

Emergency Communications Department

City of Rochester - County of Monroe

2012 Annual Report



John M. Merklinger, Director

www.911rochester.com



City of Rochester, NY
Thomas S. Richards, Mayor



Maggie Brooks
County Executive

IN MEMORY OF...



8128

TOMASZ KACZOWKA



City of Rochester, New York
Emergency Communications Department

Our department and employees are deeply saddened by the
Line of Duty Death while serving the community as
a Volunteer Firefighter of:

Tomasz Marian Kaczowka

May 16, 1993 – December 24, 2012
Fire Dispatcher • Monroe County 9-1-1

The condolences and expressions of sympathy to us by our public
safety families from all across the United States has been
absolutely fantastic and in some ways overwhelming for us.

On behalf of the 198 public safety career professionals at the
Monroe County 9-1-1, I would like to share our heartfelt thanks to
each and every member of those families for your thoughts,
your prayers, your acts of kindness towards us in our
time of need, and most importantly for being there for us.



In sincere appreciation,
John M. Merklinger
Director



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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 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.”

ECD provides dispatching services for 16 Police Departments, 46 Fire Departments, and 32 Emergency Medical Services Agencies. In 2012 the ECD received 1,148,257 calls and processed 1,264,142 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.

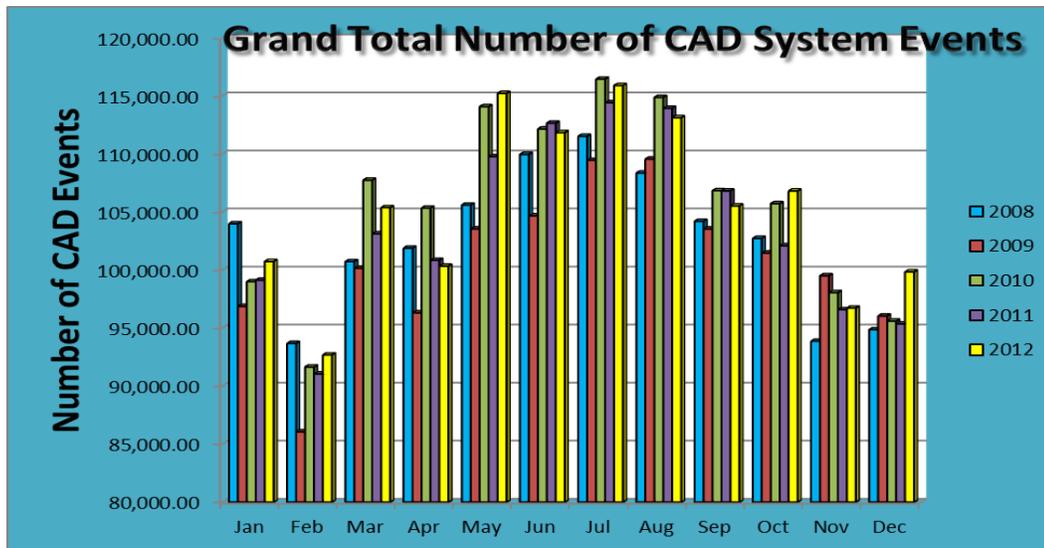
The ECD operates with a staff of 198 employees, with 184 being assigned directly to PSAP operations. All operations personnel have a minimum training level of APCO Telecommunicator and are certified as Emergency Medical Dispatchers by the National Academy of Emergency Dispatch. New employees receive an average training of four months for Telecommunicators and six months for Dispatchers before being allowed to perform on their own. There are 39 positions at the 3-1-1 Center.

In July of 2011, the 3-1-1 Call Center was transferred from the direction of the Budget Bureau to Emergency Communications. The Call Center, situated on Mt. Read Boulevard, is now under the administration of the 9-1-1 Director.

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 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 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 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
- NYS Interoperable & Emergency Communications Board, Director Merklinger is a member
- 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

9-1-1 Center Statistics



9-1-1 Center Statistics:

	2008	2009	2010	2011	2012
Jan	103,989	96,874	98,999	99,133	100,740
Feb	93,680	86,065	91,649	91,055	92,687
Mar	100,723	100,160	107,744	103,135	105,377
Apr	101,890	96,320	105,338	100,842	100,333
May	105,595	103,550	114,083	109,775	115,224
Jun	109,967	104,677	112,155	112,660	111,842
Jul	111,528	109,458	116,446	114,412	115,902
Aug	108,364	109,567	114,871	113,942	113,130
Sep	104,203	103,547	106,841	106,821	105,527
Oct	102,733	101,472	105,722	102,099	106,815
Nov	93,871	99,506	98,059	96,587	96,723
Dec	94,864	96,046	95,606	95,359	99,842

