

Police Communications Report – October 2018

Telecommunicators answered **2,023 calls in less than 10 seconds** and **19 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	5,804
Fire and EMS	903
Animal Control	14
Public Works	4
Water	1
Forestry - Parks	7
Total Dispatched Calls	6,733

Daily Call Averages

911 Emergency Calls	68
Non-Emergency Calls	205
Outbound Calls	68
All Phone Calls	352
Police Dispatches	187
Fire and EMS Dispatches	29
Other Agencies	1
All Dispatches	244