

Emergency Communications Department

# Annual Report 2018



City of Rochester • County of Monroe

This report is provided by the Emergency Communications Department  
Michael J. Cerretto, Director



---

## Table of Contents

Mission Statement and Agency Values	4
Introduction	5
9-1-1 Center Statistics	6
3-1-1 Statistics	9
Agency Accomplishments	10
Agency Goals	11
Training Division Report	16
Career Pathways to Public Safety (CPPS)	17
Computer Aided Dispatch System (CAD)	18
Information Systems	18
Public Awareness	18
National Incident Management System (NIMS)	18
Emergency Response Plan	19
Communications Response Team	19
Medical Emergency Response Team (MERT)	19
Peer Support Facilitator Program	20
Law Enforcement Accreditation	20
Honor Guard	21
Emergency Medical Dispatch	21
Research Activity	22
Wellness	23
Glossary	24

---

## Our 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.

---

## Our Agency Values



We take **PRIDE** in our work  
**Professionalism • Respect • Integrity**  
**Development • Excellence**



The Emergency Communications Department (ECD) serves as the consolidated Public Safety Answering Point (PSAP) for the Rochester-Monroe County, New York area. We serve a population of over 740,000. As declared in our Mission Statement, “Through our actions, we help save lives, protect property and assist the public in their time of need.”

The ECD provides dispatching services for 77 agencies: 16 Police Departments, 35 Fire Departments, and 26 Emergency Medical Services (EMS) Agencies. In 2018 the ECD received 1,046,678 calls and processed 1,046,492 CAD events for these agencies.

The ECD is rather unique in its composition within government. 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 an authorized staff of 197 employees, where 182 are 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 five months for Telecommunicators and seven months for Dispatchers before being allowed to perform on their own. There are 29 positions at the 3-1-1 Center.

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

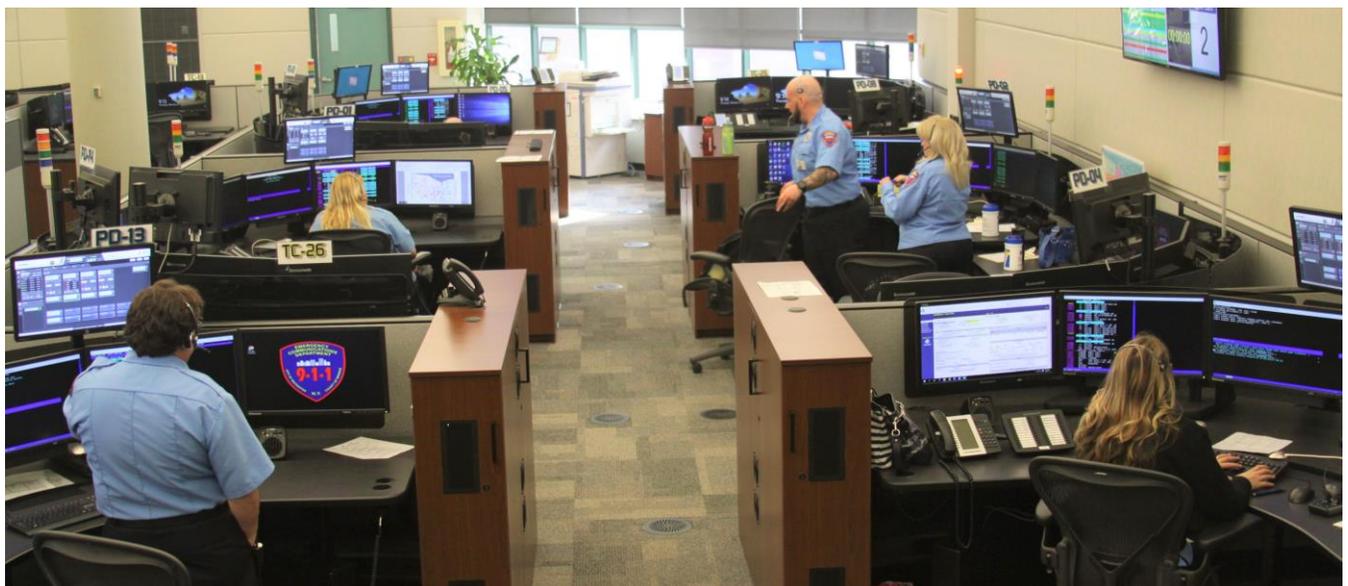
- Monroe County Law Enforcement Council and Law Enforcement Training Committee
- Monroe County Fire and EMS Advisory Boards
- Monroe County Local Emergency Planning Committee
- Monroe County Steering Committee for the National Incident Management System (NIMS)
- Monroe County Fire/EMS Communications Board
- Monroe County 911 Operating Practices Board
- Monroe County Fire Chief’s Association
- Monroe County Domestic Violence Consortium
- ECD/RPD Committee
- Monroe County First, Second, Third, Fourth and Fifth Fire Service Battalions
- New York State 9-1-1 Coordinators Association
- New York State Interoperable & Emergency Communications Board
- Law Enforcement Training Directors Association of New York State
- NENA, National Emergency Number Association
- Association of Public-Safety Communications Officials International
- NAED Police Council of Standards
- RPD Weekly Crime-Stat Meetings



