

CONFIRE 911 Call Processing Time Analysis

May 2026



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Contents

Call Answering Time from Primary PSAP.....	2
Emergency Call Processing.....	3
EMS Call Processing.....	4
Fire/Rescue Related Calls	7

Figures

Figure 1: Visual display of elements captured in the analysis of call processing times at CONFIRE communications center.	2
Figure 2: CONFIE PSAP 911 Call Pickup Times for Primary PSAP Transfers per ECATS Reporting System.	3
Figure 3: EMS Related Call Pickup to 1st Unit Assigned Processing Time by Percentile Intervals for May 2026	4
Figure 4: EMS Related Call Pickup to 1st Unit Assigned Call Volume by Percentile Interval for May 2026	4
Figure 5: EMS Call Pickup to First Unit Assigned. Includes all Emergency Call Types, and Calls With and Without Determinant Codes.	5
Figure 6: EMS Call Pickup to Queue. Includes all Emergency Call Types, and Calls with and Without Determinant Codes.	5
Figure 7: EMS Queue to First Unit Assigned. Includes all Emergency Call Types, and Calls with and Without Determinant Codes.	6
Figure 8: EMS Call Pickup to First Unit Assigned by EMD Determinant Code.	6
Figure 9: Fire Related Call Pickup to 1st Unit Assigned Processing Time by Percentile Intervals for May 2026	7
Figure 10: Fire Related Call Pickup to 1st Unit Assigned Call Volume by Percentile Interval for May 2026.....	7
Figure 11: Fire/Rescue Call Pickup to First Unit Assigned.	8
Figure 12: Fire/Rescue Call Pickup to Queue.	8
Figure 13: Fire/Rescue Queue to First Unit Assigned.....	9

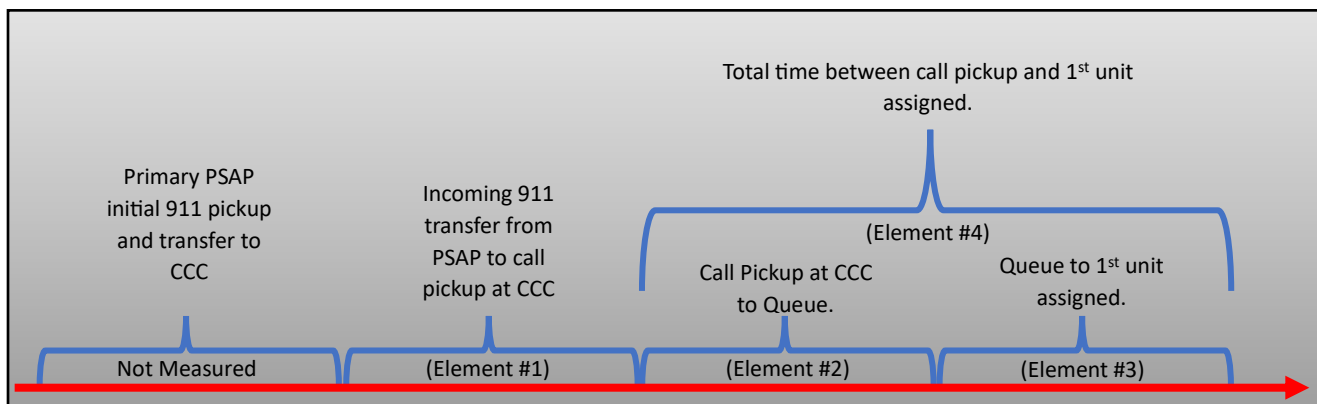
CONFIRE Emergency Call Processing Times.

May 2026

The following analysis covers four key elements of call processing times by CONFIRE Communications Center (CCC):

1. The time interval between the alert of an incoming 911 call from a primary PSAP and when the call is answered by a CCC dispatcher.
2. The time interval between when an emergency 911 call is answered by a CCC dispatcher to the time where it is entered into queue.
3. The time interval between when an emergency 911 call is entered into queue to the time when the first responding unit is alerted and assigned to call.
4. The total time interval between when an emergency 911 call is answered by a CCC dispatcher to the time when the first responding unit is alerted and assigned to the call.

