CONFIRE 911 Call Processing Time Analysis

July 2025

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CONFIRE Emergency Call Processing Times.

July 2025

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 and 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.
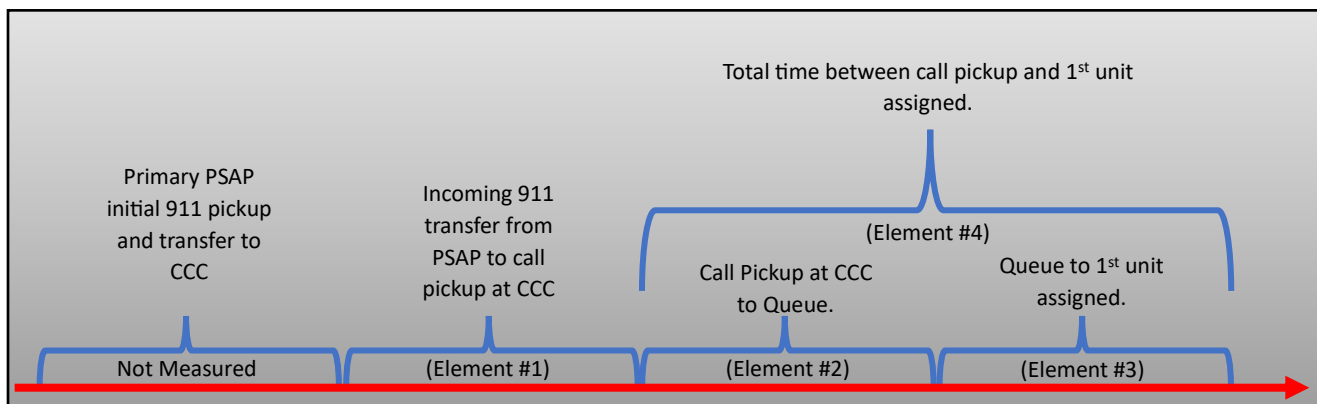
Call Answering Time from Primary PSAP

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.

CONFIRE Incoming 911 Call Volume and Pickup Times July 2024 to July 2025 (10 sec. or less answer time)

