



Oak Lawn Emergency Communications

2013 Statistics & Information

2	<i>Administrative & Technical Positions</i>
3	<i>Supervisors</i>
23	<i>Telecommunicators</i>
4	<i>Police Departments</i>
6	<i>Fire Departments</i>
27	<i>Estimated Service Area (Square Miles)</i>
122,569	<i>Estimated Population Served by Police</i>
126,090	<i>Estimated Population Served by Fire / EMS</i>
84,792	<i>Total 911 Calls (Includes Wireless & VoIP)</i>
98.7	<i>Percentage of 911 Calls Answered in Less then 10 Seconds*</i>
65,563	<i>Wireless / Cellular 911 Calls</i>
77.3	<i>Wireless / Cellular Percentage of Overall 911 Calls</i>
425	<i>Non-911 High Priority Calls (10-Digit Emergency Number)</i>
106,949	<i>Total Administrative Calls Answered</i>
214	<i>Language Interpreter Used (Number of Times)</i>
5	<i>Different Languages Interpreted</i>
187,599	<i>Total Police / Fire / EMS Incidents Processed</i>
186,572	<i>Total Police / Fire / EMS Incidents Using Budgetary Formula</i>
129,059	<i>Police Incidents Processed (Excluding Traffic Stops)</i>
30,222	<i>Traffic Stops Processed by Dispatchers</i>
6,962	<i>Traffic Stops Processed by Officers</i>
23,256	<i>Incidents Created Requiring Police Report</i>
20,329	<i>Fire/ EMS Incidents Dispatched</i>
62.1	<i>Average Fire / EMS Emergency Incidents Processing Time in Seconds**</i>
222	<i>Internal / External Records Requests Completed</i>
2,523,386	<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.