



# Oak Lawn Emergency Communications

## 2011 Statistics & Information

<b>2</b>	<i>Administrative &amp; Technical Positions</i>
<b>3</b>	<i>Supervisors</i>
<b>23</b>	<i>Telecommunicators</i>
<b>4</b>	<i>Police Departments</i>
<b>6</b>	<i>Fire Departments</i>
<b>27</b>	<i>Estimated Service Area (Square Miles)</i>
<b>122,569</b>	<i>Estimated Population Served by Police</i>
<b>126,090</b>	<i>Estimated Population Served by Fire / EMS</i>
<b>79,603</b>	<i>Total 911 Calls (Includes Wireless &amp; VoIP)</i>
<b>99.52</b>	<i>Percentage of 911 Calls Answered in Less than 15 Seconds*</i>
<b>57,732</b>	<i>Wireless / Cellular 911 Calls</i>
<b>71.94</b>	<i>Wireless / Cellular Percentage of Overall 911 Calls</i>
<b>471</b>	<i>Non-911 High Priority Calls (10-Digit Emergency Number)</i>
<b>114,761</b>	<i>Total Administrative Calls Answered</i>
<b>105</b>	<i>Language Interpreter Used (Number of Times)</i>
<b>165,689</b>	<i>Total Police / Fire / EMS Incidents Processed</i>
<b>165,825</b>	<i>Total Police / Fire / EMS Incidents Using Budgetary Formula</i>
<b>102,164</b>	<i>Police Incidents Processed (Excluding Traffic Stops)</i>
<b>35,762</b>	<i>Traffic Stops Processed by Dispatchers</i>
<b>7,205</b>	<i>Traffic Stops Processed by Officers</i>
<b>45,925</b>	<i>Incidents Created Requiring Police Report</i>
<b>20,558</b>	<i>Fire/ EMS Incidents Dispatched</i>
<b>76.8</b>	<i>Average Fire / EMS Emergency Incidents Processing Time in Seconds**</i>
<b>174</b>	<i>Internal / External Records Requests Completed</i>
<b>2,419,776</b>	<i>Total Mobile Terminal Messages Processed</i>

*\*Illinois Admin Code Part 725 Requires 90% of all calls to be answered within 10 seconds.*

*\*\*NFPA 1221 Requires 95% of call processing and dispatching within 60 seconds and 99% within 90 seconds.*