

Emergency Communications Department

City of Rochester - County of Monroe

2014 Annual Report



John M. Merklinger, Director

www.911rochester.com



City of Rochester, NY
Lovely A. Warren, Mayor



Maggie Brooks
County Executive

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Mission Statement

The Emergency Communications Department serves as the vital link between the citizens and public safety agencies of the City of Rochester and the County of Monroe.

We strive to collect and disseminate all requests for service in a prompt, courteous, and efficient manner for all our customers.

Through our actions, we help save lives, protect property and assist the public in their time of need.

Introduction

The Emergency Communications Department (ECD) serves as the consolidated Public Safety Answering Point (PSAP) for the Rochester-Monroe County, NY area, serving a population of over 740,000. As declared in our Mission Statement, “Through our actions, we help save lives, protect property and assist the public in their time of need.”

ECD provides dispatching services for 13 Police Departments, 39 Fire Departments, and 32 Emergency Medical Services Agencies. In 2014 the ECD received 1,120,951 calls and processed 1,241,894 CAD events for these agencies.

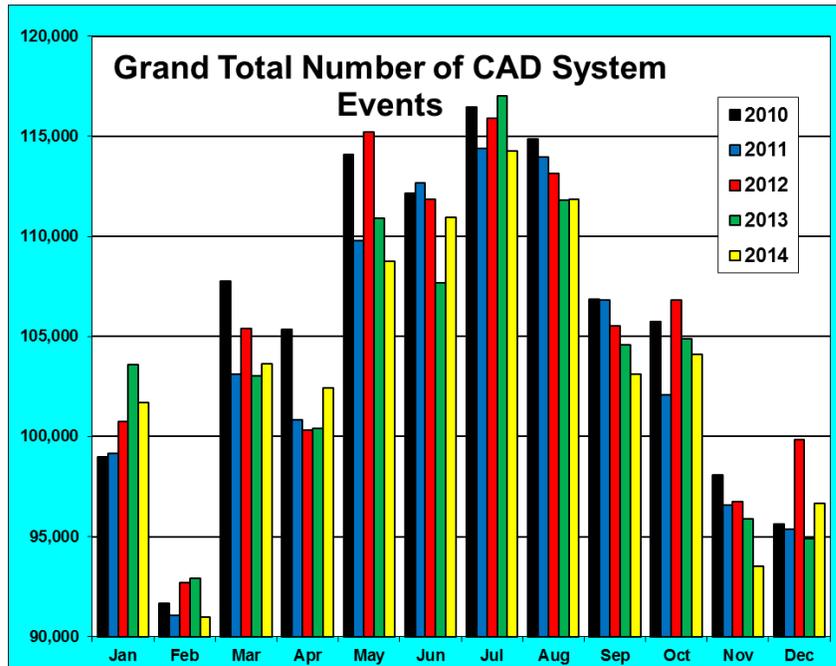
The ECD is rather unique in its composition within local governments. It is an agency of the Rochester City government, yet provides service throughout Monroe County. This is accomplished through a renewable 10 year contract between the City of Rochester and Monroe County, with each entity providing portions of the total configuration. For instance, Monroe County provides all radio, telephone and computer equipment while the City of Rochester provides and maintains the building in which the PSAP is located. This serves as a model for intergovernmental cooperation towards public safety.

The ECD operates with a staff of 198 employees, with 184 being assigned directly to PSAP operations. All operations personnel have a minimum training level of APCO Telecommunicator and are certified as Emergency Medical Dispatchers by the National Academy of Emergency Dispatch. New employees receive an average training of four months for Telecommunicators and six months for Dispatchers before being allowed to perform on their own. There are 29 positions at the 3-1-1 Center.

Effective interaction with other public safety agencies is critical to the protection of life and property. In order to accomplish this goal, the ECD is an active member of the following organizations:

- Monroe County Law Enforcement Council and Law Enforcement Training Committee
- Monroe County Fire and EMS Advisory Boards
- Monroe County Emergency Medical Services Advisory Board
- Monroe County Local Emergency Planning Committee
- Monroe County Steering Committee for the National Incident Management System (NIMS)
- Monroe County Fire/EMS Communications Board
- Monroe County 9-1-1 Operating Practices Board
- Monroe County Fire Chief’s Association
- Monroe County Domestic Violence Consortium
- ECD/RPD Committee and RPD Weekly Crimestat Meetings
- Monroe County First, Second, Third, Fourth and Fifth Battalions
- NYS 9-1-1 Coordinators Association, Director Merklinger currently serves as President
- NYS Interoperable & Emergency Communications Board, Director Merklinger is a member
- NENA, Operations Manager Carson serves as Vice-President of the New York State Chapter
- Association of Public-Safety Communications Officials International
- NAED Police Council of Standards

9-1-1 Center Statistics



9-1-1 Center Statistics:

	2010	2011	2012	2013	2014
Jan	98,999	99,133	100,740	103,579	104,678
Feb	91,649	91,055	92,687	92,928	90,996
Mar	107,744	103,135	105,377	103,034	103,616
Apr	105,338	100,842	100,333	100,407	102,431
May	114,083	109,775	115,224	110,906	108,734
Jun	112,155	112,660	111,842	107,656	110,943
Jul	116,446	114,412	115,902	117,025	114,249
Aug	114,871	113,942	113,130	111,823	111,836
Sep	106,841	106,821	105,527	104,578	103,128
Oct	105,722	102,099	106,815	104,896	104,107
Nov	98,059	96,587	96,723	95,868	93,534
Dec	95,606	95,359	99,842	94,885	96,642

9-1-1 Center Statistics Summary:

