

Emergency Communications Department

Annual Report

2015



City of Rochester • County of Monroe

This report is provided by the Emergency Communications Department
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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 16 Police Departments, 39 Fire Departments, and 32 Emergency Medical Services Agencies. In 2015 the ECD received 1,120,951 calls and processed 1,241,894 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 a staff of 198 employees, with 184 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. 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:

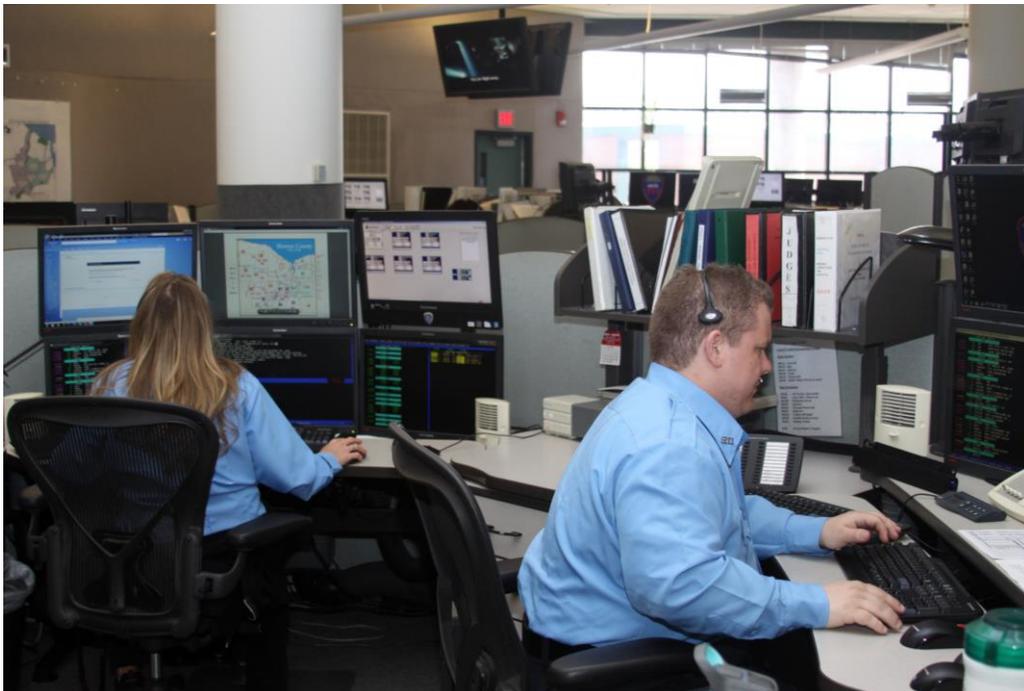
- Monroe County Law Enforcement Council and Law Enforcement Training Committee
- Monroe County Fire and EMS Advisory Boards
- Monroe County Emergency Medical Services Advisory Board
- Monroe County Local Emergency Planning Committee
- Monroe County Steering Committee for the National Incident Management System (NIMS)
- Monroe County Fire/EMS Communications Board
- Monroe County 9-1-1 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 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

	2011	2012	2013	2014	2015
CAD EVENTS					
January	99,133	100,740	103,579	104,678	97,417
February	91,055	92,687	92,928	90,996	91,511
March	103,135	105,377	103,034	103,616	101,981
April	100,842	100,333	100,407	102,431	102,199
May	109,775	115,224	110,906	108,734	109,733
June	112,660	111,842	107,656	110,943	106,895
July	114,412	115,902	117,025	114,249	111,302
August	113,942	113,130	111,823	111,836	110,634
September	106,821	105,527	104,578	103,128	104,981
October	102,099	106,815	104,896	104,107	102,897
November	96,587	96,723	95,868	93,534	98,518
December	95,359	99,842	94,885	96,642	98,821
TOTALS	1,245,820	1,264,142	1,247,585	1,241,894	1,236,889
911 CALLS	1,099,131	1,148,257	1,132,947	1,120,951	1,190,596



