review to help reduce the instance of error.

Presentation

To assist the reader in analyzing the information presented, graphs may include descriptive statistics as follows:

- **Mean:** mathematical average of all responses
- **Median:** mid-point of all responses
- **Standard Deviation:** measure of how far scores disperse from the mean

Definitions

The following list identifies and defines important terms used in the report. It also provides "common law" definitions for each of the police calls found in the report.[10]

Police Call	A police call is logged any time an officer is dispatched, and the call is categorized once he/she arrives on the scene to determine the nature of the incident. This includes investigations of alleged criminal activity, noise complaints, traffic stops, medical complaints, and/or miscellaneous incidents. It is important to note that calls do not necessarily lead to an arrest.
Priority One Call	A call relating to emergencies and incidents in progress. These calls are dispatched to the closest available officer to ensure the quickest possible response.
Response Time	The time it takes for a law enforcement official to respond to a call – from the time the call is received to arrival on the scene.

Alarm (Any Type)	Alarm calls from private homes and businesses.
Ambulance Call	An officer is dispatched each time an ambulance call is received. Similar to fire calls, police response may be cancelled if EMS personnel have the situation under control.
Animal Complaint	Self-explanatory.
Assist A Citizen	A catchall call category that may include lockouts, requests to meet with a police official without a specific reason given, checking a business that has been placed into a "no police response" status due to a high number of unresolved false burglary alarms, etc. Usually a non-emergency complaint.
Burglary	Entering or remaining unlawfully in a building or dwelling with intent to commit a crime therein.
Call For Police	Caller requests police assistance, but does not provide a specific reason or additional information. Typically involves little or no communication between the emergency communications center and the person placing the call. There is a high probability that it is an urgent request for assistance.
Civil Dispute	Situation between parties who are not in a co-habitating relationship or in a relationship recognized by law (marriage, parent-child, etc.) Situation does not involve threat or use of physical force at the time of the call, but has

[10] Assistance with police call definitions was provided by Chief Deputy Dave Wall, Onondaga County Sheriff's Department.

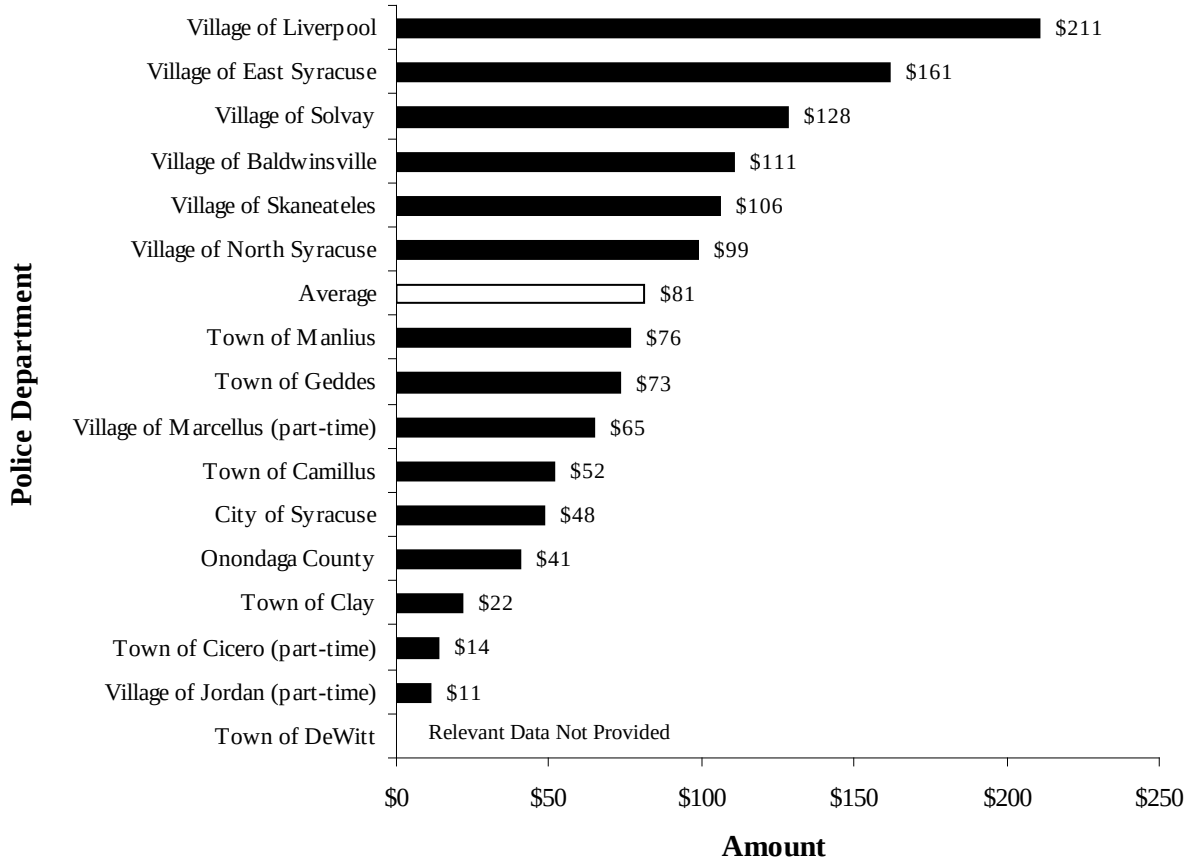
Civil Dispute (cont.)	potential for escalation. Civil dispute and disturbance have been aggregated into a single category in this study because of their similar nature. However, a disturbance is likely to generate a more rapid response up to and including an emergency response by more than one police unit. A civil dispute may not generate the same urgency, although a multiple response is possible.
Civil Process	The service of any court order or other mandate of the court.
Criminal Mischief	Intentional or reckless damage to real property or non-accidental damage to real property.
Detail	Generally an administrative-type police assignment from a command officer. Examples could include transport of evidence from property to a laboratory or a court, or attendance at a meeting or other general assignment that takes a police unit out of service for a period of time. Details are generally associated with some essential service or assignment.
Disabled Vehicle	Self-explanatory.
Disturbance	Situation between parties who are not in a co-habitating relationship or in a relationship recognized by law. Situation involves the threat or use of physical force at the time of the call. Civil dispute and disturbance have been aggregated into a single category in this study because of their similar nature. However, a disturbance is likely to generate a more rapid response up to and including an emergency response by more than one unit. A civil dispute may not generate the same urgency, although a multiple response is possible.
Domestic Dispute	Situation between parties who are in a co-habitating relationship or relationship recognized by law. If the behavior involves certain crimes or violations defined in the NYS Family Court Act or NYS Penal Law, then the Family Violence Act of 1994 requires specific legal interventions. Domestic dispute has been left in its own category in this study because of the special nature of police response required.
DWI	Driving while intoxicated.
Escort	Escort to provide security for a business or individual making a bank deposit or transaction.
Fire Call	A reported smoke or fire condition in a structure, fire alarm activation, reported fire in a vehicle, or an uncontrolled outdoor fire requiring a response from the fire service. Similar to ambulance calls, police response may be cancelled if fire personnel have the situation under control.
Harassment	A wide range of behavior ranging from threatening gestures and verbal abuse to physical contact with another person without causing injury.
Hazardous Condition	Generally associated with an interference with the free flow of traffic. It can also be used to describe any condition that could cause serious injury if the condition is not corrected.
Juvenile Problem	Self-explanatory.
Larceny	May be petit (theft of less than $1000) or grand (theft of $1000 or more) larceny. The exact classification is determined by the officer who investigates at the scene.