Year	9-1-1 Calls	CAD Events
2010	1,078,747	1,267,513
2011	1,099,131	1,245,820
2012	1,148,257	1,264,142
2013	1,132,947	1,247,585
2014	1,120,951	1,241,894

Events Processed by 9-1-1 per Agency

FIRE: CAD Events	2010	2011	2012	2013	2014
Airport Fire	377	354	335	305	326
Barnard Fire Department	2,619	2,783	2,915	2,696	2,940
Brighton Fire Department	2,978	2,923	2,773	2,823	2,856
Brockport Fire Department	948	1,476	1,249	1,102	1,080
Bushnells Basin Fire Department	449	504	507	513	510
Chili Fire Department	857	934	997	908	849
Churchville Fire Department	357	416	414	401	341
City Fire Department	36,153	36,709	36,498	35,440	35,523
Clifton Fire Department	133	205	185	148	165
East Rochester Fire Department	454	529	492	600	530
Egypt Fire Department	399	464	433	378	593
Fairport Fire Department	891	1,248	1,200	1,245	1,253
Fisher Fire Department	634	213	64	46	43
Gates Fire Department	3,120	3,131	3,338	3,540	3,656
Greece Ridge Fire Department	-	-	-	-	-
Hamlin Fire Department	522	541	497	76	-
Hamlin/Morton/Walker Fire Department				735	791
Henrietta Fire Department	3,620	3,663	3,859	3,773	3,714
Hilton Fire Department	601	670	592	595	569
Honeoye Falls Fire Department	546	559	525	540	544
Kodak Fire Department	22	9	9	10	13
Lakeshore Fire Department	843	822	836	791	820
Laurelton Fire Department	739	799	818	754	725
Mendon Fire Department	250	295	286	367	310
Mobile Communications Unit - Fire	-	4	2	73	5
Monroe County Fire Bureau	48	41	42	35	32
Morton Fire Department	186	204	188	15	-
Mumford Fire Department	208	197	212	227	237
North Greece Fire Department	3,044	3,067	2,967	2,977	3,140
Other Fire Department	84	84	64	78	82
Penfield Fire Department	1,126	1,067	999	1,018	982
Pittsford Fire Department	1,070	1,050	1,069	1,046	1,041
Point Pleasant Fire Department	291	297	613	550	575
Regional Transportation Op. Center	29,192	28,424	28,001	23,893	15,723
Ridge Culver Fire Department	1,908	1,887	1,983	1,874	2,052
Ridge Road Fire Department	7,642	7,452	7,520	7,064	7,086
Rochester Gas & Electric	-	-	-	-	-
Rush Fire Department	197	228	193	222	223
Scottsville Fire Department	197	193	182	206	220
Sea Breeze Fire Department	101	109	134	89	98
Spencerport Fire Department	930	1,053	1,073	883	883
St. Paul Fire Department	1,252	1,813	1,659	1,600	1,679
United States Coast Guard	148	156	122	119	106
Union Hill Fire Department	280	270	270	258	298
Walker Fire Department	123	164	193	30	-
Webster Fire Department	1,013	1,078	1,143	1,112	1,039
West Brighton Fire Department	764	761	579	-	-
West Webster Fire Department	1,247	1,265	1,514	1,314	1,403
FIRE TOTAL	108,563	110,111	109,544	102,469	95,055

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

EMS: CA D Events	2010	2011	2012	2013	2014
Barnard Ambulance	-	-	1	-	1
Bergen Ambulance	21	22	21	24	18
Brighton Ambulance	4,487	4,421	4,389	4,533	4,676
Brockport Ambulance	1,839	803	929	1,330	1,372
Caledonia Ambulance	94	81	69	80	82
Chili Ambulance	2,002	2,396	2,428	2,335	2,435
Churchville Ambulance	440	502	546	474	458
East Rochester Ambulance	1,058	1,073	925	955	837
Gates Ambulance	3,623	3,672	3,919	3,984	5,142
Greece Ambulance	3,867	3,874	4,090	3,969	4,092
Hamlin Ambulance	670	799	761	796	868
Henrietta Ambulance	4,229	4,423	4,599	4,871	4,962
Hilton Ambulance	1,307	1,190	1,384	1,397	1,373
Honeoye Falls Ambulance	888	925	930	983	827
Irondequoit Ambulance	2,938	2,990	3,429	3,410	3,496
Kodak Ambulance	-	-	-	-	-
Mobile Communications Unit - EMS	-	2	1	140	4
Monroe Ambulance	8,686	10,744	10,791	10,216	10,010
Northeast Quadrant	73	87	118	97	140
Other EMS Referrals	298	157	82	84	88
Penfield Ambulance	2,758	3,075	2,957	2,681	2,926
Perinton Ambulance	3,327	3,436	3,579	3,827	3,925
Pittsford Ambulance	2,226	2,449	2,418	2,524	2,523
Point Pleasant Ambulance	439	479	54	-	-
Rochester Institute of Tech. EMS	777	805	800	777	730
Rural Metro Ambulance	58,554	61,771	62,374	61,232	63,026
Rush Ambulance	245	258	242	221	264
Scottsville Ambulance	412	388	408	385	411
Seabreeze Ambulance	165	188	168	149	139
Southeast Quadrant	62	39	28	23	34
Spencerport Ambulance	1,385	1,588	1,695	1,563	708
St. Paul Ambulance	1,148	2	-	-	-
Union Hill Ambulance	2,056	2,088	2,172	2,303	2,248
West Webster Ambulance	1,717	1,679	1,847	1,951	2,158
EMS TOTAL	111,791	116,406	118,154	117,314	119,973

