

EMERGENCY COMMUNICATIONS DEPARTMENT



2022

Annual Report



City of Rochester • County of Monroe

THIS REPORT IS PROVIDED BY:
MICHAEL J. CERRETTO, DIRECTOR

WE ARE



911

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A MESSAGE FROM THE DIRECTOR



2022 brought its own set of difficulties to our center. Staffing shortages remain a battle, and although getting better, are still creating long hours and difficulties to operations. We have started to see a decrease in COVID-19 related issues, both internally and externally, and although the issues have decreased the aftermath is still problematic. We continue to work on these issues to improve staffing and morale. In 2022 there was a total of 33 people hired with 3 new hire classes ran. With this, employee diversity increased 2.5% from 2021. The new hire probationary period was extended from 12 months to 18 months to assist in retention. Even with struggles such as these, ECD still managed to handle 1,114,215 calls in 2022. 311 handled a total of 300,919 calls in 2022 and is working on a systems upgrade to their reporting systems.

We have continued to build and maintain our working relationships with our user agencies by holding regular meetings. These meetings are highly beneficial to work through any issues that may arise and to talk through ideas and suggestions from each other. With 2022 being our first full year with the new CAD system we continued to personalize and utilize the system to meet our needs. We continue to find new ways to become more efficient in our CAD system for our employees and our user agencies. We also continued to work with our AFSCME Local 1635 to improve relationships and working conditions for our employees.

One of the hardest struggles of the end of 2021 and 2022 was the loss of two of our own. Craig Warshawsky was a dedicated employee who brought laughter to our stressful work environment. Janet Jordan was instrumental to the implementation of our Career Pathways to Public Safety (CPPS) program. She loved to teach the students, whether CPPS or new hires, about what it is like to be a 911 employee. Craig and Janet are sorely missed not only as employees but also as a brother, a sister, and a friend to those who work here.

I would like to thank everyone at ECD for their continued commitment and hard work during such difficult and stressful times.

I am pleased to present our 2022 Annual Report.

Michael J. Cerretto
Director | Emergency Communications Department

ABOUT THE EMERGENCY COMMUNICATIONS DEPARTMENT

Professional
Respect
Integrity
Development
Excellence



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.

In 2022, the Emergency Communications Department handled 1,114,215 calls.

