

San Diego Police Department - Communications Division 911 Report								
DECEMBER 2018								
Total 911 Calls	51,823							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	47,508	1,380	849	1,444	414	219	9	51,823
	91.67%	2.66%[94.33%]	1.64%[95.97%]	2.79%[98.76%]	0.80%[99.56%]	0.42%[99.98%]	0.02%[100%]	100%
Avg Answer Time in seconds	3.72							
Avg Talk Time in seconds	118							
Busiest Day for 911	Thur.	12/6/18	2,047					
Busiest Hour for 911	6-7pm							
Total Monthly Calls	95,817	911 Received 51,823	Admin Received 42,326	10-Digit Emer 1,668				

San Diego Police Department - Communications Division 911 Report								
JANUARY 2019								
Total 911 Calls	50,598							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	47,437	1,101	612	978	304	146	20	50,598
	93.75%	2.18%[95.93%]	1.21%[97.14%]	1.93%[99.07%]	0.60%[99.67%]	0.29%[99.96%]	0.04%[100%]	100%
Avg Answer Time in seconds	3.17							
Avg Talk Time in seconds	116							
Busiest Day for 911	Sat.	1/19/19	1,835					
Busiest Hour for 911	3-4pm							
Total Monthly Calls	95,845	911 Received 50,598	Admin Received 43,682	10-Digit Emer 1,565				