CONFIRE

911 CALL PROCESSING TIME ANALYSIS

Reporting on the CONFIRE 9-1-1 call processing times for the month of October 2026.

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Prepared for	*CONFIRE Leadership & Administrative Committee*
Prepared by	*Angela Haddad – Data Manager*
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Executive Summary

The report highlights areas of strong performance, identifies factors that may affect the timely dispatch of emergency resources, and supports informed decisions. CONFIRE is committed to providing timely, reliable, and effective emergency communications.

Purpose

Provide CONFIRE Leadership with a clear, data-driven assessment of how efficiently 911 calls are received, evaluated, prioritized, and dispatched.

Key Elements of Call Processing

This analysis covers four key elements of call processing time by the CONFIRE Communications Center (CCC).

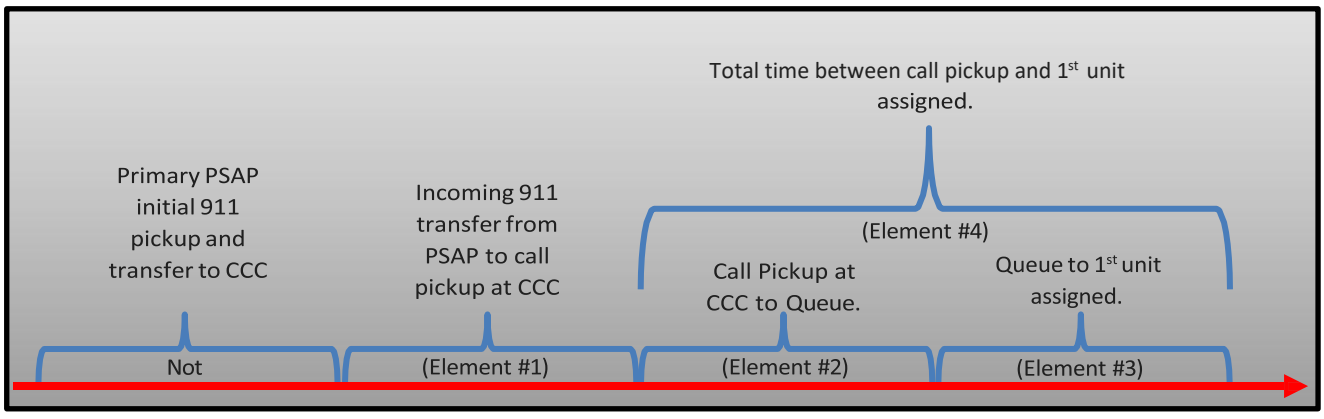
Element #1 – The time interval between the alert of an incoming 911 call from a Primary PSAP and when the call is answered by a CCC Dispatcher.

Element #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.

Element #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 the call.

Element #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 the call.

Figure 1 - Elements captured in the analysis of call processing times at CONFIRE CCC



Call Answering Time from Primary Public Safety Answering Points (PSAPs)

CONFIRE receives 911 calls from multiple allied agency primary PSAPs. As a secondary PSAP, its goal is to answer 90% of incoming calls within 10 seconds. Since call times aren't logged in CAD until after pickup, CONFIRE uses

Emergency Call Tracking System (ECaTS) to track ring-to-pickup intervals and monitor performance. This data supports the call volume and answer time metrics shown in Figure 2.

