

San Diego Police Department - Communications Division 911 Report								
NOVEMBER 2018								
Total 911 Calls	52,121							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	47,646	1,385	843	1,537	449	248	13	52,121
	91.41%	2.66%[94.07%]	1.62%[95.69%]	2.95%[98.64%]	0.86%[99.5%]	0.48%[99.98%]	0.02%[100%]	100%
Avg Answer Time in seconds	3.83							
Avg Talk Time in seconds	113							
Busiest Day for 911	Thur.	11/1/18	3,712					
Busiest Hour for 911	11-12pm							
Total Monthly Calls	95,597	911 Received 52,121	Admin Received 41,963		10-Digit Emer 1,513			

San Diego Police Department - Communications Division 911 Report								
DECEMBER 2018								
Total 911 Calls	51,823							
Answer Time in Seconds								
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
	47,508	1,380	849	1,444	414	219	9	51,823
	91.67%	2.66%[94.33%]	1.64%[95.97%]	2.79%[98.76%]	0.80%[99.56%]	0.42%[99.98%]	0.02%[100%]	100%
Avg Answer Time in seconds	3.72							
Avg Talk Time in seconds	118							
Busiest Day for 911	Thur.	12/6/18	2,047					
Busiest Hour for 911	6-7pm							
Total Monthly Calls	95,817	911 Received 51,823	Admin Received 42,326		10-Digit Emer 1,668			