	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25
Average Calls per 24-hr Period	737	650	662	621	628	663	721	615	530	499	408	484	438
% of Calls Picked up in Target Time (10 sec. or less)	81.8%	87.8%	85.4%	90.4%	91.2%	91.0%	90.2%	94.8%	96.1%	97.2%	97.0%	96.7%	94.6%
90% Target													
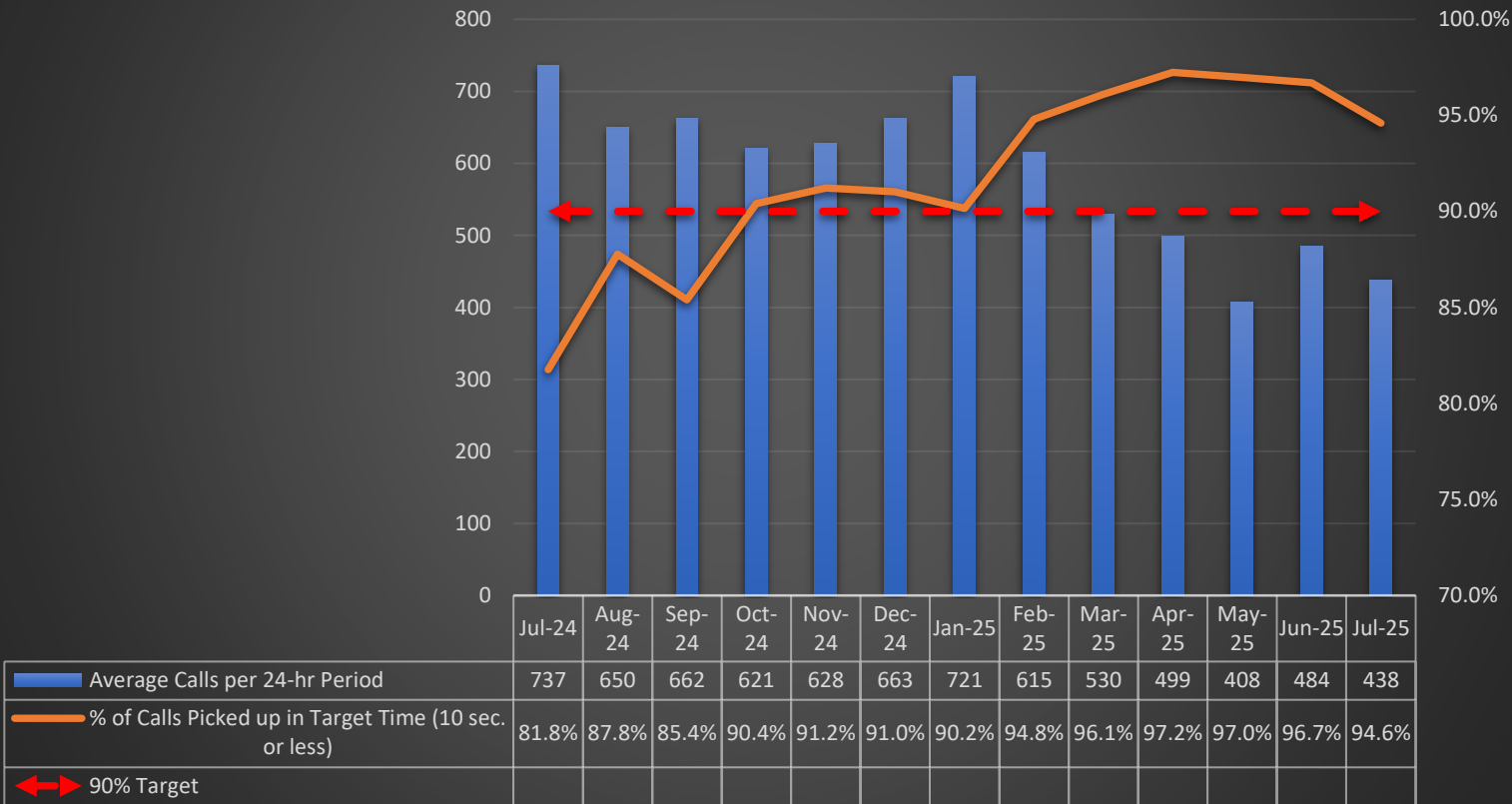
NOTE: Call volume in May 2025 was low due several 911 trunks out of service as a result of a drilling accident that damaged County 911 lines.

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 1221and 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 Call Pickup to First Unit Assigned. Includes all Emergency Call Types, and Calls With and Without Determinant Codes.

Call Pickup to First Unit Assigned EMS Calls (90th percentile)

	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25
% with Determinant Code	88%	89%	90%	91%	90%	91%	90%	91%	92%	90%	91%	91%	91%
All EMS Combined	0:03:16	0:03:15	0:03:13	0:03:14	0:03:17	0:03:12	0:03:11	0:03:07	0:03:09	0:03:12	0:03:12	0:03:12	0:03:17

Figure 4: EMS Call Pickup to Queue. Includes all Emergency Call Types, and Calls with and Without Determinant Codes.

Pickup to Queue EMS Calls (90th Percentile)

