Emergency Communications Department

City of Rochester - County of Monroe

2007 Annual Report

John M. Merklinger, Director

www.911rochester.com

Robert J. Duffy, Mayor
City of Rochester, NY

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 735,000. 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 16 Police Departments, 45 Fire Departments, and 32 Emergency Medical Services Agencies. In 2007 the ECD received 1,116,878 calls and processed 1,208,756 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 ten 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 178 employees, with 165 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.

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
- Monroe County Fire Advisory Board
- 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 Domestic Violence Consortium
- Monroe County Health Department Public Information Committee for Pandemic Preparation
- New York State 9-1-1 Coordinators Association, Director Merklinger serves as President
- National Emergency Number Association, Director Merklinger serves as President of the New York State Chapter
- Association of Public-Safety Communications Officials
- E9-1-1 Institute, Director Merklinger is a former member of the Board of Directors

Each year the ECD continues to make distinguished achievements. 2007 was no exception.

Thanks to the efforts of Emergency Medical Dispatchers, ECD was reaccredited as an Accredited Center of Excellence of the National Association of Emergency Medical Dispatch; an accreditation it has maintained continually since 1998.

The ECD was also reaccredited by CALEA (Commission for Accreditation of Law Enforcement Agencies).

In March, 2007 our center was recognized by the E-9-1-1 Institute as the 9-1-1 Center of the Year.
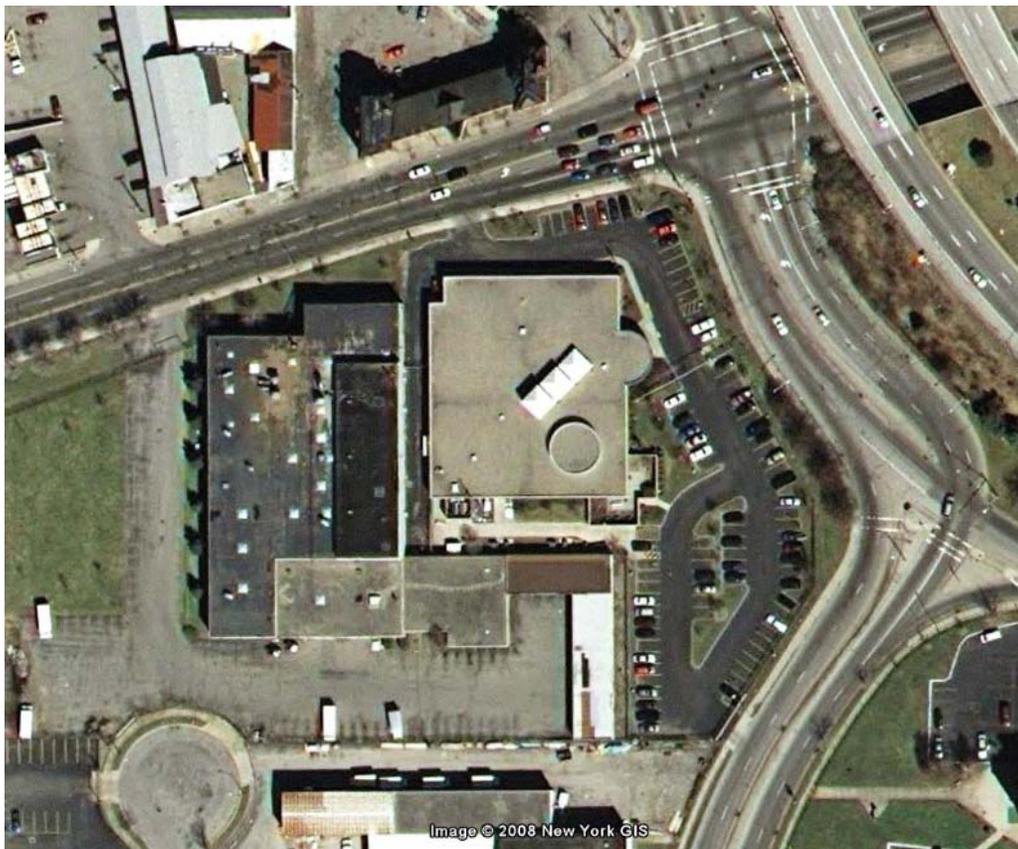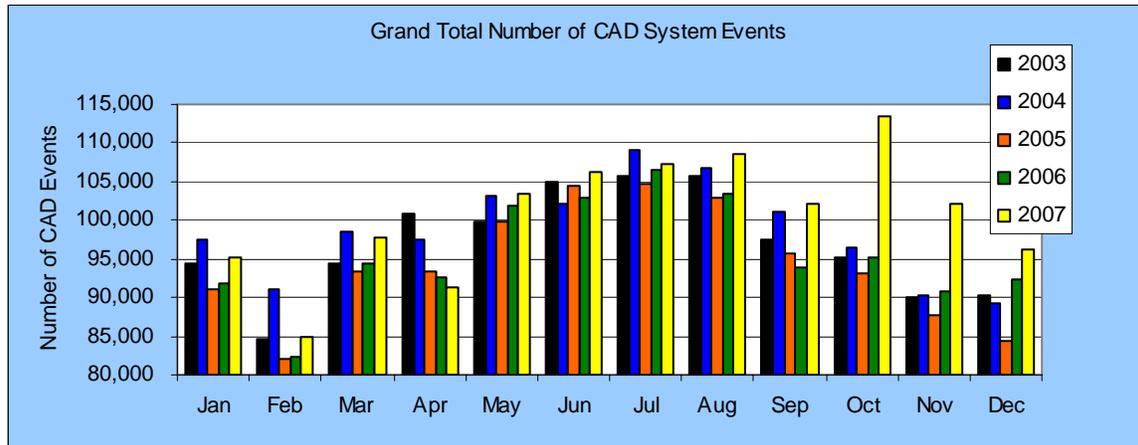

