

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				

San Diego Police Department - Communications Division 911 Report								
JUNE 2021								
Total 911 Calls	67,518							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	57,641	3,440	2,019	3,307	771	327	13	67,518
	85.37%	5.09%[90.47%]	2.99%[93.45%]	4.90%[98.35%]	1.14%[99.49%]	0.48%[99.97%]	0.02%[100%]	100%
Avg Answer Time in seconds	5.14							
Avg Talk Time in seconds	114							
Busiest Day for 911	Sat.	6/19/21						
Busiest Hour for 911	6-7pm	Text to 911 Sessions: 196						
Total Monthly Calls	124,498	911 Received 67,518	Admin Received 55,189	10-Digit Emer 1,791				