



PSAP Answer Time

CONFIRE/Comm Center

1743 W Miro Way

Rialto, CA 92376

County: San Bernardino

Month - Year: 1/1/2021 - 8/31/2021

Agency: Fire

Affiliation

From: 1/1/2021

To: 8/31/2021

Period Group:

Time Group: 60 Minute

Time Block: 00:00 - 23:59

Call Type: 911 Calls

CONFIRE

Call Hour	Answer Times In Seconds							
	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
January 2021 Total	17,242	962	520	613	203	91	3	19,634
% answer time ≤ 10 seconds	87.82%	4.90%	2.65%	3.12%	1.03%	0.46%	0.02%	100.00%
% answer time ≤ 15 seconds	92.72%							
% answer time ≤ 40 seconds	98.49%							
February 2021 Total	13,431	779	391	474	172	93	5	15,345
% answer time ≤ 10 seconds	87.53%	5.08%	2.55%	3.09%	1.12%	0.61%	0.03%	100.00%
% answer time ≤ 15 seconds	92.60%							
% answer time ≤ 40 seconds	98.24%							
March 2021 Total	14,942	768	452	430	145	78	6	16,821
% answer time ≤ 10 seconds	88.83%	4.57%	2.69%	2.56%	0.86%	0.46%	0.04%	100.00%
% answer time ≤ 15 seconds	93.40%							
% answer time ≤ 40 seconds	98.64%							
April 2021 Total	15,519	992	531	639	216	176	32	18,105
% answer time ≤ 10 seconds	85.72%	5.48%	2.93%	3.53%	1.19%	0.97%	0.18%	100.00%
% answer time ≤ 15 seconds	91.20%							
% answer time ≤ 40 seconds	97.66%							
May 2021 Total	15,477	1,017	548	786	249	138	19	18,234
% answer time ≤ 10 seconds	84.88%	5.58%	3.01%	4.31%	1.37%	0.76%	0.10%	100.00%
% answer time ≤ 15 seconds	90.46%							
% answer time ≤ 40 seconds	97.77%							
June 2021 Total	15,019	1,225	741	1,039	435	213	20	18,692
% answer time ≤ 10 seconds	80.35%	6.55%	3.96%	5.56%	2.33%	1.14%	0.11%	100.00%
% answer time ≤ 15 seconds	86.90%							
% answer time ≤ 40 seconds	96.43%							
July 2021 Total	15,945	1,550	898	1,212	512	281	32	20,430
% answer time ≤ 10 seconds	78.05%	7.59%	4.40%	5.93%	2.51%	1.38%	0.16%	100.00%

% answer time ≤ 15 seconds	85.63%							
% answer time ≤ 40 seconds	95.96%							
August 2021 Total	15,559	1,381	907	1,386	535	346	42	20,156
% answer time ≤ 10 seconds	77.19%	6.85%	4.50%	6.88%	2.65%	1.72%	0.21%	100.00%
% answer time ≤ 15 seconds	84.04%							
% answer time ≤ 40 seconds	95.42%							
Year to Date 2021 Total								
Year to Date 2021 Total	123,134	8,674	4,988	6,579	2,467	1,416	159	147,417
% answer time ≤ 10 seconds	83.53%	5.88%	3.38%	4.46%	1.67%	0.96%	0.11%	100.00%
% answer time ≤ 15 seconds	89.41%							
% answer time ≤ 40 seconds	97.26%							
Year to Date 2020 Total								
Year to Date 2020 Total	118,043	7,602	4,069	4,666	1,653	965	77	137,075
% answer time ≤ 10 seconds	86.12%	5.55%	2.97%	3.40%	1.21%	0.70%	0.06%	100.00%
% answer time ≤ 15 seconds	91.66%							
% answer time ≤ 40 seconds	98.03%							