

CONFIRE 911 Call Processing Time Analysis

June 2026



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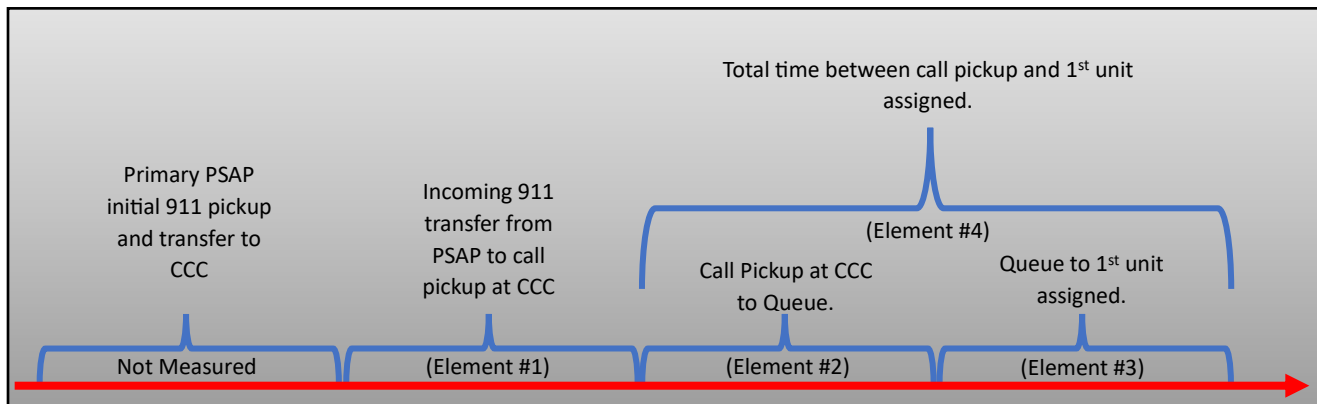
CONFIRE Emergency Call Processing Times.

June 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.

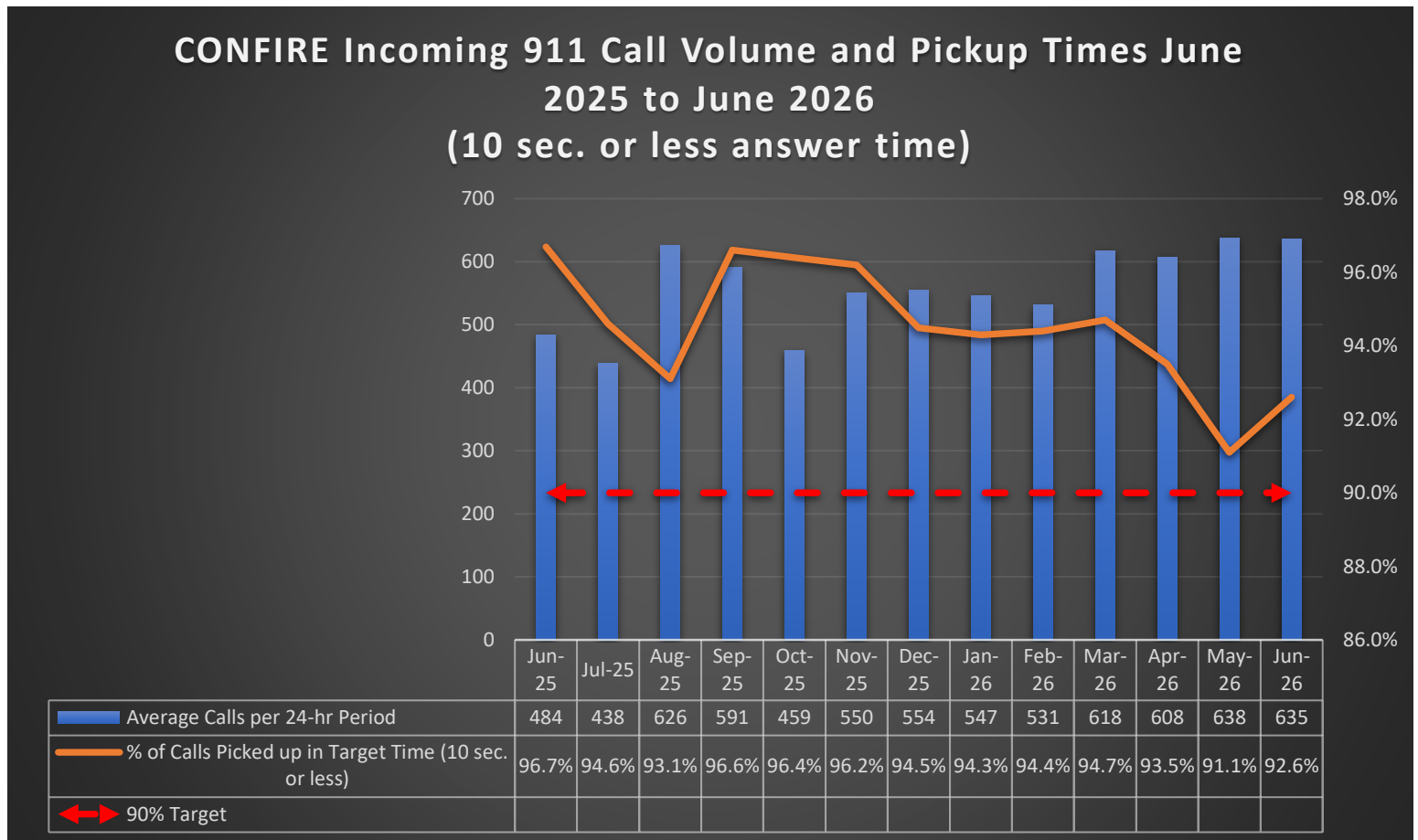
Figure 1: Visual display of elements captured in the analysis of call processing times at CONFIRE communications center.



