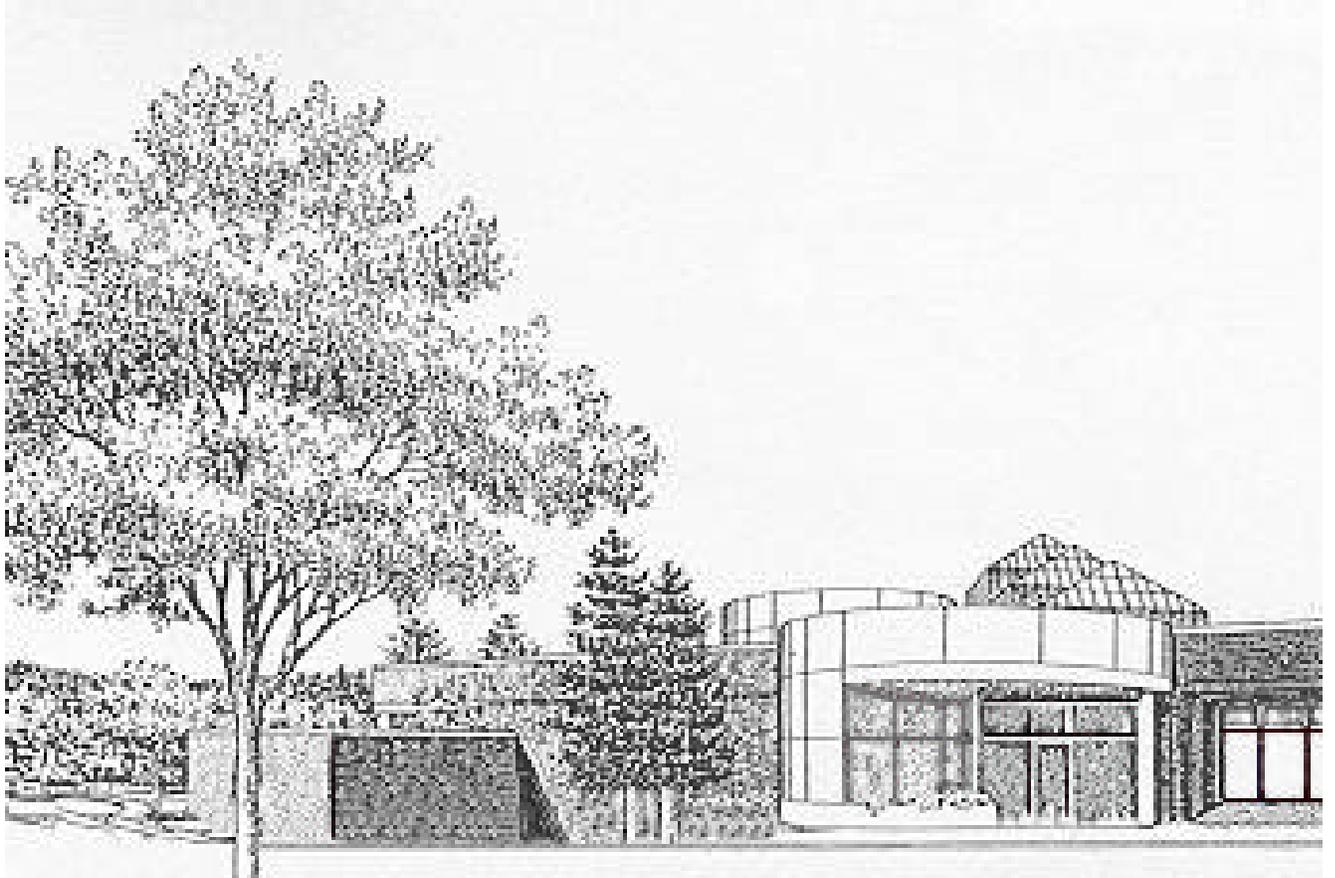


Emergency Communications Department



City of Rochester · County of Monroe

Annual Report

2002

Preface

Congratulations! You are in possession of one of the most important documents created each year by your Emergency Communications Department; our Annual Report!

The information offered here took us all year to create, compile and accomplish. We are pleased to be able to introduce it here for your review. Hopefully, this presentation will allow you the opportunity to learn more about your 9-1-1 Center, the Communities we all serve together and the vital need each and every member of this community has for the services that we all provide. Our Agency Description is included to share some of this information with you.

Enclosed within the pages of this report, you will see the annual letter from our Center Director, Mr. John M. Merklinger, MS, EMT-P. John is the Deputy Chief of the Gates-Chili Fire Department. He is a practicing Paramedic in the Monroe Livingston Emergency Medical Services Region, a member of the Gates Volunteer Ambulance Service and a dedicated professional with a variety of life experiences that he brings forth as he oversees the one hundred seventy-five career professionals here at the ECD.

Our statistical data speaks for itself. We have once again handled over one million (1.15 million) requests for service, and with speed and accuracy paralleled by few, if any, in our business. As an aside, according to NENA (National Emergency Number Association), an estimated two-hundred million calls are placed to some five thousand 9-1-1 Centers each year, thereby indicating we are receiving over ½ of one percent of all calls placed nationwide to 9-1-1.

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Emergency Communications Department

City of Rochester • County of Monroe

“We’re here first, when seconds count”

Welcome to the 2002 Annual Report. This is an amazing place to work! We have been working very hard again this year, and our efforts are reflected herewith.

It is my pleasure to serve as Director of one of the most progressive and innovative communications centers in the nation. We stay on the forefront of the technological advances, as they become commercially available. We have a staff that monitors and stays abreast of changes in emergency services, telephone communications, computer enhancements and every possible service that may help save a life; responder and victim alike. These advances pay for themselves in both quality of life, and morbidity and mortality rates, time and time again.

