



# PSAP Answer Time

CONFIRE/Comm Center  
 1743 W Miro Way  
 Rialto, CA 92376 County: San Bernardino  
 Month - Year: 1/1/2022 - 10/31/2022  
 Agency Affiliation Fire

From: 1/1/2022  
 To: 10/31/2022  
 Period Group: Month  
 Time Group: 60 Minute  
 Time Block: 00:00 - 23:59  
 Call Type: 911 Calls

Call Hour	Answer Times In Seconds							
	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
January 2022 Total	19,978	969	661	1,267	509	335	43	23,752
% answer time ≤ 10 seconds	84.11%	4.08%	2.78%	5.29%	2.14%	1.41%	0.18%	100.00%
% answer time ≤ 15 seconds	88.19%							
% answer time ≤ 40 seconds	96.27%							
February 2022 Total	14,286	596	460	829	281	210	36	16,698
% answer time ≤ 10 seconds	85.56%	3.57%	2.75%	4.96%	1.68%	1.26%	0.22%	100.00%
% answer time ≤ 15 seconds	89.12%							
% answer time ≤ 40 seconds	96.84%							
March 2022 Total	16,873	652	427	780	259	227	18	18,236
% answer time ≤ 10 seconds	87.04%	3.58%	2.34%	4.28%	1.42%	1.24%	0.10%	100.00%
% answer time ≤ 15 seconds	90.62%							
% answer time ≤ 40 seconds	97.24%							
April 2022 Total	14,784	607	429	804	294	227	22	17,167
% answer time ≤ 10 seconds	86.12%	3.54%	2.50%	4.68%	1.71%	1.32%	0.13%	100.00%
% answer time ≤ 15 seconds	89.65%							
% answer time ≤ 40 seconds	96.84%							
May 2022 Total	16,706	647	492	842	289	187	29	19,192
% answer time ≤ 10 seconds	87.05%	3.37%	2.56%	4.39%	1.51%	0.97%	0.15%	100.00%
% answer time ≤ 15 seconds	90.42%							
% answer time ≤ 40 seconds	97.37%							
June 2022 Total	17,118	857	519	958	296	192	21	19,961
% answer time ≤ 10 seconds	85.76%	4.29%	2.60%	4.80%	1.48%	0.96%	0.11%	100.00%
% answer time ≤ 15 seconds	90.05%							
% answer time ≤ 40 seconds	97.45%							
July 2022 Total	17,132	689	459	833	317	196	17	19,643
% answer time ≤ 10 seconds	87.22%	3.51%	2.34%	4.24%	1.61%	1.00%	0.09%	100.00%
% answer time ≤ 15 seconds	90.72%							
% answer time ≤ 40 seconds	97.30%							
August 2022 Total	16,481	934	611	1,014	310	176	9	19,535
% answer time ≤ 10 seconds	84.37%	4.78%	3.13%	5.19%	1.59%	0.90%	0.05%	100.00%
% answer time ≤ 15 seconds	89.15%							
% answer time ≤ 40 seconds	97.47%							
September 2022 Total	16,150	710	424	618	230	117	15	18,264
% answer time ≤ 10 seconds	88.43%	3.89%	2.32%	3.38%	1.26%	0.64%	0.08%	100.00%
% answer time ≤ 15 seconds	92.31%							
% answer time ≤ 40 seconds	98.02%							
October 2022 Total	16,330	634	297	535	152	64	0	18,012
% answer time ≤ 10 seconds	90.66%	3.52%	1.65%	2.97%	0.84%	0.36%	0.00%	100.00%
% answer time ≤ 15 seconds	94.18%							
% answer time ≤ 40 seconds	98.80%							
Year to Date 2022 Total	164,911	7,296	4,760	8,474	2,937	1,931	210	190,539
% answer time ≤ 10 seconds	86.55%	3.83%	2.51%	4.45%	1.54%	1.01%	0.11%	100.00%
% answer time ≤ 15 seconds	90.38%							
% answer time ≤ 40 seconds	97.33%							
Year to Date 2021 Total	152,922	10,156	6,079	8,712	3,279	2,006	250	182,404
% answer time ≤ 10 seconds	83.38%	5.54%	3.31%	4.75%	1.79%	1.09%	0.14%	100.00%
% answer time ≤ 15 seconds	88.92%							
% answer time ≤ 40 seconds	96.98%							