

San Diego Police Department - Communications Division 911 Report								
APRIL 2018								
Total 911 Calls	50,648							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	44,343	1,582	1,064	2,345	796	490	28	50,648
	87.55%	3.12%[90.67%]	2.10%[92.77%]	4.63%[97.4%]	1.57%[98.97%]	0.97%[99.94%]	0.06%[100%]	100%
Avg Answer Time in seconds	5.09							
Avg Talk Time in seconds	111							
Busiest Day for 911	Fri.	4/27/18	1,887					
Busiest Hour for 911	3-4pm							
Total Monthly Calls	97,133	911 Received 50,648	Admin Received 45,042	10-Digit Emer 1,443				

San Diego Police Department - Communications Division 911 Report								
MAY 2018								
Total 911 Calls	53,242							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	47,943	1,395	877	1,990	621	389	27	53,242
	90.05%	2.62%[92.67%]	1.65%[94.32%]	3.74%[98.06%]	1.17%[99.23%]	0.73%[99.96%]	0.05%[100%]	100.00%
Avg Answer Time in seconds	4.30							
Avg Talk Time in seconds	115							
Busiest Day for 911	Sat.	5/5/18	2,087					
Busiest Hour for 911	7-8pm							
Total Monthly Calls	100,935	911 Received 53,242	Admin Received 46,224	10-Digit Emer 1,469				