

**911 Answering Speed by Month****2021 Q1-Q3**

		<b>Answered in 0-15 Seconds</b>	<b>Answered in 16-20 Seconds</b>
<b>January</b>	% of total	<b>76%</b>	<b>78%</b>
	# of calls	<b>13240</b>	<b>423</b>
<b>February</b>	% of total	<b>77%</b>	<b>80%</b>
	# of calls	<b>13909</b>	<b>487</b>
<b>March</b>	% of total	<b>72%</b>	<b>75%</b>
	# of calls	<b>13149</b>	<b>534</b>
<b>April</b>	% of total	<b>71%</b>	<b>74%</b>
	# of calls	<b>12751</b>	<b>559</b>
<b>May</b>	% of total	<b>65%</b>	<b>68%</b>
	# of calls	<b>12928</b>	<b>656</b>
<b>June</b>	% of total	<b>61%</b>	<b>65%</b>
	# of calls	<b>11520</b>	<b>694</b>
<b>July</b>	% of total	<b>62%</b>	<b>65%</b>
	# of calls	<b>11905</b>	<b>711</b>
<b>August</b>	% of total	<b>57%</b>	<b>60%</b>
	# of calls	<b>11028</b>	<b>734</b>
<b>September</b>	% of total	<b>59%</b>	<b>63%</b>
	# of calls	<b>11558</b>	<b>733</b>