

Class of Service

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year:

May 2019

Agency Affiliation

Emergency Communications

Report Date: 06/20/2019 10:12:06

Report Date From: 05/01/2019

Report Date To: 05/31/2019

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	496	15.18%
CNTX	24	0.73%
COIN	0	0.00%
No Class of	96	2.94%
OTHER	38	1.16%
PAYP	0	0.00%
PBX	0	0.00%
RESD	109	3.34%
TLMA	0	0.00%
Unparsed 911	0	0.00%
VOIP	96	2.94%
WPH0	1	0.03%
WPH1	647	19.80%
WPH2	1760	53.87%
TOTALS	3267	

PSAP Ring Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073 County: Montgomery

Month - Year: May 2019

Agency Affiliation Emergency Communications

Report Date: 06/20/2019 10:09:35

Report Date From: 05/01/2019

Report Date To: 05/31/2019

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

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	79	2	0	0	0	0	0	81	97.53%	100.00%	100.00%
01:00	61	1	0	0	0	0	0	62	98.39%	100.00%	100.00%
02:00	49	2	0	0	0	0	0	51	96.08%	100.00%	100.00%
03:00	48	1	0	0	0	0	0	49	97.96%	100.00%	100.00%
04:00	32	2	0	0	0	0	0	34	94.12%	100.00%	100.00%
05:00	38	1	0	0	0	0	0	39	97.44%	100.00%	100.00%
06:00	43	1	0	0	0	0	0	44	97.73%	100.00%	100.00%
07:00	71	1	0	0	0	0	0	72	98.61%	100.00%	100.00%
08:00	88	2	0	0	0	0	0	90	97.78%	100.00%	100.00%
09:00	105	4	0	0	0	0	0	109	96.33%	100.00%	100.00%
10:00	133	10	0	0	0	0	0	143	93.01%	100.00%	100.00%
11:00	157	3	0	1	0	0	0	161	97.52%	99.38%	100.00%
12:00	147	8	4	1	0	0	0	160	91.88%	96.88%	100.00%
13:00	207	6	1	0	0	0	0	214	96.73%	99.53%	100.00%
14:00	261	7	2	0	0	0	0	270	96.67%	99.26%	100.00%
15:00	197	6	0	0	0	0	0	203	97.04%	100.00%	100.00%
16:00	205	9	3	1	0	0	0	218	94.04%	98.17%	100.00%
17:00	218	8	0	2	0	0	0	228	95.61%	99.12%	100.00%
18:00	203	12	2	0	0	0	0	217	93.55%	99.08%	100.00%
19:00	166	4	0	0	0	0	0	170	97.65%	100.00%	100.00%
20:00	192	2	1	0	0	0	0	195	98.46%	99.49%	100.00%
21:00	225	5	0	0	0	0	0	230	97.83%	100.00%	100.00%
22:00	128	5	1	1	0	0	0	135	94.81%	98.52%	100.00%
23:00	92	0	0	0	0	0	0	92	100.00%	100.00%	100.00%
Total	3,145	102	14	6	0	0	0	3,267			
Overall Percentage:	96.27%	3.12%	0.43%	0.18%	0.00%	0.00%	0.00%	100.00%			
% ring time ≤ 15 seconds	99.39%										
% ring time ≤ 40 seconds	100.00%										

