

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year:

May 2026

Agency Affiliation

Emergency Communications

Report Date: 07/02/2026 09:32:16

Report Date From: 05/01/2026

Report Date To: 05/31/2026

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

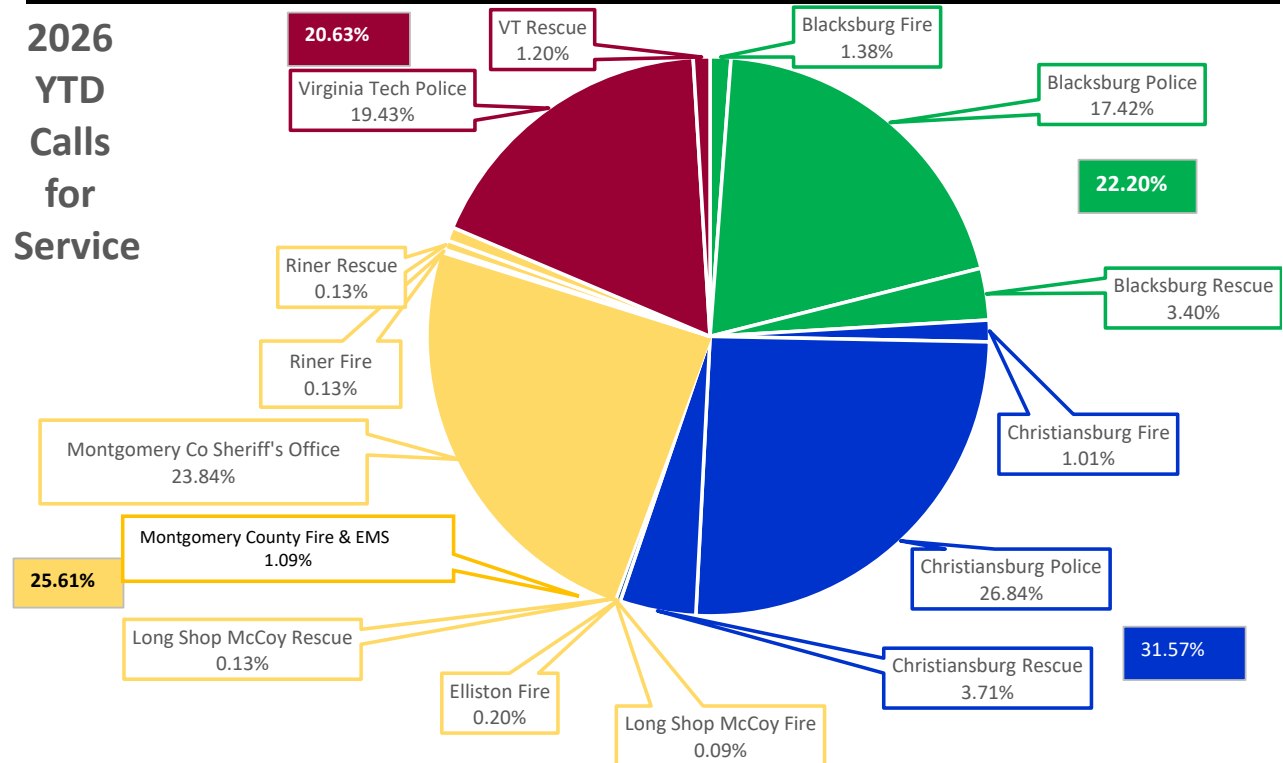
Agency Affiliation: All

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	143	0	0	0	0	0	0	143	106.6	100.00%	100.00%	100.00%	100.00%
01:00	96	0	0	0	0	0	0	96	164.4	100.00%	100.00%	100.00%	100.00%
02:00	76	1	0	0	0	0	0	77	226.6	98.70%	100.00%	100.00%	100.00%
03:00	36	1	0	0	0	0	0	37	284.5	97.30%	100.00%	100.00%	100.00%
04:00	43	0	0	0	0	0	0	43	158.3	100.00%	100.00%	100.00%	100.00%
05:00	30	1	0	0	0	0	0	31	201.4	96.77%	100.00%	100.00%	100.00%
06:00	32	0	0	0	0	0	0	32	157.6	100.00%	100.00%	100.00%	100.00%
07:00	85	0	0	0	0	0	0	85	145.8	100.00%	100.00%	100.00%	100.00%
08:00	141	5	1	0	0	0	0	147	91.9	95.92%	99.32%	100.00%	100.00%
09:00	209	2	0	0	0	0	0	211	78.6	99.05%	100.00%	100.00%	100.00%
10:00	141	2	0	0	0	0	0	143	134.7	98.60%	100.00%	100.00%	100.00%
11:00	183	6	0	2	0	0	0	191	131.6	95.81%	98.95%	98.95%	100.00%
12:00	194	4	1	2	0	0	0	201	115.5	96.52%	98.51%	99.00%	100.00%
13:00	148	2	0	0	0	0	0	150	125.8	98.67%	100.00%	100.00%	100.00%
14:00	149	3	1	0	0	0	0	153	142.0	97.39%	99.35%	100.00%	100.00%
15:00	150	5	1	0	0	0	0	156	133.4	96.15%	99.36%	100.00%	100.00%
16:00	175	1	0	0	0	0	0	176	145.4	99.43%	100.00%	100.00%	100.00%
17:00	191	3	0	0	0	0	0	194	137.6	98.45%	100.00%	100.00%	100.00%
18:00	173	4	0	0	0	0	0	177	157.6	97.74%	100.00%	100.00%	100.00%
19:00	112	0	1	0	0	0	0	113	158.8	99.12%	99.12%	100.00%	100.00%
20:00	134	2	0	0	0	0	0	136	162.0	98.53%	100.00%	100.00%	100.00%
21:00	121	0	0	0	0	0	0	121	185.3	100.00%	100.00%	100.00%	100.00%
22:00	108	1	0	0	0	0	0	109	163.9	99.08%	100.00%	100.00%	100.00%
23:00	87	1	0	0	0	0	0	88	167.6	98.86%	100.00%	100.00%	100.00%
Total:	2,957	44	5	4	0	0	0	3,010	140.8	98.24%	99.70%	99.87%	100.00%
Overall %:	98.24%	1.46%	0.17%	0.13%	0.00%	0.00%	0.00%						

<i>Calls for Service (All Call Types)- Weighted Data</i>				
Agency	MAY	YTD	% of YTD	
VT Rescue	82	597	1.20%	
Blacksburg Rescue	335	1690	3.40%	
Christiansburg Rescue	403	1844	3.71%	
Long Shop McCoy Rescue	13	63	0.13%	
Riner Rescue	20	67	0.13%	
Montgomery County Fire & EMS	113	543	1.09%	
Total Rescue Calls for Service	966	4804	9.66%	
Blacksburg Fire	103	478	0.96%	
Blacksburg Fire VT Campus	32	210	0.42%	
Christiansburg Fire	103	500	1.01%	
Elliston Fire	20	99	0.20%	
Long Shop McCoy Fire	9	43	0.09%	
Riner Fire	13	63	0.13%	
Total Fire Calls For Service	280	1393	2.80%	
Montgomery Co Sheriff's Office	2411	11852	23.84%	
Blacksburg Police	1889	8661	17.42%	
Christiansburg Police	2602	13343	26.84%	
Virginia Tech Police	1707	9660	19.43%	
Total Law Enforcement Calls for Service	8609	43516	87.53%	
Grand Total	9855	49713	100.00%	

**2026
YTD
Calls
for
Service**



7/2/2026