



ECCS Statistics for FY22

Total Calls = 765,279



VB9-1-1

VB3-1-1

➤ **Total Calls = 635,756**

- 9-1-1 Wireline = 27,097
- 9-1-1 Wireless = 184,890
- 385-5000 = 248,113
- Outbound = 175,656

➤ **Cases for Service Generated = 411,051**

- Police = 292,171
- Fire = 50,280
- EMS = 55,281
- Animal Control = 11,976
- City Services = 1,343

➤ **3-1-1 Service Totals = 129,523**

- 3-1-1 = 81,846
- Online Assistance = 12,506
- Real Estate Assessor = 5,721
- Tows = 15,085
- Public Utilities = 3,056
- Public Works = 1,631
- Emails = 7,296
- Walk-Ins = 2,382

Total Complaints Investigated = 51

- Founded = 34

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