

# Emergency Communications Department

City of Rochester - County of Monroe

## 2006 Annual Report



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

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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.*

# Dedication

*In Honor of Supervisor William R. Weilert*

*August 8, 1941*

*April 27, 2006*



## *An Irish Blessing*

*May the road rise up to meet you, May the wind be  
always at your back. May the sun shine warm upon  
your face, And rains fall soft upon your fields, And  
until we meet again, May God keep you in the  
hallow of His hand.*

# 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, “Though 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 2006 the ECD received 1,147,494 calls and processed 1,206,530 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 Call Takers 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 of which our Director serves as President

- National Emergency Number Association (NENA) of which our Director serves as President of the New York State Chapter.
- Association of Public-Safety Communications Officials.
- E9-1-1 Institute of which our Director is a former member of the Board of Directors.

Each year the ECD continues to make distinguished achievements. 2006 was no exception.

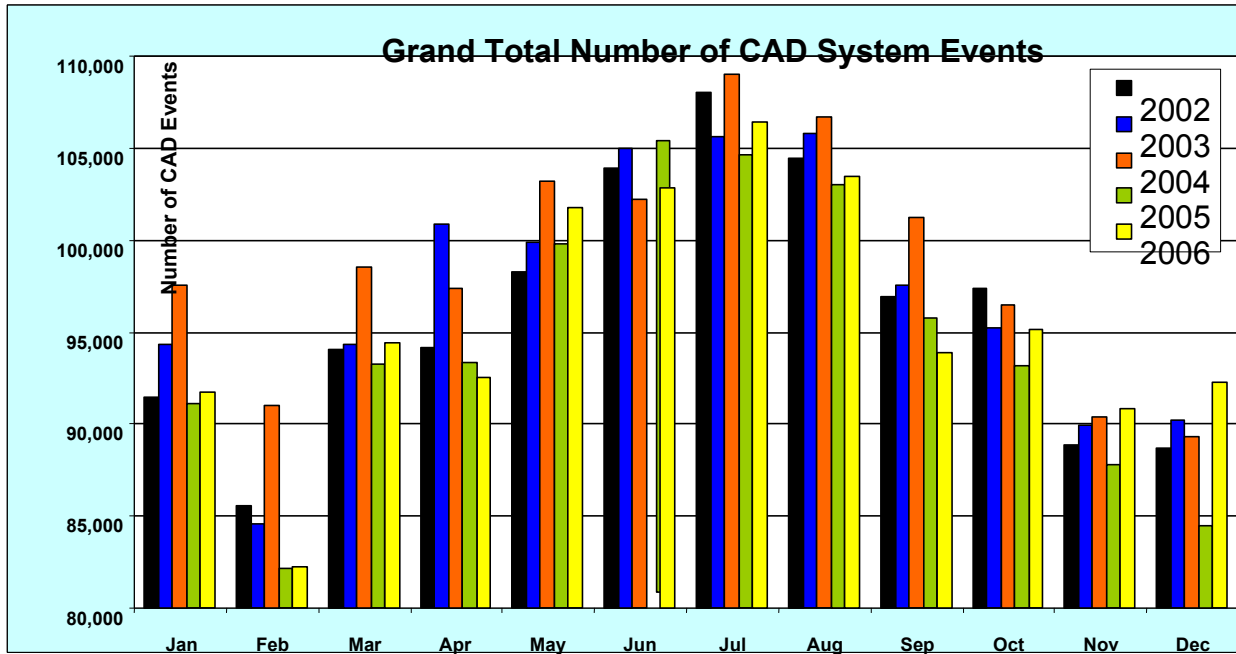
Along with being an E-9-1-1 facility, the ECD is fully compliant with Phase II wireless technology. This has continued to allow us to use this life saving data on a number of occasions. We are among the first to incorporate the use of Pictometry aerial images along with mapping with Phase II. This not only allows for enhanced location verification, it also provides a visual image of the location and surrounding area.

In order to expand control of major operations, the ECD installed a projection system using four 12' X 7' screens in a circular formation on the operations floor. From any position on the operations floor, employees are able to instantly view live weather radar feeds, Pictometry, CAD events, and cable news channels. Several dignitaries and representatives of other PSAP's have visited ECD to view this new technology.

