April 2014

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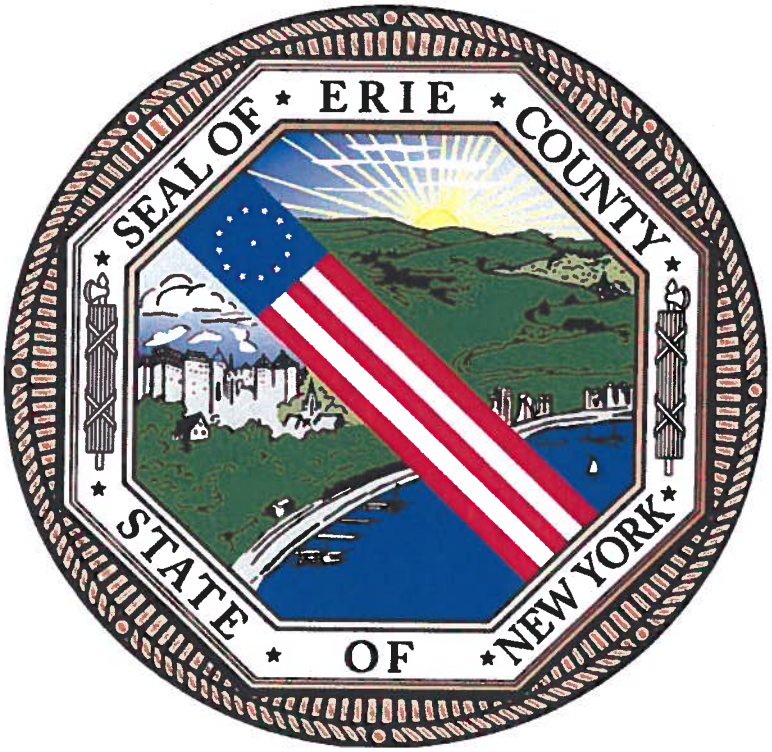
DEPARTMENT OF INFORMATION AND SUPPORT SERVICES
USE AND CONTROL OF WIRELESS DEVICES
JANUARY 1, 2012 THROUGH JUNE 30, 2013



HON. STEFAN I. MYCHAJLIW
Erie County Comptroller
95 Franklin Street
Room 1100
Buffalo, NY 14202-3971

Hon. Stefan I. Mychajliw
Erie County Comptroller,
Division of Audit and Control
95 Franklin Street
Room 1100
Buffalo, NY 14202-3971

April 15, 2014

Honorable Members
Erie County Legislature
92 Franklin Street, 4th Floor
Buffalo, New York 14202

Dear Honorable Members:

The Erie County Comptroller's Office has completed a limited review of the use and controls over wireless devices within Erie County for the period January 1, 2012 to June 30, 2013. Our objectives were to:

1) Determine the number and type of devices in use;
2) Determine the cost of each device;
3) Determine the overall annual cost of providing wireless services within the period of our review; and
4) Determine compliance with the contract utilized by the county with Verizon Wireless.

In the process of this review, the Audit Division was faced with several delays in reporting our findings stemming from difficulties in obtaining documentation, scheduling meetings with DISS Management, and our normal scheduling conflicts with other audits and reviews which were underway.

Background

The Division of Information and Support Services (DISS) is responsible for the administration of telecommunication services within Erie County Government. Included within telecommunications are the use of wireless cell phones, smart phones and air cards. Erie County does not put wireless services out to bid but instead the County utilizes a contract which was put out to bid and negotiated by New York State. When the State updates their contract, the County's rates change as well. During the eighteen month period of our review, the cost of wireless devices for Erie County was $341,592.

Chapter X, Section 19, of the Erie County Personnel Policies and Procedures Manual (Manual) details the official policy regarding the use of wireless telephones.[1] Guidelines within the policy include providing wireless telephones to County department heads, Elected Officials, and key administrative staff to conduct County business 24 hours per day, seven days a week and to County managers and staff personnel to aid in employee safety, facilitate communications and increase operating efficiency while conducting County business in the field during the business day. The use of wireless phones by other County employees is restricted. Personal calls by line and staff personnel are prohibited and wireless phones are only to be used while conducting County business. Further, the policy states, "in an extreme emergency or when relating to unscheduled overtime, calls are not considered 'personal' calls." In addition, for all County employees, including department heads, elected officials and key administrative personnel, long distance calls are prohibited "except when necessary and where required to conduct official business from the field."

County wireless policy further prohibits the transfer of wireless phones from departments or worksites and/or changes in services "without the direct authority of supervision." The policy states that all new wireless service and changes in existing wireless service must be ordered through DISS and not directly with wireless telephone company representatives. The policy also states that persons "found to have been making personal wireless telephone calls will face disciplinary action" that includes on the first occurrence, a written warning and a request to reimburse the County for the cost of the calls, as well as administrative and overhead costs. If further violations occur, the employee may face additional written warnings, shall reimburse the County, and may be subject to suspension or discharge.

To monitor wireless usage and compliance with the wireless policy, County departments are required to justify their use of such devices in writing to DISS, which will decide whether to provide a phone and the type of service and device. On a monthly basis, DISS receives all wireless invoices from providers and departments are required to review their invoices and signoff in writing on all charges and usage in their respective departments. Annually, DISS and the departments with wireless phones are required to conduct an inventory and validation on each device. For a list of all county wireless devices and the person listed as subscriber on the phone bill, see Appendix II. Some of the users and devices listed were included in the Bill provided to us from November and may call outside our scope period. Because detailed invoices are not retained (Finding #3), DISS provided to us the detail that they had on hand from November 2013 and we utilized that information for the appendix.

