



PSAP Answer Time

CONFIRE/Comm Center
 1743 W Miro Way
 Rialto, CA 92376 County: San Bernardino

Month - January - December 2018
 Agency Fire
 Affiliation

From: 01/01/2018
 To: 12/31/2018
 Period Group: Month
 Time Group: 60 Minute
 Time Block: 00:00 - 23:59
 Call Type: 911 Calls

Call Hour	Answer Times In Seconds							
	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
January 2018 Total	14,044	948	416	597	179	75	6	16,265
% answer time ≤ 10 seconds	86.34%	5.83%	2.56%	3.67%	1.10%	0.46%	0.04%	100.00%
% answer time ≤ 15 seconds	92.17%							
% answer time ≤ 40 seconds	98.40%							
February 2018 Total	12,482	637	277	351	111	49	0	13,907
% answer time ≤ 10 seconds	89.75%	4.58%	1.99%	2.52%	0.80%	0.35%	0.00%	100.00%
% answer time ≤ 15 seconds	94.33%							
% answer time ≤ 40 seconds	98.85%							
March 2018 Total	13,326	725	309	356	91	31	3	14,841
% answer time ≤ 10 seconds	89.79%	4.89%	2.08%	2.40%	0.61%	0.21%	0.02%	100.00%
% answer time ≤ 15 seconds	94.68%							
% answer time ≤ 40 seconds	99.16%							
April 2018 Total	12,685	759	330	462	119	49	1	14,405
% answer time ≤ 10 seconds	88.06%	5.27%	2.29%	3.21%	0.83%	0.34%	0.01%	100.00%
% answer time ≤ 15 seconds	93.33%							
% answer time ≤ 40 seconds	98.83%							
May 2018 Total	12,954	700	348	407	79	36	0	14,524
% answer time ≤ 10 seconds	89.19%	4.82%	2.40%	2.80%	0.54%	0.25%	0.00%	100.00%
% answer time ≤ 15 seconds	94.01%							
% answer time ≤ 40 seconds	99.21%							
June 2018 Total	13,148	915	454	560	205	101	2	15,385
% answer time ≤ 10 seconds	85.46%	5.95%	2.95%	3.64%	1.33%	0.66%	0.01%	100.00%
% answer time ≤ 15 seconds	91.41%							
% answer time ≤ 40 seconds	98.00%							
July 2018 Total	14,303	1,028	528	784	219	94	3	14,525
% answer time ≤ 10 seconds	84.34%	6.06%	3.11%	4.62%	1.29%	0.55%	0.02%	100.00%
% answer time ≤ 15 seconds	90.40%							
% answer time ≤ 40 seconds	98.14%							
August 2018 Total	13,874	810	424	551	158	80	7	15,904
% answer time ≤ 10 seconds	87.24%	5.09%	2.67%	3.46%	0.99%	0.50%	0.04%	100.00%
% answer time ≤ 15 seconds	92.33%							
% answer time ≤ 40 seconds	98.46%							
September 2018 Total	12,821	782	368	453	127	73	3	14,627
% answer time ≤ 10 seconds	87.65%	5.35%	2.52%	3.10%	0.50%	0.50%	0.02%	100.00%
% answer time ≤ 15 seconds	93.00%							
% answer time ≤ 40 seconds	98.61%							
October 2018 Total	12,933	820	400	426	110	47	2	14,735
% answer time ≤ 10 seconds	87.77%	5.56%	2.71%	2.87%	0.75%	0.32%	0.01%	100.00%
% answer time ≤ 15 seconds	93.34%							
% answer time ≤ 40 seconds	98.92%							
November 2018 Total	12,922	928	453	544	128	58	5	15,038
% answer time ≤ 10 seconds	85.93%	6.17%	3.01%	3.62%	0.85%	0.39%	0.03%	100.00%
% answer time ≤ 15 seconds	92.10%							
% answer time ≤ 40 seconds	98.73%							
December 2018 Total	13,497	742	322	377	101	37	0	25,076
% answer time ≤ 10 seconds	89.53%	4.92%	2.14%	2.50%	0.67%	0.25%	0.00%	100.00%
% answer time ≤ 15 seconds	94.45%							
% answer time ≤ 40 seconds	99.08%							
Year to Date 2018 Total	158,989	9,794	4,629	5,865	1,627	730	32	181,666
% answer time ≤ 10 seconds	87.52%	5.39%	2.55%	3.23%	0.90%	0.40%	0.02%	100.00%
% answer time ≤ 15 seconds	92.91%							
% answer time ≤ 40 seconds	98.68%							
Year to Date 2017 Total	104,155	6,710	3,057	3,439	904	330	19	118,614
% answer time ≤ 10 seconds	87.81%	5.66%	2.58%	2.90%	0.76%	0.28%	0.02%	100.00%
% answer time ≤ 15 seconds	93.47%							
% answer time ≤ 40 seconds	98.94%							