911 CALL PROCESSING

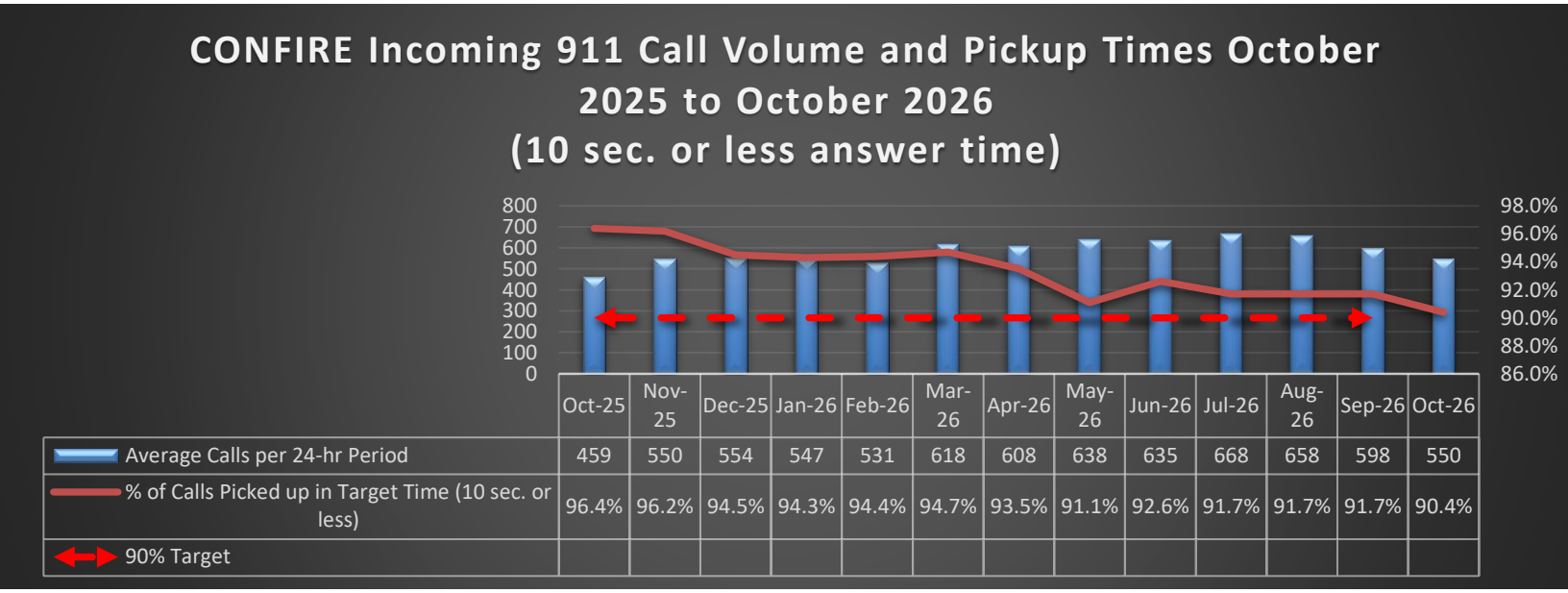
Objective

For the purposes of this analysis, only calls that meet the definition of "emergency" per NFPA 1221and CONFIRE Administrative Chiefs' directive are included in the calculations.

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.

Figure 2 - ECaTS Reporting of CONFIRE 911 Call Pickup Times for primary PSAP transfers



	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26
Average Calls per 24-hr Period	459	550	554	547	531	618	608	638	635	668	658	598	550
% of Calls Picked up in Target Time (10 sec. or less)	96.4%	96.2%	94.5%	94.3%	94.4%	94.7%	93.5%	91.1%	92.6%	91.7%	91.7%	91.7%	90.4%
90% Target													

NOTE: CALL VOLUME IN OCTOBER 2026 WAS IMPACTED BY AN AT&T NETWORK INFRASTRUCTURE COPPER THEFT.

EMS Call Processing

EMS Calls include all CAD problem codes that reference a medical emergency, trauma, or traffic collisions.

