

Emergency Communications Department Annual Report

2019

City of Rochester • County of Monroe



This report is provided by The Emergency Communications Department
Michael J. Cerretto, Director

Photo Provided by: Adrian DeJesus



Table of Contents

Mission Statement and Agency Values	3
Introduction	4
9-1-1 Center Statistics	5
3-1-1 Statistics	9
Agency Accomplishments	10
Goals for 2019	12
Accomplishments in 2019	14
Training Division Report	16
Career Pathways to Public Safety (CPPS)	17
Public Awareness	18
National Incident Management System (NIMS)	19
Emergency Response Plan	19
Communications Response Team	19
Medical Emergency Response Team (MERT)	20
Peer Support Facilitator Program	20
Law Enforcement Accreditation	20
Honor Guard	21
Emergency Medical Dispatch	21
Research Activity	22
Employee of the Month	23
Wellness	24
Glossary	25

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 67 agencies: 16 Police Departments, 36 Fire Departments, and 15 Emergency Medical Services (EMS) Agencies. In 2019 the ECD received 1,034,557 calls and processed 1,219,615 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 190 employees, where 178 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 22 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
- Law Enforcement Training Directors Association of New York State
- NENA, National Emergency Number Association
- Monroe County Office of Mental Health, Emergency Services Committee



911 Center Statistics

———— CAD Events Entered • 911 Calls Answered

	2015	2016	2017	2018	2019
CAD EVENTS					
January	97,417	100,913	98,887	99,794	96,113
February	91,511	95,908	89,670	88,469	89,556
March	101,981	105,636	105,786	100,569	98,332
April	102,199	99,525	97,388	97,855	96,746
May	109,733	108,574	106,218	110,165	105,663
June	106,895	107,724	105,658	105,695	105,919
July	111,302	107,472	108,081	108,289	109,992
August	110,634	107,770	107,738	107,701	110,748
September	104,981	103,140	104,308	102,996	107,662
October	102,897	101,883	104,571	101,730	105,072
November	98,518	95,308	96,592	94,173	96,873
December	98,821	93,419	95,940	92,586	96,939
TOTALS	1,236,889	1,227,272	1,220,837	1,210,022	1,219,615
	2015	2016	2017	2018	2019
911 CALLS					
	1,190,596	1,193,292	1,145,351	1,046,678	1,034,557



(Councilman Mitchell D. Gruber visiting ECD staff)

Fire Incidents

FIRE: CAD Events	2015	2016	2017	2018	2019
Airport Fire	357	367	512	1,092	945
Barnard Fire Department	2,962	3,317	3,423	3,284	3,783
Brighton Fire Department	2,923	2,788	3,092	2,669	486
Brockport Fire Department	1,132	1,115	1,164	1,075	2,720
Bushnell's Basin Fire Dept.	475	443	610	511	1,138
Chili Fire Department	984	860	1,066	774	1,039
Churchville Fire Department	354	406	403	393	481
City Fire Department	37,562	37,228	37,611	34,884	40,712
Clifton Fire Department	164	169	201	190	208
East Rochester Fire Dept.	442	436	455	452	458
Egypt Fire Department	637	624	740	788	738
Fairport Fire Department	1,255	1,284	1,372	1,235	1,255
Fishers Fire Department	61	44	42	-	-
Gates Fire Department	3,866	3,780	4,176	4,252	4,451
Hamlin/Morton/Walker Fire Dist.	810	813	958	694	503
Henrietta Fire Department	3,852	3,841	4,174	4,129	4,385
Hilton Fire Department	508	546	671	712	659
Honeoye Falls Fire Department	572	490	529	564	525
Kodak Fire Department	8	-	-	-	-
Lakeshore Fire Department	888	942	992	1,028	1,202
Laurelton Fire Department	791	875	960	851	895
Mendon Fire Department	325	290	289	303	319
Mobile Comm. Unit - Fire	2	-	2	1	231
Monroe County Fire Bureau	17	24	27	52	49
Mumford Fire Department	176	159	219	210	169
North Greece Fire Department	3,517	3,666	3,961	3,517	3,492
Out-of-County Requests	77	46	52	90	100
Penfield Fire Department	995	1,075	1,171	1,130	978
Pittsford Fire Department	1,148	1,034	1,174	1,008	958
Point Pleasant Fire Department	639	634	667	600	704
Ridge Culver Fire Department	1,839	2,011	2,296	2,352	2,107
Ridge Road Fire District	7,255	7,263	7,485	7,463	6,298
Rush Fire Department	203	229	254	214	236
Scottsville Fire Department	250	247	305	252	247
Sea Breeze Fire Department	104	124	107	97	84
Spencerport Fire Department	943	941	1,099	910	840
St. Paul Fire Department	1,678	2,017	2,161	2,027	2,032
United States Coast Guard	88	92	99	91	75
Union Hill Fire Department	244	254	25	9	-
Webster Fire Department	1,148	1,172	1,302	1,170	1,220
West Webster Fire Department	1,422	1,406	1,676	1,658	1,696
FIRE TOTALS	79,596	83,998	81,124	82,732	88,418