# 911 Center Statistics

## ———— CAD Events Entered • 911 Calls Answered

	2014	2015	2016	2017	2018
<b>CAD EVENTS</b>					
January	104,678	97,417	100,913	98,887	99,794
February	90,996	91,511	95,908	89,670	88,469
March	103,616	101,981	105,636	105,786	100,569
April	102,431	102,199	99,525	97,388	97,855
May	108,734	109,733	108,574	106,218	110,165
June	110,943	106,895	107,724	105,658	105,695
July	114,249	111,302	107,472	108,081	108,289
August	111,836	110,634	107,770	107,738	107,701
September	103,128	104,981	103,140	104,308	102,996
October	104,107	102,897	101,883	104,571	101,730
November	93,534	98,518	95,308	96,592	94,173
December	96,642	98,821	93,419	95,940	92,586
<b>TOTALS</b>	<b>1,241,894</b>	<b>1,236,889</b>	<b>1,227,272</b>	<b>1,220,837</b>	<b>1,210,022</b>
	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
<b>911 CALLS</b>					
	<b>1,120,951</b>	<b>1,190,596</b>	<b>1,193,292</b>	<b>1,145,351</b>	<b>1,046,678</b>



## Fire Incidents

<b>FIRE: CAD Events</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
Airport Fire	326	357	367	512	1,092
Barnard Fire Department	2,940	2,962	3,317	3,423	3,284
Brighton Fire Department	2,856	2,923	2,788	3,092	2,669
Brockport Fire Department	1,080	1,132	1,115	1,164	1,075
Bushnell's Basin Fire Dept.	510	475	443	610	511
Chili Fire Department	849	984	860	1,066	774
Churchville Fire Department	341	354	406	403	393
City Fire Department	35,523	37,562	37,228	37,611	34,884
Clifton Fire Department	165	164	169	201	190
East Rochester Fire Dept.	530	442	436	455	452
Egypt Fire Department	593	637	624	740	788
Fairport Fire Department	1,253	1,255	1,284	1,372	1,235
Fishers Fire Department	43	61	44	42	-
Gates Fire Department	3,656	3,866	3,780	4,176	4,252
Hamlin/Morton/Walker Fire Dist.	791	810	813	958	694
Henrietta Fire Department	3,714	3,852	3,841	4,174	4,129
Hilton Fire Department	569	508	546	671	712
Honeoye Falls Fire Department	544	572	490	529	564
Kodak Fire Department	13	8	-	-	-
Lakeshore Fire Department	820	888	942	992	1,028
Laurelton Fire Department	725	791	875	960	851
Mendon Fire Department	310	325	290	289	303
Mobile Comm. Unit - Fire	5	2	-	2	1
Monroe County Fire Bureau	32	17	24	27	52
Mumford Fire Department	237	176	159	219	210
North Greece Fire Department	3,140	3,517	3,666	3,961	3,517
Out-of-County Requests	82	77	46	52	90
Penfield Fire Department	982	995	1,075	1,171	1,130
Pittsford Fire Department	1,041	1,148	1,034	1,174	1,008
Point Pleasant Fire Department	575	639	634	667	600
Regional Transportation Operations Center (RTOC)	15,723	15,459	14,164	16,112	15,793
Ridge Culver Fire Department	2,052	1,839	2,011	2,296	2,352
Ridge Road Fire District	7,086	7,255	7,263	7,485	7,463
Rush Fire Department	223	203	229	254	214
Scottsville Fire Department	220	250	247	305	252
Sea Breeze Fire Department	98	104	124	107	97
Spencerport Fire Department	883	943	941	1,099	910
St. Paul Fire Department	1,679	1,678	2,017	2,161	2,027
United States Coast Guard	106	88	92	99	91
Union Hill Fire Department	298	244	254	25	9
Webster Fire Department	1,039	1,148	1,172	1,302	1,170
West Webster Fire Department	1,403	1,422	1,406	1,676	1,658
<b>FIRE TOTALS</b>	<b>102,469</b>	<b>95,055</b>	<b>98,162</b>	<b>97,236</b>	<b>98,525</b>

