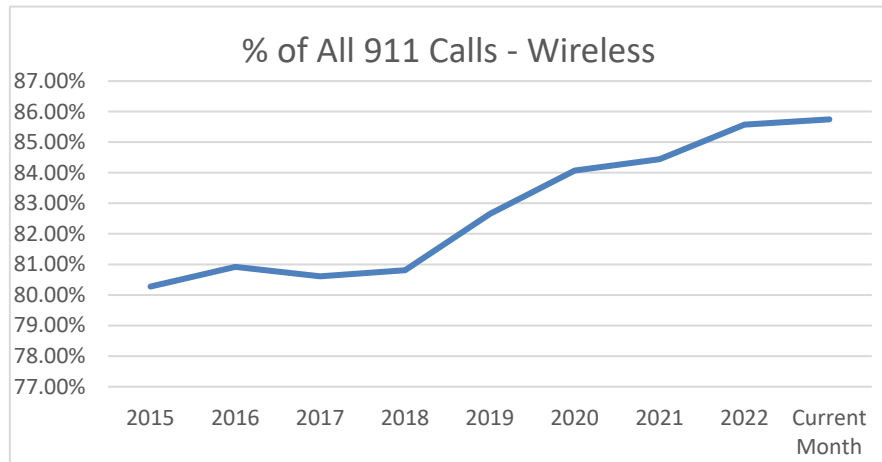
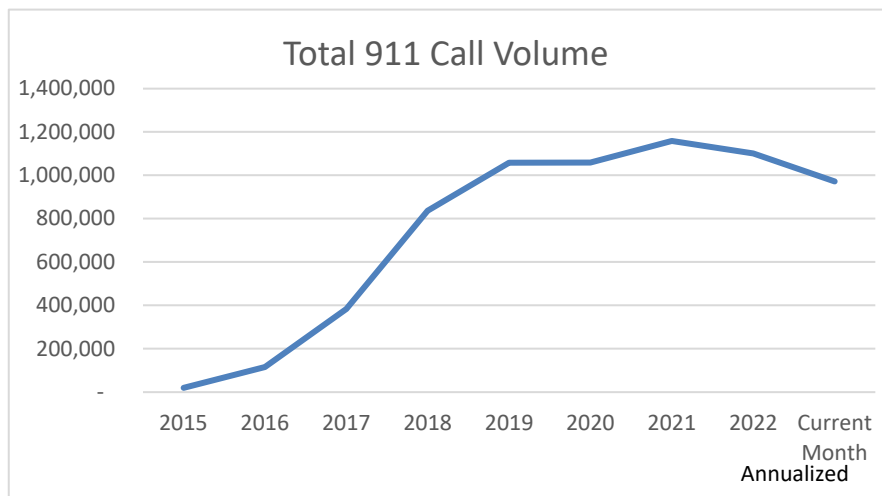


## February 2023 Compared to Year Over Year Statistics

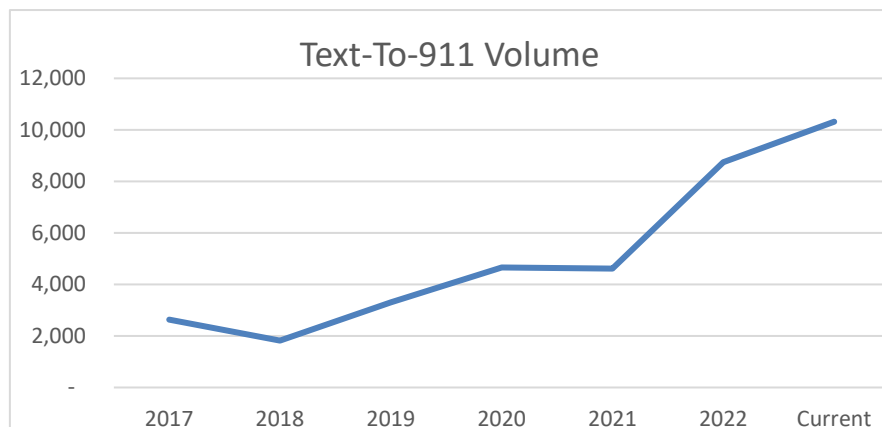
% of wireless calls has increased 3.15% from 2015 to 2022 and will increase an additional 0.17% in 2023 based on annualized February numbers



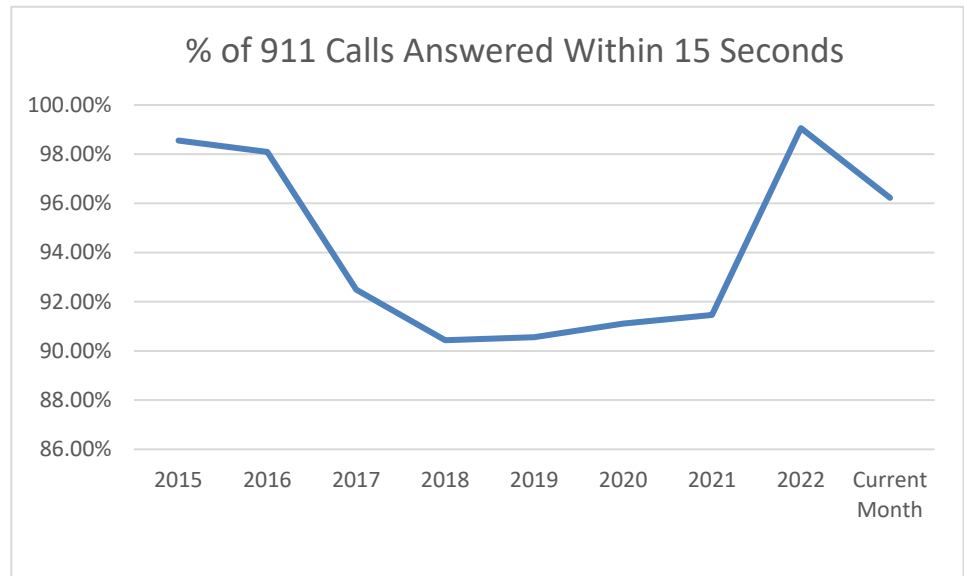
Call volumes have increased 39.89% from 2015 to 2022 but will decrease 11.74% in 2023 based on annualized February volumes



