

Emergency Communications Department

City of Rochester - County of Monroe

2005 Annual Report



John M. Merklinger, Director

www.9-1-1rochester.com

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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.

Dedication

*In Honor of Fire/EMS Dispatcher
Brain L. Burk*

October 29, 1947

May 3, 2005

Dance as if no one

were watching

Sing as if no one

were listening

And live every day

as if it were your last.

-Irish Proverb.

Introduction

To the Officials, First Responders, and Citizens of Rochester and Monroe County:

I am proud to present to you the 2005 Annual Report on your 911 System. This report reflects the hard work achieved daily by 180 committed Employees who are always there when you are in need of assistance from area Police, Fire, or Emergency Medical Services.

In addition to accepting and processing 911 calls, the Emergency Communications Department is involved in a number of other important activities. One of them is working with other agencies in the area of community preparedness. During 2005 we participate in the planning and implementation of several drills. These included the MARSEC drill that tested the response when the security level along Lake Ontario was raised to Level 2. During the spring and summer, we assisted in both the state and federally monitored annual drills held for the Ginna Nuclear Power Plant. 2005 drills were especially challenging since this year's drills required dealing with incident involving a fifty mile radius instead of the usual ten mile radius. Finally in September we participated in the Metropolitan Medical Response System drill held under the authority of the Rochester Fire Department.

I wish to bring to your attention the response to the disaster experienced in the Gulf region by the effects of Hurricane Katrina. 911 Dispatchers throughout that area were devastated by this event along with the other residents of the area. In response to a plea from 911CARES, ECD Employees gathered and shipped twenty-five cartons of clothing, toys, blankets, and toiletries to be used by affected 911 Dispatchers and their families. We did not stop there. When FEMA requested teams of Dispatchers to deploy to impacted areas to assist in restoring and maintaining emergency communications, numerous ECD Employees immediately volunteered. We sent two teams of four Employees each to Jefferson Parish, LA for four week deployments. They worked 12 hour days, six days a week in the same conditions as the residents who live in. I am pleased to publicly thank Al Klopff, Patty Aman, Phil Coffey, Bill Evans, Tom Mills, Deb Morrill, Cindy Carroll, and Matt Gizzi for an exceptional job well done.

As we continue to serve you in 2006, you can remain assured that your 911 System will continue to provide the highly professional level of care and service you have depended on for over twenty years.