EMS: CAD Events	2015	2016	2017	2018	2019
American Medical Response	-	-	57,434	68,711	68,246
Bergen Ambulance	14	15	22	21	12
Brighton Ambulance	5,123	5,346	5,603	5,857	6,366
Brockport Ambulance	925	1,055	924	0	475
Caledonia Ambulance	86	68	74	19	1
Chili Ambulance	2,361	2,400	merged	w/CHS	w/CHS
CHS Integrated Healthcare			8,867	9,978	10,472
Churchville Ambulance	453	502	435	330	-
East Rochester Amb.	839	963	868	1,015	983
Gates Ambulance	6,119	6,278	6,953	7,190	7,477
Greece Ambulance	4,462	4,903	5,518	6,565	7,107
Hamlin Ambulance	808	869	808	722	666
Henrietta Ambulance	4,967	5,631	83	w/CHS	w/CHS
Hilton Ambulance	1,410	1,411	1,419	643	-
Honeoye Falls Amb.	929	984	1,057	1,105	1,081
Irondequoit Ambulance	3,791	4,139	4,308	5,171	5,056
Mobile Comm Unit-EMS	-	-	2	1	7
Monroe Ambulance	10,457	10,893	11,142	13,134	13,354
Northeast Quadrant	165	147	178	145	87
Other EMS Referrals	102	96	85	89	86
Penfield Ambulance	3,064	3,300	3,607	3,669	3,626
Perinton Ambulance	4,087	4,178	4,462	4,808	5,039
Pittsford Ambulance	2,368	2,457	2,630	2,793	2,703
Roch Institute of Tech.	757	610	600	542	629
Rural Metro Ambulance	64,620	66,432	8,198	AMRE	AMRE
Rush Ambulance	219	323	284	284	354
Scottsville Ambulance	371	443	merged	w/CHS	w/CHS
Seabreeze Ambulance	184	201	168	168	174
Southeast Quadrant	30	13	22	11	-
Spencerport Ambulance	5	-	-	-	-
Webster EMS (Town)	-	2	1,882	2,263	2,470
West Webster Amb.	2,403	2,888	2,925	3,141	3,240
EMS TOTALS	123,272	128,974	130,835	138,376	139,711



Law Enforcement Events

POLICE: CAD Events	2015	2016	2017	2018	2019
Brighton Police Dept.	44,906	47,221	48,902	51,939	59,496
Brockport Police Dept.	19,956	23,722	25,400	22,077	24,604
East Rochester Police	15,768	17,300	15,924	15,795	17,085
Fairport Police Dept.	13,308	15,055	13,723	14,215	15,142
Gates Police Dept.	33,750	32,558	37,951	35,493	35,964
Greece Police Dept.	87,331	87,265	84,935	80,882	80,485
Humane Society	2,553	3,068	2,584	2,292	2,257
Irondequoit Police Dept.	63,841	59,711	60,998	62,456	61,226
Mobile Comm. Unit-PD	15	17	1	4	9
Monroe County Prob.	18,617	17,453	16,592	18,248	20,858
Monroe County Sheriff	238,754	232,507	237,264	231,751	228,934
New York State Police	38,859	36,727	30,548	30,635	30,574
NY State Park Police	1,106	1,301	989	810	620
Ogden Police Dept.	15,410	16,664	14,793	15,490	16,635
Out-of-County	3,621	3,507	2,999	3,048	3,123
Rochester Police Dept.	380,661	370,538	361,035	348,658	340,767
SUNY Brockport Police	-	-	-	72	135
Webster Police Dept.	36,900	36,432	31,726	35,146	38,187
POLICE TOTALS	1,015,365	1,001,062	986,368	1,205,915	976,108





