



PSAP Answer Time

CONFIRE/Comm Center

1743 W Miro Way

Rialto, CA 92376

County: San Bernardino

Month - Year: 1/1/2026- 6/30/2026

Agency Affiliation: Fire

From: 1/1/2026

To: 6/30/2026

Period Group: Month

Time Group: 60 Minute

Time Block: 00:00 - 23:59

Call Type: 911 Calls

Call Hour	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
January 2026 Total	15,986	435	215	249	47	17	2	16,951
% answer time ≤ 10 seconds	94.31%	2.57%	1.27%	1.47%	0.28%	0.10%	0.01%	100.00%
% answer time ≤ 15 seconds	96.87%							
% answer time ≤ 40 seconds	99.61%							
February 2026 Total	14,047	356	165	222	56	39	1	14,877
% answer time ≤ 10 seconds	94.42%	2.39%	1.11%	1.49%	0.38%	0.20%	0.01%	100.00%
% answer time ≤ 15 seconds	96.81%							
% answer time ≤ 40 seconds	99.42%							
March 2026 Total	18,139	427	220	265	56	34	3	19,144
% answer time ≤ 10 seconds	94.75%	2.23%	1.15%	1.38%	0.29%	0.18%	0.02%	100.00%
% answer time ≤ 15 seconds	96.98%							
% answer time ≤ 40 seconds	99.51%							
April 2026 Total	17,069	448	242	318	101	54	6	18,238
% answer time ≤ 10 seconds	93.59%	2.46%	1.33%	1.74%	0.55%	0.30%	0.03%	100.00%
% answer time ≤ 15 seconds	96.05%							
% answer time ≤ 40 seconds	99.12%							
May 2026 Total	18,010	619	340	580	131	89	3	19,772
% answer time ≤ 10 seconds	91.09%	3.13%	1.72%	2.93%	0.66%	0.45%	0.02%	100.00%
% answer time ≤ 15 seconds	94.22%							
% answer time ≤ 40 seconds	98.87%							
June 2026 Total	17,668	527	261	469	89	47	1	19,062
% answer time ≤ 10 seconds	92.69%	2.76%	1.37%	2.46%	0.47%	0.25%	0.01%	100.00%
% answer time ≤ 15 seconds	95.45%							
% answer time ≤ 40 seconds	99.28%							
Year to Date 2026 Total	100,919	2,812	1,443	2,103	480	271	16	108,044
% answer time ≤ 10 seconds	93.41%	2.60%	1.34%	1.95%	0.44%	0.25%	0.01%	100.00%
% answer time ≤ 15 seconds	96.01%							
% answer time ≤ 40 seconds	99.29%							
Year to Date 2025 Total	93,126	2,077	1,009	1,463	322	129	11	98,137
% answer time ≤ 10 seconds	94.89%	2.12%	1.03%	1.49%	0.33%	0.13%	0.01%	100.00%
% answer time ≤ 15 seconds	97.01%							
% answer time ≤ 40 seconds	99.53%							