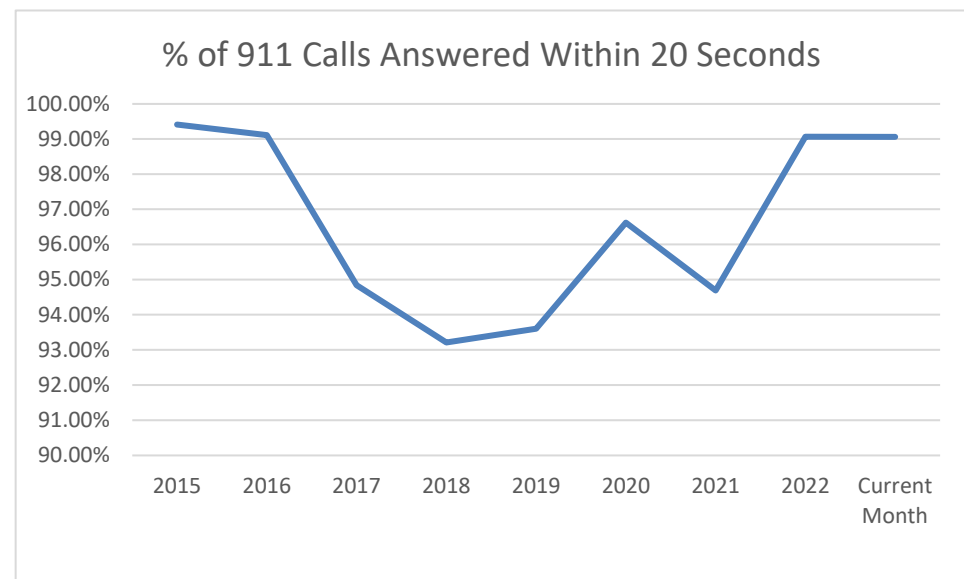
Text volume is up 61.04% from 2017 to 2022 and will increase 15.29% in 2023 based on annualized February numbers



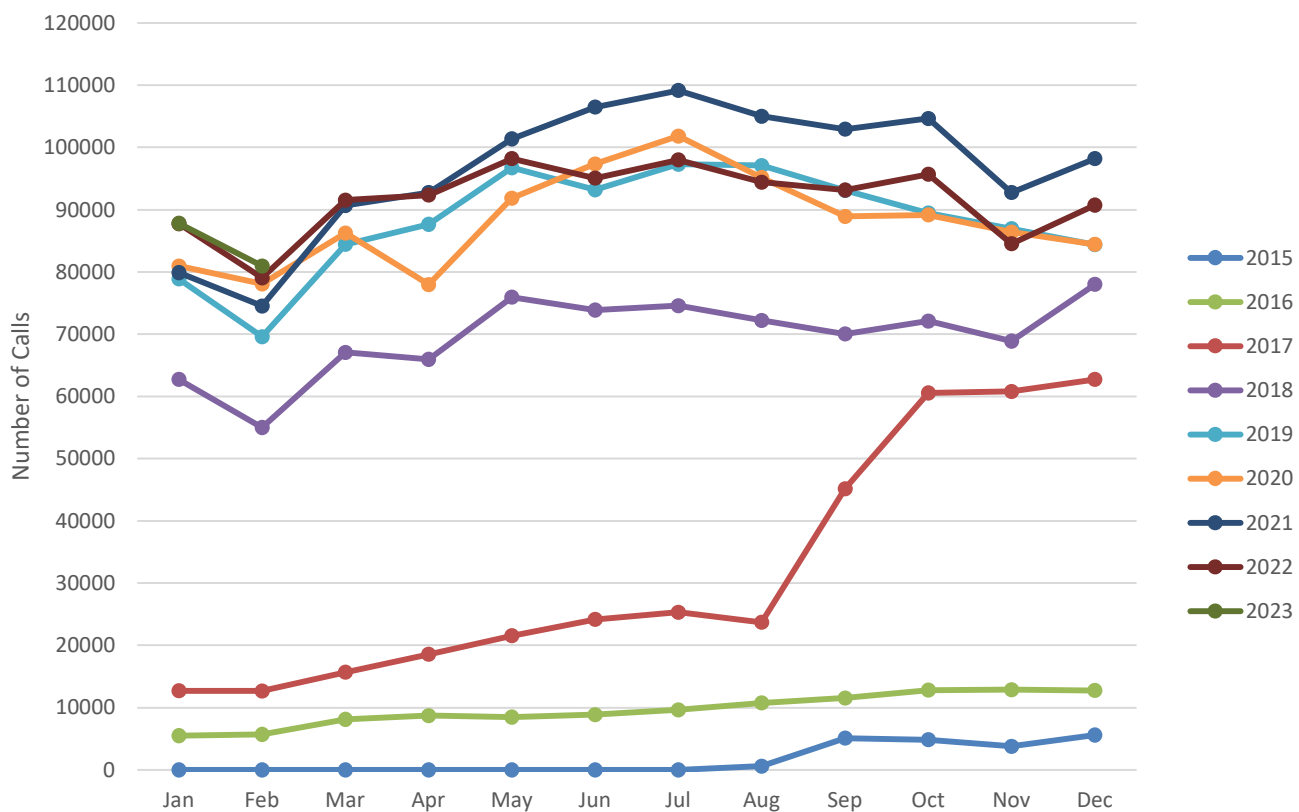
Number of calls answered within 15 seconds have increased by 2.26% since 2015 but will decrease 2.84% in 2023 based on annualized February numbers



Number of calls answered within 20 seconds have increased by 2.74% since 2015 but will decrease 0.01% in 2023 based on annualized February numbers

