



City of Rochester

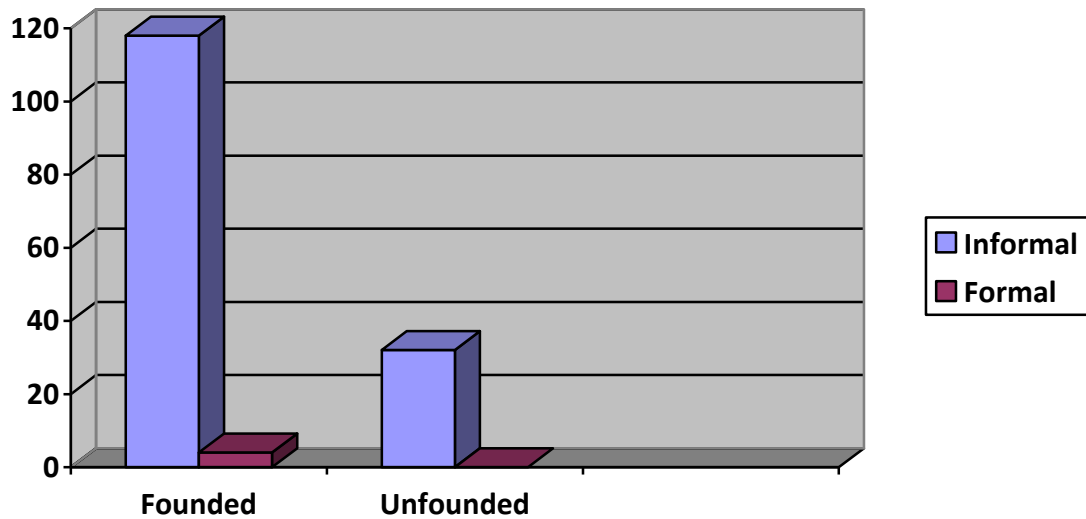


FAX (585) 528-2265

Emergency Communications
Department
An Equal Opportunity Employer

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

2016 ECD ANNUAL COMPLAINT REPORT



TOTALS	
Complaints:	154
Formal:	3%
Informal:	97%
Founded:	79%
Unfounded:	21%

“WE’RE HERE FIRST WHEN SECONDS COUNT”