



## PUBLIC SAFETY



ORANGE COUNTY

CITIZENS FOUNDATION

*Quality of Life • 2012 Report*



### ***Public Safety Summary***

Adolescent drug arrests dropped by 31% and juvenile delinquent complaints plummeted by 45%. The number of gangs were down although the average monthly incarcerations of gang members remained at 150-200. Domestic violence fatalities stood constant at three per year but total homicides decreased from 3.2/100,000 residents to 2.6/100,000.

While domestic violence reports increased by 4.5%, Safe Homes of Orange County experienced a doubling of women and children needing their non-residential services. Advocate services and calls to advocates for help soared by 43% and 83%, respectively. The number of motor vehicle accidents also grew substantially, by 85.3% between 2005 and 2009.

Security locally was strengthened by the addition of officers in municipal forces. Their increase, however, was outpaced by the increase in populations. Emergency responder personnel also expanded, especially among the volunteer ranks, and were called upon to handle a 5.8% jump in 911 calls between 2009 and 2010. Despite greater call volume, response times to dispatch improved. While the Orange County 911 Center has information on the thousands of calls received each year, it does not maintain data on the average time it takes to get to the site of the emergency. As well, Orange County's various fire and police departments respond to emergency calls but there is no central point that consolidates their response information in order to evaluate the performance of the systems in place.

Emergency warning systems and the impact of emergency evacuations of New York City and related to Indian Point were intended to be included in this report. Due to emergencies created by several severe weather situations during data-gathering, it was not possible to access persons who had the required information.



**Homicides**

Orange County comparison to:

Hudson Valley: N/A

New York State: N/A

2007 Report: N/A

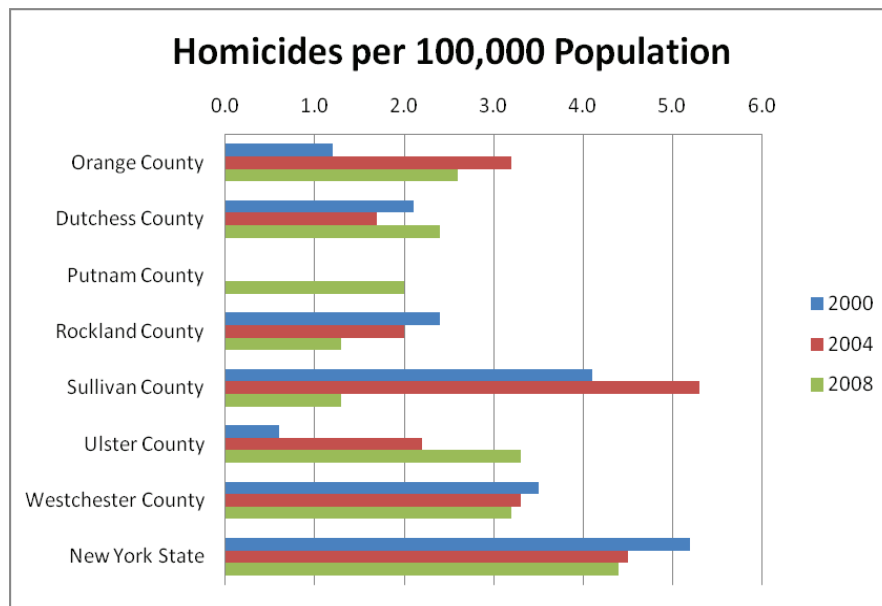
**What does this measure?** This indicator looks at the rate of homicides of all kinds in the Hudson Valley between 2000 and 2008. Data concerning homicides is maintained per 100,000 residents.

**Summary Statement:** Orange County reported a decline in the number of homicides per 100,000 residents between 2004 and 2008. Its rate of homicide ranked in the middle of its Hudson Valley peers.

**Homicides  
Orange County  
(per 100,000 people)**

	2007 Report					2012 Report			
	2000	2001	2002	2003	2004	2005	2006	2007	2008
<b>Orange County</b>	<b>1.2</b>	<b>4.6</b>	<b>2.2</b>	<b>1.9</b>	<b>3.2</b>	<b>1.9</b>	<b>1.9</b>	<b>2.4</b>	<b>2.6</b>
Dutchess County	2.1	2.8	3.1	1.4	1.7	2.0	2.7	5.1	2.4
Putnam County	0.0	1.0	0.0	0.0	0.0	1.0	1.0	3.0	2.0
Rockland County	2.4	0.7	2.1	2.4	2.0	2.4	0.7	0.3	1.3
Sullivan County	4.1	4.1	4.0	2.7	5.3	0.0	1.3	1.3	1.3
Ulster County	0.6	2.8	0.6	1.7	2.2	1.1	2.7	2.2	3.3
Westchester County	3.5	2.3	3.4	3.5	3.3	3.0	2.9	2.4	3.2
New York State	5.2	5.2	4.8	5.0	4.5	4.7	4.9	4.3	4.4