According to DISS, in addition to the cell phones, smart phones, and air cards listed in this review, the Erie County Sherriff's Department also has a series of air cards which are paid for

[1] Erie County Policy on Wireless Telephones Revised May 2001. (See Appendix I for complete policy)

with the State Homeland Security Program Grant through Central Police Services. As these air cards are paid for through a grant not monitored by DISS, they were not part of this review. However they may be subject to subsequent audit or review at a later date.

RESULTS OF REVIEW

1. Device Accountability

During our review of Verizon invoices we noted that there was inadequate control over the assignment, distribution and record keeping of wireless devices. Specifically:

- Three former employees still had their names listed on cell phone bills despite no longer working for the County. One such employee retired in 2010 and another in 2012. DISS has informed us that these cell phones were not in the possession of those retired employees, instead they were given by the departments to different employees. However DISS records have now been updated to reflect the new user for all three of the phones in question.

- Six individuals assigned a wireless devices are not County employees. An explanation was provided by DISS regarding the disposition of devices to non-County employees five of whom are Community Alternative Systems Agency (CASA) workers with aircards and the last is a cell phone provided to the chaplain of Emergency Services who is on call.

- There were 115 cell phones utilized within fourteen cost centers without being formally assigned to an individual user. The Verizon invoices were reviewed by DISS and they provided explanations for the cell phones in question.

- 33 employees were assigned more than one wireless device. DISS provided explanations regarding the disposition of these devices. Twenty of the duplicate assignments were due to employees being team leaders responsible for handing out phones to staff as needed. In eleven instances the duplications were because one device was a phone and one was an aircard. Two employees wanted and were assigned both a cell phone and a smart phone.

- In one instance the Probation pool phone was used to purchase 10 sets of four ringtones in a single day to the cost of $102.89.

According to DISS, county departments and/or individuals are not timely notifying DISS of all changes in the assignment of devices. Acknowledging that departments receive monthly bills for their assigned devices, DISS primarily utilizes an annual inventory and validation to follow-up with departments regarding assignment of wireless devices.

In order to limit the misuse of these devices and to properly control and allocate costs, **WE RECOMMEND** that management of DISS:

a. Update the inventory records regarding the three cell phones registered to former employees to reflect the current employees utilizing those cell phones. In the future,

cell phone inventory should be scrubbed for retired personnel by DISS to ensure proper documentation for allocation of county resources. Additionally the responsibilities for the physical custody and assignment of cell phones within DISS should be assigned to a specific individual who is tasked with ensuring proper controls are in place and adhered to.

Pursuant to our memorandum DISS updated their records regarding a specific employee for two of the three cell phones while the third was assigned to a title.

b. The policies and procedures should be updated by DISS restricting County employees from having more than one cell phone. With advances in wireless phone technology in the areas of call waiting, voicemail, conference calling, wireless web browsing and wireless hotspots there should be a single phone solution to all the needs of each individual.

c. Continue to update the records of device assignments county-wide to ensure all devices are assigned to a specific individual within a department or user area where possible. Additionally, ensure that the inventory log of all wireless devices is regularly updated for both active and inactive devices. This log should include information on the individual assigned and the responsible cost center.

d. Enhance the accountability and record keeping by formally notifying all individual users and departments that any change in usage be immediately communicated to DISS.

e. Contact Probation regarding the ringtone charges on January 14, 2012 and have the employee who was using the phone reimburse the County for the cost of these purchases and in addition, consider taking appropriate disciplinary action against the employee.

f. Re-evaluate the use of wireless devices by non-County employees and if deemed necessary and appropriate in certain circumstances, Chapter X, Section 19, of the Manual should be updated to reflect this practice.

2. Outdated Policies and Procedures

Until this review by the Office of the Comptroller, the Wireless Telephones portion of The Manual, Chapter X, Section 19, had not been revised since May 2001. This policy had an initial effective date of 8/15/1995. With the inception of Smartphones and significant changes in plan structure, many of the guidelines are archaic and no longer apply. Current procedures regarding smartphones have not been formalized in writing within the Wireless Telephone section of the policy. The outdated nature of these policies and procedures make it difficult for department heads and employees to adhere to, and they make it difficult for DISS to monitor compliance.

WE RECOMMEND that DISS management update the Wireless Telephone section of the Manuel to make operational guidelines for the usage of all wireless devices more specific and the billing procedures be updated per the newest State contract.

In response to our interim memorandum DISS has updated Chapter X, Section 19 of the Manual. The revision date for the Wireless Telephones section is December 2013. However, **WE RECOMMEND** that the Manual be further updated to include Finding 1, Recommendations paragraph "b".

3. Records Not Retained

The Records Retention and Disposition Schedule CO-2 (Retention Schedule) which all Counties in the State of New York must adhere to is developed by the New York State Education Department. This schedule requires invoices to be retained for a period of six years. During our initial discussions with DISS, we were informed that invoices from Verizon were not retained for any of the eighteen months of our review period. Because DISS is not in compliance with the Retention Schedule and there were no detailed invoices on site, we had to review invoices that were obtained from Verizon. As such, at the outset of the review, DISS provided the Audit Division with the only invoice they had on hand, which was for a month that was outside of our scope period.

Additionally, during our review we were unable to locate a copy of the contract in effect for the period of our review. Neither DISS nor the Division of Purchase could locate a copy of this contract and we were led to believe that the County was utilizing the contract of either the City of Buffalo or the State of New York. By the time we confirmed that the County was using the State contract, our review was nearing completion. We then were provided with the most recent contract with New York State; however it was dated after the period of our review and accordingly we were unable to determine whether the invoice charges from Verizon were proper for the period of our review. At the exit conference DISS did provide us with a copy of the contract that was in effect for the period of our review.

WE RECOMMEND that in order to be in compliance with the Retention Schedule, Management take the steps necessary to ensure that all detail for the Verizon invoices are retained for a period of six years. Management of DISS informed us at the exit conference that it would be difficult to comply with this recommendation due to the volume of the supporting detail.

