

Emergency Communications Department

City of Rochester - County of Monroe

2009 Annual Report



John M. Merklinger, Director

www.911rochester.com



Robert J. Duffy, Mayor
City of Rochester, NY



Maggie Brooks
County Executive

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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 2009 the ECD received 1,040,731 calls and processed 1,207,242 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.

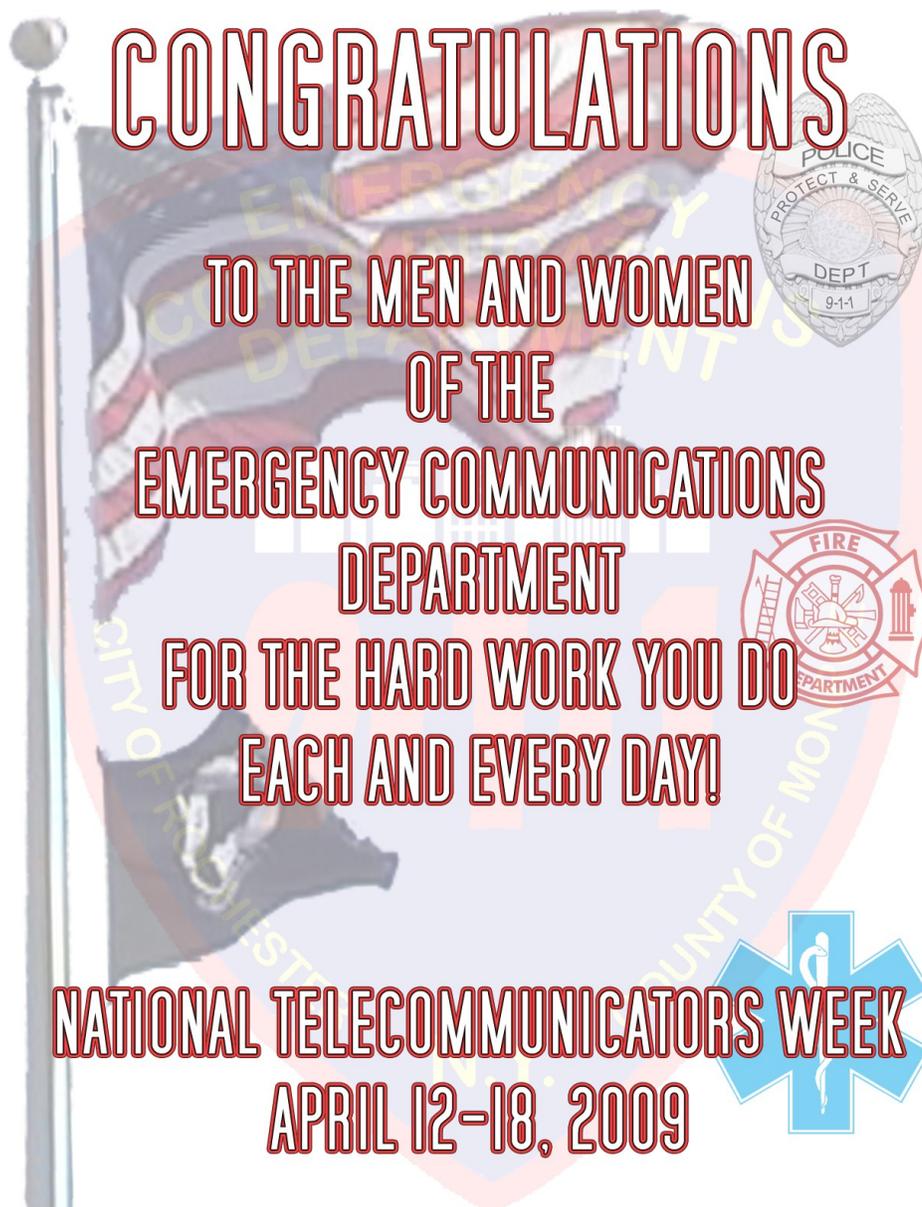
The ECD operates with a staff of 192 employees, with 179 being assigned directly to PSAP operations. All operations personnel have a minimum training level of APCO Telecommunicator and are certified as Emergency Medical Dispatchers by the National Academy of Emergency Dispatch. New employees receive 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:

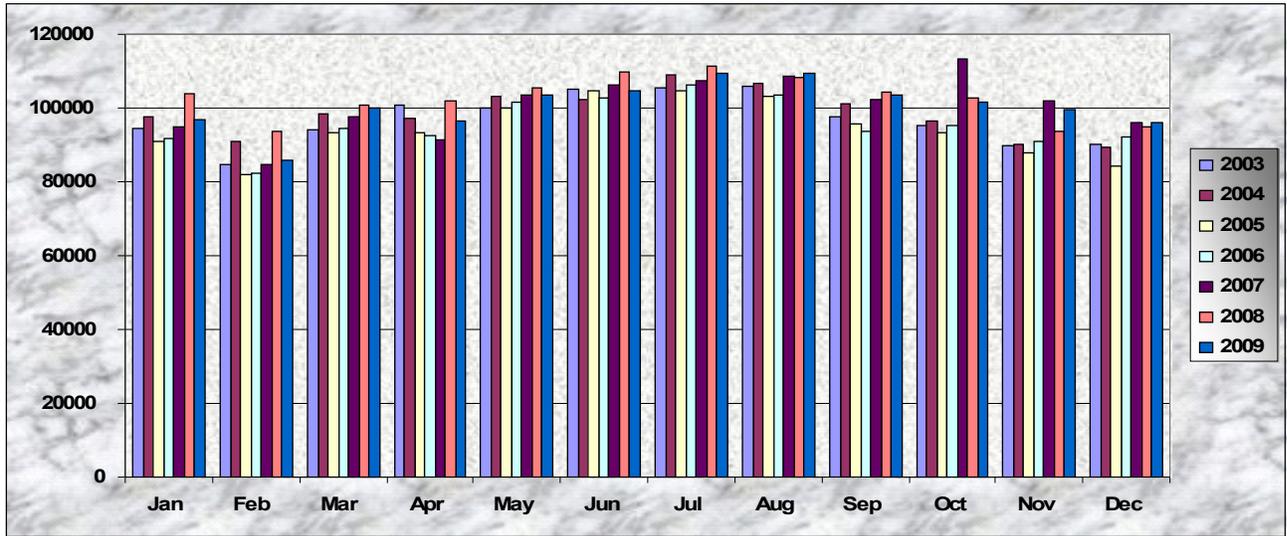
- Monroe County Law Enforcement Council
- Monroe County Fire and EMS Advisory Boards
- Monroe County Emergency Medical Services Advisory Board
- Monroe County Local Emergency Planning Committee
- Monroe County Steering Committee for the National Incident Management System (NIMS)
- Monroe County Health 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



9-1-1 Center Statistics



9-1-1 Center Statistics:

	2003	2004	2005	2006	2007	2008	2009
Jan	94322	97587	91125	91745	95090	103989	96874
Feb	84585	91052	82137	82243	84885	93680	86065
Mar	94294	98511	93296	94401	97807	100723	100160
Apr	100877	97404	93311	92577	91402	101890	96320
May	99858	103231	99807	101749	103511	105595	103550
Jun	105010	102172	104513	102823	106308	109967	104677
Jul	105633	109052	104600	106388	107275	111528	109458
Aug	105760	106725	102988	103444	108640	108364	109567
Sep	97551	101187	95781	93870	102183	104203	103547
Oct	95190	96517	93180	95115	113470	102733	101472
Nov	89959	90377	87835	90830	102057	93871	99506
Dec	90190	89277	84441	92309	96128	94864	96046

9-1-1 Center Statistics Summary:

Year	9-1-1 Calls	CAD Events
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
2009	1,040,731	1,207,242

