

Emergency Communications Department

City of Rochester - County of Monroe

2004 Annual Report



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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

“Dispatch, Utter, how may I serve you?”

These words are no longer heard at the Emergency Communications Department.

On March 4, 2004, after many years of service, Police Dispatcher Gary Utter passed away after a courageous battle with multiple illnesses.

Gary was the example of what a dedicated 9-1-1 Employee endeavored to become.

Hard working and devoted, he was always in charge of his channel.

Both Officers in the field and his fellow Dispatchers could depend on him to keep the jobs flowing smoothly while ensuring that the Officers were safe.

This involved juggling many things at once, always being able to reach up and grab the one he needed.

Many of the Dispatchers working today were taught well by Gary.

We continue to miss him.

Introduction

2004 was an exciting year for the Emergency Communications Department. We participated in a number of changes both internally and in conjunction with various public safety agencies that enhanced the service provided to the community.

The early part of the year saw the first major renovation of the 9-1-1 Center since it was constructed in 1994. This project was a year in the planning stage, marked by the efforts of ECD personnel, staff from the County Information Services Department and Radio Center, City Architectural Services, and a number of vendors and contractors. Carpeting through the building was replaced. The Secondary Operations area was stripped of all equipment and replaced with new workstations and computers. Operations staff then moved into this area for several weeks while the Primary Operations area was renovated. All of this work was necessary in order to bring Phase II tracking of wireless calls on-line. Upgrades included access to Pictometry, mapping, and the Internet at all work stations.

ECD was again accredited by both the National Academy of Emergency Dispatch as a Center of Excellence and by the Commission on the Accreditation of Law Enforcement Agencies. These awards recognize the efforts of our staff to provide the highest level of service possible to the community.

In 2004 it became necessary to increase daily staff level on each shift by one person assigned to call-taking. This was due to increased call volume and an overall increase in responsibilities to the various public safety agencies we serve. This was accomplished without an increase in total staffing.

The Rochester Police Department marked the year with a major reorganization that involved transforming traditional beats into police service areas along with reducing the seven patrol

sections into two. ECD personnel were instrumental in the smooth development and implementation of this program and continue to assist in monitoring its progress.

ECD continues to work with a number of groups on topics of shared concern. Our work with the EMS and hospital community contributed to successful change in the hospital color code program along with helping to address the number of Code Reds that occurred during the year. We are an active participant in the Domestic Violence Consortium that is working on developing an integrated approach to deal with this issue from start to finish. ECD also assisted with the development of security plans for the Port of Rochester and the Fast Ferry, along with providing input on the revision of the County's Marine Emergency Plan.

ECD maintains an active relationship on the Local Emergency Planning Committee, Law Enforcement Council, Fire Advisory Board, EMS Advisory Board, Fire and EMS Communications Board, along with representatives in each of the five County Fire Battalions. This level of participation with these groups provides an excellent means of communication with the public safety agencies we dispatch for.