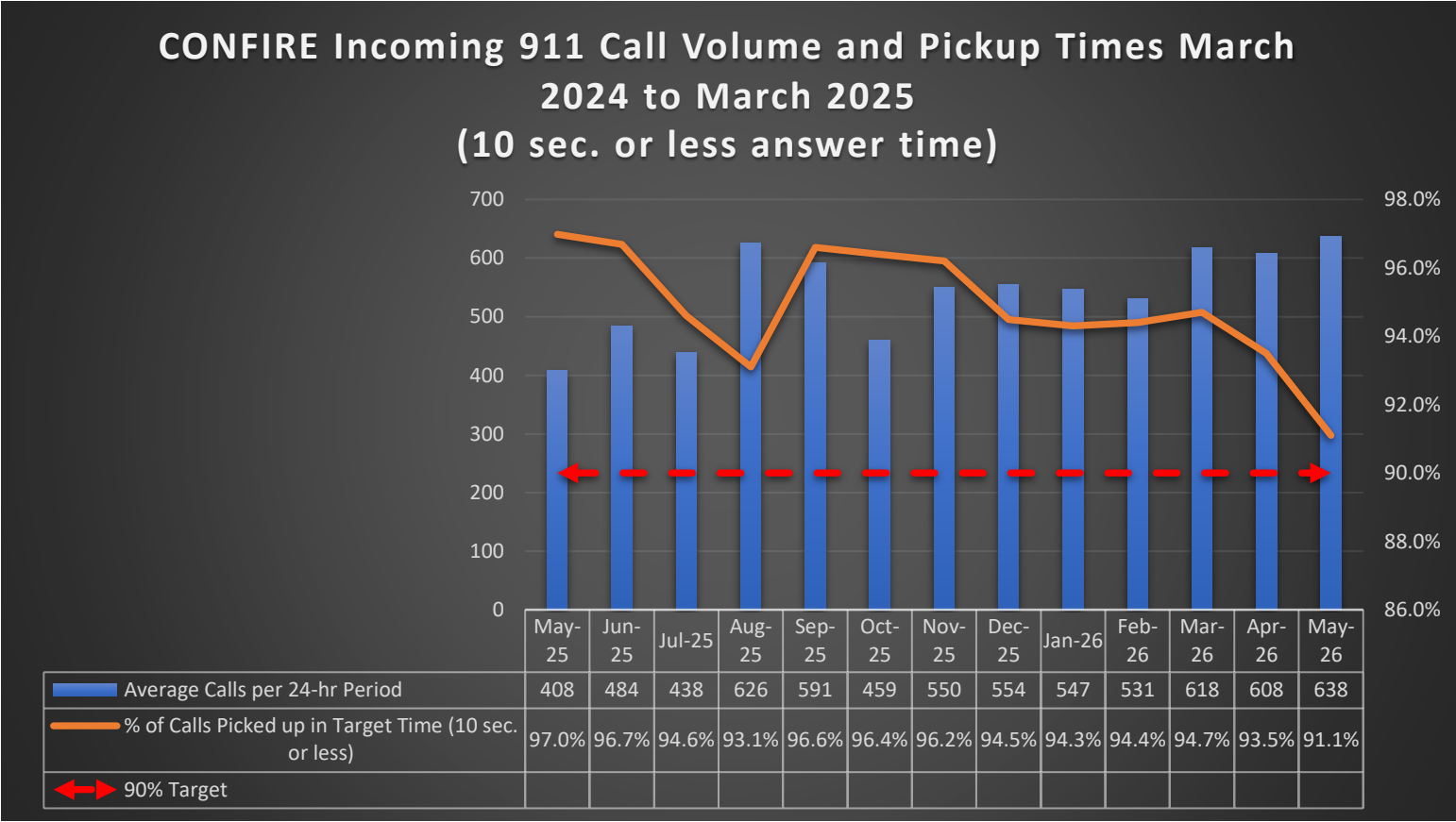
Figure 1: Visual display of elements captured in the analysis of call processing times at CONFIRE communications center.



Call Answering Time from Primary PSAP

CONFIRE receives 911 calls from multiple law enforcement agencies' primary Public Safety Answering Points (PSAPs). As a secondary PSAP, CONFIRE has set a goal of answering incoming 911 calls from primary PSAPs in 10 seconds or less on 90% of the calls. Because the incoming 911 calls are not recorded in CONFIRE's CAD until after the call pickup time, the interval from first ring to call pickup must be measured from another source. CONFIRE uses a reporting software called Emergency Call Tracking System (ECaTS) to capture this data and uses it to measure performance benchmarks and quality control. This data was used to illustrate the call volumes and 911 answering times shown in Figure 2.

