



Oak Lawn Emergency Communications

2014 Statistics & Information

1	<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>
86,882	<i>Total 911 Calls (Includes Wireless & VoIP)</i>
94.9	<i>Percentage of 911 Calls Answered in Less than 10 Seconds*</i>
66,803	<i>Wireless / Cellular 911 Calls</i>
76.9	<i>Wireless / Cellular Percentage of Overall 911 Calls</i>
3205	<i>Non-911 High Priority Calls (10-Digit Emergency Number)</i>
108,757	<i>Total Administrative Calls Answered</i>
227	<i>Language Interpreter Used (Number of Times)**</i>
10	<i>Different Languages Interpreted***</i>
183,185	<i>Total Police / Fire / EMS Incidents Processed</i>
181,818	<i>Total Police / Fire / EMS Incidents Using Budgetary Formula</i>
127,219	<i>Police Incidents Processed (Excluding Traffic Stops)</i>
28,652	<i>Traffic Stops Processed by Dispatchers</i>
5,137	<i>Traffic Stops Processed by Officers</i>
22,103	<i>Incidents Created Requiring Police Report</i>
20,810	<i>Fire/ EMS Incidents Dispatched</i>
77	<i>Average Fire / EMS Emergency Incidents Processing Time in Seconds**</i>
218	<i>Internal / External Records Requests Completed</i>
2,452,834	<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.*

****Language Totals as of November 2014*