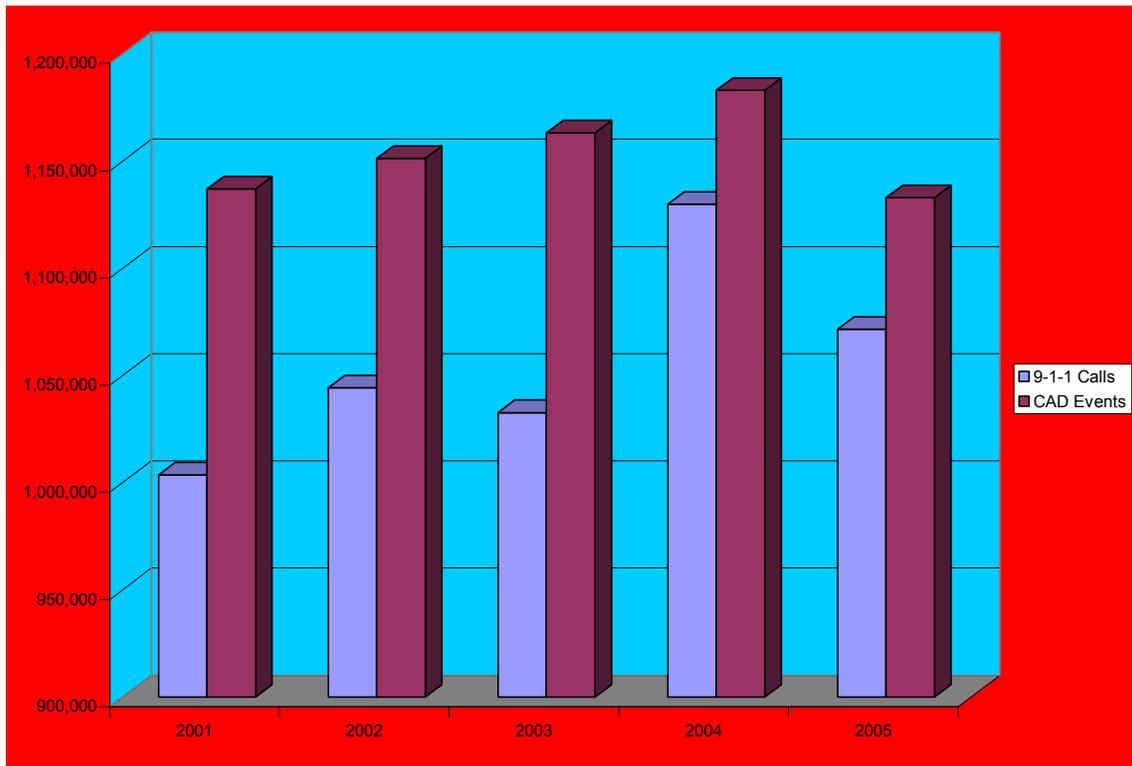
Sincerely,

*John M. Merklinger
Director*

9-1-1 Center Statistics

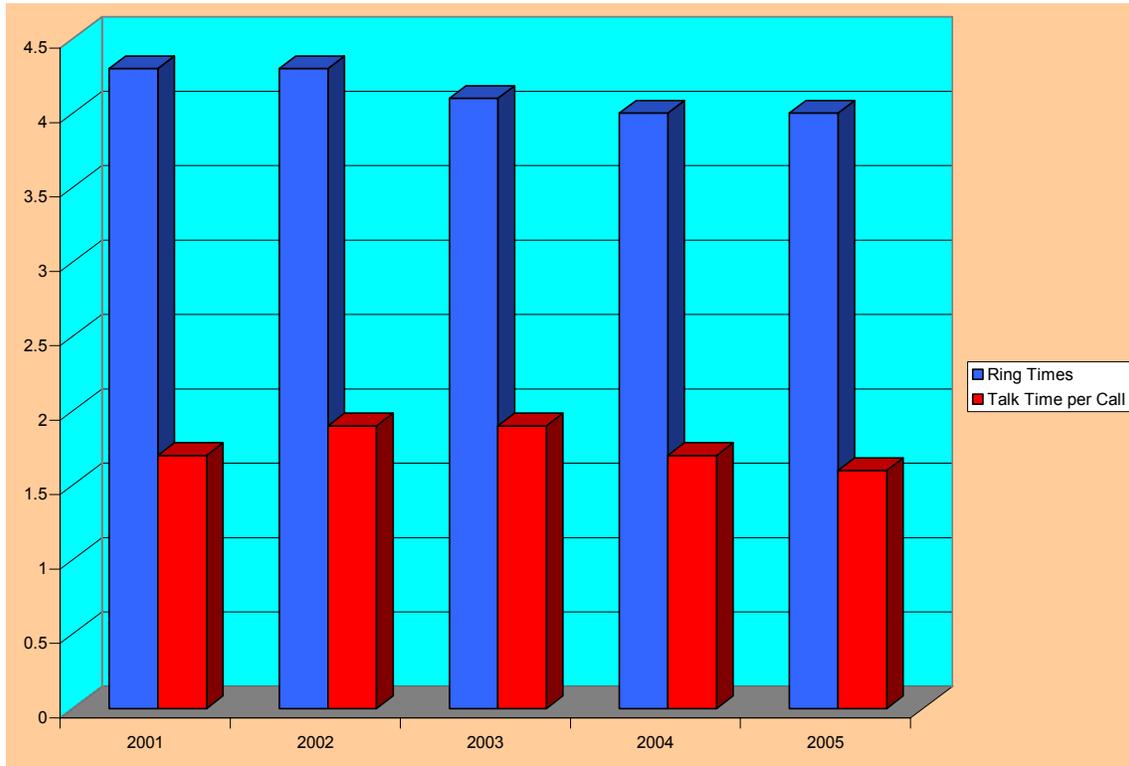
Annual Comparison

Year	9-1-1 Calls	CAD Events
2001	1,003,668	1,137,151
2002	1,044,255	1,151,373
2003	1,032,776	1,163,229
2004	1,130,031	1,183,092
2005	1,071,679	1,133,014



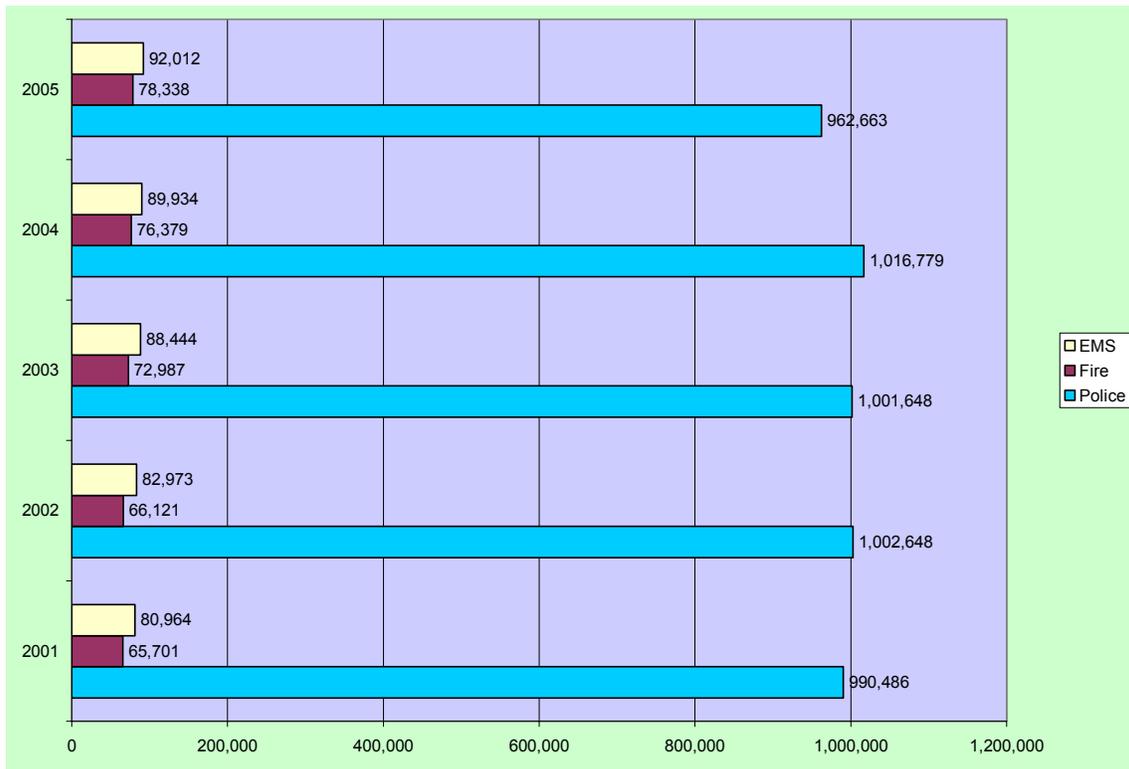
**9-1-1 Call Answering –
Ring Time in Seconds and
Talk Time by Minutes per Call**

