

San Diego Police Department - Communications Division 911 Report								
NOV 2016								
Total 911 Calls	44,607							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	41,535	797	549	1,100	369	239	18	44,607
	93.11%	1.79% [94.9%]	1.23% [96.13%]	2.47% [98.6%]	.83% [99.43%]	0.54% [99.9%]	.04% [100%]	100%
Avg Answer Time in seconds	3.18							
Avg Talk Time in seconds	109.89							
Busiest Day for 911	Sat	11/05/16	1,737 Calls					
Busiest Hour for 911	5-6pm		155 Calls					
As of November 30, 2016 90 out of 100 officers have been trained in at least one administrative (non-emergency) duty.								
Total Monthly Calls	91,020							

San Diego Police Department - Communications Division 911 Report								
DEC 2016								
Total 911 Calls	45,812							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	42,014	940	544	1,350	517	404	43	45,812
	91.71%	2.05% [93.76%]	1.19% [94.95%]	2.95% [97.9%]	1.13% [99.03%]	0.88% [99.91%]	0.09% [100%]	100%
Avg Answer Time in seconds	3.89							
Avg Talk Time in seconds	110.75							
Busiest Day for 911	Mon	12/12/16	1,672 Calls					
Busiest Hour for 911	12-1pm		118 Calls					
As of December 29, 2016 90 out of 100 officers have been trained in at least one administrative (non-emergency) duty.								
Total Monthly Calls	93,188							