



# 2024 Departmental Achievements

Presented to the  
Tompkins County Legislature  
January 2025



# Administration

- Led efforts to adopt the County's first Strategic Operations Plan and transitioned all departments to a KPI reporting system
- Concluded contract negotiations with Corrections and White Collar. There are now contractual agreements with all 4 bargaining units
- Led interdepartmental coordination to address multiple components of County's sheltering system for short and longer-term
- Successfully obligated \$19.6M in ARPA funds prior to 12/31/2024 deadline



# Administration (Continued)

- Developed and launched new County website
- Led development of the County's Intranet tool (ATLAS)
- Centralized Countywide Safety & Security initiatives, developing a Countywide Security Manager position with onsite security staff
- Community Justice Center Community Healing Mural Project completed, and resource hubs launched across the County
- Community Justice Center dashboard launched



# Airport

- Airport Maintenance Staff (5) to cover contracted staff (cleaning, parking, lawncare & salting, overnight security)
- 2 Additional Airport Fire Fighter/Operations staff to provide 24 Hour Operation/coverage
- Airport Business Strategic Plan Finalized
- Achieved a successful Part 139 Airport Inspection
- Airport Day and Preparedness Expo a great success
- Announcement of twice daily flights to Dulles, beginning March 2025



# Assessment

- 25th consecutive year of maintaining a uniform percentage of market value for all properties on the assessment roll
- 2024 Annual Equity Maintenance Program resulted in 23,600 changes in assessment with 11.7% of the changes contested
- Total Assessed Value rose \$2.29 billion to a total County valuation of just above \$18.4 billion (\$7 billion tax exempt)
- Conversion to new state of the art CAMA database approved in 2025 Budget with an anticipated go live date of July 1, 2027



# Office for the Aging

- Hosted first in person Older Americans Month Annual Luncheon since 2019
- 5 staff members completed trainings through the Center for Aging and Disability Research (CADER) at Boston University. The trainings are the NY Connects Information & Assistance Certificate Program and the NY Connects Person Centered Options Counseling Certificate Program
- Spoke with 652 clients at 83 outreach events
- Newsletter subscribers grew to 3,086 (+623) in 2024
- Home Health/Personal Care Aide Program served 21 individuals unserved by other agencies including providing respite for Caregivers



# Office for the Aging (Continued)

- Clients served through November 2024
  - 438 people with 78,665 home delivered meals
  - Provided in home assistance (Case management) to 77 people
  - Delivered support programs and Benefit programs to 2102 people
- Long Term Care Ombudsman Program provided of 6517 contacts of information and assistance and 822 routine or complaint-related facility visits in 22 facilities/1928 beds, as well as 2 large marketing campaigns to expand program reach
- Welcomed 3 new staff members
- Continued our Age Friendly Center for Excellence planning efforts with partners and Cornell planning students



# Assigned Counsel

- Renewal of major state grant funding for program activities providing over \$2.5 million through 2027
- Successful recruitment of additional panel attorneys, maintaining and improving quality of representation and building foundational support for panel attorney representation in the future
- Department is fully staffed, ensuring ongoing department activities at a high level
- Ongoing use of support services and training produced significant positive legal results for program clients in both criminal and family court representation
- Maintained ongoing 18b reimbursement of attorney costs from the state to support panel attorney representation of clients in criminal and family court matters





# Board of Elections

- Procured and implemented the use of new Clear Ballot voting machines
- Established new procedures and trained nearly 300 poll workers on the machines and work with voters
- Increased the number of polling places of on demand ballot printing from 18 to 23 saving county dollars on ballot printing expenses
- Ran two countywide elections:
  - April 2nd - Democratic and Republican Presidential Primary Elections
  - November 5th - General Election had 47,039 voters - a new record
- Processed 7,185 voter registrations for new voters through Dec 2, 2024
- Processed 12,539 voter registration changes to current voters
- 61,843 active voters in Tompkins County - a new record
- Processed 7,583 ballot requests for mail ballots