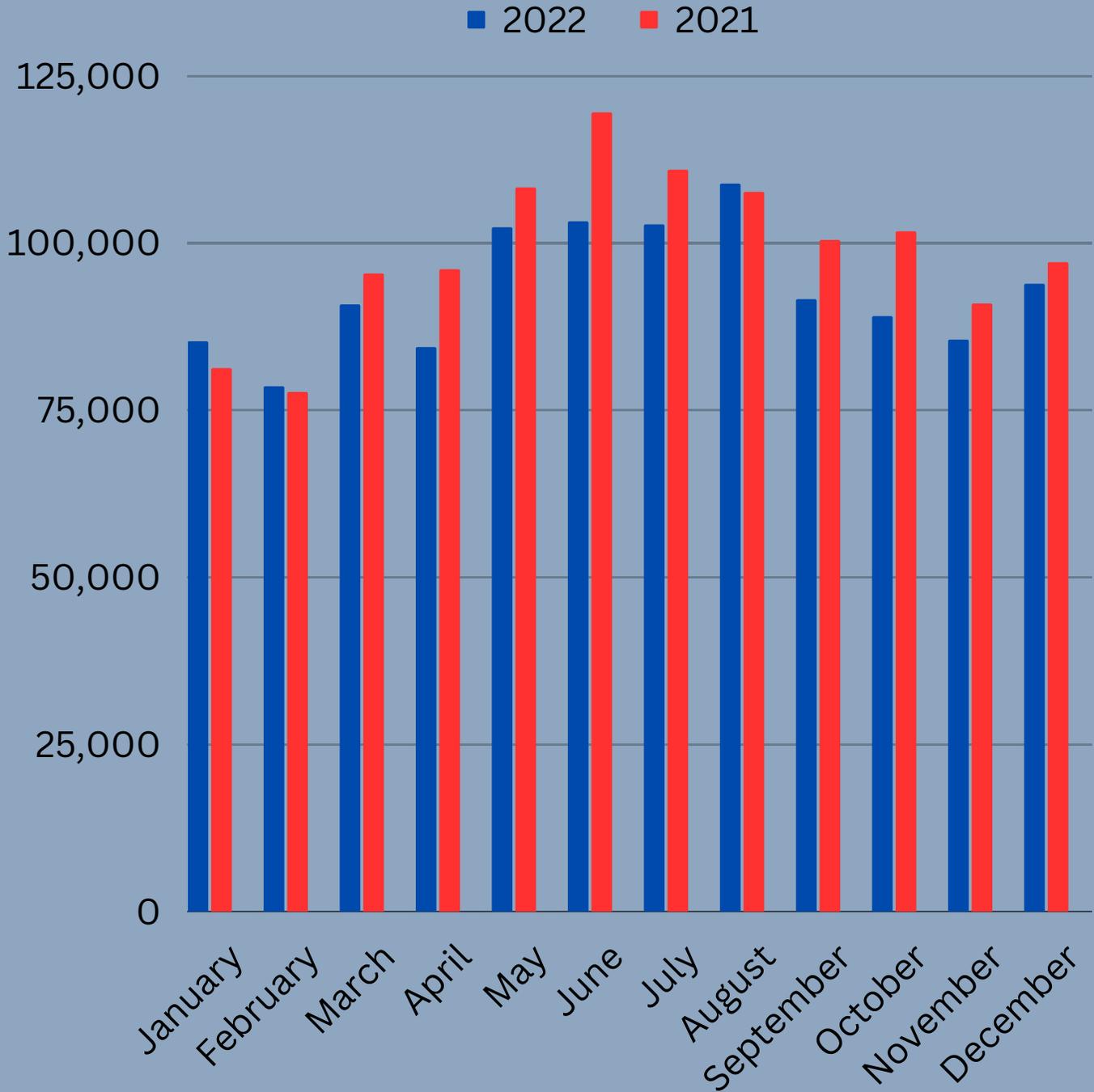
PUBLIC SAFETY ORGANIZATIONS

In order to maintain a positive relationship with our user agencies and other public safety agencies, the ECD participates in many different organizations. These agencies are;

- Monroe County Law Enforcement Council and Law Enforcement Training Committee
- Monroe County Fire and EMS Advisory Boards
- Monroe County Local Emergency Planning Committee
- Monroe County Steering Committee for the National Incident Management System (NIMS)
- Monroe County Fire and EMS Communications Board
- Monroe County 911 Operating Practices Board
- Monroe County Fire Chief's Association
- Monroe County Domestic Violence Consortium
- Monroe County First, Second, Third, Fourth, and Fifth Fire Service Battalions
- New York State 911 Coordinators Association
- Law Enforcement Training Directors Association of New York State
- National Emergency Number Association (NENA)
- Monroe County Office of Mental Health, Emergency Service Committee

