

# Police Communications Report – June 2018

Telecommunicators answered **2,092 calls in less than 10 seconds** and **38 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	2,130
911 Calls - Wireline	236
911 Calls - Wireless	1,708
911 VoIP	186
911 Unknown	0
Alarm calls	384
Non-Emergency Calls	<u>6,622</u>
Total Incoming Calls	9,136
Total Outgoing Calls	<u>2,526</u>
Total ALL Calls	<b>11,662</b>

## **Dispatched Calls**

Police	5,980
Fire and EMS	916
Animal Control	78
Public Works	22
Water	9
Forestry	3
Total Dispatched Calls	<b>7,008</b>

## **Daily Call Averages**

911 Emergency Calls	71
Non-Emergency Calls	234
Outbound Calls	84
All Phone Calls	389
Police Dispatches	199
Fire and EMS Dispatches	31
Other Agencies	4
All Dispatches	<b>232</b>