

# PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: December 2023

Agency Affiliation: Emergency Communications

Report Date: 01/02/2024 16:51:03

Report Date From: 12/01/2023

Report Date To: 12/31/2023

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	71	0	0	0	0	0	0	71	220.2	100.00 %	100.00 %	100.00 %	100.00 %
01:00	81	0	0	0	0	0	0	81	150.0	100.00 %	100.00 %	100.00 %	100.00 %
02:00	55	0	0	0	0	0	0	55	244.9	100.00 %	100.00 %	100.00 %	100.00 %
03:00	58	0	0	0	0	0	0	58	142.8	100.00 %	100.00 %	100.00 %	100.00 %
04:00	36	0	0	0	0	0	0	36	228.0	100.00 %	100.00 %	100.00 %	100.00 %
05:00	45	0	0	0	0	0	0	45	212.9	100.00 %	100.00 %	100.00 %	100.00 %
06:00	54	2	1	0	0	0	0	57	144.0	94.74 %	98.25 %	100.00 %	100.00 %
07:00	78	3	0	0	0	0	0	81	123.6	96.30 %	100.00 %	100.00 %	100.00 %
08:00	133	0	0	0	0	0	0	133	115.4	100.00 %	100.00 %	100.00 %	100.00 %
09:00	132	9	0	0	0	0	0	141	120.6	93.62 %	100.00 %	100.00 %	100.00 %
10:00	128	6	1	1	0	0	0	136	149.8	94.12 %	98.53 %	99.26 %	100.00 %
11:00	132	8	0	0	0	0	0	140	151.2	94.29 %	100.00 %	100.00 %	100.00 %
12:00	116	4	0	0	0	0	0	120	143.5	96.67 %	100.00 %	100.00 %	100.00 %
13:00	140	4	0	0	0	0	0	144	122.3	97.22 %	100.00 %	100.00 %	100.00 %
14:00	155	4	0	0	0	0	0	159	132.6	97.48 %	100.00 %	100.00 %	100.00 %
15:00	150	8	0	0	0	0	0	158	126.0	94.94 %	100.00 %	100.00 %	100.00 %
16:00	167	6	1	0	0	0	0	174	125.4	95.98 %	99.43 %	100.00 %	100.00 %
17:00	161	6	1	0	0	0	0	168	130.7	95.83 %	99.40 %	100.00 %	100.00 %
18:00	151	12	1	0	0	0	0	164	142.6	92.07 %	99.39 %	100.00 %	100.00 %
19:00	123	2	0	0	0	0	0	125	141.4	98.40 %	100.00 %	100.00 %	100.00 %
20:00	143	1	0	0	0	0	0	144	139.1	99.31 %	100.00 %	100.00 %	100.00 %
21:00	145	0	0	0	0	0	0	145	143.0	100.00 %	100.00 %	100.00 %	100.00 %
22:00	128	0	0	0	0	0	0	128	137.3	100.00 %	100.00 %	100.00 %	100.00 %
23:00	81	1	0	0	0	0	0	82	143.7	98.78 %	100.00 %	100.00 %	100.00 %
<b>Total:</b>	<b>2,663</b>	<b>76</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2,745</b>	<b>142.2</b>	<b>97.01 %</b>	<b>99.78 %</b>	<b>99.96 %</b>	<b>100.00 %</b>
<b>Overall %:</b>	<b>97.01%</b>	<b>2.77%</b>	<b>0.18%</b>	<b>0.04%</b>	<b>0.00%</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: December 2023

Agency Affiliation: Emergency Communications

Report Date: 01/02/2024 16:52:27

Report Date From: 12/01/2023

Report Date To: 12/31/2023

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	308	11.22 %
CNTX	25	0.91 %
COIN	0	0.00 %
No Class of Service	15	0.55 %
OTHER	0	0.00 %
PAYP	0	0.00 %
PBX	1	0.04 %
RESD	62	2.26 %
TLMA	0	0.00 %
Unparsed 911	0	0.00 %
VOIP	193	7.03 %
WPH0	0	0.00 %
WPH1	175	6.38 %
WPH2	1966	71.62 %
<b>TOTALS</b>	<b>2745</b>	

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

Agency	DECEMBER	YTD	% of YTD
VT Rescue	82	1270	0.93%
Blacksburg Rescue	310	3751	2.74%
Christiansburg Rescue	394	4763	3.48%
Long Shop McCoy Rescue	10	93	0.07%
Riner Rescue	11	216	0.16%
Montgomery County Fire & EMS	111	1168	0.85%
<b>Total Rescue Calls for Service</b>	<b>918</b>	<b>11261</b>	<b>8.23%</b>
Blacksburg Fire	61	919	0.67%
Blacksburg Fire VT Campus	25	498	0.36%
Christiansburg Fire	109	1079	0.79%
Elliston Fire	27	301	0.22%
Long Shop McCoy Fire	6	58	0.04%
Riner Fire	19	182	0.13%
<b>Total Fire Calls For Service</b>	<b>247</b>	<b>3037</b>	<b>2.22%</b>
Montgomery Co Sheriff's Office	2739	33717	24.65%
Blacksburg Police	2409	21967	16.06%
Christiansburg Police	3366	44391	32.45%
Virginia Tech Police	1292	22431	16.40%
<b>Total Law Enforcement Calls for Service</b>	<b>9806</b>	<b>122506</b>	<b>89.55%</b>
<b>Grand Total</b>	<b>10971</b>	<b>136804</b>	<b>100.00%</b>

2023  
YTD  
Calls for  
Service-  
Weighted