Year	Ring Times	Talk Time per Call
2001	4.3 Seconds	1.7 Minutes
2002	4.3 Seconds	1.9 Minutes
2003	4.1 Seconds	1.9 Minutes
2004	4.0 Seconds	1.7 Minutes
2005	4.0 Seconds	1.6 Minutes



CAD Events by Type

Year	Police	Fire	EMS
2001	990,486	65,701	80,964
2002	1,002,648	66,121	82,973
2003	1,001,648	72,987	88,444
2004	1,016,779	76,379	89,934
2005	962,663	78,338	92,012



Events Processed by 9-1-1 per Agency

Fire Agencies	2001	2002	2003	2004	2005
Barnard Fire Department	544	549	1,012	2,372	2,491
Brighton Fire Department	2,731	2,319	2,739	2,868	2,773
Brockport Fire Department	410	509	680	800	916
Bushnells Basin Fire Department	763	682	822	659	649
Chili Fire Department	592	646	678	647	705
Churchville Fire Department	328	345	317	308	297
Clifton Fire Department	106	130	142	110	174
East Rochester Fire Department	761	676	767	672	727
Egypt Fire Department	619	654	719	648	654
Fairport Fire Department	1,332	1,257	1,485	1,414	1,360
Fishers Fire Department	487	524	644	375	415
Gates Fire Department	3,488	3,075	2,481	2,286	2,165
Greece Ridge Fire Department	3,426	3,710	3,875	4,368	4,610
Hamlin Fire Department	363	422	423	441	394
Henrietta Fire Department	3,521	3,468	3,671	3,631	3,755
Hilton Fire Department	364	383	661	563	448
Honeoye Falls Fire Department	492	484	557	522	491
Kodak Fire Department	36	31	37	28	22
Lakeshore Fire Department	803	825	864	859	825
Laurelton Fire Department	642	690	682	809	691
Mendon Fire Department	256	239	263	273	290
Monroe County Airport Fire Department	281	307	331	355	390
Monroe County Fire Bureau	58	102	99	84	77
Morton Fire Department	150	184	169	172	151
Mumford Fire Department	133	145	161	159	155
North Greece Fire Department	2,228	2,322	2,688	3,121	3,293
Other Fire Department	99	84	71	61	72
Penfield Fire Department	1,754	1,739	1,961	1,754	1,846
Pittsford Fire Department	1,559	1,521	1,843	1,435	1,475
Point Pleasant Fire Department	201	264	277	239	229
Regional Transportation Operations Center	-	-	781	4170	5,938
Ridge Culver Fire Department	1,666	1,610	1,774	1,819	1,878
Rochester Fire Department	30,075	30,759	32,924	32,593	32,397
Rush Fire Department	215	233	239	234	251
Scottsville Fire Department	178	185	192	197	172
Sea Breeze Fire Department	88	110	114	114	93
Spencerport Fire Department	1,066	1,017	968	927	961
St Paul Fire Department	767	873	1097	877	784
United States Coast Guard	33	16	16	40	85
Union Hill Fire Department	211	200	261	273	163
Walker Fire Department	122	136	165	135	113
Webster Fire Department	1,036	1,073	1,432	1,244	1,197
West Brighton Fire Department	607	475	531	554	610
West Webster Fire Department	1,110	1,148	1,374	1,169	1,156
Total	65,701	66,121	72,987	76,379	78,338

Emergency Medical Services Agencies	2001	2002	2003	2004	2005
Barnard Ambulance	1,532	1,709	1,614	-	-
Bergen Ambulance	15	17	17	26	23
Brighton Ambulance	3,205	3,240	3,541	3,570	3789
Brockport Ambulance	1,081	1,026	1,272	1,409	1439
Caledonia Ambulance	131	108	126	106	107
Chili Ambulance	1,492	1,646	1,753	1,741	1805
Churchville Ambulance	323	334	333	367	416
East Rochester Ambulance	707	706	815	773	840
Gates Ambulance	3,235	3,315	3,415	3,503	3357
Greece Ambulance	5,942	6,117	6,316	6,652	4230
Hamlin Ambulance	466	544	490	529	478
Henrietta Ambulance	3,823	3,822	3,768	3,377	3575
Hilton Ambulance	756	768	837	1,086	1215
Honeoye Falls Ambulance	690	707	711	754	716
Irondequoit Ambulance	2,339	2,410	2,418	2,687	2645
Kodak Ambulance	8	7	7	7	3
Monroe Ambulance	1,511	1,533	2,079	3,605	5984
Northeast Quadrant ALS	105	91	141	125	103
Other EMS Agencies	299	347	353	226	177
Penfield Ambulance	1,905	2,006	2,037	2,088	2117
Perinton Ambulance	2,556	2,534	2,705	2,687	2832
Pittsford Ambulance	1,606	1,636	1,653	1,541	1726
Point Pleasant Ambulance	267	301	366	383	396
Rochester Institute of Technology EMS	-	-	313	672	616
Rural Metro Ambulance	41,714	42,847	45,594	46,085	47252
Rush Ambulance	184	228	241	245	223
Scottsville Ambulance	102	148	295	279	296
Sea Breeze Ambulance	270	247	125	113	116
Southeast Quadrant ALS	14	18	38	67	96
Spencerport Ambulance	999	1,025	1,201	1,293	1371
St. Paul Ambulance	1,035	1,082	1,094	1,086	1137
Union Hill Ambulance	1,368	1,255	1,500	1,521	1544
West Webster Ambulance	1,284	1,199	1,276	1,331	1391
Total	80,964	82,973	88,444	89,934	92012