3-1-1 Statistics

2019

- Total 311 calls 307,617
- Calls Answered 92.6%
- Abandoned Rate 7.3%
- Average Answer Time 32 seconds
- Average Talk Time 1:42 minutes/seconds



Agency Accomplishments

- The ECD in cooperation with Monroe Community College continues to co-host the degree program in Public Safety Communications. Employees earn 21 credits towards the 63 needed to graduate during their initial 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 annual off-site and an extensive on-site assessment at the end of the four year cycle.
- The ECD is 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 in 2006.
- Three members of our team are credentialed through APCO's Registered Public-Safety Leader (RPL) program; Joseph DeMars, Jody Englert and Charles Vitale.
- The ECD Public Awareness Committee attended on-site events, some of which include Action for a Better Community Head Start Program, Police and Citizen Interaction Committee, and Matt's 7th 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, 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 15 members on this team. The team attends training with various agencies.
- 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; photos and video as well.



Agency Accomplishments Continued



- 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
- Our Honor Guard Team attended several details including funerals. In addition, we sent details to tournaments, parades and memorial masses for first responders.
- The City of Rochester continues the wellness initiative for all City employees.

911 Industry Representation

- 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.



Communications Response Team

- Send CRT team leader to COML training
- Participate in planned drills and exercises
- On-going training for all members
- Consider COMT Training for management team

Emergency Medical Dispatch

- Reaccreditation
- Complete instructor update



(Deputy Ottley and K-9 Deputy Peak visiting ECD)

Emergency Response Plan

- Update ECD Emergency Response Plan
- Annual training and plan review for all ECD employees

Honor Guard

- Continue to build strong relationships with other agencies
- Continue to train and improve team skills

Law Enforcement Accreditation

- CALEA & NYSSA File Preparation & Maintenance; continue converting proofs to electronic files
- Prepare for CALEA off-site assessment in November

Computer Aided Dispatch Team

- Train all staff in new CAD
- Report progress of the project monthly

Peer Facilitator Team

- Attend CIT training with RPD and any other exciting training opportunities throughout the year
- Continue to assist employees with stress and conflict resolution
- Bring in guest speakers and lecturers to share their experiences and promote open lines of communication regarding mental health and stress

Public Awareness

- Maintain community relationships and increase presence
- Increase team members
- Control expenses / monitor overtime assignments
- Visit more Fire Departments & EMS agencies

Training Division

- Maintain 100 hours training per employee

Wellness

- Schedule Curbside Market in various City locations to include ECD
- Continue participation in City initiatives – Biometric Screenings, Walking Challenge in October, Flower City 5K and ½ Marathon
- Encourage employees to take advantage of their MVP rewards program

3-1-1

- Improve GIS integration with Verint system
- Create web-based customer satisfaction survey
- Work with departments on Verint enhancements
- Re-evaluate classifications of calls
- Snow process enhancement
- Real-time information with Recycling
- Train all employees on Verint system and continue to evaluation of system



(Do the Right Thing Award Ceremony)

Communications Response Team

- Participated in planned drills and exercises – 7 deployments requested – totaling 52 hours
- The team attended a variety of events, festivals and drills in 2019 including 6 days at the PGA
- Conducted training on MCU-1
- Continued to ensure ECD is compliant with NIMS policies
- Participated in the Trunked Radio System Committee and Fire & EMS Advisory Boards

Emergency Medical Dispatch

- Reviewed 2,927 EMD calls
- EMD certifications maintained for current staff and classes taught for new hire employees

Emergency Response Plan

- ECD Emergency Response Plan reviewed
- Annual training for all employees

Honor Guard

- Maintain team strength – split oversight into two sections: training and administration
- Maintain ongoing training plan

Law Enforcement Accreditation

- Added two new Accreditation Managers to the team
- Maintained file preparation and maintenance
- Participated in Annual File Assessment with CALEA; all files reviewed were in compliance with no deficiencies noted during the off-site review
- Recertified both NYSSA and CALEA on their respective anniversaries with annual reporting
- Citizen Surveys reflected a 26% return rate from 1,200 cards sent out with 62% receiving perfect scores.