<b>EMS: CAD Events</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
American Medical Response	-	-	-	57,434	68,711
Bergen Ambulance	18	14	15	22	21
Brighton Ambulance	4,676	5,123	5,346	5,603	5,857
Brockport Ambulance	1,372	925	1,055	924	0
Caledonia Ambulance	82	86	68	74	19
Chili Ambulance	2,435	2,361	2,400	merged	w/CHS
CHS Integrated Healthcare				8,867	9,978
Churchville Ambulance	458	453	502	435	330
East Rochester Amb.	837	839	963	868	1,015
Gates Ambulance	5,142	6,119	6,278	6,953	7,190
Greece Ambulance	4,092	4,462	4,903	5,518	6,565
Hamlin Ambulance	868	808	869	808	722
Henrietta Ambulance	4,962	4,967	5,631	83	CHS
Hilton Ambulance	1,373	1,410	1,411	1,419	643
Honeoye Falls Amb.	827	929	984	1,057	1,105
Irondequoit Ambulance	3,496	3,791	4,139	4,308	5,171
Mobile Comm Unit-EMS	4	-	-	2	1
Monroe Ambulance	10,010	10,457	10,893	11,142	13,134
Northeast Quadrant	140	165	147	178	145
Other EMS Referrals	88	102	96	85	89
Penfield Ambulance	2,926	3,064	3,300	3,607	3,669
Perinton Ambulance	3,925	4,087	4,178	4,462	4,808
Pittsford Ambulance	2,523	2,368	2,457	2,630	2,793
Roch Institute of Tech.	730	757	610	600	542
Rural Metro Ambulance	63,026	64,620	66,432	8,198	AMRE
Rush Ambulance	264	219	323	284	284
Scottsville Ambulance	411	371	443	merged	w/CHS
Seabreeze Ambulance	139	184	201	168	168
Southeast Quadrant	34	30	13	22	11
Spencerport Ambulance	708	5	-	-	-
Webster EMS (Town)	-	-	2	1,882	2,263
West Webster Amb.	2,158	2,403	2,888	2,925	3,141
<b>EMS TOTALS</b>	<b>119,973</b>	<b>123,272</b>	<b>128,974</b>	<b>130,835</b>	<b>138,376</b>



## Law Enforcement Events

<b>POLICE: CAD Events</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
Brighton Police Dept.	47,724	44,906	47,221	48,902	51,939
Brockport Police Dept.	19,590	19,956	23,722	25,400	22,077
East Rochester Police	13,382	15,768	17,300	15,924	15,795
Fairport Police Dept.	17,471	13,308	15,055	13,723	14,215
Gates Police Dept.	32,043	33,750	32,558	37,951	35,493
Greece Police Dept.	85,844	87,331	87,265	84,935	80,882
Humane Society	1,822	2,553	3,068	2,584	2,292
Irondequoit Police Dept.	63,615	63,841	59,711	60,998	62,456
Mobile Comm. Unit-PD	14	15	17	1	4
Monroe County Prob.	18,261	18,617	17,453	16,592	18,248
Monroe County Sheriff	249,995	238,754	232,507	237,264	231,751
New York State Police	39,605	38,859	36,727	30,548	30,635
NY State Park Police	997	1,106	1,301	989	810
Ogden Police Dept.	15,559	15,410	16,664	14,793	15,490
Out-of-County	3,499	3,621	3,507	2,999	3,048
Rochester Police Dept.	382,779	380,661	370,538	361,035	348,658
SUNY Brockport Police	-	-	-	-	72
Webster Police Dept.	34,666	36,900	36,432	31,726	35,146
<b>POLICE TOTALS</b>	<b>1,026,866</b>	<b>1,015,365</b>	<b>1,001,062</b>	<b>986,368</b>	<b>1,205,915</b>

## 3-1-1 Statistics

2018

- Total 311 calls 326,157
- Calls Answered 94.4%
- Abandoned Rate 5.6%
- Average Answer Time 25 seconds
- Average Talk Time 1:42 minutes/seconds



---

# Agency Accomplishments

- The ECD in cooperation with Monroe Community College continues to co-host the Degree program in Public Safety Communications. Employees earn 21 credits towards the 63 needed to graduate during their initial new-hire training. They earn an additional 19 credits when they complete dispatch training for a total of 40 credits at MCC. Once they have completed their probationary period with the City of Rochester, they are entitled to three thousand dollars of tuition assistance annually, which may be used to complete their AAS Degree in a short time with very little expense to the student/employee. They must provide their own books and attend the remaining classes outside their work day. The program was approved in 2015 and the first graduates completed it in 2016.
- The ECD hosted NENA's Center Manager Certification Program in 2018 where ten members of our team participated in Leadership Training from the National Emergency Number Association staff. Participants came from all over the Country and as far away as Thailand to attend this training.
- The ECD was the first ever PSAP in New York State to be credentialed by the Commission on Accreditation for Law Enforcement Agencies (CALEA) in 1998. The ECD has maintained this status ever since; renewing its' award every four years through annual off-site and an extensive on-site assessment at the end of the four year cycle.
- The ECD is accredited by the New York State Sheriffs' Association. This distinction is also renewed through an on-site assessment every five years since receiving its' original award in 2006.
- Four members of our team are credentialed through APCO's Registered Public-Safety Leader (RPL) program; Joseph DeMars, Jody Englert, Christopher Martin, and Charles Vitale.
- The ECD Public Awareness Committee attended over forty-nine on-site events, some of which include Action for a Better Community Head Start Program, Police and Citizen Interaction Committee, and Matt's 7<sup>th</sup> Annual Autism Spectrum Connection.
- The Public Awareness Committee also serves as the Recruitment Unit for the ECD. Our participation in the Rochester City School District and the Career Pathways to Public Safety has been a major benefit in offering High School students opportunities that never existed before. This partnership is beneficial for the ECD and the community at large. We also attended job fairs at The College at Brockport, Roberts Wesleyan College, Monroe Community College, and the City's Job Fair plus hosted several recruiting open houses here at the ECD.
- ECD's Peer Facilitator Team provides employees with a means to identify, moderate and reduce stress buildup before it elevates to a critical level. These employees offer conversational support to their co-workers in times of stress and conflict. There are 19 members on this team. The team attends training with various agencies.
- Text to 9-1-1 continues to be available through Verizon Wireless, Sprint, AT&T, and T-Mobile with Sprint enabling callers to send media; photos and video as well. Total received 1,215.



