

San Diego Police Department - Communications Division 911 Report								
NOVEMBER 2019								
Total 911 Calls	54,391							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	51,499	1,106	603	867	230	82	4	54,391
	94.68%	2.03%[96.71%]	1.11%[97.82%]	1.59%[99.41%]	0.42%[99.83%]	0.15%[99.98%]	0.01%[99.99%]	100.00%
Avg Answer Time in seconds	2.82							
Avg Talk Time in seconds	113							
Busiest Day for 911	Fri.	11/22	1,979					
Busiest Hour for 911	8-9pm							
Total Monthly Calls	102,209	911 Received 54,391	Admin Received 46,518		10-Digit Emer 1,300			

San Diego Police Department - Communications Division 911 Report								
DECEMBER 2019								
Total 911 Calls	54,306							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	51,806	1,041	507	715	163	72	2	54,306
	95.40%	1.92%[97.32%]	0.93%[98.25%]	1.32%[99.57%]	0.30%[99.87%]	0.13%[100%]	0.00%[100%]	100.00%
Avg Answer Time in seconds	2.64							
Avg Talk Time in seconds	113							
Busiest Day for 911	Sat.	12/14	2,039					
Busiest Hour for 911	6-7pm							
Total Monthly Calls	102,458	911 Received 54,306	Admin Received 46,843		10-Digit Emer 1,309			