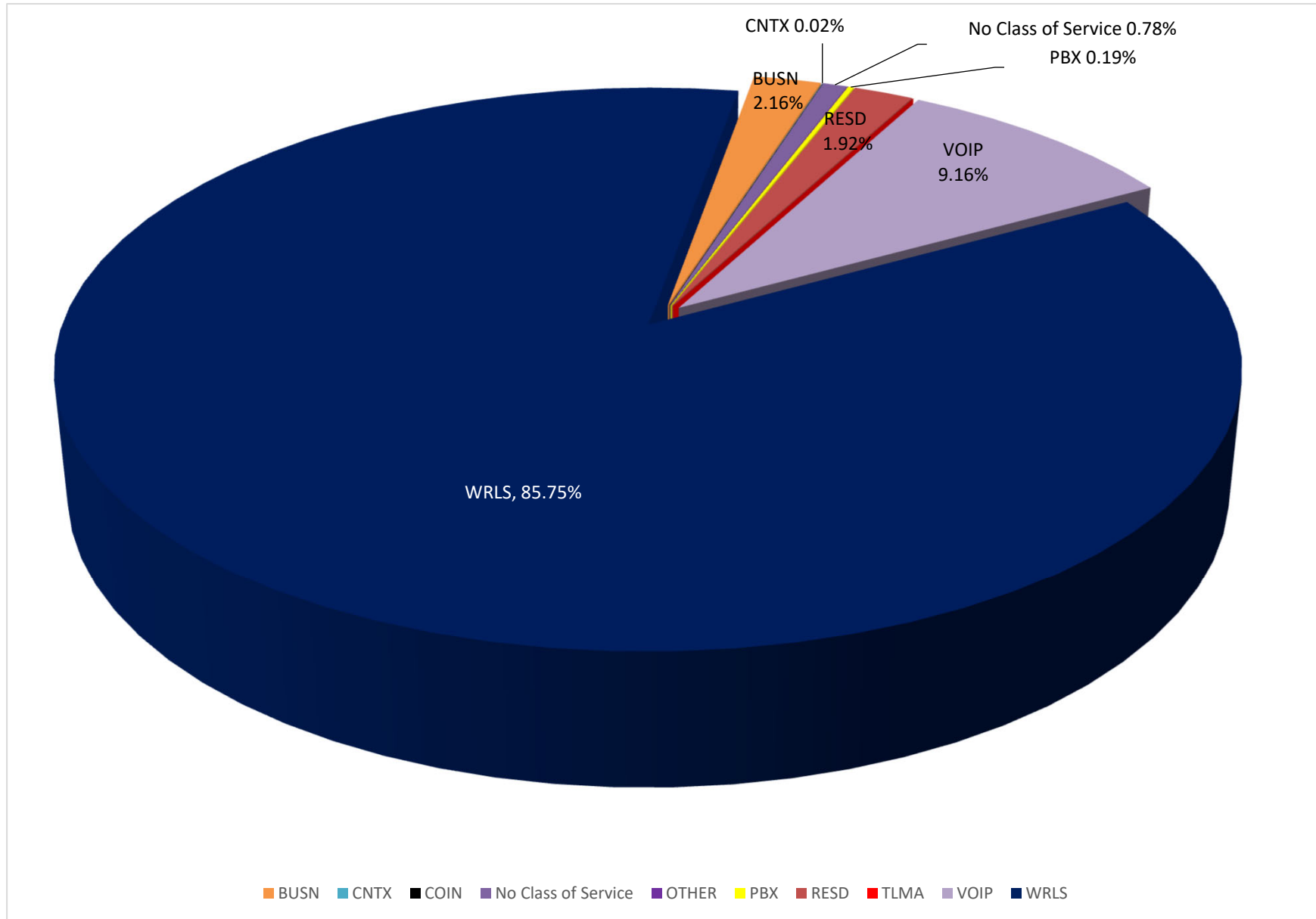


### Monthly Call Volumes by Year



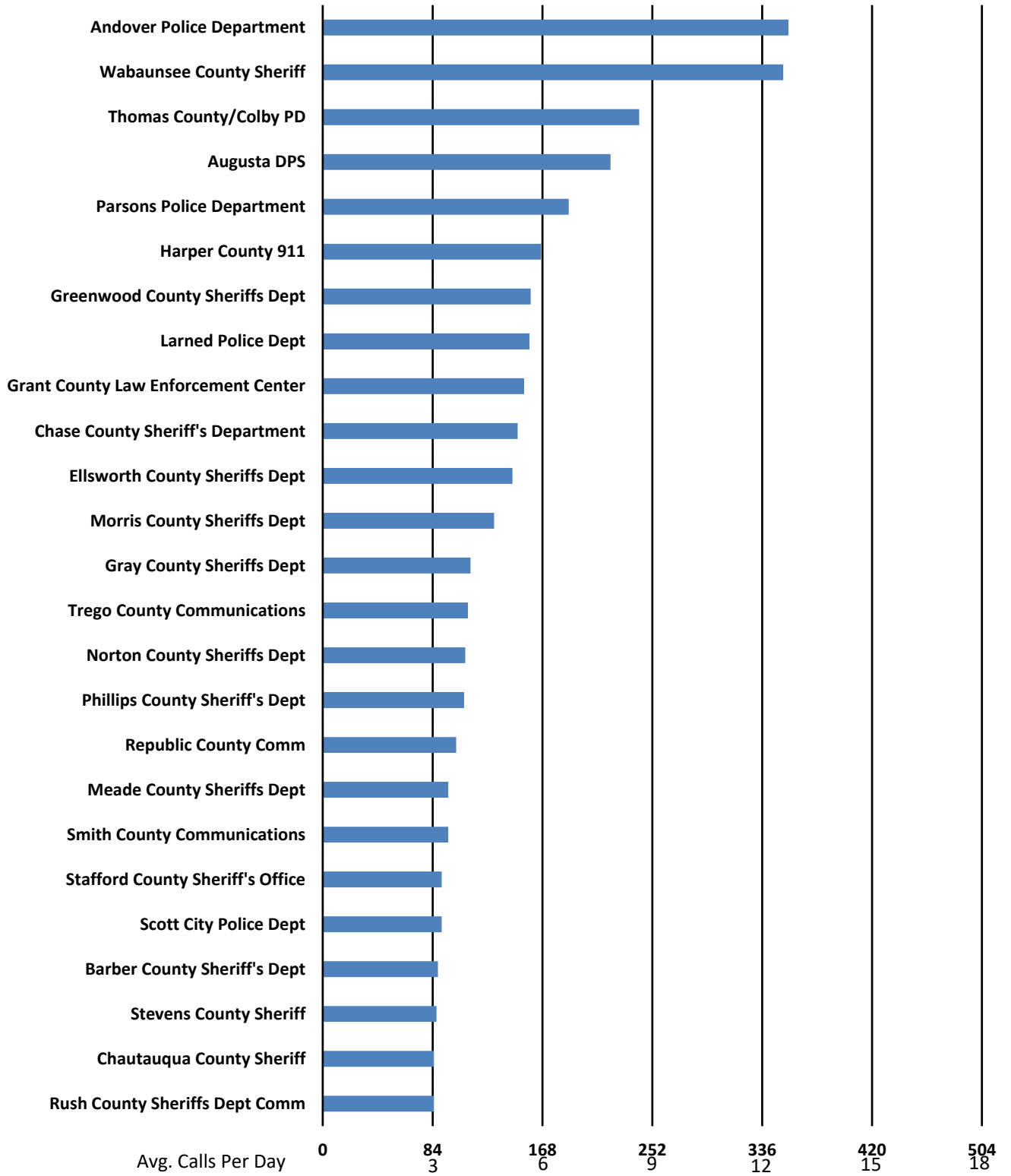
# 911 CALLS BY CLASS OF SERVICE - February, 2023