In June 2006, severe flooding hit our neighbors in Broome County in the southern part of New York State. This included flooding at the PSAP serving that area. In response to a request from Broome County, four ECD dispatchers traveled to the area to assist in their PSAP and mobile communications vehicle.

Thanks to the efforts of Emergency Medical Dispatchers, ECD has maintained it's status as an Accredited Center of Excellence of the National Association of Emergency Medical Dispatch continually since 1998.

# 9-1-1 Center Statistics



Month	2002	2003	2004	2005	2006
January	91,480	94,322	97,587	91,125	91,745
February	85,565	84,585	91,052	82,137	82,243
March	94,048	94,294	98,511	93,296	94,401
April	94,143	100,877	97,404	93,311	92,577
May	98,306	99,858	103,231	99,807	101,749
June	103,902	105,010	102,172	104,513	102,823
July	108,065	105,633	109,052	104,600	106,388
August	104,452	105,760	106,725	102,988	103,444
September	96,922	97,551	101,187	95,781	93,870
October	97,361	95,190	96,517	93,180	95,115
November	88,829	89,959	90,377	87,835	90,830
December	88,669	90,190	89,277	84,441	92,309

Year	9-1-1 Calls	CAD Events
2002	1,044,255	1,151,373
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

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

<b>FIRE: CAD Events</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>
Airport Fire	307	331	355	390	411
Barnard Fire Department	549	1,012	2,372	2,491	2,433
Brighton Fire Department	2,319	2,739	2,868	2,773	2,654
Brockport Fire Department	509	680	800	916	932
Bushnells Basin Fire Department	682	822	659	649	621
Chili Fire Department	646	678	647	705	696
Churchville Fire Department	345	317	308	297	362
City Fire Department	30,759	32,924	32,593	32,397	33,177
Clifton Fire Department	130	142	110	174	132
East Rochester Fire Department	676	767	672	727	623
Egypt Fire Department	654	719	648	654	655
Fairport Fire Department	1,257	1,485	1,414	1,360	1,426
Fisher Fire Department	524	644	375	415	402
Gates Fire Department	3,075	2,481	2,286	2,165	2,240
Greece Ridge Fire Department	3,710	3,875	4,368	4,610	4,720
Hamlin Fire Department	422	423	441	394	398
Henrietta Fire Department	3,468	3,671	3,631	3,755	3,417
Hilton Fire Department	383	661	563	448	453
Honeoye Falls Fire Department	484	557	522	491	485
Kodak Fire Department	31	37	28	22	25
Lakeshore Fire Department	825	864	859	825	825
Laurelton Fire Department	690	682	809	691	686
Mendon Fire Department	239	263	273	290	240
Monroe County Fire Bureau	102	99	84	77	75
Morton Fire Department	184	169	172	151	168
Mumford Fire Department	145	161	159	155	147
North Greece Fire Department	2,322	2,688	3,121	3,293	3,160
Other Fire Department	84	71	61	72	67
Penfield Fire Department	1,739	1,961	1,754	1,846	1,761
Pittsford Fire Department	1,521	1,843	1,435	1,475	1,506
Point Pleasant Fire Department	264	277	239	229	230
Regional Transportation Op. Center		781	4,170	5,938	5,468
Ridge Culver Fire Department	1,610	1,774	1,819	1,878	1,866
Rush Fire Department	233	239	234	251	217
Scottsville Fire Department	185	192	197	172	187
Sea Breeze Fire Department	110	114	114	93	114
Spencerport Fire Department	1,017	968	927	961	715
St. Paul Fire Department	873	1,097	877	784	769
United States Coast Guard	16	16	40	85	72
Union Hill Fire Department	200	261	273	163	132
Walker Fire Department	136	165	135	113	144
Webster Fire Department	1,073	1,432	1,244	1,197	1,287
West Brighton Fire Department	475	531	554	610	1,088
West Webster Fire Department	1,148	1,374	1,169	1,156	603
<b>FIRE TOTAL</b>	<b>66,121</b>	<b>72,987</b>	<b>76,379</b>	<b>78,338</b>	<b>77,789</b>

<b>EMS: CAD Events</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>
Barnard Ambulance	1,709	1,614	-	1	0