Fire Incidents

FIRE: CAD Events	2011	2012	2013	2014	2015
Airport Fire	354	335	305	326	357
Barnard Fire Department	2,783	2,915	2,696	2,940	2,962
Brighton Fire Department	2,923	2,773	2,823	2,856	2,923
Brockport Fire Department	1,476	1,249	1,102	1,080	1,132
Bushnells Basin Fire Dept.	504	507	513	510	475
Chili Fire Department	934	997	908	849	984
Churchville Fire Department	416	414	401	341	354
City Fire Department	36,709	36,498	35,440	35,523	37,562
Clifton Fire Department	205	185	148	165	164
East Rochester Fire Dept.	529	492	600	530	442
Egypt Fire Department	464	433	378	593	637
Fairport Fire Department	1,248	1,200	1,245	1,253	1,255
Fishers Fire Department	213	64	46	43	61
Gates Fire Department	3,131	3,338	3,540	3,656	3,866
Hamlin Fire Department	541	497	76	-	-
Hamlin/Morton/Walker Fire Dist.			735	791	810
Henrietta Fire Department	3,663	3,859	3,773	3,714	3,852
Hilton Fire Department	670	592	595	569	508
Honeoye Falls Fire Department	559	525	540	544	572
Kodak Fire Department	9	9	10	13	8
Lakeshore Fire Department	822	836	791	820	888
Laurelton Fire Department	799	818	754	725	791
Mendon Fire Department	295	286	367	310	325
Mobile Comm. Unit - Fire	4	2	73	5	2
Monroe County Fire Bureau	41	42	35	32	17
Morton Fire Department	204	188	15	-	-
Mumford Fire Department	197	212	227	237	176
North Greece Fire Department	3,067	2,967	2,977	3,140	3,517
Out-of-County Requests	84	64	78	82	77
Penfield Fire Department	1,067	999	1,018	982	995
Pittsford Fire Department	1,050	1,069	1,046	1,041	1,148
Point Pleasant Fire Department	297	613	550	575	639
Regional Transportation Operations Center	28,424	28,001	23,893	15,723	15,459
Ridge Culver Fire Department	1,887	1,983	1,874	2,052	1,839
Ridge Road Fire District (Greece Ridge FD)	7,452	7,520	7,064	7,086	7,255
Rush Fire Department	228	193	222	223	203
Scottsville Fire Department	193	182	206	220	250
Sea Breeze Fire Department	109	134	89	98	104
Spencerport Fire Department	1,053	1,073	883	883	943
St. Paul Fire Department	1,813	1,659	1,600	1,679	1,678
United States Coast Guard	156	122	119	106	88
Union Hill Fire Department	270	270	258	298	244
Walker Fire Department	164	193	30	-	-
Webster Fire Department	1,078	1,143	1,112	1,039	1,148
West Brighton Fire Department	761	579	-	-	-
West Webster Fire Department	1,265	1,514	1,314	1,403	1,422
FIRE TOTALS	110,111	109,544	102,469	95,055	98,162