80,945 Total Calls Received

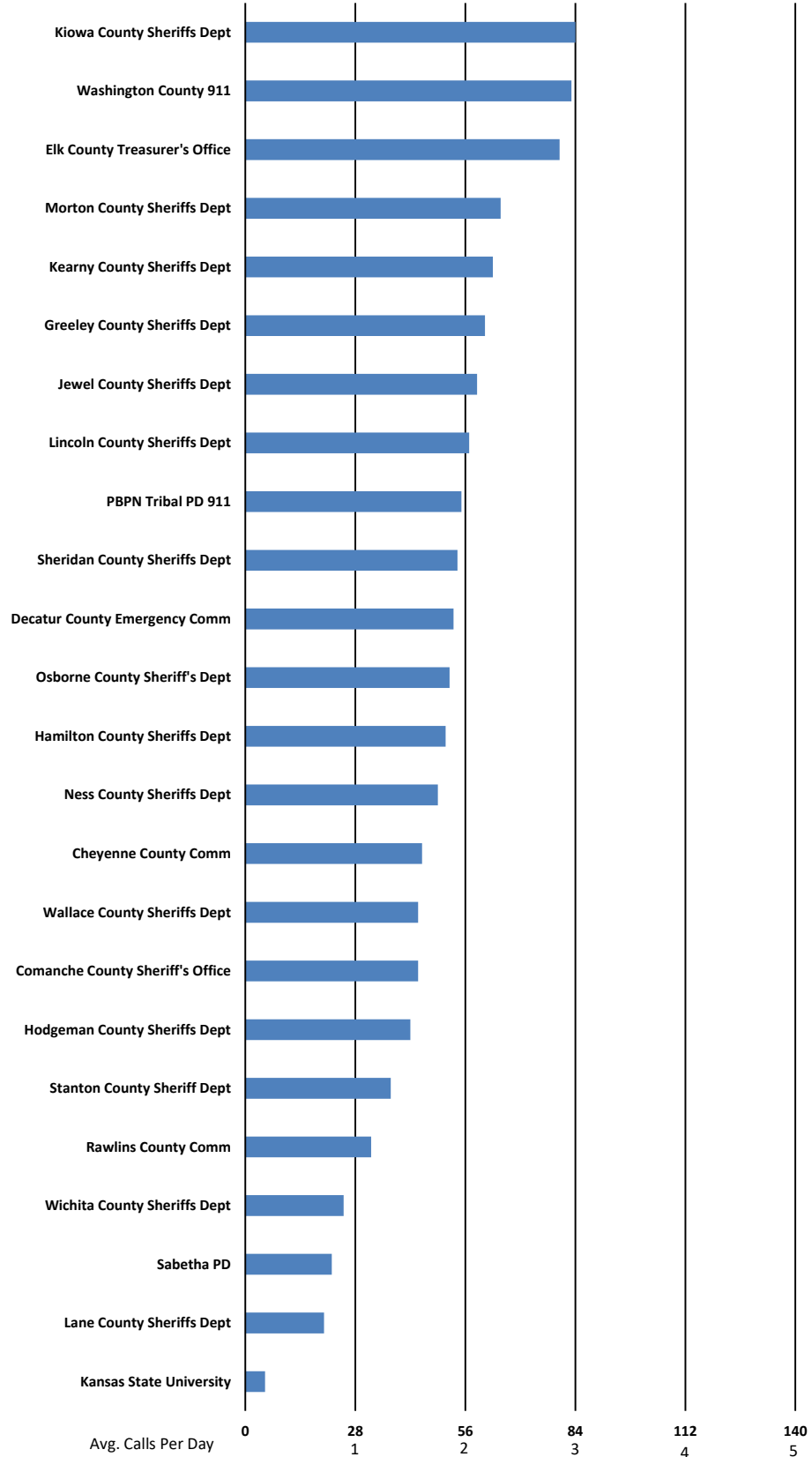


PSAPS - 1 Seat  
Higher Volume

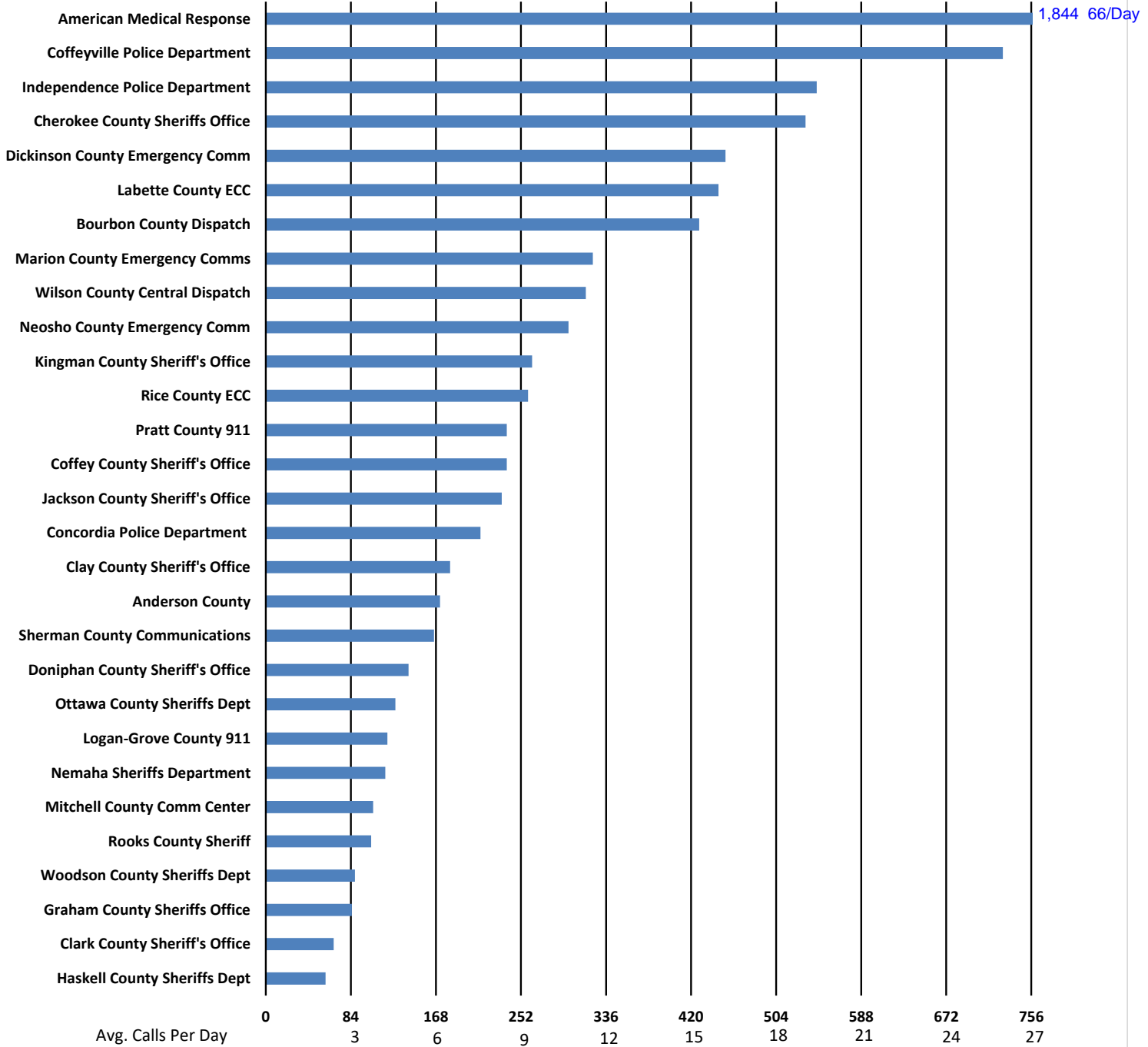
### 911 Call Volumes - February, 2022



### 911 Call Volumes - February, 2023

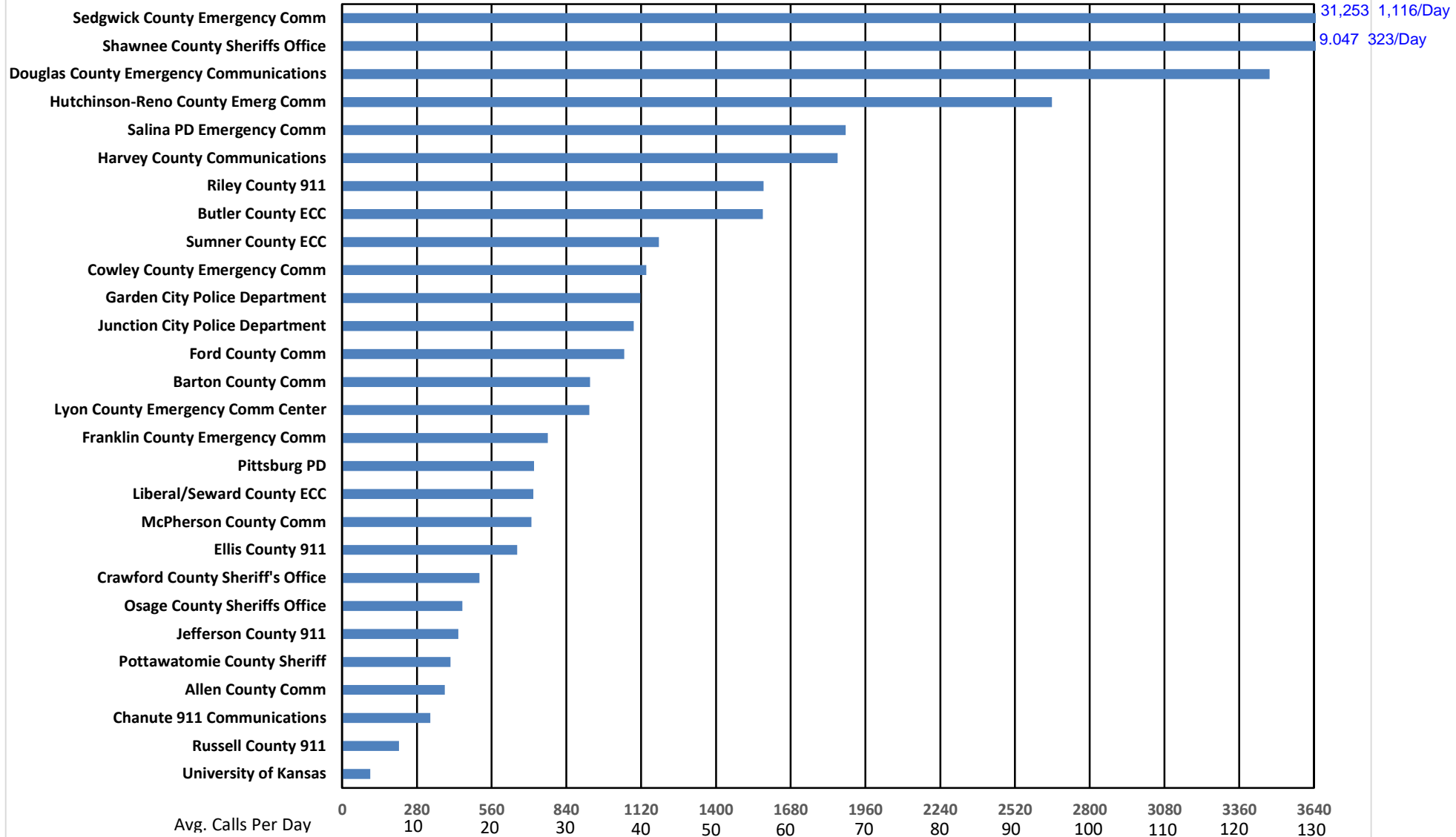


