911 CALL PROCESSING TIME ANALYSIS

Reporting on the CONFIRE 9-1-1 call processing times for the month of August 2026.

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Table of Contents

Table of Contents 2
Table of Figures 2
Executive Summary 3
Purpose 3
Key Elements of Call Processing 3
Call Answering Time from Primary Public Safety Answering Points (PSAPs) 3
911 CALL PROCESSING 4
Objective 4
Emergency Call Processing 4
EMS Call Processing 5
Fire / Rescue Related Calls 8

Table of Figures

Figure 1 - Elements captured in the analysis of call processing times at CONFIRE CCC 3
Figure 2 - ECaTS Reporting of CONFIRE 911 Call Pickup Times for primary PSAP transfers 4
Figure 3 – EMS Processing Time: Call pickup to 1st Unit assigned by Percentile intervals 5
Figure 4 - EMS Call Volume: Call pickup to 1st Unit assigned by Percentile intervals 5
Figure 5 - EMS Total Calls: Call pickup to 1st Unit Assigned 6
Figure 6 - EMS Total Calls: Call pickup to Queue 6
Figure 7 - EMS Total Calls: EMS Queue to 1st Unit Assigned 7
Figure 8 - EMS Call pickup to 1st Unit Assigned by EMD Determinant Code 7
Figure 9 – FIRE Processing Time: Call pickup to 1st Unit Assigned by Percentile interval 8
Figure 10 – FIRE Call Volume: Call pickup to 1st Unit Assigned by Percentile interval 8
Figure 11 - FIRE: Call pickup to 1st Unit Assigned 8
Figure 12 - FIRE: Call pickup to Queue 9
Figure 13 - FIRE: Queue to 1st Unit Assigned 9

Executive Summary

The report highlights areas of strong performance, identifies factors that may affect the timely dispatch of emergency resources, and supports informed decisions. CONFIRE is committed to providing timely, reliable, and effective emergency communications.

Purpose

Provide CONFIRE Leadership with a clear, data-driven assessment of how efficiently 911 calls are received, evaluated, prioritized, and dispatched.

Key Elements of Call Processing

This analysis covers four key elements of call processing time by the CONFIRE Communications Center (CCC).

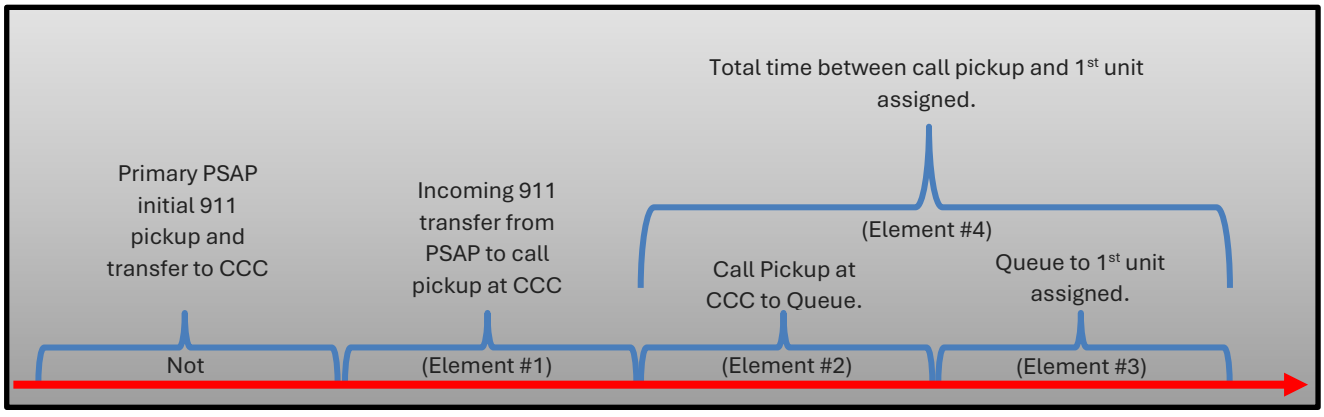
Element #1 – The time interval between the alert of an incoming 911 call from a Primary PSAP and when the call is answered by a CCC Dispatcher.

Element #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.

Element #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 the call.

Element #4 – The total time interval between when an emergency 911 call is answered by a CCC Dispatcher to the time when the first responding unit is alerted and assigned the call.

Figure 1 - Elements captured in the analysis of call processing times at CONFIRE CCC



Call Answering Time from Primary Public Safety Answering Points (PSAPs)

CONFIRE receives 911 calls from multiple allied agency primary PSAPs. As a secondary PSAP, its goal is to answer 90% of incoming calls within 10 seconds. Since call times aren't logged in CAD until after pickup, CONFIRE uses

Emergency Call Tracking System (ECaTS) to track ring-to-pickup intervals and monitor performance. This data supports the call volume and answer time metrics shown in Figure 2.

