CONFIRE 911 Call Processing Time Analysis

January 2026

CONFIRE
Regional Emergency Communications

January 2026

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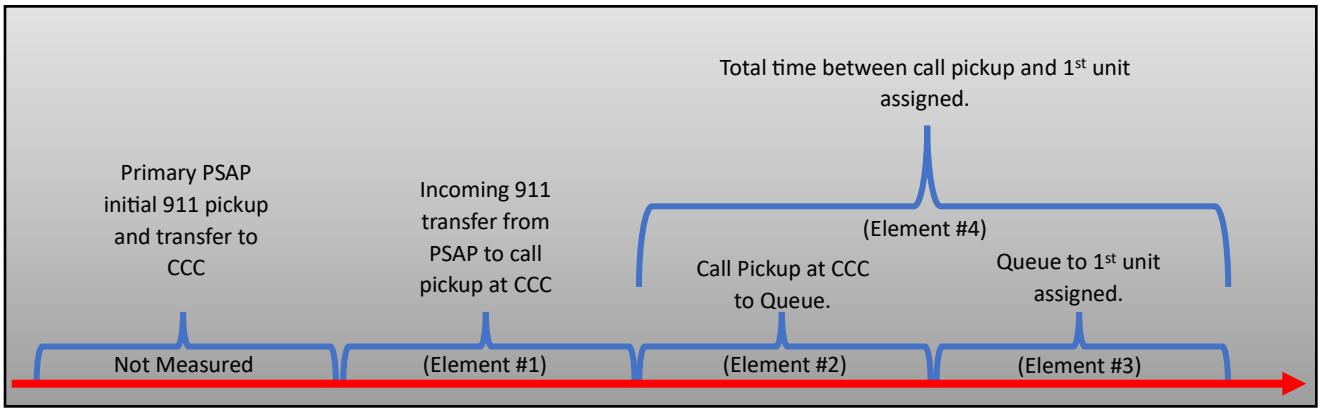
CONFIRE Emergency Call Processing Times.

January 2026

The following analysis covers four key elements of call processing times by CONFIRE Communications Center (CCC):

1. The time interval between the alert of an incoming 911 call from a primary PSAP and when the call is answered by a CCC dispatcher.
2. The time interval between when an emergency 911 call is answered by a CCC dispatcher to the time where it is entered into queue.
3. The time interval between when an emergency 911 call is entered into queue to the time when the first responding unit is alerted and assigned to call.
4. The total time interval between when and emergency 911 call is answered by a CCC dispatcher to the time when the first responding unit is alerted and assigned to the call.

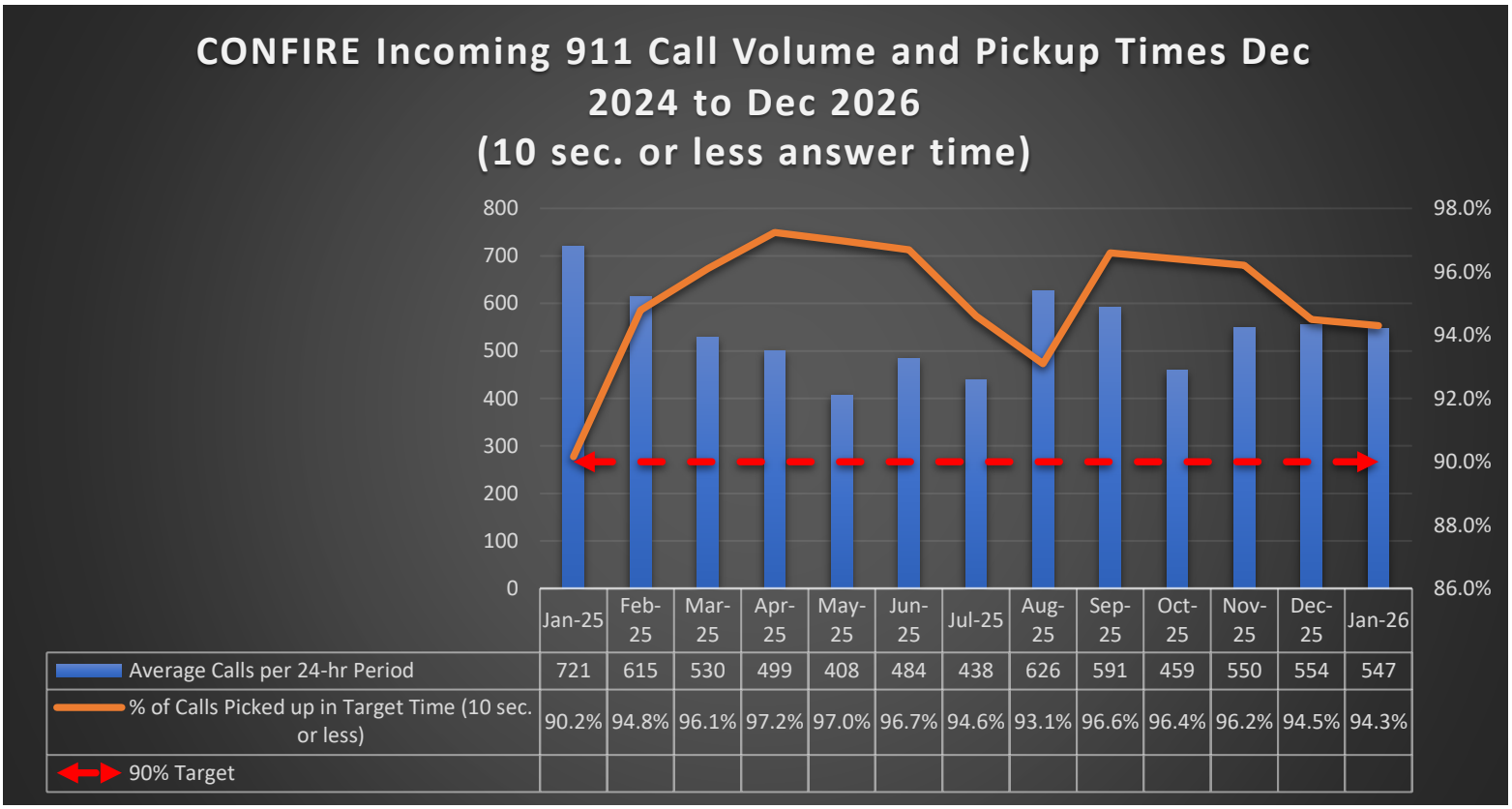
Figure 1: Visual display of elements captured in the analysis of call processing times at CONFIRE communications center.