Source: 2007 Data: New York State Health Department, County Health Indicator Profiles (2000–2004)  
 2011 Data: New York State Health Department, County Health Indicator Profiles (2004–2008)  
<http://www.health.ny.gov/statistics/chip/orange.htm>





### Violent Index Crimes Known to Police

Orange County comparison to:

Hudson Valley:  New York State: N/A 2007 Report: 

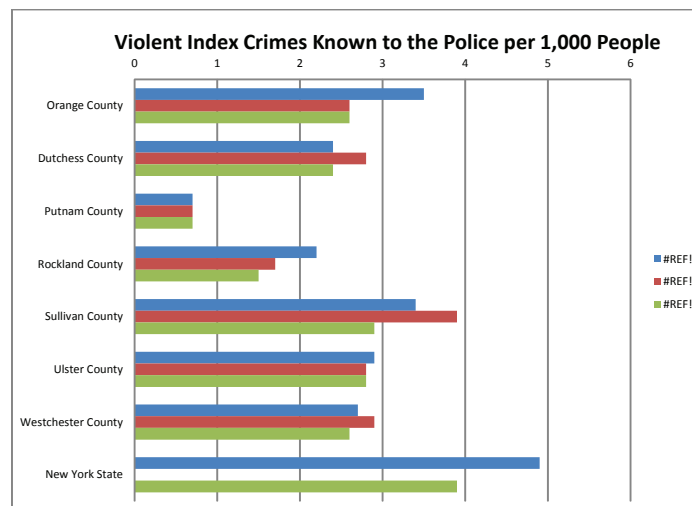
**What does this measure?** The table below considers the prevalence of serious violent crimes reported or otherwise known to the police. Violent crimes include murder, non-negligent manslaughter, forcible rape, robbery and aggravated assault. A reported crime is recorded in the jurisdiction where it occurs. These crimes are reported to the NYS Uniform Crime Report (UCR) Index Crimes. The data here is as per 1,000 people. The number of reported crimes is divided by the general population and multiplied by 1,000. County population data are provided every year by the FBI based on U.S. Census estimates and are used to calculate crime rates. Crime counts are based on official crime reports submitted to the NYS Division of Criminal Justice Services through the Uniform Crime Reporting (UCR) and Incident Based Reporting (IBR) programs.

**Summary Statement:** Orange County’s violent crimes dropped between 2002 and 2006 but the incidence of violent crimes among the population in 2010 did not change from the 2006 index. In 2010, 994 violent crimes occurred whereas in 2006, there were 968 violent crimes. Putnam and Ulster counties also experienced no change in the crime index. Dutchess, Rockland, Sullivan and Westchester, however, reported double-digit reductions in violent crimes.

**Violent Index Crimes Known to the Police  
(Index = # crimes per 1,000 people)**

	2007 Report		2012 Report	% Change
	2002	2006	2010	2006–2010
<b>Orange County</b>	<b>3.5</b>	<b>2.6</b>	<b>2.6</b>	<b>0.0%</b>
Dutchess County	2.4	2.8	2.4	-14.3%
Putnam County	0.7	0.7	0.7	0.0%
Rockland County	2.2	1.7	1.5	-11.8%
Sullivan County	3.4	3.9	2.9	-25.6%
Ulster County	2.9	2.8	2.8	0.0%
Westchester County	2.7	2.9	2.6	-10.3%
New York State	4.9	n/a	3.9	

Source: 2007 Data: NYS Division of Criminal Justice Services, Uniform Crime/Incident-Based Reporting systems  
 2011 Data: NYS Division of Criminal Justice Services, New York State Crime Report, 2010  
<http://criminaljustice.state.ny.us/crimnet/ojsa/NYSCrimeReport2010.pdf>





***Property Index Crimes Known to the Police***

Orange County comparison to:

Hudson Valley: N/A                                      New York State: N/A                                      2007 Report: N/A

**What does this measure?** The table below considers the prevalence of serious property and violent crimes reported or otherwise known to the police. Property crimes include burglary, larceny and motor vehicle theft. A reported crime is recorded in the jurisdiction where it occurs. These crimes are reported to the NYS Uniform Crime Report (UCR) Index Crimes. The data here is as the number of reported crimes divided by the general population and multiplied by 1,000. County population data are provided every year by the FBI based on U.S. Census estimates and are used to calculate crime rates. Crime counts are based on official crime reports submitted to the NYS Division of Criminal Justice Services through the Uniform Crime Reporting (UCR) and Incident Based Reporting (IBR) programs.