	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25
% with Determinant Code	88%	89%	90%	91%	90%	91%	90%	91%	92%	90%	91%	91%	91%
Call Processing time With Determinant Codes	0:02:55	0:02:54	0:02:52	0:02:53	0:02:59	0:02:54	0:02:52	0:02:51	0:02:55	0:02:56	0:02:56	0:02:57	0:02:56
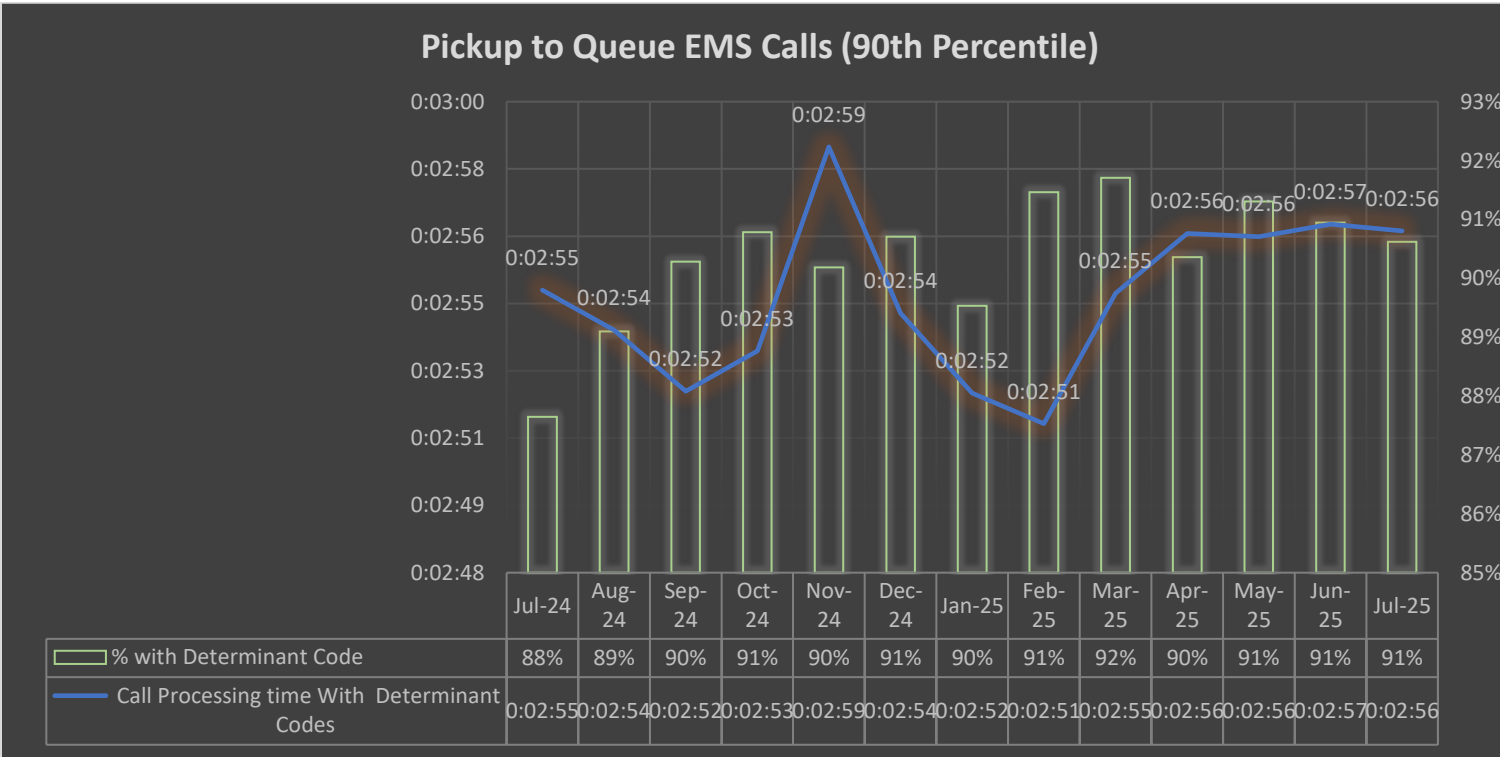
Figure 5: EMS Queue to First Unit Assigned. Includes all Emergency Call Types, and Calls with and Without Determinant Codes.

