

City of Rochester • County of Monroe



Emergency Communications Department 2020 Annual Report

THIS REPORT IS PROVIDED BY:

Michael J. Cerretto, Director

911



DISPATCHER

BE CALM

VOICE

**IN THE FACE OF
DARKNESS**

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A MESSAGE FROM THE DIRECTOR

2020 will go down in history as a year filled with many challenges, a fact that should not be overshadowed by the many losses our community, State, and Country have suffered. As our Country reeled from COVID-19, most employees across the county were able to work from the relative safety of their home. This was not an option for our 311 and 911 staff. Our employees continued to come to work to support our community and our user agencies. Rather than allowing this pandemic to define us, ECD staff accepted every challenge sent their way, persevered and overcame each one. In the early stages of the pandemic, ECD immediately instituted many health and safety guidelines. This included separating staff at our main facility and our back up facility to reduce any possible exposure. In addition, while most departments put their hiring on hold, ECD instituted a virtual academy for our new employees.



We were forced to evaluate how business was conducted and adjust our policies and procedures to ensure that we were able to continue to provide the level of service that our community counts on to provide Police, Fire and EMS resources when needed. The key areas of focus for ECD this past year centered on the safety of our employees, the needs of our community and first responder safety. In doing so, ECD has remained dedicated to our mission of serving as the lifeline between our community and emergency services. I cannot adequately express my appreciation for all the members of our ECD family. Your hard work and dedication does not go unnoticed. Thank you.

I am pleased to present our 2020 Annual Report.

Michael J. Cerretto

Director | Emergency Communication Department -911

ABOUT THE EMERGENCY COMMUNICATIONS DEPARTMENT

Mission

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.

Values

We take **PRIDE** in our work:

Professionalism, Respect, Integrity, Development, and Excellence.





An Introduction

The Emergency Communications Department (ECD) serves as the consolidated Public Safety Answering Point (PSAP) for the Rochester-Monroe County, New York area. We serve 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.”

The ECD provides dispatching services for 68 agencies: 16 Police Departments, 34 Fire Departments, and 18 Emergency Medical Services (EMS) Agencies. In 2020 the ECD received 1,056,604 calls and processed 1,219,615 CAD events for these agencies.

The ECD is rather unique in its composition within government. 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 an authorized staff of 195 employees, where 187 are 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 five months for Telecommunicators and seven months for Dispatchers before being allowed to perform on their own. There are 22 positions at the 3-1-1 Center.



Working Together

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

- Monroe County Law Enforcement Council and Law Enforcement Training Committee
- Monroe County Fire and EMS Advisory Boards
- Monroe County Local Emergency Planning Committee
- Monroe County Steering Committee for the National Incident Management System (NIMS)
- Monroe County Fire/EMS Communications Board
- Monroe County 911 Operating Practices Board
- Monroe County Fire Chief's Association
- Monroe County Domestic Violence Consortium
- ECD/RPD Committee
- Monroe County First, Second, Third, Fourth and Fifth Fire Service Battalions
- New York State 9-1-1 Coordinators Association
- Law Enforcement Training Directors Association of New York State
- NENA, National Emergency Number Association
- Monroe County Office of Mental Health, Emergency Services Committee

GOALS FOR 2021

Communications Response Team

- Add members to CRT;
- CRT Member training DHS COML & New CAD on MCU-1;
- Cross training on various agency's Command Units
- Meet and train with local law enforcement and participate in school lockdown drills.

Emergency Medical Dispatch

- Assist in rewriting ECD EMD policies;
- Transition to new EMD version 14 once released from NAED;
- EMD Center of Excellence Reaccreditation;
- Bring the Supervisors into the EMD QA process with their new certification.

Honor Guard

- Continue to train and improve their skills;
- Continue to build strong relationships with other agencies.

Law Enforcement Accreditation

- NYSSA File Preparation & Maintenance in anticipation of reaccreditation;
- Have CALEA Managers assist other agencies with their mock assessments: CALEA/NYSSA.



Computer Aided Dispatch Team

- Create COR CAD Project Manager position to oversee future CAD.

Peer Facilitator Team

- Continue to assist employees with stress reduction and conflict resolution;
- Provide additional training opportunities for members.
- Partner with ERC to provide rewards for select employees.

GOALS FOR 2021

Public Awareness

- Take the 911 message one step further and inform the community why their info to 911 is critical when making that emergency call;
- Continue community outreach and upload details and pictures to ECD's Facebook;
- Include the 911 recruitment and public awareness messages at all public events.

Training Division

- Maintain ECD recruitment level interest from start to finish; from taking and passing the civil service exam to a successful interview and hiring.
- Work towards additional progress revising the current civil service exam for TCC & PSD1 titles;
- Participate in recruitment analysis for TCC & PSD1 titles;
- Work on updating policies & procedures;
- Create new Operations database;
- Add additional training for Supervisors.