WE FURTHER RECOMMEND the County retain copies of current and past contracts being utilized correlating to the Verizon invoices. This will allow management to be able to accurately determine and support whether or not the County was properly charged for services.

4. Costs

During the period of our review, the monthly cost of each device per the Verizon invoices in 2012 was as follows:

- cell phones $33.78
- smart phones $64.87
- air cards $39.99

In 2013, the monthly rates for each device contractually changed as follows:

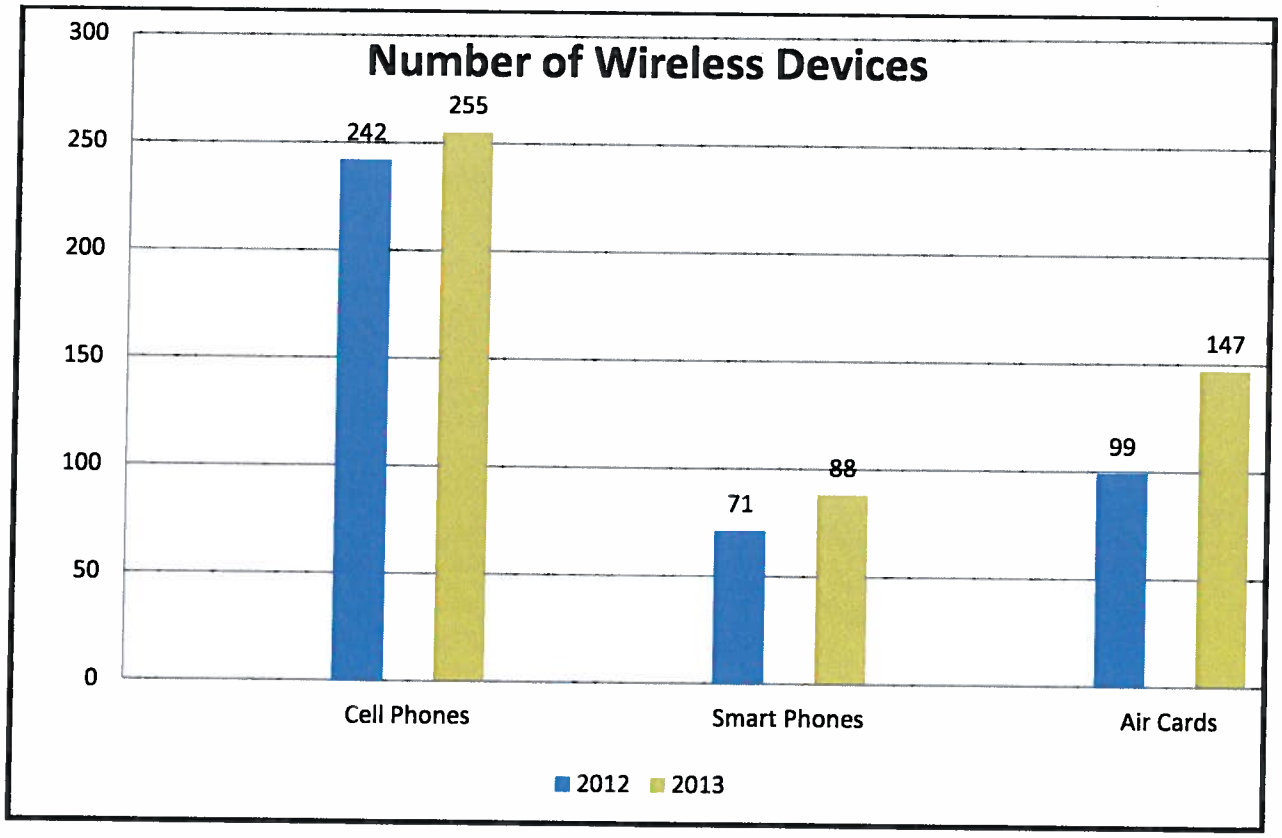
- cell phones $14.99

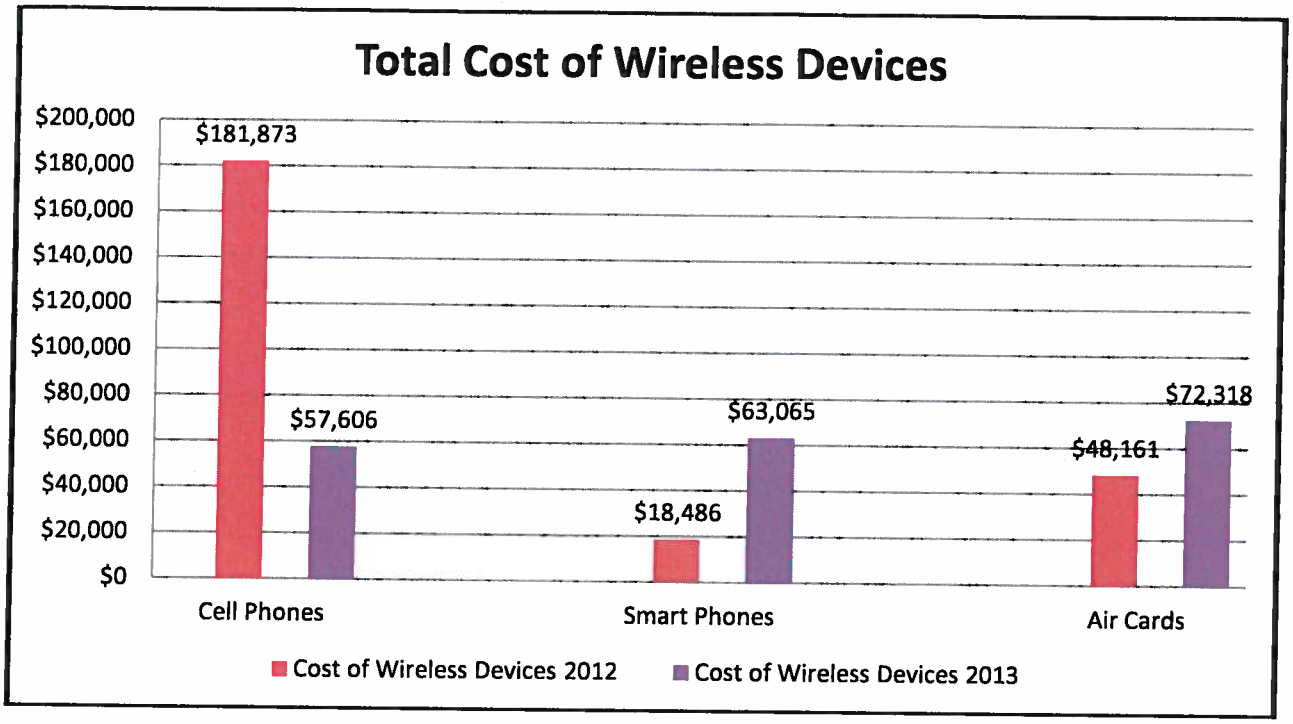
- smart phones $49.35
- air cards $39.99