911 CALL PROCESSING

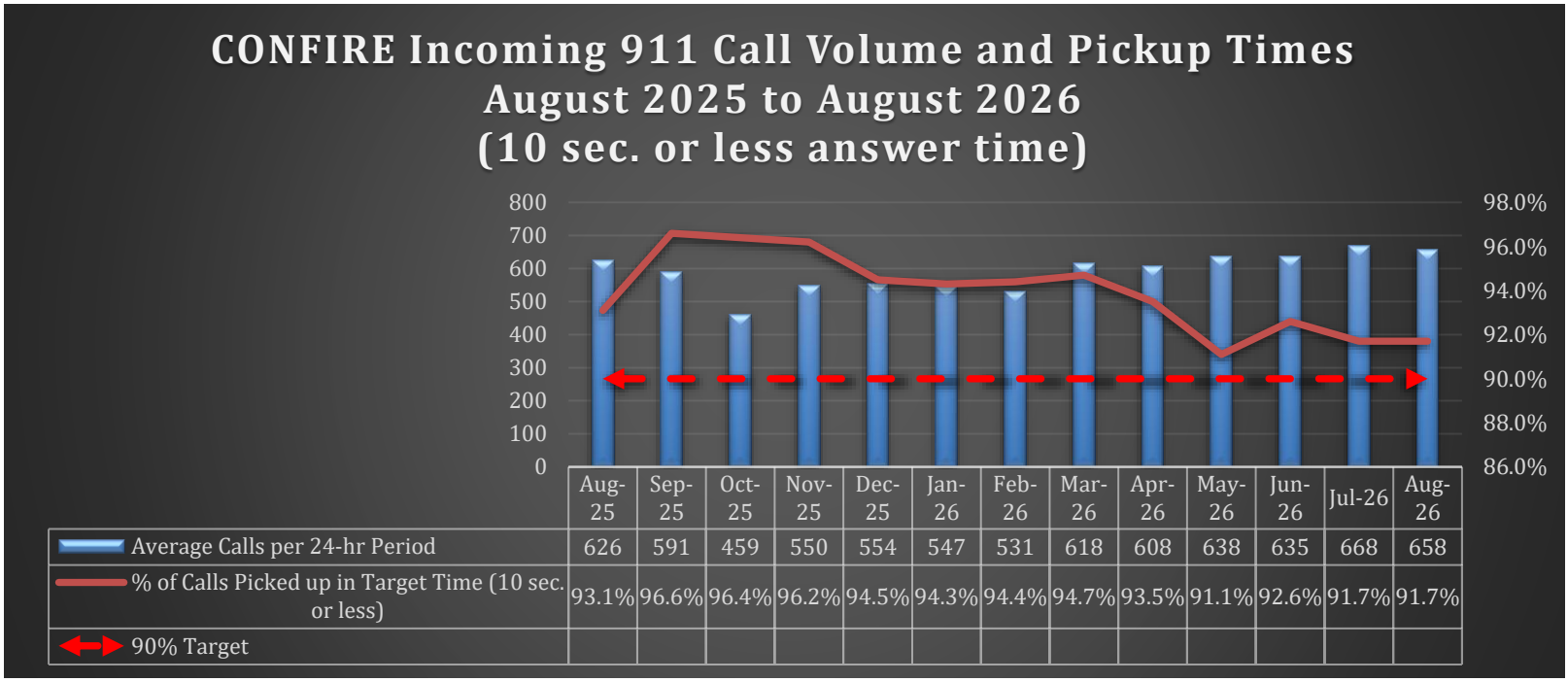
Objective

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.

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.

Figure 2 - ECaTS Reporting of CONFIRE 911 Call Pickup Times for primary PSAP transfers



	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26
Average Calls per 24-hr Period	626	591	459	550	554	547	531	618	608	638	635	668	658
% of Calls Picked up in Target Time (10 sec. or less)	93.1%	96.6%	96.4%	96.2%	94.5%	94.3%	94.4%	94.7%	93.5%	91.1%	92.6%	91.7%	91.7%
90% Target													

NOTE: CALL VOLUME IN JUNE & JULY 2025 WAS LOW DUE TO OUT OF SERVICE 911 TRUNKS IMPACTED BY A CONSTRUCTION DRILLING ACCIDENT.

EMS Call Processing

EMS Calls include all CAD problem codes that reference a medical emergency, trauma, or traffic collisions.

