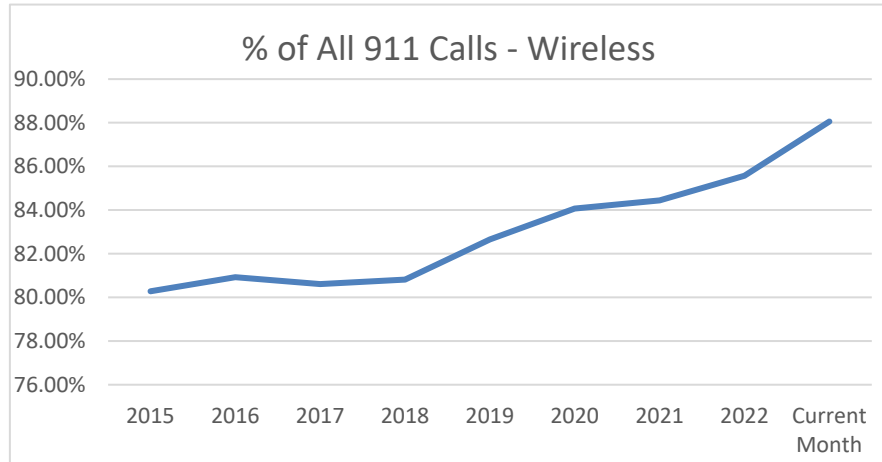
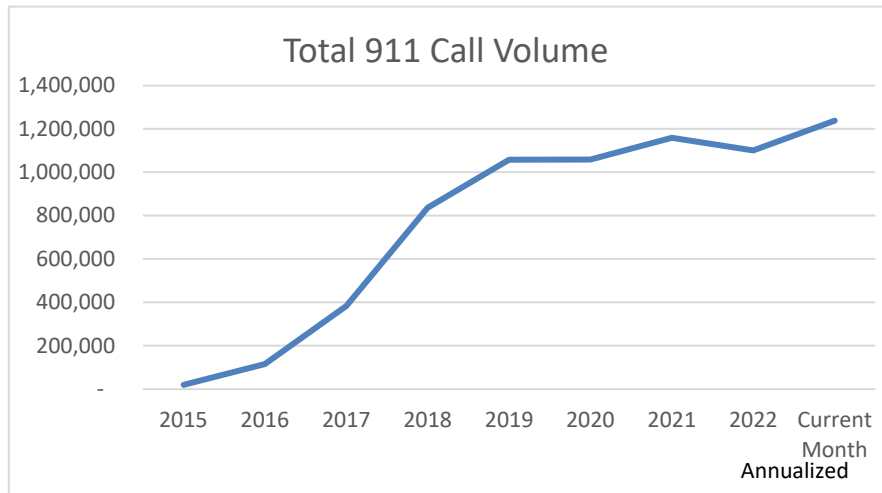


April 2023 Compared to Year Over Year Statistics

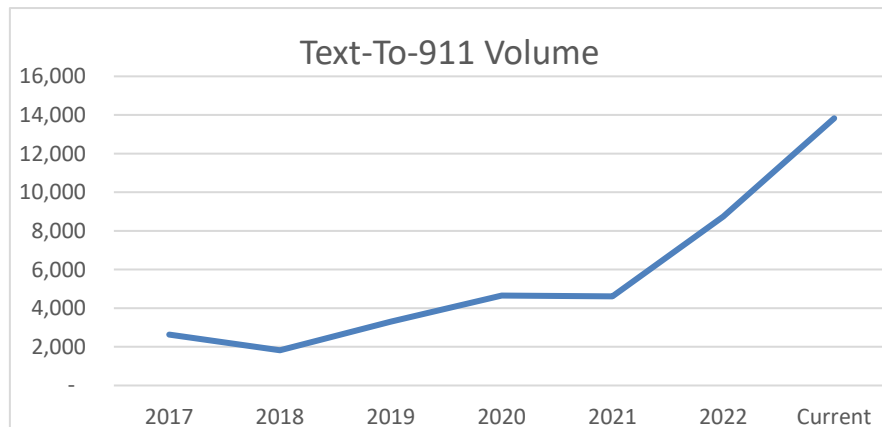
% of wireless calls has increased 3.15% from 2015 to 2022 and will increase an additional 2.49% in 2023 based on annualized April numbers



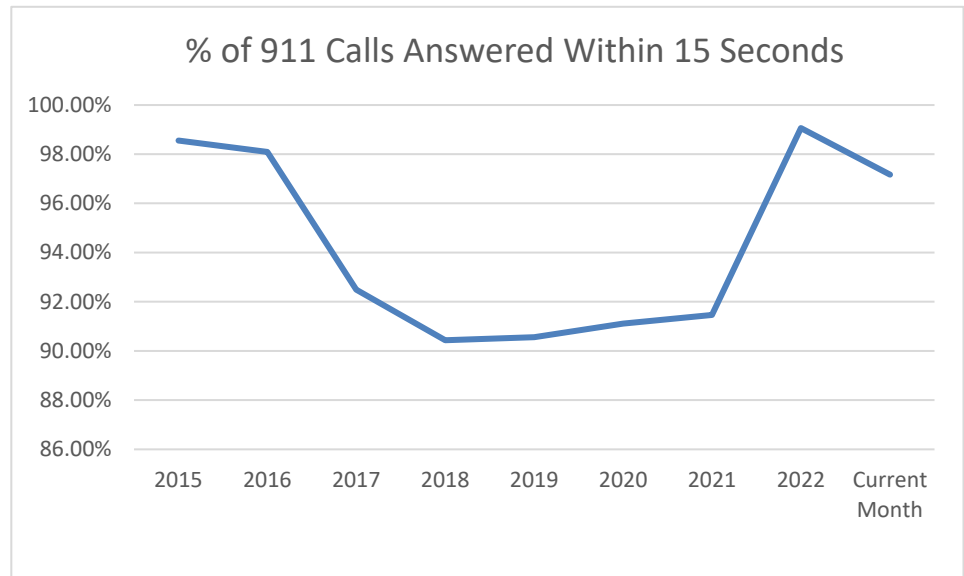
Call volumes have increased 39.89% from 2015 to 2022 and will increase an additional 12.49% in 2023 based on annualized April volumes



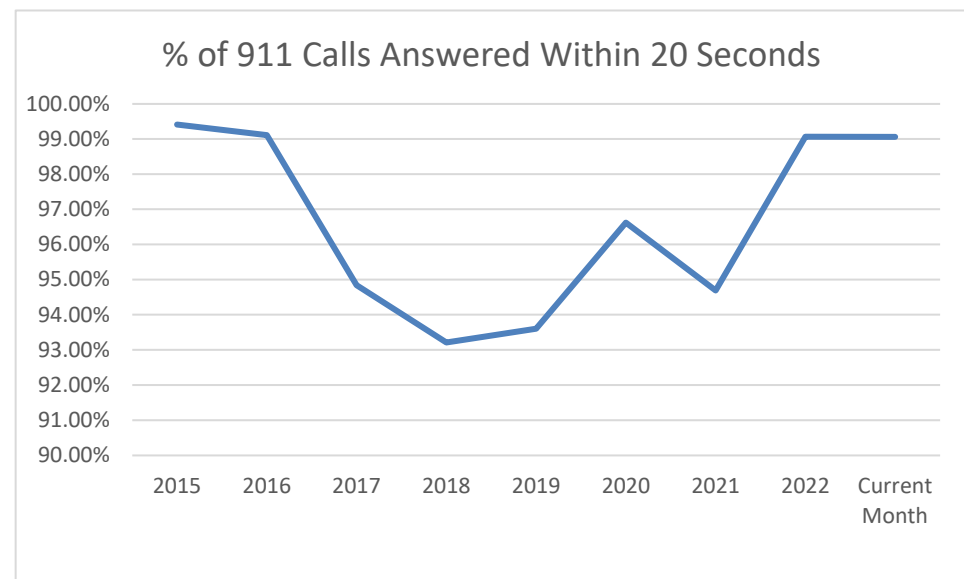
Text volume is up 61.04% from 2017 to 2022 and will increase 36.82% in 2023 based on annualized April numbers



