



NEWS FROM THE OFFICE OF
ADAM J. BELLO
MONROE COUNTY EXECUTIVE

For Immediate Release
Saturday, May 4, 2024

****REVISED****

**MONROE COUNTY OFFICE OF PUBLIC SAFETY ADVISES
RESIDENTS THAT VERIZON CUSTOMERS ARE EXPERIENCING
INTERMITTENT ISSUES DIALING 911**

ROCHESTER, NY — The Monroe County Office of Public Safety is advising County residents that Verizon Wireless customers are experiencing an intermittent issue with dialing 911 this afternoon. This appears to be affecting Verizon customers in several surrounding counties as well. At this time we are not aware of any impact to other wireless carriers.

MCPS is advising residents who experience this issue to hang-up and try re-dialing. Alternatively residents should text 911 by typing 911 in the “to” field of the text message and details of the emergency in the body of the text.

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