



***Cal* OES**

**GOVERNOR'S OFFICE
OF EMERGENCY SERVICES**

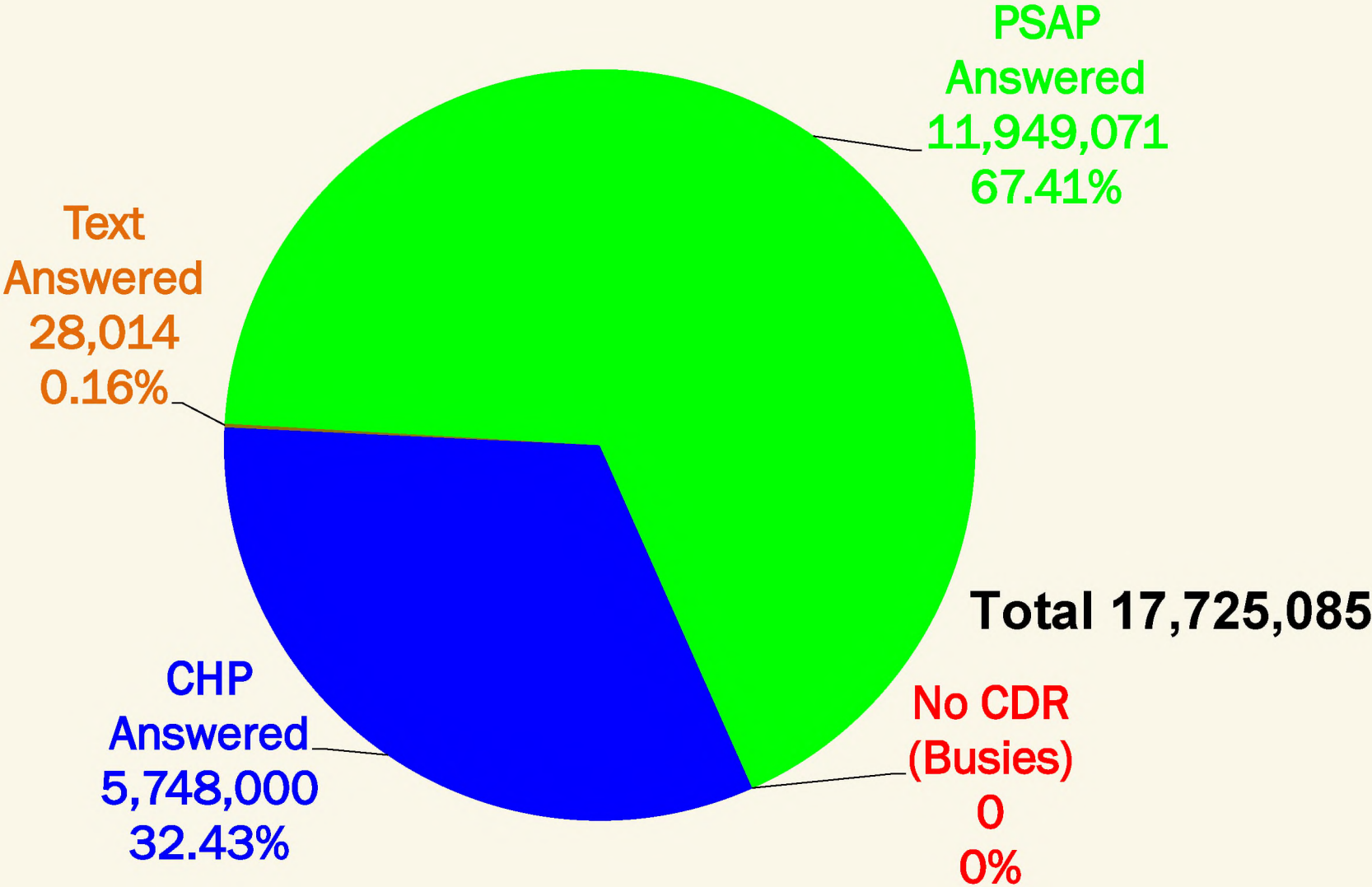
2018

9-1-1 System Performance

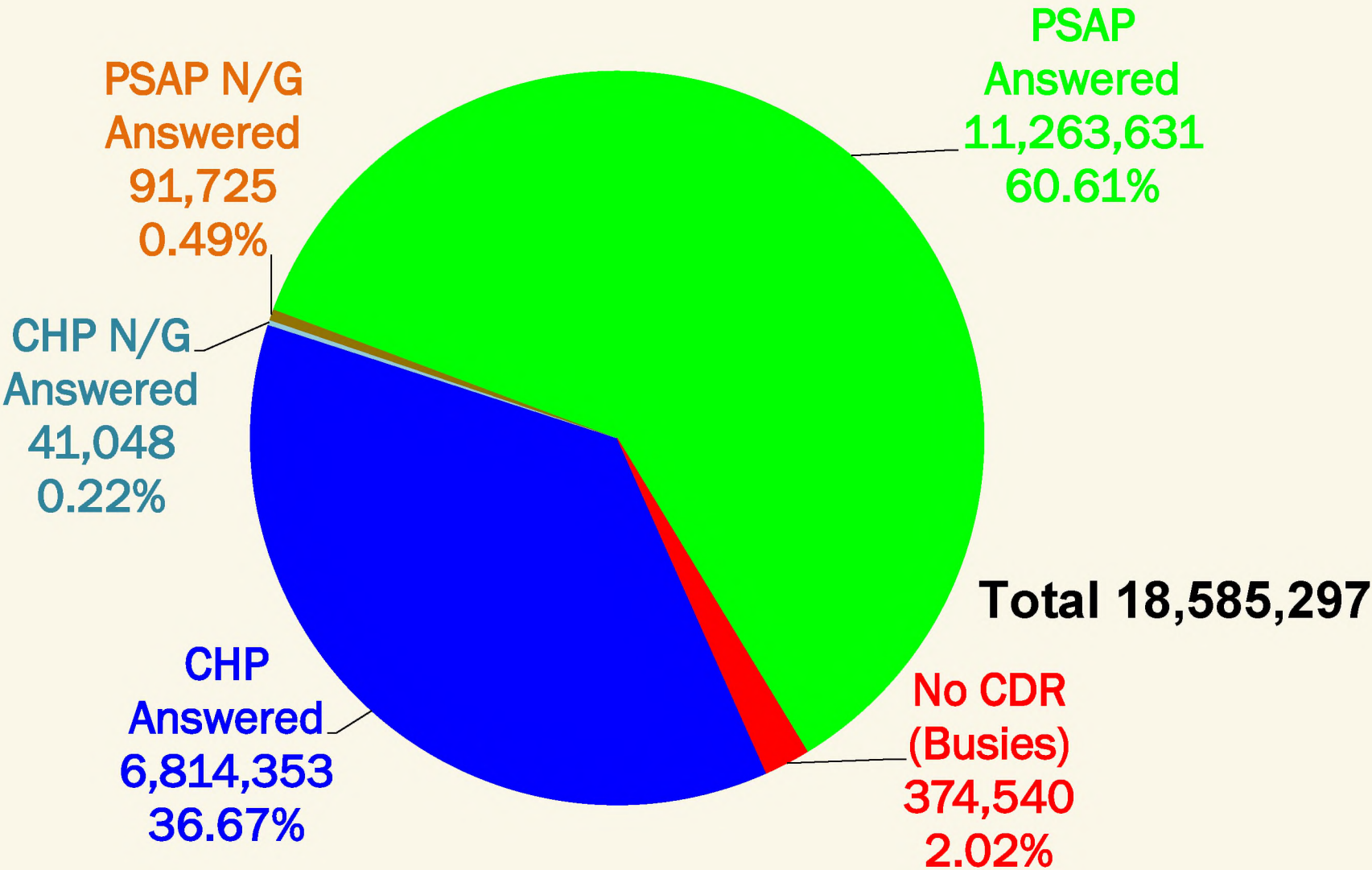
State of California

By Jim Thompson

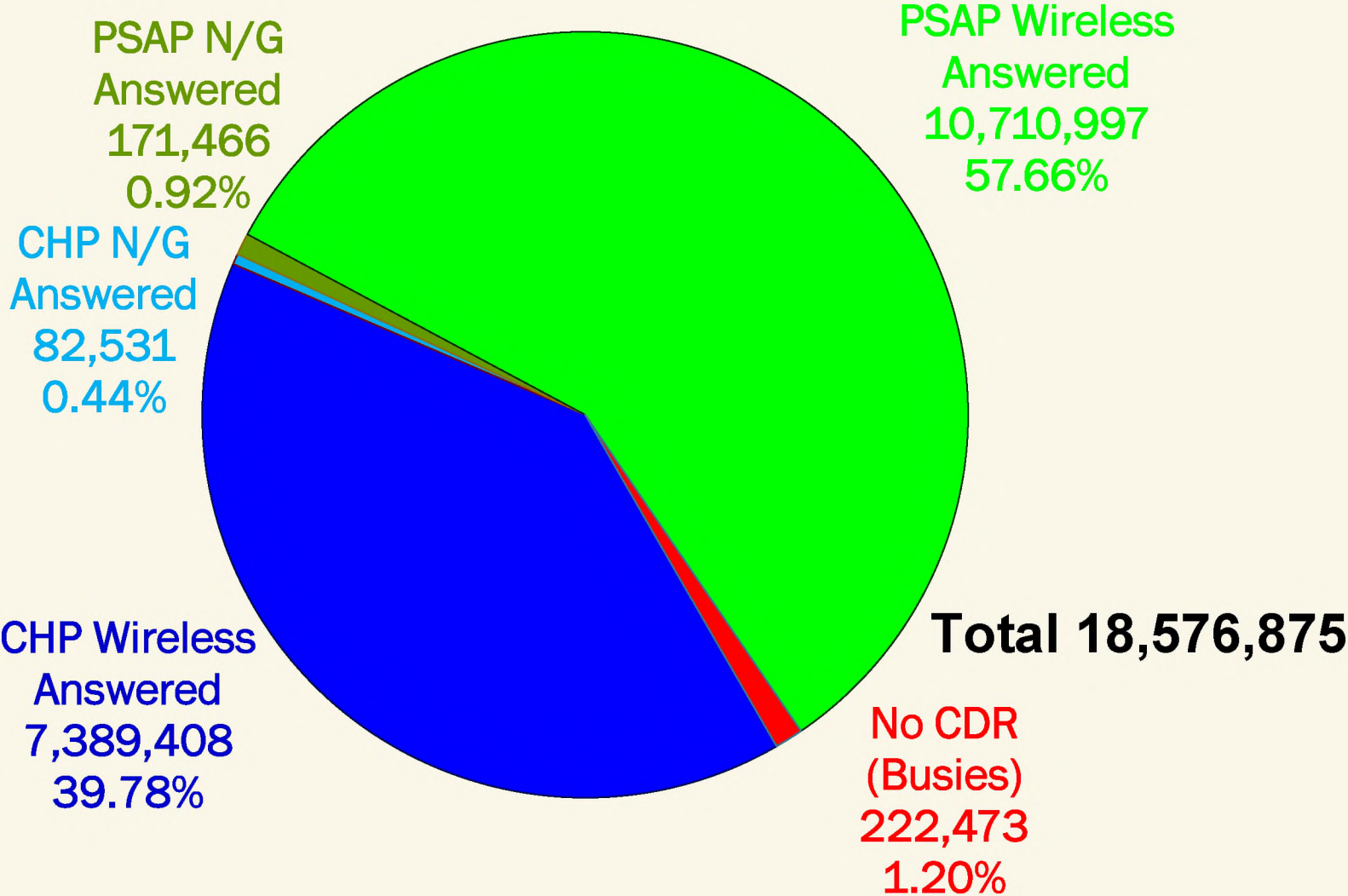
2018 Total Initial Wireless Calls



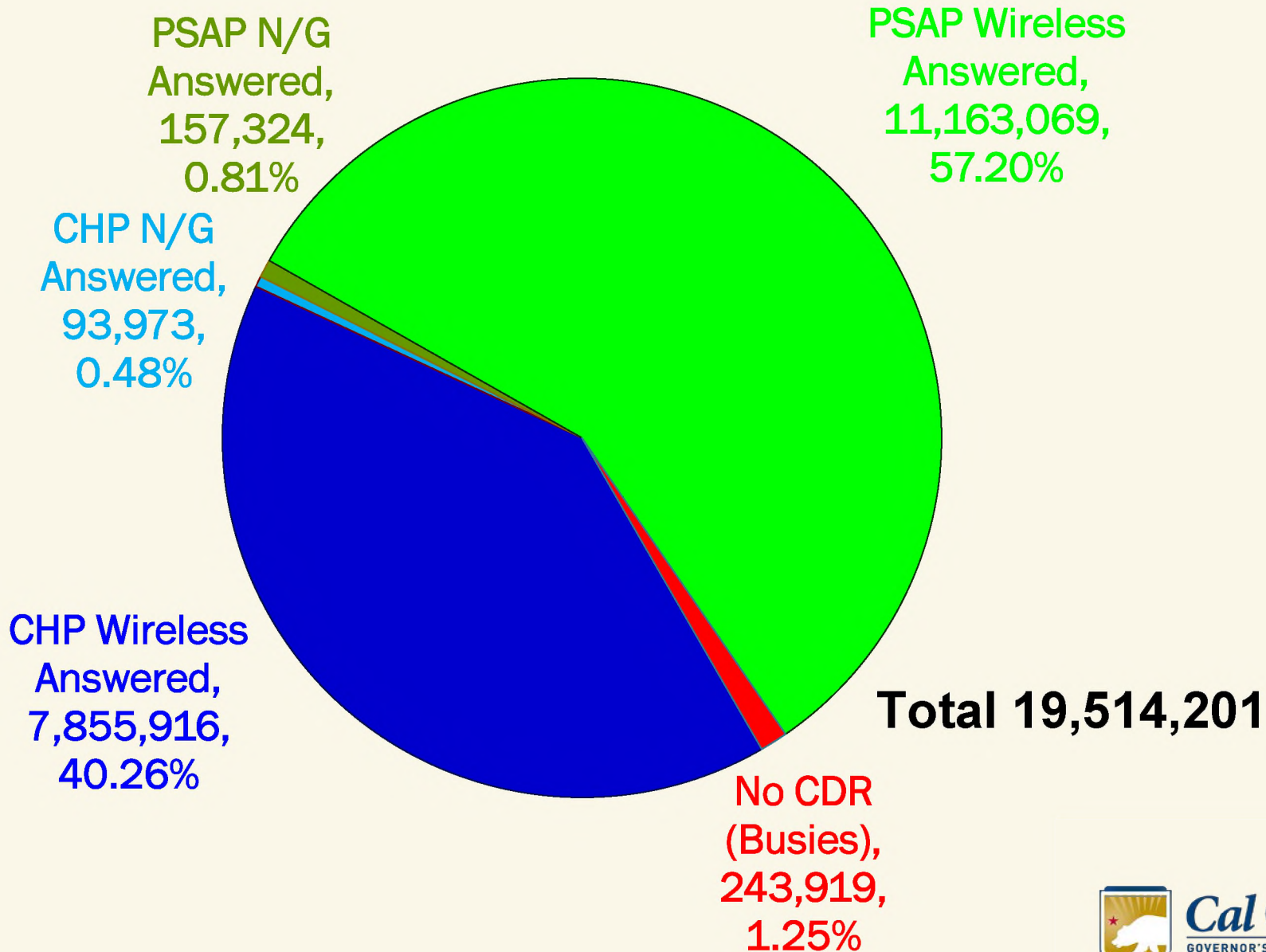
