

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: November 2021

Agency Affiliation: Emergency Communications

Report Date: 12/06/2021 14:35:45

Report Date From: 11/01/2021

Report Date To: 11/30/2021

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	97	1	0	0	0	0	0	98	102.4	98.98 %	100.00 %	100.00 %	100.00 %
01:00	97	0	0	0	0	0	0	97	134.2	100.00 %	100.00 %	100.00 %	100.00 %
02:00	65	0	0	0	0	0	0	65	162.1	100.00 %	100.00 %	100.00 %	100.00 %
03:00	48	0	0	0	0	0	0	48	126.5	100.00 %	100.00 %	100.00 %	100.00 %
04:00	47	3	0	0	0	0	0	50	226.3	94.00 %	100.00 %	100.00 %	100.00 %
05:00	38	2	0	0	0	0	0	40	143.8	95.00 %	100.00 %	100.00 %	100.00 %
06:00	60	0	0	0	0	0	0	60	123.9	100.00 %	100.00 %	100.00 %	100.00 %
07:00	93	2	0	0	0	0	0	95	128.8	97.89 %	100.00 %	100.00 %	100.00 %
08:00	235	4	2	0	0	0	0	241	71.0	97.51 %	99.17 %	100.00 %	100.00 %
09:00	161	7	2	1	0	0	0	171	102.4	94.15 %	98.25 %	99.42 %	100.00 %
10:00	147	10	4	0	0	0	0	161	113.5	91.30 %	97.52 %	100.00 %	100.00 %
11:00	175	16	1	0	0	0	0	192	114.4	91.15 %	99.48 %	100.00 %	100.00 %
12:00	170	12	0	1	0	0	0	183	109.4	92.90 %	99.45 %	99.45 %	100.00 %
13:00	195	6	1	1	0	0	0	203	107.6	96.06 %	99.01 %	99.51 %	100.00 %
14:00	157	9	3	1	0	0	0	170	101.2	92.35 %	97.65 %	99.41 %	100.00 %
15:00	159	8	1	0	0	0	0	168	123.4	94.64 %	99.40 %	100.00 %	100.00 %
16:00	182	2	2	0	0	0	0	186	140.2	97.85 %	98.92 %	100.00 %	100.00 %
17:00	226	11	3	2	0	0	0	242	119.2	93.39 %	97.93 %	99.17 %	100.00 %
18:00	205	10	1	0	0	0	0	216	113.0	94.91 %	99.54 %	100.00 %	100.00 %
19:00	167	2	0	0	0	0	0	169	132.8	98.82 %	100.00 %	100.00 %	100.00 %
20:00	157	4	0	0	0	0	0	161	142.7	97.52 %	100.00 %	100.00 %	100.00 %
21:00	106	1	1	0	0	0	0	108	139.3	98.15 %	99.07 %	100.00 %	100.00 %
22:00	120	1	1	0	0	0	0	122	132.4	98.36 %	99.18 %	100.00 %	100.00 %
23:00	157	1	0	0	0	0	0	158	84.3	99.37 %	100.00 %	100.00 %	100.00 %
Total:	3,264	112	22	6	0	0	0	3,404	117.6	95.89 %	99.18 %	99.82 %	100.00 %
Overall %:	95.89%	3.29%	0.65%	0.18%	0.00%	0.00%	0.00%						

Class of Service

New River Valley Emergency Communications Regional Authority

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Report Date To: 11/30/2021

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	480	14.10 %
CNTX	22	0.65 %
COIN	0	0.00 %
No Class of Service	405	11.90 %
OTHER	2	0.06 %
PAYP	0	0.00 %
PBX	0	0.00 %
RESO	76	2.23 %
TLMA	0	0.00 %
Unparsed 911	0	0.00 %
VOIP	101	2.97 %
WPH0	0	0.00 %
WPH1	822	24.15 %
WPH2	1496	43.95 %
TOTALS	3404	

Calls for Service (All Call Types)- Raw Data

Agency	NOVEMBER 2021	YTD	% of YTD
Shawsville Rescue	58	841	0.81%
VT Rescue	122	1256	1.21%
Blacksburg Rescue	274	3190	3.06%
Christiansburg Rescue	424	4579	4.40%
Long Shop McCoy Rescue	4	118	0.11%
Riner Rescue	70	717	0.69%
Total Rescue Calls for Service	952	10701	10.28%
Blacksburg Fire	102	1192	1.15%
Christiansburg Fire	85	907	0.87%
Elliston Fire	22	239	0.23%
Long Shop McCoy Fire	7	80	0.08%
Riner Fire	12	150	0.14%
Total Fire Calls For Service	228	2568	2.47%
Montgomery Co Sheriff's Office	2630	27240	26.17%
Blacksburg Police	1279	16755	16.10%
Christiansburg Police	2533	26030	25.01%
Virginia Tech Police	1718	20801	19.98%
Total Law Enforcement Calls for Service	9340	90826	87.25%
Grand Total	10520	104095	100.00%

