



### PSAP Answer Time

CONFIRE/Comm Center  
 1743 W Miro Way  
 Rialto, CA 92376 County: San Bernardino

Month - January - December 2018  
 Agency Fire  
 Affiliation

From: 01/01/2018  
 To: 12/31/2018  
 Period Group: Month  
 Time Group: 60 Minute  
 Time Block: 00:00 - 23:59  
 Call Type: 911 Calls

Call Hour	Answer Times In Seconds								Total
	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+		
January 2018 Total	14,044	948	416	597	179	75	6	16,265	
% answer time ≤ 10 seconds	86.34%	5.83%	2.56%	3.67%	1.10%	0.46%	0.04%	100.00%	
% answer time ≤ 15 seconds	92.17%								
% answer time ≤ 40 seconds	98.40%								
February 2018 Total	12,482	637	277	351	111	49	0	13,907	
% answer time ≤ 10 seconds	89.75%	4.58%	1.99%	2.52%	0.80%	0.35%	0.00%	100.00%	
% answer time ≤ 15 seconds	94.33%								
% answer time ≤ 40 seconds	98.85%								
March 2018 Total	13,326	725	309	356	91	31	3	14,841	
% answer time ≤ 10 seconds	89.79%	4.89%	2.08%	2.40%	0.61%	0.21%	0.02%	100.00%	
% answer time ≤ 15 seconds	94.68%								
% answer time ≤ 40 seconds	99.16%								
April 2018 Total	12,685	759	330	462	119	49	1	14,405	
% answer time ≤ 10 seconds	88.06%	5.27%	2.29%	3.21%	0.83%	0.34%	0.01%	100.00%	
% answer time ≤ 15 seconds	93.33%								
% answer time ≤ 40 seconds	98.83%								
May 2018 Total	12,954	700	348	407	79	36	0	14,524	
% answer time ≤ 10 seconds	89.19%	4.82%	2.40%	2.80%	0.54%	0.25%	0.00%	100.00%	
% answer time ≤ 15 seconds	94.01%								
% answer time ≤ 40 seconds	99.21%								
June 2018 Total	13,148	915	454	560	205	101	2	15,385	
% answer time ≤ 10 seconds	85.46%	5.95%	2.95%	3.64%	1.33%	0.66%	0.01%	100.00%	
% answer time ≤ 15 seconds	91.41%								
% answer time ≤ 40 seconds	98.00%								
July 2018 Total	14,303	1,028	528	784	219	94	3	14,525	
% answer time ≤ 10 seconds	84.34%	6.06%	3.11%	4.62%	1.29%	0.55%	0.02%	100.00%	
% answer time ≤ 15 seconds	90.40%								
% answer time ≤ 40 seconds	98.14%								
August 2018 Total	13,874	810	424	551	158	80	7	15,904	
% answer time ≤ 10 seconds	87.24%	5.09%	2.67%	3.46%	0.99%	0.50%	0.04%	100.00%	
% answer time ≤ 15 seconds	92.33%								
% answer time ≤ 40 seconds	98.46%								
September 2018 Total	12,821	782	368	453	127	73	3	14,627	
% answer time ≤ 10 seconds	87.65%	5.35%	2.52%	3.10%	0.50%	0.50%	0.02%	100.00%	
% answer time ≤ 15 seconds	93.00%								
% answer time ≤ 40 seconds	98.61%								
October 2018 Total	12,933	820	400	426	110	47	2	14,735	
% answer time ≤ 10 seconds	87.77%	5.56%	2.71%	2.87%	0.75%	0.32%	0.01%	100.00%	
% answer time ≤ 15 seconds	93.34%								
% answer time ≤ 40 seconds	98.92%								
November 2018 Total	12,922	928	453	544	128	58	5	15,038	
% answer time ≤ 10 seconds	85.93%	6.17%	3.01%	3.62%	0.85%	0.39%	0.03%	100.00%	
% answer time ≤ 15 seconds	92.10%								
% answer time ≤ 40 seconds	98.73%								
December 2018 Total	13,497	742	322	377	101	37	0	25,076	
% answer time ≤ 10 seconds	89.53%	4.92%	2.14%	2.50%	0.67%	0.25%	0.00%	100.00%	
% answer time ≤ 15 seconds	94.45%								
% answer time ≤ 40 seconds	99.08%								
Year to Date 2018 Total	158,989	9,794	4,629	5,865	1,627	730	32	181,666	
% answer time ≤ 10 seconds	87.52%	5.39%	2.55%	3.23%	0.90%	0.40%	0.02%	100.00%	
% answer time ≤ 15 seconds	92.91%								
% answer time ≤ 40 seconds	98.68%								
Year to Date 2017 Total	104,155	6,710	3,057	3,439	904	330	19	118,614	
% answer time ≤ 10 seconds	87.81%	5.66%	2.58%	2.90%	0.76%	0.28%	0.02%	100.00%	
% answer time ≤ 15 seconds	93.47%								
% answer time ≤ 40 seconds	98.94%								



