

Year	Agency	Total Calls (Incoming & Outgoing)	Incoming	911	WRLS/ WPH2 VOIP	10-digit Emergency	10-digit	911%	911 Cel Voip%	Paid Detail Calls
2005 (12/15-12/31)	NOPD		13,402	7,776	4,391		5,626	58.0%	56.5%	
	NOEMS		2,505	466	188		2,039	18.6%	40.3%	
	NOFD		2,579	239	148		2,340	9.3%	61.9%	
	Abandoned		0							
2006	NOPD		505,123	323,378	227,638		181,745	64.0%	70.4%	
	NOEMS		51,290	25,326	14,035		25,964	49.4%	55.4%	
	NOFD		44,907	9,410	6,831		35,497	21.0%	72.6%	
	Abandoned		59,139	18.3%						
2007	NOPD		596,658	399,609	288,209		197,049	67.0%	72.1%	
	NOEMS		62,850	34,134	18,417		28,716	54.3%	54.0%	
	NOFD		39,505	9,442	6,560		30,063	23.9%	69.5%	
	Abandoned		37,093	9.3%						
2008	NOPD		623,362	433,926	321,064		189,436	69.6%	74.0%	
	NOEMS		68,548	31,224	20,628		37,324	45.6%	66.1%	
	NOFD		42,148	9,712	6,709		32,436	23.0%	69.1%	
	Abandoned		33,293	7.7%						
2009	NOPD		579,800	416,665	313,975		163,135	71.9%	75.4%	
	NOEMS		68,354	40,048	22,232		28,306	58.6%	55.5%	
	NOFD		40,409	8,581	6,020		31,828	21.2%	70.2%	
	Abandoned		39,891	9.6%						
2010	NOPD	834,820	643,169	427,833	337,953		215,336	66.5%	79.0%	
	NOEMS	99,440	72,225	45,852	27,522		26,373	63.5%	60.0%	
	NOFD	61,454	39,487	8,027	5,867		31,460	20.3%	73.1%	
	Abandoned		51,461	12.0%						
2011	NOPD	990,414	793,851	481,902	400,380		311,949	60.7%	83.1%	
	NOEMS	106,214	76,420	50,597	33,790		25,823	66.2%	66.8%	
	NOFD	55,277	36,299	8,544	6,523		27,755	23.5%	76.3%	
	Abandoned		67,364	14.0%						

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2012	NOPD	1,005,076	882,693	565,888	481,237	84,753	143,729	64.1%	85.0%	88,323
	NOEMS		79,781	56,740	40,884	3,904	19,137	71.1%	72.1%	
	NOFD		35,585	8,695	6,933	8,059	18,831	24.4%	79.7%	
	Abandoned		65,523	11.6%						
	Overflow ringgroup > 40 seconds		4,460		avg per day: 9,345	12 26		inc'l aband:	7816	
2013	NOPD		1,026,578	642653	553847	99701	180995	62.6%	86.2%	103229
	NOEMS		97,406	70690	51395	5812	20904	72.6%	72.7%	
	NOFD		39,353	9542	7553	10297	19514	24.2%	79.2%	
	Abandoned		65,424	10.2%						
	Overflow ringgroup > 40 seconds		11,534		avg per day: 21,551	32 59		inc'l aband:	23815	
2014	NOPD		831,537	589317	518514	89998	101721	70.9%	88.0%	50501
	NOEMS		81,299	60181	44984	4881	16237	74.0%	74.7%	
	NOFD		33,725	8316	6705	8897	16512	24.7%	80.6%	
	Abandoned		64,301	10.9%						
	> 40 seconds			unavailable		#VALUE!				
2015	NOPD		803,921	585662	522237	90384	90906	72.9%	89.2%	36969
	NOEMS		89,949	64529	50656	7797	17623	71.7%	78.5%	
	NOFD		34,757	8701	6944	11770	14286	25.0%	79.8%	
	Abandoned		48,059	8.2%						
	> 40 seconds			19,958	avg/day:	55				
2016	NOPD		1,042,125	643933	538486	186498	180009	61.8%	83.6%	31685
	NOEMS		116,884	89984	52111	5786	21114	77.0%	57.9%	
	NOFD		42,048	14113	8036	12605	15330	33.6%	56.9%	
	Abandoned		46,914	7.3%						
	> 40 seconds			15,345	avg/day:	42				

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2017	PD EMS FD		1,121,293	778272	458438	117128	201720	69.4%	58.9%	24173
	Abandoned > 40 seconds		27,696	3.6%	9,514	avg/day: 26				

Notes: Paid detail call-in via phone eliminated November 19, 2017
Consolidation begun in May 2016.
While we established 10dE separation with Viper deployment, nothing prohibits standard
10-digit lines from being used for emergency calls
911% indicates the percentage of calls that are received via 911.
911CelVoip% indicates the percentage of those 911 calls that are from cellular or voip devices.