Bergen Ambulance	17	17	26	23	18
Brighton Ambulance	3,240	3,541	3,570	3,786	3,892
Brockport Ambulance	1,026	1,272	1,409	1,439	1,563
Caledonia Ambulance	108	126	106	107	78
Chili Ambulance	1,646	1,753	1,741	1,805	1,752
Churchville Ambulance	334	333	367	416	392
East Rochester Ambulance	706	815	773	840	823
Gates Ambulance	3,315	3,415	3,503	3,357	3,664
Greece Ambulance	6,117	6,316	6,652	4,230	3,672
Hamlin Ambulance	544	490	529	478	492
Henrietta Ambulance	3,822	3,768	3,377	3,575	3,440
Hilton Ambulance	768	837	1,086	1,215	1,223
Honeoye Falls Ambulance	707	711	754	716	745
Irondequoit Ambulance	2,410	2,418	2,687	2,645	2,705
Kodak Ambulance	7	7	7	3	2
Monroe Ambulance	1,533	2,079	3,605	5,984	6,739
Northeast Quadrant	91	141	125	103	73
Other EMS Referrals	347	353	226	177	158
Penfield Ambulance	2,006	2,037	2,088	2,117	2,071
Perinton Ambulance	2,534	2,705	2,687	2,832	2,996
Pittsford Ambulance	1,636	1,653	1,541	1,726	1,725
Point Pleasant Ambulance	301	366	383	396	392
Rochester Institute of Tech. EMS		313	672	616	675
Rural Metro Ambulance	42,847	45,594	46,085	47,252	49,677
Rush Ambulance	228	241	245	223	251
Scottsville Ambulance	148	295	279	296	307
Seabreeze Ambulance	247	125	113	116	151
Southeast Quadrant	18	38	67	96	92
Spencerport Ambulance	1,025	1,201	1,293	1,371	1,279
St. Paul Ambulance	1,082	1,094	1,086	1,137	1,043
Union Hill Ambulance	1,255	1,500	1,521	1,544	1,569
West Webster Ambulance	1,199	1,276	1,331	1,391	1,485
<b>EMS TOTAL</b>	<b>82,973</b>	<b>88,444</b>	<b>89,934</b>	<b>92,013</b>	<b>95,114</b>

<b>POLICE: CAD Events</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>
Brighton Police Department	36,117	39,429	40,140	35,144	36,162
Brockport Police Department	1,301	7,482	13,126	12,512	11,563
East Rochester Police Department	12,175	13,615	12,225	12,387	12,028
Fairport Police Department	11,255	12,510	10,825	11,893	12,928
Gates Police Department	30,108	31,555	31,370	29,367	30,055
Greece Police Department	81,341	83,558	84,899	81,483	85,386
Irondequoit Police Department	61,206	64,390	65,145	66,461	67,575
Monroe County Probation	369	15,539	13,470	11,586	13,660
Monroe County Sheriff	206,271	201,832	214,197	198,162	182,319
New York State Police	13,878	14,509	15,973	14,719	18,551
Ogden Police Department	12,473	12,262	13,423	13,605	14,862
Other Police Department	8,119	3,959	3,614	3,251	3,091
Rochester Police Department	494,271	467,702	466,437	441,501	451,463
SUNY Brockport Police	31	98	37	71	89
Webster Police Department	33,733	33,358	31,898	30,521	34,839
<b>Total</b>	<b>1,002,648</b>	<b>1,001,798</b>	<b>1,016,779</b>	<b>962,663</b>	<b>974,571</b>

## 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 seven 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 over 86 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 772 CPR certifications in 2006.
- 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.

# Agency Goals For 2006

## General Operational Goals:

- Purchased a new network copier printer.
- Purchased 15 new Domore chairs
- Purchased 190 new headsets
- A monthly equipment cleaning and test schedule has been implemented.
- Incorporated RSI Techs (specially trained Paramedics) sign-on with ECD through the Monroe-Livingston Regional EMS Office of Pre-hospital Care.
- Attended the City's 1<sup>st</sup> *Leadership Academy* for 8 weeks
- Coordinated the start up and training of Shot Spotter – RPD System that monitors and analyzes loud noises such as gunshots and fireworks and reports them and its analysis to 9-1-1 staff via computer.
- Completed issuing pagers and monitoring their subsequent upgrades.
- Began to formulate a program with outside assistance called Line of Duty Death (LODD)
- Replacement of all backup TTY/TDD units, using New York State 9-1-1 funds.

