

# Emergency Communications Department

City of Rochester - County of Monroe

# 2011 Annual Report



**John M. Merklinger, Director**

[www.911rochester.com](http://www.911rochester.com)



City of Rochester, NY  
Thomas S. Richards, 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 16 Police Departments, 46 Fire Departments, and 32 Emergency Medical Services Agencies. In 2011 the ECD received 1,099,131 calls and processed 1,245,820 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.

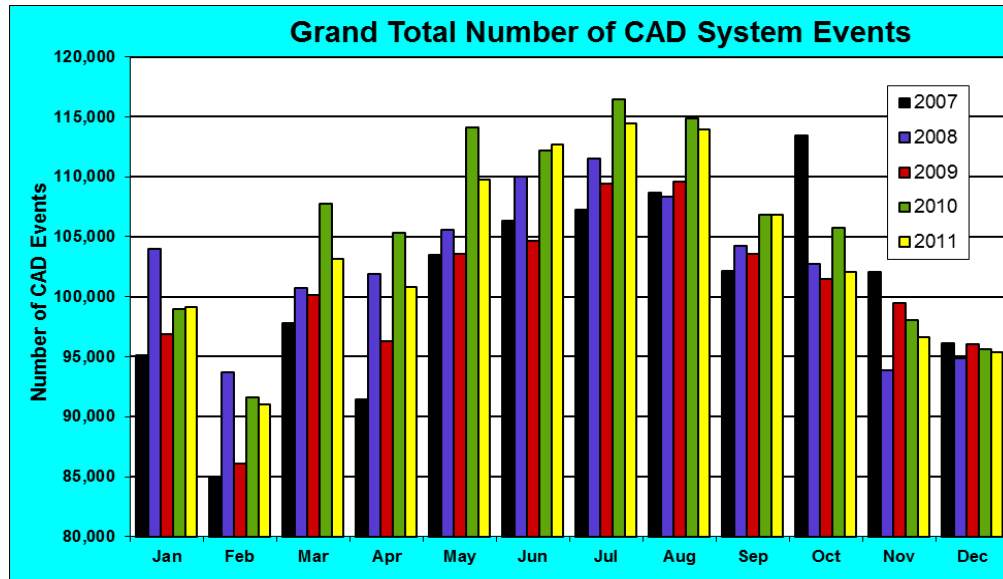
The ECD operates with a staff of 198 employees, with 179 being assigned directly to PSAP operations. All operations personnel have a minimum training level of APCO Telecommunicator and are certified as Emergency Medical Dispatchers by the National Academy of Emergency Dispatch. New employees receive an average training of four months for Telecommunicators and six months for Dispatchers before being allowed to perform on their own. There are 35 positions at the 3-1-1 Center.

In July of 2011, the 3-1-1 Call Center was transferred from the direction of the Budget Bureau to Emergency Communications. The Call Center, situated on Mt. Read Boulevard, is now under the administration of the 9-1-1 Director.

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 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 Health Department Public Information Committee for Pandemic Preparation
- Monroe County Fire/EMS Communications Board
- Monroe County 9-1-1 Operating Practices Board
- Monroe County Fire Chief's Association
- Monroe County Local Emergency Planning Committee
- Monroe County Domestic Violence Consortium
- Port of Rochester Security Committee
- ECD/RPD Committee
- 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, Director Merklinger served as President of the New York State Chapter
- Association of Public-Safety Communications Officials International
- E-9-1-1 Institute, Director Merklinger served on the Board of Directors
- NAED Police Council of Standards
- Urban Area Working Group
- RPD Weekly Crimestat Meetings

# 9-1-1 Center Statistics



## 9-1-1 Center Statistics:

	2007	2008	2009	2010	2011
Jan	95090	103989	96874	98999	99133
Feb	84885	93680	86065	91649	91055
Mar	97807	100723	100160	107744	103135
Apr	91402	101890	96320	105338	100842
May	103511	105595	103550	114083	109775
Jun	106308	109967	104677	112155	112660
Jul	107275	111528	109458	116446	114412
Aug	108640	108364	109567	114871	113942
Sep	102183	104203	103547	106841	106821
Oct	113470	102733	101472	105722	102099
Nov	102057	93871	99506	98059	96587
Dec	96128	94864	96046	95606	95359

## 9-1-1 Center Statistics Summary:

Year	9-1-1 Calls	CAD Events
2007	1,116,878	1,208,756
2008	1,070,772	1,231,407
2009	1,040,731	1,207,242
2010	1,078,747	1,267,513
2011	1,099,131	1,245,820