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 June/July 2025 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 1221 and 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 June 2026

Call Type	25th Percentile	50th Percentile	75th Percentile	90th Percentile	Goal
Echo	0:00:47	0:01:03	0:01:28	0:02:05	0:01:30
Delta	0:00:54	0:01:22	0:02:05	0:02:54	0:02:30
Charlie	0:01:12	0:01:54	0:02:40	0:03:33	0:02:30
Bravo	0:01:49	0:02:16	0:02:55	0:03:37	0:03:00
Alpha	0:01:13	0:01:54	0:02:41	0:03:16	0:03:00
no EMD Code	0:00:57	0:01:21	0:02:02	0:03:00	0:02:00
All EMS	0:01:01	0:01:38	0:02:25	0:03:18	

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

Call Type	25th Percentile	50th Percentile	75th Percentile	90th Percentile	Additional calls needed to reach 90%
Echo	58	116	174	209	32
Delta	931	1862	2793	3351	217
Charlie	861	1721	2582	3098	672
Bravo	304	607	910	1092	150
Alpha	15	29	44	54	1
no EMD Code	608	1215	1822	2186	1044
All EMS	2400	4798	7198	8640	0

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

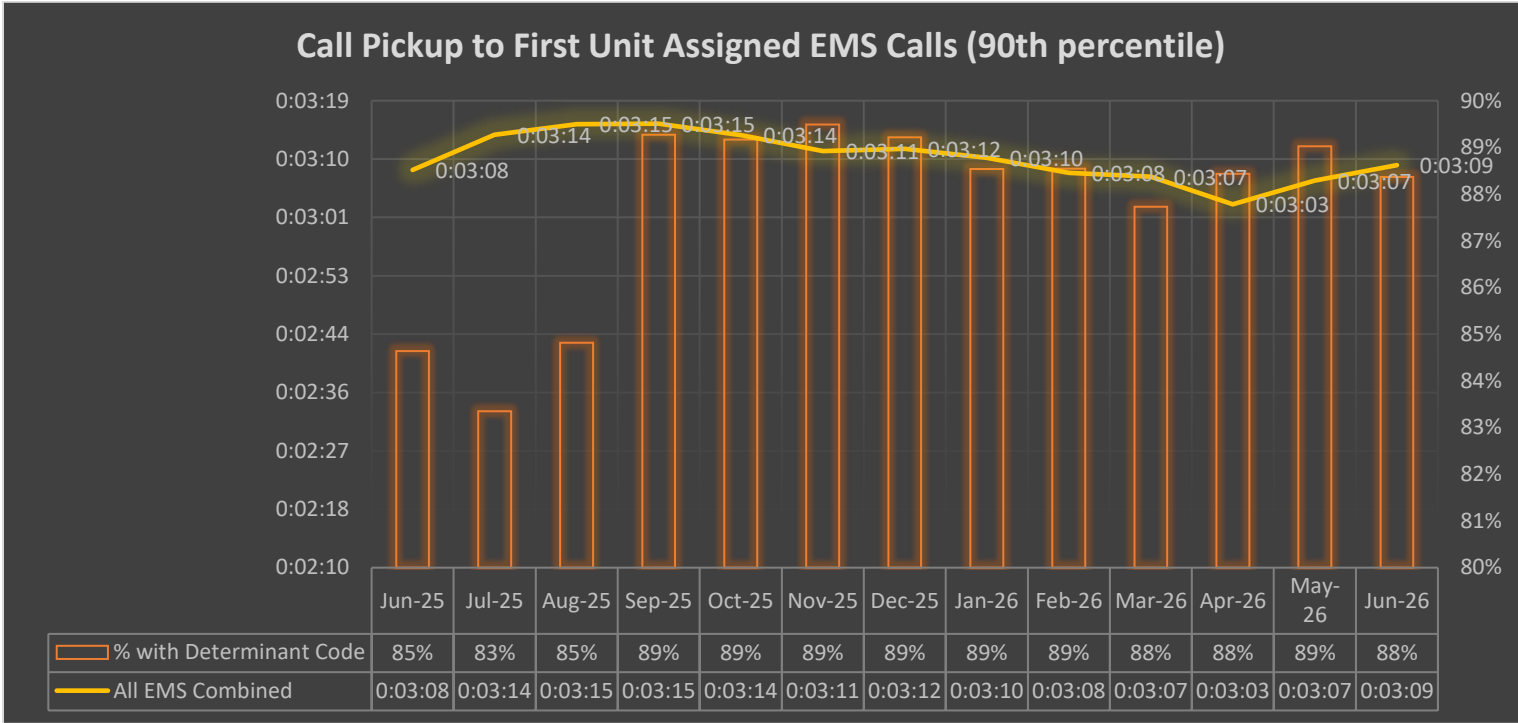


Figure 6: EMS Call Pickup to Queue. Includes all Emergency Call Types, and Calls with and Without Determinant Codes.