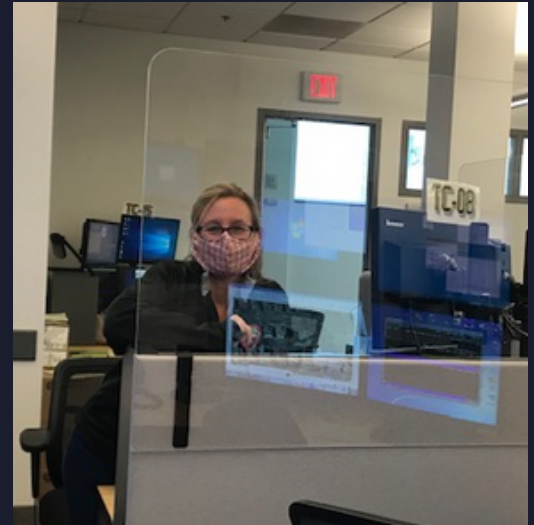
Wellness

- Continue distributing Wellness information to employees as it becomes available.

3-1-1

- Create an online form for citizen requests & responses through Verint system;
- Create 311 & COR Department dashboards;
- Revise classifications;
- Pilot real-time information for missed pickup requests with DES;
- Provide customer service training to staff.

COVID-19 RESPONSE



Splitting of Facilities

In order to maintain safe work environments during the Covid-19 Pandemic, our staff had to be split between two facilities. This decision was made during a time when there were many uncertainties and unknowns including when our staff would be able to return to our main facility. All of our employees adjusted to the new work requirements and performed admirably, even during civil unrest.

EMPLOYEE RECOGNITION & AWARDS

Police Dispatcher of the Year:

Wendy Youmans

TCC of the Year:

Danielle Adams

Fire Dispatcher of the Year:

Mike Lonville

Supervisor of the Year:

Stacy Allen

Special Service Award:

Dr. Jeremy Cushman

Bonnie Migliore Memorial Award:

Katharine Knorr

TRAINING REPORT 2020



Overview of Training Topics

- Address Verification & Timely Call Entry
- AHA Heartcode BLS Course
- A Proactive Approach to First Responder Mental Health
- APCO Fire Service Communications
- APCO Public Safety Telecommunicator 7th Edition
- CALEA Familiarization Training
- City of Rochester Implicit Bias Training
- Critical Incident Stress Management & Burnout
- Combating Sexual Harassment in the Workplace
- COVID_19: What You Need to Know NY
- Diving-Down Incidents
- eJustice NY Integrated Portal Certification
- FEMA- An Introduction to National Incident Management System IS-100
- FEMA-Basic Incident Command System for Initial Response IS-200
- FEMA-EEO Supervisor Course 2020 IS-00019.20
- FEMA- NIMS Incident Management System IS-700
- FEMA IS-106 Workplace Violence Awareness
- Gas Leaks, Smoke and Odors
- Haz-Com (GHS) Training
- Hostage Incidents
- Kevin Mitnick Security Awareness Training
- NCMEC Checklist Review
- Open Water Incidents
- Promotions Without Degrees
- Rater Training 2020
- The Health Of a Telecommunicator
- The Resilient Telecommunicator
- TTY/TDD Refresher Training
- Vesta Analytics & 911 Admin Training

EMD Training

- ACLS Provider
- Common Deductions and how to avoid them!
- Emergency Medical Dispatch Class
- EMD Dynamic Duo
- EMD Illuminations- Typhoid Fever
- EMD-Q Supervisors
- EMD Standards: What Do They Mean
- ProQa
- Protocol 23/Poison Control Notifications



Public Safety Group

- Callers with Disabilities
- Critical Incident Stress
- Critical Thinking Stress
- Customer Service
- Do I Have to Change?
- Critical Incident Stress
- If They Are The Problem Why
- Interagency Relationships
- Leadership & Ethics
- Management & Burnout
- Management Is NOT The Problem
- Mentally Ill Callers
- Workplace Diversity

TRAINING REPORT



At the start of the Pandemic, many agencies across the county put a pause on hiring. ECD was committed to continuing the hiring process and focused on adding to the staffing levels to better serve the community. In March of 2020, the first virtual academy was held with a class of 7 new employees. This showcased the training divisions ability to adapt and adjust during difficult times. ECD's main goals were to avoid any hiring delays while keeping employees safe.

Procedure review and updates issued in 2020

Policies and procedures were reviewed, revised and consolidated in 2020 to continue reducing the overall number and making them more user friendly.

Ride-a-longs: Police, Fire & EMS

"Ride-a-long" is an official passenger in a public safety vehicle accompanying police, fire or ambulance personnel during their normal tour of duty. The primary purpose of a ride-a-long is to provide important insight for our employee to see first-hand what happens at the other end of the radio. Participants complete an evaluation form at the conclusion of the ride-a-long to aid the department in monitoring the program effectiveness. The ride-a-long program fosters a better understanding of the symbiosis between 911 and the agencies we dispatch.

