

PSAP Ring Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: February 2025

Agency Affiliation: Emergency Communications

Report Date: 03/17/2025 12:06:50

Report Date From: 02/01/2025

Report Date To: 02/28/2025

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 Ring Time Report is representative of the agent's answer time experience. Ring-to-Answer is measured from the time of presentation at the station to the time of agent answer (Ring Seconds Only).

Call Hour	Ring Times In Seconds							Total	Avg. Duration	% with Ring			
	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+			≤ 10 Secs	≤ 15 Secs	≤ 20 Secs	≤ 40 Secs
00:00	197	3	1	1	0	0	0	202	82.8	97.52%	99.01%	99.50%	100.00%
01:00	121	3	1	0	0	0	0	125	155.0	96.80%	99.20%	100.00%	100.00%
02:00	66	1	1	0	0	0	0	68	149.5	97.06%	98.53%	100.00%	100.00%
03:00	53	0	0	0	0	0	0	53	201.7	100.00%	100.00%	100.00%	100.00%
04:00	37	0	0	0	0	0	0	37	231.6	100.00%	100.00%	100.00%	100.00%
05:00	51	0	0	0	0	0	0	51	166.1	100.00%	100.00%	100.00%	100.00%
06:00	56	3	0	0	0	0	0	59	248.2	94.92%	100.00%	100.00%	100.00%
07:00	101	3	1	1	0	0	0	106	149.4	95.28%	98.11%	99.06%	100.00%
08:00	130	4	0	0	0	0	0	134	167.9	97.01%	100.00%	100.00%	100.00%
09:00	149	1	0	0	0	0	0	150	93.9	99.33%	100.00%	100.00%	100.00%
10:00	143	5	0	0	0	0	0	148	138.1	96.62%	100.00%	100.00%	100.00%
11:00	113	1	2	1	0	0	0	117	136.4	96.58%	97.44%	99.15%	100.00%
12:00	160	8	4	2	0	0	0	174	112.8	91.95%	96.55%	98.85%	100.00%
13:00	137	3	0	0	0	0	0	140	147.0	97.86%	100.00%	100.00%	100.00%
14:00	153	3	1	2	0	0	0	159	159.8	96.23%	98.11%	98.74%	100.00%
15:00	169	8	1	3	0	0	0	181	145.3	93.37%	97.79%	98.34%	100.00%
16:00	238	10	2	1	0	0	0	251	109.2	94.82%	98.80%	99.60%	100.00%
17:00	181	9	0	0	0	0	0	190	121.2	95.26%	100.00%	100.00%	100.00%
18:00	135	3	0	2	0	0	0	140	126.4	96.43%	98.57%	98.57%	100.00%
19:00	139	1	0	0	0	0	0	140	179.1	99.29%	100.00%	100.00%	100.00%
20:00	141	0	0	0	0	0	0	141	186.9	100.00%	100.00%	100.00%	100.00%
21:00	150	0	0	0	0	0	0	150	113.8	100.00%	100.00%	100.00%	100.00%
22:00	217	1	0	0	0	0	0	218	95.3	99.54%	100.00%	100.00%	100.00%
23:00	153	1	1	0	0	0	0	155	99.8	98.71%	99.35%	100.00%	100.00%
Total:	3,190	71	15	13	0	0	0	3,289	134.5	96.99%	99.15%	99.60%	100.00%
Overall %:	96.99%	2.16%	0.46%	0.40%	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 2025

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Report Date: 03/17/2025 12:08:09

Report Date From: 02/01/2025

Report Date To: 02/28/2025

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	17	0.52%
CNTX	20	0.61%
COIN	0	0.00%
No Class of Service	23	0.70%
OTHER	0	0.00%
PAYP	0	0.00%
PBX	0	0.00%
RESD	54	1.64%
TLMA	0	0.00%
Unparsed 911	0	0.00%
VOIP	650	19.76%
WPH0	3	0.09%
WPH1	186	5.66%
WPH2	2336	71.02%
TOTALS	3289	

Calls for Service (All Call Types)- Weighted Data

Agency	FEBRUARY	YTD	% of YTD
VT Rescue	161	232	1.04%
Blacksburg Rescue	281	579	2.58%
Christiansburg Rescue	397	795	3.55%
Long Shop McCoy Rescue	10	23	0.10%
Riner Rescue	13	26	0.12%
Montgomery County Fire & EMS	125	235	1.05%
Total Rescue Calls for Service	987	1890	8.44%
Blacksburg Fire	120	208	0.93%
Blacksburg Fire VT Campus	60	105	0.47%
Christiansburg Fire	229	344	1.54%
Elliston Fire	54	80	0.36%
Long Shop McCoy Fire	6	16	0.07%
Riner Fire	39	54	0.24%
Total Fire Calls For Service	508	807	3.60%
Montgomery Co Sheriff's Office	3103	6238	27.85%
Blacksburg Police	1903	3504	15.64%
Christiansburg Police	2602	5505	24.57%
Virginia Tech Police	2202	4458	19.90%
Total Law Enforcement Calls for Service	9810	19705	87.96%
Grand Total	11305	22402	100.00%

2025
YTD
Calls
for
Service-
Weighted