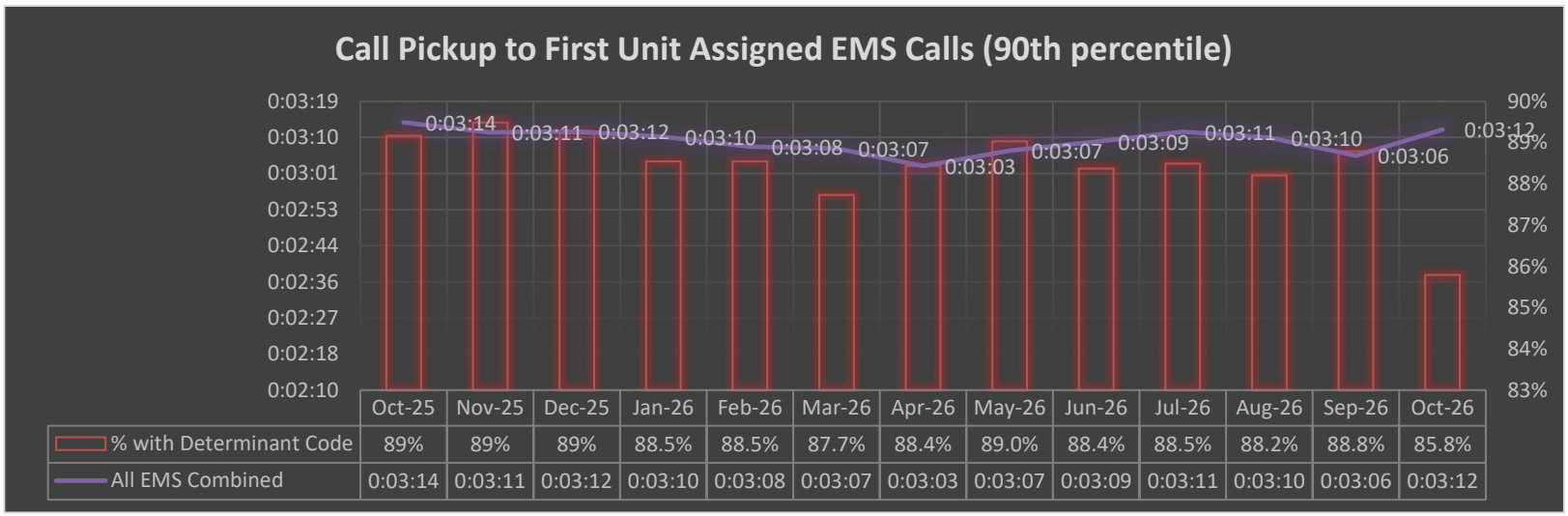
Figure 3 – EMS Processing Time: Call pickup to 1st Unit assigned by Percentile intervals

Call Type	25th Percentile	50th Percentile	75th Percentile	90th Percentile	Goal
Echo	0:00:48	0:01:08	0:01:34	0:02:17	0:01:30
Delta	0:00:56	0:01:28	0:02:13	0:03:05	0:02:30
Charlie	0:01:14	0:01:54	0:02:42	0:03:38	0:02:30
Bravo	0:01:54	0:02:24	0:03:06	0:03:54	0:03:00
Alpha	0:01:27	0:02:09	0:02:44	0:03:28	0:03:00

Figure 4 - EMS Call Volume: Call pickup to 1st Unit assigned by Percentile intervals

Call Type	25th Percentile	50th Percentile	75th Percentile	90th Percentile	Additional calls needed to get to 90%
Echo	68	136	204	245	45
Delta	957	1913	2869	3443	311
Charlie	917	1833	2749	3299	726
Bravo	330	659	988	1186	249
Alpha	27	56	85	103	6
no EMD Code	747	1493	2239	2687	1163

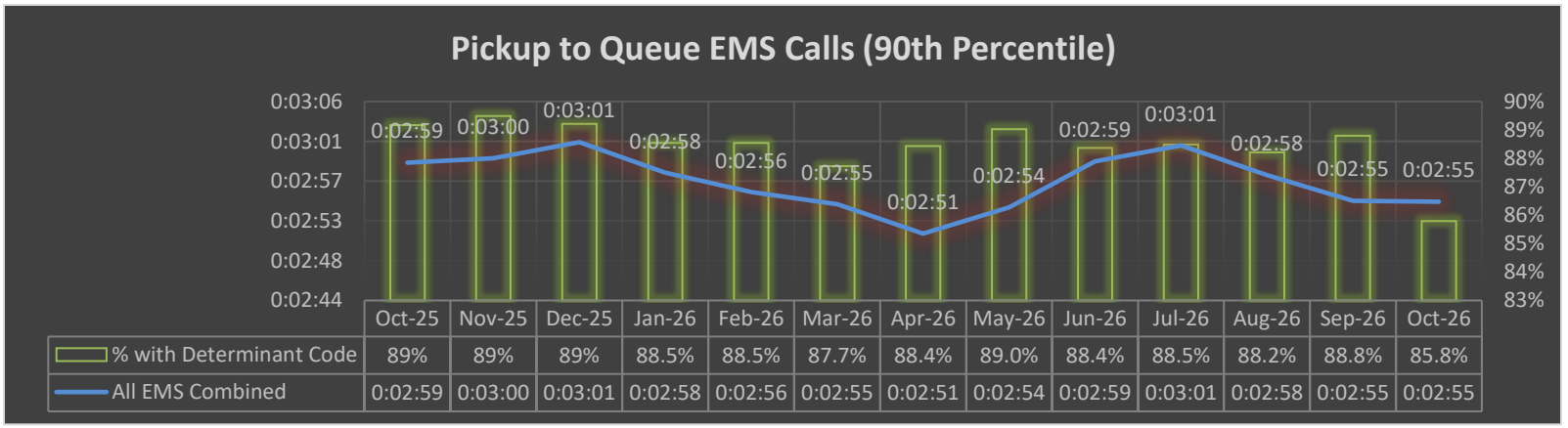
Figure 5 - EMS Total Calls: Call pickup to 1st Unit Assigned