I wanted to share some information with you, having already applauded my staff for their accomplishments. We instituted EMD (Emergency Medical Dispatch) several years back. As of the writing of this report, we have reversed the effects of choking on ten victims, allowing the exchange of air prior to EMS personnel arriving on the scene. We have aided in the delivery of 44 babies (1 of which received national media attention), we have provided bleeding and hemorrhage control an immeasurable number of times, and we assist or provide aid in CPR (Cardio-Pulmonary Resuscitation) sixty to seventy times a month. In November, Dr. Eric Davis, Medical Director for the Emergency Medical Services Council in our region detailed the impact that our team has had on the "save rate" for victims of cardiac arrest. Dr. Davis indicated that this rate has increased from approximately 7% to approximately 16%. He attributes the improvement he has seen to three things, the third of which is the CPR and AED (Automatic External Defibrillator) instructions provided at 9-1-1. This shall stand as our crowning achievement for 2002, and a hard one to top, I might add.

In addition, I wanted to let you know we are on the precipice of implementing phase one and phase two wireless technologies at our Center. This will enable us to better serve wireless (cellular) customers in that it will provide enhanced 9-1-1 (E911) service to these customers, similar to that available to a hardwired telephone that you would have at home or at work. The simple explanation is that phase one will provide us with the cellular telephone number and location of the cell site initiating the call. Phase two will go one step further by triangulating the cell signal between several sites and provide our mapping program with xy coordinates to allow a physical location of the caller to within a certain geographical range that may vary. Eventually, cell phones will include a GPS (Global Positioning Signal) chip that will narrow this field and be more exacting.

On behalf of everyone at the Emergency Communications Department, I thank you for your time, and your support of this center and our efforts! I close wishing each and every one of you the best in 2003.

*Cordially,
EMERGENCY COMMUNICATIONS DEPT.*

*JOHN M. MERKLINGER
Director*

321 West Main Street • Rochester, New York • 14608
Office [585] 528-2207 • Fax [585] 528-2265

Agency Description

The Emergency Communications Department is located at 321 West Main Street in the City of Rochester, NY. It is the municipal agency responsible for the operation, staffing and supervision of all personnel, and emergency communications between the PSAP (Public Safety Answering Point) of the Greater Rochester and Monroe County area, and all of their public safety agencies. Rochester is nestled between Syracuse and Buffalo in historic western New York. It has the unique advantage of having been developed on the shores of Lake Ontario and the Genesee River. The Erie Canal and the New York State Thruway (I-90) both pass through Monroe County bringing commerce and travelers from the East and West. Rochester, NY is the home to the corporate headquarters of the Eastman Kodak Company, Xerox; the Document Company and Bausch & Lomb, Inc., to name a few.

The ECD interfaces with all eighty public safety agencies in Monroe County, which includes eleven police departments, forty-one fire departments and twenty-eight EMS agencies, handling over 1.1 million requests for service annually. Our mission statement describes our operation succinctly; “The Emergency Communications Department serves as the vital link between the citizens and the 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 of our customers. Through our actions, we help save lives, protect property and assist the public in their time of need.” This “vital link” provides enhanced 9-1-1 (E911) services to approximately 714,000 residents living within the 673 square miles of Monroe County. The agency is comprised of an all-civilian staff including thirty-seven Telecommunicators, 108 Public Safety Dispatchers, twelve Shift Supervisors, three Operations Managers, and a Training Division, Quality Improvement Unit, administrative staff, Deputy Director and Director. All members of this team share in the Customer Service responsibilities of the ECD.

The 911 Center utilizes up-to-date computer technology to serve the public and its user agencies. From the CML Technologies touch screen telephones to Planning Research Corporation’s (PRC) Computer Aided Dispatch system, our personnel have some of the finest equipment available at their fingertips. When a call is received on the CML phones, the TCC can transfer the Automatic Number Information/Automatic Location Information (ANI/ALI) directly to the CAD terminal by pressing a single function key. Upon entering a police event or incident, it is routed directly to the in-house police dispatch terminal for dispatching. The Police dispatcher is then able to forward the event to the Mobile Data Terminals (MDT) located in every police car in the County, while the job is read over one of the many radio channels served. For a Fire/EMS incident, the event will be simultaneously sent to the Fire/EMS in-house terminal, and the Fixed Data Terminal (FDT) located in every Fire and EMS District in the County. At the same time, the Alphanumeric Paging System will activate the group page of the responding agency with all relevant information of the incident.

The ECD is a very Customer Service oriented agency. Within the last couple of years, the Center has embarked upon improving the Customer Service it provides the Community. The Quality Council (TQM facilitators) of the agency developed our Mission Statement, and held a “motto” contest. They developed Customer Satisfaction Surveys that have been used to solicit comments from the citizen callers we serve as well as the eighty public safety agencies we interface with on a daily basis. The completed citizen surveys ranked their customer satisfaction between 3.5 and 3.9 on a four-point scale in four areas surveyed. Data from the inter-agency survey was very positive, and the final survey; the in-house employee survey is in the final stages of presentation to our staff.

Agency Description (continued)

The center's director, John M. Merklinger wrote to all one hundred seventy-five of his customer service agents describing their "crowning achievement" for the year 2001. Together, they achieved the distinction of being the first 9-1-1 Center in New York State to receive accreditation from the Commission for Accreditation of Law Enforcement Agencies (CALEA) as a Public Safety Communications Agency. This honor has been bestowed previously to only seven other communications centers across the United States. The ECD also recently received Center of Excellence re-accreditation from the National Academy of Emergency Medical Dispatch of the United States of America (NAEMD) for maintaining exemplary performance in EMD as well. The ECD first received this honor in April 1998. This center is the only one to be accredited by CALEA and NAEMD worldwide.

In addition to being customer service oriented in its day-to-day operation, the ECD participates in the community-at-large on a regular basis as well. The ECD Public Awareness Committee provides scheduled tours of the facility, classroom presentations and public seminars at Malls and local businesses. They promote the 911 Center and they educate today's youth in what 911 is; and when it is appropriate to use it. Other employees participate as Child Safety Seat Inspectors, some in "Take Your Child To Work" day, and many regularly nominate youth 911 callers for the City of Rochester's "Do The Right Thing" awards program. Beyond that, a vast majority of those employed by the ECD serve their hometown communities as Volunteer Firefighters, EMT's or as special or Auxiliary Police.