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9-1-1 Center Statistics

Grand Total Number of CAD System Events

9-1-1 Center Statistics:

Month	2003	2004	2005	2006	2007
January	94,322	97,587	91,125	91,745	95,090
February	84,585	91,052	82,137	82,243	84,885
March	94,294	98,511	93,296	94,401	97,807
April	100,877	97,404	93,311	92,577	91,402
May	99,858	103,231	99,807	101,749	103,511
June	105,010	102,172	104,513	102,823	106,308
July	105,633	109,052	104,600	106,388	107,275
August	105,760	106,725	102,988	103,444	108,640
September	97,551	101,187	95,781	93,870	102,183
October	95,190	96,517	93,180	95,115	113,470
November	89,959	90,377	87,835	90,830	102,057
December	90,190	89,277	84,441	92,309	96,128

9-1-1 Center Statistics Summary:

Year	9-1-1 Calls	CAD Events
2003	1,032,776	1,163,229
2004	1,030,031	1,183,092
2005	1,071,679	1,133,014
2006	1,206,530	1,147,494
2007	1,116,878	1,208,756

Events Processed by 9-1-1 per Agency

FIRE: CAD Events	2003	2004	2005	2006	2007
Airport Fire Department	331	355	390	411	543
Barnard Fire Department	1,012	2,372	2,491	2,433	2,478
Brighton Fire Department	2,739	2,868	2,773	2,654	2,650
Brockport Fire Department	680	800	916	932	940
Bushnells Basin Fire Department	822	659	649	621	629
Chili Fire Department	678	647	705	696	667
Churchville Fire Department	317	308	297	362	372
City Fire Department	32,924	32,593	32,397	33,177	36,119
Clifton Fire Department	142	110	174	132	164
East Rochester Fire Department	767	672	727	623	658
Egypt Fire Department	719	648	654	655	584
Fairport Fire Department	1,485	1,414	1,360	1,426	1,342
Fishers Fire Department	644	375	415	402	417
Gates Fire Department	2,481	2,286	2,165	2,240	3,022
Greece Ridge Fire Department	3,875	4,368	4,610	4,720	4,835
Hamlin Fire Department	423	441	394	398	447
Henrietta Fire Department	3,671	3,631	3,755	3,417	3,827
Hilton Fire Department	661	563	448	453	523
Honeoye Falls Fire Department	557	522	491	485	487
Kodak Fire Department	37	28	22	25	26
Lakeshore Fire Department	864	859	825	825	862
Laurelton Fire Department	682	809	691	686	707
Mendon Fire Department	263	273	290	240	271
Monroe County Fire Bureau	99	84	77	75	56
Morton Fire Department	169	172	151	168	183
Mumford Fire Department	161	159	155	147	170
North Greece Fire Department	2,688	3,121	3,293	3,160	2,961
Other Fire Departments	71	61	72	67	67
Penfield Fire Department	1,961	1,754	1,846	1,761	1,840
Pittsford Fire Department	1,843	1,435	1,475	1,506	1,475
Point Pleasant Fire Department	277	239	229	230	193
Regional Transportation Op. Center	781	4,170	5,938	5,468	6,315
Ridge Culver Fire Department	1,774	1,819	1,878	1,866	1,812
Rush Fire Department	239	234	251	217	213
Scottsville Fire Department	192	197	172	187	234
Sea Breeze Fire Department	114	114	93	114	96
Spencerport Fire Department	968	927	961	715	800
St. Paul Fire Department	1,097	877	784	769	857
United States Coast Guard	16	40	85	72	110
Union Hill Fire Department	261	273	163	132	204
Walker Fire Department	165	135	113	144	155
Webster Fire Department	1,432	1,244	1,197	1,287	1,262
West Brighton Fire Department	531	554	610	1,088	672
West Webster Fire Department	1,374	1,169	1,156	603	1,129
FIRE TOTAL	**72,987**	**76,379**	**78,338**	**77,789**	**82,831**

