

Police Communications Report – April 2018

Telecommunicators answered **1,594 calls in less than 10 seconds** and **22 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	1,616
911 Calls - Wireline	261
911 Calls - Wireless	1,1183
911 VoIP	172
911 Unknown	0
Alarm calls	370
Non-Emergency Calls	5,976
Total Incoming Calls	7,683
Total Outgoing Calls	2,171
Total ALL Calls	10,224
<u>Dispatched Calls</u>	
Police	6,596
Fire and EMS	843
Animal Control	83
Public Works	10
Water	5
Forestry	2
Total Dispatched Calls	7,539
<u>Daily Call Averages</u>	
911 Emergency Calls	55
Non-Emergency Calls	204
Outbound Calls	64
All Phone Calls	323
Police Dispatches	208
Fire and EMS Dispatches	28
Other Agencies	2
All Dispatches	238