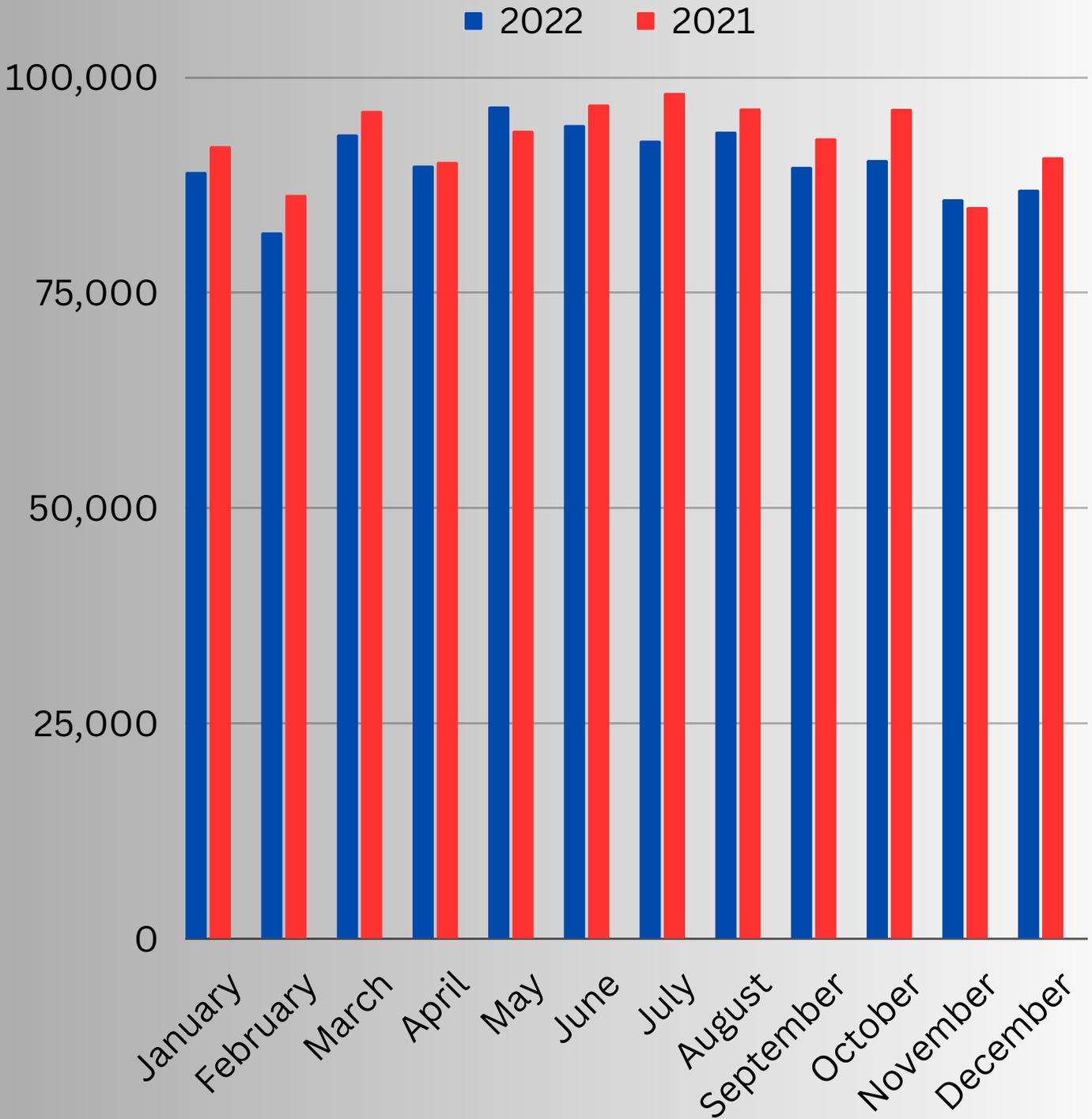
MONTHLY CALL VOLUMES

(INCOMING, OUTGOING & INTERNAL)



Total 911 Calls for 2022: 1,114,215

CAD EVENT ENTRY STATISTICS



Total CAD events for 2022: 1,082,193

EMS Events by Agency

Agency		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	
AMRE	AMR Amb	5287	4631	5066	5133	5266	5300	5530	5518	5249	5121	5103	4987	62191
BRIE	Brighton Amb	461	435	465	481	493	465	549	528	525	591	561	607	6161
BROE	Brockport	64	55	69	76	63	61	68	58	78	104	52	59	807
CHSE	CHS	1020	860	955	951	1044	1031	1071	1067	997	1109	1092	1108	12305
GATE	Gates	621	565	651	650	759	730	667	597	672	630	706	737	7985
GENE	Genesee County	1	1	3	2	1	1	1	3	1	1	2	0	17
GREE	GVA	0	0	0	0	0	0	0	0	0	0	0	0	0
HAME	Hamlin	63	67	62	66	61	72	63	80	69	66	63	82	814
HFLE	Honeoye Falls	58	56	55	64	47	52	54	83	57	55	56	52	689
IROE	Irondequoit	474	379	376	420	490	426	413	438	449	455	419	474	5213
LIVE	Livingston County	28	26	20	25	22	35	27	23	14	9	10	19	258
MONO	Monroe	1730	1395	1679	1690	1822	1621	1704	1756	1685	1819	1682	1816	20399
NEQE	NEQ	3	5	3	4	4	10	3	3	4	5	5	6	55
ONTE	Ontario County	15	20	20	16	18	17	18	23	9	14	12	20	202
ORLE	Orleans County	6	4	1	4	2	5	1	2	3	1	3	4	36
PENE	Penfield	408	373	404	444	449	432	472	464	485	480	470	494	5375
PERE	Perinton	364	341	397	385	453	415	419	457	465	505	439	463	5103
PITE	Pittsford	223	208	223	227	255	234	225	265	266	254	209	233	2822
RITE	RIT	43	57	44	49	9	7	18	45	60	74	46	30	482
RUSE	Rush FD	29	25	23	21	18	21	22	20	19	22	27	35	282
SBRE	Sea Breeze FD	9	7	7	8	16	12	14	14	7	13	14	10	131
WAYE	Wayne County	5	3	7	3	4	3	4	5	3	3	5	15	60
WEBE	Webster EMS	379	339	335	354	393	354	389	372	343	374	372	445	4449
WWBE	West Webster FD	5	0	0	0	0	0	0	0	0	0	0	0	5
Total		11296	9852	10865	11073	11689	11304	11732	11821	11460	11705	11348	11696	135,841



