

San Diego Police Department - Communications Division 911 Report								
DECEMBER 2017								
Total 911 Calls	51,780							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	46,867	1,193	822	1,831	641	406	20	51,780
	90.51%	2.30%[92.81%]	1.59%[94.4%]	3.54%[97.94%]	1.24%[99.18%]	.78%[99.96]	.04%[100%]	100%
Avg Answer Time in seconds	4.16							
Avg Talk Time in seconds	111							
Busiest Day for 911	Fri.	12/15/17	2,015					
Busiest Hour for 911	1-2pm		164					
Total Monthly Calls	99,013	911 Received 51,780	Admin Received 45,603	10-Digit Emer 1,630				

San Diego Police Department - Communications Division 911 Report								
JANUARY 2018								
Total 911 Calls	51,086							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	45,144	1,424	1,014	2,148	761	545	50	51,086
	88.37%	2.79%[91.16%]	1.98%[93.14%]	4.20%[97.34%]	1.49%[98.83%]	1.07%[99.9%]	.10%[100%]	100%
Avg Answer Time in seconds	4.95							
Avg Talk Time in seconds	110							
Busiest Day for 911	Mon.	1/1/18	1,833					
Busiest Hour for 911	12-1am		180					
Total Monthly Calls	98,765	911 Received 51,086	Admin Received 46,138	10-Digit Emer 1,541				