### 911 Call Volumes - February, 2022



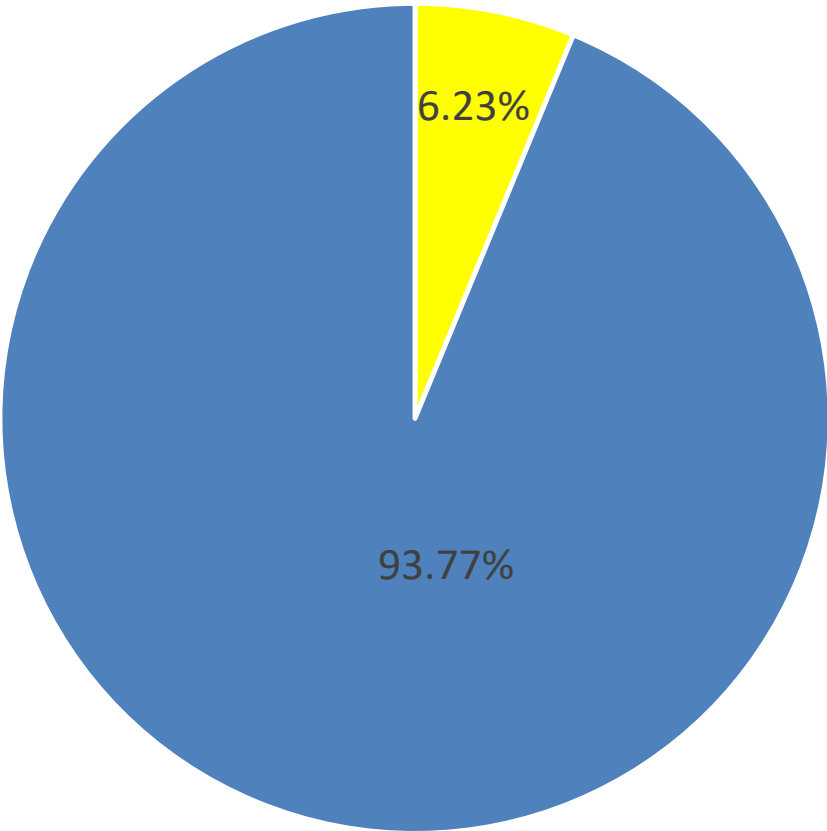
PSAPS 3+ Seats

911 Call Volumes - February, 2023



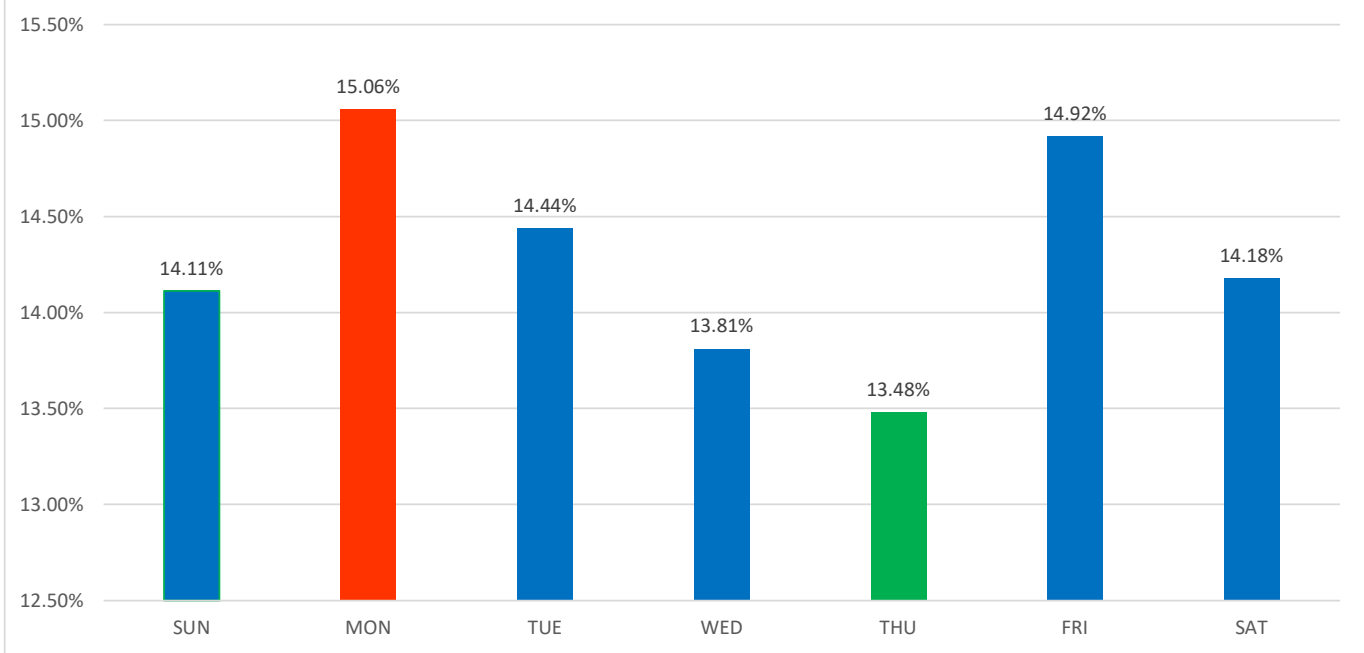


NSI Calls as % of Total Calls - February, 2023



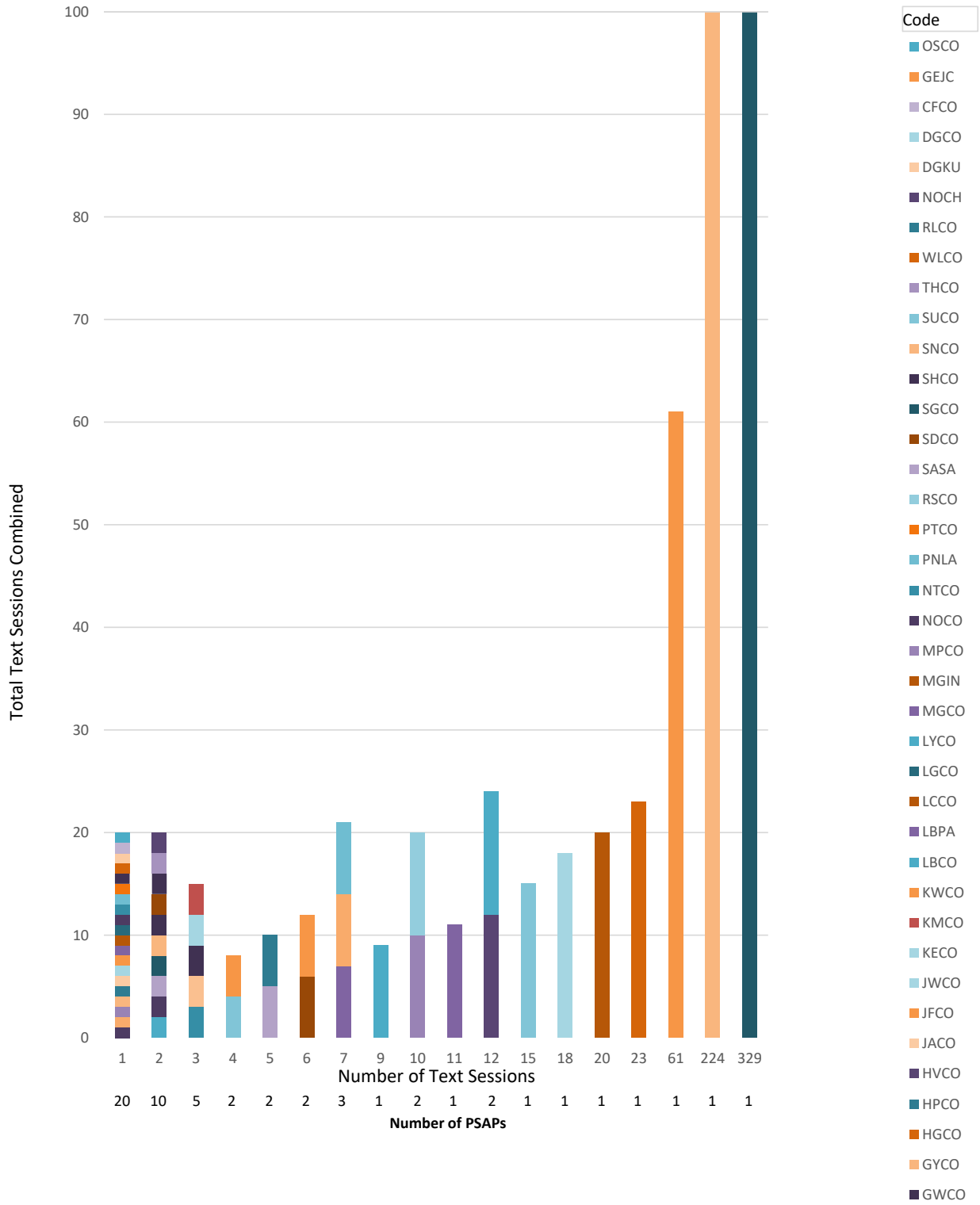
■ NSI Calls ■ Non NSI Calls

