

Emergency Communications Department

Annual Report 2017



City of Rochester • County of Monroe

This report is provided by the Emergency Communications Department
Stephen P. Cusenz, Acting Director

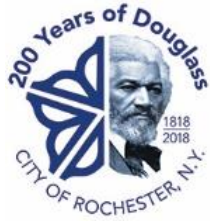


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Our Mission Statement

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.

Our Agency Values



We take **PRIDE** in our work
Professionalism • Respect • Integrity
Development • Excellence



The Emergency Communications Department (ECD) serves as the consolidated Public Safety Answering Point (PSAP) for the Rochester-Monroe County, New York area. We serve 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.”

The ECD provides dispatching services for 84 agencies: 16 Police Departments, 40 Fire Departments, and 28 Emergency Medical Services (EMS) Agencies. In 2016 the ECD received 1,193,292 calls and processed 1,227,272 CAD events for these agencies.

The ECD is rather unique in its composition within government. 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 an authorized staff of 198 employees, where 184 are 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 five months for Telecommunicators and seven months for Dispatchers before being allowed to perform on their own. There are 29 positions at the 3-1-1 Center.

Effective interaction with other public safety agencies is critical to the protection of life and property. In order to accomplish this goal, the ECD participates in the following organizations:

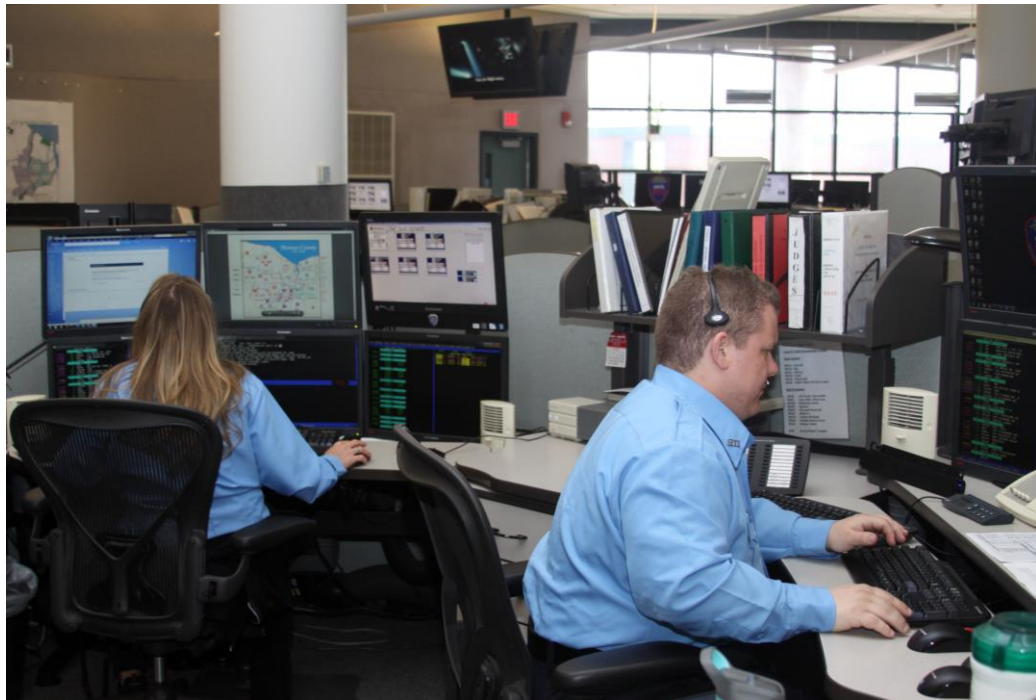
- Monroe County Law Enforcement Council and Law Enforcement Training Committee
- Monroe County Fire and EMS Advisory Boards
- Monroe County Local Emergency Planning Committee
- Monroe County Steering Committee for the National Incident Management System (NIMS)
- Monroe County Fire/EMS Communications Board
- Monroe County 911 Operating Practices Board
- Monroe County Fire Chief’s Association
- Monroe County Domestic Violence Consortium
- ECD/RPD Committee
- Monroe County First, Second, Third, Fourth and Fifth Fire Service Battalions
- New York State 9-1-1 Coordinators Association
- New York State Interoperable & Emergency Communications Board
- Law Enforcement Training Directors Association of New York State
- NENA, National Emergency Number Association
- Association of Public-Safety Communications Officials International
- NAED Police Council of Standards
- RPD Weekly Crime-Stat Meetings



