

San Diego Police Department - Communications Division 911 Report								
OCTOBER 2017								
Total 911 Calls	54,449							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	46,690	1,789	1,288	2,937	988	683	74	54,449
	85.75%	3.29%[89.04%]	2.37%[91.41%]	5.39%[96.8%]	1.81%[98.61%]	1.25%[99.86%]	0.14%[100%]	100%
Avg Answer Time in seconds	5.78							
Avg Talk Time in seconds	112							
Busiest Day for 911	Fri.	10/27/17	2,037					
Busiest Hour for 911	6-7pm	148						
Total Monthly Calls	107,128	911 Received 54,449	Admin Received 50,949		10-Digit Emer 1,730			

San Diego Police Department - Communications Division 911 Report								
NOVEMBER 2017								
Total 911 Calls	48,609							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	43,171	1,295	924	1,972	712	494	41	48,609
	88.81%	2.66%[91.47%]	1.90%[93.37%]	4.06%[97.43%]	1.46%[98.89%]	1.02%[99.91%]	0.08%[100%]	100%
Avg Answer Time in seconds	4.78							
Avg Talk Time in seconds	112							
Busiest Day for 911	Fri.	11/3/17	1,916					
Busiest Hour for 911	5-6pm	133						
Total Monthly Calls	95,120	911 Received 48,609	Admin Received 44,974		10-Digit Emer 1,537			