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

POLICE: CAD Events	2010	2011	2012	2013	2014 (YTD)
Brighton Police Department	37,548	37,799	33,350	47,298	47,724
Brockport Police Department	15,043	15,477	16,141	17,464	19,590
East Rochester Police Department	14,381	12,144	12,141	12,682	13,382
Fairport Police Department	13,371	13,137	13,209	14,882	17,471
Gates Police Department	29,744	31,571	29,596	31,712	32,043
Greece Police Department	89,778	87,577	92,894	87,950	85,844
Humane Society	1,425	1,552	1,659	1,580	1,822
Irondequoit Police Department	58,803	54,393	58,121	62,785	63,615
Mobile Communications Unit - Police	-	21	5	80	14
Monroe County Probation	15,731	16,760	18,816	18,387	18,261
Monroe County Sheriff	204,166	210,566	229,715	237,696	249,995
New York State Police	37,194	34,486	34,861	33,328	39,605
New York State Park Police	322	267	221	450	997
Ogden Police Department	16,944	16,717	17,672	16,395	15,559
Other Police Department	3,522	3,492	3,598	3,548	3,499
Rochester Police Department	479,187	454,373	444,568	412,682	382,779
SUNY Brockport Police	-	-	-	-	-
Webster Police Department	30,000	28,971	29,877	28,883	34,666
POLICE TOTAL	1,047,159	1,019,303	1,036,444	1,027,802	1,026,866

3-1-1 Statistics

- Total 311 calls 494,019
- Calls answered 409,013
- Calls answered 90%
- Abandoned rate 9.93%
- Average answer time 25 seconds
- Average talk time 1.59 minutes

Agency and Employee Accomplishments

- The ECD was the first PSAP in NYS to be accredited by the Commission on Accreditation of Law Enforcement Agencies (CALEA) and maintained reaccreditation (November 2013) for the next 3 years.
- ECD maintained its New York State Sheriffs Association accreditation.
- ECD Operations Manager Tina Carson accepted the position of NENA Vice President for the New York Chapter.
- The ECD Quality Improvement Unit has reduced under coded calls from 2.83% to 1% over the past 3 years, in large part because of ProQA.

Agency and Employee Accomplishments (cont.)

- The ECD Public Awareness Committee attended many on-site events, some of which include Perinton Recreation, Project HOPE, Rochester Red Wings, Crime Stoppers, MATT's Autism Fair, Step Conference, Youth Law Enforcement Fair and the Southwedge Community Fair.
- ECD's Peer Facilitator Committee strives to provide employees with a means to recognize, moderate and reduce stress buildup before it elevates to a critical level. These employees offer conversational support to their co-workers in times of stress and conflict. This year the committee consisting of 21 members benefitted from refresher training.
- ECD employees participate in a variety of EMD and public safety related topics, totaling more than 22,400 hours annually.
- 311 is also part of the Emergency Communications Department.
- In 2014 the MCU1 was staffed for events such as the Webster Fireman's Carnival, the Rochester Marathon, The Rochester International Airshow, a barricaded gunman, and several active shooter drills.
- Text to 9-1-1 was implemented @ ECD through Verizon Wireless, Sprint, AT&T, and T-Mobile with Sprint enabling callers to send media (photo/video) as well.
- Our Honor Guard Committee attended numerous details including the funerals for RPD Officer Daryl Pierson and PA Trooper Dickson, the 9-1-1 Coordinator's Conference, and the annual ECD Awards Ceremony.
- The City of Rochester re-Launched its Wellness Initiative for all City employees.
- ECD's Communications Response Team went out on 13 deployments for which 46 positions needed to be filled from the pool of 37 members.
- ECD's Emergency Response Plan has been updated with many thanks to RFD Chief Holtz for his input and experience developing the City's Emergency Response Plan.
- Through our All-call and public awareness efforts, there has been a push to encourage the community to register their cellular phones in the Emergency Telephone Notification System through the County's web-site: www.monroecounty.gov. In 2013, 14,371 registered their numbers bringing the total up to 32,727. As of March, 2015 the total number is 235,365.

Agency Goals for 2014

Training:

- Maintain 100 hours training per employee
- All CRT/Police Dispatchers complete Active Shooter – *ongoing initiative*
- Conduct Bullying Training
- Complete PSG/ISTT/EMD & Supervisor Training Monthly
- Continued used of FEMA Training
- Additional Customer Service Training for Operational Employees

Public Awareness:

- Improve Red-E-Fox presence
- Control expenses / less overtime
- Increase Fire Department & EMS agencies presence
- Create a tracking system ... track results for PA events and recruitment opportunities

Peer Facilitators:

- Call out procedure for Critical Incidents currently in the process of being established.
- Team Manual currently in the process of being established.
- LODD training/refresher
- Continue to assist employees with stress and conflict resolution as needed

CAD:

- Maintain all files – update as requested
- Continue working with all Committees assigned: Peer Facilitator, Public Awareness, RPD Crime Stat & RTOC Planning Committee

The National Incident Management System (NIMS):

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

Emergency Response Plan:

- Complete update of ECD Emergency response plan
- Continue working with Deputy Chief Hernandez on City emergency plan
- Hold interactive disaster drill for all ECD employees on September 15, 2014

Emergency Medical Dispatch:

- One to one remediation for any Pre-Arrival scores under 90%.
- Minimum of 95% in Pre-Arrival Instructions for 6 months consecutively
- Reaccreditation
- Launch Version 13
(should be available May 2014)
- Complete CPR renewal for 150 EMD's

Accreditation:

- Convert NYSSA to Power DMS
- CALEA & NYSSA File Preparation & Maintenance – converting proofs to electronic files
- Conduct mock assessment annually. Participate in mocks at other agencies as requested.