- Through our public awareness efforts, we continue to encourage the community to register their cellular phones in the Emergency Telephone Notification System (ETNS) through the County’s web-site: [www.monroecounty.gov](http://www.monroecounty.gov)
- Our Honor Guard Team attended several details including funerals. In addition, we sent details to tournaments, parades and memorial masses for first responders.
- The City of Rochester continues its’ Wellness Initiative for all City employees.

---

## 911 Industry Representation

- One Supervisor serves on the national 911 Program Office Committee developing national training standards for 911.
- Dispatcher Charles M. Vitale serves APCO International on the Professional Development Events Committee assisting in choosing training curriculum for the National Conference.
- Quality Improvement Coordinator Richard Rusho serves NAED on their EPD Curriculum Board.
- Our Communications Response Team (CRT) remains committed to the National TERT (Telecommunicator Emergency Response Taskforce) Initiative, training members in TERT and TERT Team Leader providing readiness should we be called to participate.




---

## Agency Goals for 2018

### Communications Response Team

- Participate in planned drills and exercises on-going training for all members
- Secure new members for the team

### Emergency Medical Dispatch

- Reaccreditation
- Investigate whether an outside reviewer would help
- Update EMD policies to reflect new NAED standards
- Complete Instructor Update
- Consider switching to the new scoring standard in AQUA program

## Emergency Response Plan

- Update ECD Emergency Response Plan
- Annual training and plan review for all ECD employees

## Honor Guard

- Improve presence and familiarity with other agencies
- Maintain team strength – add more members
- Maintain ongoing training plan

## Law Enforcement Accreditation

- Annual file preparation and proof conversion
- CALEA annual review off-site and formal assessment of files
- Maintain accreditation files with CALEA and NYSSA



## National Incident Management System (NIMS)

- Continue to certify all operational staff in ICS-100 and ICS-700
- Supervisors to certify in ICS-200 and ICS-800 with recommended ICS-300 and ICS-400
- Management to certify in ICS-300 and ICS-400
- Maintain an active role with the NIMS Steering Committee
- Management to participate in NYS Emergency Management Certification and Training

## Peer Facilitator Team

- Attend CIT training with RPD
- Pursue additional external training sources
- Distribute monthly “Reduce Stress” articles and exercises to ECD staff
- Continue to assist employees with stress and conflict resolution
- Host CISM Training and Mental Health First Aid Training

## Public Awareness

- Maintain community relationships and increase presence
- Release PSA surrounding Text-To-911 for Deaf Community
- Send out letters to Public Safety agencies to increase attendance at agency events
- Implement change from Red E. Fox to Cell Phone Sally
- Control expenses / monitor overtime assignments
- Explore securing a computerized tablet for kid friendly apps
- Update brochures

## Training Division

- Maintain 100 hours training per employee
- Conduct Bullying Training Refresher Annually
- Complete PSG/ISTT/EMD & Supervisor Training Monthly
- Continued use of FEMA Training and update employees in functionality at the Back-up facility

## Wellness

- Schedule Curbside Market in various City locations to include ECD
- Continue participation in City initiatives – Biometric Screenings, Walking Challenge in October, Flower City 5K and ½ Marathon
- Encourage greater participation in “Get Paid to Get Healthy” campaign
- Recommend purchase of “Under-The-Desk” steppers at work stations

## 3-1-1

- Upgrade to Verint with training for employees – continue evaluation of system
- Utilize the RPD “BEAST” system
- Work with internal customers to create documented work flow for calls in and out
- Process improvement with accessible on-line forms, incorporating GIS into system
- Continue to improve the real time and “One Call to City Hall”