Call Answering Time from Primary PSAP

CONFIRE receives 911 calls from multiple law enforcement agencies' primary Public Safety Answering Points (PSAPs). As a secondary PSAP, CONFIRE has set a goal of answering incoming 911 calls from primary PSAPs in 10 seconds or less on 90% of the calls. Because the incoming 911 calls are not recorded in CONFIRE's CAD until after the call pickup time, the interval from first ring to call pickup must be measured from another source. CONFIRE uses a reporting software called Emergency Call Tracking System (ECaTS) to capture this data and uses it to measure performance benchmarks and quality control. This data was used to illustrate the call volumes and 911 answering times shown in Figure 2.

Figure 2: CONFIE PSAP 911 Call Pickup Times for Primary PSAP Transfers per ECaTS Reporting System.



	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26
Average Calls per 24-hr Period	721	615	530	499	408	484	438	626	591	459	550	554	547
% of Calls Picked up in Target Time (10 sec. or less)	90.2%	94.8%	96.1%	97.2%	97.0%	96.7%	94.6%	93.1%	96.6%	96.4%	96.2%	94.5%	94.3%
90% Target													

NOTE: Call volume in May 2026 was low due several 911 trunks out of service as a result of a drilling accident that damaged County 911 lines.

Emergency Call Processing

Once the call is answered by CCC dispatchers, all call activity is captured in CONFIRE's CAD server. The following table illustrates multiple elements of the call processing continuum in terms of call volume and call processing times for various call types. For the purposes of this analysis, only calls that meet the definition of "emergency" per NFPA 1221and CONFIRE Administrative Chiefs' directive are included in the calculations. Because of the nuances of both Fire and EMS related call types, the following sections analyze the call processing elements separately.

EMS Call Processing

EMS Calls include all CAD problem codes that reference a medical emergency, trauma, or traffic collisions.

Figure 3: EMS Related Call Pickup to 1st Unit Assigned Processing Time by Percentile Intervals for January 2026

Call Type	25th Percentile	50th Percentile	75th Percentile	90th Percentile
Echo	0:00:45	0:01:02	0:01:30	0:02:05
Delta	0:00:52	0:01:17	0:01:58	0:02:40
Charlie	0:01:07	0:01:50	0:02:36	0:03:27
Bravo	0:01:50	0:02:18	0:02:54	0:03:45
Alpha	0:01:22	0:01:46	0:02:03	0:03:03
no EMD Code	0:01:05	0:01:31	0:02:10	0:03:03
All EMS	0:01:02	0:01:34	0:02:17	0:03:08

Figure 4: EMS Related Call Pickup to 1st Unit Assigned Call Volume by Percentile Interval January 2026

Call Type	25th Percentile	50th Percentile	75th Percentile	90th Percentile
Echo	89	177	265	318
Delta	1005	2009	3014	3617
Charlie	758	1515	2272	2727
Bravo	283	565	848	1017
Alpha	8	17	25	31
no EMD Code	1555	3109	4663	5596
All EMS	3696	7391	11088	13305

Figure 5: EMS Call Pickup to First Unit Assigned. Includes all Emergency Call Types, and Calls With and Without Determinant Codes.