Figure 2: CONFIE PSAP 911 Call Pickup Times for Primary PSAP Transfers per ECaTS Reporting System.



NOTE: Call volume in May 2026 was low due several 911 trunks out of service as a result of a drilling accident that damaged County 911 lines.

Emergency Call Processing

Once the call is answered by CCC dispatchers, all call activity is captured in CONFIRE’s CAD server. The following table illustrates multiple elements of the call processing continuum in terms of call volume and call processing times for various call types. For the purposes of this analysis, only calls that meet the definition of “emergency” per NFPA 1221and CONFIRE Administrative Chiefs’ directive are included in the calculations. Because of the nuances of both Fire and EMS related call types, the following sections analyze the call processing elements separately.

EMS Call Processing

EMS Calls include all CAD problem codes that reference a medical emergency, trauma, or traffic collisions.

Figure 3: EMS Related Call Pickup to 1st Unit Assigned Processing Time by Percentile Intervals for May 2026

Call Type	25th Percentile	50th Percentile	75th Percentile	90th Percentile	Goal
Echo	0:00:51	0:01:08	0:01:30	0:01:58	0:01:30
Delta	0:00:54	0:01:21	0:02:05	0:02:51	0:02:30
Charlie	0:01:12	0:01:52	0:02:36	0:03:30	0:02:30
Bravo	0:01:52	0:02:19	0:02:53	0:03:38	0:03:00
Alpha	0:01:19	0:01:58	0:02:19	0:03:02	0:03:00
no EMD Code	0:00:55	0:01:22	0:02:01	0:02:57	0:02:00
All EMS	0:01:01	0:01:38	0:02:23	0:03:14	

Figure 4: EMS Related Call Pickup to 1st Unit Assigned Call Volume by Percentile Interval for May 2026

Call Type	25th Percentile	50th Percentile	75th Percentile	90th Percentile	Additional calls needed to reach 90%
Echo	67	133	199	239	40
Delta	947	1893	2839	3407	179
Charlie	896	1790	2687	3224	657
Bravo	324	648	972	1166	161
Alpha	15	30	46	56	0
no EMD Code	618	1236	1854	2225	1051
All EMS	3251	6502	9755	11705	0

Figure 5: EMS Call Pickup to First Unit Assigned. Includes all Emergency Call Types, and Calls With and Without Determinant Codes.