2017 Total Initial Wireless Calls



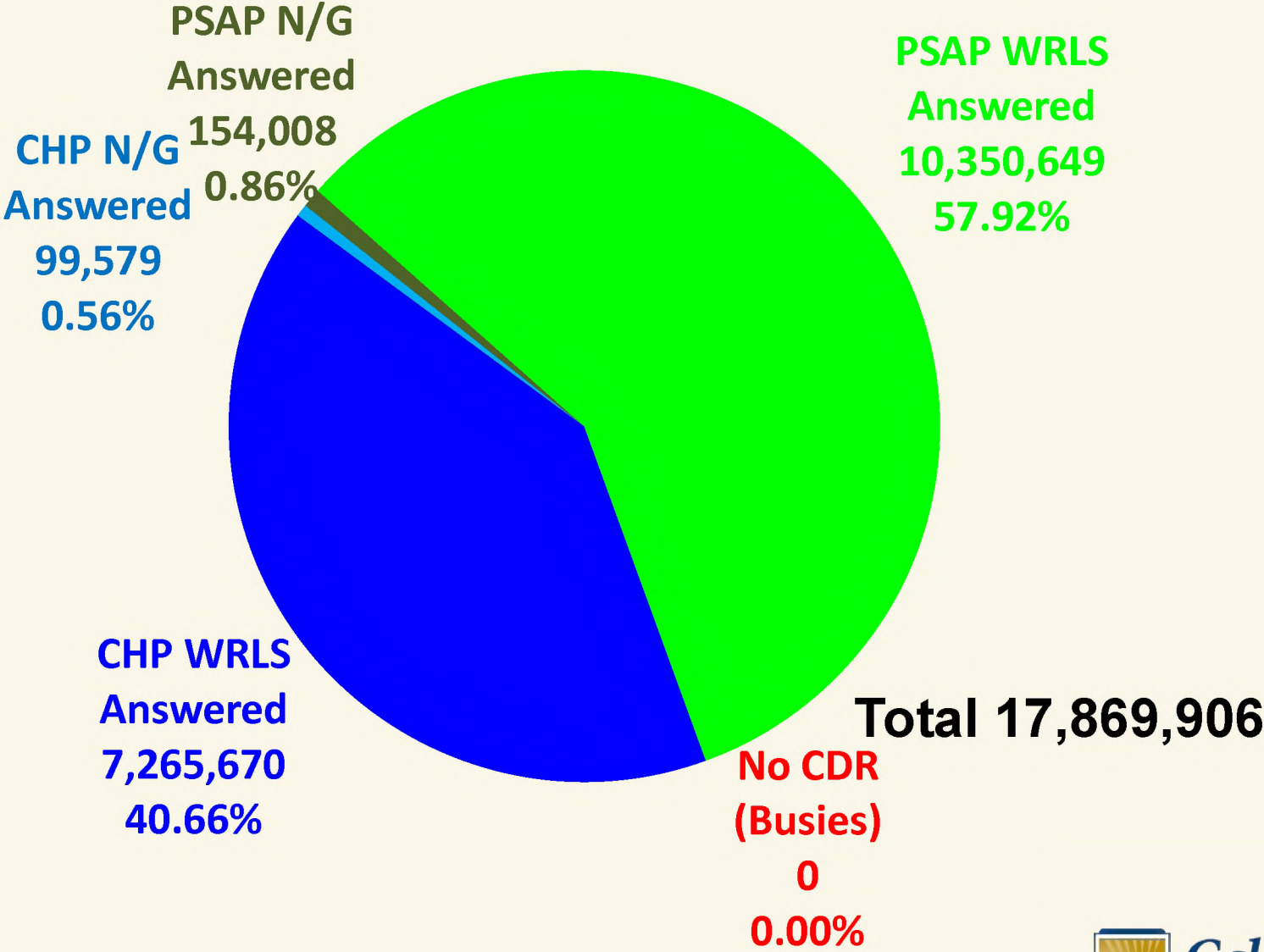
2016 Total Initial Wireless Calls



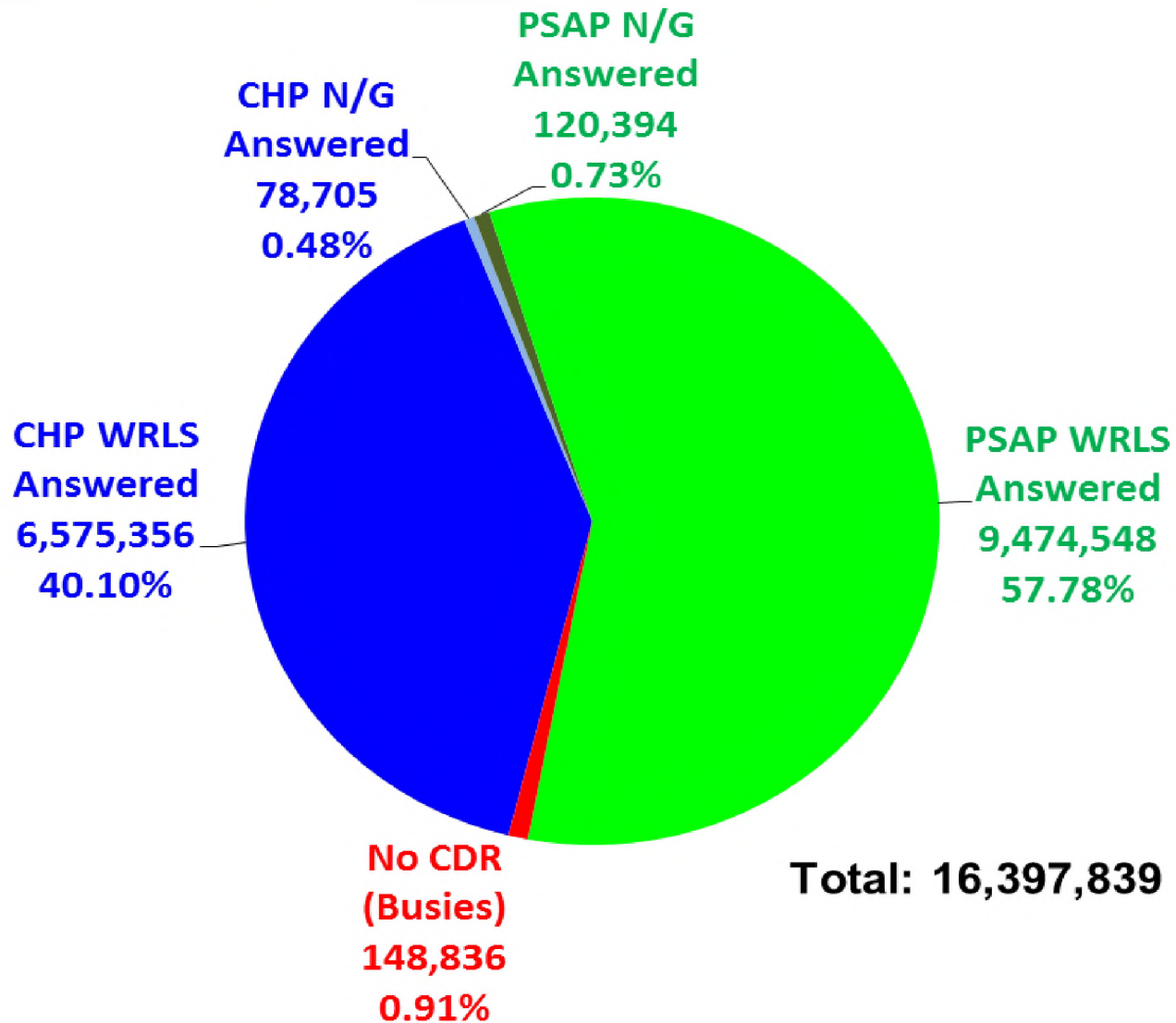
2015 Total Initial Wireless Calls



2014 Total Initial Wireless Calls



2013 Total initial Wireless Calls



2012 Total Initial Wireless Calls

CHP Calls