Volumes by Day of Week - February, 2023



## Total Text Sessions - February, 2023

860 Total Text Sessions 30.7/Day



Text Sessions

## Estimated Avg. Cost Per Call by # of Seats - February, 2023

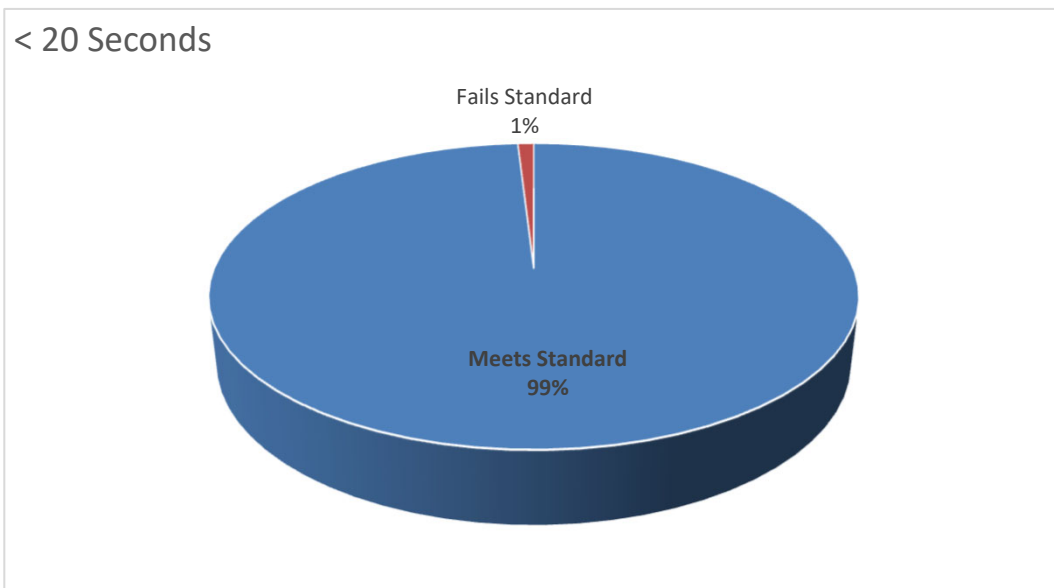
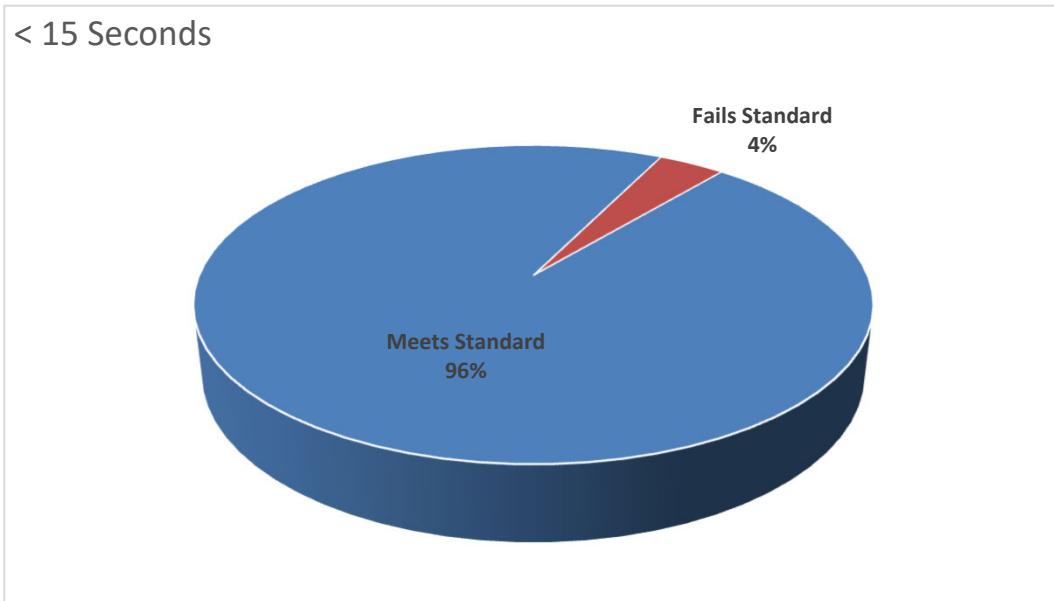