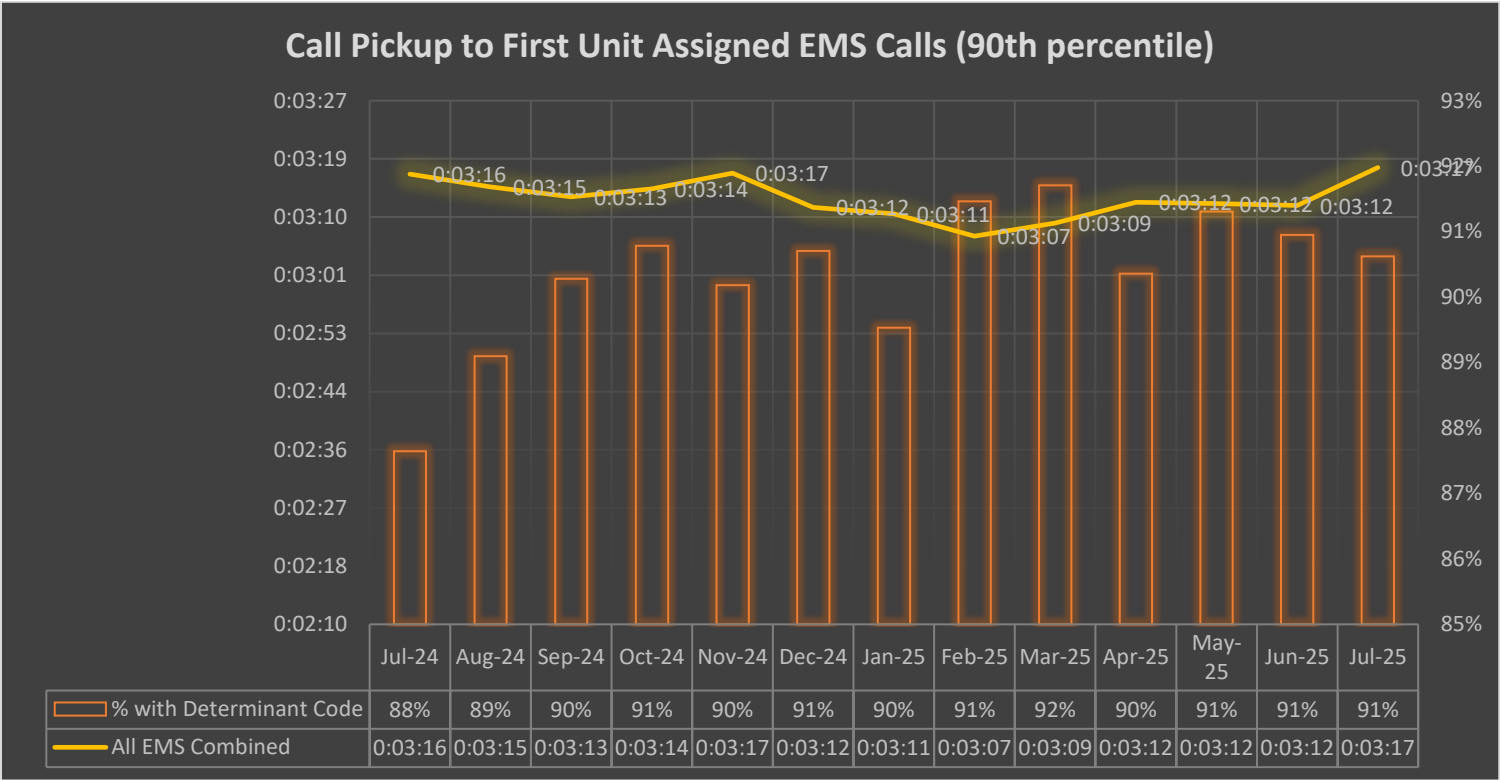## Queue to First Unit Assigned EMS Calls (90th Percentile)

