

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year:

April 2026

Agency Affiliation

Emergency Communications

Report Date: 05/27/2026 13:44:08

Report Date From: 04/01/2026

Report Date To: 04/30/2026

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

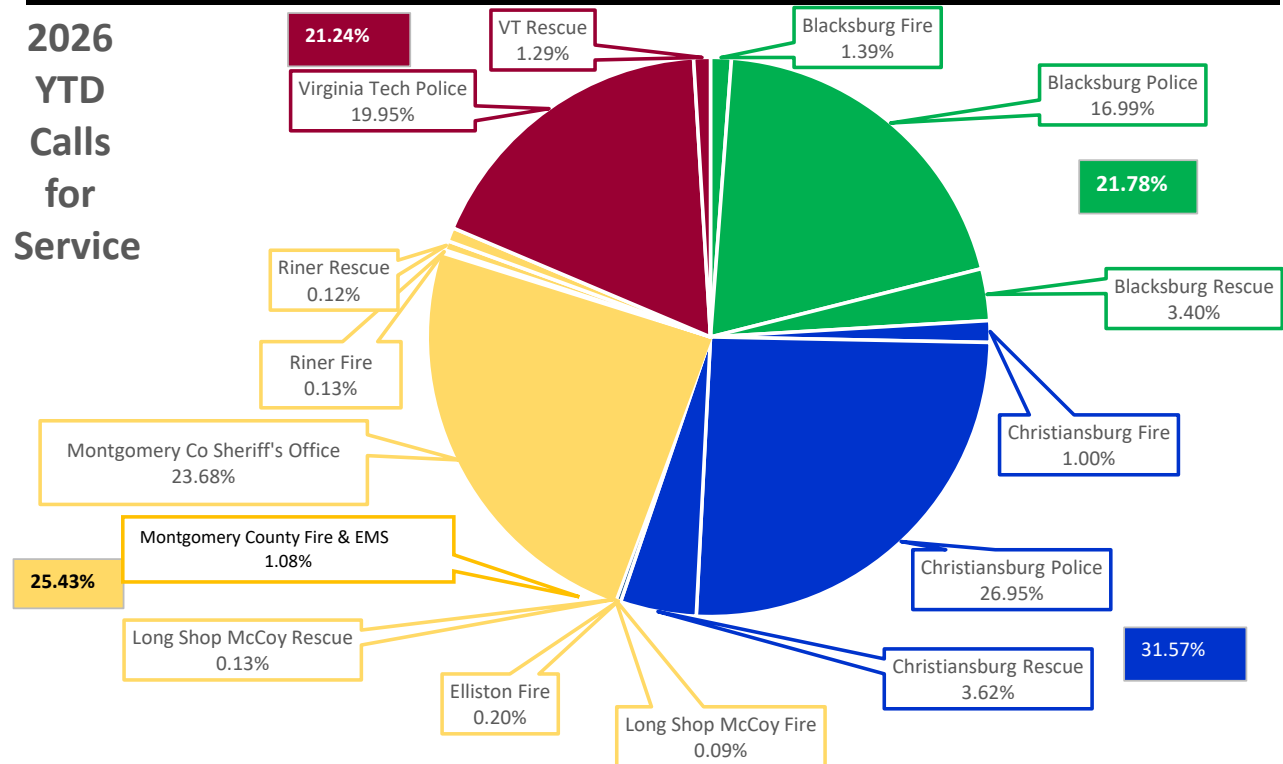
Agency Affiliation: All

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	170	2	0	0	0	0	0	172	109.4	98.84%	100.00%	100.00%	100.00%
01:00	95	1	0	0	0	0	0	96	180.9	98.96%	100.00%	100.00%	100.00%
02:00	50	0	0	0	0	0	0	50	243.9	100.00%	100.00%	100.00%	100.00%
03:00	35	0	0	0	0	0	0	35	209.3	100.00%	100.00%	100.00%	100.00%
04:00	31	0	0	0	0	0	0	31	189.0	100.00%	100.00%	100.00%	100.00%
05:00	39	0	0	0	0	0	0	39	214.9	100.00%	100.00%	100.00%	100.00%
06:00	84	0	1	0	0	0	0	85	145.9	98.82%	98.82%	100.00%	100.00%
07:00	64	3	0	0	0	0	0	67	170.7	95.52%	100.00%	100.00%	100.00%
08:00	122	0	0	0	0	0	0	122	76.1	100.00%	100.00%	100.00%	100.00%
09:00	282	0	0	0	0	0	0	282	56.8	100.00%	100.00%	100.00%	100.00%
10:00	117	3	1	0	0	0	0	121	142.3	96.69%	99.17%	100.00%	100.00%
11:00	150	1	0	0	0	0	0	151	127.7	99.34%	100.00%	100.00%	100.00%
12:00	198	3	0	0	0	0	0	201	89.2	98.51%	100.00%	100.00%	100.00%
13:00	170	7	2	1	0	0	0	180	127.6	94.44%	98.33%	99.44%	100.00%
14:00	156	2	0	0	0	0	0	158	118.6	98.73%	100.00%	100.00%	100.00%
15:00	177	5	1	1	0	0	0	184	111.6	96.20%	98.91%	99.46%	100.00%
16:00	170	5	0	0	0	0	0	175	143.2	97.14%	100.00%	100.00%	100.00%
17:00	174	7	1	2	0	0	0	184	137.5	94.57%	98.37%	98.91%	100.00%
18:00	169	3	1	3	0	0	0	176	140.9	96.02%	97.73%	98.30%	100.00%
19:00	148	1	0	0	0	0	0	149	172.3	99.33%	100.00%	100.00%	100.00%
20:00	121	4	0	0	0	0	0	125	166.5	96.80%	100.00%	100.00%	100.00%
21:00	125	5	0	0	0	0	0	130	173.1	96.15%	100.00%	100.00%	100.00%
22:00	128	0	0	0	0	0	0	128	167.4	100.00%	100.00%	100.00%	100.00%
23:00	102	0	0	0	0	0	0	102	224.2	100.00%	100.00%	100.00%	100.00%
Total:	3,077	52	7	7	0	0	0	3,143	135.0	97.90%	99.55%	99.78%	100.00%
Overall %:	97.90%	1.65%	0.22%	0.22%	0.00%	0.00%	0.00%						

<i>Calls for Service (All Call Types)- Weighted Data</i>				
Agency	APRIL	YTD	% of YTD	
VT Rescue	158	515	1.29%	
Blacksburg Rescue	315	1355	3.40%	
Christiansburg Rescue	363	1441	3.62%	
Long Shop McCoy Rescue	9	50	0.13%	
Riner Rescue	4	47	0.12%	
Montgomery County Fire & EMS	116	430	1.08%	
Total Rescue Calls for Service	965	3838	9.63%	
Blacksburg Fire	96	375	0.94%	
Blacksburg Fire VT Campus	50	178	0.45%	
Christiansburg Fire	103	397	1.00%	
Elliston Fire	19	79	0.20%	
Long Shop McCoy Fire	10	34	0.09%	
Riner Fire	9	50	0.13%	
Total Fire Calls For Service	287	1113	2.79%	
Montgomery Co Sheriff's Office	2503	9440	23.68%	
Blacksburg Police	1813	6772	16.99%	
Christiansburg Police	2531	10742	26.95%	
Virginia Tech Police	2087	7953	19.95%	
Total Law Enforcement Calls for Service	8934	34907	87.58%	
Grand Total	10186	39858	100.00%	

**2026
YTD
Calls
for
Service**



5/28/2026