## GIS Team

- Complete street and address maintenance (SAM) program
- Review and match ALI to address points (NENA 98% match rate) prior to go-live
- Coordinate implementation of additional alarm companies into ASAP to PSAP
- Update the underlying street file (using 2012 version currently)
- Build data sets and establish GIS maintenance plan for GIS CAD

---

# Agency Accomplishments for 2018

## Communications Response Team

- Participated in planned drills and exercises – 12 deployments requested – 2 cancelled
- Conducted training on MCU-1
- Special Events Drills at SUNY Brockport, and with the USCG at Rochester Yacht Club



## Emergency Medical Dispatch

- Nineteen CPR Saves during the year and Seven Babies delivered with phone instructions
- Reviewed 3,003 EMD calls
- Issued 1,023 CPR Cards; oversaw CPR Classes in house and in the community
- Updated to EMD Version 13 (early 2018)
- EMD certifications maintained for current staff and classes taught for new hire employees

## Emergency Response Plan

- Updated ECD Emergency Response Plan

## Honor Guard

- Improve presence and familiarity with other agencies
- Maintain team strength – split oversight into two sections: training and administration
- Maintain ongoing training plan

## Law Enforcement Accreditation

- Maintained file preparation and maintenance
- Participated in Annual File Assessment with CALEA; all files reviewed were in compliance with no deficiencies noted during the off-site review
- Recertified both NYSSA and CALEA on their respective anniversaries with annual reporting
- Assisted other County Agencies with accreditation compliance: Webster, MCSO, RFD, RPD and Gates Police
- Citizen Surveys reflected a 26% return rate from 1,200 cards sent out with 95% satisfaction

## National Incident Management System (NIMS)

- Continue to certify all operational staff in ICS-100 and ICS-700.
- Supervisors are certified in ICS-200 and ICS-800 with recommended ICS-300 and ICS-400
- Management is certified in ICS-300 and ICS-400.
- Maintain an active role with the NIMS Steering Committee.

## Peer Facilitator Team

- Continued Intra-Agency CISM Training
- Pursued additional external training sources
- Distributed monthly “Reduce Stress” articles and exercises to ECD staff
- Continued to assist employees with stress and conflict resolution

## Public Awareness-Recruitment

- Maintained community relationships; increase presence - 28 tours hosted
- Signed up additional citizens in ETNS System
- Improved Cell Phone Sally’s presence
- Increased Recruitment efforts – hosted 3 Open Houses at ECD – over 100 attendees
- Attended 49 events; Job Fairs, Community Fairs, Health Fairs for the elderly, Police and Citizen Interaction Committee, Matt’s 7<sup>th</sup> Annual Autism Spectrum Connection, Fire and EMS Open Houses, and the Puerto Rican Festival
- Participated in the VOA’s Camp Heroes (second year for ECD) 4 day event for kids ages 9-13



## **Training Division**

- Maintained 108 hours of training per employee
- Added four new NYS Certified Instructors
- CPPS program at RCSD hosted by two of our State Certified Instructors
- Conducted Bullying Training Refresher
- Completed PSG/ISTT/EMD & Supervisor Training Monthly
- Continued use of FEMA Training
- Several employees working on their AAS Degrees at MCC in Public Safety Communications

## **Wellness**

- Continued participation in City initiatives – Apple Day, Biometric Screenings, Walking Challenge in October, Flu Shots and Wellness Fair
- Continued to host Annual “Get Paid to Get Healthy” campaign promoting MVP Well-style Rewards at Shift Meetings
- Hosted Curbside Market at ECD twice during the year
- Highest number of participants of any City Department - Flower City 5K and ½ Marathon
- Reviewed department challenge ideas for implementation

## **3-1-1**

- Reviewed current Customer Relationship Management system
- Desktop Recording system
- Resumed Call Quality Review process
- Replaced seasonal positions with part time employees

## **Data Management and CAD Team Report**

- Supervisors have been trained in Kronos and Telestaff – new City software for timekeeping and payroll management
- Approval secured to purchase Guardian software (personnel management tool)
- CAD Team prepping and validating Data to be moved into new CAD
- Completed FIT & GAP Analysis with CAD vendor
- Completed CAD and MAP Overview
- Completed Week 1 of System Build



## Conferences, Workshops and Seminars

Applied Suicide Intervention Skills Training  
A Victim's Plea: Meeting Expectations  
Leadership Rochester 2018  
MCC Instructor Development Course 2018  
NYS Academy – LODD Training  
NYS Paramedic Recertification

De-stressing with Positive Interactions  
Pipeline Emergencies Seminar  
Line of Duty Death (LODD) Training  
RG&E Electrical & Natural Gas Safety  
STEP Conference EMS Training  
Rochester Animal Services Awareness

## FEMA Emergency Management Institute



Training completed:

AWR-160	Weapons of Mass Destruction Awareness
IS-020.18	Diversity Awareness
IS-106.18	Workplace Violence Training
IS-019.18	EEO Supervisor Course
IS-033.18	Initial Ethics Orientation
IS-702	Public Information Systems

## Ride-A-Longs: Police, Fire and EMS

"Ride-a-long" is an official passenger in a public safety vehicle; accompanying police, fire or ambulance personnel during their normal tour of duty. The primary purpose of a ride-a-long is to provide important insight for our employee to see first-hand what happens at the other end of the radio. Participants complete an evaluation form at the conclusion of the ride-a-long to aid the department in monitoring the program effectiveness. The ride-a-long program fosters a better understanding of the symbiosis between 911 and the agencies we dispatch. ECD employees participated in 32 ride-a-longs last year.

