SIDE-BY-SIDE COMPARISON OF DECPR & RAA EMERGENCY CALL ANSWER DATA

IAED Scores
The International Academies of Emergency Dispatch (IAED) standards are the industry standards for EMD call taking, non-compliant numbers cannot exceed 7%, low compliance numbers cannot exceed 10%, partial compliance numbers

Non-Compliant	Not to Exceed 7%
Low Compliance	Not to Exceed 10%
Partial Compliance	Not to Exceed 10%

	DECPR PRIMARY PSAP Answer Data 10/1/24 - 3/31/25	RAA SECONDARY PSAP Answer Data 10/1/23 - 3/31/24
Non-Compliant	29%	6%
Low Compliance	8%	2%
Partial Compliance	12%	4%

Call Taking Standards
Ninety percent (90%) of all 9-1-1 calls arriving at the Public Safety Answering Point (PSAP) shall be answered within ten (10) seconds during the busy hour (the hour each day with the greatest call volume, as defined in the NENA Master Glossary). Ninety-five (95%) of all 9-1-1 calls should be answered within twenty (20) seconds.

	DECPR PRIMARY PSAP Answer Data 10/1/24 - 3/31/25	RAA SECONDARY PSAP Answer Data 10/1/23 - 3/31/24
Answer Within 10 Seconds	87%	96.39%
Answer Within 15 Seconds	89%	99.04%
Answer Within 20 Seconds	90%	99.58%