

# PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: September 2021

Agency Affiliation: Emergency Communications

Report Date: 10/21/2021 08:38:12

Report Date From: 09/01/2021

Report Date To: 09/30/2021

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	145	2	0	0	0	0	0	147	136.7	98.64%	100.00%	100.00%	100.00%
01:00	121	0	0	0	0	0	0	121	163.6	100.00%	100.00%	100.00%	100.00%
02:00	109	0	0	0	0	0	0	109	132.8	100.00%	100.00%	100.00%	100.00%
03:00	79	0	0	0	0	0	0	79	122.1	100.00%	100.00%	100.00%	100.00%
04:00	41	0	0	0	0	0	0	41	163.0	100.00%	100.00%	100.00%	100.00%
05:00	35	0	0	0	0	0	0	35	156.0	100.00%	100.00%	100.00%	100.00%
06:00	72	0	0	0	0	0	0	72	166.0	100.00%	100.00%	100.00%	100.00%
07:00	120	6	0	0	0	0	0	126	119.2	95.24%	100.00%	100.00%	100.00%
08:00	151	3	0	0	0	0	0	154	114.1	98.05%	100.00%	100.00%	100.00%
09:00	150	14	2	0	0	0	0	166	108.0	90.36%	98.80%	100.00%	100.00%
10:00	157	7	0	0	0	0	0	164	127.4	95.73%	100.00%	100.00%	100.00%
11:00	217	10	0	0	0	0	0	227	99.2	95.59%	100.00%	100.00%	100.00%
12:00	201	9	1	1	0	0	0	212	101.1	94.81%	99.06%	99.53%	100.00%
13:00	247	10	4	3	0	0	0	264	106.8	93.56%	97.35%	98.86%	100.00%
14:00	232	10	2	0	0	0	0	244	105.5	95.08%	99.18%	100.00%	100.00%
15:00	248	14	3	1	0	0	0	266	119.9	93.23%	98.50%	99.62%	100.00%
16:00	252	24	2	1	0	0	0	279	124.3	90.32%	98.92%	99.64%	100.00%
17:00	219	17	1	0	0	0	0	237	142.1	92.41%	99.58%	100.00%	100.00%
18:00	173	16	1	1	1	0	0	192	129.6	90.10%	98.44%	98.96%	99.48%
19:00	221	5	1	0	0	0	0	227	124.2	97.36%	99.56%	100.00%	100.00%
20:00	227	0	0	0	0	0	0	227	107.5	100.00%	100.00%	100.00%	100.00%
21:00	208	0	0	0	0	0	0	208	123.9	100.00%	100.00%	100.00%	100.00%
22:00	156	1	0	0	0	0	0	157	115.3	99.36%	100.00%	100.00%	100.00%
23:00	128	1	0	0	0	0	0	129	133.6	99.22%	100.00%	100.00%	100.00%
<b>Total:</b>	<b>3,909</b>	<b>149</b>	<b>17</b>	<b>7</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>4,083</b>	<b>121.5</b>	<b>95.74%</b>	<b>99.39%</b>	<b>99.80%</b>	<b>99.98%</b>
<b>Overall %:</b>	<b>95.74%</b>	<b>3.65%</b>	<b>0.42%</b>	<b>0.17%</b>	<b>0.02%</b>	<b>0.00%</b>	<b>0.00%</b>						

## Class of Service

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: September 2021

Agency Affiliation: Emergency Communications

Report Date: 10/21/2021 08:40:31

Report Date From: 09/01/2021

Report Date To: 09/30/2021

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	673	16.48 %
CNTX	16	0.39 %
COIN	0	0.00 %
No Class of Service	280	6.86 %
OTHER	10	0.24 %
PAYP	0	0.00 %
PBX	0	0.00 %
RESO	84	2.06 %
TLMA	0	0.00 %
Unparsed 911	0	0.00 %
VOIP	105	2.57 %
WPH0	1	0.02 %
WPH1	1008	24.69 %
WPH2	1906	46.68 %
<b>TOTALS</b>	<b>4083</b>	

## Calls for Service (All Call Types)- Raw Data

Agency	SEPTEMBER	YTD	% of YTD
Shawsville Rescue	85	715	0.86%
VT Rescue	259	938	1.12%
Blacksburg Rescue	374	2572	3.08%
Christiansburg Rescue	430	3714	4.45%
Long Shop McCoy Rescue	13	100	0.12%
Riner Rescue	75	571	0.68%
<b>Total Rescue Calls for Service</b>	<b>1236</b>	<b>8610</b>	<b>10.31%</b>
Blacksburg Fire	142	944	1.13%
Christiansburg Fire	85	752	0.90%
Elliston Fire	14	198	0.24%
Long Shop McCoy Fire	10	64	0.08%
Riner Fire	17	131	0.16%
<b>Total Fire Calls For Service</b>	<b>268</b>	<b>2089</b>	<b>2.50%</b>
Montgomery Co Sheriff's Office	2534	21606	25.87%
Blacksburg Police	1729	13598	16.28%
Christiansburg Police	2814	20791	24.89%
Virginia Tech Police	2412	16839	20.16%
<b>Total Law Enforcement Calls for Service</b>	<b>9489</b>	<b>72834</b>	<b>87.19%</b>
<b>Grand Total</b>	<b>10993</b>	<b>83533</b>	<b>100.00%</b>