Fire Events by Agency

Agency	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
AIRF	22	30	34	30	33	41	38	37	31	31	33	29
BARF	360	241	283	281	318	270	266	302	264	313	267	321
BBAF	30	40	32	38	35	39	38	30	39	41	27	50
BRIF	206	201	187	154	200	216	194	220	211	210	241	246
BROF	92	94	120	73	84	94	88	91	84	95	81	118
CHIF	91	65	71	59	57	66	82	90	79	68	83	86
CHUF	24	25	19	21	35	26	32	27	30	25	31	42
CLIF	14	7	7	6	13	12	25	15	11	10	12	15
CTYF	3349	2898	3211	3087	3484	3482	3533	3586	3456	3309	3222	3334
EGYF	40	18	19	24	27	29	27	39	29	48	29	25
EROF	41	15	36	22	33	34	42	41	43	35	42	41
FAIF	81	43	51	29	59	59	48	58	52	72	46	59
GATF	422	413	482	391	452	469	428	421	405	408	436	495
GENF	2	3	2	2	3	1	5	2	0	5	2	5
HENF	596	524	602	540	578	522	582	600	594	684	639	659
HFLF	31	33	25	26	16	24	30	40	37	24	32	42
HILF	36	38	65	23	50	49	32	37	30	52	39	55
HMWF	35	47	55	37	34	38	34	41	37	34	36	57
IROF	0	0	0	0	134	227	239	239	204	224	213	225
LAKF	90	81	88	75	88	87	75	89	73	93	103	78
LAUF	76	55	68	57	32	0	0	0	0	0	0	0
LIVF	5	3	4	2	2	0	6	2	1	3	9	3
MCFB	7	4	5	5	4	4	3	3	2	6	5	6
MENF	21	15	21	30	31	31	24	33	19	26	30	26
MUMF	5	10	12	8	20	15	28	8	15	15	14	17
NGRF	338	257	282	261	316	294	333	320	285	309	312	337
ONTF	4	0	2	2	4	0	1	6	0	1	4	4
ORLF	1	1	6	0	5	2	1	1	2	1	3	2
PENF	85	78	64	67	69	69	93	86	59	76	88	87
PITF	94	51	49	59	72	77	75	78	94	59	61	98
PPLF	44	34	39	30	32	33	28	45	41	43	39	49
RCUF	217	175	179	210	130	0	0	0	0	0	0	0
RROF	518	405	518	461	461	458	485	510	485	482	490	542
RUSF	7	12	12	17	15	17	14	15	11	16	23	32
SBRF	3	5	8	3	6	4	13	6	3	6	4	8
SCOF	19	13	18	16	23	19	21	28	17	23	25	25
SPAF	173	125	184	148	161	176	165	145	155	151	135	155
SPEF	61	64	86	72	73	70	59	73	78	79	71	102
USCG	0	0	1	2	16	34	23	28	8	5	3	2
WAYF	7	4	2	1	1	3	1	0	1	2	0	3
WEBF	87	74	92	88	82	78	89	80	80	75	84	97
WWBF	75	60	75	75	86	103	90	104	80	101	85	99
Total:	7409	6261	7116	6532	7374	7272	7390	7576	7145	7260	7099	7676