Mental Disorientation	Can be used to cover a variety of situations, including a person who seems unable to function, is exhibiting threatening behavior, someone who does not appear to be acting rational, etc.
Open Door/Window	Situation where a citizen or police officer observes an open door or window in a highly suspicious circumstance.
Personal Injury	An injury to a person. There may be cause for an investigation, ranging from municipal liability, to an inconsistent explanation for serious injury, to an industrial accident that may involve violations of state and federal regulations. The person may simply need medical assistance.
Police Information	Information provided by a citizen that could be relevant to a criminal investigation, information relevant to a crime that may be committed in the near future, or any unsolicited information that may be of general interest to law enforcement. This also can be a "catchall" category that is used when a citizen wants to meet a police officer on official business, but does not disclose the nature of the business.
Property Check	A request by a resident or a citizen to periodically check a specific location such as a business, residence, or public area for a finite period of time. The request may be the result of a citizen being on a protracted vacation and wanting their residence checked. The check may be the result of suspicious activity near a business after hours and the business owner wanting a higher level of police presence to curtail the activity. A property check may also be requested to curtail trespassing in or near school or park property after hours. Property checks can be considered reactive or proactive activity, depending on the circumstances.
Property Damage	Damage to personal property other than an automobile.
Property Damage Auto	Damage to an automobile that typically does not involve a reportable motor vehicle accident.
Status Check	These requests generally are associated with the inability of a person to contact a relative or friend over a period of time. The status check request is to physically make contact with the party at the location to verify that they are safe.
Suspicious Person	Self-explanatory.
Suspicious Vehicle	Self-explanatory.
Traffic Problem	Traffic congestion that cannot be handled by the traffic control devices. Often associated with a public event, a malfunctioning traffic signal, or some other unusual event.
Vehicle & Traffic Stop	The stopping of a moving vehicle for a violation of NYS Vehicle and Traffic Law or when the occupant(s) is believed to have been involved in criminal activity.
Warrant/Process	Receipt of a warrant of arrest from a court directing that a person be taken into custody, followed by the initiation of an investigation to locate and arrest the person. A warrant served is the execution of a warrant by taking a person into custody.

FINDINGS

1. The average per capita amount raised through taxes for police services is $81, ranging from $11 in the Village of Jordan to $211 in the Village of Liverpool.

