

# Police Communications Report – December 2018

Telecommunicators answered **1,803 calls in less than 10 seconds and 30 calls in less than 20 seconds**. This gives the communication center a **98%** 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	1,833
911 Calls - Wireline	223
911 Calls - Wireless	1,416
911 VoIP	194
911 Unknown	0
Alarm calls	393
Non-Emergency Calls	5,776
Total Incoming Calls	8,002
Total Outgoing Calls	2,399
Total ALL Calls	10,401

## **Dispatched Calls**

Police	5,314
Fire and EMS	906
Animal Control	11
Public Works	4
Water	7
Forestry - Parks	0
Total Dispatched Calls	6,242

## **Daily Call Averages**

911 Emergency Calls	59
Non-Emergency Calls	199
Outbound Calls	77
All Phone Calls	336
Police Dispatches	171
Fire and EMS Dispatches	29
Other Agencies	1
All Dispatches	201