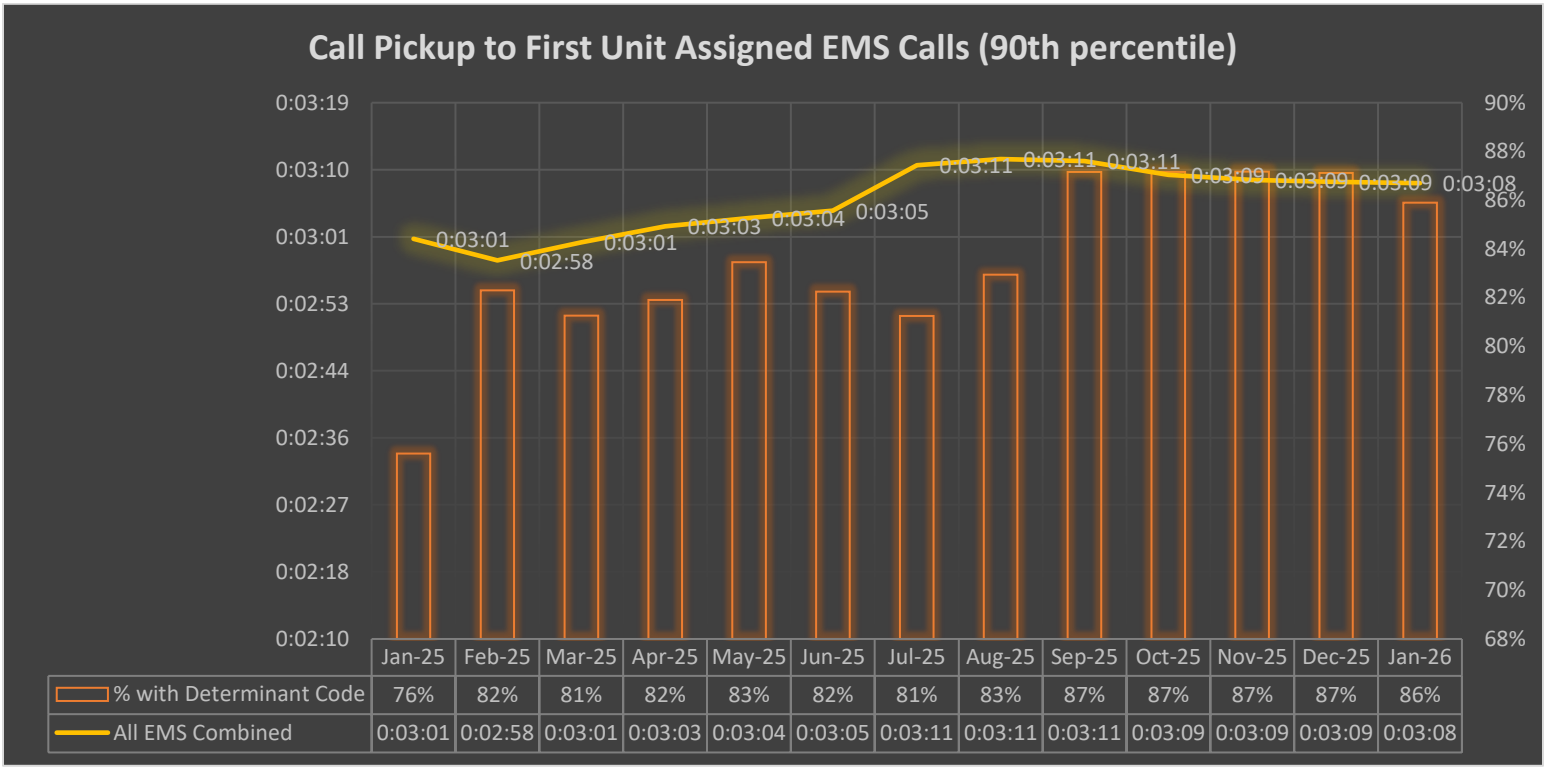


Figure 6: EMS Call Pickup to Queue. Includes all Emergency Call Types, and Calls with and Without Determinant Codes.

