

# State of California Official E9-1-1 Call Statistics

CALIFORNIA 9-1-1 Call Totals	2018	2017	2016	2015	2014
<b>CHP Wireless 9-1-1 Call Summary</b>					
AT&T Tandem Count	4,828,713	5,856,681	6,638,736	7,101,780	6,483,733
VZN Tandem Call Count	911,086	1,332,212	973,145	998,055	702,334
CHP NG CALLS (2018 No Network)	0	41,048	82,531	93,973	99,579
CHP Calls Sent	5,739,799	7,229,941	7,694,412	8,193,808	7,285,646
CHP Calls Answered (Per ECaTS)	5,748,000	6,855,401	7,471,939	7,949,889	7,365,249
Percent Tandem Hits vs Answered	100.14%	94.82%	97.11%	97.02%	101.09%
CHP Busies/Not Logged	0	374,540	222,473	243,919	0
CHP Abandoned	214,486	671,604	956,574	1,026,165	896,406
CHP Ans less Abandoned	5,525,313	6,183,797	6,515,365	6,923,724	6,389,240
CHP Total Abandoned/Busy	214,486	1,046,144	1,179,047	1,270,084	896,406
Percent Tandem Hits vs ABAN/Busy	96.26%	85.53%	84.68%	84.50%	87.70%
<b>Wireless Tandem 9-1-1 Call Summary</b>					
AT&T Total Tandem Call Count	16,785,985	16,745,772	17,127,260	18,020,930	16,913,985
VZN Tandem Call Count	911,086	1,332,212	973,145	998,055	702,334
NG 9-1-1 Network Calls (2018 No Network)	0	132,773	253,997	251,297	253,587
No CDR/Busy	0	374,540	222,473	243,919	0
Total Initial Calls Received	17,697,071	18,585,297	18,576,875	19,514,201	17,869,906
<b>ECaTS 9-1-1 Call Summary</b>					
	<b>2018</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>
ECaTS Totals W911 Phase I	8,949,255	9,867,808	10,836,821	12,953,898	12,510,678
ECaTS Totals W911 Phase II	12,806,508	12,101,697	11,606,035	9,787,905	8,606,335
ECaTS Total Wireless	21,755,763	21,969,505	22,442,856	22,741,803	21,117,013
W911 AVG/WPH2 AVG Monthly	1,812,980	1,830,792	1,870,238	1,895,150	1,759,751
W911 AVG PCT	41.14%	44.92%	48.29%	56.96%	59.24%
WPH2 AVG PCT	58.86%	55.08%	51.71%	43.04%	40.76%
Total All Classes of 911 Calls Received and Answered (ECaTS)	26,990,939	27,755,387	28,285,061	29,113,225	28,001,809
<b>Initial Wireless 9-1-1 Call Summary</b>					
Total Initial Calls Received	17,697,071	18,210,757	18,354,402	19,270,282	17,869,906
No CDR (Busies)	0	374,540	222,473	243,919	0
CHP Calls Sent	5,739,799	7,229,941	7,694,412	8,193,808	7,285,646
CHP Calls Answered (Per ECaTS)	5,748,000	6,855,401	7,471,939	7,949,889	7,365,249
CHP Abandoned	214,486	671,604	956,574	1,026,165	896,406
CHP Less ABDN	5,533,514	6,183,797	6,515,365	6,923,724	6,468,843
PSAP Initial Calls Received and Answered	11,949,071	11,355,356	10,882,463	11,320,393	10,584,260
Total ECaTS Wireless PSAP Calls Rcv/Ans	16,007,763	15,114,104	14,970,917	14,791,914	13,751,764
Total initial Calls Received	17,688,870	18,585,297	18,576,875	19,514,201	17,869,906
Total Initial CHP and PSAP Answered	17,697,071	18,210,757	18,354,402	19,270,282	17,949,509
Total ABDN Statewide	2,378,919	2,940,588	3,329,565	3,635,294	3,497,299
Percent of Calls sent to the CHP	32.45%	38.90%	41.42%	41.99%	40.77%
Percent of Calls sent to the PSAPs	67.55%	61.10%	58.58%	58.01%	59.23%
Percent of Wireless Calls Not Logged/Answered	0.00%	2.02%	1.20%	1.25%	0.00%
Total Answered Pri/Sec Wireless Calls <b>including Transfers</b>	21,755,763	22,344,045	22,665,329	22,985,722	21,117,013
Percent of Total Logged Call volume that is Wireless	80.60%	80.50%	80.13%	78.95%	75.41%
Total Initial Wireless Calls & Attempts Sent to CHP and PSAPs	17,697,071	18,210,757	18,354,402	19,270,282	17,869,906
Percent of Wireless Calls sent to Non-Wireless <b>Including Attempts</b>	65.50%	64.74%	64.38%	65.64%	63.82%
Total Wireless Calls answered Pri/Sec and Attempts	21,755,763	22,718,585	22,887,802	23,229,641	21,117,013
Percent of all other classes of calls with Wireless Attempts	80.52%	80.76%	80.29%	79.13%	75.41%
<b>Wireline/Landline Call Totals</b>					
	<b>2018</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>
VoIP Calls	1,144,924	1,121,364	1,028,994	948,995	878,810
Residence (Home Phone)	1,216,464	1,437,339	1,620,465	1,818,064	2,041,378
Business	1,111,076	1,225,938	1,292,094	1,302,268	1,290,668
No Class of Service (ECaTS unable to determine Class)	808,950	916,341	804,817	1,127,471	1,399,467
All Other Classes of Landline Calls	953,762	1,084,900	1,095,835	1,174,624	1,274,473
Total Answered Pri/Sec All Other Classes of Non-Wireless	5,235,176	5,785,882	5,842,205	6,371,422	6,884,796
<b>Transfers 9-1-1 Call Totals</b>					
Estimated Primary to Primary Transfers	1,323,937	1,047,076	1,525,469	1,066,167	930,222
Transfers Primary to Secondary	2,734,755	2,711,672	2,562,985	2,405,354	2,237,282
Secondary and Transfer Totals	4,058,692	3,758,748	4,088,454	3,471,521	3,167,504
<b>Wireless 9-1-1 Call Totals</b>					
CHP Wireless Answered	5,748,000	6,814,353	7,389,408	7,855,916	7,265,670
CHP N/G Answered (2018 No Network)	0	41,048	82,531	93,973	99,579
PSAP N/G Answered (2018 No Network)	0	91,725	171,466	157,324	154,008
PSAP Wireless Answered	11,949,071	11,263,631	10,710,997	11,163,069	10,350,649
No CDR (Busies)	0	374,540	222,473	243,919	0
Total Initial 9-1-1 Calls	17,697,071	18,585,297	18,576,875	19,514,201	17,869,906
<b>Total of all 9-1-1 Calls</b>					
	<b>2018</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>
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	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
<b>Text 9-1-1 Text Totals</b>					
Total Texting Volume	28,014	18,200	5,833	585	0
Percent Text	0.10%	0.06%	0.02%	0.00%	0.00%
Total 9-1-1 Texting and Call Volume	27,018,953	28,148,127	28,513,367	29,357,729	28,001,809