



PSAP Answer Time

CONFIRE/Comm Center

1743 W Miro Way

Rialto, CA 92376

County: San Bernardino

Month - Year: 1/1/2025- 5/31/2025

Agency: Fire
Affiliation:

From: 1/1/2025

To: 5/31/2025

Period Group: Month

Time Group: 60 Minute

Time Block: 00:00 - 23:59

Call Type: 911 Calls

CONFIRE

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	14,983
% 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%							
Year to Date 2025 Total	79,076	1,864	905	1,333	297	120	11	83,606
% answer time ≤ 10 seconds	94.58%	2.23%	1.08%	1.59%	0.36%	0.14%	0.01%	100.00%
% answer time ≤ 15 seconds	96.81%							
% answer time ≤ 40 seconds	99.49%							
Year to Date 2024 Total	83,271	2,125	1,051	1,666	487	218	13	88,831
% answer time ≤ 10 seconds	93.74%	2.39%	1.18%	1.88%	0.55%	0.25%	0.01%	100.00%
% answer time ≤ 15 seconds	96.13%							
% answer time ≤ 40 seconds	99.19%							