



# PSAP Answer Time

CONFIRE/Comm Center

1743 W Miro Way

Rialto, CA 92376

County: San Bernardino

Month - Year: 1/1/2021 - 12/31/2021

Agency Affiliation Fire

From: 1/1/2021

To: 12/31/2021

Period Group: Month

Time Group: 60 Minute

Time Block: 00:00 - 23:59

Call Type: 911 Calls

**CONFIRE**

Call Hour	Answer Times In Seconds								Total
	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+		
January 2021 Total	17,242	962	520	613	203	91	3	18,634	
% 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%	0.88%	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	1,038	435	213	20	18,692	
% answer time ≤ 10 seconds	80.35%	6.55%	3.96%	5.58%	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	1,388	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	892	510	964	391	288	46	17,652	
% answer time ≤ 10 seconds	83.62%	3.92%	2.89%	5.46%	2.22%	1.83%	0.26%	100.00%	
% answer time ≤ 15 seconds	87.54%								
% answer time ≤ 40 seconds	95.89%								
November 2021 Total	15,276	753	497	1,013	374	251	43	18,207	
% answer time ≤ 10 seconds	83.90%	4.14%	2.73%	5.56%	2.05%	1.38%	0.24%	100.00%	
% answer time ≤ 15 seconds	88.04%								
% answer time ≤ 40 seconds	96.33%								
December 2021 Total	24,350	664	459	782	302	210	30	26,797	
% answer time ≤ 10 seconds	90.87%	2.48%	1.71%	2.92%	1.13%	0.78%	0.11%	100.00%	
% answer time ≤ 15 seconds	93.35%								
% answer time ≤ 40 seconds	97.96%								
Year to Date 2021 Total	192,548	11,573	7,035	10,507	3,955	2,467	323	228,408	
% answer time ≤ 10 seconds	84.30%	5.07%	3.08%	4.60%	1.73%	1.08%	0.14%	100.00%	
% answer time ≤ 15 seconds	89.37%								
% answer time ≤ 40 seconds	97.05%								
Year to Date 2020 Total	181,048	12,065	6,634	7,536	2,703	1,449	121	211,556	
% answer time ≤ 10 seconds	85.58%	5.70%	3.14%	3.56%	1.28%	0.68%	0.06%	100.00%	
% answer time ≤ 15 seconds	91.28%								
% answer time ≤ 40 seconds	97.98%								