

# December 2017 Call Stats

## 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: 01/19/2018 09:11:40

Report Date From: 12/01/2017

Report Date To: 12/31/2017

Period Group: Month

Call Type: All

Abandoned Filters: Include Abandoned

NSI Filters: NSI Included in 911

Agency Affiliation: Emergency

Fire

Medical

Police

Sheriff

Date	911	911 Abdn	Unparsed 911	Total 911	911 Abdn Percentage
December 2017	2720	176	0	2896	6.08%
<b>PSAP Totals</b>	<b>2720</b>	<b>176</b>	<b>0</b>	<b>2896</b>	<b>6.08%</b>

  

Date	10-Digit Emergency Inbound	10-Digit Emergency Outbound	10-Digit Emergency Abdn	Unparsed 10-Digit Emergency	Total 10-Digit Emergency
December 2017	0	0	0	0	0
<b>PSAP Totals</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

  

Date	Admin Outbound	Admin Inbound	Admin Inbound Abandoned	Unparsed Other	Total Admin
December 2017	2776	987	1	0	3764
<b>PSAP Totals</b>	<b>2776</b>	<b>987</b>	<b>1</b>	<b>0</b>	<b>3764</b>

  

	Total All Calls	Average Call Duration
	6660	82.3
	<b>6660</b>	<b>82.3</b>

# PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, 24073

County: Montgomery

Month - Year: December 2017

Agency Affiliation: Emergency Communications

Report Date: 01/19/2018 09:02:22

Report Date From: 12/01/2017

Report Date To: 12/31/2017

Period Group: Month

Time Group: 60 Minute

Time Block: 00:00 - 23:59

Call Type: 911 Calls

Abandoned Filters: Exclude Abandoned

Agency Affiliation: Emergency

Fire

Medical

Police

Sheriff

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	Total			
00:00	78	1	0	0	0	79	98.73%	100.00%	100.00%
01:00	60	1	0	0	0	61	98.36%	100.00%	100.00%
02:00	45	2	0	0	0	47	95.74%	100.00%	100.00%
03:00	25	1	0	0	0	26	96.15%	100.00%	100.00%
04:00	22	0	0	0	0	22	100.00%	100.00%	100.00%
05:00	26	1	0	0	0	27	96.30%	100.00%	100.00%
06:00	41	1	0	0	0	42	97.62%	100.00%	100.00%
07:00	74	1	0	0	0	75	98.67%	100.00%	100.00%
08:00	115	0	0	1	0	116	99.14%	99.14%	100.00%
09:00	95	1	0	0	0	96	98.96%	100.00%	100.00%
10:00	113	5	0	1	0	119	94.96%	99.16%	100.00%
11:00	132	7	0	0	0	139	94.96%	100.00%	100.00%
12:00	120	4	1	0	0	125	96.00%	99.20%	100.00%
13:00	162	7	1	0	0	170	95.29%	99.41%	100.00%
14:00	144	4	0	1	0	149	96.64%	99.33%	100.00%
15:00	143	7	0	0	0	150	95.33%	100.00%	100.00%
16:00	182	2	0	1	1	186	97.85%	98.92%	99.46%
17:00	182	15	2	2	0	201	90.55%	98.01%	100.00%
18:00	172	8	1	2	0	183	93.99%	98.36%	100.00%
19:00	145	11	0	0	0	156	92.95%	100.00%	100.00%
20:00	131	11	0	0	0	142	92.25%	100.00%	100.00%
21:00	118	7	1	0	0	126	93.65%	99.21%	100.00%
22:00	93	6	1	0	0	100	93.00%	99.00%	100.00%
23:00	181	1	1	0	0	183	98.91%	99.45%	100.00%
<b>Total</b>	<b>2,599</b>	<b>104</b>	<b>8</b>	<b>8</b>	<b>1</b>	<b>2,720</b>			
<b>Overall Percentage:</b>	<b>95.55%</b>	<b>3.82%</b>	<b>0.29%</b>	<b>0.29%</b>	<b>0.04%</b>	<b>100.00%</b>			
<b>% answer time ≤ 15 seconds</b>	<b>99.38%</b>								
<b>% answer time ≤ 40 seconds</b>	<b>99.96%</b>								