PROMOTIONS



Amy L. Mills
Deputy Director of
Administration



Philip G. Coffey
911 Shift Supervisor



Earl L. Cutlip
Dispatcher II



Jaclyn Finn
Dispatcher I



Leanne M. Cellura
Dispatcher I



RETIREMENTS



Marjorie Clemson



Stephen Cusenz



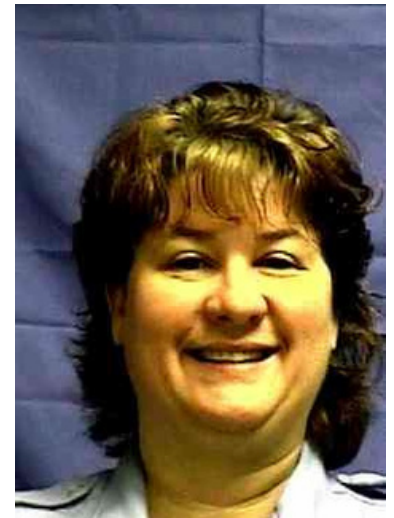
Carol Hollins



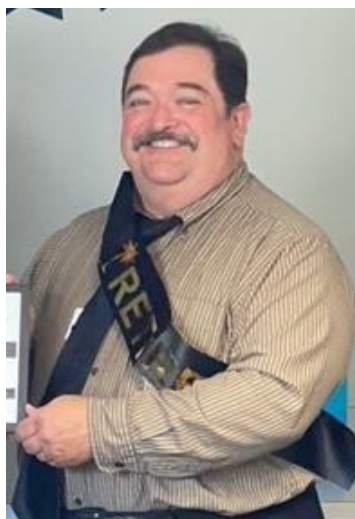
Albert Klopff



Robert Mcelligott



Michelle Mcdermott



Allan Wenner





During an unprecedented time in Rochester's history in dealing with Covid-19 Pandemic, the proper access to and dissemination of correct information was critical. When there were so many unknowns and uncertainties regarding public health and safety as well as civil unrest, we relied on our 311 agents to calmly answer questions and provide our citizens with unwavering customer service.



311

ONE CALL TO CITY HALL

2020 Statistics

Total 311 calls	309,639
Calls Answered	89%
Abandoned Rate	10.2%
Average Answer Time	37 seconds
Average Talk Time (minutes/seconds)	1:48



Career Pathways to Public Safety



The Career Pathways to Public Safety program is a partnership between the Rochester City School District and the City of Rochester to foster an interest in Public Safety careers by high school juniors and seniors. In 2020, ECD hired two graduates of the CPPS program to start their careers at 911.



CPPS Success Story

No one exemplifies what it means to succeed during the pandemic more than Tyler Lopez, a recent graduate of the Career Pathways to Public Safety program. Tyler attended the program during his junior and senior years of high school. Tyler was hired by The Emergency Communication Department in 2020 and completed most of his academy class training virtually, showcasing his ability to adapt during unpredictable times. Tyler is certified as a Telecommunicator and we look forward to seeing his career unfold.

CPPS INSTRUCTORS SPOTLIGHT



I was fortunate to be a part of the CPPS program for two years teaching the seniors interested in 9-1-1 careers. My time spent instructing and mentoring these RCSD students was rewarding far beyond what I was expecting. As an RCSD graduate myself, I know just how important it is to have an instructor/teacher that is not only dedicated to your success, but also able to relate on a more personal level. It made such a difference in my career here at ECD, by being able to inspire and connect with youth interested in a career in public safety. I found a new drive to share my knowledge and experience. The program provides a diverse and motivated pool of recruits that our department wouldn't have access to otherwise. Overall, the experience of being a CPPS instructor is one that will most definitely hold influence the rest of my career.

Janet Jordan

"Be the change you wish to see in the world"
-Mahatma Gandhi



I have had the honor and pleasure of being part of this program for many years. The program provides high school students with an opportunity to learn about careers in Public Safety. Throughout the program I have developed many ongoing relationships with students interested in a career at 911 in which I keep them apprised of upcoming exams and assist them through the hiring process. There is no greater pleasure as an instructor than seeing one of my students successfully complete the program, take advantage of the opportunities the program has to offer, complete the hiring process and begin a career at 911.

Roxanne Angst

"Don't let what you cannot do interfere with what you can do."
- John Wooden



COMMUNICATIONS RESPONSE TEAM



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 at the communications centers. To address this problem and expand state initiatives, APCO International and NENA joined forces 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 states in developing programs that would lead to the establishment of predetermined trained teams of individuals who can be mobilized quickly and deployed to assist communications centers during disasters.

The ECD Communications Response Team (CRT), has been in existence since 2008. This team is made up of ECD employees whose members respond locally whenever MCU-1, the mobile communications unit, responds on a callout where 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.