## Events Processed by 9-1-1 per Agency

<b>FIRE: CAD Events</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Airport Fire Department	543	557	455	377	354
Barnard Fire Department	2,478	2,662	2,491	2,619	2,783
Brighton Fire Department	2,650	2,867	2,918	2,978	2,923
Brockport Fire Department	940	967	974	948	1,476
Bushnells Basin Fire Department	629	758	547	449	504
Chili Fire Department	667	794	731	857	934
Churchville Fire Department	372	363	354	357	416
City Fire Department	36,119	37,748	35,807	36,153	36,709
Clifton Fire Department	164	199	142	133	205
East Rochester Fire Department	658	711	480	454	529
Egypt Fire Department	584	644	491	399	464
Fairport Fire Department	1,342	1,336	1,033	891	1,248
Fishers Fire Department	417	428	483	634	213
Gates Fire Department	3,022	3,200	3,093	3,120	3,131
Greece Ridge Fire Department	4,835	5,207	2,087	-	-
Hamlin Fire Department	447	575	579	522	541
Henrietta Fire Department	3,827	4,037	3,669	3,620	3,663
Hilton Fire Department	523	526	579	601	670
Honeoye Falls Fire Department	487	447	476	546	559
Kodak Fire Department	26	22	41	22	9
Lakeshore Fire Department	862	984	874	843	822
Laurelton Fire Department	707	800	736	739	799
Mendon Fire Department	271	304	281	250	295
Mobile Communications Unit - Fire			5	8	4
Monroe County Fire Bureau	56	66	54	48	41
Morton Fire Department	183	181	186	186	204
Mumford Fire Department	170	192	214	208	197
North Greece Fire Department	2,961	3,096	3,023	3,044	3,067
Other Fire Departments	67	73	87	84	84
Penfield Fire Department	1,840	1,928	1,265	1,126	1,067
Pittsford Fire Department	1,475	1,659	1,261	1,070	1,050
Point Pleasant Fire Department	193	227	263	291	297
Regional Transportation Op. Center	6,315	6,234	8,782	29,192	28,424
Ridge Culver Fire Department	1,812	1,860	1,743	1,908	1,887
Ridge Road Fire Department	-	-	5,333	7,642	7,452
Rush Fire Department	213	227	191	197	228
Scottsville Fire Department	234	216	198	197	193
Sea Breeze Fire Department	96	124	70	101	109
Spencerport Fire Department	800	1,021	822	930	1,053
St. Paul Fire Department	857	944	796	1,252	1,813
United States Coast Guard	110	128	122	148	156
Union Hill Fire Department	204	227	264	280	270
Walker Fire Department	155	124	149	123	164
Webster Fire Department	1,262	1,385	1,071	1,013	1,078
West Brighton Fire Department	672	729	711	764	761
West Webster Fire Department	1,129	1,288	1,120	1,247	1,265
<b>FIRE TOTAL</b>	<b>82,831</b>	<b>88,065</b>	<b>87,051</b>	<b>108,571</b>	<b>110,111</b>

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

<b>EMS: CAD Events</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bergen Ambulance	29	22	22	21	22
Brighton Ambulance	4,043	4,188	4,193	4,487	4,421
Brockport Ambulance	1,897	1,922	1,868	1,839	803
Caledonia Ambulance	94	105	102	94	81
Chili Ambulance	1,844	1,946	1,972	2,002	2,396
Churchville Ambulance	441	399	470	440	502
East Rochester Ambulance	817	998	993	1,058	1,073
Gates Ambulance	3,857	3,635	3,645	3,623	3,672
Greece Ambulance	3,759	3,905	3,949	3,867	3,874
Hamlin Ambulance	539	641	772	670	799
Henrietta Ambulance	3,668	3,923	4,087	4,229	4,423
Hilton Ambulance	1,269	1,323	1,416	1,307	1,190
Honeoye Falls Ambulance	787	877	742	888	925
Irondequoit Ambulance	2,767	2,837	2,715	2,938	2,990
Kodak Ambulance	7	2	4	-	-
Mobile Communications Unit - EMS			15	0	2
Monroe Ambulance	7,136	7,623	8,150	8,686	10,744
Northeast Quadrant	92	97	55	73	87
Other Ambulances	131	164	203	298	157
Penfield Ambulance	2,297	2,201	2,180	2,758	3,075
Perinton Ambulance	2,990	3,137	3,197	3,327	3,436
Pittsford Ambulance	1,766	2,113	2,174	2,226	2,449
Point Pleasant Ambulance	359	340	420	439	479
RIT Ambulance	676	712	769	777	805
Rural Metro Ambulance	52,356	55,575	56,005	58,554	61,771
Rush Ambulance	255	234	236	245	258
Scottsville Ambulance	318	312	302	412	388
Seabreeze Ambulance	140	140	150	165	188
Southeast Quadrant	88	118	84	62	39
Spencerport Ambulance	1,262	1,388	1,285	1,385	1,588
St. Paul Ambulance	1,045	1,118	1,033	1,148	2
Union Hill Ambulance	1,652	1,817	1,834	2,056	2,088
West Webster Ambulance	1,719	1,731	1,686	1,717	1,679
<b>EMS TOTAL</b>	<b>95,114</b>	<b>100,100</b>	<b>106,728</b>	<b>111,791</b>	<b>116,406</b>