	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26
% with Determinant Code	89%	89%	89%	88.5%	88.5%	87.7%	88.4%	89.0%	88.4%	88.5%	88.2%	88.8%	85.8%
All EMS Combined	0:03:14	0:03:11	0:03:12	0:03:10	0:03:08	0:03:07	0:03:03	0:03:07	0:03:09	0:03:11	0:03:10	0:03:06	0:03:12

NOTE: INCLUDES ALL EMERGENCY CALL TYPES; CALLS WITH AND WITHOUT DETERMINANT CODES.

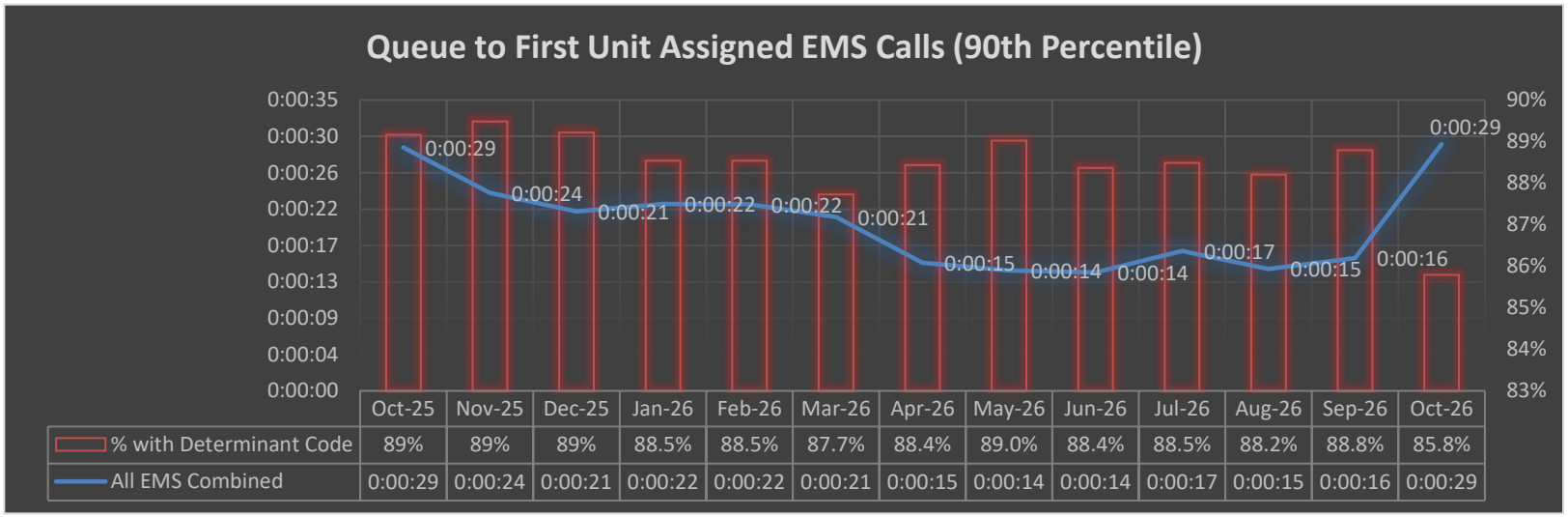
Figure 6 - EMS Total Calls: Call pickup to Queue



