

# Police Communications Report – March 2018

Telecommunicators answered **1,688 calls in less than 10 seconds** and **19 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.

<b>911 Emergency Calls (wireline &amp; wireless) total</b>	<b>1,707</b>
<b>911 Calls - Wireline</b>	<b>258</b>
<b>911 Calls - Wireless</b>	<b>1,269</b>
<b>911 VoIP</b>	<b>180</b>
<b>911 Unknown</b>	<b>0</b>
<b>Alarm calls</b>	<b>388</b>
<b>Non-Emergency Calls</b>	<b>5,921</b>
<b>Total Incoming Calls</b>	<b>8,016</b>
<b>Total Outgoing Calls</b>	<b>1,985</b>
<b>Total ALL Calls</b>	<b>10,001</b>
<b><u>Dispatched Calls</u></b>	
<b>Police</b>	<b>6,440</b>
<b>Fire and EMS</b>	<b>874</b>
<b>Animal Control</b>	<b>50</b>
<b>Public Works</b>	<b>9</b>
<b>Water</b>	<b>7</b>
<b>Forestry</b>	<b>0</b>
<b>Total Dispatched Calls</b>	<b>7,380</b>
<b><u>Daily Call Averages</u></b>	
<b>911 Emergency Calls</b>	<b>55</b>
<b>Non-Emergency Calls</b>	<b>204</b>
<b>Outbound Calls</b>	<b>64</b>
<b>All Phone Calls</b>	<b>323</b>
<b>Police Dispatches</b>	<b>208</b>
<b>Fire and EMS Dispatches</b>	<b>28</b>
<b>Other Agencies</b>	<b>2</b>
<b>All Dispatches</b>	<b>238</b>