# Clerk's Office and DMV

- Advanced goals of a paperless office by increasing e-recording of land records and e-filing of court records
- Assisted customers with REAL ID or Enhanced licenses prior to federal deadline for domestic air travel requirements
- DMV has consistently been rated between 95% and 100% approval rating by customers at our Happy or Not machine
- Collected over \$16.4 million in revenue for NYS, Tompkins County, and Towns – helping to offset property taxes



# Clerk of the Legislature

## ■ Legislature and its standing and special committees:

- Held approximately 145 public meetings
  - Held 10 public hearings
  - Adopted over 300 resolutions
  - Adopted 5 local laws
  - Made approximately 96 advisory board appointments
  - Conducted an informal audit of 45 advisory board records
  - Update 6 advisory board bylaws
- ## ■ Worked with advisory boards to update bylaws and bring them into compliance with the updated Advisory Board Policy and streamline the advisory board appointment process
- ## ■ Began setting up and training for the move to a new meeting management software to simplify the meeting management process and enhance transparency



# County Attorney

- Provided legal advice and representation to Legislature and departments on matters including contracts, leases, real estate transactions, labor and employment matters, code enforcement (including local cannabis enforcement), tax enforcement, ethics and conflict of interest matters, procurement, financial practices, compliance, elections, investigations, legislation, resolutions, and parliamentary procedure
- Represented or oversaw representation of County in over 20 civil litigation matters pending in state and federal courts, including an appellate victory in the Appellate Division, Third Department enforcing penalties for unlawful tobacco sales to minors.
- Handled approximately 50 active Family Court matters, including juvenile delinquency and persons in need of supervision cases.
- Processed approximately 300 FOIL requests



# Department of Emergency Response

- Implementation of the County EMS program, consisting of 3 Basic Life Support Fly Cars stationed throughout the County
- Completion/opening of the Back-up/secondary 911 center on Pine Tree Rd. in partnership with Cornell
- Renovations started for primary 911 center at Brown Rd
- Introduction of the Peer Support Program, providing mental health support to local first responders
- Completion of 5 Citizen Preparedness Corps programs in conjunction with the NYSOEM and National Guard, with over 300 total attendees



# Facilities

- Hired Project Manager to Support Capital Projects
- Successful Completion of Improvements, in record time, to the former KeyBank Bldg. for Code Blue Emergency Shelter
- Selected HOLT Architects as the Architectural & Engineering Consultant for the Center of Government Building Project
- Completed Design of Phase 2 of the Green Facilities Capital Project
- Completed the PSB Short Term Improvements Capital Project
- Completed the Masonry Restoration Project at the Main Courthouse, Old Jail, and Daniel D. Tompkins buildings
- Substantial Completion of the Facilities Cold Storage Building Project



# Finance

- The Purchasing Unit attended training and participated in the set up the new Open Gov Procurement Software
- The Treasury Unit:
  - Outreach to the owners of 159 parcels in pre-foreclosure, 67 that went into foreclosure, and processing the 9 parcels that went to Public Auction
  - Worked with the County Attorney on revising the foreclosure process to follow the new regulations effective in 2024
  - Worked to maximize interest earnings by laddering investments in Certificates of Deposits and working with our banking partners to increase current interest earnings on checking and money market accounts
- The Payroll Unit
  - Processed 659 retro payments totaling over \$3 million for Corrections, White Collar and Confidential/Management Contracts
  - Processed over 27,700 bi-weekly payroll checks



# Finance (Continued)

- The Accounts Payable Unit:
  - Processed over 21,500 weekly payments
- The Accounting Unit :
  - Assisted with revising and/or creating Administrative Policies
  - Continued work on the implementation of the new governmental accounting standard for recording of leases (GASB 87) and subscription-based information technology arrangements (SBITAs) (GASB 96)
  - Developed a more efficient process for monthly sales tax distribution and reporting
  - Worked with Transportation to develop & improve the process for Federal Draw downs and backup documentation
  - Held first quarterly fiscal group meeting with departments (12/2/24)
  - Worked with auditors to ensure a successful external audit for year ending 2023 with the issuance of an unqualified, or clean, audit opinion