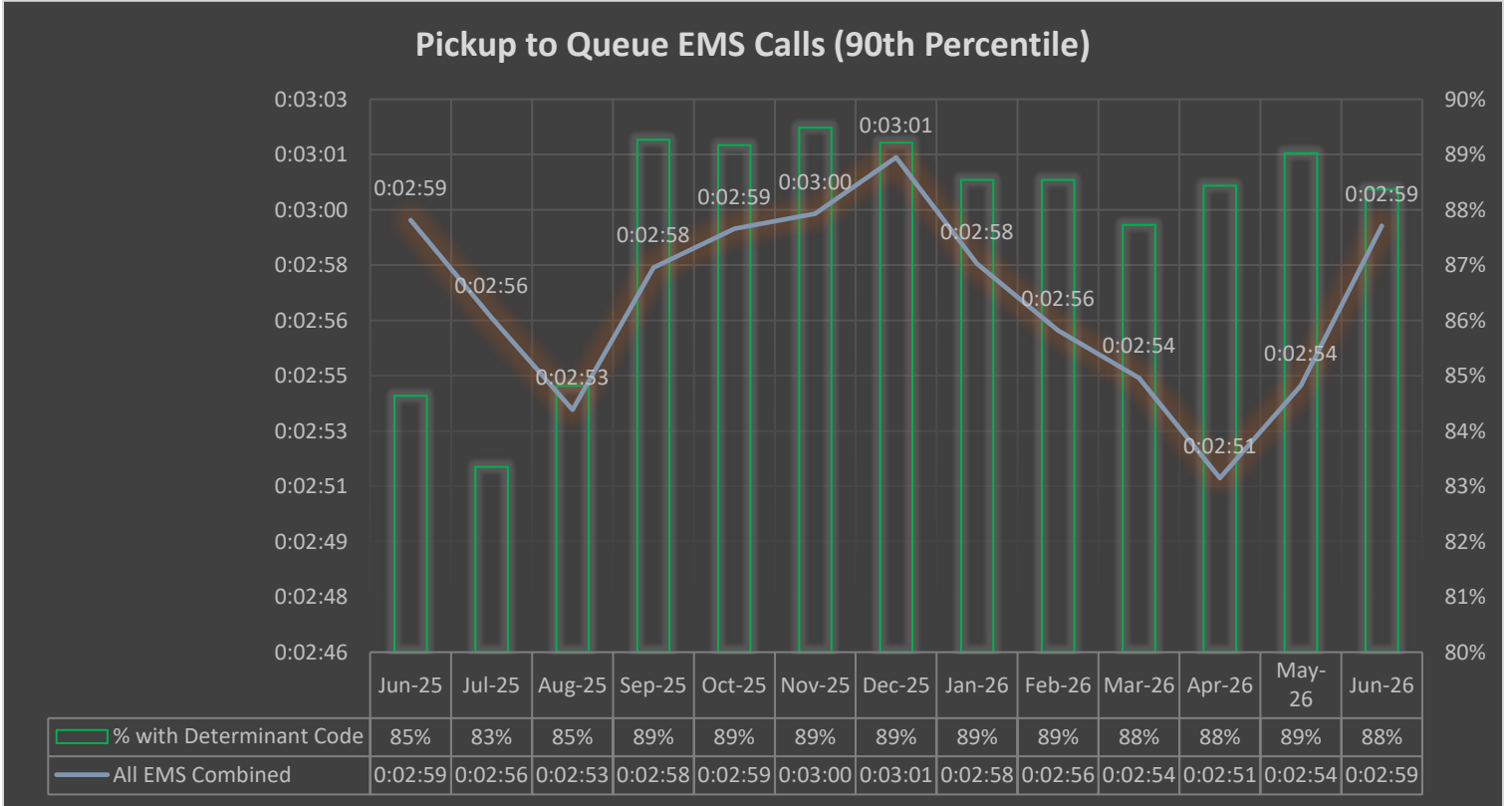


Figure 7: EMS Queue to First Unit Assigned. Includes all Emergency Call Types, and Calls with and Without Determinant Codes.

