



## PSAP Answer Time

CONFIRE/Comm Center

1743 W Miro Way

Rialto, CA 92376

County: San Bernardino

Month - Year: 1/1/2025- 12/31/2025

Agency Fire  
Affiliation

From: 1/1/2025

To: 12/31/2025

Period Group: Month

Time Group: 60 Minute

Time Block: 00:00 - 23:59

Call Type: 911 Calls

| Call Hour                  | 0 - 10  | 11-15 | 16 - 20 | 21 - 40 | 41 - 60 | 61 - 120 | 120+  | Total   |
|----------------------------|---------|-------|---------|---------|---------|----------|-------|---------|
| January 2025 Total         | 20,144  | 810   | 435     | 695     | 164     | 84       | 10    | 22,342  |
| % answer time ≤ 10 seconds | 90.16%  | 3.63% | 1.95%   | 3.11%   | 0.73%   | 0.38%    | 0.04% | 100.00% |
| % answer time ≤ 15 seconds | 93.79%  |       |         |         |         |          |       |         |
| % answer time ≤ 40 seconds | 98.85%  |       |         |         |         |          |       |         |
| February 2025 Total        | 16,326  | 384   | 167     | 262     | 65      | 18       | 1     | 17,223  |
| % answer time ≤ 10 seconds | 94.79%  | 2.23% | 0.97%   | 1.52%   | 0.38%   | 0.10%    | 0.01% | 100.00% |
| % answer time ≤ 15 seconds | 97.02%  |       |         |         |         |          |       |         |
| % answer time ≤ 40 seconds | 99.51%  |       |         |         |         |          |       |         |
| March 2025 Total           | 15,783  | 314   | 118     | 168     | 33      | 7        | 0     | 16,423  |
| % answer time ≤ 10 seconds | 96.10%  | 1.91% | 0.72%   | 1.02%   | 0.20%   | 0.04%    | 0.00% | 100.00% |
| % answer time ≤ 15 seconds | 98.01%  |       |         |         |         |          |       |         |
| % answer time ≤ 40 seconds | 99.76%  |       |         |         |         |          |       |         |
| April 2025 Total           | 14,570  | 195   | 88      | 112     | 15      | 3        | 0     | 14,983  |
| % answer time ≤ 10 seconds | 97.24%  | 1.30% | 0.59%   | 0.75%   | 0.10%   | 0.02%    | 0.00% | 100.00% |
| % answer time ≤ 15 seconds | 98.55%  |       |         |         |         |          |       |         |
| % answer time ≤ 40 seconds | 99.88%  |       |         |         |         |          |       |         |
| May 2025 Total             | 12,253  | 161   | 97      | 96      | 20      | 8        | 0     | 12,535  |
| % answer time ≤ 10 seconds | 96.98%  | 1.27% | 0.77%   | 0.76%   | 0.16%   | 0.06%    | 0.00% | 100.00% |
| % answer time ≤ 15 seconds | 98.25%  |       |         |         |         |          |       |         |
| % answer time ≤ 40 seconds | 99.78%  |       |         |         |         |          |       |         |
| June 2025 Total            | 14,050  | 213   | 104     | 130     | 25      | 9        | 0     | 14,531  |
| % answer time ≤ 10 seconds | 96.69%  | 1.47% | 0.72%   | 0.89%   | 0.17%   | 0.06%    | 0.00% | 100.00% |
| % answer time ≤ 15 seconds | 98.16%  |       |         |         |         |          |       |         |
| % answer time ≤ 40 seconds | 99.77%  |       |         |         |         |          |       |         |
| July 2025 Total            | 12,856  | 332   | 146     | 181     | 55      | 20       | 0     | 13,590  |
| % answer time ≤ 10 seconds | 94.60%  | 2.44% | 1.07%   | 1.33%   | 0.40%   | 0.15%    | 0.00% | 100.00% |
| % answer time ≤ 15 seconds | 97.04%  |       |         |         |         |          |       |         |
| % answer time ≤ 40 seconds | 99.45%  |       |         |         |         |          |       |         |
| August 2025 Total          | 18,060  | 622   | 240     | 359     | 84      | 28       | 2     | 19,395  |
| % answer time ≤ 10 seconds | 93.12%  | 3.21% | 1.24%   | 1.85%   | 0.43%   | 0.14%    | 0.01% | 100.00% |
| % answer time ≤ 15 seconds | 96.32%  |       |         |         |         |          |       |         |
| % answer time ≤ 40 seconds | 99.41%  |       |         |         |         |          |       |         |
| September 2025 Total       | 17,136  | 312   | 95      | 156     | 25      | 12       | 3     | 17,739  |
| % answer time ≤ 10 seconds | 96.60%  | 1.76% | 0.54%   | 0.88%   | 0.14%   | 0.07%    | 0.02% | 100.00% |
| % answer time ≤ 15 seconds | 98.36%  |       |         |         |         |          |       |         |
| % answer time ≤ 40 seconds | 99.77%  |       |         |         |         |          |       |         |
| October 2025 Total         | 13,725  | 249   | 96      | 128     | 29      | 6        | 1     | 14,234  |
| % answer time ≤ 10 seconds | 96.42%  | 1.75% | 0.67%   | 0.90%   | 0.20%   | 0.04%    | 0.01% | 100.00% |
| % answer time ≤ 15 seconds | 98.17%  |       |         |         |         |          |       |         |
| % answer time ≤ 40 seconds | 99.75%  |       |         |         |         |          |       |         |
| November 2025 Total        | 15,872  | 283   | 121     | 178     | 36      | 8        | 0     | 16,498  |
| % answer time ≤ 10 seconds | 96.21%  | 1.72% | 0.73%   | 1.08%   | 0.22%   | 0.05%    | 0.00% | 100.00% |
| % answer time ≤ 15 seconds | 97.92%  |       |         |         |         |          |       |         |
| % answer time ≤ 40 seconds | 99.73%  |       |         |         |         |          |       |         |
| December 2025 Total        | 16,237  | 341   | 200     | 250     | 85      | 61       | 9     | 17,183  |
| % answer time ≤ 10 seconds | 94.49%  | 1.98% | 1.16%   | 1.45%   | 0.50%   | 0.36%    | 0.05% | 100.00% |
| % answer time ≤ 15 seconds | 96.48%  |       |         |         |         |          |       |         |
| % answer time ≤ 40 seconds | 99.10%  |       |         |         |         |          |       |         |
| Year to Date 2025 Total    | 187,012 | 4,216 | 1,907   | 2,715   | 637     | 264      | 25    | 195,776 |
| % answer time ≤ 10 seconds | 95.04%  | 2.14% | 0.97%   | 1.38%   | 0.32%   | 0.13%    | 0.01% | 100.00% |
| % answer time ≤ 15 seconds | 97.18%  |       |         |         |         |          |       |         |
| % answer time ≤ 40 seconds | 99.53%  |       |         |         |         |          |       |         |
| Year to Date 2024 Total    | 206,347 | 8,202 | 4,645   | 7,420   | 2,223   | 1,150    | 87    | 230,074 |
| % answer time ≤ 10 seconds | 89.69%  | 3.56% | 2.02%   | 3.23%   | 0.97%   | 0.50%    | 0.04% | 100.00% |
| % answer time ≤ 15 seconds | 93.25%  |       |         |         |         |          |       |         |
| % answer time ≤ 40 seconds | 98.50%  |       |         |         |         |          |       |         |