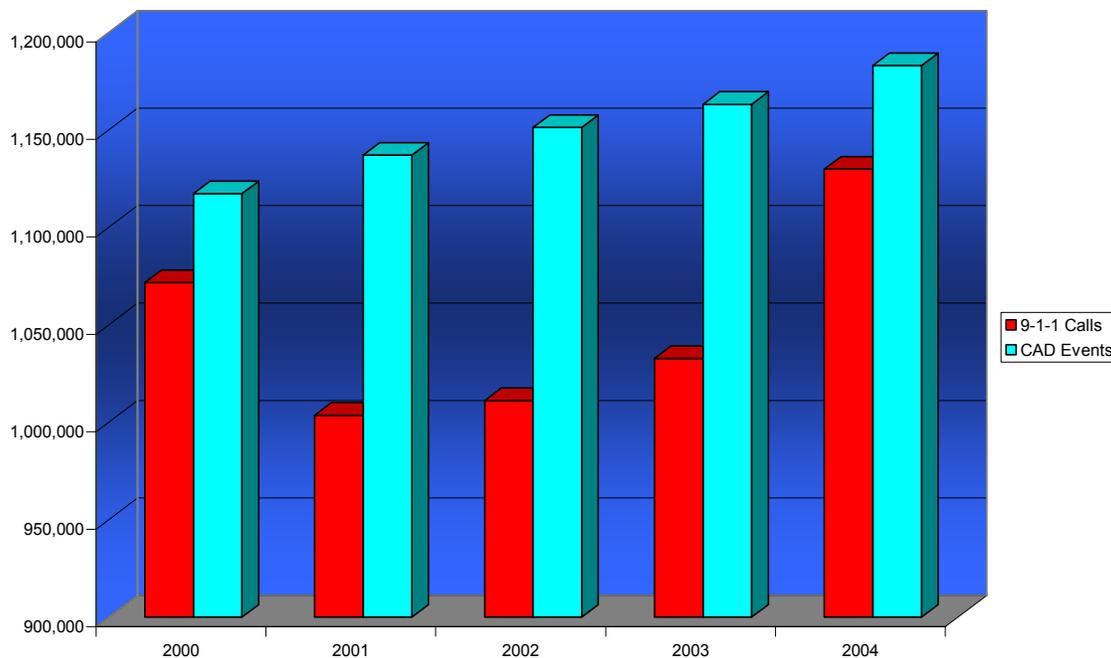
On behalf of all of the 176 employees of the Emergency Communications Department, we are proud to present this report to the Rochester-Monroe County community. You may rest assured that your 9-1-1 Center will continue providing you with prompt, professional, and courteous service in your time of need.

9-1-1 Center Statistics

Annual Comparison

Year	9-1-1 Calls	CAD Events
2000	1,071,751	1,117,417
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

