

Call Stats - April 2018

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: April 2018

Agency Affiliation: Emergency Communications

Report Date: 05/08/2018 14:31:40

Report Date From: 04/01/2018

Report Date To: 04/30/2018

Period Group: Month

Time Group: 60 Minute

Time Block: 00:00 - 23:59

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: Emergency

Fire

Medical

Police

Sheriff

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	% Answered ≤ 10 Secs	% Answered ≤ 15 Secs	% Answered ≤ 40 Secs
	0 - 10	11-15	16 - 20	21 - 40					
00:00	76	0	1	0	77	98.70%	98.70%	100.00%	
01:00	104	0	0	0	104	100.00%	100.00%	100.00%	
02:00	92	3	0	0	95	96.84%	100.00%	100.00%	
03:00	59	1	1	6	67	88.06%	89.55%	100.00%	
04:00	28	0	0	0	28	100.00%	100.00%	100.00%	
05:00	41	0	0	0	41	100.00%	100.00%	100.00%	
06:00	30	0	0	0	30	100.00%	100.00%	100.00%	
07:00	89	2	0	0	91	97.80%	100.00%	100.00%	
08:00	77	3	0	0	80	96.25%	100.00%	100.00%	
09:00	129	4	0	0	133	96.99%	100.00%	100.00%	
10:00	162	5	1	0	168	96.43%	99.40%	100.00%	
11:00	187	13	1	0	201	93.03%	99.50%	100.00%	
12:00	156	7	0	1	164	95.12%	99.39%	100.00%	
13:00	170	3	1	0	174	97.70%	99.43%	100.00%	
14:00	184	8	4	0	196	93.88%	97.96%	100.00%	
15:00	196	0	0	0	196	100.00%	100.00%	100.00%	
16:00	187	11	1	0	199	93.97%	99.50%	100.00%	
17:00	179	3	0	0	182	98.35%	100.00%	100.00%	
18:00	145	8	0	0	153	94.77%	100.00%	100.00%	
19:00	167	0	0	0	167	100.00%	100.00%	100.00%	
20:00	134	1	1	1	137	97.81%	98.54%	100.00%	
21:00	105	3	0	0	108	97.22%	100.00%	100.00%	
22:00	134	1	0	0	135	99.26%	100.00%	100.00%	
23:00	120	4	0	0	124	96.77%	100.00%	100.00%	
Total	2,951	80	11	8	3,050				
Overall Percentage:	96.75%	2.62%	0.36%	0.26%	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: 05/08/2018 14:38:31

Report Date From: 04/01/2018

Report Date To: 04/30/2018

Period Group: Month

Call Type: All

Abandoned Filters: Include Abandoned

NSI Filters: NSI Included in 911

Agency Affiliation: Emergency

Fire

Medical

Police

Sheriff

911	911 Abdn	Unparsed 911	Total 911	911 Abdn Percentage
2856	194	0	3050	6.36%
2856	194	0	3050	6.36%

10-Digit Emergency Inbound	10-Digit Emergency Outbound	10-Digit Emergency Abdn	Unparsed 10-Digit Emergency	Total 10-Digit Emergency
0	0	0	0	0
0	0	0	0	0

Admin Outbound	Admin Inbound	Admin Inbound Abandoned	Unparsed Other	Total Admin
3250	831	32	0	4113
3250	831	32	0	4113

Total All Calls	Average Call Duration
7163	100.3
7163	100.3

911 Call Origination		
Class	PSAP	
	Call Count	%
BUSN	442	14.49%
CNTX	41	1.34%
COIN	0	0.00%
No Class of	209	6.85%
OTHER	37	1.21%
PAYP	0	0.00%
PBX	0	0.00%
RESD	117	3.84%
TLMA	0	0.00%
Unparsed 911	0	0.00%
VOIP	81	2.66%
WPH0	11	0.36%
WPH1	734	24.07%
WPH2	1378	45.18%
TOTALS	3050	

Calls for Service (All Call Types)

Agency	Apr 2018	YTD	% of YTD
Shawsville Rescue	76	250	0.67%
VT Rescue	128	457	1.22%
Blacksburg Rescue	262	1054	2.81%
Christiansburg Rescue	336	1413	3.77%
Long Shop McCoy Rescue	6	34	0.09%
Riner Rescue	38	179	0.48%
Total Rescue Calls for Service	846	3387	9.04%
Blacksburg Fire	100	414	1.11%
Christiansburg Fire	73	378	1.01%
Ellisonton Fire	19	80	0.21%
Long Shop McCoy Fire	2	16	0.04%
Riner Fire	12	63	0.17%
Total Fire Calls For Service	206	951	2.54%
Montgomery Co Sheriff's Office	2139	8017	21.40%
Blacksburg Police	1972	7064	18.86%
Christiansburg Police	2240	9083	24.25%
Virginia Tech Police	2615	8953	23.90%
Total Law Enforcement Calls for Service	8966	33117	88.42%
Grand Total	10018	37455	100.00%

