



PSAP Answer Time

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

Month - Year: 1/1/2023 - 10/31/2023
 Agency Affiliation Fire

From: 1/1/2023
 To: 10/31/2023
 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 2023 Total	16,325	465	252	323	71	27	0	17,469
% 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	16,678	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%							
August 2023 Total	18,268	553	297	416	125	42	3	19,704
% answer time ≤ 10 seconds	92.71%	2.81%	1.51%	2.11%	0.63%	0.21%	0.02%	100.00%
% answer time ≤ 15 seconds	95.52%							
% answer time ≤ 40 seconds	99.14%							
September 2023 Total	16,470	411	181	305	62	26	0	17,455
% answer time ≤ 10 seconds	94.36%	2.35%	1.04%	1.75%	0.36%	0.15%	0.00%	100.00%
% answer time ≤ 15 seconds	96.71%							
% answer time ≤ 40 seconds	99.50%							
October 2023 Total	17,078	524	217	346	81	44	5	18,295
% answer time ≤ 10 seconds	93.35%	2.86%	1.19%	1.89%	0.44%	0.24%	0.03%	100.00%
% answer time ≤ 15 seconds	96.21%							
% answer time ≤ 40 seconds	99.29%							
Year to Date 2023 Total	168,468	5,071	2,560	3,524	838	339	18	180,818
% answer time ≤ 10 seconds	93.17%	2.80%	1.42%	1.95%	0.46%	0.19%	0.01%	100.00%
% answer time ≤ 15 seconds	95.97%							
% answer time ≤ 40 seconds	99.34%							
Year to Date 2022 Total	164,913	7,296	4,780	8,474	2,937	1,931	210	190,541
% 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%							