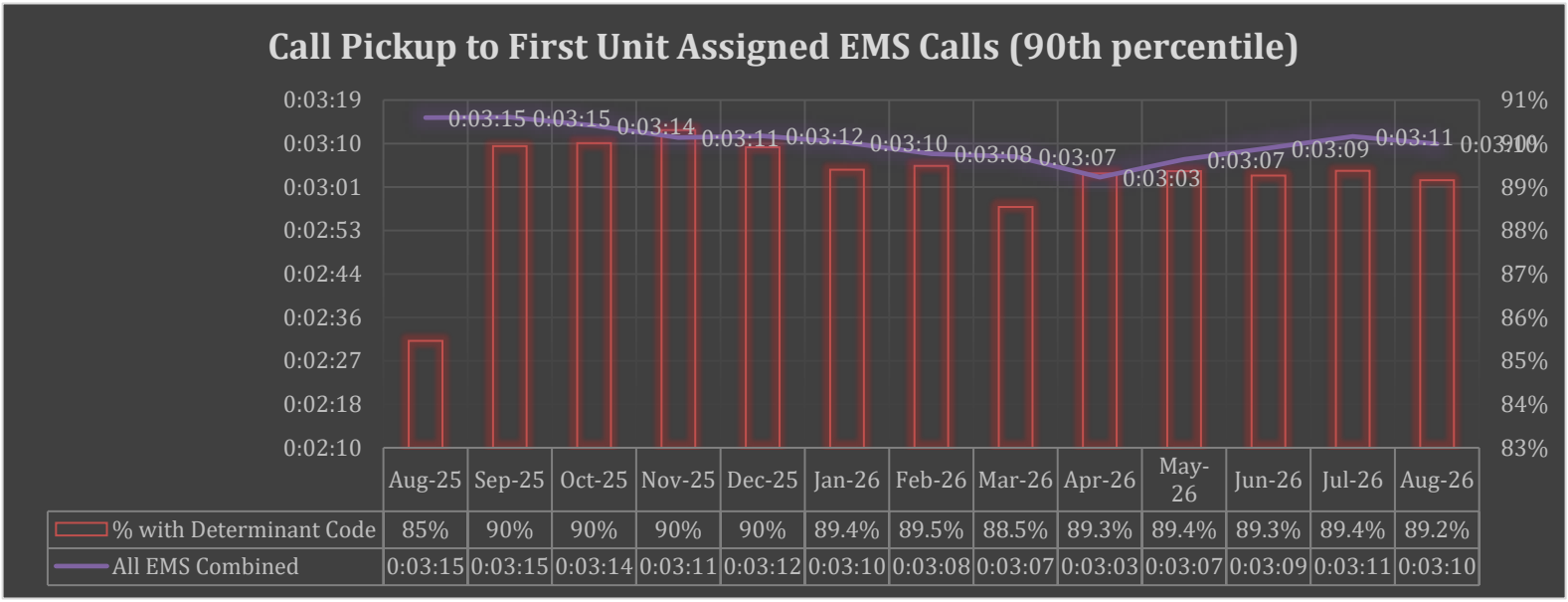
Figure 3 – EMS Processing Time: Call pickup to 1st Unit assigned by Percentile intervals

Call Type	25th Percentile	50th Percentile	75th Percentile	90th Percentile	Goal
Echo	0:00:46	0:01:05	0:01:30	0:02:04	0:01:30
Delta	0:00:57	0:01:24	0:02:08	0:02:57	0:02:30
Charlie	0:01:12	0:01:54	0:02:40	0:03:36	0:02:30
Bravo	0:01:54	0:02:20	0:02:56	0:03:44	0:03:00
Alpha	0:01:08	0:01:52	0:02:29	0:03:16	0:03:00

Figure 4 - EMS Call Volume: Call pickup to 1st Unit assigned by Percentile intervals

