

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			

San Diego Police Department - Communications Division 911 Report								
JANUARY 2020								
Total 911 Calls	53,856							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	52,365	625	269	457	96	41	3	53,856
	97.23%	1.16% [98.39%]	0.50%[98.89%]	0.85%[99.74%]	0.18%[99.92%]	0.08%[100%]	0.01%[100%]	100.00%
Avg Answer Time in seconds	2.14							
Avg Talk Time in seconds	114							
Busiest Day for 911	Wed.	1/1	1,910					
Busiest Hour for 911	12-1 am							
Total Monthly Calls	101,540	911 Received 53,856	Admin Received 46,341		10-Digit Emer 1,343			