

San Diego Police Department - Communications Division 911 Report								
DEC 2016								
Total 911 Calls	45,812							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	42,014	940	544	1,350	517	404	43	45,812
	91.71%	2.05% [93.76%]	1.19% [94.95%]	2.95% [97.9%]	1.13% [99.03%]	0.88%[99.91%]	0.09% [100%]	100%
Avg Answer Time in seconds	3.89							
Avg Talk Time in seconds	110.75							
Busiest Day for 911	Mon	12/12/16	1,672 Calls					
Busiest Hour for 911	12-1pm		118 Calls					
As of December 29, 2016 90 out of 100 officers have been trained in at least one administrative (non-emergency) duty.								
Total Monthly Calls	93,188	911 Received 45,812	Admin Received 45,525		10-Digit Emer 1,849			

San Diego Police Department - Communications Division 911 Report								
JAN 2017								
Total 911 Calls	45,083							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	42,784	648	411	817	238	154	31	45,083
	94.90%	1.44%[96.34%]	0.91% [97.25%]	1.81%[99.06%]	0.53%[99.59%]	0.34%[99.93%]	0.07%[100%]	100%
Avg Answer Time in seconds	2.69							
Avg Talk Time in seconds	110.01							
Busiest Day for 911	Sun	01/01/17	1,822 Calls					
Busiest Hour for 911	12-1am		191 Calls					
As of January 26, 2016 90 out of 100 officers have been trained in at least one administrative (non-emergency) duty.								
Total Monthly Calls	93,569	911 Received 45,083	Admin Received 46,595		10-Digit Emer 1,891			