

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: March 2026

Agency Affiliation: Emergency Communications

Report Date: 04/01/2026 15:37:29

Report Date From: 03/01/2026

Report Date To: 03/31/2026

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

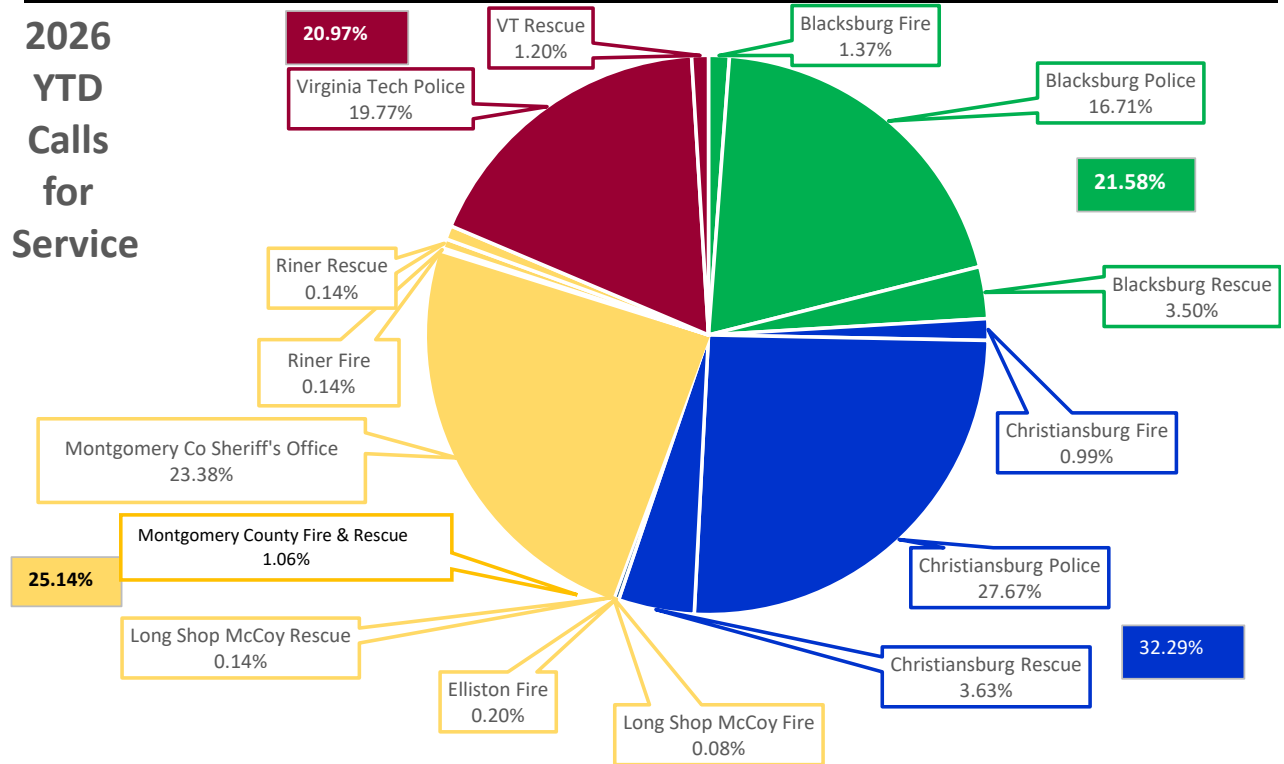
The PSAP Answer Time Report is representative of the caller's answer time experience. Seizure-to-Answer Time is measured from the time of call seizure to the time of agent answer. Times shown include Setup, and may include Queue Seconds and/or Ring Seconds depending on PSAP configuration.