	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26
% with Determinant Code	89%	89%	89%	88.5%	88.5%	87.7%	88.4%	89.0%	88.4%	88.5%	88.2%	88.8%	85.8%
All EMS Combined	0:02:59	0:03:00	0:03:01	0:02:58	0:02:56	0:02:55	0:02:51	0:02:54	0:02:59	0:03:01	0:02:58	0:02:55	0:02:55

NOTE: INCLUDES ALL EMERGENCY CALL TIMES; CALLS WITH AND WITHOUT DETERMINANT CODES.

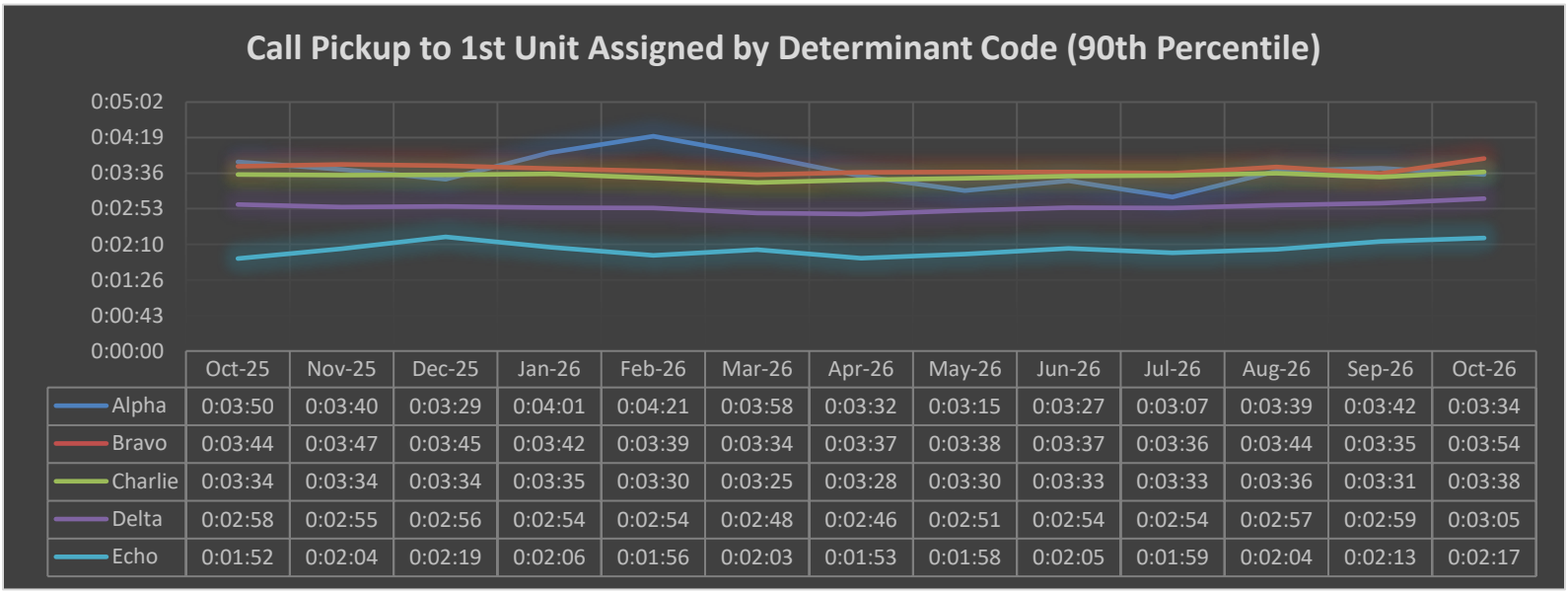
Figure 7 - EMS Total Calls: EMS Queue to 1st Unit Assigned



	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26
% with Determinant Code	89%	89%	89%	88.5%	88.5%	87.7%	88.4%	89.0%	88.4%	88.5%	88.2%	88.8%	85.8%
All EMS Combined	0:00:29	0:00:24	0:00:21	0:00:22	0:00:22	0:00:21	0:00:15	0:00:14	0:00:14	0:00:17	0:00:15	0:00:16	0:00:29

NOTE: INCLUDES ALL EMERGENCY CALL TYPES; CALLS WITH AND WITHOUT DETERMINANT CODES.

