

Police Communications Report – August 2018

Telecommunicators answered **2,092 calls in less than 10 seconds** and **29 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.

Ring Time Ranges (911 Incoming) - State Mandate is 90% answered within 10 seconds.

911 Emergency Calls (wireline & wireless) total	2,121
911 Calls - Wireline	220
911 Calls - Wireless	1,718
911 VoIP	182
911 Unknown	1
Alarm calls	387
Non-Emergency Calls	6,518
Total Incoming Calls	9,026
Total Outgoing Calls	2,475
Total ALL Calls	11,501

Dispatched Calls

Police	5,871
Fire and EMS	932
Animal Control	36
Public Works	3
Water	7
Forestry - Parks	0
Total Dispatched Calls	6,849

Daily Call Averages

911 Emergency Calls	68
Non-Emergency Calls	210
Outbound Calls	80
All Phone Calls	371
Police Dispatches	189
Fire and EMS Dispatches	30
Other Agencies	2
All Dispatches	221