



PSAP Answer Time

CONFIRE/Comm Center

1743 W Miro Way

Rialto, CA 92376

County: San Bernardino

Month - Year: 1/1/2022 - 9/30/2022

Agency Affiliation: Fire

From: 1/1/2022

To: 9/30/2022

Period Group: Month

Time Group: 60 Minute

Time Block: 00:00 - 23:59

Call Type: 911 Calls

Call Hour	Answer Times In Seconds							
	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
January 2022 Total	19,978	969	651	1,257	509	335	43	23,752
% answer time ≤ 10 seconds	84.11%	4.08%	2.78%	5.29%	2.14%	1.41%	0.18%	100.00%
% answer time ≤ 15 seconds	88.19%							
% answer time ≤ 40 seconds	96.27%							
February 2022 Total	14,266	596	460	829	281	210	36	16,698
% answer time ≤ 10 seconds	85.56%	3.57%	2.75%	4.96%	1.68%	1.26%	0.22%	100.00%
% answer time ≤ 15 seconds	89.12%							
% answer time ≤ 40 seconds	96.84%							
March 2022 Total	15,873	652	427	780	259	227	18	18,236
% answer time ≤ 10 seconds	87.04%	3.58%	2.34%	4.28%	1.42%	1.24%	0.10%	100.00%
% answer time ≤ 15 seconds	90.62%							
% answer time ≤ 40 seconds	97.24%							
April 2022 Total	14,784	607	429	804	294	227	22	17,167
% answer time ≤ 10 seconds	86.12%	3.54%	2.50%	4.68%	1.71%	1.32%	0.13%	100.00%
% answer time ≤ 15 seconds	89.65%							
% answer time ≤ 40 seconds	96.84%							
May 2022 Total	15,706	647	492	842	289	187	29	19,192
% answer time ≤ 10 seconds	87.05%	3.37%	2.56%	4.39%	1.51%	0.97%	0.15%	100.00%
% answer time ≤ 15 seconds	90.42%							
% answer time ≤ 40 seconds	97.37%							
June 2022 Total	17,118	857	519	958	296	192	21	19,961
% answer time ≤ 10 seconds	85.76%	4.29%	2.60%	4.80%	1.48%	0.96%	0.11%	100.00%
% answer time ≤ 15 seconds	90.05%							
% answer time ≤ 40 seconds	97.45%							
July 2022 Total	17,132	689	459	833	317	196	17	19,643
% answer time ≤ 10 seconds	87.22%	3.51%	2.34%	4.24%	1.61%	1.00%	0.09%	100.00%
% answer time ≤ 15 seconds	90.72%							
% answer time ≤ 40 seconds	97.30%							
August 2022 Total	16,481	834	611	1,014	310	176	9	19,535
% answer time ≤ 10 seconds	84.37%	4.78%	3.13%	5.19%	1.59%	0.90%	0.05%	100.00%
% answer time ≤ 15 seconds	89.15%							
% answer time ≤ 40 seconds	97.47%							
September 2022 Total	16,150	710	424	618	230	117	15	18,264
% answer time ≤ 10 seconds	88.43%	3.89%	2.32%	3.38%	1.26%	0.64%	0.08%	100.00%
% answer time ≤ 15 seconds	92.31%							
% answer time ≤ 40 seconds	98.02%							
Year to Date 2022 Total	148,581	6,662	4,483	7,939	2,785	1,867	210	172,527
% answer time ≤ 10 seconds	86.12%	3.86%	2.60%	4.60%	1.61%	1.08%	0.12%	100.00%
% answer time ≤ 15 seconds	89.98%							
% answer time ≤ 40 seconds	97.18%							
Year to Date 2021 Total	138,161	9,464	5,569	7,748	2,888	1,718	204	165,752
% answer time ≤ 10 seconds	83.35%	5.71%	3.36%	4.67%	1.74%	1.04%	0.12%	100.00%
% answer time ≤ 15 seconds	89.06%							
% answer time ≤ 40 seconds	97.10%							