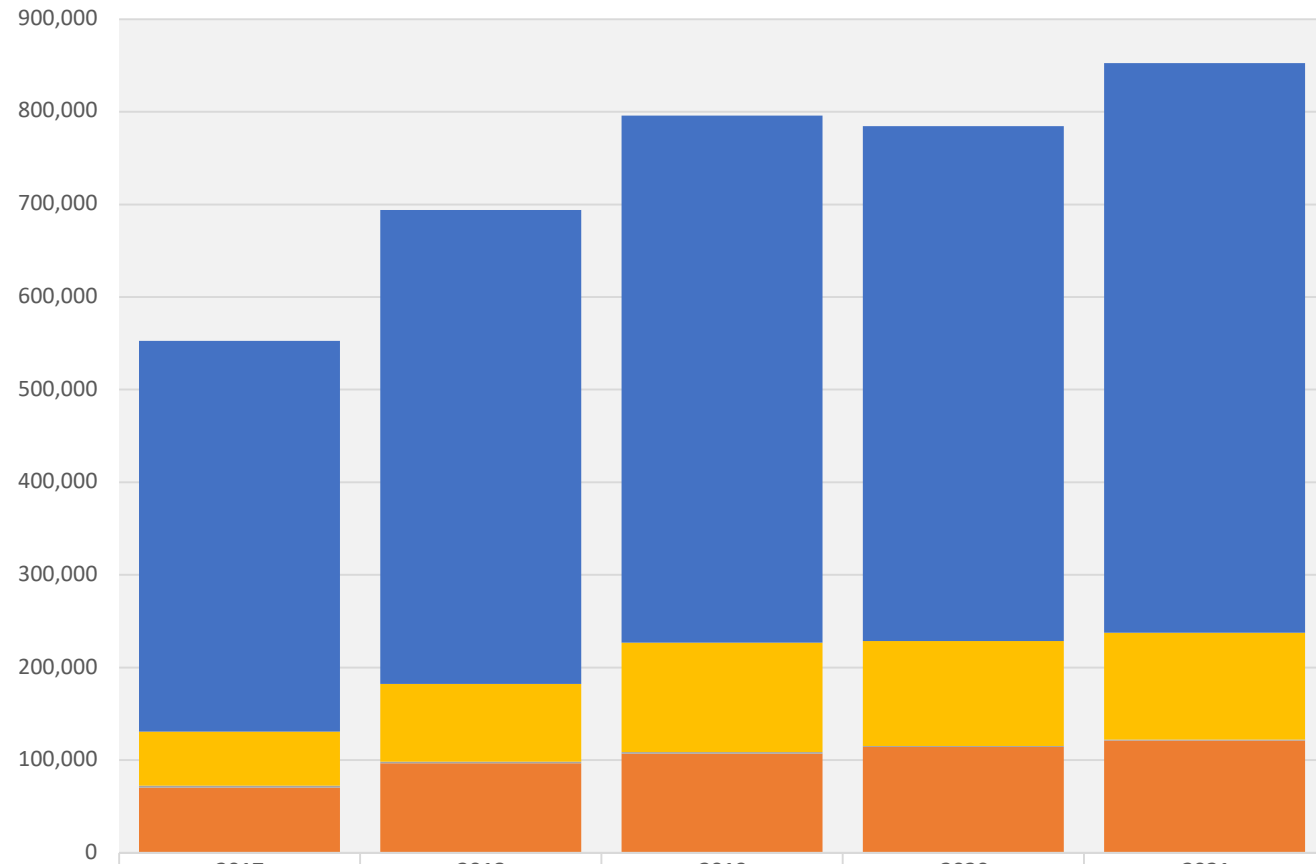


### 9-1-1 Annual Call Breakdown

Service Level Target: 90% answered in 10 seconds; 95% answered in 20 seconds



	2017	2018	2019	2020	2021
■ 9-1-1 Calls Answered (includes Short Duration Calls)	421,698	511,789	569,256	555,853	614,933
■ Hang ups	58,394	83,771	117,978	113,483	115,609
■ Test Calls	2,258	1,859	1,754	950	1,067
■ Misuse Calls	70,253	96,578	107,050	114,284	120,955
Calls Answered in 10 seconds	72%	77%	67%	63%	57%
Calls Answered in 20 seconds	81%	83%	75%	70%	64%