

Emergency Communications Department

City of Rochester - County of Monroe

2013 Annual Report



John M. Merklinger, Director

www.911rochester.com



City of Rochester, NY
Lovely A. Warren, Mayor



Maggie Brooks
County Executive

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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.

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 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.”

ECD provides dispatching services for 13 Police Departments, 39 Fire Departments, and 32 Emergency Medical Services Agencies. In 2013 the ECD received 1,132,947 calls and processed 1,247,585 CAD events for these agencies.

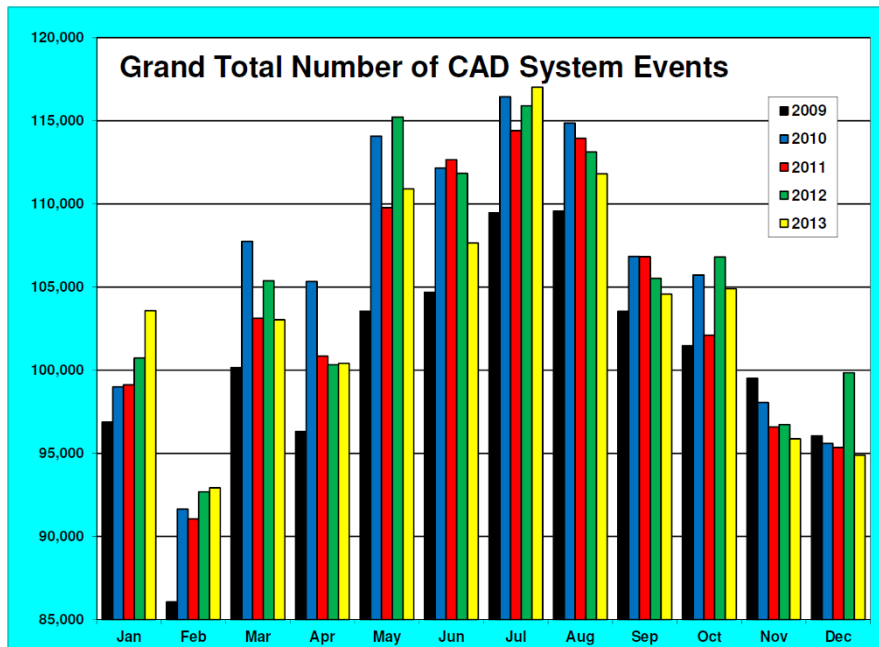
The ECD is rather unique in its composition within local governments. It is an agency of the Rochester City government, yet provides service throughout Monroe County. This is accomplished through a renewable 10 year contract between the City of Rochester and Monroe County, with each entity providing portions of the total configuration. For instance, Monroe County provides all radio, telephone and computer equipment while the City of Rochester provides and maintains the building in which the PSAP is located. This serves as a model for intergovernmental cooperation towards public safety.

The ECD operates with a staff of 205 employees, with 184 being assigned directly to PSAP operations. All operations personnel have a minimum training level of APCO Telecommunicator and are certified as Emergency Medical Dispatchers by the National Academy of Emergency Dispatch. New employees receive an average training of four months for Telecommunicators and six months for Dispatchers before being allowed to perform on their own. 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 is an active member of the following organizations:

- Monroe County Law Enforcement Council and Law Enforcement Training Committee
- Monroe County Fire and EMS Advisory Boards
- Monroe County Emergency Medical Services Advisory Board
- Monroe County Local Emergency Planning Committee
- Monroe County Steering Committee for the National Incident Management System (NIMS)
- Monroe County Fire/EMS Communications Board
- Monroe County 9-1-1 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 Battalions
- NYS 9-1-1 Coordinators Association, Director Merklinger currently serves as President
- NYS Interoperable & Emergency Communications Board, Director Merklinger is a member
- NENA, Ops Mgr Carson serves as Vice-President of the New York State Chapter
- Association of Public-Safety Communications Officials International
- NAED Police Council of Standards
- RPD Weekly Crimestat Meetings

9-1-1 Center Statistics



9-1-1 Center Statistics:

	2009	2010	2011	2012	2013
Jan	96,874	98,999	99,133	100,740	103,579
Feb	86,065	91,649	91,055	92,687	92,928
Mar	100,160	107,744	103,135	105,377	103,034
Apr	96,320	105,338	100,842	100,333	100,407
May	103,550	114,083	109,775	115,224	110,906
Jun	104,677	112,155	112,660	111,842	107,656
Jul	109,458	116,446	114,412	115,902	117,025
Aug	109,567	114,871	113,942	113,130	111,823
Sep	103,547	106,841	106,821	105,527	104,578
Oct	101,472	105,722	102,099	106,815	104,896
Nov	99,506	98,059	96,587	96,723	95,868
Dec	96,046	95,606	95,359	99,842	94,885

9-1-1 Center Statistics Summary:

Year	9-1-1 Calls	CAD Events
2009	1,040,731	1,207,242
2010	1,078,747	1,267,513
2011	1,099,131	1,245,820
2012	1,148,257	1,264,142
2013	1,132,947	1,247,585