**Summary Statement:** While the crime index rate for these types of crimes declined between 2000 and 2006, by 2010, it had increased. In Orange County, the rate had grown by 7.6%, essentially positioned in the middle of its Hudson Valley peer group.

**Property Index Crimes Known to Police  
(Index = # crimes per 1,000 people)  
Hudson Valley**

	<i>2007 Report</i>		<i>2012 Report</i>	<i>% Change</i>
	<i>2002</i>	<i>2006</i>	<i>2010</i>	<i>2006–2010</i>
<b>Orange County</b>	<b>21.0</b>	<b>19.7</b>	<b>21.2</b>	<b>7.6%</b>
Dutchess County	18.3	16.7	17.1	2.4%
Putnam County	12.3	7.4	8.8	18.9%
Rockland County	16.3	14.0	14.4	2.9%
Sullivan County	21.3	22.8	19.8	-13.2%
Ulster County	19.9	18.4	19.1	3.8%
Westchester County	18.5	15.0	13.6	-9.3%
New York State	23.2	n/a	19.2	

*Source:* 2007 Data NYS Division of Criminal Justice Services, Uniform Crime/Incident-Based Reporting systems  
2011 Data NYS Division of Criminal Justice Services, New York State Crime Report, 2010  
<http://criminaljustice.state.ny.us/crimnet/ojsa/NYSCrimeReport2010.pdf>



**Domestic Violence Report: County Incidence**

Orange County comparison to:

Hudson Valley:  New York State:  2007 Report: 

**What does this measure?** The table below examines the incidence of domestic violence in Orange County in 2001, 2009 and 2010. Data from 2001 was compiled in a manner different than in 2009 and 2010 therefore, it is not comparable. We provide it for information only. Domestic violence is perpetrated by: Intimate Partners (Female/Male) such as a spouse, ex-spouse, and those in an intimate relationship (including same-sex, dating or formerly dating relationships, whether or not the intimate partners had ever lived together). Other Family— Includes sibling, child, grandparent, grandchild, in-law, stepparent, stepsibling, and other blood and in-law relationships.

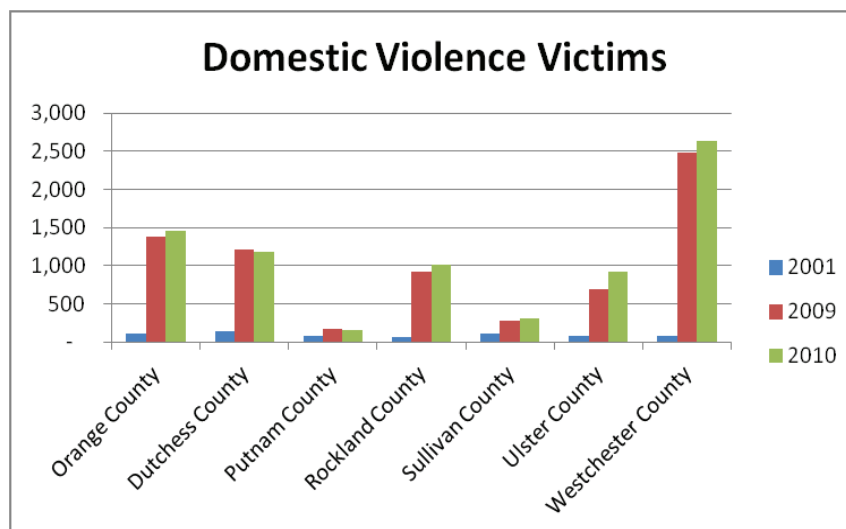
**Summary Statement:** Even in two-year span of 2009 and 2010, there is substantial change in the numbers of domestic violence incidents in Orange County and the Hudson Valley. While Orange reported a 4.5% increase, Ulster saw a 33.7% jump and two counties experienced a drop.

**Domestic Violence Incidents  
Hudson Valley**

	2007 Report		2012 Report		% Change 2009–2010
	2001*	2009	2009	2010	
<b>Orange County</b>	<b>110</b>	<b>1,389</b>		<b>1,451</b>	<b>4.5%</b>
Dutchess County	146	1,212		1,180	-2.6%
Putnam County	86	165		156	-5.5%
Rockland County	61	926		1,010	9.1%
Sullivan County	116	283		306	8.1%
Ulster County	85	695		929	33.7%
Westchester County	84	2,490		2,632	5.7%
New York State	235	127,439		82,299	-35.4%

\*The domestic violence reporting system changed in 2008. Data from the earlier years is not comparable.  
Data is per 10,000 residents

