

# PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: January 2019

Agency Affiliation

Emergency Communications

Report Date: 02/04/2019 08:43:26

Report Date From: 01/01/2019

Report Date To: 01/31/2019

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	41 - 60	61 - 120	120+	Total			
00:00	64	2	0	0	0	0	0	66	96.97%	100.00%	100.00%
01:00	67	1	0	0	0	0	0	68	98.53%	100.00%	100.00%
02:00	36	0	0	0	0	0	0	36	100.00%	100.00%	100.00%
03:00	34	1	0	0	0	0	0	35	97.14%	100.00%	100.00%
04:00	27	0	0	0	0	0	0	27	100.00%	100.00%	100.00%
05:00	35	1	0	0	0	0	0	36	97.22%	100.00%	100.00%
06:00	53	1	0	0	0	0	0	54	98.15%	100.00%	100.00%
07:00	94	6	0	0	0	0	0	100	94.00%	100.00%	100.00%
08:00	89	4	0	0	0	0	0	93	95.70%	100.00%	100.00%
09:00	116	6	0	0	0	0	0	122	95.08%	100.00%	100.00%
10:00	120	4	0	1	0	0	0	125	96.00%	99.20%	100.00%
11:00	135	9	1	0	0	0	0	145	93.10%	99.31%	100.00%
12:00	164	6	3	0	0	0	0	173	94.80%	98.27%	100.00%
13:00	101	9	6	0	0	0	0	116	87.07%	94.83%	100.00%
14:00	126	8	2	0	0	0	0	136	92.65%	98.53%	100.00%
15:00	135	6	2	1	0	0	0	144	93.75%	97.92%	100.00%
16:00	136	8	3	1	0	0	0	148	91.89%	97.30%	100.00%
17:00	170	18	4	3	0	0	0	195	87.18%	96.41%	100.00%
18:00	155	7	2	0	0	0	0	164	94.51%	98.78%	100.00%
19:00	128	6	1	0	0	0	0	135	94.81%	99.26%	100.00%
20:00	87	7	0	1	0	0	0	95	91.58%	98.95%	100.00%
21:00	97	1	0	0	0	0	0	98	98.98%	100.00%	100.00%
22:00	96	1	0	0	0	0	0	97	98.97%	100.00%	100.00%
23:00	92	4	0	0	0	0	0	96	95.83%	100.00%	100.00%
<b>Total</b>	<b>2,357</b>	<b>116</b>	<b>24</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2,504</b>			
<b>Overall Percentage:</b>	<b>94.13%</b>	<b>4.63%</b>	<b>0.96%</b>	<b>0.28%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>100.00%</b>			
<b>% answer time ≤ 15 seconds</b>	<b>98.76%</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: 2019

Agency Affiliation: Emergency Communications

Report Date: 02/04/2019  
Date: 08:48:21  
Report Date: 01/01/2019  
From:

Report Date: 01/31/2019  
To:  
Period: Month  
Group:  
Call Type: All  
Abandoned: Include  
Filters: Abandoned

NSI Filters: NSI Included in 911 Totals

Agency Affiliation: All

		January 2019	Total
911	Inbound	2312	2312
	Abandoned	192	192
	Abandoned %	7.67%	7.67%
	Unparsed	0	0
	Total	2504	2504
10-Digit Emerg	Inbound	0	0
	Abandoned	0	0
	Outbound	0	0
	Unparsed	0	0
	Total	0	0
Administrative	Inbound	610	610
	Abandoned	12	12
	Outbound	2609	2609
	Unparsed	0	0
	Total	3231	3231
	Avg Call Duration	104.2	104.2
	Total	5735	5735