911 Center Statistics

———— CAD Events Entered ● 911 Calls Answered

	2013	2014	2015	2016	2017
CAD EVENTS					
January	103,579	104,678	97,417	100,913	98,887
February	92,928	90,996	91,511	95,908	89,670
March	103,034	103,616	101,981	105,636	105,786
April	100,407	102,431	102,199	99,525	97,388
May	110,906	108,734	109,733	108,574	106,218
June	107,656	110,943	106,895	107,724	105,658
July	117,025	114,249	111,302	107,472	108,081
August	111,823	111,836	110,634	107,770	107,738
September	104,578	103,128	104,981	103,140	104,308
October	104,896	104,107	102,897	101,883	104,571
November	95,868	93,534	98,518	95,308	96,592
December	94,885	96,642	98,821	93,419	95,940
TOTALS	1,247,585	1,241,894	1,236,889	1,227,272	1,220,837
911 CALLS	1,132,947	1,120,951	1,190,596	1,193,292	1,145,351



Fire Incidents

FIRE: CAD Events	2013	2014	2015	2016	2017
Airport Fire	305	326	357	367	512
Barnard Fire Department	2,696	2,940	2,962	3,317	3,423
Brighton Fire Department	2,823	2,856	2,923	2,788	3,092
Brockport Fire Department	1,102	1,080	1,132	1,115	1,164
Bushnell's Basin Fire Dept.	513	510	475	443	610
Chili Fire Department	908	849	984	860	1,066
Churchville Fire Department	401	341	354	406	403
City Fire Department	35,440	35,523	37,562	37,228	37,611
Clifton Fire Department	148	165	164	169	201
East Rochester Fire Dept.	600	530	442	436	455
Egypt Fire Department	378	593	637	624	740
Fairport Fire Department	1,245	1,253	1,255	1,284	1,372
Fishers Fire Department	46	43	61	44	42
Gates Fire Department	3,540	3,656	3,866	3,780	4,176
Hamlin Fire Department	76	-	-	-	-
Hamlin/Morton/Walker Fire Dist.	735	791	810	813	958
Henrietta Fire Department	3,773	3,714	3,852	3,841	4,174
Hilton Fire Department	595	569	508	546	671
Honeoye Falls Fire Department	540	544	572	490	529
Kodak Fire Department	10	13	8	-	-
Lakeshore Fire Department	791	820	888	942	992
Laurelton Fire Department	754	725	791	875	960
Mendon Fire Department	367	310	325	290	289
Mobile Comm. Unit - Fire	73	5	2	-	2
Monroe County Fire Bureau	35	32	17	24	27
Morton Fire Department	15	-	-	-	-
Mumford Fire Department	227	237	176	159	219
North Greece Fire Department	2,977	3,140	3,517	3,666	3,961
Out-of-County Requests	78	82	77	46	52
Penfield Fire Department	1,018	982	995	1,075	1,171
Pittsford Fire Department	1,046	1,041	1,148	1,034	1,174
Point Pleasant Fire Department	550	575	639	634	667
Regional Transportation Operations Center (RTOC)	23,893	15,723	15,459	14,164	16,112
Ridge Culver Fire Department	1,874	2,052	1,839	2,011	2,296
Ridge Road Fire District	7,064	7,086	7,255	7,263	7,485
Rush Fire Department	222	223	203	229	254
Scottsville Fire Department	206	220	250	247	305
Sea Breeze Fire Department	89	98	104	124	107
Spencerport Fire Department	883	883	943	941	1,099
St. Paul Fire Department	1,600	1,679	1,678	2,017	2,161
United States Coast Guard	119	106	88	92	99
Union Hill Fire Department	258	298	244	254	25
Walker Fire Department	30	-	-	-	-
Webster Fire Department	1,112	1,039	1,148	1,172	1,302
West Webster Fire Department	1,314	1,403	1,422	1,406	1,676
FIRE TOTALS	102,469	95,055	98,162	97,236	103,634

EMS: CAD Events	2013	2014	2015	2016	2017
American Medical Response	-	-	-	-	57,434
Bergen Ambulance	24	18	14	15	22
Brighton Ambulance	4,533	4,676	5,123	5,346	5,603
Brockport Ambulance	1,330	1,372	925	1,055	924
Caledonia Ambulance	80	82	86	68	74
Chili Ambulance	2,335	2,435	2,361	2,400	-
Chili-Henrietta-Scottsville					8,867
Churchville Ambulance	474	458	453	502	435
East Rochester Amb.	955	837	839	963	868
Gates Ambulance	3,984	5,142	6,119	6,278	6,953
Greece Ambulance	3,969	4,092	4,462	4,903	5,518
Hamlin Ambulance	796	868	808	869	808
Henrietta Ambulance	4,871	4,962	4,967	5,631	83
Hilton Ambulance	1,397	1,373	1,410	1,411	1,419
Honeoye Falls Amb.	983	827	929	984	1,057
Irondequoit Ambulance	3,410	3,496	3,791	4,139	4,308
Mobile Comm Unit-EMS	140	4	-	-	2
Monroe Ambulance	10,216	10,010	10,457	10,893	11,142
Northeast Quadrant	97	140	165	147	178
Other EMS Referrals	84	88	102	96	85
Penfield Ambulance	2,681	2,926	3,064	3,300	3,607
Perinton Ambulance	3,827	3,925	4,087	4,178	4,462
Pittsford Ambulance	2,524	2,523	2,368	2,457	2,630
Roch Institute of Tech.	777	730	757	610	600
Rural Metro Ambulance	61,232	63,026	64,620	66,432	8,198
Rush Ambulance	221	264	219	323	284
Scottsville Ambulance	385	411	371	443	-
Seabreeze Ambulance	149	139	184	201	168
Southeast Quadrant	23	34	30	13	22
Spencerport Ambulance	1,563	708	5	-	-
Union Hill Ambulance	2,303	2,248	2,153	2,427	277
Webster EMS (Town)	-	-	-	2	1,882
West Webster Amb.	1,951	2,158	2,403	2,888	2,925
EMS TOTALS	117,314	119,973	123,272	128,974	130,835