# PSAP Answer Time

CONFIRE/Comm Center

1743 W Miro Way

Rialto, CA 92376

County: San Bernardino

Month - Year: 1/1/2019 - 12/31/2019

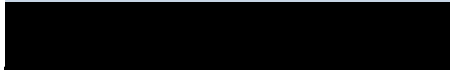
Agency: Fire  
Affiliation:

**CONFIRE**

Call Hour	Answer Times In Seconds				
	0 - 10	11-15	16 - 20	21 - 40	41 - 60
January 2019 Total	13,693	586	240	277	68
% answer time ≤ 10 seconds	91.99%	3.94%	1.61%	1.86%	0.46%
% answer time ≤ 15 seconds	95.92%				
% answer time ≤ 40 seconds	99.40%				
February 2019 Total	12,243	566	246	285	69
% answer time ≤ 10 seconds	91.10%	4.21%	1.83%	2.12%	0.51%
% answer time ≤ 15 seconds	95.31%				
% answer time ≤ 40 seconds	99.26%				
March 2019 Total	14,403	660	315	349	97
% answer time ≤ 10 seconds	90.65%	4.15%	1.98%	2.20%	0.61%
% answer time ≤ 15 seconds	94.80%				
% answer time ≤ 40 seconds	98.98%				
April 2019 Total	14,207	741	327	339	68
% answer time ≤ 10 seconds	90.38%	4.71%	2.08%	2.16%	0.43%
% answer time ≤ 15 seconds	95.10%				
% answer time ≤ 40 seconds	99.33%				
May 2019 Total	13,712	671	279	313	85
% answer time ≤ 10 seconds	90.83%	4.44%	1.85%	2.07%	0.56%
% answer time ≤ 15 seconds	95.28%				
% answer time ≤ 40 seconds	99.20%				
June 2019 Total	14,520	740	350	554	182
% answer time ≤ 10 seconds	88.24%	4.50%	2.13%	3.37%	1.11%
% answer time ≤ 15 seconds	92.74%				
% answer time ≤ 40 seconds	98.23%				
July 2019 Total	15,820	876	465	683	252
% answer time ≤ 10 seconds	86.80%	4.81%	2.55%	3.75%	1.38%
% answer time ≤ 15 seconds	91.61%				
% answer time ≤ 40 seconds	97.91%				
August 2019 Total	15,684	814	409	509	202
% answer time ≤ 10 seconds	88.55%	4.60%	2.31%	2.87%	1.14%
% answer time ≤ 15 seconds	93.15%				
% answer time ≤ 40 seconds	98.33%				
September 2019 Total	14,520	809	414	559	218
% answer time ≤ 10 seconds	87.07%	4.90%	2.50%	3.40%	1.30%
% answer time ≤ 15 seconds	91.92%				
% answer time ≤ 40 seconds	97.75%				
October 2019 Total	15,452	994	528	758	311
% answer time ≤ 10 seconds	84.80%	5.45%	2.90%	4.16%	1.71%
% answer time ≤ 15 seconds	90.25%				
% answer time ≤ 40 seconds	97.31%				