Answered
6,991,358
42.39%

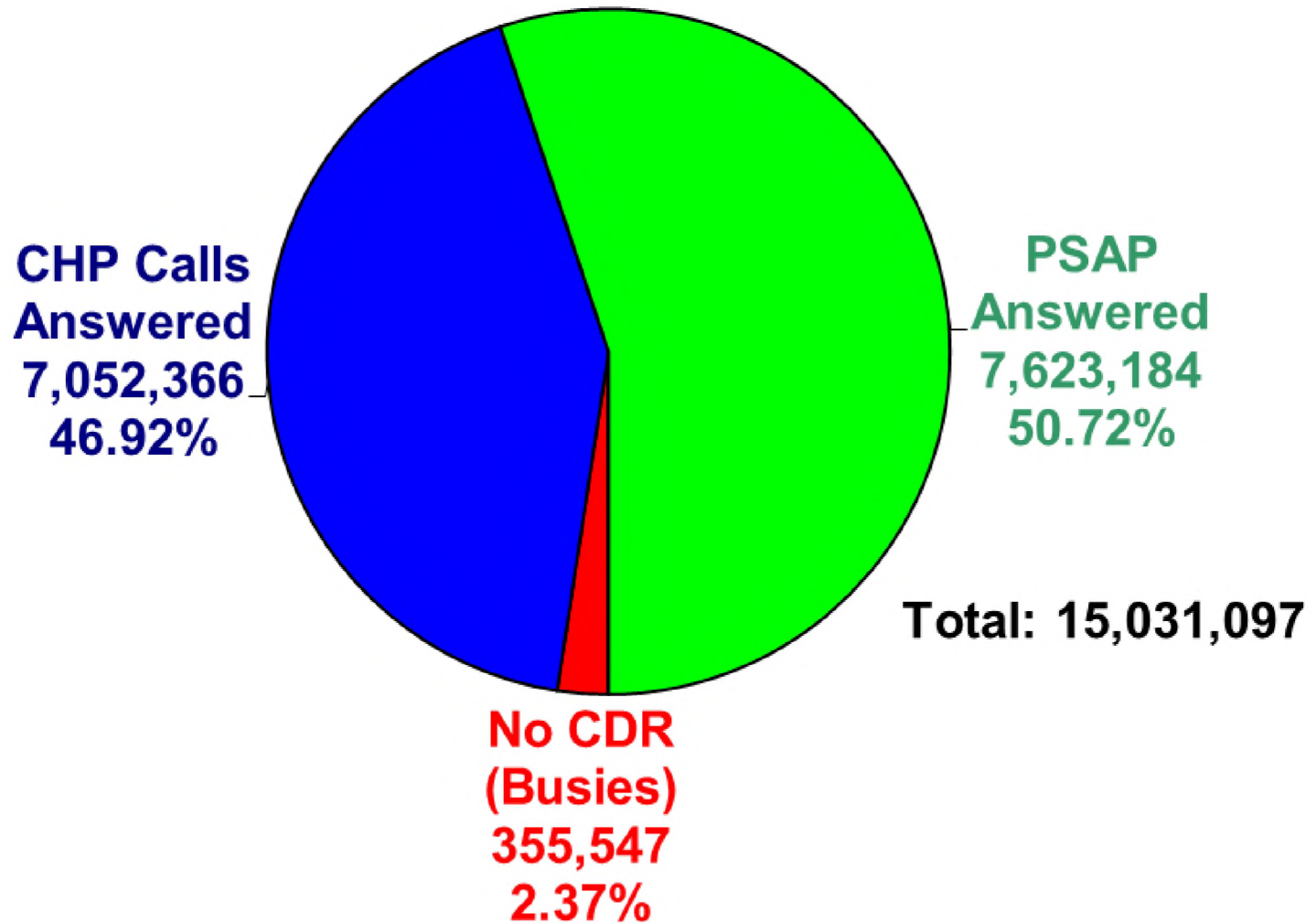
PSAP
Answered
9,082,707
55.07%

No CDR (Busies)
397,159
2.41%

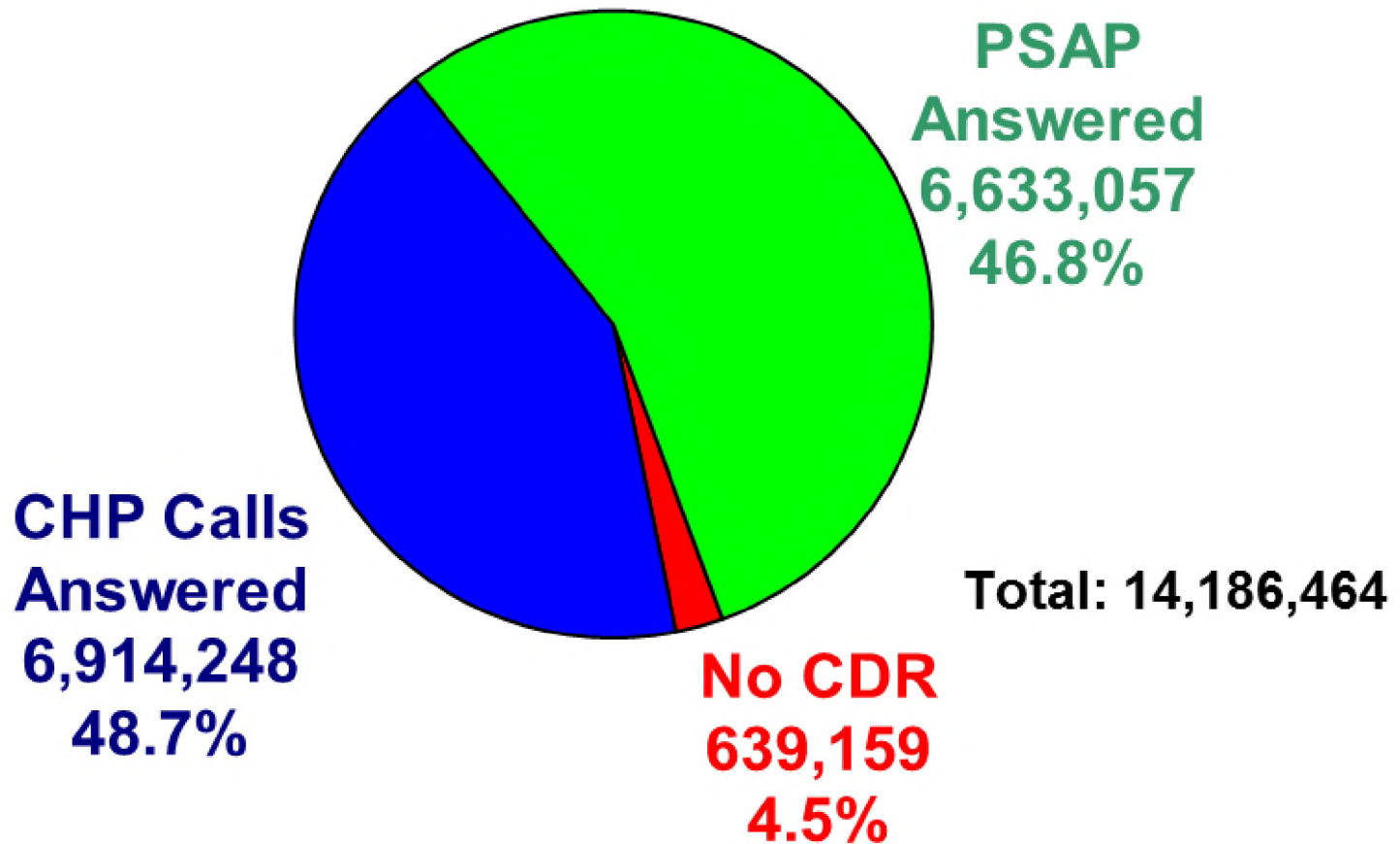
NG 9-1-1 Calls
23,218
0.14%

Total: 16,471,224

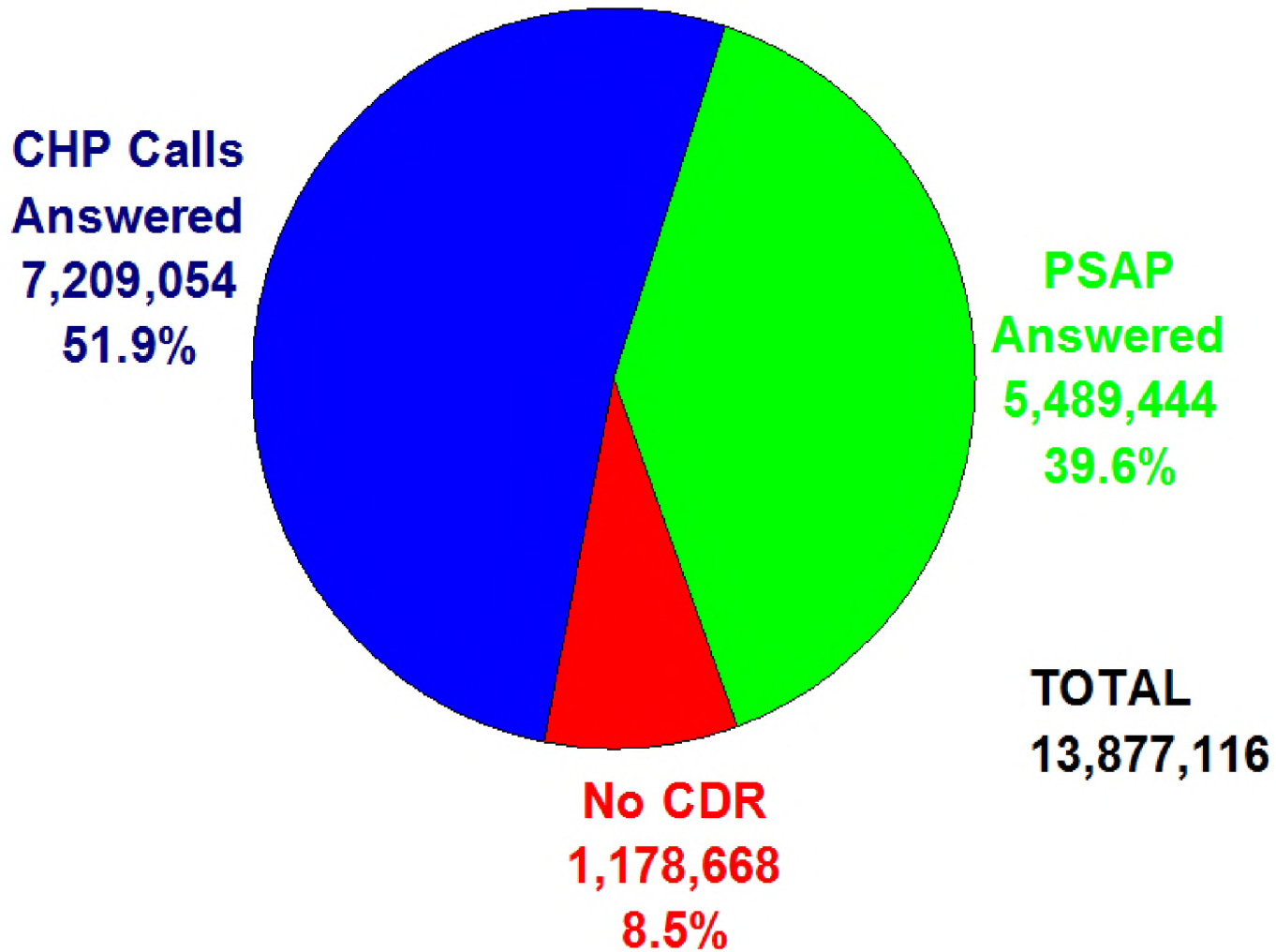
2011 Total Initial Wireless Calls



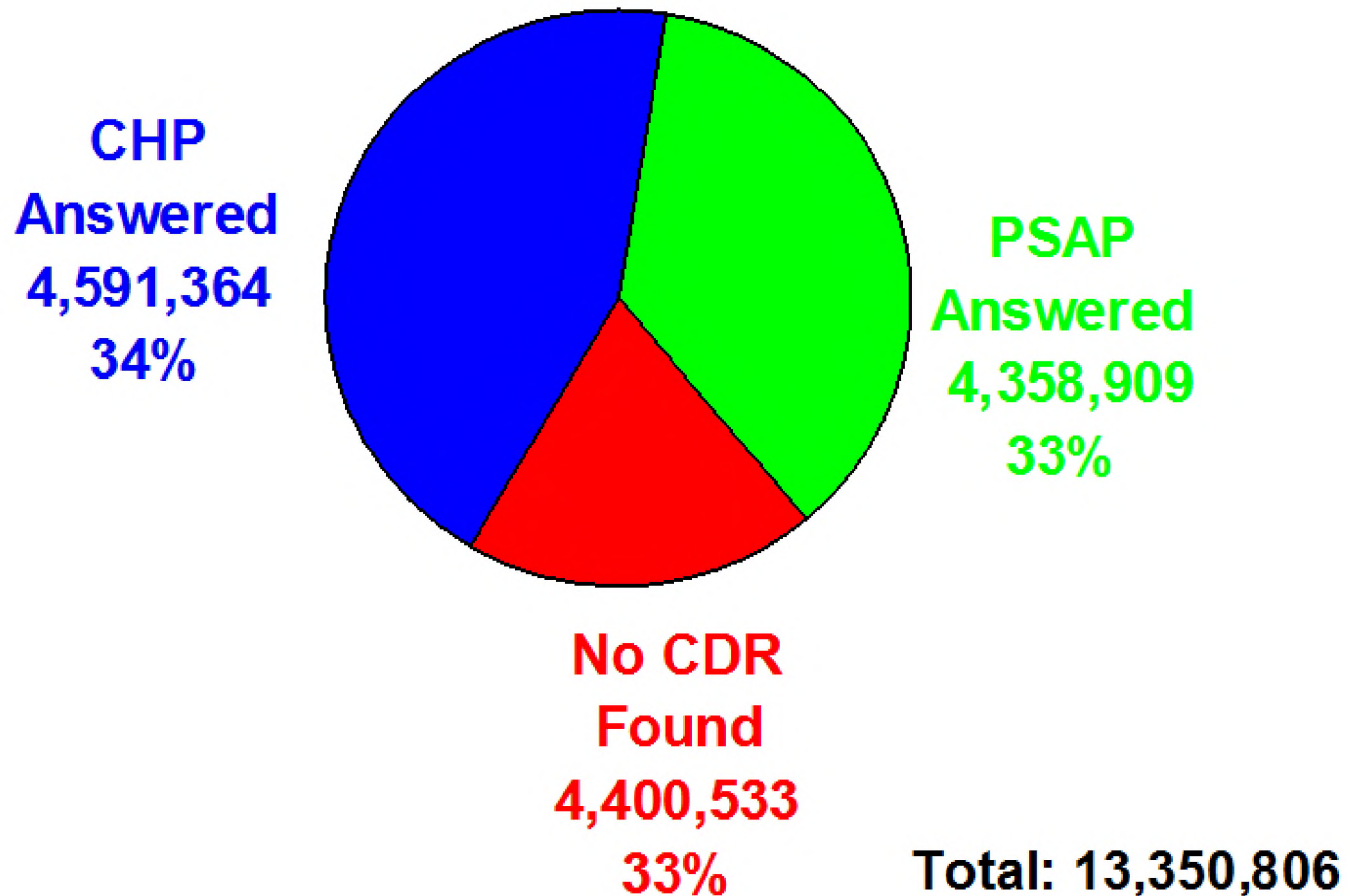
