

# 911 Telecommunicator Pension Benefits Working Group

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Date: August 26, 2021

To: Members of the 911 Telecommunicator Pension Benefits Working Group

From: Dana Wahlberg, Director, Emergency Communication Networks,  
Minnesota Department of Public Safety

Subject: PSAP (Public Safety Answering Point) call data

I only have data back to 2016, but you will be able to see a consistent trend fluctuating by fewer than 100,000 calls throughout these six years. Text to 9-1-1 was implemented statewide in December 2017. We do not have statewide reporting for text but was able to get statistics from a vendor that is relatively close.

## Minnesota 9-1-1 calls in total per year

2016 = 2,988,355

2017 = 2,914,620

2018 = 2,924,330

2019 = 3,067,055

2020 = 2,948,550

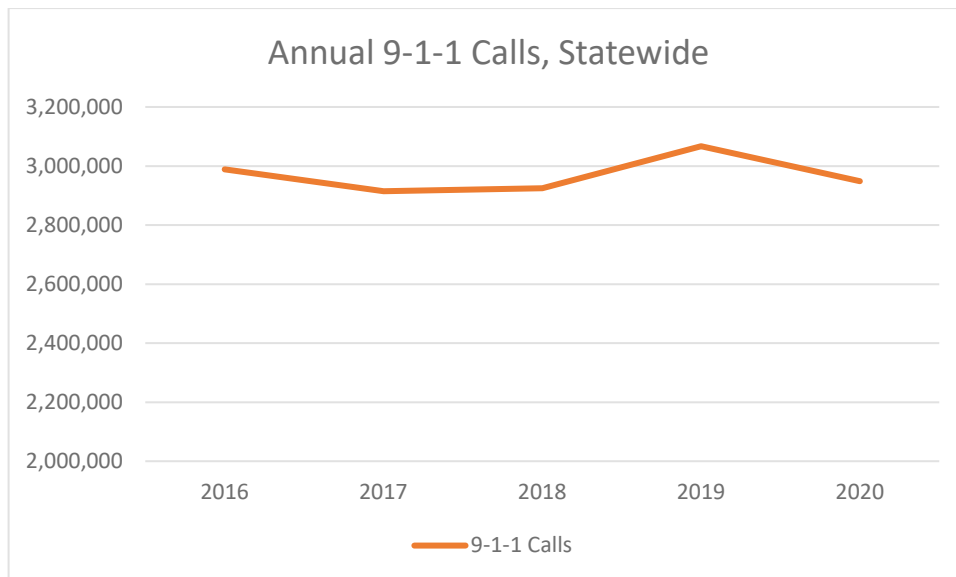
2021 = \*933,247

Text to 9-1-1 implemented

Additionally approximately 7,000 text to 9-1-1 calls

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\*This is for January through May only



*NOTE: LCPR staff created the above line graph using the data provided by Dana Wahlberg.*