

| 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 | | | |

| San Diego Police Department - Communications Division 911 Report | | | | | | | | |
|--|---------|---------------------|-----------------------|---------------------------|---------------------|---------------|-------------|--------|
| APRIL 2021 | | | | | | | | |
| Total 911 Calls | 58,245 | | | | | | | |
| Answer Time in Seconds | | | | | | | | |
| | 0 - 10 | 11 - 15 | 16 - 20 | 21 - 40 | 41 - 60 | 61 - 120 | 120+ | Total |
| | 50,903 | 2,707 | 1,487 | 2,376 | 524 | 240 | 8 | 58,245 |
| | 87.39% | 4.65%[92.04%] | 2.55%[94.60%] | 4.08%[98.67%] | 0.90%[99.58%] | 0.41%[99.99%] | 0.01%[100%] | 100% |
| Avg Answer Time in seconds | 4.62 | | | | | | | |
| Avg Talk Time in seconds | 121 | | | | | | | |
| Busiest Day for 911 | Tues. | 4/13/21 | | | | | | |
| Busiest Hour for 911 | 4-5pm | | | Text to 911 Sessions: 201 | | | | |
| | | | | | | | | |
| Total Monthly Calls | 109,246 | 911 Received 58,245 | Admin Received 49,680 | | 10-Digit Emer 1,321 | | | |