The Training Division seems to have a never-ending task. New employee training, promotional trainees and continuing education of all employees is a full time task. The trainers have a variety of tools and methods at their disposal. New employees are shadowed for the first four to six months depending on job title. These seasoned employee trainers provide daily and weekly reports to management and the training division. A VOX system was specifically designed for the Center, which allows a Pathfinder monitor to be connected to each dispatch terminal. This provides a real time audio/video tape of the dispatchers activities on any given channel. In turn, trainer and trainee may review these tapes in a more relaxed setting and discuss strengths and weaknesses of the trainee. This also allows them to draft the action plan for the following weeks of training prior to certification of the new employee. Supervisors may utilize this equipment to evaluate performance and also review taped sessions as part of the ongoing education and training the Center provides.

Due to the nature of the business we are in and the greater need of our presence during a wide-spread emergency, and our ability to continue providing services, the Center has prepared for both natural and man-made disasters in many ways. The ECD is equipped with a series of electrical and telephone back-up systems. It receives power from two different power grids in the City and may operate from either. In the event that neither grid is capable of providing power, the uninterrupted power supply (UPS) will kick in while the 14,800 watt natural gas generator powers up on site. If for some reason, the generator were to fail, a shore generator capable of powering the entire facility is available from the Rochester Fire Department and is less than a mile away. The facility has exterior connections designed to attach to this system. All cabling; telephone and electric are provided underground and all exterior window glass is bullet resistant.

All members of our team are proud of the 911 Center we work in and for our community.

9-1-1 Center Statistics

ANNUAL COMPARISON

Year	9-1-1 Calls	CAD Events
1999	1,083,216	1,047,766
2000	1,071,751	1,117,417
2001	1,003,668	1,137,151
2002*	1,011,255	1,151,373

* 2002 we started dispatching Monroe County Probation Dept. averaging 1500 events per month

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

	Ring Times	Talk Time/Call
1999	4.1 seconds	1.7 minutes
2000	4.2 seconds	1.7 minutes
2001	4.3 seconds	1.7 minutes
2002	4.3 seconds	1.9 minutes

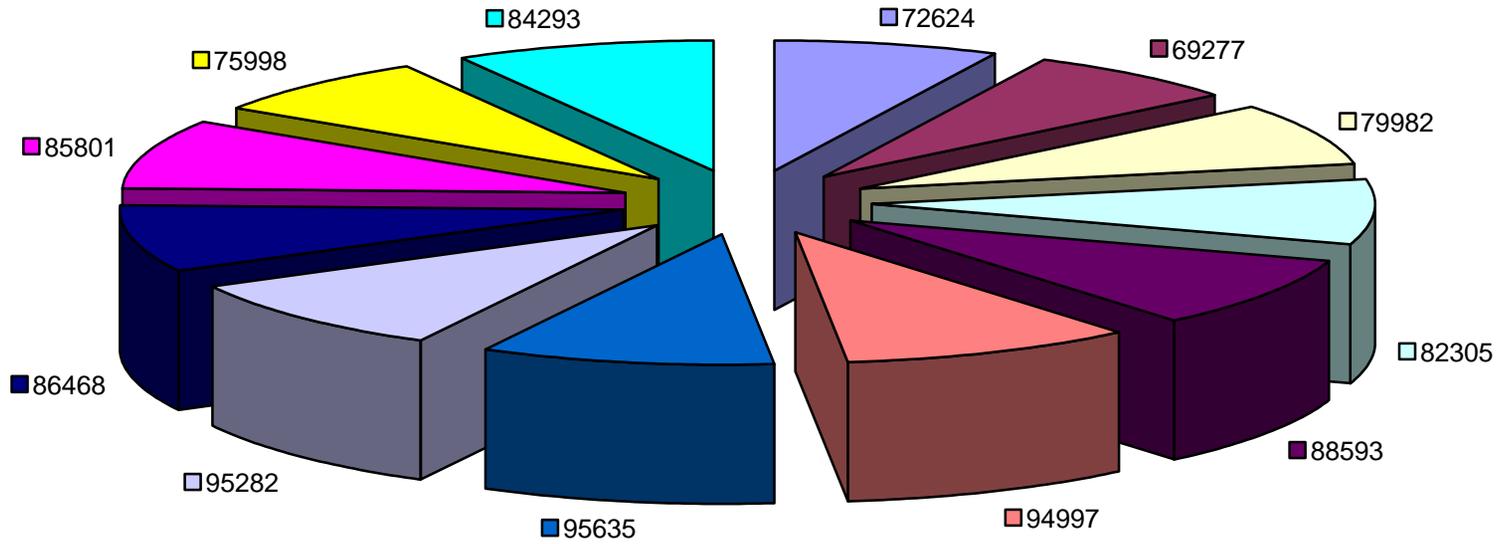
CAD EVENTS by Type

	POLICE	FIRE	EMS
1999	918,952	55,943	72,871
2000	914,249	64,282	78,824
2001	931,384	65,701	80,964
2002	1,002,279	66,121	82,973

*For more information about your 9-1-1 Center
Please visit our Web-site at www.911Rochester.com*

Monthly Call Volumes for Incoming 9-1-1 Calls 2002

Total Calls for the Year 1,011,255



January	February	March	April
May	June	July	August
September	October	November	December