EMS: CAD Events	2011	2012	2013	2014	2015
Bergen Ambulance	22	21	24	18	14
Brighton Ambulance	4,421	4,389	4,533	4,676	5,123
Brockport Ambulance	803	929	1,330	1,372	925
Caledonia Ambulance	81	69	80	82	86
Chili Ambulance	2,396	2,428	2,335	2,435	2,361
Churchville Ambulance	502	546	474	458	453
East Rochester Amb.	1,073	925	955	837	839
Gates Ambulance	3,672	3,919	3,984	5,142	6,119
Greece Ambulance	3,874	4,090	3,969	4,092	4,462
Hamlin Ambulance	799	761	796	868	808
Henrietta Ambulance	4,423	4,599	4,871	4,962	4,967
Hilton Ambulance	1,190	1,384	1,397	1,373	1,410
Honeoye Falls Amb.	925	930	983	827	929
Irondequoit Ambulance	2,990	3,429	3,410	3,496	3,791
Mobile Comm Unit-EMS	2	1	140	4	-
Monroe Ambulance	10,744	10,791	10,216	10,010	10,457
Northeast Quadrant	87	118	97	140	165
Other EMS Referrals	157	82	84	88	102
Penfield Ambulance	3,075	2,957	2,681	2,926	3,064
Perinton Ambulance	3,436	3,579	3,827	3,925	4,087
Pittsford Ambulance	2,449	2,418	2,524	2,523	2,368
Point Pleasant Amb.	479	54	-	-	-
Roch Institute of Tech.	805	800	777	730	757
Rural Metro Ambulance	61,771	62,374	61,232	63,026	64,620
Rush Ambulance	258	242	221	264	219
Scottsville Ambulance	388	408	385	411	371
Seabreeze Ambulance	188	168	149	139	184
Southeast Quadrant	39	28	23	34	30
Spencerport Ambulance	1,588	1,695	1,563	708	5
St. Paul Ambulance	2	-	-	-	-
Union Hill Ambulance	2,088	2,172	2,303	2,248	2,153
West Webster Amb.	1,679	1,847	1,951	2,158	2,403
EMS TOTALS	116,406	118,154	117,314	119,973	123,272



Law Enforcement Events

POLICE: CAD Events	2011	2012	2013	2014	2015
Brighton Police Department	37,799	33,350	47,298	47,724	44,906
Brockport Police Department	15,477	16,141	17,464	19,590	19,956
East Rochester Police Dept.	12,144	12,141	12,682	13,382	15,768
Fairport Police Department	13,137	13,209	14,882	17,471	13,308
Gates Police Department	31,571	29,596	31,712	32,043	33,750
Greece Police Department	87,577	92,894	87,950	85,844	87,331
Humane Society	1,552	1,659	1,580	1,822	2,553
Irondequoit Police Dept.	54,393	58,121	62,785	63,615	63,841
Mobile Comm. Unit - Police	21	5	80	14	15
Monroe County Probation	16,760	18,816	18,387	18,261	18,617
Monroe County Sheriff	210,566	229,715	237,696	249,995	238,754
New York State Police	34,486	34,861	33,328	39,605	38,859
New York State Park Police	267	221	450	997	1,106
Ogden Police Department	16,717	17,672	16,395	15,559	15,410
Out -of-County Requests	3,492	3,598	3,548	3,499	3,621
Rochester Police Department	454,373	444,568	412,682	382,779	380,661
SUNY Brockport Police	-	-	-	-	-
Webster Police Department	28,971	29,877	28,883	34,666	36,900
POLICE TOTALS	1,019,303	1,036,444	1,027,802	1,026,866	1,015,365

3-1-1 Statistics

- Total 311 calls 494,260
- Calls Answered 442,112
- Calls Answered 90%
- Abandoned Rate 10.4%
- Average Answer Time 37 seconds
- Average Talk Time 1.50 minutes



Agency Accomplishments

- The ECD has worked with Monroe Community College to create and implement the first in NYS Degree program in Public Safety Communications. Employees earn 21 credits towards the 63 needed to graduate during their 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 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 three years through an extensive on-site assessment
- The ECD is also 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 from them in 2006



- Four members of our team completed their APCO Registered Public-Safety Leader (RPL) program in 2015; Joseph DeMars, Jody Englert, Christopher Martin and Charles Vitale joining Tina Carson and Jeremy DeMar who completed this valuable training in previous years
- The ECD Quality Improvement Unit has reduced under coded calls from 2.83% to 1.7% over the past 4 years, in large part as a result of using ProQA. The team worked with the IT staff to integrate ProQA into Cobol CAD. They also worked to transition ProQA and AQUA software to their latest versions to allow for the switch to EMD Version 13 in 2016
- The ECD Public Awareness Committee attended many on-site events, some of which include Project TIPS, Gantt Community Center, Triangle Block Club, 5th Annual Town Square Garden Event, Hustle to Health, Annual Joseph Avenue Community Festival
- 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 attend job fairs at The College at Brockport, Monroe Community College and the City's Job Fair

