

| San Diego Police Department - Communications Division 911 Report | | | | | | | | |
|--|--------|---------------------|-----------------------|---------------|---------------------|---------------|-------------|--------|
| APRIL 2017 | | | | | | | | |
| Total 911 Calls | 48,563 | | | | | | | |
| Answer Time in Seconds | | | | | | | | |
| | 0 - 10 | 11 - 15 | 16 - 20 | 21 - 40 | 41 - 60 | 61 - 120 | 120+ | Total |
| | 44,699 | 944 | 657 | 1,346 | 526 | 350 | 41 | 48,563 |
| | 92.04% | 1.94% [93.98%] | 1.35% [95.33%] | 2.77% [98.1%] | 1.08% [99.18%] | 0.72% [99.9%] | 0.08%[100%] | 100% |
| Avg Answer Time in seconds | 3.77 | | | | | | | |
| Avg Talk Time in seconds | 116 | | | | | | | |
| Busiest Day for 911 | Fri. | 4/28/17 | 1,832 | | | | | |
| Busiest Hour for 911 | 3-4pm | 132 | | | | | | |
| | | | | | | | | |
| Total Monthly Calls | 99,031 | 911 Received 48,563 | Admin Received 48,524 | | 10-Digit Emer 1,944 | | | |

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|--|---------|---------------------|-----------------------|---------------|---------------------|---------------|-------------|--------|
| MAY 2017 | | | | | | | | |
| Total 911 Calls | 50,104 | | | | | | | |
| Answer Time in Seconds | | | | | | | | |
| | 0 - 10 | 11 - 15 | 16 - 20 | 21 - 40 | 41 - 60 | 61 - 120 | 120+ | Total |
| | 46,214 | 1,112 | 702 | 1,369 | 466 | 223 | 18 | 50,104 |
| | 92.24% | 2.22%[94.46%] | 1.40%[95.86%] | 2.73%[98.59%] | 0.93%[99.52%] | 0.45%[99.97%] | 0.04%[100%] | 100% |
| Avg Answer Time in seconds | 3.45 | | | | | | | |
| Avg Talk Time in seconds | 113 | | | | | | | |
| Busiest Day for 911 | Sat. | 5/20/17 | 1,823 | | | | | |
| Busiest Hour for 911 | 3-4pm | 147 | | | | | | |
| | | | | | | | | |
| Total Monthly Calls | 102,999 | 911 Received 50,104 | Admin Received 50,877 | | 10-Digit Emer 2,018 | | | |