Police Events by Agency



Agency	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
BRIP	4930	4484	5017	5155	5065	4917	4858	4965	4483	4988	4892	4791
BROP	1941	1828	2256	1976	1813	1629	1400	1779	1926	1581	1463	1623
CORMH (PIC)	628	644	660	659	726	689	690	741	679	684	729	788
CTYP	19645	19621	22082	21327	23902	24249	24117	24624	22945	22765	21267	20972
EROP	1320	1092	1250	1212	1127	1024	1067	994	894	884	1013	1095
FAIP	1216	901	1101	1077	1268	1110	1202	1179	1163	1256	1185	1173
FEDP	10	4	5	10	16	4	8	9	7	3	3	11
GATP	2666	2317	2726	2521	2825	2831	2839	2875	2652	2585	2580	2767
GENP	5	2	8	8	2	4	4	5	5	3	9	6
GREP	6686	6054	6753	6524	6848	7299	6814	6239	5805	6357	5908	5723
HSOP	227	215	229	201	227	267	225	286	266	194	284	251
IROP	4343	3883	4368	4278	4408	4263	4097	4173	3838	3829	3967	3528
LIVP	12	11	11	12	14	8	6	7	12	9	14	5
MCCP	0	0	4	0	0	1	0	2	2	1	3	0
MCOP	18435	16666	19181	17934	19618	18214	17556	17527	18156	17724	16122	16585
MCPS (FIT)	164	177	211	319	471	402	444	455	476	465	455	432
NYSP	1877	1962	2323	2080	2539	2289	1958	2148	1773	2204	1843	1712
OGDP	1087	1075	1427	1448	1363	1241	1020	1106	1185	1275	1018	966
ONTP	26	14	14	24	13	14	5	24	10	15	22	24
ORLP	17	10	17	19	13	10	11	10	18	3	11	18
PROP	1358	1534	1941	1646	1598	1820	1646	1825	1415	1584	1358	1297
STPP	7	28	43	47	36	58	104	67	26	15	19	16
SUBP	7	6	7	5	4	4	1	2	10	11	12	4
WAYP	27	26	28	33	26	20	28	30	22	24	23	26
WEBP	2599	2216	2748	2690	2639	2578	2586	2398	2440	2257	2211	2562
Total:	69233	64770	74410	71205	76561	74945	72686	73470	70208	70716	66411	66375



GOALS FOR 2023

311

- Enhance agents' workplace experience
- Use Guardian for more efficient tracking
- Upgrade Verint for enhanced usage and online service requests and information
- Revamp RPD sick forms
- Update/expand 311 knowledge-base to make agents process more streamlined and efficient

911 Administrative

- Continue to work on filling operational vacancies
- Continue to increase diversity
- Reduce turnover rate to 10%

Communications Response Team (CRT):

- Add new members
- Continue training

Computer Aided Dispatch (CAD):

- Continue working with MCIS on new ticketing and issue reporting portal to replace the current Smartsheet defect tracking for radio and CAD issues
- Multiple map rolls – This year we are attempting to provide at least two map rolls to primary ops.
- Onboarding new CAD team member
- EMD updates Q1 - 2023
- Continue working with agencies to refine their responses to better allow for the system to work for them
- Continue working with the EMS community

GOALS FOR 2023

Emergency Medical Dispatch (EMD)

- Complete an anticipated 80-100 certifications or recertifications
- Complete EMD-Q certifications for supervisors not yet certified
- Destroy 55 old manual card sets
- Place in operation 12 tablet based card sets for training and education
- Continue educational feedback for all certified personnel
- Continue to work to gain compliance to ACE level

Honor Guard

- Get back to training to improve our team members skills and prepare for any and all details
- Build stronger relationships within the public safety community
- Appoint a new Admin Team Leader

Law Enforcement Accreditation

- Add a new team member to the Accreditation Team
- New training manager to successfully complete APCO Accreditation Manager Course
- Update and disseminate file request lists to administration and management
- Re-establish the policy committee as a sub-committee of the accreditation team
- Earn compliance in this years annual compliance review

Operational

- Raise \$5,000 for United Way
- Continue to raise awareness and get more nominations for the Do The Right Thing awards
- Get the Stop The Bleed kits out in the community
- Update the emergency response plan

GOALS FOR 2023

Peer Facilitator Team

- Further strengthen our relationship with the wellness unit at MCSO
- Partner with MCSO for training opportunities
- Make positive contributions at ECD to lower the stress level for employees
- Help boost morale

Public Awareness

- Continue community outreach
- Include the 911 recruitment and public awareness messages at all public events

Training

- Continue to update policies and procedures
- Decrease number of active written directives by adding into policies
- Revamp training program
- Networking
- Continue to provide monthly training and other training opportunities for employees including virtual trainings and in-person role play scenarios

Wellness

- Continue distributing wellness information to employees as it becomes available

LAW ENFORCEMENT ACCREDITATION



Commission on Accreditation for Law Enforcement Agencies

The Rochester Emergency Communications Department successfully completed its year end annual assessment in November of 2022. This was year two of four for annual assessment and 25% of our files were evaluated. There will be one more annual assessment in November 2023 followed by the 4 year onsite assessment in May 2024.

In 2022, our files were 100% in compliance with the standards set forth by the CALEA Commission. The Rochester Emergency Communications Center continues to be a national leader in public safety communications centers, and is one out of only 2 centers in NYS who meet accreditation standards.



New York State Sheriffs Association

The Rochester Emergency Communications Department successfully completed its 5 year onsite assessment in 2021. The accreditation team works diligently to keep all of our files up to date and will be preparing for the next NYSSA onsite in 2026.