9-1-1 Center Statistics Summary:

Year	9-1-1 Calls	CAD Events
2008	1,070,772	1,231,407
2009	1,040,731	1,207,242
2010	1,078,747	1,267,513
2011	1,099,131	1,245,820
2012	1,148,257	1,264,142

Events Processed by 9-1-1 per Agency

FIRE: CAD Events	2008	2009	2010	2011	2012
Airport Fire Department	557	455	377	354	335
Barnard Fire Department	2,662	2,491	2,619	2,783	2,915
Brighton Fire Department	2,867	2,918	2,978	2,923	2,773
Brockport Fire Department	967	974	948	1,476	1,249
Bushnells Basin Fire Department	758	547	449	504	507
Chili Fire Department	794	731	857	934	997
Churchville Fire Department	363	354	357	416	414
City Fire Department	37,748	35,807	36,153	36,709	36,498
Clifton Fire Department	199	142	133	205	185
East Rochester Fire Department	711	480	454	529	492
Egypt Fire Department	644	491	399	464	433
Fairport Fire Department	1,336	1,033	891	1,248	1,200
Fishers Fire Department	428	483	634	213	64
Gates Fire Department	3,200	3,093	3,120	3,131	3,338
Greece Ridge Fire Department	5,207	2,087	-	-	-
Hamlin Fire Department	575	579	522	541	497
Henrietta Fire Department	4,037	3,669	3,620	3,663	3,859
Hilton Fire Department	526	579	601	670	592
Honeoye Falls Fire Department	447	476	546	559	525
Kodak Fire Department	22	41	22	9	9
Lakeshore Fire Department	984	874	843	822	836
Laurelton Fire Department	800	736	739	799	818
Mendon Fire Department	304	281	250	295	286
Mobile Communications Unit - Fire	-	5	8	4	2
Monroe County Fire Bureau	66	54	48	41	42
Morton Fire Department	181	186	186	204	188
Mumford Fire Department	192	214	208	197	212
North Greece Fire Department	3,096	3,023	3,044	3,067	2,967
Other Fire Departments	73	87	84	84	64
Penfield Fire Department	1,928	1,265	1,126	1,067	999
Pittsford Fire Department	1,659	1,261	1,070	1,050	1,069
Point Pleasant Fire Department	227	263	291	297	613
Regional Transportation Op. Center	6,234	8,782	29,192	28,424	28,001
Ridge Culver Fire Department	1,860	1,743	1,908	1,887	1,983
Ridge Road Fire Department	-	5,333	7,642	7,452	7,520
Rush Fire Department	227	191	197	228	193
Scottsville Fire Department	216	198	197	193	182
Sea Breeze Fire Department	124	70	101	109	134
Spencerport Fire Department	1,021	822	930	1,053	1,073
St. Paul Fire Department	944	796	1,252	1,813	1,659
United States Coast Guard	128	122	148	156	122
Union Hill Fire Department	227	264	280	270	270
Walker Fire Department	124	149	123	164	193
Webster Fire Department	1,385	1,071	1,013	1,078	1,143
West Brighton Fire Department	729	711	764	761	579
West Webster Fire Department	1,288	1,120	1,247	1,265	1,514
FIRE TOTAL	88,065	87,051	108,571	110,111	109,544

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

EMS: CAD Events	2008	2009	2010	2011	2012
Bergen Ambulance	22	22	21	22	21
Brighton Ambulance	4,188	4,193	4,487	4,421	4,389
Brockport Ambulance	1,922	1,868	1,839	803	929
Caledonia Ambulance	105	102	94	81	69
Chili Ambulance	1,946	1,972	2,002	2,396	2,428
Churchville Ambulance	399	470	440	502	546
East Rochester Ambulance	998	993	1,058	1,073	925
Gates Ambulance	3,635	3,645	3,623	3,672	3,919
Greece Ambulance	3,905	3,949	3,867	3,874	4,090
Hamlin Ambulance	641	772	670	799	761
Henrietta Ambulance	3,923	4,087	4,229	4,423	4,599
Hilton Ambulance	1,323	1,416	1,307	1,190	1,384
Honeoye Falls Ambulance	877	742	888	925	930
Irondequoit Ambulance	2,837	2,715	2,938	2,990	3,429
Kodak Ambulance	2	4	-	-	-
Mobile Communications Unit - EMS		15	0	2	1
Monroe Ambulance	7,623	8,150	8,686	10,744	10,791
Northeast Quadrant	97	55	73	87	118
Other Ambulances	164	203	298	157	82
Penfield Ambulance	2,201	2,180	2,758	3,075	2,957
Perinton Ambulance	3,137	3,197	3,327	3,436	3,579
Pittsford Ambulance	2,113	2,174	2,226	2,449	2,418
Point Pleasant Ambulance	340	420	439	479	54
RIT Ambulance	712	769	777	805	800
Rural Metro Ambulance	55,575	56,005	58,554	61,771	62,374
Rush Ambulance	234	236	245	258	242
Scottsville Ambulance	312	302	412	388	408
Seabreeze Ambulance	140	150	165	188	168
Southeast Quadrant	118	84	62	39	28
Spencerport Ambulance	1,388	1,285	1,385	1,588	1,695
St. Paul Ambulance	1,118	1,033	1,148	2	-
Union Hill Ambulance	1,817	1,834	2,056	2,088	2,172
West Webster Ambulance	1,731	1,686	1,717	1,679	1,874
EMS TOTAL	95,114	100,100	106,728	111,791	118,154

