



PSAP Answer Time

CONFIRE/Comm Center
 1743 W Miro Way
 Rialto, CA 92376 County: San Bernardino

Month - Year: 1/1/2025- 2/28/2025
 Agency: Fire
 Affiliation:

From: 1/1/2025
 To: 2/28/2025
 Period Group: Month
 Time Group: 60 Minute
 Time Block: 00:00 - 23:59
 Call Type: 911 Calls

Call Hour	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
January 2025 Total	20,144	810	435	695	164	84	10	22,342
% answer time ≤ 10 seconds	90.16%	3.63%	1.95%	3.11%	0.73%	0.38%	0.04%	100.00%
% answer time ≤ 15 seconds	93.79%							
% answer time ≤ 40 seconds	98.85%							
February 2025 Total	16,326	384	167	262	65	18	1	17,223
% answer time ≤ 10 seconds	94.79%	2.23%	0.97%	1.52%	0.38%	0.10%	0.01%	100.00%
% answer time ≤ 15 seconds	97.02%							
% answer time ≤ 40 seconds	99.51%							
Year to Date 2025 Total	36,470	1,194	602	957	229	102	11	39,565
% answer time ≤ 10 seconds	92.18%	3.02%	1.52%	2.42%	0.58%	0.26%	0.03%	100.00%
% answer time ≤ 15 seconds	95.20%							
% answer time ≤ 40 seconds	99.14%							
Year to Date 2024 Total	32,944	875	362	572	149	78	4	34,984
% answer time ≤ 10 seconds	94.17%	2.50%	1.03%	1.64%	0.43%	0.22%	0.01%	100.00%
% answer time ≤ 15 seconds	96.67%							
% answer time ≤ 40 seconds	99.34%							