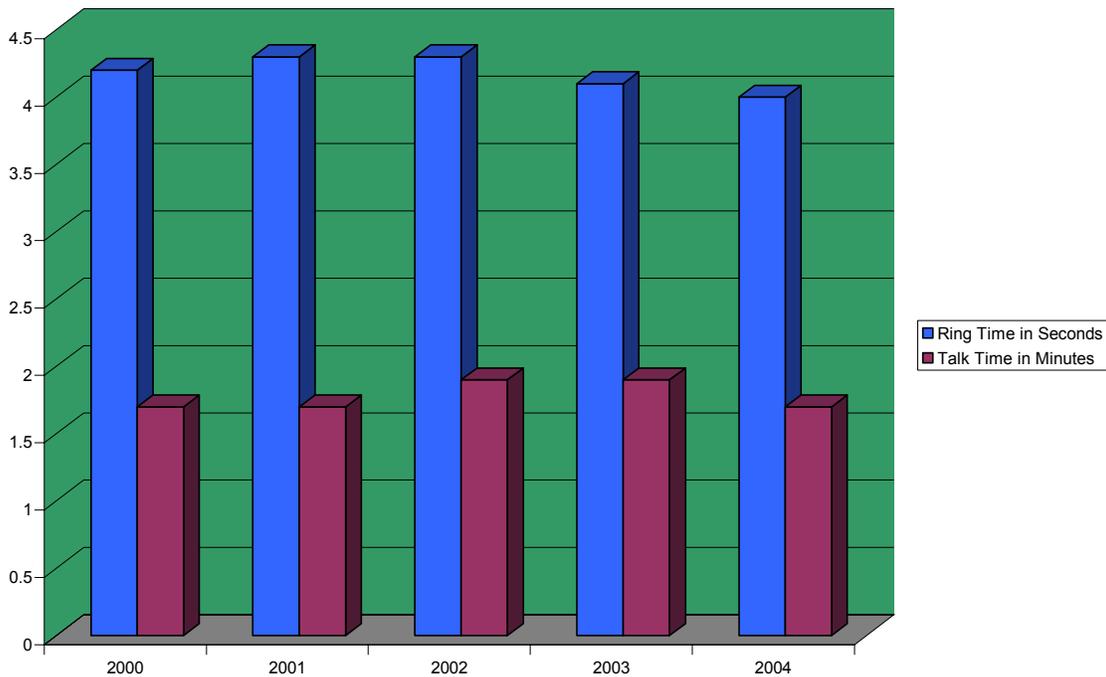
Annual Comparison



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

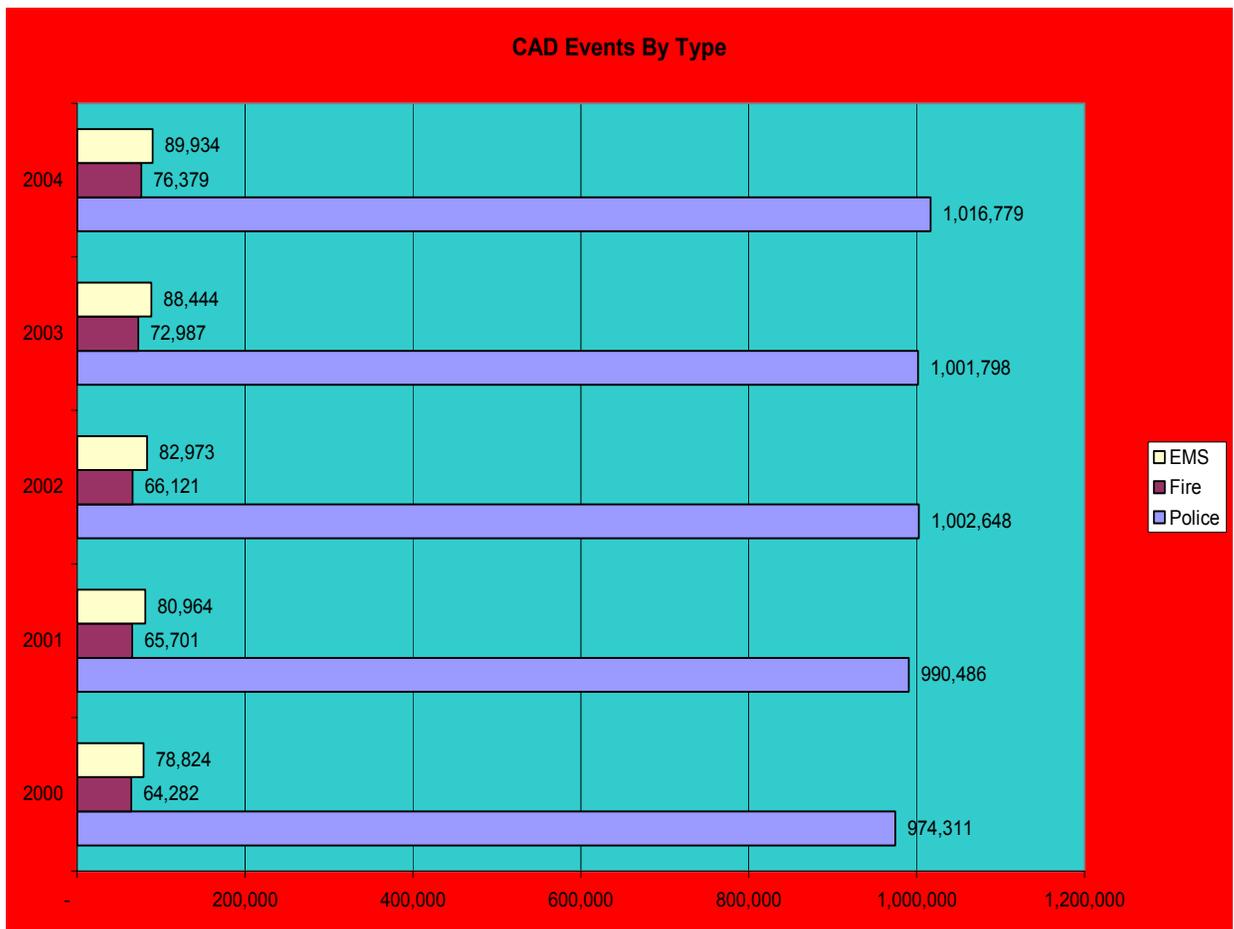
Year	Ring Times	Talk Time per Call
2000	4.2 Seconds	1.7 Minutes
2001	4.3 Seconds	1.7 Minutes
2002	4.3 Seconds	1.9 Minutes
2003	4.3 Seconds	1.9 Minutes
2004	4.0 Seconds	1.7 Minutes

