

Your call is important to us!

During high call volumes it may take longer than usual for your call to be answered. Please stay on the line!

DO NOT HANG UP!

We process the calls as quickly and efficiently as we can, and in the order in which they are received. If you hang up and call again, your call goes to the end of the group waiting for us to answer.

Cellular Phones

Cellular technology is improving. However, we cannot and do not depend on technology alone to determine where you are. We need you to tell us the address of the emergency. We can use the technology to assist us in locating you, but, this method is not instant. It takes time and is not 100% accurate.

Please help us help you!

When you call 9-1-1 many questions will be asked. We understand it can be frustrating, please bear with us. We are trying to gather as much information as possible to get the appropriate help to you.

On *EVERY* call we will ask:

- Your address, please include apartment number if applicable
- Nearest cross streets
- City or township you are in
- Your name
- Your call back number
- We will ask to re-verify your address

Then we will ask what happened and gather further information. We need to gather as much information as quickly and efficiently as possible to assist responders.

Some additional questions we may ask based on what you have already given us:

- Vehicle description
 - Color, make, model
- Suspect description
 - Male, female, ethnicity, age, clothing
- Direction of travel
- Drugs/Alcohol involved
- Any Order of Protection involved
- Weapons, seen or mentioned

Tours of the 9-1-1 Center

We welcome tours of your 9-1-1 center. Unfortunately, we do not schedule tours from May 15th through September 15th, due to the higher call volumes during that time.

Public Awareness & Education Team

Members of this team are committed to providing educational information to the community about 9-1-1 and our services. We are available to visit your group or school to share our knowledge with you.

To arrange for a tour or a visit from us:



Please call (585) 528-2200 during normal business hours.

COMPLAINTS ABOUT 9-1-1

The 9-1-1 Center will investigate all complaints relative to our personnel, or services offered by our department. For quality of service inquiries, either call 9-1-1 and ask for a Supervisor or call [585] 528-2200 M-F between 9 am- 5 pm and ask for the Operations Manager on duty.

TO REPORT AN EMERGENCY

ANYWHERE IN MONROE COUNTY

DIAL 9-1-1

WAIT FOR AN ANSWER:
DO NOT HANG UP!

Once you dial 9-1-1, your call is
locked into our system the
moment you dial the last digit.

If you call in error; please do
not hang up. Advise the call
taker it was a misdial and that
you do not need assistance.

This brochure and information provided
for you by:

Emergency Communications Department

In cooperation with the City of Rochester



And the County of Monroe



An Equal Opportunity Employer

Service Area:

Monroe County has 659 square miles with
a population of 747,813 residents
(this includes the City of Rochester)

Our 2013 Annual Report

Shows that we...

We answered 1,247,585 calls for service.

THE EMERGENCY COMMUNICATIONS DEPARTMENT



"We're Here First When Seconds Count"

John M. Merklinger
Director