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1743 W Miro Way

Rialto, CA 92376

County: San Bernardino

Month - Year: 1/1/2019 - 12/31/2019

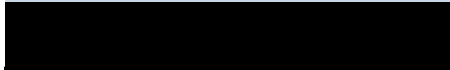
Agency: Fire
Affiliation:

CONFIRE

Call Hour	Answer Times In Seconds				
	0 - 10	11-15	16 - 20	21 - 40	41 - 60
January 2019 Total	13,693	586	240	277	68
% answer time ≤ 10 seconds	91.99%	3.94%	1.61%	1.86%	0.46%
% answer time ≤ 15 seconds	95.92%				
% answer time ≤ 40 seconds	99.40%				
February 2019 Total	12,243	566	246	285	69
% answer time ≤ 10 seconds	91.10%	4.21%	1.83%	2.12%	0.51%
% answer time ≤ 15 seconds	95.31%				
% answer time ≤ 40 seconds	99.26%				
March 2019 Total	14,403	660	315	349	97
% answer time ≤ 10 seconds	90.65%	4.15%	1.98%	2.20%	0.61%
% answer time ≤ 15 seconds	94.80%				
% answer time ≤ 40 seconds	98.98%				
April 2019 Total	14,207	741	327	339	68
% answer time ≤ 10 seconds	90.38%	4.71%	2.08%	2.16%	0.43%
% answer time ≤ 15 seconds	95.10%				
% answer time ≤ 40 seconds	99.33%				
May 2019 Total	13,712	671	279	313	85
% answer time ≤ 10 seconds	90.83%	4.44%	1.85%	2.07%	0.56%
% answer time ≤ 15 seconds	95.28%				
% answer time ≤ 40 seconds	99.20%				
June 2019 Total	14,520	740	350	554	182
% answer time ≤ 10 seconds	88.24%	4.50%	2.13%	3.37%	1.11%
% answer time ≤ 15 seconds	92.74%				
% answer time ≤ 40 seconds	98.23%				
July 2019 Total	15,820	876	465	683	252
% answer time ≤ 10 seconds	86.80%	4.81%	2.55%	3.75%	1.38%
% answer time ≤ 15 seconds	91.61%				
% answer time ≤ 40 seconds	97.91%				
August 2019 Total	15,684	814	409	509	202
% answer time ≤ 10 seconds	88.55%	4.60%	2.31%	2.87%	1.14%
% answer time ≤ 15 seconds	93.15%				
% answer time ≤ 40 seconds	98.33%				
September 2019 Total	14,520	809	414	559	218
% answer time ≤ 10 seconds	87.07%	4.90%	2.50%	3.40%	1.30%
% answer time ≤ 15 seconds	91.92%				
% answer time ≤ 40 seconds	97.75%				
October 2019 Total	15,452	994	528	758	311
% answer time ≤ 10 seconds	84.80%	5.45%	2.90%	4.16%	1.71%
% answer time ≤ 15 seconds	90.25%				
% answer time ≤ 40 seconds	97.31%				

