



# City of Rochester Emergency Communications Department

An Equal Opportunity Employer

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Director

CALEA Accredited  
NAEMD Center of Excellence  
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## Complaint Statistics

We answer over one million calls every year.

Every telephone call received at the 9-1-1 Center and all radio transmissions are recorded on a digital recording system. A percentage of all calls are reviewed to insure the best possible service to the community and to our user agencies. Our policies and procedures are applied to the process and the Call Reviews are shared with the employee that answered the call.

During 2014, the Emergency Communications Department received 1,120,951 telephone calls.

During the same year, we investigated complaints from user agencies and citizen callers. We also investigated self-generated complaints as part of our quality assurance process. Of those complaints, 29 were unfounded and action was taken to correct the remaining errors identified. This translates to an error rate of less than .0001 percent of total calls answered.

Complaints	FOUNDED			UNFOUNDED			TOTALS		
	2012	2013	2014	2012	2013	2014	2012	2013	2014
Formal	9	2	3	1	2	0	10	4	3
Informal	209	86	164	43	200	29	252	286	193
Total	219	88	167	44	202	29	262	290	196

*We're Here First When Seconds Count*