<b>November 2019 Total</b>	<b>13,682</b>	<b>954</b>	<b>603</b>	<b>971</b>	<b>419</b>
% answer time ≤ 10 seconds	80.89%	5.64%	3.57%	5.74%	2.48%
<b>% answer time ≤ 15 seconds</b>	<b>86.53%</b>				
% answer time ≤ 40 seconds	95.84%				
<b>December 2019 Total</b>	<b>13,948</b>	<b>999</b>	<b>622</b>	<b>846</b>	<b>350</b>
% answer time ≤ 10 seconds	82.03%	5.88%	3.66%	4.98%	2.06%
<b>% answer time ≤ 15 seconds</b>	<b>87.91%</b>				
% answer time ≤ 40 seconds	96.54%				
<b>Year to Date 2019 Total</b>					
<b>Year to Date 2019 Total</b>	<b>171,884</b>	<b>9,410</b>	<b>4,798</b>	<b>6,443</b>	<b>2,321</b>
% answer time ≤ 10 seconds	87.59%	4.80%	2.45%	3.28%	1.18%
<b>% answer time ≤ 15 seconds</b>	<b>92.39%</b>				
% answer time ≤ 40 seconds	98.11%				
<b>Year to Date 2018 Total</b>					
<b>Year to Date 2018 Total</b>	<b>158,989</b>	<b>9,794</b>	<b>4,630</b>	<b>5,865</b>	<b>1,627</b>
% answer time ≤ 10 seconds	87.52%	5.39%	2.55%	3.23%	0.90%
<b>% answer time ≤ 15 seconds</b>	<b>92.91%</b>				
% answer time ≤ 40 seconds	98.68%				

**From:** 1/1/2019  
**To:** 12/31/2019  
**Period Group:** Month  
**Time Group:** 60 Minute  
**Time Block:** 00:00 - 23:59  
**Call Type:** 911 Calls



61 - 120	120+	Total
22	0	14,866
0.15%	0.00%	100.00%

28	2	13,439
0.21%	0.01%	100.00%

59	6	15,889
0.37%	0.04%	100.00%

35	2	15,719
0.22%	0.01%	100.00%

33	3	15,096
0.22%	0.02%	100.00%

102	7	16,455
0.62%	0.04%	100.00%

112	17	18,225
0.61%	0.09%	100.00%

86	8	17,712
0.49%	0.05%	100.00%

150	7	16,677
0.90%	0.04%	100.00%

162	17	18,222
0.89%	0.09%	100.00%

251	34	16,914
1.48%	0.20%	100.00%
222	16	17,003
1.31%	0.09%	100.00%
1,262	119	196,237
0.64%	0.06%	100.00%
730	32	181,667
0.40%	0.02%	100.00%



