

San Diego Police Department - Communications Division 911 Report								
AUGUST 2018								
Total 911 Calls	59,029							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	54,254	1,682	948	1,535	383	208	19	59,029
	91.91%	2.85%[94.76%]	1.61%[96.37%]	2.60%[98.97%]	0.65%[99.62%]	0.35%[99.97%]	0.03%[100%]	100%
Avg Answer Time in seconds	3.63							
Avg Talk Time in seconds	116							
Busiest Day for 911	Sat.	8/11/18	2,197					
Busiest Hour for 911	9-10pm							
Total Monthly Calls	111,305	911 Received 59,029	Admin Received 50,501		10-Digit Emer 1,775			

San Diego Police Department - Communications Division 911 Report								
SEPTEMBER 2018								
Total 911 Calls	54,239							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	48,692	1,716	1,052	1,812	572	371	24	54,239
	89.77%	3.16%[92.93%]	1.94%[94.87%]	3.34%[98.21%]	1.05%[99.26%]	0.68%[99.94%]	0.04%[99.98%]	100%
Avg Answer Time in seconds	4.41							
Avg Talk Time in seconds	115							
Busiest Day for 911	Sat.	9/29/18	3,816					
Busiest Hour for 911	10-11pm							
Total Monthly Calls	102,938	911 Received 54,239	Admin Received 46,977		10-Digit Emer 1,722			