Figure 1. Per Capita Amount Raised Through Taxes for Police Services
N=16



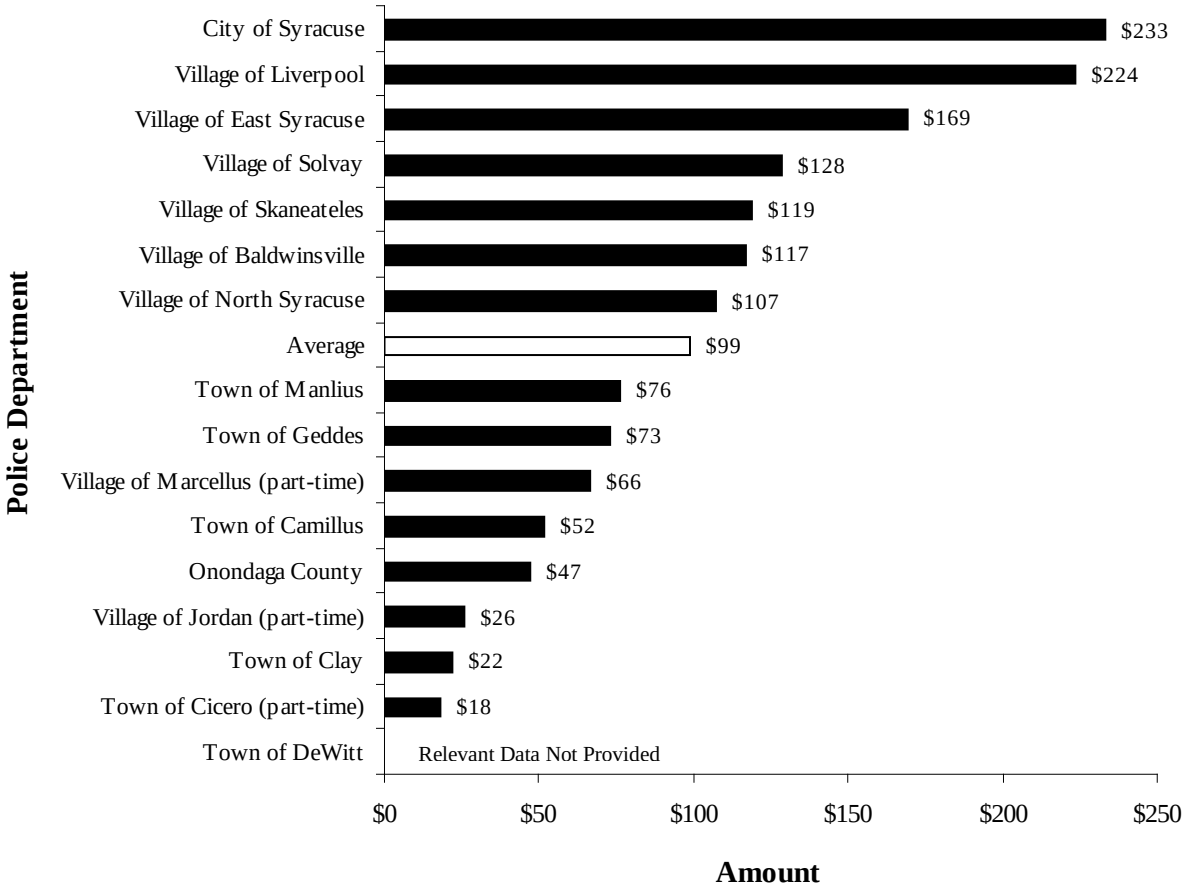
Descriptive Statistics:	Mean	Median	Standard Deviation
All Respondents	$81	$73	$56

Source: Community Benchmarks Program, 1999 Survey of Police Services in Onondaga County

Comment: To calculate per capita amount raised through taxes, the following formula was used: (average amount raised through taxes for police services during fiscal years 1996-1998) / (1996 population of the municipality served by each police department). The Village of Liverpool was only able to provide data for the fiscal year 1996 because of their merger with the City of Syracuse from July 1996 to July 1998. The Village of Solvay merged with the city from March 1997 to November 1997, but was able to provide data for all three years. The Town of DeWitt did not provide the information requested by CBP.

2. The average per capita police expenditure is $99, ranging from $18 in the Town of Cicero to $233 in the City of Syracuse.

Figure 2. Per Capita Police Expenditures
N=16



Descriptive Statistics:	Mean	Median	Standard Deviation
All Respondents	$99	$76	$68

Source: Community Benchmarks Program, 1999 Survey of Police Services in Onondaga County

Comment: To calculate per capita police expenditures, the following formula was used: (average police expenses for the fiscal years 1996-1998) / (1996 population of the municipality served by each police department). The Village of Liverpool was only able to provide data for the fiscal year 1996 because of their merger with the City of Syracuse from July 1996 to July 1998. The Village of Solvay merged with the city from March 1997 to November 1997, but was able to provide data for all three years. The Town of DeWitt did not provide the information requested by CBP.

3. 87% (13 of 15) of the departments responding raise more than half of their total police expenses through taxes.