Emergency Response Plan

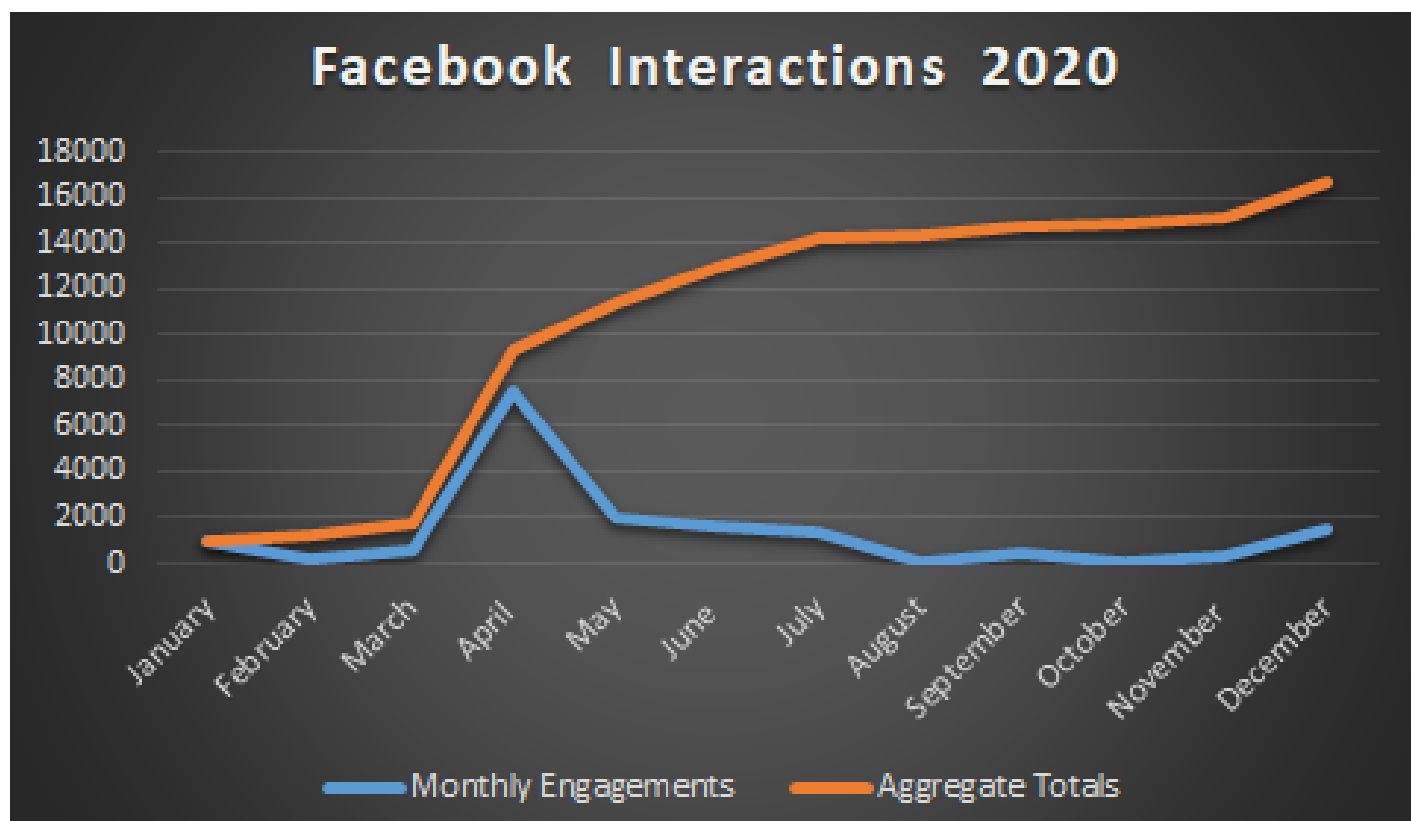
A review was conducted for all ECD employees in 2020. All new employees received classroom training in the Plan and a familiarization tour of the backup facility and alternate backup facility.

PUBLIC AWARENESS REPORT

The 911 Public Awareness Team is a dedicated group of employees who strive to educate the citizens of Monroe County on the proper use of the 911 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 911 system is essential to a successful operation. The ECD accomplishes this through the activities of its Public Awareness Committee. The committee is responsible for presentations at schools, community events and tours of the 911 Center plus the distribution of educational material such as pamphlets and activity books on the proper use of 911.

In 2020 we were forced to change our strategy for increasing public awareness. Covid forced all of us to work remotely, and ECD was no exception. In light of all these restrictions, ECD was still able to reach a fairly large audience through our online presence. Through our online platforms we were able to reach over 16,000 people in our community.



LAW ENFORCEMENT ACCREDITATION

Commission on Law Enforcement on Accreditation



ECD continues to maintain compliance with the standards set forth by the Commission. The on-site assessment in 2020 revealed the best evaluation of our center since 1998. The agency was awarded Accreditation with Excellence and Meritorious Status.



NYSSA New York State Sheriff's Association

Our NYSSA Accreditation is valid for a five-year period which formally commenced in June 2006 with our initial award. This Accreditation Program consists of 70 standards. We file a Letter of Compliance annually with the Association after our files have been updated.

ACCREDITATION TEAM



Accreditation Team during the CALEA Virtual Onsite Assessment

Zahilis Carmona, Shelby Boyd, Damaris Rivera and Danielle Miller (Left to right, Mathew Johnson not photographed)

