

IAFC METRO CHIEF SECTION: Performance in answering 911 calls in your PSAP

June 2021

SORTED BY VOLUME OF PHONE CALLS TO THE CENTER

Percentage of 911 calls answered within...

AGENCY	911 INCIDENTS	PHONE CALLS	% of 911 incidents to all Phone Calls	Percentage of 911 calls answered within...						NOTES
				10 SECONDS	12 SECONDS	15 SECONDS	20 SECONDS	24 SECONDS	40 SECONDS	
Broward County, FL	1,200,000	2,600,000	46%			93.07%	94.74%			Primary PSAP
Miami Dade, FL	1,200,000	2,100,000	57%			95.00%	96.00%			Primary PSAP
Phoenix City, AZ	660,207	2,013,481	33%			85.00%	89.00%			Primary PSAP
San Antonio, TX	1,843,412	1,477,517	125%			97.49%	98.11%			Primary PSAP
VECC, Salt Lake County, UT	440,000	1,300,000	34%			80.42%	83.28%			Primary PSAP
Fairfax County, VA	417,520	1,100,411	38%			89.67%	93.93%			Primary PSAP
Calgary, AB	460,000	1,080,000	43%			97.00%				Primary PSAP
Tucson, AZ	533,134	1,001,836	53%			90.00%	95.00%			90% is 14 sec, 95% is 21 sec
Phoenix Fire, AZ	446,687	916,766	49%		95.00%			98.00%		Secondary PSAP - Fire Only
San Bernardino, CA	210,635	735,615	29%	88.09%		93.20%			98.59%	Primary PSAP
Seattle City, WA	535,165	719,100	74%			97.00%	98.00%			Primary PSAP
El Paso, TX	320,549	504,084	64%			89.90%	91.08%			Primary PSAP
Memphis Fire, TN	135,000	391,000	35%			93.60%	94.70%			Secondary PSAP - Fire Only
Arapahoe County, CO	87,663	314,376	28%			98.30%	99.17%			Primary PSAP
Seattle Fire, WA	150,000	190,000	79%			95.00%	96.00%			Secondary PSAP - Fire Only
So Metro Fire, CO	46,215	103,028	45%			99.21%	99.28%			Secondary PSAP - Fire Only