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

EMS: CAD Events	2003	2004	2005	2006	2007
Barnard Ambulance	1,614	0	1	0	0
Bergen Ambulance	17	26	23	18	29
Brighton Ambulance	3,541	3,570	3,786	3,892	4,043
Brockport Ambulance	1,272	1,409	1,439	1,563	1,897
Caledonia Ambulance	126	106	107	78	94
Chili Ambulance	1,753	1,741	1,805	1,752	1,844
Churchville Ambulance	333	367	416	392	441
East Rochester Ambulance	815	773	840	823	817
Gates Ambulance	3,415	3,503	3,357	3,664	3,857
Greece Ambulance	6,316	6,652	4,230	3,672	3,759
Hamlin Ambulance	490	529	478	492	539
Henrietta Ambulance	3,768	3,377	3,575	3,440	3,668
Hilton Ambulance	837	1,086	1,215	1,223	1,269
Honeoye Falls Ambulance	711	754	716	745	787
Irondequoit Ambulance	2,418	2,687	2,645	2,705	2,767
Kodak Ambulance	7	7	3	2	7
Monroe Ambulance	2,079	3,605	5,984	6,739	7,136
Northeast Quadrant	141	125	103	73	92
Other Ambulances	353	226	177	158	131
Penfield Ambulance	2,037	2,088	2,117	2,071	2,297
Perinton Ambulance	2,705	2,687	2,832	2,996	2,990
Pittsford Ambulance	1,653	1,541	1,726	1,725	1,766
Point Pleasant Ambulance	366	383	396	392	359
RIT Ambulance	313	672	616	675	676
Rural Metro Ambulance	45,594	46,085	47,252	49,677	52,356
Rush Ambulance	241	245	223	251	255
Scottsville Ambulance	295	279	296	307	318
Seabreeze Ambulance	125	113	116	151	140
Southeast Quadrant	38	67	96	92	88
Spencerport Ambulance	1,201	1,293	1,371	1,279	1,262
St. Paul Ambulance	1,094	1,086	1,137	1,043	1,045
Union Hill Ambulance	1,500	1,521	1,544	1,569	1,652
West Webster Ambulance	1,276	1,331	1,391	1,485	1,719
EMS TOTAL	88,444	89,934	92,013	95,114	100,100

POLICE: CAD Events	2003	2004	2005	2006	2007
Brighton Police Department	39,429	40,140	35,144	36,162	35,414
Brockport Police Department	7,482	13,126	12,512	11,563	13,554
East Rochester Police Department	13,615	12,225	12,387	12,028	12,281
Fairport Police Department	12,510	10,825	11,893	12,928	12,317
Gates Police Department	31,555	31,370	29,367	30,055	30,714
Greece Police Department	83,558	84,899	81,483	85,386	83,047
Irondequoit Police Department	64,390	65,145	66,461	67,575	63,168
Monroe County Probation	15,539	13,470	11,586	13,660	13,660
Monroe County Sheriff	201,832	214,197	198,162	182,319	194,850
New York State Police	14,509	15,973	14,719	18,551	31,858
Ogden Police Department	12,262	13,423	13,605	14,862	17,446
Other Police Departments	3,959	3,614	3,251	3,091	3,356
Rochester Police Department	467,702	466,437	441,501	451,463	476,996
SUNY Brockport Police	98	37	71	89	92
Webster Police Department	33,358	31,898	30,521	34,839	35,016
Total	1,001,798	1,016,779	962,663	974,571	974,571

Agency and Employee Accomplishments

- The ECD was the first PSAP in New York State to be accredited by the Commission on Accreditation of Law Enforcement Agencies (CALEA) and maintains that accreditation today.
- The first two Emergency Number Professionals (ENP) in New York State were from ECD. Currently, we have three of the six in the state.
- The ECD was the first agency in New York State to be certified as a Center of Excellence by the National Academy of Emergency Dispatch (NAED) and maintains this certification today.
- The ECD was the first PSAP in New York State to obtain college credit from the State University of New York for training provided to its employees.
- On four occasions, ECD employees have been recognized as New York State EMS Communications Specialist of the Year.
- The Association of Public-Safety Communications Officials (APCO) awarded an ECD employee the title of International Telecommunicator of the Year.
- Since initiating the emergency medical dispatching program, ECD has assisted with the birth of 92 babies. Related to this, ECD employees initiated a program of making and delivering baskets with baby items to the parents of those babies they assisted in delivering. This allows both parties to establish a connection beyond what was said on the telephone.
- The ECD serves as a training center for the American Heart Association (AHA). This involves overseeing 42 CPR Instructors at six training sites throughout the region. This resulted in the training and issuance of 633 CPR certifications in 2007.
- ECD recognizes that stress management during critical calls is important to the welfare of employees. ECD has an internal team of 24 specially trained Peer Facilitators to debrief employees after a critical call. Should further intervention be warranted, a referral to the Employee Assistance Program is made.
- The ECD Training Director is a certified APCO Instructor and two of our employees are certified NAED Emergency Medical Dispatch Instructors. As such, they provide training not only to ECD employees, but to many others from PSAPs both within and outside of New York State.
- In the past, the pre-hospital cardiac arrest save rate in Monroe County was four percent. It has since risen to sixteen percent. The pre-arrival CPR instructions provided by ECD personnel was listed by the Monroe County Emergency Medical Services Director as a major contributing factor to this significant increase in the saving of lives.
- An ECD Telecommunicator was nominated and awarded the first *TCC of The Year Award* given by NICE, the company that developed our scenario replay digital recording system.
- ECD was named the 2007 9-1-1 Center of the Year by the E-9-1-1 Institute.