## Procedure review and updates issued in 2018

Policies and procedures were reviewed, revised and consolidated in 2018 to continue reducing the overall number and making them more user friendly to our team.

## Career Pathways to Public Safety (CPPS)

This program is a joint effort between the City and the Rochester City School District to foster an interest in Public Safety careers by high school juniors and seniors. 2015 saw the first of our graduates start their career at 911. We are proud of our students and instructors that support this program in an effort to lead and mentor the Telecommunicators and Dispatchers of tomorrow. Our goal is to hire additional graduates.



# – Computer Aided Dispatch (CAD) & Info Systems

- Reviewed current Premise Information (Warnings)
- Established community contacts for AED (Automatic External Defibrillators) Premise Info

---

## Public Awareness Report

### OUR MISSION

The 911 Public Awareness Team is a dedicated group of employees who strive to educate the citizens of Monroe County on the proper use of the 911 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 911 system is essential to a successful operation. The ECD accomplishes this through the activities of its Public Awareness Committee. The 32 member committee is responsible for presentations at schools, community events and tours of the 911 Center plus the distribution of educational material such as pamphlets and activity books on the proper use of 911.

In 2018 we attended many programs that reached several thousand citizens. Our attendance at these events continues to be a means of creating a large contact base for other organizations and community groups. Of the places we went, including many Fire/EMS open houses, some of the other places to which we were invited include Red Wings games and the MCC Career Fair.

### CELL PHONE SALLY



911 welcomed Red E. Fox as our official public awareness mascot in 2008. In 2018 Cell Phone Sally replaced Red E Fox as our mascot and has been a big hit! Every year, millions of calls are received at 911 Centers across the country. Many of these callers are young children, some of whom are frightened and alone. Unfortunately, they are also unfamiliar with what to do and say once they have reached the 911 dispatch center. Sally aims to educate primary grade school children in our community when to call 911, how to call 911, and what to say when you do have to call. Sally has traveled to many public awareness functions and public events to spread the word with children. Events she has been to include Rochester Red Wings and Rhinos games, various Fire Department Open Houses, and the Lilac Festival Parade to name a few. – *Photo taken at an event at Frontier Field*

## —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 and a number of Supervisors have completed NIMS 300 & 400 and the NIMS Executive Workshop



## 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 can be activated to assist with major incidents anywhere in western New York State. When activated, the local response would likely include the Mobile Communications Unit, ECD Managers and other volunteers that have joined this team, and have participated in training since 2008.

---

## Emergency Response Plan

A review was conducted for all ECD employees in 2018. All new employees received classroom training in the Plan and a familiarization tour of the backup facility and alternate backup facility.



---

## Communications Response Team (CRT)

In the aftermath of man-made and natural disasters that devastated many areas of our country, public safety communications centers have faced tremendous challenges. One of the greatest challenges was maintaining adequate staffing levels at the communications centers. To address this problem and expand state initiatives, APCO International and NENA joined forces to create the NJTI (National Joint TERT Initiative) and develop more widely the **Telecommunicator Emergency Response Taskforce (TERT)**. TERT involves a comprehensive program that includes assistance to states in developing programs that would lead to the establishment of predetermined trained teams of individuals who can be mobilized quickly and deployed to assist communications centers during disasters. The ECD Communications Response Team (CRT), has been in existence since 2008. This team is made up of ECD employees whose members respond locally whenever MCU-1, the mobile communications unit, responds on a callout where Dispatchers may be needed. It can be for large, involved jobs like a 3<sup>rd</sup> alarm fire or a barricaded gunman, or for large events like the PGA Championship at Oak Hill Country Club. The CRT was deployed ten times in 2018. Two CRT Supervisor Team Leaders are FEMA credentialed COML's (All Hazards Communications Unit Leaders).



---

## Medical Emergency Response Team (MERT)

The ECD is a 24 hour/7 day a week operation consisting of 197 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 providing minor first aid.

---

# 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. They do this through one-on-one meetings with employees, monthly stress related articles and annual stress reduction training for all employees.

## 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.

---

# Law Enforcement Accreditation Report



## CALEA Commission on Accreditation for Law Enforcement Agencies

ECD continues to maintain compliance with the standards set forth by the Commission. The on-site assessment in 2016 revealed the best evaluation of our center since 1998. In 2018, we received outstanding reviews from the Assessors during our off-site file review.

