

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					
Busiest Hour for 911	12-1am		191					
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			

San Diego Police Department - Communications Division 911 Report								
FEB 2017								
Total 911 Calls	44,531							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	42,027	736	430	918	264	149	7	44,531
	94.38%	1.65%[96.03%]	0.97%[97%]	2.06%[99.06%]	0.59%[99.65%]	0.33%[99.98%]	0.02%[100%]	100%
Avg Answer Time in seconds	2.71							
Avg Talk Time in seconds	113.43							
Busiest Day for 911	Mon	02/27/17	1,917					
Busiest Hour for 911	6-7pm		135					
As of February 23, 2016 90 out of 100 officers have been trained in at least one administrative (non-emergency) duty.								
Total Monthly Calls	89,071	911 Received 44,531	Admin Received 42,792		10-Digit Emer 1,748			