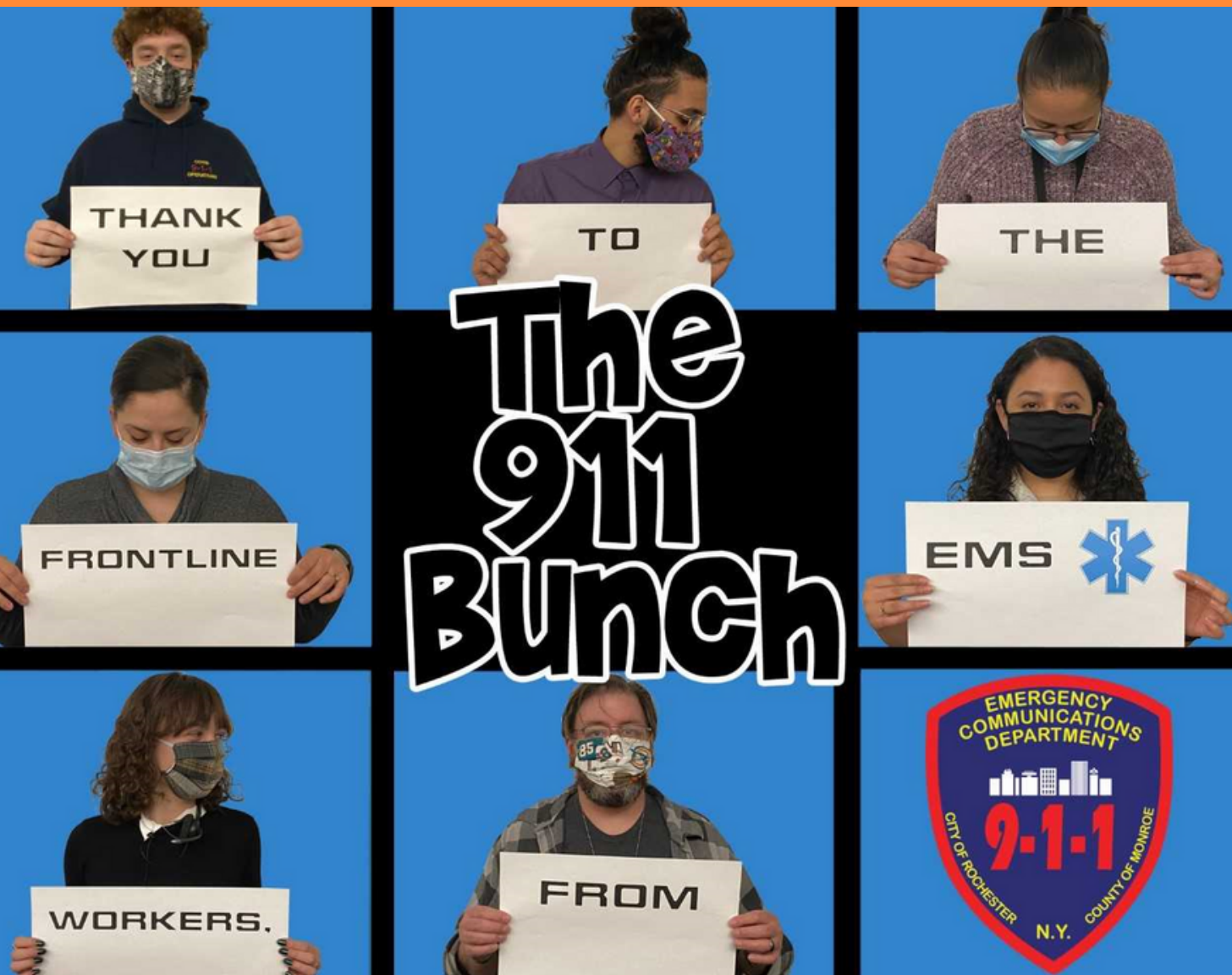
Citizen Surveys Sent to the
Community

1,200 Mailed
340 Returned (28%)
57 Returned with all 4s
0 Follow-up call requested

Average Ratings (highest possible of 4)

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

PEER FACILITATOR PROGRAM



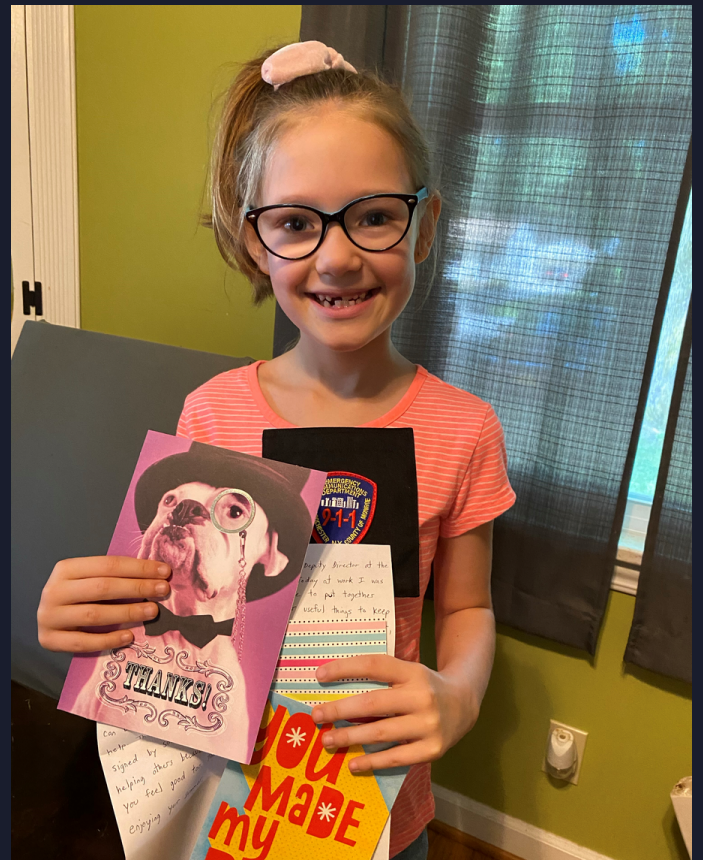
(Facebook Post in support of EMS Week)

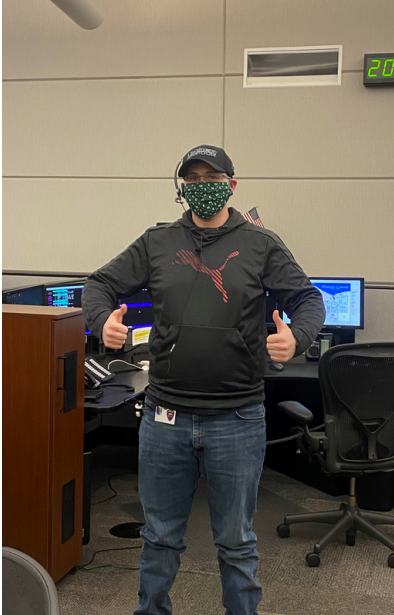
The Peer Facilitator Program strives to provide employees with a means to recognize, moderate, and reduce stress buildup before it elevates to a critical level. They do this through one-on-one meetings with employees, monthly stress-related articles and annual stress-reduction training for all employees.

