

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: March 2025

Agency Affiliation: Emergency Communications

Report Date: 04/18/2025 08:51:07

Report Date From: 03/01/2025

Report Date To: 03/31/2025

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	79	0	0	0	0	0	0	79	163.9	100.00%	100.00%	100.00%	100.00%
01:00	59	0	0	0	0	0	0	59	202.9	100.00%	100.00%	100.00%	100.00%
02:00	55	0	0	0	0	0	0	55	164.6	100.00%	100.00%	100.00%	100.00%
03:00	59	0	0	0	0	0	0	59	232.2	100.00%	100.00%	100.00%	100.00%
04:00	43	0	0	0	0	0	0	43	155.4	100.00%	100.00%	100.00%	100.00%
05:00	46	0	0	0	0	0	0	46	183.0	100.00%	100.00%	100.00%	100.00%
06:00	47	0	0	0	0	0	0	47	174.4	100.00%	100.00%	100.00%	100.00%
07:00	58	1	0	0	0	0	0	59	186.9	98.31%	100.00%	100.00%	100.00%
08:00	91	3	0	0	0	0	0	94	147.8	96.81%	100.00%	100.00%	100.00%
09:00	96	2	0	0	0	0	0	98	148.6	97.96%	100.00%	100.00%	100.00%
10:00	135	1	0	0	0	0	0	136	107.6	99.26%	100.00%	100.00%	100.00%
11:00	158	1	0	0	0	0	0	159	99.4	99.37%	100.00%	100.00%	100.00%
12:00	165	8	0	0	0	0	0	173	143.9	95.38%	100.00%	100.00%	100.00%
13:00	192	8	2	0	0	0	0	202	109.5	95.05%	99.01%	100.00%	100.00%
14:00	146	5	2	1	0	0	0	154	136.3	94.81%	98.05%	99.35%	100.00%
15:00	200	16	1	5	1	0	0	223	113.1	89.69%	96.86%	97.31%	99.55%
16:00	160	5	2	0	0	0	0	167	135.3	95.81%	98.80%	100.00%	100.00%
17:00	126	7	1	1	0	0	0	135	157.8	93.33%	98.52%	99.26%	100.00%
18:00	148	8	4	2	0	0	0	162	158.4	91.36%	96.30%	98.77%	100.00%
19:00	139	5	3	10	2	0	0	159	146.4	87.42%	90.57%	92.45%	98.74%
20:00	172	1	0	0	0	0	0	173	144.9	99.42%	100.00%	100.00%	100.00%
21:00	216	1	0	1	0	0	0	218	87.3	99.08%	99.54%	99.54%	100.00%
22:00	161	1	0	1	0	0	0	163	129.8	98.77%	99.39%	99.39%	100.00%
23:00	83	1	0	0	0	0	0	84	167.4	98.81%	100.00%	100.00%	100.00%
Total:	2,834	74	15	21	3	0	0	2,947	137.9	96.17%	98.68%	99.19%	99.90%
Overall %:	96.17%	2.51%	0.51%	0.71%	0.10%	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: March 2025

