

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: April 2025

Agency Affiliation: Emergency Communications

Report Date: 05/27/2025 13:43:53

Report Date From: 04/01/2025

Report Date To: 04/30/2025

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	223	0	0	1	0	0	0	224	88.1	99.55%	99.55%	99.55%	100.00%
01:00	111	0	0	0	0	0	0	111	106.7	100.00%	100.00%	100.00%	100.00%
02:00	41	0	0	0	0	0	0	41	243.8	100.00%	100.00%	100.00%	100.00%
03:00	36	0	0	0	0	0	0	36	205.1	100.00%	100.00%	100.00%	100.00%
04:00	28	0	0	0	0	0	0	28	174.4	100.00%	100.00%	100.00%	100.00%
05:00	26	0	0	0	0	0	0	26	273.5	100.00%	100.00%	100.00%	100.00%
06:00	60	0	0	0	0	0	0	60	112.9	100.00%	100.00%	100.00%	100.00%
07:00	75	2	0	0	0	0	0	77	179.9	97.40%	100.00%	100.00%	100.00%
08:00	108	2	1	0	0	0	0	111	131.5	97.30%	99.10%	100.00%	100.00%
09:00	106	5	0	1	0	0	0	112	151.0	94.64%	99.11%	99.11%	100.00%
10:00	132	4	2	3	0	0	0	141	149.3	93.62%	96.45%	97.87%	100.00%
11:00	123	3	0	1	0	0	0	127	149.9	96.85%	99.21%	99.21%	100.00%
12:00	132	3	0	0	0	0	0	135	137.5	97.78%	100.00%	100.00%	100.00%
13:00	137	4	0	1	1	0	0	143	110.2	95.80%	98.60%	98.60%	99.30%
14:00	150	5	1	1	0	0	0	157	133.6	95.54%	98.73%	99.36%	100.00%
15:00	181	10	4	5	0	0	0	200	125.5	90.50%	95.50%	97.50%	100.00%
16:00	166	5	1	3	0	0	0	175	139.2	94.86%	97.71%	98.29%	100.00%
17:00	157	12	3	2	0	0	0	174	147.3	90.23%	97.13%	98.85%	100.00%
18:00	155	5	0	0	0	0	0	160	142.4	96.88%	100.00%	100.00%	100.00%
19:00	168	2	1	0	0	0	0	171	167.8	98.25%	99.42%	100.00%	100.00%
20:00	127	1	0	0	0	0	0	128	147.4	99.22%	100.00%	100.00%	100.00%
21:00	118	3	0	0	0	0	0	121	184.6	97.52%	100.00%	100.00%	100.00%
22:00	93	3	0	0	0	0	0	96	162.0	96.88%	100.00%	100.00%	100.00%
23:00	144	0	0	0	0	0	0	144	102.4	100.00%	100.00%	100.00%	100.00%
Total:	2,797	69	13	18	1	0	0	2,898	140.3	96.51%	98.90%	99.34%	99.97%
Overall %:	96.51%	2.38%	0.45%	0.62%	0.03%	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: April 2025

Agency Affiliation: Emergency Communications

Report Date: 05/23/2025 13:47:33

Report Date From: 04/01/2025

Report Date To: 04/30/2025

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	16	0.55%
CNTX	20	0.69%
COIN	0	0.00%
No Class of Service	7	0.24%
OTHER	0	0.00%
PAYP	0	0.00%
PBX	0	0.00%
RESD	42	1.45%
TLMA	0	0.00%
Unparsed 911	0	0.00%
VOIP	523	18.05%
WPH0	3	0.10%
WPH1	147	5.07%
WPH2	2140	73.84%
TOTALS	2898	

Calls for Service (All Call Types)- Weighted Data

Agency	APRIL	YTD	% of YTD
VT Rescue	145	509	1.11%
Blacksburg Rescue	343	1203	2.62%
Christiansburg Rescue	365	1542	3.36%
Long Shop McCoy Rescue	11	40	0.09%
Riner Rescue	15	54	0.12%
Montgomery County Fire & EMS	111	473	1.03%
Total Rescue Calls for Service	990	3821	8.32%
Blacksburg Fire	89	388	0.84%
Blacksburg Fire VT Campus	37	190	0.41%
Christiansburg Fire	87	559	1.22%
Elliston Fire	18	136	0.30%
Long Shop McCoy Fire	6	27	0.06%
Riner Fire	19	97	0.21%
Total Fire Calls For Service	256	1397	3.04%
Montgomery Co Sheriff's Office	2828	12089	26.33%
Blacksburg Police	2094	7451	16.23%
Christiansburg Police	3089	11788	25.67%
Virginia Tech Police	2599	9374	20.41%
Total Law Enforcement Calls for Service	10610	40702	88.64%
Grand Total	11856	45920	100.00%

2025
YTD
Calls
for
Service-
Weighted

