

San Diego Police Department - Communications Division 911 Report								
AUGUST 2021								
Total 911 Calls	71,385							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	56,629	4,201	2,846	5,322	1,540	794	53	71,385
	79.33%	5.88%[85.21%]	3.99%[89.2%]	7.46%[96.66%]	2.16%[98.82%]	1.11%[99.93%]	0.07%[100%]	100%
Avg Answer Time in seconds	7.24							
Avg Talk Time in seconds	114							
Busiest Day for 911	Sat.	8/14/21						
Busiest Hour for 911	6-7pm	Text to 911 Sessions: 232						
Total Monthly Calls	128,969	911 Received 71,385	Admin Received 55,632	10-Digit Emer 1,952				

San Diego Police Department - Communications Division 911 Report								
SEPTEMBER 2021								
Total 911 Calls	67,019							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	55,625	3,318	2,216	4,050	1,184	609	17	67,019
	83.00%	4.95%[87.95%]	3.31%[91.26%]	6.04%[97.3%]	1.77%[99.07%]	0.91%[99.98%]	0.03%[100%]	100%
Avg Answer Time in seconds	6.13							
Avg Talk Time in seconds	119							
Busiest Day for 911	Sun.	9/5/21						
Busiest Hour for 911	1-2pm	Text to 911 Sessions: 290						
Total Monthly Calls	120,850	911 Received 67,019	Admin Received 52,042	10-Digit Emer 1,789				