



City of Rochester Emergency Communications Department

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John M. Merklinger
Director

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*** * * FOR IMMEDIATE RELEASE * * ***

ACCREDITATION ASSESSMENT TEAM INVITES PUBLIC COMMENT

August 2013

Rochester, NY – Assessors from the Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA), will arrive August 4, 2013 to examine all aspects of the Emergency Communications Department's policy and procedures; administration, operations, training, direction and authority, organization, critical incidents and homeland security, John Merklinger, Director announced today.

Verification by the assessors that the department continues to meet the Commission's internationally accepted standards is part of a voluntary process to secure re-accreditation – a highly coveted recognition of public safety communications professional excellence, Director Merklinger said. This assessment must be renewed and re-verified every three years.

As part of the on-site assessment, agency employees and members of the community are invited to offer comments by telephone by calling 279-1151 on August 6, 2013 between the hours of 3 PM and 5 PM.

Telephone comments will be limited to 10 minutes and must address the agency's ability to comply with CALEA's standards. A copy of the standards is available at the Emergency Communications Department. Agency contact is John M. Merklinger, Director at 528-2200.

Persons wishing to offer written comments about the department's ability to meet the standards for accreditation are requested to write to: **CALEA, 13575 Heathcote Boulevard, Suite 320, Gainesville, VA 20155**. The Emergency Communications Department must demonstrate continued compliance with 212 standards in order to achieve re-accredited status, Director Merklinger said. Accreditation is important to the Emergency Communications Department as a way of recognizing Telecommunicators and Dispatchers for their outstanding service. These men and women answer 9-1-1 calls for service and dispatch police, fire, and emergency medical services for the City of Rochester and County of Monroe.

Director Merklinger stated assessors are public safety professionals from around the Country. The assessors review written materials, interview individuals, and tour facilities where compliance can be witnessed. The assessment team consists of Ms. Susan Wales, retired Director of Planning and Research at the Salisbury Police Department (NC) and Ms. Josel Theurer, Senior Crime Analyst for the City of Plano (TX). The Director closed with "We look forward to another successful assessment this year".

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