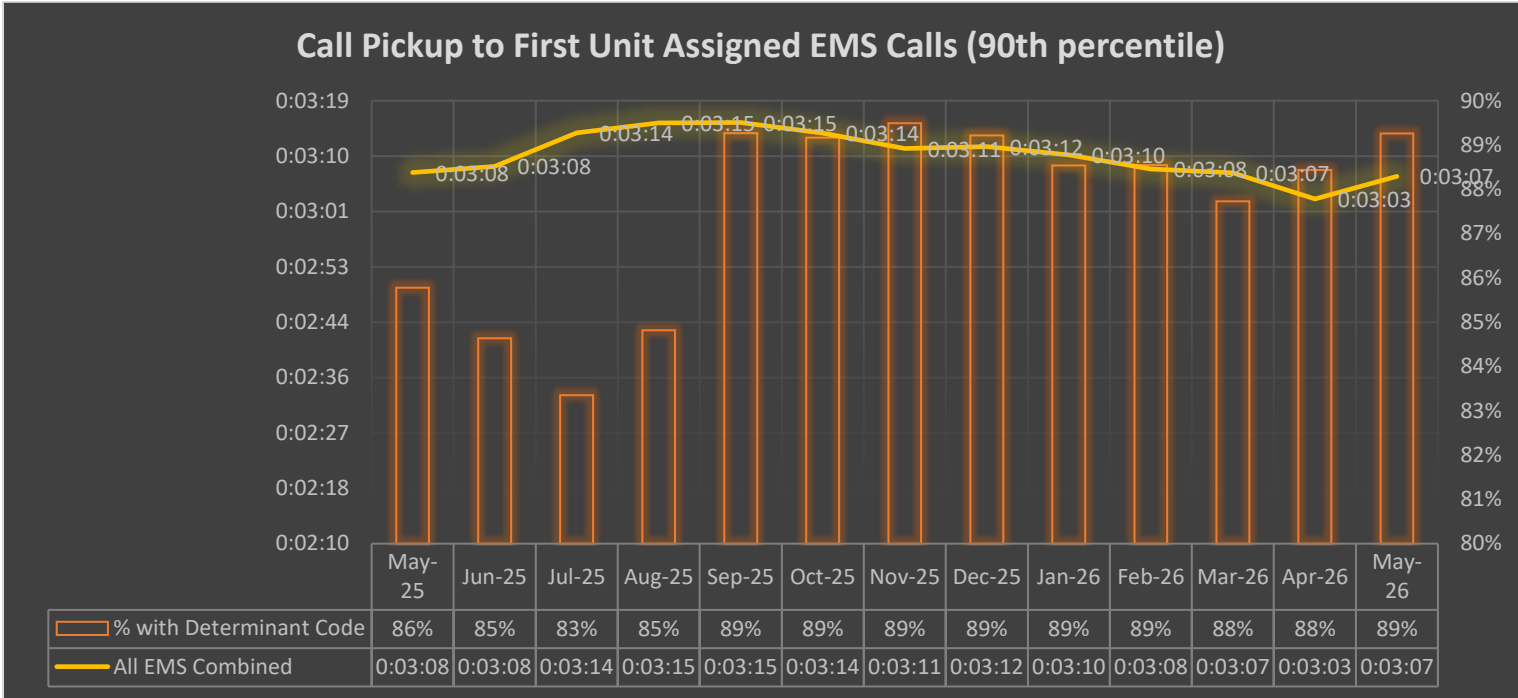


Figure 6: EMS Call Pickup to Queue. Includes all Emergency Call Types, and Calls with and Without Determinant Codes.

