



PSAP Answer Time

CONFIRE/Comm Center

1743 W Miro Way

Rialto, CA 92376

County: San Bernardino

Month - Year: 1/1/2021 - 10/31/2021

Agency Fire

Affiliation

From: 1/1/2021

To: 10/31/2021

Period Group: Month

Time Group: 60 Minute

Time Block: 00:00 - 23:59

Call Type: 911 Calls

CONFIRE

Call Hour	Answer Times In Seconds							
	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
January 2021 Total	17,242	962	520	613	203	91	3	19,634
% answer time ≤ 10 seconds	87.82%	4.90%	2.65%	3.12%	1.03%	0.46%	0.02%	100.00%
% answer time ≤ 15 seconds	92.72%							
% answer time ≤ 40 seconds	98.49%							
February 2021 Total	13,431	779	391	474	172	93	5	15,345
% answer time ≤ 10 seconds	87.53%	5.08%	2.55%	3.09%	1.12%	0.61%	0.03%	100.00%
% answer time ≤ 15 seconds	92.60%							
% answer time ≤ 40 seconds	98.24%							
March 2021 Total	14,942	768	452	430	145	78	6	16,821
% answer time ≤ 10 seconds	88.83%	4.57%	2.69%	2.56%	0.86%	0.46%	0.04%	100.00%
% answer time ≤ 15 seconds	93.40%							
% answer time ≤ 40 seconds	98.64%							
April 2021 Total	15,519	992	531	639	216	176	32	18,105
% answer time ≤ 10 seconds	85.72%	5.48%	2.93%	3.53%	1.19%	0.97%	0.18%	100.00%
% answer time ≤ 15 seconds	91.20%							
% answer time ≤ 40 seconds	97.66%							
May 2021 Total	15,477	1,017	548	786	249	138	19	18,234
% answer time ≤ 10 seconds	84.88%	5.58%	3.01%	4.31%	1.37%	0.76%	0.10%	100.00%
% answer time ≤ 15 seconds	90.46%							
% answer time ≤ 40 seconds	97.77%							
June 2021 Total	15,019	1,225	741	1,039	435	213	20	18,692
% answer time ≤ 10 seconds	80.35%	6.55%	3.96%	5.56%	2.33%	1.14%	0.11%	100.00%
% answer time ≤ 15 seconds	86.90%							
% answer time ≤ 40 seconds	96.43%							
July 2021 Total	15,945	1,550	898	1,212	512	281	32	20,430
% answer time ≤ 10 seconds	78.05%	7.59%	4.40%	5.93%	2.51%	1.38%	0.16%	100.00%

% answer time ≤ 15 seconds	85.63%							
% answer time ≤ 40 seconds	95.96%							
August 2021 Total	15,559	1,381	907	1,386	535	346	42	20,156
% answer time ≤ 10 seconds	77.19%	6.85%	4.50%	6.88%	2.65%	1.72%	0.21%	100.00%
% answer time ≤ 15 seconds	84.04%							
% answer time ≤ 40 seconds	95.42%							
September 2021 Total	15,027	790	581	1,169	421	302	45	18,335
% answer time ≤ 10 seconds	81.96%	4.31%	3.17%	6.38%	2.30%	1.65%	0.25%	100.00%
% answer time ≤ 15 seconds	86.27%							
% answer time ≤ 40 seconds	95.81%							
October 2021 Total	14,761	692	510	964	391	288	46	17,652
% answer time ≤ 10 seconds	83.62%	3.92%	2.89%	5.46%	2.22%	1.63%	0.26%	100.00%
% answer time ≤ 15 seconds	87.54%							
% answer time ≤ 40 seconds	95.89%							
Year to Date 2021 Total	152,922	10,156	6,079	8,712	3,279	2,006	250	183,404
% 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%							
Year to Date 2020 Total	148,249	9,768	5,276	5,941	2,094	1,133	89	172,550
% answer time ≤ 10 seconds	85.92%	5.66%	3.06%	3.44%	1.21%	0.66%	0.05%	100.00%
% answer time ≤ 15 seconds	91.58%							
% answer time ≤ 40 seconds	98.08%							