



ECCS Statistics for FY15

Total Calls = 861,604



VB9-1-1

VB3-1-1

- **Total Calls = 729,614**
- **Total Incoming calls = 547,668**
 - 9-1-1 Wireline = 54,973
 - 9-1-1 Wireless = 145,120
 - 385-5000 = 345,783
 - Outbound = 181,946
- **Calls for Service Generated = 417,809**
 - Police = 336,588
 - Fire = 12,444
 - EMS = 43,049
 - Animal Control = 24,931

- **3-1-1 Service Totals = 131,990**
 - 3-1-1 = 74,171
 - Online Assistance = 24,468
 - Real Estate Assessor = 13,108
 - Tows = 9,133
 - Public Utilities = 4,165
 - Public Works = 1,802
 - Emails = 1,448
 - Walk-Ins = 3,056

Total Complaints Investigated = 61

- Founded = 24

There were no complaints that required investigation by the Virginia Beach Police Department's Professional Standards Bureau