

TO REPORT AN EMERGENCY

ANYWHERE IN MONROE COUNTY

Call:

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 us in error;
DO NOT HANG UP!

Please stay on the line and
let us know you are OK and
not in need of assistance
Always wait for an answer
when calling **9-1-1**

"WE'RE HERE FIRST WHEN SECONDS COUNT"

This brochure and information provided by:
EMERGENCY COMMUNICATIONS DEPT.
Your 9-1-1 Center

In cooperation with the
City of Rochester



and the
County of Monroe



An Equal Opportunity Employer

The Emergency Communications Department



Your 9-1-1 Center

Your call is very important to us!

During heavy call volume and peak periods sometimes caused by a large fire or an accident on an expressway, where many people are seeing the incident and trying to call us, it may take longer than usual.

DO NOT HANG UP!

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

Please answer all the questions we ask when you call us for help!

Our trained professionals ask you questions based on what you have already told us. *Location is the most important!* 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 with the City or Town and streets that intersect nearby. If you are on an expressway, we may ask for the Route number, mile marker, nearest exit, a landmark you can see and the direction of travel. This information is vitally important to assist us in getting help there as soon as we can. Please help us, help you!

We may also ask for vehicle descriptions and what people involved look like if they are committing a crime. All these questions help the responders that are coming to your aid.

Cellular Phones

Cellular technology is improving every day and your 9-1-1 Center with it! We can help locate you on your cellular phone using GPS and other systems in your phone. If you are unable to speak, we may be able to locate you using information from your phone. If this happens to you, do not hang up. Keep the line with us open. We will send help as quickly as possible.

Note: With all the cellular phones out there, you may not be the only one attempting to report a high visibility incident. Please stay on – we will get to you.

Here is some information you may find interesting about your 9-1-1 Center:

Service Area:

Monroe County has 659 square miles with a population of 735,807 residents (this includes the City of Rochester)

Our Annual Report

Shows that we dispatch approximately 1.3 Million Calls for Service each year. Those calls are broken down as follows:
Law Enforcement: 82%
EMS (Emergency Medical): 10%
Fire Department & Rescue: 8%

NOTE: some calls to 9-1-1 generate more than one type of incident.



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 volume of calls during that period.

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 our offices at (585) 528-2200 during normal business hours.

Did you know...?

The 9-1-1 Center uses Emergency Medical Dispatch protocols and procedures to screen and dispatch calls



for medical emergencies. This internationally accepted system provides for the most advanced technologies to allow you to receive appropriate help and proper care. Questions are asked in a prescribed order, and based on your answers, we determine the level of response necessary. High priority calls will receive an ambulance with ALS (Advanced Life Support) and in some cases a fire department EMS response. Lower priority calls may very well be handled by a BLS (Basic Life Support) Ambulance and crew.

Based on our performance we are an ...
EMD Accredited Center of Excellence

In addition to our Accreditation as a recognized EMS provider, we hold accreditation from both CALEA: the Commission on the Accreditation for Law Enforcement Agencies and



NYSSA: the New York State Sheriff's Association.

"9-1-1 Center of the Year" in 2007
named by the E9-1-1 Institute in Washington, DC.

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 Monday through Friday between 9 am and 5 pm and ask for the Operations Manager on duty.