



PSAP Answer Time

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

Month - Year: 1/1/2026- 3/31/2026
 Agency Affiliation: Fire

From: 1/1/2026
 To: 3/31/2026
 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 2026 Total | 15,986 | 435 | 215 | 249 | 47 | 17 | 2 | 16,951 |
| % answer time ≤ 10 seconds | 94.31% | 2.57% | 1.27% | 1.47% | 0.28% | 0.10% | 0.01% | 100.00% |
| % answer time ≤ 15 seconds | 96.87% | | | | | | | |
| % answer time ≤ 40 seconds | 99.61% | | | | | | | |
| February 2026 Total | 14,047 | 356 | 165 | 222 | 56 | 30 | 1 | 14,877 |
| % answer time ≤ 10 seconds | 94.42% | 2.39% | 1.11% | 1.49% | 0.38% | 0.20% | 0.01% | 100.00% |
| % answer time ≤ 15 seconds | 96.81% | | | | | | | |
| % answer time ≤ 40 seconds | 99.42% | | | | | | | |
| March 2026 Total | 18,139 | 427 | 220 | 265 | 56 | 34 | 3 | 19,144 |
| % answer time ≤ 10 seconds | 94.75% | 2.23% | 1.15% | 1.38% | 0.29% | 0.18% | 0.02% | 100.00% |
| % answer time ≤ 15 seconds | 96.98% | | | | | | | |
| % answer time ≤ 40 seconds | 99.51% | | | | | | | |
| Year to Date 2026 Total | 48,172 | 1,218 | 600 | 736 | 159 | 81 | 6 | 50,972 |
| % answer time ≤ 10 seconds | 94.51% | 2.39% | 1.18% | 1.44% | 0.31% | 0.16% | 0.01% | 100.00% |
| % answer time ≤ 15 seconds | 96.90% | | | | | | | |
| % answer time ≤ 40 seconds | 99.52% | | | | | | | |
| Year to Date 2025 Total | 52,253 | 1,508 | 720 | 1,125 | 262 | 109 | 11 | 55,988 |
| % answer time ≤ 10 seconds | 93.33% | 2.69% | 1.29% | 2.01% | 0.47% | 0.19% | 0.02% | 100.00% |
| % answer time ≤ 15 seconds | 96.02% | | | | | | | |
| % answer time ≤ 40 seconds | 99.32% | | | | | | | |