Source: New York State Division of Criminal Justice Services  
<http://criminaljustice.state.ny.us/crimnet/ojsa/domestic-violence-data.html>





**Domestic Homicide**

Orange County comparison to:

Hudson Valley:  New York State:  2007 Report: N/A

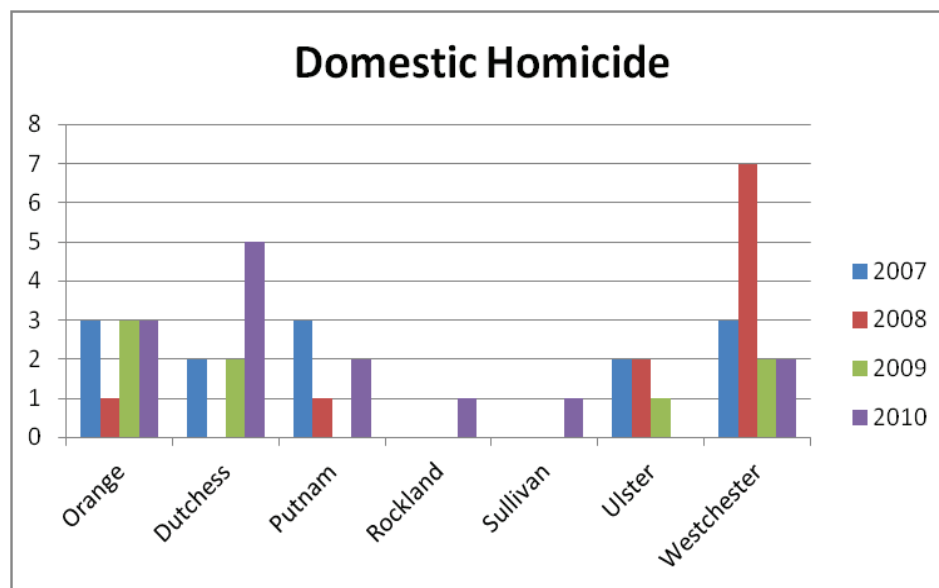
**What does this measure?** This information reflects the number of domestic homicides in Orange County and the Hudson Valley counties and the trend of domestic murder over the four years, 2007–2010. Data on Domestic Violence Fatalities in the 2007 report is not sufficient to include here. Domestic homicide involves murder or non-negligent manslaughter in which the victim was known to have a domestic relationship with the offender, including intimate partners or another family member.

**Summary Statement:** Orange County’s domestic homicides have remained relatively constant at three per year, except for 2008. Dutchess County reported the highest number for 2010, up from two the prior year. Ulster County had none in 2010.

**Domestic Violence Fatalities  
Hudson Valley**

	<i>2012 Report</i>			
	<i>2007</i>	<i>2008</i>	<i>2009</i>	<i>2010</i>
<b>Orange</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>3</b>
Dutchess	2	0	2	5
Putnam	3	1	0	2
Rockland	0	0	0	1
Sullivan	0	0	0	1
Ulster	2	2	1	0
Westchester	3	7	2	2
New York State	131	147	131	144

Source: New York State Division of Criminal Justice Services  
<http://www.criminaljustice.state.ny.us/pio/annualreport/nys-domestic-homicide-report-2010.pdf>





**Non-Residential Domestic Violence Clients**

Orange County comparison to:

Hudson Valley: N/A

New York State: N/A

2007 Report:



**What does this measure?** The data here reflect the number of clients, adults and children, that received non-residential services from Safe Homes of Orange County in various years from 2000 to 2010.

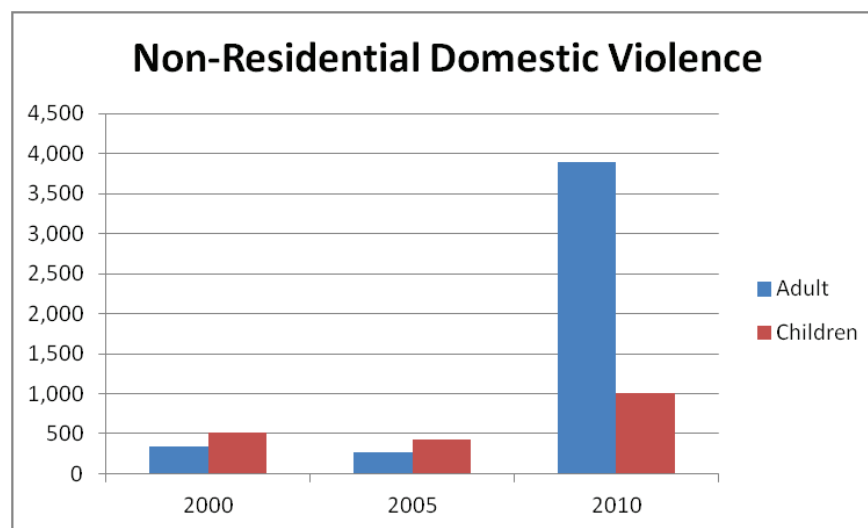
**Summary Statement:** The demand for services among adults and children for non-residential services skyrocketed between 2005 and 2010. In addition, hotline calls rose 83% and advocate services grew by 43%.