# Highway

- 24.2 Miles of County Road Paved
- 53 Miles of County Roads Surface Treated
- 579 Traffic Signs Inspected &/or Installed
- 96.9 Miles of County Roads Striped
- 212 Traffic Safety Markings Painted  
(Traffic Pattern Arrows, Stop Bars, Crosswalks)
- 2650 Feet of Culvert Pipe Installed
- 789 County Vehicles & Equipment Serviced  
(Highway - 371 / Other County Dept. - 418)
- Weights and Measures visited 187 local establishments and inspected 1,704 devices and implemented a Price Accuracy Program - auditing 36 establishments to-date



# Human Resources

## ■ Civil Service:

- Participated in the State Civil Services HELP Initiative – Petitioned the State for 151 titles for non-competitive status (without examination) 105 titles approved to date, 88 appointments
- Civil Service Examinations Held: 114 for approximately 430 candidates

## ■ Benefits:

- Enhanced County's Benefit program by implementing voluntary/supplemental benefits including life insurance, critical illness, accident, and hospital indemnity for all eligible employees
- Added \$50,000 of life and AD&D (accidental death and dismemberment) insurance for all active employees



# Human Resources (Continued)

## ■ Personnel:

- Facilitated successful administrative searches: County Administrator, County Attorney, Budget Director, Deputy Director of Workforce Development
- New Hires: 292 including Election Workers and JTPA participants; Reviewed and approved approximately 4,700 employment applications

## ■ Reward and Recognition:

- Recognized 165 employees for milestone years (29 of which were for 25+years of service) largest turnout for employee picnic with 550+ attendees

## ■ Training & Development:

- 17 County and 3 City supervisors completed 6 module Supervisors for Success program
- Provided training and development support for 58 individual requests covering 21 departments



# Office of Human Rights

- Authored letter, Turning the Tide on Hate and Racism in Tompkins County is a Project for All of Us co-signed by over 100 individuals
- Produced and publicly premiered a documentary “Are We There Yet? A Compassionate View of Contemporary Migration”
- Your Voice & Your Vote civic engagement coalition held second annual Democracy Fest in August and hosted, with other organizations, “Come Together,” a pre-election event focused on the power of the vote, criminal justice reform and the rights of women and other marginalized groups
- TCOHR and County Communications partnered to develop a significant rebranding of the office
- Sponsored Programming
  - Dr. King and the Case for Reparations
  - The Leadership Role of Women in the Black Freedom Struggle
  - Analyzing the Migration Process in the Context of Current Policy
  - County/City Juneteenth Celebration
  - Pride Month viewing of I am Pauli Murray, Cinemapolis

Office of Human Rights

OPEN Monday to Friday 8:30 a.m. to 4:30 p.m.

For appointments call 607-737-4080

[tompkinscounty.gov/humanrights](http://tompkinscounty.gov/humanrights)

[humanrights@tompkins-co.org](mailto:humanrights@tompkins-co.org)



# Information Technology Services

- Major infrastructure improvements to enhance system availability, redundancy, and security to include:
  - Immutable backup solution
  - Achieving full staffing
  - Implementing critical server upgrades for essential systems like the 911 CAD/RMS
- The completion of a new 911 backup center, the adoption of updated IT policies, and the establishment of a Technology Review Team
- Advanced transparency by development of criminal justice reform dashboards, supported Cortland County's independent Laserfiche migration, and upgraded operating systems and PC deployment processes for enhanced security and efficiency