Events Processed by 9-1-1 per Agency

FIRE: CAD Events	2009	2010	2011	2012	2013
Airport Fire Department	455	377	354	335	305
Barnard Fire Department	2,491	2,619	2,783	2,915	2,696
Brighton Fire Department	2,918	2,978	2,923	2,773	2,823
Brockport Fire Department	974	948	1,476	1,249	1,102
Bushnells Basin Fire Department	547	449	504	507	513
Chili Fire Department	731	857	934	997	908
Churchville Fire Department	354	357	416	414	401
City Fire Department	35,807	36,153	36,709	36,498	35,400
Clifton Fire Department	142	133	205	185	148
East Rochester Fire Department	480	454	529	492	600
Egypt Fire Department	491	399	464	433	378
Fairport Fire Department	1,033	891	1,248	1,200	1,245
Fishers Fire Department	483	634	213	64	46
Gates Fire Department	3,093	3,120	3,131	3,338	3,540
Greece Ridge Fire Department	2,087	-	-	-	-
Hamlin Fire Department	579	522	541	497	76
Hamlin/Morton/Walker Fire Department	-	-	-	-	735
Henrietta Fire Department	3,669	3,620	3,663	3,859	3,773
Hilton Fire Department	579	601	670	592	595
Honeoye Falls Fire Department	476	546	559	525	540
Kodak Fire Department	41	22	9	9	10
Lakeshore Fire Department	874	843	822	836	791
Laurelton Fire Department	736	739	799	818	754
Mendon Fire Department	281	250	295	286	367
Mobile Communications Unit - Fire	5	8	4	2	73
Monroe County Fire Bureau	54	48	41	42	35
Morton Fire Department	186	186	204	188	15
Mumford Fire Department	214	208	197	212	227
North Greece Fire Department	3,023	3,044	3,067	2,967	2,977
Other Fire Departments	87	84	84	64	78
Penfield Fire Department	1,265	1,126	1,067	999	1,018
Pittsford Fire Department	1,261	1,070	1,050	1,069	1,046
Point Pleasant Fire Department	263	291	297	613	550
Regional Transportation Op. Center	8,782	29,192	28,424	28,001	23,893
Ridge Culver Fire Department	1,743	1,908	1,887	1,983	1,874
Ridge Road Fire Department	5,333	7,642	7,452	7,520	7,064
Rush Fire Department	191	197	228	193	222
Scottsville Fire Department	198	197	193	182	206
Sea Breeze Fire Department	70	101	109	134	89
Spencerport Fire Department	822	930	1,053	1,073	883
St. Paul Fire Department	796	1,252	1,813	1,659	1,600
United States Coast Guard	122	148	156	122	119
Union Hill Fire Department	264	280	270	270	258
Walker Fire Department	149	123	164	193	30
Webster Fire Department	1,071	1,013	1,078	1,143	1,112
West Brighton Fire Department	711	764	761	579	-
West Webster Fire Department	1,120	1,247	1,265	1,514	1,314
FIRE TOTAL	87,051	108,571	110,111	109,544	102,469

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

EMS: CAD Events	2009	2010	2011	2012	2013
Bergen Ambulance	22	21	22	21	24
Brighton Ambulance	4,193	4,487	4,421	4,389	4,533
Brockport Ambulance	1,868	1,839	803	929	1,330
Caledonia Ambulance	102	94	81	69	80
Chili Ambulance	1,972	2,002	2,396	2,428	2,335
Churchville Ambulance	470	440	502	546	474
East Rochester Ambulance	993	1,058	1,073	925	955
Gates Ambulance	3,645	3,623	3,672	3,919	3,984
Greece Ambulance	3,949	3,867	3,874	4,090	3,969
Hamlin Ambulance	772	670	799	761	796
Henrietta Ambulance	4,087	4,229	4,423	4,599	4,871
Hilton Ambulance	1,416	1,307	1,190	1,384	1,397
Honeoye Falls Ambulance	742	888	925	930	983
Irondequoit Ambulance	2,715	2,938	2,990	3,429	3,410
Kodak Ambulance	4	-	-	-	-
Mobile Communications Unit - EMS	15	0	2	1	140
Monroe Ambulance	8,150	8,686	10,744	10,791	10,216
Northeast Quadrant	55	73	87	118	97
Other Ambulances	203	298	157	82	84
Penfield Ambulance	2,180	2,758	3,075	2,957	2,681
Perinton Ambulance	3,197	3,327	3,436	3,579	3,827
Pittsford Ambulance	2,174	2,226	2,449	2,418	2,524
Point Pleasant Ambulance	420	439	479	54	-
RIT Ambulance	769	777	805	800	777
Rural Metro Ambulance	56,005	58,554	61,771	62,374	61,232
Rush Ambulance	236	245	258	242	221
Scottsville Ambulance	302	412	388	408	385
Seabreeze Ambulance	150	165	188	168	149
Southeast Quadrant	84	62	39	28	23
Spencerport Ambulance	1,285	1,385	1,588	1,695	1,563
St. Paul Ambulance	1,033	1,148	2	-	-
Union Hill Ambulance	1,834	2,056	2,088	2,172	2,303
West Webster Ambulance	1,686	1,717	1,679	1,874	1,951
EMS TOTAL	106,728	111,791	116,406	118,154	117,314