POLICE: CAD Events	2008	2009	2010	2011	2012
Brighton Police Department	35,180	37,185	37,548	37,799	33,350
Brockport Police Department	15,344	15,392	15,043	15,477	16,141
East Rochester Police Department	12,877	13,667	14,381	12,144	12,141
Fairport Police Department	10,259	12,320	13,371	13,137	13,209
Gates Police Department	30,431	29,814	29,744	31,571	29,596
Greece Police Department	89,131	85,412	89,778	87,577	92,894
Humane Society		1,292	1,425	1,552	1,659
Irondequoit Police Department	62,917	57,094	58,803	54,393	58,121
Mobile Communications Unit - Police		23	25	21	5
Monroe County Probation	15,107	13,107	15,731	16,760	18,816
Monroe County Sheriff	198,246	196,923	204,166	210,566	229,715
New York State Police	37,065	34,935	37,194	34,486	34,861
New York State Park Police	268	248	322	267	221
Ogden Police Department	18,674	18,438	16,944	16,717	17,672
Other Police Departments	3,928	3,616	3,522	3,492	3,598
Rochester Police Department	471,439	463,879	479,187	454,373	444,568
SUNY Brockport Police	2	-	-	-	-
Webster Police Department	36,050	30,118	30,000	28,971	29,877
Total	1,037,798	1,013,463	1,047,184	1,019,303	1,036,444

3-1-1 Statistics

- Total 311 calls 404,701
- Calls answered 368,413
- Calls answered 91.03%
- Abandoned rate 6.5%
- Average wait time 14 seconds
- Average talk time 1.20 minutes

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 five of the ten 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).
- 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 six occasions, ECD employees have been recognized as New York State EMS Communications Specialist of the Year.
- Since initiating the emergency medical dispatching program, ECD has assisted with the birth of 139 babies.
- 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 1,444 CPR certifications in 2012.
- ECD recognizes that stress management during critical calls is important to the welfare of employees. ECD has an internal team of 16 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.
- ECD was re-accredited by the New York State Sheriffs Association for another 5 years.
- ECD Director Merklinger continues to serve as President of the NYS 9-1-1 Coordinators Association.
- Supervisor Tina Carson was promoted to Operations Manager to fill S. Cusenz' position.
- New telephones and recording system were installed at 3-1-1.

Agency Goals for 2012

General Operational Goals:

- Continue to improve the level of service we provide using our EMD ProQA Protocol.
- As an organization, we continue to improve our training program to ensure the best possible employee!

Training:

- Ensure 12 each of the following:
Public Safety Group (PSG) Articles, ISTT: In-Service Training Team Exercises.
Emergency Medical Dispatch - Continuing Education, Supervisor In-Service Training.
- Improve Record Keeping: Tracking, Training & Database Entry Compliance.
- Improve Participation in Training Opportunities.
- Conduct full scale 9-1-1 disaster drill in the second quarter of 2012.

Public Awareness:

- Expand City of Rochester web page or create new link for public education purposes.
- Virtual Presentation* (by mid year if website project reconvenes).
- Re-design Red E. Fox Facebook page and establish page administrator.

Peer Facilitators:

- Explore survey results, especially ways we can provide better follow through.
- Training class for prospective new members.
- Survey current members specifically addressing desire to remain on the team.

CAD:

- 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 and give the best customer service to them. Continue to work with Frontier, Intrado, Verizon and Time Warner plus all the cellular carriers to make sure the data they send us is up-to-date.
- Continue to work with Research Division with CAD related questions for any subpoena requests they have.
- Continue working with the CAD Committee, Public Awareness and Peer Facilitator Committee and GIS division to ensure our GIS files are accurate.

The National Incident Management System (NIMS):

- Continue to have all employees certified NIMS100/700.
- Have all Supervisors and Members of the Communications Response Team (CRT) certified NIMS 200/800 with optional NIMS 300/400 (Mandatory for Management).
- Maintain an active role with the NIMS Steering Committee.

