

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: April 2024

Agency Affiliation: Emergency Communications

Report Date: 05/07/2024 08:02:50

Report Date From: 04/01/2024

Report Date To: 04/30/2024

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	76	1	0	0	0	0	0	77	175.0	98.70 %	100.00 %	100.00 %	100.00 %
01:00	73	1	0	0	0	0	0	74	170.9	98.65 %	100.00 %	100.00 %	100.00 %
02:00	59	0	0	0	0	0	0	59	188.2	100.00 %	100.00 %	100.00 %	100.00 %
03:00	34	0	0	0	0	0	0	34	146.9	100.00 %	100.00 %	100.00 %	100.00 %
04:00	27	0	0	0	0	0	0	27	291.3	100.00 %	100.00 %	100.00 %	100.00 %
05:00	32	0	0	0	0	0	0	32	233.1	100.00 %	100.00 %	100.00 %	100.00 %
06:00	43	2	0	0	0	0	0	45	144.0	95.56 %	100.00 %	100.00 %	100.00 %
07:00	77	7	0	1	0	0	0	85	108.0	90.59 %	98.82 %	98.82 %	100.00 %
08:00	99	2	0	0	0	0	0	101	121.7	98.02 %	100.00 %	100.00 %	100.00 %
09:00	125	4	0	0	0	0	0	129	124.8	96.90 %	100.00 %	100.00 %	100.00 %
10:00	152	3	1	0	0	0	0	156	99.0	97.44 %	99.36 %	100.00 %	100.00 %
11:00	128	6	0	0	0	0	0	134	111.5	95.52 %	100.00 %	100.00 %	100.00 %
12:00	156	4	0	0	0	0	0	160	94.0	97.50 %	100.00 %	100.00 %	100.00 %
13:00	198	4	0	0	0	0	0	202	104.2	98.02 %	100.00 %	100.00 %	100.00 %
14:00	164	7	5	4	0	0	0	180	108.9	91.11 %	95.00 %	97.78 %	100.00 %
15:00	203	6	0	1	0	0	0	210	96.1	96.67 %	99.52 %	99.52 %	100.00 %
16:00	187	6	2	0	0	0	0	195	129.4	95.90 %	98.97 %	100.00 %	100.00 %
17:00	179	8	0	0	0	0	0	187	125.8	95.72 %	100.00 %	100.00 %	100.00 %
18:00	202	9	2	0	0	0	0	213	130.1	94.84 %	99.06 %	100.00 %	100.00 %
19:00	176	2	2	0	0	0	0	180	130.3	97.78 %	98.89 %	100.00 %	100.00 %
20:00	204	3	1	0	0	0	0	208	139.6	98.08 %	99.52 %	100.00 %	100.00 %
21:00	149	0	0	0	0	0	0	149	129.7	100.00 %	100.00 %	100.00 %	100.00 %
22:00	105	0	0	0	0	0	0	105	171.5	100.00 %	100.00 %	100.00 %	100.00 %
23:00	106	0	0	0	0	0	0	106	161.3	100.00 %	100.00 %	100.00 %	100.00 %
Total:	2,954	75	13	6	0	0	0	3,048	128.4	96.92 %	99.38 %	99.80 %	100.00 %
Overall %:	96.92%	2.46%	0.43%	0.20%	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: April 2024

Agency Affiliation: Emergency Communications

Report Date: 05/07/2024 08:04:29

Report Date From: 04/01/2024

Report Date To: 04/30/2024

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	354	11.61 %
CNTX	21	0.69 %
COIN	0	0.00 %
No Class of Service	19	0.62 %
OTHER	0	0.00 %
PAYP	0	0.00 %
PBX	0	0.00 %
RESD	51	1.67 %
TLMA	0	0.00 %
Unparsed 911	0	0.00 %
VOIP	292	9.58 %
WPH0	3	0.10 %
WPH1	181	5.94 %
WPH2	2127	69.78 %
TOTALS	3048	

Calls for Service (All Call Types)- Weighted Data

Agency	APRIL	YTD	% of YTD
VT Rescue	147	529	1.16%
Blacksburg Rescue	353	1297	2.84%
Christiansburg Rescue	335	1264	2.76%
Long Shop McCoy Rescue	6	31	0.07%
Riner Rescue	8	29	0.06%
Montgomery County Fire & EMS	119	437	0.96%
Total Rescue Calls for Service	968	3587	7.84%
Blacksburg Fire	85	306	0.67%
Blacksburg Fire VT Campus	41	179	0.39%
Christiansburg Fire	79	333	0.73%
Elliston Fire	31	94	0.21%
Long Shop McCoy Fire	5	17	0.04%
Riner Fire	13	61	0.13%
Total Fire Calls For Service	254	990	2.16%
Montgomery Co Sheriff's Office	2478	10580	23.13%
Blacksburg Police	2687	10001	21.86%
Christiansburg Police	2357	10990	24.03%
Virginia Tech Police	2680	9595	20.98%
Total Law Enforcement Calls for Service	10202	41166	89.99%
Grand Total	11424	45743	100.00%

2024 YTD Calls for Service-Weighted

