A Few Tips for Parents & Guardians

1. Make sure you know where each of your children is and with whom they are with.

2. **NEVER** leave children unattended in a vehicle, whether it is running or not.

3. Be involved! Talk to them, ask questions, and listen!

For More Information visit:

National Center for Missing & Exploited Children

[www.missingkids.com](http://www.missingkids.com)

[www.take25.org](http://www.take25.org)

Amber Alert

[www.amberalert.gov](http://www.amberalert.gov)

Project Safe Child

[www.justice.gov/psc](http://www.justice.gov/psc)

This brochure and information provided by:

**Emergency Communications Department**

**The 9-1-1 Center**

In Cooperation with the

City of Rochester

And the County of Monroe

**Missing Persons**

Compliments of the ECD Public Awareness Committee

An Equal Opportunity Employer

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Rochester/Monroe County
Emergency Communications Department

321 West Main St
Rochester, NY 14608
585-528-2200

John M. Merklinger
Director

“We’re here first, when seconds count”

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“Emergency Communications Department”

City of Rochester N.Y.
Count of Monroe
If someone you know is lost, missing, or has run away it can be a very scary time. 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 assist in locating your child as quickly as possible.

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 responding officers.

- When did you last see them?
- What were they doing prior, was there a fight, or were they upset about something?
- Was anyone with them?
  - Who?
  - Does the person know them? (ie: friend, family member, stranger)
  - Is it a custodial issue?
- What direction of travel?
  - on foot, bicycle or in a vehicle
  - Vehicle Involved
    - Color
    - Year
    - Make
    - Body type
    - License plate
    - State
- Has this happened before?

Then we will ask:

- Name
- Sex
- Race & Complexion
- Age & Date of Birth
- Primary Language
- Height & Weight
- Hair color & Eye color
- Physical attributes
  - marks, scars, tattoos, limps
- Mental or physical handicaps
- Any medications
  - Next dosage?
  - Do they have it with them?
- Do they have a cell phone