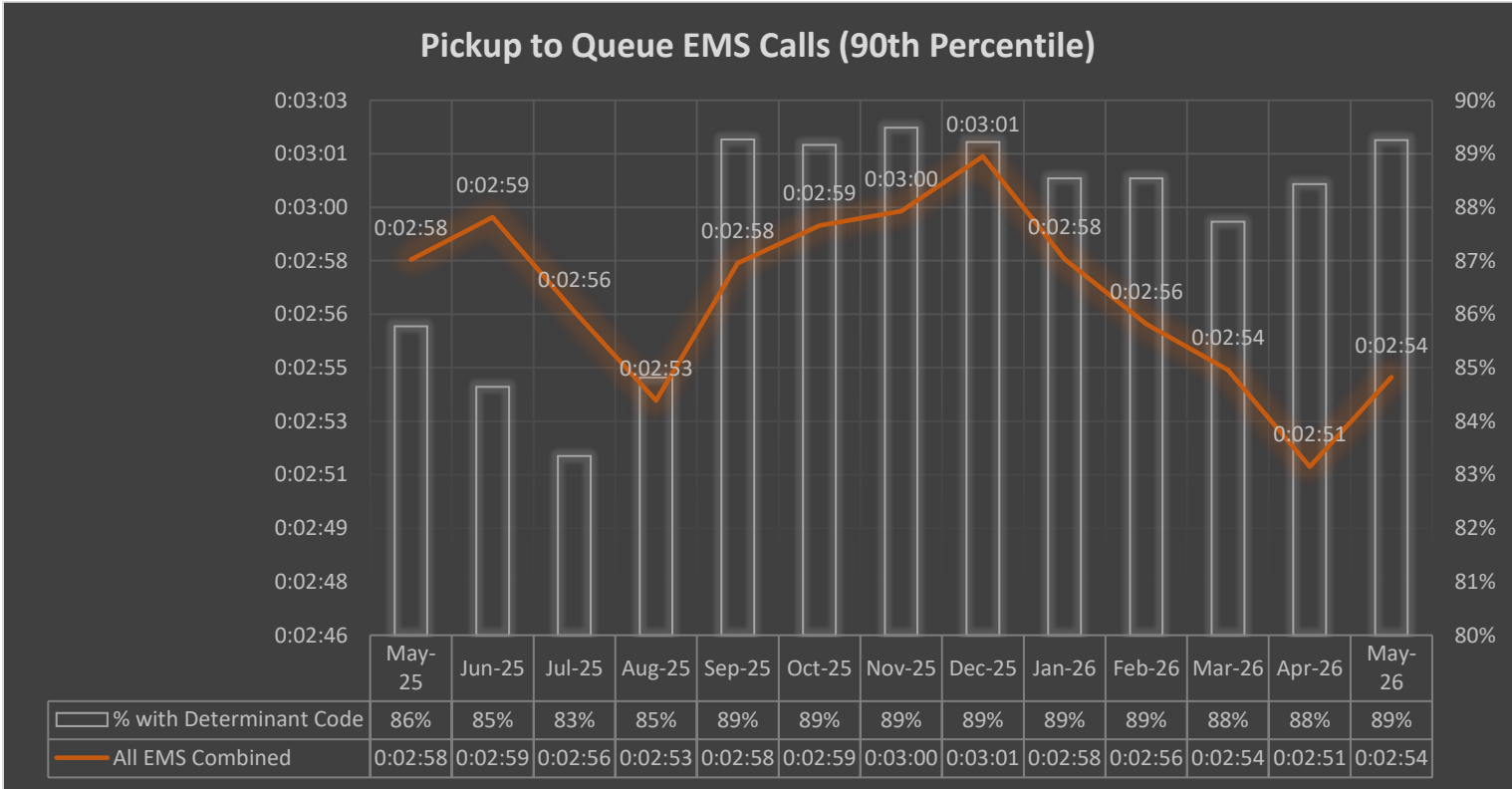


Figure 7: EMS Queue to First Unit Assigned. Includes all Emergency Call Types, and Calls with and Without Determinant Codes.

