

Emergency Communications Department

City of Rochester - County of Monroe

2008 Annual Report



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City of Rochester, NY



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Mission Statement

The Emergency Communications Department serves as the vital link between the citizens and public safety agencies of the City of Rochester and the County of Monroe.

We strive to collect and disseminate all requests for service in a prompt, courteous, and efficient manner for all our customers.

Through our actions, we help save lives, protect property and assist the public in their time of need.

Introduction

The Emergency Communications Department (ECD) serves as the consolidated Public Safety Answering Point (PSAP) for the Rochester-Monroe County, NY area, serving a population of over 735,000. As declared in our Mission Statement, “Through our actions, we help save lives, protect property and assist the public in their time of need.”

ECD provides dispatching services for 16 Police Departments, 46 Fire Departments, and 32 Emergency Medical Services Agencies. In 2008 the ECD received 1,070,772 calls and processed 1,231,407 CAD events for these agencies.

The ECD is rather unique in its composition within local governments. It is an agency of the Rochester City government, yet provides service throughout Monroe County. This is accomplished through a renewable 10 year contract between the City of Rochester and Monroe County, with each entity providing portions of the total configuration. For instance, Monroe County provides all radio, telephone and computer equipment while the City of Rochester provides and maintains the building in which the PSAP is located. This serves as a model for intergovernmental cooperation towards public safety.

The ECD operates with a staff of 192 employees, with 179 being assigned directly to PSAP operations. All operations personnel have a minimum training level of APCO Telecommunicator and are certified as Emergency Medical Dispatchers by the National Academy of Emergency Dispatch. New employees receive an average training of four months for Telecommunicators and six months for Dispatchers before being allowed to perform on their own.

Effective interaction with other public safety agencies is critical to the protection of life and property. In order to accomplish this goal, the ECD is an active member of the following organizations:

- Monroe County Law Enforcement Council
- Monroe County Fire and EMS Advisory Boards
- Monroe County Emergency Medical Services Advisory Board
- Monroe County Local Emergency Planning Committee
- Monroe County Steering Committee for the National Incident Management System (NIMS)
- Monroe County Health Department Public Information Committee for Pandemic Preparation
- Monroe County Fire/EMS Communications Board*
- Monroe County 9-1-1 Operating Practices Board
- Monroe County Fire Chief’s Association
- Monroe County Local Emergency Planning Committee*
- Monroe County Domestic Violence Consortium
- Port of Rochester Security Committee
- ECD/RPD Committee
- Monroe County First, Second, Third, Fourth and Fifth Battalions

- NYS 9-1-1 Coordinators Association, Director Merklinger currently serves as President*
- NENA, Director Merklinger served as President of the New York State Chapter*
- Association of Public-Safety Communications Officials International
- E-9-1-1 Institute, Director Merklinger served on the Board of Directors*
- NAED Police Council of Standards*
- Urban Area Working Group
- RPD Weekly Crimestat Meetings

Key: * Voting Member

Each year the ECD continues to make distinguished achievements. 2008 was no exception.

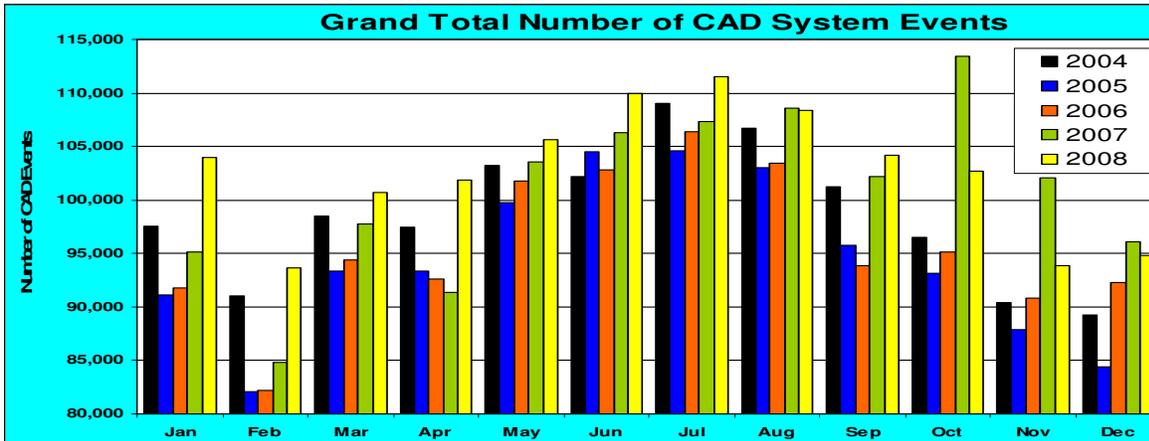
ECD assisted the Monroe County Sheriff's Office, NYS Police, FBI and the East Rochester Police Dept in the 2008 Senior PGA Championship event held at Oak Hill Country Club in May.

In October 2008, after several months of development and work, the County of Monroe took delivery of a Type II Mobile Communications Vehicle, known as MCU-1. This vehicle is designed to provide a variety of communications services and equipment in the field and at special events.