Police Agencies	2001	2002	2003	2004	2005
Brighton Police Department	37,455	36,117	39,429	40,140	35,144
Brockport Police Department	1,470	1,301	7,482	13,126	12,512
East Rochester Police Department	13,569	12,175	13,615	12,225	12,387
Fairport Police Department	11,625	11,255	12,510	10,825	11,893
Gates Police Department	28,061	30,108	31,555	31,370	29,367
Greece Police Department	87,130	81,341	83,558	84,899	81,483
Irondequoit Police Department	60,320	61,206	64,390	65,145	66,461
Monroe County Probation	-	369	15,539	13,470	11,586
Monroe County Sheriff	195,132	206,271	201,832	214,197	198,162
New York State Police	8,685	13,878	14,509	15,973	14,719
Ogden Police Department	12,404	12,473	12,262	13,423	13,605
Other Police Departments	4,428	8,119	3,959	3,614	3,251
Rochester Police Department	496,415	494,271	467,702	466,437	441,501
SUNY Brockport Police	12	31	98	37	71
Webster Police Department	33,665	33,733	33,358	31,898	30,521
Total	990,486	1,002,648	1,001,648	1,016,779	962,663

Agency Goals

2005

- *Install display system in Primary Operations, Secondary Operations, and Conference Room*
- *Obtain state funding for installation of digital telephone switch and remote CAD at Cobbs Hill Backup Facility.*
- *Install remote CAD in Ontario County 9-1-1, Gates Fire Department, Perinton Ambulance, and Monroe County Fire Bureau.*
- *Review reforms in civil service law and City/County Operating Agreement and recommend changes.*
- *Provide upgrades to building security with particular emphasis on exterior of building.*
- *Purchase replacement furniture for offices and quiet room.*
- *Continue to review complaints to determine and correct recurring problems such as address errors.*
- *Training:*
 - *Expand NYSPIN training to include one new instructor*
 - *Host APCO Supervisors Course for ECD Supervisors along with Supervisors from other PSAPS.*
 - *Provide training in effective listening skills for all Employees.*
 - *Offer a coaching skills class to all Trainers.*
 - *Continue to update procedures and training manuals as needed.*
 - *Have all Employees complete the on-line National Incident Management System (NIMS) course through FEMA.*
 - *Continue to support 311 through training of their new employees.*
- *CAD:*
 - *Pictometry and mapping to be fully available for use by February 2005*
 - *Continue to provide training in MDT usage to all user agencies*
 - *Re-activate CAD Committee in preparation for CAD replacement in 2007*

- *Correct file errors in CAD and mapping as needed.*
- *Update mass casualty incident plans in operations database to reflect changes in service.*
- *Continue updating of CAD and mapping programs with fire hydrant locations.*
- *Continue efforts to further integrate CAD, mapping, and Pictometry.*
- *Public Awareness:*
 - *Continue efforts to obtain grant money to support Public Awareness efforts.*
 - *Research opportunities to make community presentations, be proactive as opposed to waiting for invitations.*
 - *Purchase a TV/VCR unit exclusively for Public Awareness use.*
 - *Link Public Awareness efforts to the 9-1-1 web-site.*
- *Disaster Recover Plan:*
 - *Continue to update Plan as needed and schedule required drills*
 - *Initiate a program where Gates Fire Department and Perinton Ambulance perform backup dispatching on a monthly basis; provide needed training and resources.*
 - *Work towards formally integrating administrative staff into the Plan.*
- *EMD/QIU:*
 - *Initiate training with AQUA version 11.2*
 - *Focus CDE training on safety and instruction.*
 - *Maintain NAED accreditation.*
- *Administration/Research:*
 - *Hire for new employee classes in August 2005 and February 2006.*
 - *Maintain employee turnover rate at 10% or less.*
 - *Work with District Attorney to reduce the number of employees needed to testify in individual cases.*

2006

- *Improve communications of the various ECD committees through posting of meeting minutes on the designated bulletin board.*
- *Label each bulletin board throughout the building.*

- *Complete upgrade of kitchen facilities.*
- *Quarterly meetings to review goals and progress throughout the year.*
- *Replacement of all backup TTY/TDD units, using New York State 911 funds.*
- *Completion of central vacuum system.*
- *Training:*
 - *Create a core group of Communications Training Officers (CTO) with training pay incentive.*
 - *Complete 2006 NIMS compliance requirements.*
 - *Keep lesson plans updated to meet New York State standards.*
 - *Train 1-2 additional Employees as APCO certified instructors.*
- *Public Awareness:*
 - *Research availability of grant funds for purchase of a robot for presentations to children.*
 - *Purchase a TV/VCR/DVD unit for use by Public Awareness Team.*
 - *Link public awareness information on ECD website.*
 - *Develop a new video for ECD tours and presentations.*
 - *Reinstitute script for ECD tours.*
 - *T-shirt for Public Awareness Team members.*
 - *Send a Team representative to either an APCO or NENA conference for professional development.*
 - *Re-invite all User Agencies for tours of the ECD.*
 - *Attend Mayor's Night In and Night Out events.*
- *Accreditation:*
 - *Continue regular reporting to CALEA and NYSSA as required.*
 - *Continue citizen survey mailing program.*
- *CAD and Mapping:*
 - *Complete mapping project.*
 - *Re-institute CAD Committee for upcoming CAD replacement.*
 - *Continue to provide MDT training for user agencies.*
 - *Complete clean-up of premises warning file by June 2006.*
 - *Work with all telephone providers to reduce ANI/ALI failures.*
 - *Work with Training Division to develop a premises information procedure.*
 - *Have full mapping live by June 2006.*