Accomplishments in 2019 Continued

Computer Aided Dispatch Team

- Trained all staff on new CAD system
- The interface is 35% complete, the buildout is almost complete with a new expected go-live date in late 2020/early 2021

Peer Facilitator Team

- Early warning system reviewed
- Over 474 activations of the team
- Continued to assist employees with stress and conflict resolution

Public Awareness-Recruitment

- Maintained community relationships; increase presence
- Promoted Text to 911 PSA at Deaf Festival
- Signed up additional citizens in ETNS System
- Improved Cell Phone Sally's presence
- Increased recruitment efforts – hosted 2 Open Houses at ECD
- Participated in the VOA's Camp Heroes



(Do the Right Thing Award Ceremony)

Training Division

- Maintained 106 hours of training per employee
- Hosted 2 academy classes
- Continued participation in the CPPS program at RCSD

Wellness

- Participated in City initiatives – MVP \$300 Wellness Rewards, the Corporate Challenge, Health for the Holidays, the Mobile Mammogram, Spring into Motion, a Wellness Fair and the Telemedicine Campaign
- Continued to host Annual “Get Paid to Get Healthy” campaign promoting MVP Well-style Rewards at Shift Meetings
- Hosted Curbside Market at ECD with our largest outcome of participation to date

3-1-1

- Continued to support the customer service initiative of the City of Rochester
- Handled over 300,000 calls in 2019

Training Report 2019

In Service Training Team

- Monroe County Ethics Training
- Harassment in the Workplace
- Workplace Violence Training
- Diversity Awareness
- Sexual Harassment & Workplace Violence
- Address Verification & Timely Call Entry
- Dispatcher Burnout
- Vesta & Gem Text to 911
- Stress & the 911 Telecommunicator
- Bulletproof Mindset-Suicide Prevention
- Disaster Mental Health Practices
- Combating Sexual Harassment in the Workplace
- Hexagon CAD Training

Supervisor Training

- E Airbus Heads Up Display
- Guardian Tracking
- Familiarization
- Accident Reporting
- Shotspotter
- Leadership Skills for Supervisor

FEMA Emergency Management Institute Training

- AWR-160 Weapons of Mass Destruction Awareness
- IS-020.18 Diversity Awareness
- IS-106.18 Workplace Violence Training
- IS-019.18 EEO Supervisor Course
- IS-033.18 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 we dispatch.

Procedure review and updates issued in 2019

Policies and procedures were reviewed, revised and consolidated in 2019 to continue reducing the overall number and making them more user friendly to our team.

Public Safety Group (PSG)

- Mutual Aid, Mayday & Submerged Vehicles
- Enhanced Location
- Callers with Disabilities
- De-Escalation Techniques
- Lessons from the Front
- Difficult & Child Callers
- Hazardous Materials
- Social Media in the Comm Center
- Liability
- Officer- Involved Shootings
- The Wonderful Job We Do
- The Health of a Telecommunicator

EMD Training

- Snakes Alive
- Reading EMD Q Reviews
- Determining Chief Complaints
- EMD Dynamic Duo
- Aggressive Deadly Behavior
- Do You Know What You Are Dispatching?
- Mechanism of Injury



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.



Public Awareness Report

The 911 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 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 2019 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.



CELL PHONE SALLY

911 welcomed Red E. Fox as our official public awareness mascot in 2008. In 2018 Cell Phone Sally replaced Red E. Fox as our mascot and has been a big hit! 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. Sally 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. Sally has traveled to many public awareness functions and public events to spread the word with children. Events she has been to include Rochester Red Wings and Rhinos games, various Fire Department Open Houses, and the Lilac Festival Parade to name a few.

