

| San Diego Police Department - Communications Division 911 Report   |         |                |               |                |               |               |               |        |
|--|---------|----------------|---------------|----------------|---------------|---------------|---------------|--------|
| OCT 2016   |         |                |               |                |               |               |               |        |
| Total 911 Calls  | 50,255  |                |               |                |               |               |               |        |
| Answer Time in Seconds   |         |                |               |                |               |               |               |        |
|  | 0 - 10  | 11 - 15        | 16 - 20       | 21 - 40        | 41 - 60       | 61 - 120      | 120+          | Total  |
|  | 44,446  | 1,308          | 937           | 2,140          | 806           | 574           | 44            | 50,255 |
|  | 88.44%  | 2.60% [91.04%] | 1.86% [92.9%] | 4.26% [97.16%] | 1.6% [98.76%] | 1.14% [99.9%] | .09% [99.99%] | 100%   |
| Avg Answer Time in seconds   | 4.97    |                |               |                |               |               |               |        |
| Avg Talk Time in seconds   | 109.79  |                |               |                |               |               |               |        |
| Busiest Day for 911  | Sun     | 10/02/16       | 1,901 Calls   |                |               |               |               |        |
| Busiest Hour for 911   | 7-8 PM  |                | 135 Calls     |                |               |               |               |        |
| As of October 31, 2016 89 out of 100 officers have been trained in at least one administrative (non-emergency) duty. |         |                |               |                |               |               |               |        |
| Total Monthly Calls  | 106,404 |                |               |                |               |               |               |        |

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|---|--------|---------------|----------------|---------------|---------------|--------------|-------------|--------|
| 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%] | .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  | 5-6 PM |               | 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 |               |                |               |               |              |             |        |