Events Processed by 9-1-1 per Agency

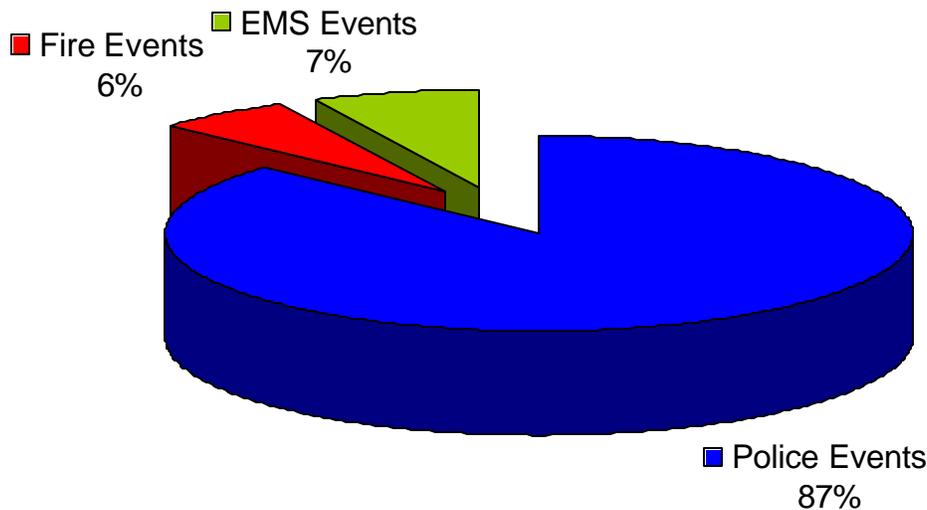
FIRE AGENCIES	1999	2000	2001	2002
Monroe County Airport Fire Department	0	351	281	307
Barnard Fire Department	536	528	544	549
Brighton Fire Department	2328	2462	2731	2319
Brockport Fire Department	542	484	410	509
Bushnells Basin Fire Department	407	728	763	682
Chili Fire Department	637	576	592	646
Churchville Fire Department	224	332	328	345
City of Rochester Fire Department	28046	29702	30075	30759
Clifton Fire Department	118	130	106	130
East Rochester Fire Department	398	824	761	676
Egypt Fire Department	347	619	619	654
Fairport Fire Department	736	1444	1332	1257
Fisher Fire Department	331	418	487	524
Gates-Chili Fire Department	3270	3265	3488	3075
Greece-Ridge Fire Department	2779	2818	3426	3710
Hamlin Fire Department	408	503	363	422
Henrietta Fire Department	3086	3271	3521	3468
Hilton Fire Department	343	431	364	383
Honeoye Falls Fire Department	239	540	492	484
Kodak Fire Department	0	13	36	31
Lakeshore Fire Department	760	788	803	825
Laurelton Fire Department	629	649	642	690
Mendon Fire Department	227	227	256	239
Monroe County Fire Bureau		0	58	102
Morton Fire Department	153	172	150	184
Mumford Fire Department	119	138	133	145
North Greece Fire Department	2005	2199	2228	2322
Out of County Fire Responses	0	153	99	84
Penfield Fire Department	875	1775	1754	1739
Pittsford Fire Department	865	1597	1559	1521
Point Pleasant Fire Department	165	178	201	264
Ridge Culver Fire Department	972	1767	1666	1610
Rush Fire Department	172	214	215	233
Scottsville Fire Department	143	141	178	185
Sea Breeze Fire Department	74	80	88	110
Spencerport Fire Department	746	1120	1066	1017
St. Paul Fire Department	740	716	767	873
United States Coast Guard		18	33	16
Union Hill Fire Department	144	174	211	200
Walker Fire Department	115	113	122	136
Webster Fire Department	1075	1183	1036	1073
West Brighton Fire Department	393	566	607	475
West Webster Fire Department	796	875	1110	1148
FIRE TOTALS	55,943	64,282	65,701	66,121

Emergency Medical Services EMS AGENCIES	1999	2000	2001	2002
Barnard Ambulance	1642	1603	1532	1709
Bergen Ambulance		19	15	17
Brighton Ambulance	2981	3032	3205	3240
Brockport Ambulance	942	932	1081	1026
Caledonia Ambulance	0	117	131	108
Chili Ambulance	1546	1518	1492	1646
Churchville Ambulance	354	390	323	334
East Rochester Ambulance	692	653	707	706
Gates Ambulance	2895	3088	3235	3315
Greece Ambulance	5023	5684	5942	6117
Hamlin Ambulance	468	474	466	544
Henrietta Ambulance	2825	3625	3823	3822
Hilton Ambulance	722	750	756	768
Honeoye Falls Ambulance	538	656	690	707
Irondequoit Ambulance	2081	2220	2339	2410
Kodak Ambulance		2	8	7
Monroe Ambulance	286	1260	1511	1533
Northeast Quadrant		153	105	91
Other EMS Referrals	0	236	299	347
Penfield Ambulance	1728	1877	1905	2006
Perinton Ambulance	2316	2635	2556	2534
Pittsford Ambulance	1383	1560	1606	1636
Point Pleasant Ambulance	309	311	267	301
Rural Metro Ambulance	38805	40543	41714	42847
Rush Ambulance	212	218	184	228
Scottsville Ambulance	246	101	102	148
Seabreeze Ambulance	19	240	270	247
Southeast Quadrant		29	14	18
Spencerport Ambulance	1082	956	999	1025
St. Paul Ambulance	1281	1141	1035	1082
Union Hill Ambulance	1142	1338	1368	1255
West Webster Ambulance	1353	1463	1284	1199
EMS TOTALS	72,871	78,824	80,964	82,973

POLICE AGENCIES	1999	2000	2001	2002
Brighton Police Department	37326	37455	37570	36117
Brockport Police Department	2659	1860	1470	1301
East Rochester Police Department	13039	12950	13569	12175
Fairport Police Department	11905	12690	11625	11255
Gates Police Department	28094	29821	28061	30108
Greece Police Department	90312	97236	87130	81341
Irondequoit Police Department	55668	57830	60320	61206
Monroe County Sheriff's Office	168700	195462	195132	206271
New York State Police	3533	3083	8685	13878
Ogden Police Department	11774	11594	12404	12473
Other Police Agency Responses	7764	4437	4428	8119
Rochester Police Department	455165	473799	496415	494271
SUNY Brockport Police Department		30	12	31
Webster Police Department	33013	36064	33665	33733
POLICE TOTALS	918,952	974,311	990,486	1,002,279

TOTAL CAD EVENTS 1,047,766 1,117,417 1,137,151 1,151,373

Events Processed by Agency Type



Our Agency Goals

2002

- *Performed an on-going study of all time off: sick, vacation, personal, etc.*
- *Updated the CAMEO software for City, County and Kodak Haz-Mat teams and ECD Employees*
- *Purchased new fax machine to improve communications in Fire Dispatch area*
- *Installed remote CAD terminal at the Emergency Operations Center (EOC) at Scottsville Rd.*
- *Relocated 20 retired dispatch-type office chairs to Cobbs Hill Back-up dispatch center*
- *Increased number of lockers in locker room(s) to accommodate current staff levels*
- *Issued uniform badges to all personnel for ease in rapid identification*
- *Created and implemented in-house Medical Emergency Response Team (MERT)*
- *Ongoing project to maintain and revise proper security procedures as needed*
- *Increased and trained additional Peer Facilitators to improve availability to all staff*
- *Established contract with Monroe Community College to record college credit for training*
- *Achieved major strides in bringing cellular providers into compliance with Phase 1 Wireless*