—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 2019. All new employees received classroom training in the Plan and a familiarization 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 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 seven times in 2019. 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 190 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

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.

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 2018, 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
344 Returned (26%)
213 Returned with all 4s
0 Follow-up call 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 3.9
Q5 – Overall satisfaction with the call taker 3.9



(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

EMD Training

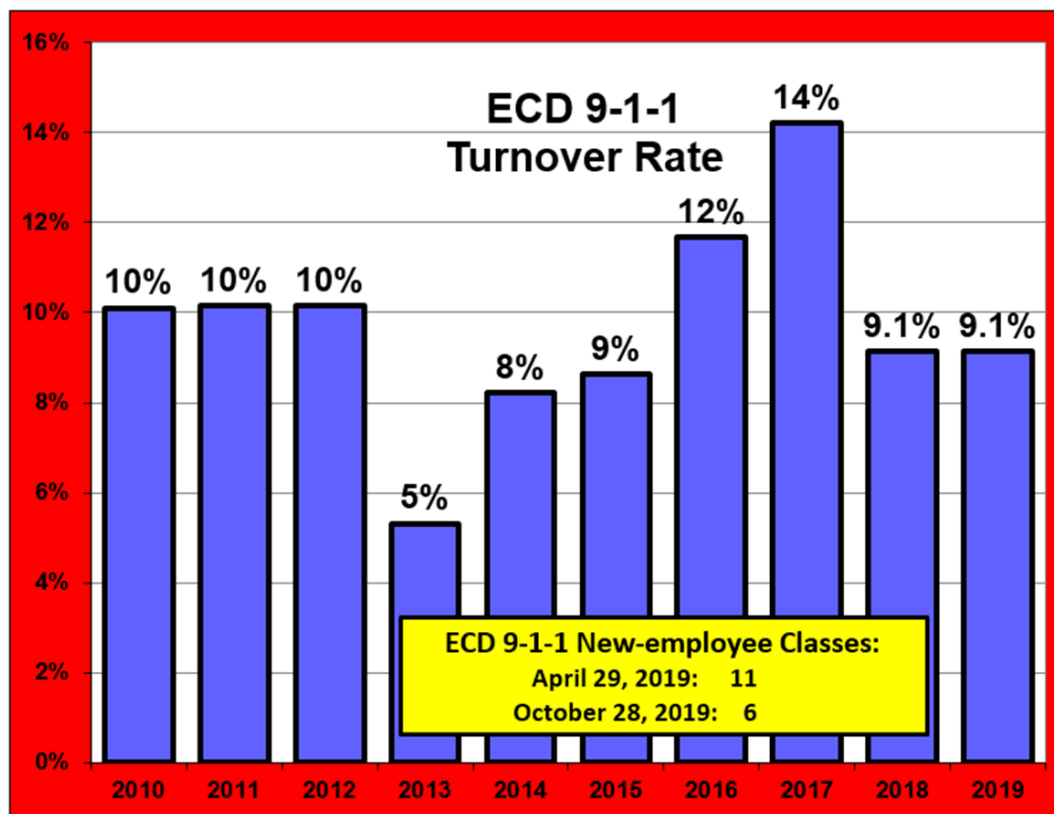
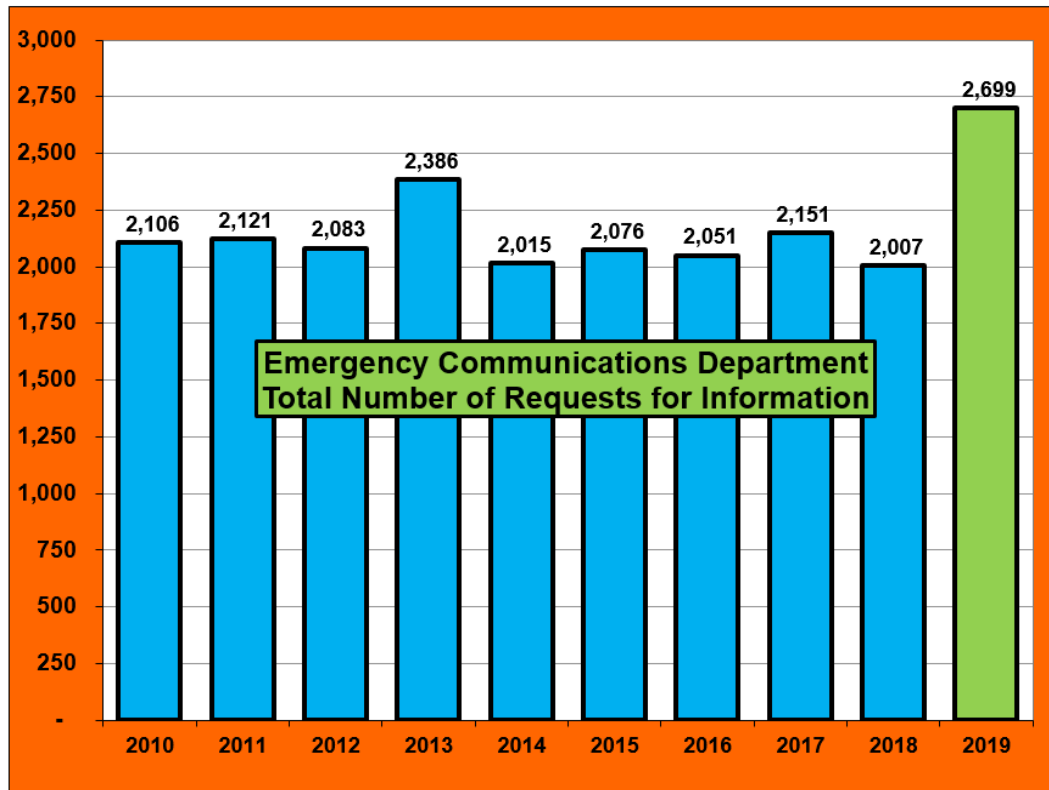
The QIU staff certified or recertified employees in Emergency Medical Dispatch, which is a continual process. Each EMD completes 24 hours of continuing dispatch education credit every two years. In addition to the training of in-house employees in EMD, the QIU staff also trained various outside agencies and dispatch centers here at the ECD.

