City of Rochester
Emergency Communications Department

An Equal Opportunity Employer

321 West Main Street
Rochester, New York 14608-1902
(585) 528-2207 Fax (585) 528-2265

John M. Merklinger
Director

CALEA Accredited
NAEMD Center of Excellence
www.911rochester.com

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 2009, the Emergency Communications Department reviewed over 9,000 of the 1,040,731 telephone calls received at the 9-1-1 Center.

During the same year, we investigated 26 complaints from user agencies and citizen callers. We also investigated 317 self-generated complaints as part of our quality assurance process. Of those complaints, 59 were unfounded and action was taken to correct the remaining errors identified. This translates to an error rate of less than .02 percent of total calls answered.

	FOUNDED				UNFOUNDED				TOTALS		
Complaints	2007	2008	2009		2007	2008	2009		2007	2008	2009
Formal	10	3	18		2	1	8		12	4	26
Informal	177	209	266		48	32	51		245	241	317
Total	187	212	284		50	33	59		257	245	343