



## Call Summary

CONFIRE/Comm Center

1743 W Miro Way

Rialto, CA 92376

County: San Bernardino

Year: 2025

From:

1/1/2025

To:

1/231/2025

Period

Month

Group:

All

Call Type:

Abandoned

Include Abandoned

Filters:

**CONFIRE**

| Date               | 911    | 911 Abdn | Total 911 | 911 Abdn Percentage | 10-Digit Emergency Inbound | 10-Digit Emergency Abdn | Total 10-Digit Emergency | Admin Outbound | Admin Inbound | Admin Inbound Abandoned | Total Admin | Total All Calls | Average Call Duration |
|--------------------|--------|----------|-----------|---------------------|----------------------------|-------------------------|--------------------------|----------------|---------------|-------------------------|-------------|-----------------|-----------------------|
| Jan-25             | 22264  | 78       | 22342     | 0.35%               | 12590                      | 412                     | 13002                    | 15762          | 4942          | 149                     | 20853       | 56197           | 128.9                 |
| Feb-25             | 14711  | 61       | 14772     | 0.41%               | 9400                       | 269                     | 9669                     | 11718          | 3810          | 89                      | 15617       | 40058           | 124.2                 |
| Mar-25             | 16161  | 262      | 16423     | 1.60%               | 14489                      | 3176                    | 17665                    | 14220          | 4188          | 89                      | 18497       | 52585           | 126.9                 |
| Apr-25             | 12272  | 2711     | 14983     | 18.09%              | 15995                      | 337                     | 16332                    | 14700          | 4205          | 146                     | 19051       | 50366           | 116.6                 |
| May-25             | 12442  | 193      | 12635     | 1.53%               | 19436                      | 428                     | 19864                    | 16886          | 3933          | 57                      | 20876       | 53375           | 121.3                 |
| Jun-25             | 14405  | 126      | 14531     | 0.87%               | 16844                      | 433                     | 17277                    | 15653          | 3545          | 57                      | 19255       | 51063           | 122.5                 |
| Jul-25             | 13391  | 199      | 13590     | 1.46%               | 18230                      | 484                     | 18714                    | 16758          | 4742          | 331                     | 21831       | 54135           | 122.3                 |
| Aug-25             | 19294  | 101      | 19395     | 0.52%               | 14556                      | 412                     | 14968                    | 16857          | 4210          | 64                      | 21131       | 55494           | 119.2                 |
| Sep-25             | 17679  | 60       | 17739     | 0.34%               | 12375                      | 495                     | 12870                    | 15156          | 3881          | 47                      | 19085       | 49694           | 120.6                 |
| Oct-25             | 14173  | 61       | 14234     | 0.43%               | 12649                      | 355                     | 13004                    | 14930          | 7036          | 53                      | 22019       | 49257           | 121.4                 |
| Nov-25             | 16402  | 96       | 16498     | 0.58%               | 13523                      | 2324                    | 15847                    | 8267           | 3597          | 44                      | 11908       | 44253           | 121.5                 |
| Dec-25             | 17036  | 147      | 17183     | 0.86%               | 14352                      | 449                     | 14801                    | 12114          | 3503          | 81                      | 15698       | 47682           | 134.4                 |
| <b>2025 Totals</b> | 192679 | 4097     | 196776    | 2.08%               | 175872                     | 9627                    | 185499                   | 174849         | 52195         | 1224                    | 228269      | 610544          | 123.3                 |
| <b>2024 Totals</b> | 229370 | 704      | 230074    | 0.31%               | 144965                     | 6217                    | 151182                   | 188241         | 68615         | 2093                    | 258949      | 640205          | 123.2                 |