	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25
% with Determinant Code	88%	89%	90%	91%	90%	91%	90%	91%	92%	90%	91%	91%	91%
Call Processing time With Determinant Codes	0:00:43	0:00:37	0:00:38	0:00:36	0:00:34	0:00:33	0:00:33	0:00:31	0:00:29	0:00:30	0:00:31	0:00:28	0:00:41
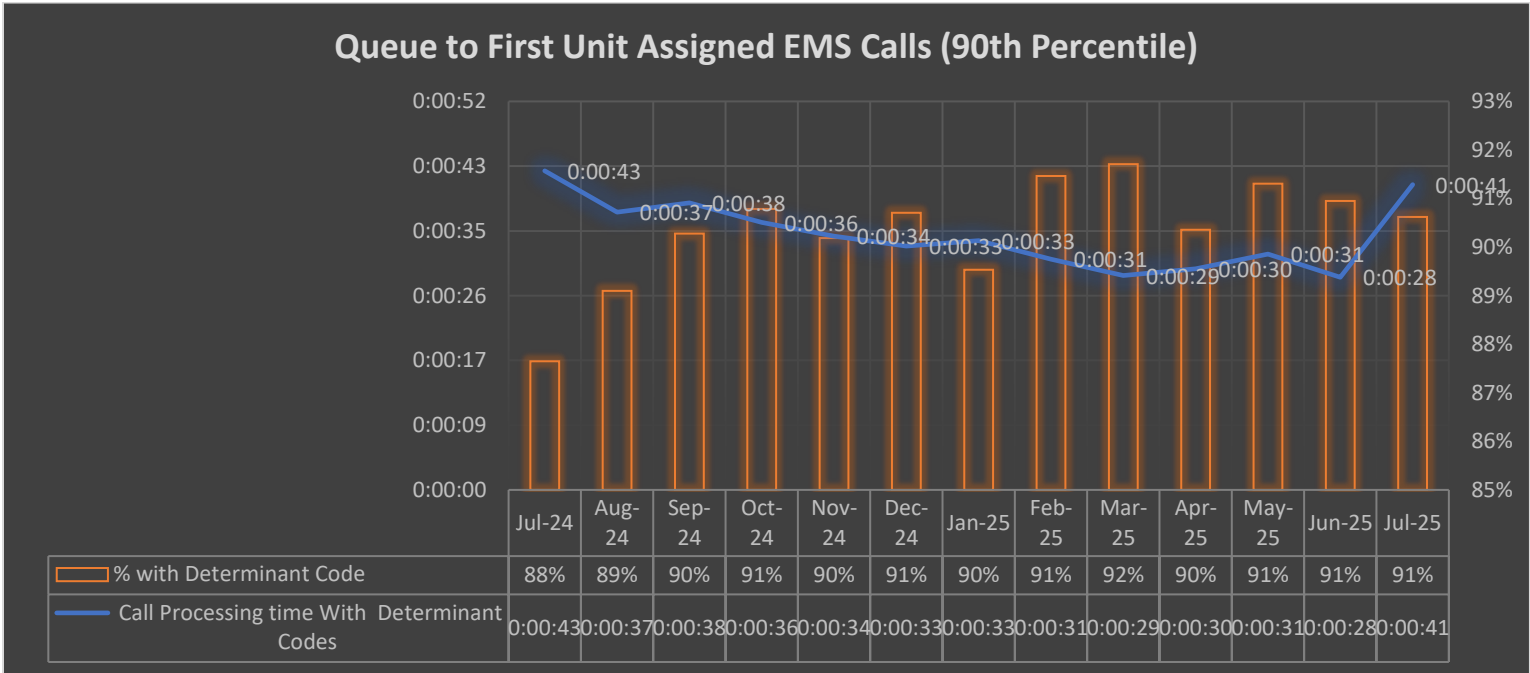
Figure 6: EMS Call Pickup to First Unit Assigned by EMD Determinant Code.

Call Pickup to 1st Unit Assigned by Determinant Code (90th Percentile)

	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25
Alpha	0:04:26	0:04:31	0:04:21	0:04:52	0:04:39	0:04:07	0:04:16	0:04:26	0:04:36	0:04:25	0:04:20	0:04:18	0:04:23
Bravo	0:03:51	0:03:38	0:03:40	0:03:43	0:03:48	0:03:38	0:03:49	0:03:47	0:03:27	0:03:43	0:03:46	0:03:44	0:03:53
Charlie	0:03:29	0:03:35	0:03:37	0:03:33	0:03:34	0:03:29	0:03:31	0:03:30	0:03:35	0:03:29	0:03:29	0:03:34	0:03:43
Delta	0:03:01	0:02:57	0:02:59	0:02:51	0:03:02	0:02:54	0:02:52	0:02:50	0:02:57	0:02:58	0:03:00	0:02:56	0:03:07
Echo	0:02:06	0:02:03	0:02:00	0:02:01	0:02:26	0:02:00	0:02:06	0:02:11	0:01:57	0:02:10	0:02:17	0:02:01	0:02:08

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 7:Fire/Rescue Call Pickup to First Unit Assigned.

