Emergency Communications Department

City of Rochester - County of Monroe

2010 Annual Report

John M. Merklinger, Director

www.911rochester.com

City of Rochester, NY

Maggie Brooks
County Executive

Table of Contents

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."
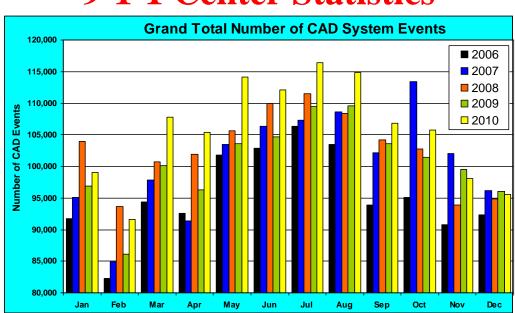
ECD provides dispatching services for 16 Police Departments, 46 Fire Departments, and 32 Emergency Medical Services Agencies. In 2010 the ECD received 1,078,747 calls and processed 1,267,513 CAD events for these agencies.

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 192 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.

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

Grand Total Number of CAD System Events

9-1-1 Center Statistics:

	2006	2007	2008	2009	2010
Jan	91745	95090	103989	96874	98999
Feb	82243	84885	93680	86065	91649
Mar	94401	97807	100723	100160	107744
Apr	92577	91402	101890	96320	105338
May	101749	103511	105595	103550	114083
Jun	102823	106308	109967	104677	112155
Jul	106388	107275	111528	109458	116446
Aug	103444	108640	108364	109567	114871
Sep	93870	102183	104203	103547	106841
Oct	95115	113470	102733	101472	105722
Nov	90830	102057	93871	99506	98059
Dec	92309	96128	94864	96046	95606

9-1-1 Center Statistics Summary:

Year	9-1-1 Calls	CAD Events
2006	1,206,530	1,147,494
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

Events Processed by 9-1-1 per Agency

FIRE: CAD Events	2006	2007	2008	2009	2010
Airport Fire Department	411	543	557	455	377
Barnard Fire Department	2,433	2,478	2,662	2,491	2,619
Brighton Fire Department	2,654	2,650	2,867	2,918	2,978
Brockport Fire Department	932	940	967	974	948
Bushnells Basin Fire Department	621	629	758	547	449
Chili Fire Department	696	667	794	731	857
Churchville Fire Department	362	372	363	354	357
City Fire Department	33,177	36,119	37,748	35,807	36,153
Clifton Fire Department	132	164	199	142	133
East Rochester Fire Department	623	658	711	480	454
Egypt Fire Department	655	584	644	491	399
Fairport Fire Department	1,426	1,342	1,336	1,033	891
Fishers Fire Department	402	417	428	483	634
Gates Fire Department	2,240	3,022	3,200	3,093	3,120
Greece Ridge Fire Department	4,720	4,835	5,207	2,087	-
Hamlin Fire Department	398	447	575	579	522
Henrietta Fire Department	3,417	3,827	4,037	3,669	3,620
Hilton Fire Department	453	523	526	579	601
Honeoye Falls Fire Department	485	487	447	476	546
Kodak Fire Department	25	26	22	41	22
Lakeshore Fire Department	825	862	984	874	843
Laurelton Fire Department	686	707	800	736	739
Mendon Fire Department	240	271	304	281	250
Mobile Communications Unit - Fire				5	8
Monroe County Fire Bureau	75	56	66	54	48
Morton Fire Department	168	183	181	186	186
Mumford Fire Department	147	170	192	214	208
North Greece Fire Department	3,160	2,961	3,096	3,023	3,044
Other Fire Departments	67	67	73	87	84
Penfield Fire Department	1,761	1,840	1,928	1,265	1,126
Pittsford Fire Department	1,506	1,475	1,659	1,261	1,070
Point Pleasant Fire Department	230	193	227	263	291
Regional Transportation Op. Center	5,468	6,315	6,234	8,782	29,192
Ridge Culver Fire Department	1,866	1,812	1,860	1,743	1,908
Ridge Road Fire Department	-	-	-	5,333	7,642
Rush Fire Department	217	213	227	191	197
Scottsville Fire Department	187	234	216	198	197
Sea Breeze Fire Department	114	96	124	70	101
Spencerport Fire Department	715	800	1,021	822	930
St. Paul Fire Department	769	857	944	796	1,252
United States Coast Guard	72	110	128	122	148
Union Hill Fire Department	132	204	227	264	280
Walker Fire Department	144	155	124	149	123
Webster Fire Department	1,287	1,262	1,385	1,071	1,013
West Brighton Fire Department	603	672	729	711	764
West Webster Fire Department	1,088	1,129	1,288	1,120	1,247
FIRE TOTAL	**77,789**	**82,831**	**88,065**	**87,051**	**108,571**