The Monroe County Mobile Communications Unit which was delivered in 2008

9-1-1 Center Statistics



9-1-1 Center Statistics:

	2002	2003	2004	2005	2006	2007	2008
Jan	91480	94322	97587	91125	91745	95090	103989
Feb	85565	84585	91052	82137	82243	84885	93680
Mar	94048	94294	98511	93296	94401	97807	100723
Apr	94143	100877	97404	93311	92577	91402	101890
May	98306	99858	103231	99807	101749	103511	105595
Jun	103902	105010	102172	104513	102823	106308	109967
Jul	108065	105633	109052	104600	106388	107275	111528
Aug	104452	105760	106725	102988	103444	108640	108364
Sep	96922	97551	101187	95781	93870	102183	104203
Oct	97361	95190	96517	93180	95115	113470	102733
Nov	88829	89959	90377	87835	90830	102057	93871
Dec	88669	90190	89277	84441	92309	96128	94864

9-1-1 Center Statistics Summary:

Year	9-1-1 Calls	CAD Events
2004	1,030,031	1,183,092
2005	1,071,679	1,133,014
2006	1,206,530	1,147,494
2007	1,116,878	1,208,756
2008	1,070,772	1,231,407

Events Processed by 9-1-1 per Agency

FIRE: CAD Events	2004	2005	2006	2007	2008
Airport Fire Department	355	390	411	543	557
Barnard Fire Department	2,372	2,491	2,433	2,478	2,662
Brighton Fire Department	2,868	2,773	2,654	2,650	2,867
Brockport Fire Department	800	916	932	940	967
Bushnells Basin Fire Department	659	649	621	629	758
Chili Fire Department	647	705	696	667	794
Churchville Fire Department	308	297	362	372	363
City Fire Department	32,593	32,397	33,177	36,119	37,748
Clifton Fire Department	110	174	132	164	199
East Rochester Fire Department	672	727	623	658	711
Egypt Fire Department	648	654	655	584	644
Fairport Fire Department	1,414	1,360	1,426	1,342	1,336
Fishers Fire Department	375	415	402	417	428
Gates Fire Department	2,286	2,165	2,240	3,022	3,200
Greece Ridge Fire Department	4,368	4,610	4,720	4,835	5,207
Hamlin Fire Department	441	394	398	447	575
Henrietta Fire Department	3,631	3,755	3,417	3,827	4,037
Hilton Fire Department	563	448	453	523	526
Honeoye Falls Fire Department	522	491	485	487	447
Kodak Fire Department	28	22	25	26	22
Lakeshore Fire Department	859	825	825	862	984
Laurelton Fire Department	809	691	686	707	800
Mendon Fire Department	273	290	240	271	304
Monroe County Fire Bureau	84	77	75	56	66
Morton Fire Department	172	151	168	183	181
Mumford Fire Department	159	155	147	170	192
North Greece Fire Department	3,121	3,293	3,160	2,961	3,096
Other Fire Departments	61	72	67	67	73
Penfield Fire Department	1,754	1,846	1,761	1,840	1,928
Pittsford Fire Department	1,435	1,475	1,506	1,475	1,659
Point Pleasant Fire Department	239	229	230	193	227
Regional Transportation Op. Center	4,170	5,938	5,468	6,315	6,234
Ridge Culver Fire Department	1,819	1,878	1,866	1,812	1,860
Rush Fire Department	234	251	217	213	227
Scottsville Fire Department	197	172	187	234	216
Sea Breeze Fire Department	114	93	114	96	124
Spencerport Fire Department	927	961	715	800	1,021
St. Paul Fire Department	877	784	769	857	944
United States Coast Guard	40	85	72	110	128
Union Hill Fire Department	273	163	132	204	227
Walker Fire Department	135	113	144	155	124
Webster Fire Department	1,244	1,197	1,287	1,262	1,385
West Brighton Fire Department	554	610	1,088	672	729
West Webster Fire Department	1,169	1,156	603	1,129	1,288
FIRE TOTAL	76,379	78,338	77,789	82,831	88,065

Events Processed by 9-1-1 per Agency (cont.)

EMS: CAD Events	2004	2005	2006	2007	2008
Bergen Ambulance	26	23	18	29	22
Brighton Ambulance	3,570	3,786	3,892	4,043	4,188
Brockport Ambulance	1,409	1,439	1,563	1,897	1,922
Caledonia Ambulance	106	107	78	94	105
Chili Ambulance	1,741	1,805	1,752	1,844	1,946
Churchville Ambulance	367	416	392	441	399
East Rochester Ambulance	773	840	823	817	998
Gates Ambulance	3,503	3,357	3,664	3,857	3,635
Greece Ambulance	6,652	4,230	3,672	3,759	3,905
Hamlin Ambulance	529	478	492	539	641
Henrietta Ambulance	3,377	3,575	3,440	3,668	3,923
Hilton Ambulance	1,086	1,215	1,223	1,269	1,323
Honeoye Falls Ambulance	754	716	745	787	877
Irondequoit Ambulance	2,687	2,645	2,705	2,767	2,837
Kodak Ambulance	7	3	2	7	2
Monroe Ambulance	3,605	5,984	6,739	7,136	7,623
Northeast Quadrant	125	103	73	92	97
Other Ambulances	226	177	158	131	164
Penfield Ambulance	2,088	2,117	2,071	2,297	2,201
Perinton Ambulance	2,687	2,832	2,996	2,990	3,137
Pittsford Ambulance	1,541	1,726	1,725	1,766	2,113
Point Pleasant Ambulance	383	396	392	359	340
RIT Ambulance	672	616	675	676	712
Rural Metro Ambulance	46,085	47,252	49,677	52,356	55,575
Rush Ambulance	245	223	251	255	234
Scottsville Ambulance	279	296	307	318	312
Seabreeze Ambulance	113	116	151	140	140
Southeast Quadrant	67	96	92	88	118
Spencerport Ambulance	1,293	1,371	1,279	1,262	1,388
St. Paul Ambulance	1,086	1,137	1,043	1,045	1,118
Union Hill Ambulance	1,521	1,544	1,569	1,652	1,817
West Webster Ambulance	1,331	1,391	1,485	1,719	1,731
EMS TOTAL	89,934	92,012	95,114	100,100	105,543