Number of calls answered within 15 seconds have increased by 3.20% since 2015 but will decrease 1.90% in 2023 based on annualized April numbers

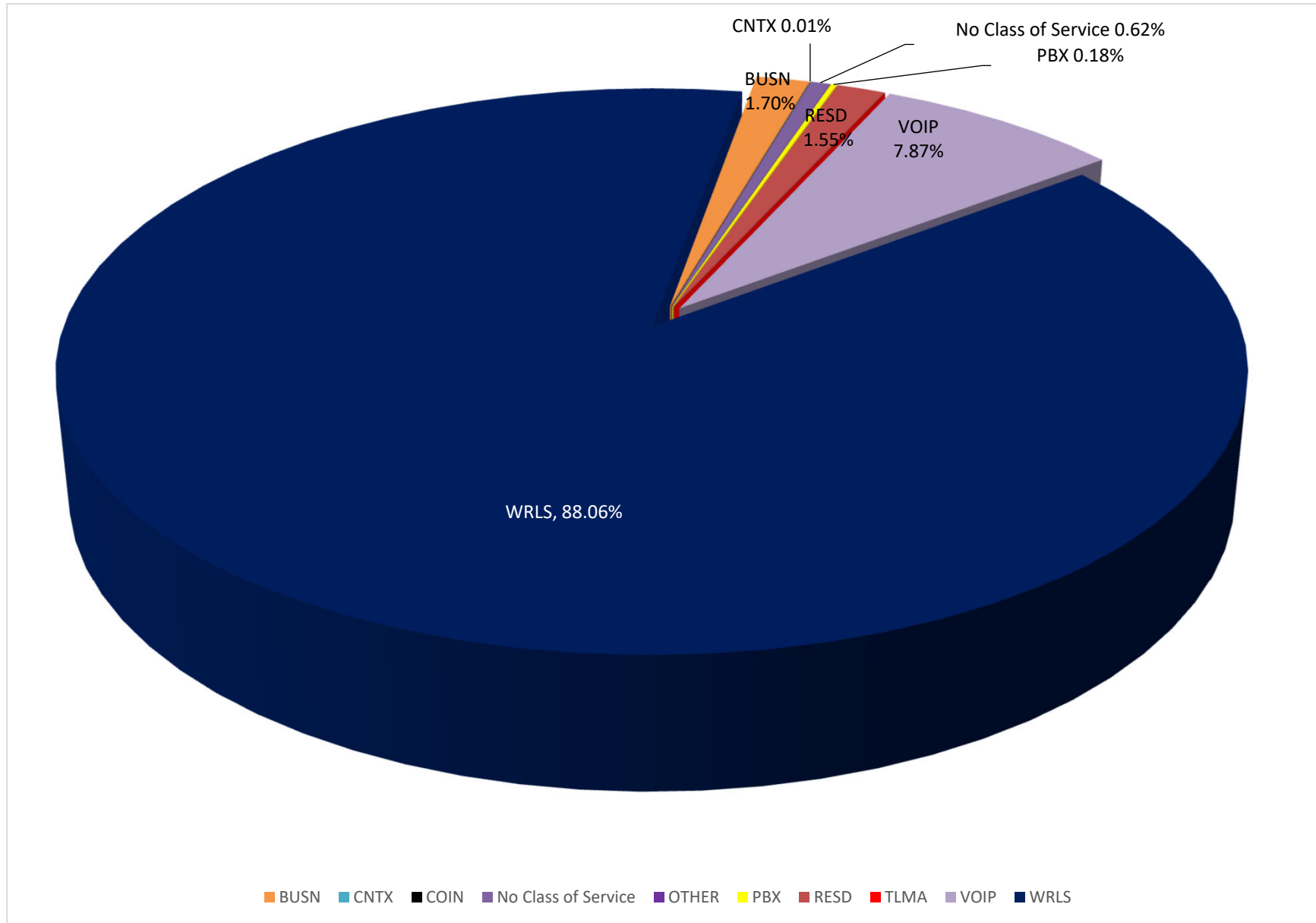


Number of calls answered within 20 seconds have increased by 2.74% since 2015 but will decrease 0.01% in 2023 based on annualized April numbers



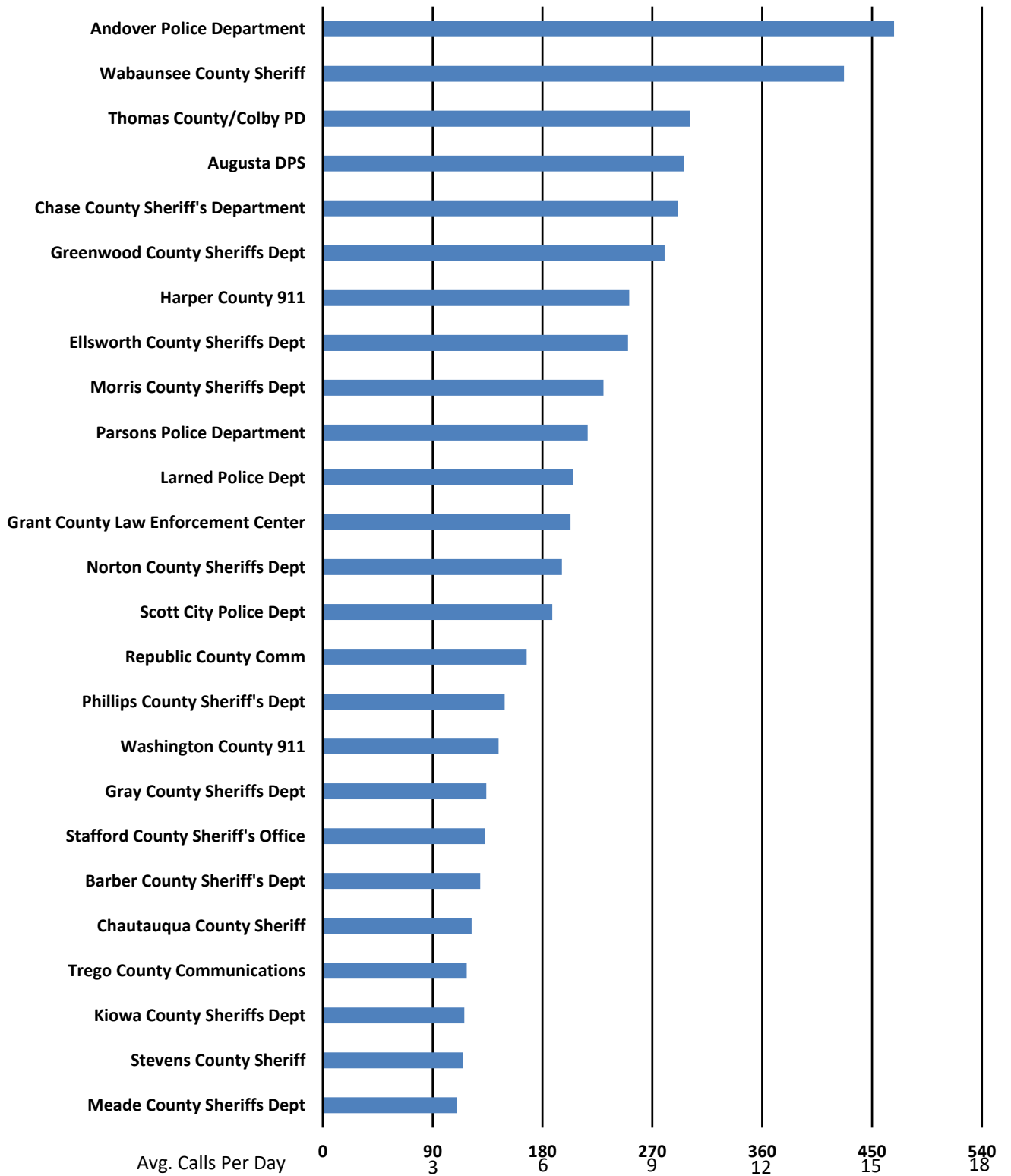
911 CALLS BY CLASS OF SERVICE - April, 2023