## Training and Professional Development:

- Conducted new hire classes as staffing dictated:
  - 2/27/06 7 hired 6 retained
  - 6/26/06 9 hired 7 retained
- 2 Public Safety Dispatcher I's were promoted to Public Safety Dispatcher II
- 3 Telecommunicators promoted to Public Safety Dispatcher I.
- Continue to assist RPD with training 3-1-1 employees. Two classes conducted
- Coaching Skills/Train the Trainer Course.
- ECD Trainer completed the APCO Communications Training Officer Instructor Course
- Sent Three Employees to Instructor Development Course in September
- 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 for all Acting Supervisors and any Supervisors or Managers who have not attended in the last five years.
- Research a Certified Training Officer (CTO) Program. Completed and ready to roll out.

## **Training and Professional Development continued:**

- Keep Lesson Plans updated to meet NYS standards. Completed
- ECD employees completed 8749 hours of training, an average of 51.46 hours per employee.
- Part of the annual training includes the use of voicing, structured reviews of call taking and dispatching using audio recordings or downloads from the CAD system. In 2006, 590 vox reviews were completed.
- Three members of the ECD management staff hold professional certifications as Emergency Number Professional (ENP) from the National Emergency Number Association. It should be noted that there are only a total of seven ENP's in all of New York State.
- Supervisors wrote 172 "Thank you for a good job" letters to employees

## **Public Awareness:**

- In 2006 we were invited to two very large programs sponsored by Rochester Community Baseball (Red Wings) that reached several hundred citizens. The organizers expressed an interest in repeating these programs at least annually; our attendance will most certainly be a means of creating a large contact base for other organizations and community groups.
- In 2006 we acquired 3 new rolling carts, 2 new totes for carrying supplies, a new easel, and a 13" TV/DVD combo w/carrying case.
- Letters were sent to county fire departments and schools informing them of our group and what we do. We enjoyed a good response from that.
- Created a Powerpoint presentation to show at programs.
- Initiated a public awareness link on the 9-1-1 website.
- Partnered with F.U.S.E. of W.N.Y. - a collaboration of west side fire departments focused on fire safety public education in the community and in schools.
- Posted a copy of the presentation database on the network so all supervisors and Public Awareness team members are up to date on what programs are upcoming and who's assigned.
- Updated citizen-agency interaction form and database to include whether presentation was done on duty or on overtime for reporting purposes (to be used in 2007 stats)
- Expanded team allows presentations to be covered by a variety of employees
- Email gives team members the opportunity to communicate with each other reducing the need for meetings

## **Computer Aided Dispatch (CAD):**

- Early Spring of 2006, specific 9-1-1 CAD events transferred to the County Website. New commands added to CAD to facilitate this were WEBI, WEBD, SCUP
- May 8-12, attended the Northrup Grumman users conference in Portland, Oregon. While there, reviewed the updated version of their new CAD system, Command Point.
- June of 2006, ECD started dispatching for the New York State Park Police. In order for this to happen, numerous changes were made to the UNIT file, BLKF file, Commonplace file and STRU files, including out-of-county streets just over the line into Orleans county
- June 2006, the Webster Fire Dept. and Union Hill Fire Dept. split into their two respective agencies once again. Numerous changes to BLKF file, XTRR file, TYP File and FRL files were made to accomplish this.
- In the Fall of 2006, the Incident Summary command (IS command), at the request of RPD, was removed from all RPD officers below the rank of Sgt. Also the ability of other County Police agencies to view waiting jobs for RPD was restricted.
- Continued to clean up the street files in CAD in anticipation of Mapping going live in 2007.
- On December 28th, 2006, ECD resumed dispatching for the Hamlin Fire Dept. In order for this to occur, numerous changes in the BLKF File, Pager File, XTRR File, FRL File, TYP File and STRU files had to be made.
- Developed a strong working relationship with Sprint E9-1-1 update office and Intrado to fix and update various ANI/ALI problems throughout the County.
- Rejoined the Public Awareness Committee. Throughout the year, gave numerous tours to various agencies and civic groups to showcase the talented people we have and the technology we use.
- Reinstated the CAD committee in advance of a new CAD system replacement for 2009-2010.
- Correct file errors in CAD and mapping as needed. Completed for 2005, will continue in 2006.
- Update mass casualty incident plans in operations database to reflect changes in service. Lack of response from individual agencies resulted in this not being completed.