POLICE: CAD Events	2004	2005	2006	2007	2008
Brighton Police Department	40,140	35,144	36,162	35,414	35,180
Brockport Police Department	13,126	12,512	11,563	13,554	15,344
East Rochester Police Department	12,225	12,387	12,028	12,281	12,877
Fairport Police Department	10,825	11,893	12,928	12,317	10,259
Gates Police Department	31,370	29,367	30,055	30,714	30,431
Greece Police Department	84,899	81,483	85,386	83,047	89,131
Irondequoit Police Department	65,145	66,461	67,575	63,168	62,917
Monroe County Probation	13,470	11,586	13,660	15,173	15,107
Monroe County Sheriff	214,197	198,162	182,319	194,850	198,246
New York State Police	15,973	14,719	18,551	31,858	37,065
New York State Park Police	-	-	-	-	268
Ogden Police Department	13,423	13,605	14,862	17,446	18,674
Other Police Departments	3,614	3,251	3,091	3,356	3,928
Rochester Police Department	466,437	441,501	451,463	476,996	471,439
SUNY Brockport Police	37	71	89	92	2
Webster Police Department	31,898	30,521	34,839	35,016	36,050
Total	1,016,779	962,663	974,571	1,025,282	1,037,798

Agency and Employee Accomplishments

- The ECD was the first PSAP in New York State to be accredited by the Commission on Accreditation of Law Enforcement Agencies (CALEA) and maintains that accreditation today.
- The first two Emergency Number Professionals (ENP) in New York State were from ECD. Currently, we have three of the eight in the state.
- The ECD was the first agency in New York State to be certified as a Center of Excellence by the National Academy of Emergency Dispatch (NAED) and maintains this certification today.
- The ECD was the first PSAP in New York State to obtain college credit from the State University of New York for training provided to its employees.
- On four occasions, ECD employees have been recognized as New York State EMS Communications Specialist of the Year.
- The Association of Public-Safety Communications Officials (APCO) awarded an ECD employee the title of International Telecommunicator of the Year.
- Since initiating the emergency medical dispatching program, ECD has assisted with the birth of 104 babies. Related to this, ECD employees initiated a program of making and delivering baskets with baby items to the parents of those babies they assisted in delivering. This allows both parties to establish a connection beyond what was said on the telephone.
- The ECD serves as a training center for the American Heart Association (AHA). This involves overseeing 42 CPR Instructors at six training sites throughout the region. This resulted in the training and issuance of 640 CPR certifications in 2008.
- ECD recognizes that stress management during critical calls is important to the welfare of employees. ECD has an internal team of 17 specially trained Peer Facilitators to debrief employees after a critical call. Should further intervention be warranted, a referral to the Employee Assistance Program is made.
- The ECD Training Director is a certified APCO Instructor and two of our employees are certified NAED Emergency Medical Dispatch Instructors. As such, they provide training not only to ECD employees, but to many others from PSAPs both within and outside of New York State. We also have three employees who have completed instructor development and run many of our classes.
- In the past, the pre-hospital cardiac arrest save rate in Monroe County was 4%. It has since risen to 16%. The pre-arrival CPR instructions provided by ECD personnel was listed by the Monroe County Emergency Medical Services Director as a major contributing factor to this significant increase in the saving of lives.
- ECD was named the 2007 9-1-1 Center of the Year by the E-9-1-1 Institute.

Agency Goals for 2008

General Operational Goals:

- Develop and deploy a Public Safety Mobile Communication Unit to supply mobile interoperable communications. – Completed Oct. '08
- Collaborate with Monroe County Public Safety Communications and participating agencies to complete full deployment and implementation of the new digital law enforcement voice communications system. – Expected second half of '09
- Collaborate with Architectural Services to complete building heat pump repair and minor renovations. – July '09
- Collaborate with police agencies to deploy Automatic Vehicle Locator (AVL) system. - Ongoing
- Increase staffing by 12 people with County approval due to additional call volume and new agencies being dispatched from ECD. – Completed Jan . '09
- Complete Incident Dispatch class training for those employees involved in the Mobile Communications Unit. – Completed Sept. '08
- Continue into Phase 2 of the CAD replacement project with overall completion in 2011.
- Citizens ability to register cell phone with Hyper-Reach through web-link. – Ability to do so completed early '08. Citizen registration ongoing.

Training:

- Conduct new hire classes as staffing dictates. – Four classes in April, July, Sept., & Dec.
- Continue to assist RPD with training 3-1-1 employees. – No longer necessary
- Send one more employee to APCO Instructor or Instructor Development Course. – None offered locally
- Conduct additional CTO courses. – Held first quarter '08
- Implement Incident Dispatch program. – Completed Sept. '08
- Continue working on the City of Rochester Comprehensive Training Plan Project Team. – Completed first half of '08

Public Awareness:

- ECD will be working on how to be more pro-active seeking public awareness presentation appointments rather than relying on invitations from various organizations. - Ongoing
- Replace the pictures on the display board. End of '09
- Searching NENA and APCO resources for new educational 911 video/DVD geared toward adults. – End of '09
- Searching NENA and APCO resources for video/DVD to be used for children under 5 years old. End of '09
- Continue to work on converting our videos to DVD. - Ongoing