103,164 Total Calls Received

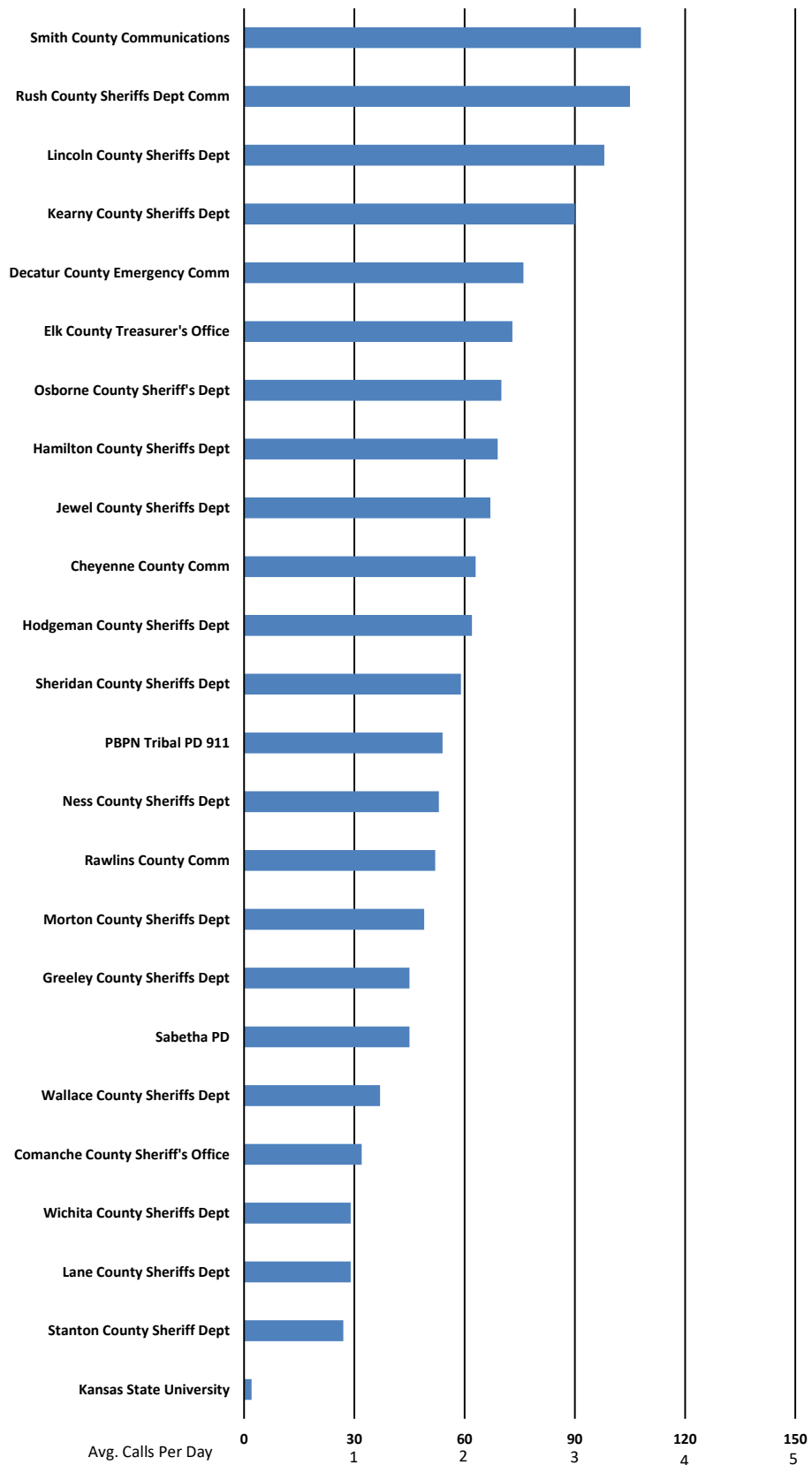


PSAPS - 1 Seat
Higher Volume

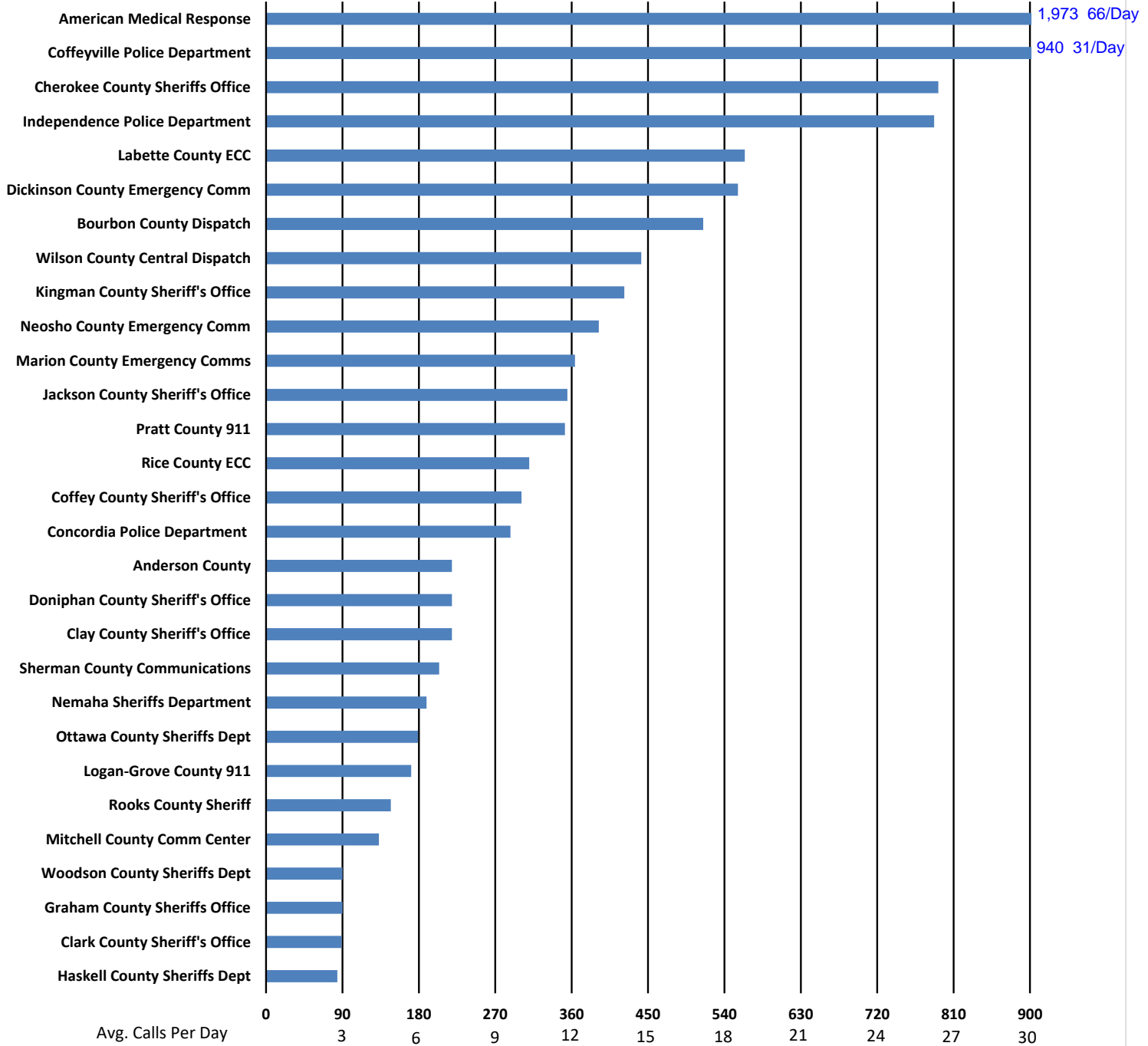
911 Call Volumes - April, 2023



911 Call Volumes - April, 2023

