



ECCS Statistics for FY20

Total Calls = 759,738



VB9-1-1

VB3-1-1

➤ **Total Calls = 636,324**

- 9-1-1 Wireline = 40,815
- 9-1-1 Wireless = 166,042
- 385-5000 = 247,906
- Outbound = 181,561

➤ **Cases for Service Generated = 426,141**

- Police = 316,906
- Fire = 44,782
- EMS = 48,331
- Animal Control = 14,787
- City Services = 1,135

➤ **3-1-1 Service Totals = 123,414**

- 3-1-1 = 84,917
- Online Assistance = 10,170
- Real Estate Assessor = 6,167
- Tows = 8,678
- Public Utilities = 2,703
- Public Works = 2,130
- Emails = 2,494
- Walk-Ins = 2,957
- VBWorks = 3,198

Total Complaints Investigated = 45

- Founded = 21

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



ECCS