Figure 3. Police Revenues and Amount Raised Through Taxes
N=16

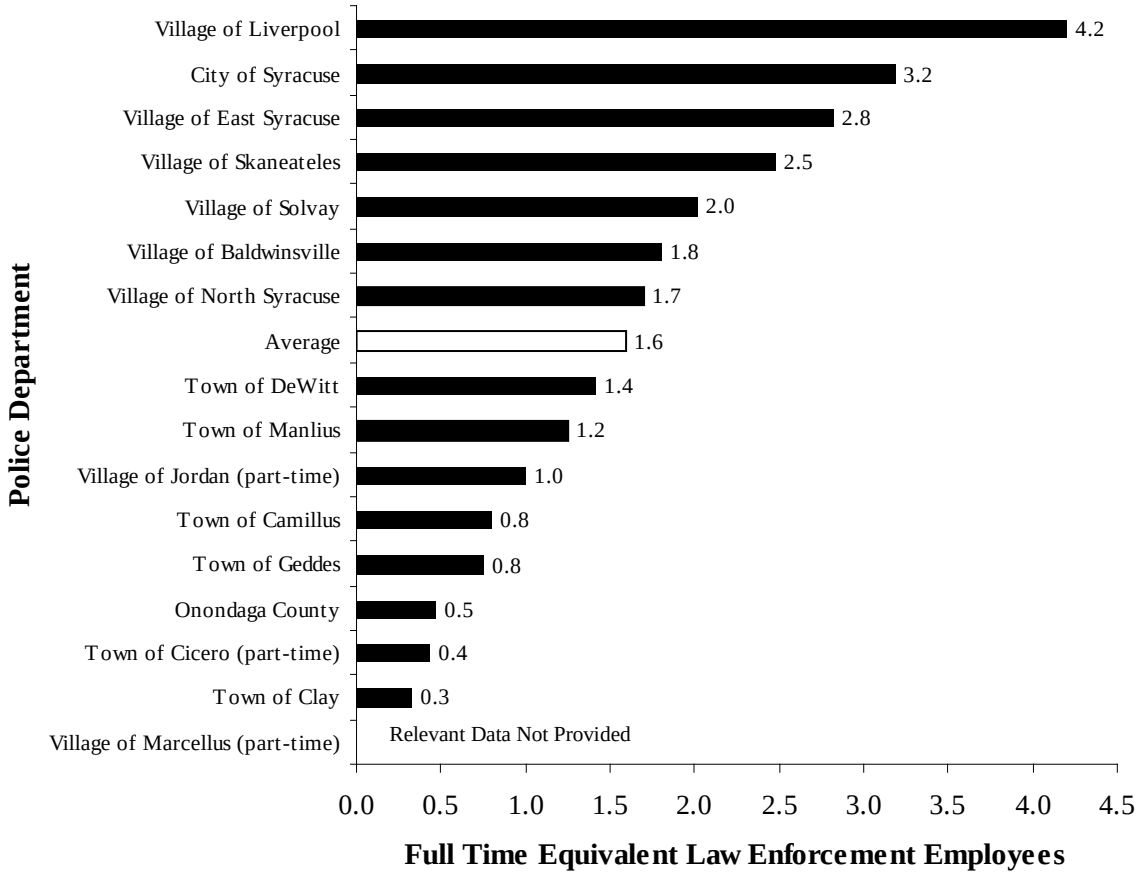
Department	Percent of Police Expenses Raised Through Revenues	Percent of Police Expenses Raised Through Taxes	Total
City of Syracuse	79%	21%	100%
Onondaga County	14%	86%	100%
Town of Camillus	0%	100%	100%
Town of Cicero	26%	74%	100%
Town of Clay	1%	99%	100%
Town of DeWitt	Relevant Data Not Provided	Relevant Data Not Provided	
Town of Geddes	0%	100%	100%
Town of Manlius	0%	100%	100%
Village of Baldwinsville	5%	95%	100%
Village of East Syracuse	5%	95%	100%
Village of Jordan	57%	43%	100%
Village of Liverpool	6%	94%	100%
Village of Marcellus	2%	98%	100%
Village of North Syracuse	8%	92%	100%
Village of Skaneateles	11%	89%	100%
Village of Solvay	0%	100%	100%

Source: Community Benchmarks Program, 1999 Survey of Police Services in Onondaga County

Comment: Percent of police expenses raised through revenues and taxes were calculated as an average for the fiscal years 1996-1998. Percentage of police expenses raised through revenues + percentage of police expenses raised through taxes = police expenses. Since some departments have a larger percentage of revenues than others, this explains the differences between per capita amount raised through taxes and per capita expenditures reported in findings 1 and 2. The Village of Liverpool was only able to provide data for the fiscal year 1996 because of their merger with the City of Syracuse from July 1996 to July 1998. The Village of Solvay merged with the city from March 1997 to November 1997, but was able to provide data for all three years. The Town of DeWitt did not provide the information requested by CBP.

4. The average ratio for law enforcement staffing levels is 1.6 per 1,000 persons, ranging from 0.3 in the Town of Clay to 4.2 in the Village of Liverpool.

