

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: October 2023

Agency Affiliation: Emergency Communications

Report Date: 11/02/2023 10:02:42

Report Date From: 10/01/2023

Report Date To: 10/31/2023

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	107	2	0	0	0	0	0	109	161.4	98.17 %	100.00 %	100.00 %	100.00 %
01:00	91	0	0	0	0	0	0	91	192.7	100.00 %	100.00 %	100.00 %	100.00 %
02:00	87	0	0	0	0	0	0	87	225.9	100.00 %	100.00 %	100.00 %	100.00 %
03:00	40	0	0	0	0	0	0	40	170.9	100.00 %	100.00 %	100.00 %	100.00 %
04:00	34	0	0	0	0	0	0	34	163.4	100.00 %	100.00 %	100.00 %	100.00 %
05:00	48	0	0	0	0	0	0	48	147.6	100.00 %	100.00 %	100.00 %	100.00 %
06:00	50	0	0	0	0	0	0	50	165.1	100.00 %	100.00 %	100.00 %	100.00 %
07:00	198	2	0	0	0	0	0	200	84.5	99.00 %	100.00 %	100.00 %	100.00 %
08:00	127	5	0	1	0	0	0	133	105.1	95.49 %	99.25 %	99.25 %	100.00 %
09:00	113	8	1	0	0	0	0	122	137.2	92.62 %	99.18 %	100.00 %	100.00 %
10:00	118	6	3	0	0	0	0	127	132.0	92.91 %	97.64 %	100.00 %	100.00 %
11:00	159	9	3	1	0	0	1	173	158.9	91.91 %	97.11 %	98.84 %	99.42 %
12:00	171	12	4	1	0	0	0	188	136.8	90.96 %	97.34 %	99.47 %	100.00 %
13:00	191	6	4	3	0	0	0	204	129.1	93.63 %	96.57 %	98.53 %	100.00 %
14:00	139	8	2	0	0	0	0	149	132.0	93.29 %	98.66 %	100.00 %	100.00 %
15:00	194	8	0	1	0	0	0	203	126.5	95.57 %	99.51 %	99.51 %	100.00 %
16:00	188	16	2	2	0	0	0	208	132.7	90.38 %	98.08 %	99.04 %	100.00 %
17:00	210	16	3	4	0	0	0	233	130.8	90.13 %	97.00 %	98.28 %	100.00 %
18:00	160	12	0	1	0	0	0	173	153.7	92.49 %	99.42 %	99.42 %	100.00 %
19:00	215	6	0	0	0	0	0	221	160.2	97.29 %	100.00 %	100.00 %	100.00 %
20:00	182	4	0	0	0	0	0	186	117.6	97.85 %	100.00 %	100.00 %	100.00 %
21:00	178	2	0	0	0	0	0	180	127.1	98.89 %	100.00 %	100.00 %	100.00 %
22:00	136	4	0	0	0	0	0	140	155.9	97.14 %	100.00 %	100.00 %	100.00 %
23:00	128	1	0	0	0	0	0	129	190.8	99.22 %	100.00 %	100.00 %	100.00 %
Total:	3,264	127	22	14	0	0	1	3,428	140.9	95.22 %	98.92 %	99.56 %	99.97 %
Overall %:	95.22%	3.70%	0.64%	0.41%	0.00%	0.00%	0.03%						

Class of Service

New River Valley Emergency Communications Regional Authority

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Christiansburg, VA 24073

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Month - Year: October 2023

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Report Date: 11/02/2023 10:07:54