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Rialto, CA 92376

County: San Bernardino

Month - Year: 1/1/2020 - 12/31/2020

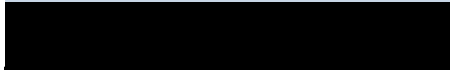
Agency Affiliation: Fire

**CONFIRE**

Call Hour	Answer Times In Seconds				
	0 - 10	11-15	16 - 20	21 - 40	41 - 60
January 2020 Total	14,331	1,014	507	622	203
% answer time ≤ 10 seconds	85.38%	6.04%	3.02%	3.71%	1.21%
% answer time ≤ 15 seconds	91.43%				
% answer time ≤ 40 seconds	98.15%				
February 2020 Total	13,945	833	429	530	173
% answer time ≤ 10 seconds	87.12%	5.20%	2.68%	3.31%	1.08%
% answer time ≤ 15 seconds	92.32%				
% answer time ≤ 40 seconds	98.31%				
March 2020 Total	13,540	714	361	376	112
% answer time ≤ 10 seconds	89.23%	4.71%	2.38%	2.48%	0.74%
% answer time ≤ 15 seconds	93.93%				
% answer time ≤ 40 seconds	98.79%				
April 2020 Total	12,633	631	294	225	57
% answer time ≤ 10 seconds	91.04%	4.55%	2.12%	1.62%	0.41%
% answer time ≤ 15 seconds	95.59%				
% answer time ≤ 40 seconds	99.33%				
May 2020 Total	14,973	834	422	483	148
% answer time ≤ 10 seconds	88.25%	4.92%	2.49%	2.85%	0.87%
% answer time ≤ 15 seconds	93.17%				
% answer time ≤ 40 seconds	98.50%				
June 2020 Total	15,245	1,119	645	779	290
% answer time ≤ 10 seconds	83.63%	6.14%	3.54%	4.27%	1.59%
% answer time ≤ 15 seconds	89.76%				
% answer time ≤ 40 seconds	97.58%				
July 2020 Total	17,044	1,272	706	927	381
% answer time ≤ 10 seconds	82.82%	6.18%	3.43%	4.50%	1.85%
% answer time ≤ 15 seconds	89.00%				
% answer time ≤ 40 seconds	96.94%				
August 2020 Total	16,332	1,185	705	724	289
% answer time ≤ 10 seconds	83.93%	6.09%	3.62%	3.72%	1.49%
% answer time ≤ 15 seconds	90.02%				
% answer time ≤ 40 seconds	97.37%				
September 2020 Total	15,041	1,001	559	551	185
% answer time ≤ 10 seconds	86.46%	5.75%	3.21%	3.17%	1.06%
% answer time ≤ 15 seconds	92.22%				
% answer time ≤ 40 seconds	98.60%				
October 2020 Total	15,165	1,165	648	724	256
% answer time ≤ 10 seconds	83.88%	6.44%	3.58%	4.00%	1.42%
% answer time ≤ 15 seconds	90.33%				
% answer time ≤ 40 seconds	97.91%				

<b>November 2020 Total</b>	<b>14,636</b>	<b>1,021</b>	<b>606</b>	<b>605</b>	<b>217</b>
% answer time ≤ 10 seconds	85.01%	5.93%	3.52%	3.51%	1.26%
% answer time ≤ 15 seconds	<b>90.94%</b>				
% answer time ≤ 40 seconds	97.97%				
<b>December 2020 Total</b>	<b>18,163</b>	<b>1,276</b>	<b>752</b>	<b>990</b>	<b>392</b>
% answer time ≤ 10 seconds	83.36%	5.86%	3.45%	4.54%	1.80%
% answer time ≤ 15 seconds	<b>89.21%</b>				
% answer time ≤ 40 seconds	97.21%				
<b>Year to Date 2020 Total</b>	<b>181,048</b>	<b>12,065</b>	<b>6,634</b>	<b>7,536</b>	<b>2,703</b>
% answer time ≤ 10 seconds	85.58%	5.70%	3.14%	3.56%	1.28%
% answer time ≤ 15 seconds	<b>91.28%</b>				
% answer time ≤ 40 seconds	97.98%				
<b>Year to Date 2019 Total</b>	<b>171,884</b>	<b>9,410</b>	<b>4,798</b>	<b>6,443</b>	<b>2,321</b>
% answer time ≤ 10 seconds	87.59%	4.80%	2.45%	3.28%	1.18%
% answer time ≤ 15 seconds	<b>92.39%</b>				
% answer time ≤ 40 seconds	98.11%				

**From:** 1/1/2020  
**To:** 12/31/2020  
**Period Group:** Month  
**Time Group:** 60 Minute  
**Time Block:** 00:00 - 23:59  
**Call Type:** 911 Calls



61 - 120	120+	Total
100	7	16,784
0.60%	0.04%	100.00%

94	3	16,007
0.59%	0.02%	100.00%

66	6	15,175
0.43%	0.04%	100.00%

34	2	13,876
0.25%	0.01%	100.00%

98	8	16,966
0.58%	0.05%	100.00%

144	8	18,230
0.79%	0.04%	100.00%

229	20	20,579
1.11%	0.10%	100.00%

200	23	19,458
1.03%	0.12%	100.00%

55	4	17,396
0.32%	0.02%	100.00%

113	8	18,079
0.63%	0.04%	100.00%



122	10	17,217
0.71%	0.06%	100.00%
194	22	21,789
0.89%	0.10%	100.00%
1,449	121	211,556
0.68%	0.06%	100.00%
1,262	119	196,237
0.64%	0.06%	100.00%