Events Processed by 9-1-1 per Agency

FIRE: CAD Events	2005	2006	2007	2008	2009
Airport Fire Department	390	411	543	557	455
Barnard Fire Department	2,491	2,433	2,478	2,662	2,491
Brighton Fire Department	2,773	2,654	2,650	2,867	2,918
Brockport Fire Department	916	932	940	967	974
Bushnells Basin Fire Department	649	621	629	758	547
Chili Fire Department	705	696	667	794	731
Churchville Fire Department	297	362	372	363	354
City Fire Department	32,397	33,177	36,119	37,748	35,807
Clifton Fire Department	174	132	164	199	142
East Rochester Fire Department	727	623	658	711	480
Egypt Fire Department	654	655	584	644	491
Fairport Fire Department	1,360	1,426	1,342	1,336	1,033
Fishers Fire Department	415	402	417	428	483
Gates Fire Department	2,165	2,240	3,022	3,200	3,093
Greece Ridge Fire Department	4,610	4,720	4,835	5,207	2,087
Hamlin Fire Department	394	398	447	575	579
Henrietta Fire Department	3,755	3,417	3,827	4,037	3,669
Hilton Fire Department	448	453	523	526	579
Honeoye Falls Fire Department	491	485	487	447	476
Kodak Fire Department	22	25	26	22	41
Lakeshore Fire Department	825	825	862	984	874
Laurelton Fire Department	691	686	707	800	736
Mendon Fire Department	290	240	271	304	281
Mobile Communications Unit - Fire					5
Monroe County Fire Bureau	77	75	56	66	54
Morton Fire Department	151	168	183	181	186
Mumford Fire Department	155	147	170	192	214
North Greece Fire Department	3,293	3,160	2,961	3,096	3,023
Other Fire Departments	72	67	67	73	87
Penfield Fire Department	1,846	1,761	1,840	1,928	1,265
Pittsford Fire Department	1,475	1,506	1,475	1,659	1,261
Point Pleasant Fire Department	229	230	193	227	263
Regional Transportation Op. Center	5,938	5,468	6,315	6,234	8,782
Ridge Culver Fire Department	1,878	1,866	1,812	1,860	1,743
Ridge Road Fire Department	-	-	-	-	5,333
Rush Fire Department	251	217	213	227	191
Scottsville Fire Department	172	187	234	216	198
Sea Breeze Fire Department	93	114	96	124	70
Spencerport Fire Department	961	715	800	1,021	822
St. Paul Fire Department	784	769	857	944	796
United States Coast Guard	85	72	110	128	122
Union Hill Fire Department	163	132	204	227	264
Walker Fire Department	113	144	155	124	149
Webster Fire Department	1,197	1,287	1,262	1,385	1,071
West Brighton Fire Department	610	603	672	729	711
West Webster Fire Department	1,156	1,088	1,129	1,288	1,120
FIRE TOTAL	78,338	77,789	82,831	88,065	87,051

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

EMS: CAD Events	2005	2006	2007	2008	2009
Bergen Ambulance	23	18	29	22	22
Brighton Ambulance	3,786	3,892	4,043	4,188	4,193
Brockport Ambulance	1,439	1,563	1,897	1,922	1,868
Caledonia Ambulance	107	78	94	105	102
Chili Ambulance	1,805	1,752	1,844	1,946	1,972
Churchville Ambulance	416	392	441	399	470
East Rochester Ambulance	840	823	817	998	993
Gates Ambulance	3,357	3,664	3,857	3,635	3,645
Greece Ambulance	4,230	3,672	3,759	3,905	3,949
Hamlin Ambulance	478	492	539	641	772
Henrietta Ambulance	3,575	3,440	3,668	3,923	4,087
Hilton Ambulance	1,215	1,223	1,269	1,323	1,416
Honeoye Falls Ambulance	716	745	787	877	742
Irondequoit Ambulance	2,645	2,705	2,767	2,837	2,715
Kodak Ambulance	3	2	7	2	4
Mobile Communications Unit - EMS					15
Monroe Ambulance	5,984	6,739	7,136	7,623	8,150
Northeast Quadrant	103	73	92	97	55
Other Ambulances	177	158	131	164	203
Penfield Ambulance	2,117	2,071	2,297	2,201	2,180
Perinton Ambulance	2,832	2,996	2,990	3,137	3,197
Pittsford Ambulance	1,726	1,725	1,766	2,113	2,174
Point Pleasant Ambulance	396	392	359	340	420
RIT Ambulance	616	675	676	712	769
Rural Metro Ambulance	47,252	49,677	52,356	55,575	56,005
Rush Ambulance	223	251	255	234	236
Scottsville Ambulance	296	307	318	312	302
Seabreeze Ambulance	116	151	140	140	150
Southeast Quadrant	96	92	88	118	84
Spencerport Ambulance	1,371	1,279	1,262	1,388	1,285
St. Paul Ambulance	1,137	1,043	1,045	1,118	1,033
Union Hill Ambulance	1,544	1,569	1,652	1,817	1,834
West Webster Ambulance	1,391	1,485	1,719	1,731	1,686
EMS TOTAL	89,934	92,012	95,114	100,100	106,728

POLICE: CAD Events	2005	2006	2007	2008	2009
Brighton Police Department	35,144	36,162	35,414	35,180	37,185
Brockport Police Department	12,512	11,563	13,554	15,344	15,392
East Rochester Police Department	12,387	12,028	12,281	12,877	13,667
Fairport Police Department	11,893	12,928	12,317	10,259	12,320
Gates Police Department	29,367	30,055	30,714	30,431	29,814
Greece Police Department	81,483	85,386	83,047	89,131	85,412
Humane Society					1,292
Irondequoit Police Department	66,461	67,575	63,168	62,917	57,094
Mobile Communications Unit - Police					23
Monroe County Probation	11,586	13,660	15,173	15,107	13,107
Monroe County Sheriff	198,162	182,319	194,850	198,246	196,923
New York State Police	14,719	18,551	31,858	37,065	34,935
New York State Park Police	-	-	-	268	248
Ogden Police Department	13,605	14,862	17,446	18,674	18,438
Other Police Departments	3,251	3,091	3,356	3,928	3,616
Rochester Police Department	441,501	451,463	476,996	471,439	463,879
SUNY Brockport Police	71	89	92	2	-
Webster Police Department	30,521	34,839	35,016	36,050	30,118
Total	962,663	974,571	1,025,282	1,037,798	1,013,463