2022 Accreditation Team Members: Damaris Rivera, Matt Johnson, Shelby Boyd,
Danielle Miller, and Jackie Finn

TRAINING REPORT

2022

Overview of Training Topics

- Address Verification, Duplicating and Updating
- AHA Heartcode BLS CPR Course
- AMBER Alerts and Missing Children
- APCO Public Safety Telecommunicator 7th Edition
- Children in Crisis
- Defeating Drama and Negativity
- Difficult Callers
- Emergencies in the Emergency Communications Center
- Employee Conflict
- FEMA-An Introduction to National Incident Management System IS-100
- FEMA - Basic Incident Command System for Initial Response IS-200
- FEMA - NIMS Incident Management System IS-700
- Haz-Comm Training
- Managing High-Risk Incidents
- Missing Adults
- Morale
- Nurse Navigation Training Update
- Responder Safety



TRAINING REPORT

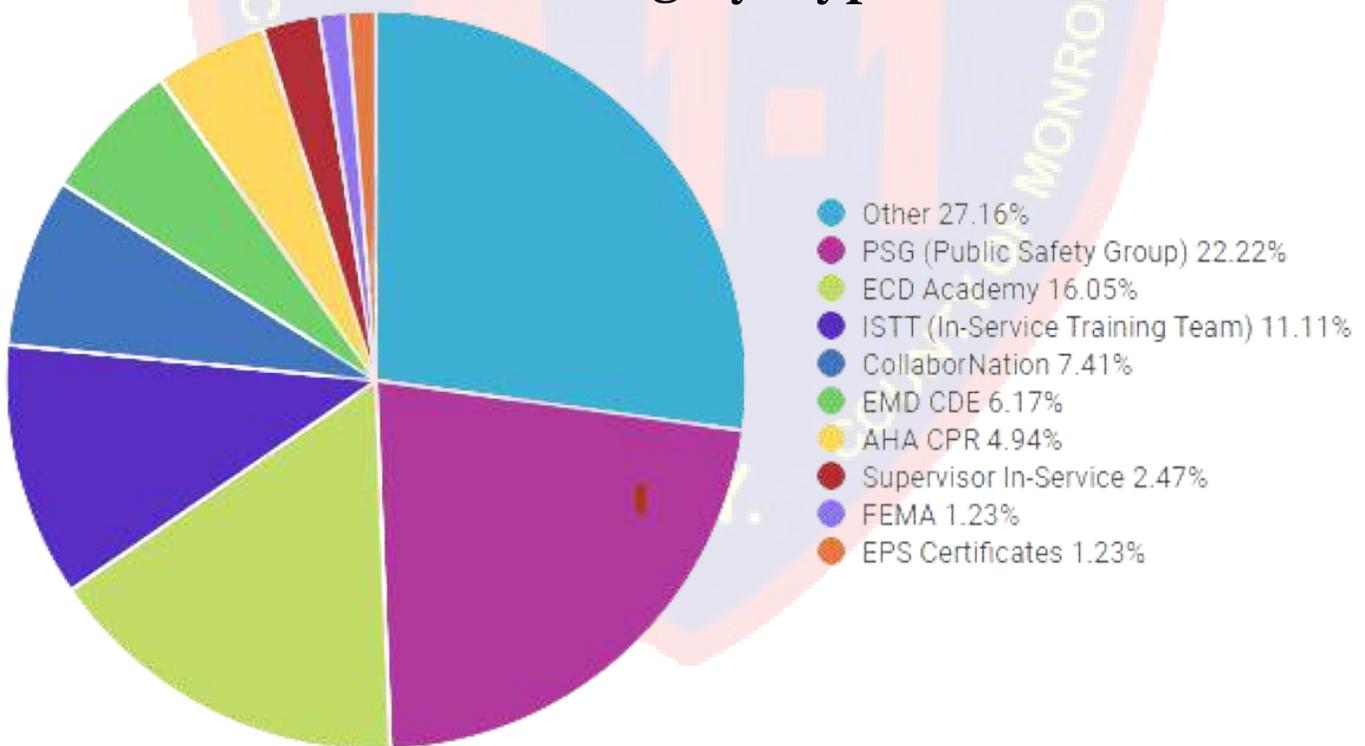
2022

Overview of Training Topics

- ROCTAC
- Sexual Harassment in the Workplace
- Stress Management
- Surviving an Active Shooter
- Terrorism Awareness
- TTY/TDD Refresher
- Workplace Violence

