

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			

San Diego Police Department - Communications Division 911 Report								
JANUARY 2021								
Total 911 Calls	55,975							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	52,499	1,440	849	989	148	49	1	55,975
	93.79%	2.57%[96.36%]	1.52%[97.88%]	1.77%[99.65%]	0.26%[99.91%]	0.09%[100%]	0%[100%]	100%
Avg Answer Time in seconds	2.82							
Avg Talk Time in seconds	120							
Busiest Day for 911	Sun.	1/17/21	2,073					
Busiest Hour for 911	9-10am		Text to 911 Sessions: 203					
Total Monthly Calls	106,923	911 Received 55,975	Admin Received 49,583		10-Digit Emer 1,365			