Emergency Response Plan:

- Review annual Plan and update as needed.
- Schedule annual refresher training for all employees in April 2012.
- Conduct tabletop exercise in March 2012 and drill in May 2012 (to include full activation of backup facility).

Emergency Medical Dispatch:

- Reaccredited as Center of Excellence.
- Complete all ProQA and CPR training including the new review process.
- Complete work on EMS/EMD CBRN preplan including training for EMD's.
- Complete install of ProQA on existing NG CAD system.

Accreditation:

- Continue to update CALEA and NYSSA folders.
- Insure 100 citizen surveys go out every month.
- Maintain compliance through annual reporting and file maintenance.

Wellness:

- Allocation of resources to health and wellness-tv in weight room, bulletin board, etc.
- Create an agenda of health and wellness activities based on employee survey results.
- Develop wellness website on City employee Eportal.

3-1-1:

- Computer Telephony Integration (CTI).
- New voice and desktop recording system.
- Pilot mobile program.
- New telephone system for use at 3-1-1.
- Expand opportunities to increase 3-1-1 services.

2012 Employees of the Month

January:	Marty Kester
February:	Marji Clemson
March:	Patrick DelleFave
April:	Sarah Owens
May:	Michele Terrill
June:	Damaris Rivera
July:	Allan Wenner
August:	Sue Filetti
September:	Karen Decker
October:	Jody Englert
November:	Tina Carson
December:	Sheri Landers



Agency Goals for 2013

General Operational Goals:

- Continue to improve the level of service we provide using our EMD ProQA Protocol.
- As an organization, we continue to improve our training program to ensure the best possible employee!
- Begin preparatory steps for Next Generation 9-1-1.

Training:

- Ensure ongoing training for each of the following:
Public Safety Group (PSG) Articles, ISTT: In-Service Training Team Exercises.
Emergency Medical Dispatch - Continuing Education, Supervisor In-Service Training.
- Improve record keeping: tracking, training & database entry compliance.
- Improve participation in training opportunities.
- Provide additional training for members of the CRT.

Public Awareness:

- Have Red-E-Fox attend more Community events.
- Use less overtime .
- Attend more Fire Department and EMS agency Open Houses.

Peer Facilitators:

- CISM to provide an overview of their entire program – Laurie Kingsley.
- Peer Facilitator training/refresher through contracted provider.

- LODD training/refresher .
- Continue to assist employees with stress and conflict resolution as needed.

CAD:

- 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 and give the best customer service to them. Continue to work with Frontier, Intrado, Verizon and Time Warner plus all the cellular carriers to make sure the data they send us is up-to-date.
- Continue to work with Research Division with CAD related questions for any subpoena requests they have.
- Continue working with the CAD Committee, Public Awareness and Peer Facilitator Committee and GIS division to ensure our GIS files are accurate.

The 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.

Emergency Response Plan:

- Review annual Plan and update as needed.
- Schedule annual refresher training for all employees in April 2013.
- Conduct tabletop exercise in May 2013 and drill in September 2013 (to include full activation of backup facility).

Emergency Medical Dispatch:

- Reaccreditation as Center of Excellence.
- Upgrade to version 13.0.
- Continue to work on integrating ProQA and COBOL CAD.

Accreditation:

- Convert files from CACE-C to Power DMS.
- Accreditation Manager Training for new team members.
- File Preparation & Maintenance – converting proofs to electronic files.
- Power DMS Training for Accreditation Team.
- Incorporate 311 Division into our files.

Wellness:

- Allocation of resources and budget to health and wellness.
- Expand Wellness Committee through appointment of additional department liaisons.

3-1-1:

- KB Coordinator to train on Lagan configuration and on BI Reports.
- Develop Oaisys' QA which allows for agent's participation.
- Utilization of reports to set and track agent standards.
- Mobile App:
 - Aims to reduce 311 call volume??
 - Another form of contact
- Continual improvement of CTI:
 - Owner's info self-populate in Lagan
- Re-evaluation of Lagan scripting:
 - Efficient
 - Reduce computer clicks
- Lagan Single View Customer.