<b>POLICE: CAD Events</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Brighton Police Department	35,414	35,180	37,185	37,548	37,799
Brockport Police Department	13,554	15,344	15,392	15,043	15,477
East Rochester Police Department	12,281	12,877	13,667	14,381	12,144
Fairport Police Department	12,317	10,259	12,320	13,371	13,137
Gates Police Department	30,714	30,431	29,814	29,744	31,571
Greece Police Department	83,047	89,131	85,412	89,778	87,577
Humane Society			1,292	1,425	1,552
Irondequoit Police Department	63,168	62,917	57,094	58,803	54,393
Mobile Communications Unit - Police			23	25	21
Monroe County Probation	15,173	15,107	13,107	15,731	16,760
Monroe County Sheriff	194,850	198,246	196,923	204,166	210,566
New York State Police	31,858	37,065	34,935	37,194	34,486
New York State Park Police	-	268	248	322	267
Ogden Police Department	17,446	18,674	18,438	16,944	16,717
Other Police Departments	3,356	3,928	3,616	3,522	3,492
Rochester Police Department	476,996	471,439	463,879	479,187	454,373
SUNY Brockport Police	92	2	-	-	-
Webster Police Department	35,016	36,050	30,118	30,000	28,971
<b>Total</b>	<b>1,025,282</b>	<b>1,037,798</b>	<b>1,013,463</b>	<b>1,047,184</b>	<b>1,019,303</b>

## 3-1-1 Statistics

- Total 311 calls 461,010
- Calls answered 429,631
- Calls answered 93.2%
- Abandoned rate 6.5%
- Average wait time 18 seconds
- Average talk time 1.45 minutes

## 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 five of the ten 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).
- 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 five occasions, ECD employees have been recognized as New York State EMS Communications Specialist of the Year.
- Since initiating the emergency medical dispatching program, ECD has assisted with the birth of 139 babies.
- 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 844 CPR certifications in 2011.
- ECD recognizes that stress management during critical calls is important to the welfare of employees. ECD has an internal team of 16 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.
- 2011 saw the 25<sup>th</sup> Anniversary of 9-1-1 service in Rochester/Monroe County.
- In 2011 Kathleen Lambert won the EMS Communications Specialist of the Year Award from New York State.
- ECD was re-accredited by the New York State Sheriffs Association for another 5 years.
- ECD Director Merklinger continues to serve as President of the NYS 9-1-1 Coordinators Association.
- Operations Manager Stephen Cusenz was promoted to the position of Deputy Director after former Deputy Director Craig Johnson's retirement.
- Supervisor Tina Carson was Promoted to Operations Manager to fill S. Cusenz' position.



# Agency Goals for 2011

## General Operational Goals:

- Complete PC and monitor replacement of all computers at ECD in preparation for CAD changeover in 2012.
- Install monitor arms at all positions to hold all the new monitors.
- Upgrade wiring at all positions for the PC replacement.
- Label all network wiring, monitors and cabling as part of the computer project.
- Continue to train as ECD picks up additional dispatch duties for various Fire and EMS agencies.
- Monroe County is finalizing plans for the new Reaction and Monitoring Center at the Airport. It has gone from being an idea two years ago to a definite process. The Airport is already taking steps to move their internal Emergency Operations Center from the Main Terminal to the new building before the Air Show this summer. By the time it is complete we will have a new 911 Backup Facility with identical technology to what we have here along with much more room than what is at Radio Center.
- Prepare for CAD training in 2012 for all ECD staff.
- The CAD Replacement Team will be supplemented by Power Users and Trainers in preparation for the cutover. We are in the process of replacing all PC's and monitors in preparation for new CAD along with the need to switch from XP to Windows 7.
- A new digital recording system will be installed over the next few months since the current system is no longer supported by the vendor.
- We anticipate providing dispatch services for Brockport Fire and Ambulance. Additionally, dispatching for the Fishers Fire Department will be turned over to Ontario County.
- We are working on our re-accreditation from the New York State Sheriff's Association along with maintaining our Center of Excellence status with the National Academy of Emergency Dispatch and increase compliance scores.
- Due to interoperability requirements along with limited ability to obtain new radio channels, we anticipate a greater need for use of MCU-1 and our team of Dispatchers that staff the Unit.

