

# Call Stats October 2018

## PSAP Ring Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: October 2018

Agency Affiliation: Emergency Communications

Report Date: 11/26/2018 14:40:57

Report Date From: 10/01/2018

Report Date To: 10/31/2018

Period Group: Month

Time Group: 60 Minute

Time Block: 00:00 - 23:59

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

The PSAP Ring Time Report is representative of the agent's answer time experience. Ring-to-Answer is measured from the time of presentation at the station to the time of agent answer (Ring Seconds Only).

Call Hour	Ring Times In Seconds								% with Ring ≤ 10 Secs	% with Ring ≤ 15 Secs	% with Ring ≤ 40 Secs
	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total			
00:00	129	1	0	0	0	0	0	130	99.23%	100.00%	100.00%
01:00	88	1	0	0	0	0	0	89	98.88%	100.00%	100.00%
02:00	54	1	0	0	0	0	0	55	98.18%	100.00%	100.00%
03:00	42	1	0	0	0	0	0	43	97.67%	100.00%	100.00%
04:00	39	0	0	0	0	0	0	39	100.00%	100.00%	100.00%
05:00	52	0	0	0	0	0	0	52	100.00%	100.00%	100.00%
06:00	85	3	0	0	0	0	0	88	96.59%	100.00%	100.00%
07:00	102	6	1	2	0	0	0	111	91.89%	97.30%	100.00%
08:00	100	6	1	0	0	0	0	107	93.46%	99.07%	100.00%
09:00	102	7	2	0	0	0	0	111	91.89%	98.20%	100.00%
10:00	178	13	1	1	0	0	0	193	92.23%	98.96%	100.00%
11:00	183	10	3	0	0	0	0	196	93.37%	98.47%	100.00%
12:00	193	11	2	0	0	0	0	206	93.69%	99.03%	100.00%
13:00	205	11	1	0	0	0	0	217	94.47%	99.54%	100.00%
14:00	249	6	0	1	0	0	0	256	97.27%	99.61%	100.00%
15:00	210	9	0	1	0	0	0	220	95.45%	99.55%	100.00%
16:00	193	8	2	0	0	0	0	203	95.07%	99.01%	100.00%
17:00	229	12	2	1	0	0	0	244	93.85%	98.77%	100.00%
18:00	165	12	4	5	0	0	0	186	88.71%	95.16%	100.00%
19:00	195	4	1	0	0	0	0	200	97.50%	99.50%	100.00%
20:00	147	2	0	0	0	0	0	149	98.66%	100.00%	100.00%
21:00	165	5	1	0	0	0	0	171	96.49%	99.42%	100.00%
22:00	116	1	0	0	0	0	0	117	99.15%	100.00%	100.00%
23:00	125	3	0	0	0	0	0	128	97.66%	100.00%	100.00%
Total	3,346	133	21	11	0	0	0	3,511			
Overall Percentage:	95.30%	3.79%	0.60%	0.31%	0.00%	0.00%	0.00%	100.00%			
% ring time ≤ 15 seconds	99.09%										
% ring time ≤ 40 seconds	100.00%										



## October 2018 stats - continued

### 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: 11/26/2018 11/26/2018  
16:00:21

Report Date: 10/1/2018 10/01/2018  
From:

Report Date: 10/31/2018 10/31/2018

To:

Period: Month Month

Group:

Call Type: All All

Abandoned: Include Include

Filters: Abandoned Abandoned

NSI Filters: NSI Included NSI Included  
in 911 in 911 Totals

Agency: Emergency All

Affiliation: Fire Medical  
Police Sheriff

		October 2018	Total
911	Inbound	3315	3315
	Abandoned	196	196
	Abandoned %	5.58%	5.58%
	Unparsed	0	0
	Total	3511	3511
10-Digit Emerg	Inbound	0	0
	Abandoned	0	0
	Outbound	0	0
	Unparsed	0	0
Administrative	Inbound	757	757
	Abandoned	13	13
	Outbound	3489	3489
	Unparsed	0	0
	Total	4259	4259
	Avg Call Duration	96.0	96.0
	Total	7770	7770

### 911 Call Origination

Class	PSAP	
	Call Count	%
BUSN	443	12.62%
CNTX	38	1.08%
COIN	0	0.00%
No Class of Service	332	9.46%
OTHER	18	0.51%
PAYP	0	0.00%
PBX	0	0.00%
RESO	111	3.16%
TLMA	0	0.00%
Unparsed 911	0	0.00%
VOIP	100	2.85%
WPH0	2	0.06%
WPH1	742	21.13%
WPH2	1725	49.13%
<b>TOTALS</b>	<b>3511</b>	



## Calls for Service (All Call Types)- Raw Data

Agency	Oct 2018	YTD	% of YTD
Shawsville Rescue	79	681	0.72%
VT Rescue	151	989	1.05%
Blacksburg Rescue	285	2580	2.73%
Christiansburg Rescue	377	3734	3.95%
Long Shop McCoy Rescue	9	98	0.10%
Riner Rescue	55	498	0.53%
<b>Total Rescue Calls for Service</b>	<b>956</b>	<b>8580</b>	<b>9.09%</b>
Blacksburg Fire	114	1021	1.08%
Christiansburg Fire	92	895	0.95%
Elliston Fire	31	220	0.23%
Long Shop McCoy Fire	8	51	0.05%
Riner Fire	17	148	0.16%
<b>Total Fire Calls For Service</b>	<b>262</b>	<b>2335</b>	<b>2.47%</b>
Montgomery Co Sheriff's Office	2222	21136	22.38%
Blacksburg Police	2158	17690	18.73%
Christiansburg Police	2388	24488	25.93%
Virginia Tech Police	2218	20194	21.39%
<b>Total Law Enforcement Calls for Service</b>	<b>8986</b>	<b>83508</b>	<b>88.44%</b>
<b>Grand Total</b>	<b>10204</b>	<b>94423</b>	<b>100.00%</b>