Report Date From: 10/01/2023

Report Date To: 10/31/2023

Period Group: Month

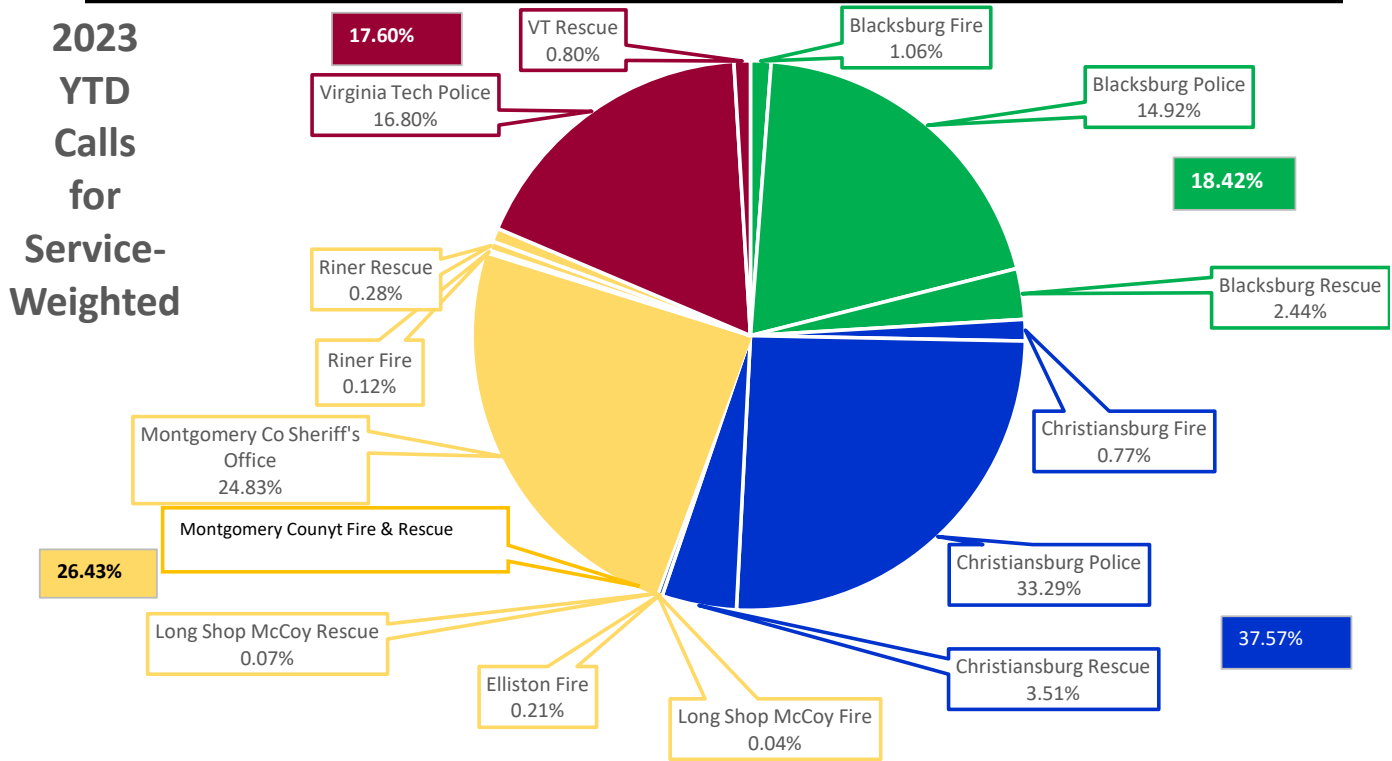
Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	392	11.44 %
CNTX	26	0.76 %
COIN	0	0.00 %
No Class of Service	58	1.69 %
OTHER	1	0.03 %
PAYP	0	0.00 %
PBX	1	0.03 %
RESD	88	2.57 %
TLMA	0	0.00 %
Unparsed 911	0	0.00 %
VOIP	177	5.16 %
WPH0	3	0.09 %
WPH1	474	13.83 %
WPH2	2208	64.41 %
TOTALS	3428	

Calls for Service (All Call Types)- Weighted Data				
Agency	October	YTD	% of YTD	
VT Rescue	198	912	0.80%	
Blacksburg Rescue	374	2786	2.44%	
Christiansburg Rescue	451	4006	3.51%	
Long Shop McCoy Rescue	8	76	0.07%	
Riner Rescue	10	320	0.28%	
Montgomery County Fire & EMS	149	1005	0.88%	
Total Rescue Calls for Service	1190	9105	7.97%	
Blacksburg Fire	67	778	0.68%	
Blacksburg Fire VT Campus	57	429	0.38%	
Christiansburg Fire	113	875	0.77%	
Elliston Fire	27	242	0.21%	
Long Shop McCoy Fire	2	43	0.04%	
Riner Fire	18	138	0.12%	
Total Fire Calls For Service	284	2505	2.19%	
Montgomery Co Sheriff's Office	2520	28356	24.83%	
Blacksburg Police	2148	17034	14.92%	
Christiansburg Police	3915	38011	33.29%	
Virginia Tech Police	2223	19182	16.80%	
Total Law Enforcement Calls for Service	10806	102583	89.83%	
Grand Total	12280	114193	100.00%	



D O'Brien 11/27/2023