Law Enforcement Events

POLICE: CAD Events	2013	2014	2015	2016	2017
Brighton Police Dept.	47,298	47,724	44,906	47,221	48,902
Brockport Police Dept.	17,464	19,590	19,956	23,722	25,400
East Rochester Police	12,682	13,382	15,768	17,300	15,924
Fairport Police Dept.	14,882	17,471	13,308	15,055	13,723
Gates Police Dept.	31,712	32,043	33,750	32,558	37,951
Greece Police Dept.	87,950	85,844	87,331	87,265	84,935
Humane Society	1,580	1,822	2,553	3,068	2,584
Irondequoit Police Dept.	62,785	63,615	63,841	59,711	60,998
Mobile Comm. Unit-PD	80	14	15	17	1
Monroe County Prob.	18,387	18,261	18,617	17,453	16,592
Monroe County Sheriff	237,696	249,995	238,754	232,507	237,264
New York State Police	33,328	39,605	38,859	36,727	30,548
NY State Park Police	450	997	1,106	1,301	989
Ogden Police Dept.	16,395	15,559	15,410	16,664	14,793
Out -of-County	3,548	3,499	3,621	3,507	2,999
Rochester Police Dept.	412,682	382,779	380,661	370,538	361,035
SUNY Brockport Police	-	-	-	-	-
Webster Police Dept.	28,883	34,666	36,900	36,432	31,726
POLICE TOTALS	1,027,802	1,026,866	1,015,365	1,001,062	986,368

3-1-1 Statistics

- Total 311 calls 444,540
- Calls Answered 407,088
- Calls Answered 91%
- Abandoned Rate 9.2%
- Average Answer Time 33 seconds
- Average Talk Time 1:59 minutes/seconds



Agency Accomplishments

- The ECD in cooperation with Monroe Community College hosts the first in NYS Degree program in Public Safety Communications. Employees earn 21 credits towards the 63 needed to graduate during their new hire training. They earn an additional 19 credits when they complete dispatch training for a total of 40 credits at MCC. Once they have completed their probationary period with the City of Rochester, they are entitled to three thousand dollars of tuition assistance annually, which may be used to complete their AAS Degree in a short time with very little expense to the student/employee. They must provide their own books and attend the remaining classes outside their work day. The program was approved in 2015 and the first graduates completed it in 2016
- The ECD was the first ever PSAP in New York State to be credentialed by the Commission on Accreditation for Law Enforcement Agencies (CALEA) in 1998. The ECD has maintained this status ever since; renewing its' award every four years through an extensive on-site assessment
- The ECD is also accredited by the New York State Sheriffs Association. This distinction is also renewed through an on-site assessment every five years since receiving its' original award from them in 2006



- Four members of our team are credentialed through APCO's Registered Public-Safety Leader (RPL) program; Joseph DeMars, Jody Englert, Christopher Martin, Charles Vitale, maintain this coveted status
- The ECD Quality Improvement Unit has continued to strive to reduce under-coding, with the use of ProQA. The team worked with the IT staff to integrate ProQA into our Cobol CAD. They also worked to prepare ProQA and AQUA software to their latest versions to allow for the switch to EMD Version 13
- The ECD Public Awareness Committee attended over fifteen on-site events, some of which include Action for a Better Community Head Start Program, Police and Citizen Interaction Committee, Matt's 6th Annual Autism Spectrum Connection
- The Public Awareness Committee also serves as the Recruitment Unit for the ECD. Our participation in the Rochester City School District and the Career Pathways to Public Safety has been a major benefit in offering High School students opportunities that never existed before. This partnership is beneficial for the ECD and the community at large. We also attended job fairs at The

College at Brockport, Roberts Wesleyan College, Monroe Community College, Verizon Wireless and the City's Job Fair plus hosted several recruiting open houses here at the ECD

