

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				

San Diego Police Department - Communications Division 911 Report								
MAY 2021								
Total 911 Calls	64,613							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	55,825	3,238	1,840	2,783	662	249	16	64,613
	86.40%	5.01%[91.41%]	2.85%[94.26%]	4.31%[98.57%]	1.02%[99.59%]	0.39%[99.98%]	0.02%[100%]	100%
Avg Answer Time in seconds	4.87							
Avg Talk Time in seconds	120							
Busiest Day for 911	Sat.	5/8/21						
Busiest Hour for 911	12-1pm	Text to 911 Sessions: 208						
Total Monthly Calls	120,758	911 Received 64,613	Admin Received 54,469	10-Digit Emer 1,676				