

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: February 2022

Agency Affiliation: Emergency Communications

Report Date: 03/16/2022 09:48:06

Report Date From: 02/01/2022

Report Date To: 02/28/2022

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	125	0	0	0	0	0	0	125	141.7	100.00 %	100.00 %	100.00 %	100.00 %
01:00	109	1	0	0	0	0	0	110	115.6	99.09 %	100.00 %	100.00 %	100.00 %
02:00	112	0	0	0	0	0	0	112	141.0	100.00 %	100.00 %	100.00 %	100.00 %
03:00	94	0	0	0	0	0	0	94	113.0	100.00 %	100.00 %	100.00 %	100.00 %
04:00	19	0	0	0	0	0	0	19	268.8	100.00 %	100.00 %	100.00 %	100.00 %
05:00	45	0	0	0	0	0	0	45	194.7	100.00 %	100.00 %	100.00 %	100.00 %
06:00	81	2	0	0	0	0	0	83	131.5	97.59 %	100.00 %	100.00 %	100.00 %
07:00	70	6	0	0	0	0	0	76	159.0	92.11 %	100.00 %	100.00 %	100.00 %
08:00	85	5	0	0	0	0	0	90	129.3	94.44 %	100.00 %	100.00 %	100.00 %
09:00	107	7	0	0	0	0	0	114	145.1	93.86 %	100.00 %	100.00 %	100.00 %
10:00	139	8	0	0	0	0	0	147	128.8	94.56 %	100.00 %	100.00 %	100.00 %
11:00	128	6	1	0	0	0	0	135	139.5	94.81 %	99.26 %	100.00 %	100.00 %
12:00	117	10	0	1	0	0	0	128	130.8	91.41 %	99.22 %	99.22 %	100.00 %
13:00	211	6	0	0	0	0	0	217	96.9	97.24 %	100.00 %	100.00 %	100.00 %
14:00	152	2	2	0	0	0	0	156	115.2	97.44 %	98.72 %	100.00 %	100.00 %
15:00	154	7	1	0	0	0	0	162	143.2	95.06 %	99.38 %	100.00 %	100.00 %
16:00	130	4	2	0	0	0	0	136	131.9	95.59 %	98.53 %	100.00 %	100.00 %
17:00	165	6	1	0	0	0	0	172	139.9	95.93 %	99.42 %	100.00 %	100.00 %
18:00	123	12	2	0	0	0	0	137	143.5	89.78 %	98.54 %	100.00 %	100.00 %
19:00	153	0	0	0	0	0	0	153	139.1	100.00 %	100.00 %	100.00 %	100.00 %
20:00	99	0	0	1	0	0	0	100	170.8	99.00 %	99.00 %	99.00 %	100.00 %
21:00	145	1	0	0	0	0	0	146	118.6	99.32 %	100.00 %	100.00 %	100.00 %
22:00	125	2	0	0	0	0	0	127	172.2	98.43 %	100.00 %	100.00 %	100.00 %
23:00	89	2	4	2	0	0	0	97	167.1	91.75 %	93.81 %	97.94 %	100.00 %
Total:	2,777	87	13	4	0	0	0	2,881	136.8	96.39 %	99.41 %	99.86 %	100.00 %
Overall %:	96.39%	3.02%	0.45%	0.14%	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: February 2022

Agency Affiliation: Emergency Communications

Report Date: 03/16/2022 09:51:52

Report Date From: 02/01/2022

Report Date To: 02/28/2022

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	397	13.78 %
CNTX	16	0.56 %
COIN	0	0.00 %
No Class of Service	205	7.12 %
OTHER	3	0.10 %
PAYP	0	0.00 %
PBX	0	0.00 %
RESD	70	2.43 %
TLMA	0	0.00 %
Unparsed 911	0	0.00 %
VOIP	99	3.44 %
WPH0	1	0.03 %
WPH1	728	25.27 %
WPH2	1362	47.28 %
TOTALS	2881	

Calls for Service (All Call Types)- Raw Data

Agency	FEBRUARY 2022	YTD	% of YTD
Shawsville Rescue	70	157	0.88%
VT Rescue	135	218	1.22%
Blacksburg Rescue	290	571	3.19%
Christiansburg Rescue	414	863	4.82%
Long Shop McCoy Rescue	6	18	0.10%
Riner Rescue	60	124	0.69%
Total Rescue Calls for Service	975	1951	10.89%
Blacksburg Fire	104	195	1.09%
Christiansburg Fire	51	131	0.73%
Elliston Fire	15	36	0.20%
Long Shop McCoy Fire	4	7	0.04%
Riner Fire	10	19	0.11%
Total Fire Calls For Service	184	388	2.16%
Montgomery Co Sheriff's Office	2373	4795	26.75%
Blacksburg Police	1346	2558	14.27%
Christiansburg Police	2493	4864	27.14%
Virginia Tech Police	1867	3366	18.78%
Total Law Enforcement Calls for Service	8079	15583	86.95%
Grand Total	9238	17922	100.00%

