



PSAP Answer Time

CONFIRE/Comm Center

1743 W Miro Way

Rialto, CA 92376

County: San Bernardino

Month - Year: 1/1/2025- 4/30/2025

Agency Affiliation
Fire

From: 1/1/2025

To: 4/30/2025

Period Group: Month

Time Group: 60 Minute

Time Block: 00:00 - 23:59

Call Type: 911 Calls

CONFIRE

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%							
March 2025 Total	15,783	314	118	168	33	7	0	16,423
% answer time ≤ 10 seconds	96.10%	1.91%	0.72%	1.02%	0.20%	0.04%	0.00%	100.00%
% answer time ≤ 15 seconds	98.01%							
% answer time ≤ 40 seconds	99.76%							
April 2025 Total	14,570	195	88	112	15	3	0	14,983
% answer time ≤ 10 seconds	97.24%	1.30%	0.59%	0.75%	0.10%	0.02%	0.00%	100.00%
% answer time ≤ 15 seconds	98.55%							
% answer time ≤ 40 seconds	99.88%							
Year to Date 2025 Total	66,823	1,703	808	1,237	277	112	11	70,971
% answer time ≤ 10 seconds	94.16%	2.40%	1.14%	1.74%	0.39%	0.16%	0.02%	100.00%
% answer time ≤ 15 seconds	96.55%							
% answer time ≤ 40 seconds	99.44%							
Year to Date 2024 Total	66,227	1,472	690	1,030	263	123	5	69,810
% answer time ≤ 10 seconds	94.87%	2.11%	0.99%	1.48%	0.38%	0.18%	0.01%	100.00%
% answer time ≤ 15 seconds	96.98%							
% answer time ≤ 40 seconds	99.44%							