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

EMS: CAD Events	2006	2007	2008	2009	2010
Bergen Ambulance	18	29	22	22	21
Brighton Ambulance	3,892	4,043	4,188	4,193	4,487
Brockport Ambulance	1,563	1,897	1,922	1,868	1,839
Caledonia Ambulance	78	94	105	102	94
Chili Ambulance	1,752	1,844	1,946	1,972	2,002
Churchville Ambulance	392	441	399	470	440
East Rochester Ambulance	823	817	998	993	1,058
Gates Ambulance	3,664	3,857	3,635	3,645	3,623
Greece Ambulance	3,672	3,759	3,905	3,949	3,867
Hamlin Ambulance	492	539	641	772	670
Henrietta Ambulance	3,440	3,668	3,923	4,087	4,229
Hilton Ambulance	1,223	1,269	1,323	1,416	1,307
Honeoye Falls Ambulance	745	787	877	742	888
Irondequoit Ambulance	2,705	2,767	2,837	2,715	2,938
Kodak Ambulance	2	7	2	4	-
Mobile Communications Unit - EMS				15	0
Monroe Ambulance	6,739	7,136	7,623	8,150	8,686
Northeast Quadrant	73	92	97	55	73
Other Ambulances	158	131	164	203	298
Penfield Ambulance	2,071	2,297	2,201	2,180	2,758
Perinton Ambulance	2,996	2,990	3,137	3,197	3,327
Pittsford Ambulance	1,725	1,766	2,113	2,174	2,226
Point Pleasant Ambulance	392	359	340	420	439
RIT Ambulance	675	676	712	769	777
Rural Metro Ambulance	49,677	52,356	55,575	56,005	58,554
Rush Ambulance	251	255	234	236	245
Scottsville Ambulance	307	318	312	302	412
Seabreeze Ambulance	151	140	140	150	165
Southeast Quadrant	92	88	118	84	62
Spencerport Ambulance	1,279	1,262	1,388	1,285	1,385
St. Paul Ambulance	1,043	1,045	1,118	1,033	1,148
Union Hill Ambulance	1,569	1,652	1,817	1,834	2,056
West Webster Ambulance	1,485	1,719	1,731	1,686	1,717
EMS TOTAL	**92,012**	**95,114**	**100,100**	**106,728**	**111,791**

POLICE: CAD Events	2006	2007	2008	2009	2010
Brighton Police Department	36,162	35,414	35,180	37,185	37,548
Brockport Police Department	11,563	13,554	15,344	15,392	15,043
East Rochester Police Department	12,028	12,281	12,877	13,667	14,381
Fairport Police Department	12,928	12,317	10,259	12,320	13,371
Gates Police Department	30,055	30,714	30,431	29,814	29,744
Greece Police Department	85,386	83,047	89,131	85,412	89,778
Humane Society				1,292	1,425
Irondequoit Police Department	67,575	63,168	62,917	57,094	58,803
Mobile Communications Unit - Police				23	25
Monroe County Probation	13,660	15,173	15,107	13,107	15,731
Monroe County Sheriff	182,319	194,850	198,246	196,923	204,166
New York State Police	18,551	31,858	37,065	34,935	37,194
New York State Park Police	-	-	268	248	322
Ogden Police Department	14,862	17,446	18,674	18,438	16,944
Other Police Departments	3,091	3,356	3,928	3,616	3,522
Rochester Police Department	451,463	476,996	471,439	463,879	479,187
SUNY Brockport Police	89	92	2	-	-
Webster Police Department	34,839	35,016	36,050	30,118	30,000
Total	**974,571**	**1,025,282**	**1,037,798**	**1,013,463**	**1,047,184**