Wellness:

- Couch to 5K program – Wegmans Family 5K
- *Get Paid to Get Healthy Campaign*
- *Walking Challenge*
- Cooking and WSE Demo's to Unions
- *Walking Trails and Passport Campaign*
- Wellness Fair / Biometric Screening
- *Take the Stairs Campaign*

3-1-1:

- Oaisys 2nd phase (desktop recording)
- Single sign-on for all agents
- Documentation of 311 processes
- Improve CTI functionality
- Explore more training opportunities
- Self-serve mobile
- Reduce abandoned call rate
- Increase SLA
- Hire and train additional employees
- Increase efficiencies with 911 and PSA calls
- Expand 311 services to other City Dept. and County

2014 Employees of the Month

January:	Shayla Shuler
February:	Paul Dentino
March:	Damaris Rivera
April:	Katie Knorr
May:	Marycarla Hausburg
June:	Julie Luther
July:	Rob Barron
August:	Danielle Adams
September:	Sue Redding
October:	Enisa Comic
November:	Christopher Martin
December:	Amy Mills

Agency Goals for 2015

Training:

- Maintain 100 hours training per employee
- All operations employees complete Active Shooter – *ongoing initiative*
- Conduct Bullying Training
- Complete PSG/ISTT/EMD & Supervisor Training Monthly
- Continued use of FEMA Training
- Add a Master Instructor to Instructional Team.

Public Awareness:

- Get out into the community
- Improve Red-E-Fox presence
- Control expenses / less overtime
- Increase Fire Department & EMS agencies presence and in the community at large.

Peer Facilitators:

- Additional Intra-Agency CISM Training
- Continue to seek out additional training sources
- Continue to assist employees with stress and conflict resolution as needed

CAD:

- Maintain all files – update as requested
Continue working with all Committees assigned

The National Incident Management System (NIMS):

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

Emergency Response Plan:

- Update ECD Emergency Response Plan
- Hold interactive table top disaster drill for all ECD employees
- Update pictures and training slides

Emergency Medical Dispatch:

- Reaccreditation
- Complete Instructor updates

Accreditation:

- Convert NYSSA to Power DMS
- CALEA & NYSSA File Preparation & Maintenance – converting proofs to electronic files
- Conduct mock assessment annually. Participate in mocks at other agencies as requested.

Wellness:

- Continue with WSE Demos at shift meetings-4/15
- 911 Initiative-Poll the floor for ideas for 2015
- 5K – 4/26/15
- Health Fair Bio Screenings – CH/PSB/Mt Read
- Walking Challenge
- Continue Articles/Newsletters
- Find “home” for Ops floor treadmill

3-1-1:

- Oaisys 2nd phase (desktop video recording)
- Handle RCSD Administration main number
- Complete review of all KB information to maximize efficiency
- Court training and visits for all Service Representatives
- Create a web-based customer satisfaction survey

Training Report

In Service Training Team (ISTT) Topics for 2014:

- Post-Traumatic Stress Disorder Training
- Stress Management In the Comm Center
- Active Shooter Awareness and Intermediate Seminars
- NYS Certified Instructor Development Training
- Munis Financial Software Training
- Annual Employee Assessment Training
- APCO Fire Service Communications
- APCO Public Safety Telecommunicator Training
- Assertive Call Taking and Dispatch Seminars
- Bullying In the Comm Center Training
- Telecommunicator Emergency Response Team Training
- Listening Skills Training
- TTY/TDD Training (Bi-annually)

Public Safety Group (PSG) Topics for 2014:

January	Media Relations
February	PTSD In Veterans
March	Next Gen 911 PSAP (Next Generation)
April	Domestic Violence
May	Team Building
June	Handling an MCI at the Comm Center
July	Child, Elderly and Intox Callers
August	Compassion Fatigue
September	Unusual Occurrences
October	Suicide Intervention
November	Boating Incidents
December	Us Vs. Them Mentality

Supervisor Training:

Emergency Response Plan Training
Code Red Software Training (ETNS)
Annual Employee Assessment – Rater Training

New Procedures Issued in 2014:

None; policies and procedures were revised and consolidated in 2014 to continue reducing the overall number.

Conferences, Workshops and Seminars:

- Active Shooter Awareness – HSMi
- Active Shooter Intermediate – HSMi
- CISD Training
- Crystal Reports 2008
- Deccan Training
- Leadership Rochester 2014
- Leadership Skills for Supervisors
- MCC Instructor Development Course
- NYS Academy – LODD Training
- NYS Paramedic Recertification
- Peer Facilitator “Peer to Peer” Training
- Pipeline Emergencies Seminar
- Preparing for Line of Duty Death (LODD) Training
- RG&E Electrical & Natural Gas Safety Training
- STEP Conference EMS Training
- WebEOC Training

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

Numerous online training classes were taken this year, including:
Weapons of Mass Destruction Awareness Training
Diversity Awareness IS-20.14
Workplace Violence Training IS-106.14
EEO Supervisor Course IS-19.14

Ride-Alongs:

119 with Police, Fire and EMS

"Ride-along" means to be an official passenger in a public safety vehicle, accompanying police, fire or ambulance personnel during part of a normal tour of duty. The primary purpose of a ride-along is to provide important insight for the employee to see firsthand what happens on the other end of the radio. Participants complete an evaluation form at the conclusion of the ride-along to aid the department in monitoring the program's effectiveness. The ride-along program fosters a better understanding of the symbiosis between 9-1-1 and the agencies for which we dispatch.

