

San Diego Police Department - Communications Division 911 Report								
SEPTEMBER 2018								
Total 911 Calls	54,239							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	48,692	1,716	1,052	1,812	572	371	24	54,239
	89.77%	3.16%[92.93%]	1.94%[94.87%]	3.34%[98.21%]	1.05%[99.26%]	0.68%[99.94%]	0.04%[99.98%]	100%
Avg Answer Time in seconds	4.41							
Avg Talk Time in seconds	115							
Busiest Day for 911	Sat.	9/29/18	3,816					
Busiest Hour for 911	10-11pm							
Total Monthly Calls	102,938	911 Received 54,239	Admin Received 46,977		10-Digit Emer 1,722			

San Diego Police Department - Communications Division 911 Report								
OCTOBER 2018								
Total 911 Calls	54,958							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	49,384	1,831	1,077	1,835	544	274	13	54,958
	89.86%	3.33%[93.19%]	1.96%[95.15%]	3.34%[98.49%]	0.99%[99.48%]	0.50%[99.98%]	0.02%[100%]	100%
Avg Answer Time in seconds	4.24							
Avg Talk Time in seconds	115							
Busiest Day for 911	Sat.	10/27/18	2,207					
Busiest Hour for 911	1-2pm							
Total Monthly Calls	103,746	911 Received 54,958	Admin Received 47,144		10-Digit Emer 1,644			