

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	

San Diego Police Department - Communications Division 911 Report								
MAY 2020								
Total 911 Calls	54,275							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	51,787	1,122	541	653	119	50	3	54,275
	95.42%	2.07%[97.49%]	1.00%[98.49%]	1.20%[99.69%]	0.22%[99.91%]	0.09%[100%]	0.01%[100%]	100%
Avg Answer Time in seconds	2.63							
Avg Talk Time in seconds	117							
Busiest Day for 911	Sun.	5/31		2,292				
Busiest Hour for 911	10-11pm							
Total Monthly Calls	108,684	911 Received 54,275		Admin Received 53,118			10-Digit Emer 1,291	