2003

- *Director has challenged all operations employees to join an initiative to improve EMD scores*
- *Install mapping and associated programming to recognize XY coordinates in Phase 2 Wireless*
- *Replace all computer terminal PC's*
- *Install new administrative telephones – operations floor and office telephone system complete*
- *Complete Phase 1 Wireless implementation*
- *Begin Phase II Wireless adaptation*
- *Replace operations floor console furniture*
- *Transfer existing administrative telephone system to back-up Center at Cobbs Hill reducing use of tired equipment – extending its life and increasing telephone capacity at back-up center.*
- *Complete Disaster Recovery Plan – ongoing project to update and maintain plan*
- *Replace/Upgrade Security System – ID Cards, readers, software*
- *All supervisory staff to attend Public Safety Incident Management (PSIM) training*
- *All supervisory staff to attend Command Post Operations (CPO) training*
- *Encourage all personnel to attend college classes*
- *Assertive Dispatch Classes for all recently hired Dispatcher I-Police (certified within last 2 yrs)*
- *Hire/Train four “new hire” classes*
- *Computer Network Upgrades – patch panels, replace wiring, re-organize computer room*
- *Train The Trainer/Coaching skills classes*
- *Additional NYSPIN TAC Officer (New York State Police Information Network Terminal Agency Coordinator) to assist current TAC Officers with state mandated duties*

Training Division

Our training division has encountered another busy year. Under the direction of Fran Grillo, ECD Trainer, an insurmountable number of hours of training have been coordinated and accrued, both in-house and at seminars, classes and conferences.

The In Service Training Team (ISTT) has continued monthly training modules for all operations employees. These have included handling of Allergic Reactions, Severe Weather complaints/notifies, Domestic Violence, Cold Weather Emergencies and No Heat Complaints.

The following classes have been taught: two for Telecommunicator, one for Police Dispatch, one for Fire Dispatch and one for Dispatcher II (promotional). All new hires achieved certification from APCO (Association for Public-Safety Officials), and in EMD (Emergency Medical Dispatch), and they have participated in agency ride-a-longs as part of their training. These new hires also received college credit from MCC in their Public Safety Communications program. The Police Dispatchers have supplemented their training with NYSPIN (New York State Police Information Network) certification enabling them to utilize the confidential statewide and nationwide crime computers in accordance with established policy and procedure. In addition, we have trained 10 PSA's (Public Safety Aides) for the Rochester Police Department Call Reduction Unit. And, Police Dispatchers with less than two years experience are required to attend Assertive Dispatch Seminars. Twenty of them completed this vital information sharing in 2002.

The following conferences or seminars have been attended by one or more of our team: Community Vulnerability Assessment Seminar, Emergency Considerations for Chemical & Biological Weapons of Mass Destruction Seminar, City of Rochester Emerging Leaders series, Genesee Valley Safety Conference, APCO Conference, Business Writing Seminar, Incident Command Training, Grant Writing Basics, Lessons In Leadership, and Motorola Product Seminar. In addition, Medical Priority's Navigator Conference, NENA (National Emergency Number Association) Conference, NYS DOH EMS Vital Signs Conference, NYSPIN Advisory Committee Meeting, Seminar in Conflict Resolution, PRC (our CAD Vendor) Conference, S.T.E.P. Conference (local EMS agencies), City of Rochester Supervisory Skills Training, and NYS DOL Workers' Compensation Law and Process Training.

Our plans for 2003 include training for our CML Phone (9-1-1 phones) upgrade and administrative phone upgrade, Public Safety Group in service training modules, training for new supervisors, Incident Command Training for supervisory personnel, assertive dispatch training for police dispatchers, Call Reduction Unit training for RPD personnel as needed, new security system training for all personnel, four new hire classes, and new DOR (Daily Observation Report) software training for all trainers.

Community Education Team

These representatives of our center visit schools, malls, fire stations or job fairs. They bring the message to the community about 9-1-1; how and when to use it, and what we, at 9-1-1 do on a daily basis, to make our community a safer place to live. They chatted with more than four thousand citizens in 2002. They conducted over one hundred tours of the 9-1-1 Center and attended over fifty community presentations.

Emergency Medical Dispatch • Quality Improvement Unit

We have referred to our Center of Excellence re-accreditation from the National Academy of Emergency Medical Dispatch of the USA earlier in this document. None of this would be possible if it weren't for the hard work of the QIU at the ECD!

This unit provides the teaching of, and certification for all new operations employees at the ECD, and the re-certification of those same employees every two years to meet the standards set forth by the Academy. Their mission includes keeping all personnel fresh and up-to-date in these life-saving telephone interview skills. They accomplish this through reviewing recordings of actual 9-1-1 calls. They provide valuable feedback to aid in the performance and constant improvement of the way we do business. They offer continuing dispatch education (CDE) for all in the form of journal articles, related video and audio recordings and they coordinate field trips to user agencies as applicable. This unit and its program are responsible for the accolades referenced in the Director's Letter.

The QIU has recorded over 1200 credits of CDE and reviewed over 2700 medical calls. They have re-certified 89 employees in CPR, 116 in EMD and issued over 900 American Heart Association (AHA) CPR cards as an AHA training facility. They have made available to our team alternative educational opportunities via interactive CD ROM, and they constantly look for ways to keep our employees interested and improve the services we provide, and how we deliver them. Kudos to QIU!

Emergency Medical Dispatch Program • Patient Outcome

Our QIU personnel have been making a concerted effort to determine the outcome of those that have received EMD Pre-Arrival and Post-Dispatch Instructions. As their communications improve, we are pleased to be able to report the information we have received thus far.

Ten members of our team have assisted in bringing a new baby into this world, and they are: Paul Soltzick/boy, Michelle Juive/girl, Brian Mucica/girl, Tammie Baker/girl, Jackie Sanabria/1boy and 1 girl, Steve Wegman/boy, Matt Twamley/boy, JoAnne Ronayne/girl and Michelle McDermott/boy.