November 2019 Total	13,682	954	603	971	419
% answer time ≤ 10 seconds	80.89%	5.64%	3.57%	5.74%	2.48%
% answer time ≤ 15 seconds	86.53%				
% answer time ≤ 40 seconds	95.84%				
December 2019 Total	13,948	999	622	846	350
% answer time ≤ 10 seconds	82.03%	5.88%	3.66%	4.98%	2.06%
% answer time ≤ 15 seconds	87.91%				
% answer time ≤ 40 seconds	96.54%				
Year to Date 2019 Total					
% answer time ≤ 10 seconds	87.59%	4.80%	2.45%	3.28%	1.18%
% answer time ≤ 15 seconds	92.39%				
% answer time ≤ 40 seconds	98.11%				
Year to Date 2018 Total					
% answer time ≤ 10 seconds	87.52%	5.39%	2.55%	3.23%	0.90%
% answer time ≤ 15 seconds	92.91%				
% answer time ≤ 40 seconds	98.68%				

From: 1/1/2019
To: 12/31/2019
Period Group: Month
Time Group: 60 Minute
Time Block: 00:00 - 23:59
Call Type: 911 Calls



61 - 120	120+	Total
22	0	14,866
0.15%	0.00%	100.00%

28	2	13,439
0.21%	0.01%	100.00%

59	6	15,889
0.37%	0.04%	100.00%

35	2	15,719
0.22%	0.01%	100.00%

33	3	15,096
0.22%	0.02%	100.00%

102	7	16,455
0.62%	0.04%	100.00%

112	17	18,225
0.61%	0.09%	100.00%

86	8	17,712
0.49%	0.05%	100.00%

150	7	16,677
0.90%	0.04%	100.00%

162	17	18,222
0.89%	0.09%	100.00%

251	34	16,914
1.48%	0.20%	100.00%
222	16	17,003
1.31%	0.09%	100.00%
1,262	119	196,237
0.64%	0.06%	100.00%
730	32	181,667
0.40%	0.02%	100.00%



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County: San Bernardino

Month - Year: 1/1/2020 - 12/31/2020

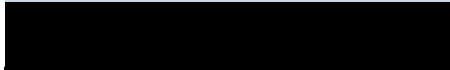
Agency Affiliation: Fire

CONFIRE

Call Hour	Answer Times In Seconds				
	0 - 10	11-15	16 - 20	21 - 40	41 - 60
January 2020 Total	14,331	1,014	507	622	203
% answer time ≤ 10 seconds	85.38%	6.04%	3.02%	3.71%	1.21%
% answer time ≤ 15 seconds	91.43%				
% answer time ≤ 40 seconds	98.15%				
February 2020 Total	13,945	833	429	530	173
% answer time ≤ 10 seconds	87.12%	5.20%	2.68%	3.31%	1.08%
% answer time ≤ 15 seconds	92.32%				
% answer time ≤ 40 seconds	98.31%				
March 2020 Total	13,540	714	361	376	112
% answer time ≤ 10 seconds	89.23%	4.71%	2.38%	2.48%	0.74%
% answer time ≤ 15 seconds	93.93%				
% answer time ≤ 40 seconds	98.79%				
April 2020 Total	12,633	631	294	225	57
% answer time ≤ 10 seconds	91.04%	4.55%	2.12%	1.62%	0.41%
% answer time ≤ 15 seconds	95.59%				
% answer time ≤ 40 seconds	99.33%				
May 2020 Total	14,973	834	422	483	148
% answer time ≤ 10 seconds	88.25%	4.92%	2.49%	2.85%	0.87%
% answer time ≤ 15 seconds	93.17%				
% answer time ≤ 40 seconds	98.50%				
June 2020 Total	15,245	1,119	645	779	290
% answer time ≤ 10 seconds	83.63%	6.14%	3.54%	4.27%	1.59%
% answer time ≤ 15 seconds	89.76%				
% answer time ≤ 40 seconds	97.58%				
July 2020 Total	17,044	1,272	706	927	381
% answer time ≤ 10 seconds	82.82%	6.18%	3.43%	4.50%	1.85%
% answer time ≤ 15 seconds	89.00%				
% answer time ≤ 40 seconds	96.94%				
August 2020 Total	16,332	1,185	705	724	289
% answer time ≤ 10 seconds	83.93%	6.09%	3.62%	3.72%	1.49%
% answer time ≤ 15 seconds	90.02%				
% answer time ≤ 40 seconds	97.37%				
September 2020 Total	15,041	1,001	559	551	185
% answer time ≤ 10 seconds	86.46%	5.75%	3.21%	3.17%	1.06%
% answer time ≤ 15 seconds	92.22%				
% answer time ≤ 40 seconds	98.60%				
October 2020 Total	15,165	1,165	648	724	256
% answer time ≤ 10 seconds	83.88%	6.44%	3.58%	4.00%	1.42%
% answer time ≤ 15 seconds	90.33%				
% answer time ≤ 40 seconds	97.91%				