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 115 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 760 CPR certifications in 2009.
- ECD recognizes that stress management during critical calls is important to the welfare of employees. ECD has an internal team of 18 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 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/E-Justice 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 education 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 babysitting 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 Sheriffs 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:

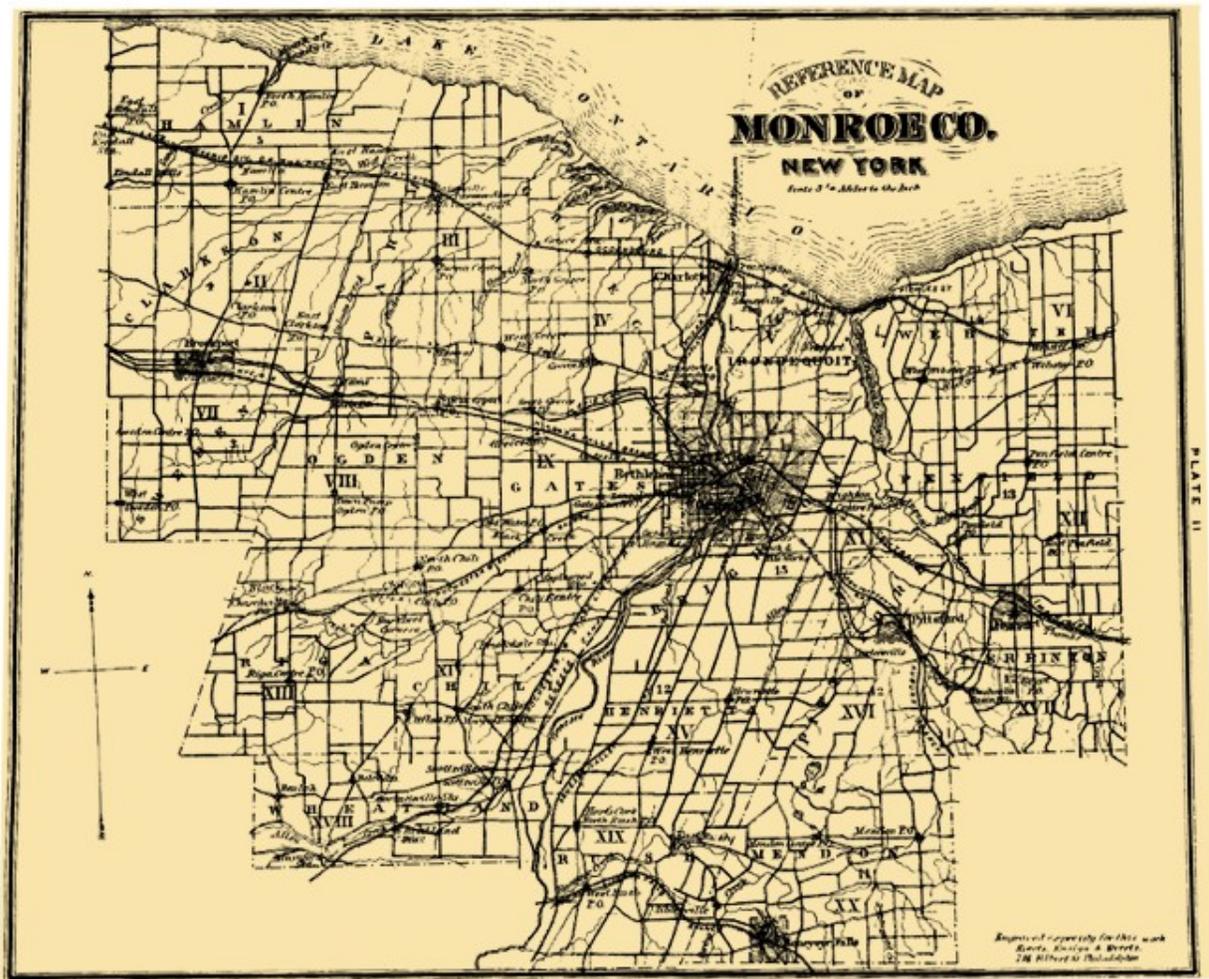
- Complete annual employee retraining at a future Shift Meeting.
- Continue to provide training during new employee classes.
- Develop exercises in 2009.
- Resume backup dispatching sessions for Gates FD and Perinton Ambulance by Spring 2009.