9-1-1 Call Answering - Ring Times - Time Spent on Calls



CAD Events by Type

Year	Police	Fire	EMS
2000	914,249	64,282	78,824
2001	931,384	65,701	80,964
2002	1,002,279	66,121	82,973
2003	1,001,798	72,987	88,444
2004	1,016,779	76,379	89,934



Events Processed by 9-1-1 per Agency

Fire Agencies	2000	2001	2002	2003	2004
Barnard Fire Department	528	544	549	1,012	2,372
Brighton Fire Department	2,462	2,731	2,319	2,739	2,868
Brockport Fire Department	484	410	509	680	800
Bushnells Basin Fire Department	728	763	682	822	659
Chili Fire Department	576	592	646	678	647
Churchville Fire Department	332	328	345	317	308
Clifton Fire Department	130	106	130	142	110
East Rochester Fire Department	824	761	676	767	672
Egypt Fire Department	619	619	654	719	648
Fairport Fire Department	1,444	1,332	1,257	1,485	1,414
Fishers Fire Department	418	487	524	644	375
Gates Fire Department	3,265	3,488	3,075	2,481	2,286
Greece Ridge Fire Department	2,818	3,426	3,710	3,875	4,368
Hamlin Fire Department	503	363	422	423	441
Henrietta Fire Department	3,271	3,521	3,468	3,671	3,631
Hilton Fire Department	431	364	383	661	563
Honeoye Falls Fire Department	540	492	484	557	522
Kodak Fire Department	13	36	31	37	28
Lakeshore Fire Department	788	803	825	864	859
Laurelton Fire Department	649	642	690	682	809
Mendon Fire Department	227	256	239	263	273
Monroe County Airport Fire Department	351	281	307	331	355
Monroe County Fire Bureau	-	58	102	99	84
Morton Fire Department	172	150	184	169	172
Mumford Fire Department	138	133	145	161	159
North Greece Fire Department	2,199	2,228	2,322	2,688	3,121
Other Fire Department	153	99	84	71	61
Penfield Fire Department	1,775	1,754	1,739	1,961	1,754
Pittsford Fire Department	1,597	1,559	1,521	1,843	1,435
Point Pleasant Fire Department	178	201	264	277	239
Regional Transportation Operations Center	-	-	-	781	4170
Ridge Culver Fire Department	1,767	1,666	1,610	1,774	1,819
Rochester Fire Department	29,702	30,075	30,759	32,924	32,593
Rush Fire Department	214	215	233	239	234
Scottsville Fire Department	141	178	185	192	197
Sea Breeze Fire Department	80	88	110	114	114
Spencerport Fire Department	1,120	1,066	1,017	968	927
St Paul Fire Department	716	767	873	1097	877
United States Coast Guard	18	33	16	16	40
Union Hill Fire Department	174	211	200	261	273
Walker Fire Department	113	122	136	165	135
Webster Fire Department	1,183	1,036	1,073	1,432	1,244
West Brighton Fire Department	566	607	475	531	554
West Webster Fire Department	875	1,110	1,148	1,374	1,169
Total	64,282	65,701	66,121	72,987	76,379

