



CONFIRE

PSAP Answer Time

CONFIRE/Comm Center

1743 W Miro Way

Rialto, CA 92376

County: San Bernardino

Month - Year: 1/1/2025- 11/30/2025

Agency

Fire

Affiliation

From: 1/1/2025

To: 11/30/2025

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 2025 Total	20,144	810	435	695	164	84	10	22,342
% answer time ≤ 10 seconds	90.16%	3.63%	1.95%	3.11%	0.73%	0.38%	0.04%	100.00%
% answer time ≤ 15 seconds	93.79%							
% answer time ≤ 40 seconds	98.85%							
February 2025 Total	16,326	384	167	262	65	18	1	17,223
% answer time ≤ 10 seconds	94.79%	2.23%	0.97%	1.52%	0.38%	0.10%	0.01%	100.00%
% answer time ≤ 15 seconds	97.02%							
% answer time ≤ 40 seconds	99.51%							
March 2025 Total	15,783	314	118	168	33	7	0	16,423
% answer time ≤ 10 seconds	96.10%	1.91%	0.72%	1.02%	0.20%	0.04%	0.00%	100.00%
% answer time ≤ 15 seconds	98.01%							
% answer time ≤ 40 seconds	99.76%							
April 2025 Total	14,570	195	88	112	15	3	0	14,883
% answer time ≤ 10 seconds	97.24%	1.30%	0.59%	0.75%	0.10%	0.02%	0.00%	100.00%
% answer time ≤ 15 seconds	98.55%							
% answer time ≤ 40 seconds	99.88%							
May 2025 Total	12,253	161	97	96	20	8	0	12,635
% answer time ≤ 10 seconds	96.98%	1.27%	0.77%	0.76%	0.16%	0.06%	0.00%	100.00%
% answer time ≤ 15 seconds	98.25%							
% answer time ≤ 40 seconds	99.78%							
June 2025 Total	14,050	213	104	130	25	9	0	14,531
% answer time ≤ 10 seconds	96.69%	1.47%	0.72%	0.89%	0.17%	0.06%	0.00%	100.00%
% answer time ≤ 15 seconds	98.16%							
% answer time ≤ 40 seconds	99.77%							
July 2025 Total	12,856	332	146	181	55	20	0	13,590
% answer time ≤ 10 seconds	94.60%	2.44%	1.07%	1.33%	0.40%	0.15%	0.00%	100.00%
% answer time ≤ 15 seconds	97.04%							
% answer time ≤ 40 seconds	99.45%							
August 2025 Total	18,060	622	240	359	84	28	2	19,395
% answer time ≤ 10 seconds	93.12%	3.21%	1.24%	1.85%	0.43%	0.14%	0.01%	100.00%
% answer time ≤ 15 seconds	96.32%							
% answer time ≤ 40 seconds	99.41%							
September 2025 Total	17,136	312	95	156	25	12	3	17,739
% answer time ≤ 10 seconds	96.60%	1.76%	0.54%	0.88%	0.14%	0.07%	0.02%	100.00%
% answer time ≤ 15 seconds	98.36%							
% answer time ≤ 40 seconds	99.77%							
October 2025 Total	13,725	249	96	128	29	5	1	14,234
% answer time ≤ 10 seconds	96.42%	1.75%	0.67%	0.90%	0.20%	0.04%	0.01%	100.00%
% answer time ≤ 15 seconds	98.17%							
% answer time ≤ 40 seconds	99.75%							
November 2025 Total	15,872	283	121	178	36	8	0	16,498
% answer time ≤ 10 seconds	96.21%	1.72%	0.73%	1.08%	0.22%	0.05%	0.00%	100.00%
% answer time ≤ 15 seconds	97.92%							
% answer time ≤ 40 seconds	99.73%							
Year to Date 2025 Total	170,775	3,875	1,707	2,465	551	203	17	179,593
% answer time ≤ 10 seconds	95.09%	2.16%	0.95%	1.37%	0.31%	0.11%	0.01%	100.00%
% answer time ≤ 15 seconds	97.25%							
% answer time ≤ 40 seconds	99.57%							
Year to Date 2024 Total	187,648	7,449	4,246	6,923	2,077	1,102	85	209,530
% answer time ≤ 10 seconds	89.56%	3.56%	2.03%	3.30%	0.99%	0.53%	0.04%	100.00%
% answer time ≤ 15 seconds	93.11%							
% answer time ≤ 40 seconds	98.44%							