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.

2009 Employee's of the Month

January	Jody Englert
February	Dan Azzolina
March	Bill Martin
April	Renee Brown
May	Mary DiMaria
June	D. Jeremy DeMar
July	Karen Miller
August	Betty Justice
September	Aminah McCullough
October	Scott Spencer
November	Tina Carson
December	Lisa Russo



1877 map of Monroe County from the book *History of Monroe County, New York, 1788-1877*

Agency Goals for 2010

General Operational Goals:

- Continue annual updating, reviewing, and training employees on our Emergency Response Plan.
- Continue chair repair and light replacement. Purchase additional chairs and lights as needed.
- Continue Line of Duty Death (LODD) implementation.
- Continue to work on educating the public about the importance of registering their cell phones for Hyper-Reach.
- Complete installation of 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.
- Achieve CALEA reaccreditation and prepare for NYSSA reaccreditation in 2011.

Training:

- Conduct new hire classes as staffing dictates.
- Implement Second Phase of Employee Development Plan.
- Conduct additional CTO Training.
- Conduct Communications Leader Training with Radio Center.
- New CAD Project.
- Keep lesson plans updated to meet NYS Standards.

Public Awareness:

- Replace the pictures on the display board.
- Letter to American Red Cross asking them to consider having a team member lecture at their babysitting class.
- Work with IT staff on creating a real time calendar that all team members can have access to and can manipulate.
- Explore the purchase and use of 911 balloons to give away to children at events.
- Expand website exposure.
- Create survey card to send to groups asking for their feedback on our program and how they heard about said program.

Peer Facilitators:

- Continue to provide training session for new hires.
- Reestablish mentor program after discussing better assignment strategy.
- Locate and utilize videos/books/magazine articles to supplement training sessions.
- Explore ways to better facilitate reentry into regular dispatch duties after handling a major event.
- Offer employees training and programs that will help keep them physically healthy. Being in good physical health is one of the primary ways to thwart stress.
- Establish a confidential way to keep track of defusings.

CAD:

- Work with Mapping Specialist and Computer Room staff on keeping the mapping program rolling insure any new street entries made in CAD get forwarded to the rest of the mapping team for updates.
- 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.
- Continue to work with Frontier, Intrado, Verizon and other cellular carriers, to make sure the data they send is up-to-date and correct.

The National Incident Management System (NIMS):

- Maintain an active role with the NIMS Steering Committee.
- Have all Supervisors complete NIMS 300.
- 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 2010.
- Resume backup dispatching sessions for Gates FD and Perinton Ambulance as staffing and operational needs allow.
- NOTE: Look into using the move to Radio Center for UPS work as basis for covering this year's exercises.

Emergency Medical Dispatch:

- Completion of NAEMD Center of Excellence Reaccreditation.
- Active participation in the CAD project.
- Instructor Renewals.

Accreditation:

2010 is an accreditation year for ECD so the team will be busy preparing for the CALEA Assessment which takes place in August 2010.

- January – April will consist of file preparation and maintenance with a mock assessment being conducted in April.
- April – August will be the time to correct any deficiencies found during the mock assessment.
- August 21-24, CALEA Assessment.

Training Report

In Service Training Team (ISTT) Topics for 2009:

January	Shift Meeting
April	Shift Meeting/Ethical Drift
June	Poison Control
July	Shift Meeting/Car 800
August	Procedure Review
October	Shift Meeting/CALEA/Core Values
November	Flu Training
December	Procedure Review

Public Safety Group (PSG) Topics for 2009:

January	Active Shooter
February	Critical Incident Stress
March	Dealing with Elderly Callers
April	Personal Disaster Planning
May	Complacency
June	Arson and the Working Fire
July	Sex Crimes
August	Basic Radio Techniques
September	Next Generation 9-1-1
October	9-1-1 Security
November	Domestic Violence
December	Domestic Terrorism and Hate Groups

New Procedures Issued in 2009:

Communications Support Vehicle/Response Team
Cobbs Hill Gate
Hospital Pager Testing
ECD Disciplinary Process and Re-training

Supervisor Training:

FCC Licensing
AAR/IP (After Action Report/Improvement Plan for the Broome County Shooting)
Aircraft Emergency Disaster Plan and Marine Emergency Plan
ECD Tabletop
Electronic Satellite Pursuit System
ECD Procedure Questionnaire
HAZMAT Response Plan
Cobbs Hill Reservoir
Pandemic Fu and Emergency Staff Procedures

