

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: August 2025

Agency Affiliation: Emergency Communications

Report Date: 09/19/2025 08:47:18

Report Date From: 08/01/2025

Report Date To: 08/31/2025

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 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	86	1	0	0	0	0	0	87	194.2	98.85%	100.00%	100.00%	100.00%
01:00	43	0	0	0	0	0	0	43	227.0	100.00%	100.00%	100.00%	100.00%
02:00	48	0	0	0	0	0	0	48	239.3	100.00%	100.00%	100.00%	100.00%
03:00	38	0	0	0	0	0	0	38	203.0	100.00%	100.00%	100.00%	100.00%
04:00	42	0	0	0	0	0	0	42	157.8	100.00%	100.00%	100.00%	100.00%
05:00	37	0	0	0	0	0	0	37	150.8	100.00%	100.00%	100.00%	100.00%
06:00	72	0	0	0	0	0	0	72	122.3	100.00%	100.00%	100.00%	100.00%
07:00	79	4	0	0	0	0	0	83	122.7	95.18%	100.00%	100.00%	100.00%
08:00	116	2	1	1	0	0	0	120	130.8	96.67%	98.33%	99.17%	100.00%
09:00	129	3	0	1	0	0	0	133	117.6	96.99%	99.25%	99.25%	100.00%
10:00	135	5	1	0	0	0	0	141	143.6	95.74%	99.29%	100.00%	100.00%
11:00	155	6	1	0	0	0	0	162	124.3	95.68%	99.38%	100.00%	100.00%
12:00	142	9	2	8	0	0	0	161	118.4	88.20%	93.79%	95.03%	100.00%
13:00	184	3	0	0	0	0	0	187	123.0	98.40%	100.00%	100.00%	100.00%
14:00	190	5	2	0	0	0	0	197	113.1	96.45%	98.98%	100.00%	100.00%
15:00	146	5	1	0	0	0	0	152	136.7	96.05%	99.34%	100.00%	100.00%
16:00	152	8	1	0	0	0	0	161	105.2	94.41%	99.38%	100.00%	100.00%
17:00	178	13	2	1	0	0	0	194	147.4	91.75%	98.45%	99.48%	100.00%
18:00	157	7	1	1	0	0	0	166	130.7	94.58%	98.80%	99.40%	100.00%
19:00	141	0	0	0	0	0	0	141	175.4	100.00%	100.00%	100.00%	100.00%
20:00	162	0	0	0	0	0	0	162	162.7	100.00%	100.00%	100.00%	100.00%
21:00	207	1	0	0	0	0	0	208	98.3	99.52%	100.00%	100.00%	100.00%
22:00	171	0	0	0	0	0	0	171	127.3	100.00%	100.00%	100.00%	100.00%
23:00	171	2	0	0	0	0	0	173	115.5	98.84%	100.00%	100.00%	100.00%
Total:	2,981	74	12	12	0	0	0	3,079	134.6	96.82%	99.22%	99.61%	100.00%
Overall %:	96.82%	2.40%	0.39%	0.39%	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 2025

