

San Diego Police Department - Communications Division 911 Report								
MARCH 2019								
Total 911 Calls	55,486							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	51,612	1,516	786	1,140	309	113	10	55,486
	93.02%	2.73%[95.75%]	1.42%[97.17%]	2.05%[99.22%]	0.56%[99.78%]	0.20%[99.98%]	0.02%[100%]	100%
Avg Answer Time in seconds	3.03							
Avg Talk Time in seconds	118							
Busiest Day for 911	Sun.	3/31/19	2,100					
Busiest Hour for 911	1-2pm							
Total Monthly Calls	105,131	911 Received 55,486	Admin Received 48,131	10-Digit Emer 1,514				

San Diego Police Department - Communications Division 911 Report								
APRIL 2019								
Total 911 Calls	54,158							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	49,149	1,788	957	1,614	390	245	15	54,158
	90.75%	3.30%[94.05%]	1.77%[95.82%]	2.98%[98.8%]	0.72%[99.52%]	0.45%[99.97%]	0.03%[100%]	100%
Avg Answer Time in seconds	4.03							
Avg Talk Time in seconds	116							
Busiest Day for 911	Mon.	4/8/19	1,948					
Busiest Hour for 911	1-2pm							
Total Monthly Calls	104,159	911 Received 54,158	Admin Received 48,688	10-Digit Emer 1,313				