

San Diego Police Department - Communications Division 911 Report								
AUGUST 2017								
Total 911 Calls	52,767							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	48,887	959	691	1,476	458	274	22	52,767
	92.65%	1.82%[94.47%]	1.31%[95.78%]	2.80%[98.58%]	0.87%[99.45%]	0.52%[99.97%]	0.04%[100%]	100%
Avg Answer Time in seconds	3.36							
Avg Talk Time in seconds	112							
Busiest Day for 911	Wed.	8/9/17	1,870					
Busiest Hour for 911	6-7pm	127						
Total Monthly Calls	104,604	911 Received 52,767	Admin Received 50,153		10-Digit Emer 1,684			

San Diego Police Department - Communications Division 911 Report								
SEPTEMBER 2017								
Total 911 Calls	52,059							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	47,957	1,176	769	1,444	465	233	15	52,059
	92.12%	2.26%[94.38%]	1.48%[95.86%]	2.77%[98.63%]	0.89%[99.52%]	0.45%[99.97%]	0.03%[100%]	100%
Avg Answer Time in seconds	3.42							
Avg Talk Time in seconds	110							
Busiest Day for 911	Sat.	9/2/17	1,999					
Busiest Hour for 911	9-10pm	131						
Total Monthly Calls	102,210	911 Received 52,059	Admin Received 48,534		10-Digit Emer 1,617			