Figure 4. Average Law Enforcement Staffing Level Per 1,000 Persons
N=16



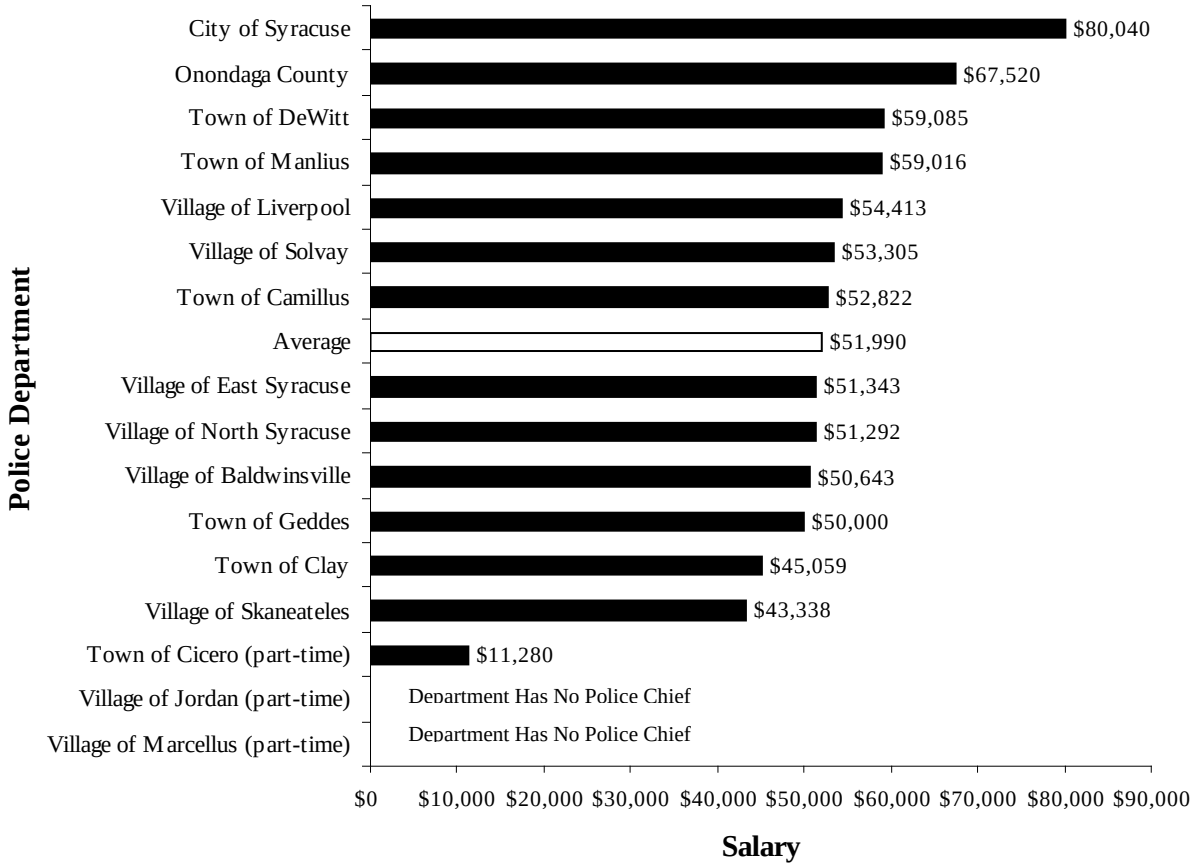
Descriptive Statistics:	Mean	Median	Standard Deviation
All Respondents	1.6	1.2	1.2

Source: Community Benchmarks Program, 1999 Survey of Police Services in Onondaga County

Comment: To calculate average staffing levels per 1,000 persons, the following formula was used: (average number of full-time equivalent law enforcement employees during the fiscal years 1996-1998 / 1996 population of the municipality served by each police department) x 1000. The Village of Liverpool was unable to provide data for fiscal year 1996 because of their merger with the City of Syracuse from July 1996 to July 1998. The Village of Solvay merged with the city from March 1997 to November 1997, but was able to provide data for all three years. The Village of Marcellus did not provide the information requested by CBP. During the period the data was collected, the number of law enforcement officers was higher than normal in theVillage of Skaneateles. The department paid for additional coverage while continuing to pay for an officer who was out on disability. Under normal circumstances, the ratio for this department would be 2.3.

5. The average salary of a police chief is $51,990, ranging from $11,280 in the Town of Cicero to $80,040 in the City of Syracuse.

Figure 5. Police Chief Salaries
N=16



Descriptive Statistics:	Mean	Median	Standard Deviation
All Respondents	$51,990	$52,083	$14,994

Source: Community Benchmarks Program, 1999 Survey of Police Services in Onondaga County

Comment: The salary of a police chief was calculated as an average for the fiscal years 1996-1998. The Village of Liverpool was only able to provide data for the fiscal year 1996 because of their merger with the City of Syracuse from July 1996 to July 1998. The Village of Solvay merged with the city from March 1997 to November 1997, but was able to provide data for all three years. The Village of Jordan and the Village of Marcellus do not have police chiefs. Onondaga County has a sheriff, not a police chief.

6. 50% (8 of 16) of the departments do not conduct customer surveys.

Figure 6. Customer Surveys
N=16

Department	Conducts Customer Surveys?
City of Syracuse	No
Onondaga County	Yes
Town of Camillus	Yes
Town of Cicero	No
Town of Clay	No
Town of DeWitt	Yes
Town of Geddes	No
Town of Manlius	Yes
Village of Baldwinsville	Yes
Village of East Syracuse	Yes
Village of Jordan	No
Village of Liverpool	Yes
Village of Marcellus	No
Village of North Syracuse	Yes
Village of Skaneateles	No
Village of Solvay	No

Source: Community Benchmarks Program, 1999 Survey of Police Services in Onondaga County

7. 50% (8 of 16) of the departments do not have state accreditation.

