

PSAP Answer Time

New River Valley Emergency Communications Regional Authority
1 E Main Street, Suite 400
Christiansburg, 24073 County: Montgomery

Month - Year: November 2017
Agency Affiliation: Emergency Communications

Report Date: 12/01/2017 13:54:25
Report Date From: 11/01/2017
Report Date To: 11/30/2017
Period Group: Month
Time Group: 60 Minute
Time Block: 00:00 - 23:59
Call Type: 911 Calls
Abandoned Filters: Exclude Abandoned
Agency Affiliation: Emergency Communications
Fire
Medical
Police
Sheriff

November 2017 Call Stats

The PSAP Answer Time Report is representative of the caller's answer time experience. Seizure-to-Answer Time is measured from the time of call seizure to the time of agent answer. Times shown include Setup, and may include Queue Seconds and/or Ring Seconds depending on PSAP configuration.

Call Hour	Answer Times in Seconds								% Answered	% Answered	% Answered
	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total	≤ 10 Secs	≤ 15 Secs	≤ 40 Secs
00:00	117	0	0	0	0	0	0	117	100.00 %	100.00 %	100.00 %
01:00	52	1	0	0	0	0	0	53	98.11 %	100.00 %	100.00 %
02:00	53	1	0	0	0	0	0	54	98.15 %	100.00 %	100.00 %
03:00	37	0	1	0	0	0	0	38	97.37 %	97.37 %	100.00 %
04:00	31	1	0	0	0	0	0	32	96.88 %	100.00 %	100.00 %
05:00	26	1	0	0	0	0	0	27	96.30 %	100.00 %	100.00 %
06:00	60	2	0	0	0	0	0	62	96.77 %	100.00 %	100.00 %
07:00	75	0	0	0	0	0	0	75	100.00 %	100.00 %	100.00 %
08:00	89	2	0	0	0	0	0	91	97.80 %	100.00 %	100.00 %
09:00	88	0	0	0	0	0	0	88	100.00 %	100.00 %	100.00 %
10:00	112	0	0	0	0	0	0	112	100.00 %	100.00 %	100.00 %
11:00	125	1	0	0	0	0	0	126	99.21 %	100.00 %	100.00 %
12:00	116	5	0	0	0	0	0	121	95.87 %	100.00 %	100.00 %
13:00	123	0	1	0	0	0	0	124	99.19 %	99.19 %	100.00 %
14:00	141	5	0	0	0	0	0	146	96.58 %	100.00 %	100.00 %
15:00	197	4	0	0	0	0	0	201	98.01 %	100.00 %	100.00 %
16:00	155	2	1	0	0	0	0	158	98.10 %	99.37 %	100.00 %
17:00	175	7	0	0	0	0	0	182	96.15 %	100.00 %	100.00 %
18:00	185	15	0	0	0	0	0	200	92.50 %	100.00 %	100.00 %
19:00	135	7	0	0	0	0	0	142	95.07 %	100.00 %	100.00 %
20:00	110	4	0	0	0	0	0	114	96.49 %	100.00 %	100.00 %
21:00	96	2	0	0	0	0	0	98	97.96 %	100.00 %	100.00 %
22:00	114	5	0	0	0	0	0	119	95.80 %	100.00 %	100.00 %
23:00	133	5	0	0	0	0	0	138	96.38 %	100.00 %	100.00 %
Total	2,545	70	3	0	0	0	0	2,618			
Overall Percentage:	97.21 %	2.67%	0.11 %	0.00 %	0.00 %	0.00 %	0.00 %	100.00%			
% answer time ≤ 15 seconds	99.89 %										
% answer time ≤ 40 seconds	100.00 %										

Call Summary

New River Valley Emergency Communications Regional Authority
1 E Main Street, Suite 400
Christiansburg, 24073 County: Montgomery

Year: 2017
Agency Affiliation: Emergency Communications

Report Date: 12/01/2017 14:16:38
Report Date From: 11/01/2017
Report Date To: 11/30/2017
Period Group: Month
Call Type: All
Abandoned Filters: Include Abandoned
NSI Filters: NSI Included in 911 Totals
Agency Affiliation: Emergency Communications
Fire
Medical
Police
Sheriff

Date	911	911 Abdn	Unparsed 911	Total 911	911 Abdn Percentage	10-Digit Emergency Inbound	10-Digit Emergency Outbound	10-Digit Emergency Abdn	Unparsed 10-Digit Emergency	Total 10-Digit Emergency	Admin Outbound	Admin Inbound	Admin Inbound Abandoned	Unparsed Other	Total Admin	Total All Calls	Average Call Duration
November 2017	2618	142	0	2760	5.14%	0	0	0	0	0	2769	1023	0	0	3792	6552	87.9
PSAP Totals	2618	142	0	2760	5.14%	0	0	0	0	0	2769	1023	0	0	3792	6552	87.9