PowerDMS™

Training by Type



EMPLOYEE SPOTLIGHTS

Kenny Krieger

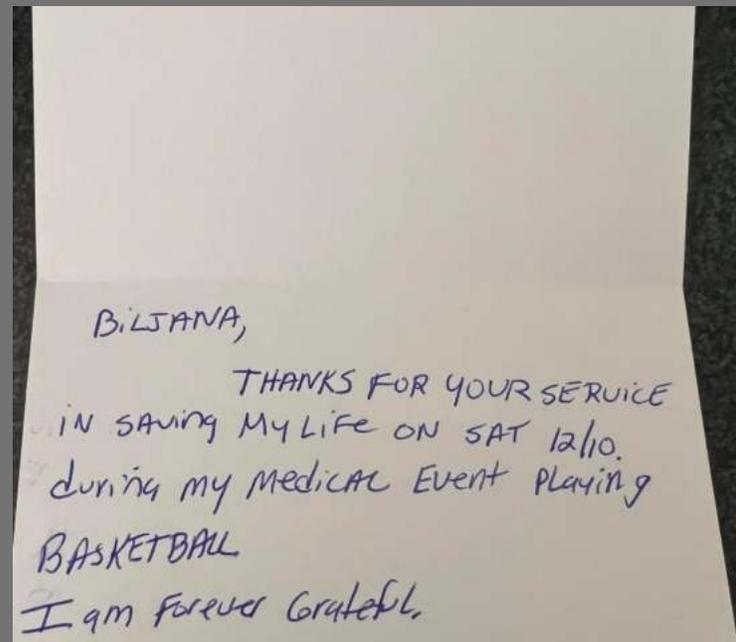


Kenny was nominated by his peers, and was selected as the MLREMS EMS Communications Specialist of the Year. Kenny was nominated for his dedication, hard work, and amazing attitude he brings to work every day. Congratulations Kenny on this very well deserved recognition.

EMPLOYEE SPOTLIGHTS



Biljana Ibrievska



On December 10, Biljana received a phone call for a male who went into sudden cardiac arrest while playing basketball. Biljana remained calm and proceeded to give life saving instructions over the phone, including use of an AED. The ambulance arrived and transported the patient to the hospital. Ten days later, the patient walked into 911 and thanked Biljana for saving his life.

INSTRUCTOR SPOTLIGHT



Roxanne Angst



I started assisting the training department 8 years ago and was hooked after teaching my first class. Since then, I've been involved in radio training, CAD training, New Hire training and Career Pathways to Public Safety (CPPS). What I enjoy most about teaching is meeting new people and introducing them to the operations of our center. I really enjoyed my time as a teacher in the CPPS program working with teenagers exposing them to career opportunities in public safety. I am thankful for the continued opportunities to aide in the professional development of new hires and promotional employees at our center and hope I contribute with positive impact.

INSTRUCTOR SPOTLIGHT

RJ Kelly



I started working with the training department five years ago. It has been one of my biggest highlights of my working career at ECD thus far. I was a part of the new CAD training project that assisted with training co-workers but also trained outside agencies that would be using the CAD as part of the new system. I have also conducted training with newly hired employee's as fire dispatchers. I'm also a part of several committees that assist with training and updating with current policies and procedures that keeps the training department on the cutting edge of emergency communications. The thing I enjoy the most about training is sharing my knowledge, experience, and education with others and seeing the "light bulb" go off when it makes sense to the trainee. It is the greatest feeling when you know you have helped someone become a stronger person, which ends up being a co-worker. I am always trying to find new ways and techniques to help others and I will continue to share that as I continue here at ECD.

EMPLOYEE RECOGNITION AWARDS

2022 TCC of the Year:

Danielle Adams

2022 Police Dispatcher of the Year:

Roxanne Angst

2022 Fire Dispatcher of the Year:

Ryan Finn

2022 Supervisor of the Year:

Jeremy Soehner

2022 Special Services Award:

Krista Dent

2022 Bonnie Migliore Award:

Enisa Comic

2022 LifeSaver Award:

Biljana Ilierska

2022 PROMOTIONS



Jeremy Soehner
911 Shift Supervisor

Jeremy started with ECD in 2013 as a police dispatcher and worked his way up to a dispatcher II in 2018. Since then, Jeremy became an acting supervisor before his promotion to shift supervisor. Jeremy was promoted to 911 Shift Supervisor in November 2022.