- 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 and distributed a satisfaction survey to our employees
- In 2014 the MCU-1 was staffed at the Webster Fireman's Carnival, the Rochester Marathon, The Rochester International Airshow, a barricaded gunman, and several active shooter drills

- 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 (photo/video) as well
- Our Honor Guard Team attended numerous details including the funerals for Sheriff Andrew Meloni (Ret), Michael Deisenroth, Barry Miller, and Andrew Jennings. We were saddened to say goodbye to all of them. In addition, we sent details to tournaments, parades and memorial masses for first responders. We increased the size of the team from 12 members to 16 members
- The City of Rochester re-launched its Wellness Initiative for all City employees
- ECD's Communications Response Team responded to 5 deployments with 31 positions filled from the pool of the 40 member team
- Through our public awareness efforts, there has been a push 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

911 Industry Representation

- Director John M. Merklinger serves as President of the NYS 911 Coordinator's Association and Appointed by the Governor to the NYS Interoperable and Emergency Communications Board
- Operations Manager Tina M. Carson serves as Vice President for NENA's New York Chapter
- Supervisor Christopher R. Martin serves on the national 911 Program Office committee to develop national training standards for 911
- Supervisor D. Jeremy DeMar serves APCO International as the Co-Chair for the National Joint TERT (Telecommunicator Emergency Response Taskforce) Initiative (NJTI)
- 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



CAD (Computer Aided Dispatch) and Information Systems

- CAD Presentations by Motorola and Intergraph
- Test Windows 10 and Office 2016
- RFD Redistricting
- Pittsford Ambulance Redistricting
- Monitoring Reaction Center (MRC) completion (PCs, technology, etc)

Communications Response Team

- Participate in planned drills and exercises
- Conduct annual training on MCU-1
- Update Start-Up Guide

Emergency Medical Dispatch

- Reaccreditation
- Complete Instructor updates



Emergency Response Plan

- Update ECD Emergency Response Plan
- Hold interactive table top disaster drill for all ECD employees
- Update pictures and training slides

Honor Guard

- Improve presence and familiarity with other agencies
- Increase size of team
- Ongoing training plan

Law Enforcement Accreditation

- Convert NYSSA to Power DMS
- CALEA & NYSSA File Preparation & Maintenance – converting files from paper to electronic
- Conduct mock assessment annually. Participate in mocks at other agencies as requested

National Incident Management System (NIMS)

- Continue to have all employees certified NIMS100/700
- Have all Supervisors certified NIMS 200/800 with optional NIMS 300/400 (Mandatory for Management)
- Maintain an active role with the NIMS Steering Committee

Peer Facilitators

- Additional Intra-Agency CISM Training
- Continue to seek out additional training sources
- Continue to assist employees with stress and conflict resolution

Public Awareness

- Get out into the community
- Improve Red-E-Fox presence
- Control expenses / less overtime
- Increase Fire Department & EMS agencies presence and in the community at large



Training

- Maintain 100 hours training per employee
- All employees complete Active Shooter – *ongoing initiative*
- Conduct Bullying Training
- Complete PSG/ISTT/EMD & Supervisor Training Monthly
- Continued use of FEMA Training
- Add a Master Instructor to Instructional Team.

Wellness

- Continue with Well Style Extras Demos at Shift Meetings – April 2015
- 911 Initiative – poll the staff for ideas for 2015
- Health Fair Bio Screenings – CH/PSB/Mt Read
- Walking Challenge
- Continue Articles/Newsletters
- Find a “home” for the operations floor treadmill

3-1-1

- Oaisys 2nd phase (desktop video recording)
- Handle RCSD Administration main number
- Complete review of all Knowledge Base information to maximize efficiency
- Court training and visits for all Service Representatives
- Create a web-based customer satisfaction survey

Communications Response Team

- Participate in planned drills and exercises
- Conduct training on MCU-1
- Update User's Manual and Start-Up Guide

