

Police Communications Report – May 2018

Telecommunicators answered **2,006 calls in less than 10 seconds** and **36 calls in less than 20 seconds**. This gives the communication center a **98% rating** of calls answered **within 10 seconds**. The State of Illinois mandates that 90% of incoming 911 calls must be answered within 10 seconds.

Ring Time Ranges (911 Incoming) - State Mandate is 90% answered within 10 seconds.

911 Emergency Calls (wireline & wireless) total	2,042
911 Calls - Wireline	283
911 Calls - Wireless	1,571
911 VoIP	185
911 Unknown	3
Alarm calls	363
Non-Emergency Calls	6,558
Total Incoming Calls	8,600
Total Outgoing Calls	2,230
Total ALL Calls	10,830

Dispatched Calls

Police	6,112
Fire and EMS	889
Animal Control	91
Public Works	16
Water	5
Forestry	5
Total Dispatched Calls	7,118

Daily Call Averages

911 Emergency Calls	59
Non-Emergency Calls	215
Outbound Calls	74
All Phone Calls	348
Police Dispatches	199
Fire and EMS Dispatches	29
Other Agencies	4
All Dispatches	232