- ECD's Peer Facilitator Team provides employees with a means to identify, moderate and reduce stress buildup before it elevates to a critical level. These employees offer conversational support to their co-workers in times of stress and conflict. There are 19 members on this team. The team attends training with various agencies
- In 2017 the MCU-1 was staffed at the Webster Fireman's Carnival, the Rochester Marathon, The Flower City Challenge, Fairport Canal Days, and several active shooter drills

- Text to 9-1-1 continues to be available through Verizon Wireless, Sprint, AT&T, and T-Mobile with Sprint enabling callers to send media; photo and video as well
- Our Honor Guard Team attended seven details including funerals. In addition, we sent details to tournaments, parades and memorial masses for first responders. We maintained the size of the team at 16 members
- The City of Rochester continues its' Wellness Initiative for all City employees
- ECD's Communications Response Team responded to 7 deployments with 21 positions filled from the pool of the 40 member team
- Through our public awareness efforts, we continue to encourage the community to register their cellular phones in the Emergency Telephone Notification System (ETNS) through the County's web-site: www.monroecounty.gov

911 Industry Representation

- Director John M. Merklinger served as President for 2017 of the NYS 911 Coordinator's Association and continued through the year to serve in his Gubernatorial appointment on the NYS Interoperable and Emergency Communications Board
- Supervisor Christopher R. Martin serves on the national 911 Program Office Committee to develop national training standards for 911
- Dispatcher Charles M. Vitale serves APCO International on the Professional Development Events Committee assisting in choosing training curriculum for the National Conference
- Quality Improvement Coordinator Richard Rusho serves NAED on their EPD Curriculum Board
- Our Communications Response Team (CRT) remains committed to the National TERT (Telecommunicator Emergency Response Taskforce) Initiative, training members in TERT and TERT Team Leader providing readiness should we be called to participate.



Agency Goals for 2017

Communications Response Team

- Participate in planned drills and exercises
- Conduct training on MCU-1
- Update User's Manual and Start-Up Guide

Emergency Medical Dispatch

- Reaccreditation
- Explore using discipline to assist with reaccreditation
- Investigate whether an outside reviewer would help
- Update EMD policies to reflect new NAED standards
- Update to Version 13 by end of 2016
- Ensure EMD reviews are completed within 4 weeks of call received

Emergency Response Plan

- Update ECD Emergency Response Plan
- Hold interactive table top disaster drill for all ECD employees

Honor Guard

- Improve presence and familiarity with other agencies
- Explore the purchase of foul weather gear for members
- Maintain team strength
- Maintain ongoing training plan

Law Enforcement Accreditation

- File preparation and maintenance
- Conduct Mock Assessments for CALEA and NYSSA
- Invite CALEA for annual review and formal assessment of files
- Maintain reaccreditation from CALEA and NYSSA
- Attend CALEA Conference to receive Bittner Award for over 15 years accredited



National Incident Management System (NIMS)

- Continue to certify all operational staff in ICS-100 and ICS-700
- Supervisors to certify in ICS-200 and ICS-800 with recommended ICS-300 and ICS-400
- Management to certify in ICS-300 and ICS-400
- Maintain an active role with the NIMS Steering Committee
- Management to participate in NYS Emergency Management Certification and Training

Peer Facilitator Team

- Additional Intra-Agency CISM training
- Pursue additional external training sources
- Distribute monthly “Reduce Stress” articles and exercises to ECD staff
- Continue to assist employees with stress and conflict resolution

Public Awareness

- Maintain community relationships and increase presence
- Sign up 2,000 additional citizens in ETNS System
- Send out letters to Public Safety agencies to increase attendance at agency events
- Improve Red-E-Fox presence
- Control expenses / monitor overtime assignments
- Explore securing a computerized tablet for kid friendly apps
- Update brochures

Training Division

- Maintain 100 hours training per employee
- Conduct Bullying Training Refresher
- Complete PSG/ISTT/EMD & Supervisor Training Monthly
- Continued use of FEMA Training
- Host Denise Amber Lee Foundation “Meeting Expectations” Seminar
- Update all employees in functionality at the MRC Back-up facility

Wellness

- Maintain monthly articles available to staff in folder
- Continue participation in City initiatives – Apple Day, Biometric Screenings, Walking Challenge in October, Flower City 5K and ½ Marathon
- Encourage greater participation in “Get Paid to Get Healthy” campaign
- Review department challenge ideas for implementation

3-1-1

- Review current Customer Relationship Management system
- Remodel Call Center – re-purposing furniture from 911 renovation
- Desktop Recording system
- Resume Call Quality Review process
- Replace seasonal positions with part time employees

