

# MINNESOTA DEPARTMENT OF PUBLIC SAFETY MINNESOTA STATE PATROL

## 2024 Dispatch Call Data

### Roseville

#### Answer Times and Average Call Duration

Call Hour	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total Calls	Average Duration (seconds)
00:00	2,865	22	0	0	0	0	0	2,887	93.2
01:00	2,349	20	3	1	0	0	0	2,373	91.9
02:00	2,057	24	0	0	0	0	0	2,081	90.0
03:00	1,710	11	0	0	0	0	0	1,721	84.6
04:00	1,634	5	1	2	0	0	0	1,642	92.4
05:00	2,291	17	1	3	0	0	0	2,312	97.1
06:00	3,690	50	7	4	1	0	0	3,752	88.7
07:00	5,463	94	9	3	0	0	0	5,569	88.8
08:00	5,798	89	12	6	0	0	0	5,905	85.7
09:00	5,959	105	12	9	7	1	0	6,093	81.7
10:00	6,467	110	15	9	1	0	0	6,602	82.0
11:00	7,219	127	15	4	0	0	0	7,365	80.6
12:00	8,165	175	27	24	1	0	0	8,392	81.7
13:00	8,453	185	19	19	3	1	0	8,680	83.7
14:00	9,238	292	53	24	5	0	1	9,613	86.5
15:00	10,246	326	64	75	4	0	0	10,715	91.3
16:00	10,723	416	73	47	9	1	0	11,269	93.6
17:00	10,795	414	88	90	19	1	0	11,407	95.5
18:00	8,672	338	62	48	5	0	0	9,125	95.9
19:00	7,337	201	31	48	11	1	0	7,629	94.5
20:00	6,842	148	24	64	28	4	0	7,110	93.7
21:00	6,382	122	12	13	0	2	0	6,531	101.2
22:00	5,202	139	12	12	2	1	0	5,368	99.8
23:00	4,152	73	6	5	0	0	0	4,236	96.0
<b>Total:</b>	<b>143,709</b>	<b>3,503</b>	<b>546</b>	<b>510</b>	<b>96</b>	<b>12</b>	<b>1</b>	<b>148,377</b>	<b>90.3</b>
<b>Overall %:</b>	<b>96.85%</b>	<b>2.36%</b>	<b>0.37%</b>	<b>0.34%</b>	<b>0.06%</b>	<b>0.01%</b>	<b>0.00%</b>		



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## Percentage Answered by Number of Seconds

Call Hour	≤ 10 Secs	≤ 15 Secs	≤ 20 Secs	≤ 40 Secs
00:00	99.24%	100.00%	100.00%	100.00%
01:00	98.99%	99.83%	99.96%	100.00%
02:00	98.85%	100.00%	100.00%	100.00%
03:00	99.36%	100.00%	100.00%	100.00%
04:00	99.51%	99.82%	99.88%	100.00%
05:00	99.09%	99.83%	99.87%	100.00%
06:00	98.35%	99.68%	99.87%	99.97%
07:00	98.10%	99.78%	99.95%	100.00%
08:00	98.19%	99.70%	99.90%	100.00%
09:00	97.80%	99.52%	99.72%	99.87%
10:00	97.96%	99.62%	99.85%	99.98%
11:00	98.02%	99.74%	99.95%	100.00%
12:00	97.30%	99.38%	99.70%	99.99%
13:00	97.38%	99.52%	99.74%	99.95%
14:00	96.10%	99.14%	99.69%	99.94%
15:00	95.62%	98.67%	99.26%	99.96%
16:00	95.15%	98.85%	99.49%	99.91%
17:00	94.63%	98.26%	99.04%	99.82%
18:00	95.04%	98.74%	99.42%	99.95%
19:00	96.17%	98.81%	99.21%	99.84%
20:00	96.23%	98.31%	98.65%	99.55%
21:00	97.72%	99.59%	99.77%	99.97%
22:00	96.91%	99.50%	99.72%	99.94%
23:00	98.02%	99.74%	99.88%	100.00%
<b>Total</b>	<b>96.85%</b>	<b>99.21%</b>	<b>99.58%</b>	<b>99.93%</b>