In 2005, during our previous audit of cell phones (including BlackBerry), the total annual cost for wireless devices was $272,583. At that time there were 691 cell phones which averaged to $394.48 per phone per year.

Comparatively, in the beginning of 2012 there were 412 wireless devices: 242 cell phones, 71 smartphones and 99 aircards at a total cost that year of $248,520. This cost for the year included a wide range of miscellaneous charges in addition to the base monthly cost per device which yields a cost of $603.20 per device. However, if you were to use only the basic monthly charge per device for 2012, the average cost per device would be $499.97. Specifically this would be $405.36 per cell phone, $778.44 per smart phone and $479.88 per aircard.

Then, by the end of our review period there were 490 devices: 255 cell phones, 88 smart phones and 147 air cards at a total annualized cost of $192,990 or $393.86 per device. These figures include the costs for replacement devices and other incidental charges. Again using only the basic monthly charge per device for 2013, the average cost per device was $343.93. This equates to cell phones averaging $179.88 per year, smart phones at $592.20 per device, and air cards at $479.88 per device annually.





While the cost per phone dropped during the period under review, presumably due to changes in the State contract, the number of devices has increased over the period with 19 new cell phones, 17 new smart phones and 48 new air cards. Based on New York State's contract adopted by Erie County, the cost of the devices added from January 2012 through June 2013 will be an additional $3,043,28 per month or $36,519.36 per year moving forward over the costs which would have been incurred had the number of phones remained the same.

WE RECOMMEND that management of DISS continues to take the necessary steps to ensure that overall costs of the County's wireless devices are constantly monitored to help keep costs to a minimum. This includes a DISS review of the number of phones and air cards within each department, the usage of and any additional charges being incurred by those devices, as well as determining whether or not the number of devices is necessary.

Results of Exit Conference

An exit meeting was held on April 3, 2014 with the Chief Information Officer, the Director of Central Data Processing and a representative from Budget and Management where we discussed the contents of this report.

We request that DISS prepare a written response to the County Executive, the Erie County Legislature, our Office and the Erie County Fiscal Stability Authority concerning the findings and recommendations in this report by May 12, 2014.

ERIE COUNTY COMPTROLLER'S OFFICE

cc: Hon. Mark. C. Poloncarz, County Executive
Robert W. Keating, Director of Budget and Management
Michael C. Breeden, Chief Information Officer
Lori A. Stilwell, Director, Central Data Processing
Erie County Fiscal Stability Authority

Appendix I

ERIE COUNTY PERSONNEL POLICIES AND PROCEDURES

SUBJECT: WIRELESS TELEPHONES (Revised)
CHAPTER: X
SECTION: 19
EFFECTIVE DATE: 8/15/95
REVISION DATE: May, 2001

Policy:

Wireless telephones can be provided 1) to County department heads, Elected Officials, and key administrative staff to conduct County business 24 hours per day, seven days a week and (2) to County personnel to insure employee safety and communications while conducting County business in the field during the business day. Wireless telephones are a valuable tool in helping to maintain public health and safety. It is the responsibility of each supervisor to assure that no employee abuses wireless telephone privileges. The Division of Information and Support Services administers wireless telephone service for Erie County government.

Guidelines:

1. Wireless telephones can be provided to County department heads, Elected Officials, and key administrative personnel to conduct County business 24X7 (24 hour per day, seven days a week). These employees, regardless of time or place, oversee the operation of County government services and insure the prompt response to any incident, event or emergency affecting the health or safety of the citizens of Erie County. It is therefore necessary and appropriate for key managers to carry wireless telephones at all times. Key managers may be directed to carry County wireless telephones. The incidental use of County wireless telephones for personal use is therefore permitted.

2. Wireless telephones are provided to designated County line and staff personnel to aid in employee safety, facilitate communications and increase operating efficiency while conducting County business in the field during the business day. Wireless telephones are provided for official business only on an as needed basis.

No personal calls are to be made or received on a staff wireless telephone. Non-County telephones should be used for all personal calls.

Whenever possible, locate a safely accessible public telephone or make your personal calls at another time. An employee required to work unscheduled overtime, and where a public telephone is not safely accessible, may be allowed to contact a family member from the field using a wireless telephone.

In an extreme emergency or when relating unscheduled overtime, calls are not considered "personal" calls under the above prohibition.

All emergency use of wireless telephones must be reported to supervision.

3. Long distance calls are not to be made from a wireless telephone except when necessary and where required to conduct official business from the field.