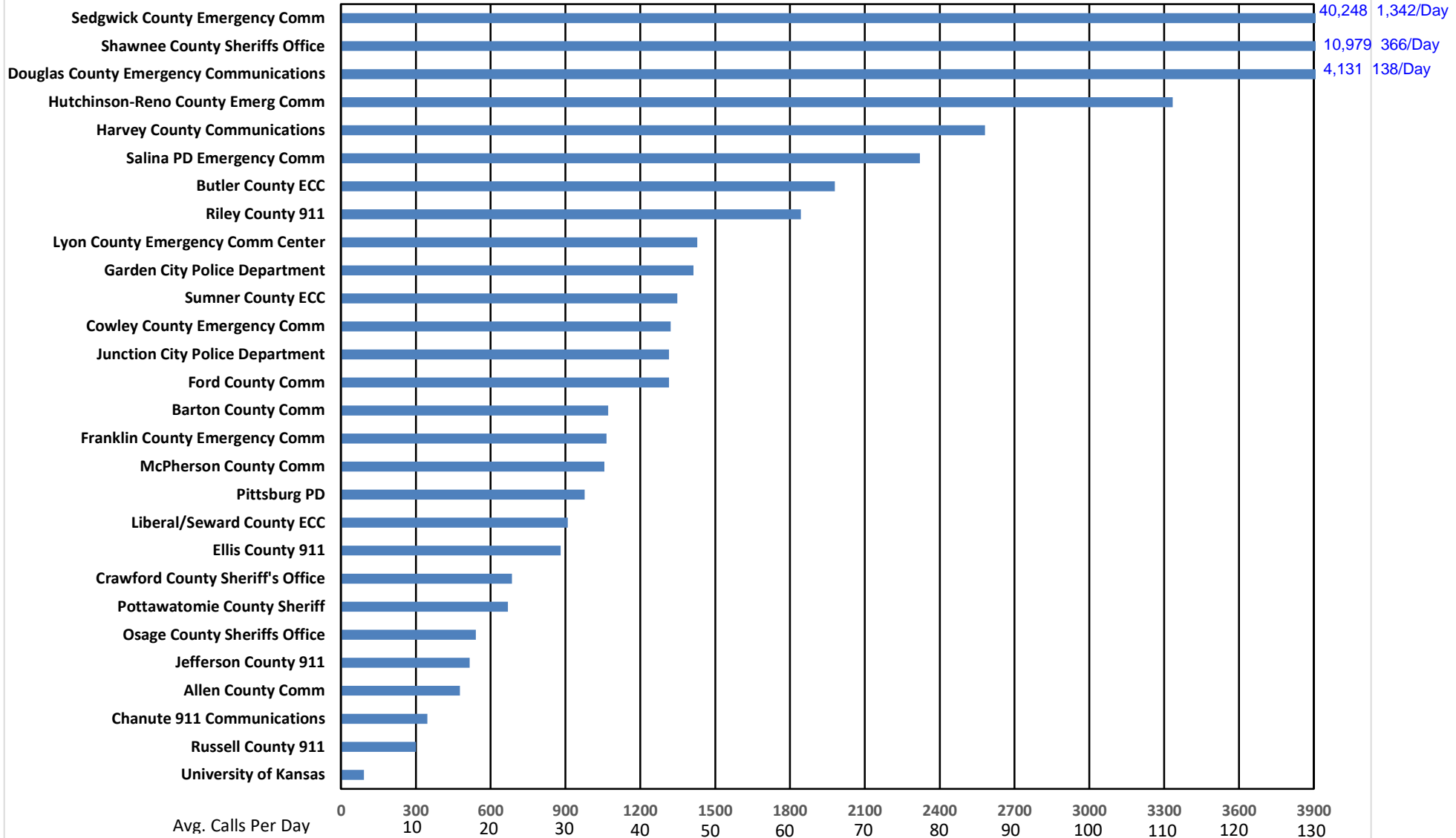


911 Call Volumes - April, 2023

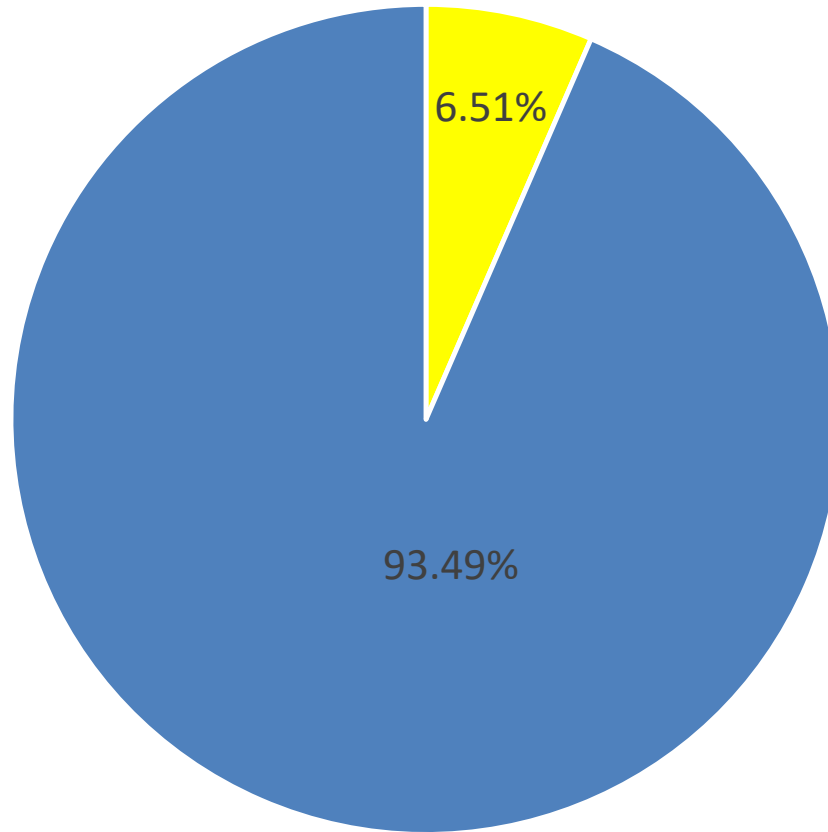


PSAPS 3+ Seats

911 Call Volumes - April, 2023

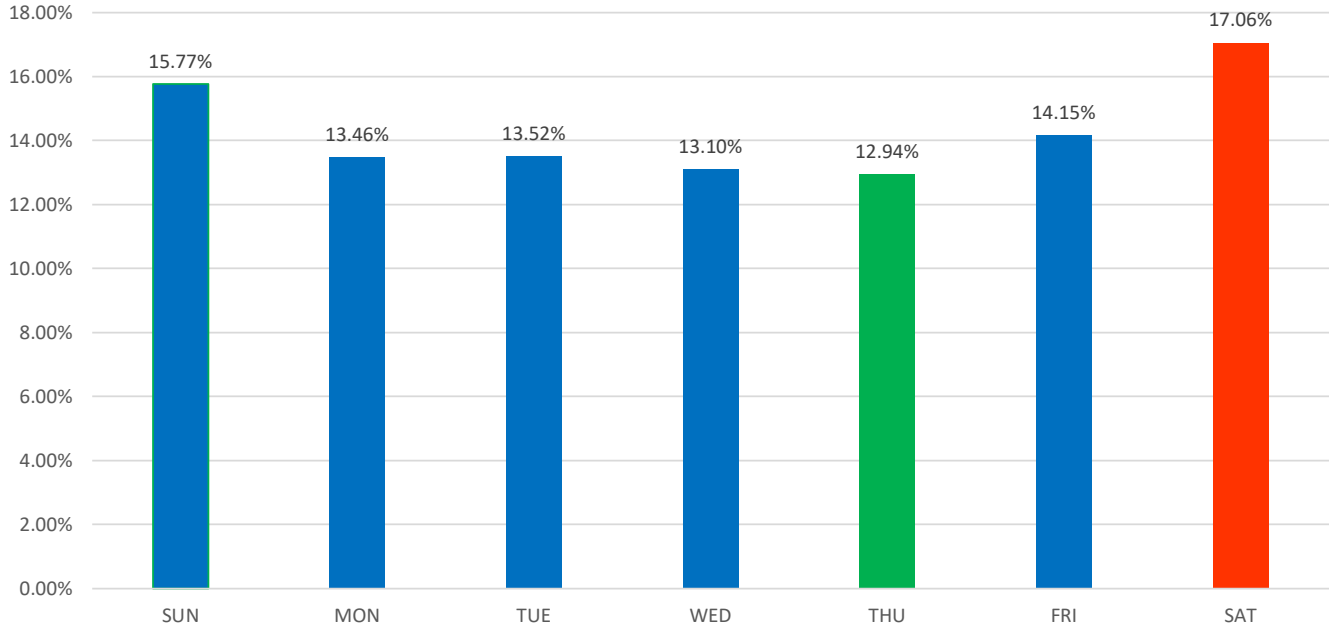


NSI Calls as % of Total Calls - April, 2023

