

Police Communications Report – February 2018

Telecommunicators answered **1,513 calls in less than 10 seconds** and **45 calls in less than 20 seconds**. This gives the communication center a **97% 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	1,558
911 Calls - Wireline	227
911 Calls - Wireless	1,165
911 VoIP	166
911 Unknown	0
Alarm calls	376
Non-Emergency Calls	5,505
Total Incoming Calls	7,439
Total Outgoing Calls	1,864
Total ALL Calls	9,303
<u>Dispatched Calls</u>	
Police	5,702
Fire and EMS	808
Animal Control	40
Public Works	24
Water	14
Forestry	1
Total Dispatched Calls	6,589
<u>Daily Call Averages</u>	
911 Emergency Calls	56
Non-Emergency Calls	210
Outbound Calls	67
All Phone Calls	332
Police Dispatches	204
Fire and EMS Dispatches	29
Other Agencies	3
All Dispatches	235