Conferences, Workshops, and Seminars:

- Active Shooter Awareness Seminar
- Annual Mutual Aid Presentation
- Disaster Preparedness
- Effective Supervisory Course
- Emergency Management Assistance Team
- Ethical Drift
- HSMI National Conference
- Incident Command System 300
- Insights on Terrorism
- Islamic Extremist Networks and Operations
- Leadership Academy
- Navigator Conference
- NENA Government Education
- NENA- Next Generation 911 & GIS
- NENA Online Course-Missing Persons for TCCs
- NYSPIN Conference
- Overview of Weapons of Mass Destruction
- Public Information in WMD/Terrorism Incident
- Regional Emergency Management Assistance Team
- Safety Awareness
- STEP EMS Conference
- The Emerging Leader
- Time and Task Management
- Vital Signs

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

IS-00019	Equal Employment Opportunities for Supervisors
IS-00026	Guide to Points of Distribution
IS-00100	Introduction to Incident Command System
IS-00102	Deployment Basics for FEMA Response Partners
IS-00130	Exercise Evaluation and Improvement Planning
IS-00197	Special Needs Planning Considerations for Emergency Management
IS-00200	ICS for Single Resources and Initial Action Incidents
IS-00293	Mission Assignment Overview
IS-00520	Introduction to Continuity of Operations Planning for Pandemic Influenzas
IS-00548	Continuity of Operations (COOP) Manager
IS-00700	National Incident Management System (NIMS), An Introduction
IS-00704	NIMS Communications and Information Management
IS-00775	EOC Management and Operations
IS-00801	Emergency Support Function (ESF) #1 Transportation
IS-00802	ESF #7 Logistics Management and Resource Support
IS-00804	ESF #4, Firefighting
IS-00805	ESF #5 Emergency Management
IS-00806	ESF #6 Mass Care, Emergency Assistance, Housing, Human Services
IS-00808	ESF #8 Public Health and Medical Services
IS-00809	ESF #9 Search and Rescue
IS-00810	ESF #10 Oil and Hazardous Materials Response
IS-00811	ESF #11 Agriculture and Natural Resources
IS-00812	ESF #12 Energy
IS-00813	ESF #13 Public Safety and Security
IS-00814	ESF #14 Long Term Community Recovery

Ride-Alongs:

32 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 2010:

January	You can quote me	February	Liability issues
March	Child callers	April	Professionalism
May	TDD/TTY	June	Stress Management
July	Interoperability issues	August	Alphabet soup
September	Dispatching during disasters	October	Controlling the call and other basics
November	Workplace issues	December	High risk calls & Gangs

Computer Aided Dispatch System (CAD)

CAD Related Updates:	# of Updates:
Internal Directives Issued	28
SPR's Completed	1,547
ANI/ALI Discrepancies	182
New Streets Added to CAD	27
Run Card Updates	47
New Agencies Added	3

- On January 5th, 2009, the Ridge Road Fire District was added as a User Agency. This addition required a complete rebuilding of their district within CAD, complete with updated run cards, unit recommendations, unit files, planning zones, etc. This was a large scale operation with requests for many specialized planning zones and instructions.
- On January 16th, 2009, EMD Version 12 was instituted in live CAD. This was a major project in that all totaled there were almost 10,000 changes made to the type file in order for the new EMD codes to take effect.
- In April, the following EMS agencies had their run cards updated: Honeoye Falls, Irondequoit, Point Pleasant, Sea Breeze, St. Paul, West Webster, and Union Hill.
- Also in April, St Paul Fire Department went to a new Box numbering scheme and their entire district's run cards were updated.
- Effective June 1st, the Greece Police Dept realigned several of their districts making some car beats bigger and others smaller. The appropriate updates were made.
- Also in June, the following EMS agencies had their run cards updated with new wording and ALS & BLS flows for each: Brighton, East Rochester, Perinton, Honeoye Falls, Penfield, and Spencerport.
- Addition to the CAD info file: all cameras operated by RPD on the various street corners.
- Began entering premise warnings into the CAD system for SPIN (Special Persons in Need) 9-1-1 Program in Monroe County as identified by the various mental health and care giver agencies in Monroe County.
- In September, 11 new EMD event types (the 36 Card) were added to CAD for the Swine Flu Epidemic that had reached Monroe County. Total entries made for this were 286 (11 new types x's 26 EMS agencies).
- Updated run cards for Mumford Fire in October.
- Also in October seven Department of Environmental Conservation officers and their information were entered into the CAD system
- 40 NYS Parole Officers and radio identifiers were added to the system in November.