Figure 7. State Accreditation
N=16

Department	State Accreditation?
City of Syracuse	Yes
Onondaga County	Yes
Town of Camillus	Yes
Town of Cicero	No
Town of Clay	Yes
Town of DeWitt	Yes
Town of Geddes	No
Town of Manlius	Yes
Village of Baldwinsville	Yes
Village of East Syracuse	No
Village of Jordan	No
Village of Liverpool	No
Village of Marcellus	No
Village of North Syracuse	Yes
Village of Skaneateles	No
Village of Solvay	No

Source: Community Benchmarks Program, 1999 Survey of Police Services in Onondaga County

Comment: The Village of Liverpool is in the process of regaining state accreditation (the department was accredited before they merged with the City of Syracuse from July 1996 to July 1998.) The Village of Jordan is also in the process of gaining state accreditation.

8. 94% (15 of 16) of the departments do not have national accreditation.

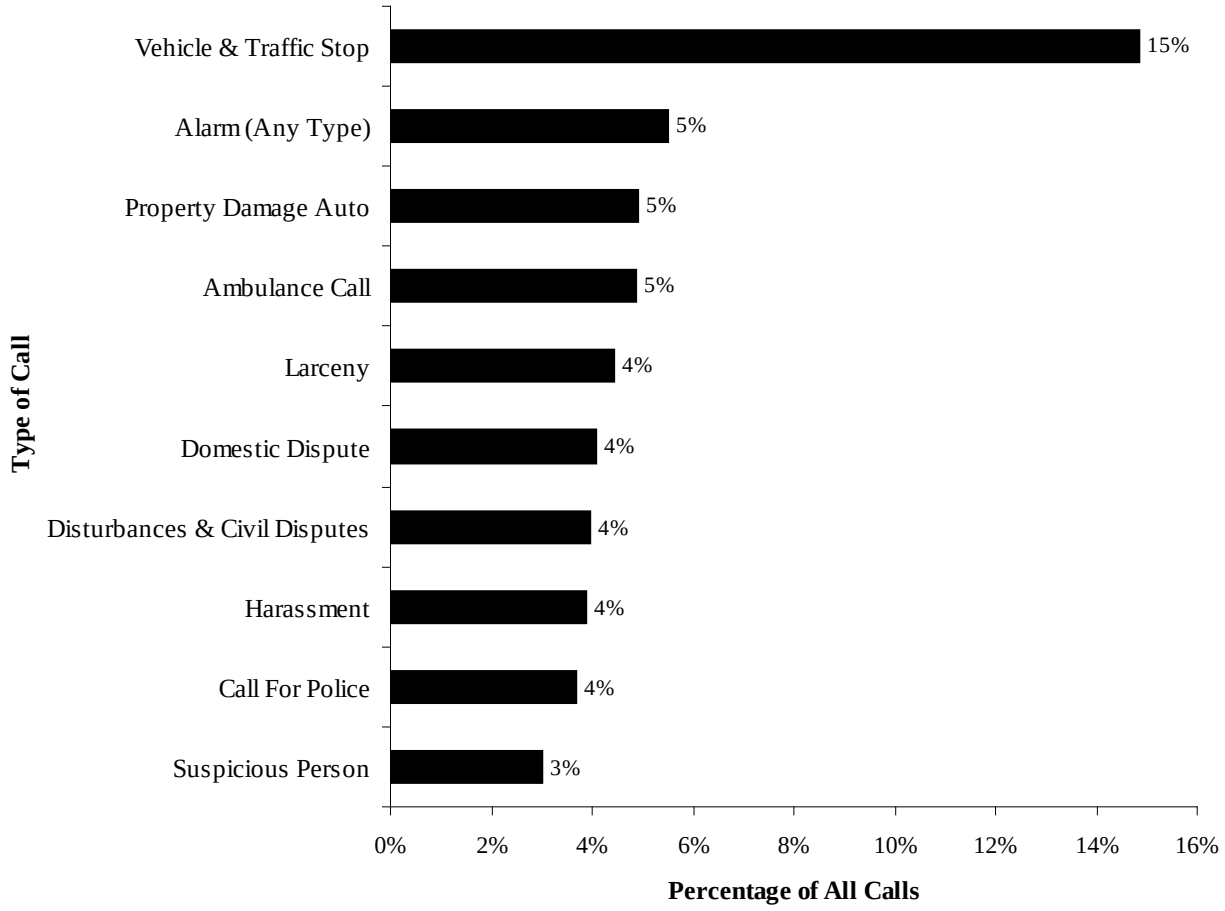
Figure 8. National Accreditation
N=16

Department	National Accreditation?
City of Syracuse	No
Onondaga County	No
Town of Camillus	No
Town of Cicero	No
Town of Clay	No
Town of Dewitt	No
Town of Geddes	No
Town of Manlius	Yes
Village of Baldwinsville	No
Village of East Syracuse	No
Village of Jordan	No
Village of Liverpool	No
Village of Marcellus	No
Village of North Syracuse	No
Village of Skaneateles	No
Village of Solvay	No

Source: Community Benchmarks Program, 1999 Survey of Police Services in Onondaga County

9. 15% (50,656 of 341,415) of all police calls for the 16 departments are for vehicle and traffic stops.