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 eight 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 130 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 1,000 CPR certifications in 2010.
- ECD recognizes that stress management during critical calls is important to the welfare of employees. ECD has an internal team of 20 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. We also have three employees who have completed instructor development and run many of our classes.
- In the past, the pre-hospital cardiac arrest save rate in Monroe County was 4%. It has since risen to 16%. 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.
- ECD was named the 2007 9-1-1 Center of the Year by the E-9-1-1 Institute.

Agency Goals for 2010

General Operational Goals:

- Continue annual updating, reviewing, and training employees on our Emergency Response Plan.
- Continue chair repair and light replacement. Purchase additional chairs and lights as needed.
- Continue Line of Duty Death (LODD) implementation.
- Continue to work on educating the public about the importance of registering their cell phones for Hyper-Reach.
- Completion of installation of the building's stand-alone UPS system with a system containing two units that will back each other up.
- Proactively work on replacing some of the aging HVAC equipment in the building.
- Continue the CAD replacement project with overall completion in 2014.
- Achieve CALEA reaccreditation and prepare for NYSSA reaccreditation in 2011.

Training:

- Conduct new hire classes as staffing dictates.
- Implement Second Phase of Employee Development Plan.
- Conduct additional CTO Training.
- Conduct Communications Leader Training with Radio Center.
- New CAD Project.
- Keep lesson plans updated to meet NYS Standards.

Public Awareness:

- Replace the pictures on the display board.
- Letter to American Red Cross asking them to consider having a team member lecture at their baby-sitting class.
- Work with IT staff on creating a real time calendar that all team members can have access to and can manipulate.
- Explore the purchase and use of 911 balloons to give away to children at events.
- Expand website exposure.
- Create survey card to send to groups asking for their feedback on our program and how they heard about said program.

Peer Facilitators:

- Continue to provide training session for new hires.
- Reestablish mentor program after discussing better assignment strategy.
- Locate and utilize videos/books/magazine articles to supplement training sessions.
- Explore ways to better facilitate reentry into regular dispatch duties after handling a major event.
- Offer employees training and programs that will help keep them physically healthy. Being in good physical health is one of the primary ways to thwart stress.
- Establish a confidential way to keep track of defusings.

CAD:

- Work with Mapping Specialist and Computer Room staff on keeping the mapping program rolling along and to insure any new street entries made in CAD get forwarded to the rest of the mapping team for updates.
- Continue to work with the various Police, Fire and EMS user agencies to insure their files, run cards, tow districts, etc. are correct in CAD.
- Continue to work with Frontier, Intrado, Verizon and other cellular carriers to make sure the data they send is up-to-date and correct.

The National Incident Management System (NIMS):

- Maintain an active role with the NIMS Steering Committee.
- Have all Supervisors complete NIMS 300.
- 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.
- Develop exercises in 2010.
- Resume backup dispatching sessions for Gates FD and Perinton Ambulance as staffing and operational needs allow.
- NOTE: Look into using the move to Radio Center for UPS work as basis for covering this year's exercises.

Emergency Medical Dispatch:

- Completion of NAEMD Center of Excellence Reaccreditation.
- Active participation in the CAD project.
- Instructor Renewals.

Accreditation:

2010 is an accreditation year for ECD so the team was busy prepping for the CALEA Assessment which took place in August 2010.
- January – April consisted of file preparation and maintenance with a mock assessment being conducted in April.
- April – August was the time to correct any deficiencies found during the mock assessment.
- August 21-24, CALEA Assessment.
- Achieved re-accreditation November 20, 2010.

