

Police Communications Report – September 2018

Telecommunicators answered **2,023 calls in less than 10 seconds** and **199 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	2,042
911 Calls - Wireline	240
911 Calls - Wireless	1,617
911 VoIP	184
911 Unknown	1
Alarm calls	346
Non-Emergency Calls	6,135
Total Incoming Calls	8,523
Total Outgoing Calls	2,045
Total ALL Calls	10,568

Dispatched Calls

Police	6,238
Fire and EMS	995
Animal Control	77
Public Works	14
Water	8
Forestry - Parks	2
Total Dispatched Calls	7,334

Daily Call Averages

911 Emergency Calls	68
Non-Emergency Calls	205
Outbound Calls	68
All Phone Calls	352
Police Dispatches	208
Fire and EMS Dispatches	33
Other Agencies	3
All Dispatches	244