## NYSSA New York State Sheriff's Association

Our NYSSA Accreditation is valid for a five-year period which formally commenced in June 2006 with our initial award. This Accreditation Program consists of 70 standards. We file a Letter of Compliance annually with the Association after our files have been updated.



### Citizen Surveys Sent to the Community

1,200 Mailed  
312 Returned (26%)  
202 Returned with all 4s  
1 Follow-up call 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 3.8  
Q4 – Courtesy of the call taker 3.8  
Q5 – Overall satisfaction with the call taker 3.8



This photo was taken at a city-wide event with the Rochester Police and Fire Department's Honor Guard participating with us.

Our Honor Guard was formed following the tragic loss of one of our dispatchers in 2012. In honor of Fire Dispatcher and Volunteer Firefighter Tomasz M. Kaczowka, we developed a plan to be better prepared for, and to honor our partners in public safety when they suffer a loss of one of their own. The team has been well received. Our team is proud to represent our department and share in the responsibilities that come with a team of this type.

---

## Emergency Medical Dispatch Report Quality Improvement Unit (QIU)

### Projects and Committees

Medical Dispatch Review Committee  
ECD Peer Facilitators  
AMRE QA Committee

IAED Police Curriculum Board  
Medical Emergency Response Team

### Professional Development Conferences

Society for Total Emergency Programs Conference  
Certified ProQA Instructor Update



## EMD Training

The QIU staff certified or recertified 85 employees in Emergency Medical Dispatch, which is a continual process. Monthly Continuing Dispatch Education programs are completed by all ECD operational employees. Each EMD is required to complete 24 hours of continuing dispatch education credit every two years.

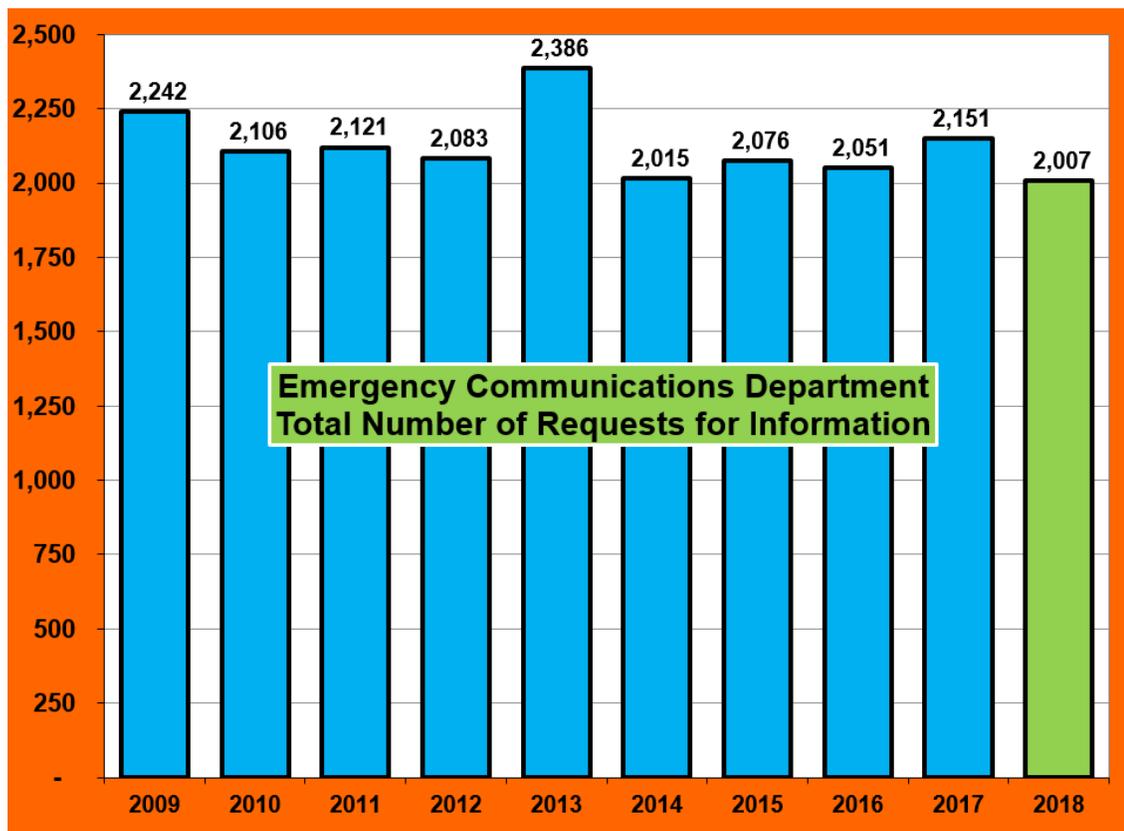
In addition to the training of in-house employees in EMD, the QIU staff also trained various outside agencies and dispatch centers here at the ECD.

