



ECCS Statistics for FY19

Total Calls = 766,994



VB9-1-1

VB3-1-1

➤ **Total Calls = 647,833**

- 9-1-1 Wireline = 60,387
- 9-1-1 Wireless = 155,544
- 385-5000 = 267,150
- Outbound = 164,752

➤ **Cases for Service Generated = 455,700**

- Police = 346,399
- Fire = 45,190
- EMS = 47,683
- Animal Control = 15,292
- City Services = 1,136

➤ **3-1-1 Service Totals = 119,161**

- 3-1-1 = 80,947
- Online Assistance = 10,169
- Real Estate Assessor = 5,349
- Tows = 8,650
- Public Utilities = 2,535
- Public Works = 1,467
- Emails = 2,286
- Walk-Ins = 4,672
- VBWorks = 3,086

Total Complaints Investigated = 44

○ **Founded = 27**

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



ECCS