

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: December 2024

Agency Affiliation: Emergency Communications

Report Date: 01/16/2025 13:57:11

Report Date From: 12/01/2024

Report Date To: 12/31/2024

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	111	1	0	0	0	0	0	112	132.2	99.11%	100.00%	100.00%	100.00%
01:00	99	0	0	0	0	0	0	99	114.5	100.00%	100.00%	100.00%	100.00%
02:00	87	1	0	0	0	0	0	88	99.2	98.86%	100.00%	100.00%	100.00%
03:00	35	0	0	0	0	0	0	35	197.9	100.00%	100.00%	100.00%	100.00%
04:00	29	0	0	0	0	0	0	29	266.9	100.00%	100.00%	100.00%	100.00%
05:00	32	0	0	0	0	0	0	32	183.5	100.00%	100.00%	100.00%	100.00%
06:00	68	1	1	0	0	0	0	70	177.8	97.14%	98.57%	100.00%	100.00%
07:00	58	1	0	0	0	0	0	59	132.2	98.31%	100.00%	100.00%	100.00%
08:00	64	1	0	0	0	0	0	65	153.7	98.46%	100.00%	100.00%	100.00%
09:00	100	2	0	0	0	0	0	102	128.8	98.04%	100.00%	100.00%	100.00%
10:00	134	1	0	0	0	0	0	135	148.0	99.26%	100.00%	100.00%	100.00%
11:00	130	10	4	5	1	0	0	150	107.2	86.67%	93.33%	96.00%	99.33%
12:00	126	5	1	1	0	0	0	133	151.2	94.74%	98.50%	99.25%	100.00%
13:00	118	1	0	1	0	0	0	120	140.3	98.33%	99.17%	99.17%	100.00%
14:00	143	11	2	3	0	0	0	159	112.6	89.94%	96.86%	98.11%	100.00%
15:00	155	7	2	1	0	0	0	165	132.6	93.94%	98.18%	99.39%	100.00%
16:00	179	3	1	3	0	0	0	186	133.2	96.24%	97.85%	98.39%	100.00%
17:00	158	7	0	0	0	0	0	165	152.2	95.76%	100.00%	100.00%	100.00%
18:00	161	6	0	0	0	0	0	167	162.0	96.41%	100.00%	100.00%	100.00%
19:00	134	1	0	0	0	0	0	135	195.3	99.26%	100.00%	100.00%	100.00%
20:00	142	1	1	0	0	0	0	144	181.7	98.61%	99.31%	100.00%	100.00%
21:00	137	1	0	0	0	0	0	138	138.9	99.28%	100.00%	100.00%	100.00%
22:00	126	0	0	0	0	0	0	126	119.1	100.00%	100.00%	100.00%	100.00%
23:00	81	0	0	0	0	0	0	81	174.8	100.00%	100.00%	100.00%	100.00%
Total:	2,607	61	12	14	1	0	0	2,695	144.5	96.73%	99.00%	99.44%	99.96%
Overall %:	96.73%	2.26%	0.45%	0.52%	0.04%	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: December 2024

Agency Affiliation: Emergency Communications

Report Date: 01/16/2025 13:58:23

Report Date From: 12/01/2024

Report Date To: 12/31/2024

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	24	0.89%
CNTX	8	0.30%
COIN	0	0.00%
No Class of Service	25	0.93%
OTHER	0	0.00%
PAYP	0	0.00%
PBX	0	0.00%
RESD	51	1.89%
TLMA	0	0.00%
Unparsed 911	0	0.00%
VOIP	452	16.77%
WPH0	0	0.00%
WPH1	149	5.53%
WPH2	1986	73.69%
TOTALS	2695	

Calls for Service (All Call Types)- Weighted Data

Agency	DECEMBER	YTD	% of YTD
VT Rescue	83	1393	1.08%
Blacksburg Rescue	305	3457	2.67%
Christiansburg Rescue	406	4167	3.22%
Long Shop McCoy Rescue	19	137	0.11%
Riner Rescue	14	146	0.11%
Montgomery County Fire & EMS	113	1415	1.09%
Total Rescue Calls for Service	940	10715	8.29%
Blacksburg Fire	69	897	0.69%
Blacksburg Fire VT Campus	27	490	0.38%
Christiansburg Fire	99	991	0.77%
Elliston Fire	22	276	0.21%
Long Shop McCoy Fire	10	69	0.05%
Riner Fire	18	168	0.13%
Total Fire Calls For Service	245	2891	2.24%
Montgomery Co Sheriff's Office	3729	30907	23.91%
Blacksburg Police	1847	26913	20.82%
Christiansburg Police	2930	33487	25.90%
Virginia Tech Police	1878	24373	18.85%
Total Law Enforcement Calls for Service	10384	115680	89.48%
Grand Total	11569	129286	100.00%

2024
YTD
Calls
for
Service-
Weighted