PSG Topics for 2015:

January	Call taking 101/Basic Radio/Difficult callers
February	Vicarious trauma & your mental health
March	Haz-mat & Fire Dispatching
April	Active Listening
May	Wireless phones & Water rescues
June	Compassion Fatigue & Burnout
July	Leadership being the best
August	Amber Alerts & Missing children
September	Officer involved and Pursuits
October	Courtroom procedures & employee rights
November	Juvenile crimes
December	Active Shooter

Computer Aided Dispatch System (CAD)

CAD Related Updates:	# of Updates:
Internal Directives Issued	16
SPR's Completed	812
ANI/ALI Discrepancies	211
New Streets Added to CAD	322
Run Card Updates	(EMS) Nearly Every Agency (FIRE) Nearly Every Agency



July 4, 2014. View from the Ford Street Bridge. Photo by S. Fischer.

Public Awareness Report

OUR MISSION

The 9-1-1 Public Awareness Team is a dedicated group of employees who strive to educate the citizens of Monroe County on the proper use of the 9-1-1 system. The goal of this program is to increase the community's understanding of the activities and roles of this agency and increase the public confidence.

Public awareness and education about the 9-1-1 system is essential to a successful operation. The ECD accomplishes this through the activities of its Public Awareness Committee. The 32 member committee is responsible for presentations at schools and community events along with tours of the 9-1-1 Center. The distribution of educational material such as pamphlets and activity books on the proper use of 9-1-1 has been well received.

In 2014 we attended many programs that reached several thousand citizens. Our attendance at these events continues to be a means of creating a large contact base for other organizations and community groups. Of the places we went, including many fire/EMS open houses, some of the other places to which we were invited include Red Wings games and the MCC Career Fair.

Public Awareness Stats

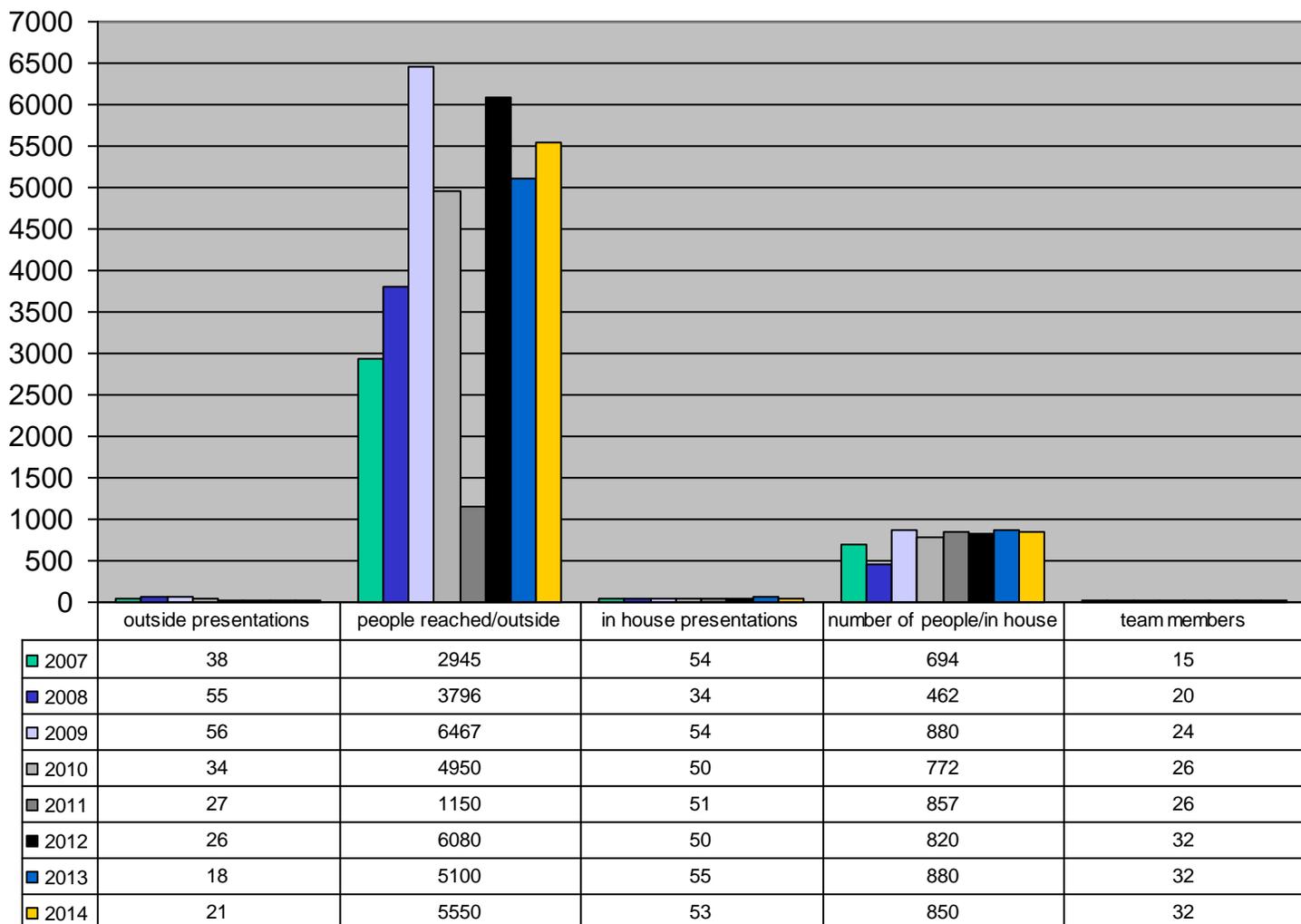




Photo from the Red Fox Facebook page.

