



### 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 |       |         |         |         |          |       |         | Total |
|----------------------------|-------------------------|-------|---------|---------|---------|----------|-------|---------|-------|
|                            | 0 - 10                  | 11-15 | 16 - 20 | 21 - 40 | 41 - 60 | 61 - 120 | 120+  |         |       |
| 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%                  |       |         |         |         |          |       |         |       |



# PSAP Answer Time

CONFIRE/Comm Center

1743 W Miro Way

Rialto, CA 92376

County: San Bernardino

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

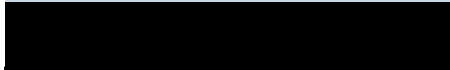
Agency: Fire  
Affiliation:

**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%                  |       |         |         |         |

|                                   |                |              |              |              |              |
|-----------------------------------|----------------|--------------|--------------|--------------|--------------|
| <b>November 2019 Total</b>        | <b>13,682</b>  | <b>954</b>   | <b>603</b>   | <b>971</b>   | <b>419</b>   |
| % answer time ≤ 10 seconds        | 80.89%         | 5.64%        | 3.57%        | 5.74%        | 2.48%        |
| <b>% answer time ≤ 15 seconds</b> | <b>86.53%</b>  |              |              |              |              |
| % answer time ≤ 40 seconds        | 95.84%         |              |              |              |              |
| <b>December 2019 Total</b>        | <b>13,948</b>  | <b>999</b>   | <b>622</b>   | <b>846</b>   | <b>350</b>   |
| % answer time ≤ 10 seconds        | 82.03%         | 5.88%        | 3.66%        | 4.98%        | 2.06%        |
| <b>% answer time ≤ 15 seconds</b> | <b>87.91%</b>  |              |              |              |              |
| % answer time ≤ 40 seconds        | 96.54%         |              |              |              |              |
| <b>Year to Date 2019 Total</b>    |                |              |              |              |              |
| <b>Year to Date 2019 Total</b>    | <b>171,884</b> | <b>9,410</b> | <b>4,798</b> | <b>6,443</b> | <b>2,321</b> |
| % answer time ≤ 10 seconds        | 87.59%         | 4.80%        | 2.45%        | 3.28%        | 1.18%        |
| <b>% answer time ≤ 15 seconds</b> | <b>92.39%</b>  |              |              |              |              |
| % answer time ≤ 40 seconds        | 98.11%         |              |              |              |              |
| <b>Year to Date 2018 Total</b>    |                |              |              |              |              |
| <b>Year to Date 2018 Total</b>    | <b>158,989</b> | <b>9,794</b> | <b>4,630</b> | <b>5,865</b> | <b>1,627</b> |
| % answer time ≤ 10 seconds        | 87.52%         | 5.39%        | 2.55%        | 3.23%        | 0.90%        |
| <b>% answer time ≤ 15 seconds</b> | <b>92.91%</b>  |              |              |              |              |
| % 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% |

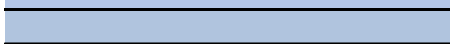
|       |       |         |
|-------|-------|---------|
| 102   | 7     | 16,455  |
| 0.62% | 0.04% | 100.00% |

|       |       |         |
|-------|-------|---------|
| 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% |
|       |       |         |
|       |       |         |



# PSAP Answer Time

CONFIRE/Comm Center

1743 W Miro Way

Rialto, CA 92376

County: San Bernardino

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

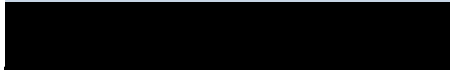
Agency: Fire  
Affiliation:

**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%                  |       |         |         |         |

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



# PSAP Answer Time

CONFIRE/Comm Center

1743 W Miro Way

Rialto, CA 92376

County: San Bernardino

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

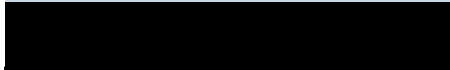
Agency: Fire

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%                  |       |         |         |         |

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



# PSAP Answer Time

CONFIRE/Comm Center

1743 W Miro Way

Rialto, CA 92376

County: San Bernardino

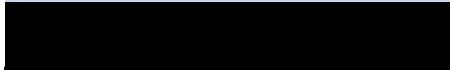
Month - Year: 1/1/2022 - 6/30/2022

Agency: Fire  
Affiliation:

**CONFIRE**

| 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%                  |       |         |         |         |
| Year to Date 2022 Total    | 98,769                  | 4,329 | 2,989   | 5,472   | 1,928   |
| % answer time ≤ 10 seconds | 85.86%                  | 3.76% | 2.60%   | 4.76%   | 1.68%   |
| % answer time ≤ 15 seconds | 89.62%                  |       |         |         |         |
| % answer time ≤ 40 seconds | 96.98%                  |       |         |         |         |
| Year to Date 2021 Total    | 91,630                  | 5,743 | 3,183   | 3,981   | 1,420   |
| % answer time ≤ 10 seconds | 85.77%                  | 5.38% | 2.98%   | 3.73%   | 1.33%   |
| % answer time ≤ 15 seconds | 91.15%                  |       |         |         |         |
| % answer time ≤ 40 seconds | 97.85%                  |       |         |         |         |

**From:** 1/1/2022  
**To:** 6/30/2022  
**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% |

|       |       |         |
|-------|-------|---------|
| 1,378 | 169   | 115,034 |
| 1.20% | 0.15% | 100.00% |

|       |       |         |
|-------|-------|---------|
| 789   | 85    | 106,831 |
| 0.74% | 0.08% | 100.00% |

