

Call Stats - January 2018

PSAP Answer Time		Report Date:	02/23/2018 11:55:59
New River Valley Emergency Communications Regional Authority		Report Date From:	01/01/2018
1 E Main Street, Suite 400		Report Date To:	01/31/2018
Christiansburg, 24073		Period Group:	Month
County: Montgomery		Time Group:	60 Minute
Month - Year:	January 2018	Time Block:	00:00 - 23:59
Agency Affiliation	Emergency Communications	Call Type:	911 Calls
		Abandoned Filters:	Include 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	Total			
00:00	76	3	0	0	79	96.20%	100.00%	100.00%
01:00	51	1	0	0	52	98.08%	100.00%	100.00%
02:00	51	1	0	0	52	98.08%	100.00%	100.00%
03:00	38	1	0	0	39	97.44%	100.00%	100.00%
04:00	15	2	0	0	17	88.24%	100.00%	100.00%
05:00	41	1	0	0	42	97.62%	100.00%	100.00%
06:00	71	2	0	0	73	97.26%	100.00%	100.00%
07:00	88	3	0	0	91	96.70%	100.00%	100.00%
08:00	106	6	0	0	112	94.64%	100.00%	100.00%
09:00	138	6	0	1	145	95.17%	99.31%	100.00%
10:00	162	6	0	0	168	96.43%	100.00%	100.00%
11:00	134	6	0	0	140	95.71%	100.00%	100.00%
12:00	140	5	0	0	145	96.55%	100.00%	100.00%
13:00	135	6	0	0	141	95.74%	100.00%	100.00%
14:00	179	3	0	1	183	97.81%	99.45%	100.00%
15:00	168	6	0	0	174	96.55%	100.00%	100.00%
16:00	154	10	2	1	167	92.22%	98.20%	100.00%
17:00	200	19	1	0	220	90.91%	99.55%	100.00%
18:00	177	9	1	0	187	94.65%	99.47%	100.00%
19:00	156	12	2	0	170	91.76%	98.82%	100.00%
20:00	120	5	1	2	128	93.75%	97.66%	100.00%
21:00	114	1	0	0	115	99.13%	100.00%	100.00%
22:00	116	1	0	0	117	99.15%	100.00%	100.00%
23:00	182	2	0	0	184	98.91%	100.00%	100.00%
Total	2,812	117	7	5	2,941			
Overall Percentage:	95.61%	3.98%	0.24%	0.17%	100.00%			
% answer time ≤ 15 seconds	99.59%							
% 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: 2018

Agency Affiliation: Emergency Communications

Report Date: 02/23/2018 11:24:03

Report Date From: 01/01/2018

Report Date To: 01/31/2018

Period Group: Month

Call Type: All

Abandoned Filters: Include Abandoned

NSI Filters: NSI Included in 911

Agency Affiliation: Emergency

Fire

Medical

Police

Sheriff

911	911 Abdn	Unparsed 911	Total 911	911 Abdn Percentage
2744	197	0	2941	6.70%

10-Digit Emergency Inbound	10-Digit Emergency Outbound	10-Digit Emergency Abdn	Unparsed 10-Digit Emergency	Total 10-Digit Emergency
0	0	0	0	0

Admin Outbound	Admin Inbound	Admin Inbound Abandoned	Unparsed Other	Total Admin
3261	1049	4	0	4314

Total All Calls	Average Call Duration
7255	90.4

911 Call Origination		
Class	PSAP	
	Call Count	%
BUSN	469	15.95%
CNTX	35	1.19%
COIN	0	0.00%
No Class of	65	2.21%
OTHER	51	1.73%
PAYP	0	0.00%
PBX	0	0.00%
RESD	144	4.90%
TLMA	0	0.00%
Unparsed 911	0	0.00%
VOIP	119	4.05%
WPH0	11	0.37%
WPH1	438	14.89%
WPH2	1609	54.71%
TOTALS	2941	