## Training:

- Conduct new hire classes as staffing dictates.
- Conduct additional CTO Training.
- Keep lesson plans updated to meet NYS Standards.
- Identify videos/tapes to be converted to new media.
- Encourage employees to utilize FEMA website for on-line training.

## Public Awareness:

- Letter to American Red Cross asking to have a team member lecture at their babysitting class.
- Expand the City of Rochester web-page or create a new link for public education purposes.
- Create a virtual presentation.
- Re-word letter to schools and User Agencies if web-site and virtual presentation pan out.

## **Peer Facilitators:**

- Locate and utilize videos/books/magazine articles to supplement and/or replace training sessions.
- Attend more CISM training programs to be better equipped at conducting training sessions.
- Continue to provide training sessions and mentors for new hires.
- Explore ways to better facilitate reentry into regular dispatch duties after handling a major event.
- Continue to offer employees training and programs that will boost wellness. Maintaining overall wellness is one of the primary ways to thwart stress.
- Establish a confidential way of tracking defusings in a survey format.

## **CAD:**

- Work with EMD QIU in identifying and adding premise warnings for LVAD (Left Ventricular Assist Device) patients who live in Monroe County. There are already several dozen entered.
- Continue to assist Research Division with CAD questions related to information needed for court cases.
- Continue to work with the various Police, Fire and EMS User Agencies to ensure their files, run cards, tow districts, etc. are correct in CAD.
- Work with Frontier, Intrado, Verizon and Time Warner plus all other cellular carriers to ensure the data they send is up-to-date.
- Continue working with the CAD Committee, Public Awareness and Peer Facilitator Committee.

## **The National Incident Management System (NIMS):**

- Maintain an active role with the NIMS Steering Committee.
- Have all recently promoted Supervisors complete NIMS 300 by end of 2011.
- Have Supervisors attend NIMS 400 level training as classes and staffing permit.
- Continue employee training as stated above.
- Monitor for changes in NIMS and implement as needed.

## **Emergency Response Plan:**

- Complete annual employee retraining at a future shift meeting.
- Continue to provide training during new employee classes.
- Conduct annual review and update of plan.
- Develop exercises in 2011. Determine if efforts of the County's Exercise Coordinator can be used to accomplish this.

## **Emergency Medical Dispatch:**

- Completion of NAEMD Center of Excellence Reaccreditation.
- Active participation in the CAD Project.
- Thrive AND Survive:
  - Original QIU established under guidelines established in the consultation process with PDC started with 3 positions (based on 1995/96 call volumes – we are currently at 2).
  - Call volumes have continued to rise each year;
  - Expectations of QIU and its functions have expanded. CPR program has grown from 250 cards to 1,000 cards per year.
  - Brainstorm with management to manage these challenges in a difficult budgetary environment.

## Accreditation:

2011 is an accreditation year for ECD so the team will be busy prepping for the NYSSA Assessment which takes place in June 2011.

- January – April      File Preparation  
                                 File Maintenance
- April                      Mock Assessment
- April – June            Correct Deficiencies
- June                        NYSSA Assessment

## 2011 Employees of the Month

<b>January:</b>	Suesan Melia
<b>February:</b>	Thomas Mills
<b>March:</b>	Christine Gleisle
<b>April:</b>	Susan Romano
<b>May:</b>	Not Available
<b>June:</b>	Not Available
<b>July:</b>	Jackie Metz
<b>August:</b>	Daniel Zimmer
<b>September:</b>	Cory Bradley-Phillips
<b>October:</b>	Bill Evans
<b>November:</b>	Andrew Shepard
<b>December:</b>	Phillip Tomasso



ECD 25<sup>th</sup> Anniversary Committee (from left to right):  
Arnold Eckert, Craig Johnson, John Merklinger, Christopher Martin, Thomas Roche, Kristin Holden, Frances Grillo, Richard Kirby and John Cassin.

## Agency Goals for 2012

### General Operational Goals:

- Continue to improve the level of service we provide using our EMD ProQA Protocol.
- As an organization, we continue to improve our training program to ensure the best possible employee!

### Training:

- Ensure 12 each of the following:  
Public Safety Group (PSG) Articles, ISTT: In-Service Training Team Exercises.  
Emergency Medical Dispatch - Continuing Education, Supervisor In-Service Training.
- Improve Record Keeping: Tracking, Training & Database Entry Compliance.
- Improve Participation in Training Opportunities .
- Conduct full scale 9-1-1 disaster drill in the second quarter of 2012.

## **Public Awareness:**

- Expand City of Rochester web page or create new link for public education purposes.
- Virtual Presentation\* (by mid year if website project reconvenes).
- Re-design Red E. Fox Facebook page and establish page administrator.

