

San Diego Police Department - Communications Division 911 Report								
AUGUST 2019								
Total 911 Calls	60,006							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	55,514	1,646	893	1,451	338	154	10	60,006
	92.51%	2.74%[95.25%]	1.49%[96.74%]	2.42%[99.16%]	0.56%[99.72%]	0.26%[99.98%]	0.02%[100%]	100.00%
Avg Answer Time in seconds	3.46							
Avg Talk Time in seconds	113							
Busiest Day for 911	Sat.	8/24	2,244					
Busiest Hour for 911	9-10pm							
Total Monthly Calls	115,320	911 Received 60,006	Admin Received 53,707		10-Digit Emer 1,607			

San Diego Police Department - Communications Division 911 Report								
SEPTEMBER 2019								
Total 911 Calls	57,866							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	53,622	1,640	864	1,343	266	125	6	57,866
	92.67%	2.83%[95.50%]	1.49%[96.99%]	2.32%[99.31%]	0.46%[99.77%]	0.22%[99.99%]	0.01%[100%]	100.00%
Avg Answer Time in seconds	3.38							
Avg Talk Time in seconds	111							
Busiest Day for 911	Sun.	9/1	2,127					
Busiest Hour for 911	5-6pm							
Total Monthly Calls	111,972	911 Received 57,866	Admin Received 52,593		10-Digit Emer 1,513			