POLICE: CAD Events	2009	2010	2011	2012	2013
Brighton Police Department	37,185	37,548	37,799	33,350	47,298
Brockport Police Department	15,392	15,043	15,477	16,141	17,464
East Rochester Police Department	13,667	14,381	12,144	12,141	12,682
Fairport Police Department	12,320	13,371	13,137	13,209	14,882
Gates Police Department	29,814	29,744	31,571	29,596	31,712
Greece Police Department	85,412	89,778	87,577	92,894	87,950
Humane Society	1,292	1,425	1,552	1,659	1,580
Irondequoit Police Department	57,094	58,803	54,393	58,121	62,785
Mobile Communications Unit - Police	23	25	21	5	80
Monroe County Probation	13,107	15,731	16,760	18,816	18,387
Monroe County Sheriff	196,923	204,166	210,566	229,715	237,696
New York State Police	34,935	37,194	34,486	34,861	33,328
New York State Park Police	248	322	267	221	450
Ogden Police Department	18,438	16,944	16,717	17,672	16,395
Other Police Departments	3,616	3,522	3,492	3,598	3,548
Rochester Police Department	463,879	479,187	454,373	444,568	412,682
SUNY Brockport Police	-	-	-	-	-
Webster Police Department	30,118	30,000	28,971	29,877	28,883
Total	1,013,463	1,047,184	1,019,303	1,036,444	1,027,802

3-1-1 Statistics

- Total 311 calls 494,056
- Calls answered 430,509
- Calls answered 86.78%
- Abandoned rate 12.9%
- Average answer time 33 seconds
- Average talk time 1.49 minutes

Agency and Employee Accomplishments

- The ECD was the first PSAP in NYS to be accredited by the Commission on Accreditation of Law Enforcement Agencies (CALEA) and maintained reaccreditation (November 2013) for the next 3 years.
- ECD maintained its New York State Sheriffs Association accreditation.
- ECD Operations Manager Tina Carson accepted the position of NENA Vice President for the New York Chapter.
- The ECD Quality Improvement Unit has reduced under coded calls from 2.83% to 1.38% over the past 2 years, in large part because of ProQA.
- The ECD Public Awareness Committee attended many on-site events, some of which include Perinton Recreation, Project HOPE, Rochester Red Wings, Crime Stoppers, MATT's Autism Fair, Step Conference, Youth Law Enforcement Fair and the Southwedge Community Fair.
- The ECD Recruitment Team attended many on-site events, some of which include Rochester City School District's Career Pathways to Public Safety – Communications; College at Brockport – Jobs and Internship Fair; Monroe Community College – Career Fair; Veterans Outreach – Career Fair; City of Rochester – Faith Based Recruitment; ADT/Tyco Integrated Services with the City's Department of Human Resource Management. Recruiters are present distributing employment brochures, job specifications and applications for employment while discussing career opportunities and encouraging attendees to participate in our Civil Service testing process: ECD saw record numbers of applicants/participants in Civil Service testing in the title of Telecommunicator and Public Safety Dispatcher. 2,865 people applied to take one or both exams, 1,270 paid the fee and 690 participated in the exams.
- ECD's Peer Facilitator Committee strives to provide employees with a means to recognize, 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. This year the committee consisting of 21 members benefitted from refresher training.
- ECD employees participate in a variety of EMD and public safety related topics, totaling more than 22,400 hours annually.
- 311 is also part of the Emergency Communications Department. In 2013 they upgraded their recording system; installed a new server and corrected the licensing issues; eliminated the point-of-failure in addition to providing excellent customer service to City residents. Public Safety Aides moved to the Public Safety Building under the Rochester Police Department and limited their hours on weeknights and weekends, they are no longer open 11PM – 7AM
- The MCU1 was staffed from 0600 – 2200 hours for the duration of the PGA tournament August 5th – 11 at Oak Hill Country Club. ECD worked with MCSO on traffic points and crowd issues and with Fire and EMS for medical issues

- Text to 9-1-1 was implemented @ ECD through Verizon Wireless. We provided a variety of public education to numerous outlets and since the “go live” through 12/31/13 we have received a total of 73 texts.
- An Honor Guard Committee was created this year and the selection committee received many applications from employees, all of whom have impressive backgrounds along with a strong desire to represent ECD in an honorable fashion. The team has 12 members and we thank them for their commitment to and respect for ECD and its people.
- The City of Rochester re-Launched its Wellness Initiative for all City employees. Among other events held throughout the year, the Walking Challenge consisted of 272 employees with an 88% completion rate. ECD had 6 teams consisting of 6 employees.
- ECD’s Communications Response Team went out on 15 deployments for which 64 positions needed to be filled from the pool of 37 members.
- ECD’s Emergency Response Plan has been updated with many thanks to RFD Chief Holtz for his input and experience developing the City’s Emergency Response Plan.
- Through our public awareness efforts, the push to encourage the community to register their cellular phones in the Emergency Telephone Notification System through the County’s web-site: www.monroecounty.gov. In 2013, 14,371 registered their numbers bringing the total up to 32,727.
- In an effort to take the Training Division to the next level and meet State guidelines and National Training standards, all members of the Class Instructional Staff at ECD are NYS Certified Instructors. They have all participated in an Instructor Development Course (80 hours) where they learned the KSAs (Knowledge, Skills and Abilities) of proper educational techniques for developing and delivering course modules for adult learners. In this intensive training, they selected topics for presentation from life experience, or previous training and created objectives, course outlines, lesson plans and presentation tools. Each of them presented their topic to other members of their class and were evaluated by NYS Certified Evaluators or Master Instructors prior to receiving their Training Certificate. NYS Instructor Development Instructors: Christopher Martin, Charles Vitale, Jody Englert, Joseph DeMars, Anita Danzy, Damaris Rivera, Matthew Marfione, Brian Bennington and previously certified: Alan Kester, MaryLouise Pettenski.