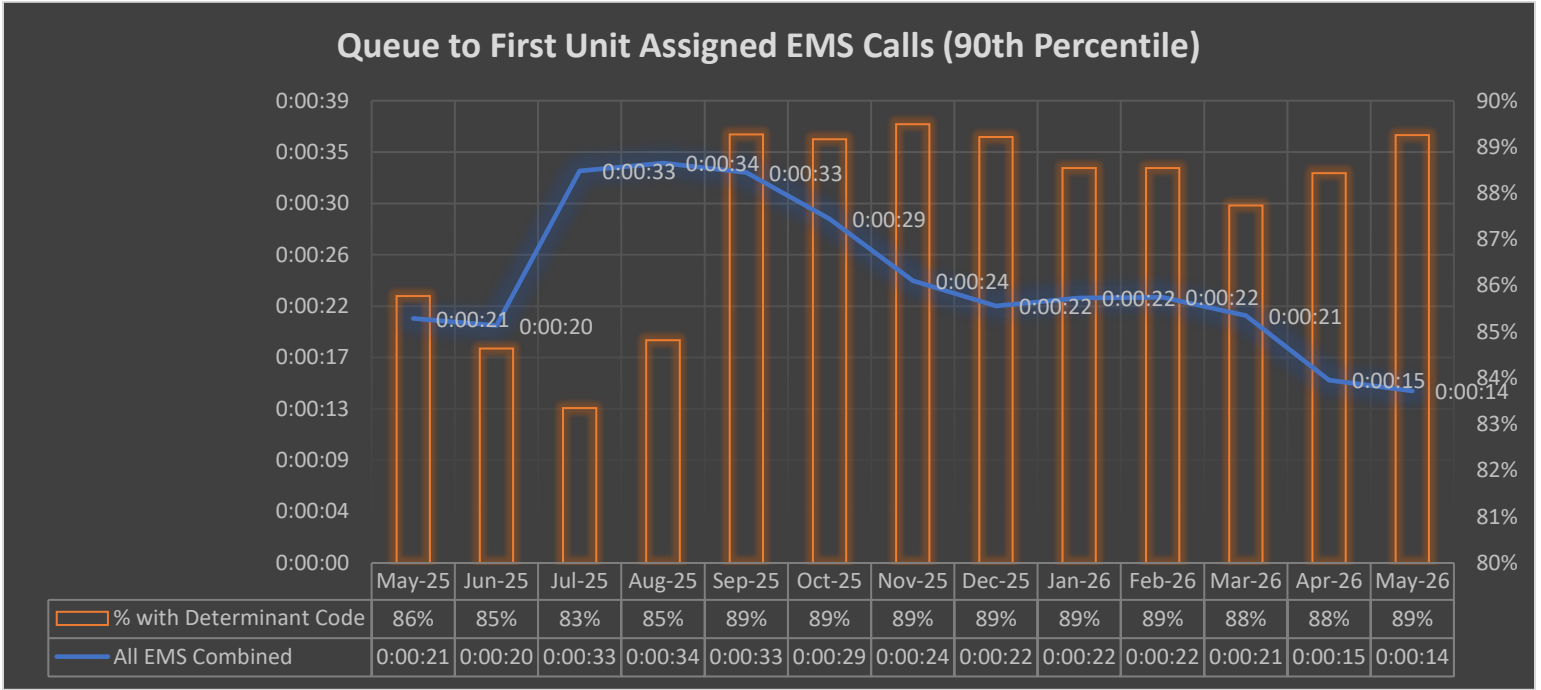
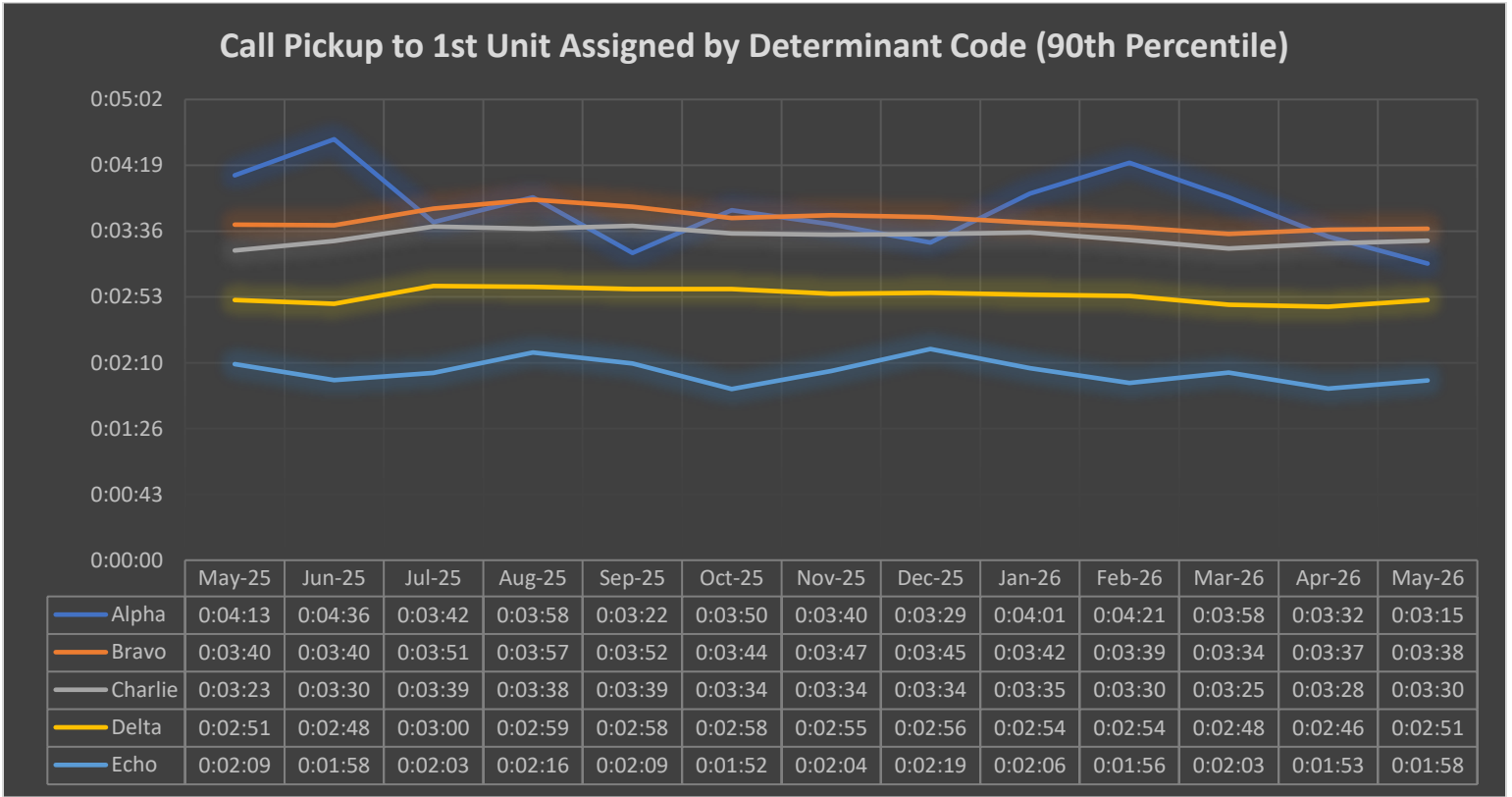


Figure 8: EMS Call Pickup to First Unit Assigned by EMD Determinant Code.



