

Police Communications Report – July 2018

Telecommunicators answered **2,074 calls in less than 10 seconds** and **40 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	2,114
911 Calls - Wireline	245
911 Calls - Wireless	1,693
911 VoIP	176
911 Unknown	0
Alarm calls	441
Non-Emergency Calls	<u>6,703</u>
Total Incoming Calls	9,258
Total Outgoing Calls	<u>2,262</u>
Total ALL Calls	11,520

Dispatched Calls

Police	6,508
Fire and EMS	862
Animal Control	26
Public Works	12
Water	2
Forestry	1
Total Dispatched Calls	7,411

Daily Call Averages

911 Emergency Calls	68
Non-Emergency Calls	216
Outbound Calls	73
All Phone Calls	372
Police Dispatches	210
Fire and EMS Dispatches	28
Other Agencies	2
All Dispatches	240