Emergency Medical Services Agencies	2000	2001	2002	2003	2004
Barnard Ambulance	1,603	1,532	1,709	1,614	-
Bergen Ambulance	19	15	17	17	26
Brighton Ambulance	3,032	3,205	3,240	3,541	3,570
Brockport Ambulance	932	1,081	1,026	1,272	1,409
Caledonia Ambulance	117	131	108	126	106
Chili Ambulance	1,518	1,492	1,646	1,753	1,741
Churchville Ambulance	390	323	334	333	367
East Rochester Ambulance	653	707	706	815	773
Gates Ambulance	3,088	3,235	3,315	3,415	3,503
Greece Ambulance	5,684	5,942	6,117	6,316	6,652
Hamlin Ambulance	474	466	544	490	529
Henrietta Ambulance	3,625	3,823	3,822	3,768	3,377
Hilton Ambulance	750	756	768	837	1,086
Honeoye Falls Ambulance	656	690	707	711	754
Irondequoit Ambulance	2,220	2,339	2,410	2,418	2,687
Kodak Ambulance	2	8	7	7	7
Monroe Ambulance	1,260	1,511	1,533	2,079	3,605
Northeast Quadrant ALS	153	105	91	141	125
Other EMS Agencies	236	299	347	353	226
Penfield Ambulance	1,877	1,905	2,006	2,037	2,088
Perinton Ambulance	2,635	2,556	2,534	2,705	2,687
Pittsford Ambulance	1,560	1,606	1,636	1,653	1,541
Point Pleasant Ambulance	311	267	301	366	383
Rochester Institute of Technology EMS	-	-	-	313	672
Rural Metro Ambulance	40,543	41,714	42,847	45,594	46,085
Rush Ambulance	218	184	228	241	245
Scottsville Ambulance	101	102	148	295	279
Sea Breeze Ambulance	240	270	247	125	113
Southeast Quadrant ALS	29	14	18	38	67
Spencerport Ambulance	956	999	1,025	1,201	1,293
St. Paul Ambulance	1,141	1,035	1,082	1,094	1,086
Union Hill Ambulance	1,338	1,368	1,255	1,500	1,521
West Webster Ambulance	1,463	1,284	1,199	1,276	1,331
Total	78,824	80,964	82,973	88,444	89,934

Police Agencies	2000	2001	2002	2003	2004
Brighton Police Department	37,455	37,455	36,117	39,429	40,140
Brockport Police Department	1,860	1,470	1,301	7,482	13,126
East Rochester Police Department	12,950	13,569	12,175	13,615	12,225
Fairport Police Department	12,690	11,625	11,255	12,510	10,825
Gates Police Department	29,821	28,061	30,108	31,555	31,370
Greece Police Department	97,236	87,130	81,341	83,558	84,899
Irondequoit Police Department	57,830	60,320	61,206	64,390	65,145
Monroe County Probation	-	-	369	15,539	13,470
Monroe County Sheriff	195,462	195,132	206,271	201,832	214,197
New York State Police	3,083	8,685	13,878	14,509	15,973
Ogden Police Department	11,594	12,404	12,473	12,262	13,423
Other Police Departments	4,437	4,428	8,119	3,959	3,614
Rochester Police Department	473,799	496,415	494,271	467,702	466,437
SUNY Brockport Police	30	12	31	98	37
Webster Police Department	36,064	33,665	33,733	33,358	31,898
Total	974,311	990,486	1,002,648	1,001,648	1,016,779

Agency Goals

2004

- *Completion of Phase II wireless with all providers in our area.*
- *Training for all employees on the new mapping program.*
- *Enter all fire hydrant locations for the entire county into both CAD and mapping systems (*).*
- *Purchase, installation, and training in Pictometry for use at the 9-1-1 Center*
- *Building remodeling project to include new carpet and dispatch furniture.*
- *Replacement of all computers and monitors within the 9-1-1 Center.*
- *Replacement of all radio computers at the 9-1-1 Center and at the Cobbs Hill Backup Facility.*
- *Customer service training for all 9-1-1 Center employees.*
- *Renewal of EMD and CPR certifications for all affected employees.*
- *Continue ongoing effort to strengthen our training program.*
- *Install and train all trainers on new computerized DOR system.*
- *Concentrate on improving quality of suspect and vehicle descriptions on CAD events.*
- *Research and apply for grant money to improve our Public Awareness program and for the purchase of a robot for teaching children about the proper use of 9-1-1 (*)*
- *Closely monitor use of sick time and how it impacts the ordering situation within the 9-1-1 Center.*

(* = Goal being continued over into 2005)

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.*

Training Division

2004 continued to be a active year for the Training Division, led by Fran Grillo. A total of 6,478 hours of training were completed. A Dispatcher II promotional class was held in May, followed by a New Employees class in June. Both involved several weeks of training both in the classroom and on the operations floor.

The ten members of the In-Service Training Team (ISTT) developed and distributed materials on a variety of topics through the year. The topics included Call Taking Procedures, Professionalism, Water Rescue, Boating Emergencies, Sexual Harassment, Writing Reports, Supplementing CAD Incidents, Trains and Railroads, No Heat Complaints, Cold Weather Issues, and Winter Incidents. We look forward to continuing our efforts in 2005.