Emergency Medical Dispatch

- Reaccreditation
- Explore using discipline to assist with reaccreditation
- Investigate whether an outside reviewer would help
- Update EMD policies to reflect new NAED standards
- Update to Version 13 by end of 2016
- Ensure EMD reviews are completed within 4 weeks of call received

Emergency Response Plan

- Update ECD Emergency Response Plan
- Hold interactive table top disaster drill for all ECD employees

Honor Guard

- Improve presence and familiarity with other agencies
- Explore the purchase of foul weather gear for members
- Maintain team strength
- Maintain ongoing training plan

Law Enforcement Accreditation

- Convert NYSSA paper files to Power DMS electronic format
- File Preparation and Maintenance
- Conduct Mock Assessments for CALEA and NYSSA
- Invite CALEA and NYSSA for formal assessment of files
- Achieve reaccreditation from CALEA and NYSSA
- Attend CALEA Conference to receive Award

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.



Peer Facilitator Team

- Additional Intra-Agency CISM Training
- Pursue additional external training sources
- Distribute monthly “Reduce Stress” articles and exercises to ECD staff
- Continue to assist employees with stress and conflict resolution



Public Awareness

- Maintain community relationships; increase presence
- Sign up 2,000 additional citizens in ETNS System; currently Code Red
- Send out letters to Public Safety agencies to increase attendance at agency events
- Improve Red-E-Fox presence
- Control expenses / monitor overtime assignments
- Explore securing a computerized tablet for kid friendly apps
- Update brochures

Training Division

- Maintain 100 hours training per employee
- All employees complete Active Shooter
- Conduct Bullying Training Refresher
- Complete PSG/ISTT/EMD & Supervisor Training Monthly
- Continued use of FEMA Training
- Host Lead, Follow or Get Out of the Way Seminar
- Update all employees in functionality at the MRC Back-up facility

Wellness

- Maintain monthly articles available to staff in folder
- Continue participation in City initiatives – Apple Day, Biometric Screenings, Walking Challenge in October, Flower City 5K and ½ Marathon
- Encourage greater participation in “Get Paid to Get Healthy” campaign
- Review department challenge ideas for implementation

3-1-1

- Review current Customer Relationship Management system
- Remodel Call Center – re-purposing furniture from 911 renovation
- Desktop Recording system
- Resume Call Quality Review process
- Replace seasonal positions with part time employees

Conferences, Workshops and Seminars

- CISD Training
- Deccan Training
- Leadership Rochester 2015
- MCC Instructor Development Course
- NYS Academy – LODD Training
- NYS Paramedic Recertification
- Peer Facilitator “Peer to Peer” Training
- Pipeline Emergencies Seminar
- Line of Duty Death (LODD) Training
- RG&E Electrical & Natural Gas Safety
- STEP Conference EMS Training
- WebEOC Training

FEMA Emergency Management Institute



Training completed:

AWR-160	Weapons of Mass Destruction Awareness
IS-020.15	Diversity Awareness
IS-106.15	Workplace Violence Training
IS-019.15	EEO Supervisor Course
IS-033.15	Initial Ethics Orientation
IS-702	Public Information Systems

Ride-Alongs: Police, Fire and EMS

"Ride-along" 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-along 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-along to aid the department in monitoring the program's effectiveness. The ride-along program fosters a better understanding of the symbiosis between 911 and the agencies which we dispatch. ECD employees participated in 15 ride-a-longs last year.

Procedure review and new procedures issued in 2015

15.01.01 CPR Training & City Owned Equipment Use; remaining policies and procedures were reviewed, revised and consolidated in 2015 to continue reducing the overall number and making them more user friendly.

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.



— Computer Aided Dispatch (CAD) & Info Systems

CAD Related Updates	# of Updates
SPR's Completed	810
ANI/ALI Discrepancies	110
Run Card Updates	EMS & Fire Agencies

- Transferred dispatch for Brighton Fire to 911
- Coordinated and implemented redistricting for Rochester Fire Department
- Coordinated and implemented redistricting for Pittsford Volunteer Ambulance
- Programmed changes for Rochester Police Department re-organization to Section model
- Started planning transfer of dispatch function for Lakeshore and North Greece Fire Districts, and Greece Volunteer Ambulance Service

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 32 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 2014 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.



