

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: February 2024

Agency Affiliation: Emergency Communications

Report Date: 03/20/2024 13:13:48

Report Date From: 02/01/2024

Report Date To: 02/29/2024

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	70	1	0	0	0	0	0	71	208.6	98.59 %	100.00 %	100.00 %	100.00 %
01:00	68	0	0	0	0	0	0	68	212.0	100.00 %	100.00 %	100.00 %	100.00 %
02:00	60	0	0	0	0	0	0	60	163.3	100.00 %	100.00 %	100.00 %	100.00 %
03:00	33	0	0	0	0	0	0	33	229.1	100.00 %	100.00 %	100.00 %	100.00 %
04:00	35	1	0	0	0	0	0	36	168.4	97.22 %	100.00 %	100.00 %	100.00 %
05:00	29	2	0	0	0	0	0	31	196.7	93.55 %	100.00 %	100.00 %	100.00 %
06:00	49	1	0	0	0	0	0	50	168.8	98.00 %	100.00 %	100.00 %	100.00 %
07:00	74	1	0	0	0	0	0	75	151.5	98.67 %	100.00 %	100.00 %	100.00 %
08:00	100	4	0	0	0	0	0	104	120.6	96.15 %	100.00 %	100.00 %	100.00 %
09:00	199	2	0	0	0	0	0	201	87.3	99.00 %	100.00 %	100.00 %	100.00 %
10:00	178	2	0	0	0	0	0	180	80.9	98.89 %	100.00 %	100.00 %	100.00 %
11:00	144	0	0	0	0	0	0	144	144.3	100.00 %	100.00 %	100.00 %	100.00 %
12:00	132	8	1	0	0	0	0	141	126.4	93.62 %	99.29 %	100.00 %	100.00 %
13:00	110	9	0	0	0	0	0	119	134.6	92.44 %	100.00 %	100.00 %	100.00 %
14:00	141	3	1	1	0	0	0	146	128.8	96.58 %	98.63 %	99.32 %	100.00 %
15:00	113	2	0	0	0	0	0	115	158.6	98.26 %	100.00 %	100.00 %	100.00 %
16:00	148	5	1	0	0	0	0	154	122.2	96.10 %	99.35 %	100.00 %	100.00 %
17:00	156	11	1	0	0	0	0	168	134.0	92.86 %	99.40 %	100.00 %	100.00 %
18:00	151	9	2	0	0	0	0	162	143.4	93.21 %	98.77 %	100.00 %	100.00 %
19:00	142	0	0	0	0	0	0	142	140.6	100.00 %	100.00 %	100.00 %	100.00 %
20:00	156	4	0	0	0	0	0	160	132.1	97.50 %	100.00 %	100.00 %	100.00 %
21:00	109	3	0	0	0	0	0	112	162.2	97.32 %	100.00 %	100.00 %	100.00 %
22:00	119	1	1	0	0	0	0	121	144.5	98.35 %	99.17 %	100.00 %	100.00 %
23:00	84	0	1	0	0	0	0	85	190.6	98.82 %	98.82 %	100.00 %	100.00 %
Total:	2,600	69	8	1	0	0	0	2,678	139.0	97.09 %	99.66 %	99.96 %	100.00 %
Overall %:	97.09%	2.58%	0.30%	0.04%	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 2024

Agency Affiliation: Emergency Communications

Report Date: 03/20/2024 13:16:06

Report Date From: 02/01/2024

Report Date To: 02/29/2024

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	322	12.02 %
CNTX	26	0.97 %
COIN	0	0.00 %
No Class of Service	21	0.78 %
OTHER	0	0.00 %
PAYP	0	0.00 %
PBX	0	0.00 %
RESD	43	1.61 %
TLMA	0	0.00 %
Unparsed 911	0	0.00 %
VOIP	214	7.99 %
WPH0	2	0.07 %
WPH1	159	5.94 %
WPH2	1891	70.61 %
TOTALS	2678	

Calls for Service (All Call Types)- Weighted Data

Agency	FEBRUARY	YTD	% of YTD
VT Rescue	158	253	1.12%
Blacksburg Rescue	309	638	2.82%
Christiansburg Rescue	224	586	2.59%
Long Shop McCoy Rescue	8	17	0.08%
Riner Rescue	11	18	0.08%
Montgomery County Fire & EMS	105	202	0.89%
Total Rescue Calls for Service	815	1714	7.58%
Blacksburg Fire	56	127	0.56%
Blacksburg Fire VT Campus	56	103	0.46%
Christiansburg Fire	73	163	0.72%
Elliston Fire	15	33	0.15%
Long Shop McCoy Fire	3	9	0.04%
Riner Fire	18	30	0.13%
Total Fire Calls For Service	221	465	2.06%
Montgomery Co Sheriff's Office	2606	5413	23.95%
Blacksburg Police	2446	4602	20.36%
Christiansburg Police	2680	5806	25.69%
Virginia Tech Police	2292	4600	20.35%
Total Law Enforcement Calls for Service	10024	20421	90.36%
Grand Total	11060	22600	100.00%

2024 YTD Calls for Service-Weighted