Agency Goals For 2007

General Operational Goals:

- Test and install Auto Vehicle Locate (AVL) system.
- Upgrade security.
- Order Mobile Command Unit in conjunction with Radio Center.
- Assist in writing a County Interoperability Plan.
- Hire consultant for CAD, MDT, RMS, JMS system replacements.
- Have the Xerox printer/copier 100% functional on the network. Train all users.
- Continue to work on chair/furniture repair/replacement.
- Reformat the VOX list (even the amount performed monthly).
- Continue Line of Duty Death (LODD) implementation.
- Have an employee link set up on the 9-1-1 web site.

Training and Professional Development:

- Conducted new-hire classes as staffing dictated:
    - 2/26/07 - 5 hired and 4 retained
    - 11/26/07 - 4 hired and 4 retained
- 4 Public Safety Dispatcher I's were promoted to Public Safety Dispatcher II.
- 1 Telecommunicator was promoted to Public Safety Dispatcher I.
- 1 Lateral transfer from police dispatch to fire dispatch.
- Continue to assist RPD with training 3-1-1 employees. Two classes conducted.
- Coaching Skills/Train the Trainer Course.
- Expand NYSPIN training to include at least one more instructor.
- Continue to utilize the City's Effective Supervisory Practices course for all Acting Supervisors and Supervisors. Two Acting Supervisors completed the course.
- Continue to utilize PSTFs Command Post training for all Acting Supervisors and any Supervisors or Managers who have not attended in the last five years.
- Researched a Certified Training Officer (CTO) Program which is ready to roll out.
- Keep lesson plans updated to meet NYS standards.
- ECD employees completed 10,511 hours of training, an average of 63 hours per employee.
- Part of the annual training includes the use of VOXing. In 2007, 476 reviews were completed for quality assurance.
- Three members of the ECD management staff hold professional certifications as Emergency Number Professional (ENP) from the National Emergency Number Association.

Public Awareness:

- This committee will continue to work on being proactive. They seek out appointments rather than relying on invitations for all contacts.
- Update the pictures on the display board.
- Update EMD and 9-1-1 videos and possibly convert them to DVD.
- Continue communication between ECD and user agencies and/or community groups.
- Send a representative to the NENA and/or APCO conferences to get ideas from other community education groups.
- Ensure that the tour script is used by all who give tours at ECD.
- Create a database for inputting in-house tours and observations.
- Follow up on website project.

Computer Aided Dispatch (CAD):

- Continue to work with County GIS in completing the Mapping Project due to go live June 2007.
- Continue working on the premise warning file to keep it updated with the correct information.
- Continue to work with Frontier, Sprint E9-1-1, and Intrado in fixing ANI/ALI discrepancies.
- Work with various agencies to update run cards, box numbers, Mutual Aid requests and anything else to make the individual agency become more efficient.

The National Incident Management System (NIMS):

- Maintain an active membership on the Monroe County NIMS Steering Committee, providing any needed assistance to the committee and its members on implementation.
- All newly hired ECD employees will receive training and certification in IS-100, *Introduction to the Incident Command System* and IS-700, *Introduction to NIMS*.
- In addition, all newly promoted ECD supervisory personnel will receive training and certification in IS-800, *Introduction to the National Response Plan* and IS-200*, ICS for Single Resource and Initial Action Incidents.*
- During the current federal fiscal year, all ECD management personnel will be trained in IS-300, *Intermediate ICS*, and IS-400, *Advanced ICS*. Such training will be dependant on training classes being available locally.
- As needed, ECD policies and procedures will be updated to reflect NIMS requirements, dependant upon changes made in contingency plans maintained by area governments.

Administration and Research:

- ECD strives to maintain a turnover rate of 10% or less per year. In 2007 our turnover rate was 6%.
- In 2007 ECD utilized the skill and talents of 4 student interns. 2 were through MCC's internship program, and 2 were high school students involved with the Mayor's Summer of Opportunity program.

