

# PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: January 2025

Agency Affiliation: Emergency Communications

Report Date: 02/20/2025 10:57:16

Report Date From: 01/01/2025

Report Date To: 01/31/2025

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	49	0	0	0	0	0	0	49	259.6	100.00%	100.00%	100.00%	100.00%
01:00	60	0	0	0	0	0	0	60	184.5	100.00%	100.00%	100.00%	100.00%
02:00	37	0	0	0	0	0	0	37	221.5	100.00%	100.00%	100.00%	100.00%
03:00	26	0	0	0	0	0	0	26	204.3	100.00%	100.00%	100.00%	100.00%
04:00	36	0	0	0	0	0	0	36	221.3	100.00%	100.00%	100.00%	100.00%
05:00	29	0	0	0	0	0	0	29	315.1	100.00%	100.00%	100.00%	100.00%
06:00	71	0	0	0	0	0	0	71	105.1	100.00%	100.00%	100.00%	100.00%
07:00	78	2	0	0	0	0	0	80	128.0	97.50%	100.00%	100.00%	100.00%
08:00	90	2	1	0	0	0	0	93	153.5	96.77%	98.92%	100.00%	100.00%
09:00	104	2	0	0	0	0	0	106	137.8	98.11%	100.00%	100.00%	100.00%
10:00	94	2	1	0	0	0	0	97	130.2	96.91%	98.97%	100.00%	100.00%
11:00	130	4	0	0	0	0	0	134	139.2	97.01%	100.00%	100.00%	100.00%
12:00	108	4	0	0	0	0	0	112	116.0	96.43%	100.00%	100.00%	100.00%
13:00	121	1	0	0	0	0	0	122	119.3	99.18%	100.00%	100.00%	100.00%
14:00	142	3	0	0	0	0	0	145	128.2	97.93%	100.00%	100.00%	100.00%
15:00	150	1	1	0	0	0	0	152	132.9	98.68%	99.34%	100.00%	100.00%
16:00	142	9	0	0	0	0	0	151	144.3	94.04%	100.00%	100.00%	100.00%
17:00	166	11	3	3	1	0	0	184	126.7	90.22%	96.20%	97.83%	99.46%
18:00	139	9	0	0	0	0	0	148	138.6	93.92%	100.00%	100.00%	100.00%
19:00	100	0	0	0	0	0	0	100	191.9	100.00%	100.00%	100.00%	100.00%
20:00	123	1	0	0	0	0	0	124	152.7	99.19%	100.00%	100.00%	100.00%
21:00	102	2	0	0	0	0	0	104	157.5	98.08%	100.00%	100.00%	100.00%
22:00	140	0	0	0	0	0	0	140	111.1	100.00%	100.00%	100.00%	100.00%
23:00	83	0	0	0	0	0	0	83	213.0	100.00%	100.00%	100.00%	100.00%
<b>Total:</b>	<b>2,320</b>	<b>53</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2,383</b>	<b>147.7</b>	<b>97.36%</b>	<b>99.58%</b>	<b>99.83%</b>	<b>99.96%</b>
<b>Overall %:</b>	<b>97.36%</b>	<b>2.22%</b>	<b>0.25%</b>	<b>0.13%</b>	<b>0.04%</b>	<b>0.00%</b>	<b>0.00%</b>						

# Class of Service

## New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: January 2025

Agency Affiliation: Emergency Communications

Report Date: 02/20/2025 11:01:06

Report Date From: 01/01/2025

Report Date To: 01/31/2025

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	20	0.84%
CNTX	18	0.76%
COIN	0	0.00%
No Class of Service	26	1.09%
OTHER	0	0.00%
PAYP	0	0.00%
PBX	1	0.04%
RESD	41	1.72%
TLMA	0	0.00%
Unparsed 911	0	0.00%
VOIP	296	12.42%
WPH0	0	0.00%
WPH1	147	6.17%
WPH2	1834	76.96%
<b>TOTALS</b>	<b>2383</b>	

## Calls for Service (All Call Types)- Weighted Data

Agency	JANUARY	YTD	% of YTD
VT Rescue	71	71	0.64%
Blacksburg Rescue	298	298	2.69%
Christiansburg Rescue	398	398	3.59%
Long Shop McCoy Rescue	13	13	0.12%
Riner Rescue	13	13	0.12%
Montgomery County Fire & EMS	110	110	0.99%
<b>Total Rescue Calls for Service</b>	<b>903</b>	<b>903</b>	<b>8.14%</b>
Blacksburg Fire	88	88	0.79%
Blacksburg Fire VT Campus	45	45	0.41%
Christiansburg Fire	115	115	1.04%
Elliston Fire	26	26	0.23%
Long Shop McCoy Fire	10	10	0.09%
Riner Fire	15	15	0.14%
<b>Total Fire Calls For Service</b>	<b>299</b>	<b>299</b>	<b>2.69%</b>
Montgomery Co Sheriff's Office	3135	3135	28.25%
Blacksburg Police	1601	1601	14.43%
Christiansburg Police	2903	2903	26.16%
Virginia Tech Police	2256	2256	20.33%
<b>Total Law Enforcement Calls for Service</b>	<b>9895</b>	<b>9895</b>	<b>89.17%</b>
<b>Grand Total</b>	<b>11097</b>	<b>11097</b>	<b>100.00%</b>

2025 YTD Calls for Service-Weighted