Phone Pickup to First Unit Assigned Fire/Rescue (90th percentile, based on emergency fire calls only)

	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25
Number of Calls Processed	1159	875	824	768	767	807	918	593	614	564	687	650	959
PU to 1st Assigned Time	0:03:19	0:03:09	0:03:12	0:03:15	0:03:26	0:03:08	0:03:17	0:03:13	0:03:19	0:03:05	0:02:58	0:02:54	0:03:00
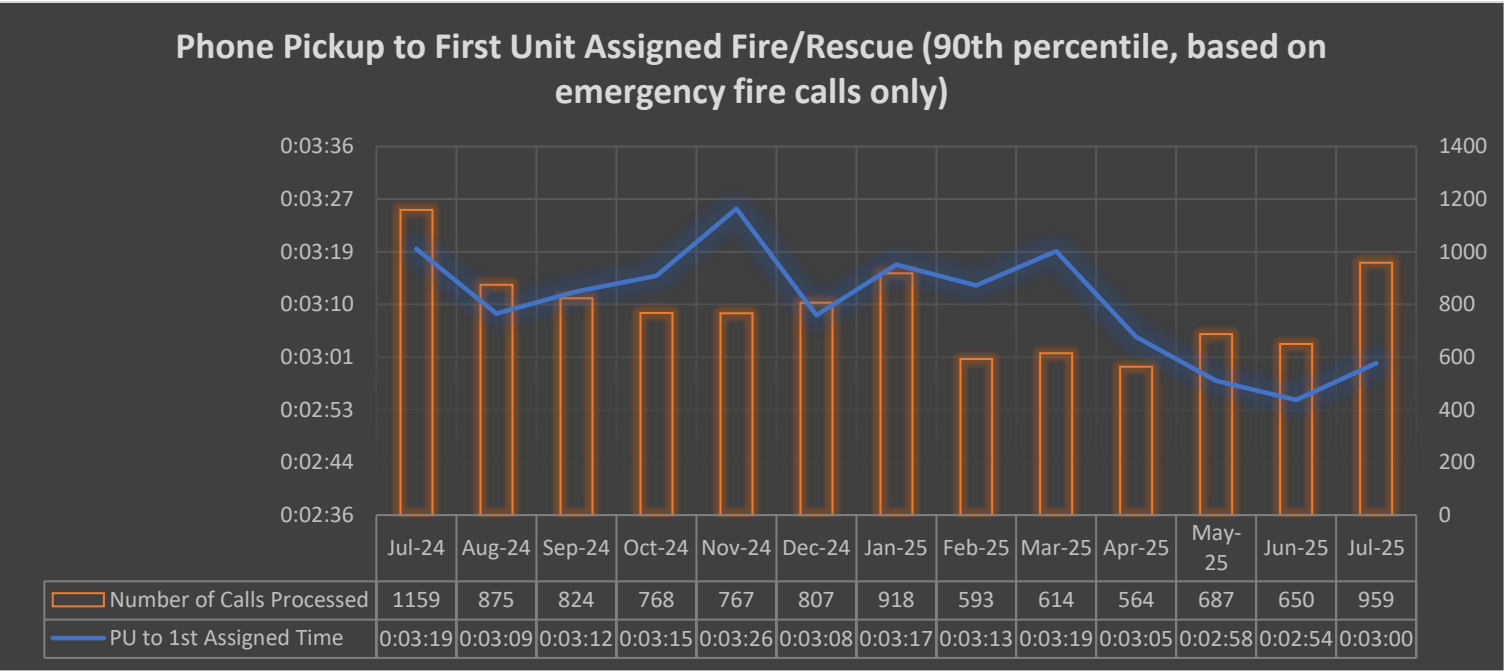
Figure 8: Fire/Rescue Call Pickup to Queue.