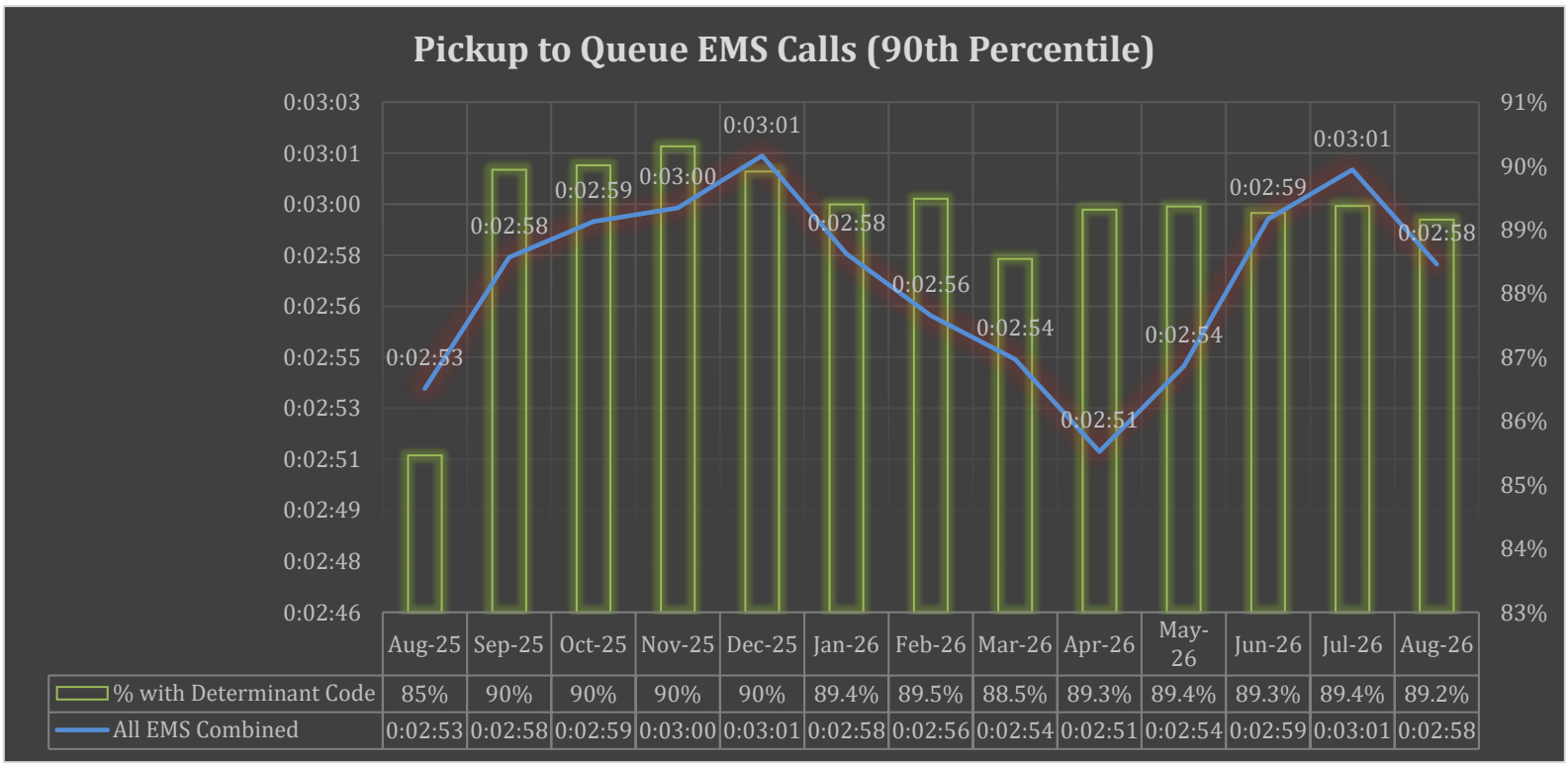
Call Type	25th Percentile	50th Percentile	75th Percentile	90th Percentile	Additional calls needed to get to 90%
Echo	79	158	237	284	46
Delta	988	1975	2962	3555	260
Charlie	938	1875	2812	3375	717
Bravo	351	702	1053	1263	189
Alpha	19	38	59	72	4
no EMD Code	699	1398	2097	2516	1092

Figure 5 - EMS Total Calls: Call pickup to 1st Unit Assigned



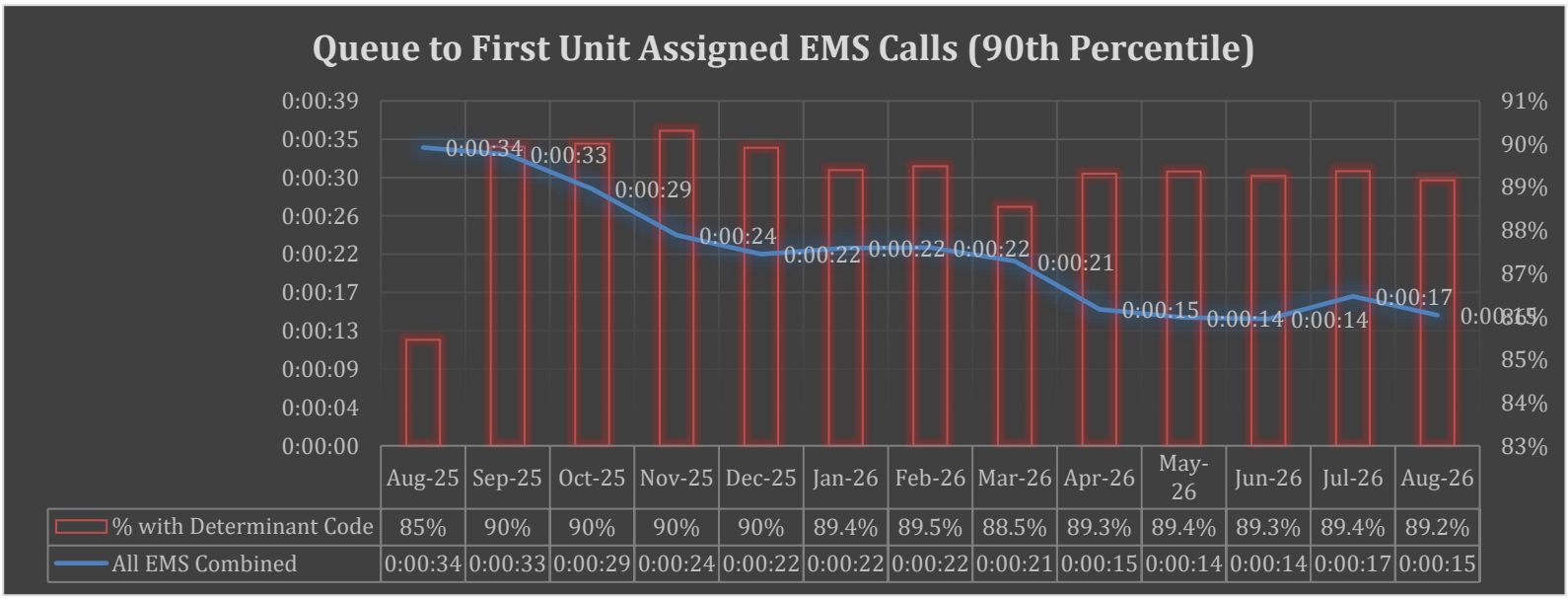
NOTE: INCLUDES ALL EMERGENCY CALL TYPES; CALLS WITH AND WITHOUT DETERMINANT CODES.

