

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			

San Diego Police Department - Communications Division 911 Report								
FEBRUARY 2021								
Total 911 Calls	51,503							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	47,388	1,733	937	1,144	221	80	0	51,503
	92.01%	3.36%[95.37%]	1.82%[97.19%]	2.22%[99.41%]	0.43%[99.84%]	0.16%[100%]	0% [100%]	100%
Avg Answer Time in seconds	3.27							
Avg Talk Time in seconds	117							
Busiest Day for 911	Fri.	2/26/21	2,367					
Busiest Hour for 911	5-6pm.		Text to 911 Sessions: 129					
Total Monthly Calls	99,277	911 Received 51,503	Admin Received 46,437		10-Digit Emer 1,337			