## **Peer Facilitators:**

- Explore survey results, especially ways we can provide better follow through.
- Training class for prospective new members.
- Survey current members specifically addressing desire to remain on the team.

## **CAD:**

- Continue to work with the various Police, Fire and EMS user agencies to ensure their files, run cards, tow districts and so on are correct in CAD and give the best customer service to them. Continue to work with Frontier, Intrado, Verizon and Time Warner plus all the cellular carriers to make sure the data they send us is up-to-date.
- Continue to work with Research Division with CAD related questions for any subpoena requests they have.
- Continue working with the CAD Committee, Public Awareness and Peer Facilitator Committee and GIS division to ensure our GIS files are accurate.

## **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:**

- Review annual Plan and update as needed.
- Schedule annual refresher training for all employees in April 2012.
- Conduct tabletop exercise in March 2012 and drill in May 2012 (to include full activation of backup facility).

## **Emergency Medical Dispatch:**

- Reaccredited as Center of Excellence.
- Complete all ProQA and CPR training including the new review process.
- Complete work on EMS/EMD CBRN preplan including training for EMD's.
- Complete install of ProQA on existing NG CAD system.

## **Accreditation:**

- Continue to update CALEA and NYSSA folders.
- Insure 100 citizen surveys go out every month.
- Maintain compliance through annual reporting and file maintenance.

## **Wellness:**

- Allocation of resources to health and wellness-tv in weight room, bulletin board, etc.
- Create an agenda of health and wellness activities based on employee survey results.
- Develop wellness website on City employee Eportal.

## **3-1-1:**

- Computer Telephony Integration (CTI).
- New voice and desktop recording system.
- Pilot mobile program.
- New telephone system for use at 3-1-1.
- Expand opportunities to increase 3-1-1 services.

# **Training Report**

## **In Service Training Team (ISTT) Topics for 2011:**

September	Animal Control Policies
October	Annual CALEA Training
November	Cold Weather Policies
December	County Technology Use

## **Public Safety Group (PSG) Topics for 2011:**

January	You can quote me
February	Liability issues
March	Child callers
April	Professionalism
May	TDD/TTY
June	Complacency
July	Stress Management
August	Alphabet soup
September	Dispatching during disasters/Mass Casualty incidents
October	Controlling the call and other basics
November	Workplace issues-conflict resolution, Shift work and dealing with others
December	High risk calls & Gangs

## **Supervisor Training:**

City E-Portal Review  
Communicating With Tact & Diplomacy  
Conflict Management  
Controversy In the Comm Center  
Creating A Diverse & Inclusive Workplace  
Drug Testing Procedure Review  
ECD Emergency Response Plan Review  
FEMA Deployment Basics  
FEMA Emergency Alert Systems

GINNA Drills  
ICS Review & Forms Training  
Internal Notify Review  
Mutual Aid Response Partners  
Performance Management  
Radio 101  
Strategic Thinking  
Urban Search & Rescue

### **New Procedures Issued in 2011:**

11.01 Petty Cash Procedure  
11.02 Spin 9-1-1 Program

### **Conferences, Workshops and Seminars:**

- Active Shooter Awareness Seminar
- ArcGIS Desktop II: Tools and Functionality
- CALEA Conference
- CBRNE Awareness Training
- Call Center Manager Certification Program
- Disaster Ops & The Comm Center
- EMD Instructor Updates
- Filling the Seats in Your PSAP
- Greater Rochester Regional Mutual Aid Plan Review/Exercise
- HSMI National Conference
- Incident Command System 300
- Incident Command System 400
- Incident Dispatch Training
- Incident Command System Planning Section Chief
- Leadership Academy
- Management of Aggressive Behavior
- NCMEC Missing Kids Project
- NENA Conference
- NENA- COOP Plans for PSAPs
- NJIT Tert Training
- Poison Control Presentation
- Police Psychological Examinations
- Public Information Officer Awareness Course
- Situational Leadership
- STEP Conference
- Strategos Project Management
- Terrorism Awareness
- Wildland Skills Training

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

IS-001 Emergency Program Manager  
IS-100 Intro to ICS  
IS-102 Deployment Basics – FEMA Partners  
IS-106 Workplace Violence Awareness Training  
IS-200 ICS for Single Resources  
IS-300 ICS – Intermediate Level  
IS-400 ICS – Advanced Level  
IS-700 NIMS Incident Management Systems  
IS-701 NIMS Multi-Agency Coordination  
IS-702 NIMS Public Information Systems  
IS-703 NIMS Resource Management  
IS-704 NIMS Communications  
IS-775 EOC Management & Operations  
IS-800 National Response Framework  
IS-906 Basic Workplace Security Awareness  
IS-907 Active Shooter: What You Can Do  
E-431 Understanding Mutual Aid  
Incident Command: Capabilities, Planning, etc.  
NIMS ICS All Hazards Communications Leader

