

Call Stats - July 2018

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: July 2018

Agency Affiliation: Emergency Communications

Report Date: 08/21/2018 08:58:10

Report Date From: 07/01/2018

Report Date To: 07/31/2018

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					Total	% Answered ≤ 10 Secs	% Answered ≤ 15 Secs	% Answered ≤ 40 Secs
	0 - 10	11-15	16 - 20	21 - 40	41 - 60				
00:00	91	0	0	0	0	91	100.00%	100.00%	100.00%
01:00	80	0	0	0	0	80	100.00%	100.00%	100.00%
02:00	43	1	0	0	0	44	97.73%	100.00%	100.00%
03:00	38	0	0	0	0	38	100.00%	100.00%	100.00%
04:00	22	0	0	0	0	22	100.00%	100.00%	100.00%
05:00	50	1	0	0	0	51	98.04%	100.00%	100.00%
06:00	55	2	0	0	0	57	96.49%	100.00%	100.00%
07:00	60	6	0	0	0	66	90.91%	100.00%	100.00%
08:00	106	3	0	0	0	109	97.25%	100.00%	100.00%
09:00	165	8	0	0	0	173	95.38%	100.00%	100.00%
10:00	173	8	1	1	0	183	94.54%	98.91%	100.00%
11:00	165	10	0	0	0	175	94.29%	100.00%	100.00%
12:00	259	6	1	0	0	266	97.37%	99.62%	100.00%
13:00	246	9	2	0	0	257	95.72%	99.22%	100.00%
14:00	230	3	0	0	0	233	98.71%	100.00%	100.00%
15:00	224	9	1	0	0	234	95.73%	99.57%	100.00%
16:00	173	11	0	0	0	184	94.02%	100.00%	100.00%
17:00	186	15	3	3	1	208	89.42%	96.63%	99.52%
18:00	147	8	2	0	0	157	93.63%	98.73%	100.00%
19:00	125	2	0	0	0	127	98.43%	100.00%	100.00%
20:00	120	2	0	0	0	122	98.36%	100.00%	100.00%
21:00	159	2	0	0	0	161	98.76%	100.00%	100.00%
22:00	140	1	0	0	0	141	99.29%	100.00%	100.00%
23:00	107	0	0	0	0	107	100.00%	100.00%	100.00%
Total	3,164	107	10	4	1	3,286			
Overall Percentage:	96.29%	3.26%	0.30%	0.12%	0.03%	100.00%			
% answer time ≤ 15 seconds	99.54%								
% 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: 08/21/2018 09:12:45

Report Date From: 07/01/2018

Report Date To: 07/31/2018

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
3098	188	0	3286	5.72%
3098	188	0	3286	5.72%

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

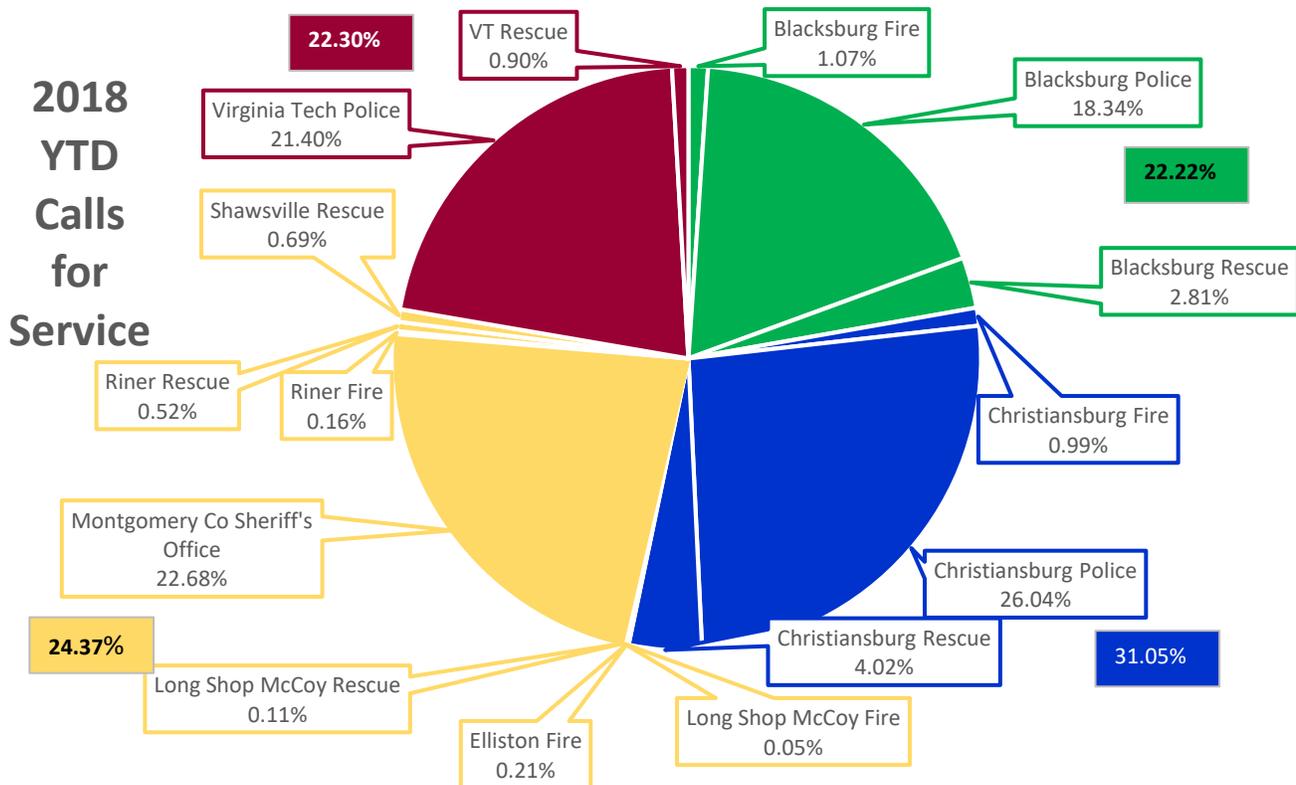
Admin Outbound	Admin Inbound	Admin Inbound Abandoned	Unparsed Other	Total Admin
3276	879	7	0	4162
3276	879	7	0	4162