Agency Affiliation

Emergency Communications

Report Date: 09/19/2025 08:50:41

Report Date From: 08/01/2025

Report Date To: 08/31/2025

Period Group: Month

Call Type: 911 Calls

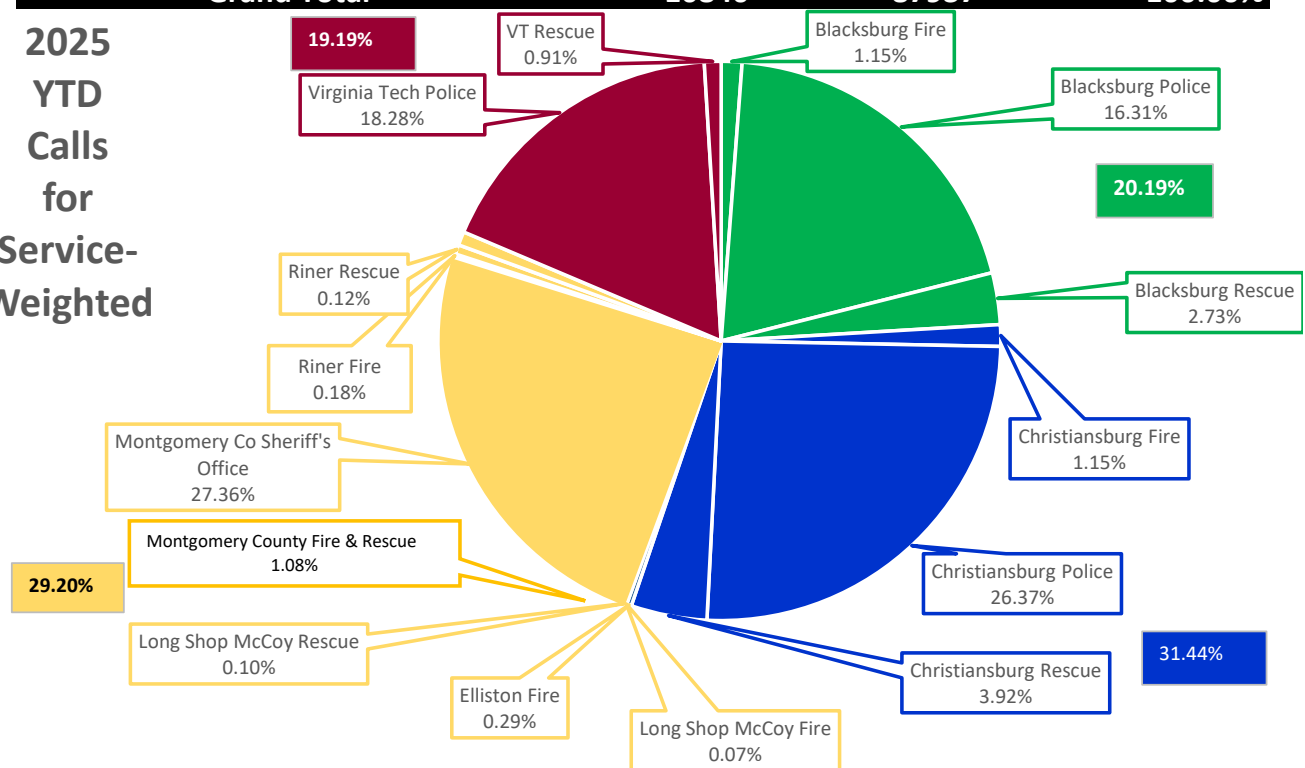
Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	17	0.55%
CNTX	3	0.10%
COIN	0	0.00%
No Class of Service	95	3.09%
OTHER	0	0.00%
PAYP	0	0.00%
PBX	0	0.00%
RESO	51	1.66%
TLMA	0	0.00%
Unparsed 911	0	0.00%
VOIP	611	19.84%
WPH0	3	0.10%
WPH1	167	5.42%
WPH2	2132	69.24%
TOTALS	3079	

<i>Calls for Service (All Call Types)- Weighted Data</i>			
Agency	AUGUST	YTD	% of YTD
VT Rescue	127	798	0.91%
Blacksburg Rescue	326	2398	2.73%
Christiansburg Rescue	398	3449	3.92%
Long Shop McCoy Rescue	11	87	0.10%
Riner Rescue	13	103	0.12%
Montgomery County Fire & EMS	127	946	1.08%
Total Rescue Calls for Service	1002	7781	8.85%
Blacksburg Fire	84	694	0.79%
Blacksburg Fire VT Campus	30	313	0.36%
Christiansburg Fire	100	1011	1.15%
Elliston Fire	25	253	0.29%
Long Shop McCoy Fire	7	60	0.07%
Riner Fire	12	157	0.18%
Total Fire Calls For Service	258	2488	2.83%
Montgomery Co Sheriff's Office	2836	24058	27.36%
Blacksburg Police	1894	14339	16.31%
Christiansburg Police	3037	23192	26.37%
Virginia Tech Police	1813	16079	18.28%
Total Law Enforcement Calls for Service	9580	77668	88.32%
Grand Total	10840	87937	100.00%

**2025
YTD
Calls
for
Service-
Weighted**



D O'Brien 08/21/2025