

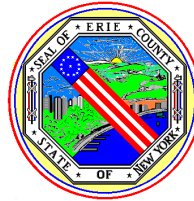
SUSPENSION

ERIE COUNTY LEGISLATURE

HON. APRIL N.M. BASKIN

CHAIR OF THE LEGISLATURE

2ND DISTRICT LEGISLATOR



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Commissioner James Jancewicz
Erie County Central Police Services
45 Elm Street
Buffalo, New York 14203

June 22, 2022

Commissioner Jancewicz,

Thank you for taking swift action on the complaints from the community regarding mis-handled calls to the county's 911 Communications Center and Medical Emergency Radio System.

The county taking the matter seriously by launching investigations which have led to the termination of both employees in these incidents, ensures the safety of all Erie County residents.

In your correspondence dated May 31, it note that "will continue to implement extensive training programs that includes both classroom and on-the-job training." This commitment to guaranteeing a baseline of professional standards is a great start in addressing the obvious issues, however there are additional concerns from the communities involved in the original call to 911 that are not being addressed.

During our phone conversation following the initial complaints, you mentioned that you can generate reports that detail calls that were disconnected by the call-taker by the zip code. I am requesting such a report be provided to the Legislature. Given the highly segregated nature of Erie County, I believe this will provide insight into how calls are handled depending on the community or neighborhood of origin and assess if there are any system-wide issues.

Sincerely,

April Baskin
Chair, Erie County Legislature

Cc: Gale Burstein, Commissioner of Health
Gregory Gill, Deputy Commissioner of Emergency Medical Services

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