



City of Rochester

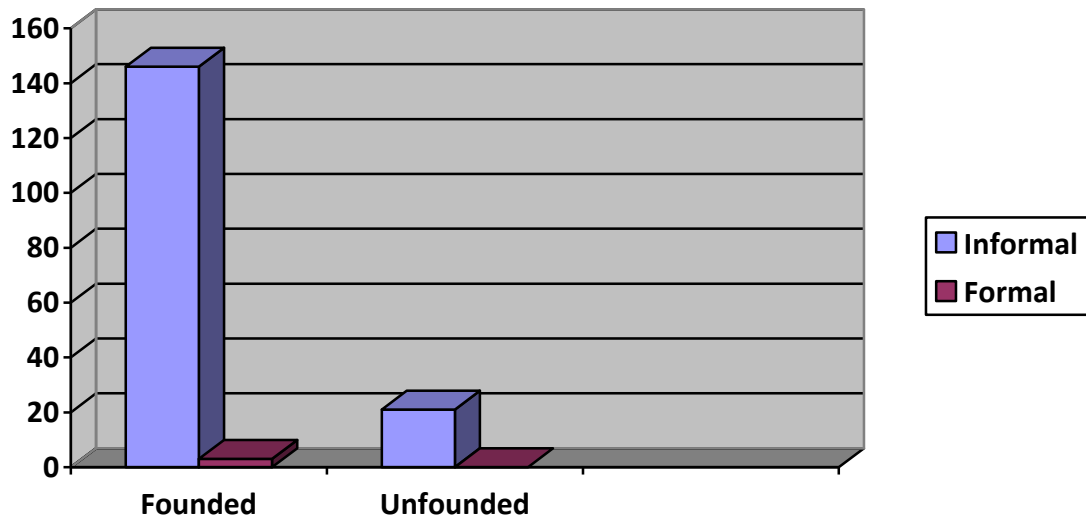


FAX (585) 528-2265

Emergency Communications  
Department  
*An Equal Opportunity Employer*

321 West Main Street  
Rochester, New York 14608  
(585) 528-2200

## 2015 ECD ANNUAL COMPLAINT REPORT



TOTALS	
<b>Complaints:</b>	170
Formal:	3%
Informal:	97%
Founded:	79%
Unfounded:	21%

*"WE'RE HERE FIRST WHEN SECONDS COUNT"*