- Explore new venues to display the newly acquired Red E. Fox robot & costume. – **Ongoing**

Peer Facilitators:

- Continue to provide training session and mentors for new hires.
- Locate and utilize videos/books/magazine articles to supplement training sessions. - **Ongoing**
- Better attendance and participation at meetings. - **Ongoing**

CAD:

- Continue to work with County GIS and various internal 9-1-1 personnel on updating mapping used at ECD.
- Continue working on the premise warning file to keep it updated with the correct Police, Fire, EMS and AED information.
- Continue to work with Frontier, Sprint E911, and Intrado in fixing ANI/ALI discrepancies.
- Work closely with the CAD Committee by attending CAD demos and reviewing prospective vendors for the new CAD system. – **First half of '08**
- Continue to work with the various Police, Fire and EMS User Agencies to ensure their files, run cards, tow districts and other records are correct in CAD.

The National Incident Management System (NIMS):

- Continue having all new employees complete NIMS 100 & 700 during classroom training.
- Have new Acting Supervisors and Supervisors complete NIMS 200 & 800 along with future members of the Communications Response Team as part of their training. - **Ongoing**
- Have all Supervisors complete NIMS 300, dependant on available classes. – **Ongoing due to new promotions**
- Have remaining Managers complete NIMS 400, dependant on available classes. - **Completed**
- Continue to work with Office of Emergency Management on the regional Incident Management Team.

Emergency Response Plan:

- Issue a full revision in early 2008. **Completed June '08**
- Tabletop exercises scheduled for February 2008. - **Completed**
- Continue sessions with Gates FD and Perinton Ambulance. – **Had to suspend due to staffing issues**
- Schedule functional exercises at Radio Center. - **Ongoing**

Emergency Medical Dispatch:

- Reduction of under-coding to 3%. - **Ongoing**
- Provide educational opportunities specific to Supervisors and Actors to foster a better understanding of their role in the QIU process. **Working for '09**
- Reinstigate use of the CD-ROM based education provided by Priority Dispatch. - **Completed**
- Upgrade to Version 12 of the EMD protocol (scheduled for release 2nd half of 2008). - **Completed**
- 2008 is “Big Year” for EMD Re-certifications. - **Completed**
- Development of Verbal First Aid Training. **Completed March '09**
- Projected completion for EMD CDE in June 2008. - **Completed**

2008 Employee's of the Month

January	Cory Chelini
February	Tom Mills
March	Dawn LaForce
April	Abby Hayes
May	Paul Dentino
June	Greg Wing
July	Tracy Bouchard
August	Bryan Mucica
September	Bill Leone
October	Christopher Martin
November	Katie Norwood
December	Erica Garfield



Agency Goals for 2009

General Operational Goals:

- Continue annual updating, reviewing, and training employees on our Emergency Response Plan.
- Assist BHRM in completing the development of a new Dispatcher II exam.
- Assist BHRM in completing the development of a new Supervisor exam.
- Continue to work on chair/furniture repair/replacement.
- Continue Line of Duty Death (LODD) implementation.
- Due to increased demand for CPR classes from the City of Rochester, we will institute a monthly CPR class.
- Continue to work on educating the public about the importance of registering their cell phones for Hyper-Reach.
- Work on replacing the building's stand alone UPS system with a system containing two units that will back each other up.
- Proactively work on replacing some of the aging HVAC equipment in the building.
- Continue the CAD replacement project with overall completion in 2011.

Training:

- Conduct new hire classes as staffing dictates.
- Offer additional CTO Training.
- Send 3 employees to Instructor Development Course or APCO Instructor Course.
- Implement new NYSPIN/Ejustice NY when state issues.
- Implement Employee Development Plan.
- Keep lesson plans updated to meet NYS standards.
- Review and revision of directives and procedures.

Public Awareness:

- Replace the pictures on the display board.
- Replace our adult 911 video/DVD
- Continue to work with Steve Fischer/Charles Vitale on converting our videos to DVD.
- Letter to American Red Cross asking them to consider having a team member lecture at their baby-sitting class.
- Working with QIU division to certify some team members in CPR instruction-CPR classes can work in conjunction with public awareness presentations.

Peer Facilitators:

- Continue to provide training session and mentors for new hires.
- Locate and utilize videos/books/magazine articles to supplement training sessions.

- Explore changing to email based meetings (like public awareness does) except for training.
- Invite representative to speak to our group and explain what the change in EAP provider (replacing ESI) means for us.

CAD:

- Continue to work with County GIS, County IS on updating the mapping that is used at ECD.
- Continue working on the Premise Warning file to keep it updated with the correct Police, Fire, EMS and AED information.
- Continue to work with Frontier, Sprint E911, and Intrado in fixing ANI/ALI discrepancies.
- Work with the Monroe County Sheriff's Office in totally redistricting their B-Zone area with new towing districts and the new towing agencies they intend to use.
- Continue to work with the various Police, Fire and EMS User Agencies to ensure their files, run cards, tow districts, etc. are correct in CAD.

The National Incident Management System (NIMS):

- Maintain an active role with the NIMS Steering Committee.
- Continue employee training as stated above.
- Monitor for changes in NIMS and implement as needed.

Emergency Response Plan:

- Complete annual employee retraining at a future Shift Meeting.
- Continue to provide training during new employee classes.
- Develop exercises in 2009.
- Resume backup dispatching sessions for Gates FD and Perinton Ambulance by Spring 2009.

