

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				

San Diego Police Department - Communications Division 911 Report								
OCTOBER 2019								
Total 911 Calls	58,178							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	54,746	1,332	705	1,046	228	114	7	58,178
	94.10%	2.29%[96.39%]	1.21%[97.6%]	1.80%[99.4%]	0.39%[99.79%]	0.20%[99.99%]	0.01%[100%]	100.00%
Avg Answer Time in seconds	3.03							
Avg Talk Time in seconds	111							
Busiest Day for 911	Sat.	10/26	2,320					
Busiest Hour for 911	4-5pm							
Total Monthly Calls	111,370	911 Received 58,178	Admin Received 51,734	10-Digit Emer 1,458				