

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		

San Diego Police Department - Communications Division 911 Report

FEBRUARY 2020

Total 911 Calls	51,806							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	50,522	589	279	329	63	22	2	51,806
	97.52%	1.14% [98.66%]	0.54% [99.2%]	0.64% [99.84%]	0.12% [99.96%]	0.04% [100%]	0.00% [100%]	100.00%
Avg Answer Time in seconds	2.01							
Avg Talk Time in seconds	114							
Busiest Day for 911	Fri.	2/7	2,061					
Busiest Hour for 911	5-6 pm							
Total Monthly Calls	96,763	911 Received 51,806		Admin Received 43,653		10-Digit Emer 1,304		