Emergency Medical Dispatch:

- Reduction of under-coding to under 3%.
- Provide educational opportunities specific to Supervisors and Acting Supervisors to foster a better understanding of their role in the QIU process.
- Reinstigate use of the CD-ROM based education provided by Priority Dispatch 4 programs. Completed.
- Upgrade to Version 12 of the EMD protocol. Released in September, online January 15, 2009.
- Development of Verbal First Aid Training – Scheduled for March 2009.

Training Report

In Service Training Team (ISTT) Topics for 2008:

911 and Customer Service
Handling the Mentally Ill Caller
Fragrance Free Workplace

Public Safety Group (PSG) Topics for 2008:

January	The Jaded Dispatcher
February	Stress & the Burned Out Dispatcher
March	Handling Non-Emergency Calls
April	Dealing with the Mentally Ill
May	Suicide Intervention
June	Hostage/Crisis Negotiation
July	Responder Safety
August	Attitude & the Team
September	9-1-1 the Past, the Present & the Future
October	Amber Alerts
November	Dispatcher Health & Fitness
December	Critical Incident Dispatching

Supervisor Training:

9-1-1 and Customer Service
Airport Emergency Plan Review
ECD Procedure Review- Quarterly
The Future of 9-1-1
Guidelines for Probationary Employees
Hyper-Reach
Tabletop Exercise Drill

New Procedures Issued in 2008:

Automatic Storm Staffing
Line of Duty Death
Interoperability Testing
Automated Vehicle Locator and GPS
8 Procedure Updates/Directives

Conferences, Workshops, and Seminars:

Active Shooter Incidents
APCO Atlantic Chapter Fall 2008
APCO Communications Center Supervisor
Basic Skywarn Spotter
CAD Demos
CALEA New Accreditation Manager
CALEA Reaccreditation Management
Communication Skills for Women
Communications Training Officer
Cyber Terrorism Defense
Deployment Awareness for Telecommunicator Emergency Response
Disturbed Persons Response Team Session
Effective Supervisory Course
Faultless Facilitation
Fire Association of New York (FASNY) Conference
Homeland Security Exercise and Evaluation Program
Introduction to CALEA and Accreditation Programs
Leadership Academy
National Homeland Security @ MCC
National Initiatives Preparedness Workshop
Navigator Conference
NENA Conference
Next Generation 9-1-1 Demo
Northrup Grumman User Conference
NYSPIN Advisory Conference
Outstanding Receptionist
Preparing for CALEA On-Site Assessment
Project Management
Quality Service Training @ Paychex
SEMO Incident Command
STEP EMS Conference
Strategic Process Benchmarking Workshop
TERT-Tactical Emergency Response Team
WMD Standardized Awareness Training
Workers' Compensation Online Input

On Line Training Received through Emergency Management Institute (FEMA):

IS-00001	Emergency Program Manager, an Orientation to the Position
IS-00016	A Supervisor's Guide to Equal Employment Opportunity
IS-00018	EEO for Employees
IS-00031	Introduction to Radiological Emergency Preparedness Exercise Evaluation
IS-00100	Introduction to the Incident Command System (ICS 100)
IS-00120	Orientation to Community Disaster Exercises
IS-00200	ICS for Single Resources and Initial Action Incidents
IS-00240	Leadership & Influence
IS-00241	Decision Making & Problem Solving
IS-00302	Modular Emergency Radiological Response Transportation Training
IS-00340	Hazardous Materials Prevention
IS-00346	Hazardous Materials for Medical Personnel
IS-00362	Multi-Hazard Emergency Planning for Schools
IS-00650	Building Partnerships in Tribal Communities
IS-00700	National Incident Management System (NIMS), An Introduction
IS-00800	National Response Framework, An Introduction
IS-00802	Emergency Support Function (ESF) #2 Communications
IS-00803	Emergency Support Function (ESF) #3 Public Works and Engineering
IS-00860	Introduction to the National Infrastructure Protection Plan (NIPP)

Ride-Alongs:

25 with Police, Fire and EMS

"Ride-along" means to be an official passenger in a public safety vehicle, accompanying police, fire or ambulance personnel during part of a normal tour of duty. The primary purpose of a ride-along is to provide important insight for the employee to see firsthand what happens on the other end of the radio. Participants complete an evaluation form at the conclusion of the ride-along to aid the department in monitoring the program's effectiveness. The ride-along program fosters a better understanding of the symbiosis between 9-1-1 and the agencies for which we dispatch.

PSG Topics for 2009:

January	Active Shooter
February	Critical Incident Stress
March	Dealing with Elderly Callers
April	Are You Prepared for Disaster
May	Compliance & Dealing with Others
June	Arson & the Working Fire
July	Sex Crimes
August	Basic Radio Techniques
September	NG 911 How Does it Affect Me
October	911 Abandoned Calls, Dispatch Security & Employee Recognition
November	Domestic Violence
December	Hate Groups & Domestic Terrorist Groups

Computer Aided Dispatch System (CAD)

CAD Related Updates:	# of Updates:
Internal Directives Issued	15
SPR's Completed	1,108
ANI/ALI Discrepancies	243
New Streets Added to CAD	57
Run Card Updates	25
New Agencies Added	3