November 2020 Total	14,636	1,021	606	605	217
% answer time ≤ 10 seconds	85.01%	5.93%	3.52%	3.51%	1.26%
% answer time ≤ 15 seconds	90.94%				
% answer time ≤ 40 seconds	97.97%				
December 2020 Total	18,163	1,276	752	990	392
% answer time ≤ 10 seconds	83.36%	5.86%	3.45%	4.54%	1.80%
% answer time ≤ 15 seconds	89.21%				
% answer time ≤ 40 seconds	97.21%				
Year to Date 2020 Total	181,048	12,065	6,634	7,536	2,703
% answer time ≤ 10 seconds	85.58%	5.70%	3.14%	3.56%	1.28%
% answer time ≤ 15 seconds	91.28%				
% answer time ≤ 40 seconds	97.98%				
Year to Date 2019 Total	171,884	9,410	4,798	6,443	2,321
% answer time ≤ 10 seconds	87.59%	4.80%	2.45%	3.28%	1.18%
% answer time ≤ 15 seconds	92.39%				
% answer time ≤ 40 seconds	98.11%				

From: 1/1/2020
To: 12/31/2020
Period Group: Month
Time Group: 60 Minute
Time Block: 00:00 - 23:59
Call Type: 911 Calls



61 - 120	120+	Total
100	7	16,784
0.60%	0.04%	100.00%

94	3	16,007
0.59%	0.02%	100.00%

66	6	15,175
0.43%	0.04%	100.00%

34	2	13,876
0.25%	0.01%	100.00%

98	8	16,966
0.58%	0.05%	100.00%

144	8	18,230
0.79%	0.04%	100.00%

229	20	20,579
1.11%	0.10%	100.00%

200	23	19,458
1.03%	0.12%	100.00%

55	4	17,396
0.32%	0.02%	100.00%

113	8	18,079
0.63%	0.04%	100.00%

122	10	17,217
0.71%	0.06%	100.00%
194	22	21,789
0.89%	0.10%	100.00%
1,449	121	211,556
0.68%	0.06%	100.00%
1,262	119	196,237
0.64%	0.06%	100.00%