2010 Initial Call Totals Jan-Dec



2009 Call Totals

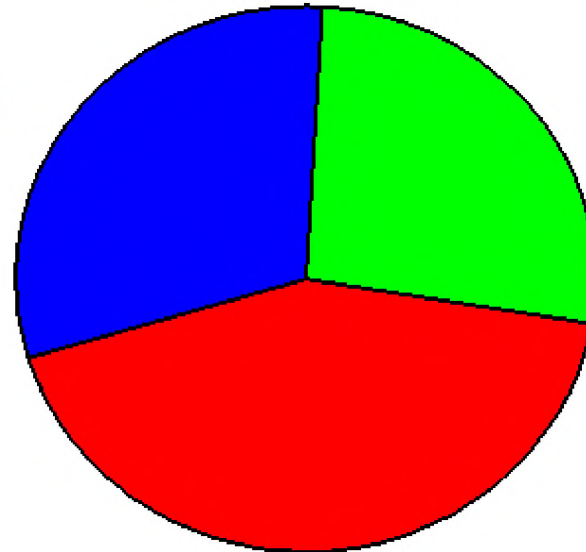


2008 Call Totals



2007 Call Totals

CHP
Answered
3,583,401
31%



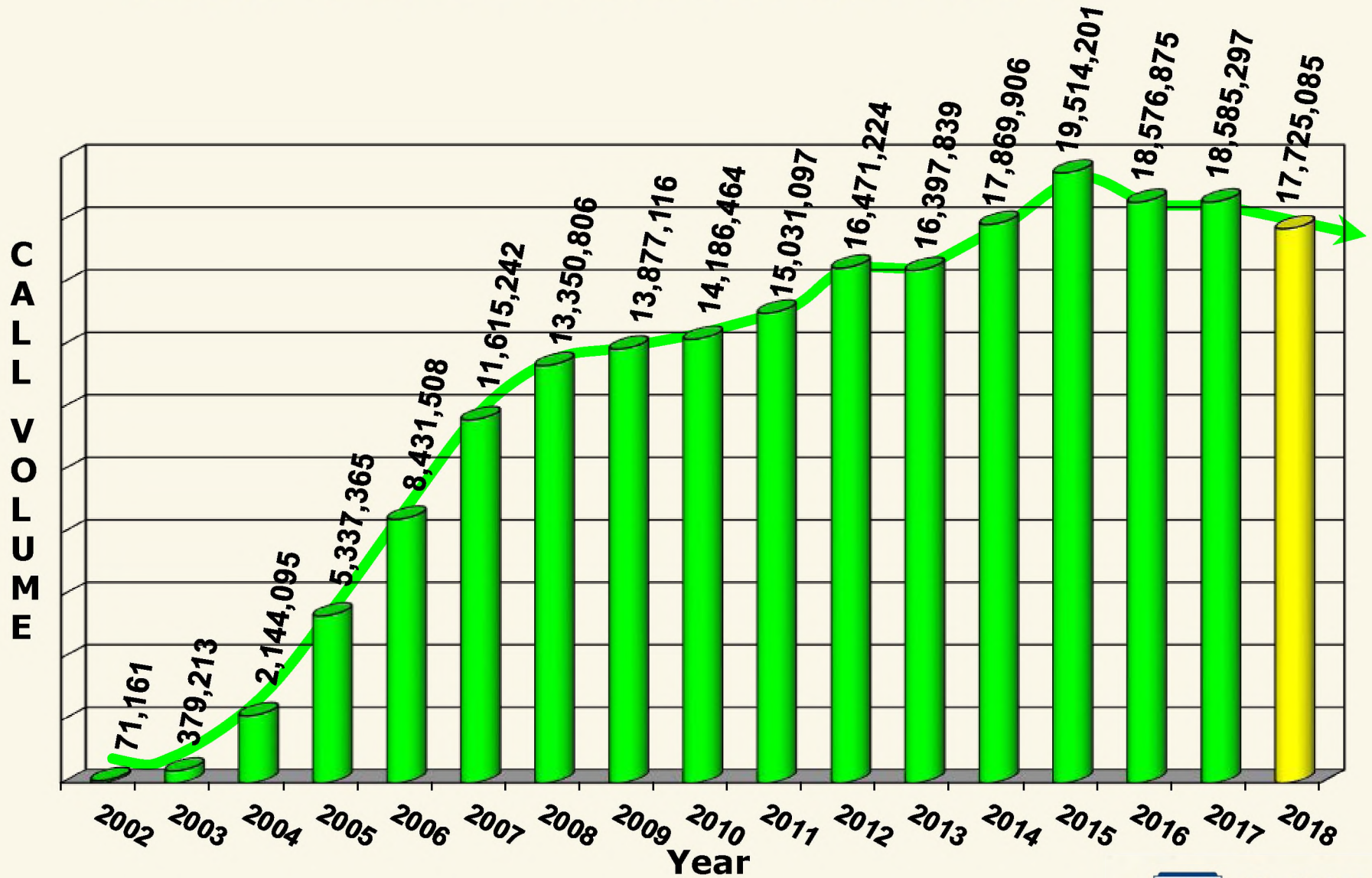
PSAP
Answered
3,109,905
27%

No CDR
Found
4,921,936
42%

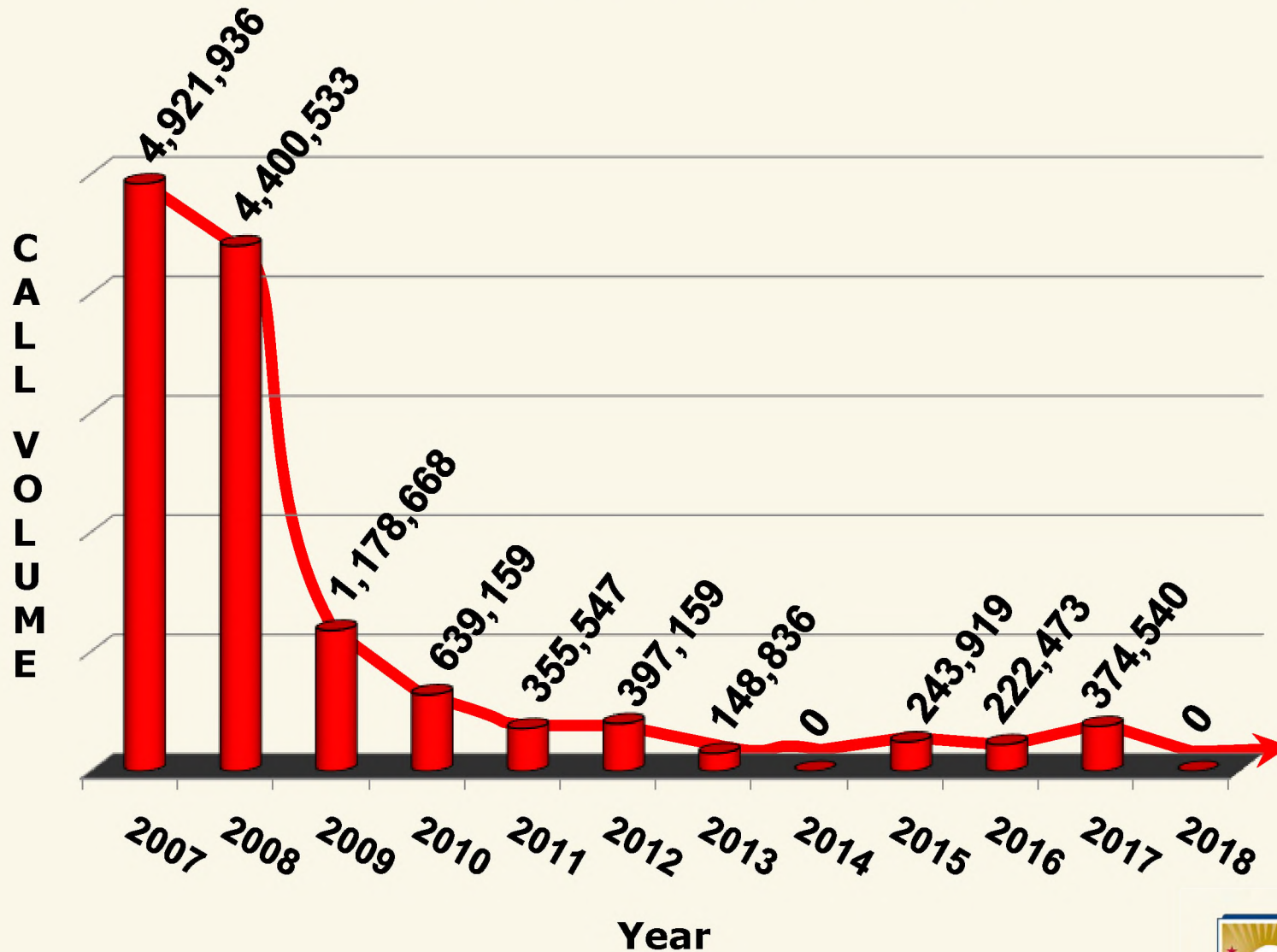