RESPECT  
ACCOUNTABILITY  
INTEGRITY  
EQUITY  
STEWARDSHIP



# Information Technology Services (Continued)

- Improved the County's overall cyber hygiene by:
  - Implementing best practices, proactively addressing potential vulnerabilities, and piloting collaborations with NYS on evolving NYSOC initiatives
  - These efforts better position the County to provide a secure, resilient digital environment, more effectively protecting against evolving cyber threats
- GIS Team successfully completed key initiatives:
  - Agricultural District and Unique Natural Area (UNA) updates,
  - Significant progress in the partial Tax Mapping migration to Pro, while onboarding and mentoring new tax mapping staff
  - Enhanced skills and organizational capacity through professional development, including participation in the ESRI Conference and GIS Management Academy trainings



# Planning and Sustainability

- Received \$825,000 from NYSERDA to construct a solar array at the Health Department
- Developed the “Mobility Vision Plan 2024-2027”
- Awarded \$405,135 in funding through Round 24 of the Community Housing Development Fund, which will support the development of 143 additional affordable housing units
- Awarded \$50,000 from the Park Foundation and up to \$45,247 from NYSERDA to complete a feasibility study for a district heating system
- Developed “Navigating Electrical Outages: Proactive Steps for Today and Tomorrow's Electrified World” to better prepare our community for electric grid outages now and in the future
- After RFP process, entered into agreement with Point Broadband and applied for NYS ConnectALL funds to expand highspeed internet service to unserved addresses in the County

**RESPECT**  
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**STEWARDSHIP**



# Probation & Community Justice

- Received grant funding for continued participation in the GIVE-XI program designed to reduce Gun Involved Violence in Tompkins County
- Enhanced partnerships and collaboration with Tompkins County and New York State law enforcement partners
- Released comprehensive real-time Data Dashboard for public use on our Department website
- Updated multiple policies and procedures to reflect evidence-based best practices
- Achieved 100% compliance with staff training goals/standards
- Achieved a 99% DNA collection rate in compliance with DCJS requirements
- Began Day Reporting pilot project to re-invigorate utilization of resources at the Day Reporting Program

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# Recycling & Materials Management

- Maintained high level of customer service and programmatic delivery while undergoing staff transitions in approximately 43% of the department positions
- Completed a planned Capital Project at the Recycling and Solid Waste Center, including replacement of the HVAC system, installation of a refillable water bottle station, and upgrades to existing break room, bathrooms, and locker rooms, all ADA compliant
- Established a new Compost Club initiative with three convenient drop-off locations in environmental justice areas in the County. In the first year, 140 residents used the Compost Club for 24-hour access to food scraps collection
- Submitted a draft Local Solid Waste Management Plan to NYSDEC with comments from the public comment period incorporated. Initiated a process to incorporate state feedback into the plan
- Promptly and proactively addressed unanticipated concerns related to leachate collection from closed landfills, including expansion of testing parameters, permit renewal, and exploration of back-up facilities for acceptance of this material

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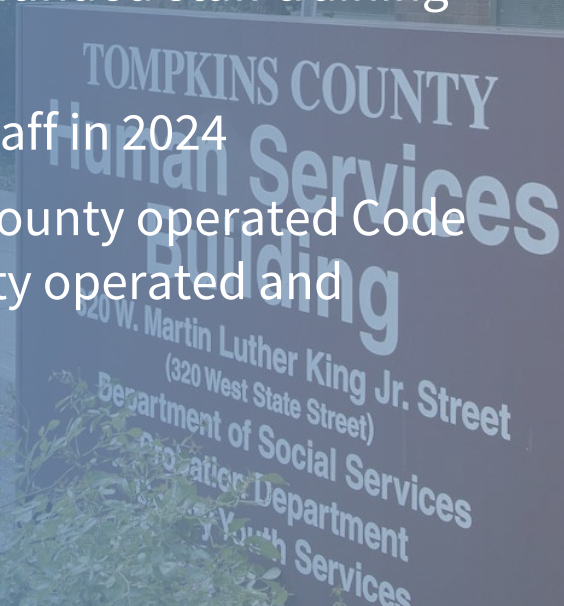
# Tompkins County Sheriff

