



City of Rochester, NY
Malik D. Evans, Mayor
Rochester City Council
30 Church Street
Rochester, New York 14614



Adam J. Bello
COUNTY EXECUTIVE
39 West Main Street
Rochester, New York 14614

Monroe County/City of Rochester

News Release

Planned Construction Impacts 911 Call Processing Saturday Morning

(Saturday, March 9, 2024) – At approximately 7:05 a.m., 911 calls were impacted when a Frontier Network redundant system failed to engage during a planned fiber cable disconnect for construction at the at the Scottsville Road/390 interchange. The Frontier re-route switch for the 911 calls should have activated. However, once disconnected, the back-up Frontier path did not engage as intended and calls to 911 were affected. Callers to 911 may have received a fast-busy signal from 7:05 to 7:40 a.m.

Starting at 7:40 a.m., all 911 calls in Monroe County, including the City of Rochester, were re-routed to the 911 center in Livingston County and are now being handled by Ontario County, who transfer those calls to the Rochester/Monroe County Emergency Communications Center for dispatch. Calls may take a few minutes to be routed through this extra step, so callers are encouraged to stay on the line. Dispatch systems to emergency services are not impacted by the outage.

Monroe County's Department of Environmental Services (DES) crews are working with Frontier Communications to re-route the fiber circuit to re-establish the connection to the 911 Center.

The County Departments of Environmental Services (DES) and Information Systems (IS) are working with Frontier to reestablish the back-up network path as well as repair the fiber service to the 911 Center.

We will provide updates as restoration efforts proceed.

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Media inquiries:

Monroe County

Gary Walker, Director of Communications

GaryWalker@MonroeCounty.gov

(585) 753-1064