Peer Facilitators:

- Continue to provide training session for new hires.
- Partner with Line of Duty Death team.
- Training at meetings-quarterly.
- Improved attendance and participation at meetings.
- Focus and direction of the team.
- Increase the communication with management about team membership.
- Look into the feasibility of intervention counseling.
- Reinstate PEER pager group.

Accreditation:

- On November 17, 2007, our agency was reaccredited by the Commission on Accreditation for Law Enforcement Agencies, Inc.

Emergency Medical Dispatch:

- Partner with the City of Rochester's Office of Safety and Training to promote CPR and first aid training for city employees.
- Achieve reaccreditation from the National Association of Emergency Medical Dispatch.
- Participate in the conversion in CAD to provide ProQA which is a computerized version of the Emergency Medical Dispatch protocol card sets.

Agency Goals for 2008

General Operational Goals:

- Develop and deploy a Public Safety Mobile Communication Unit to supply mobile interoperable communications.
- Collaborate with Monroe County Public Safety Communications and participating agencies to complete full deployment and implementation of the new digital law enforcement voice communications system.
- Collaborate with Architectural Services to complete building heat pump repair and minor renovations.

- Collaborate with police agencies to deploy Automatic Vehicle Locator (AVL) system.
- Increase staffing by 12 people with county approval due to additional call volume and new agencies being dispatched from ECD.
- Complete Incident Dispatch Class training for those employees involved in the Mobile Communications Unit.
- Continue into Phase 2 of the CAD replacement project with overall completion in 2010.
- Citizens ability to register cell phone with Hyper-Reach through web-link.

Training:

- Conduct new hire classes as staffing dictates.
- Continue to assist RPD with training 3-1-1 employees.
- Send one more employee to APCO Instructor or Instructor Development Course.
- Conduct additional CTO courses.
- Implement Incident Dispatch program.
- Continue working on the City of Rochester Comprehensive Training Plan Project Team.

Public Awareness:

- ECD will be working on how to be more pro-active seeking public awareness presentation appointments rather than relying on invitations from various organizations.
- Replace the pictures on the display board.
- Searching NENA and APCO resources for new educational 911 video/DVD geared toward adults.
- Searching NENA and APCO resources for video/DVD to be used for children under 5 years old.
- Continue to work on converting our videos to DVD.
- Explore new venues to display the newly acquired Red E. Fox robot & costume.

Peer Facilitators:

- Continue to provide training session and mentors for new hires.
- Locate and utilize videos/books/magazine articles to supplement training sessions.
- Better attendance and participation at meetings.

CAD:

- Continue to work with County GIS and various internal 9-1-1 personnel on updating mapping used at ECD.
- Continue working on the premise warning file to keep it updated with the correct Police, Fire, EMS and AED information.
- Continue to work with Frontier, Sprint E911, and Intrado in fixing ANI/ALI discrepancies.
- Work closely with the CAD Committee by attending CAD demos and reviewing prospective vendors for the new CAD system.

- Continue to work with the various Police, Fire and EMS User Agencies to ensure their files, run cards, tow districts and other records are correct in CAD.

The National Incident Management System (NIMS):

- Continue having all new employees complete NIMS 100 & 700 during classroom training.
- Have new Acting Supervisors and Supervisors complete NIMS 200 & 800 along with future members of the Communications Response Team as part of their training.
- Have all Supervisors complete NIMS 300, dependant on available classes.
- Have remaining Managers complete NIMS 400, dependant on available classes.
- Continue to work with Office of Emergency Management on the regional Incident Management Team.

Emergency Response Plan:

- Issue a full revision in early 2008.
- Tabletop exercises are scheduled for February 2008.
- Continue sessions with Gates FD and Perinton Ambulance.
- Schedule functional exercises at Radio Center.

Emergency Medical Dispatch:

- Reduction of under-coding to 3%.
- Provide educational opportunities specific to Supervisors and Actors to foster a better understanding of their role in the QIU process.
- Reinstitute use of the CD-ROM based education provided by Priority Dispatch.
- Upgrade to Version 12 of the EMD protocol (scheduled for release 2nd half of 2008).
- 2008 is "Big Year" for EMD Re-certifications.
- Development of Verbal First Aid Training.
- Projected completion for EMD CDE in June 2008.