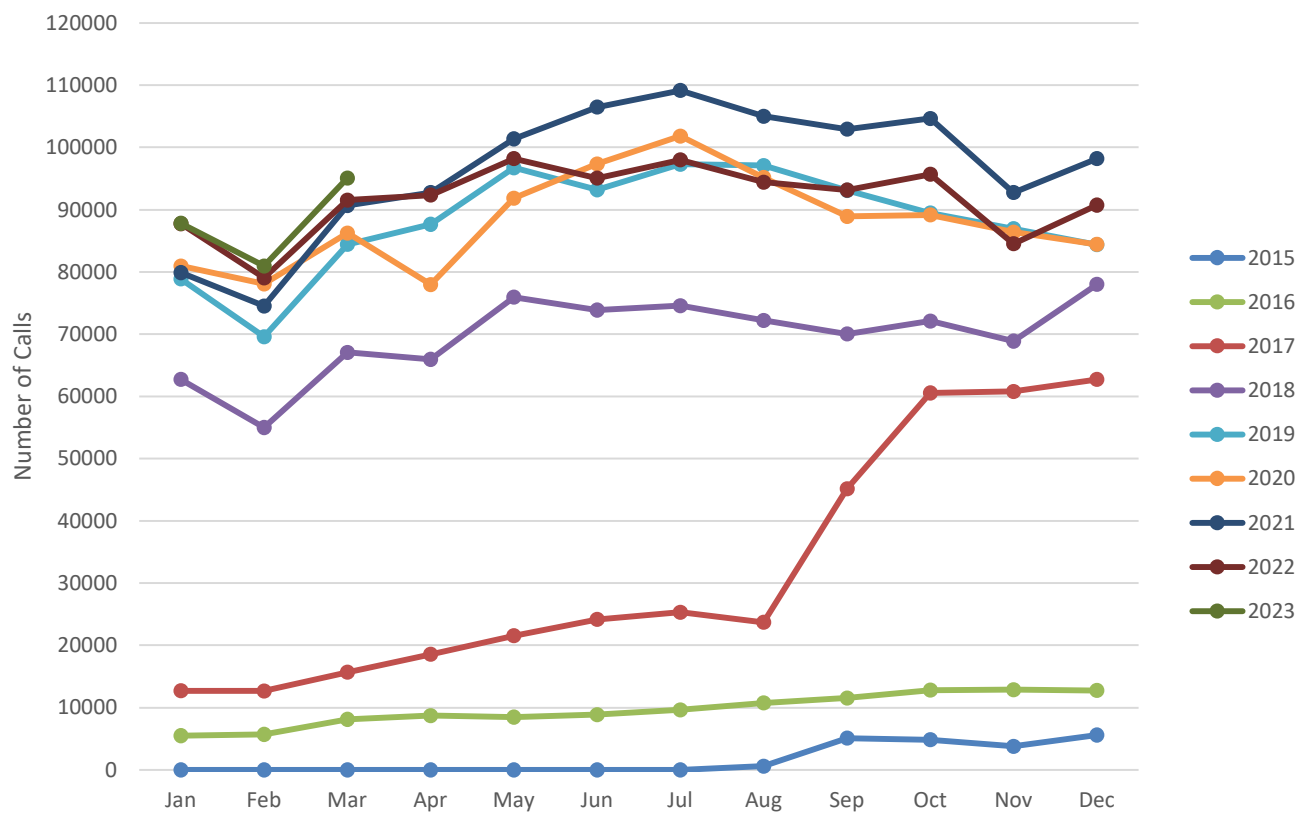


■ NSI Calls ■ Non NSI Calls

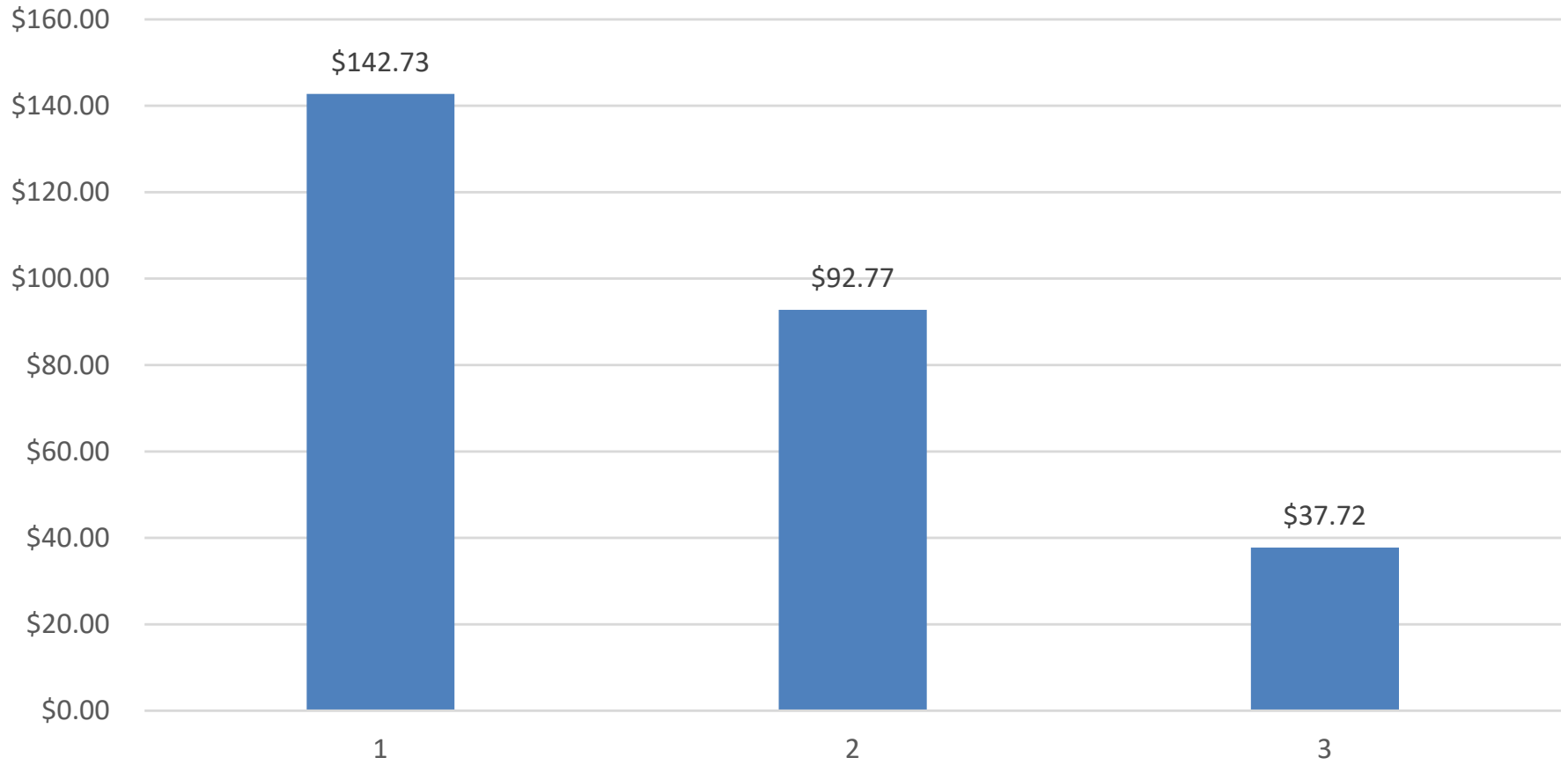
Volumes by Day of Week - April, 2023



Monthly Call Volumes by Year

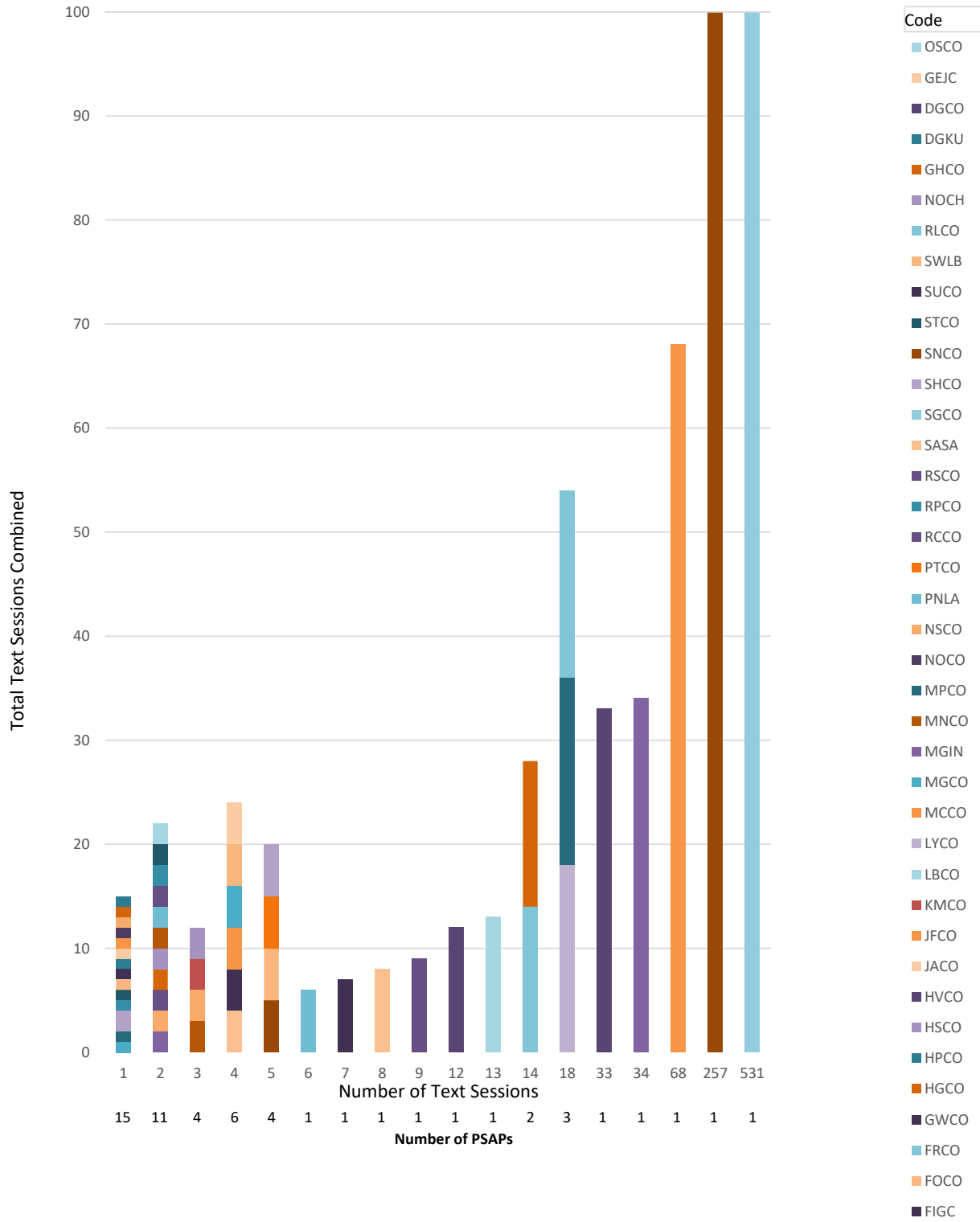


