



## 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**



**ECCS**