Agency Accomplishments for 2017

Communications Response Team

- Participated in planned drills and exercises
- Conducted training on MCU-1
- Updated User's Manual and Start-Up Guide

Emergency Medical Dispatch

- Explored alternative EMD Systems/Programs (APCO)
- Institute off-site call reviews through Medical Priorities
- Update EMD policies to reflect new NAED standards
- Updated to EMD Version 13 (early 2018)
- EMD reviews are completed within 4 weeks of call received

Emergency Response Plan

- Updated ECD Emergency Response Plan

Honor Guard

- Improve presence and familiarity with other agencies
- Maintain team strength
- Maintain ongoing training plan

Law Enforcement Accreditation

- Maintained file preparation and maintenance
- Participated in Annual File Assessment for CALEA
- Transitioned to four year cycle with CALEA – file review on anniversary in November
- Attended CALEA Conference – Director received Bittner Award – for over 15 years as CEO



National Incident Management System (NIMS)

- Continue to certify all operational staff in ICS-100 and ICS-700.
- Supervisors are certified in ICS-200 and ICS-800 with recommended ICS-300 and ICS-400
- Management is certified in ICS-300 and ICS-400.
- Maintain an active role with the NIMS Steering Committee.

Peer Facilitator Team

- Continued Intra-Agency CISM Training
- Pursued additional external training sources
- Distributed monthly “Reduce Stress” articles and exercises to ECD staff
- Continued to assist employees with stress and conflict resolution

Public Awareness



- Maintained community relationships; increase presence
- Signed up additional citizens in ETNS System
- Send out letters to Public Safety agencies to increase attendance at agency events
- Improve Red-E-Fox presence
- Control expenses / monitor overtime assignments
- Explore securing a computerized tablet for kid friendly apps
- Update brochures

Training Division

- Maintained 100 hours training per employee
- All employees completed Active Shooter training
- Conducted Bullying Training Refresher
- Completed PSG/ISTT/EMD & Supervisor Training Monthly
- Continued use of FEMA Training
- Hosted Ginna Nuclear Power Plant Off-site Notification Process Training
- Presented Wireless Pinging-Exigent Circumstances Policy at County LE Training In-Service

Wellness

- Maintained monthly articles available to staff in folder
- Continued participation in City initiatives – Apple Day, Biometric Screenings, Walking Challenge in October, Flower City 5K and ½ Marathon
- Encouraged greater participation in “Get Paid to Get Healthy” campaign
- Reviewed department challenge ideas for implementation

3-1-1

- Reviewed current Customer Relationship Management system
- Remodeled Call Center – re-purposed furniture from 911 renovation
- Desktop Recording system
- Resumed Call Quality Review process
- Replaced seasonal positions with part time employees



Training Report 2017

In Service Training Team

- Monroe County Ethics Training
- Harassment in the Workplace
- Workplace Violence Training
- Diversity Awareness
- CALEA Agency Training
- NCMEC Refresher – Missing Persons
- Technology Use Policy Review
- Improving the Culture
- Managing Stress
- A Victim's Plea; Meeting Expectations
- Law Enforcement Ride-A-Longs

Public Safety Group (PSG)

- Next Generation PSAP Updates
- The Self-Confident Telecommunicator
- Call Handling Skills
- Positivity in the Workplace
- Alzheimer Patients and Autism
- Difficult Callers
- Fire Dispatch: What They Need to Know
- Violence Against Police
- Morale In the Communications Center
- Sexual Assault & Domestic Violence
- Stress Management
- Suicide Intervention

Supervisor Training

- Emergency Response Plan Training
- Leadership: Creating Awareness
- Substance Abuse Awareness
- NYS Communications Inter-Operability
- NENA Center Manager Certification
- FEMA EEO Supervisor Training
- Hyper-Reach Software Training (ETNS)
- Employee Assessment – Rater Training
- Leadership Skills for Supervisors
- PSIHRM Workday Training

EMD Training

- Time is Critical in Strokes
- Making the Right Call: Choking
- CO: The Silent Killer
- Beauty & the Beast (Sharks & Snakes)
- Gray Death & Responder Safety
- Addressing Psychiatric Issues
- Time Is Running Out – Sinking Vehicles
- Nightmare Scenario – A Flu Pandemic
- Pregnancy Complications
- CPR Refresher Training
- Priority Dispatch Version 13 Updates

Conferences, Workshops and Seminars

- CISM Training
- COR Leadership Skills for Supervisors
- Leadership Rochester 2017
- MCC Instructor Development Course 2017
- NYS Academy – LODD Training
- NYS Paramedic Recertification
- Peer Facilitator “Peer to Peer” Training
- Pipeline Emergencies Seminar
- Line of Duty Death (LODD) Training
- RG&E Electrical & Natural Gas Safety
- STEP Conference EMS Training
- WebEOC Training

FEMA Emergency Management Institute



Training completed:

- | | |
|-----------|---------------------------------------|
| AWR-160 | Weapons of Mass Destruction Awareness |
| IS-020.17 | Diversity Awareness |
| IS-106.17 | Workplace Violence Training |
| IS-019.17 | EEO Supervisor Course |
| IS-033.17 | Initial Ethics Orientation |
| IS-702 | Public Information Systems |

Ride-A-Longs: Police, Fire and EMS

"Ride-a-long" is an official passenger in a public safety vehicle; accompanying police, fire or ambulance personnel during their normal tour of duty. The primary purpose of a ride-a-long is to provide important insight for our employee to see first-hand what happens at the other end of the radio. Participants complete an evaluation form at the conclusion of the ride-a-long to aid the department in monitoring the program effectiveness. The ride-a-long program fosters a better understanding of the symbiosis between 911 and the agencies which we dispatch. ECD employees participated in 97 ride-a-longs last year.

Procedure review and new procedures issued in 2017

Policies and procedures were reviewed, revised and consolidated in 2017 to continue reducing the overall number and making them more user friendly.

Career Pathways to Public Safety (CPPS)

This program is a joint effort between the City and the Rochester City School District to foster an interest in Public Safety careers by high school juniors and seniors. 2015 saw the first of our graduates start their career at 911. We are proud of our students and instructors that support this program in an effort to lead and mentor the Telecommunicators and Dispatchers of tomorrow. Our goal is to hire additional graduates.



– Computer Aided Dispatch (CAD) & Info Systems

- Coordinated and implemented redistricting for NorthEast Joint Fire District
- Coordinated and implemented redistricting for Webster Emergency Medical Services
- Transferred dispatch for Greece and Chili Volunteer Ambulance Service

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 911 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 911 system is essential to a successful operation. The ECD accomplishes this through the activities of its Public Awareness Committee. The 32 member committee is responsible for presentations at schools, community events and tours of the 911 Center plus the distribution of educational material such as pamphlets and activity books on the proper use of 911.

In 2016 we attended many programs that reached several thousand citizens. Our attendance at these events continues to be a means of creating a large contact base for other organizations and community groups. Of the places we went, including many Fire/EMS open houses, some of the other places to which we were invited include Red Wings games and the MCC Career Fair.



RED E. FOX

911 welcomed Red E. Fox as our official public awareness mascot in 2008. Every year, millions of calls are received at 911 Centers across the country. Many of these callers are young children, some of whom are frightened and alone. Unfortunately, they are also unfamiliar with what to do and say once they have reached the 911 dispatch center. The Fox aims to educate primary grade school children in our community when to call 911, how to call 911, and what to say when you do have to call. The Fox has traveled to many public awareness functions and public events to spread the word with children. 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. *The Fox is being replaced with Cell Phone Sally in 2018.*

—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 and a number of Supervisors have completed NIMS 300 & 400 and the NIMS Executive Workshop



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 can be activated to assist with major incidents anywhere in western New York State. When activated, the local response would likely include the Mobile Communications Unit, ECD Managers and other volunteers that have joined this team, and have participated in training since 2008.

Emergency Response Plan



A review was conducted for all ECD employees in 2017. The response plan was also updated and distributed to all appropriate agencies. All new employees received classroom training in the Plan and a tour of the backup facility and alternate backup facility.

Communications Response Team (CRT)

In the aftermath of man-made and natural disasters that devastated many areas of our country, public safety communications centers have faced tremendous challenges. One of the greatest challenges was maintaining adequate staffing levels at the communications centers. To address this problem and expand state initiatives, APCO International and NENA joined forces to create the NJTI (National Joint TERT Initiative) and develop more widely the Telecommunicator Emergency Response Taskforce (TERT). TERT involves a comprehensive program that includes assistance to states in developing programs that would lead to the establishment of predetermined trained teams of individuals who can be mobilized quickly and deployed to assist communications centers during disasters. The ECD Communications Response Team (CRT), has been in existence since 2008. This team is made up of ECD employees whose members respond locally whenever MCU-1, the mobile communications unit, responds on a callout where Telecommunicators and/or Dispatchers may be needed. It can be for large, involved jobs like a 3rd alarm fire or a barricaded gunman, or for large events like the PGA Championship at Oak Hill Country Club. The CRT was deployed 13 times in 2016. Two CRT Supervisor Team Leaders are FEMA credentialed COML's (All Hazards Communications Unit Leaders).



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 providing minor first aid.

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. They do this through one-on-one meetings with employees, monthly stress related articles and annual stress reduction training for all employees.

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.

Law Enforcement Accreditation Report



CALEA Commission on Accreditation for Law Enforcement Agencies

ECD continues to maintain compliance with the standards set forth by the Commission. The on-site assessment in 2016 revealed the best evaluation of our center since 1998. In 2017, we received outstanding reviews from the Assessors during our off-site file review.