## **Ride-Alongs:**

### **36 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 2012:**

January	Computer Crimes
February	Multi-Tasking
March	Shots Fired Officer Down
April	Structure Fires
May	Elderly Callers/Silver Alerts
June	Call Taking Do's & Don'ts
July	Responder Attitudes
August	Ethics/Becoming a More Productive Employee
September	Plane Crashes
October	Morale
November	Sovereign Citizens / Terrorism Update
December	Excited Delirium



# Computer Aided Dispatch System (CAD)

CAD Related Updates:	# of Updates:
Internal Directives Issued	30
SPR's Completed	1,051
ANI/ALI Discrepancies	132
New Streets Added to CAD	31
Run Card Updates	(EMS) Nearly Every Agency
	(FIRE) Nearly Every Agency

- In January, all mall emergency contacts were entered with files created in the database for Dispatcher use. Also in January, unit numbers were entered into CAD to designate State Police K9 units.
- In February, in response to a request by the St. Paul Fire Dept. for a total revamp of the EMS calls they went on as well as a request for a special EMS group for their responders, all EMD codes were either updated or added, along with FRL updates for each code, pager and unit file updates. Also in February, West Webster ambulance changed their commercial ambulance contract to Rural Metro necessitating numerous changes.
- In March, all Border Patrol and Customs Enforcement units both with their car numbers and their Marine Interdiction Units were entered into CAD. Plus, tone tests on a weekly basis began for the 3<sup>rd</sup> Battalion County Rope Team and the 5<sup>th</sup> Battalion Water Rescue Team. This was a culmination of work between ECD and Radio Center, getting the correct pager file updates, adding them to CAD and then multiple tests to make sure all the correct people got notified. Also in March, a unit number and new cap codes were added for Penfield fire for their line officers in the event of a water problem in the town.
- In May, Brighton Fire had updates to the EMS codes they wanted to go on which resulted in numerous TYP and FRL updates.
- In June, the Commissioner from the North East Joint Fire District requested his entire district have updated box numbers. This resulted in a manual update of 471 individual run cards.
- In July, the Ambulance Sign On Page was instituted, allowing the EMS agencies we serve to status the rigs they have in a viewable format for dispatch by ECD. Also in July, Fairport Fire requested numerous updates to the EMD codes they respond on which resulted in numerous EMD TYP file and FRL changes.
- In September, the Commissioner of the Penfield Fire District requested a total rebuild of his agencies' box numbers. This resulted in 531 manual run card updates, along with numerous BLK, STRU and INTR file updates.
- October, November & December was behind-the-scenes work for RFD in reorganizing flows, removing equipment, adding units, updating BLK files, FRL's for the final phase of their reorganization that took place on January 18<sup>th</sup>, 2012.

