

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: August 2024

Agency Affiliation: Emergency Communications

Report Date: 09/13/2024 10:09:20

Report Date From: 08/01/2024

Report Date To: 08/31/2024

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	68	1	0	0	0	0	0	69	178.4	98.55%	100.00%	100.00%	100.00%
01:00	54	0	0	0	0	0	0	54	261.0	100.00%	100.00%	100.00%	100.00%
02:00	36	0	0	0	0	0	0	36	188.2	100.00%	100.00%	100.00%	100.00%
03:00	44	0	0	0	0	0	0	44	268.7	100.00%	100.00%	100.00%	100.00%
04:00	43	0	0	0	0	0	0	43	318.0	100.00%	100.00%	100.00%	100.00%
05:00	50	0	0	0	0	0	0	50	160.7	100.00%	100.00%	100.00%	100.00%
06:00	45	0	0	0	0	0	0	45	113.5	100.00%	100.00%	100.00%	100.00%
07:00	94	4	0	0	0	0	0	98	127.8	95.92%	100.00%	100.00%	100.00%
08:00	93	1	0	0	0	0	0	94	139.0	98.94%	100.00%	100.00%	100.00%
09:00	150	4	0	0	0	0	0	154	106.4	97.40%	100.00%	100.00%	100.00%
10:00	200	8	0	1	0	0	0	209	96.9	95.69%	99.52%	99.52%	100.00%
11:00	153	10	1	0	0	0	0	164	137.8	93.29%	99.39%	100.00%	100.00%
12:00	134	7	1	0	0	0	0	142	135.0	94.37%	99.30%	100.00%	100.00%
13:00	154	5	2	0	0	0	0	161	121.2	95.65%	98.76%	100.00%	100.00%
14:00	166	9	0	0	0	0	0	175	132.2	94.86%	100.00%	100.00%	100.00%
15:00	144	3	2	0	0	0	0	149	130.1	96.64%	98.66%	100.00%	100.00%
16:00	178	9	0	1	0	0	0	188	143.3	94.68%	99.47%	99.47%	100.00%
17:00	163	11	4	1	0	0	0	179	140.3	91.06%	97.21%	99.44%	100.00%
18:00	148	5	1	0	0	0	0	154	139.4	96.10%	99.35%	100.00%	100.00%
19:00	234	2	1	0	0	0	0	237	93.7	98.73%	99.58%	100.00%	100.00%
20:00	189	1	0	0	0	0	0	190	158.4	99.47%	100.00%	100.00%	100.00%
21:00	154	1	1	0	0	0	0	156	162.9	98.72%	99.36%	100.00%	100.00%
22:00	115	1	0	0	0	0	0	116	170.4	99.14%	100.00%	100.00%	100.00%
23:00	68	1	0	0	0	0	0	69	207.0	98.55%	100.00%	100.00%	100.00%
Total:	2,877	83	13	3	0	0	0	2,976	142.2	96.67%	99.46%	99.90%	100.00%
Overall %:	96.67%	2.79%	0.44%	0.10%	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: August 2024

Agency Affiliation: Emergency Communications

Report Date: 09/13/2024 10:10:09

Report Date From: 08/01/2024

Report Date To: 08/31/2024

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	25	0.84%
CNTX	21	0.71%
COIN	0	0.00%
No Class of Service	29	0.97%
OTHER	0	0.00%
PAYP	0	0.00%
PBX	0	0.00%
RESD	45	1.51%
TLMA	0	0.00%
Unparsed 911	0	0.00%
VOIP	521	17.51%
WPH0	2	0.07%
WPH1	202	6.79%
WPH2	2131	71.61%
TOTALS	2976	

Calls for Service (All Call Types)- Weighted Data

Agency	AUGUST	YTD	% of YTD
VT Rescue	96	745	0.88%
Blacksburg Rescue	312	2088	2.46%
Christiansburg Rescue	338	2630	3.10%
Long Shop McCoy Rescue	6	80	0.09%
Riner Rescue	6	47	0.06%
Montgomery County Fire & EMS	128	937	1.10%
Total Rescue Calls for Service	886	6527	7.69%
Blacksburg Fire	73	591	0.70%
Blacksburg Fire VT Campus	58	338	0.40%
Christiansburg Fire	91	711	0.84%
Elliston Fire	29	197	0.23%
Long Shop McCoy Fire	4	38	0.04%
Riner Fire	11	117	0.14%
Total Fire Calls For Service	266	1992	2.35%
Montgomery Co Sheriff's Office	2547	20129	23.72%
Blacksburg Police	2271	18468	21.76%
Christiansburg Police	2971	21635	25.49%
Virginia Tech Police	1967	16116	18.99%
Total Law Enforcement Calls for Service	9756	76348	89.96%
Grand Total	10908	84867	100.00%