Figure 8 - EMS Call pickup to 1st Unit Assigned by EMD Determinant Code



	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26
Alpha	0:03:50	0:03:40	0:03:29	0:04:01	0:04:21	0:03:58	0:03:32	0:03:15	0:03:27	0:03:07	0:03:39	0:03:42	0:03:34
Bravo	0:03:44	0:03:47	0:03:45	0:03:42	0:03:39	0:03:34	0:03:37	0:03:38	0:03:37	0:03:36	0:03:44	0:03:35	0:03:54
Charlie	0:03:34	0:03:34	0:03:34	0:03:35	0:03:30	0:03:25	0:03:28	0:03:30	0:03:33	0:03:33	0:03:36	0:03:31	0:03:38
Delta	0:02:58	0:02:55	0:02:56	0:02:54	0:02:54	0:02:48	0:02:46	0:02:51	0:02:54	0:02:54	0:02:57	0:02:59	0:03:05
Echo	0:01:52	0:02:04	0:02:19	0:02:06	0:01:56	0:02:03	0:01:53	0:01:58	0:02:05	0:01:59	0:02:04	0:02:13	0:02:17

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 Processing Time: Call pickup to 1st Unit Assigned by Percentile interval

Call Type	25th Percentile	50th Percentile	75th Percentile	90th Percentile	Goal
Structure Fires	0:01:24	0:01:44	0:02:18	0:03:01	0:02:30
Non-Structure Fires	0:01:16	0:01:43	0:02:21	0:03:06	0:02:30

Figure 10 – FIRE Call Volume: Call pickup to 1st Unit Assigned by Percentile interval

Call Type	25th Percentile	50th Percentile	75th Percentile	90th Percentile	Additional calls needed to get to 90%
Structure Fires	44	87	131	157	10
Non-Structure Fires	105	209	314	377	50