Total: 11,615,242



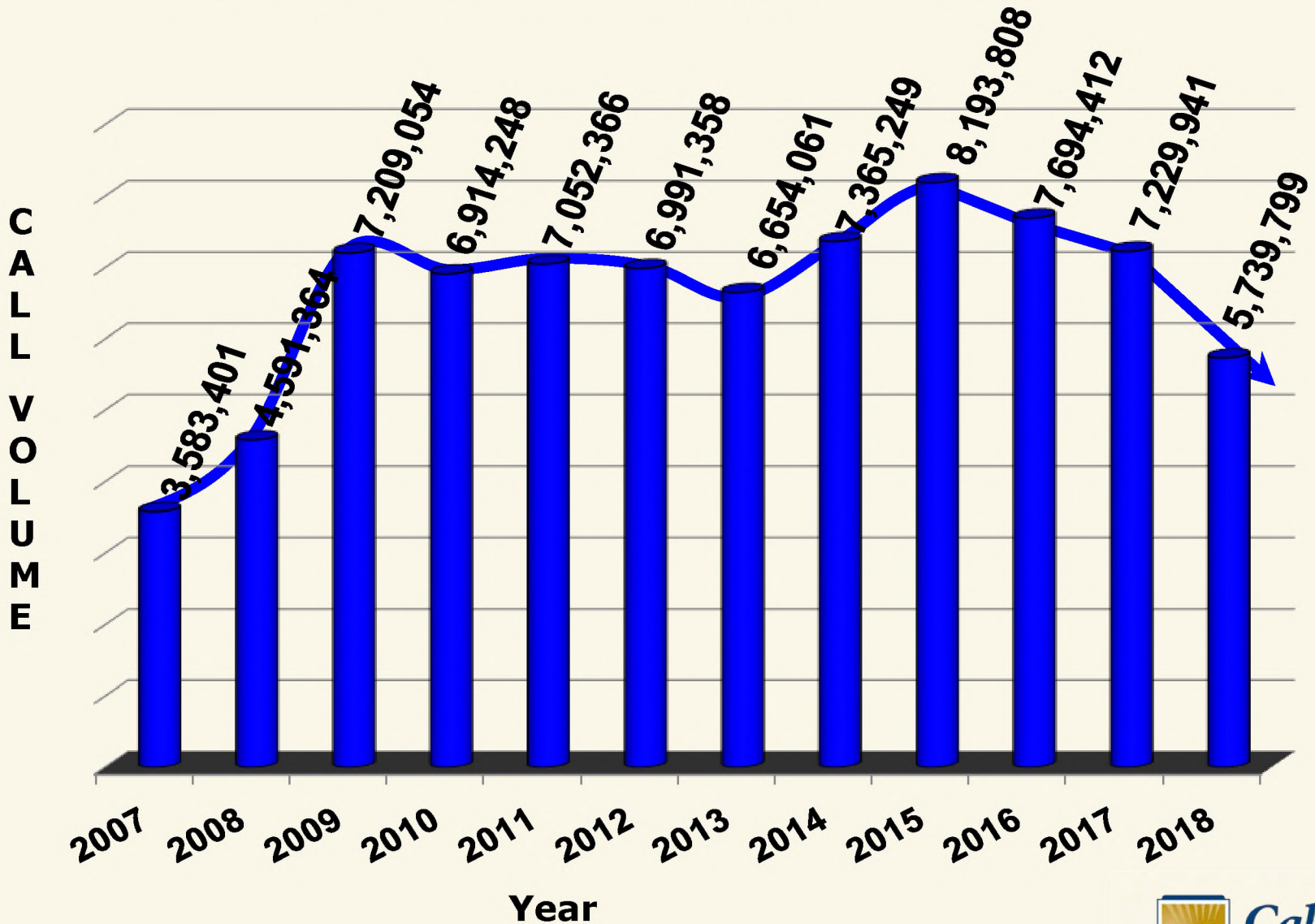
Initial WE9-1-1 Network Call Volume



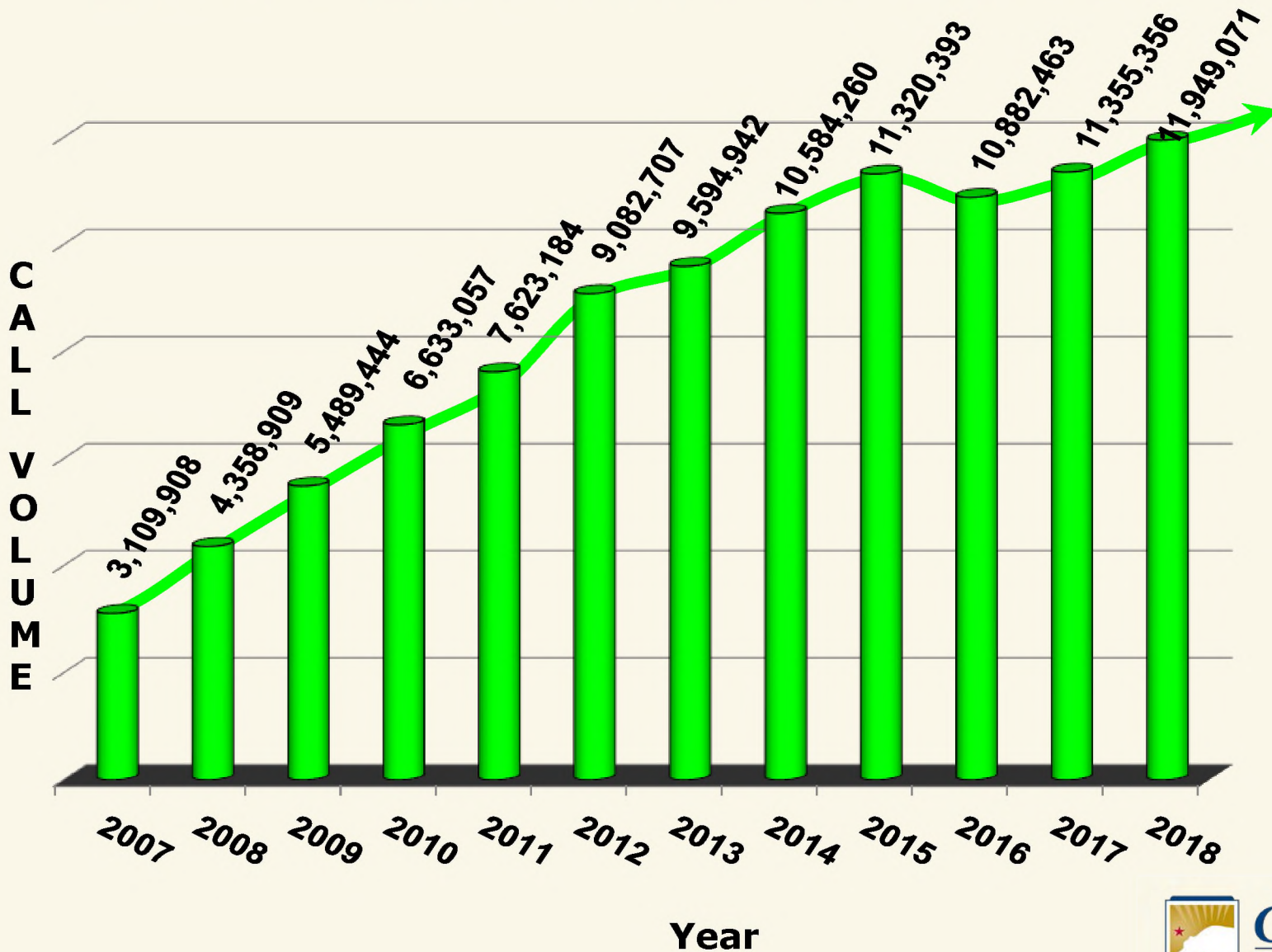
WE9-1-1 No CDR (Busies) Calls



WE9-1-1 Calls delivered to CHP

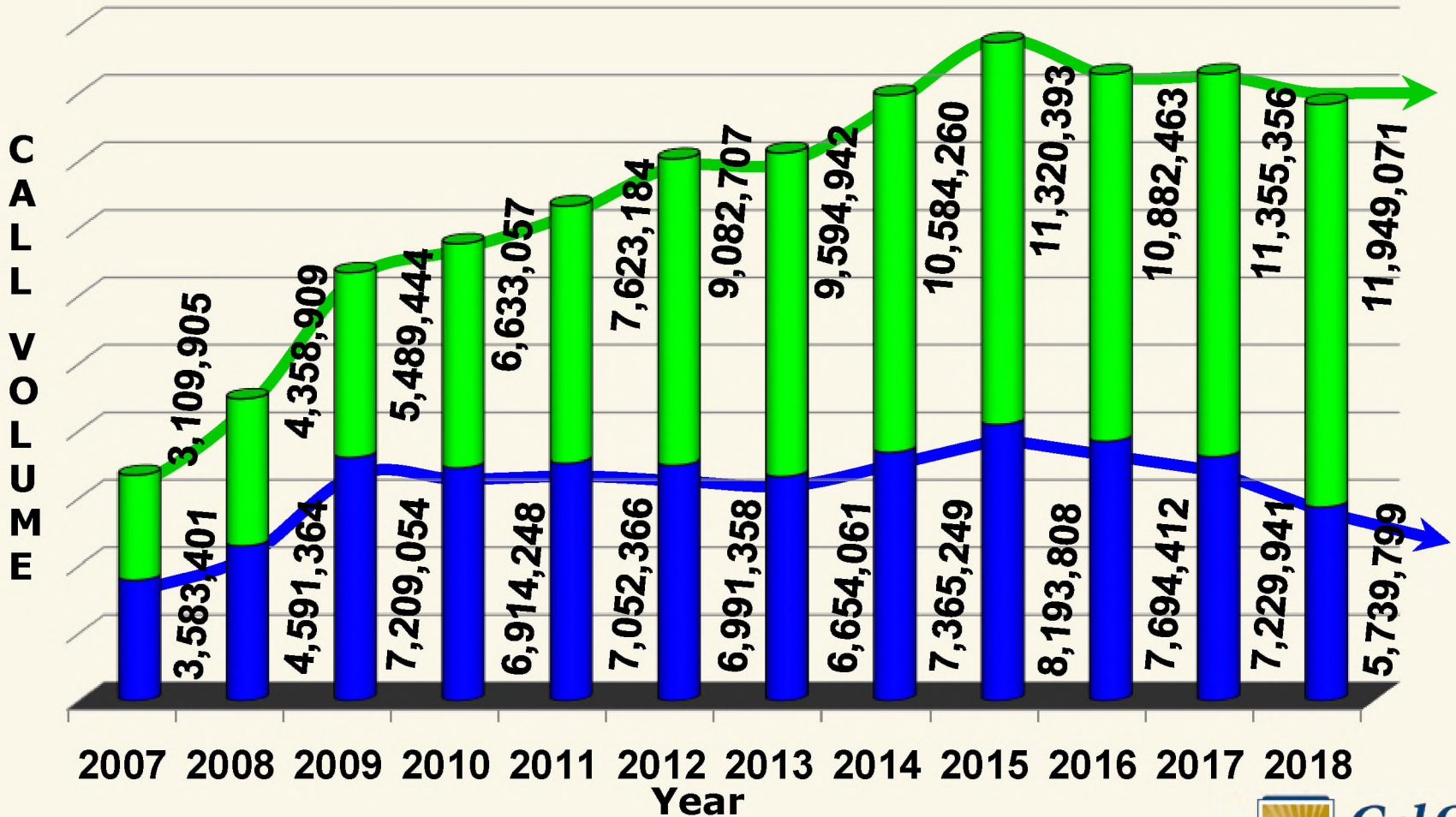


WE9-1-1 Calls Delivered to Local PSAPs

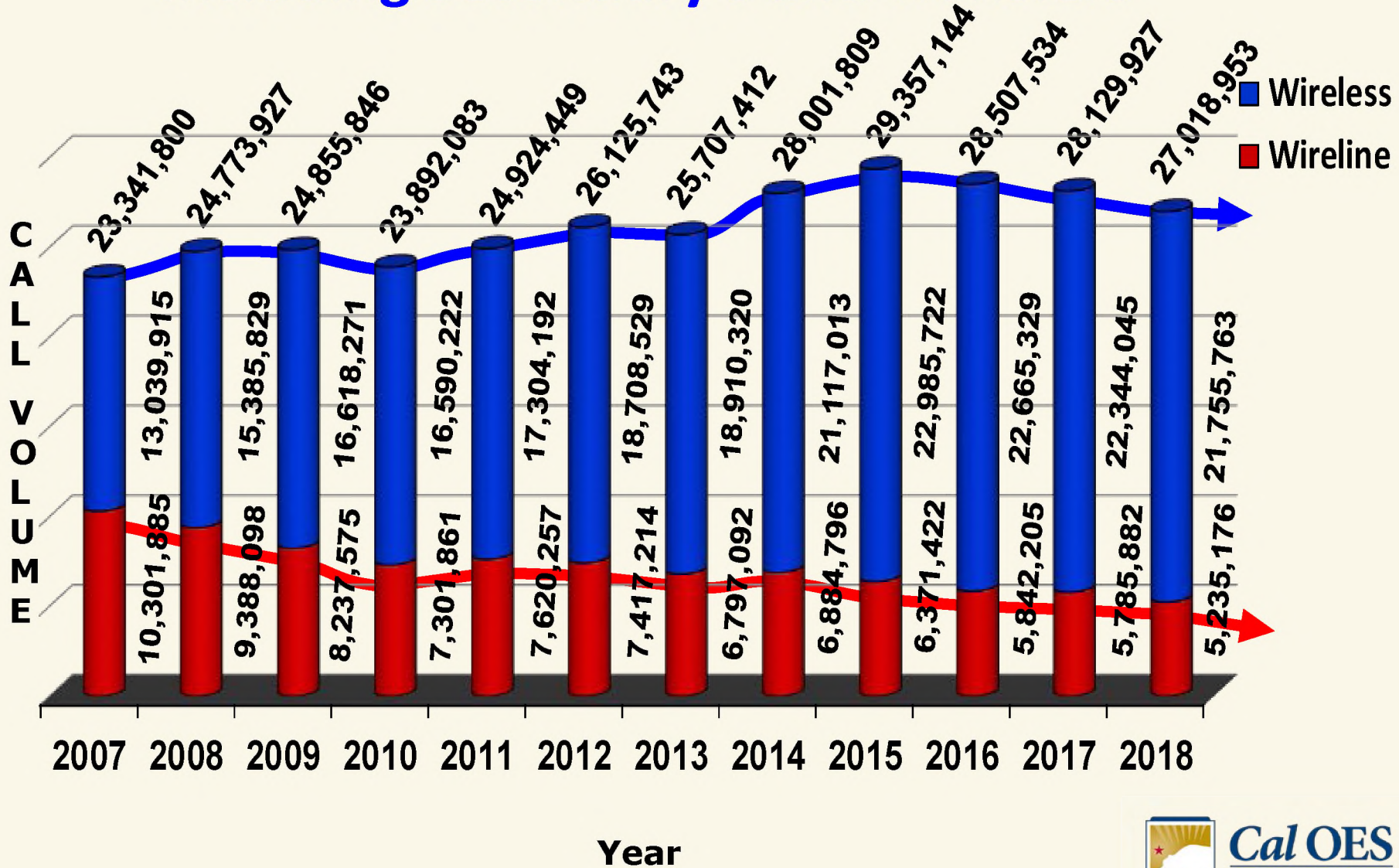