Training Report

In Service Training Team (ISTT) Topics for 2012:

January	NCMEC Cardset Use Policy
February	Call Taking and TDD
March	Sexual Harassment
April	Airplane Emergencies
May	Confidentiality
June	Call Taking 101 Policy
November	TDD Policy Review
December	Annual CALEA Training

Public Safety Group (PSG) Topics for 2012:

January	Computer Crimes
February	Multi-Tasking
March	Shots Fired Officer Down
April	Structure Fires
May	Elderly Callers/Silver Alerts
June	Call Taking Do's & Don'ts
July	Responder Attitudes
August	Ethics/Becoming a More Productive Employee
September	Plane Crashes
October	Morale
November	Sovereign Citizens / Terrorism Update
December	Excited Delirium

Supervisor Training:

Career Pathways to Public Safety
Chempack Notifications Policy Review
Communications Summit
Developing and Maintaining Discipline

Emergency Response Plan Review
Essential Training Skills
FEMA IS-247 IPAWS Alert System
FEMA IS-300 ICS Intermediate
FEMA IS-906 Workplace Security
Integrity
Marine Emergencies Review
NYS OEM NIMS Executive Workshop
Power Outage Tabletop
Radio Trunking 101
Strategic Thinking Class
Supervisor Session - Diversity & Inclusion
TERT Team Leader Training
Time Card Procedure & Earn Codes
Vacation Picks Policy Review
WebEOC Users Training

New Procedures Issued in 2012:

None; policies and procedures were revised and consolidated in 2012 to reduce the overall number.

Conferences, Workshops and Seminars:

- Bomb Threat: The Local Perspective
- City Presentation Skills Training
- City RFP & Professional Service Agreement Training
- Communications Skills for Managers
- Emergency Number Professional (ENP) Certification
- ENP (Emergency Number Professional) Study Group
- Essentials of Human Resources & the Law 2012
- Active Shooter Awareness
- MUNIS Invoice Entry
- Highway Safety: Protecting NY's Responders
- Instructor Development Courses(IDS)
- Leadership Rochester Class of 2012
- Leadership Skills for Supervisors
- Active Shooter Intermediate
- MUNIS General Ledger & Budget Report Training
- National Weather Service Skywarn Training
- NENA Liability Issues in the 9-1-1 Center
- Suicide Intervention Workshop
- NYS Missing Persons Investigations
- NYS OFPC Fire Service Instructor 1
- Pipeline Emergencies Seminar
- WebEOC Mapping Training
- WMD Training
- Writing Effective Policies Seminar

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

93 total online training classes were taken this year, including:

AWR-160 WMD Awareness
Field Force Command and Planning
IS-100 Intro to Incident Command System
IS-106.12 Workplace Violence Awareness
IS-265 Instructional Skills Training
IS-700 NIMS Incident Management System
MGT-346 EOC Ops & Planning

Ride-Alongs:

50 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 2013:

January	Active Shooter Update
February	Mental Health Callers
March	Radio Etiquette
April	Elder Abuse
May	Work Place Bullying
June	Meth Labs & Designer Drugs
July	Team Work & Relations with Other Agencies
August	Empathy
September	Unusual Occurrences
October	Generation Y
November	Don't Take It Personally
December	Responder Safety

Computer Aided Dispatch System (CAD)

CAD Related Updates:	# of Updates:
Internal Directives Issued	30
SPR's Completed	1,051
ANI/ALI Discrepancies	122
New Streets Added to CAD	9
Run Card Updates	(EMS) Nearly Every Agency
	(FIRE) Nearly Every Agency

- In January, Version 12.1 EMD code updates were instituted. This resulted in many changes to each EMD code, *if* a new priority was given to that code.

- In February, Point Pleasant discontinued their ambulance service turning all EMS calls in their district over to Irondequoit Ambulance. This resulted in an update of all of the Point Pleasant Ambulance cards to show now as Irondequoit Ambulance.
- In March, work was started on building in CAD the commonplaces and “street” names for the signs that were going to be placed on the trail in Turning Point Park. This was the culmination of many meetings between City planners, citizens groups etc. There were 32 signs posted along this trail along with 32 new commonplaces entered into CAD and also a new “street” named “Genesee River Wy”.
- In April, Medical Director Dr. Cushman, requested 2 new event types that can be used from the dispatch positions for ambulance requests from the street. The 2 new event types, EMSA and EMSB were added to CAD.
- Also MCSO wanted to revise some of their car numbers. Multiple updates had to be done in the UNIT file in CAD to facilitate this request.
- In May, worked with State DOT Officials regarding the repair of the Irondequoit Bay Bridge and the lane closures that would have to be done. This was a MULTIPLE agency committee as it affected almost every Police, Fire, EMS, and transportation agency that is in Monroe County.
- In June, Rochester Fire Dept started using MDT’s in their vehicles. Also there were many RFD relocations done due to asbestos abatement projects at fire stations throughout the City.
- Also in June, Irondequoit Ambulance changed their primary mutual aid contract and went with Rural Metro as their back up. This resulted in multiple run card adjustments to facilitate this request.
- July, updates were made to Brockport Fire run cards that concerned Redman Rd and the bridge that was closing, prompting a change to numerous BLK, INTR, and run cards.
- Also in late July, RFD took over calls for service in the West Brighton Fire District. This was a major undertaking in that All BLK, INTR, TYP, and STRU files were totally redone to recommend a city response to a county address.
- In September, the concept of “Ambulance Staging” took place. This was a trial period in which the first 2 agencies, HENE and BRIE, were to “stage” ambulances near each other’s district to assist the other agency if their resources were depleted. Shortly thereafter, other EMS agencies tried this concept. This resulted in numerous wording updates for agencies that agreed to participate in this program.
- In October, a new event type was added to CAD. That event type was “STAGE”. This is to be used each time an agency requests a resource stages for them. This program is working well with multiple EMS agencies coming on board with the concept.
- November, Chili Fire had their entire district updated with new box numbers.
- Also in November, Rush Fire Dept. went to a box system on their run cards. They previously had no box numbers associated with their cards, so this was an entire rebuild of their district.
- Also in November, HFLE, PITE, PERE, BRIE and HENE had wording updated on all of their run cards regarding the “staged” unit concept.
- December brought a very busy month with changes being made to various Fire/EMS agency run cards in anticipation of the changing of the Chiefs after January 1st. BROF had updates to their Knox Box locations; Chili FD had updates for their Mutual Assistance wording on their run cards; and many other agencies had minor updates here and there.