- Achieved Accreditation for the Road Patrol Division through the New York State Law Enforcement Accreditation Council
- Created a Sheriff's Office Transparency Hub that identifies data points and serves as an interactive dashboard portal that makes Sheriff's Office data visual, usable; and user-friendly for community members
- Implemented a Body Worn Camera Program in the Corrections Division: Established protocols/expectations for the pilot program, developed policy, procured and installed necessary technology, and established quality control and evaluation metrics
- Revitalized the Jail Garden Program collaboratively with Ultimate Reentry Opportunity Initiative (U.R.O.) to obtain funding, support, and educational material for incarcerated individuals
- Planned and Achieved Corrections Division Succession: Created a new Corrections Lieutenant position and filled promotionally. Hired a new Corrections Captain and implemented a transition plan for the incoming and outgoing Corrections Captain



# Department of Social Services

- 1,039 Child Welfare reports received and addressed through the end of November 2024
- Expanded Family Treatment Court Child Welfare Cases to include preventive services cases
- Tompkins County Child Support developed a Confinement Cost (medical costs related to a birth) reduction program to reduce or forgive outstanding stagnant debt
- Developed internal DEIA focus group to identify continued staff training needs and internal approaches
- Hired, on-boarded and trained 39 Social Services staff in 2024
- Developed, hired, trained staff for, and opened, a County operated Code Blue shelter site with continued work toward County operated and coordinated THA shelter program



# Veterans Services

## ■ Recognitions received from:

- Finger Lakes Chapter of Vietnam Veterans of America, The Office of New York State Sen. Lea Webb

## ■ Events:

- Hosted NYS Commissioner of Department of Veterans Services in inaugural reception for Women Veterans in Tompkins County
- Celebrated inaugural event for Vietnam-era Veterans Recognition Day,
- Co-hosted first “Welcome Back Cookout” for local college Veterans with Team Red, White, Blue (Team RWB)

## ■ Initiatives:

- Launched group dedicated for Tompkins County Women Veterans
- Initiated Tompkins County Women Veterans Listserv
- Helped increased profile of Operation Greenlight
- Coordinated design, creation, and move into first dedicated home for the Tompkins County Department of Veterans Services

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# Whole Health

- Opened Mental Health satellite clinic at Brown Road
- Launched second CARE Team in partnership with Ithaca Police Department and secured NYS Office of Mental Health funding for a third team
- Developed a program, with Legislature support, to provide a stipend to Early Intervention providers to reduce wait lists for children's therapy services

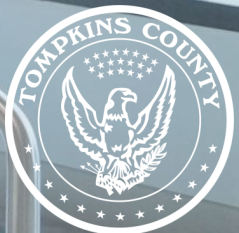
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# Workforce Development

- Summer Youth Employment Program (SYEP) employed 118 youth at 51 worksites
- Constructed 50 supportive work experiences for young adults through JobLink Program
- Created monthly newsletter providing updates, workforce events/programs, and special features on participants, partners, and staff – monthly average of 2,700 unique opens from recipients
- Maintained distinction as low-risk Workforce Development Board for New York State Fiscal and Program Audits
- 54 trainings and certifications to gain sustainable employment
- 21 Supportive Services (75% Addressing Transportation Barriers to Training or Employment)
- 20+ Businesses provided hiring supports, job seeker referrals, and information on available employee training services

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# Youth Services

- Developed an electronic Safe Harbor Screening Tool to streamline client referrals and improve access to services for County Departments and Community Partners
- Recruited and onboarded a Youth Service Specialist to spearhead the Inclusion and Accessibility Initiative, fostering equity in youth programming
- Enhanced Positive Youth Development Programming by supporting MYSS and collaborating with Rural Youth Service Managers; guided the Trumansburg/Ulysses Commission in establishing their own youth development initiatives
- Delivered comprehensive CSEC training: Facilitated two intensive eight-hour sessions on Commercial Sexual Exploitation of Children for over 20 staff members across youth-serving agencies in Tompkins County

