

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: December 2018

Agency Affiliation: Emergency Communications

Report Date: 01/17/2019 14:41:11

Report Date From: 12/01/2018

Report Date To: 12/31/2018

Period Group: Month

Time Group: 60 Minute

Time Block: 00:00 - 23:59

Call Type: All

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	41 - 60	61 - 120	120+	Total			
00:00	101	2	1	0	0	0	0	104	97.12%	99.04%	100.00%
01:00	118	2	1	0	0	0	0	121	97.52%	99.17%	100.00%
02:00	84	0	0	0	0	0	0	84	100.00%	100.00%	100.00%
03:00	39	0	0	0	0	0	0	39	100.00%	100.00%	100.00%
04:00	40	0	0	0	0	0	0	40	100.00%	100.00%	100.00%
05:00	51	1	0	0	0	0	0	52	98.08%	100.00%	100.00%
06:00	63	4	0	0	0	0	0	67	94.03%	100.00%	100.00%
07:00	94	5	0	0	0	0	0	99	94.95%	100.00%	100.00%
08:00	110	9	1	2	0	0	0	122	90.16%	97.54%	100.00%
09:00	165	9	1	0	0	0	0	175	94.29%	99.43%	100.00%
10:00	199	12	0	0	0	0	0	211	94.31%	100.00%	100.00%
11:00	191	11	4	0	0	0	0	206	92.72%	98.06%	100.00%
12:00	210	11	4	0	0	0	0	225	93.33%	98.22%	100.00%
13:00	240	10	3	0	0	0	0	253	94.86%	98.81%	100.00%
14:00	231	10	0	1	0	0	0	242	95.45%	99.59%	100.00%
15:00	223	11	8	0	0	0	0	242	92.15%	96.69%	100.00%
16:00	188	19	3	0	0	0	0	210	89.52%	98.57%	100.00%
17:00	247	20	5	5	0	0	0	277	89.17%	96.39%	100.00%
18:00	182	18	4	1	0	0	0	205	88.78%	97.56%	100.00%
19:00	208	6	0	0	0	0	0	214	97.20%	100.00%	100.00%
20:00	135	3	0	0	0	0	0	138	97.83%	100.00%	100.00%
21:00	181	3	0	0	0	0	0	184	98.37%	100.00%	100.00%
22:00	159	3	0	0	0	0	0	162	98.15%	100.00%	100.00%
23:00	157	0	0	0	0	0	0	157	100.00%	100.00%	100.00%
Total	3,616	169	35	9	0	0	0	3,829			
Overall Percentage:	94.44%	4.41%	0.91%	0.24%	0.00%	0.00%	0.00%	100.00%			
% answer time ≤ 15 seconds	98.85%										
% answer time ≤ 40 seconds	100.00%										

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: 01/17/2019 14:42:09

Report Date From: 12/01/2018

Report Date To: 12/31/2018

Period Group: Month

Call Type: All

Abandoned Filters: Include Abandoned

NSI Filters: NSI Included in 911
Totals

Agency Affiliation: All

		December 2018	Total
911	Inbound	2997	2997
	Abandoned	170	170
	Abandoned %	5.37%	5.37%
	Unparsed	0	0
	Total	3167	3167
10-Digit Emerg	Inbound	0	0
	Abandoned	0	0
	Outbound	0	0
	Unparsed	0	0
	Total	0	0
Administrative	Inbound	635	635
	Abandoned	27	27
	Outbound	3096	3096
	Unparsed	0	0
	Total	3758	3758
	Avg Call Duration	93.9	93.9
	Total	6925	6925