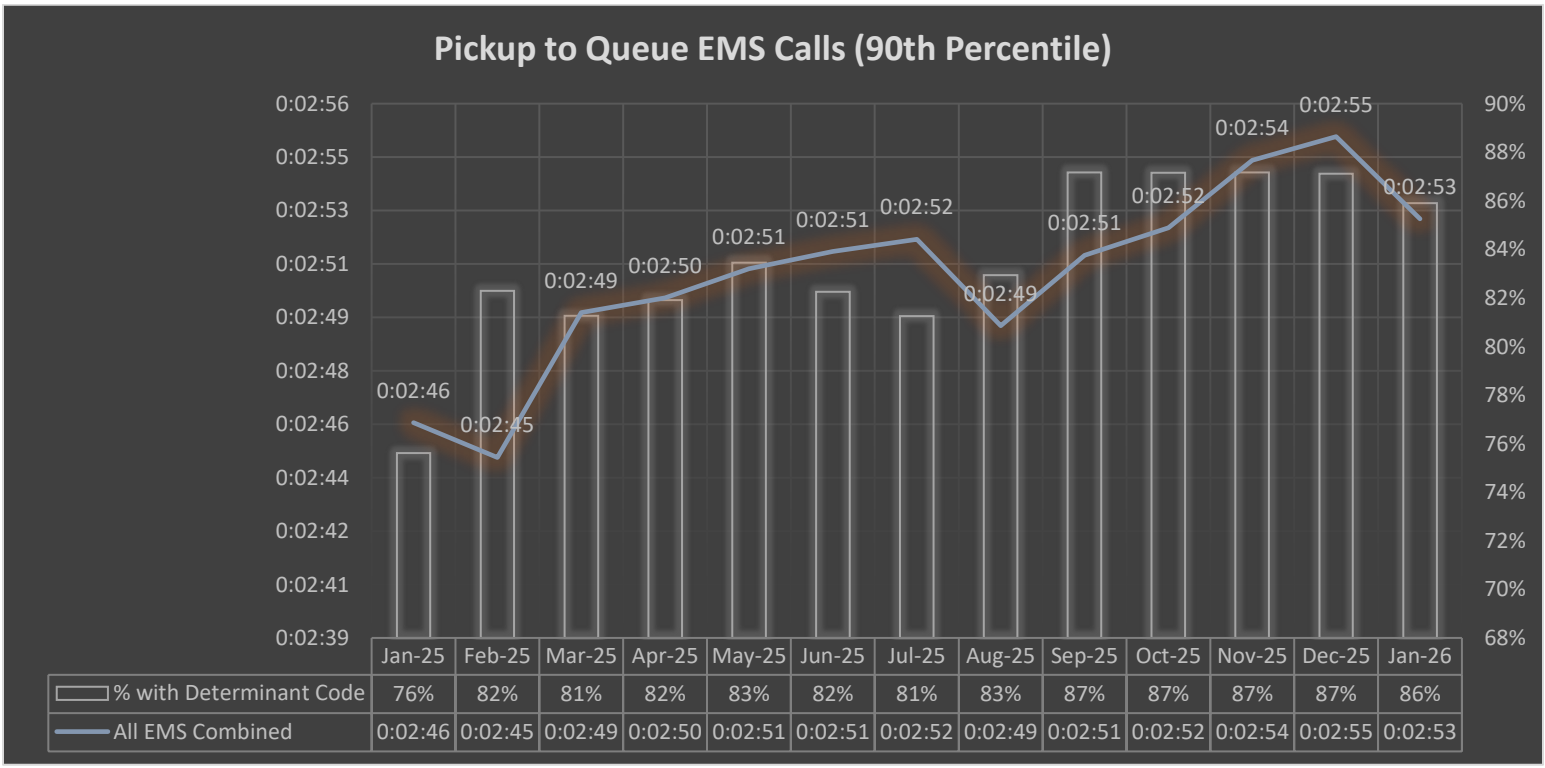
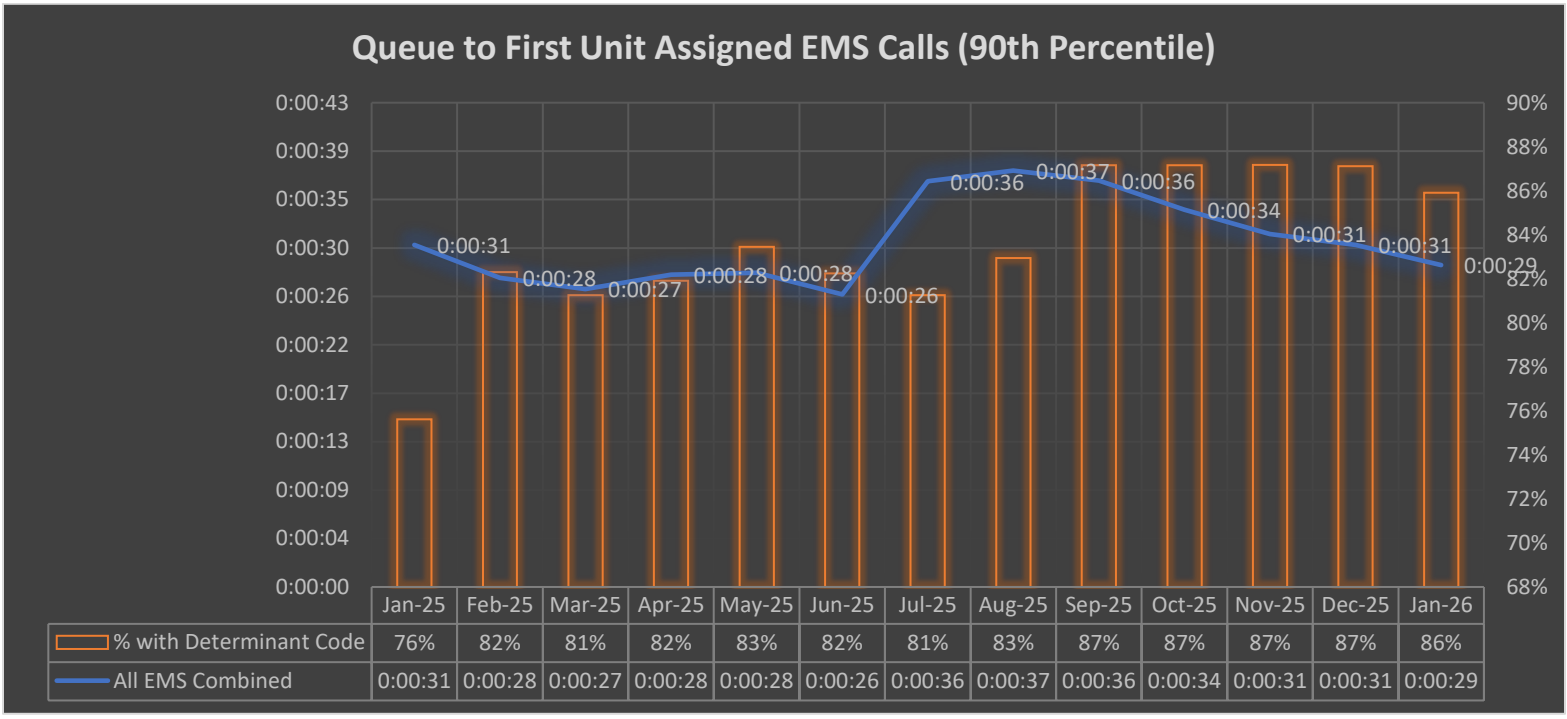