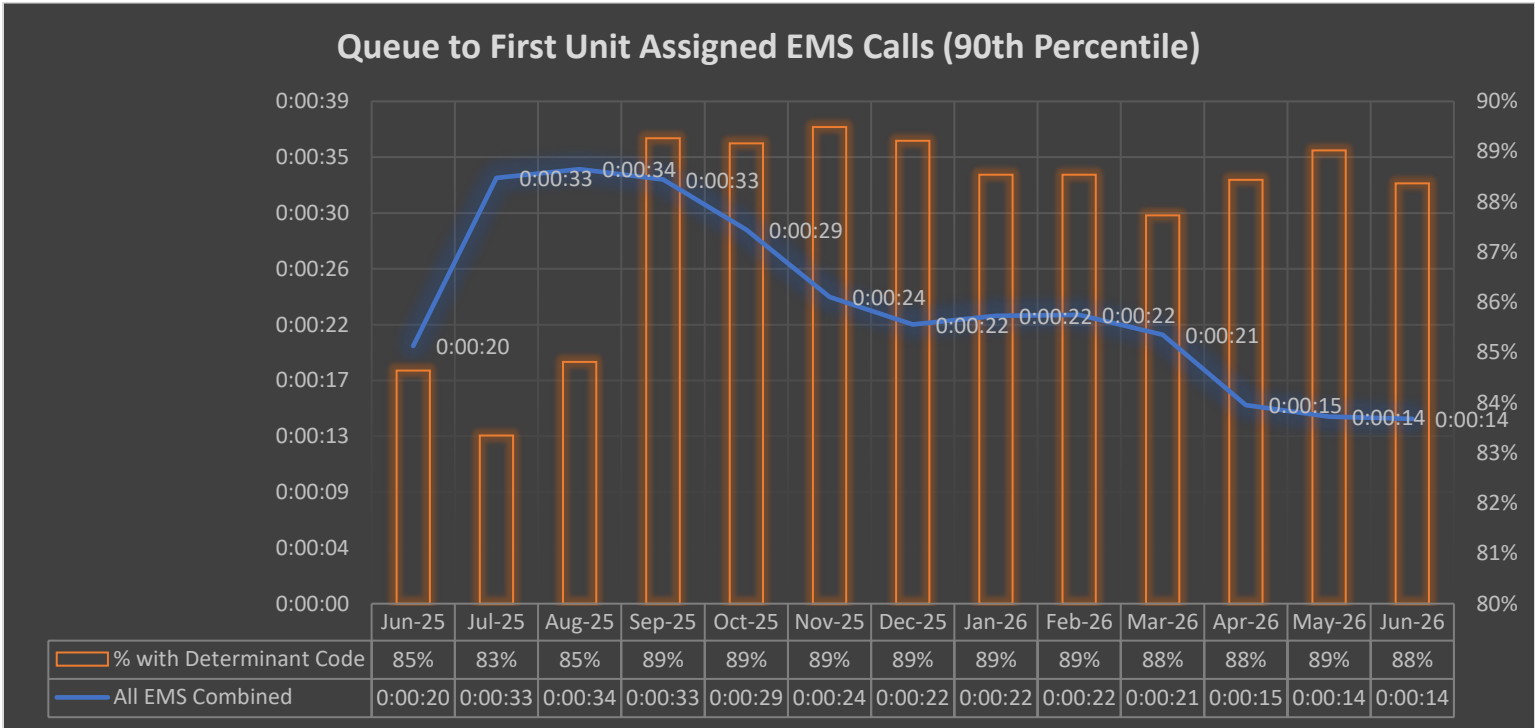
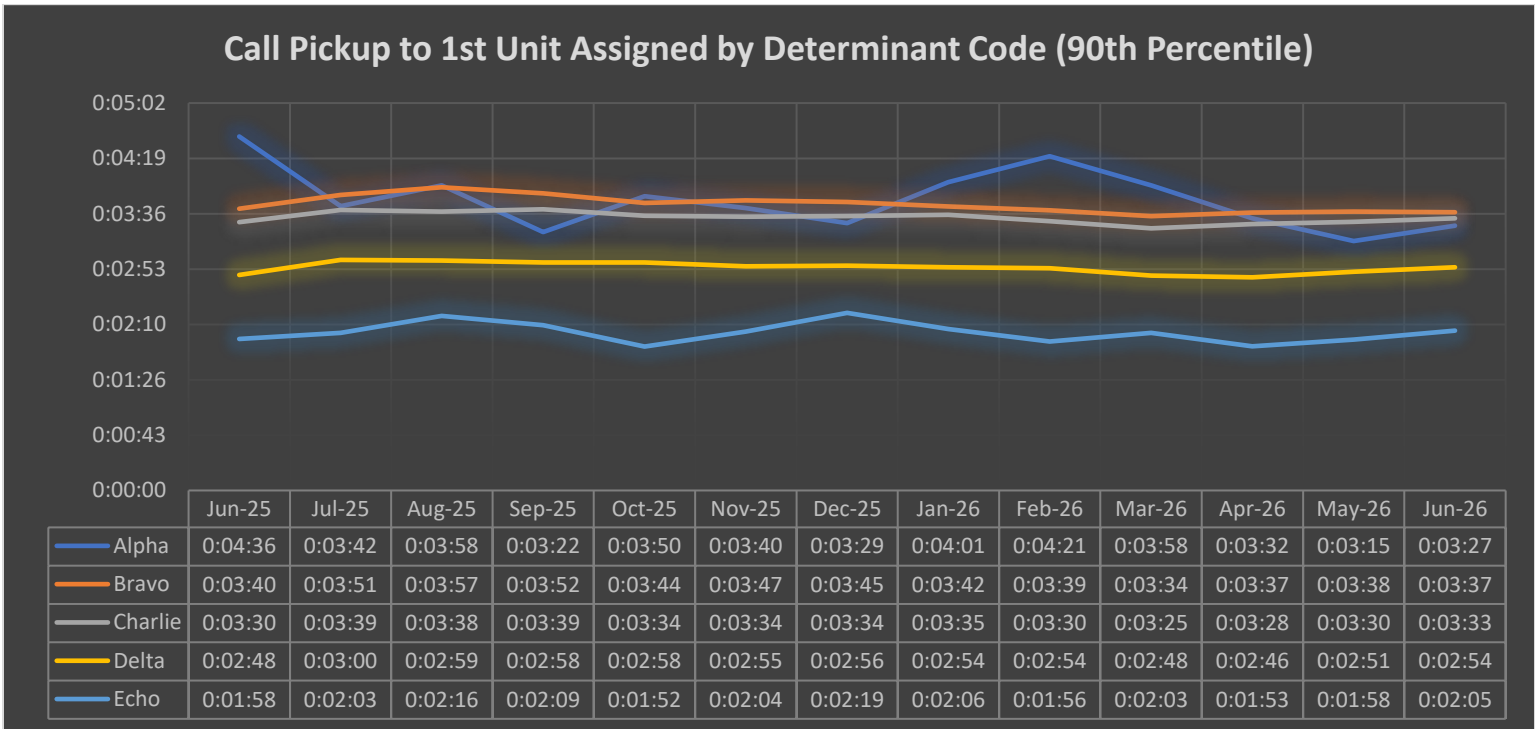


Figure 8: EMS Call Pickup to First Unit Assigned by EMD Determinant Code.



