

Call Stats - February 2018

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: February 2018

Agency Affiliation: Emergency Communications

Report Date: 03/21/2018 11:47:33

Report Date From: 02/01/2018

Report Date To: 02/28/2018

Period Group: Month

Time Group: 60 Minute

Time Block: 00:00 - 23:59

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	41 - 60	Total			
00:00	127	1	0	0	0	128	99.22%	100.00%	100.00%
01:00	77	2	0	0	0	79	97.47%	100.00%	100.00%
02:00	62	4	0	0	0	66	93.94%	100.00%	100.00%
03:00	37	1	2	5	1	46	80.43%	82.61%	97.83%
04:00	19	0	0	0	0	19	100.00%	100.00%	100.00%
05:00	29	0	0	0	0	29	100.00%	100.00%	100.00%
06:00	45	6	0	0	0	51	88.24%	100.00%	100.00%
07:00	72	1	0	0	0	73	98.63%	100.00%	100.00%
08:00	87	2	1	0	0	90	96.67%	98.89%	100.00%
09:00	133	7	0	0	0	140	95.00%	100.00%	100.00%
10:00	117	6	1	0	0	124	94.35%	99.19%	100.00%
11:00	146	7	3	0	0	156	93.59%	98.08%	100.00%
12:00	124	8	1	1	0	134	92.54%	98.51%	100.00%
13:00	187	8	0	0	0	195	95.90%	100.00%	100.00%
14:00	168	7	0	0	0	175	96.00%	100.00%	100.00%
15:00	158	8	1	0	0	167	94.61%	99.40%	100.00%
16:00	162	11	1	0	0	174	93.10%	99.43%	100.00%
17:00	156	12	1	1	0	170	91.76%	98.82%	100.00%
18:00	144	11	0	1	0	156	92.31%	99.36%	100.00%
19:00	136	4	0	0	0	140	97.14%	100.00%	100.00%
20:00	149	5	1	0	0	155	96.13%	99.35%	100.00%
21:00	200	5	0	0	0	205	97.56%	100.00%	100.00%
22:00	110	6	0	0	0	116	94.83%	100.00%	100.00%
23:00	83	4	0	0	0	87	95.40%	100.00%	100.00%
Total	2,728	126	12	8	1	2,875			
Overall Percentage:	94.89%	4.38%	0.42%	0.28%	0.03%	100.00%			
% answer time ≤ 15 seconds	99.27%								
% answer time ≤ 40 seconds	99.97%								

Call Summary

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Year: 2018

Agency Affiliation: Emergency Communications

Report Date: 03/21/2018 11:57:24

Report Date From: 02/01/2018

Report Date To: 02/28/2018

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
2671	204	0	2875	7.10%
2671	204	0	2875	7.10%

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
0	0	0	0	0

Admin Outbound	Admin Inbound	Admin Inbound Abandoned	Unparsed Other	Total Admin
2949	863	1	0	3813
2949	863	1	0	3813

Total All Calls	Average Call Duration
6688	98.7
6688	98.7

911 Call Origination

Class	PSAP	
	Call Count	%
BUSN	478	16.63%
CNTX	40	1.39%
COIN	0	0.00%
No Class of	139	4.83%
OTHER	37	1.29%
PAYP	0	0.00%
PBX	0	0.00%
RESD	135	4.70%
TLMA	0	0.00%
Unparsed 911	0	0.00%
VOIP	132	4.59%
WPH0	1	0.03%
WPH1	629	21.88%
WPH2	1284	44.66%
TOTALS	2875	