

San Diego Police Department - Communications Division 911 Report								
MARCH 2020								
Total 911 Calls	50,303							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	49,077	531	249	348	67	25	6	50,303
	97.56%	1.06%[98.62%]	0.50%[99.12%]	0.69%[99.81%]	0.13%[99.94%]	0.05%[99.99%]	0.01%[100%]	100.00%
Avg Answer Time in seconds	2.06							
Avg Talk Time in seconds	117							
Busiest Day for 911	Sat.	3/7	1,910					
Busiest Hour for 911	1-2 pm							
Total Monthly Calls	98,414	911 Received 50,303	Admin Received 46,643		10-Digit Emer 1,468			

San Diego Police Department - Communications Division 911 Report								
APRIL 2020								
Total 911 Calls	43,487							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	42,242	602	269	317	43	14	0	43,487
	97.14%	1.38%[98.52%]	0.62%[99.14%]	0.73%[99.87%]	0.10%[99.97%]	0.03%[100%]	0% [100%]	100.00%
Avg Answer Time in seconds	2.08							
Avg Talk Time in seconds	124							
Busiest Day for 911	Sat.	4/25	1,732					
Busiest Hour for 911	1-2 pm							
Total Monthly Calls	90,837	911 Received 43,487	Admin Received 46,241		10-Digit Emer 1,109			