RED E. FOX

911 welcomed Red E. Fox as our official public awareness mascot in 2008. 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. The Fox 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. The Fox has traveled to many public awareness functions and public events to spread the word with children. Events he has been to include Rochester Red Wings and Rhinos games, various Fire Department Open Houses, and the Lilac Festival Parade to name a few. We have a talking Fox robot which has been very well received.

— 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 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 2014. The response plan was also updated and distributed to all appropriate agencies. All new employees received classroom training in the Plan and a 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 telecommunicators and/or dispatchers may be needed. It can be for large, involved jobs like a 3rd alarm fire or a barricaded gunman, or for large events like the PGA Championship at Oak Hill Country Club. The CRT was deployed 13 times in 2014. 5 Members of the CRT attended team leader training in 2014. 2 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 198 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.

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 while preparing the files for our upcoming on-site assessment in 2016.

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. The files are updated with proofs each year. In 2016, we will submit to an on-site assessment.



Citizen Surveys

1,200 Mailed
384 Returned (32%)
235 Returned with all 4s
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 3.7
Q4 – Courtesy of the call taker 3.8
Q5 – Overall satisfaction with the call taker 3.8

In 2015 we assisted RPD with NYSLEAP, MCSO with CALEA and helped RIT, U of R, and MCC with their accreditation programs.



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
RMEE QA Committee

IAED Police Curriculum Board
Medical Emergency Response Team

Professional Development Conferences

- Society for Total Emergency Programs Conference
- Certified ProQA Instructor Update



Special Events

- Emergency Medical Dispatchers delivered 10 babies.
- Emergency Medical Dispatchers had 5 confirmed CPR/choking saves.

EMD Training

The QIU staff certified or recertified 75 employees in Emergency Medical Dispatch, which is a continual process. They also created monthly Continuing Dispatch Education tests which are completed by all operational ECD employees. Each EMD is required to complete 24 hours of continuing dispatch education credit every two years.

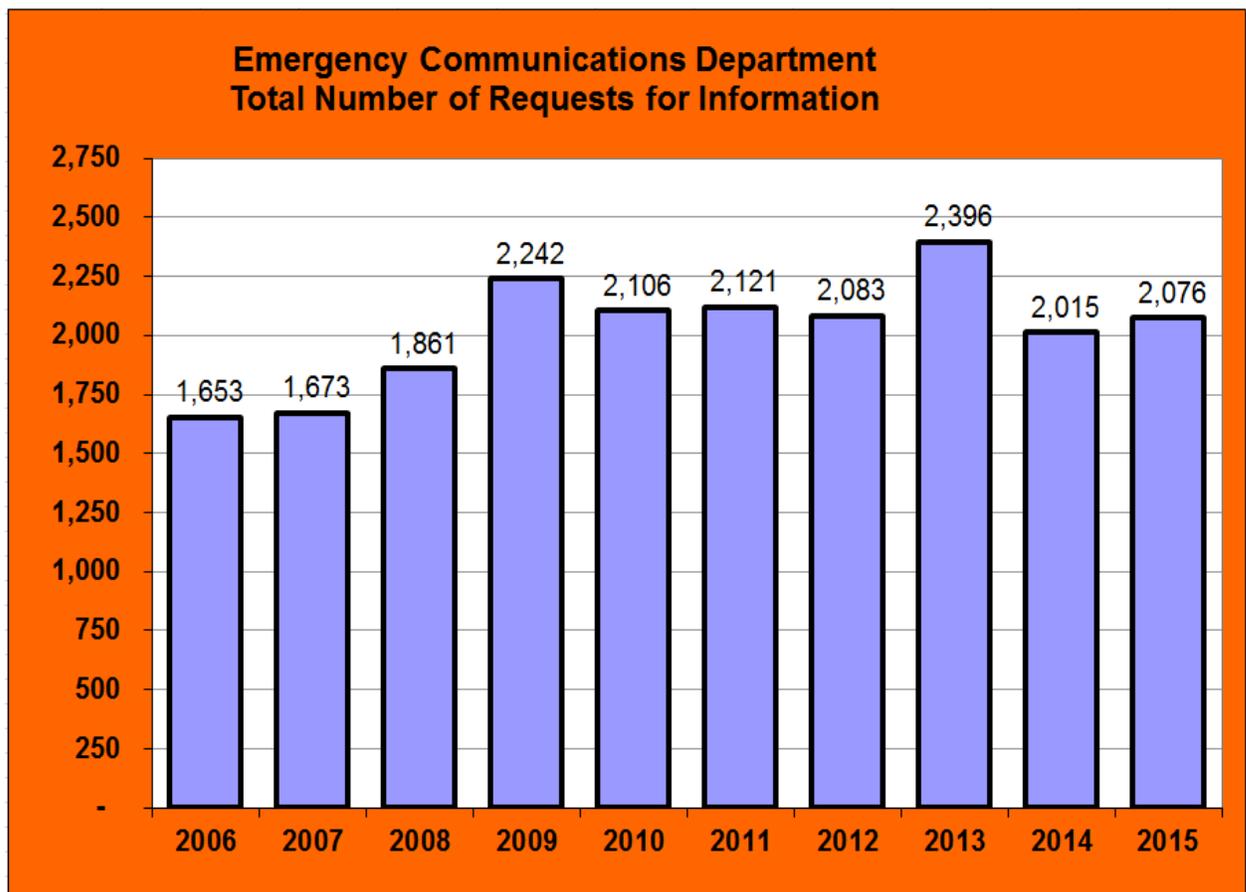
In addition to the training of in-house employees in EMD, the QIU staff also trained various outside agencies and dispatch centers here at ECD.

