

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				

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FEBRUARY 2019								
Total 911 Calls	46,354							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	43,650	1,008	541	825	198	118	14	46,354
	94.17%	2.17%[96.34%]	1.17%[97.51%]	1.78%[99.29%]	0.43%[99.72%]	0.25%[99.97%]	0.03%[100%]	100%
Avg Answer Time in seconds	3.07							
Avg Talk Time in seconds	113							
Busiest Day for 911	Thur.	2/14/19	1,884					
Busiest Hour for 911	1-2pm							
Total Monthly Calls	89,756	911 Received 46,354	Admin Received 42,032	10-Digit Emer 1,370				