Figure 6 - EMS Total Calls: Call pickup to Queue



NOTE: INCLUDES ALL EMERGENCY CALL TIMES; CALLS WITH AND WITHOUT DETERMINANT CODES.

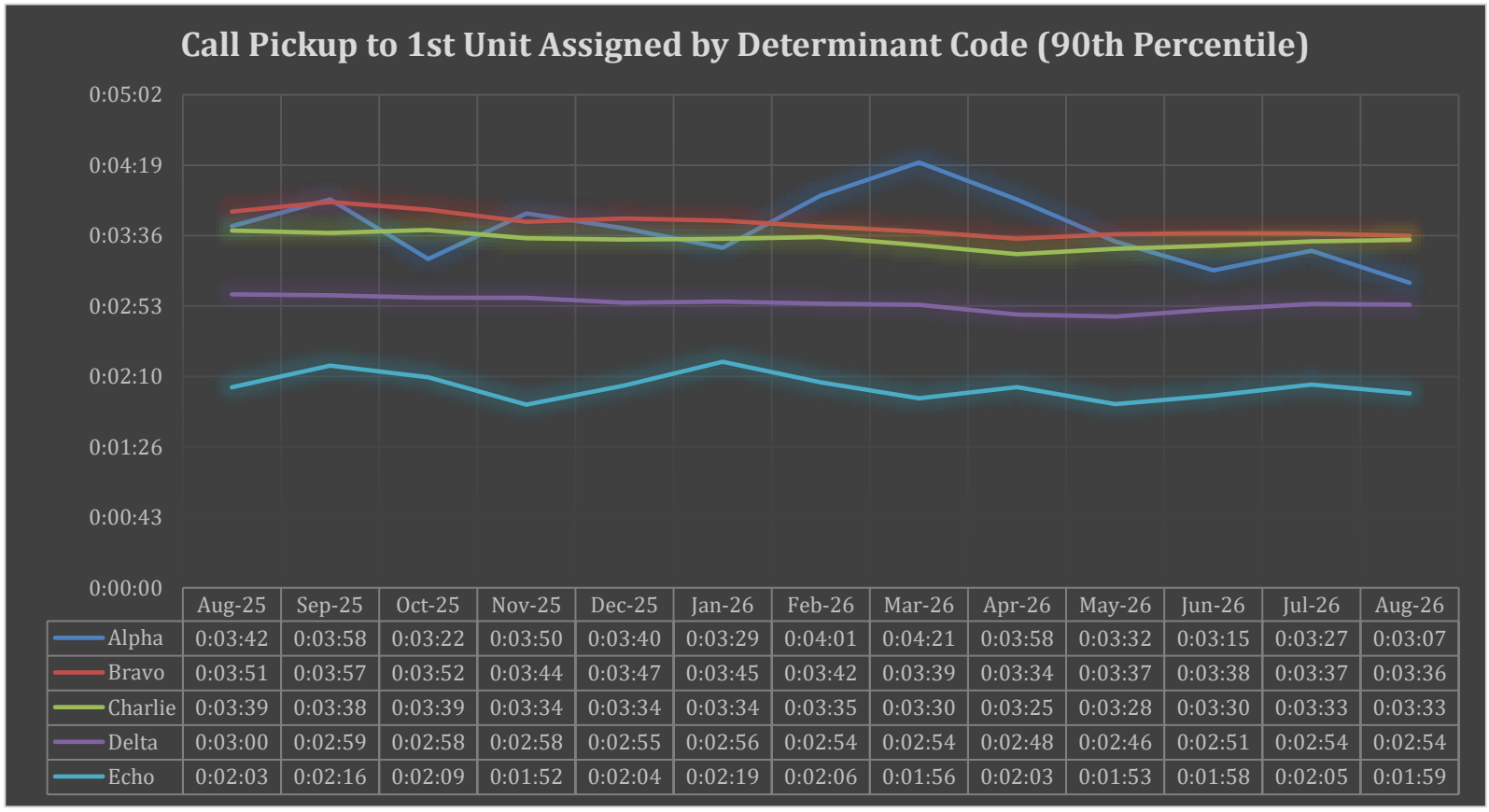
Figure 7 - EMS Total Calls: EMS Queue to 1st Unit Assigned



