



**CONFIRE**

## PSAP Answer Time

CONFIRE/Comm Center

1743 W Miro Way

Rialto, CA 92376

County: San Bernardino

Month - Year: 1/1/2023 - 5/31/2023

Agency Fire

Affiliation

From: 1/1/2023

To: 5/31/2023

Period Group: Month

Time Group: 60 Minute

Time Block: 00:00 - 23:59

Call Type: 911 Calls

| Call Hour                  | Answer Times In Seconds |       |         |         |         |          |       |         |
|----------------------------|-------------------------|-------|---------|---------|---------|----------|-------|---------|
|                            | 0 - 10                  | 11-15 | 16 - 20 | 21 - 40 | 41 - 60 | 61 - 120 | 120+  | Total   |
| January 2023 Total         | 16,325                  | 465   | 252     | 329     | 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%                  |       |         |         |         |          |       |         |
| Year to Date 2023 Total    | 80,853                  | 2,583 | 1,360   | 1,788   | 425     | 183      | 8     | 87,200  |
| % answer time ≤ 10 seconds | 92.72%                  | 2.96% | 1.56%   | 2.05%   | 0.49%   | 0.21%    | 0.01% | 100.00% |
| % answer time ≤ 15 seconds | 95.68%                  |       |         |         |         |          |       |         |
| % answer time ≤ 40 seconds | 99.29%                  |       |         |         |         |          |       |         |
| Year to Date 2022 Total    | 81,702                  | 3,472 | 2,470   | 4,516   | 1,632   | 1,186    | 148   | 95,126  |
| % answer time ≤ 10 seconds | 85.89%                  | 3.65% | 2.60%   | 4.75%   | 1.72%   | 1.25%    | 0.16% | 100.00% |
| % answer time ≤ 15 seconds | 89.54%                  |       |         |         |         |          |       |         |
| % answer time ≤ 40 seconds | 96.88%                  |       |         |         |         |          |       |         |