# PSAP Answer Time

CONFIRE/Comm Center

1743 W Miro Way

Rialto, CA 92376

County: San Bernardino

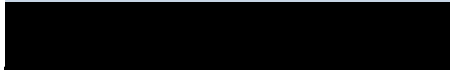
Month - Year: 1/1/2021 - 12/31/2021

Agency: Fire  
Affiliation:

Call Hour	Answer Times In Seconds				
	0 - 10	11-15	16 - 20	21 - 40	41 - 60
January 2021 Total	17,242	962	520	613	203
% answer time ≤ 10 seconds	87.82%	4.90%	2.65%	3.12%	1.03%
% answer time ≤ 15 seconds	92.72%				
% answer time ≤ 40 seconds	98.49%				
February 2021 Total	13,431	779	391	474	172
% answer time ≤ 10 seconds	87.53%	5.08%	2.55%	3.09%	1.12%
% answer time ≤ 15 seconds	92.60%				
% answer time ≤ 40 seconds	98.24%				
March 2021 Total	14,942	768	452	430	145
% answer time ≤ 10 seconds	88.83%	4.57%	2.69%	2.56%	0.86%
% answer time ≤ 15 seconds	93.40%				
% answer time ≤ 40 seconds	98.64%				
April 2021 Total	15,519	992	531	639	216
% answer time ≤ 10 seconds	85.72%	5.48%	2.93%	3.53%	1.19%
% answer time ≤ 15 seconds	91.20%				
% answer time ≤ 40 seconds	97.66%				
May 2021 Total	15,477	1,017	548	786	249
% answer time ≤ 10 seconds	84.88%	5.58%	3.01%	4.31%	1.37%
% answer time ≤ 15 seconds	90.46%				
% answer time ≤ 40 seconds	97.77%				
June 2021 Total	15,019	1,225	741	1,039	435
% answer time ≤ 10 seconds	80.35%	6.55%	3.96%	5.56%	2.33%
% answer time ≤ 15 seconds	86.90%				
% answer time ≤ 40 seconds	96.43%				
July 2021 Total	15,945	1,550	898	1,212	512
% answer time ≤ 10 seconds	78.05%	7.59%	4.40%	5.93%	2.51%
% answer time ≤ 15 seconds	85.63%				
% answer time ≤ 40 seconds	95.96%				
August 2021 Total	15,559	1,381	907	1,386	535
% answer time ≤ 10 seconds	77.19%	6.85%	4.50%	6.88%	2.65%
% answer time ≤ 15 seconds	84.04%				
% answer time ≤ 40 seconds	95.42%				
September 2021 Total	15,027	790	581	1,169	421
% answer time ≤ 10 seconds	81.96%	4.31%	3.17%	6.38%	2.30%
% answer time ≤ 15 seconds	86.27%				
% answer time ≤ 40 seconds	95.81%				
October 2021 Total	14,761	692	510	964	391
% answer time ≤ 10 seconds	83.62%	3.92%	2.89%	5.46%	2.22%
% answer time ≤ 15 seconds	87.54%				
% answer time ≤ 40 seconds	95.89%				

