



ECCS Statistics for FY17 Total Calls = 836,192



VB9-1-1

VB3-1-1

➤ **Total Calls = 719,335**

- 9-1-1 Wireline = 78,725
- 9-1-1 Wireless = 145,491
- 385-5000 = 326,023
- Outbound = 169,096

➤ **Cases for Service Generated = 414,697**

- Police = 324,146
- Fire = 15,714
- EMS = 46,462
- Animal Control = 25,634
- City Services = 2,741

➤ **3-1-1 Service Totals = 116,857**

- 3-1-1 = 81,980
- Online Assistance = 9,395
- Real Estate Assessor = 9,567
- Tows = 4,753
- Public Utilities = 1,349
- Public Works = 831
- Emails = 2,938
- Walk-Ins = 3,779
- VBWorks = 2,265

Total Complaints Investigated = 31

- Founded = 11

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



ECCS