

Police Communications Report – January 2018

Telecommunicators answered **1,789 calls in less than 10 seconds** and **26 calls in less than 20 seconds**. This gives the communication center a **99% rating** of calls answered **within 10 seconds**. The State of Illinois mandates that 90% of incoming 911 calls must be answered within 10 seconds.

911 Emergency Calls (wireline & wireless) total	1,815
911 Calls - Wireline	273
911 Calls - Wireless	1,331
911 VoIP	211
911 Unknown	0
Alarm calls	445
Non-Emergency Calls	6,180
Total Incoming Calls	8,440
Total Outgoing Calls	2,301
Total ALL Calls	10,741
<u>Dispatched Calls</u>	
Police	6,158
Fire and EMS	994
Animal Control	77
Public Works	18
Water	36
Forestry	0
Total Dispatched Calls	7,283
<u>Daily Call Averages</u>	
911 Emergency Calls	59
Non-Emergency Calls	214
Outbound Calls	74
All Phone Calls	346
Police Dispatches	199
Fire and EMS Dispatches	32
Other Agencies	4
All Dispatches	235