- *Administration and Research:*
 - *Maintain a 10% turnover rate.*
 - *Increase number of new Employee classes from two to three annually.*
 - *Assist with completion of new contract with AFSCME.*
 - *Increase development and distribution of ECD Newsletter to six issues per year.*
 - *Create means to track overtime for public awareness and court appearances.*
 - *Add Intern statistics to future reports.*
 - *Keep and tape and printout requests to a manageable level.*
 - *Have second set of audio records stored off-site.*
 - *Be consistent with tape/printout request forms and have one on file for each completed request.*
 - *Maintain seven day completion for tapes and printouts 90% of the time.*
 - *Work with Training Division to update tape/printout related procedures.*
- *Emergency Medical Dispatch:*
 - *Institute version 11.3 of the EMD cards.*
 - *Implement new American Heart Association standards, update Instructor training, and complete CPR refresher for Employees dues for recertification.*
 - *Continue compliance to Academy standards reaccreditation in 2007.*
 - *Maintain Center of Excellence standards with inclusion of ProQA in upcoming CAD replacement.*
 - *Review and suggest means of answering 911 calls other than currently done in order to provide more control to the call taker.*
- *Emergency Response Plan:*
 - *Continue to update the Plan as needed.*
 - *Ensure key new members of the City Administration are briefed on the Plan.*
 - *Schedule drills.*
 - *Continue and enhance the training program with Gates Fire Department and Perinton Volunteer Ambulance Service.*
 - *Determine need to update Executive Summary, implement and distribute as needed.*

- *National Incident Management System:*
 - *Maintain active membership on Monroe County NIMS Steering Committee, providing any needed assistance to the Committee and its members on implementation.*
 - *All ECD operational Employees will be certified in IS-100, Introduction to Incident Command System.*
 - *As needed, ECD Employees will be trained in IS-200, ICS for Single Resources and Initial Action Incidents.*
 - *All ECD management and supervisory Employees will receive training in IS-800, Introduction to the National Response Plan.*
 - *As needed, ECD policies and procedures will be updated to reflect NIMS requirements, dependant upon changes made in contingency plans maintained by area governments.*

Training Division

Fran Grillo continues leading the efforts of the Training Division in 2005. A total of 8,538 hours of training were completed during this time.

A major portion of the overall training program consists of continuing education for our Employees. Each operational Employee completes two training sessions every month, in addition to the training provided by the Quality Improvement Unit. The first is developed internally by our In-Service Training Team whose members are Vicki VanHalle, Fran Grillo, Sandy Salway-Beers, Bryan Mucica, Dan Zimmer, Kate McAllister, and Jan Jamison.

The topics for 2005 included:

- *Active Listening Skills*
- *Avoiding Call Taking Pitfalls*
- *Emerging Technologies*
- *Identifying Locations*
- *Job Cards*
- *Limited Access Roadways*
- *What is Sexual Harassment?*
- *Procedure Review*
- *No Heat Complaints*
- *Location Verifies*
- *Winter Weather Events.*
- *NIMS*

The second monthly session is provided by Public Safety Group, an organization that was formed in 1994 to provide training services to communications professionals. The topics provided by them in 2005 were:

- *Stress Management*
- *Dealing with Change*
- *Advance Fire Communications*
- *Oklahoma City – 10 Years Later*
- *Wireless 101*
- *Terrorism & WMD Update*
- *Handling the Psychotic Caller*
- *Hostage Negotiation*
- *Workplace Violence*
- *Why Can't We All Just Get Along?*
- *Handling the News Media*
- *Amber Alert*

Operations Manager John Cassin continued our in-service program for development of those in the title of Shift Supervisor and Acting Shift Supervisor. Each session was designed to enhance their understanding of a topic directly related to supervisory functions. In 2005 these topics were:

- *Age Discrimination*
- *911 Center Emergency Response Plan*
- *Complying with HIPPA and Employee Privacy Rules*
- *ECD Internal Notify Manual*
- *ECD Minimum Staffing and Time Off*
- *ECD Security*
- *Writing Effective Memos*
- *Ginna Nuclear Emergency Procedures*

- Maritime Security Overview
- Employee Discipline
- Supervisor Expectations

Other training provided during the year included assertive dispatching skills, new back-up telephone training, effective listening skills, introduction to 911 technology, NIMS, and Incident Command.

A number of Employees participated in training offered outside of ECD. Employees attended regional and national conferences held by NAED, NENA, NYSPIN, STEP, and APCO. Others received training in pipeline emergencies, command post operations, handling of emotionally disturbed persons, leadership development, managing emotions while under pressure, effective supervisory skills, and weapons of mass destruction. In addition, several Employees are pursuing degrees at a number of area colleges.

The Training Division is also responsible for developing and maintaining all ECD procedures. In addition to updates to existing procedures, the following new procedures were added in 2005:

- Postal Service BDS System
- Telematic Calls
- RFD Sprinkler Notifications
- Radio Controlled Knox Box Activations
- ECD Minimum Staffing and Time Off
- Chempack Notifications
- Health Area Network (HAN)
- Complaints
- Infectious Plants
- Time Cards

The Training Division supports the 311 Unit of the Rochester Police Department by providing CAD training to its civilian employees. In 2005 this involved the instruction of thirteen PSA's for a total of 208 hours.

Public Awareness

The 911 Public Awareness Team is an enthusiastic group of Employees who strive to educate the citizens of Monroe County on the proper use of the 911 system. The aim of this program is to increase the community's understanding of the activities and roles of this agency along with increasing the public's confidence.

