

San Diego Police Department - Communications Division 911 Report								
MARCH 2018								
Total 911 Calls	51,108							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	46,091	1,305	920	1,835	569	371	17	51,108
	90.18%	2.55%[92.73%]	1.80%[94.53%]	3.59%[98.12%]	1.11%[99.23%]	0.73%[99.96%]	0.03%[99.99%]	100%
Avg Answer Time in seconds	4.15							
Avg Talk Time in seconds	119							
Busiest Day for 911	Sat.	3/31/18	1,876					
Busiest Hour for 911	7-8pm							
Total Monthly Calls	98,969	911 Received 51,108	Admin Received 46,390		10-Digit Emer 1,471			

San Diego Police Department - Communications Division 911 Report								
APRIL 2018								
Total 911 Calls	50,648							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	44,343	1,582	1,064	2,345	796	490	28	50,648
	87.55%	3.12%[90.67%]	2.10%[92.77%]	4.63%[97.4%]	1.57%[98.97%]	0.97%[99.94%]	0.06%[100%]	100%
Avg Answer Time in seconds	5.09							
Avg Talk Time in seconds	111							
Busiest Day for 911	Fri.	4/27/18	1,887					
Busiest Hour for 911	3-4pm							
Total Monthly Calls	97,133	911 Received 50,648	Admin Received 45,042		10-Digit Emer 1,443			