2010 Employees of the Month

January: Sean Conheady
February: Robert Collins
March: Kathleen Burns
April: Satarrah Whitfield
May: James Felice
June: Travis Dobrowsky
July: Brian Wright
August: Carl Bourke
September: Brandon Pugliese
October: Karen Decker
November: not available
December: Gregg Roegner

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.
- Prepare for CAD training in 2012 for all ECD staff.
- 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 completed 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.
- The CAD Replacement Team will be supplemented by Power Users and Trainers in preparation for the cutover in the first half of 2012. 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 our current one is no longer supported by the vendor.
- We anticipate that by spring we will be taking over dispatch 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 from the National Academy of Emergency Dispatch and increase compliance scores, all of which we intend to accomplish.
- 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 them to consider having a team member lecture at their baby-sitting class.
- Expand the City of Rochester web-page or create a new link for public education purposes.
- Create a virtual presentation.
- Reword 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 the other cellular carriers to make sure 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

Training Report

In Service Training Team (ISTT) Topics for 2010:

January	Shift Meeting
March	Power Shut Down
April	Shift Meeting
July	Procedure Review
October	Shift Meeting
December	Procedure Review

Public Safety Group (PSG) Topics for 2010:

January	You Can Quote Me	July	Interoperability
February	TCC Liability	August	Alphabet Soup
March	Child Callers	September	When Disaster Strikes
April	Professionalism	October	Controlling the Call
May	Conflict Resolution	November	TDD-TTY
June	Stress Management	December	Gangsters Among Us

Supervisor Training:

Airplane Emergencies and NORAD/FAA Notification
Chempack Notification/Release of Mark I Antidote Kits
Don't Sue Me-How Lawsuits Happen
ECD Emergency Plan
ECD Procedures and Notifications
Greater Rochester Regional Mutual Aid Plan
Next Generation 911
Rochester/Monroe County UASI Tactical Interoperable Communications Plan
Strategic National Stockpile

New Procedures Issued in 2010:

        10.01   Operating Practices Board
        10.02   Tactical Operability: Communications, Mobile Comm.Vehicle and CRT team
        10.03   Emergency Staffing

Conferences, Workshops and Seminars:

- Active Shooter Awareness Seminar
- ArcGIS Desktop II: Tools and Functionality
- Basic Emergency Public Information Officer Course
- CALEA Conference
- Call Center Manager Certification Program
- Dealing with Gangs
- EMD Instructor Updates
- Excel 2007
- Filling the Seats in Your PSAP
- Greater Rochester Regional Mutual Aid Plan Review/Exercise
- HSMI National Conference
- Incident Command System 300
- Incident Command System Planning Section Chief
- Leadership Academy
- Management of Aggressive Behavior
- NENA Conference
- NENA- COOP Plans for PSAPs
- Police Psychological Examinations
- Public Information Officer Awareness Course
- Situational Leadership
- STEP Conference
- Strategos Project Management
- Terrorism Awareness

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

IS-00100.a   Introduction to the Incident Command System, ICS-100
IS-00106.10   Workplace Violence Awareness Training 2010
IS-00700.a   National Incident Management System (NIMS), an Introduction
IS-00702.a   NIMS Public Information Systems
IS-00703.a   NIMS Resource Management
IS-00704   NIMS Communications and Information Management
IS-00706   NIMS Intrastate Mutual Aid, an Introduction
IS-00775   EOC Management and Operations

Ride-Alongs:

73 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 2010:

January	You can quote me
February	Liability issues
March	Child callers
April	Professionalism
May	TDD/TTY
June	Stress Management
July	Interoperability practical issues of dealing with other agencies
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

Computer Aided Dispatch System (CAD)

CAD Related Updates:	# of Updates:
Internal Directives Issued	20
SPR's Completed	1,166
ANI/ALI Discrepancies	138
New Streets Added to CAD	32
Run Card Updates	15 (EMS)
	22 (FIRE)