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

- All ECD employees were trained in IS-100, *Introduction to the Incident Command System (ICS) and IS-700 IS-700 An Introduction*.
- All supervisory and management personnel, including acting Supervisors, were trained in IS-200, *ICS for Single Resources and Initial Action Incidents*, and IS-800, *Introduction to the National Response Plan*.
- Two Supervisors were sent to the Center for Domestic Preparedness for advanced training in Technical Emergency Response Training in preparation for working in developing the county's mobile command vehicle.
- Two ECD employees were trained as instructors in the Homeland Security's WMD Awareness Training Course. In turn, ECD is now training all new employees with this material along with offering it to current employees and employees from other City departments.
- A NIMS compliance statement was included in the ECD Emergency Response Plan and ECD procedures.
- ECD maintains active membership on Monroe County NIMS Steering Committee, providing any needed assistance to the Committee and its members on implementation.
- All procedures and policies were reviewed to ensure compliance with NIMS.

## **Administration and Research:**

- ECD strives to maintain a turnover rate of 10% or less per year. In 2006 our turnover rate was 8%.
- Increased development and distribution of ECD Newsletter from four to six issues per year.
- Through cooperation with the District Attorney's Office, subpoena requests for audio recordings and CAD records were reduced by 22%. It was found that a number of requests were unneeded.
- Through ongoing efforts with various telecommunications providers, ANI/ALI discrepancies were reduced from over 600 in 2005 to 257 in 2006.
- In 2006 ECD provided an upgrade to allow information from designated CAD events to be displayed on the Monroe County website. This allows citizens, news media, and traffic reporters to view live 9-1-1 information. The website updates every five minutes.

### **Peer Facilitators:**

- We recently changed our meeting times to a revolving schedule.
- Facilitators have begun putting their own nameplates on the On Duty board.
- Survey sent out requesting team members' commitment to the team and its focus.
- Appointed shift representatives for better communication.

### **Accreditation:**

- In addition to maintaining accreditation by the Commission on Accreditation for Law Enforcement Agencies and the National Academy of Emergency Dispatch, ECD was accredited in 2006 by the New York State Sheriffs Association.

### **Emergency Medical Dispatch:**

- ECD maintains accreditation as a Center of Excellence from the National Academy of Emergency Dispatch.
- Over 3200 EMD calls were reviewed in 2006 with an overall compliance rate of 95.39%.
- QIU staff created Monthly Continuing Dispatch Education Tests which are taken by all ECD employees. Each Emergency Medical Dispatcher is required to complete 24 hours of continuing dispatch education credit every two years.

# 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 county interoperability plan
- Hire consultant for CAD, MDT, RMS, JMS system replacements
- Get 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
- Get an employee link set up on the web site

## Training:

- Conduct new hire classes as staffing dictates
- Continue to assist RPD with training 3-1-1 employees
- Sponsor a Supervision and Management of Public Safety Communication Centers Course (scheduled for September)
- Send one more employee to APCO Instructor or Instructor Development Course
- Send two employees to NYSPIN Training
- Continue to utilize the City's Effective Supervisory Practices course for all Acting Supervisors and Supervisors.
- Implement CTO Program, initial training for core group and then others
- Plan additional training for the CTOs
- Continue to utilize PSTF's Command Post Training when offered

## Public Awareness:

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



## **Peer Facilitators:**

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

## **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 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.

## **Emergency Response Plan:**

- Continue to update the plan as needed, ensuring effective distribution of all copies.
- Schedule drills.
- Continue and enhance the training program with Gates Fire District and Perinton Volunteer Ambulance Service.
- Assist other agencies with development of their internal disaster plans when requested.

## **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 (computer aided dispatch) to provide ProQA which is a computerized version of the Emergency Medical Dispatch protocol card sets.

# Training Report

## In Service Training Team (ISTT) Topics for 2006

Call Verification and Disaster Plan	Diversity Training
ECD Emergency Response Plan	IS-100 Incident Command
Officer Safety Presentation	Assertive Dispatching
Pandemic Preparedness	Sexual Harassment
TCC, Police and Fire Review	TDD/TTY Backup System
ShotSpotter	Ginna Presentation

## Public Safety Group (PSG) Topics for 2006

January	Debugging Dispatch
February	NIMS
March	Communication in Communications, Coping with Your Job
April	Suicidal Callers
May	Calming and Other Basics
June	VOIP
July	Rape and Domestic Violence
August	Airplane Crashes and Mass Casualty Incidents
September	Hazmat and Out of Control Fires
October	Interpersonal Communications and Active Listening
November	What If?
December	All Those Calls We Love