Public Awareness Report

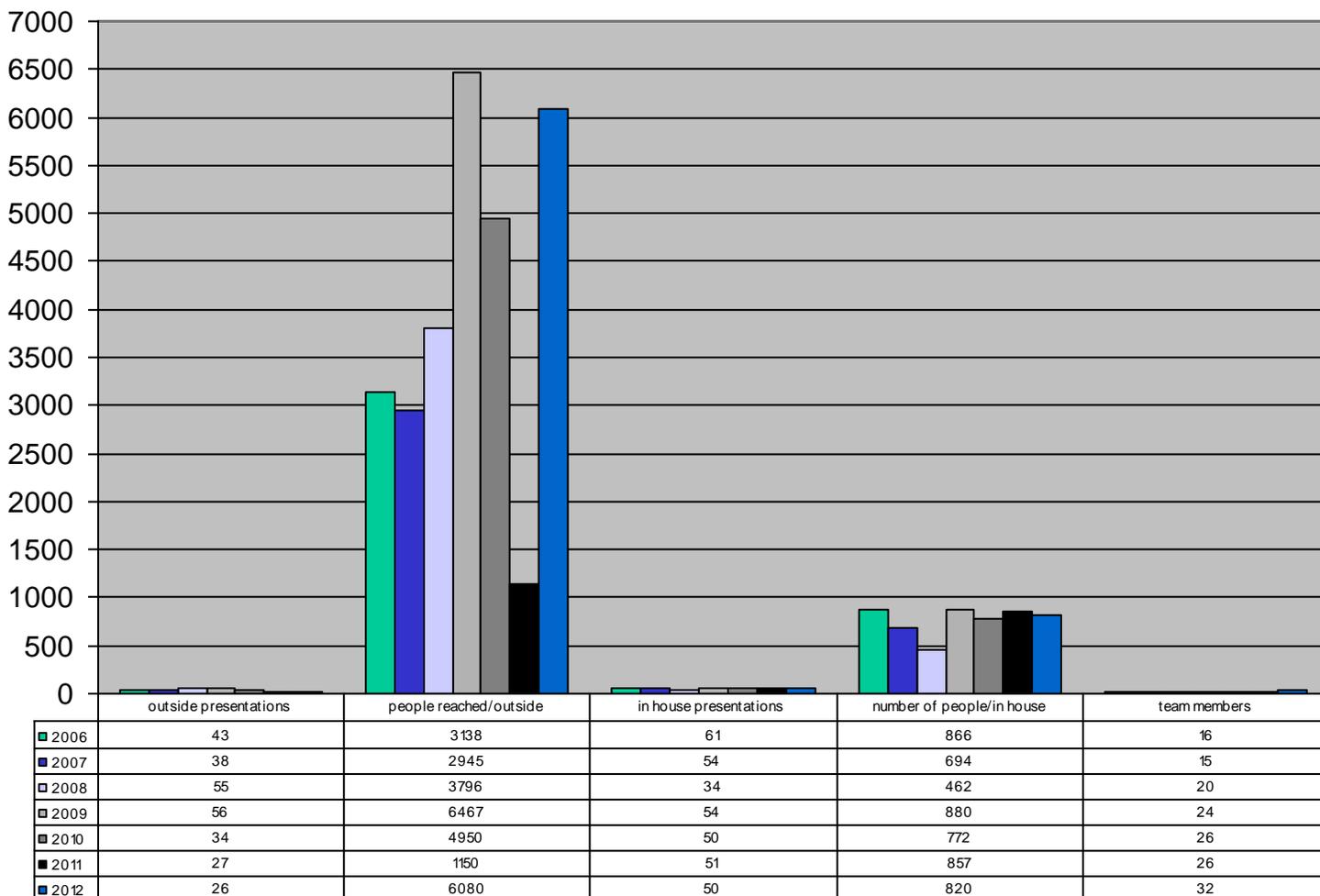
OUR MISSION

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 2012 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, we were invited to 3 Red Wings games and First Responder night at a Rhino's game.