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 June 2026

Call Type	25th Percentile	50th Percentile	75th Percentile	90th Percentile	Goal
Structure Fires	0:01:26	0:01:48	0:02:29	0:03:23	0:02:30
Non-Structure Fires	0:01:25	0:01:48	0:02:27	0:03:12	0:02:30

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

Call Type	25th Percentile	50th Percentile	75th Percentile	90th Percentile	Additional calls needed to reach 90%
Structure Fires	32	63	94	113	18
Non-Structure Fires	141	282	423	508	72

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

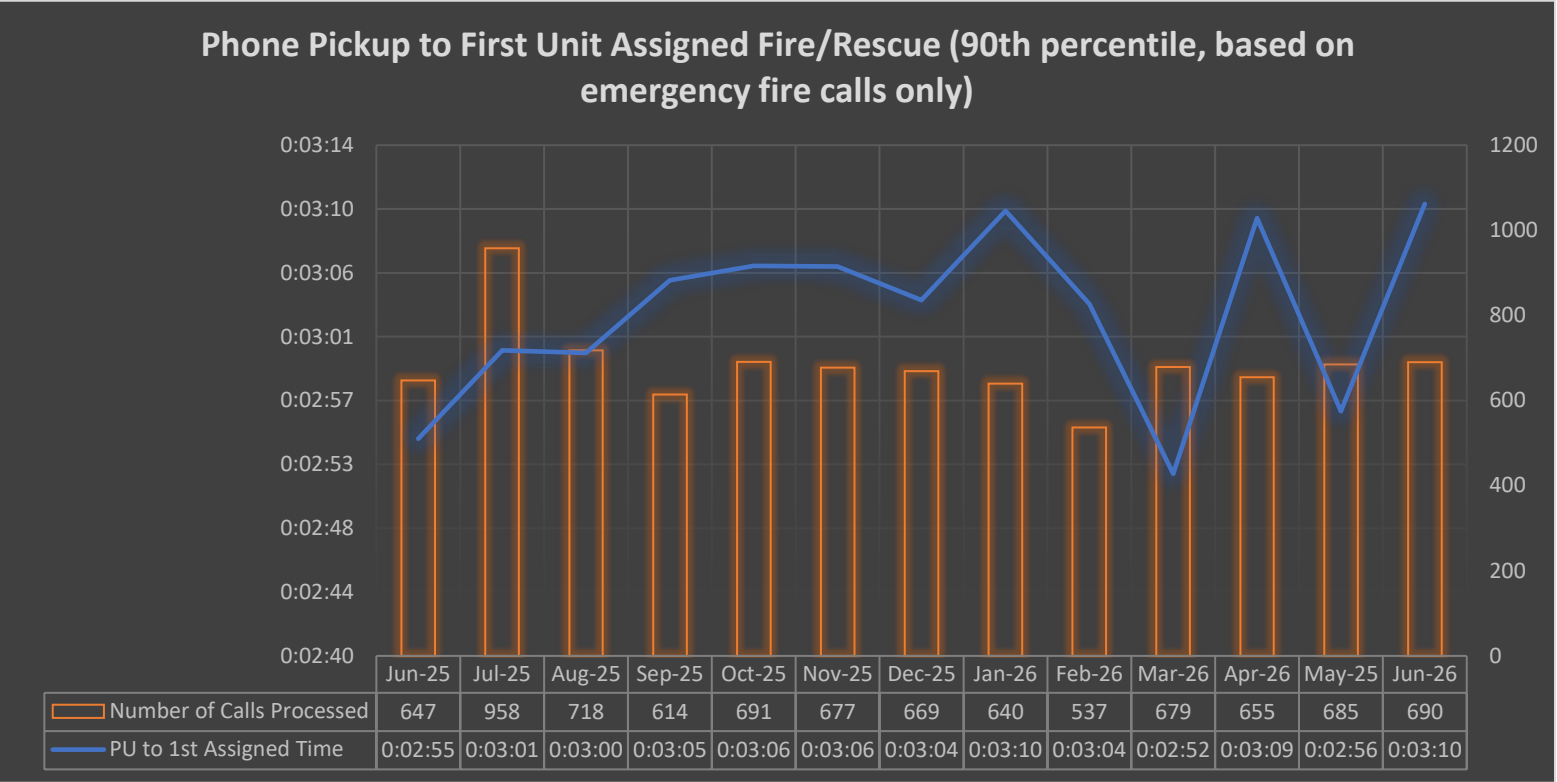


Figure 12: Fire/Rescue Call Pickup to Queue.