4. Wireless telephone calls are charged on a per minute basis for both outgoing and incoming calls. Keep calls brief and to the point.

5. Never leave a portable wireless telephone unattended or in your car.

6. Lost or stolen wireless telephones are the responsibility of the employee and must be reported immediately to the vendor and your department administrator.

7. Report damaged or physically malfunctioning wireless telephones to your supervisor and to your vendor.

8. Report performance problems immediately to supervision and Information and Support Services. Wireless telephone airwaves are subject to illegal activity, including telephone number copying and reuse (called cloning). A change in your telephone's performance may be the result of cloning.

9. Wireless telephones are the property of Erie County. No wireless telephone may be transferred to another department or worksite, or have changes in services ordered without the direct authority of supervision.

10. All new wireless service and changes in existing wireless service must be ordered through the Division of Information and Support Services. The Division of Information and Support Services will deal directly with wireless telephone company representatives.

11. Emergency calls to "911" are free calls from wireless telephones. Follow your department's worker safety procedures on the use of 911 calls. Locally, wireless calls to 911 are directed to the New York State Police. The State Police will direct your call based on the information they receive. There is no automatic location identification from wireless telephones.

12. Persons found to have to have been making personal wireless telephone calls will face disciplinary action as follows:

First occurrence - Employee shall be warned in writing and requested to reimburse the County for the cost of the call plus administrative and overhead.

Further violations - Employee shall be further disciplined, which may include additional written warnings, suspension or discharge, depending on circumstances and in accordance with collective bargaining agreements as applicable. In all cases, the employee shall reimburse the County for the cost of the call plus administrative and overhead.

Wireless Telephone Authorization, Billing and Verification Procedures:

This procedure outlines the responsibilities of the Division of Information and Support Services (DISS) and the County departments that utilize wireless services to comply with the County policy on wireless phone use.

Authorization

County departments are responsible for justifying their use of wireless services. When wireless is deemed necessary, a written request to DISS, through a completed "Division of Information and Support Services Request for Wireless Telephone Service" form, signed by the department head or an authorized delegate must be sent to DISS. DISS in collaboration with the requestor will decide which wireless service and features are appropriate. DISS will then contact the appropriate vendor and arrange for the delivery of the equipment and add the user to the DISS inventory.

Billing

1. DISS is responsible for receiving all invoices from the vendors. DISS will distribute a copy of the wireless providers billing to each user department when the billing is received in order to provide user departments the capability of performing a timely review for errors and inconsistencies. Business use only users will receive a detailed list of all usage.

2. As part of the monthly interdepartmental (ID) billing process, DISS will include in the ID billing package a summary sheet, or the entire bill if no summary is available, the form "Wireless Phone Service and Wireless Long Distance Billing Verification."

3. Each department must sign the summary sheet, or the entire bill, and the Verification form as acknowledgement of review and authorization of calls. Return to DISS within 10 days.

   a. All unauthorized calls must be noted on the Verification form.
   b. Any changes within the department such as phone assignments, location changes, etc. must be noted on the form. DISS will update the inventory with these changes.
   c. Billing errors discovered must be reported to DISS.

d. At times, rate plan changes may be appropriate to reduce phone expense for a particular user. These changes must be discussed with DISS. DISS is responsible for all plan changes with the vendor.

Verification

An annual inventory and validation will be performed on wireless telephones. DISS will send each user department a listing of their assigned wireless phones. Included, for business use only users, by user, will be the minutes used for each of the previous 12 months and the total12-month expense of the phone. The user department will verify and update the listing as appropriate and return to DISS within ten days. DISS will update the inventory as appropriate.

Appendix II

Legislature				
	Smart Phones	Standard Phones	Air Cards	Total Devices
Bryan Fiume	x			
Total	1	0	0	1

Comptroller				
Total	0	0	0	0

County Clerk - Auto Bureau				
Name	**Smart Phones**	**Standard Phones**	**Air Cards**	**Total Devices**
Joseph B Wolf		x		
Joshua F Sanders		x		
Geraldine A Barone		x		
Auto Bureau Mobile Unit		x		
Total	0	4	0	4

District Attorney				
Name	**Smart Phones**	**Standard Phones**	**Air Cards**	**Total Devices**
Amy C Hughes	x			
Frank A Sedita, III	x			
John Abraham		x		
G Michael Drmacich		x		
John M Cleary, Jr.	x			
John T Vickerd		x		
Joseph Riga	x			
Mark J Vaughn	x			
Philip Torre	x			
Anthony Costantino		x		
Carol A Weigand		x		
James F Bargnesi	x			
Joseph J Catanzaro		x		
Joseph O Denecke		x		
Mark R Stambach		x		
Patricia A Pierce		x		
Samuel P Cotroneo		x		
William C Donovan		x		
Mary Beth Depasquale		x		
Victim Witness		x		
DWI Bureau		x		
Total	7	14	0	21

Sheriff's Office				
Name	Smart Phones	Standard Phones	Air Cards	Total Devices
Daniel R. Centinello	x			
Emily A Nelson-Gerken		x		
Mark N Wipperman	x			
Mary B Jacobs	x			
Stephan J Cryan		x		
Timothy B Howard	xx			
John A Anthony	x			
Daniel S Dytchkowskyj	x			
Jason M Weiss		x		
Joseph R Belden		x		
Ronald L Kenyon	x			
Scott M Joslyn	x			
Sean M Simet	x			
Shawn C Young		x		
Timothy F Carney	x		x	
Arthur D Litzinger, Jr.	x			
Daniel E Walczak		x		
James E. Kelley	x			
Kevin R Caffery	x			
Richard C Lauricella		x		
Brian T O'Hara		x		
Christian P Parisi		x		
Daniel J Granville	x			
Daniel R Brinkerhoff	x			
Gregory J McCarthy		x		
Gregory J Savage	x			
John W Graham		x		
Matthew M Noecker		x		
Matthew W Barrett		x		
Scott A Piel		x		
Shaun B Hediger		x		
Steven J Meerboth		x		
Timothy F Donovan		x		
Warren K Hawthorn	x			
William J Granville		x		
Scott R Patronik	x		x	
Ron Vincent	x			
Aaron M Naegely		x		
Cully S Ferrick		x		
Elizabeth Fildes			x	
James F Hatch		x		

