



## Call Summary

CONFIRE/Comm Center

1743 W Miro Way

Rialto, CA County: San Bernardino  
92376

Year: 2018

From: 01/01/2018  
To: 12/31/2018  
Period: Month  
Group:  
Call Type: All  
Abandoned: Include Abandoned  
Filters:

Date	911	911 Abdn	Total 911	911 Abdn Percentage	10-Digit Emergency Inbound	10-Digit Emergency Abdn	Total 10-Digit Emergency	Admin Outbound	Admin Inbound	Admin Inbound Abandoned	Total Admin	Total All Calls	Average Call Duration
January 2018	16152	113	16265	0.69%	12832	489	13321	14547	9471	263	24281	53867	101.2
February 2018	13853	54	13907	0.39%	11010	375	11385	12870	8897	156	21924	47216	104.7
March 2018	14786	55	14841	0.37%	11712	417	12129	14730	9597	144	24471	51441	109.2
April 2018	14347	58	14405	0.40%	11332	440	11772	14425	9264	210	23899	50076	104.7
May-18	14465	59	14524	0.41%	11178	371	11549	15095	10353	154	25602	51675	106.4
Jun-18	15195	190	15385	1.23%	11381	446	11827	14452	10334	224	25010	52222	102.8
Jul-18	16888	72	16960	0.42%	13054	570	13624	16781	11430	355	28566	59150	105.5
Aug-18	15855	49	15904	0.31%	12175	502	12677	15479	11274	247	27000	55581	105.7
Sep-18	14577	50	14627	0.34%	10816	383	11199	14006	9985	224	24215	50041	106.8
Oct-18	14677	58	14735	0.39%	11288	355	11643	14688	10468	162	25318	51696	106.9
Nov-18	14949	89	15038	0.59%	11730	449	12179	15256	9273	178	24707	51924	106.9
Dec-18	15022	54	15076	0.36%	10889	335	11224	15595	10756	162	26513	52813	110.2
<b>2018 Totals</b>	<b>180766</b>	<b>901</b>	<b>181667</b>	<b>0.49%</b>	<b>139397</b>	<b>5132</b>	<b>144529</b>	<b>177924</b>	<b>121102</b>	<b>2479</b>	<b>301506</b>	<b>627702</b>	<b>105.9</b>
<b>2017 Totals</b>	<b>178324</b>	<b>1096</b>	<b>179420</b>	<b>0.61%</b>	<b>144692</b>	<b>6435</b>	<b>151128</b>	<b>163215</b>	<b>127217</b>	<b>2066</b>	<b>292708</b>	<b>623256</b>	<b>103.1</b>



## Call Summary

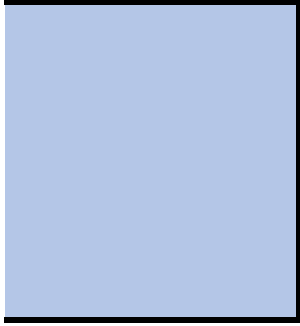
CONFIRE/Comm Center

1743 W Miro Way  
 Rialto, CA 92376 County: San Bernardino

Year: 2019

From: 1/1/2019  
 To: 12/31/2019  
 Period: Month  
 Group:  
 Call Type: All  
 Abandoned: Include Abandoned  
 Filters:

Date	911	911 Abdn	Total 911	911 Abdn Percentage	10-Digit Emergency Inbound	10-Digit Emergency Abdn	Total 10-Digit Emergency	Admin Outbound
Jan-19	14397	489	14886	3.28%	11482	329	11811	16263
Feb-19	13356	83	13439	0.62%	10888	333	11221	16376
Mar-19	15801	88	15889	0.55%	12247	428	12675	18621
Apr-19	15636	83	15719	0.53%	12126	433	12559	17337
May-19	15019	77	15096	0.51%	11880	380	12260	16861
Jun-19	16359	96	16455	0.58%	12690	524	13214	16904
Jul-19	18133	92	18225	0.50%	15220	739	15959	19395
Aug-19	17631	81	17712	0.46%	13513	604	14117	18983
Sep-19	16599	78	16677	0.47%	12464	509	12973	16322
Oct-19	18120	102	18222	0.56%	13930	612	14542	17513
Nov-19	16806	108	16914	0.64%	12875	793	13668	16910
Dec-19	16922	81	17003	0.48%	13517	900	14417	17453
<b>2019 Totals</b>	<b>194779</b>	<b>1458</b>	<b>196237</b>	<b>0.74%</b>	<b>152832</b>	<b>6584</b>	<b>159416</b>	<b>208938</b>
<b>2018 Totals</b>	<b>180766</b>	<b>901</b>	<b>181667</b>	<b>0.50%</b>	<b>139397</b>	<b>5132</b>	<b>144529</b>	<b>177924</b>



Admin Inbound	Admin Inbound Abandoned	Total Admin	Total All Calls	Average Call Duration
10785	112	27160	53857	109.2
9497	159	26032	50692	110.3
10552	216	29389	57953	109.8
11444	205	28986	57264	104.7
11109	232	28202	55558	104.9
11855	341	29100	58769	104.9
11142	354	30891	65075	102.6
11057	444	30484	62313	102.8
12006	333	28661	58311	102.9
11869	373	29755	62519	101.5
10999	463	28372	58954	103.5
10489	1124	29066	60486	102.5
132804	4356	346098	701751	104.8
<b>121102</b>	<b>2479</b>	<b>301506</b>	<b>627702</b>	<b>105.9</b>



## Call Summary

CONFIRE/Comm Center

1743 W Miro Way

Rialto, CA 92376

County: San Bernardino

Year: 2020

From: 1/1/2020

To: 12/31/2020

Period: Month

Group:  
Call Type: All

Abandoned: Include Abandoned  
Filters:

**CONFIRE**

Date	911	911 Abdn	Total 911	911 Abdn Percentage	10-Digit Emergency Inbound	10-Digit Emergency Abdn	Total 10-Digit Emergency
Jan-20	16708	76	16784	0.45%	11804	521	12325
Feb-20	15931	76	16007	0.47%	11814	477	12291
Mar-20	15120	55	15175	0.36%	11815	476	12291
Apr-20	13841	35	13876	0.25%	10251	379	10630
May-20	16905	61	16966	0.36%	12293	485	12778
Jun-20	18155	75	18230	0.41%	12760	685	13425
Jul-20	20459	120	20579	0.58%	13674	720	14394
Aug-20	19373	85	19458	0.44%	13600	704	14304
Sep-20	17,284	112	17396	0.64%	13866	620	14486
Oct-20	18,005	74	18079	0.41%	14072	595	14667
Nov-20	17,147	70	17217	0.41%	14659	889	15548
Dec-20	21,707	82	21789	0.38%	15424	1312	16736
<b>2020 Totals</b>	<b>210635</b>	<b>921</b>	<b>211556</b>	<b>0.44%</b>	<b>156,032</b>	<b>7,843</b>	<b>163,875</b>
<b>2019 Totals</b>	<b>194779</b>	<b>1458</b>	<b>196237</b>	<b>0.74%</b>	<b>152,832</b>	<b>6,584</b>	<b>159,416</b>

done

Admin Outbound	Admin Inbound	Admin Inbound Abandoned	Total Admin	Total All Calls	Average Call Duration
15715	11931	204	27851	56960	103.1
14611	11563	208	26382	54680	101.2
16708	11993	159	28860	56326	107.4
15791	11244	457	27492	51998	106.9
17534	12229	171	29934	59678	100.3
18175	12136	240	30551	62206	99.3
19706	13093	373	33172	68145	100.3
18072	12929	396	31397	65159	101.3
17954	12654	285	30893	62775	98.8
18204	12709	321	31234	63980	98.3
18020	12545	290	30874	63639	98.3
19657	12213	315	31544	70069	93.8
<b>210,147</b>	<b>140,893</b>	<b>3,419</b>	<b>360,184</b>	<b>735,615</b>	<b>100.3</b>
<b>208,938</b>	<b>132,804</b>	<b>4,356</b>	<b>346,098</b>	<b>701,751</b>	<b>104.8</b>