## Supervisor Training

ECD Emergency Plan Exercise	ECD Procedures
Ethical Decision Making	ITT Facilities Response
Public Budgeting	Workplace Violence
SNS Awareness	9-1-1 Homeland Security
APCO Conference 2006	NENA Conference
Bomb Threat Management	Monroe County Comprehensive Emergency Plans
Homeland Security Annual Conference	X/Y Coordinates, aka latitude and longitude
Incident Response to Terrorist Bombings	Prevention and Response to Suicide Bombing Incidents

## **New Procedures Issued in 2006**

ShotSpotter	Agency Planning and Development Accreditation
Maintenance	Intra/Interdepartmental Communications
Administrative Forms	Administrative Reports
Customer Surveys	Human Resource Participation
Poison Control	Emergency Staffing
Travel Regulations	Alarm Bell
Mail/Parcel Handling	NIMS
ECD Annual Report	

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

Instructor Development Course	Leadership Academy
Microsoft Access and Excel	Pipeline Safety
S.T.E.P. Conference	Clandestine Drug Lab Awareness
Workers Compensation Process	TERT/COBRA
Peer Facilitator Refresher	CALEA/NYSAA Accreditation Training
National WMD Awareness Program	Communications Training Officer Instructor
APCO Conference 2006	
Fire Training with Monroe County Fire Bureau	
National WMD Awareness Instructor Training	

## **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-00010	Animals in Disasters, Awareness and Preparedness
IS-00011	Animals in Disasters, Community Planning
IS-00015	Special Events Contingency Planning
IS-00020	ICS for Single Resources and Initial Actions
IS-00022	Are You Ready? Citizen Preparedness
IS-00100	Introduction to the Incident Command System

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

IS-00120	Orientation to Community Disaster Exercises
IS-00139	Exercise Design
IS-00230	Principals of Emergency Management
IS-00235	Emergency Planning
IS-00240	Leadership and Influence
IS-00241	Decision Making and Problem Solving
IS-00242	Effective Communication
IS-00244	Developing and Managing Volunteers
IS-00275	Role of the Emergency Operations Center
IS-00288	Role of Voluntary Agencies
IS-00292	Disaster Basics
IS-00301	Radiological Emergency Response
IS-00393	Introduction to Hazard Mitigation
IS-00700	Introduction to the National Incident Management System
IS-00800	National Response Plan

### **Ride-A-Longs**

97 Police, Fire and Emergency Medical Services (EMS)

### **PSG Topics for 2007**

January	What Makes a Good Employee
February	Fire 101
March	Call Taking – The Basics
April	Missing Children
May	Dealing with non-English speaking callers
June	Customer Service
July	The Future of Communications
August	Dealing with Child Callers
September	Personal Development
October	Planes, Trains and Automobiles (what happens when they crash)
November	TDD/TTY
December	Liability Issues

## ISTT Topics for 2007

Shotspotter Refresher  
Bank Alarm Procedures  
Sick Leave and Related Topics  
Crisis Nursery of Greater Rochester  
Mapping and Pictometry

# Computer Aided Dispatch System (CAD)

- Internal Memo's Issued 21
- System Problem Reports 1450
- ANI/ALI Discrepancies 257
- New Streets Added to CAD 81
- Run Card Updates 53
- 2 new agencies (New York State Police/New York Park Police)
  
- Working closely with the FACIT unit from the Rochester Police Dept. continued to identify and place warnings on over 140 known chronic domestic dispute households throughout the city.
- Continued to work on the Premise Warning file to update, add and/or delete warnings on various locations in Monroe County. To date, over 2000 have been deleted and/or updated.

# 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 aim of this program is to increase the community's understanding of the activities and roles of this agency and increase the public confidence.

