



City of Rochester

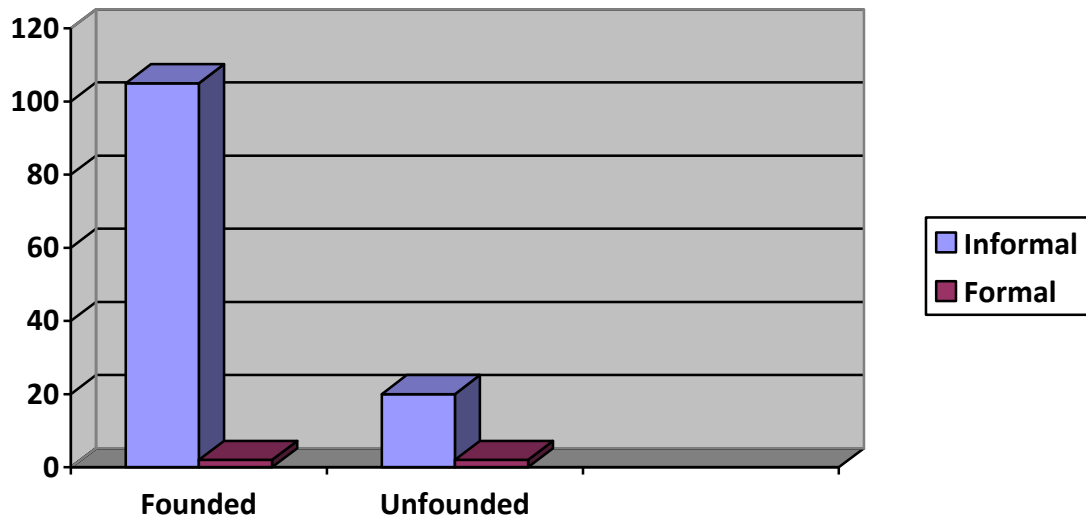


FAX (585) 528-2265

Emergency Communications
Department
An Equal Opportunity Employer

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

2017 ECD ANNUAL COMPLAINT REPORT



| TOTALS | |
|--------------------|-----|
| Complaints: | 131 |
| Formal: | 3% |
| Informal: | 97% |
| Founded: | 82% |
| Unfounded: | 18% |

“WE’RE HERE FIRST WHEN SECONDS COUNT”