NYSSA New York State Sheriff's Association

Our NYSSA Accreditation is valid for a five-year period which formally commenced in June 2006 with our initial award. This Accreditation Program consists of 70 standards. We file a Letter of Compliance annually with the Association after our files have been updated.



Citizen Surveys Sent to the Community

1,200 Mailed
348 Returned (29%)
220 Returned with all 4s
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 2017, we assisted RPD with NYSLEAP, MCSO with CALEA and helped CHS Medical Services, and MCC with their accreditation programs.



This photo was taken at a city-wide event with the Rochester Police and Fire Department's Honor Guard participating with us.

Our Honor Guard was formed following the tragic loss of one of our dispatchers in 2012. In honor of Fire Dispatcher and Volunteer Firefighter Tomasz M. Kaczowka, we developed a plan to be better prepared for; and to honor our partners in public safety when they suffer a loss of one of their own. The team has been well received. Our team is proud to represent our department and share in the responsibilities that come with a team of this type.

Emergency Medical Dispatch Report Quality Improvement Unit (QIU)

Projects and Committees

Medical Dispatch Review Committee
ECD Peer Facilitators
AMRE QA Committee

IAED Police Curriculum Board
Medical Emergency Response Team

Professional Development Conferences

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



Special Events

- Emergency Medical Dispatchers delivered 11 babies.
- Emergency Medical Dispatchers had 20 confirmed CPR/choking saves.

EMD Training

The QIU staff certified or recertified 85 employees in Emergency Medical Dispatch, which is a continual process. Monthly Continuing Dispatch Education programs are completed by all ECD operational employees. Each EMD is required to complete 24 hours of continuing dispatch education credit every two years.

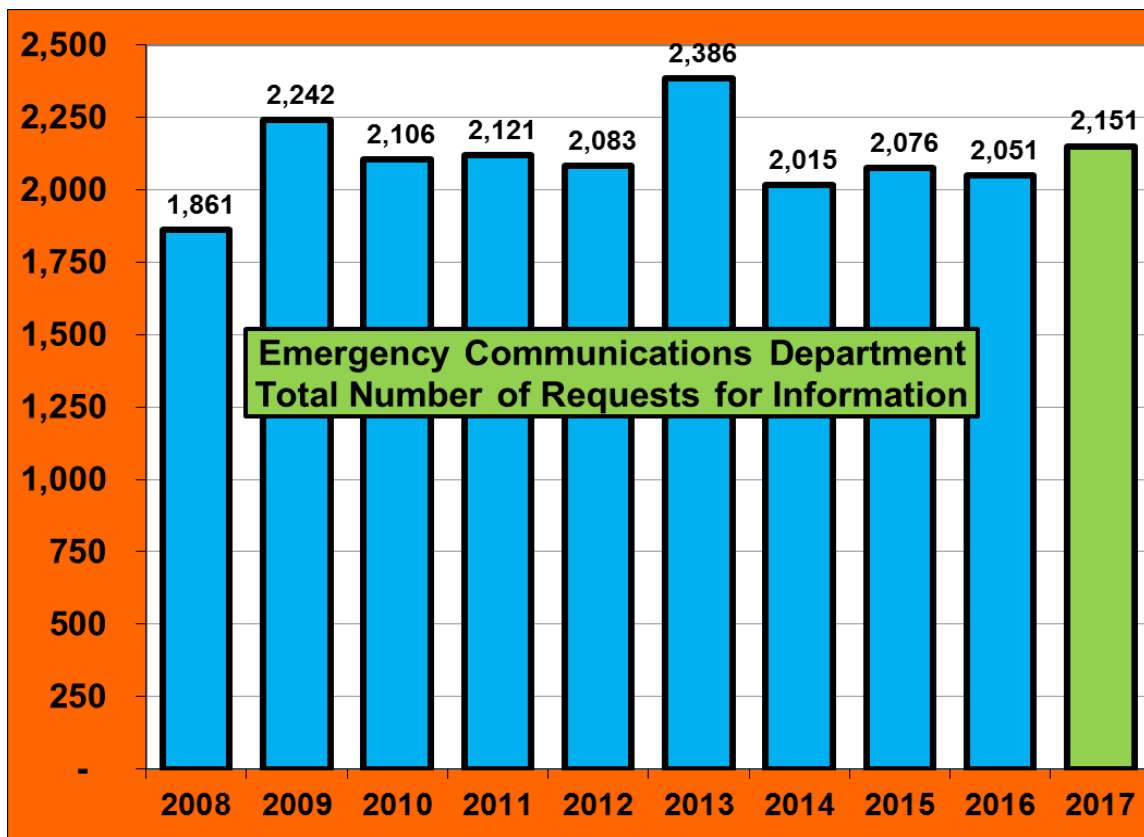
In addition to the training of in-house employees in EMD, the QIU staff also trained various outside agencies and dispatch centers here at the ECD.