# % of All PSAPs Answering Within NENA Standards - February, 2023

NENA Standard:

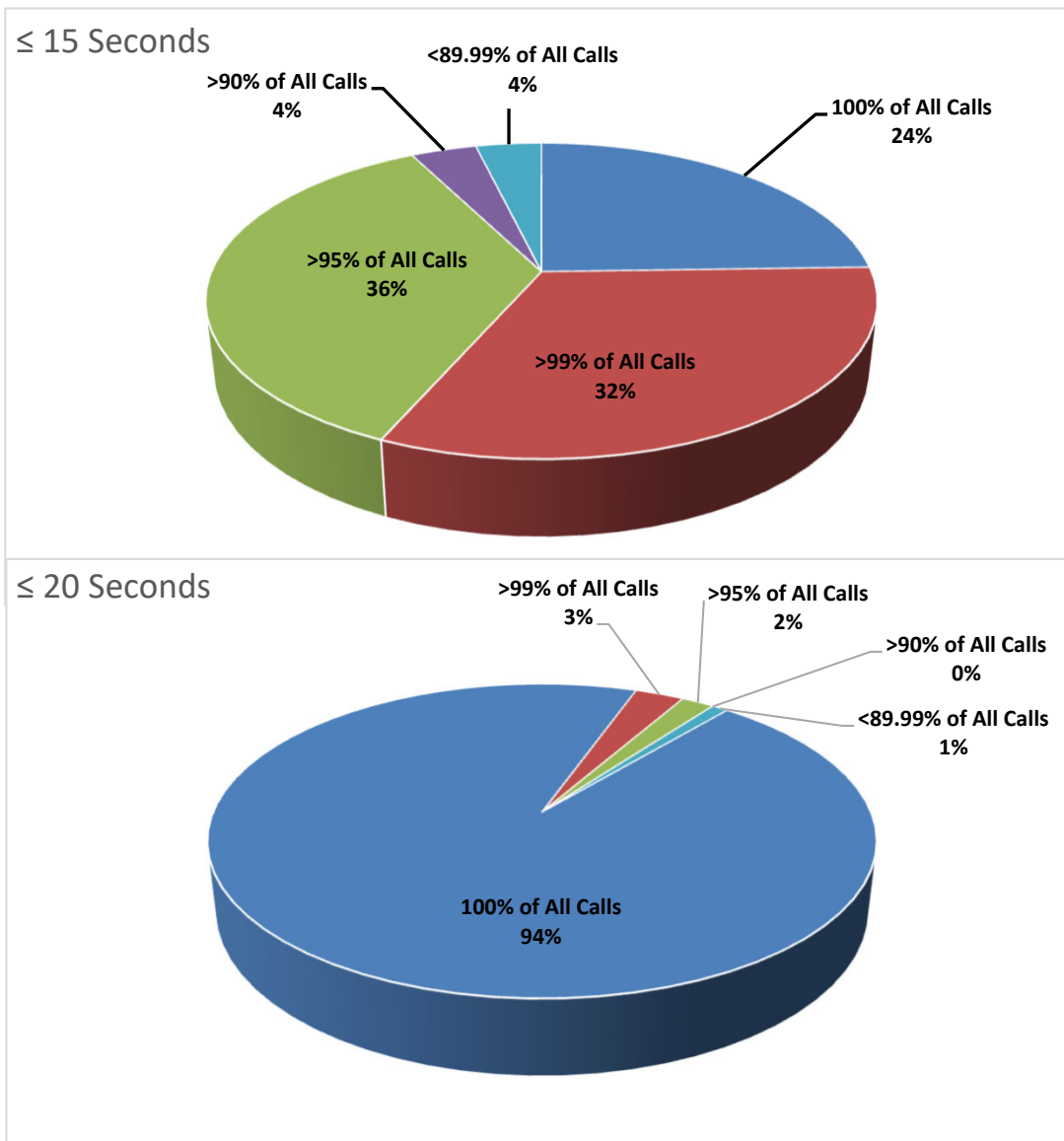
90% of all 9-1-1 calls arriving shall be answered within fifteen (15) seconds.

95% of all 9-1-1 calls arriving SHOULD be answered within twenty (20) seconds.

