

# ECCS Statistics for FY25

Total Calls = 682,085

**VB9-1-1**

➤ **Total Calls = 578,766**

- 9-1-1 Wireline = 25,090
- 9-1-1 Wireless = 216,168
- 385-5000 = 196,989
- Outbound = 140,519

➤ **Cases for Service Generated = 395,058**

- Police = 274,724
- Fire = 46,149
- EMS = 58,758
- Animal Control = 13,895
- City Services = 1,532

**VB3-1-1**

➤ **3-1-1 Service Totals = 103,319**

- 3-1-1 = 66,618
- Online Assistance = 7,095
- Real Estate Assessor = 3,803
- Tows = 15,065
- Public Utilities = 2,774
- Public Works = 2,002
- Emails = 4,681
- Walk-Ins = 1,281

**Total Complaints Investigated = 19**

- Founded = 11

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