<b>November 2021 Total</b>	<b>15,276</b>	<b>753</b>	<b>497</b>	<b>1,013</b>	<b>374</b>
% answer time ≤ 10 seconds	83.90%	4.14%	2.73%	5.56%	2.05%
% answer time ≤ 15 seconds	<b>88.04%</b>				
% answer time ≤ 40 seconds	96.33%				
<b>December 2021 Total</b>	<b>24,350</b>	<b>664</b>	<b>459</b>	<b>782</b>	<b>302</b>
% answer time ≤ 10 seconds	90.87%	2.48%	1.71%	2.92%	1.13%
% answer time ≤ 15 seconds	<b>93.35%</b>				
% answer time ≤ 40 seconds	97.98%				
<b>Year to Date 2021 Total</b>	<b>192,548</b>	<b>11,573</b>	<b>7,035</b>	<b>10,507</b>	<b>3,955</b>
% answer time ≤ 10 seconds	84.30%	5.07%	3.08%	4.60%	1.73%
% answer time ≤ 15 seconds	<b>89.37%</b>				
% answer time ≤ 40 seconds	97.05%				
<b>Year to Date 2020 Total</b>	<b>181,048</b>	<b>12,065</b>	<b>6,634</b>	<b>7,536</b>	<b>2,703</b>
% answer time ≤ 10 seconds	85.58%	5.70%	3.14%	3.56%	1.28%
% answer time ≤ 15 seconds	<b>91.28%</b>				
% answer time ≤ 40 seconds	97.98%				

**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



61 - 120	120+	Total
91	3	19,634
0.46%	0.02%	100.00%

93	5	15,345
0.61%	0.03%	100.00%

78	6	16,821
0.46%	0.04%	100.00%

176	32	18,105
0.97%	0.18%	100.00%

138	19	18,234
0.76%	0.10%	100.00%

213	20	18,692
1.14%	0.11%	100.00%

281	32	20,430
1.38%	0.16%	100.00%

346	42	20,156
1.72%	0.21%	100.00%

302	45	18,335
1.65%	0.25%	100.00%

288	46	17,652
1.63%	0.26%	100.00%

251	43	18,207
1.38%	0.24%	100.00%
210	30	26,797
0.78%	0.11%	100.00%
2,467	323	228,408
1.08%	0.14%	100.00%
1,449	121	211,556
0.68%	0.06%	100.00%



# PSAP Answer Time

CONFIRE/Comm Center

1743 W Miro Way

Rialto, CA 92376

County: San Bernardino

Month - Year: 1/1/2022 - 4/30/2022

Agency: Fire

Affiliation

From: 1/1/2022

To: 4/30/2022

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 2022 Total	19,978	969	661	1,257	509	335	43	23,752
% answer time ≤ 10 seconds	84.11%	4.08%	2.78%	5.29%	2.14%	1.41%	0.18%	100.00%
% answer time ≤ 15 seconds	88.19%							
% answer time ≤ 40 seconds	96.27%							
February 2022 Total	14,286	596	460	829	281	210	36	16,698
% answer time ≤ 10 seconds	85.56%	3.57%	2.75%	4.96%	1.68%	1.26%	0.22%	100.00%
% answer time ≤ 15 seconds	89.12%							
% answer time ≤ 40 seconds	96.84%							
March 2022 Total	15,873	652	427	780	259	227	18	18,236
% answer time ≤ 10 seconds	87.04%	3.58%	2.34%	4.28%	1.42%	1.24%	0.10%	100.00%
% answer time ≤ 15 seconds	90.62%							
% answer time ≤ 40 seconds	97.24%							
April 2022 Total	14,784	607	429	804	294	227	22	17,167
% answer time ≤ 10 seconds	86.12%	3.54%	2.50%	4.68%	1.71%	1.32%	0.13%	100.00%
% answer time ≤ 15 seconds	89.65%							
% answer time ≤ 40 seconds	96.84%							
Year to Date 2022 Total	64,945	2,825	1,978	3,672	1,343	999	119	75,881
% answer time ≤ 10 seconds	85.59%	3.72%	2.61%	4.84%	1.77%	1.32%	0.16%	100.00%
% answer time ≤ 15 seconds	89.31%							
% answer time ≤ 40 seconds	96.76%							
Year to Date 2021 Total	61,134	3,501	1,894	2,156	736	438	46	69,905
% answer time ≤ 10 seconds	87.45%	5.01%	2.71%	3.08%	1.05%	0.63%	0.07%	100.00%
% answer time ≤ 15 seconds	92.46%							
% answer time ≤ 40 seconds	98.25%							