

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: October 2021

Agency Affiliation: Emergency Communications

Report Date: 11/10/2021 12:45:56

Report Date From: 10/01/2021

Report Date To: 10/31/2021

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	133	5	0	0	0	0	0	138	170.4	96.38 %	100.00 %	100.00 %	100.00 %
01:00	110	2	0	0	0	0	0	112	181.8	98.21 %	100.00 %	100.00 %	100.00 %
02:00	80	0	0	1	0	0	0	81	169.9	98.77 %	98.77 %	98.77 %	100.00 %
03:00	42	0	0	0	0	0	0	42	205.8	100.00 %	100.00 %	100.00 %	100.00 %
04:00	59	0	0	0	0	0	0	59	172.8	100.00 %	100.00 %	100.00 %	100.00 %
05:00	45	1	0	0	0	0	0	46	123.7	97.83 %	100.00 %	100.00 %	100.00 %
06:00	84	0	0	0	0	0	0	84	95.4	100.00 %	100.00 %	100.00 %	100.00 %
07:00	114	3	0	0	0	0	0	117	108.2	97.44 %	100.00 %	100.00 %	100.00 %
08:00	118	3	0	0	0	0	0	121	150.7	97.52 %	100.00 %	100.00 %	100.00 %
09:00	124	5	1	0	0	0	0	130	135.2	95.38 %	99.23 %	100.00 %	100.00 %
10:00	137	3	0	0	0	0	0	140	146.7	97.86 %	100.00 %	100.00 %	100.00 %
11:00	179	9	0	0	0	0	0	188	115.4	95.21 %	100.00 %	100.00 %	100.00 %
12:00	171	9	0	0	0	0	0	180	136.7	95.00 %	100.00 %	100.00 %	100.00 %
13:00	195	10	0	0	0	0	0	205	114.7	95.12 %	100.00 %	100.00 %	100.00 %
14:00	278	11	2	0	0	0	0	291	78.7	95.53 %	99.31 %	100.00 %	100.00 %
15:00	226	13	3	0	0	0	0	242	116.0	93.39 %	98.76 %	100.00 %	100.00 %
16:00	201	12	3	0	0	0	0	216	117.6	93.06 %	98.61 %	100.00 %	100.00 %
17:00	210	13	1	1	0	0	0	225	113.6	93.33 %	99.11 %	99.56 %	100.00 %
18:00	214	22	1	0	0	0	0	237	110.1	90.30 %	99.58 %	100.00 %	100.00 %
19:00	229	5	0	0	0	0	0	234	136.2	97.86 %	100.00 %	100.00 %	100.00 %
20:00	211	4	1	0	0	0	0	216	117.3	97.69 %	99.54 %	100.00 %	100.00 %
21:00	192	1	0	0	0	0	0	193	139.0	99.48 %	100.00 %	100.00 %	100.00 %
22:00	175	0	0	0	0	0	0	175	132.2	100.00 %	100.00 %	100.00 %	100.00 %
23:00	137	0	0	0	0	0	0	137	140.8	100.00 %	100.00 %	100.00 %	100.00 %
Total:	3,664	131	12	2	0	0	0	3,809	126.9	96.19 %	99.63 %	99.95 %	100.00 %
Overall %:	96.19%	3.44%	0.32%	0.05%	0.00%	0.00%	0.00%						

Class of Service

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: October 2021

Agency Affiliation: Emergency Communications

Report Date: 11/10/2021 12:49:10

Report Date From: 10/01/2021

Report Date To: 10/31/2021

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	505	13.26 %
CNTX	24	0.63 %
COIN	0	0.00 %
No Class of Service	292	7.67 %
OTHER	13	0.34 %
PAYP	0	0.00 %
PBX	0	0.00 %
RESD	69	1.81 %
TLMA	0	0.00 %
Unparsed 911	0	0.00 %
VOIP	108	2.84 %
WPH0	4	0.11 %
WPH1	981	25.75 %
WPH2	1813	47.60 %
TOTALS	3809	

Calls for Service (All Call Types)- Raw Data

Agency	OCTOBER 2021	YTD	% of YTD
Shawsville Rescue	68	783	0.83%
VT Rescue	196	1134	1.20%
Blacksburg Rescue	344	2916	3.08%
Christiansburg Rescue	441	4155	4.38%
Long Shop McCoy Rescue	14	114	0.12%
Riner Rescue	76	647	0.68%
Total Rescue Calls for Service	1139	9749	10.29%
Blacksburg Fire	146	1090	1.15%
Christiansburg Fire	70	822	0.87%
Elliston Fire	19	217	0.23%
Long Shop McCoy Fire	9	73	0.08%
Riner Fire	7	138	0.15%
Total Fire Calls For Service	251	2340	2.47%
Montgomery Co Sheriff's Office	3004	24610	25.97%
Blacksburg Police	1878	15476	16.33%
Christiansburg Police	2706	23497	24.80%
Virginia Tech Police	2244	19083	20.14%
Total Law Enforcement Calls for Service	9832	82666	87.24%
Grand Total	11222	94755	100.00%

