

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: August 2023

Agency Affiliation: Emergency Communications

Report Date: 09/07/2023 14:18:19

Report Date From: 08/01/2023

Report Date To: 08/31/2023

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	104	1	0	0	0	0	0	105	163.5	99.05 %	100.00 %	100.00 %	100.00 %
01:00	83	1	0	0	0	0	0	84	198.0	98.81 %	100.00 %	100.00 %	100.00 %
02:00	62	1	0	0	0	0	0	63	156.5	98.41 %	100.00 %	100.00 %	100.00 %
03:00	34	1	0	0	0	0	0	35	247.8	97.14 %	100.00 %	100.00 %	100.00 %
04:00	34	0	0	0	0	0	0	34	190.7	100.00 %	100.00 %	100.00 %	100.00 %
05:00	25	0	0	0	0	0	0	25	162.7	100.00 %	100.00 %	100.00 %	100.00 %
06:00	57	2	0	0	0	0	0	59	137.0	96.61 %	100.00 %	100.00 %	100.00 %
07:00	97	0	0	0	0	0	0	97	119.9	100.00 %	100.00 %	100.00 %	100.00 %
08:00	167	5	0	0	0	0	0	172	85.9	97.09 %	100.00 %	100.00 %	100.00 %
09:00	176	3	0	0	0	0	0	179	103.0	98.32 %	100.00 %	100.00 %	100.00 %
10:00	159	8	2	1	0	0	0	170	106.0	93.53 %	98.24 %	99.41 %	100.00 %
11:00	187	9	2	0	0	0	0	198	119.0	94.44 %	98.99 %	100.00 %	100.00 %
12:00	193	7	1	0	0	0	0	201	103.5	96.02 %	99.50 %	100.00 %	100.00 %
13:00	223	6	0	0	0	0	0	229	96.8	97.38 %	100.00 %	100.00 %	100.00 %
14:00	251	8	2	0	0	0	0	261	91.2	96.17 %	99.23 %	100.00 %	100.00 %
15:00	201	15	1	0	0	0	0	217	128.5	92.63 %	99.54 %	100.00 %	100.00 %
16:00	165	9	0	1	0	0	0	175	122.7	94.29 %	99.43 %	99.43 %	100.00 %
17:00	187	5	2	2	0	0	0	196	123.1	95.41 %	97.96 %	98.98 %	100.00 %
18:00	157	7	0	0	0	0	0	164	136.7	95.73 %	100.00 %	100.00 %	100.00 %
19:00	156	2	0	0	0	0	0	158	195.3	98.73 %	100.00 %	100.00 %	100.00 %
20:00	143	5	2	0	0	0	0	150	153.3	95.33 %	98.67 %	100.00 %	100.00 %
21:00	132	2	0	0	0	0	0	134	174.7	98.51 %	100.00 %	100.00 %	100.00 %
22:00	152	1	1	0	0	0	0	154	135.6	98.70 %	99.35 %	100.00 %	100.00 %
23:00	110	1	0	0	0	0	0	111	147.4	99.10 %	100.00 %	100.00 %	100.00 %
Total:	3,255	99	13	4	0	0	0	3,371	128.9	96.56 %	99.50 %	99.88 %	100.00 %
Overall %:	96.56%	2.94%	0.39%	0.12%	0.00%	0.00%	0.00%						

