



PSAP Answer Time

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

Month - Year: 1/1/2023 - 8/31/2023
 Agency Affiliation: Fire

From: 1/1/2023
 To: 8/31/2023
 Period Group: Month
 Time Group: 60 Minute
 Time Block: 00:00 - 23:59
 Call Type: 911 Calls

CONFIRE

Call Hour	Answer Times In Seconds							Total
	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+	
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	17,821
% 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%							
June 2023 Total	16,676	398	184	262	46	13	0	17,579
% answer time ≤ 10 seconds	94.86%	2.26%	1.05%	1.49%	0.26%	0.07%	0.00%	100.00%
% answer time ≤ 15 seconds	97.13%							
% answer time ≤ 40 seconds	99.66%							
July 2023 Total	19,123	602	321	407	99	31	2	20,585
% answer time ≤ 10 seconds	92.90%	2.92%	1.56%	1.98%	0.48%	0.15%	0.01%	100.00%
% answer time ≤ 15 seconds	95.82%							
% answer time ≤ 40 seconds	99.36%							
August 2023 Total	18,268	553	297	416	125	42	3	19,704
% answer time ≤ 10 seconds	92.71%	2.81%	1.51%	2.11%	0.63%	0.21%	0.02%	100.00%
% answer time ≤ 15 seconds	95.52%							
% answer time ≤ 40 seconds	99.14%							
Year to Date 2023 Total	134,920	4,136	2,162	2,873	695	269	13	145,068
% answer time ≤ 10 seconds	93.00%	2.85%	1.49%	1.98%	0.48%	0.19%	0.01%	100.00%
% answer time ≤ 15 seconds	95.86%							
% answer time ≤ 40 seconds	99.33%							
Year to Date 2022 Total	132,433	5,952	4,059	7,321	2,555	1,750	195	154,265
% answer time ≤ 10 seconds	85.85%	3.86%	2.63%	4.75%	1.66%	1.13%	0.13%	100.00%
% answer time ≤ 15 seconds	89.71%							
% answer time ≤ 40 seconds	97.08%							