Figure 9. Top 10 Calls for the 16 Departments
N=341,415

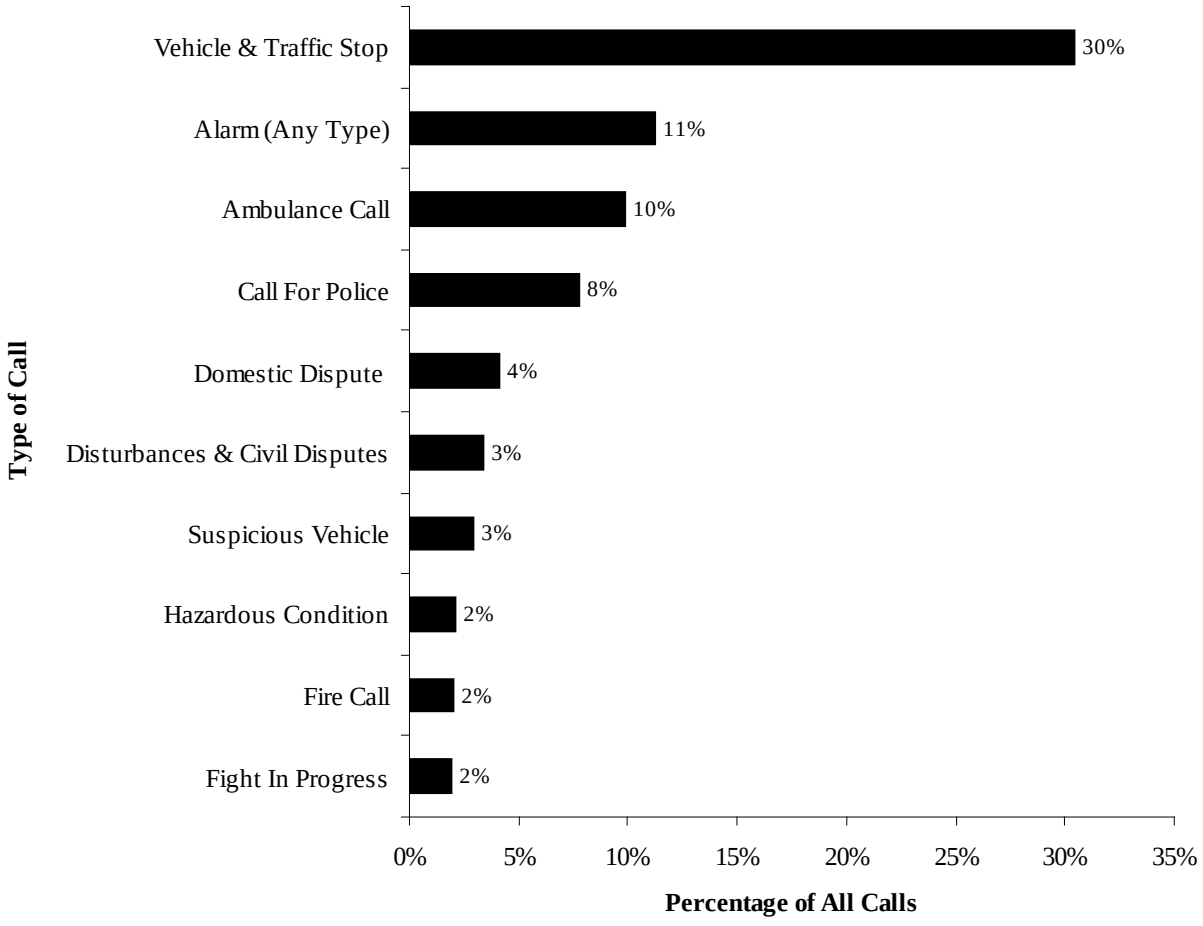


Source: Onondaga Department of Information Technology

Comment: Police call data is for the year 1998 only. Variation across 16 departments can be seen in the department profiles on page 19. Percentages do not total 100% because the graph represents only the top 10 calls.

10. 30% (50,568 of 165,997) of priority one calls for the 16 departments are for vehicle and traffic stops.