	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26
% with Determinant Code	85%	90%	90%	90%	90%	89.4%	89.5%	88.5%	89.3%	89.4%	89.3%	89.4%	89.2%
All EMS Combined	0:00:34	0:00:33	0:00:29	0:00:24	0:00:22	0:00:22	0:00:22	0:00:21	0:00:15	0:00:14	0:00:14	0:00:17	0:00:15

NOTE: INCLUDES ALL EMERGENCY CALL TYPES; CALLS WITH AND WITHOUT DETERMINANT CODES.

Figure 8 - EMS Call pickup to 1st Unit Assigned by EMD Determinant Code



	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26
Alpha	0:03:42	0:03:58	0:03:22	0:03:50	0:03:40	0:03:29	0:04:01	0:04:21	0:03:58	0:03:32	0:03:15	0:03:27	0:03:07
Bravo	0:03:51	0:03:57	0:03:52	0:03:44	0:03:47	0:03:45	0:03:42	0:03:39	0:03:34	0:03:37	0:03:38	0:03:37	0:03:36
Charlie	0:03:39	0:03:38	0:03:39	0:03:34	0:03:34	0:03:34	0:03:35	0:03:30	0:03:25	0:03:28	0:03:30	0:03:33	0:03:33
Delta	0:03:00	0:02:59	0:02:58	0:02:58	0:02:55	0:02:56	0:02:54	0:02:54	0:02:48	0:02:46	0:02:51	0:02:54	0:02:54
Echo	0:02:03	0:02:16	0:02:09	0:01:52	0:02:04	0:02:19	0:02:06	0:01:56	0:02:03	0:01:53	0:01:58	0:02:05	0:01:59

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 9 – FIRE Processing Time: Call pickup to 1st Unit Assigned by Percentile interval

Call Type	25th Percentile	50th Percentile	75th Percentile	90th Percentile	Goal
Structure Fires	0:01:24	0:01:44	0:02:14	0:03:01	0:02:30
Non-Structure Fires	0:01:17	0:01:45	0:02:16	0:03:00	0:02:30

Figure 10 – FIRE Call Volume: Call pickup to 1st Unit Assigned by Percentile interval

Call Type	25th Percentile	50th Percentile	75th Percentile	90th Percentile	Additional calls needed to get to 90%
Structure Fires	41	82	123	147	11
Non-Structure Fires	128	255	383	459	51