Fire/Rescue Related Calls

Fire/Rescue related calls include all CAD problem codes that reference specific fire types as well as technical rescue and Haz-mat calls.

Figure 9: Fire Related Call Pickup to 1st Unit Assigned Processing Time by Percentile Intervals for May 2026

Call Type	25th Percentile	50th Percentile	75th Percentile	90th Percentile	Goal
Structure Fires	0:01:21	0:01:45	0:02:15	0:03:04	0:02:30
Non-Structure Fires	0:01:22	0:01:48	0:02:21	0:03:07	0:02:30

Figure 10: Fire Related Call Pickup to 1st Unit Assigned Call Volume by Percentile Interval for May 2026

Call Type	25th Percentile	50th Percentile	75th Percentile	90th Percentile	Additional calls needed to reach 90%
Structure Fires	39	78	117	140	14
Non-Structure Fires	145	290	435	522	59

Figure 11: Fire/Rescue Call Pickup to First Unit Assigned.

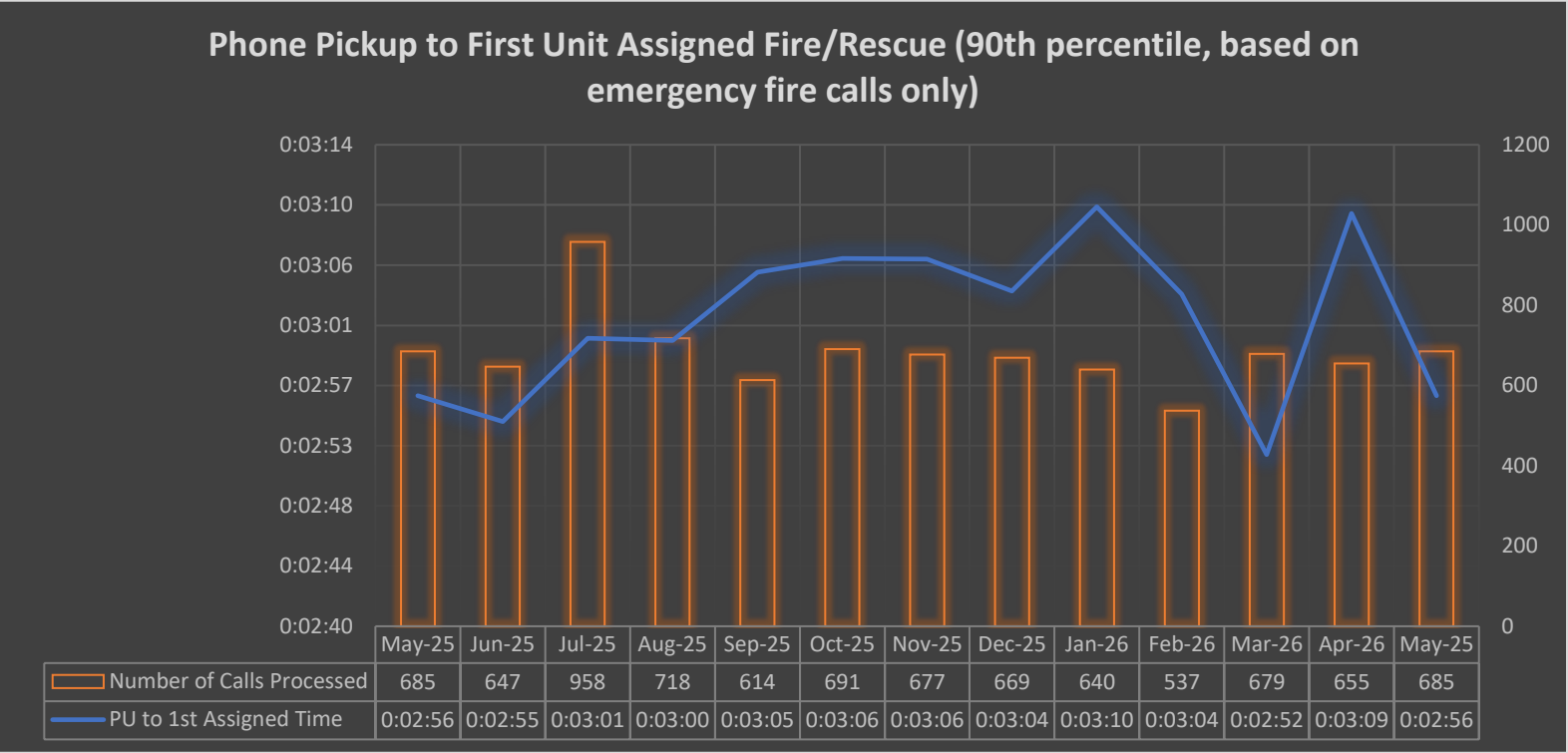


Figure 12: Fire/Rescue Call Pickup to Queue.