Pickup to Queue Fire/Rescue Calls (90th Percentile, based on emergency fire calls only)

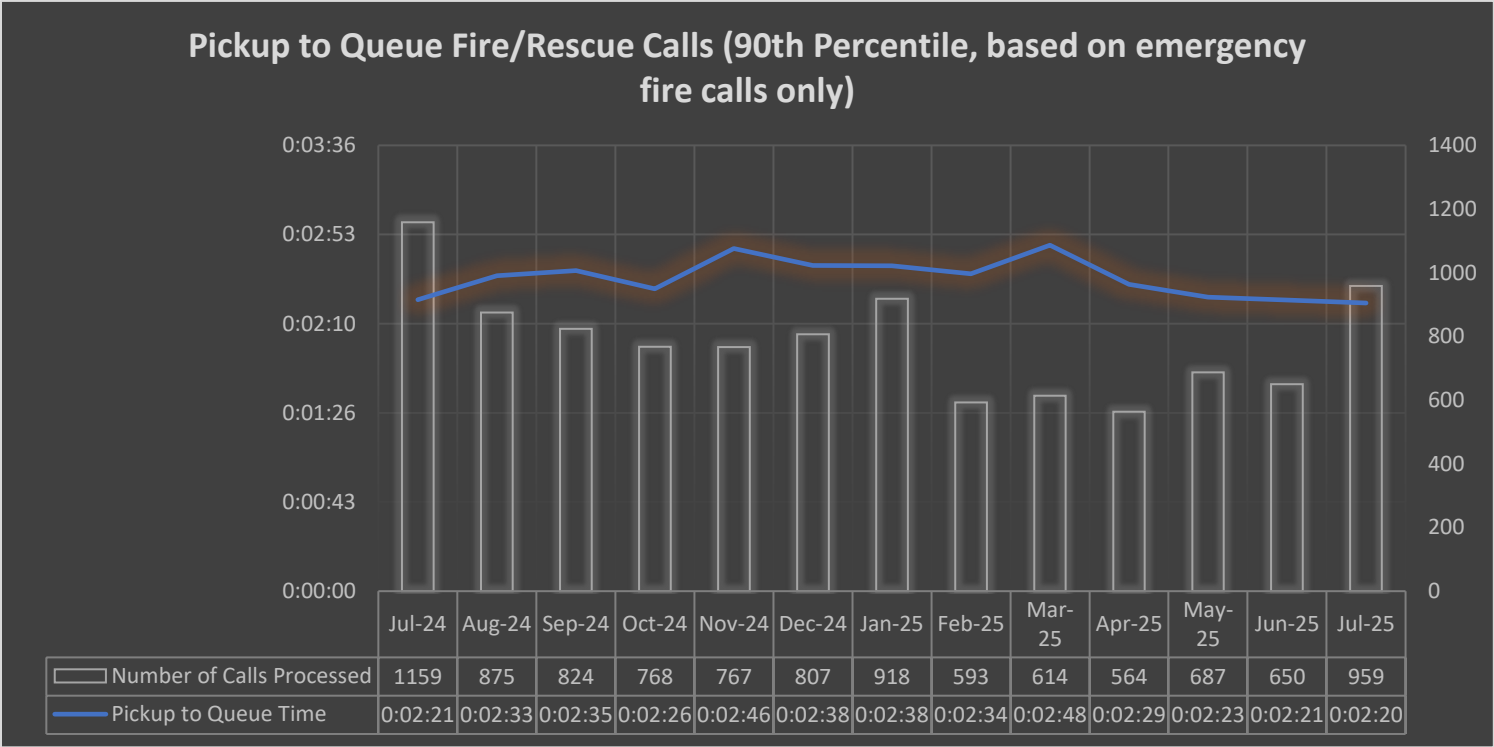|	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25
Number of Calls Processed	1159	875	824	768	767	807	918	593	614	564	687	650	959
Pickup to Queue Time	0:02:21	0:02:33	0:02:35	0:02:26	0:02:46	0:02:38	0:02:38	0:02:34	0:02:48	0:02:29	0:02:23	0:02:21	0:02:20

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Figure 9: Fire/Rescue Queue to First Unit Assigned.

Queue to First Unit Assigned Fire/Rescue (90th Percentile, based on emergency fire calls only)

	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25
Number of Calls Processed	1159	875	824	768	767	807	918	593	614	564	687	650	959
Queue to 1st Assigned Time	0:01:24	0:00:56	0:01:02	0:01:04	0:01:00	0:00:56	0:01:01	0:01:00	0:00:53	0:00:49	0:00:57	0:00:50	0:00:58