Estimated Avg. Cost Per Call by # of Seats - April, 2023



Total Text Sessions - March, 2023

1,153 Total Text Sessions 38.4/Day



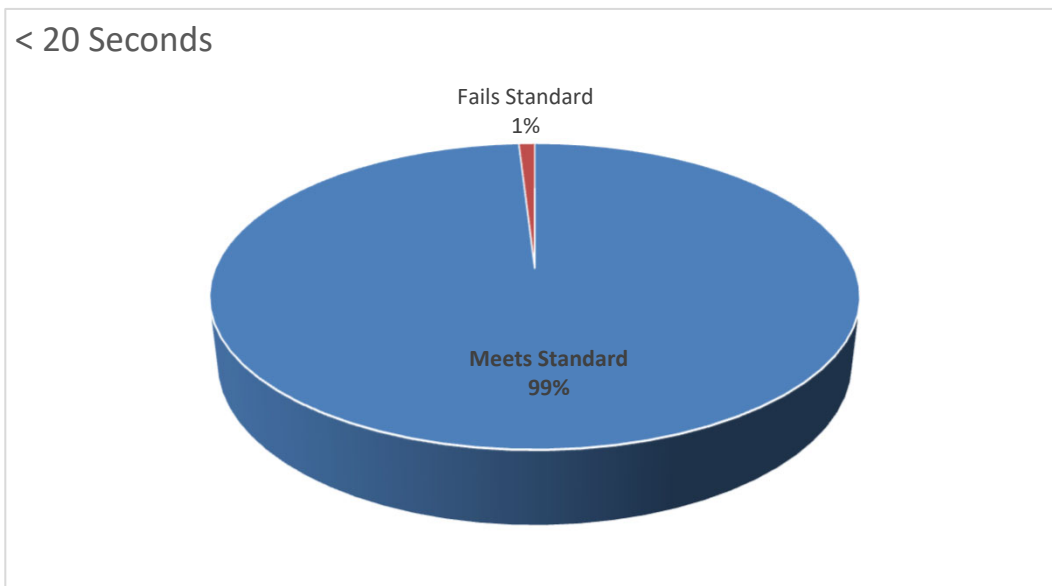
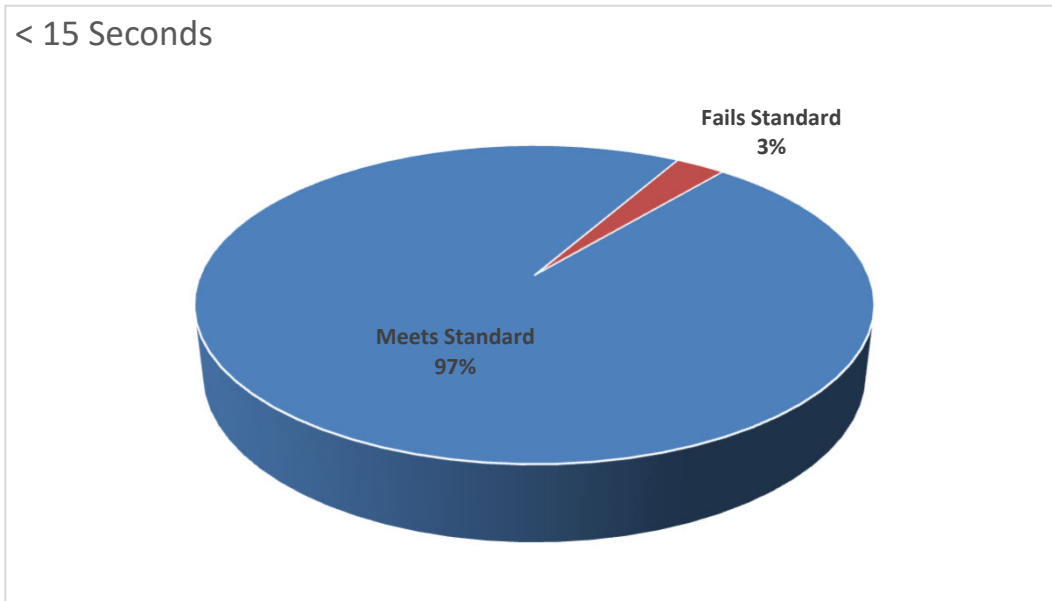