Training Report

In Service Training Team (ISTT) Topics for 2007:

Diversity and Tolerance   Healthy Workplace Boundaries
Line of Duty Death   Wellness at Work
Non-English Speaking Caller   ShotSpotter Refresher
Pro-Active Dispatching   Stress at Work
Financial Planning   Home Safety
3 Shift Meetings

Public Safety Group (PSG) Topics for 2007:

January   Call Taking-The Basics
February   Child Callers
March   Customer Service
April   Fire Dispatch 101
May   Missing Persons
June   Non-English Speaking Callers
July   Personal Development
August   Planes, Trains and Automobiles
September   A Visit to the PSAP of Tomorrow
October   What Makes a Good Employee
November   TDD/TTY
December   Liability

Supervisor Training:

ICS Guidelines	Payroll Exercise
Mental Health Issues in the Workplace	Procedure Review
Pandemic Illnesses	Effective Communications
Performance Counseling	Problem Solving
Sick Leave and Related Topics	Use of City Vehicles
Pipeline Information and Emergency Response	

New Procedures Issued in 2007:

Hyper-Reach Activation
Mental Hygiene Arrests
Risk Management and Liability
Six procedure updates throughout the year revising 49 procedures
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Conferences, Workshops, and Seminars:

911 Goes to Washington	Advanced Multimedia
APCO Conference 2007	NENA Conference 2007
STEP Conference	Microsoft Access Level 1, 2 and 3
NYSPIN Advisory Meeting, Albany	Ethics
Grant Management for PSAPs	Kodak Kaizen
Homeland Security Annual Conference	Navigator 2007
Vital Signs Conference	CALEA Conference
Leadership Academy	Effective Supervisory Skills
Customer Service Development	WMD Technical Emergency Response Training
Threat of Islamic Jihadists to the World, MCC	
Supervision & Management of Public Safety Communications Centers	

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

IS-00001	Emergency Program Manager
IS-00003	Radiological Emergency Management
IS-00005	An Introduction to Hazardous Materials
IS-00007	A Citizen's Guide to Disaster Assistance
IS-00008	Building for Earthquakes
IS-00010	Animals in Disasters, Awareness and Preparedness
IS-00011	Animals in Disasters, Community Planning
IS-00015	Special Events Contingency Planning
IS-00022	Are You Ready? Citizen Preparedness
IS-00030	Mitigation eGrants System
IS-00055	Household Hazardous Materials
IS-00100	ICS (Incident Command System)
IS-00111	Livestock in Disaster
IS-00120	Orientation to Community Disaster Exercises
IS-00139	Exercise Design
IS-00197	Special Needs Planning Considerations
IS-00200	ICS for Single Resources
IS-00208	State Disaster Management
IS-00230	Principles of Emergency Management
IS-00235	Emergency Planning
IS-00240	Leadership and Influence
IS-00241	Decision Making & Problem Solving
IS-00242	Effective Communication
IS-00244	Developing & Managing Volunteers
IS-00250	Emergency Support Function
IS-00253	Coordinating Environmental and Historic Preservation
IS-00271	Anticipating Hazardous Weather and Community Risk
IS-00275	Role of the Emergency Operations Center
IS-00279	Retrofitting Flood Prone Residences
IS-00288	Role of Voluntary Agencies
IS-00292	Disaster Basics
IS-00301	Radiological Emergency Response
IS-00317	Intro to Community Emergency Response Team
IS-00324	Community Hurricane Preparedness
IS-00331	Intro to Radiological Emergency
IS-00346	Hazardous Materials for Medical Personnel
IS-00393	Introduction to Hazard Mitigation
IS-00394	Protecting Homes and Businesses from Disasters
IS-00546	Continuity of Operations
IS-00547	Intro to Continuity of Operations
IS-00630	Intro to the Public Assistance Process
IS-00631	Public Assistance Operation
IS-00632	Intro to Debris Operations
IS-00700	Intro to NIMS (National Incident Management System)
IS-00701	NIMS
IS-00702	NIMS Public Info Systems
IS-00703	NIMS Resource Management
IS-00800	National Response Plan
IS-00860	Intro to National Infrastructure
IS-00900	National Disaster Medical System

Ride-A-Longs:

97 with Police, Fire and EMS

PSG Topics for 2008:

January	The Jaded Dispatcher	July	Responder Safety
February	Stress & the Burned Out Dispatcher	August	Attitude & The Team
March	Handling Non-emergency Calls	September	9-1-1 Past, Present & Future
April	Dealing with the Mentally Ill	October	Amber Alerts
May	Suicide Intervention	November	Dispatcher Health & Fitness
June	Hostage/Crisis Negotiation	December	Critical Incident Dispatching

ISTT Topics for 2008:

Bank Alarm Procedures   Mapping and Pictometry   Sick Leave and Related Topics

Computer Aided Dispatch System (CAD)

CAD Related Updates:	# of Updates:
Internal Directives Issued	9
SPR's Completed	1,179
ANI/ALI Discrepancies	239
New Streets Added to CAD	58
Run Card Updates	32
New Agencies Added	2

- A new towing agency was added for the Brighton Police Dept. To accomplish this, over 300 block face files had to be manually updated with the new towing agency number and the rotation and towing files had to be updated in CAD.
- Throughout the year, the CAD Specialist worked closely with the 9-1-1 Mapping Specialist and Computer Room staff updating street files for the Mapping Project.
- A Fire Committee was formed. This is a group of Fire Dispatchers and Dispatchers II's who work together to simplify the wording on the run cards to make them uniform in their format.
- Training provided to RPD East and West side command staff on the proper use of the CAD system that had been placed at these locations.
- CAD Specialist worked closely with 9-1-1 EMD QIU staff to ensure that all locations that have AED's in Monroe County are properly flagged in the CAD system.

