PSAP Answer Time

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

Month - Year: 1/1/2024 - 7/31/2024
Agency Affiliation: Fire

From: 1/1/2024
To: 7/31/2024
Period Group: Month
Time Group: 60 Minute
Time Block: 00:00 - 23:59
Call Type: 911 Calls

Call Hour	Answer Times In Seconds							
	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
January 2024 Total	17,259	487	188	319	75	45	3	18,376
% answer time ≤ 10 seconds	93.92%	2.65%	1.02%	1.74%	0.41%	0.24%	0.02%	100.00%
% answer time ≤ 15 seconds	96.57%							
% answer time ≤ 40 seconds	99.33%							
February 2024 Total	15,685	388	174	253	74	33	1	16,608
% answer time ≤ 10 seconds	94.44%	2.34%	1.05%	1.52%	0.45%	0.20%	0.01%	100.00%
% answer time ≤ 15 seconds	96.78%							
% answer time ≤ 40 seconds	99.35%							
March 2024 Total	16,504	281	167	246	53	12	1	17,264
% answer time ≤ 10 seconds	95.60%	1.63%	0.97%	1.42%	0.31%	0.07%	0.01%	100.00%
% answer time ≤ 15 seconds	97.23%							
% answer time ≤ 40 seconds	99.62%							
April 2024 Total	16,779	316	161	212	61	33	0	17,562
% answer time ≤ 10 seconds	95.54%	1.80%	0.92%	1.21%	0.35%	0.19%	0.00%	100.00%
% answer time ≤ 15 seconds	97.34%							
% answer time ≤ 40 seconds	99.46%							
May 2024 Total	17,044	653	361	636	224	95	8	19,021
% answer time ≤ 10 seconds	89.61%	3.43%	1.90%	3.34%	1.18%	0.50%	0.04%	100.00%
% answer time ≤ 15 seconds	93.04%							
% answer time ≤ 40 seconds	98.28%							
June 2024 Total	17,064	919	520	873	248	119	6	19,749
% answer time ≤ 10 seconds	86.40%	4.65%	2.63%	4.42%	1.26%	0.60%	0.03%	100.00%
% answer time ≤ 15 seconds	91.06%							
% answer time ≤ 40 seconds	98.11%							
July 2024 Total	18,667	1,154	770	1,383	479	334	45	22,832
% answer time ≤ 10 seconds	81.76%	5.05%	3.37%	6.06%	2.10%	1.46%	0.20%	100.00%
% answer time ≤ 15 seconds	86.81%							
% answer time ≤ 40 seconds	96.24%							
Year to Date 2024 Total	119,002	4,198	2,341	3,922	1,214	671	64	131,412
% answer time ≤ 10 seconds	90.56%	3.19%	1.78%	2.98%	0.92%	0.51%	0.05%	100.00%
% answer time ≤ 15 seconds	93.75%							
% answer time ≤ 40 seconds	98.52%							
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%							