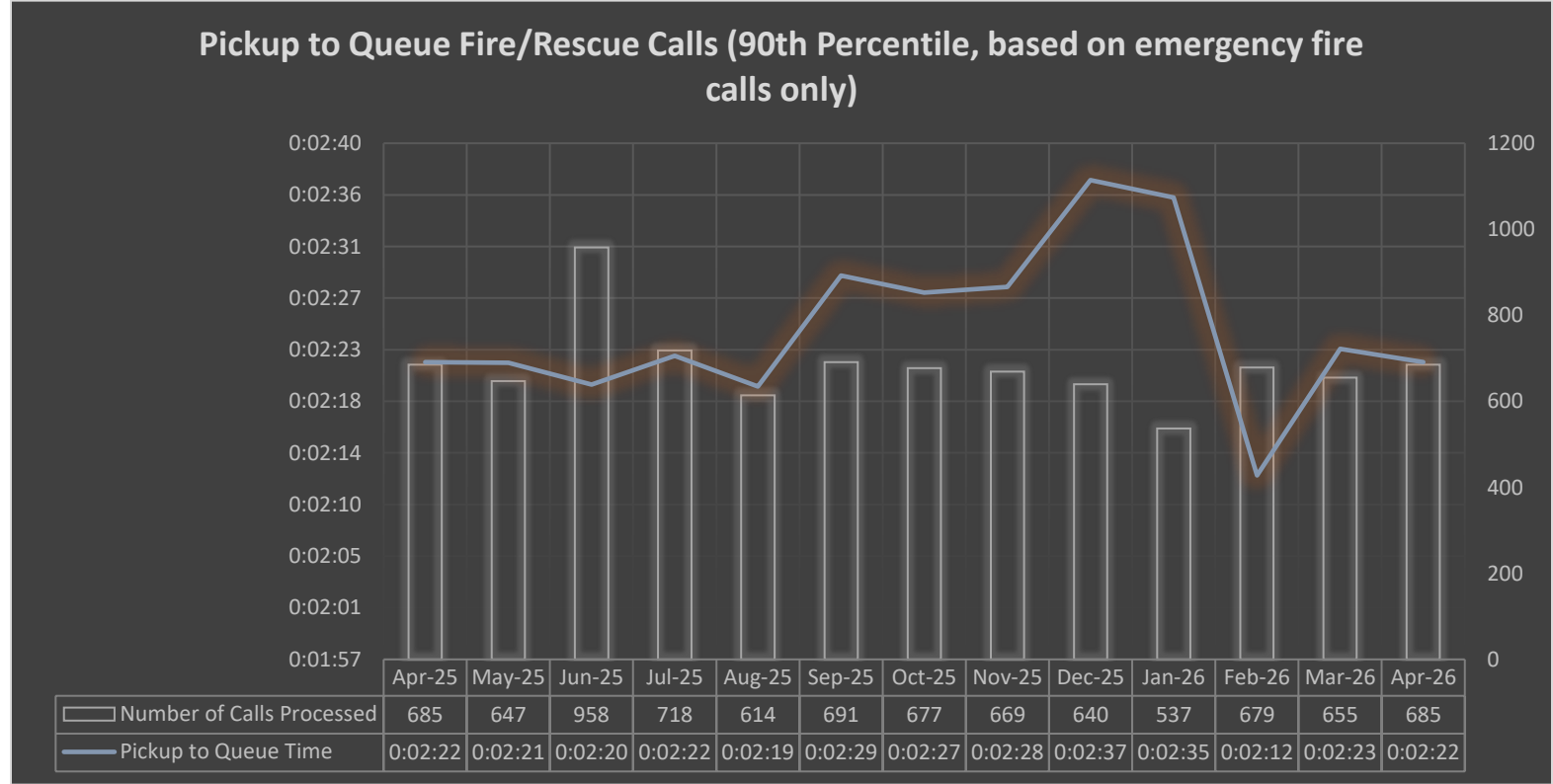


Figure 13: Fire/Rescue Queue to First Unit Assigned.

