

| San Diego Police Department - Communications Division 911 Report | | | | | | | | |
|--|---------|---------------------|-----------------------|---------------|---------------------|---------------|-------------|--------|
| JULY 2018 | | | | | | | | |
| Total 911 Calls | 60,952 | | | | | | | |
| Answer Time in Seconds | | | | | | | | |
| | 0 - 10 | 11 - 15 | 16 - 20 | 21 - 40 | 41 - 60 | 61 - 120 | 120+ | Total |
| | 55,935 | 1,656 | 1,010 | 1,602 | 448 | 277 | 24 | 60,952 |
| | 91.77% | 2.72%[94.49%] | 1.66%[96.15%] | 2.63%[98.78%] | 0.74%[99.52%] | 0.45%[99.97%] | 0.04%[100%] | 100% |
| Avg Answer Time in seconds | 3.73 | | | | | | | |
| Avg Talk Time in seconds | 108 | | | | | | | |
| Busiest Day for 911 | Sat. | 7/14/18 | 2,283 | | | | | |
| Busiest Hour for 911 | 9-10pm | | | | | | | |
| | | | | | | | | |
| Total Monthly Calls | 112,626 | 911 Received 60,952 | Admin Received 49,983 | | 10-Digit Emer 1,691 | | | |

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|--|---------|---------------------|-----------------------|---------------|---------------------|---------------|-------------|---------|
| 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%] | 100.00% |
| 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 | | | |