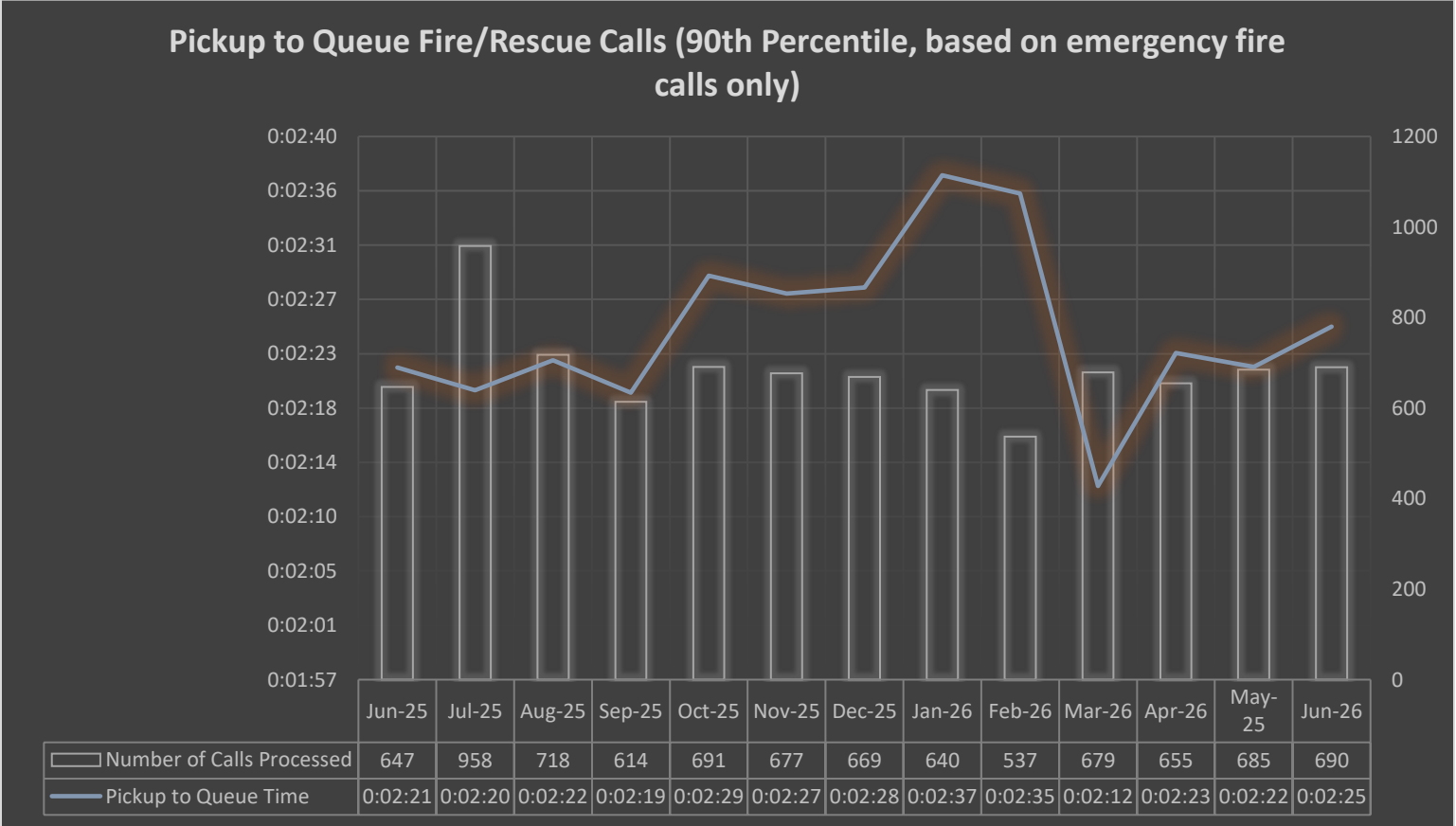


Figure 13: Fire/Rescue Queue to First Unit Assigned.