Sheriff's Office (cont.)				
Name	**Smart Phones**	**Standard Phones**	**Air Cards**	**Total Devices**
John C Sentz		x		
John McCarthy		x		
Nicole D Cutrona		x		
Paul F McMahon		x		
John Julicher		x		
South Zone Supervisor		x		
Watch Commander		x		
Domestic Violence Unit		x		
Special Investigations	x			
Help Desk	x			
Total	22	29	3	54
Jail Management				
Name	**Smart Phones**	**Standard Phones**	**Air Cards**	**Total Devices**
Alfonso B Harris			x	
John Rodriguez	x		x	
Michael F Reardon	x		x	
Paul A Evans, Sr.	x		x	
Thomas J Diina	x		x	
Cesar A Botello			x	
Jeffrey K Hartman		x		
Samuel Alfonso	x			
John D Hillery		x		
Holding Center Transport		x		
Total	5	3	6	14
County Executive				
Name	**Smart Phones**	**Standard Phones**	**Air Cards**	**Total Devices**
Jennifer L Hibit	x			
Peter J Anderson	x			
Richard M Tobe	x			
Total	3	0	0	3
Budget and Management				
Total	0	0	0	0
County Attorney				
Name	**Smart Phones**	**Standard Phones**	**Air Cards**	**Total Devices**
Amy McCabe			x	
Kelly A Brinkworth			x	
Michael J Liszewski			x	
Shawn P Hennessy			x	
Michael J Pacifico			x	

County Attorney (cont.)				
Name	**Smart Phones**	**Standard Phones**	**Air Cards**	**Total Devices**
Anthony B Targia			x	
Michael R Szukala			x	
Cheryl Green resigned in 2010			x	
Total	0	0	8	8
Personnel				
Name	**Smart Phones**	**Standard Phones**	**Air Cards**	**Total Devices**
Tami L Burns-Dicioccio			x	
Total	0	0	1	1
Purchasing				
Name	**Smart Phones**	**Standard Phones**	**Air Cards**	**Total Devices**
Vallie M Ferraraccio	x			
Craig J Kelkenberg		x		
Total	1	1	0	2
Labor Relations				
	0	0	0	0
Division of Information and Support Services				
Name	**Smart Phones**	**Standard Phones**	**Air Cards**	**Total Devices**
Lori A Stilwell			x	
Michael C Breeden			x	
Chad A Meldrum			x	
Charles T Fiorello			x	
Randolph C Ashby			x	
Randy T Rettig			x	
Shawn Lee			x	
Thomas A Gebauer			x	
Richard S Geer		x		
DISS Air Card Loaner			x	
DISS Air Card Loaner			x	
DISS Help Desk Loaner		x		
DISS Help Desk Phone	x			
Total	1	2	10	13
Department of Social Services				
Name	**Smart Phones**	**Standard Phones**	**Air Cards**	**Total Devices**
Carol M Dankert-Maurer	x			
Mary E Brockmyre	x			
Joseph R Intrabartolo			x	
Renee M Biniecki		x		
Constance J Vandette		x		
Carol D Hairston		x		
Robert C Heukrath		x		
Jeffrey J Wightman		x		

Department of Social Services (cont.)				
Name	Smart Phones	Standard Phones	Air Cards	Total Devices
Amy Dvorak			x	
Ronda C Batterson			x	
Frank A DeCarlo	x			
Marlene A Clawson			x	
Joseph Kuryak CASA			x	
Roseann Egan CASA			x	
Betty J Huber			x	
Christine Tedesco			x	
Gail Arbeiter JFS Nurse			x	
Judy Palmer JFS Nurse			x	
Carolyn Reynders JFS Nurse			x	
Barbara Treger CASA			x	
Kathryn Roberts CASA			x	
Lisa Sankay			x	
Total	3	5	14	22
Child Protective Services				
Name	Smart Phones	Standard Phones	Air Cards	Total Devices
Agnes L Mabins		xx		
Amy E Allison			x	
Amy Lukasik			x	
Anita Bell		x		
Anthony J Gabamonte			x	
Bethany A Dabolt			x	
Brian D Bach		xx		
Cherie L Herdic			x	
Cindy I Juneau		xx		
Cynthia A Koronowski		xx		
Danevia W McGee			x	
David A Barto			x	
Dawn E Caldarelli			x	
Diane L Caster		x		
Duane M Dunaj		xx		
Elizabeth A Chojnacki			x	
Elmarys J Maldonado			x	
George P Clifford		xx		
Gretchen B Holst		xx	x	
Heather L Czajka			x	
Janeen M El-Amin			x	
Jeannette L Haller			x	
Jennifer M Seiflein		xxx		
Jessenia Crespo			x	

