

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			

San Diego Police Department - Communications Division 911 Report								
MARCH 2021								
Total 911 Calls	59,369							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	54,451	2,202	1,116	1,318	210	68	4	59,369
	91.72%	3.71%[95.43%]	1.88%[97.31%]	2.22%[99.53%]	0.35%[99.88%]	0.11%[99.99%]	0.01%[100%]	100%
Avg Answer Time in seconds	3.36							
Avg Talk Time in seconds	116							
Busiest Day for 911	Wed.	3/17/21						
Busiest Hour for 911	6-7pm.		Text to 911 Sessions: 160					
Total Monthly Calls	111,095	911 Received 59,369	Admin Received 50,339		10-Digit Emer 1,387			