Figure 11 - FIRE: Call pickup to 1st Unit Assigned

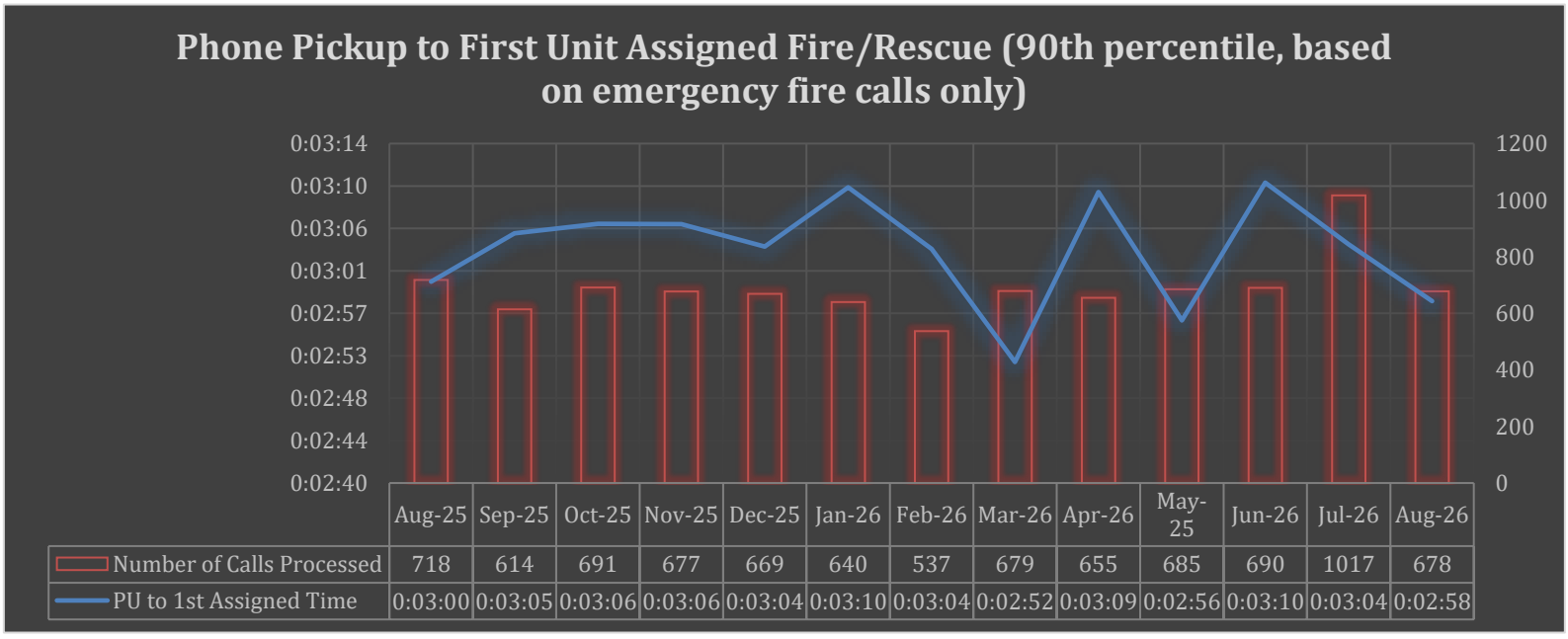
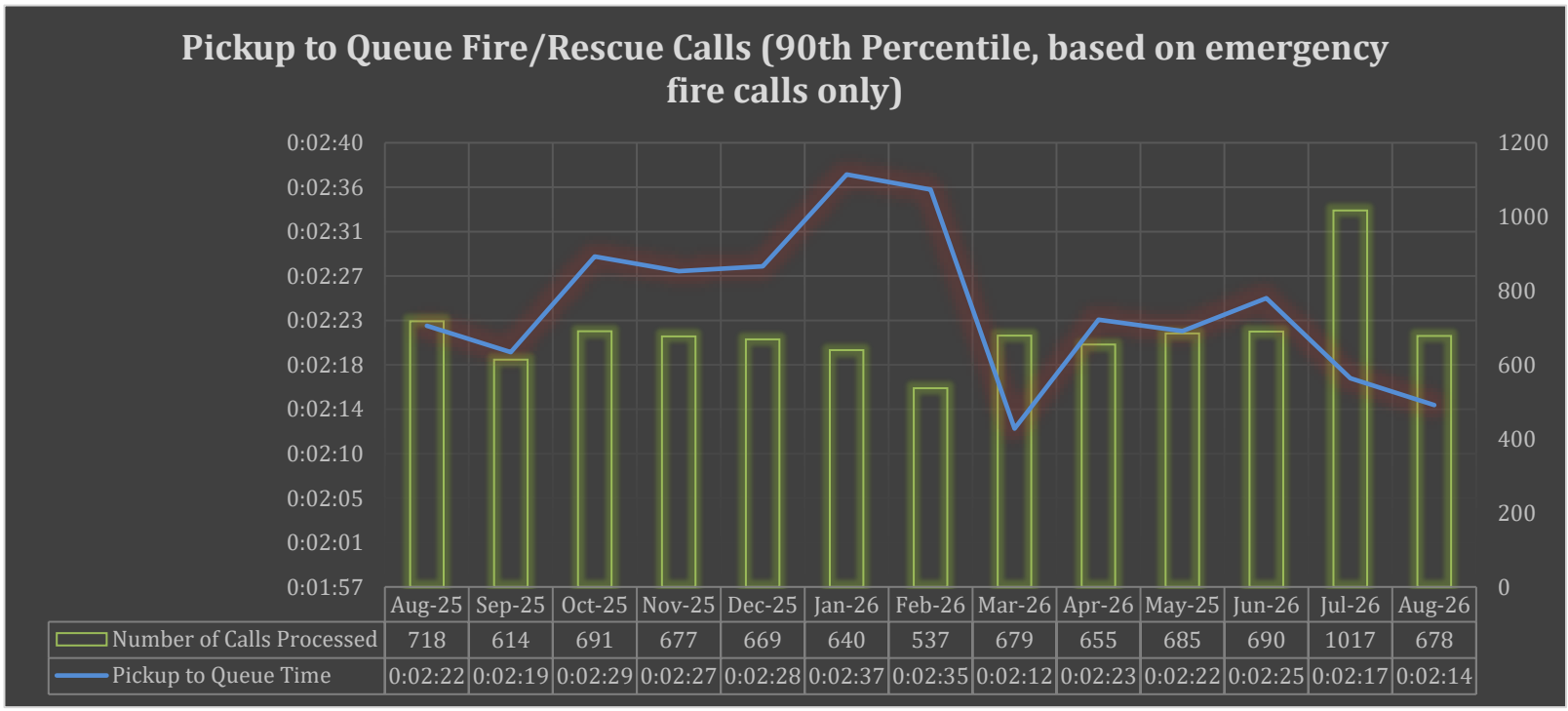
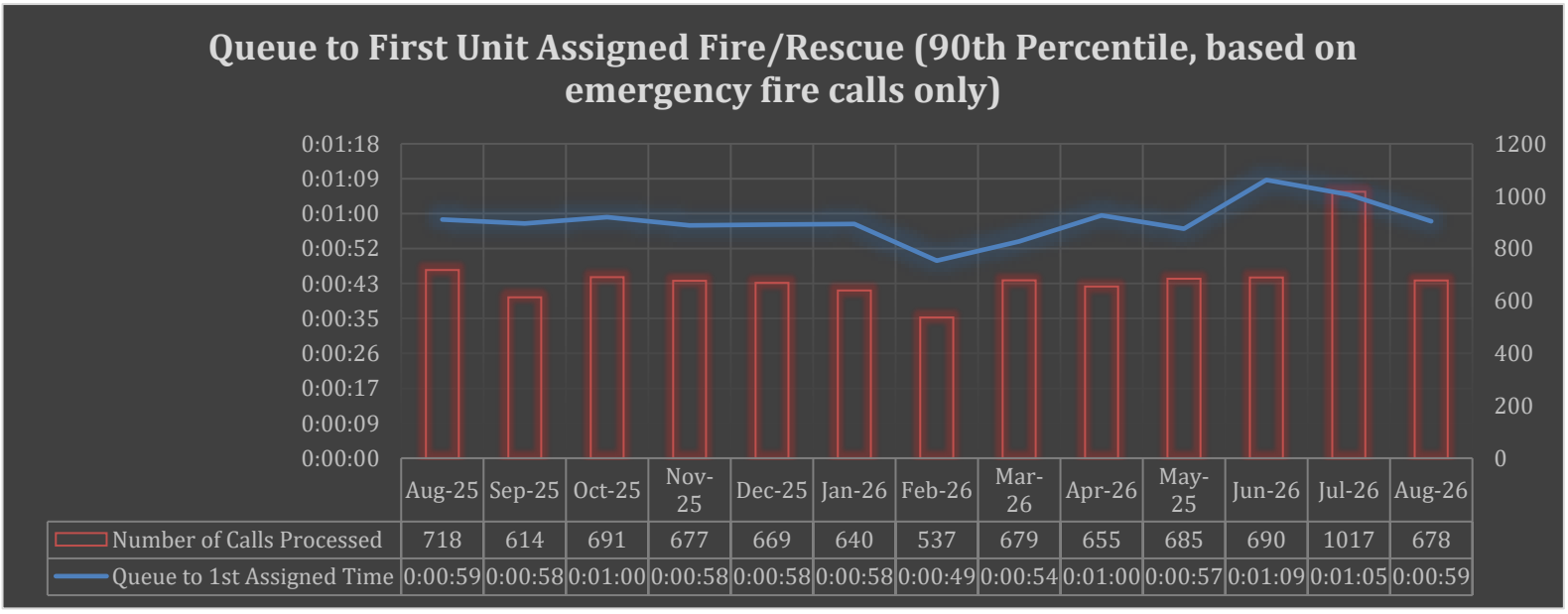


Figure 12 - FIRE: Call pickup to Queue



	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-25	Jun-26	Jul-26	Aug-26
Number of Calls Processed	718	614	691	677	669	640	537	679	655	685	690	1017	678
Pickup to Queue Time	0:02:22	0:02:19	0:02:29	0:02:27	0:02:28	0:02:37	0:02:35	0:02:12	0:02:23	0:02:22	0:02:25	0:02:17	0:02:14

Figure 13 - FIRE: Queue to 1st Unit Assigned



	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-25	Jun-26	Jul-26	Aug-26
Number of Calls Processed	718	614	691	677	669	640	537	679	655	685	690	1017	678
Queue to 1st Assigned Time	0:00:59	0:00:58	0:01:00	0:00:58	0:00:58	0:00:58	0:00:49	0:00:54	0:01:00	0:00:57	0:01:09	0:01:05	0:00:59