Text Sessions

% of All PSAPs Answering Within NENA Standards - April, 2023

NENA Standard:

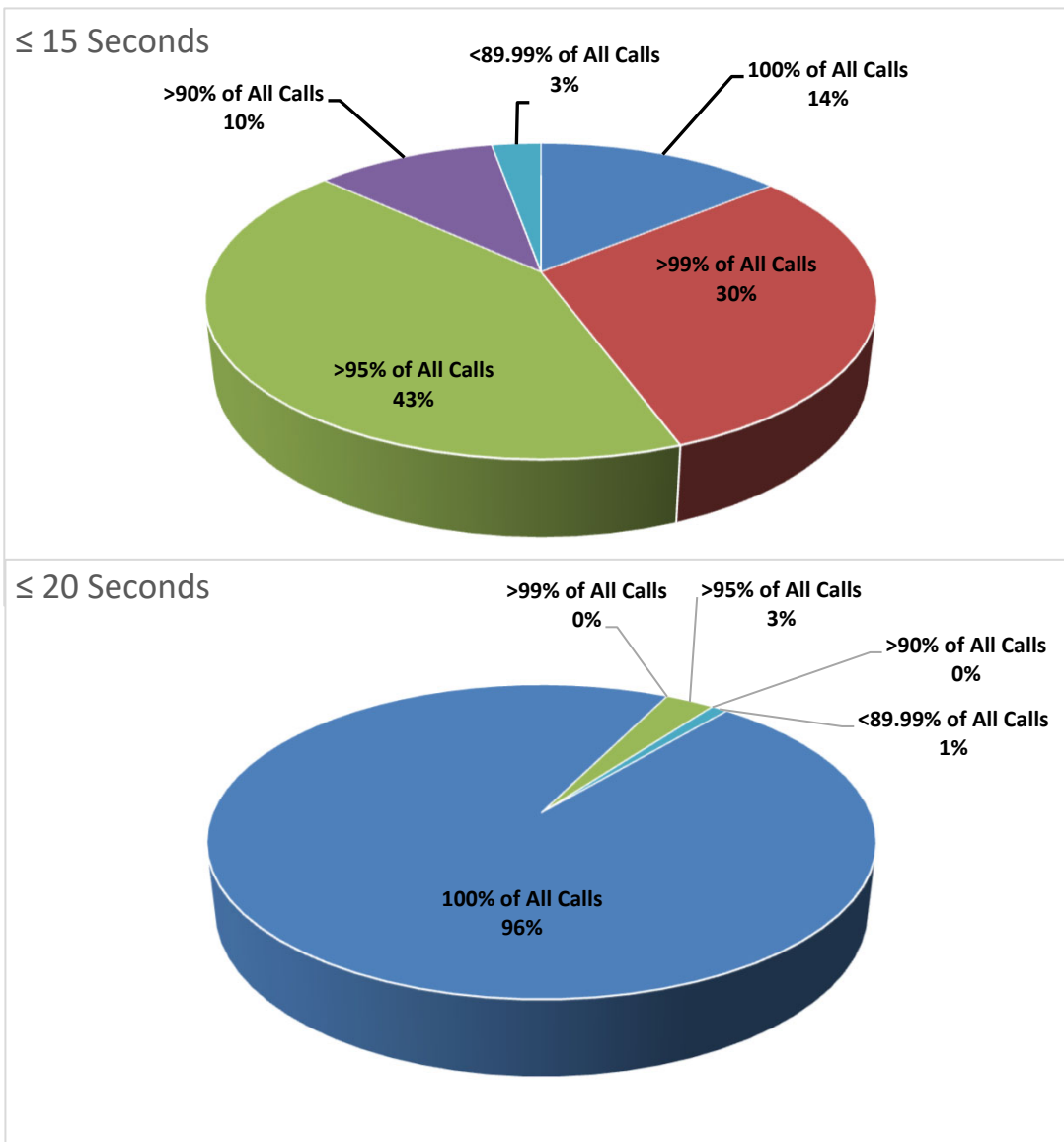
90% of all 9-1-1 calls arriving shall be answered within fifteen (15) seconds.