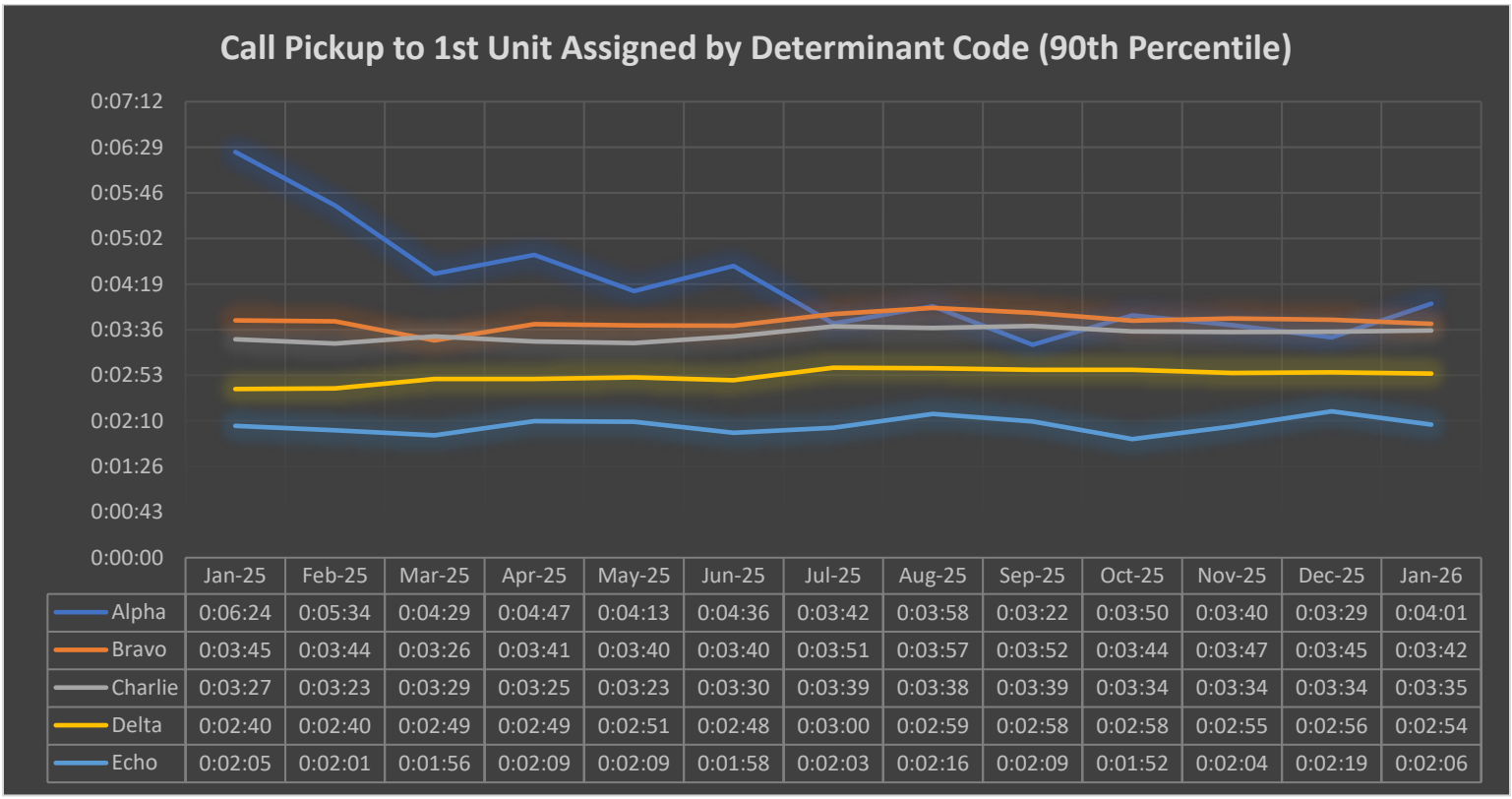