Figure 11 - FIRE: Call pickup to 1st Unit Assigned

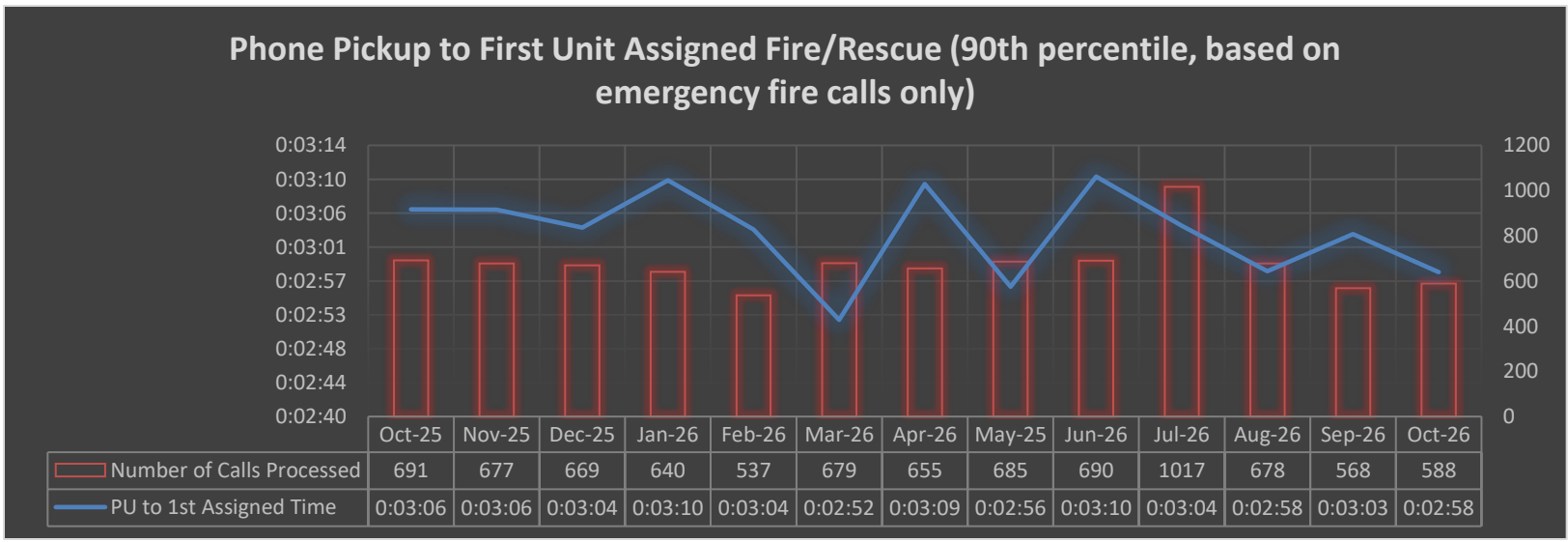


Figure 12 - FIRE: Call pickup to Queue

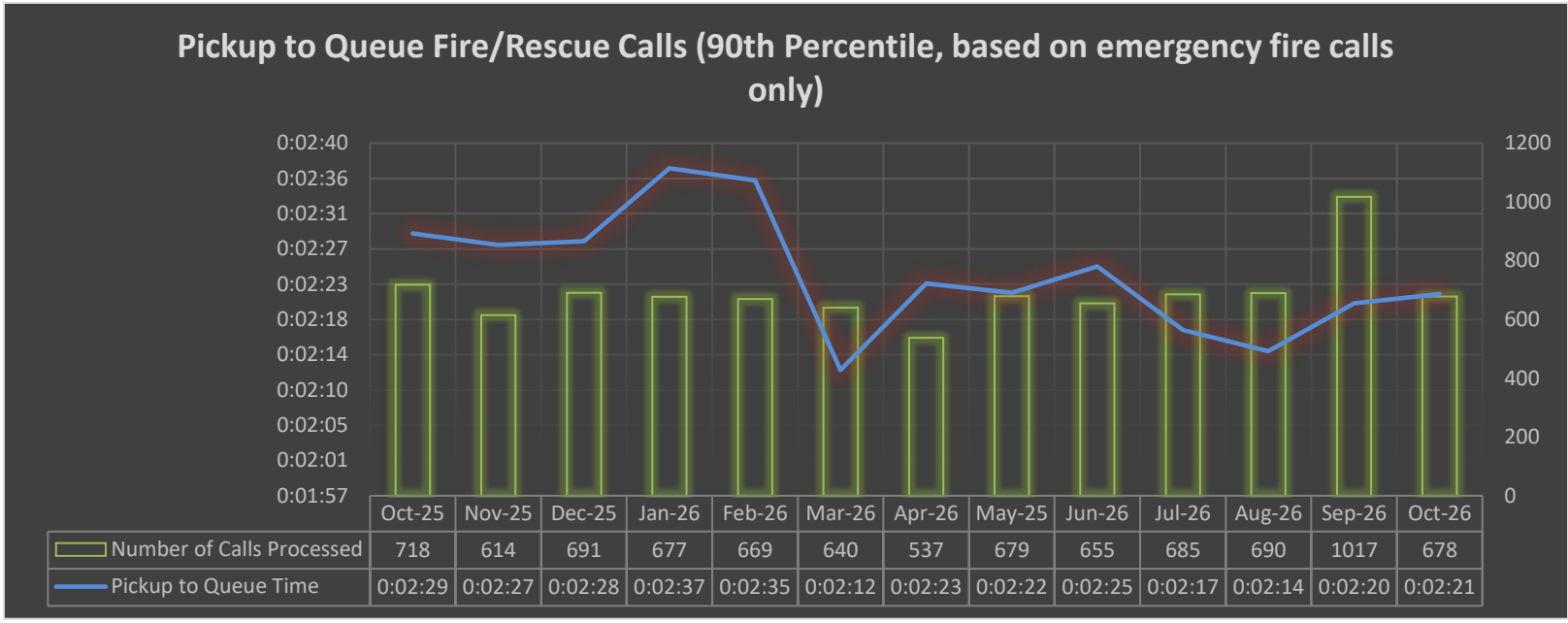


Figure 13 - FIRE: Queue to 1st Unit Assigned