We continued our contract with the Public Safety Group who provides us with monthly training materials on topics related to the operation of a 9-1-1 Center such as ours. These topics included Cultural Diversity, Customer Service, Communicating with the Deaf, Handling Difficult Callers, Hazardous Materials, Lessons in Leadership Telecommunicator Liability and Critical Incident Stress. We have found their materials to be of particular benefit to the ECD Employees.

2004 saw the beginning of a new in-service training program for Supervisors and Acting Supervisors. Training materials were developed that were specifically designed for this group. They covered areas such as the Americans with Disabilities Act, County Website Training, Ginna Emergency Procedures, Marine Emergency Plan, and the Family and Medical Leave Act. This program will be continued in order to further develop the skills and knowledge of this group.

Other training offered during the year included assertive dispatching skills, use of MoRIS, the addition of new peer facilitators, interpersonal communications, the SEMO incident command training, and WMD threat and risk assessment.

A number of Employees participated in training offered outside of ECD. Employees attended regional and national conferences held by NAED, NENA, STEP, and APCO. Others received training in domestic violence, Microsoft computer applications, leadership training, and basic of writing policies and procedures.

A number of Employees utilized the tuition assistance program offered by the City of Rochester, completing nineteen college courses during 2004.

Public Awareness

In 2004 the Public Awareness Team managed to reach out to over 4200 persons through seventy –two presentations to both community and public safety organizations. This tripled the number of presentation made in 2003 along with a 39% increase in the number of persons contacted by the Team.

The Team continued to improve its performance through the development of a uniform script to be used during tours of the 9-1-1 Center. This ensures that information being provided is consistent and complete.

In order to track its efforts, the Team developed an updated version of the form used to request a presentation and started to track them in a new database. Letters were sent to the principals of all public and private schools advising them that presentations by the Team on the local 9-1-1 system was available to them upon request.

Due to increased demand, the Team obtained new supplies of items to pass out at presentations such as the ever popular 9-1-1 coloring books and crayons.

In 2005 the Team intends to continue its efforts towards self-improvement through surveying participants to see what suggestions they may have, developing a list of contacts of organizations that could assist with public awareness, and increased communications with public safety agencies.

Emergency Medical Dispatch

2004 was both an exciting and challenging year for our Emergency Medical Dispatching program. Sandy Salway-Beers and Rich Rusho of the Quality Improvement Unit (QIU) worked many long hours with the administrative and operations staff in order to maintain the high standards we have set for our Center.

Rich completed the reaccreditation package for the National Academy of Emergency Dispatch which allowed us to again be accredited as a Center of Excellence for another three years. ECD exceeded the minimum standards in all categories needed for this accreditation.

ECD serves as a Training Center for the American Heart Association. As such we issued 770 CPR cards for personnel from both ECD and other agencies. During 2004 we changed our training to the new AHA program. This new program provides eight hours of training per student in CPR, First Aid, and the use of Automated External Defibrillators. 112 accreditations and recertifications in both CPR and EMD were accomplished by ECD personnel. .

During 2004 ECD employees used their EMD skills to assist with the delivery of six babies and were credited with saving the lives of eight citizens through providing instruction in cardiac arrest and choking situations.

Monthly CDE training for ECD personnel included the topics of drowning, allergic reactions, the new HIPPA law, burns, and safety issues.

In addition to their normal training and call review duties, QIU participates in the Medical Dispatch Review Committee, ISTT Team, Peer Facilitation, County Critical Incident Stress Management Team, Council of Standards, the baby basket program, and the Rochester Police Department's Do The Right Thing program. Rich and Sandy continued their professional development by attending the annual Navigator Conference. Sandy is pursuing a Bachelors Degree at Roberts Wesleyan College and Rich continues to teach classes around the country for Medical Priority.