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.

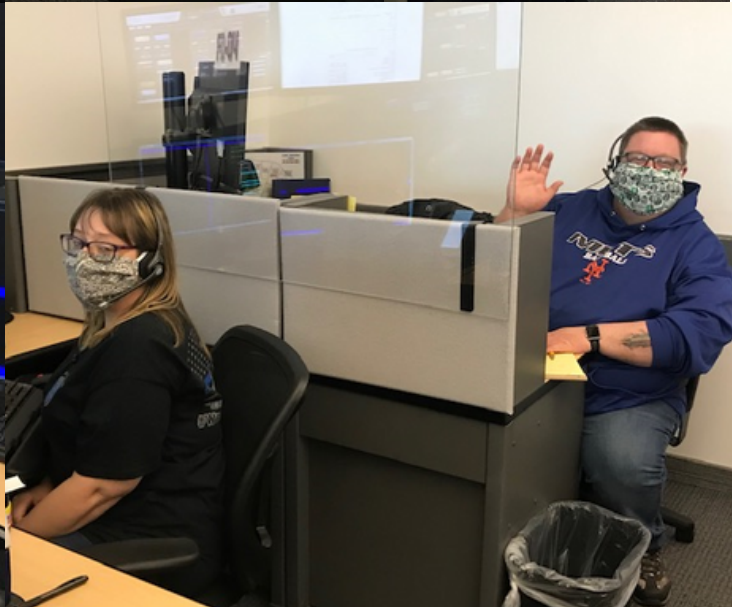
The Covid-19 Pandemic created even greater need for peer and community support. As we all had to adjust to the "new normal" of society, we relied on our coworkers and community to get us through.

Serving The Community

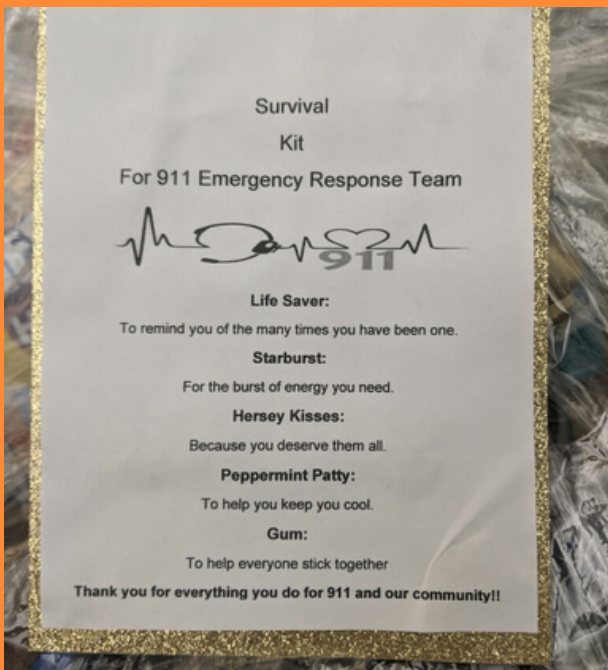




#911STRONG



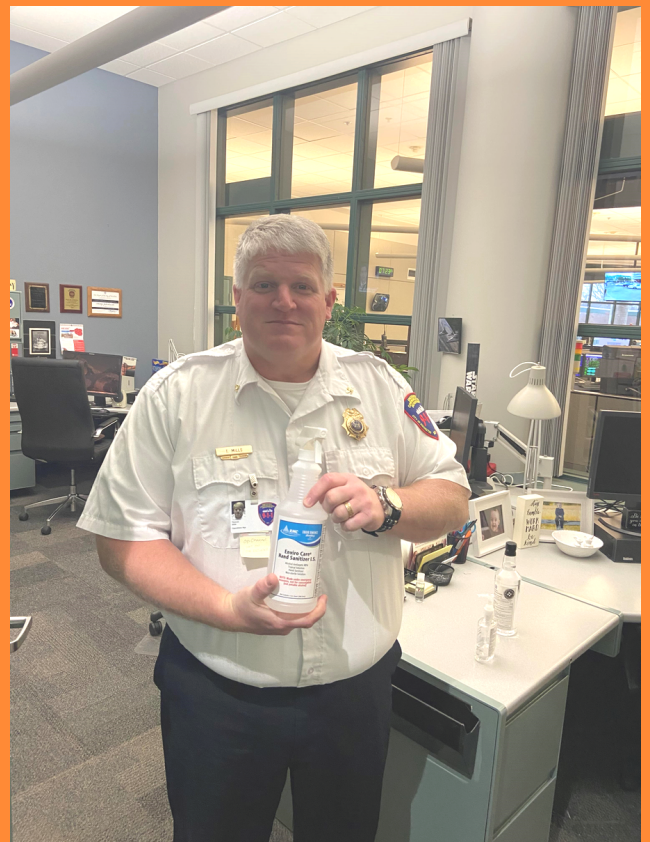
We Appreciate the Community Support!!!