Public Awareness Stats





RED E. FOX:

In 2008, 9-1-1 welcomed Red E. Fox as our new official public awareness mascot. In 2012, Red was 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 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. He also has a Facebook page which explains his mission, shares photos and updates, and offers ways to contact him for invitations to other events. 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 also have a talking Red E. Fox robot which has been very well received.

The National Incident Management System (NIMS)

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

Western Region Emergency Management Assistance Team (EMAT)

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

Emergency Response Plan

An annual refresher training was scheduled for all employees in April 2012. A live exercise was held in June 2012. All new employees received classroom training in the Plan and a tour of the backup facility and alternate backup facility.

Telecommunicator Emergency Response Taskforce (TERT)/ECD 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 of the communications centers. To address this problem and expand on some individual state initiatives in place, APCO International and NENA have joined hands 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 individual states in developing programs that would lead to the establishment of predetermined and selected trained teams of individuals who can be mobilized quickly and deployed to assist communications centers during disasters.

The ECD Communications Response team (CRT), which has been in existence since 2008, is a team 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 11 times in 2012.

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 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.

NYSSA (New York State Sheriff's Association):

Our NYSSA Accreditation is valid 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 each year.

Citizen Surveys:

1,200 Mailed
288 Returned (24%)
2 Follow up calls requested

Average Ratings (highest possible of 4):

Q1 - How prompt was the call answered: 3.7
Q2 - Attitude/Helpfulness of the call taker: 3.7
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 June, 2012 we submitted our annual report in compliance with NYSSA.

In November, 2012 we submitted our annual report in compliance with CALEA.

2013 is a reaccreditation year for us with CALEA. The next CALEA on-site is August of 2013.

Emergency Medical Dispatch Report

Quality Improvement Unit (QIU)

2012 Compliance Scores for Accreditation:

(Standard needed is in parenthesis)

Case Entry	95.51%	(95%)
Key Questions	96.27%	(90%)
Pre-Arrival Instructions	73.05 %	(95%)
Post-Dispatch Instructions	96.96%	(90%)
Chief Complaints	95.21%	(95%)
<u>Coding</u>	<u>96.94%</u>	<u>(90%)</u>
Total	96.04%	(90%)

Projects and Committees QIU is involved with:

Medical Dispatch Review Committee	Society for Total Emergency Programs
ECD Peer Facilitators	CAD Committee
RMEE QA Committee	Medical Emergency Response Team
NAED Police Curriculum Board	

Professional Development Conferences attended by QIU:

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

Special Events:

- Emergency Medical Dispatchers delivered 9 babies.
- Emergency Medical Dispatchers had 8 confirmed CPR/choking saves.

EMD Training:

The QIU staff certified/recertified 116 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.
207 People trained in ProQA (Including 27 from December 2011).

Monthly training:

