

Class of Service

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year:

April 2019

Agency Affiliation

Emergency Communications

Report Date: 05/24/2019 12:06:39

Report Date From: 04/01/2019

Report Date To: 04/30/2019

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	424	13.52%
CNTX	27	0.86%
COIN	3	0.10%
No Class of	70	2.23%
OTHER	55	1.75%
PAYP	0	0.00%
PBX	0	0.00%
RESD	112	3.57%
TLMA	0	0.00%
Unparsed 911	0	0.00%
VOIP	118	3.76%
WPH0	1	0.03%
WPH1	666	21.23%
WPH2	1661	52.95%
TOTALS	3137	

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: April 2019

Agency Affiliation: Emergency Communications

Report Date: 05/24/2019 12:03:46

Report Date From: 04/01/2019

Report Date To: 04/30/2019

Period Group: Month

Time Group: 60 Minute

Time Block: 00:00 - 23:59

Days Of Week: All

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	85	1	1	0	0	0	0	87	97.70%	98.85%	100.00%
01:00	190	0	0	0	0	0	0	190	100.00%	100.00%	100.00%
02:00	95	2	0	0	0	0	0	97	97.94%	100.00%	100.00%
03:00	55	1	0	0	0	0	0	56	98.21%	100.00%	100.00%
04:00	40	3	0	0	0	0	0	43	93.02%	100.00%	100.00%
05:00	34	3	0	0	0	0	0	37	91.89%	100.00%	100.00%
06:00	35	0	0	0	0	0	0	35	100.00%	100.00%	100.00%
07:00	91	2	0	0	0	0	0	93	97.85%	100.00%	100.00%
08:00	115	3	0	0	0	0	0	118	97.46%	100.00%	100.00%
09:00	134	4	0	0	0	0	0	138	97.10%	100.00%	100.00%
10:00	137	4	1	0	0	0	0	142	96.48%	99.30%	100.00%
11:00	162	6	0	0	0	0	0	168	96.43%	100.00%	100.00%
12:00	169	2	0	0	0	0	0	171	98.83%	100.00%	100.00%
13:00	172	8	0	0	0	0	0	180	95.56%	100.00%	100.00%
14:00	193	8	1	1	0	0	0	203	95.07%	99.01%	100.00%
15:00	186	5	0	0	0	0	0	191	97.38%	100.00%	100.00%
16:00	151	7	0	0	0	0	0	158	95.57%	100.00%	100.00%
17:00	211	8	2	2	0	0	0	223	94.62%	98.21%	100.00%
18:00	163	19	2	1	0	0	0	185	88.11%	98.38%	100.00%
19:00	137	7	0	0	0	0	0	144	95.14%	100.00%	100.00%
20:00	137	4	0	0	0	0	0	141	97.16%	100.00%	100.00%
21:00	123	5	2	4	1	0	0	135	91.11%	94.81%	99.26%
22:00	103	3	2	0	0	0	0	108	95.37%	98.15%	100.00%
23:00	92	2	0	0	0	0	0	94	97.87%	100.00%	100.00%
Total	3,010	107	11	8	1	0	0	3,137			
Overall Percentage:	95.95%	3.41%	0.35%	0.26%	0.03%	0.00%	0.00%	100.00%			
% answer time ≤ 15 seconds	99.36%										
% answer time ≤ 40 seconds	99.97%										

Calls for Service (All Call Types)- Raw Data

Agency	April 2019	YTD	% of YTD
Shawsville Rescue	78	274	0.77%
VT Rescue	129	454	1.27%
Blacksburg Rescue	292	1085	3.05%
Christiansburg Rescue	367	1510	4.24%
Long Shop McCoy Rescue	16	42	0.12%
Riner Rescue	58	166	0.47%
Total Rescue Calls for Service	940	3531	9.91%
Blacksburg Fire	95	374	1.05%
Christiansburg Fire	78	305	0.86%
Elliston Fire	15	70	0.20%
Long Shop McCoy Fire	2	15	0.04%
Riner Fire	13	42	0.12%
Total Fire Calls For Service	203	806	2.26%
Montgomery Co Sheriff's Office	2011	7682	21.56%
Blacksburg Police	1893	7063	19.82%
Christiansburg Police	2030	8301	23.30%
Virginia Tech Police	2273	8244	23.14%
Total Law Enforcement Calls for Service	8207	31290	87.83%
Grand Total	9350	35627	100.00%