**Clients of Non-Residential Domestic Violence Services  
Orange County**

Year	Adults	Children
2000	339	517
2001	392	605
2002	432	628
2003	321	523
2004	272	523
2005	272	420
2006	1,507	420
2010	3,894	1,002
% Change 2005-2010	1332%	139%

**Additional Data**

	2006	2010	% change
Adult clients served	1,507	3,894	158.4%
Children	420	1,002	138.6%
Number of clients served by advocates on an ongoing basis	2,295	3,297	43.7%
Hotline calls answered by advocates	3,152	5,783	83.5%







**Children in Indicated Reports of Abuse/Maltreatment**

Orange County comparison to:

Hudson Valley:  New York State:  2007 Report: 

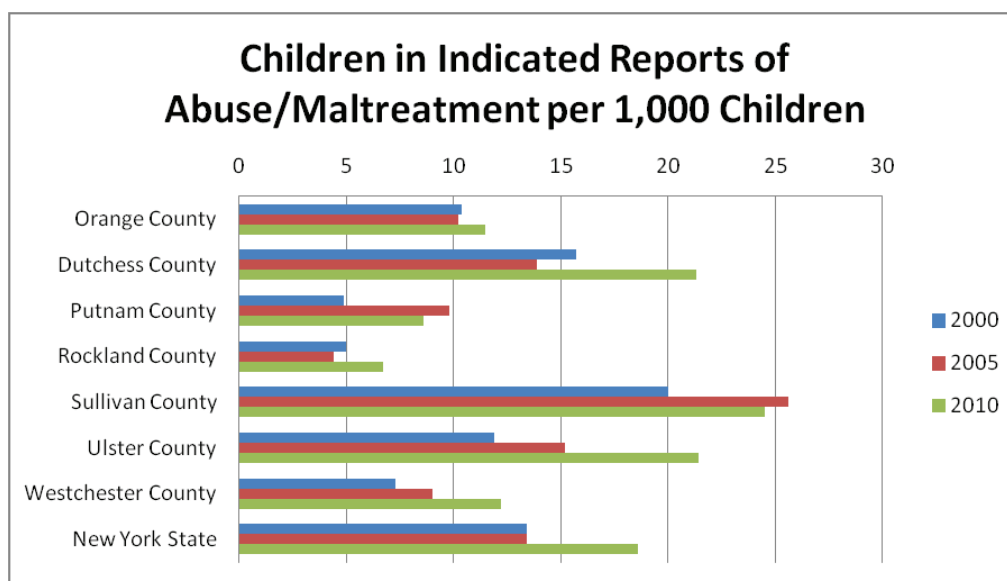
**What does this measure?** The data below examine the extent of reported abuse/maltreatment of children and youth ages 0-17 in Orange County. Data for comparison includes 2000, 2005 and 2010. Information for 2005 here is different than in the 2007 report due to subsequent adjustments. The data is reported as the rate per 1,000 children ages 0-17 in the general population.

**Summary Statement:** Orange County, like most of the Hudson Valley counties, experienced an increase in the rate of reported incidents of child abuse and maltreatment. While Orange County’s rate increased slightly, other counties, such as Sullivan, Ulster and Dutchess, had double-digit increases. Numbers include children in households and institutions.

**Reported Abuse/Maltreatment of Children  
(Per 1,000 Children Ages 0-17)  
Hudson Valley**

	2007 Report		2012 Report
	2000	2005	2010
<b>Orange County</b>	<b>10.4</b>	<b>10.2</b>	<b>11.5</b>
Dutchess County	15.7	13.9	21.3
Putnam County	4.9	9.8	8.6
Rockland County	5.0	4.4	6.7
Sullivan County	20.0	25.6	24.5
Ulster County	11.9	15.2	21.4
Westchester County	7.3	9.0	12.2
New York State	13.4	13.4	18.6

Source: Kids Well-being Indicator Clearinghouse County Report [http://www.nyskwic.org/get\\_data/county\\_report.cfm](http://www.nyskwic.org/get_data/county_report.cfm)





### ***Gang-Related Violence in Orange County***

Orange County comparison to:

Hudson Valley: N/A

New York State: N/A

2007 Report:



**What does this measure?** The statistics below represent the best sense of the Orange County Sheriff's Office concerning the prevalence of gangs in Orange County. Gang-related violence occurs in virtually every municipality in Orange County.

