

# PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: January 2024

Agency Affiliation: Emergency Communications

Report Date: 02/22/2024 14:23:49

Report Date From: 01/01/2024

Report Date To: 01/31/2024

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	74	0	0	0	0	0	0	74	192.8	100.00 %	100.00 %	100.00 %	100.00 %
01:00	62	0	0	0	0	0	0	62	187.9	100.00 %	100.00 %	100.00 %	100.00 %
02:00	46	0	0	0	0	0	0	46	230.3	100.00 %	100.00 %	100.00 %	100.00 %
03:00	42	0	0	0	0	0	0	42	255.7	100.00 %	100.00 %	100.00 %	100.00 %
04:00	44	0	0	0	0	0	0	44	206.3	100.00 %	100.00 %	100.00 %	100.00 %
05:00	41	0	0	0	0	0	0	41	202.5	100.00 %	100.00 %	100.00 %	100.00 %
06:00	58	0	0	0	0	0	0	58	162.5	100.00 %	100.00 %	100.00 %	100.00 %
07:00	63	1	0	0	0	0	0	64	144.7	98.44 %	100.00 %	100.00 %	100.00 %
08:00	106	2	0	0	0	0	0	108	86.5	98.15 %	100.00 %	100.00 %	100.00 %
09:00	213	5	0	0	0	0	0	218	89.7	97.71 %	100.00 %	100.00 %	100.00 %
10:00	105	7	0	1	0	0	0	113	185.1	92.92 %	99.12 %	99.12 %	100.00 %
11:00	134	4	0	0	0	0	0	138	128.3	97.10 %	100.00 %	100.00 %	100.00 %
12:00	130	0	1	1	0	0	0	132	163.1	98.48 %	98.48 %	99.24 %	100.00 %
13:00	116	4	0	0	0	0	0	120	139.5	96.67 %	100.00 %	100.00 %	100.00 %
14:00	148	9	0	0	0	0	0	157	121.6	94.27 %	100.00 %	100.00 %	100.00 %
15:00	146	7	0	0	0	0	0	153	141.9	95.42 %	100.00 %	100.00 %	100.00 %
16:00	131	4	0	0	0	0	0	135	109.0	97.04 %	100.00 %	100.00 %	100.00 %
17:00	164	6	3	0	0	0	0	173	151.8	94.80 %	98.27 %	100.00 %	100.00 %
18:00	174	5	0	2	0	0	0	181	141.8	96.13 %	98.90 %	98.90 %	100.00 %
19:00	182	0	0	0	0	0	0	182	140.0	100.00 %	100.00 %	100.00 %	100.00 %
20:00	185	1	0	0	0	0	0	186	98.1	99.46 %	100.00 %	100.00 %	100.00 %
21:00	111	1	0	0	0	0	0	112	146.7	99.11 %	100.00 %	100.00 %	100.00 %
22:00	87	0	0	0	0	0	0	87	240.9	100.00 %	100.00 %	100.00 %	100.00 %
23:00	81	1	0	0	0	0	0	82	154.7	98.78 %	100.00 %	100.00 %	100.00 %
<b>Total:</b>	<b>2,643</b>	<b>57</b>	<b>4</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2,708</b>	<b>144.1</b>	<b>97.60 %</b>	<b>99.70 %</b>	<b>99.85 %</b>	<b>100.00 %</b>
<b>Overall %:</b>	<b>97.60%</b>	<b>2.10%</b>	<b>0.15%</b>	<b>0.15%</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: January 2024

Agency Affiliation: Emergency Communications

Report Date: 02/22/2024 14:27:30

Report Date From: 01/01/2024

Report Date To: 01/31/2024

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	347	12.81 %
CNTX	19	0.70 %
COIN	0	0.00 %
No Class of Service	25	0.92 %
OTHER	0	0.00 %
PAYP	0	0.00 %
PBX	0	0.00 %
RESD	58	2.14 %
TLMA	0	0.00 %
Unparsed 911	0	0.00 %
VOIP	209	7.72 %
WPH0	1	0.04 %
WPH1	155	5.72 %
WPH2	1894	69.94 %
<b>TOTALS</b>	<b>2708</b>	

<b>Calls for Service (All Call Types)- Weighted Data</b>				
<b>Agency</b>	<b>JANUARY</b>	<b>YTD</b>	<b>% of YTD</b>	
VT Rescue	95	95	0.82%	
Blacksburg Rescue	329	329	2.85%	
Christiansburg Rescue	362	362	3.14%	
Long Shop McCoy Rescue	9	9	0.08%	
Riner Rescue	7	7	0.06%	
Montgomery County Fire & EMS	97	97	0.84%	
<b>Total Rescue Calls for Service</b>	<b>899</b>	<b>899</b>	<b>7.79%</b>	
Blacksburg Fire	71	71	0.62%	
Blacksburg Fire VT Campus	47	47	0.41%	
Christiansburg Fire	90	90	0.78%	
Elliston Fire	18	18	0.16%	
Long Shop McCoy Fire	6	6	0.05%	
Riner Fire	12	12	0.10%	
<b>Total Fire Calls For Service</b>	<b>244</b>	<b>244</b>	<b>2.11%</b>	
Montgomery Co Sheriff's Office	2807	2807	24.32%	
Blacksburg Police	2156	2156	18.68%	
Christiansburg Police	3126	3126	27.09%	
Virginia Tech Police	2308	2308	20.00%	
<b>Total Law Enforcement Calls for Service</b>	<b>10397</b>	<b>10397</b>	<b>90.10%</b>	
<b>Grand Total</b>	<b>11540</b>	<b>11540</b>	<b>100.00%</b>	

**2024  
YTD  
Calls  
for  
Service-  
Weighted**

