

## PSAP Answer Time

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

Month - Year: October 2017  
 Agency Affiliation: Emergency Communications

Report Date: 12/01/2017 13:01:31  
 Report Date From: 10/01/2017  
 Report Date To: 10/31/2017  
 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

# October 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 ≤ 10 Secs	% Answered ≤ 15 Secs	% Answered ≤ 40 Secs
	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total			
00:00	123	3	0	1	0	0	0	127	96.85 %	99.21 %	100.00 %
01:00	101	3	0	0	0	0	0	104	97.12 %	100.00 %	100.00 %
02:00	67	3	0	0	0	0	0	70	95.71 %	100.00 %	100.00 %
03:00	35	1	0	0	0	0	0	36	97.22 %	100.00 %	100.00 %
04:00	28	0	0	0	0	0	0	28	100.00 %	100.00 %	100.00 %
05:00	29	2	0	0	0	0	0	31	93.55 %	100.00 %	100.00 %
06:00	47	2	0	0	0	0	0	49	95.92 %	100.00 %	100.00 %
07:00	91	1	0	0	0	0	0	92	98.91 %	100.00 %	100.00 %
08:00	88	2	0	0	0	0	0	90	97.78 %	100.00 %	100.00 %
09:00	130	4	0	0	0	0	0	134	97.01 %	100.00 %	100.00 %
10:00	119	0	0	0	0	0	0	119	100.00 %	100.00 %	100.00 %
11:00	123	2	0	0	0	0	0	125	98.40 %	100.00 %	100.00 %
12:00	185	2	0	0	0	0	0	187	98.93 %	100.00 %	100.00 %
13:00	221	4	0	0	0	0	0	225	98.22 %	100.00 %	100.00 %
14:00	201	4	0	0	0	0	0	205	98.05 %	100.00 %	100.00 %
15:00	179	5	0	0	0	0	0	184	97.28 %	100.00 %	100.00 %
16:00	179	6	1	0	0	0	0	186	96.24 %	99.46 %	100.00 %
17:00	189	7	1	0	0	0	0	197	95.94 %	99.49 %	100.00 %
18:00	169	11	0	0	0	0	0	180	93.89 %	100.00 %	100.00 %
19:00	171	6	1	3	5	4	0	190	90.00 %	93.16 %	95.26 %
20:00	179	6	0	0	0	0	0	185	96.76 %	100.00 %	100.00 %
21:00	150	5	1	0	0	0	0	156	96.15 %	99.36 %	100.00 %
22:00	115	3	2	0	0	0	0	120	95.83 %	98.33 %	100.00 %
23:00	106	1	0	0	0	0	0	107	99.07 %	100.00 %	100.00 %
<b>Total</b>	<b>3,025</b>	<b>83</b>	<b>6</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>0</b>	<b>3,127</b>			
<b>Overall Percentage:</b>	<b>96.74 %</b>	<b>2.65%</b>	<b>0.19 %</b>	<b>0.13 %</b>	<b>0.16 %</b>	<b>0.13 %</b>	<b>0.00 %</b>	<b>100.00%</b>			
<b>% answer time ≤ 15 seconds</b>	<b>99.39 %</b>										
<b>% answer time ≤ 40 seconds</b>	<b>99.71 %</b>										

## 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 12:59:40  
 Report Date From: 10/01/2017  
 Report Date To: 10/31/2017  
 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	Unparaed 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
October 2017	3127	202	0	3329	6.07%	0	0	0	0	0	3270	1000	6	0	4276	7605	86.4
<b>PSAP Totals</b>	<b>3127</b>	<b>202</b>	<b>0</b>	<b>3329</b>	<b>6.07%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3270</b>	<b>1000</b>	<b>6</b>	<b>0</b>	<b>4276</b>	<b>7605</b>	<b>86.4</b>