**Summary Statement:** While the number of gang members in jail monthly remained the same in 2011 as in 2007, the number of identified gangs has dropped substantially during the four years.

#### **Gangs and Gang Members Orange County**

	<i>2007 Report 2007</i>	<i>2012 Report 2011</i>
Gang members incarcerated (monthly)	150–200	150–200
Gangs Identified including subsets	115*	15*

\*Orange County Sheriff's Office estimate

Source: Orange County Sheriff's Office

### ***Juvenile Delinquents and PINS***

Orange County comparison to:

Hudson Valley: N/A

New York State: N/A

2007 Report:



**What does this measure?** The statistics below reflect the trend in youth charged as juvenile delinquents and identified as Persons In Need of Supervision (PINS) in Orange County. Definitions for terms are below.

**Summary Statement:** Between 2006 and 2010, both juvenile delinquent charges and PINS individuals dropped substantially. The trend since 2004 has been virtually steady downward.

#### **Juvenile Delinquents and PINS Orange County**

	<i>2007 Report</i>		<i>2012 Report</i>					<i>% Change 2006–2010</i>
	<i>2004</i>	<i>2005</i>	<i>2006</i>	<i>2007</i>	<i>2008</i>	<i>2009</i>	<i>2010</i>	
Juvenile Delinquents	613	589	659	580	461	456	361	–45.2%
PINS	n/a	n/a	433	338	196	165	128	–70.4%

**Juvenile Delinquents** Youth between the ages of 7 and 15 who commit a crime and are charged as a juvenile delinquent.

**Persons In Need of Supervision (PINS)** Youth who commit status offenses such as truancy and behavior such as running away, not following rules set by parents, such as curfew.

Source: 2007 Data: NYS Department of Criminal Justice Services

2011 Data: Orange County Department of Probation, NYS Department of Criminal Justice Services, New York State Crime Report, Final 2010 Data; <http://criminaljustice.state.ny.us/crimnet/ojsa/NYSCrimeReport2010.pdf>



**Adolescent Drug Arrests**

Orange County comparison to:

Hudson Valley: N/A

New York State: N/A

2007 Report: N/A

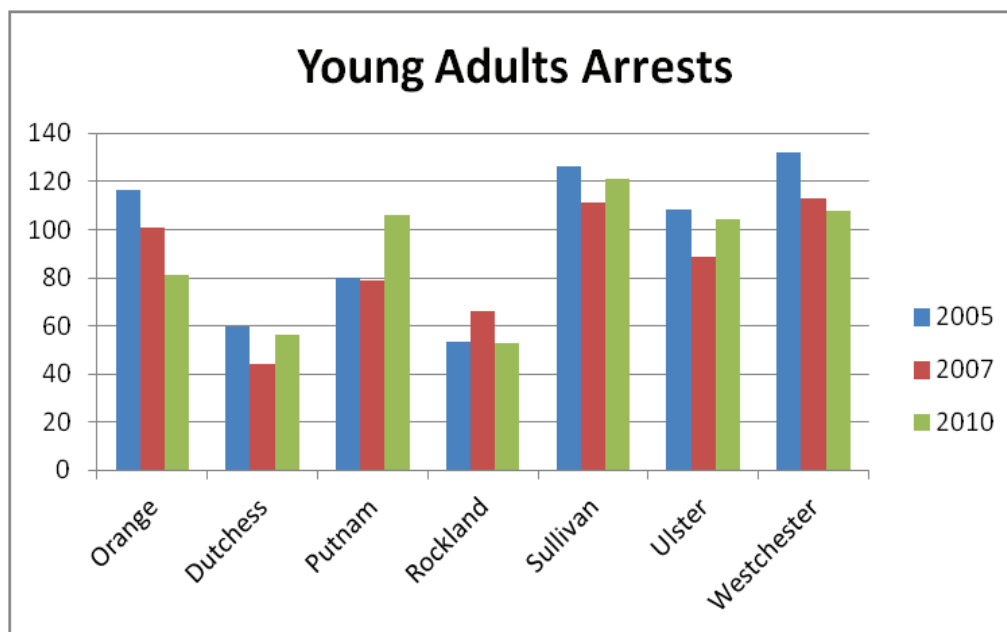
**What does this measure?** This data reflects the degree to which Orange County and the other Hudson Valley counties experience reported drug arrests among adolescents. The data is measured as the rate per 10,000 arrests of young adults ages 16-21. Data in the 2007 report is not included here because comparable information for 2010 was not available.