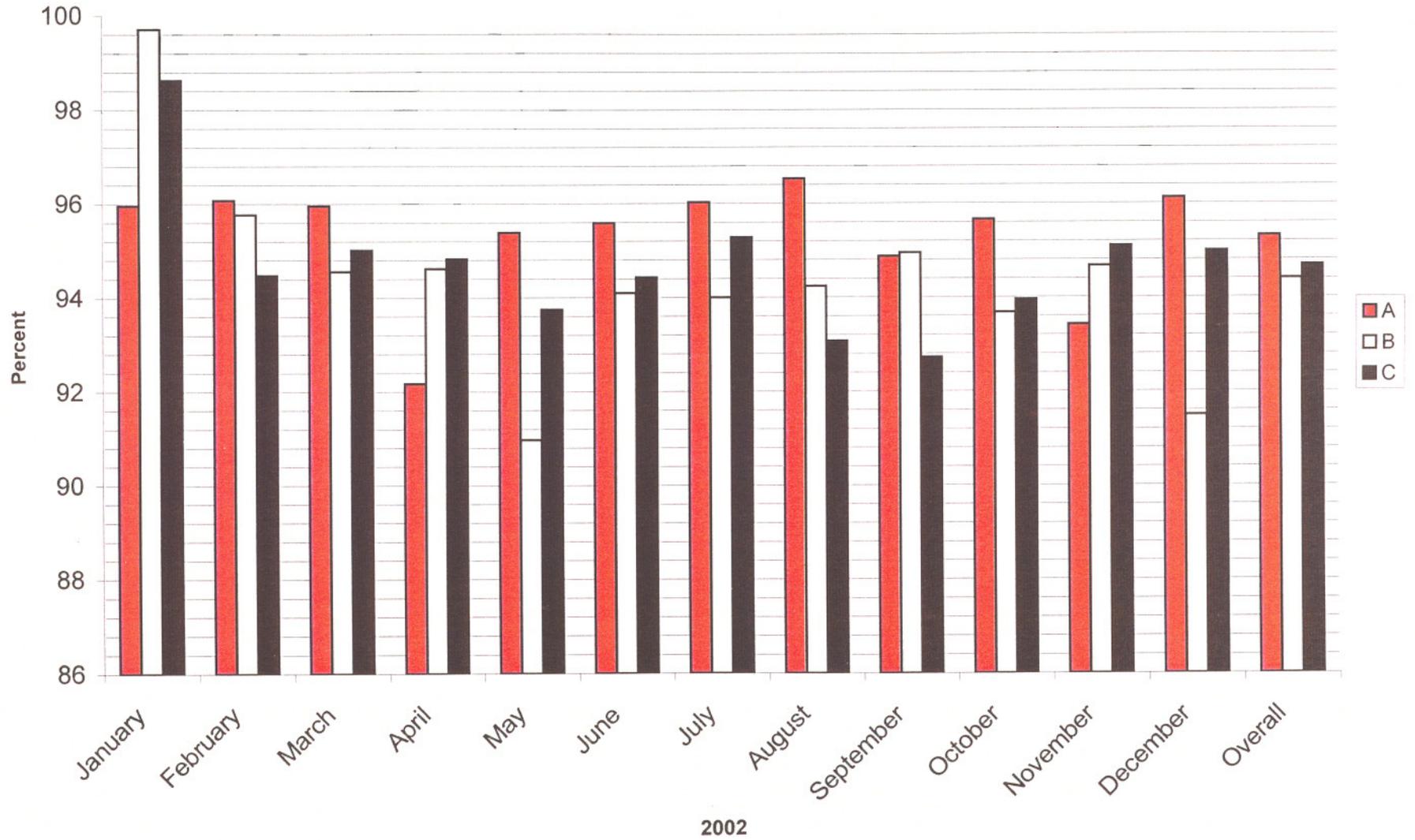
In addition, and certainly not to be forgotten are those that have given life-saving instructions over the phone with a positive outcome, or a "save", as it's called. They include:

*Jennie Orum ~ instructed Mom in CPR for her 2 month old, not breathing
Donna Morelli & Shirley McPhee ~ assisted choking victims with the Heimlich Maneuver
Richard Fields ~ CPR Instruction saved the life of a 62 yr. old man in Chili
and the 78 yr. old man in Brockport—sent home after his pacemaker was implanted
Dan Ferrigno ~ CPR Instruction aided in the save of the 47 yr. old overdose
Theresa Suozzi ~ CPR Instruction shared in the recovery in Henrietta
Mary Stroud ~ assisted the 74 yr. old woman reported down at Greece Ridge Mall with CPR
Christopher Spencer ~ gave CPR instructions to the family for the 56 yr. old male not breathing*

The National Academy requires certain standards be met for Accreditation as a Center of Excellence and for those standards to be maintained on an ongoing basis. Our QIU people track these and communicate to the team where we are at and if we need to improve them. See the graph on the next page for our overall compliance scores for the entire year by shift. You will see that they all meet or far exceed the overall compliance standard required by the Academy.

Emergency Medical Dispatch • Quality Improvement Unit • Reviewed Call Scores

Overall Compliance (90% Minimum Required)



A) Midnight to 8:00 am B) 8:00 am to 4:00 pm C) 4:00 pm to Midnight

Information Services . Research Activity

Our CAD Information Specialist has been busy as well. Amidst his regular duties, he has been insuring that field personnel are properly trained in the use of the Mobile Data Terminals (MDT) found in most police cars and some of the probation patrol vehicles. Three classes were held for law enforcement and three for the Monroe County Probation Dept. Rich Kirby shared his knowledge of this vital system over about 1100 contact hours when he trained approximately 150 people in how to use them appropriately. As a result, these officers are able to more efficiently secure DMV/NYSPIN data from their vehicle terminals. In addition, they are able to check warrants, create job cards, view what other units in their area are working on, and the details of those incidents without unnecessarily voicing them over the air.