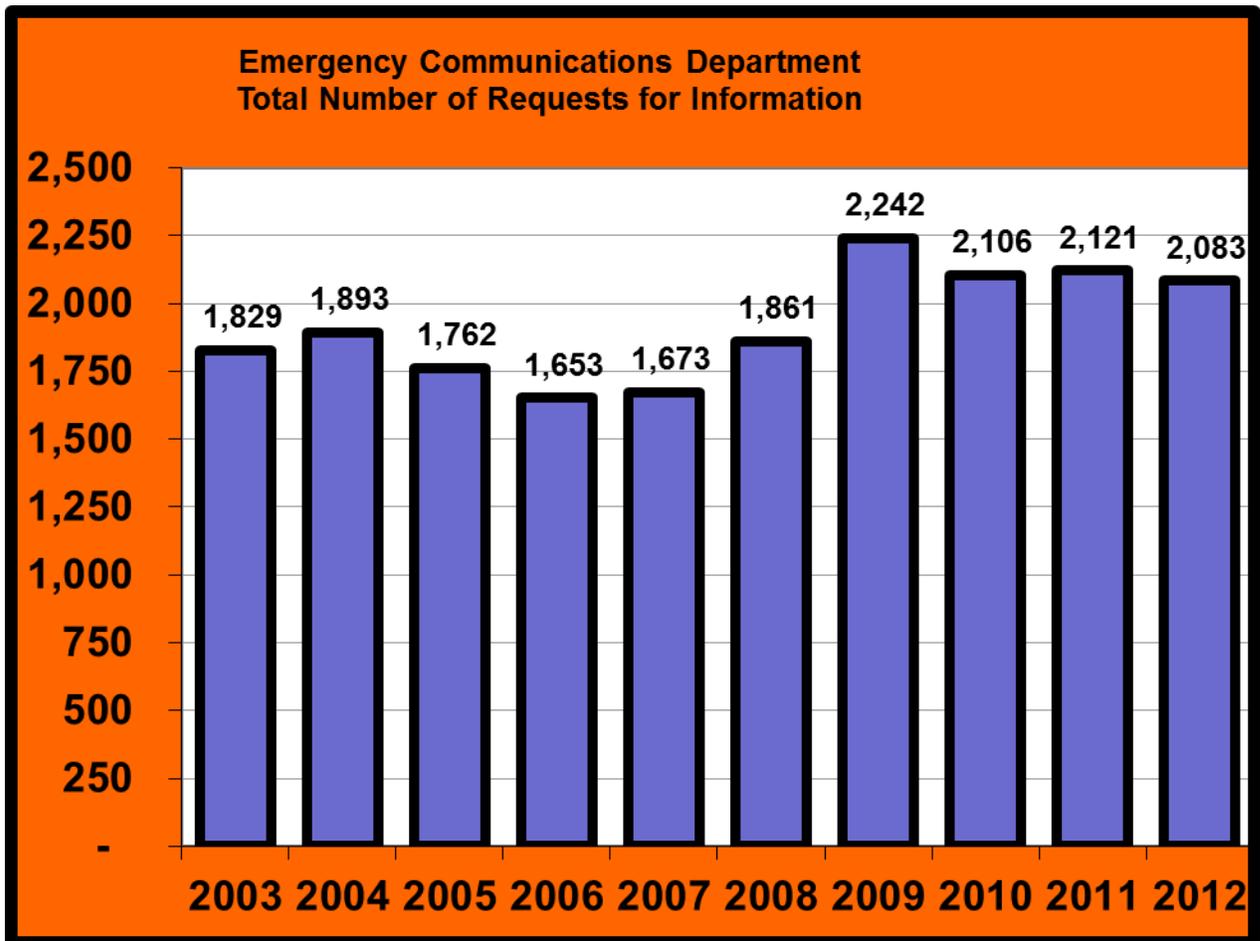
- January: ProQA Training
- February: Bug Bites & Stings
- March: Josh Powell Incident Review
- April: CO – The Silent Killer
- May: Age is Not Just a Number
- June: Callers Expect PAIs
- September: Update to Version 12.2
- October: Chemical Suicide
- November: In-class Review
- December: Card 33 Review

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 1444 CPR cards for agencies and ECD personnel (Last year's total was 844). We are now providing support to MCSO Road Patrol, Jail Deputies, and the Rochester City School District.

Research Activity Report



Wellness Report

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

To support meaningful lifestyle change to promote a healthier lifestyle for the City workforce and their families.

Tasks

- Provide a variety of 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 on the Wellness Council of America (WELCOA) Well Workplace Audit.
- To culminate in receiving WELCOA's prestigious Well Workplace Award.

Key Milestones-2012

- Health & Wellness Fair/Flu Shot Clinic
- Corporate Challenge
- Eat Well, Live Well Challenge
- Beat The Pack Smoking Cessation Program
- Stretch it Out Program at Water-Soon to expand to other departments
- Don't Gain-Maintain
- Biggest Loser Weight Loss Challenge
- WellStyle Extras/Get Paid to Get Healthy Campaign
- AHA Gold Fit Friendly Company Award
- TV/DVD in Workout Room
- Wellness Folder Icon-Monthly Topics-(Email to 311)
- Wellness Article-ECD Newsletter

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

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: Commission on Accreditation for Law Enforcement Agencies

CBRNE: Chemical Biological Radiological Nuclear Emergency

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

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

ECD: The Emergency Communications Department

eJusticeNY Integrated justice Portal: 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.

ENP: Emergency Number Professional. Professional designation achieved through certification exam offered by NENA.

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

FRL: Fire Response List

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: ECD group responsible for the development of monthly in-service training for all employees.

JMS: Jail Management System

LAGAN: The software used at 3-1-1 to help with entering information and taking reports.

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.

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

MCU: 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: An internal 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

NAED: National Academy of Emergency Dispatch: 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.

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

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 Monroe County.

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

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

RMS: Record Management System

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

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

STEP: Society for Total Emergency 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.

WMD: Weapons of Mass Destruction

Prepared by Stephen C. Fischer, Research Technician.