CPR Training

As an AHA Training Center we 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 2019

January: Stephen Fischer

February: Ivey Knight

March: Matthew Marfione

April: Christopher Doles

May: Brittany Parker

June: n/a

July: Danielle Adams

August: Kristin Galetta

September: Salvatore Tantalo

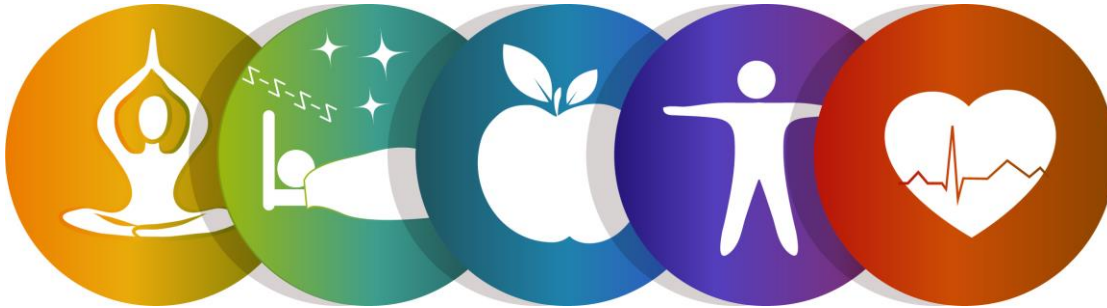
October: Jerralyn Stephens

November: Biljana Ilievska

December: Shelby Boyd



(2019 Joanna Award recipients Dispatcher Cathleen Lambert and Supervisor Crystal Gizzi for their cardiac arrest save)



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.

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.

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

VOX: The voice activated recording of actual calls or dispatches that are randomly reviewed for quality assurance.

Serving those who serve the community...



*Law
Enforcement*

*Fire and
Rescue Services
and*



Emergency Medical Services

*Municipal
Collaboration & Partnership*



34 YEARS STRONG