



PSAP Answer Time

CONFIRE/Comm Center

1743 W Miro Way

Rialto, CA 92376

County: San Bernardino

Month - Year: 1/1/2024 - 3/31/2024

Agency Affiliation: Fire

From: 1/1/2024

To: 3/31/2024

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 2024 Total	17,259	487	188	319	75	45	3	18,376
% answer time ≤ 10 seconds	93.92%	2.65%	1.02%	1.74%	0.41%	0.24%	0.02%	100.00%
% answer time ≤ 15 seconds	96.57%							
% answer time ≤ 40 seconds	99.33%							
February 2024 Total	15,685	388	174	253	74	33	1	16,608
% answer time ≤ 10 seconds	94.44%	2.34%	1.05%	1.52%	0.45%	0.20%	0.01%	100.00%
% answer time ≤ 15 seconds	96.78%							
% answer time ≤ 40 seconds	99.35%							
March 2024 Total	16,504	281	167	246	53	12	1	17,264
% answer time ≤ 10 seconds	95.60%	1.63%	0.97%	1.42%	0.31%	0.07%	0.01%	100.00%
% answer time ≤ 15 seconds	97.23%							
% answer time ≤ 40 seconds	99.62%							
Year to Date 2024 Total	49,448	1,156	529	818	202	90	5	52,248
% answer time ≤ 10 seconds	94.64%	2.21%	1.01%	1.57%	0.39%	0.17%	0.01%	100.00%
% answer time ≤ 15 seconds	96.67%							
% answer time ≤ 40 seconds	99.34%							
Year to Date 2023 Total	47,537	1,641	904	1,239	308	132	4	51,765
% answer time ≤ 10 seconds	91.83%	3.17%	1.75%	2.39%	0.59%	0.25%	0.01%	100.00%
% answer time ≤ 15 seconds	95.00%							
% answer time ≤ 40 seconds	99.14%							