Total All Calls	Average Call Duration
7448	97.1
7448	97.1

911 Call Origination		
Class	PSAP	
	Call Count	%
BUSN	660	20.09%
CNTX	31	0.94%
COIN	3	0.09%
No Class of	114	3.47%
OTHER	37	1.13%
PAYP	0	0.00%
PBX	0	0.00%
RESD	127	3.86%
TLMA	0	0.00%
Unparsed 911	0	0.00%
VOIP	116	3.53%
WPH0	3	0.09%
WPH1	711	21.64%
WPH2	1484	45.16%
TOTALS	3286	

Calls for Service (All Call Types)- Raw Data

Agency	Jul-18	YTD	% of YTD
Shawsville Rescue	64	439	0.69%
VT Rescue	20	569	0.90%
Blacksburg Rescue	240	1776	2.81%
Christiansburg Rescue	386	2547	4.02%
Long Shop McCoy Rescue	15	69	0.11%
Riner Rescue	48	327	0.52%
Total Rescue Calls for Service	773	5727	9.05%
Blacksburg Fire	91	680	1.07%
Christiansburg Fire	95	627	0.99%
Elliston Fire	13	132	0.21%
Long Shop McCoy Fire	7	33	0.05%
Riner Fire	13	102	0.16%
Total Fire Calls For Service	219	1574	2.49%
Montgomery Co Sheriff's Office	2172	14359	22.68%
Blacksburg Police	1609	11607	18.34%
Christiansburg Police	2537	16486	26.04%
Virginia Tech Police	1534	13547	21.40%
Total Law Enforcement Calls for Service	7852	55999	88.47%
Grand Total	8844	63300	100.00%



Calls for Service (All Call Types)- Weighted Data

Agency	Jul-18	YTD	% of YTD
Shawsville Rescue	149	1004	0.79%
VT Rescue	40	1228	0.97%
Blacksburg Rescue	511	3802	2.99%
Christiansburg Rescue	862	5578	4.39%
Long Shop McCoy Rescue	35	154	0.12%
Riner Rescue	102	695	0.55%
Total Rescue Calls for Service	1699	12461	9.81%
Blacksburg Fire	204	1523	1.20%
Christiansburg Fire	244	1586	1.25%
Elliston Fire	31	347	0.27%
Long Shop McCoy Fire	16	78	0.06%
Riner Fire	36	259	0.20%
Total Fire Calls For Service	531	3793	2.99%
Montgomery Co Sheriff's Office	4773	30691	24.17%
Blacksburg Police	3639	25233	19.87%
Christiansburg Police	5084	32379	25.50%
Virginia Tech Police	2604	22422	17.66%
Total Law Enforcement Calls for Service	16100	110725	87.20%
Grand Total	18330	126979	100.00%

2018 YTD Calls for Service-Weighted

