

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				

San Diego Police Department - Communications Division 911 Report								
MAY 2019								
Total 911 Calls	55,443							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	51,759	1,285	758	1,140	302	179	20	55,443
	93.36%	2.32%[95.68%]	1.37%[97.05%]	2.06%[99.11%]	0.54%[99.65%]	0.32%[99.97%]	0.04%[100%]	100%
Avg Answer Time in seconds	3.33							
Avg Talk Time in seconds	117							
Busiest Day for 911	Sun.	5/5	2,062					
Busiest Hour for 911	6-7pm							
Total Monthly Calls	105,985	911 Received 55,443	Admin Received 49,110	10-Digit Emer 1,432				