The Team consists of 16 members. In 2005 they conducted 65 ECD tours and 37 outside presentations, making contact with over 3600 persons. The presentations included fire department open houses and several school visits.

In 2006, the Team looks forward to continuing its outreach programs. In order to accomplish this they plan on updating the ECD website to include more public education information, the development of a new video for use in tours and presentations, and the potential purchase of a 911 telephone robot.

Team Members:

- *Tina Carson*
- *Steve Cusenz*
- *Brenda Roldan*
- *Bryan Mucica*
- *Jeremy DeMar*
- *Dan Ferrigno*
- *Jennie Orum*
- *Lynn Casey*
- *Keith Meyer*
- *Paul Dentino*
- *Rich Rusho*
- *Rich Kirby*
- *Sal Tantalo*
- *Sue Melia*
- *Tawanda Ciccone*
- *Tom Mills*

Emergency Medical Dispatch

The ECD continues to be a leader in New York State in the development and use of Emergency Medical Dispatch. In 2005, in addition to the certification or re-certification of 54 ECD Employees, we provided EMD training to 20 students from both New York State and Pennsylvania.

Through the efforts of both Emergency Medical Dispatchers and the QIU Unit, we have maintained our status as an Accredited Center of Excellence. This requires our compliance with twenty challenging standards. In all seven categories examined during EMD reviews we exceeded the minimum scores needed for accreditation.

ECD continues to serve as a Training Center for the American Heart Association. As such we issued 770 CPR cards for personnel from both ECD and other agencies. This makes us responsible for the activities of 42 CPR Instructors teaching at 7 different locations.

During 2005 ECD employees used their EMD skills to assist with the delivery of seven babies and were credited with saving the lives of at least three citizens through providing instruction in cardiac arrest and choking situations. Unfortunately, the passage of the HIPPA laws this past year has made it difficult to obtain accurate follow-up information on the outcomes of patients we have assisted.

ECD Employees continue to complete monthly training in order to maintain the EMD certifications. In 2005 the training topics included:

- EMD Card Selection.
- Scene and Responder Safety.
- Getting It Right the First Time
- Handling Calls for Traffic Accidents
- Compressions First CPR.
- Navigating the New PAI's (2 months).
- Childbirth and Delivery Complications.
- The EMD's Role in Incident Management.
- Childbirth Pre-Arrival Instructions.

As well as their training and call review duties, QIU Coordinators Sandy Salway-Beers and Rich Rusho actively participate in the Medical Dispatch Review Committee, ISTT Team, Peer Facilitation, County Critical Incident Stress Management Team, the baby basket program, and the Rochester Police Department's Do The Right Thing program. Rich continued his professional development by attending the annual Navigator Conference and completed recertification as a Paramedic. Sandy anticipates completing her Bachelors Degree at Roberts Wesleyan College and is recertifying as a Paramedic.

Computer Aided Dispatch System (CAD).

Rich Kirby, Bill Wood, and Ken Keirn continue to work to enhance CAD, Mapping, and Pictometry© so that it provides the best possible system for our Employees and the Public Safety Agencies we serve.

86 new streets were added to CAD along with the updating of 53 existing street records. This involves close coordination with both local governments and developers.

25% of all Fire Departments and 30% of all EMS Agencies had partial or total runcard changes in 2005. This included efforts resulting from the merger of the Webster and Union Hill Fire Departments into the Northeast Joint Fire District and the granting of the Ridge Road Fire District's EMS contract to Monroe Ambulance.

We continued to work with Frontier during the year to maintain the ANI/ALI database. In 2005 the requests for corrections rose 300% as a result of the continuing expansion of Voice over Internet Protocol telephones (VoIP) and the large number of firms providing this type of service. We anticipate that this will continue to be a challenge for both us and other 911 services throughout the country.

In cooperation with the Rochester Police Department FACIT Unit, we have an ongoing program where we flag addresses in CAD that are known locations for domestic violence. This averages to 130 locations at any given time. The list is reviewed and updated on a regular basis for accuracy.

With the assistance of Supervisor Bob McElligott we have managed to make the locations of railroad crossings easily identifiable in CAD. This is of great assistance in situations involving broken cross gates and accidents. It allows the accurate dispatching of the event along with quick identification of which railroad controls a particular crossing.

We have reinstated an active CAD Committee to work on the full replacement of CAD in 2008.

Medical Emergency Response Team (MERT)

The ECD is a 24 hour/7 day a week operation consisting of 180 Employees. As such, 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, they responded to five medical emergencies in 2005, which of which required transport to area hospitals via ambulance. The Team is also available to assist Employees with routine items such as blood pressure monitoring and supplying band-aids for everyday scraps and cuts.

Team Members:

- Dave Quartley
- Jeremy DeMar
- Chris Martin
- Tammy Davis
- Matt Gizzi
- Bob McElligott
- Paul Dentino
- Charles Vitale
- Marty Kester
- Bryan Mucica
- Sal Tantalo
- Jan Lloyd
- Rich Rusho

Accreditation

Cory Chelini and Craig Johnson continue to direct our accreditation efforts. We remain accredited by the Commission on Accreditation of Law Enforcement Agencies through November, 2007. In order to maintain this accreditation we are required to submit regular reports showing that accreditation standards are still being maintained. The next report is due in July, 2006.

Part of that report involves citizen satisfaction with the ECD. Each month we mail out fifty survey cards to randomly selected addresses that made calls to 911 in the previous month. They are asked to rate us on the topics of how prompt their call was answered, attitude and helpfulness of the call taker, knowledge of the call taker, courtesy of the call taker, and overall satisfaction. Our return rate on the survey cards is 17%. Out of a possible score of 4.0, we average a 3.7 satisfaction rate.