Agency Affiliation: Emergency Communications

Report Date: 04/22/2025 12:26:22

Report Date From: 04/01/2024

Report Date To: 03/31/2025

Period Group: Month

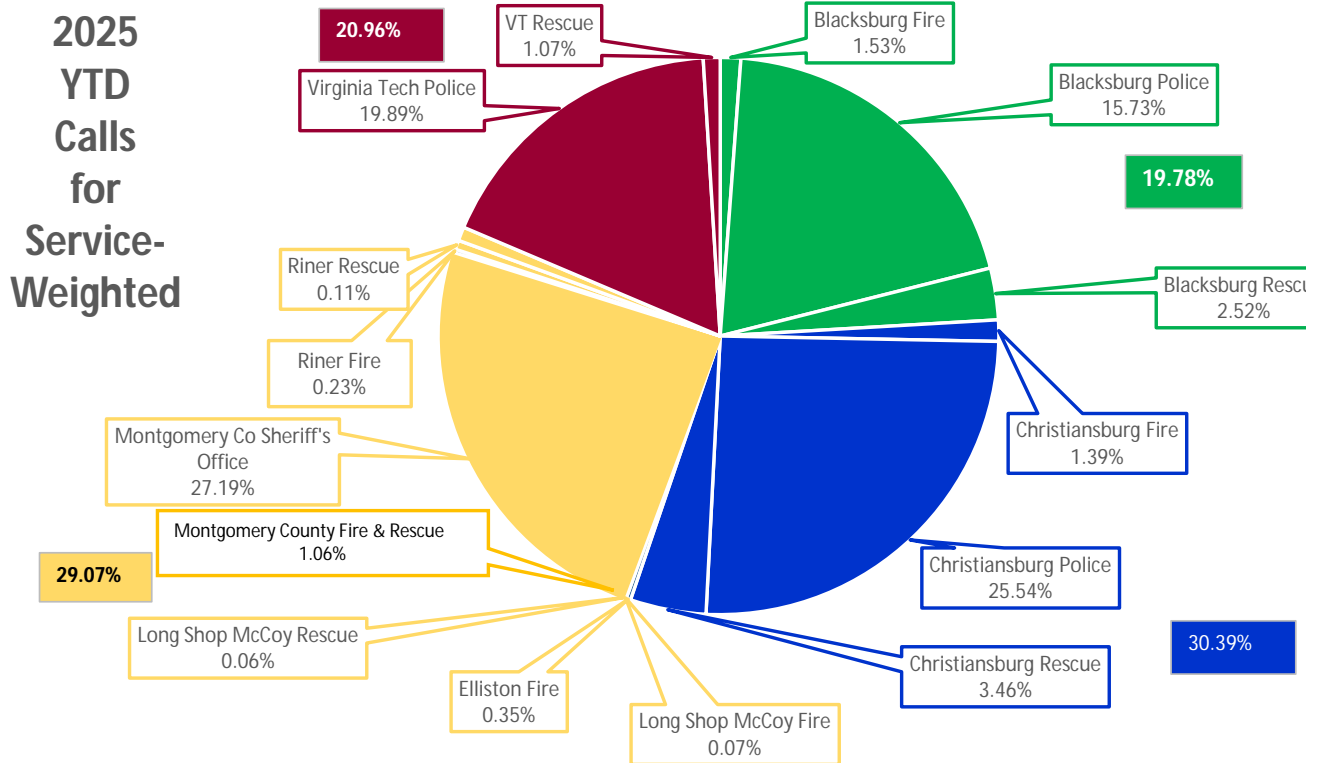
Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	22	0.75%
CNTX	19	0.64%
COIN	0	0.00%
No Class of Service	12	0.41%
OTHER	0	0.00%
PAYP	0	0.00%
PBX	0	0.00%
RESD	36	1.22%
TLMA	0	0.00%
Unparsed 911	0	0.00%
VOIP	482	16.36%
WPH0	2	0.07%
WPH1	181	6.14%
WPH2	2193	74.41%
TOTALS	2947	

Calls for Service (All Call Types)- Weighted Data				
Agency	MARCH	YTD	% of YTD	
VT Rescue	132	364	1.07%	
Blacksburg Rescue	281	860	2.52%	
Christiansburg Rescue	382	1177	3.46%	
Long Shop McCoy Rescue	6	29	0.09%	
Riner Rescue	13	39	0.11%	
Montgomery County Fire & EMS	127	362	1.06%	
Total Rescue Calls for Service	941	2831	8.31%	
Blacksburg Fire	91	299	0.88%	
Blacksburg Fire VT Campus	48	153	0.45%	
Christiansburg Fire	128	472	1.39%	
Elliston Fire	38	118	0.35%	
Long Shop McCoy Fire	5	21	0.06%	
Riner Fire	24	78	0.23%	
Total Fire Calls For Service	334	1141	3.35%	
Montgomery Co Sheriff's Office	3023	9261	27.19%	
Blacksburg Police	1853	5357	15.73%	
Christiansburg Police	3194	8699	25.54%	
Virginia Tech Police	2317	6775	19.89%	
Total Law Enforcement Calls for Service	10387	30092	88.34%	
Grand Total	11662	34064	100.00%	



D O'Brien 04/18/2025