

San Diego Police Department - Communications Division 911 Report								
NOVEMBER 2020								
Total 911 Calls	54,321							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	50,324	1,637	823	1,233	216	82	6	54,321
	92.64%	3.01%[95.65%]	1.52%[97.17%]	2.27%[99.44%]	0.40%[99.84%]	0.15%[99.99%]	0.01%[100%]	100%
Avg Answer Time in seconds	3.27							
Avg Talk Time in seconds	119							
Busiest Day for 911	Sun.	11/1/2020	2,208					
Busiest Hour for 911	1-2am							
Total Monthly Calls	102,558	911 Received 54,321	Admin Received 46,837		10-Digit Emer 1,400			

San Diego Police Department - Communications Division 911 Report								
DECEMBER 2020								
Total 911 Calls	56,225							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	52,036	1,803	922	1,166	206	85	7	56,225
	92.55%	3.21%[95.76%]	1.64%[97.4%]	2.07%[99.47%]	0.37%[99.84%]	0.15%[99.99%]	0.01%[100%]	100%
Avg Answer Time in seconds	3.22							
Avg Talk Time in seconds	118							
Busiest Day for 911	Fri.	12/18/20	2,008					
Busiest Hour for 911	7-8pm							
Total Monthly Calls	105,822	911 Received 56,225	Admin Received 48,292		10-Digit Emer 1,305			