- On January 25, 2010 a meeting was held at ECD with the Northeast Joint Fire District and West Webster Fire Department regarding district lines. Subsequent to that meeting, there were several changes both in CAD and Mapping had to be made to accommodate the new district lines.
- On January 28, 2010 all of the new Digital Radio configurations were entered into the Access Database. There were 13 agencies added, giving the channel and what agencies are on these channels for the specific department.
- In February, all of the City of Rochester Recreation sites were entered into CAD along with contact phone numbers and Directors of each site to both CAD and the Access Database. A commonplace entry for all of the locations along with the accompanying phone number for each location was also created.

- Also in February, Ridge Culver FD requested a change in their run cards. All 255 cards were updated manually.

- In March, all the buildings and parking lots on the SUNY Brockport campus were common placed with their building number as well as the actual building name.

- In April, Gates Ambulance went to an Op's group page format for notifying command level people in their agencies of potentially serious events. This is similar to what HENE, SPEE and PENE are already using. Entries had to be made to the PAGER file, TYP file and wording on all their run cards had to be updated with this new format.

- On April 28th, a multi-agency meeting was set up with ECD representatives, Penfield Fire, City Fire, Union Hill Fire and Webster Fire regarding a major project in the Town of Penfield regarding underground water lines and a plan if a trench rescue might occur.

- In May, Fairport Fire Department requested a complete change to both their run cards and the M/A and Multi alarm responses for their district. 418 run cards were manually updated.

- In preparation of the new CAD system, the SME CAD Implementation Team has been working with different files in the current system so the files could be entered into the new CAD. The biggest challenge was the commonplace file. There were 8,660 commonplace entries in CAD. Each entry had to be verified and either retained or purged from the system.

- In June, Ridge Culver FD requested another change to their run cards. 255 run cards were manually updated.

- In July, ECD had a meeting with representatives from the MCFB regarding adding and/or updating new fire event types to better describe a fire type situation. The new event types that were eventually added and went live on January 1st, 2011 were STRCTA, STRCTB and INSTAL.

- On August 30th ECD began dispatching for RIT ambulance. This required making sure that RITE had their own EMD entry for each code in the TYP file. Also their run cards were updated for Mutual Aid and multiple call incidents.

- In September, North Greece Fire wanted to update numerous EMS calls they no longer wished to respond to. This required numerous changes to the TYP file.

- October saw changes to CHIF, EGYF and HILF run cards.

- In November, Irondequoit Ambulance wanted to update and change all of their block numbers to correlate with the different fire agencies they respond with. This required several hundred changes in the BLK and STRU files.
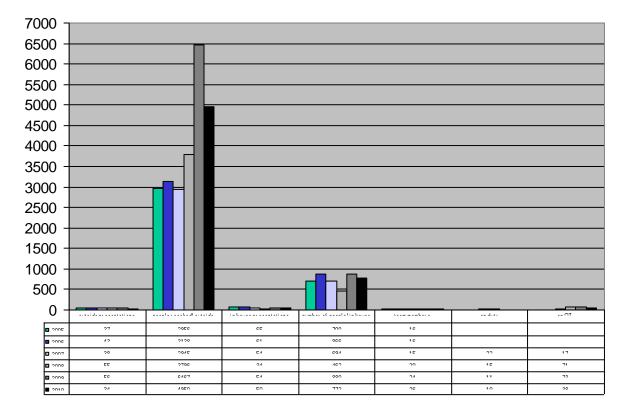
Public Awareness Report

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 2010 we were invited to 5 very large programs that reached several thousand citizens (approximately 24,000)-our attendance at these events continues to be a means of creating a large contact base for other organizations and community groups.
> - Rochester Redwings- 4 events-approximately 5,000 people each
> - Lilac Parade-(RED Birthday Party)-3,000