#FRONTLINEWORKERS



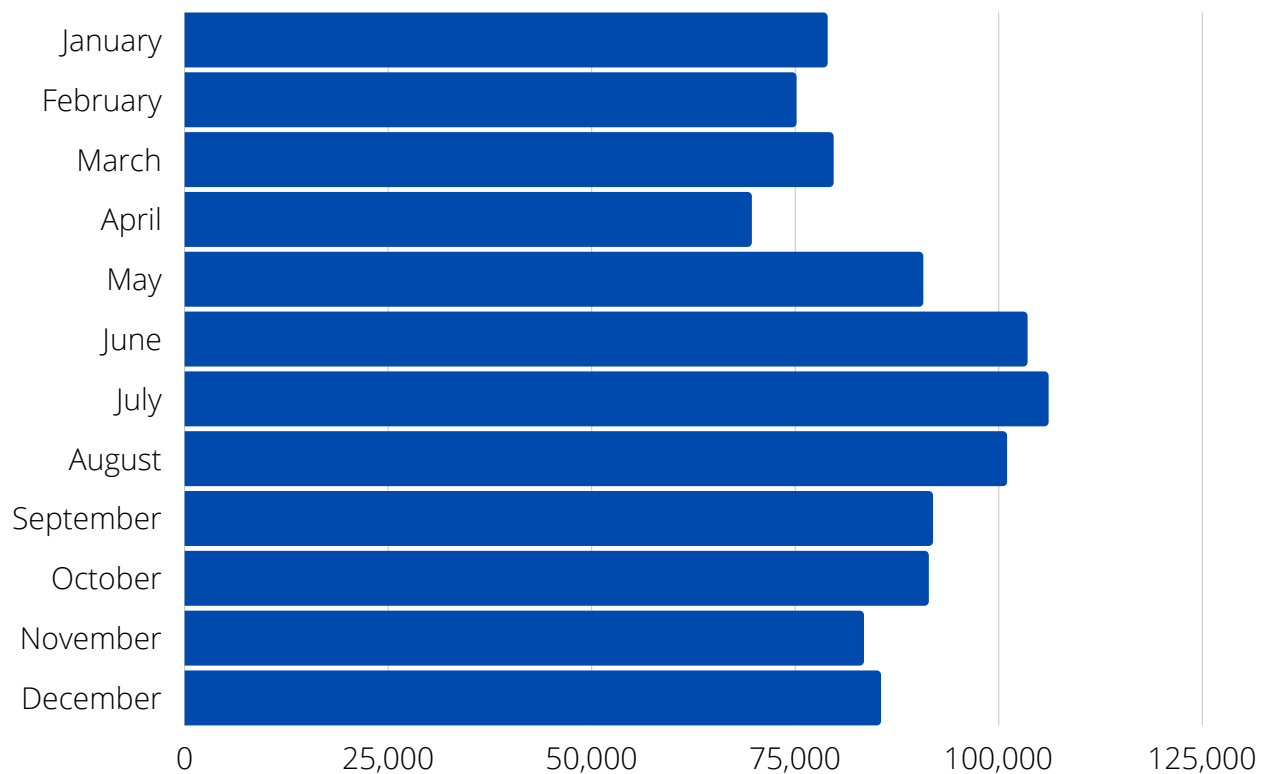
We Appreciate the Community Support!!!



