

PSAP Answer Time

CONFIRE JPA - San Bernardino County

1743 W Miro Way

Rialto, CA 92376

County: San Bernardino

Month - Year: September 2023

Agency Affiliation: Fire

PSAP Size: Large

Report Date: 10/12/2023 13:42:52

Report Date From: 01/01/2023

Report Date To: 09/30/2023

Period Group: Month

Time Group: 60 Minute

Time Block: 00:00 - 23:59

Days Of Week: All

Call Type: All

Abandoned Filters: Include Abandoned

Agency Affiliation: All

PSAP Size: All

Include: Voice Calls

The PSAP Answer Time Report is representative of the caller's answer time experience. Seizure-to-Answer Time is measured from the time of call seizure to the time of agent answer. Times shown include Setup, and may include Queue Seconds and/or Ring Seconds depending on PSAP configuration.

Call Hour	Answer Times In Seconds							Total	Avg. Duration	% Answered			
	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+			≤ 10 Secs	≤ 15 Secs	≤ 20 Secs	≤ 40 Secs
00:00	937	43	15	11	2	2	0	1,010	142.4	92.77%	97.03%	98.51%	99.60%
01:00	808	30	8	5	0	0	0	851	148.1	94.95%	98.47%	99.41%	100.00%
02:00	676	27	7	2	1	0	0	713	144.0	94.81%	98.60%	99.58%	99.86%
03:00	592	15	5	6	2	0	0	620	150.2	95.48%	97.90%	98.71%	99.68%
04:00	574	19	7	5	0	0	0	605	157.0	94.88%	98.02%	99.17%	100.00%
05:00	680	23	6	5	0	0	0	714	135.9	95.24%	98.46%	99.30%	100.00%
06:00	851	35	18	18	6	2	0	930	138.8	91.51%	95.27%	97.20%	99.14%
07:00	1,232	85	32	20	5	0	0	1,374	140.5	89.67%	95.85%	98.18%	99.64%
08:00	1,519	118	35	44	16	6	0	1,738	135.4	87.40%	94.19%	96.20%	98.73%
09:00	1,441	133	51	61	10	9	1	1,706	137.7	84.47%	92.26%	95.25%	98.83%
10:00	1,672	106	73	68	16	9	1	1,945	148.7	85.96%	91.41%	95.17%	98.66%
11:00	1,737	89	24	19	3	5	0	1,877	144.5	92.54%	97.28%	98.56%	99.57%
12:00	1,705	80	22	29	5	0	0	1,841	152.2	92.61%	96.96%	98.15%	99.73%
13:00	1,705	70	23	28	2	1	2	1,831	149.3	93.12%	96.94%	98.20%	99.73%
14:00	1,778	107	27	36	7	4	0	1,959	143.9	90.76%	96.22%	97.60%	99.44%
15:00	1,724	102	30	21	5	0	0	1,882	153.8	91.60%	97.02%	98.62%	99.73%
16:00	1,783	96	42	27	3	4	0	1,955	148.8	91.20%	96.11%	98.26%	99.64%
17:00	1,565	103	36	45	12	5	1	1,767	147.9	88.57%	94.40%	96.43%	98.98%
18:00	1,620	86	50	46	19	6	0	1,827	142.7	88.67%	93.38%	96.11%	98.63%
19:00	1,680	94	38	39	11	4	0	1,866	145.1	90.03%	95.07%	97.11%	99.20%
20:00	1,566	73	19	25	1	0	0	1,684	147.8	92.99%	97.33%	98.46%	99.94%
21:00	1,364	66	20	26	5	3	0	1,484	143.2	91.91%	96.36%	97.71%	99.46%
22:00	1,201	50	7	22	4	3	0	1,287	152.9	93.32%	97.20%	97.75%	99.46%
23:00	1,055	56	17	26	8	10	0	1,172	133.8	90.02%	94.80%	96.25%	98.46%
Total:	31,465	1,706	612	634	143	73	5	34,638	145.3	90.84%	95.76%	97.53%	99.36%
Overall %:	90.84%	4.93%	1.77%	1.83%	0.41%	0.21%	0.01%						