## CPR Training

As an AHA Training Center we issued 1,362 CPR cards for agencies and ECD personnel. We continue to use a 13-page Quick Reference document in class training. We oversee classes for the City of Rochester, MCSO, Monroe County Library System, Monroe County Zoo, Probation, and the Rochester City School District.



# Research Activity Report



---

# Employee of the Month 2018

<b>January:</b>	Amy Mills	<b>July:</b>	Sandra Salway-Beers
<b>February:</b>	Brenda Roldan	<b>August:</b>	Karen Buss
<b>March:</b>	William Wood	<b>September:</b>	William Evans
<b>April:</b>	Danielle Adams	<b>October:</b>	Joseph Commesso
<b>May:</b>	Alexander Nies	<b>November:</b>	Betty Justice
<b>June:</b>	Earl Cutlip	<b>December:</b>	none named

---

## Wellness Report



### Team Mission

The Wellness Team works to promote organizational and individual wellness among employees of the City of Rochester and their families through education, prevention, and easy access to health and wellness resources.

### Scope

The team supports meaningful lifestyle changes to promote a healthier lifestyle for the City workforce and their families.

### Tasks

Provide annual wellness events that educate and engage employees and their families;  
Create a working environment that supports a healthful lifestyle;  
Garner leadership support for wellness initiatives;  
Document, collect, and analyze a variety of data to measure success of wellness programs.

### Success Measures

- Decreased on-the-job injuries.
- Decreased percentage of employee sick days used.
- Increased awareness and participation in wellness activities.
- Improved results of Wellness Survey.
- Improved results year-over-year on employee Health Risk Assessment (HRA).
- Improved score year-over-year-Wellness Council of America (WELCOA) Well Workplace Audit

**AHA:** The American Heart Association is a non-profit organization in the United States that fosters appropriate cardiac care in an effort to reduce disability and deaths caused by cardiovascular disease and stroke.

**ANI/ALI:** Automatic Number Identifier/Automatic Location Identifier: Information provided by the computerized telephone system to identify for the call-takers the phone number and location from where a complainant is calling.

**APCO:** Association of Public-Safety Communications Officials, Inc. is the world's oldest and largest not-for-profit professional organization dedicated to the enhancement of public safety communications.

**DHRM:** Department 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:** The Commission on Accreditation for Law Enforcement Agencies, Inc., (CALEA<sup>®</sup>) was created in 1979 as a credentialing authority to improve the delivery of public safety services.

**CDE:** Continuing Dispatch Education: The ongoing training programs for all employees offered by both NAED and APCO.

**CISM:** Critical Incident Stress Management: An adaptive, short-term psychological helping-process that focuses solely on an immediate and identifiable problem.

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

**CTO:** Communications Training Officer: Seasoned ECD employees trained to deliver training to newly hired or promoted employees.

**ECD:** The Emergency Communications Department

**e.JusticeNY** Integrated Justice Portal: (formerly NYSPIN) Secure network of computers used statewide by law enforcement agencies.

**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.

**ETNS:** Emergency Telephone Notification System (formerly Hyper-Reach) is a system that allows for compliance with national alerting standards and mass notification to responders and the community of impending emergency situations.

**FEMA:** Federal Emergency Management Agency: The federal agency responsible for dealing with disasters under the direction of the Department of Homeland Security.

**HSMi:** Homeland Security Management Institute (Monroe Community College): A resource for communities and their first responders for the national agenda of homeland security.

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

**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 is kept in a secure file.

**LVAD:** Left Ventricular Assist Device: Mechanical circulatory device that is used to partially or completely replace the function of a failing heart.

**MCU-1:** Mobile Communications Unit: A vehicle designed to provide a variety of communications services and equipment in the field and at special events.

**MERT:** Medical Emergency Response Team: A team of 9-1-1 employees trained to deal with medical emergencies that may occur at the Emergency Communications Department.

**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

**MRC:** The Monitoring Reaction Center is located at the Greater Rochester International Airport. It houses the 911 Backup Center (now referred to as 400 Freight Building Road)

**IAED:** International Academy of Emergency Dispatch: An organization that developed and oversees the EMD program for clients internationally.

**NCMEC:** National Center for Missing & Exploited Children.

**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.

**NYSSA:** New York State Sheriffs Association: A not-for-profit corporation, formed in 1934, for the purpose of assisting Sheriffs in the efficient and effective delivery of Sheriffs' services to the public.

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

**QIU:** Quality Improvement Unit: the group within ECD responsible for EMD training and EMS call reviews.

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

**RMS:** Records Management System

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

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

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

**VERINT:** The software used at 3-1-1 to enter information and take reports as part of the “One Call to City Hall” initiative.

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

*Serving those who serve the community...*



*Law  
Enforcement*

*Fire and  
Rescue Services  
and*



*Emergency Medical Services*



*Through these doors  
Walk the Finest  
Telecommunicators & Dispatchers  
in the World*