- The Humane Society was added as a User Agency. We also added and took over dispatching for City Security which required the addition of 50 units in the CAD unit file. We also made the State Park Police their own jurisdiction in CAD.
- After working closely with CAD Project Manager, and IS Project Service Coordinator on a Subject Matter Expert (SME) group in anticipation of a total CAD replacement, scheduled for 2011, said group worked on a plan for replacement of the CAD system. This included multiple vendor presentations and meetings, which culminated in the successful selection of a new CAD vendor.
- 2 new event types were added to the CAD system for the Airport Fire Dept, those being GREMR (ground emergency at the Airport) and GRINC (ground incident at the Airport).
- During the last quarter of the year, we started working on files in CAD (street files, event type files, block files, paging files, run card files and FRL files), in anticipation of taking over dispatching for the Ridge Road Fire District on January 5, 2009.
- ECD converted all of Henrietta Ambulance block numbers in CAD to a box type number that mirrored what Henrietta Fire uses. That resulted in over 4,700 manual changes.
- ECD updated the EMD event type files that were required for the transition to EMD version 12 that went live on January 15, 2009. These updates consisted of almost 10,000 updates to the existing EMD event type codes.
- Work continued with the local Frontier Telephone office, Intrado and Sprint E911, to correct various ALI/ANI discrepancies.

Public Awareness Report

OUR MISSION

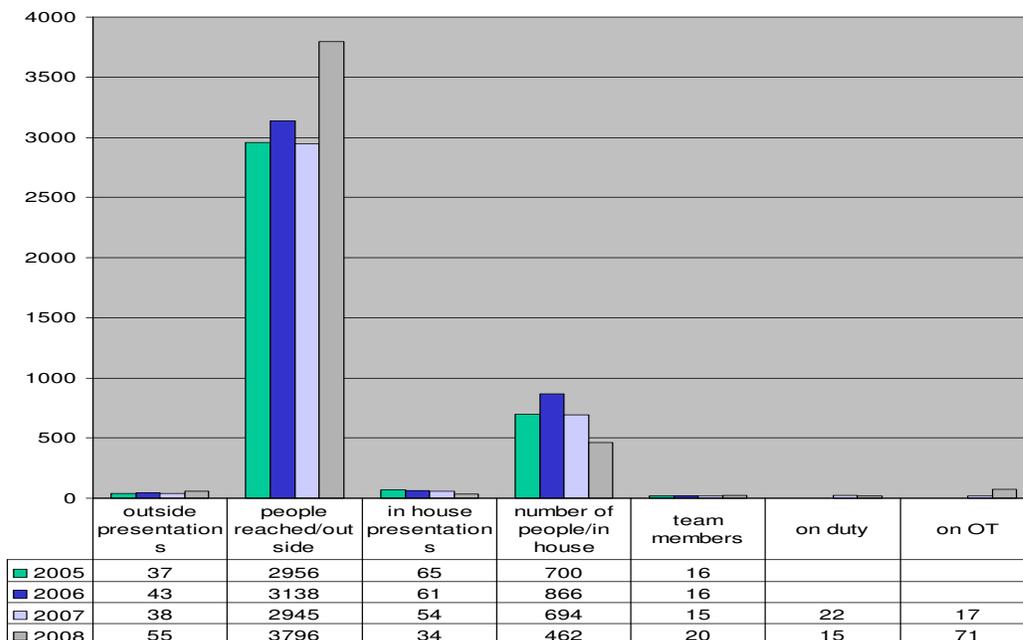
The 9-1-1 Public Awareness Team is a dedicated group of employees who strive to educate the citizens of Monroe County on the proper use of the 9-1-1 system. The goal of this program is to increase the community's understanding of the activities and roles of this agency and increase the public confidence.

Public awareness and education about the 9-1-1 system is essential to a successful operation. The ECD accomplishes this through the activities of its Public Awareness Committee. The 20 member committee is responsible for presentations at schools and community events along with tours of the 9-1-1 Center. The distribution of educational material such as pamphlets and activity books on the proper use of 9-1-1 has been well received.

In 2008 we were invited to 7 very large programs that reached approximately 20,000 and the organizers of each event expressed an interest in repeating these programs at least annually. Our attendance will most certainly be a means of creating a large contact base for other organizations and community groups.

- Rochester Red Wings- 3 events-approximately 5,000 people each
- STEP Conference- approximately 500 each day for 2 days
- Corn Hill Festival- approximately 1,000 people each day for 2 days
- Flint Street Recreation- approximately 1,000 people
- Charlotte Beach Public Safety Day- approximately 650 people
- Mayor's Night Out- 7 outings, reaching a total of 400 citizens

Public Awareness Stats



RED E. FOX:

In 2008, 9-1-1 welcomed Red E. Fox as our new official public awareness mascot. Every year hundreds of thousands of calls are received at 9-1-1 Centers across the country. Many of these callers are young children, some of whom may be frightened and alone. Unfortunately, they are also unfamiliar with what to do & say once they have reached the 9-1-1 dispatch center. Red E. Fox aims to educate primary grade school children in our local area on when to call 9-1-1, how to call 9-1-1, and what to say when calling. He has traveled to many public awareness functions and also to many public events such as Red Wings games to get the word out to children. We also have a talking Red E. Fox robot which has also been very well received.



Here is Red at Rhino's Stadium for the birthday celebration of the Rhino's mascot, Rex.

The National Incident Management System (NIMS)

ECD continues to be an active member of the Monroe County NIMS Steering Committee. The Committee serves as a central coordinating body for NIMS training, resource typing, and NIMSCAST. ECD requires NIMS 100 & 700 as part of the new employee academy. Persons in the position of Acting Shift Supervisor and above are required to complete NIMS 200 & 800. All Managers along with a number of Supervisors have completed NIMS 300 & 400.