RED E. FOX:

In 2008, 9-1-1 welcomed Red E. Fox as our new official public awareness mascot. In 2014, Red was busy with his public awareness duties. Every year hundreds of thousands of calls are received at 9-1-1 Centers across the country and many of these callers are young children, some of whom may be frightened and alone. Unfortunately, they are also unfamiliar with what to do & say once they have reached the 9-1-1 dispatch center. Red E. Fox aims to educate primary grade school children in our local area on when to call 9-1-1, how to call 9-1-1, and what to say when calling. He has traveled to many public awareness functions and public events to get the word out to children. He has become so popular we have purchased a second costume to use when we have multiple requests. He also has a Facebook page which explains his mission, shares photos and updates, and offers ways to contact him for invitations to other events. Events he has been to include Rochester Red Wings and Rhinos games, various Fire Department Open Houses, and the Lilac Festival Parade to name a few.

We also have a talking Red E. Fox robot which has been very well received.

Recruitment

The City of Rochester and its' Emergency Communications Department are an Equal Opportunity Employer. Members of this Recruitment Team are offered opportunities to participate in community events and initiatives for the primary purpose of recruiting community members to pursue a career in public safety communications. Our mission includes maintaining appropriate staffing levels to meet the demands of the communities we serve. In order to achieve our mission and goals, we must review them annually with an eye for staffing levels, and to ensure our minority hiring and processes reflect the population demographics of the City of Rochester and County of Monroe in our staff continuously. Recruitment efforts shall be tailored for the coming year based on this review and analysis of our results for the previous year.

CAREER PATHWAYS TO PUBLIC SAFETY (CPPS)

The ECD is a co-sponsor of this unique recruitment opportunity forged by the City Council of the City of Rochester with the Rochester City School District (RCSD).

The Plan: Students in City High Schools are offered an opportunity to explore and investigate public safety employment opportunities during the school year, during their regular school day. They are transported to a central location within the City where during their junior year, they are given a split curriculum that offers awareness pieces and more in-depth knowledge of the principal players; Police, Fire, EMS and Emergency Communications (9-1-1). They select which pathway they would like to pursue at the end of the junior year. During their senior year, they are given instruction from specialty instructors in their chosen discipline in addition to learning how to take Civil Service Exams and how to prepare for an employment interview.

Recruiters from RCSD are joined by members of the Recruitment Team at ECD when they go from school to school meeting students, emphasizing the benefits of City employment and specifically in Emergency Communications and encouraging them to participate in this valuable program.

Currently, the ECD augments the training team at the CPPS program with Instructional personnel from the ECD during these programs giving the students nearly continuous opportunity to learn about what City employment has to offer and specifically why the ECD is the place they want to pursue their career in public safety.

ECD Recruitment takes place at every event we attend where High School students through Senior Citizens are present in addition to specifically recruiting. Some of those specific events are:

- RCSD Career Pathways to Public Safety – Emergency Communications
- College at Brockport – Jobs and Internship Fair
- Monroe Community College – Career Fair
- Veterans Outreach – Career Fair
- City of Rochester – Faith Based Recruitment

Recruiters are present distributing employment brochures, job specifications and applications for employment while discussing career opportunities and encouraging attendees to participate in our Civil Service test process.

RESULTS OF RECRUITING IN THE COMMUNITY 2014

- The team met with hundreds of prospective candidates at the events listed.
- We hosted our first ever Career Pathways to Public Safety (CPPS) specific Civil Service Exam.

ANALYSIS

- Hired from our first graduating class from CPPS. 75% of those taking the exam passed. 75% of the class hired on 1/5/15 are minorities living in the City of Rochester.
- In light of the success in terms of numbers participating in our exam process, we find that our recruitment efforts have been successful in bringing members of the community to apply and participate.
- In 2015, we will continue to recruit at community events.
- We will continually assess our process and ensure our recruitment personnel are in tune with applying, EEOC requirements and how to become a City of Rochester employee at the ECD.



IF YOU SEE SOMEONE YOU KNOW WHO WORKS AT 9-1-1, TAKE A MINUTE TO THANK THEM FOR THE HARD WORK THEY DO EVERY DAY SERVING THE CITIZENS OF MONROE COUNTY.

**NATIONAL TELECOMMUNICATORS WEEK
APRIL 12 - 18, 2015**

The National Incident Management System (NIMS)

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

Western Region Emergency Management Assistance Team (EMAT)

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

Emergency Response Plan

A review was conducted for all ECD employees in 2014. The response plan was also updated and distributed to all appropriate agencies. All new employees received classroom training in the Plan and a tour of the backup facility and alternate backup facility.

Telecommunicator Emergency Response Taskforce (TERT)/ECD Communications Response Team (CRT)

In the aftermath of man-made and natural disasters that devastated many areas of our country, public safety communications centers have faced tremendous challenges. One of the greatest challenges was maintaining adequate staffing levels of the communications centers. To address this problem and expand on some individual state initiatives in place, APCO International and NENA have joined hands to create the NJTI (National Joint TERT Initiative) and develop more widely the Telecommunicator Emergency Response Taskforce (TERT). TERT involves a comprehensive program that includes assistance to individual states in developing programs that would lead to the establishment of predetermined and selected trained teams of individuals who can be mobilized quickly and deployed to assist communications centers during disasters.