CPR Training

As an AHA Training Center we issued 1,071 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

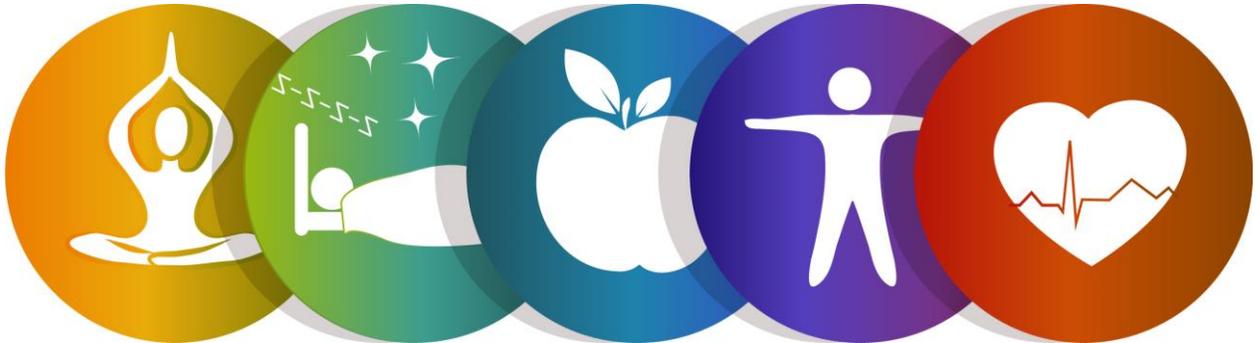


Employee of the Month

January: Michele Terrill
February: Cory Chelini
March: John Duthoy
April: Zahilis Carmona
May: Eric Alderman
June: Tanya Velazquez

July: Sandra Salway-Beers
August: Stephen Wegman
September: Jody Englert
October: Gregory Wing
November: Carol Hollins
December: Wanda Rivera

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 life-style 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
- To culminate in receiving WELCOA's prestigious Well Workplace Award.

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[®]) 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.

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

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: Monitoring Reaction Center is located at the Greater Rochester International Airport, houses the 911 Backup Center

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.

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

Serving those who serve the community...



Emergency Medical Services



Law Enforcement



and our Fire Departments



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