# Public Awareness Report

## OUR MISSION

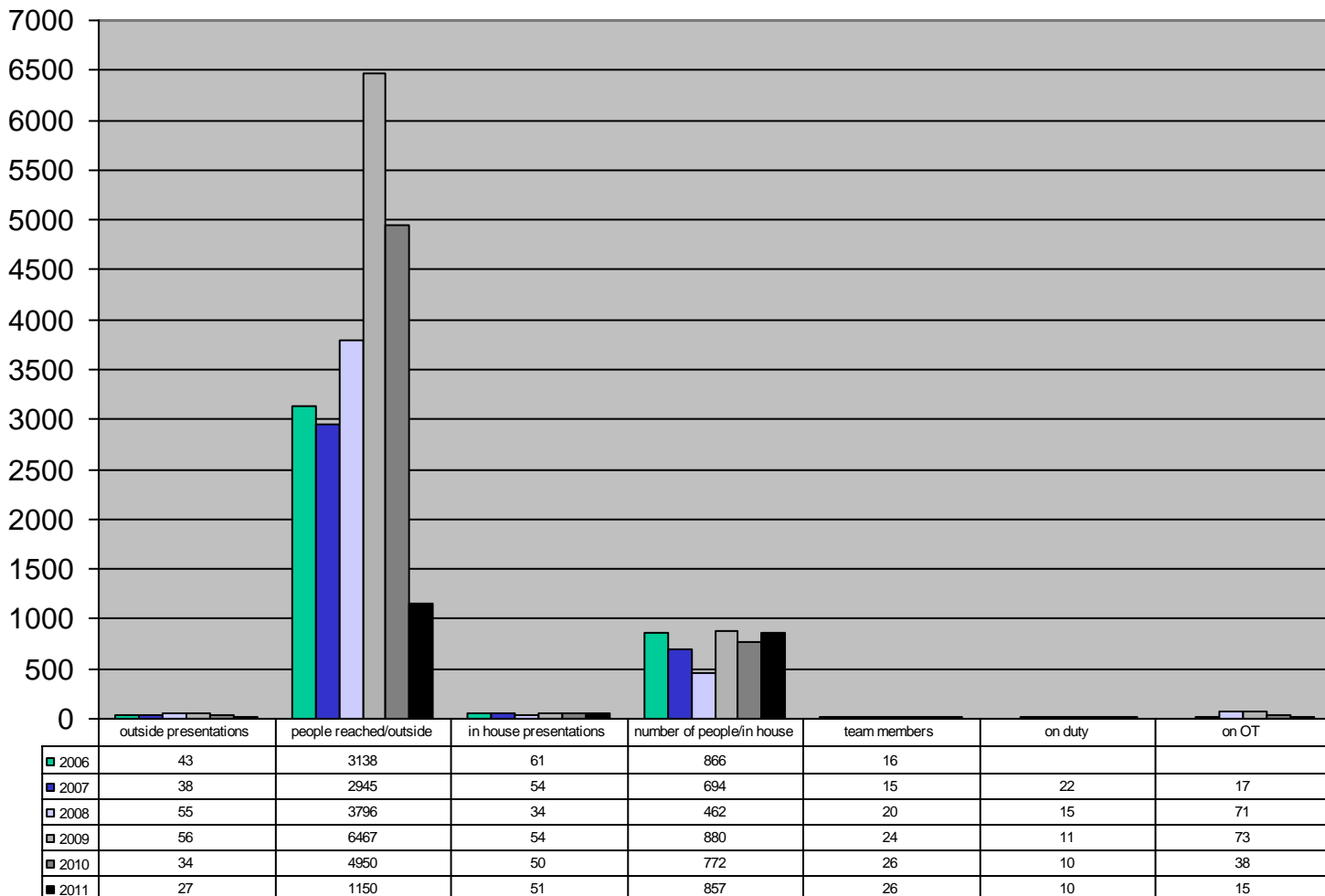
The 9-1-1 Public Awareness Team is a dedicated group of employees who strive to educate the citizens of Monroe County on the proper use of the 9-1-1 system. The goal of this program is to increase the community's understanding of the activities and roles of this agency and increase the public confidence.

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 26 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 2011 we were invited to 2 very large programs that reached several thousand citizens (approximately 10,500)-our attendance at these events continues to be a means of creating a large contact base for other organizations and community groups.

- Rochester Red Wings- 2 events-approximately 5,000 people each
- Step Conference- 2 days-approximately 500 people

## Public Awareness Stats



## **RED E. FOX:**

In 2008, 9-1-1 welcomed Red E. Fox as our new official public awareness mascot. In 2011, 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.



Here is Red E. Fox with a friend at the Lilac Parade.

# 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

An annual refresher training was scheduled for all employees in April 2012. A tabletop exercise was held in March 2012 for available Managers and Supervisors with a video made for review by those unable to attend. All new employees received classroom training in the Plan and a tour of the backup facility and alternate backup facility.

## 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 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 continues to maintain compliance with the standards set forth by the Commission to maintain our accreditation.

## NYSSA (New York State Sheriff's Association):

Our NYSSA Accreditation is valid for a five-year period which formally commenced in 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 each year.

## Citizen Surveys:

1,100 Mailed  
242 Returned (22%)  
4 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: 3.7  
Q4 - Courtesy of the call taker: 3.8  
Q5 - Overall satisfaction with the call taker: 3.8

In June, 2011 we submitted our annual report in compliance with NYSSA.

In July, 2011 we had a successful onsite with NYSSA Assessors and were Re-Accredited

The next CALEA on-site is August of 2013.

## Emergency Medical Dispatch Report Quality Improvement Unit (QIU)

### 2011 Compliance Scores for Accreditation:

(Standard needed is in parenthesis)

Case Entry	95.06%	(95%)
Key Questions	94.29%	(90%)
Pre-Arrival Instructions	89.04 %	(95%)
Post-Dispatch Instructions	96.08%	(90%)
Chief Complaints	93.84%	(95%)
Coding	94.40%	(90%)
Total	94.91%	(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
CAD Committee	Do the Right Thing Nominations
Medical Emergency Response Team	NAED Police Curriculum Board

### **Professional Development Conferences attended by QIU:**

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

### **Special Events:**

- Emergency Medical Dispatchers delivered 9 babies.
- Emergency Medical Dispatchers had 8 confirmed CPR/choking saves.

### **EMD Training:**

The QIU staff certified/recertified 60 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.