Agency Goals for 2013

General Operational Goals:

- Continue to improve the level of service we provide using our EMD ProQA Protocol.
- As an organization, we continue to improve our training program to ensure the best possible employee!
- Begin preparatory steps for Next Generation 9-1-1.

Training:

- Ensure ongoing training for each of the following:
Public Safety Group (PSG) Articles, ISTT: In-Service Training Team Exercises.
Emergency Medical Dispatch - Continuing Education, Supervisor In-Service Training.
- Improve record keeping: tracking, training & database entry compliance.
- Improve participation in training opportunities.
- Provide additional training for members of the CRT.

Public Awareness:

- Have Red-E-Fox attend more Community events.
- Use less overtime .
- Attend more Fire Department and EMS agency Open Houses.

Peer Facilitators:

- CISM to provide an overview of their entire program – Laurie Kingsley.
- Peer Facilitator training/refresher through contracted provider.
- LODD training/refresher .
- Continue to assist employees with stress and conflict resolution as needed.

CAD:

- Continue to work with the various Police, Fire and EMS user agencies to ensure their files, run cards, tow districts, etc. are correct in CAD and give the best customer service to them. Continue to work with Frontier, Intrado, Verizon and Time Warner plus all the cellular carriers to make sure the data they send us is up-to-date.
- Continue to work with Research Division with CAD related questions for any subpoena requests they have.
- Continue working with the CAD Committee, Public Awareness and Peer Facilitator Committee and GIS division to ensure our GIS files are accurate.

The National Incident Management System (NIMS):

- Continue to have all employees certified NIMS100/700.
- Have all Supervisors certified NIMS 200/800 with optional NIMS 300/400 (Mandatory for Management).
- Maintain an active role with the NIMS Steering Committee.

Emergency Response Plan:

- Review annual Plan and update as needed.
- Schedule annual refresher training for all employees in April 2013.
- Conduct tabletop exercise in May 2013 and drill in September 2013 (to include full activation of backup facility).

Emergency Medical Dispatch:

- Reaccreditation as Center of Excellence.
- Upgrade to version 13.0.
- Continue to work on integrating ProQA and COBOL CAD.

Accreditation:

- Convert files from CACE-C to Power DMS.
- Accreditation Manager Training for new team members.
- File Preparation & Maintenance – converting proofs to electronic files.
- Power DMS Training for Accreditation Team.
- Incorporate 311 Division into our files.

Wellness:

- Allocation of resources and budget to health and wellness.
- Expand Wellness Committee through appointment of additional department liaisons.

3-1-1:

- KB Coordinator to train on Lagan configuration and on BI Reports.
- Develop Oaisys' QA which allows for agent's participation.
- Utilization of reports to set and track agent standards.
- Mobile App:
 - Aims to reduce 311 call volume
- Continual improvement of CTI:
 - Owner's info self-populate in Lagan
- Re-evaluation of Lagan scripting:
 - Efficient
 - Reduce computer clicks

Lagan Single View Customer.

2013 Employees of the Month

January:	Amy Mills
February:	Karen Decker
March:	Greg Wing
April:	Sues Melia
May:	Joe DeMars
June:	D. Jeremy DeMar
July:	Laura McNaull
August:	Christina Raimondi
September:	Craig Warshawsky
October:	Jon Chatterton
November:	N/A
December:	Dave Smith

CAD:

- Maintain all files – update as requested
- Continue working with all Committees assigned: Peer Facilitator, Public Awareness, RPD Crime Stat & RTOC Planning Committee

The National Incident Management System (NIMS):

- Continue to have all employees certified NIMS100/700.
- Have all Supervisors certified NIMS 200/800 with optional NIMS 300/400 (Mandatory for Management).
- Maintain an active role with the NIMS Steering Committee.

Emergency Response Plan:

- Complete update of ECD Emergency response plan
- Continue working with Chief Holtz on City emergency plan
- Hold interactive disaster drill for all ECD employees on September 15, 2014

Emergency Medical Dispatch:

- One to one remediation for any Pre-Arrival scores under 90%.
- Minimum of 95% in Pre-Arrival Instructions for 6 months consecutively
- Reaccreditation
- Launch Version 13
(should be available May 2014)
- Complete CPR renewal for 150 EMD's

Accreditation:

- Convert NYSSA to Power DMS
- CALEA & NYSSA File Preparation & Maintenance – converting proofs to electronic files
- Conduct mock assessment annually. Participate in mocks at other agencies as requested.