**Summary Statement:** Orange County’s drug arrests per 10,000 arrests of young adults dropped substantially between 2005 and 2010, the greatest reduction of all Hudson Valley counties.

**Adolescent Drug Arrests  
Hudson Valley**

	2005	2007	2010	% Change 2005–2010
<b>Orange</b>	<b>116.3</b>	<b>100.9</b>	<b>81.3</b>	<b>-30.1%</b>
Dutchess	60.0	44.0	56.1	-6.5%
Putnam	79.8	78.9	106.3	33.2%
Rockland	53.3	66.4	52.9	-0.8%
Sullivan	126.4	111.2	120.9	-4.4%
Ulster	108.4	88.9	104.1	-4.0%
Westchester	131.9	113.2	107.7	-18.3%
New York State	186.0	211.5	209.6	12.7%

*Note:* The New York State total includes arrests from out-of-state or unknown counties that are not displayed separately.  
*Source:* NYS Division of Criminal Justice Services, Computerized Criminal History System  
[http://www.nyskwic.org/get\\_data/indicator\\_profile.cfm?subIndicatorID=318&indYear1=2005&go.x=11&go.y=20&go=Submit&indYear2=2010](http://www.nyskwic.org/get_data/indicator_profile.cfm?subIndicatorID=318&indYear1=2005&go.x=11&go.y=20&go=Submit&indYear2=2010)





### Law Enforcement Personnel—Orange County

Orange County comparison to:

Hudson Valley: N/A

New York State: N/A

2007 Report:



**What does this measure?** This indicator determines the extent of police force coverage for Orange County residents. Data for county and state police personnel was new in the 2012 Report.

**Summary Statement:** In Orange County in 2010, 15 of its 20 towns had their own police forces, 13 of its 19 villages and all three cities. The NYS Police covered the remaining five towns (including the Village of Unionville) and the Village of Kiryas Joel. Police service for four villages was provided by the towns in which they are incorporated. Towns and cities generally provide coverage/police officers to more residents than do villages. Between 2005 and 2010, the number of residents per each officer declined in most communities because the rate of increase in populations was exceeded by the rate of increase in police personnel. The towns of Montgomery and Goshen experienced a substantial increase in the number of residents/officer, as did the City of Newburgh. In the 2007 report, there were 29 municipalities with their own police forces versus 31 in 2011. The villages of Cornwall-on-Hudson and Tuxedo Park were not in the 2007 report's list of police forces.

#### Summary of Police Coverage for Orange County Municipalities

Source of police service:	Towns	Villages	Cities	Total
Own police force	15	13	3	31
Town where incorp'd		4		4
NYS Troopers	5	2		7
Total:	20	19	3	42

#### Local Police Forces and Coverage Orange County

	2007 Report 2005		2012 Report 2010			Change in Residents/Officer Coverage	
	# Officers	Residents/ Officer	Sworn In	Civilian	# Officers Total		
<b>Towns</b>							
Blooming Grove	15	1,230	15	2	17	1,060	(169)
Chester	20	492	19	3	22	545	52
Cornwall	50	257	20	12	32	395	139
Crawford	22	421	21	9	30	311	(110)
Deer Park	N/A		19	0	19	416	
Goshen	19	425	19	1	20	684	260
Highlands	16	563	19	3	22	568	5
Montgomery	25	320	33	6	39	580	259
Mt. Hope	23	316	21	1	22	319	3



**Local Police Forces and Coverage  
Orange County**

	<i>2007 Report 2005</i>		<i>2012 Report 2010</i>			<i>Residents/ Officer</i>	<i>Change in Residents/Officer Coverage</i>
	<i># Officers</i>	<i>Residents/ Officer</i>	<i>Sworn In</i>	<i>Civilian</i>	<i># Officers Total</i>		
New Windsor	43	664	43	20	63	401	(263)
Newburgh	60	505	52	25	77	387	(118)
Tuxedo	12	308	12	12	24	151	(157)
Wallkill	40	675	38	5	43	638	(37)
Warwick	36	905	37	17	54	594	(311)
Woodbury	23	472	22	11	33	344	(128)
<b>Villages</b>							
Chester	15	230	19	3	22	180	(49)
Cornwall-on-Hudson	N/A		17	0	17	178	
Florida	N/A		14	0	14	202	
Goshen	20	284	20	4	24	227	(57)
Greenwood Lake	20	171	11	7	18	175	5
Harriman	8	282	10	0	10	242	(39)
Highland Falls	19	194	18	7	25	156	(38)
Maybrook	18	171	12	0	12	247	75
Monroe	16	486	18	9	27	310	(177)
Montgomery	N/A		34	1	35	109	
Tuxedo Park			11	7	18	35	
Walden	30	206	25	24	49	142	(63)
Washingtonville	18	396	16	5	21	281	(115)
<b>Cities</b>							
Middletown	67	390	68	13	81	347	(43)
Newburgh	118	210	79	13	92	314	105
Port Jervis	33	278	32	9	41	215	(62)
<b>County</b>							
Sheriff			156	12	168	2,219	
<b>OC Total</b>			957	241	1,198		