In 2006 we are investigating a second accreditation by the New York State Sheriffs Association. In order to receive such an accreditation we must show compliance with their sixty-nine standards. We are anticipating an assessment by the NYSSA in March of 2006.

Peer Support Faciliator Program

Peer Support Facilitators are a group of Employees who are available to assist other Employees when they have had to deal with a difficult call. While not counselors or mental health professionals, they are trained to act in a support service capacity. Each has completed formal instruction in Critical Incident Stress Management. Several Team Members have taken additional training in topics such as line of duty deaths and emotionally disturbed persons.

Everyone at ECD is familiar with the "five minute rule" which is implemented after providing CPR instructions over the telephone. This allows the Employee time off the floor with a Peer Support Facilitator to relieve the stress of this type of call. However, it is never limited to just five minutes and Peer Support Facilitators are available to assist with many other types of calls. This would include:

- *Suicidal persons.*
- *Injured child or one in distress.*
- *Officer in trouble.*
- *Calls that trigger bad memories.*
- *Personal issues that are affecting your work.*
- *Feelings of uncertainty in a given situation.*
- *Death of a family member, friend, or co-worker.*

The Peer Support Facilitators will not require persons to talk to them. However, they do want Employees to feel comfortable coming to them and discussing what they need to talk about. These discussions are completely confidential between the Employee and the Peer Support Facilitator. We also have the ability to bring in the services of Strong's Behavior Health Counselors or the Employee Assistance Program if further support is needed. Our goal is to have at least one Peer Support Facilitator on duty at all times. Names of those on duty are posted daily on the Operations Floor.

Team Members:

- *Stacy Allen*
- *Gary Boorum*
- *Tracy Bouchard*
- *Tracilatia Bradley*
- *Tina Carson*
- *Lynn Casey*
- *Anita Danzy*
- *Margaret Drayton*
- *Dan Ferrigno*
- *Andy Jennings*
- *Al Kester*
- *Marty Kester*
- *Amy Lidge*
- *Jan Lloyd*
- *Pat Maar*
- *Keith Meyer*
- *Jennie Orum*
- *John Pagano*
- *Junior President*
- *JoAnne Ronayne*
- *Rich Russho*
- *Lisa Russo*
- *Sandra Salway-Beers*
- *Matt Stockslader*
- *Sue Utter*
- *Tanya Velazquez.*

Emergency Planning

Our Emergency Response Plan continues to be a living document that other PSAPS have used as a model for similar efforts at their locations. In 2005 we completed language that would incorporate the administrative staff formally into the Plan, along with maintaining needed information in the Plan.

As a result of a presentation made to the Local Emergency Planning Committee, we discovered that using the two amateur radio organizations available here in Monroe County allows us a means of dealing with communications links between the 911 Center and Public Safety Agencies in the event of a major loss of the county's communications system. RACES & ARES are now a part of the Plan and can be activated through the Office of Emergency Communications.

National Incident Management System (NIMS)

One of the issues detailed in the Final Report issued by the National Commission on Terrorist Attacks Upon the United States was the lack of a unified response and command structure at the World Trade Center in New York.

In response, President Bush issued Homeland Security Presidential Directive 5 directing the Department of Homeland Security to develop and implement a National Incident Management System (NIMS), which was released in March of 2004. All federal agencies and departments must adopt and implement NIMS. In addition, local, state, and tribal governments must implement NIMS in order to be eligible for federal preparedness funding.

Through action by the County Administration and Legislature, Monroe County has committed itself to be fully compliant with all NIMS requirements. In 2005, the Emergency Communications Department initiated steps to join in these requirements. We are an active member of the Monroe County NIMS Steering Committee. This committee serves as a central coordinating body for the training, record keeping, and contingency plan updates needed by NIMS. In addition, all ECD employees were trained in the IS-700 course, Introduction to NIMS.

In 2006, we plan that all Employees will be fully trained in NIMS as required by federal and state requirements.

Professional Affiliations

The Emergency Communications Department maintains an active affiliation with the following organizations and groups:

- *Monroe County Fire/EMS Communications Board*.*
- *Monroe County 911 Operating Practices Board.*
 - *Monroe County Law Enforcement Council.*
 - *Monroe County Fire Advisory Board.*
 - *Monroe County EMS Advisory Board.*
- *Monroe County Local Emergency Planning Committee*.*
 - *Monroe County Domestic Violence Consortium.*
 - *Port of Rochester Security Committee.*
 - *Fast Ferry Committee.*
 - *ECD/RPD Committee.*
- *Monroe County Steering Committee for National Incident Management System.*
 - *Monroe County First Battalion.*
 - *Monroe County Second Battalion.*
 - *Monroe County Third Battalion.*
 - *Monroe County Fourth Battalion.*
 - *Monroe County Fifth Battalion.*
- *New York State 911 Coordinators Association of which Director Merklinger currently serves as President**
- *National Emergency Number Association of which Director Merklinger serves as President of the New York State Chapter**
 - *Association of Public-Safety Communications Officials.*
- *E-911 Institute where Director Merklinger serves on the Board of Directors *.*
 - *NAED Police Council of Standards*.*

(Voting Member)*

9-1-1 Awards and Employee Recognition

Police Dispatcher of the Year..... Wali Hamidullah
 Telecommunicator of the Year..... Sheila VanGrol
 Fire Dispatcher of the Year..... Amy Lidge
 Supervisor of the Year.....Bob McElligott
 Bonnie Migliore Award..... Barb Ortiz
 Arnie Eckert Award..... Kristin Holden
 Special Service Award..... Steve Bowman