Child Protective Services (cont.)				
Name	Smart Phones	Standard Phones	Air Cards	Total Devices
Joanne M Kotowski		xx	x	
John P Pease		xxx		
Joseph Pinto		xx		
Joy M Pulera			x	
Katherine Slomba			x	
Kathleen Sagliani			x	
Kenneth P May			x	
Kerry P Williams		xx		
Kevin K White			x	
Kirsten P Ross			x	
Kristan Grisanti			xx	
Lisa A Pyszczek		xx		
Maria M Rodriguez			x	
Marisol Poy		xx		
Mary D Watkins			xx	
Mary Lynn Mcclure			x	
Melanie L Chwesik			x	
Nassr Kassem			x	
Nicole M Abruzzino			x	
Paul J Topor			x	
Renee L Crowden			x	
Renee Pool			x	
Roddy Torres			x	
Sarah P Zorechak			x	
Sharlene L Humphrey-Singletary			x	
Shenita M Burno			x	
Sheron L Finley			x	
Stephanie M Mang			x	
Stephanie M McGee			x	
Tamara L Dozier			x	
Vincent Supples			x	
Walter J Pressley			x	
Aaron J Lowinger		x		
Carolyn A Lee		xx		
Frank A Saladyga		xx		
Janet L Deloach		x		
Joanne Mogavero-Padlog		x		
John W Ryan		x		
Karen H Wright		x		
Mary A Ballesteros		x		
Ruth A Ceretto		x		
Sharon Hoelscher		x		

Child Protective Services (cont.)				
Name	**Smart Phones**	**Standard Phones**	**Air Cards**	**Total Devices**
Christine M Stone		x		
Patricia A Buchanan		x		
Marc A Mueller (PSA DI PSA)		xxx		
Deborah Dimartino		xx		
PSA Director		xxx		
402 Unit Pease		x		
701 Unit Kotowski		x		
902 Unit Martin		x		
Floaters			xxxx	
Floaters		55 phones		
Total	0	112	48	160
Youth Services Division				
Name	**Smart Phones**	**Standard Phones**	**Air Cards**	**Total Devices**
Donald R Watkins		x		
Morgan D Williams-Bryant	x			
Joseph C Brown		x		
Intake Area		x		
Van 1		x		
Total	1	4	0	5
Senior Services				
Name	**Smart Phones**	**Standard Phones**	**Air Cards**	**Total Devices**
Info and Assist			x	
Info and Assist			x	
Info and Assist			x	
Info and Assist			x	
Info and Assist			x	
Info and Assist			x	
Info and Assist			x	
Senior Services			x	
Senior Services			x	
Total	0	0	9	9
Department of Mental Health				
Name	**Smart Phones**	**Standard Phones**	**Air Cards**	**Total Devices**
Ellery M Reaves	x		x	
Tabatha Vaughan			x	
Tara Karoleski			x	
Shawntel Davis			x	
Evelyn Coggins			x	
V Thomas Chapin			x	
Joelle Bence			x	
John Grieco			x	
Vicki Zelma			x	

Department of Mental Health (cont.)				
Name	**Smart Phones**	**Standard Phones**	**Air Cards**	**Total Devices**
Daniel Antonius			x	
Vivian Logan			x	
Ronald Schoelerman			x	
Lynn Kaczmarowski			x	
Ana Natasha Cervantes			x	
Coralyn Hunter			x	
William Fremgen			x	
Kelly Ghani			x	
Deborah Goldman			x	
Ildiko I Fera		x	x	
Michael R Ranney		x	x	
Danielle Crowley			x	
Lisa Paloucci			x	
Stephanie Fears			xx	
Andrew Verity			x	
Celia Browning			x	
Janell C Rosati		xxx	x	
Total	1	5	27	33
Health Department				
Name	**Smart Phones**	**Standard Phones**	**Air Cards**	**Total Devices**
Gale R Burstein	x		x	
Michael J Kubik	x			
Mary C St. Mary	x			
Mary K Walawander-Lanning	x			
Jacqueline Robinson		x	x	
Patricia E Lewandowski		x	x	
Karen L Menza			x	
Marlene A Padilla		x	x	
Total	4	3	5	12
Emergency Medical Services				
Name	**Smart Phones**	**Standard Phones**	**Air Cards**	**Total Devices**
Gregory M Gill	x			
Thomas R Harvey	x		xx	
John E Adolf	x			
Tracy Fricano Chalmers	x			
Dr. McGee (No First Name Given)			x	
Dean Seyler	x			
Edward R Sauer	x			
MOC Command Bus 3		x		
MOC Command Bus 2		x		
MOC Command Bus 1		x		

Emergency Medical Services (cont.)				
Name	**Smart Phones**	**Standard Phones**	**Air Cards**	**Total Devices**
Floater ADO 5026 ZIM		x		
MOC 1 Command Bus 4		x		
PHLEH Lab 50		x		
Total	6	6	3	15
Public Health				
Name	**Smart Phones**	**Standard Phones**	**Air Cards**	**Total Devices**
Jennifer M Pearce		x		
Jessica E McKinnon		x		
LeeAnn Garozzo		x		
Roseann E Jordan		x		
Ryan R Kelly		x		
Teresa A Clabeaux		x		
Timothy J Bean		x		
Dolores M Funke	x			
Anthony M Addesa		x		
Calvin White		x		
Carl W Meier		x		
Christa N James		x		
Colleen Bibler		x		
Eric T Volk		x		
Guy M Thomas		x		
Joyce M Malak		x		
Madeline Lagares		x		
Peter J Tripi	x			
Sandra A Gummo		x		
Sean D Lauck		x		
Victor M Otero		x		
Carol M Merckel		x		
Daniel Thibodeau		x		
Dean M Lach		x		
Donna L Keicher		x		
Eric J Henry		x		
James E Hart		x		
Jason Merritt		x		
John S Grech		x		
Michelle N Cappellino Bak		x		
Robert Tyler		x		
Hans Kullerkupp		x		
Joel F Fogarty		x		
Julia M Assad		x		
Kimberly A Atkinson		x		
Lynn M Ingrassia		x		