**Local Police Forces and Coverage  
Orange County**

	2007 Report 2005		2012 Report 2010		Change in Residents/Officer Coverage
	# Officers	Residents/ Officer	Sworn In	Civilian	
State			N/A	N/A	N/A
Troop F			N/A	5	*145
Troop T			N/A	N/A	N/A
DEC Police			N/A	N/A	N/A
State Park Police			N/A	N/A	N/A
MTA Police			N/A	N/A	N/A
Federal			N/A	N/A	N/A

*Note:* Excludes personnel assigned to jails

\*This number, as of Sept. 2011, is an estimate of all personnel including troopers, sergeants, investigators, cleaners, dispatchers, administration, keyboard specialists working out of Troop F excluding Haverstraw. Does not include drug, Special Investigation Units and other special units.

*Source:* 2007 Data Individual Municipalities

2011 Date Municipal Data: New York State Division of Criminal Justice Services, Uniform Crime Reporting System

<http://criminaljustice.state.ny.us/crimnet/ojsa/2010-le-personnel.pdf>

[http://www.orangecountygov.com/filestorage/124/912/2010\\_ANNUAL\\_REPORT\\_DA\\_-\\_2-23-11.pdf](http://www.orangecountygov.com/filestorage/124/912/2010_ANNUAL_REPORT_DA_-_2-23-11.pdf)

State Data: Troop F in Wallkill, NY

[http://www.co.orange.ny.us/filestorage/124/912/2010\\_ANNUAL\\_REPORT\\_DA\\_-\\_2-23-11.pdf](http://www.co.orange.ny.us/filestorage/124/912/2010_ANNUAL_REPORT_DA_-_2-23-11.pdf)





***Fire Departments & Rescue Services***

Orange County comparison to:

Hudson Valley: N/A                                      New York State: N/A                                      2007 Report: N/A

**What does this measure?** The number of Orange County’s first-line fire and rescue resources are identified.

**Summary Statement:** Between 2007 and 2010, the number of fire departments grew by one, the number of volunteers increased 31% and the number of career/paid firefighters grew almost 15%. Ambulance services declined and a fire station was closed. All fire departments in Orange County can be dispatched through the County 911 Center.

**Fire Departments & Rescue Services  
Orange County**

	<i>2007 Report 2007</i>	<i>2012 Report 2010</i>	<i>Change</i>
Fire Departments:	51	52	1
Volunteer	3,394	3,500	106
Career Firefighters	175	200	25
Fire Stations	81	80	-1
Ambulance Services	25	22	-3

*Source:* Orange County Division of Emergency Communications



**Orange County Average Call Response Time**

Orange County comparison to:

Hudson Valley: N/A

New York State: N/A

2007 Report:



**What does this measure?** The table below looks at the speed with which various actions are taken on emergency 911 calls in Orange County. Orange County’s 911 Emergency Services Center does not maintain data on response times to the site of accidents, etc. once a call is received. The various fire and police departments in Orange County respond to emergency calls as well, however, their response time data is not currently collated.

**Summary Statement:** In just one year, the number of emergency 911 calls increased by 5.8% to 754 per day. Actual response times have improved substantially regarding the call answer time and the time between hanging up from the call and arranging a dispatch.

**Emergency Response Time  
Orange County**

	<u>2007 Report</u>	<u>2012 Report</u>		% Change		
	<u>2007</u>	<u>Total Calls 2009</u>	<u>Total Calls 2010</u>		<u>Calls/Day 2009</u>	<u>Calls/Day 2010</u>
Emergency Calls		250,836	265,275	713	754	5.8%
Average call answer time	15 sec	4 sec	4 sec			
Average dispatch time	< 3 min	< 1 min	< 1 min			
Average time from dispatch until first units respond	n/a	< 1 min	< 1 min			

**Average dispatch time** is the time between when a call taker receives the call and places it in the CAD (Computer Aided Dispatch) system until the radio dispatcher puts it over the radio for response. Orange County Emergency Services did not provide data on the amount of time it takes for a responder to reach the emergency site.

**Average time from dispatch till first units respond** indicates the time between when the radio dispatcher puts the incident information over the radio until a unit acknowledges the information and indicates they are available and responding.

*Source:* Orange County Division of Emergency Communications, 911 Center <http://www.co.orange.ny.us/content/1162/971/default.aspx>