

# Call Stats - June 2018

## PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: June 2018

Agency Affiliation: Emergency Communications

Report Date: 07/23/2018 12:04:17

Report Date From: 06/01/2018

Report Date To: 06/30/2018

Period Group: Month

Time Group: 60 Minute

Time Block: 00:00 - 23:59

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

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	0	0	0	76	100.00%	100.00%	100.00%
01:00	42	0	0	0	42	100.00%	100.00%	100.00%
02:00	44	1	0	0	45	97.78%	100.00%	100.00%
03:00	41	0	0	0	41	100.00%	100.00%	100.00%
04:00	23	1	0	0	24	95.83%	100.00%	100.00%
05:00	39	1	0	0	40	97.50%	100.00%	100.00%
06:00	59	0	0	0	59	100.00%	100.00%	100.00%
07:00	86	2	0	0	88	97.73%	100.00%	100.00%
08:00	78	3	0	0	81	96.30%	100.00%	100.00%
09:00	123	5	1	0	129	95.35%	99.22%	100.00%
10:00	146	2	0	0	148	98.65%	100.00%	100.00%
11:00	168	7	0	0	175	96.00%	100.00%	100.00%
12:00	199	6	1	1	207	96.14%	99.03%	100.00%
13:00	170	7	0	0	177	96.05%	100.00%	100.00%
14:00	149	3	0	0	152	98.03%	100.00%	100.00%
15:00	191	9	2	1	203	94.09%	98.52%	100.00%
16:00	192	9	0	2	203	94.58%	99.01%	100.00%
17:00	159	3	0	2	164	96.95%	98.78%	100.00%
18:00	144	9	0	0	153	94.12%	100.00%	100.00%
19:00	231	0	1	0	232	99.57%	99.57%	100.00%
20:00	170	1	0	0	171	99.42%	100.00%	100.00%
21:00	165	4	0	0	169	97.63%	100.00%	100.00%
22:00	132	1	0	1	134	98.51%	99.25%	100.00%
23:00	92	1	0	1	94	97.87%	98.94%	100.00%
<b>Total</b>	<b>2,919</b>	<b>75</b>	<b>5</b>	<b>8</b>	<b>3,007</b>			
<b>Overall Percentage:</b>	<b>97.07%</b>	<b>2.49%</b>	<b>0.17%</b>	<b>0.27%</b>	<b>100.00%</b>			
<b>% answer time ≤ 15 seconds</b>	<b>99.57%</b>							
<b>% answer time ≤ 40 seconds</b>	<b>100.00%</b>							

# 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: 07/23/2018 12:11:56

Report Date From: 06/01/2018

Report Date To: 06/30/2018

Period Group: Month

Call Type: All

Abandoned Filters: Include Abandoned

NSI Filters: NSI Included in 911

Agency Affiliation: All

911	911 Abdn	Unparsed 911	Total 911	911 Abdn Percentage
2807	200	0	3007	6.65%
<b>2807</b>	<b>200</b>	<b>0</b>	<b>3007</b>	<b>6.65%</b>

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
<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Admin Outbound	Admin Inbound	Admin Inbound Abandoned	Unparsed Other	Total Admin
3108	728	9	0	3845
<b>3108</b>	<b>728</b>	<b>9</b>	<b>0</b>	<b>3845</b>

Total All Calls	Average Call Duration
6852	98.8
<b>6852</b>	<b>98.8</b>

<b>911 Call Origination</b>		
<b>Class</b>	<b>PSAP</b>	
	<b>Call Count</b>	<b>%</b>
BUSN	423	14.07%
CNTX	47	1.56%
COIN	0	0.00%
No Class	85	2.83%
OTHER	16	0.53%
PAYP	0	0.00%
PBX	0	0.00%
RESD	138	4.59%
TLMA	0	0.00%
Unparsed	0	0.00%
VOIP	117	3.89%
WPH0	10	0.33%
WPH1	687	22.85%
WPH2	1484	49.35%
<b>TOTALS</b>	<b>3007</b>	

## Calls for Service (All Call Types)

Agency	June 2018	YTD	% of YTD
Shawsville Rescue	56	375	0.75%
VT Rescue	20	549	1.10%
Blacksburg Rescue	229	1536	3.09%
Christiansburg Rescue	378	2161	4.34%
Long Shop McCoy Rescue	11	54	0.11%
Riner Rescue	49	279	0.56%
<b>Total Rescue Calls for Service</b>	<b>705</b>	<b>4739</b>	<b>9.52%</b>
Blacksburg Fire	74	589	1.18%
Christiansburg Fire	73	532	1.07%
Elliston Fire	18	119	0.24%
Long Shop McCoy Fire	6	26	0.05%
Riner Fire	13	89	0.18%
<b>Total Fire Calls For Service</b>	<b>175</b>	<b>1285</b>	<b>2.58%</b>
Montgomery Co Sheriff's Office	1945	12187	24.48%
Blacksburg Police	1343	9998	20.08%
Christiansburg Police	2378	13949	28.02%
Virginia Tech Police	1390	12013	24.13%
<b>Total Law Enforcement Calls for Service</b>	<b>6858</b>	<b>46899</b>	<b>94.21%</b>
<b>Grand Total</b>	<b>7326</b>	<b>49779</b>	<b>100.00%</b>

