

The PSAP Operations and Technical Subcommittees voted unanimously to recommend to the ESINet Steering committee a revision to Rule 18. The recommended revision reads:

- Ninety percent of 9-1-1 calls/requests received will be answered within ten seconds; with ninety-five percent of 9-1-1 calls/requests received being answered within twenty seconds. **For the purposes of determining compliance, all calls, including abandoned or unanswered calls, shall be factored in the calculation of the performance metric.**