



PSAP Answer Time

CONFIRE/Comm Center

1743 W Miro Way

Rialto, CA 92376

County: San Bernardino

Month - Year: 1/1/2026- 9/30/2026

Agency Fire
Affiliation

From: 1/1/2026

To: 9/30/2026

Period Group: Month

Time Group: 60 Minute

Time Block: 00:00 - 23:59

Call Type: 911 Calls

Call Hour	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
January 2026 Total	15,986	435	215	249	47	17	2	16,951
% answer time ≤ 10 seconds	94.31%	2.57%	1.27%	1.47%	0.28%	0.10%	0.01%	100.00%
% answer time ≤ 15 seconds	96.87%							
% answer time ≤ 40 seconds	99.61%							
February 2026 Total	14,047	356	165	222	56	30	1	14,877
% answer time ≤ 10 seconds	94.42%	2.39%	1.11%	1.49%	0.38%	0.20%	0.01%	100.00%
% answer time ≤ 15 seconds	96.81%							
% answer time ≤ 40 seconds	99.42%							
March 2026 Total	18,139	427	220	265	56	34	3	19,144
% answer time ≤ 10 seconds	94.75%	2.23%	1.15%	1.38%	0.29%	0.18%	0.02%	100.00%
% answer time ≤ 15 seconds	96.98%							
% answer time ≤ 40 seconds	99.51%							
April 2026 Total	17,059	448	242	318	101	54	6	18,238
% answer time ≤ 10 seconds	93.59%	2.46%	1.33%	1.74%	0.55%	0.30%	0.03%	100.00%
% answer time ≤ 15 seconds	96.05%							
% answer time ≤ 40 seconds	99.12%							
May 2026 Total	18,010	619	340	580	131	89	3	19,772
% answer time ≤ 10 seconds	91.09%	3.13%	1.72%	2.93%	0.66%	0.45%	0.02%	100.00%
% answer time ≤ 15 seconds	94.22%							
% answer time ≤ 40 seconds	98.87%							
June 2026 Total	17,668	527	261	469	89	47	1	19,062
% answer time ≤ 10 seconds	92.69%	2.76%	1.37%	2.46%	0.47%	0.25%	0.01%	100.00%
% answer time ≤ 15 seconds	95.45%							
% answer time ≤ 40 seconds	99.28%							
July 2026 Total	18,994	588	381	516	163	69	4	20,715
% answer time ≤ 10 seconds	91.69%	2.84%	1.84%	2.49%	0.79%	0.33%	0.02%	100.00%
% answer time ≤ 15 seconds	94.53%							
% answer time ≤ 40 seconds	98.86%							
August 2026 Total	18,921	587	299	406	118	65	14	20,410
% answer time ≤ 10 seconds	92.70%	2.88%	1.46%	1.99%	0.58%	0.32%	0.07%	100.00%
% answer time ≤ 15 seconds	95.58%							
% answer time ≤ 40 seconds	99.03%							
September 2026 Total	16,447	523	272	449	146	95	9	17,941
% answer time ≤ 10 seconds	91.67%	2.92%	1.52%	2.50%	0.81%	0.53%	0.05%	100.00%
% answer time ≤ 15 seconds	94.59%							
% answer time ≤ 40 seconds	98.61%							
Year to Date 2026 Total	155,281	4,510	2,395	3,474	907	500	43	167,110
% answer time ≤ 10 seconds	92.92%	2.70%	1.43%	2.08%	0.54%	0.30%	0.03%	100.00%
% answer time ≤ 15 seconds	95.62%							
% answer time ≤ 40 seconds	99.13%							
Year to Date 2025 Total	141,178	3,343	1,490	2,159	486	189	16	148,861
% answer time ≤ 10 seconds	94.84%	2.25%	1.00%	1.45%	0.33%	0.13%	0.01%	100.00%
% answer time ≤ 15 seconds	97.08%							
% answer time ≤ 40 seconds	99.54%							