Wellness:

- Couch to 5K program – Wegmans Family 5K
- *Get Paid to Get Healthy Campaign*
- *Walking Challenge*
- Cooking and WSE Demo's to Unions
- *Walking Trails and Passport Campaign*
- Wellness Fair / Biometric Screening
- *Take the Stairs Campaign*

3-1-1:

- Oaisys 2nd phase (desktop recording)

- Single sign-on for all agents
- Documentation of 311 processes
- Improve CTI functionality
- Explore more training opportunities
- Self-serve mobile
- Reduce abandoned call rate
- Increase SLA
- Hire and train additional employees
- Increase efficiencies with 911 and PSA calls
- Expand 311 services to other City Dept. and County

Training Report

In Service Training Team (ISTT) Topics for 2013:

January	Sexual Harassment Review
March	APCO How Technology Affects Calltaking
April	Airplane Emergencies
June	GEM911 Texting to 911/TTY Training
November	Hazard Communications Training (GHS)

Public Safety Group (PSG) Topics for 2013:

January	Active Shooter Update
February	Mental Health Callers
March	Radio Etiquette
April	Elder Abuse
May	Work Place Bullying
June	Meth Labs & Designer Drugs
July	Team Work & Relations with Other Agencies
August	Empathy
September	Unusual Occurrences
October	Generation Y
November	Don't Take It Personally
December	Responder Safety

Supervisor Training:

Jan – RFD Mutual Aid Matrix and Fill-ins
 Feb – Leadership Traits
 April – Supervisor In-Service Airport Alerts
 Sep – Rater Training – Annual Summary Review
 Oct – Marine Emergencies
 Dec – Haz-Mat Review
 Dealing With Generations Training
 Drug & Alcohol Testing Awareness
 Emergency Response Plan Tabletop Drill
 Interpersonal negotiations – Breaking Down Barriers
 ISELINK Software Training
 Leadership Skills for Supervisors

New Procedures Issued in 2013:

None; policies and procedures were revised and consolidated in 2013 to reduce the overall number.

Conferences, Workshops and Seminars:

- Active Shooter Awareness – HSMi
- Active Shooter Intermediate – HSMi
- CISD Training
- Crystal Reports 2008
- Dealing with Difficult Behaviors
- Deccan Training
- Dispatch Training: Injured Children – Right Decision
- HSMi Cyber Security Conference
- Improvised Explosive Devices (IEDs) Threats – HSMi
- Intro to Project Management – U of C – Irvine
- Law Enforcement Officers Killed & Assaulted (LEOKA)
- Leadership Rochester 2013
- Leadership Skills for Supervisors
- MCC Instructor Development Course
- NCMEC Chief Executive Officer Training
- NCMEC First Responder Training
- NENA GIS Data Preparation for NG-911
- NG-911 & How it Relates to GIS Data
- NYS Academy – LODD Training
- NYS Paramedic Recertification
- Peer Facilitator “Peer to Peer” Training
- Pipeline Emergencies Seminar
- Preparing for Line of Duty Death (LODD) Training
- RG&E Electrical & Natural Gas Safety Training
- Sovereign Citizen Movement Conference
- STEP Conference EMS Training
- WebEOC Training
- Workers Compensation TPA Training

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

Numerous online training classes were taken this year, including:

AWR-160 WMD Awareness
AWR-160-1 WMD Train-The-Trainer
IS-100 Intro to Incident Command System
IS-106.13 Workplace Violence 2013
IS-265 Instructional Skills Training
IS-700 NIMS Incident Management System
MGT-346 EOC Ops & Planning

Ride-Alongs:

137 with Police, Fire and EMS

"Ride-along" means to be an official passenger in a public safety vehicle, accompanying police, fire or ambulance personnel during part of a normal tour of duty. The primary purpose of a ride-along is to provide important insight for the employee to see firsthand what happens on the other end of the radio. Participants complete an evaluation form at the conclusion of the ride-along to aid the department in monitoring the program's effectiveness. The ride-along program fosters a better understanding of the symbiosis between 9-1-1 and the agencies for which we dispatch.

PSG Topics for 2014:

January	Media Relations
February	PTSD in Veterans
March	NG PSAP
April	Domestic Violence
May	Team Building
June	Mass Casualty/Large Call Volume Incidents
July	Child Callers/Intoxicated Callers & Bomb Threats
August	Compassion Fatigue
September	911 More than a Job
October	Suicide Intervention
November	Boat Accidents/Know Your Geography
December	Us V. Them (Line V. Management)

Computer Aided Dispatch System (CAD)

CAD Related Updates:	# of Updates:
Internal Directives Issued	21
SPR's Completed	910
ANI/ALI Discrepancies	93
New Streets Added to CAD	31
Run Card Updates	(EMS) Nearly Every Agency
	(FIRE) Nearly Every Agency