Figure 10. Top 10 Priority One Calls for the 16 Departments
N=165,997

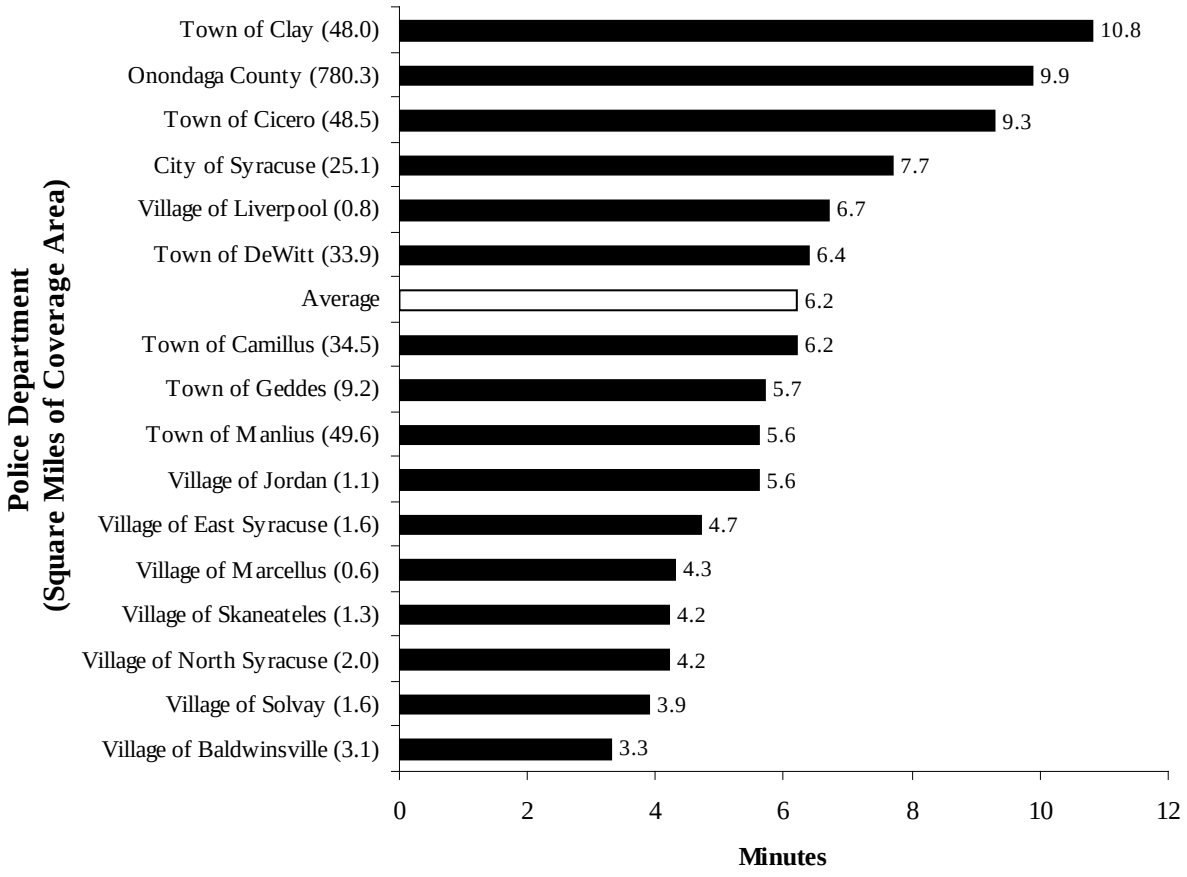


Source: Onondaga Department of Information Technology

Comment: Police call data is for the year 1998 only. Variation across the 16 departments can be seen in the Department Profiles on page 19. Percentages do not total 100% because the graph represents only the top 10 priority one calls.

11. The average response time for a priority one call is 6.2 minutes, ranging from 3.3 in the Village of Baldwinsville to 10.8 in the Town of Clay.

Figure 11. Average Response Times for a Priority One Call
N=16



Descriptive Statistics:	Mean	Median	Standard Deviation
All Respondents	6.2	5.7	2.2

Source: Onondaga Department of Information Technology

Comment: Average response time data is for 1998 only. To calculate the average response time for each department, the following formula was used: (sum of the average response times for all priority one calls with non-zero response times / number of calls with non-zero response times). Square miles of coverage area were provided next to the name of each department to illustrate that departments with smaller coverage areas tend to have lower response times.

DEPARTMENT PROFILES

- Population data for each municipality are 1996 Census Bureau estimates.
- Percentages for the top calls do not total 100% because the graphs represent only the top 10 calls.
- The data for number of police calls and response times were obtained from the Onondaga County Department of Information Technology. Data are for the year 1998 only.
- All financial and staffing level data were obtained through a mail survey of the 35 municipalities in Onondaga County and the County of Onondaga itself. Except where noted in the findings section of this report, all financial and staffing level data are reported as an average of three fiscal years: 1996, 1997, and 1998.

APPENDICES

Survey Instrument ..... A

Data Spreadsheets ..... B

Contact Log C

COMPARISON OF COST AND SELECTED CHARACTERISTICS OF POLICE SERVICES IN ONONDAGA COUNTY

APPENDIX A: SURVEY INSTRUMENT

APPENDIX B: DATA SPREADSHEETS

APPENDIX C: CONTACT LOG

NOTES REGARDING THE DATA SPREADSHEETS

- The "Police Survey Data" spreadsheet is a record of all responses to the questions on pages 1-4 of the mail survey that was sent to the 35 municipalities and Onondaga County. The spreadsheet follows the order of the survey questions. "NA" means that a municipality was unable to provide the information requested or that the question did not apply.

- The "Police Budgets" spreadsheet is a record of the responses given to questions on page 5 of the mail survey that was sent to the 35 municipalities and Onondaga County. No codebook was provided because the spreadsheet follows the order of the survey questions and is self-explanatory. "NA" means that a municipality was unable to provide the information requested or that the question did not apply.

- The "All Police Calls" and "Priority One Calls" spreadsheets contain data obtained from the Onondaga Department of Information Technology. Column A lists the types of calls received by the 16 departments. Columns B-Q show the number of calls received by each department.

- The "Average Response Time For Priority One Calls" spreadsheet contains data obtained from the Onondaga Department of Information Technology. Column A lists the types of calls received by the 16 departments. Columns B-Q show the average response time (from call receipt to arrival on the scene) for each type of call received by the department.

- Format for all spreadsheets: Microsoft Excel 97