



City of Rochester

Emergency Communications Department

An Equal Opportunity Employer

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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 2012, the Emergency Communications Department reviewed over 6,950 of the 1,148,257 telephone calls received at the 9-1-1 Center.

During the same year, we investigated 10 complaints from user agencies and citizen callers. We also investigated 252 self-generated complaints as part of our quality assurance process. Of those complaints, 44 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.

Complaints		FOUNDED				UNFOUNDED				TOTALS		
		2010	2011	2012		2010	2011	2012		2010	2011	2012
Formal		5	9	9		10	2	1		13	11	10
Informal		261	211	209		8	45	43		304	256	252
Total		266	220	219		43	47	44		317	267	262

We're Here First When Seconds Count