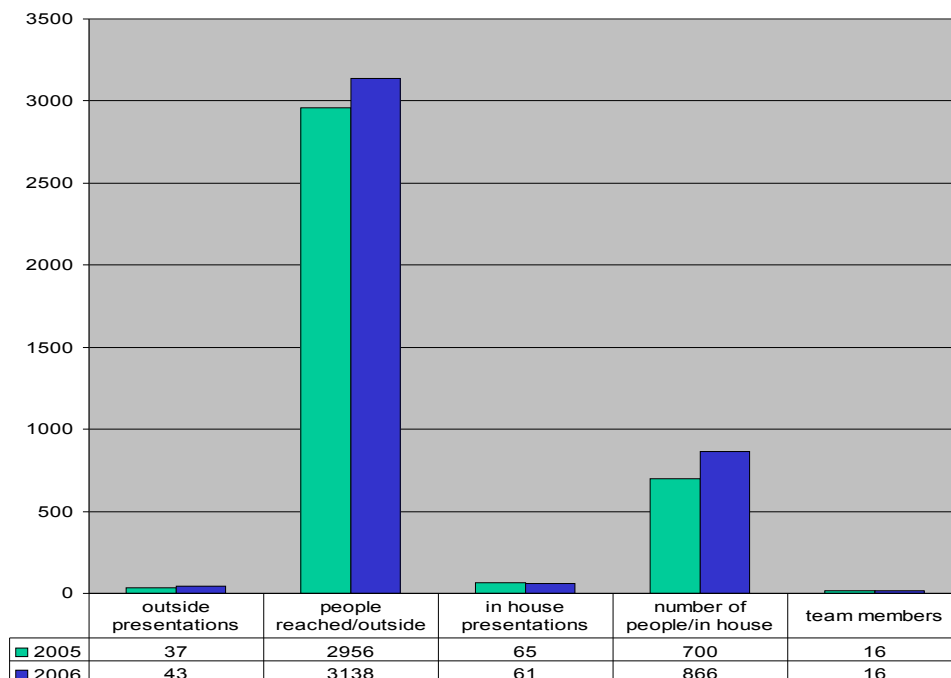
Public awareness and education about the 9-1-1 system is essential to a successful operation. The ECD accomplishes this through the activities of its Public Awareness Committee. The 16 member committee is responsible for presentations at schools and community events along with tours of the 9-1-1 Center. The distribution of educational material such as pamphlets and coloring books on the proper use of 9-1-1 has been well received. In 2006 the Committee made 43 outside presentations and performed 61 tours of the 9-1-1 Center, reaching out to 4279 persons.

- 43 Outside presentations - 3138 participants
  - 16 Schools
  - 17 Fire Dept/Ambulance Corp
  - 10 Other (community group, CPA, etc)

11 City Hall Night Out - Averaged 25 citizen contacts per event

61 In house observations and tours - total of 866 people attended

**Public Awareness Stats**



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

In 2006 the Emergency Communications Department initiated steps to join in the National Incident Management System (NIMS) and meet Emergency Preparedness requirements. We are an active member of the Monroe County NIMS Steering Committee. This committee serves as a central coordinating body for the training, record keeping, and contingency plan updates needed by NIMS.

## **Emergency Response Plan**

The Emergency Response Plan continues to be a living document. In 2006 we revised the Executive Summary document and issued new copies to all 9-1-1 user agencies. The Plan now includes a statement of compliance with the National Incident Management System (NIMS) along with an appendix that specifically addresses the issue of a pandemic illness should one occur. This was in addition to the normal housekeeping items of updating the master contact list, vendors list, and IP address list.

Several backup dispatching sessions were held with Perinton Ambulance and Gates Fire District. Gates now possesses a full CAD terminal. No progress has been made with installing a CAD terminal at Perinton Ambulance.

## **Medical Emergency Response Team (MERT)**

The ECD is a 24 hour/7 day a week operation consisting of 178 Employees. As such, 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 responded to nine medical emergencies in 2006, one of which required transport to area hospitals via ambulance. 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)

We are up for re-accreditation this year for our CALEA program. The on-site is scheduled for August 25<sup>th</sup> through 29<sup>th</sup> 2007. The first edition CALEA program contains 216 standards organized into six chapters:

1. Organization
2. Direction and Authority
3. Human Resources
4. Recruitment and Selection
5. Training
6. Operations

The on-site assessment will utilize the first edition. However, CALEA is now in the process of updating these standards. At the November 2006 CALEA Conference, the Commissioners approved the draft of the second edition of Standards for Public Safety Communication Agencies. The standards will be reviewed by the Communications Review Committee for possible standards adjustment and resubmitted to Commissioners at the March 2007 Conference. If approved, the second edition standards will be implemented at the July 2007 conference. The transition time frame is 12-15 months from edition one to edition two. The second edition consists of 228 standards along with another chapter, Chapter 7, which covers 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.

