



CONFIRE

PSAP Answer Time

CONFIRE/Comm Center

1743 W Miro Way

Rialto, CA 92376

County: San Bernardino

Month - Year: 1/1/2023 - 4/30/2023

Agency: Fire

Affiliation

From: 1/1/2023

To: 4/30/2023

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 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%							
Year to Date 2023 Total	64,061	2,128	1,148	1,512	370	159	8	69,386
% answer time ≤ 10 seconds	92.33%	3.07%	1.65%	2.18%	0.53%	0.23%	0.01%	100.00%
% answer time ≤ 15 seconds	95.39%							
% answer time ≤ 40 seconds	99.23%							
Year to Date 2022 Total	64,996	2,825	1,978	3,674	1,343	999	119	75,934
% answer time ≤ 10 seconds	85.60%	3.72%	2.60%	4.84%	1.77%	1.32%	0.16%	100.00%
% answer time ≤ 15 seconds	89.32%							
% answer time ≤ 40 seconds	96.76%							