CPR Training

As an AHA Training Center we issued 1,362 CPR cards for agencies and ECD personnel. We continue to use a 13-page Quick Reference document in class training. We oversee classes for the City of Rochester, MCSO, Monroe County Library System, Monroe County Zoo, Probation, and the Rochester City School District.



Research Activity Report

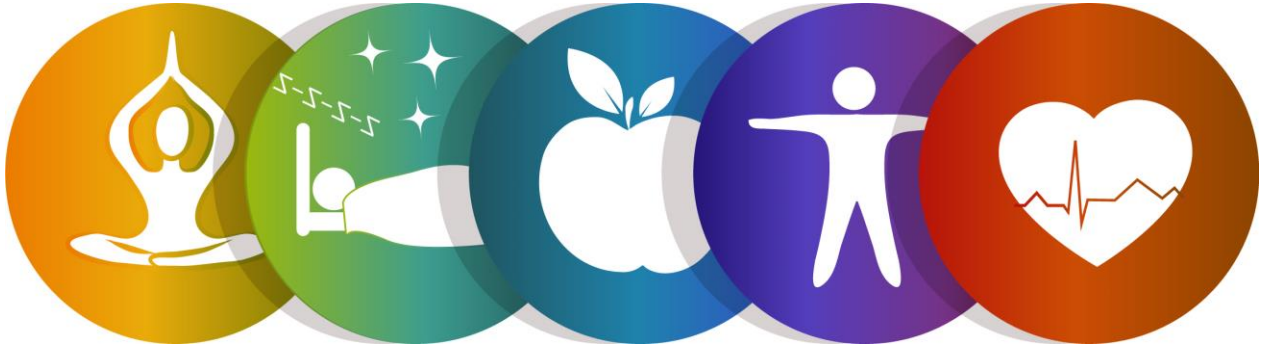


Employee of the Month 2017

January: Lisa Russo
February: William Evans
March: Tina Carson
April: Christine Gleisle
May: none named
June: Roxanne Angst

July: Cory Chelini
August: Kathryn Pecorella
September: Kia Kingston
October: Christina Cholach
November: Christopher Lester
December: Suzanne Redding

Wellness Report



Team 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

The team supports meaningful lifestyle changes to promote a healthier lifestyle for the City workforce and their families.

Tasks

- Provide 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-Wellness Council of America (WELCOA) Well Workplace Audit

AHA: The American Heart Association is a non-profit organization in the United States that fosters appropriate cardiac care in an effort to reduce disability and deaths caused by cardiovascular disease and stroke.

ANI/ALI: Automatic Number Identifier/Automatic Location Identifier: Information provided by the computerized telephone system to identify for the call-takers the phone number and location from where a complainant is calling.

APCO: Association of Public-Safety Communications Officials, Inc. is the world's oldest and largest not-for-profit professional organization dedicated to the enhancement of public safety communications.

DHRM: Department 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: The Commission on Accreditation for Law Enforcement Agencies, Inc., (CALEA®) was created in 1979 as a credentialing authority to improve the delivery of public safety services.

CDE: Continuing Dispatch Education: The ongoing training programs for all employees offered by both NAED and APCO.

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: Communications Training Officer: Seasoned ECD employees trained to deliver training to newly hired or promoted employees.

ECD: The Emergency Communications Department

e.JusticeNY Integrated Justice Portal: (formerly NYSPIN) Secure network of computers used statewide by law enforcement agencies.

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.

ETNS: Emergency Telephone Notification System (formerly Hyper-Reach) is a system that allows for compliance with national alerting standards and mass notification to responders and the community of impending emergency situations.

FEMA: Federal Emergency Management Agency: The federal agency responsible for dealing with disasters under the direction of the Department of Homeland Security.

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: responsible for the development of monthly in-service training for all employees.

LAGAN: The software used at 3-1-1 to enter information and take reports as part of the “One Call to City Hall” initiative.

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 is 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-1: 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: A 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

MRC: The Monitoring Reaction Center is located at the Greater Rochester International Airport. It houses the 911 Backup Center (now referred to as 400 Freight Building Road)

IAED: International Academy of Emergency Dispatch: An 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.

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 the City of Rochester and all of Monroe County.

QIU: Quality Improvement Unit: the group within ECD responsible for EMD training and EMS call reviews.

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

RMS: Records Management System

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

STEP: Society for Total Emergency Programs: 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.

Serving those who serve the community...

*Emergency
Medical
Services*



Law Enforcement and our Fire Departments



*Through these doors
Walk the Finest
Telecommunicators & Dispatchers
in the World*