Figure 7: EMS Queue to First Unit Assigned. Includes all Emergency Call Types, and Calls with and Without Determinant Codes.



	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26
% with Determinant Code	76%	82%	81%	82%	83%	82%	81%	83%	87%	87%	87%	87%	86%
All EMS Combined	0:00:31	0:00:28	0:00:27	0:00:28	0:00:28	0:00:26	0:00:36	0:00:37	0:00:36	0:00:34	0:00:31	0:00:31	0:00:29

Figure 8: EMS Call Pickup to First Unit Assigned by EMD Determinant Code.



	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26
Alpha	0:06:24	0:05:34	0:04:29	0:04:47	0:04:13	0:04:36	0:03:42	0:03:58	0:03:22	0:03:50	0:03:40	0:03:29	0:04:01
Bravo	0:03:45	0:03:44	0:03:26	0:03:41	0:03:40	0:03:40	0:03:51	0:03:57	0:03:52	0:03:44	0:03:47	0:03:45	0:03:42
Charlie	0:03:27	0:03:23	0:03:29	0:03:25	0:03:23	0:03:30	0:03:39	0:03:38	0:03:39	0:03:34	0:03:34	0:03:34	0:03:35
Delta	0:02:40	0:02:40	0:02:49	0:02:49	0:02:51	0:02:48	0:03:00	0:02:59	0:02:58	0:02:58	0:02:55	0:02:56	0:02:54
Echo	0:02:05	0:02:01	0:01:56	0:02:09	0:02:09	0:01:58	0:02:03	0:02:16	0:02:09	0:01:52	0:02:04	0:02:19	0:02:06

Fire/Rescue Related Calls

Fire/Rescue related calls include all CAD problem codes that reference specific fire types as well as technical rescue and Haz-mat calls.

Figure 9: Fire Related Call Pickup to 1st Unit Assigned Processing Time by Percentile Intervals for January 2026

Call Type	25th Percentile	50th Percentile	75th Percentile	90th Percentile
Structure Fires	0:01:26	0:01:53	0:02:28	0:03:13
Non-Structure Fires	0:01:19	0:01:46	0:02:25	0:03:13

Figure 10: Fire Related Call Pickup to 1st Unit Assigned Call Volume by Percentile Interval January 2026

Call Type	25th Percentile	50th Percentile	75th Percentile	90th Percentile
Structure Fires	44	98	161	213
Non-Structure Fires	140	295	491	598

Figure 11: Fire/Rescue Call Pickup to First Unit Assigned.

