

San Diego Police Department - Communications Division 911 Report								
MARCH 2017								
Total 911 Calls	49,117							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	46,804	680	479	784	225	126	19	49,117
	95.29%	1.38%[96.67%]	0.98%[97.65%]	1.60%[99.25%]	0.46%[99.71%]	0.26%[99.97%]	0.04%[100%]	100%
Avg Answer Time in seconds	2.48							
Avg Talk Time in seconds	111.54							
Busiest Day for 911	Thurs	03/09/17	1,747					
Busiest Hour for 911	4-5pm	115						
Total Monthly Calls	101,133	911 Received 49,117	Admin Received 50,030		10-Digit Emer 1,986			

San Diego Police Department - Communications Division 911 Report								
APRIL 2017								
Total 911 Calls	48,563							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	44,699	944	657	1,346	526	350	41	48,563
	92.04%	1.94% [93.98%]	1.35% [95.33%]	2.77% [98.1%]	1.08% [99.18%]	0.72% [99.9%]	0.08%[100%]	100%
Avg Answer Time in seconds	3.77							
Avg Talk Time in seconds	116							
Busiest Day for 911	Fri.	4/28/17	1,832					
Busiest Hour for 911	3-4pm	132						
Total Monthly Calls	99,031	911 Received 48,563	Admin Received 48,524		10-Digit Emer 1,944			