The ECD Communications Response Team (CRT), which has been in existence since 2008, is made up of ECD employees whose members respond locally whenever MCU-1, the mobile communications unit, responds on a callout where telecommunicators and/or dispatchers may be needed. It can be for large, involved jobs like a 3rd alarm fire or a barricaded gunman, or for large events like the PGA Championship at Oak Hill Country Club. The CRT was deployed 13 times in 2014. 5 Members of the CRT attended team leader training in 2014. 4 CRT Team Leaders are now credentialed COML's (All Hazards Communications Unit Leaders).

Medical Emergency Response Team (MERT)

The ECD is a 24 hour/7 day a week operation consisting of 198 employees and medical emergencies do occur without warning. The ECD MERT is available to deal with these emergencies. Equipped with a trauma bag, oxygen, spinal immobilization equipment and an Automatic External Defibrillator (AED);

they respond whenever emergencies occur. The Team is also available to assist employees with routine items such as blood pressure monitoring and supplying band-aids for everyday scrapes and cuts.

Peer Support Facilitator Program

OUR MISSION:

The Peer Support Facilitator Program strives to provide employees with a means to recognize, moderate, and reduce stress buildup before it elevates to a critical level.

OUR SCOPE:

Peer Facilitators offer conversational support to employees in times of stress and conflict. Where needed, Facilitators may refer an employee to the EAP program for professional help.

Accreditation Report

CALEA (Commission on Accreditation for Law Enforcement Agencies, Inc.):

Our CALEA Accreditation is valid for a three-year period which formally commenced in November 1998 at our initial award presentation. The CALEA Accreditation Program consists of 212 standards. We must file a Letter of Continued Compliance with these standards to CALEA annually. The files are updated with proofs of compliance each year.

NYSSA (New York State Sheriffs' Association):

Our NYSSA Accreditation is valid for a five-year period which formally commenced in June 2006 at our initial award presentation. The NYSSA (PSAP) Accreditation Program consists of 70 standards. We must file a Letter of Continued Compliance with these standards to NYSSA annually. The files are updated with proofs of compliance each year.

Citizen Surveys:

1,200 Mailed
336 Returned (23%)
0 Follow up calls requested

Average Ratings (highest possible of 4):

Q1 - How prompt was the call answered: 3.7
Q2 - Attitude/Helpfulness of the call taker: 3.8
Q3 - Knowledge of the call taker: 3.8
Q4 - Courtesy of the call taker: 3.8
Q5 - Overall satisfaction with the call taker: 3.8

In 2014 we assisted RPD with NYSLEAP, MCSO with CALEA and helped RIT, U of R, and MCC with their law enforcement accreditation programs.



Quality Improvement Unit (QIU)

Projects and Committees QIU is involved with:

Medical Dispatch Review Committee	CAD Committee
ECD Peer Facilitators	Medical Emergency Response Team
RMEE QA Committee	IAED Police Curriculum Board

Professional Development Conferences attended by QIU:

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

Special Events:

- Emergency Medical Dispatchers delivered 14 babies.
- Emergency Medical Dispatchers had 13 confirmed CPR/choking saves.
- Emergency Medical Dispatchers had 1 confirmed choking save.

EMD Training:

The QIU staff certified/recertified all employees that required it in Emergency Medical Dispatch, which is a continual process. The also created monthly Continuing Dispatch Education tests which are taken by all ECD employees. Each EMD is required to complete 24 hours of continuing dispatch education credit every two years.

Monthly training:

EMD CDE Training in 2014

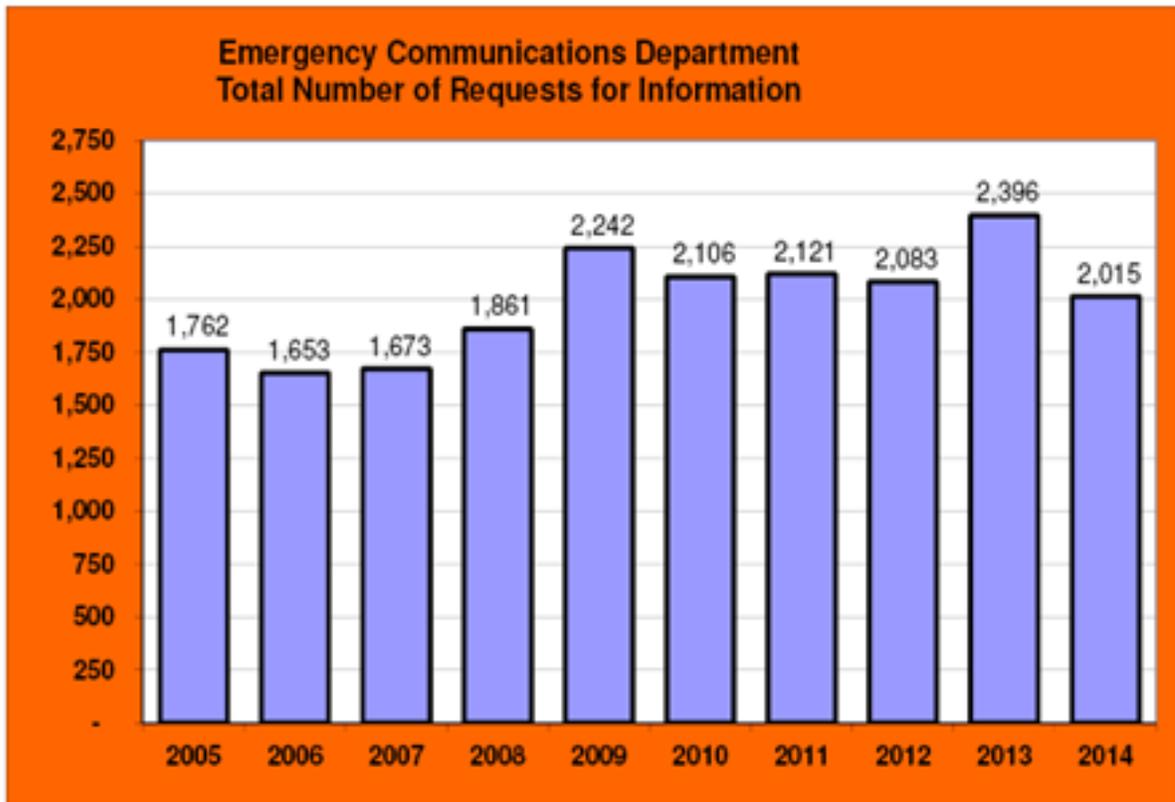
- | | |
|-------------|--|
| • January | DeLuca's Law Review |
| • February | Pre-Arrival Instructions |
| • March | "Are You Alert?" |
| • April | Cyanokits and Narcotic Overdoses |
| • May | Breathing and Chest Compressions |
| • June | Summer Events Proper Coding |
| • September | EMD Back to Basics |
| • October | Quick Reference Instructions |
| • November | Ebola – Updates and Review |
| • December | "If they don't yes, you must compress" |