At the other end of their computer link sits our police dispatch personnel. In accordance with NYS Law, they processed the following teletypes for field personnel as indicated below:

	<i>EMRG Terminal (At Sheriff's Dispatch)</i>	<i>EMRC Terminal (at RPD Dispatch)</i>
<i>Burglaries</i>	---	2
<i>Robberies</i>	103	536
<i>Assault</i>	8	165
<i>Homicide</i>	---	9
<i>Miscellaneous (File 25)</i>	89	12

** EMRG & EMRC are terminal designations assigned by the New York State Police for their computers.*

Research Activity

Total Requests for tapes, CAD (Computer Aided Dispatch) and Message Log printouts

<i>Agency Requests</i>	650
<i>Subpoena Requests</i>	<u>625</u>
<i>Total Requests</i>	1275

Requests for Tapes (included in totals above)

<i>Agency Requests</i>	300
<i>Subpoena Requests</i>	<u>601</u>
<i>Total Tapes Requested</i>	901

Requests for CAD printouts (included in totals above)

<i>Agency Requests</i>	466
<i>Subpoena Requests</i>	<u>615</u>
<i>Total Printouts</i>	1081

Requests for MDT (Mobile Data Terminal) Message Logs (included in totals above)

<i>Agency Requests</i>	68
<i>Subpoena Requests</i>	<u>1</u>
<i>Total Message Logs</i>	69

** These research statistics do not reflect any internal requests for tape review, message logs or CAD printouts.*

9-1-1 Awards and Employee Recognition

<i>Month</i>	<i>Employee of the Month</i>	<i>EMD* of the Month</i>
<i>January</i>	<i>none named</i>	<i>Beverly Smith</i>
<i>February</i>	<i>Christopher Carpenter</i>	<i>Richard Thomas</i>
<i>March</i>	<i>Tanya Velazquez</i>	<i>Patrick Maar</i>
<i>April</i>	<i>Christopher Spencer</i>	<i>Tammy Miller</i>
<i>May</i>	<i>John Cassin</i>	<i>Zena Davis</i>
<i>June</i>	<i>Michelle Terrill</i>	<i>Ginny Fallon</i>
<i>July</i>	<i>Jan DeMunck</i>	<i>Daniel Ferrigno</i>
<i>August</i>	<i>Shana Shull</i>	<i>Michele McDermott</i>
<i>September</i>	<i>Lori Weiner</i>	<i>Wendy Isaacs</i>
<i>October</i>	<i>William Leone</i>	<i>Tammie Baker</i>
<i>November</i>	<i>Lynn Casey</i>	<i>none named</i>
<i>December</i>	<i>Tammy Miller</i>	<i>Ron Butler</i>
<i>Emergency Medical Dispatcher* of the Year</i>		<i>Tawanda Ciccone</i>
<i>Telecommunicator of the Year</i>		<i>William Leone</i>
<i>Police Dispatcher of the Year</i>		<i>Leonard Pulio</i>
<i>Fire Dispatcher of the Year</i>		<i>Gregory Wing</i>
<i>Supervisor of the Year</i>		<i>Barbara Carges</i>
<i>Arnold J. Eckert Award</i>		<i>Tanya Velazquez</i>
<i>Bonnie Migliore Award</i>		<i>Dianna Tears</i>
<i>City of Rochester Meritorious Service Award</i>		<i>Robert McElligott</i>
<i>City of Rochester Team Public Service Award</i>		<i>for Parma Plane Crash</i>
<i>City of Rochester Team Public Service Award</i>		<i>for Charlotte Train Wreck</i>
<i>Monroe Livingston Regional EMS Communicator of the Year</i>		<i>Noemi Johnson</i>
<i>New York State Dept. of Health EMS Communicator of the Year</i>		<i>Noemi Johnson</i>
<i>Letters of Commendation to 9-1-1 Employees</i>		<i>44</i>

(These letters recognized exemplary work by the employees of the 9-1-1 Center. Over 1/3 of the letters received were from citizens, or command personnel of the user agencies we serve. The remaining letters were generated by our supervisory people.)

Benefits of your 9-1-1 Center

We were the first Communications Center in New York State to receive CALEA (Commission on Accreditation for Law Enforcement Agencies) accreditation. We maintain our “Center of Excellence” status with the National Academy of Emergency Medical Dispatch (NAEMD) and we are pleased and proud to be able to share these accomplishments with you.

We are the only Public Safety Answering Point (PSAP) serving the greater Rochester/Monroe County Region. All 9-1-1 Calls for our community are directed to us with ANI/ALI (Automatic Number Indicator/Automatic Location Indicator) provided by the telephone company. We are preparing for the same information to be available from cellular callers in need of emergency service. We are working diligently with the cell providers to accomplish this federal mandate.

All of our customer service representatives at the 91-1 Center are full time Civil Service employees. Our operational employees are all certified in Emergency Medical Dispatch (EMD), and our Quality Improvement Unit (QIU) monitors medical calls and reviews them for compliance to the EMD standards set forth by NAEMD. In addition, our call takers all receive APCO (Association of Public-Safety Communications Officials) telecommunicator training, and in house training lasting four to six months depending on job title. Our police dispatchers participate in NYSPIN (New York State Police Information Network) certification classes. Our instructors for all of these classes are members of our team. They have been certified to teach by the respective groups or associations, and Monroe Community College recognizes many classes completed at our Communications Training Academy for academic credit.

We maintain a level of staffing that allows for quick and efficient operation of a busy communications center. One of the benefits to this level of staff is the ability to assign them where needed on the operations floor, if one area is busier than another.

We participate in a customer satisfaction survey where our computer randomly selects a percentage of calls received. Those callers selected receive a brief survey in the mail. We have consistently averaged scores of 3.8 on a 4-point scale for the past two years.

Our Computer Aided Dispatch (CAD) system is second to none in the area. Our certified transcripts of events received and dispatched by us maintain the integrity and security required, and recognized for admission in court proceedings. All telephone lines and radio traffic are recorded as well. These recordings are in real time, with synchronization, allowing the event to be reviewed, or played back from the start of the initial telephone call until the event is completed.

We maintain an in-house computer database that will provide service related telephone numbers, alarm permits, agency personnel on-call, policies and procedures (internal & external), street files, intersections and a multitude of information that may be needed to accomplish the task at hand.

