

Class of Service

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year:

May 2021

Agency Affiliation

Emergency Communications

Report Date: 06/07/2021 10:41:22

Report Date From: 05/01/2021

Report Date To: 05/31/2021

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	344	11.35 %
CNTX	18	0.59 %
COIN	0	0.00 %
No Class of Service	282	9.31 %
OTHER	13	0.43 %
PAYP	0	0.00 %
PBX	0	0.00 %
RESD	90	2.97 %
TLMA	0	0.00 %
Unparsed 911	0	0.00 %
VOIP	92	3.04 %
WPH0	0	0.00 %
WPH1	749	24.72 %
WPH2	1442	47.59 %
TOTALS	3030	

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: May 2021

Agency Affiliation: Emergency Communications

Report Date: 06/07/2021 10:39:48

Report Date From: 05/01/2021

Report Date To: 05/31/2021

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							Total	Avg. Duration	% Answered			
	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+			≤ 10 Secs	≤ 15 Secs	≤ 20 Secs	≤ 40 Secs
00:00	84	1	0	0	0	0	0	85	185.8	98.82 %	100.00 %	100.00 %	100.00 %
01:00	71	0	0	0	0	0	0	71	151.3	100.00 %	100.00 %	100.00 %	100.00 %
02:00	64	0	0	0	0	0	0	64	140.8	100.00 %	100.00 %	100.00 %	100.00 %
03:00	45	0	0	0	0	0	0	45	124.8	100.00 %	100.00 %	100.00 %	100.00 %
04:00	32	0	0	0	0	0	0	32	201.1	100.00 %	100.00 %	100.00 %	100.00 %
05:00	45	0	0	0	0	0	0	45	209.0	100.00 %	100.00 %	100.00 %	100.00 %
06:00	44	0	0	0	0	0	0	44	191.1	100.00 %	100.00 %	100.00 %	100.00 %
07:00	80	2	0	0	0	0	0	82	173.4	97.56 %	100.00 %	100.00 %	100.00 %
08:00	149	5	0	0	0	0	0	154	113.1	96.75 %	100.00 %	100.00 %	100.00 %
09:00	134	6	0	0	0	0	0	140	114.8	95.71 %	100.00 %	100.00 %	100.00 %
10:00	111	10	0	1	0	0	0	122	140.9	90.98 %	99.18 %	99.18 %	100.00 %
11:00	142	8	0	1	0	0	0	151	122.4	94.04 %	99.34 %	99.34 %	100.00 %
12:00	134	9	0	0	0	0	0	143	149.0	93.71 %	100.00 %	100.00 %	100.00 %
13:00	191	11	1	5	0	0	0	208	111.8	91.83 %	97.12 %	97.60 %	100.00 %
14:00	212	19	0	0	0	0	0	231	117.1	91.77 %	100.00 %	100.00 %	100.00 %
15:00	156	8	0	0	0	0	0	164	144.9	95.12 %	100.00 %	100.00 %	100.00 %
16:00	154	9	0	0	0	0	0	163	138.1	94.48 %	100.00 %	100.00 %	100.00 %
17:00	181	9	0	0	0	0	0	190	167.8	95.26 %	100.00 %	100.00 %	100.00 %
18:00	175	2	1	0	0	0	0	178	164.6	98.31 %	99.44 %	100.00 %	100.00 %
19:00	150	1	0	0	0	0	0	151	133.5	99.34 %	100.00 %	100.00 %	100.00 %
20:00	165	1	0	0	0	0	0	166	145.9	99.40 %	100.00 %	100.00 %	100.00 %
21:00	183	0	0	0	0	0	0	183	134.7	100.00 %	100.00 %	100.00 %	100.00 %
22:00	128	1	0	0	0	0	0	129	158.8	99.22 %	100.00 %	100.00 %	100.00 %
23:00	87	2	0	0	0	0	0	89	144.4	97.75 %	100.00 %	100.00 %	100.00 %
Total:	2,917	104	2	7	0	0	0	3,030	142.0	96.27 %	99.70 %	99.77 %	100.00 %
Overall %:	96.27%	3.43%	0.07%	0.23%	0.00%	0.00%	0.00%						