

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: November 2023

Agency Affiliation: Emergency Communications

Report Date: 12/04/2023 10:11:03

Report Date From: 11/01/2023

Report Date To: 11/30/2023

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	79	3	0	0	0	0	0	82	166.0	96.34 %	100.00 %	100.00 %	100.00 %
01:00	56	0	1	0	0	0	0	57	166.4	98.25 %	98.25 %	100.00 %	100.00 %
02:00	43	1	0	0	0	0	0	44	237.2	97.73 %	100.00 %	100.00 %	100.00 %
03:00	42	0	0	0	0	0	0	42	216.9	100.00 %	100.00 %	100.00 %	100.00 %
04:00	34	0	0	0	0	0	0	34	234.6	100.00 %	100.00 %	100.00 %	100.00 %
05:00	55	0	1	0	0	0	0	56	201.4	98.21 %	98.21 %	100.00 %	100.00 %
06:00	53	3	0	0	0	0	0	56	193.8	94.64 %	100.00 %	100.00 %	100.00 %
07:00	122	3	0	0	0	0	0	125	130.6	97.60 %	100.00 %	100.00 %	100.00 %
08:00	148	2	0	0	0	0	0	150	85.5	98.67 %	100.00 %	100.00 %	100.00 %
09:00	123	3	1	0	0	0	0	127	157.6	96.85 %	99.21 %	100.00 %	100.00 %
10:00	119	3	0	0	0	0	0	122	154.7	97.54 %	100.00 %	100.00 %	100.00 %
11:00	166	3	1	1	0	0	0	171	131.8	97.08 %	98.83 %	99.42 %	100.00 %
12:00	166	1	3	0	0	0	0	170	139.4	97.65 %	98.24 %	100.00 %	100.00 %
13:00	151	3	1	0	0	0	0	155	171.0	97.42 %	99.35 %	100.00 %	100.00 %
14:00	137	7	0	0	0	0	0	144	132.6	95.14 %	100.00 %	100.00 %	100.00 %
15:00	129	2	0	1	0	0	0	132	159.6	97.73 %	99.24 %	99.24 %	100.00 %
16:00	191	15	0	1	0	0	0	207	138.5	92.27 %	99.52 %	99.52 %	100.00 %
17:00	205	8	2	0	0	0	0	215	141.6	95.35 %	99.07 %	100.00 %	100.00 %
18:00	178	5	1	1	0	0	0	185	151.5	96.22 %	98.92 %	99.46 %	100.00 %
19:00	159	6	1	0	1	0	0	167	168.1	95.21 %	98.80 %	99.40 %	99.40 %
20:00	120	7	0	0	0	0	0	127	190.2	94.49 %	100.00 %	100.00 %	100.00 %
21:00	125	2	0	0	0	0	0	127	139.7	98.43 %	100.00 %	100.00 %	100.00 %
22:00	123	0	0	0	0	0	0	123	112.2	100.00 %	100.00 %	100.00 %	100.00 %
23:00	76	0	0	0	0	0	0	76	172.2	100.00 %	100.00 %	100.00 %	100.00 %
Total:	2,800	77	12	4	1	0	0	2,894	151.2	96.75 %	99.41 %	99.83 %	99.97 %
Overall %:	96.75%	2.66%	0.41%	0.14%	0.03%	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: November 2023

Agency Affiliation: Emergency Communications

Report Date: 12/04/2023 10:12:57

Report Date From: 11/01/2023

Report Date To: 11/30/2023

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	237	8.19 %
CNTX	19	0.66 %
COIN	0	0.00 %
No Class of Service	33	1.14 %
OTHER	4	0.14 %
PAYP	0	0.00 %
PBX	0	0.00 %
RESD	64	2.21 %
TLMA	0	0.00 %
Unparsed 911	0	0.00 %
VOIP	169	5.84 %
WPH0	0	0.00 %
WPH1	291	10.06 %
WPH2	2077	71.77 %
TOTALS	2894	

Calls for Service (All Call Types)- Weighted Data				
Agency	NOVEMBER	YTD	% of YTD	
VT Rescue	117	1029	0.82%	
Blacksburg Rescue	339	3125	2.49%	
Christiansburg Rescue	396	4402	3.51%	
Long Shop McCoy Rescue	7	83	0.07%	
Riner Rescue	9	329	0.26%	
Montgomery County Fire & EMS	52	1057	0.84%	
Total Rescue Calls for Service	920	10025	7.99%	
Blacksburg Fire	80	858	0.68%	
Blacksburg Fire VT Campus	44	473	0.38%	
Christiansburg Fire	95	970	0.77%	
Elliston Fire	32	274	0.22%	
Long Shop McCoy Fire	9	52	0.04%	
Riner Fire	25	163	0.13%	
Total Fire Calls For Service	285	2790	2.22%	
Montgomery Co Sheriff's Office	2623	30979	24.68%	
Blacksburg Police	2524	19558	15.58%	
Christiansburg Police	3014	41025	32.69%	
Virginia Tech Police	1957	21139	16.84%	
Total Law Enforcement Calls for Service	10118	112701	89.79%	
Grand Total	11323	125516	100.00%	

**2023
YTD
Calls
for
Service-
Weighted**

