

San Diego Police Department - Communications Division 911 Report								
SEPTEMBER 2017								
Total 911 Calls	52,059							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	47,957	1,176	769	1,444	465	233	15	52,059
	92.12%	2.26%[94.38%]	1.48%[95.86%]	2.77%[98.63%]	0.89%[99.52%]	0.45%[99.97%]	0.03%[100%]	100%
Avg Answer Time in seconds	3.42							
Avg Talk Time in seconds	110							
Busiest Day for 911	Sat.	9/2/17	1,999					
Busiest Hour for 911	9-10pm		131					
Total Monthly Calls	102,210	911 Received 52,059	Admin Received 48,534		10-Digit Emer 1,617			

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			