#FIRSTRESPONDERS

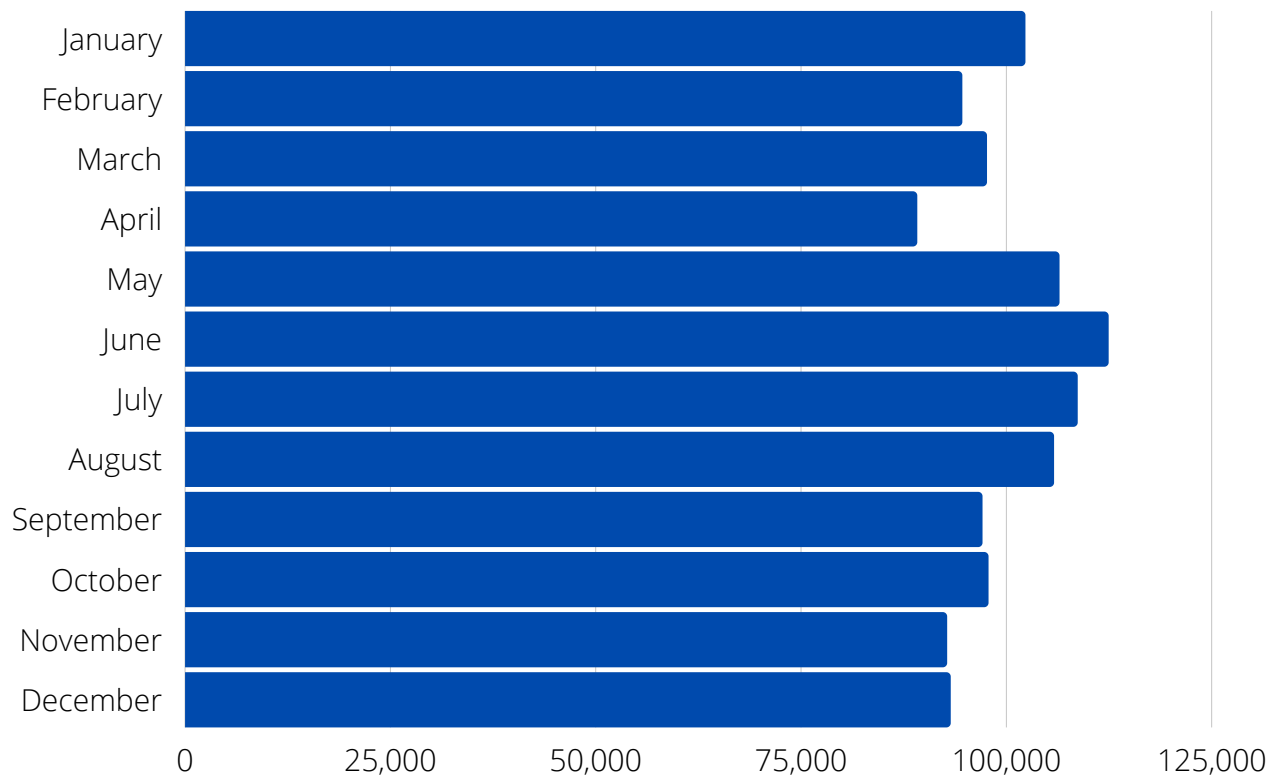


INCOMING 911 CALL STATISTICS



1,056,604
911 Calls in 2020
2.13106% increase since 2019

CAD EVENT ENTRY STATISTICS



1,197,455
CAD Events Entered in 2020
1.81697% decrease since 2019

Glossary

AHA: The American Heart Association is a non-profit organization in the United States that fosters appropriate cardiac care in an effort to reduce disability and deaths caused by cardiovascular disease and stroke.

ANI/ALI: Automatic Number Identifier/Automatic Location Identifier: Information provided by the computerized telephone system to identify for the call-takers the phone number and location from where a complainant is calling.

APCO: Association of Public-Safety Communications Officials, Inc. is the world's oldest and largest not-for-profit professional organization dedicated to the enhancement of public safety communications.

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: The Commission on Accreditation for Law Enforcement Agencies, Inc., (CALEA®) was created in 1979 as a credentialing authority to improve the delivery of public safety services.

CDE: Continuing Dispatch Education: The ongoing training programs for all employees offered by both NAED and APCO.

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

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

CTO: Communications Training Officer: Seasoned ECD employees trained to deliver training to newly hired or promoted employees.

ECD: The Emergency Communications Department

e.JusticeNY Integrated Justice Portal: (formerly NYSPIN) 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.

ETNS: Emergency Telephone Notification System (currently Hyper-Reach) is a system that allows for compliance with national alerting standards and mass notification to responders and the community of impending emergency situations.

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: responsible for the development of monthly in-service training for all employees.

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 is 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-1: 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: A 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

MRC: The Monitoring Reaction Center is located at the Greater Rochester International Airport. It houses the 911 Backup Center (now referred to as 400 Freight Building Road)

IAED: International Academy of Emergency Dispatch: An 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 the City of Rochester and all of Monroe County.

QIU: Quality Improvement Unit: the group within ECD responsible for EMD training and EMS call reviews.

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

RMS: Records Management System

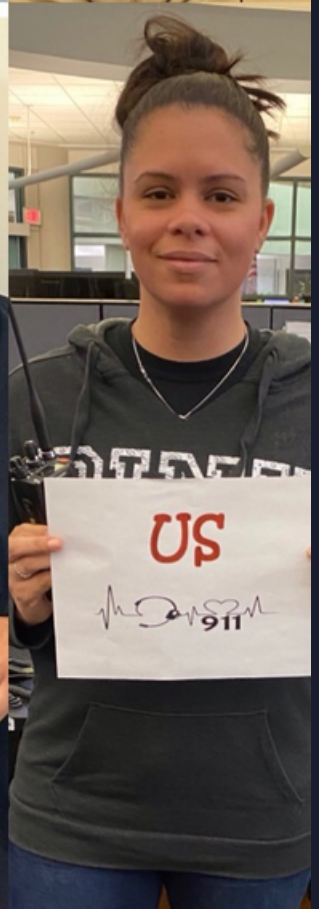
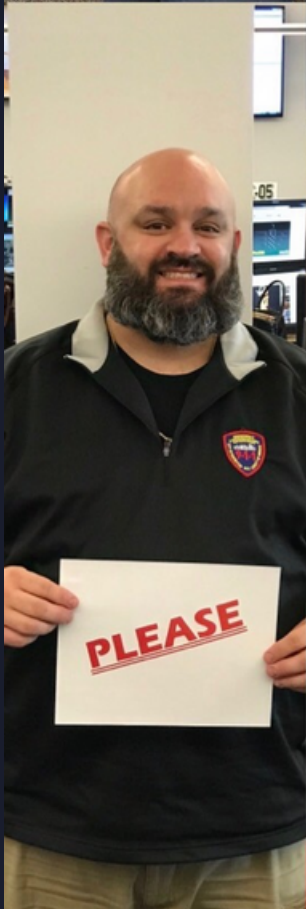
SEMO: State Emergency Management Office: The state agency responsible for dealing with disasters.

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

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

VERINT: The software used at 3-1-1 to enter information and take reports as part of the "One Call to City Hall" initiative.

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





@MONROECOUNTYNYS