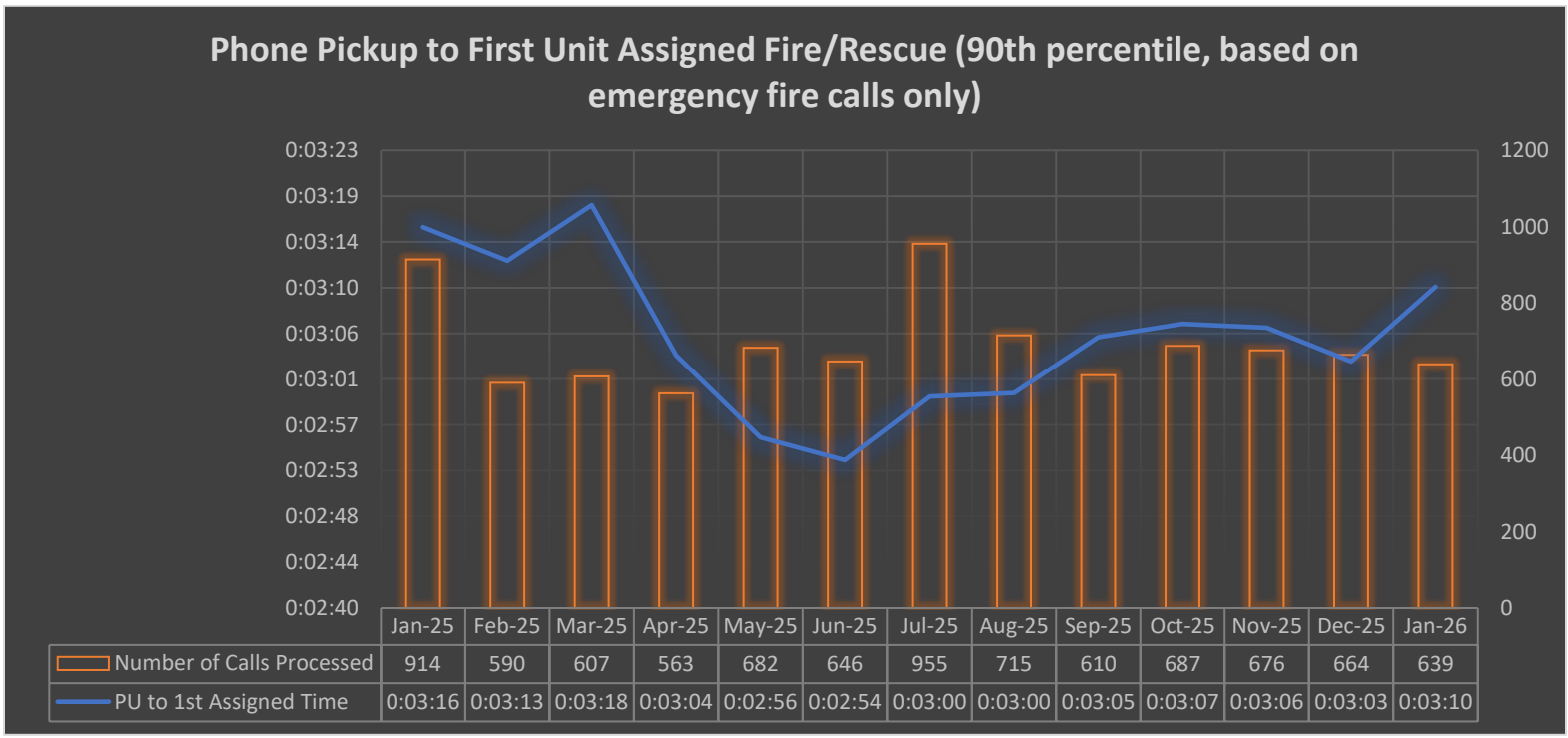
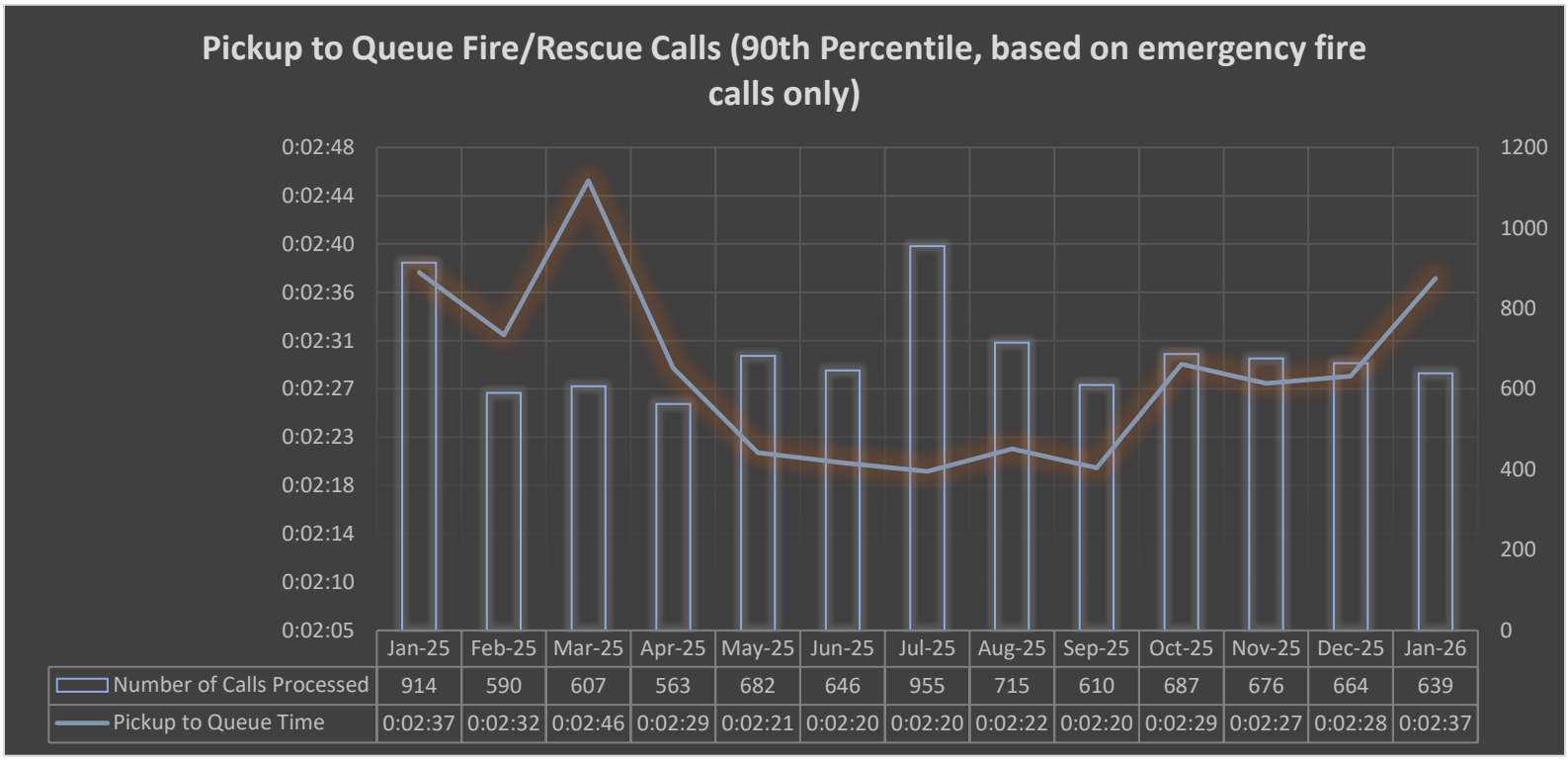
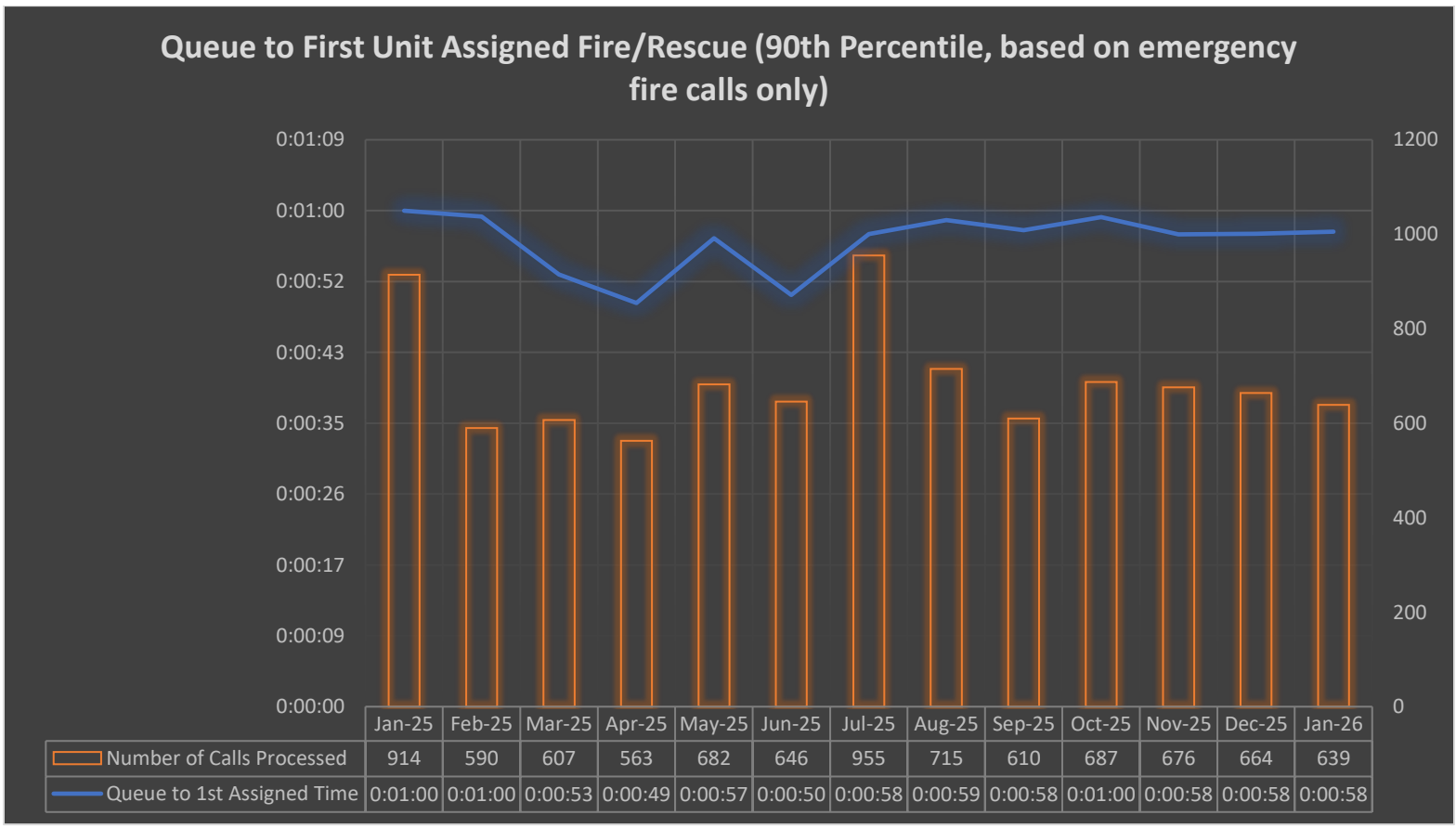


Figure 12: Fire/Rescue Call Pickup to Queue.



	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26
Number of Calls Processed	914	590	607	563	682	646	955	715	610	687	676	664	639
Pickup to Queue Time	0:02:37	0:02:32	0:02:46	0:02:29	0:02:21	0:02:20	0:02:20	0:02:22	0:02:20	0:02:29	0:02:27	0:02:28	0:02:37

Figure 13: Fire/Rescue Queue to First Unit Assigned.



	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26
Number of Calls Processed	914	590	607	563	682	646	955	715	610	687	676	664	639
Queue to 1st Assigned Time	0:01:00	0:01:00	0:00:53	0:00:49	0:00:57	0:00:50	0:00:58	0:00:59	0:00:58	0:01:00	0:00:58	0:00:58	0:00:58