



CONFIRE

PSAP Answer Time

CONFIRE/Comm Center

1743 W Miro Way

Rialto, CA 92376

County: San Bernardino

Month - Year: 1/1/2023 - 7/31/2023

Agency: Fire
Affiliation:

From: 1/1/2023

To: 7/31/2023

Period Group: Month

Time Group: 60 Minute

Time Block: 00:00 - 23:59

Call Type: 911 Calls

Call Hour	Answer Times In Seconds							Total
	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+	
January 2023 Total	16,325	465	252	329	71	27	0	17,453
% answer time ≤ 10 seconds	93.45%	2.66%	1.44%	1.88%	0.41%	0.15%	0.00%	100.00%
% answer time ≤ 15 seconds	96.11%							
% answer time ≤ 40 seconds	99.44%							
February 2023 Total	15,275	504	283	415	77	48	1	16,603
% answer time ≤ 10 seconds	92.00%	3.04%	1.44%	1.88%	0.41%	0.15%	0.00%	100.00%
% answer time ≤ 15 seconds	95.04%							
% answer time ≤ 40 seconds	99.24%							
March 2023 Total	15,937	672	369	495	160	57	3	17,693
% answer time ≤ 10 seconds	90.08%	3.80%	2.09%	2.80%	0.90%	32.00%	2.00%	100.00%
% answer time ≤ 15 seconds	93.87%							
% answer time ≤ 40 seconds	98.76%							
April 2023 Total	16,524	487	244	273	62	27	4	17,621
% answer time ≤ 10 seconds	93.77%	2.76%	1.38%	1.55%	0.35%	0.15%	0.02%	100.00%
% answer time ≤ 15 seconds	96.54%							
% answer time ≤ 40 seconds	99.47%							
May 2023 Total	16,792	455	212	276	55	24	0	17,621
% answer time ≤ 10 seconds	94.26%	2.55%	1.19%	1.55%	0.31%	0.13%	0.00%	100.00%
% answer time ≤ 15 seconds	96.82%							
% answer time ≤ 40 seconds	99.56%							
June 2023 Total	16,676	398	184	262	46	13	0	17,579
% answer time ≤ 10 seconds	94.86%	2.26%	1.05%	1.49%	0.26%	0.07%	0.00%	100.00%
% answer time ≤ 15 seconds	97.13%							
% answer time ≤ 40 seconds	99.66%							
July 2023 Total	19,123	602	321	407	99	31	2	20,585
% answer time ≤ 10 seconds	92.90%	2.92%	1.56%	1.98%	0.48%	0.15%	0.01%	100.00%
% answer time ≤ 15 seconds	95.82%							
% answer time ≤ 40 seconds	99.36%							
Year to Date 2023 Total	116,652	3,583	1,865	2,457	570	227	10	125,364
% answer time ≤ 10 seconds	93.05%	2.86%	1.49%	1.96%	0.45%	0.18%	0.01%	100.00%
% answer time ≤ 15 seconds	95.91%							
% answer time ≤ 40 seconds	99.36%							
Year to Date 2022 Total	115,952	5,018	3,448	6,307	2,245	1,574	186	134,730
% answer time ≤ 10 seconds	86.06%	3.72%	2.56%	4.68%	1.67%	1.17%	0.14%	100.00%
% answer time ≤ 15 seconds	89.79%							
% answer time ≤ 40 seconds	97.03%							