



ECCS Statistics for FY16 Total Calls = 823,882



VB9-1-1

VB3-1-1

➤ **Total Calls = 704,370**

- 9-1-1 Wireline = 58,087
- 9-1-1 Wireless = 145,330
- 385-5000 = 331,464
- Outbound = 169,489

➤ **Cases for Service Generated = 414,885**

- Police = 331,207
- Fire = 14,902
- EMS = 44,484
- Animal Control = 23,672
- City Services = 620

➤ **3-1-1 Service Totals = 119,512**

- 3-1-1 = 68,402
- Online Assistance = 17,757
- Real Estate Assessor = 12,489
- Tows = 9,512
- Public Utilities = 3,223
- Public Works = 1,776
- Emails = 1,664
- Walk-Ins = 3,172
- VBWorks = 1,517

Total Complaints Investigated = 51

- Founded = 24

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



ECCS