

Police Communications Report – November 2018

Telecommunicators answered **1,777 calls in less than 10 seconds** and **27 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	1,804
911 Calls - Wireline	253
911 Calls - Wireless	1,363
911 VoIP	187
911 Unknown	1
Alarm calls	417
Non-Emergency Calls	5,641
Total Incoming Calls	7,862
Total Outgoing Calls	2,164
Total ALL Calls	10,026

Dispatched Calls

Police	5,952
Fire and EMS	895
Animal Control	45
Public Works	16
Water	14
Forestry - Parks	0
Total Dispatched Calls	6,922

Daily Call Averages

911 Emergency Calls	60
Non-Emergency Calls	202
Outbound Calls	72
All Phone Calls	334
Police Dispatches	187
Fire and EMS Dispatches	30
Other Agencies	3
All Dispatches	231