Public Awareness Report

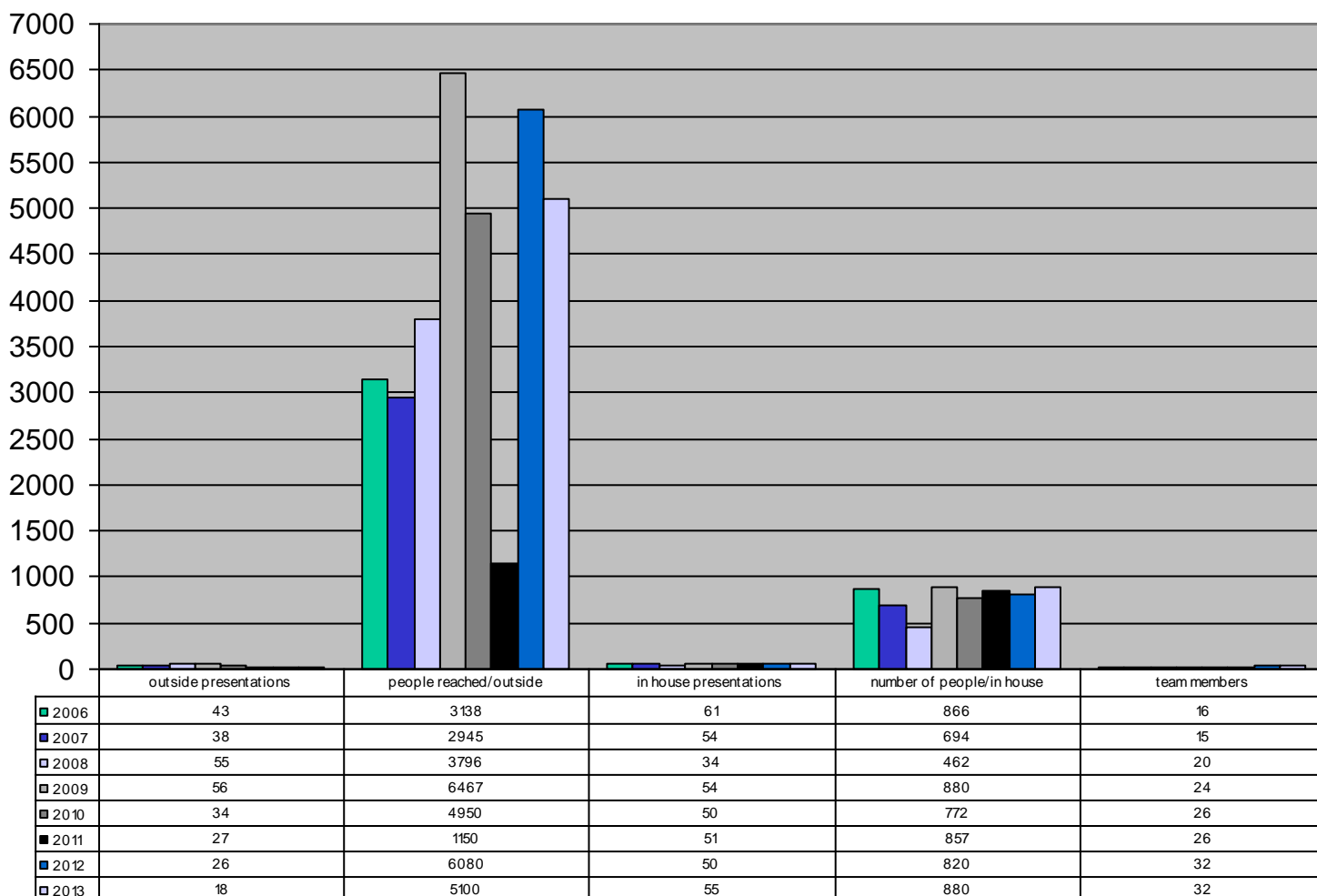
OUR MISSION

The 9-1-1 Public Awareness Team is a dedicated group of employees who strive to educate the citizens of Monroe County on the proper use of the 9-1-1 system. The goal of this program is to increase the community's understanding of the activities and roles of this agency and increase the public confidence.

Public awareness and education about the 9-1-1 system is essential to a successful operation. The ECD accomplishes this through the activities of its Public Awareness Committee. The 32 member committee is responsible for presentations at schools and community events along with tours of the 9-1-1 Center. The distribution of educational material such as pamphlets and activity books on the proper use of 9-1-1 has been well received.

In 2013 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 Southwedge Community Fair.

Public Awareness Stats





RED E. FOX:

In 2008, 9-1-1 welcomed Red E. Fox as our new official public awareness mascot. In 2013, Red was busy with his public awareness duties. Every year hundreds of thousands of calls are received at 9-1-1 Centers across the country and many of these callers are young children, some of whom may be frightened and alone. Unfortunately, they are also unfamiliar with what to do & say once they have reached the 9-1-1 dispatch center. Red E. Fox aims to educate primary grade school children in our local area on when to call 9-1-1, how to call 9-1-1, and what to say when calling. He has traveled to many public awareness functions and public events to get the word out to children. He has become so popular we have purchased a second costume to use when we have multiple requests. He also has a Facebook page which explains his mission, shares photos and updates, and offers ways to contact him for invitations to other events. 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.

We also have a talking Red E. Fox robot which has been very well received.