EMERGENCY COMMUNICATIONS DEPARTMENT

Turnover Summary by Job Title

	<u>1998</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>
Total Terminations/Resignations:	25	28	24	21	20
Training Resignations/Terminations (included above)	13	14	6	5	7

TELECOMMUNICATORS:

Resignation/Training	2	2	1	0	0
Resignation/New Job	0	0	2	1	0
Resignation/Education	0	0	1	1	0
Resignation/Retirement	0	2	0	1	1
Resignation/Unspecified	0	0	0	0	2
Termination/Training	5	4	1	2	0
Termination	0	2	1	0	2
Other	1	1	0	0	0

DISPATCHERS I:

Resignation/Training	2	3	3	2	1
Resignation/New Job	6	4	5	4	1
Resignation/Retirement	0	0	0	1	0
Resignation/Transfer	3	0	0	1	0
Resignation/Unspecified	0	3	4	3	2
Termination/Training	4	5	1	1	6
Termination	0	0	0	2	3
Other	0	1	0	0	1

DISPATCHERS II:

Resignation/New Job	0	0	2	4	1
Resignation/Transfer	1	0	0	1	0

SUPERVISORS:

Resignation/New Job	0	0	2	1	0
Resignation/Retirement	1	0	0	0	0
Termination	0	1	1	0	0

EMERGENCY COMMUNICATIONS DEPARTMENT

STATISTICAL DATA - TURNOVER RATES AND PERCENTAGES

	<u>1998</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>
<u>TELECOMMUNICATORS</u>					
Authorized Positions	37	37	37	37	38
New Hires	13	10	11	6	2
Terminations/Resignations	8	11	6	3	4
Promotions	6	5	2	1	1
Transfers	0	0	0	1	0
Retirements	0	0	0	1	1
Turnover Rate	38%	43%	22%	11%	13%
<u>DISPATCHER I</u>					
Authorized Positions	78	78	78	78	72
New Hires	17	16	16	18	13
Promotions from TCC	6	5	2	1	1
Terminations/Resignations	15	16	13	13	14
Promotions	8	4	6	5	3
Demotions to TCC	4	3	0	0	0
Transfers	0	0	0	0	0
Retirements	0	0	0	0	0
Turnover Rate	35%	29%	24%	23%	24%
<u>DISPATCHER II</u>					
Authorized Positions	27	30	30	30	28
Promotions from Dispatcher I	7	4	6	5	3
Terminations/Resignations	1	0	2	4	1
Promotions	0	1	5	2	1
Demotions to Dispatcher I	0	0	0	1	3
Transfers	0	0	0	1	0
Retirements	0	0	0	0	0
Demotions from QIU					1
Turnover Rate	4%	3%	23%	20%	18%
<u>SUPERVISOR</u>					
Authorized Positions	15	15	15	15	15
Promotions from Dispatcher II	0	1	5	1	0
Terminations/Resignations	1	1	3	1	0
Promotions	0	1	1	0	0
Demotions to Dispatcher II	0	0	0	0	0
Transfers	0	0	0	0	0
Retirements	0	0	0	0	0
Turnover Rate	7%	13%	27%	7%	0%
<u>ANNUAL TURNOVER SUMMARY BY POSITION:</u>					
Telecommunicators	14	16	8	4	6
Dispatcher I	27	23	19	18	17
Dispatcher II	1	1	7	6	2
Supervisor	1	2	4	1	0
	43	42	38	29	25
Authorized Positions	157	160	160	160	153
<u>ANNUAL TURNOVER RATE:</u>	27%	26%	24%	18%	16%

RATE: TERMINATIONS/RESIGNATIONS	16%	18%	15%	13%	12%
RATE: PROMOTIONS/DEMOTIONS ONLY	11%	9%	9%	6%	5%
RATE: TRANSFERS & RETIREMENTS	0%	0%	0%	2%	1%
RATE: RELATED TO TRAINING ONLY	8%	8%	4%	3%	4%

Peer Support Facilitators

The peer support facilitator team was developed in 1998 in an effort to provide peer based support for our telecommunicators and dispatchers. The team aids supervision and management in identifying harmful stress responses, and they offer their co-workers an opportunity to release frustrations and share concerns in a confidential setting. These Peer Facilitators, as they are called, attend training and seminars in the concepts of the human stress response and in Critical Incident Stress Management (CISM). Research has shown that by simply talking over a stressful situation, stress levels may be significantly reduced, and the employee may return to work more quickly with less stress.

In 2002, the team met as a group four times. They added seven new members in December and many members of this team participated in an off site training in April dealing with “Stress in the Workplace” offered by the Cornell Industrial and Labor Relations group. They logged over 270 hours of support to our peers and they aided members of our 9-1-1 Team with the untimely death of one of our own in June, when Mattie Pratt passed away suddenly.

Rochester Police Department · City of Rochester Do The Right Thing Program

Our telecommunicators submit nominations for the youth in the Community that have impacted the outcome of an incident, whether it be through assistance rendered or just by calling 9-1-1 when aid is needed. The Rochester Police Department, the City of Rochester and organizations and citizens across the community submit these nominations to recognize those younger members of society that “Do The Right Thing”. We are very pleased that our nominees have been recognized and our people have been included in the celebration and ceremonies at the Police Department.

Acknowledgments

*William A. Johnson, Mayor
City of Rochester, NY*

*Jack Doyle, Executive
County of Monroe*

*For their support, dedication and leadership in maintaining this world class
Communications Center in our Community.*

*John M. Merklinger
Director*

*Craig L. Johnson
Deputy Director*

*For their guidance and shared professional experiences; for their drive,
motivation and dedication in bringing this 9-1-1 Center into the twenty-first
century. For preparing it for the challenges it faces in an ever-changing world,
nation and community. And for being here to insure that it is ...*

*And, to the 175 Customer Service Representatives employed at this Center, who
each and every day put their best foot forward to serve this varied, expansive
client base, and public safety agencies alike, in a professional, courteous and
service oriented manner. Each and every one of you are responsible for the
accolades, the positive comments we receive when we collectively contribute to
the saving of a life, and most importantly, you make this 9-1-1 Center, the
Center of Excellence it is known as across this great land.*

Thank You

*This annual report is dedicated to the memory of Mattie Pratt.
Mattie, a very familiar face and well-liked police dispatcher on second platoon,
passed away suddenly on June 28, 2002.
Our thoughts and prayers are with her and her family.*



Emergency Communications Department

City of Rochester • County of Monroe