



2019 and 2020 9-1-1 Call Statistics

Total 9-1-1 Calls	2019	2020
Total	27,361,673	25,927,317
Wireless	22,419,645 (82%)	21,830,501 (84%)
Wireline	3,607,974 (13%)	2,236,812 (9%)
Voice over IP	1,236,804 (5%)	1,242,522 (5%)
Other including Telematics	34,929 (<1%)	533,027 (2%)
Text to 9-1-1	62,321 (<1%)	84,455 (<1%)