Craig Spade
311 Manager

Craig started with ECD in 2006 as a public safety dispatcher I and worked his way up to a shift supervisor. During his career with 911, Craig has received numerous accolades including Police Dispatcher of the Year, a Lifesaver Award, and Supervisor of the Year. Craig was promoted to 311 Manager in November 2022.

2022 RETIREMENTS



Supervisor Rick Thomas

Other Retirements Not Pictured:

Dispatcher Joe Demars

Dispatcher John Nolan

Telecommunicator Sheila Grierson

Congratulations!

IN MEMORIAM



Janet Jordan

1986-2022

Janet was truly one of a kind. She would go out of her way to help anyone and always gave her best to anyone she met. She will be remembered for her willingness to help others and her dedication to her work.

"May there be comfort in knowing that someone so special will never be forgotten."

Craig Warshawsky

1969-2021

Craig will be missed for his devotion to his beloved dogs, his passion for fishing, and the New York Knicks. Most of all, Craig will be missed for his infectious laugh.



ONE CALL TO CITY HALL



The 311 continues to be a vital link between the customer and multiple city departments such as DES, RPD, ECD, and NBD. In 2022 311 handled 300,919 calls with an average talk time of 112.6 seconds. The 311 team is dedicated to quality customer service to the citizens of the City of Rochester.



311

2022 CALL STATISTICS

Total 311 calls:
300,919

Average talk time:
112.6 seconds



The 311 service is part of an ongoing effort by Rochester to make access to City government easier and more responsive to the needs of residents, business owners and visitors. 311 is a simple three digit number residents, businesses and visitors can call to reach the City to get information, request services and report problems. From getting library hours, to reporting a stray dog in your neighborhood and more, 311 is ready to help.

Power Engage - Public Feedback

Very helpful

You guys are the best!! Thank you for your service!

Spoke clear and as right to the point. Quick and easy

After calling 911, citizens may receive a request to briefly provide feedback regarding their 911 experience. By using this community engagement software, 911 can better train to meet the requirements of our callers. In 2022, of the 67,413 surveys sent, 23,244 were returned.

She was very polite and professional

Calm, focused, helpful

Excellent. Fast. Knowledgeable. Understanding. Couldnt have been better

911 PUBLIC AWARENESS

In 2022 the Public Awareness Team accomplished the following;

- Involved in 60 total events
- 12 Open houses in the county
- 12 Public speaking Q&A (8 County, 4 City)
- Recruitment total of 15 (7 County, 8 City)
- Attended 6 background intakes
- Hosted 15 tours



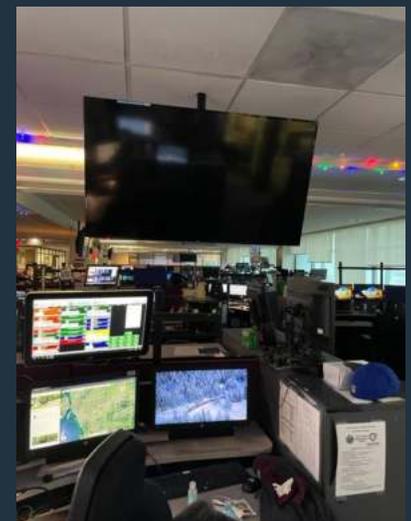
911 PUBLIC AWARENESS



COMMUNICATIONS RESPONSE TEAM



The Communications Response Team responds on the Mobile Communications Unit for large scale incidents/events. This can be anything from a barricaded gunman, to the PGA Championship at Oak Hill Country Club. In 2022 we also had a CRT member assist in taking phone calls in Erie County during a massive snowstorm.



PEER FACILITATOR PROGRAM



PEER FACILITATION

An illustration of four stylized human figures standing in a line. The first and last figures are black, and the two in the middle are red. All four figures have their arms raised in a gesture of support or celebration.

The Peer Facilitator Team is a group of in-house employees who strive to help out their co-workers cope with stressful events. Whether it be job related or personal, they make it top priority to assist people in need. In 2022 the team worked on restructuring by adding some new members. The team will continue to work with staff, management, and MCSO's wellness unit to do what is best for the mental health of our employees. Please reach out to the team if you are in need of any assistance, or if you are interested in learning how to become a team member.

SERVING THE COMMUNITY



COMMUNITY SUPPORT



Thank You!!

*Thank you for reading our 2022
Emergency Communications Department
Annual Report*





ANNUAL REPORT

2022

**City of Rochester
Emergency Communications Department**

321 W Main St.
Rochester, NY 14608