

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: July 2024

Agency Affiliation: Emergency Communications

Report Date: 08/21/2024 09:03:11

Report Date From: 07/01/2024

Report Date To: 07/31/2024

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	60	0	0	0	0	0	0	60	197.8	100.00%	100.00%	100.00%	100.00%
01:00	41	0	0	0	0	0	0	41	172.9	100.00%	100.00%	100.00%	100.00%
02:00	44	0	0	0	0	0	0	44	177.4	100.00%	100.00%	100.00%	100.00%
03:00	31	0	0	0	0	0	0	31	139.0	100.00%	100.00%	100.00%	100.00%
04:00	32	0	0	0	0	0	0	32	157.4	100.00%	100.00%	100.00%	100.00%
05:00	39	0	0	0	0	0	0	39	203.8	100.00%	100.00%	100.00%	100.00%
06:00	47	0	0	0	0	0	0	47	160.1	100.00%	100.00%	100.00%	100.00%
07:00	75	2	0	0	0	0	0	77	149.0	97.40%	100.00%	100.00%	100.00%
08:00	122	1	0	0	0	0	0	123	94.7	99.19%	100.00%	100.00%	100.00%
09:00	173	4	1	0	0	0	0	178	88.7	97.19%	99.44%	100.00%	100.00%
10:00	138	4	1	0	0	0	0	143	116.5	96.50%	99.30%	100.00%	100.00%
11:00	157	1	2	0	0	0	0	160	127.0	98.13%	98.75%	100.00%	100.00%
12:00	140	7	3	0	0	0	0	150	133.4	93.33%	98.00%	100.00%	100.00%
13:00	151	6	1	0	0	0	0	158	157.1	95.57%	99.37%	100.00%	100.00%
14:00	173	5	0	1	0	0	0	179	118.2	96.65%	99.44%	99.44%	100.00%
15:00	148	4	0	0	0	0	0	152	147.8	97.37%	100.00%	100.00%	100.00%
16:00	150	3	0	0	0	0	0	153	149.1	98.04%	100.00%	100.00%	100.00%
17:00	152	2	0	1	0	0	0	155	136.2	98.06%	99.35%	99.35%	100.00%
18:00	145	4	5	0	0	0	0	154	153.8	94.16%	96.75%	100.00%	100.00%
19:00	169	1	0	0	0	0	0	170	154.5	99.41%	100.00%	100.00%	100.00%
20:00	164	1	0	0	0	0	0	165	148.5	99.39%	100.00%	100.00%	100.00%
21:00	128	1	0	0	0	0	0	129	173.3	99.22%	100.00%	100.00%	100.00%
22:00	107	2	0	0	0	0	0	109	184.3	98.17%	100.00%	100.00%	100.00%
23:00	96	2	0	0	0	0	0	98	154.0	97.96%	100.00%	100.00%	100.00%
Total:	2,682	50	13	2	0	0	0	2,747	142.6	97.63%	99.45%	99.93%	100.00%
Overall %:	97.63%	1.82%	0.47%	0.07%	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: July 2024

Agency Affiliation: Emergency Communications

Report Date: 08/21/2024 09:04:16

Report Date From: 07/01/2024

Report Date To: 07/31/2024

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	19	0.69%
CNTX	19	0.69%
COIN	0	0.00%
No Class of Service	28	1.02%
OTHER	0	0.00%
PAYP	0	0.00%
PBX	0	0.00%
RESD	54	1.97%
TLMA	0	0.00%
Unparsed 911	0	0.00%
VOIP	452	16.45%
WPH0	5	0.18%
WPH1	201	7.32%
WPH2	1969	71.68%
TOTALS	2747	

Calls for Service (All Call Types)- Weighted Data

Agency	JULY	YTD	% of YTD
VT Rescue	31	649	0.88%
Blacksburg Rescue	304	1776	2.40%
Christiansburg Rescue	352	2292	3.10%
Long Shop McCoy Rescue	12	74	0.10%
Riner Rescue	6	41	0.06%
Montgomery County Fire & EMS	135	809	1.09%
Total Rescue Calls for Service	840	5641	7.63%
Blacksburg Fire	77	518	0.70%
Blacksburg Fire VT Campus	28	280	0.38%
Christiansburg Fire	110	620	0.84%
Elliston Fire	30	168	0.23%
Long Shop McCoy Fire	4	34	0.05%
Riner Fire	11	106	0.14%
Total Fire Calls For Service	260	1726	2.33%
Montgomery Co Sheriff's Office	2221	17582	23.77%
Blacksburg Police	1902	16197	21.90%
Christiansburg Police	2798	18664	25.24%
Virginia Tech Police	1322	14149	19.13%
Total Law Enforcement Calls for Service	8243	66592	90.04%
Grand Total	9343	73959	100.00%

2024
YTD
Calls
for
Service-
Weighted

