



## PSAP Answer Time

CONFIRE/Comm Center

1743 W Miro Way

Rialto, CA 92376

County: San Bernardino

Month - Year: 1/1/2023 - 12/31/2023

Agency  
Affiliation: Fire

From: 1/1/2023  
To: 12/31/2023  
Period Group: Month  
Time Group: 60 Minute  
Time Block: 00:00 - 23:59  
Call Type: 911 Calls

**CONFIRE**

Call Hour	Answer Times In Seconds								Total
	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+		
January 2023 Total	16,326	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	180	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	98.78%								
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%								
May 2023 Total	16,792	455	212	276	55	24	0	17,621	
% answer time ≤ 10 seconds	94.26%	2.55%	1.19%	1.55%	0.31%	0.13%	0.00%	100.00%	
% answer time ≤ 15 seconds	96.82%								
% answer time ≤ 40 seconds	99.58%								
June 2023 Total	16,676	398	184	262	46	13	0	17,579	
% answer time ≤ 10 seconds	94.86%	2.26%	1.05%	1.49%	0.26%	0.07%	0.00%	100.00%	
% answer time ≤ 15 seconds	97.13%								
% answer time ≤ 40 seconds	99.66%								
July 2023 Total	19,123	802	321	407	99	31	2	20,585	
% answer time ≤ 10 seconds	92.90%	2.92%	1.56%	1.98%	0.48%	0.15%	0.01%	100.00%	
% answer time ≤ 15 seconds	95.82%								
% answer time ≤ 40 seconds	99.36%								
August 2023 Total	16,268	553	297	416	125	42	3	19,704	
% answer time ≤ 10 seconds	92.71%	2.81%	1.51%	2.11%	0.63%	0.21%	0.02%	100.00%	
% answer time ≤ 15 seconds	95.52%								
% answer time ≤ 40 seconds	99.14%								
September 2023 Total	16,470	411	181	305	62	26	0	17,455	
% answer time ≤ 10 seconds	94.36%	2.35%	1.04%	1.75%	0.38%	0.15%	0.00%	100.00%	
% answer time ≤ 15 seconds	96.71%								
% answer time ≤ 40 seconds	98.50%								
October 2023 Total	17,078	524	217	346	81	44	5	18,285	
% answer time ≤ 10 seconds	93.35%	2.86%	1.19%	1.89%	0.44%	0.24%	0.03%	100.00%	
% answer time ≤ 15 seconds	96.21%								
% answer time ≤ 40 seconds	99.29%								
November 2023 Total	17,162	511	257	385	116	58	7	18,500	
% answer time ≤ 10 seconds	92.77%	2.76%	1.39%	2.10%	0.63%	0.31%	0.04%	100.00%	
% answer time ≤ 15 seconds	95.53%								
% answer time ≤ 40 seconds	99.02%								
December 2023 Total	17,750	639	363	553	136	80	12	19,333	
% answer time ≤ 10 seconds	90.78%	331.00%	1.88%	2.88%	0.70%	0.41%	0.06%	100.00%	
% answer time ≤ 15 seconds	94.08%								
% answer time ≤ 40 seconds	98.82%								
Year to Date 2023 Total	203,180	6,221	3,180	4,466	1,090	477	37	218,651	
% answer time ≤ 10 seconds	92.92%	2.85%	1.45%	2.04%	0.50%	0.22%	0.02%	100.00%	
% answer time ≤ 15 seconds	95.77%								
% answer time ≤ 40 seconds	99.27%								
Year to Date 2022 Total	200,097	8,294	5,337	9,185	3,129	2,012	217	228,271	
% answer time ≤ 10 seconds	87.66%	3.63%	2.34%	4.02%	1.37%	0.88%	0.10%	100.00%	
% answer time ≤ 15 seconds	91.29%								
% answer time ≤ 40 seconds	97.65%								