In addition to the training of in-house employees in EMD, the QIU staff also trained various outside agencies and dispatch centers here at ECD.

CPR Training:

As an AHA Training Center we issued 1,770 CPR cards for agencies and ECD personnel. We created a 13 page Quick Reference document which was used in the most recent class training. 2 new AHA instructors were trained who are teaching in the city school classrooms. We also oversee classes for the City of Rochester, MCSO, Monroe County Library System, Monroe County Zoo, Probation, and the Rochester City School District.

Research Activity Report



Wellness Team Report

Mission

The Wellness Team works to promote organizational and individual wellness among employees of the City of Rochester and their families through education, prevention, and easy access to health and wellness resources.

Scope

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

Tasks

- Provide a variety of annual wellness events that educate and engage employees and their families;
- Create a working environment that supports a healthful lifestyle;
- Garner leadership support for wellness initiatives;
- Document, collect, and analyze a variety of data to measure success of wellness programs.

Success Measures

- Decreased on-the-job injuries.
- Decreased percentage of employee sick days used.
- Increased awareness and participation in wellness activities.
- Improved results of Wellness Survey.
- Improved results year-over-year on employee Health Risk Assessment (HRA).
- Improved score year-over-year on the Wellness Council of America (WELCOA) Well Workplace Audit.
- To culminate in receiving WELCOA's prestigious Well Workplace Award.

Key Milestones-2014

- 9-1-1 initiative – *New Year, New You* – 12 participants
- 5K – 150 employees citywide (6 from 9-1-1)
- Annual Wellness Fair which included free biometric screenings this year -125 City employees participated (CH & PSB)
- Annual Get Paid to Get Healthy campaign to promote Wellstyle Rewards.
- Walking Challenge with 391 City employees registered.
- ECD got a new elliptical machine in our workout room.
- In an effort to be healthier while on the job, ECD also got a treadmill and stationary bicycle for the Primary Operations floor in 2014.

Glossary

AHA: American Heart Association

All-call: An automated phone notification system that will quickly call individuals with a recorded message in the event of a local emergency.

ANI/ALI: Automatic Number Identifier / Automatic Location Identifier: Numbers in the CAD system telling Telecommunicators from where a complainant is calling.

APCO: Association of Public-Safety Communications Officials

DHRM: Department of Human Resource Management: the City's human resource department handling all employee hiring/benefit issues.

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

CALEA: Commission on Accreditation for Law Enforcement Agencies

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

CISM: Critical Incident Stress Management: An adaptive, short-term psychological helping-process that focuses solely on an immediate and identifiable problem.

CPPS: Career Pathways to Public Safety: A cooperative educational program at the Rochester City School District (RCSD).

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

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

ECD: The Emergency Communications Department

eJusticeNY Integrated justice Portal: Secure network of computers used statewide by law enforcement agencies.

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

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

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

HSMi: Homeland Security Management Institute (Monroe Community College): A resource for communities and their first responders for the national agenda of homeland security.

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

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

LODD: Line of Duty Death: A specialized program allowing ECD employees to confidentially express their wishes in the event they cannot speak for themselves. Individual employee's information are kept in a secure file.

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

MCU: Mobile Communications Unit: A vehicle designed to provide a variety of communications services and equipment in the field and at special events.

MERT: Medical Emergency Response Team: An internal team of 9-1-1 employees trained to deal with medical emergencies that may occur at the Emergency Communications Department.

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

MoRIS: Monroe County's Criminal Records System

IAED: International Academy of Emergency Dispatch: Organization that developed and oversees the EMD program for clients internationally.

NCMEC: National Center for Missing & Exploited Children

NENA: National Emergency Number Association

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

NYSSA: New York State Sheriffs' Association: A not-for-profit corporation, formed in 1934, for the purpose of assisting Sheriffs in the efficient and effective delivery of Sheriffs' services to the public.

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

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

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

RMS: Record Management System

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

STEP: Society for Total Emergency Programs: Regional group that supports improvements in EMS.

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

VOX: The voice activated recording of actual calls or dispatches that are randomly reviewed for quality assurance.

20th Annual Awards Ceremony



Employee Recognition Awards
Perfect Attendance
and Special Service Awards
will be presented



Thursday April 16, 2015
at 14:00 hours

Please join us for a Punch & Cookie Reception
at the



Emergency Communications Department
321 West Main Street Rochester

