



ECCS Statistics for FY18

Total Calls = 810,894



VB9-1-1

VB3-1-1

➤ **Total Calls = 683,112**

- 9-1-1 Wireline = 67,033
- 9-1-1 Wireless = 156,152
- 385-5000 = 297,475
- Outbound = 162,452

➤ **Cases for Service Generated = 424,957**

- Police = 332,027
- Fire = 25,549
- EMS = 45,936
- Animal Control = 20,523
- City Services = 922

➤ **3-1-1 Service Totals = 127,782**

- 3-1-1 = 89,983
- Online Assistance = 8,844
- Real Estate Assessor = 8,132
- Tows = 6,755
- Public Utilities = 3,367
- Public Works = 2,730
- Emails = 2,302
- Walk-Ins = 2,858
- VBWorks = 2,811

Total Complaints Investigated = 58

- Founded = 30

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