Public Awareness Stats

	outside presentations	people reached outside	in house presentations	number of people in house	team members	tours	?? OT
2005	27	2955	55	700	18		
2006	42	3120	54	888	18		
2007	38	2845	54	884	15	22	17
2008	55	2795	54	462	20	15	71
2009	58	2467	54	888	24	11	72
2010	34	4850	50	772	26	19	99

RED E. FOX:

In 2008, 9-1-1 welcomed Red E. Fox as our new official public awareness mascot. In 2010, Red was very 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 and created a Facebook page for him! Some of the events he has traveled 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 friends at the 2010 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

All employees received a review of the Plan in October 2009, including a video on the upgrades to the Backup Facility at Cobbs Hill. A tabletop exercise was held in November 2009 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. Due to staffing deficiencies, we suspended sessions where Gates FD and Perinton Ambulance did backup dispatching for training purposes.

Medical Emergency Response Team (MERT)

The ECD is a 24 hour/7 day a week operation consisting of 192 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
236   Returned (26%)
  1   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: 3.8
Q4 - Courtesy of the call taker: 3.8
Q5 - Overall satisfaction with the call taker: 3.8

In August, 2010 the CALEA Assessors performed an onsite review as a part of our re-accreditation.

In November, having successfully completed our re-accreditation, the 9-1-1 Director and one of our Accreditation Managers attended the CALEA Conference in Cedar Grove, CA to receive our re-accreditation award.

The next CALEA on-site is August of 2013.

Emergency Medical Dispatch Report
Quality Improvement Unit (QIU)

2010 Compliance Scores for Accreditation:
(Standard needed is in parenthesis)

Case Entry	96.36%	(95%)
Key Questions	94.79%	(90%)
Pre-Arrival Instructions	97.71 %	(95%)
Post-Dispatch Instructions	95.37%	(90%)
Chief Complaints	95.38%	(95%)
Coding	95.45%	(90%)
Total	95.48%	(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
- Society for Total Emergency Programs Conference
- NYS Vital Signs EMS Conference
- APCO with Verbal First Aid
- EMD Instructor Update

Special Events:
- Emergency Medical Dispatchers delivered **10** babies.
- Emergency Medical Dispatchers had **11** confirmed CPR/choking saves.

EMD Training:
The QIU staff certified/recertified 50 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.
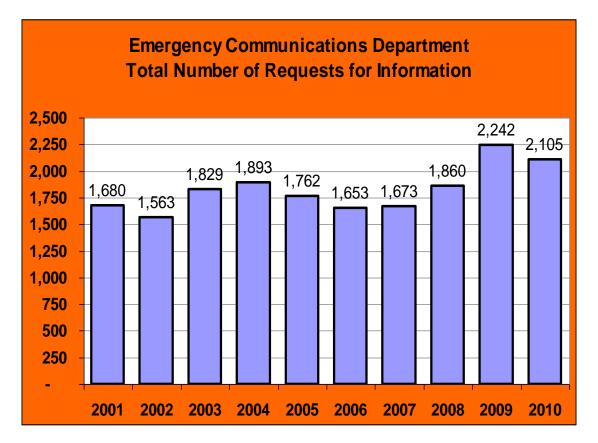
Monthly training

Professionalism in Dispatch	April
EMD "Hot Spots"	June
Accelerator Stuck	July
Context is Everything	August
Review of "Life Status Questionable"	September
Review CPR Pre-arrivals	October
2010 Influenza Update	December

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

CPR Training:

As an AHA Training Center we issued 1,000 CPR cards for agencies and ECD personnel (Last year's total was 760).

Research Activity Report

Emergency Communications Department
Total Number of Requests for Information

Year	Requests
2001	1,680
2002	1,563
2003	1,829
2004	1,893
2005	1,762
2006	1,653
2007	1,673
2008	1,860
2009	2,242
2010	2,105

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

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.

LVAD: Left Ventricular Assist Device

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.

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.

Ride-Along: To be an official passenger in a public safety vehicle, accompanying police, fire or ambulance personnel during part of a normal tour of duty.

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