



## ECCS Statistics for FY23

Total Calls = 735,340



### VB9-1-1

### VB3-1-1

#### ➤ Total Calls = 611,041

- 9-1-1 Wireline = 22,213
- 9-1-1 Wireless = 188,782
- 385-5000 = 227,853
- Outbound = 172,193

#### ➤ Cases for Service Generated = 416,542

- Police = 298,639
- Fire = 48,496
- EMS = 55,436
- Animal Control = 12,602
- City Services = 1,369

#### ➤ 3-1-1 Service Totals = 124,299

- 3-1-1 = 81,757
- Online Assistance = 11,048
- Real Estate Assessor = 5,110
- Tows = 13,474
- Public Utilities = 3,201
- Public Works = 1,714
- Emails = 5,967
- Walk-Ins = 2,028

**Total Complaints Investigated = 30**

- Founded = 18

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



**ECCS**