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 16 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 coloring books on the proper use of 9-1-1 has been well received. In 2007 the Committee made 38 outside presentations and performed 54 in house observations and tours of the 9-1-1 Center, reaching out to almost 4,000 people.
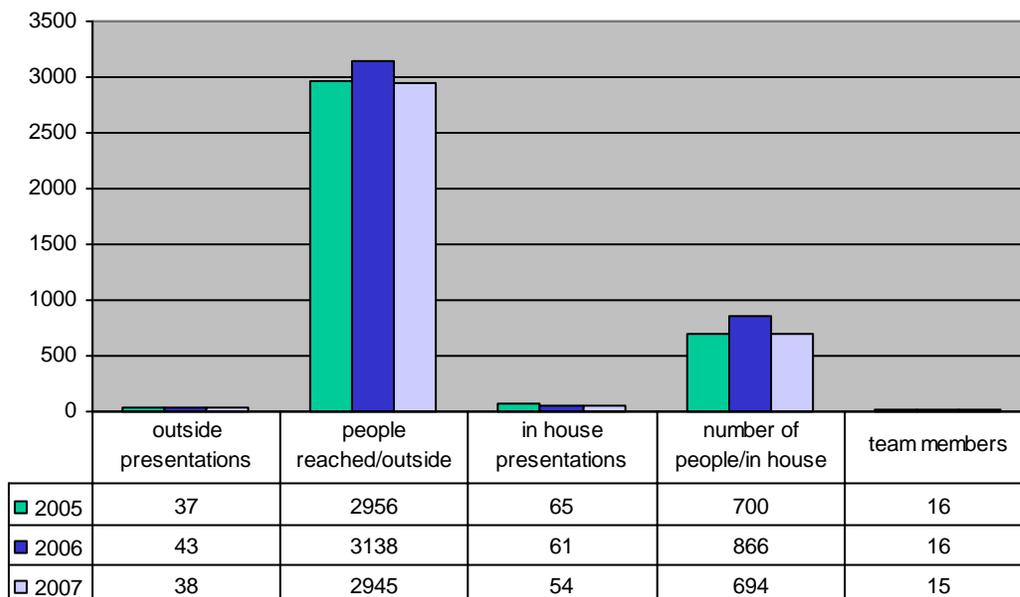
38 Outside presentations - 2,945 participants
- 10   Schools
- 18   Fire Dept/Ambulance Corp.
- 10   Other (community groups, CPAs, etc.)

9 City Hall Night Out Events - Averaged 40 citizen contacts per event

54 In-house observations and tours - total of 694 people attended

Public Awareness Stats

	outside presentations	people reached/outside	in house presentations	number of people/in house	team members
2005	37	2956	65	700	16
2006	43	3138	61	866	16
2007	38	2945	54	694	15

The National Incident Management System (NIMS)

We continue 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 and 700 as part of the new employee academy. Persons in the position of Acting Shift Supervisor and above also must complete NIMS 200 & 800. All five Managers have completed NIMS 300 and three have completed NIMS 400.

The Office of Emergency Management is active in the development of a Western Region Incident Management 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 communication vehicle scheduled to arrive this year.

Emergency Response Plan

The Plan continues to be an ongoing project. The last full revision was in January 2007. We held several dispatch sessions with Gates Fire Department and Perinton Ambulance in 2007 for training purposes. Remote CAD was made operational at the backup facility in 2007.

Medical Emergency Response Team (MERT)

The ECD is a 24 hour/7 day a week operation consisting of 178 employees and medical emergencies do occur without warning.

The ECD MERT Team is available to deal with these emergencies. Equipped with a trauma bag, oxygen, spinal immobilization equipment, and an Automatic External Defibrillator (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):
ECD was reaccredited on November 17, 2007 for the CALEA program. The on-site visit took place from August 25th through 29th 2007. This year ECD starts the second edition CALEA Program which contains 218 standards organized into seven chapters:

1. Organization
2. Direction and Supervision
3. Human Resources
4. Recruitment, Selection and Promotion
5. Training
6. Operations
7. Critical Incidents, Special Operations and Homeland Security

NYSSA (New York State Sheriff's Association):
Our NYSSA Accreditation is for a five year period, which formally commenced on June 2006 at our 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 for each year.