The National Incident Management System (NIMS)

ECD continues to be an active member of the Monroe County NIMS Steering Committee. The Committee serves as a central coordinating body for NIMS training, resource typing, and NIMSCAST. ECD requires NIMS 100 & 700 as part of the new employee academy. Persons in the position of Acting Shift Supervisor and above are required to complete NIMS 200 & 800. All Managers along with a number of Supervisors have completed NIMS 300 & 400.

Western Region Emergency Management Assistance Team (EMAT)

The Office of Emergency Management is active in the development of a Western Region Emergency Management Assistance Team. Those with NIMS 300 and above are eligible to apply for membership. This team, once fully operational, could be activated to assist with major incidents anywhere in western New York State. If activated, the local response would likely include the Mobile Communications Unit. ECD Managers have volunteered to participate in this team and have participated in training since 2008.

Emergency Response Plan

An interactive drill was held for ECD supervisors in October 2013. An updated ERP is currently in progress. All new employees received classroom training in the Plan and a tour of the backup facility and alternate backup facility.

Telecommunicator Emergency Response Taskforce (TERT)/ECD 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 of the communications centers. To address this problem and expand on some individual state initiatives in place, APCO International and NENA have joined hands 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 individual states in developing programs that would lead to the establishment of predetermined and selected trained teams of individuals who can be mobilized quickly and deployed to assist communications centers during disasters.

The ECD Communications Response team (CRT), which has been in existence since 2008, is a team 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 15 times in 2012. 5 Members of the CRT attended team leader training in 2013.

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 supplying band-aids for everyday scrapes and cuts.

Peer Support Facilitator Program

OUR MISSION:

The Peer Support Facilitator Program strives to provide employees with a means to recognize, moderate, and reduce stress buildup before it elevates to a critical level.

OUR SCOPE:

Peer Facilitators offer conversational support to employees in times of stress and conflict. Where needed, Facilitators may refer an employee to the EAP program for professional help.

Accreditation Report

CALEA (Commission on Accreditation for Law Enforcement Agencies):

ECD continues to maintain compliance with the standards set forth by the Commission to maintain our accreditation.

NYSSA (New York State Sheriff's Association):

Our NYSSA Accreditation is valid for a five-year period which formally commenced in June 2006 at our award presentation. The NYSSA (PSAP) Accreditation Program consists of 70 standards. We must file a Letter of Continued Compliance with these standards to NYSSA annually. The files are updated with proofs each year.

Citizen Surveys:

1,200 Mailed
276 Returned (23%)
0 Follow up calls requested

Average Ratings (highest possible of 4):

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

In June, 2013 we submitted our annual report in compliance with NYSSA.
In November, 2013 we were once again reaccredited through CALEA!



Emergency Medical Dispatch Report

Quality Improvement Unit (QIU)

2013 Compliance Scores for Accreditation:

(Standard needed is in parenthesis)

Case Entry	95%	(95%)
Key Questions	97%	(90%)
Pre-Arrival Instructions	77 %	(95%)
Post-Dispatch Instructions	97%	(90%)
Chief Complaints	95%	(95%)
<u>Coding</u>	97%	(90%)
Total	96%	(90%)

Projects and Committees QIU is involved with:

Medical Dispatch Review Committee	Society for Total Emergency Programs
ECD Peer Facilitators	CAD Committee
RMEE QA Committee	Medical Emergency Response Team
NAED Police Curriculum Board	

Professional Development Conferences attended by QIU:

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

Special Events:

- Emergency Medical Dispatchers delivered 9 babies.
- Emergency Medical Dispatchers had 8 confirmed CPR/choking saves.

EMD Training:

The QIU staff certified/recertified 92 employees in Emergency Medical Dispatch and created monthly Continuing Dispatch Education tests which are taken by all ECD employees. Each EMD is required to complete 24 hours of continuing dispatch education credit every two years.

Monthly training:

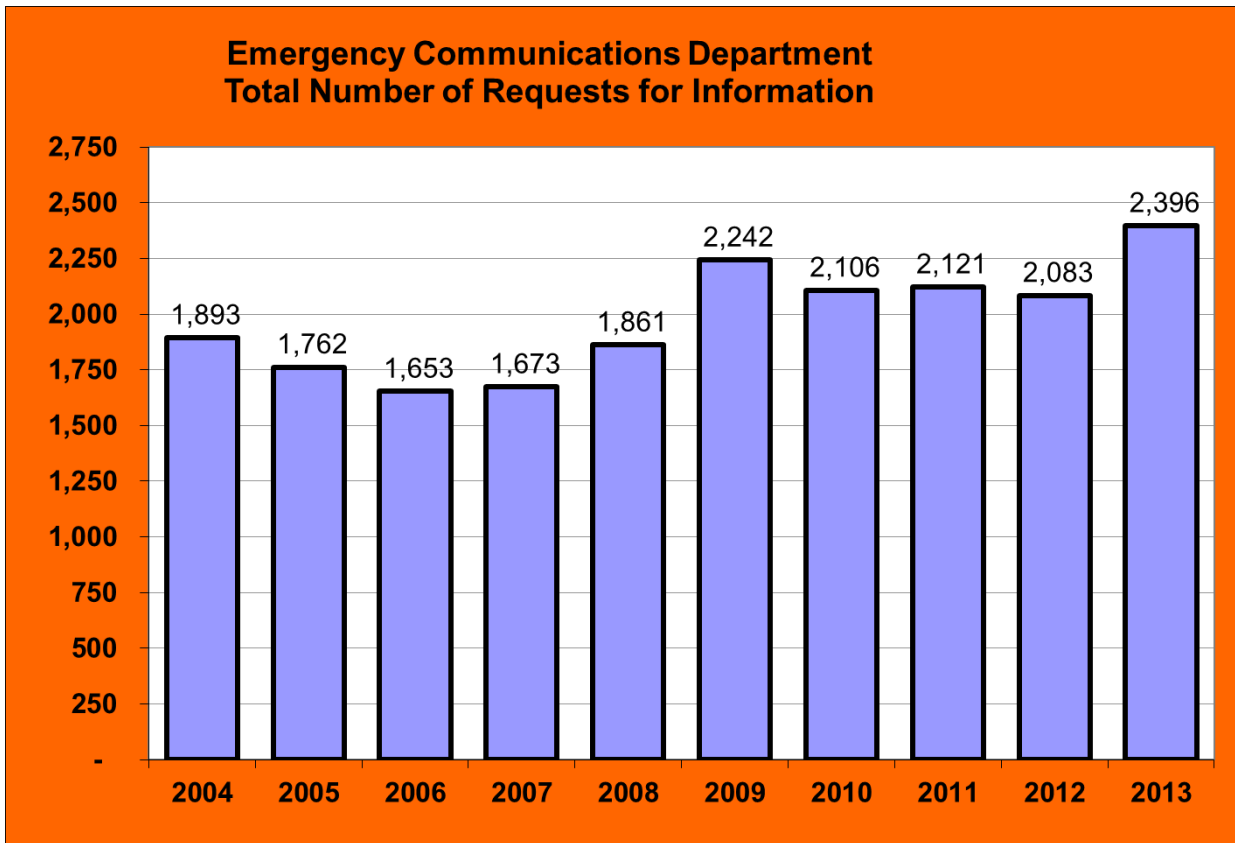
- January: Stayin' On The Line
- February: She's Having A Baby
- March: Suicide Callers Want to be Heard
- April: Stroke Offense
- May: Trauma Inside & Out
- June: Summertime Issues
- September: Back to Basics Plus
- October: ProQA PAI Review Scenarios
- November: Troubled Waters: Drowning
- December: Pregnancy & Childbirth

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

CPR Training:

As an AHA Training Center we issued 1157 CPR cards for agencies and ECD personnel. We are now providing support to MCSO Road Patrol, Jail Deputies, and the Rochester City School District.

Research Activity Report



Wellness Report

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

To support meaningful lifestyle change to promote a healthier lifestyle for the City workforce and their families.

Tasks

- Provide a variety of 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 on the Wellness Council of America (WELCOA) Well Workplace Audit.
- To culminate in receiving WELCOA's prestigious Well Workplace Award.

Key Milestones-2013

- Re-Launched the City's wellness Initiative.
- Winning the AHA Fit Friendly Company Award.
- Quit Smoking Class
- PSB Weight Loss Challenge - 117 employees participating.(PSB)
- Annual Wellness Fair which included free biometric screenings this year -139 employees participated (CH & PSB)
- Wellness Summit-7/30 Apple day-9/26 WHAGR Conference-9/12
- Fight for Air Climb ECD participation-11/16
- Annual Get Paid to Get Healthy campaign to promote Wellstyle Rewards.
- Walking Challenge with 272 employees registered, 88% completion rate (ECD 6 teams of 6)

Glossary

AHA: American Heart Association

ANI/ALI: Automatic Number Identifier / Automatic Location Identifier: Numbers in the CAD system telling Telecommunicators from where a complainant is calling.

APCO: Association of Public-Safety Communications Officials

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: Commission on Accreditation for Law Enforcement Agencies

CDE: Continuing Development Education: The ongoing training program for certified EMDs.

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: Certified Training Officer: A volunteer training program @ ECD consisting of ECD employees training newly hired employees.

ECD: The Emergency Communications Department

eJusticeNY Integrated justice Portal: 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.

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

LAGAN: The software used at 3-1-1 to help with entering information and taking reports.

LODD: Line of Duty Death: A specialized program allowing ECD employees to confidentially express their wishes in the event they cannot speak for themselves. Individual employee's information are kept in a secure file.

LVAD: Left Ventricular Assist Device: Mechanical circulatory device that is used to partially or completely replace the function of a failing heart.

MCU: 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: An internal 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

IAED: International Academy of Emergency Dispatch: 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 Monroe County.

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

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

RMS: Record 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.



19th Annual Awards Ceremony

April 16, 2014 2:30 p.m.

At the ECD - 321 West Main Street

Please join us for a Punch & Cookie Reception

Employee Recognition Awards

Perfect Attendance

and Special Service Awards

will be presented



Emergency Communications Department

Rochester, NY ~ Monroe County 9-1-1