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Rialto, CA 92376

County: San Bernardino

Month - Year: 1/1/2021 - 12/31/2021

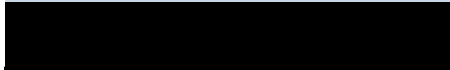
Agency: Fire

Affiliation

Call Hour	Answer Times In Seconds				
	0 - 10	11-15	16 - 20	21 - 40	41 - 60
January 2021 Total	17,242	962	520	613	203
% answer time ≤ 10 seconds	87.82%	4.90%	2.65%	3.12%	1.03%
% answer time ≤ 15 seconds	92.72%				
% answer time ≤ 40 seconds	98.49%				
February 2021 Total	13,431	779	391	474	172
% answer time ≤ 10 seconds	87.53%	5.08%	2.55%	3.09%	1.12%
% answer time ≤ 15 seconds	92.60%				
% answer time ≤ 40 seconds	98.24%				
March 2021 Total	14,942	768	452	430	145
% answer time ≤ 10 seconds	88.83%	4.57%	2.69%	2.56%	0.86%
% answer time ≤ 15 seconds	93.40%				
% answer time ≤ 40 seconds	98.64%				
April 2021 Total	15,519	992	531	639	216
% answer time ≤ 10 seconds	85.72%	5.48%	2.93%	3.53%	1.19%
% answer time ≤ 15 seconds	91.20%				
% answer time ≤ 40 seconds	97.66%				
May 2021 Total	15,477	1,017	548	786	249
% answer time ≤ 10 seconds	84.88%	5.58%	3.01%	4.31%	1.37%
% answer time ≤ 15 seconds	90.46%				
% answer time ≤ 40 seconds	97.77%				
June 2021 Total	15,019	1,225	741	1,039	435
% answer time ≤ 10 seconds	80.35%	6.55%	3.96%	5.56%	2.33%
% answer time ≤ 15 seconds	86.90%				
% answer time ≤ 40 seconds	96.43%				
July 2021 Total	15,945	1,550	898	1,212	512
% answer time ≤ 10 seconds	78.05%	7.59%	4.40%	5.93%	2.51%
% answer time ≤ 15 seconds	85.63%				
% answer time ≤ 40 seconds	95.96%				
August 2021 Total	15,559	1,381	907	1,386	535
% answer time ≤ 10 seconds	77.19%	6.85%	4.50%	6.88%	2.65%
% answer time ≤ 15 seconds	84.04%				
% answer time ≤ 40 seconds	95.42%				
September 2021 Total	15,027	790	581	1,169	421
% answer time ≤ 10 seconds	81.96%	4.31%	3.17%	6.38%	2.30%
% answer time ≤ 15 seconds	86.27%				
% answer time ≤ 40 seconds	95.81%				
October 2021 Total	14,761	692	510	964	391
% answer time ≤ 10 seconds	83.62%	3.92%	2.89%	5.46%	2.22%
% answer time ≤ 15 seconds	87.54%				
% answer time ≤ 40 seconds	95.89%				

November 2021 Total	15,276	753	497	1,013	374
% answer time ≤ 10 seconds	83.90%	4.14%	2.73%	5.56%	2.05%
% answer time ≤ 15 seconds	88.04%				
% answer time ≤ 40 seconds	96.33%				
December 2021 Total	24,350	664	459	782	302
% answer time ≤ 10 seconds	90.87%	2.48%	1.71%	2.92%	1.13%
% answer time ≤ 15 seconds	93.35%				
% answer time ≤ 40 seconds	97.98%				
Year to Date 2021 Total	192,548	11,573	7,035	10,507	3,955
% answer time ≤ 10 seconds	84.30%	5.07%	3.08%	4.60%	1.73%
% answer time ≤ 15 seconds	89.37%				
% answer time ≤ 40 seconds	97.05%				
Year to Date 2020 Total	181,048	12,065	6,634	7,536	2,703
% answer time ≤ 10 seconds	85.58%	5.70%	3.14%	3.56%	1.28%
% answer time ≤ 15 seconds	91.28%				
% answer time ≤ 40 seconds	97.98%				

From: 1/1/2021
To: 12/31/2021
Period Group: Month
Time Group: 60 Minute
Time Block: 00:00 - 23:59
Call Type: 911 Calls



