

# Call Stats - May 2018

## PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: May 2018

Agency Affiliation: Emergency Communications

Report Date:

Report Date From: 0

Report Date To:

Period Group:

Time Group: 60 Minute

Time Block: 00:00 - 23:59

Call Type: 9

Abandoned Filters:

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	74	2	0	0	76	97.37%	100.00%	100.00%
01:00	64	0	0	0	64	100.00%	100.00%	100.00%
02:00	55	0	0	0	55	100.00%	100.00%	100.00%
03:00	47	1	0	0	48	97.92%	100.00%	100.00%
04:00	34	0	0	0	34	100.00%	100.00%	100.00%
05:00	53	1	0	0	54	98.15%	100.00%	100.00%
06:00	63	1	0	0	64	98.44%	100.00%	100.00%
07:00	83	4	0	0	87	95.40%	100.00%	100.00%
08:00	115	2	0	0	117	98.29%	100.00%	100.00%
09:00	153	7	0	1	161	95.03%	99.38%	100.00%
10:00	158	2	0	0	160	98.75%	100.00%	100.00%
11:00	210	3	0	1	214	98.13%	99.53%	100.00%
12:00	246	5	1	0	252	97.62%	99.60%	100.00%
13:00	191	4	1	0	196	97.45%	99.49%	100.00%
14:00	189	6	0	0	195	96.92%	100.00%	100.00%
15:00	184	9	4	3	200	92.00%	96.50%	100.00%
16:00	185	0	0	0	185	100.00%	100.00%	100.00%
17:00	163	6	0	0	169	96.45%	100.00%	100.00%
18:00	180	6	0	0	186	96.77%	100.00%	100.00%
19:00	180	4	0	1	185	97.30%	99.46%	100.00%
20:00	182	0	0	0	182	100.00%	100.00%	100.00%
21:00	198	5	0	0	203	97.54%	100.00%	100.00%
22:00	143	2	0	0	145	98.62%	100.00%	100.00%
23:00	95	2	0	0	97	97.94%	100.00%	100.00%
<b>Total</b>	<b>3,245</b>	<b>72</b>	<b>6</b>	<b>6</b>	<b>3,329</b>			
<b>Overall Percentage:</b>	<b>97.48%</b>	<b>2.16%</b>	<b>0.18%</b>	<b>0.18%</b>	<b>100.00%</b>			
<b>% answer time ≤ 15 seconds</b>	<b>99.64%</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: 06/08/2018 10:52:40

Report Date From: 05/01/2018

Report Date To: 05/31/2018

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
3134	195	0	3329	5.86%
<b>3134</b>	<b>195</b>	<b>0</b>	<b>3329</b>	<b>5.86%</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
3169	875	23	0	4067
<b>3169</b>	<b>875</b>	<b>23</b>	<b>0</b>	<b>4067</b>

Total All Calls	Average Call Duration
7396	96.7
<b>7396</b>	<b>96.7</b>

911 Call Orientation		
Class	PSAP	
	Call Count	%
BUSN	432	12.98%
CNTX	22	0.66%
COIN	0	0.00%
No Class of	170	5.11%
OTHER	31	0.93%
PAYP	0	0.00%
PBX	0	0.00%
RESD	143	4.30%
TLMA	0	0.00%
Unparsed 911	0	0.00%
VOIP	129	3.88%
WPH0	8	0.24%
WPH1	682	20.49%
WPH2	1712	51.43%
<b>TOTALS</b>	<b>3329</b>	

## Calls for Service (All Call Types)

Agency	May-18	YTD	% of YTD
Shawsville Rescue	69	319	0.75%
VT Rescue	72	529	1.25%
Blacksburg Rescue	253	1307	3.08%
Christiansburg Rescue	371	1783	4.20%
Long Shop McCoy Rescue	9	43	0.10%
Riner Rescue	51	230	0.54%
<b>Total Rescue Calls for Service</b>	<b>803</b>	<b>4034</b>	<b>9.50%</b>
Blacksburg Fire	101	515	1.21%
Christiansburg Fire	81	459	1.08%
Elliston Fire	21	101	0.24%
Long Shop McCoy Fire	4	20	0.05%
Riner Fire	13	76	0.18%
<b>Total Fire Calls For Service</b>	<b>209</b>	<b>1110</b>	<b>2.61%</b>
Montgomery Co Sheriff's Office	2228	10242	24.13%
Blacksburg Police	1593	8655	20.39%
Christiansburg Police	2491	11571	27.26%
Virginia Tech Police	1671	10623	25.02%
<b>Total Law Enforcement Calls for Service</b>	<b>7759</b>	<b>40041</b>	<b>94.32%</b>
<b>Grand Total</b>	<b>8247</b>	<b>42453</b>	<b>100.00%</b>

