

Call Stats - March 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	91	5	0	0	0	96	94.79%	100.00%	100.00%
01:00	86	1	1	0	0	88	97.73%	98.86%	100.00%
02:00	68	1	1	0	0	70	97.14%	98.57%	100.00%
03:00	63	0	0	0	0	63	100.00%	100.00%	100.00%
04:00	54	0	0	0	0	54	100.00%	100.00%	100.00%
05:00	55	0	0	0	0	55	100.00%	100.00%	100.00%
06:00	48	1	0	0	0	49	97.96%	100.00%	100.00%
07:00	82	1	0	0	0	83	98.80%	100.00%	100.00%
08:00	109	6	0	0	0	115	94.78%	100.00%	100.00%
09:00	143	11	0	0	0	154	92.86%	100.00%	100.00%
10:00	129	7	0	0	0	136	94.85%	100.00%	100.00%
11:00	151	8	2	1	1	163	92.64%	97.55%	99.39%
12:00	170	7	1	0	0	178	95.51%	99.44%	100.00%
13:00	157	3	2	0	0	162	96.91%	98.77%	100.00%
14:00	169	5	0	0	0	174	97.13%	100.00%	100.00%
15:00	202	8	0	0	0	210	96.19%	100.00%	100.00%
16:00	210	3	0	0	0	213	98.59%	100.00%	100.00%
17:00	168	11	0	0	1	180	93.33%	99.44%	99.44%
18:00	161	11	0	0	0	172	93.60%	100.00%	100.00%
19:00	129	2	0	0	0	131	98.47%	100.00%	100.00%
20:00	168	3	0	0	0	171	98.25%	100.00%	100.00%
21:00	232	10	4	2	0	248	93.55%	97.58%	100.00%
22:00	182	11	1	0	0	194	93.81%	99.48%	100.00%
23:00	155	4	1	0	0	160	96.88%	99.38%	100.00%
Total	3,182	119	13	3	2	3,319			
Overall Percentage:	95.87%	3.59%	0.39%	0.09%	0.06%	100.00%			
% answer time ≤ 15 seconds	99.46%								
% answer time ≤ 40 seconds	99.94%								

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: 04/12/2018 15:25:15

Report Date From: 03/01/2018

Report Date To: 03/31/2018

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
3077	242	0	3319	7.29%
3077	242	0	3319	7.29%

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
4054	940	10	0	5004
4054	940	10	0	5004

Total All Calls	Average Call Duration
8323	93.4
8323	93.4

911 Call Origination		
Class	PSAP	
	Call Count	%
BUSN	442	13.32%
CNTX	45	1.36%
COIN	0	0.00%
No Class of	160	4.82%
OTHER	44	1.33%
PAYP	0	0.00%
PBX	0	0.00%
RESD	133	4.01%
TLMA	0	0.00%
Unparsed 911	0	0.00%
VOIP	105	3.16%
WPH0	2	0.06%
WPH1	718	21.63%
WPH2	1670	50.32%
TOTALS	3319	