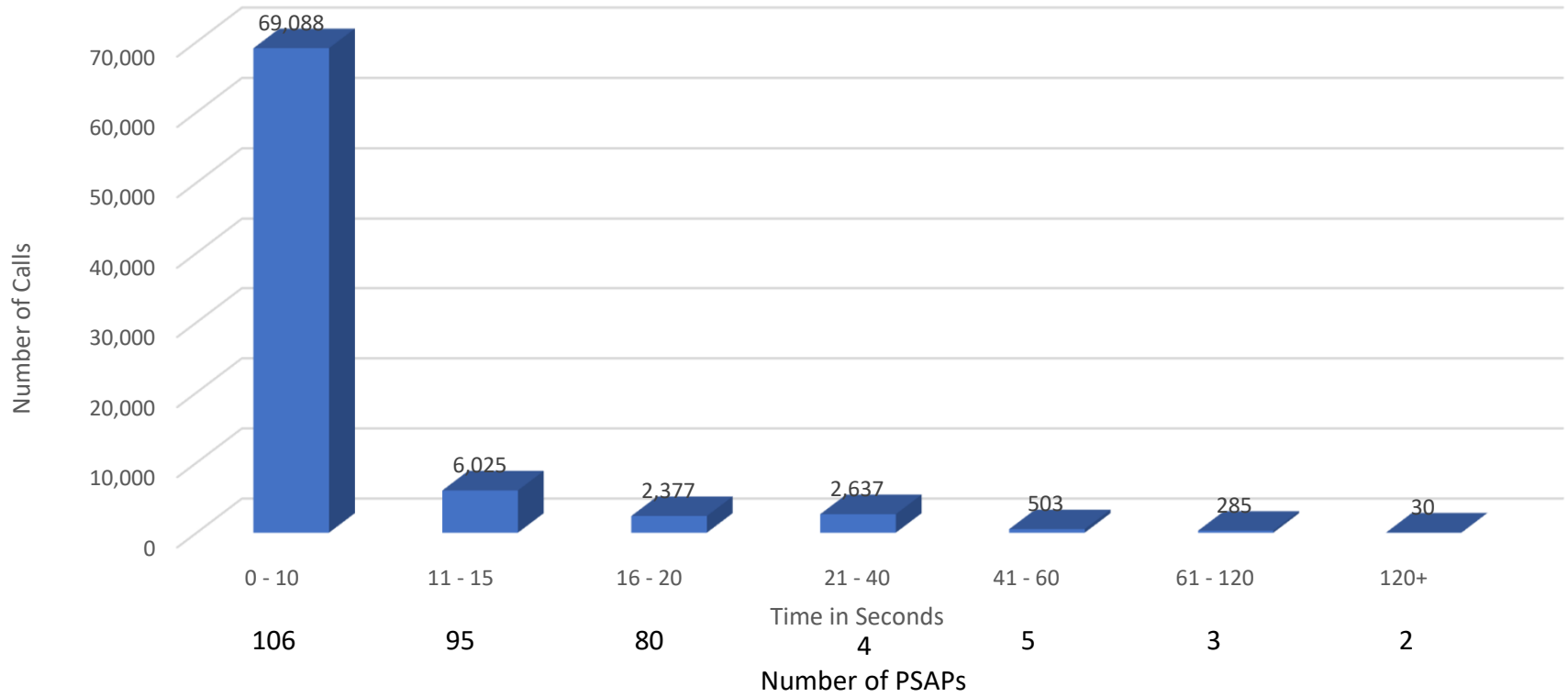


# % of All PSAPs Answering Within Given Time - February, 2023

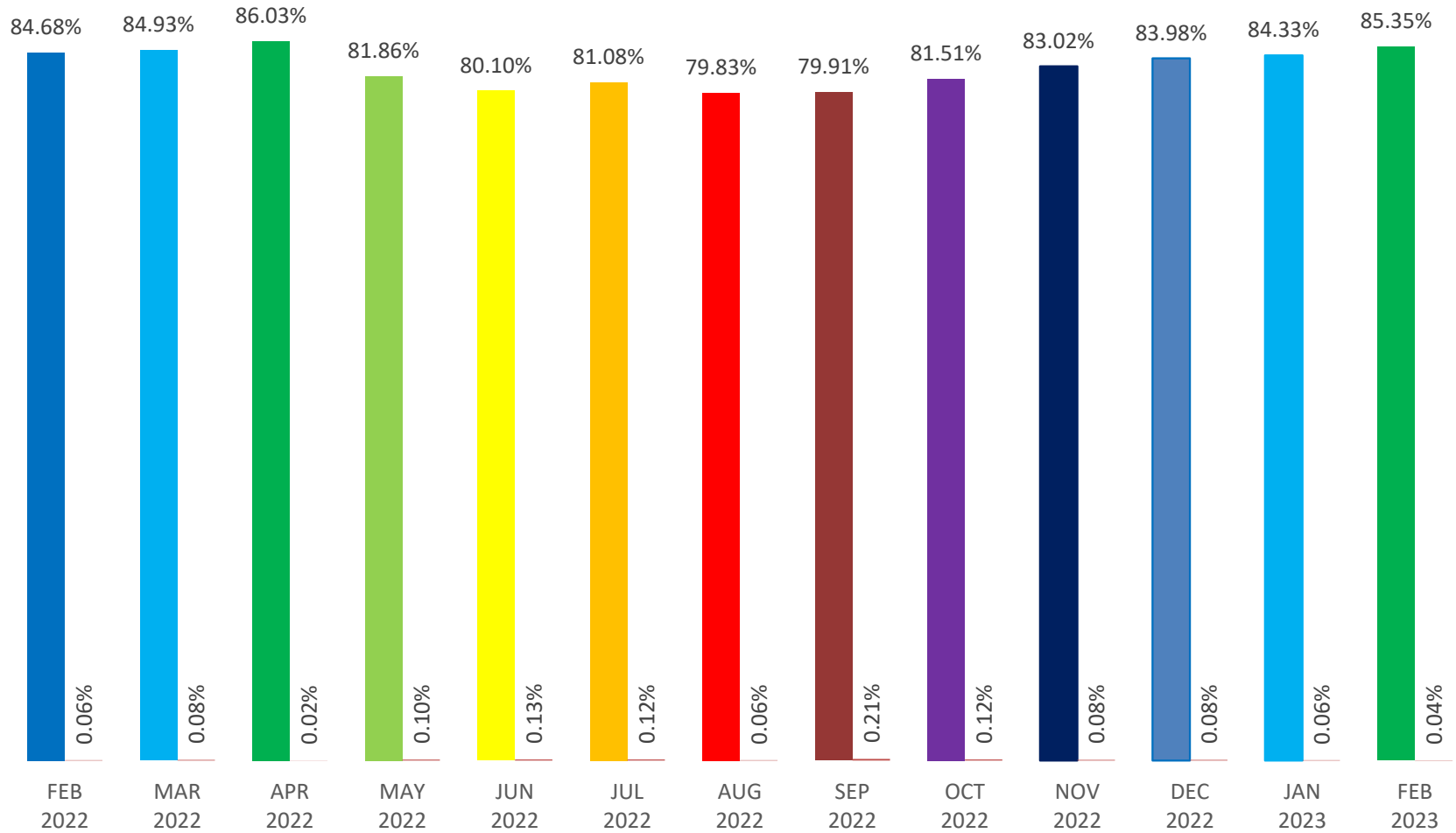
NENA Standard: 90% of all 9-1-1 calls arriving SHALL be answered within fifteen (15) seconds.  
95% of all 9-1-1 calls arriving SHOULD be answered within twenty (20) seconds.



### # of Calls Answered Within Given Time



### % of Calls Answered Within 10 & Over 120 Seconds Prior 12 Months





## Statewide Call Statistics Comparison to Other States

State	2021	% of Calls Answered within		
	Annual Total 911 Call Volume	10 Secs.	20 Secs.	60 Secs.
Kansas	1,158,455	85.35%	95.73%	99.61%
MARC	1,578,280	95.41%	98.59%	99.71%
Connecticut	2,172,495	91.31%		
Vermont	204,931	100%		
New Hampshire	412,318	98.51%	98.90%	99.79%
South Dakota	262,974	93.30%	98.90%	99.90%