

San Diego Police Department - Communications Division 911 Report								
AUGUST 2020								
Total 911 Calls	67,759							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	62,424	2,414	1,219	1,454	188	55	5	67,759
	92.13%	3.56%[95.69%]	1.80%[97.49%]	2.15%[99.64%]	0.28%[99.92%]	0.08%[100%]	0.01%[100%]	100%
Avg Answer Time in seconds	3.31							
Avg Talk Time in seconds	113							
Busiest Day for 911	Sat.	8/22	2,446					
Busiest Hour for 911	2-3pm							
Total Monthly Calls	124,922	911 Received 67,759	Admin Received 55,728		10-Digit Emer 1,435			

San Diego Police Department - Communications Division 911 Report								
SEPTEMBER 2020								
Total 911 Calls	64,429							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	58,718	2,643	1,240	1,525	233	69	1	64,429
	91.14%	4.1%[95.24%]	1.92%[97.16%]	2.37%[99.53%]	0.36%[99.89%]	0.11%[100%]	0.00%[100%]	100%
Avg Answer Time in seconds	3.53							
Avg Talk Time in seconds	115							
Busiest Day for 911	Sun.	9/6/2020	2,979					
Busiest Hour for 911	5-6pm							
Total Monthly Calls	120,146	911 Received 64,429	Admin Received 54,125		10-Digit Emer 1,592			