Public Awareness Report

OUR MISSION

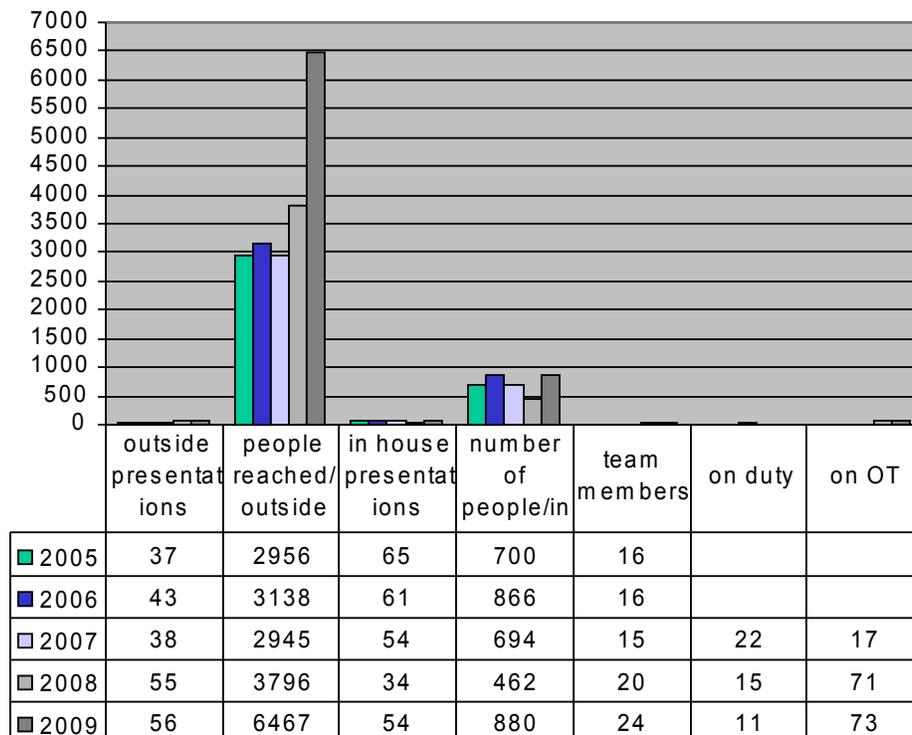
The 9-1-1 Public Awareness Team is a dedicated group of employees who strive to educate the citizens of Monroe County on the proper use of the 9-1-1 system. The goal of this program is to increase the community's understanding of the activities and roles of this agency and increase the public confidence.

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 24 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 2009 we were invited to 8 very large programs that reached several thousand citizens (approximately 31,500) - 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 Redwings- 5 events-approximately 5,000 people each
- Batavia Muck Dogs Baseball Game-approximately 1,000
- Gates YMCA Birthday Bash-approximately 2,500
- Lilac Parade-(RED Birthday Party)-3,000

Public Awareness Stats



RED E. FOX:

In 2008, 9-1-1 welcomed Red E. Fox as our new official public awareness mascot. In 2009, Red was very busy with his public awareness duties. Every year hundreds of thousands of calls are received at 9-1-1 Centers across the country and 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 to get the word out to children. He has become so popular we have purchased a second costume to use when we have multiple requests. Some of the events he has traveled to include Rochester Red Wings and Rhinos games, various fire department open houses, and the Lilac Festival Parade to name a few. We also have a talking Red E. Fox robot which has been very well received.



Here is Red at Rhino's Stadium getting the word out to children.

Other notable 2009 accomplishments this year for the public awareness committee:

- New adult 9-1-1 video/DVD for tours of the 9-1-1 building and at outside events in hand,
- Certified some team members in CPR instruction.

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 participated in training in 2008.

Emergency Response Plan

All employees received a review of the Plan in October 2009, including a video on the upgrades to the Backup Facility at Cobbs Hill. A table top exercise was held in November 2009 for available Managers and Supervisors, with a video made for review by those unable to attend. All new employees 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 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 accreditation will be renewed in 2010 for another three years.

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
156 Returned (26%)
2 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: 3.8
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

In 2009 the Accreditation Team assisted accreditation personnel from area police agencies in prepping their own files for accreditation. These agencies were the Rochester Police Department (CALEA), Monroe County Sheriff's Department (CALEA), Village of Brockport Police Department (NYSLEAP - The New York State Law Enforcement Accreditation Program), and Rochester Police Department (NYSLEAP).

