

# Police Communications Report – January 2019

Telecommunicators answered **1,889 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	<b>1,929</b>
911 Calls - Wireline	<b>219</b>
911 Calls - Wireless	<b>1,511</b>
911 VoIP	<b>197</b>
911 Unknown	<b>2</b>
Alarm calls	<b>443</b>
Non-Emergency Calls	<b>6,039</b>
Total Incoming Calls	<b>8,411</b>
Total Outgoing Calls	<b>2,288</b>
Total ALL Calls	<b>10,699</b>

## **Dispatched Calls**

Police	<b>5,773</b>
Fire and EMS	<b>941</b>
Animal Control	<b>15</b>
Public Works	<b>2</b>
Water	<b>9</b>
Forestry - Parks	<b>1</b>
Total Dispatched Calls	<b>6,741</b>

## **Daily Call Averages**

911 Emergency Calls	<b>62</b>
Non-Emergency Calls	<b>209</b>
Outbound Calls	<b>74</b>
All Phone Calls	<b>345</b>
Police Dispatches	<b>186</b>
Fire and EMS Dispatches	<b>30</b>
Other Agencies	<b>1</b>
All Dispatches	<b>217</b>