Thirty Years of Service
 Twenty-five Years of Service

Craig Johnson
 Fran Grillo
 Jan Lloyd
 Jim Felice

Twenty Years of Service

Cory Chelini
 Jan Jamison
 Rich Rusho
 Julie Mocyk
 Rich Michelsen
 Bill Martin

Fifteen Years of Service

Rich Kirby
 Liam Nolan

Ten Years of Service
 Five Years of Service

Christine Gizzi
 Jen Agnello
 Bill Leone

Michelle Terrill
 Tammy Davis
 Zena Davis
 Junior President
 Dan Ferrigno
 Jackie Sanabria
 Kristin Holden
 Cathy Lambert

In 2005 these Employees Received One Year Perfect Attendance Awards:

- Stacy Allen
- Tina Carson
- Marjorie
Clemson
- Lynn Casey
- Charles Connors
- William Evans
- Mary Louise
Freda
- Noemi Johnson
- Martha Kester
- William Leone
- Robert Moss
- John Nolan
- Dan Zimmer

<u><i>Month</i></u>	<u><i>Employee of the Month</i></u>	<u><i>EMD of the Month</i></u>
<i>January</i>	<i>Anita Danzy</i>	<i>(None named)</i>
<i>February</i>	<i>Lenny Pulio</i>	<i>Steve Cusenz</i>
<i>March</i>	<i>Margaret Drayton</i>	<i>(None named)</i>
<i>April</i>	<i>Jen Agnello</i>	<i>Shayla Shuler</i>
<i>May</i>	<i>Ginny Fallon</i>	<i>(None named)</i>
<i>June</i>	<i>Sheila VanGrol</i>	<i>Creacy Clowers-Johnson</i>
<i>July</i>	<i>Rick Isaacs</i>	<i>Kate McAllister</i>
<i>August</i>	<i>Eric Rudin</i>	<i>(None named)</i>
<i>September</i>	<i>Dave Quartley</i>	<i>Wayne Hausburg</i>
<i>October</i>	<i>Sue Utter</i>	<i>(None named)</i>
<i>November</i>	<i>Elmeatrice Junious</i>	<i>Mike Missell</i>
<i>Decenber</i>	<i>Bill Leone</i>	<i>Latrice Slade</i>

Information Services – Research Activity

Total Requests for Tapes and Printouts

	2004	2005	Increase
Agency Requests	553	645	17%
Subpoena Requests	<u>957</u>	<u>859</u>	10%
Total Requests	1,510	1,504	0%

*** A single request may combine requests for Tapes, CAD Printouts, and MTD Message Log Printouts ***

Requests for Tapes:

	2004	2005	Increase
Agency Requests	285	347	22%
Subpoena Requests	<u>724</u>	<u>795</u>	10%
Total Requests	1,009	1,142	13%

Requests for CAD Printouts:

Agency Requests	383	487	27%
Subpoena Requests	<u>954</u>	<u>848</u>	11%
Total Requests	1,337	1,335	0%

Requests for MDT Message Log Printouts:

Agency Requests	42	23	45%
Subpoena Requests	<u>1</u>	<u>4</u>	300%
Total Requests	43	27	37%

Employee Turnover Report

For the Period January 1, 2005 to December 31, 2005.

	<u>2003</u>	<u>2004</u>	<u>2005</u>
4-2 Work-Wheel Positions (TCC, Dispatcher I & II, Shift Supervisor)			
Term/Resign/Retire/Transfer Count	12	16	19
Percentage of Authorized Positions	7%	10%	12%
Number of Authorized Positions	164	164	165
Monday-Friday & Management Positions (all other titles)			
Term/Resign/Retire/Transfer Count	2	0	0
Percentage of Authorized Positions	13%	0%	0%
Number of Authorized Positions	15	15	15
<hr/>			
Departmental Total (All titles)			
Term/Resign/Retire/Transfer Count	14	16	19
Percentage of Authorized Positions	8%	9%	11%
Number of Authorized Positions	179	179	180

Data reflects losses of personnel from the department.
Excludes promotions and demotions within the department.

Glossary

AHA: American Heart Association

APCO: Association of Public-Safety Communications Officials

CAD: Computer Aided Dispatch: the primary 9-1-1 computer system.

CDE: Continuing Development Education; the ongoing training program for certified EMDS.

Code Red: Condition at an area hospital indicating high patient volume and significant wait for treatment.

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

ECD: The Emergency Communications Department.

EMD: Emergency Medical Dispatcher, a 9-1-1 employee trained to give structured medical instructions to callers.

EMS: Emergency Medical Services; the system of ambulances, advanced life support units, and hospitals that deal with medical emergencies.

FEMA: Federal Emergency Management Agency; federal agency responsible for dealing with disasters.

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

MDT: Mobile Data Terminal; computer unit located in a vehicle or other location that is linked to CAD.

MoRIS: Monroe County's Criminal Records System.

NAED: National Academy of Emergency Dispatch; organization that developed and oversees the EMD program for clients internationally.

NENA: National Emergency Number Association.

NIMS: National Incident Management System, a federally mandated means of dealing effectively with emergency incidents of any nature, especially when multiple agencies respond or outside resources are needed.

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

Phase II: Software and technology that allows a PSAP to determine the location of a caller using a wireless telephone.

Pictometry: Software package that allows ECD to view aerial photographs of locations throughout Monroe County.

PSAP: Public Safety Answering Point; a location that receives and dispatches calls for emergencies. The ECD is the PSAP for all of Monroe County.

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

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

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

STEP: Society for Total Emergency Preparedness; regional group that supports improvements in EMS.

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

WMD: Weapons of Mass Destruction.

311: Rochester Police Department unit responsible for accepting reports and inquiries over the telephone.