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

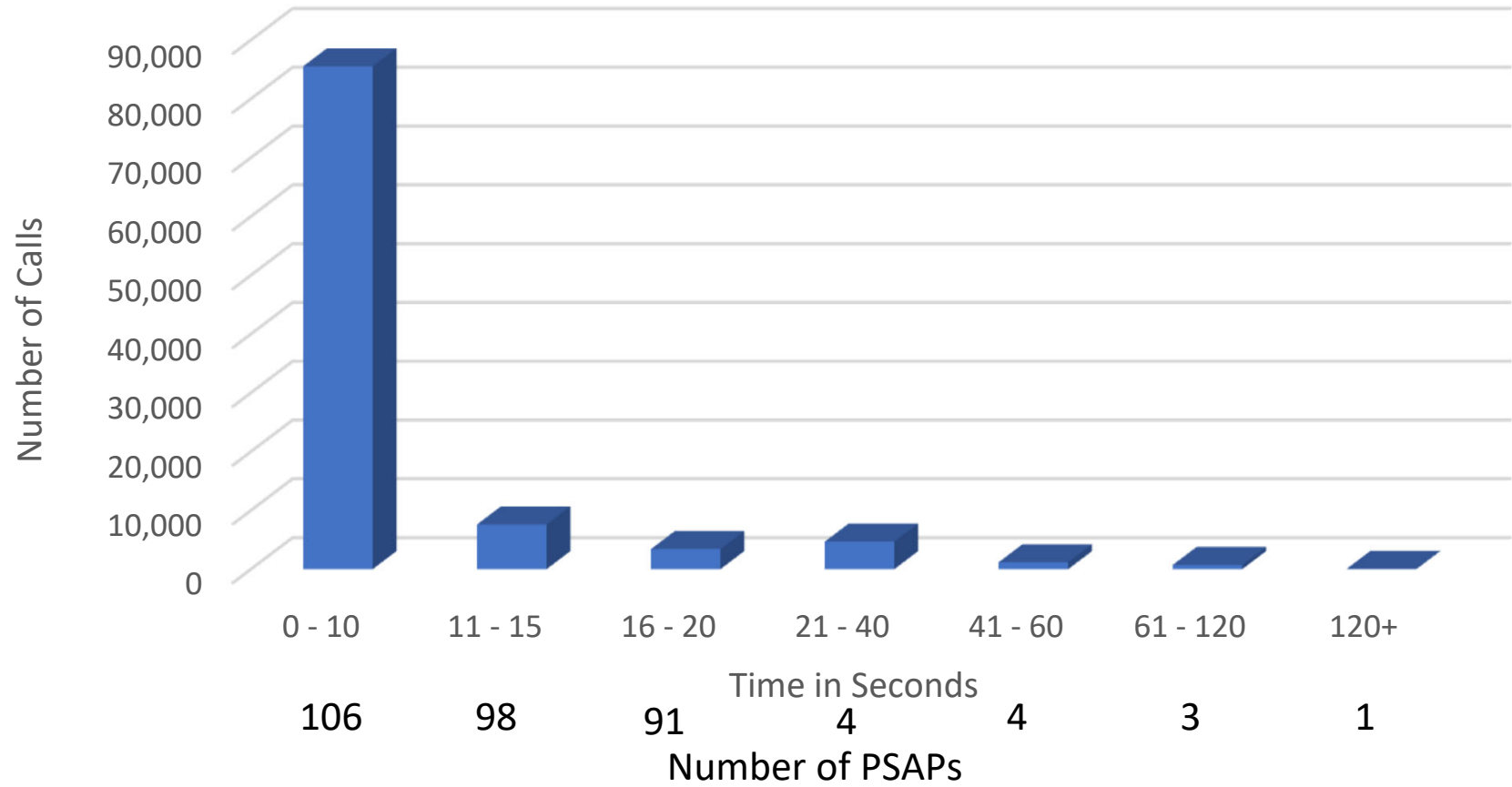


% of All PSAPs Answering Within Given Time - April, 2023

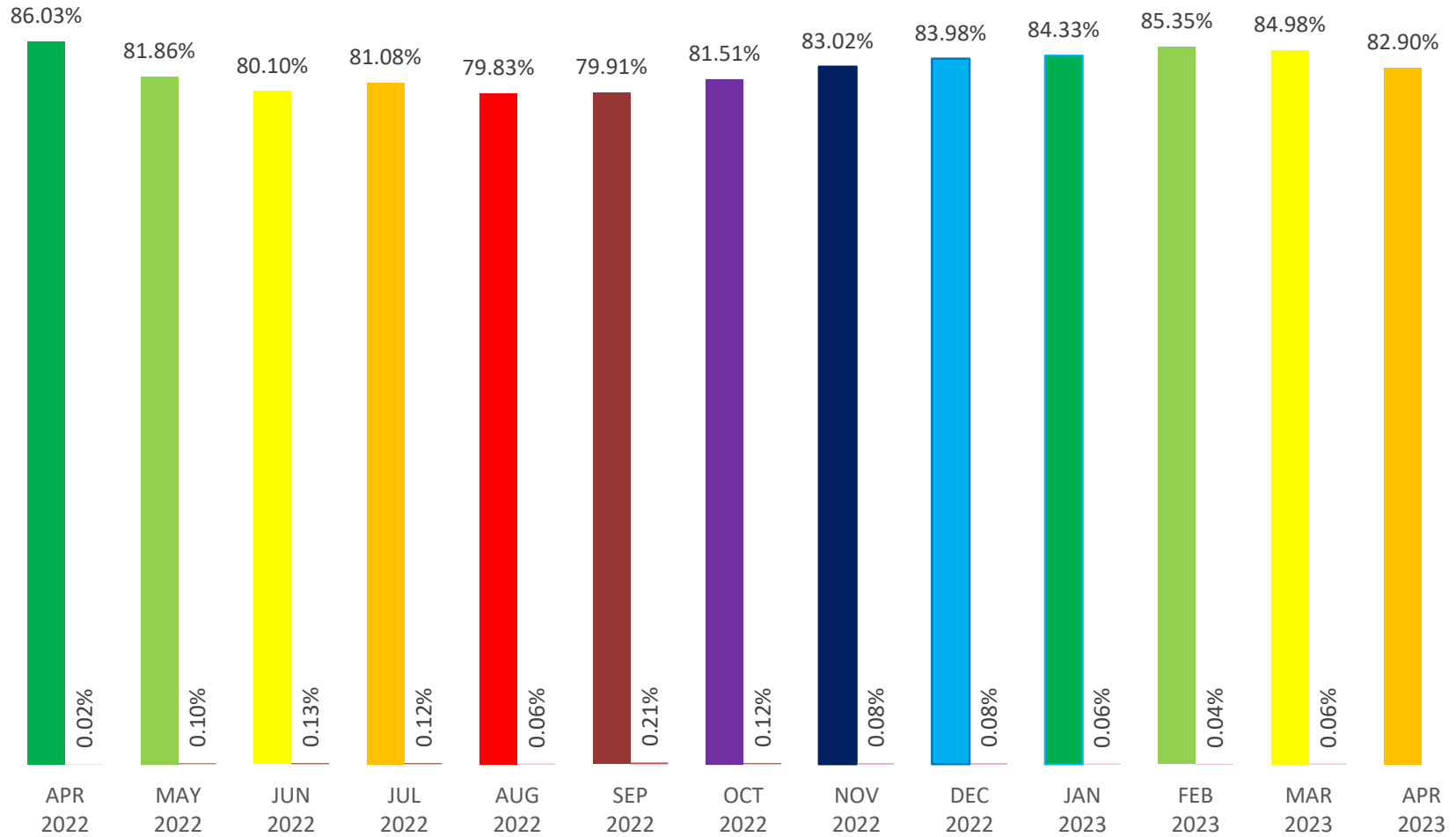
NENA Standard: 90% of all 9-1-1 calls arriving SHALL be answered within fifteen (15) seconds.
95% of all 9-1-1 calls arriving SHOULD be answered within twenty (20) seconds.



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	2022 Annual Total 911 Call Volume	% of Calls Answered within		
		10 Secs.	20 Secs.	60 Secs.
Kansas System	1,600,446	82.90%	93.57%	99.25%
MARC	498,065	97.50%	98.27%	99.49%
Connecticut	2,039,982	91.31%		
Vermont	238,398	100%		
New Hampshire	412,318	98.51%	98.90%	99.79%
South Dakota	262,974	93.30%	98.90%	99.90%