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## Rochester

### Answer Times and Average Call Duration

Call Hour	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total Calls	Average Duration (seconds)
00:00	803	1	0	1	0	0	0	805	133.1
01:00	614	3	0	1	0	0	0	618	131.6
02:00	478	3	0	0	0	0	0	481	123.2
03:00	386	0	0	0	0	2	0	388	140.0
04:00	413	2	0	1	0	0	0	416	126.0
05:00	645	9	3	0	0	0	0	657	126.6
06:00	1,165	23	4	0	0	0	0	1,192	124.9
07:00	1,484	44	12	8	1	0	0	1,549	117.9
08:00	1,322	23	5	6	0	0	0	1,356	112.1
09:00	1,514	36	16	2	0	1	0	1,569	110.8
10:00	1,793	43	9	4	0	0	0	1,849	111.9
11:00	1,908	51	8	5	0	0	0	1,972	116.3
12:00	2,187	59	8	9	2	0	0	2,265	111.6
13:00	2,300	68	17	19	2	2	0	2,408	117.5
14:00	2,356	79	20	9	1	0	0	2,465	119.3
15:00	2,581	129	19	19	2	0	0	2,750	114.8
16:00	2,723	116	27	32	6	1	0	2,905	115.7
17:00	2,953	116	29	30	4	0	0	3,132	117.6
18:00	2,512	63	23	22	4	0	0	2,624	121.9
19:00	2,240	48	13	12	0	0	0	2,313	125.4
20:00	1,981	17	8	4	0	0	0	2,010	123.1
21:00	1,903	25	12	3	2	0	0	1,945	135.7
22:00	1,600	11	5	5	0	0	0	1,621	128.1
23:00	1,176	4	1	2	0	0	0	1,183	138.4
<b>Total:</b>	<b>39,037</b>	<b>973</b>	<b>239</b>	<b>194</b>	<b>24</b>	<b>6</b>	<b>0</b>	<b>40,473</b>	<b>120.4</b>
<b>Overall %:</b>	<b>96.45%</b>	<b>2.40%</b>	<b>0.59%</b>	<b>0.48%</b>	<b>0.06%</b>	<b>0.01%</b>	<b>0.00%</b>		



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## Percentage Answered by Number of Seconds

Call Hour	≤ 10 Secs	≤ 15 Secs	≤ 20 Secs	≤ 40 Secs
00:00	99.75%	99.88%	99.88%	100.00%
01:00	99.35%	99.84%	99.84%	100.00%
02:00	99.38%	100.00%	100.00%	100.00%
03:00	99.48%	99.48%	99.48%	99.48%
04:00	99.28%	99.76%	99.76%	100.00%
05:00	98.17%	99.54%	100.00%	100.00%
06:00	97.73%	99.66%	100.00%	100.00%
07:00	95.80%	98.64%	99.42%	99.94%
08:00	97.49%	99.19%	99.56%	100.00%
09:00	96.49%	98.79%	99.81%	99.94%
10:00	96.97%	99.30%	99.78%	100.00%
11:00	96.75%	99.34%	99.75%	100.00%
12:00	96.56%	99.16%	99.51%	99.91%
13:00	95.51%	98.34%	99.04%	99.83%
14:00	95.58%	98.78%	99.59%	99.96%
15:00	93.85%	98.55%	99.24%	99.93%
16:00	93.73%	97.73%	98.66%	99.76%
17:00	94.28%	97.99%	98.91%	99.87%
18:00	95.73%	98.13%	99.01%	99.85%
19:00	96.84%	98.92%	99.48%	100.00%
20:00	98.56%	99.40%	99.80%	100.00%
21:00	97.84%	99.13%	99.74%	99.90%
22:00	98.70%	99.38%	99.69%	100.00%
23:00	99.41%	99.75%	99.83%	100.00%
<b>Total:</b>	<b>96.45%</b>	<b>98.86%</b>	<b>99.45%</b>	<b>99.93%</b>

