

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			

San Diego Police Department - Communications Division 911 Report								
OCTOBER 2020								
Total 911 Calls	62,314							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	57,531	2,069	1,040	1,396	210	65	3	62,314
	92.32%	3.32%[95.64%]	1.67%[97.31%]	2.24%[99.55%]	0.34%[99.89%]	0.10%[99.99%]	0.00%[99.99%]	100%
Avg Answer Time in seconds	3.28							
Avg Talk Time in seconds	120							
Busiest Day for 911	Sun.	10/4/2020	2,411					
Busiest Hour for 911	2-3pm							
Total Monthly Calls	118,726	911 Received 62,314	Admin Received 54,793		10-Digit Emer 1,619			