



ECCS Statistics for FY21 Total Calls = 754,751



VB9-1-1

VB3-1-1

➤ **Total Calls = 625,688**

- 9-1-1 Wireline = 26,955
- 9-1-1 Wireless = 179,342
- 385-5000 = 237,539
- Outbound = 181,852

➤ **Cases for Service Generated = 403,428**

- Police = 292,787
- Fire = 46,755
- EMS = 50,553
- Animal Control = 12,124
- City Services = 1,209

➤ **3-1-1 Service Totals = 129,063**

- 3-1-1 = 89,552
- Online Assistance = 9,163
- Real Estate Assessor = 5,133
- Tows = 11,269
- Public Utilities = 2,505
- Public Works = 1,134
- Emails = 5,094
- Walk-Ins = 2,214
- VBWorks = 2,999

Total Complaints Investigated = 24

- Founded = 14

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