Public Health (cont.)				
Name	**Smart Phones**	**Standard Phones**	**Air Cards**	**Total Devices**
Mark J Davern		x		
Richard DiCioccio		x		
Sarah A Chodkowski		x		
Sheila Burke		x		
Brian B Romanowski		x		
Christopher P Lehmann		x		
David J Walker		xx		
Heather L Williams-Pudlak		x		
James L Mosner		x		
Jeanette Clinton		x		
Jeremy Huber		x		
Mark F Kowalski	x	x	x	
Robert A Keuck			x	
Marilyn G Tuberdyck			x	
Jeffrey Jurewicz			x	
Joyelle Bartlett		x		
Joseph Dembski		x		
Robert D Locke, Jr.		x		
Floater 5035		x		
Total	3	51	4	58

Medical Examiner				
Name	**Smart Phones**	**Standard Phones**	**Air Cards**	**Total Devices**
Dianne R Vertes		x		
Janinne M Blank	x			
Christa M Cutrona	x			
David P Marciniak	x			
Floater 50121		x		
Floater 5012		x		
Total	3	3	0	6

Probation				
Name	**Smart Phones**	**Standard Phones**	**Air Cards**	**Total Devices**
Brian J McLaughlin	x			
Ysaias Feliz	x			
David M Brown		x		
Deneen N Anderson	x			
Howarth J Colon		x		
Jill M Monacelli			x	
Michael L Zulewski		x		
Sheila J Ruhland		x		
William T Diamond		x		
Brian C Burd		x		
Erin Kelley		x		

Probation (cont.)				
Name	**Smart Phones**	**Standard Phones**	**Air Cards**	**Total Devices**
Jeremy S Kyser		x		
Robert A Germann		x		
Teri Jo Ritz		x		
Probation Reports Floater			x	
M Reports Floater			x	
Dietz Pool Air Card			x	
Total	3	10	4	17
Central Police Services				
Name	**Smart Phones**	**Standard Phones**	**Air Cards**	**Total Devices**
John A Glascott	x			
Marlaine P Hoffman	x			
Michelle R Kerr	x			
Total	3	0	0	3
Emergency Services				
Name	**Smart Phones**	**Standard Phones**	**Air Cards**	**Total Devices**
Daniel J Neaverth, Jr.	x			
Gregory J Butcher	x			
Earl R Schmittendorf	x			
James M McCullough	x			
Samuel E Marthia		x		
Greg Stroh	x			
Gerard J Whittington, Jr.	x		x	
James T Glass	x			
Kevin C Hughes	x			
Melissa J Angrignon	x			
Father Joe Bayne - Erie County Fire Chaplain		x		
Mobile Command			x	
Total	9	2	2	13
Environment & Planning				
Name	**Smart Phones**	**Standard Phones**	**Air Cards**	**Total Devices**
Maria R Whyte	x			
Total	1	0	0	1
Department of Public Works				
Name	**Smart Phones**	**Standard Phones**	**Air Cards**	**Total Devices**
John C Loffredo	x			
Daniel J Rizzo	x			
Mark E Leffler		x		
John Kaniecki		x		
John L Good	x			
Robert C Bruno		x		
Carl L Kozlowski		x		

Department of Public Works (cont).				
Name	**Smart Phones**	**Standard Phones**	**Air Cards**	**Total Devices**
Gerald A Szarafin		x		
John J Wolowiec		x		
Owen Rodgers, III		x		
Ronald L Kaun		x		
Steven J Partyka		x		
Darryl R Ambrose		x		
James J Ortman		x		
Daniel K Fitzgibbons		x		
John P Hufford		x		
Joseph J Halleck		x		
William E Geary, Jr.		x		
Carl P Dimmig, Jr.	x			
Charles A Sickler	x			
Melissa A Tupis			x	
Gary M Zawodzinski		x		
Robert J Linforth		x		
Rick W Reed, Sr.		x		
John F Zabawa		x		
Patrick Baskerville		x		
Ronald R Broska		x		
Philip Drozd		x		
James P Moran		x		
Daniel Beaman		x		
DPW Bldg & Grounds Monitor		x		
Hire Worker Bldg & Grds - Rizzo		x		
Edward Caster retired in 2012		x		
Total	5	27	1	33
Board of Elections				
Name	**Smart Phones**	**Standard Phones**	**Air Cards**	**Total Devices**
Mike Saltarelli			x	
Total	0	0	1	1
Parks Department				
Name	**Smart Phones**	**Standard Phones**	**Air Cards**	**Total Devices**
Troy P Schinzel	x			
Charles J Schweikert, Jr.			x	
Jacquelyn A Zuhlke			x	
Isleview Park			x	
Sprague Brook			x	
Grover Cleveland			x	
Emery Park			x	
Como Lake			x	
County Forester			x	

Parks Department (cont.)				
Name	Smart Phones	Standard Phones	Air Cards	Total Devices
Akron Park			x	
Total	1	0	9	10

Division of Sewer Management				
Name	Smart Phones	Standard Phones	Air Cards	Total Devices
Joseph L Fiegl	x			
Lawrence E Krug	x			
Roger L Lalli	x			
Michael A Walker		x		
Patrick J Breier	x			
Steven W Russell, Jr.			xx	
Richard J Rehac	x			
Kevin M Kaminski	x			
Glenn H Absolom, Jr.	x			
Steven J Canestrari, Sr.	x			
Lawrence H Pohl	x	x		
Dig Safely Sewers NYH		x		
Survey Base Stn RTK1		x		
Survey Base Stn			x	
TB2 Steven Russell			x	
TB1 Steven Russell			x	
B. Lardo & Survey Crew		xx		
District 6 ET		x		
Survey Base Station RT	x			
Northern Region ET		x	x	
Supervisor NR Collection		x		
Region ETS Southern		x		
Field Inspector on Duty-2		x		
Central Maint CM-1		x		
James Mendola retired		x		
Collections Sys Sup Dist 3		x		
Southtowns Elec Tech Dept		x		
Chief Operator ST		x		
Total	10	16	6	32
Countywide Total	**93**	**297**	**161**	**551**