Comparative of WE9-1-1 Calls Delivered

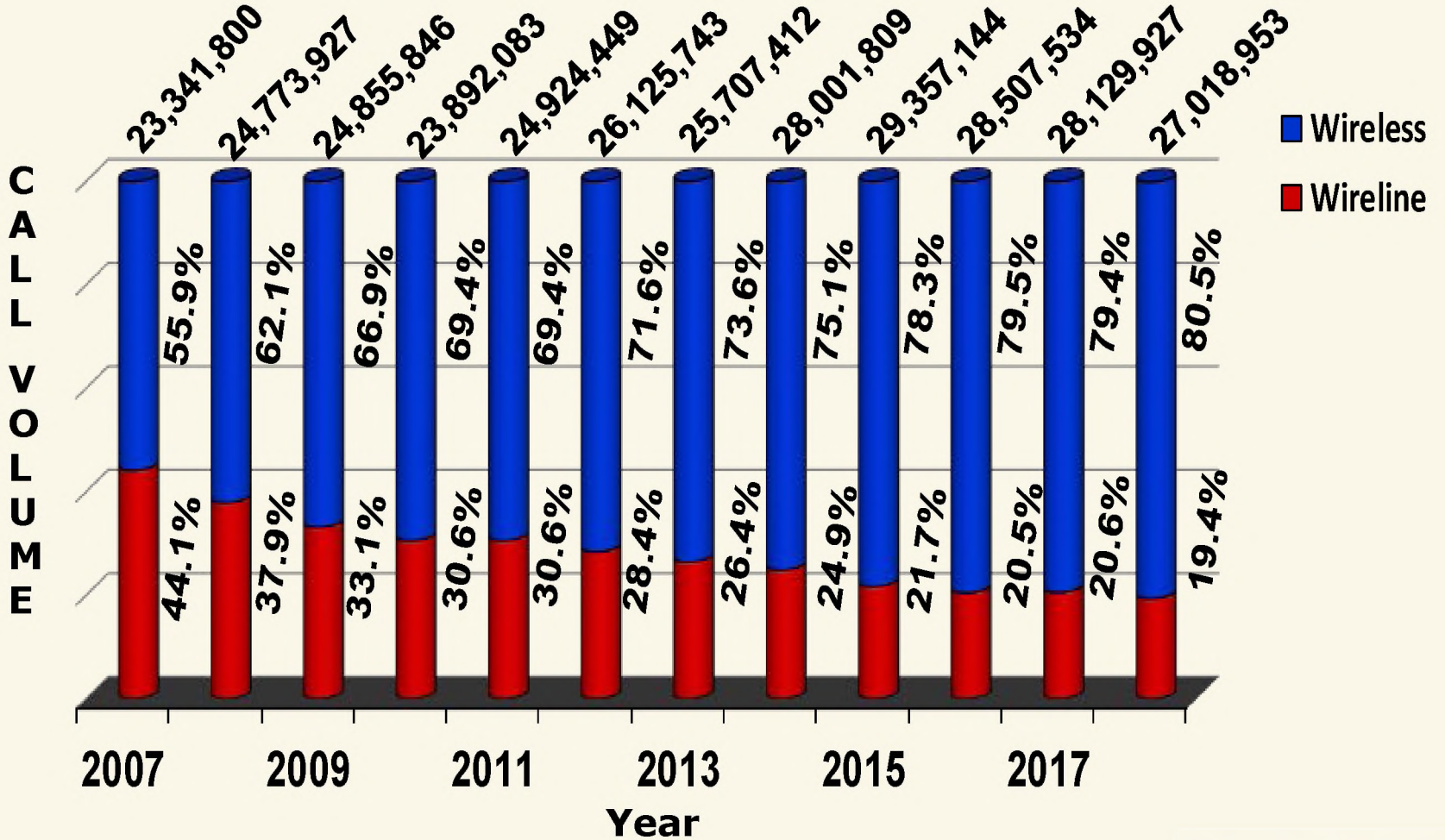
■ CHP ■ PSAP



Total E9-1-1 Calls Including Secondary's and Transfers



Total E9-1-1 Calls Including Secondary's and Transfers



CALIFORNIA 9-1-1 Call Totals

Total of all 9-1-1 Calls	2018	2017	2016	2015	2014
Percent Wireline	19.38%	20.57%	20.49%	21.70%	24.59%
Percent Wireless	80.52%	79.43%	79.51%	78.30%	75.41%
No CDR (Busy)	0	374,540	222,473	243,919	0
Wireline Calls	5,235,176	5,785,882	5,842,205	6,371,422	6,884,796
Wireless Calls	21,755,763	22,344,045	22,665,329	22,985,722	21,117,013
Total 9-1-1 Call Volume	26,990,939	28,129,927	28,507,534	29,357,144	28,001,809

Text 9-1-1 Text Totals

Total Texting Volume	28,014	18,200	5,833	585	0
9-1-1 Texting and Call Volume	27,018,953	28,148,127	28,513,367	29,357,729	28,001,809

Primary		
W911	8,851,326	44.59%
WPH2	11,000,892	55.41%

Secondary		
W911	97,929	5.14%
WPH2	1,805,616	94.86%

Total		
W911	8,949,255	41.14%
WPH2	12,806,508	58.86%