Western Region Emergency Management Assistance Team (EMAT)

The Office of Emergency Management is active in the development of a Western Region Emergency Management Assistance Team. Those with NIMS 300 and above are eligible to apply for membership. This team, once fully operational, could be activated to assist with major incidents anywhere in western New York State. If activated, the local response would likely include the Mobile Communications Unit. ECD Managers have volunteered to participate in this team and have participated in training in 2008.

Emergency Response Plan

The entire plan was reviewed and a complete revision issued to all parties in June 2008. All employees received a review of the Plan in January 2008, including a video on the upgrades to the Backup Facility at Cobbs Hill. A tabletop exercise was held in February 2008 for available Managers and Supervisors, with a video made for review by those unable to attend. All new employee classes received classroom training in the Plan and a tour of the Backup Facility and Alternate Backup Facility. Due to staffing deficiencies we had to suspend sessions where Gates FD and Perinton Ambulance did backup dispatching for training purposes.

Medical Emergency Response Team (MERT)

The ECD is a 24 hour/7 day a week operation consisting of 192 employees and medical emergencies do occur without warning.

The ECD MERT Team is available to deal with these emergencies. Equipped with a trauma bag, oxygen, spinal immobilization equipment, and an Automatic External Defibrillator (AED); they respond whenever emergencies occur. The Team is also available to assist employees with routine items such as blood pressure monitoring and supplying band-aids for everyday scrapes and cuts.

Peer Support Facilitator Program

OUR MISSION:

The Peer Support Facilitator Program strives to provide employees with a means to recognize, moderate, and reduce stress buildup before it elevates to a critical level.

OUR SCOPE:

Peer Facilitators offer conversational support to employees in times of stress and conflict. Where needed, Facilitators may refer an employee to the EAP program for professional help.

Accreditation Report

CALEA (Commission on Accreditation for Law Enforcement Agencies):

ECD continues to maintain compliance with the standards set forth by the commission to maintain our accreditation. This included sending employees to two separate CALEA Conferences during 2008.

NYSSA (New York State Sheriff's Association):

Our NYSSA Accreditation is for a five year period, which formally commenced in June 2006 at our award presentation. The NYSSA (PSAP) Accreditation Program consists of 70 standards. We must file a Letter of Continued Compliance with these standards to NYSSA annually. The files are updated with proofs for each year.

Citizen Surveys:

600 Mailed
121 Returned (20%)
1 Follow up calls requested

Average Ratings (highest possible of 4):

Q1 - How prompt was the call answered: 3.8
Q2 - Attitude/Helpfulness of the call taker: 3.7
Q3 - Knowledge of the call taker: 3.6
Q4 - Courtesy of the call taker: 3.7
Q5 - Overall satisfaction with the call taker: 3.8

Emergency Medical Dispatch Report

Quality Improvement Unit (QIU)

2008 Compliance Scores for Accreditation:

(Standard needed is in parenthesis)

Case Entry	95.89%	(95%)
Key Questions	94.11%	(90%)
Pre-Arrival Instructions	95.85%	(95%)
Post-Dispatch Instructions	95.86%	(90%)
Chief Complaints	95.76%	(95%)
Coding	96.00%	(90%)
Total	95.55%	(90%)

Projects and Committees QIU is involved with:

Medical Dispatch Review Committee	Society for Total Emergency Programs
ECD Peer Facilitators	Priority Dispatch Police Council of Standards
CAD Committee	Do the Right Thing Nominations

Professional Development Conferences attended by QIU:

- Navigator Conference / Emergency Medical Dispatcher Instructor Updates
- Society for Total Emergency Programs Conference

Awards:

- Wayne Hausburg, January's EMD of the Month, was voted as EMD of the Year by his fellow 2008 EMD of the Month peers.
- In 2008 Tawana Rice was awarded the Monroe/Livingston EMS Communications Specialist Award for 2007.

Special Events:

- Emergency Medical Dispatchers delivered 12 babies.
- Emergency Medical Dispatchers had 7 confirmed CPR saves.
- Emergency Medical Dispatchers had 3 confirmed choking saves.

EMD Training:

The QIU staff certified/recertified more than 100 employees in Emergency Medical Dispatch and created monthly Continuing Dispatch Education tests which are taken by all ECD employees. Each EMD is required to complete 24 hours of continuing dispatch education credit every two years.