## Call Summary

CONFIRE/Comm Center

1743 W Miro Way

Rialto, CA 92376

County: San Bernardino

Year: 2021

From: 1/1/2021

To: 12/31/2021

Period: Month

Group: All

Call Type: All

Abandoned: Include Abandoned  
Filters:

Date	911	911 Abdn	Total 911	911 Abdn Percentage	10-Digit Emergency Inbound	10-Digit Emergency Abdn	Total 10-Digit Emergency
Jan-21	19569	65	19634	0.33%	14978	989	15967
Feb-21	15820	65	15345	0.42%	13030	938	13968
Mar-21	16681	140	16821	0.83%	14960	1119	16079
Apr-21	17849	256	18105	1.41%	15340	1384	16724
May-21	18145	89	18234	0.49%	15610	1157	16767
Jun-21	18607	85	18692	0.45%	14939	1398	16337
Jul-21	20322	108	20430	0.53%	16337	1422	17759
Aug-21	20051	105	20156	0.52%	14270	1078	15348
Sep-21	18267	68	18335	0.37%	12939	830	13769
Oct-21	17606	46	17652	0.26%	13564	821	14385
Nov-21	18143	64	18207	0.35%	12690	735	13425
Dec-21	18937	7860	26797	29.33%	13247	592	13839
<b>2021 Totals</b>	219457	8951	228408	3.92%	171904	12463	184367
<b>2020 Totals</b>	210635	921	211556	0.44%	156032	7843	163875

done

Admin Outbound	Admin Inbound	Admin Inbound Abandoned	Total Admin	Total All Calls	Average Call Duration
20246	9203	2303	31752	67353	100
16156	8140	1809	26105	55418	98.5
17013	11824	2652	30949	63849	117.7
17531	10412	2169	30112	64941	95.8
19789	10260	2130	32179	67180	96.3
19490	9404	2224	31118	66147	98.3
20744	9970	2947	33661	71850	96.7
19463	10345	1626	31434	66938	102.7
17704	10503	425	28632	60736	103.3
17995	9123	884	28002	60039	102.1
18226	9033	884	28143	59775	99.2
17251	6650	351	24252	64888	100
221608	114327	20404	356339	769114	100.8
210147	140893	9142	360184	735615	100.3



## Call Summary

CONFIRE/Comm Center

1743 W Miro Way

Rialto, CA 92376

County: San Bernardino

Year: 2022

From: 1/1/2022

To: 7/31/2022

Period: Month

Group: All

Call Type: All

Abandoned Filters: Include Abandoned

Date	911	911 Abdn	Total 911	911 Abdn Percentage	10-Digit Emergency Inbound	10-Digit Emergency Abdn	Total 10-Digit Emergency
Jan-22	22276	1476	23752	6.21%	13048	709	13757
Feb-22	16543	155	16698	0.93%	11468	542	12010
Mar-22	18025	211	18236	1.16%	12092	1568	13660
Apr-22	17106	61	17167	0.36%	11494	760	12254
May-22	19109	83	19192	0.43%	12288	590	12878
Jun-22	19902	59	19961	0.30%	12834	886	13720
Jul-22	19578	65	19643	0.33%	12431	1870	14301
<b>2022 Totals</b>	132565	2112	134677	1.57%	85655	6925	92580
<b>2021 Totals</b>	126453	808	127261	0.63%	105194	8407	113601



done

Admin Outbound	Admin Inbound	Admin Inbound Abandoned	Total Admin	Total All Calls	Average Call Duration
17186	5902	391	23479	60988	104.8
14154	4729	189	19072	47780	110.7
13907	5199	142	19248	51144	108.7
13521	5053	138	18712	48133	114
14520	5286	136	19942	52012	113.8
15245	5537	164	20946	54627	110
15072	5401	124	20597	54541	111.2
103605	37107	1284	141996	369253	110.3
130969	68673	16234	215876	456738	100.4