**Citizen Surveys:**

600 Mailed  
118 Returned (20%)  
1 Follow up calls requested  
(High praises for our service)

**Average Ratings (highest possible of 4):**

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

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

**2006 Compliance Scores for Accreditation**

(Standard needed is in parenthesis)

Case Entry	96.25%	(95.00%)
Key Questions	93.60%	(90.00%)
Pre Arrival Instructions	97.31%	(95.00%)
Post Dispatch Instructions	96.28%	(90.00%)
Chief Complaint	97.09%	(95.00%)
EMD Coding	94.80%	(90.00%)
Total	95.39%	(90.00%)

## **Projects and Committees QIU is involved with**

Medical Dispatch Review Committee (MDRC)  
Society for Total Emergency Programs (STEP) Board of Directors  
ECD Peer Facilitators  
County Critical Incident Stress Management (CISM)  
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 (STEP) Conference  
NYS Vital Signs Conference  
New York State Volunteer Ambulance and Rescue Association Conference

## **Awards**

Each month an ECD employee is chosen as the Emergency Medical Dispatcher of the Month. From the 12 award winners one is chosen as the Emergency Medical Dispatcher of the Year. The monthly award winners receive the use of a special parking spot in the employees parking lot.

## **Special Events**

Emergency Medical Dispatchers delivered 10 babies. Each Dispatcher that had a delivery receives a stork pin and several baby baskets were delivered to Mom and the newborns. Babies arrived on the following days – half of them on the midnight shift. Feb 5<sup>th</sup>, Feb 20<sup>th</sup>, May 28<sup>th</sup>, July 2<sup>nd</sup>, July 25<sup>th</sup>, Aug 18<sup>th</sup>, Sept 3<sup>rd</sup>, Sept 27<sup>th</sup>, and Nov 2<sup>nd</sup>.

Emergency Medical Dispatchers had four confirmed CPR (Cardio Pulmonary Resuscitation) saves and one confirmed choking save. In all five instances instructions were provided to the callers by Emergency Medical Dispatchers. Confirmation came from responding and / or hospital personnel.

## EMD Training

QIU staff certified or recertified 103 employees in Emergency Medical Dispatch and Cardio Pulmonary Resuscitation.

QIU staff created Monthly Continuing Dispatch Education Tests which are taken by all ECD employees. Each Emergency Medical Dispatcher is required to complete 24 hours of continuing dispatch education credit every two years.

As an American Heart Association Training Center (AHA) we issued 772 CPR Cards for Training Sites that we oversee.

# Research Activity Report

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

			Increase	% Increase
	2005	2006	Decrease	%Decrease
<b>Total Requests</b>	1,760	1,653	-107	-6%
Agency Requests	645	673	28	4%
Subpoena Requests	860	669	-191	-22%
Tape Requests	1,360	1,284	-66	-5%
CAD Printout Requests	1468	1,385	-83	-6%
MDT Log Printout Requests	99	111	12	12%
Tapes = Audio recordings of telephone and radio communications CAD = Computer Aided Dispatch MDT = Mobile Data Terminal				

An Agency or Subpoena request for both a tape and a printout counts as both a tape request and a printout request. Internally requested Tapes, CAD and MDT Message Log Printouts are NOT classified as either Agency or Subpoena.

# 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 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.
- New York State 9-1-1 Coordinators Association of which Director Merklinger currently serves as President\*
- National Emergency Number Association of which Director Merklinger serves as President of the New York State Chapter\*
- Association of Public-Safety Communications Officials.
- E-9-1-1 Institute where Director Merklinger serves on the Board of Directors \*.
- NAED Police Council of Standards\*. (\* Voting Member )

# Glossary

AHA: American Heart Association

APCO: Association of Public-Safety Communications Officials

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.

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; 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

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.

Phase II: Software and technology that allows a PSAP to determine the location of a caller using a wireless telephone.

Pictometry: Software package that allows ECD to view aerial photographs of locations throughout Monroe County.

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

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

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

RMS: Record Management System

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

STEP: Society for Total Emergency Preparedness; regional group that supports improvements in EMS.

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

WMD: Weapons of Mass Destruction.

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

Prepared by Shift Supervisor Martha A. Kester and Operations Manager Vicki L. Van Halle