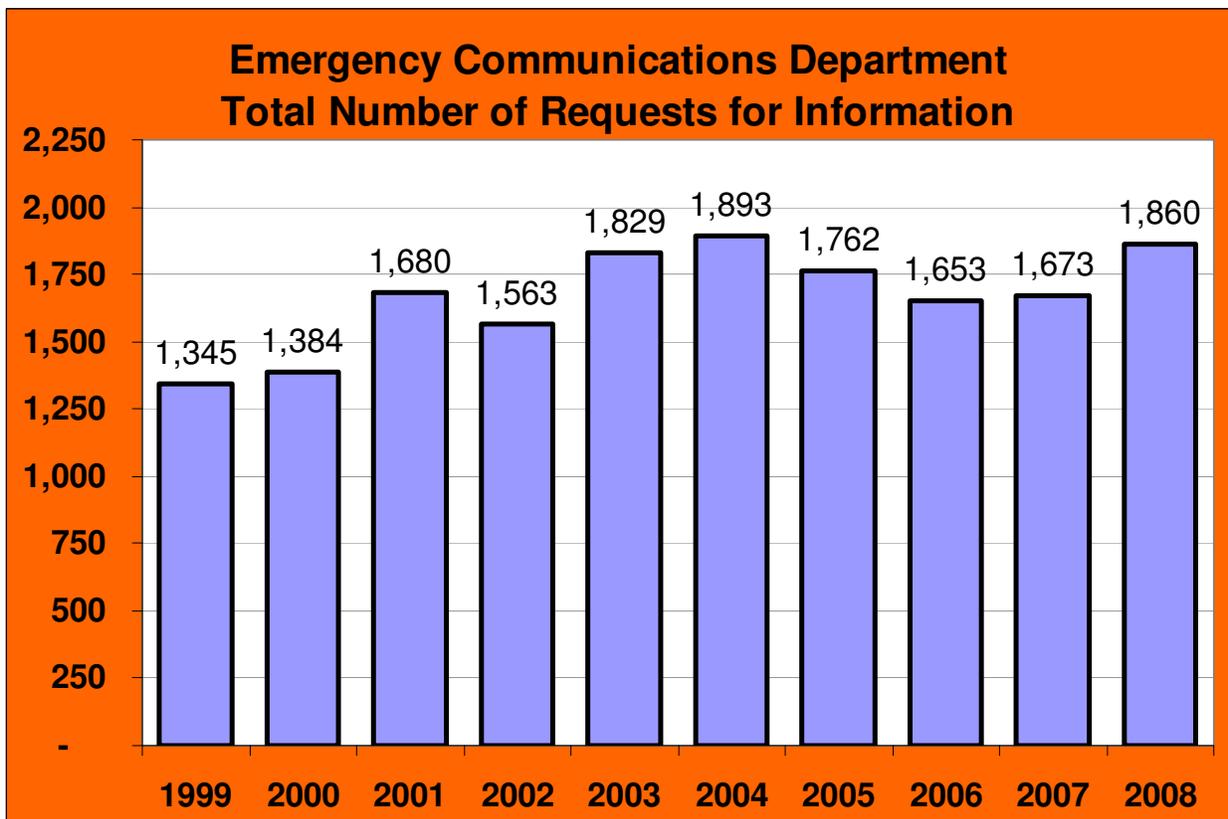
In addition to the training of in-house employees on EMD, the QIU staff also trained various outside agencies and dispatch centers here at ECD. Approximately 40 students attended our original EMD courses from Ontario, Genesee, Livingston, Steuben, Wayne and Jefferson Counties in NY, in addition to Rural Metro and Monroe Ambulance Services in Rochester.

CPR Training:

As an AHA Training Center we issued 640 CPR cards for agencies and ECD personnel.

- After expanding our CPR program through City Safety and Training, we trained 30 employees from City Council, City Water, Communications, DES, Animal Services, Purchasing and BHRM.

Research Activity Report



Glossary

AHA: American Heart Association

ANI/ALI: Automatic Number Identifier / Automatic Location Identifier: Numbers in the CAD system telling Telecommunicators where a complainant is calling from.

APCO: Association of Public-Safety Communications Officials

BHRM: Bureau of Human Resource Management: the City's human resource department handling all employee hiring/benefit issues.

CAD: Computer Aided Dispatch: The primary 9-1-1 computer system.

CALEA: Commission on Accreditation for Law Enforcement Agencies

CDE: Continuing Development Education: The ongoing training program for certified EMDs.

Code Red: Condition at an area hospital indicating high patient volume and significant wait for treatment.

CPR: Cardio-Pulmonary Resuscitation: The use of chest compressions and/or rescue breathing to maintain life in a cardiac arrest situation.

CTO: Certified Training Officer: A volunteer training program @ ECD consisting of ECD employees training newly hired employees.

ECD: The Emergency Communications Department

EMD: Emergency Medical Dispatcher: A 9-1-1 employee trained to give structured medical instructions to callers.

EMS: Emergency Medical Services: The system of ambulances, advanced life support units, and hospitals that deal with medical emergencies.

FEMA: Federal Emergency Management Agency: The federal agency responsible for dealing with disasters.

ISTT: In-Service Training Team: ECD group responsible for the development of monthly in-service training for all employees.

JMS: Jail Management System

LODD: Line of Duty Death: A specialized program allowing ECD employees to confidentially express their wishes in the event they cannot speak for themselves. Individual employee's information are kept in a secure file.

MDT: Mobile Data Terminal: Computer unit located in a vehicle or other location that is linked to CAD.

MoRIS: Monroe County's Criminal Records System

NAED: National Academy of Emergency Dispatch: Organization that developed and oversees the EMD program for clients internationally.

NENA: National Emergency Number Association

NIMS: National Incident Management System: A federally mandated means of dealing effectively with emergency incidents of any nature, especially when multiple agencies respond or outside resources are needed.

NYSPIN: New York State Police Information Network: Secure network of computers used statewide by law enforcement agencies.

PSAP: Public Safety Answering Point: A location that receives and dispatches calls for emergencies. The ECD is the PSAP for Monroe County.

QIU: Quality Improvement Unit: Group within ECD responsible for all EMD training and call review.

Radio Center: Also called Public Safety Communications: The County department responsible for installing and maintaining all government radio equipment.

RMS: Record Management System

SEMO: State Emergency Management Office: The state agency responsible for dealing with disasters.

SPR: Special Problem Report: CAD Specialist receives these reports from CAD users and makes necessary repairs to the CAD system.

STEP: Society for Total Emergency Preparedness: Regional group that supports improvements in EMS.

TCC: Telecommunicator: ECD employee who answers 9-1-1 calls.

VOX: The voice activated recording of actual calls or dispatches that are randomly reviewed for quality assurance.

WMD: Weapons of Mass Destruction