Information Services – Research Activity

Total Requests for Tapes and Printouts

	2003	2004	Increase
Agency Requests	699	553	-21%
Subpoena Requests	<u>823</u>	<u>957</u>	16%
Total Requests	1,522	1,510	-1%

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

Requests for Tapes:

	2003	2004	Increase
Agency Requests	330	285	-14%
Subpoena Requests	<u>791</u>	<u>724</u>	-8%
Total Requests	1121	1,009	-10%

Requests for CAD Printouts:

Agency Requests	454	383	-16%
Subpoena Requests	<u>803</u>	<u>954</u>	19%
Total Requests	1257	1,337	6%

Requests for MDT Message Log Printouts:

Agency Requests	47	42	-11%
Subpoena Requests	<u>9</u>	<u>1</u>	-89%
Total Requests	56	43	-23%

9-1-1 Awards and Employee Recognition

Emergency Medical Dispatcher of the Year

Jerralyn Brinson

Telecommunicator of the Year

Jackie Sanabria

Police Dispatcher of the Year

Steve Wegman

Fire Dispatcher of the Year

Daniel Zimmer

Supervisor of the Year

Richard Thomas

Bonnie Migliore Award

Gregg Roegner

Arnold J. Eckert Award

Ken Keirn

Life Saver Awards

Charles Connors

James Felice

Zena Davis

JoAnne Ronayne

Mary Stroud

Theresa Perkins

Creacy Clowers-Johnson

Years of Service Awards

Thirty Years

Mary Stroud

Twenty-Five Years

Gary Boorum

David Quartley

Twenty Years

Ron Butler

John Cassin

Stephen Cusenz

Janice Demunck

William Evans

Mary Louise Freda

Kate McAllister

Barbara Ortiz

Fifteen Years

Philip Jakubowski

Janis Kaseman

Al Klopf

Sandra Salway-Beers

Ten Years

Lynn Casey

Amy Lidge

Michelle McDermott

Dianna Tears

Five Years

Tawanda Ciccone
Andrew Jennings
Christopher Martin
Beverly Smith
Charles Vitale
Paul Dentino
Barbara Lane
Tammy Miller
Scott Spencer
Lori Weiner

Month	Employee of the Month	EMD of the Month
January	Suesan Melia	Karen Miller
February	Sue Utter	(None named)*
March	Gregg Roegner	(None named)*
April	Vicki VanHalle	(None named)*
May	(None named)*	(None named)*
June	Mark Quill	(None named)
July	Steve Fischer	David Smith
August	Matt Gizzi	(None named)
September	JoAnne Ronayne	(None named)
October	Tom Mills	Beverly Smith
November	Brian Wright	Jerralyn Brinson
December	Kitty Cross	Margaret Drayton

* Related to renovation project

2004 City of Rochester Award Winners

Meritorious Service Team Award for Building Renovation Project: Vicki VanHalle, Tawanda Ciccone, Daniel Ferrigno, Andrew Jennings, Janice Lloyd, and Christopher Martin.

Public Service Team Award for Life-Saving: Creacy Clowers-Johnson, Charles Connors, Zena Davis, James Felice, Theresa Perkins, JoAnne Ronayne, and Mary Stroud

Public Safety Team Award for Delivery of Babies through Use of EMD: Cindy Carroll, Zena Davis, Daniel Ferrigno, Wendy Isaacs, Tim Yauch, Tomesha Angelo, and Paul Soltzick.

Meritorious Service Individual Awards: Zena Davis for handling of the homicide in Scottsville and Renee Brown for the handling of the homicide in Gates.

Employee Turnover Report

For the Period January 1, 2004 to December 31, 2004.

	<u>2002</u>	<u>2003</u>	<u>2004</u>
4-2 Work-Wheel Positions (TCC, Dispatcher I & II, Shift Supervisor)			
Term/Resign/Retire/Transfer Count	16	12	16
Percentage of Authorized Positions	10%	7%	10%
Number of Authorized Positions	166	164	164
Monday-Friday & Management Positions (all other titles)			
Term/Resign/Retire/Transfer Count	4	2	0
Percentage of Authorized Positions	27%	13%	0%
Number of Authorized Positions	15	15	15
<hr/>			
Departmental Total (All titles)			
Term/Resign/Retire/Transfer Count	20	14	16
Percentage of Authorized Positions	11%	8%	9%
Number of Authorized Positions	181	179	179

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 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.

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.