Class of Service

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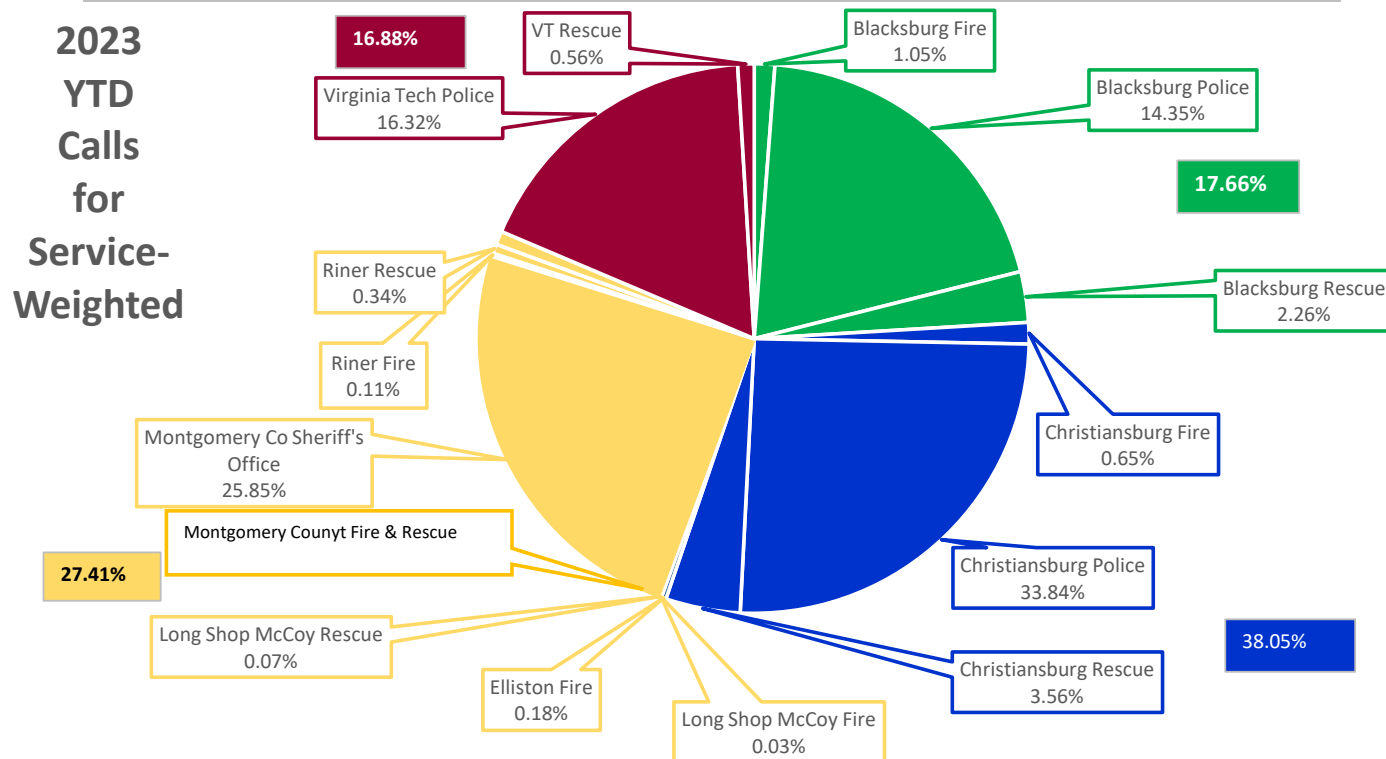
Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	444	13.17 %
CNTX	26	0.77 %
COIN	0	0.00 %
No Class of Service	74	2.20 %
OTHER	4	0.12 %
PAYP	0	0.00 %
PBX	3	0.09 %
RESO	56	1.66 %
TLMA	0	0.00 %
Unparsed 911	0	0.00 %
VOIP	178	5.28 %
WPH0	1	0.03 %
WPH1	516	15.31 %
WPH2	2069	61.38 %
TOTALS	3371	

<i>Calls for Service (All Call Types)- Weighted Data</i>			
Agency	AUGUST	YTD	% of YTD
VT Rescue	159	498	0.56%
Blacksburg Rescue	318	2017	2.26%
Christiansburg Rescue	382	3169	3.56%
Long Shop McCoy Rescue	9	62	0.07%
Riner Rescue	7	300	0.34%
Montgomery County Fire & EMS	103	736	0.83%
Total Rescue Calls for Service	978	6782	7.61%
Blacksburg Fire	100	617	0.69%
Blacksburg Fire VT Campus	38	323	0.36%
Christiansburg Fire	100	582	0.65%
Elliston Fire	22	159	0.18%
Long Shop McCoy Fire	2	28	0.03%
Riner Fire	10	100	0.11%
Total Fire Calls For Service	272	1809	2.03%
Montgomery Co Sheriff's Office	2545	23023	25.85%
Blacksburg Police	1802	12784	14.35%
Christiansburg Police	4093	30138	33.84%
Virginia Tech Police	2269	14535	16.32%
Total Law Enforcement Calls for Service	10709	80480	90.35%
Grand Total	11959	89071	100.00%



D O'Brien 09/08/2023