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	72	0	0	0	0	0	0	72	181.3	100.00%	100.00%	100.00%	100.00%
01:00	83	1	0	0	0	0	0	84	193.2	98.81%	100.00%	100.00%	100.00%
02:00	150	0	0	0	0	0	0	150	102.7	100.00%	100.00%	100.00%	100.00%
03:00	41	0	0	0	0	0	0	41	175.5	100.00%	100.00%	100.00%	100.00%
04:00	24	0	0	0	0	0	0	24	222.6	100.00%	100.00%	100.00%	100.00%
05:00	32	0	0	0	0	0	0	32	241.5	100.00%	100.00%	100.00%	100.00%
06:00	50	0	0	0	0	0	0	50	251.5	100.00%	100.00%	100.00%	100.00%
07:00	70	0	0	0	0	0	0	70	136.0	100.00%	100.00%	100.00%	100.00%
08:00	113	0	0	0	0	0	0	113	130.6	100.00%	100.00%	100.00%	100.00%
09:00	211	3	2	0	0	0	0	216	83.5	97.69%	99.07%	100.00%	100.00%
10:00	244	3	3	0	0	0	0	250	84.2	97.60%	98.80%	100.00%	100.00%
11:00	137	2	0	0	0	0	0	139	123.1	98.56%	100.00%	100.00%	100.00%
12:00	136	3	0	0	0	0	0	139	118.7	97.84%	100.00%	100.00%	100.00%
13:00	159	1	0	0	0	0	0	160	101.9	99.38%	100.00%	100.00%	100.00%
14:00	140	0	1	1	0	0	0	142	125.0	98.59%	98.59%	99.30%	100.00%
15:00	168	3	0	0	0	0	0	171	117.8	98.25%	100.00%	100.00%	100.00%
16:00	173	4	1	0	0	0	0	178	141.3	97.19%	99.44%	100.00%	100.00%
17:00	132	4	0	0	0	0	0	136	134.3	97.06%	100.00%	100.00%	100.00%
18:00	136	5	1	1	0	0	0	143	193.7	95.10%	98.60%	99.30%	100.00%
19:00	145	2	1	0	0	0	0	148	177.9	97.97%	99.32%	100.00%	100.00%
20:00	148	4	0	0	0	0	0	152	185.3	97.37%	100.00%	100.00%	100.00%
21:00	83	1	0	0	0	0	0	84	162.4	98.81%	100.00%	100.00%	100.00%
22:00	73	1	0	0	0	0	0	74	216.5	98.65%	100.00%	100.00%	100.00%
23:00	97	0	0	0	0	0	0	97	214.9	100.00%	100.00%	100.00%	100.00%
Total:	2,817	37	9	2	0	0	0	2,865	141.3	98.32%	99.62%	99.93%	100.00%
Overall %:	98.32%	1.29%	0.31%	0.07%	0.00%	0.00%	0.00%						

Calls for Service (All Call Types)- Weighted Data

Agency	MARCH	YTD	% of YTD
VT Rescue	142	357	1.20%
Blacksburg Rescue	331	1040	3.50%
Christiansburg Rescue	362	1078	3.63%
Long Shop McCoy Rescue	11	41	0.14%
Riner Rescue	7	43	0.14%
Montgomery County Fire & EMS	118	314	1.06%
Total Rescue Calls for Service	971	2873	9.68%
Blacksburg Fire	77	279	0.94%
Blacksburg Fire VT Campus	57	128	0.43%
Christiansburg Fire	97	294	0.99%
Elliston Fire	26	60	0.20%
Long Shop McCoy Fire	10	24	0.08%
Riner Fire	14	41	0.14%
Total Fire Calls For Service	281	826	2.78%
Montgomery Co Sheriff's Office	2642	6937	23.38%
Blacksburg Police	1702	4959	16.71%
Christiansburg Police	3054	8211	27.67%
Virginia Tech Police	2045	5866	19.77%
Total Law Enforcement Calls for Service	9443	25973	87.53%
Grand Total	10695	29672	100.00%

**2026
YTD
Calls
for
Service**



4/22/2026