Emergency Medical Dispatch Report

Quality Improvement Unit (QIU)

2009 Compliance Scores for Accreditation:

(Standard needed is in parenthesis)

Case Entry	96.3%	(95%)
Key Questions	94.2%	(90%)
Pre-Arrival Instructions	98.4 %	(95%)
Post-Dispatch Instructions	96.3%	(90%)
Chief Complaints	94.8%	(95%)
Coding	95.5%	(90%)
Total	95.4%	(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
Medical Emergency Response Team	NAED Police Curriculum Board

Professional Development Conferences attended by QIU:

- Navigator Conference
- Society for Total Emergency Programs Conference
- NYS Vital Signs EMS Conference in Rochester
- APCO with Verbal First Aid
- One of our instructors presented on EMD at the Transportation Review Board EMS Safety Summit at the National Academies of Science in Washington DC.

Special Events:

- Emergency Medical Dispatchers delivered 11 babies.
- Emergency Medical Dispatchers had 13 confirmed CPR saves.

EMD Training:

The QIU staff certified/recertified 50 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.

Monthly training

January	Verbal First Aid Query
February	Verbal First Aid (4)
May	Aspirin Protocol
June	Context is Everything
September	Guidance for Flu Season
October	Pan Flu Training (2)

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. There was high attendance from regional counties.

The EMD Version 12 release was initiated January 15th, 2009.

CPR Training:

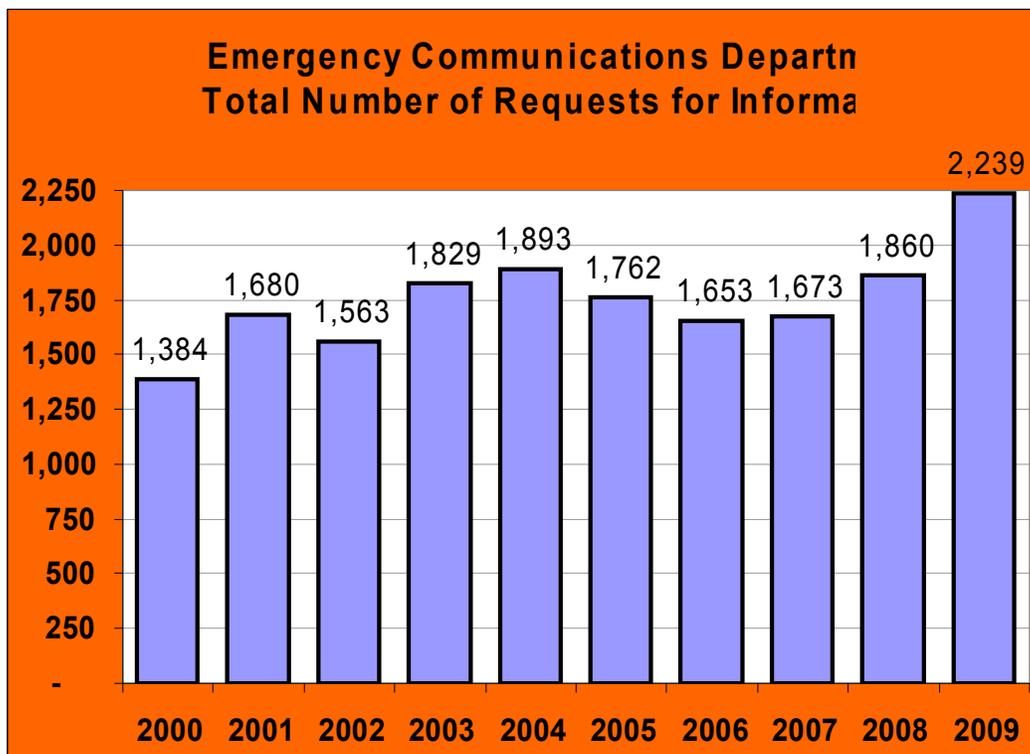
As an AHA Training Center we issued 760 CPR cards for agencies and ECD personnel (last year's total was 640).

- 104 non-ECD employees also trained in CPR.
- 4 new CPR instructors trained and cleared this year as well.

Flu Protocol:

- Project involving meetings with the Medical Director, User Agencies, employees and management with institution of a new protocol (Card 36) for screening callers for Flu symptoms. Additionally, training was provided to ECD employees regarding simple ways to stay healthy and planning for child care with sick children.
- Predictions from the CDE were 20% of the adult workforce would be absent from work, and 40% of children would get the flu.
- This work was done based on Centers for Disease Control recommendations for 9-1-1 PSAP's to screen all callers for symptoms of acute febrile respiratory illness.

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 International

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: The 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: Records 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

Prepared by Stephen C. Fischer, Research Technician