



## PSAP Answer Time

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

Month - Year: 1/1/2026- 2/28/2026  
 Agency Affiliation: Fire

From: 1/1/2026  
 To: 2/28/2026  
 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	155	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%							
Year to Date 2026 Total	30,033	791	380	471	103	47	3	31,628
% answer time ≤ 10 seconds	94.36%	2.49%	1.19%	1.48%	0.32%	0.15%	0.01%	100.00%
% answer time ≤ 15 seconds	96.85%							
% answer time ≤ 40 seconds	99.52%							
Year to Date 2025 Total	36,470	1,194	602	957	229	102	11	39,565
% answer time ≤ 10 seconds	92.18%	3.02%	1.52%	2.42%	0.58%	0.26%	0.03%	100.00%
% answer time ≤ 15 seconds	95.20%							
% answer time ≤ 40 seconds	99.14%							