

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				

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FEBRUARY 2018								
Total 911 Calls	47,326							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	41,955	1,336	959	1,966	683	404	23	47,326
	88.65%	2.82%[91.47%]	2.03%[93.5%]	4.15%[97.65%]	1.44%[99.09%]	0.85%[99.94%]	0.05%[99.99%]	100%
Avg Answer Time in seconds	4.69							
Avg Talk Time in seconds	109							
Busiest Day for 911	Fri.	2/9/18	1,988					
Busiest Hour for 911	5-6pm							
Total Monthly Calls	90,528	911 Received 47,326	Admin Received 41,897	10-Digit Emer 1,305				