#### **Monthly training:**

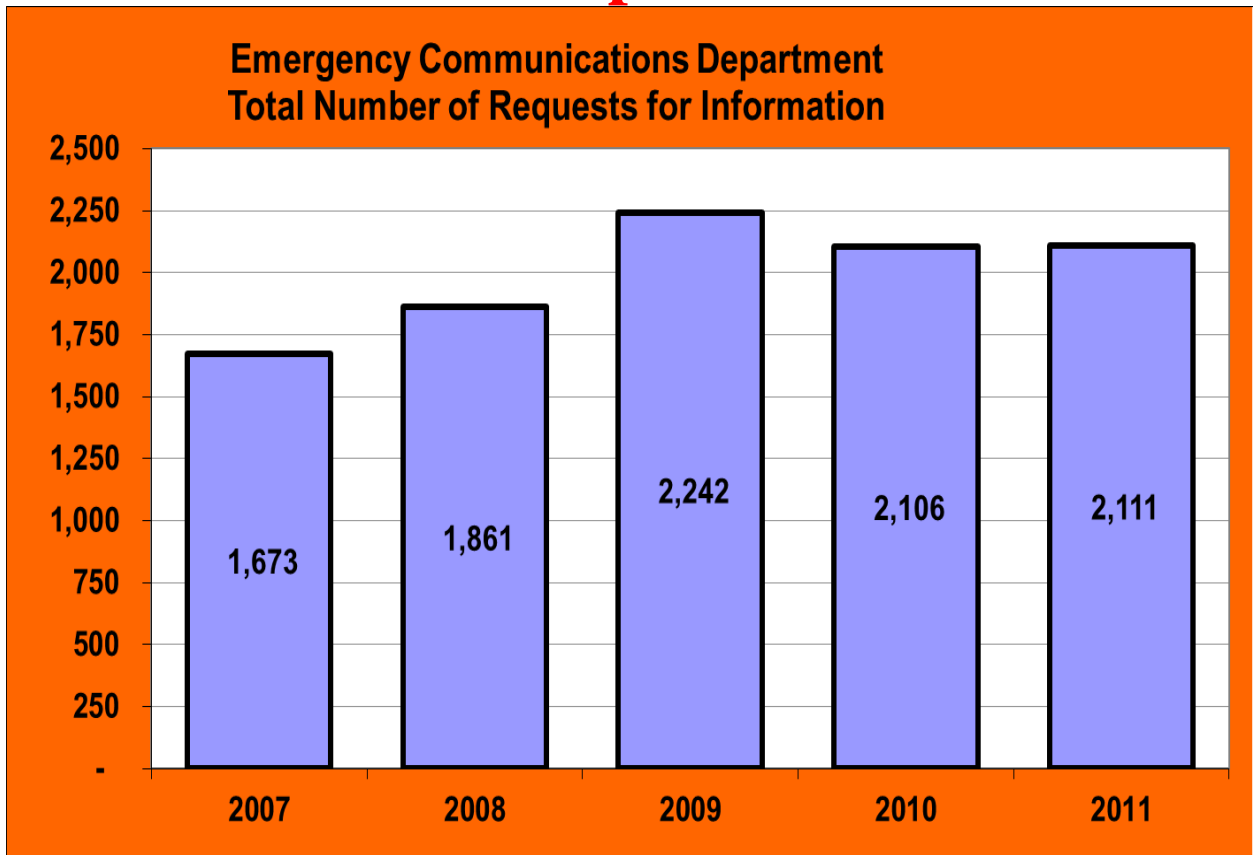
- January: Stomach This...
- February: The Laws of EMD
- March: Shamrock Green Highlights
- April: Launched Version 12.1
- May: Suicide Alert
- June: ---
- July: Spinning Out of Control
- August: Correctible Errors
- September: Re-routing w/ Reason
- October: Process to Make Purpose
- November: Cardiology Review
- December: Understanding ECHO

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 844 CPR cards for agencies and ECD personnel (Last year's total was 1000).

# Research Activity Report



# Wellness 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-2011**

- Apple Day
- Health & Wellness Fair
- Flu Shot Clinic
- Corporate Challenge
- Eat Well, Live Well Challenge
- Veggie Mondays
- Go Red for Women
- Don't Gain-Maintain

## **ECD Key Milestones-2011**

- Biggest Loser Competition
- Health & Wellness binder on Operations Floor
- Great American Smoke-Out
- Healthy Living Emails
- MVP Wellstyles Extras info at Shift Meeting
- Eat Well-Live Well Challenge
- Flu Shot Clinic
- New Exercise Room Equipment



# 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

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.

CALEA: Commission on Accreditation for Law Enforcement Agencies

CBRNE: Chemical Biological Radiological Nuclear Emergency

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.

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.

ENP: Emergency Number Professional

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

FRL: Fire Response List

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.

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.

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

NAED: National 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.

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

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.

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