61 - 120	120+	Total
91	3	19,634
0.46%	0.02%	100.00%

93	5	15,345
0.61%	0.03%	100.00%

78	6	16,821
0.46%	0.04%	100.00%

176	32	18,105
0.97%	0.18%	100.00%

138	19	18,234
0.76%	0.10%	100.00%

213	20	18,692
1.14%	0.11%	100.00%

281	32	20,430
1.38%	0.16%	100.00%

346	42	20,156
1.72%	0.21%	100.00%

302	45	18,335
1.65%	0.25%	100.00%

288	46	17,652
1.63%	0.26%	100.00%

251	43	18,207
1.38%	0.24%	100.00%
210	30	26,797
0.78%	0.11%	100.00%
2,467	323	228,408
1.08%	0.14%	100.00%
1,449	121	211,556
0.68%	0.06%	100.00%



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Rialto, CA 92376

County: San Bernardino

Month - Year: 1/1/2022 - 7/31/2022

Agency: Fire
Affiliation:

Call Hour	Answer Times In Seconds				
	0 - 10	11-15	16 - 20	21 - 40	41 - 60
January 2022 Total	19,978	969	661	1,257	509
% answer time ≤ 10 seconds	84.11%	4.08%	2.78%	5.29%	2.14%
% answer time ≤ 15 seconds	88.19%				
% answer time ≤ 40 seconds	96.27%				
February 2022 Total	14,286	596	460	829	281
% answer time ≤ 10 seconds	85.56%	3.57%	2.75%	4.96%	1.68%
% answer time ≤ 15 seconds	89.12%				
% answer time ≤ 40 seconds	96.84%				
March 2022 Total	15,873	652	427	780	259
% answer time ≤ 10 seconds	87.04%	3.58%	2.34%	4.28%	1.42%
% answer time ≤ 15 seconds	90.62%				
% answer time ≤ 40 seconds	97.24%				
April 2022 Total	14,784	607	429	804	294
% answer time ≤ 10 seconds	86.12%	3.54%	2.50%	4.68%	1.71%
% answer time ≤ 15 seconds	89.65%				
% answer time ≤ 40 seconds	96.84%				
May 2022 Total	16,706	647	492	842	289
% answer time ≤ 10 seconds	87.05%	3.37%	2.56%	4.39%	1.51%
% answer time ≤ 15 seconds	90.42%				
% answer time ≤ 40 seconds	97.37%				
June 2022 Total	17,118	857	519	958	296
% answer time ≤ 10 seconds	85.76%	4.29%	2.60%	4.80%	1.48%
% answer time ≤ 15 seconds	90.05%				
% answer time ≤ 40 seconds	97.45%				
July 2022 Total	17,132	689	459	833	317
% answer time ≤ 10 seconds	87.22%	3.51%	2.34%	4.24%	1.61%
% answer time ≤ 15 seconds	90.72%				
% answer time ≤ 40 seconds	97.30%				
Year to Date 2022 Total	115,901	5,018	3,448	6,305	2,245
% answer time ≤ 10 seconds	86.06%	3.73%	2.56%	4.68%	1.67%
% answer time ≤ 15 seconds	89.78%				
% answer time ≤ 40 seconds	97.03%				
Year to Date 2021 Total	107,575	7,293	4,081	5,193	1,932
% answer time ≤ 10 seconds	84.53%	5.73%	3.21%	4.08%	1.52%
% answer time ≤ 15 seconds	90.26%				
% answer time ≤ 40 seconds	97.55%				

From: 1/1/2022
To: 7/31/2022
Period Group: Month
Time Group: 60 Minute
Time Block: 00:00 - 23:59
Call Type: 911 Calls

61 - 120	120+	Total
335	43	23,752
1.41%	0.18%	100.00%

210	36	16,698
1.26%	0.22%	100.00%

227	18	18,236
1.24%	0.10%	100.00%

227	22	17,167
1.32%	0.13%	100.00%

187	29	19,192
0.97%	0.15%	100.00%

192	21	19,961
0.96%	0.11%	100.00%

196	17	19,643
1.00%	0.09%	100.00%

1,574	186	134,677
1.17%	0.14%	100.00%

1,070	117	127,261
0.84%	0.09%	100.00%