Citizen Surveys:

600   Mailed
130   Returned (22%)
  0   Follow up calls 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

Emergency Medical Dispatch Report
Quality Improvement Unit (QIU)

2007 Compliance Scores for Accreditation:
(Standard needed is in parenthesis)

Case Entry	95.85%	(95%)
Key Questions	93.51%	(90%)
Pre Arrival Instructions	97.99%	(95%)
Post Dispatch Instructions	95.79%	(90%)
Chief Complaints	96.97%	(95%)
Coding	94.80%	(90%)
Total	95.39%	(90%)

Projects and Committees QIU is involved with:

Medical Dispatch Review Committee	Society for Total Emergency Programs
ECD Peer Facilitators	Priority Dispatch Police Council of Standards
ECD Baby Basket Program	Do the Right Thing Nominations

Professional Development Conferences attended by QIU:
Navigator Conference / Emergency Medical Dispatcher Instructor Updates
Society for Total Emergency Programs Conference
NYS Vital Signs Conference

Awards: Emergency Medical Dispatcher (EMD) of the Month:

Month	2007 EMD's of the Month
January	Noemi Johnson
February	Robert Moss
March	Tawana Rice
April	Patrick DelleFave
May	Joshua Wemett
June	Brian Bennington
July	Lynn Weddington
August	Karen Decker
September	Theresa Suozzi
October	Theresa Perkins
November	Beverly Smith
December	Kathleen McAllister

Special Events:

- Emergency Medical Dispatchers delivered 4 babies.
- Emergency Medical Dispatchers had 8 confirmed CPR saves.

EMD Training:

The QIU staff certified or recertified 57 employees in Emergency Medical Dispatch and 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.

In addition to the training of in-house employees on EMD, the QIU staff also trained various outside agencies and dispatch centers here at ECD. Approximately 40 students attended our original EMD courses from Ontario, Genesee, Livingston, Steuben, Wayne and Jefferson Counties in NY. We also hosted several agencies from Pennsylvania, in addition to Rural Metro and Monroe Ambulance Services.

CPR Training:

As an AHA Training Center we issued 633 CPR cards for agencies and ECD personnel.

- After expanding our CPR program through City Safety and Training, we trained 61 employees from Forestry, City Council, City Water, Communications, DES, Animal Services, Purchasing and BHRM.
- Thirty three County employees from Radio Center, the Downtown Library and the Monroe County Wellness Event were trained.

Research Activity Report

Requests for Tapes, CAD Printouts and MDT Message Log Printouts by Category:

	2006	2007	Increase Decrease	% Increase %Decrease
Total Requests	1,653	1,670	17	1%
Agency Requests	673	734	61	9%
Subpoena Requests	669	663	-6	-1%
Tape Requests	1,284	1,198	-86	-7%
CAD Printout Requests	1,385	1,145	-240	-6%
MDT Log Printout Requests	111	67	-44	-40%
Tapes = Audio recordings of telephone and radio communications				
CAD = Computer Aided Dispatch				
MDT = Mobile Data Terminal				

2007 Employee's of the Month

January	(none named)
February	Junior President
March	Stephen Fischer
April	Craig Spade
May	Trisha Kalpin
June	Deborah Morrill
July	(none named)
August	Richard Thomas
September	Tawana Rice
October	Cynthia Carroll
November	Kathleen McAllister
December	Richard Fields

Professional Affiliations

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

- Monroe County Fire/EMS Communications Board*
- Monroe County 9-1-1 Operating Practices Board
- Monroe County Law Enforcement Council
- Monroe County Fire Advisory Board
- Monroe County Fire Chief's Association
- Monroe County EMS Advisory Board
- Monroe County Local Emergency Planning Committee*
- Monroe County Domestic Violence Consortium
- Port of Rochester Security Committee
- ECD/RPD Committee
- Monroe County Steering Committee for National Incident Management System
- Monroe County First Battalion
- Monroe County Second Battalion
- Monroe County Third Battalion
- Monroe County Fourth Battalion
- Monroe County Fifth Battalion
- NYS 9-1-1 Coordinators Association, Director Merklinger currently serves as President*
- NENA, Director Merklinger serves as President of the New York State Chapter*
- Association of Public-Safety Communications Officials
- E-9-1-1 Institute, Director Merklinger serves on the Board of Directors*
- NAED Police Council of Standards*

Key: *   Voting Member

Glossary

AHA: American Heart Association

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

APCO: Association of Public-Safety Communications Officials

AVL: Automatic Vehicle Locator system

BHRM: Bureau 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.

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

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

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

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

ECD: The Emergency Communications Department

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

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

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

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

JMS: Jail Management System

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.

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

MoRIS: Monroe County's Criminal Records System

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

NENA: National Emergency Number Association

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

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

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.

SPR: Special Problem Report: CAD Specialist receives these reports from CAD users and makes necessary repairs to the CAD system.

STEP: Society for Total Emergency Preparedness: 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.

WMD: Weapons of Mass Destruction

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

Prepared by Stephen C. Fischer, Research Technician