

MINNESOTA DEPARTMENT OF PUBLIC SAFETY MINNESOTA STATE PATROL

2023 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	2,903	26	2	1	0	0	0	2,932	83.6
01:00	2,448	17	1	0	0	0	0	2,466	84.9
02:00	1,961	20	1	3	0	0	0	1,985	90.2
03:00	1,589	8	2	1	0	0	0	1,600	88.1
04:00	1,749	14	0	0	0	0	0	1,763	81.8
05:00	2,459	15	1	2	0	0	0	2,477	87.0
06:00	3,904	40	6	3	0	0	0	3,953	81.8
07:00	5,465	48	2	2	2	0	0	5,519	84.7
08:00	6,102	60	14	15	3	3	0	6,197	82.2
09:00	6,354	58	18	9	3	0	0	6,442	76.7
10:00	6,660	74	14	12	0	0	0	6,760	75.2
11:00	7,098	98	12	16	4	0	0	7,228	76.4
12:00	8,008	123	15	30	2	1	0	8,179	78.0
13:00	8,384	112	16	33	2	5	0	8,552	79.6
14:00	9,499	272	44	56	10	3	0	9,884	77.6
15:00	10,362	370	65	45	4	0	0	10,846	81.6
16:00	11,067	423	90	97	23	3	0	11,703	82.5
17:00	11,016	439	83	71	9	3	0	11,621	85.2
18:00	8,903	300	49	35	1	0	0	9,288	85.9
19:00	7,583	186	29	24	4	0	0	7,826	82.5
20:00	6,884	137	15	4	1	0	0	7,041	85.3
21:00	6,662	138	17	8	5	0	0	6,830	86.9
22:00	5,549	102	12	11	2	2	0	5,678	86.6
23:00	4,036	40	4	4	1	0	0	4,085	89.1
Total:	146,645	3,120	512	482	76	20	0	150,855	82.3
Overall %:	97.21%	2.07%	0.34%	0.32%	0.05%	0.01%	0.00%		



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Percentage Answered by Number of Seconds

Call Hour	≤ 10 Secs	≤ 15 Secs	≤ 20 Secs	≤ 40 Secs
00:00	99.01%	99.90%	99.97%	100.00%
01:00	99.27%	99.96%	100.00%	100.00%
02:00	98.79%	99.80%	99.85%	100.00%
03:00	99.31%	99.81%	99.94%	100.00%
04:00	99.21%	100.00%	100.00%	100.00%
05:00	99.27%	99.88%	99.92%	100.00%
06:00	98.76%	99.77%	99.92%	100.00%
07:00	99.02%	99.89%	99.93%	99.96%
08:00	98.47%	99.44%	99.66%	99.90%
09:00	98.63%	99.53%	99.81%	99.95%
10:00	98.52%	99.62%	99.82%	100.00%
11:00	98.20%	99.56%	99.72%	99.94%
12:00	97.91%	99.41%	99.60%	99.96%
13:00	98.04%	99.35%	99.53%	99.92%
14:00	96.10%	98.86%	99.30%	99.87%
15:00	95.54%	98.95%	99.55%	99.96%
16:00	94.57%	98.18%	98.95%	99.78%
17:00	94.79%	98.57%	99.29%	99.90%
18:00	95.85%	99.08%	99.61%	99.99%
19:00	96.89%	99.27%	99.64%	99.95%
20:00	97.77%	99.72%	99.93%	99.99%
21:00	97.54%	99.56%	99.81%	99.93%
22:00	97.73%	99.52%	99.74%	99.93%
23:00	98.80%	99.78%	99.88%	99.98%
Total	97.21%	99.28%	99.62%	99.94%



MINNESOTA DEPARTMENT OF PUBLIC SAFETY MINNESOTA STATE PATROL

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	587	4	0	2	0	0	0	593	147.2
01:00	499	4	1	0	0	0	0	504	124.0
02:00	348	2	0	0	0	0	0	350	120.8
03:00	326	0	0	1	0	0	0	327	132.4
04:00	332	3	1	0	0	0	0	336	129.7
05:00	584	6	1	1	0	0	0	592	119.7
06:00	984	15	5	4	0	0	0	1,008	124.9
07:00	1,185	13	6	5	2	0	0	1,211	101.3
08:00	1,172	17	6	8	0	0	0	1,203	104.1
09:00	1,283	15	7	1	1	1	0	1,308	98.0
10:00	1,521	25	5	3	0	0	0	1,554	101.2
11:00	1,780	33	6	5	2	0	0	1,826	102.9
12:00	1,958	34	10	9	0	0	0	2,011	101.6
13:00	1,803	47	10	13	0	0	0	1,873	110.6
14:00	2,056	60	19	6	0	0	0	2,141	102.1
15:00	2,331	70	27	21	2	0	0	2,451	108.8
16:00	2,403	89	35	16	4	2	0	2,549	110.3
17:00	2,472	86	15	19	1	0	0	2,593	118.1
18:00	2,088	50	21	16	2	1	0	2,178	114.9
19:00	1,842	32	9	10	1	0	0	1,894	118.2
20:00	1,639	23	9	1	1	0	0	1,673	125.9
21:00	1,438	26	3	2	2	0	0	1,471	129.7
22:00	1,198	18	4	5	2	0	0	1,227	129.6
23:00	846	2	3	0	0	0	0	851	132.7
Total:	32,675	674	203	148	20	4	0	33,724	113.5
Overall %:	96.89%	2.00%	0.60%	0.44%	0.06%	0.01%	0.00%		



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Percentage Answered by Number of Seconds

Call Hour	≤ 10 Secs	≤ 15 Secs	≤ 20 Secs	≤ 40 Secs
00:00	98.99%	99.66%	99.66%	100.00%
01:00	99.01%	99.80%	100.00%	100.00%
02:00	99.43%	100.00%	100.00%	100.00%
03:00	99.69%	99.69%	99.69%	100.00%
04:00	98.81%	99.70%	100.00%	100.00%
05:00	98.65%	99.66%	99.83%	100.00%
06:00	97.62%	99.11%	99.60%	100.00%
07:00	97.85%	98.93%	99.42%	99.83%
08:00	97.42%	98.84%	99.33%	100.00%
09:00	98.09%	99.24%	99.77%	99.85%
10:00	97.88%	99.49%	99.81%	100.00%
11:00	97.48%	99.29%	99.62%	99.89%
12:00	97.36%	99.06%	99.55%	100.00%
13:00	96.26%	98.77%	99.31%	100.00%
14:00	96.03%	98.83%	99.72%	100.00%
15:00	95.10%	97.96%	99.06%	99.92%
16:00	94.27%	97.76%	99.14%	99.76%
17:00	95.33%	98.65%	99.23%	99.96%
18:00	95.87%	98.16%	99.13%	99.86%
19:00	97.25%	98.94%	99.42%	99.95%
20:00	97.97%	99.34%	99.88%	99.94%
21:00	97.76%	99.52%	99.73%	99.86%
22:00	97.64%	99.10%	99.43%	99.84%
23:00	99.41%	99.65%	100.00%	100.00%
Total:	96.89%	98.89%	99.49%	99.93%

