

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year:

June 2026

Agency Affiliation

Emergency Communications

Report Date: 07/02/2026 09:33:01

Report Date From: 06/01/2026

Report Date To: 06/30/2026

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

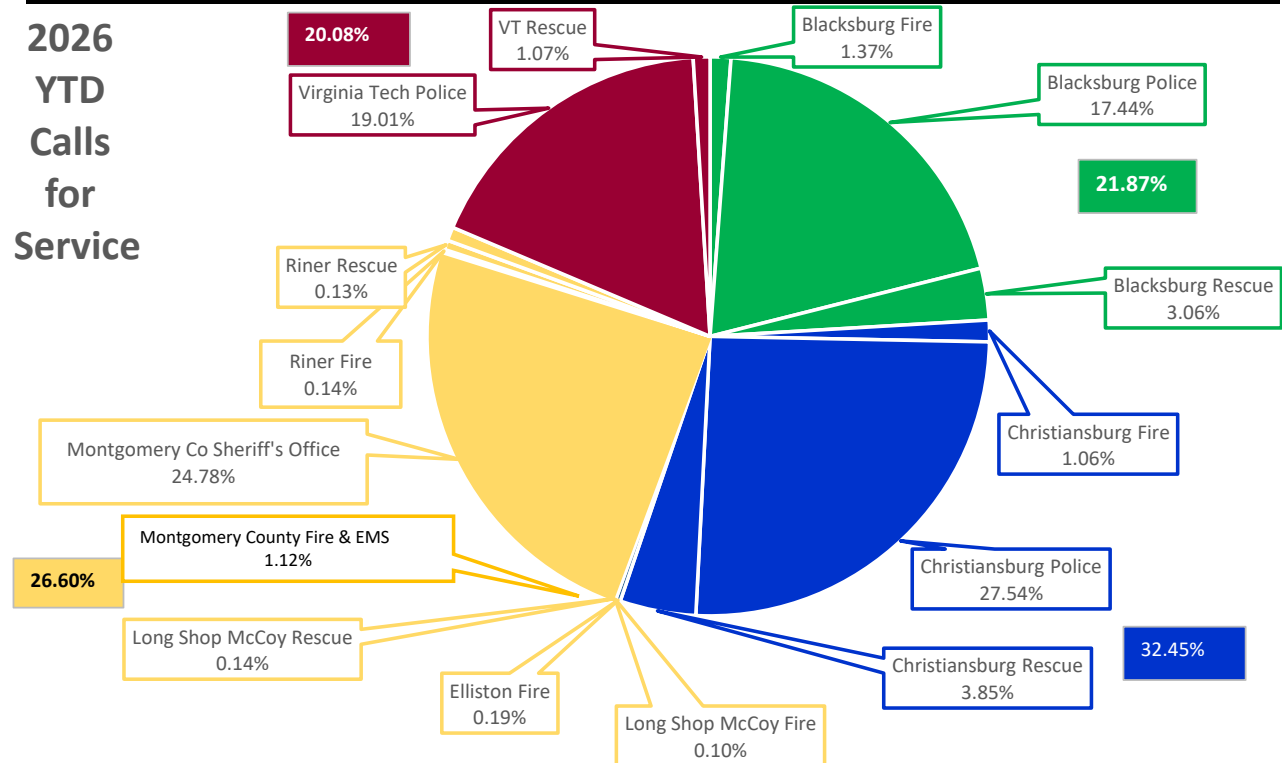
Agency Affiliation: All

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	87	0	0	0	0	0	0	87	103.0	100.00%	100.00%	100.00%	100.00%
01:00	35	0	0	0	0	0	0	35	172.1	100.00%	100.00%	100.00%	100.00%
02:00	30	0	0	0	0	0	0	30	240.1	100.00%	100.00%	100.00%	100.00%
03:00	28	0	0	0	0	0	0	28	223.1	100.00%	100.00%	100.00%	100.00%
04:00	25	0	0	0	0	0	0	25	259.0	100.00%	100.00%	100.00%	100.00%
05:00	35	0	0	0	0	0	0	35	220.0	100.00%	100.00%	100.00%	100.00%
06:00	35	2	0	0	0	0	0	37	172.9	94.59%	100.00%	100.00%	100.00%
07:00	67	2	0	0	0	0	0	69	184.1	97.10%	100.00%	100.00%	100.00%
08:00	94	0	0	1	0	0	0	95	125.0	98.95%	98.95%	98.95%	100.00%
09:00	152	0	0	1	0	0	0	153	119.7	99.35%	99.35%	99.35%	100.00%
10:00	159	0	0	1	0	0	0	160	99.3	99.38%	99.38%	99.38%	100.00%
11:00	189	5	0	0	0	0	0	194	109.7	97.42%	100.00%	100.00%	100.00%
12:00	189	1	0	0	0	0	0	190	120.7	99.47%	100.00%	100.00%	100.00%
13:00	165	3	0	0	0	0	0	168	132.9	98.21%	100.00%	100.00%	100.00%
14:00	187	2	0	0	0	0	0	189	144.8	98.94%	100.00%	100.00%	100.00%
15:00	166	5	0	0	0	0	0	171	116.2	97.08%	100.00%	100.00%	100.00%
16:00	156	2	0	1	0	0	0	159	135.4	98.11%	99.37%	99.37%	100.00%
17:00	149	2	0	0	0	0	0	151	127.9	98.68%	100.00%	100.00%	100.00%
18:00	133	4	1	0	0	0	0	138	160.7	96.38%	99.28%	100.00%	100.00%
19:00	129	1	0	0	0	0	0	130	153.5	99.23%	100.00%	100.00%	100.00%
20:00	148	0	0	0	0	0	0	148	173.1	100.00%	100.00%	100.00%	100.00%
21:00	122	0	0	0	0	0	0	122	167.8	100.00%	100.00%	100.00%	100.00%
22:00	144	0	0	0	0	0	0	144	131.8	100.00%	100.00%	100.00%	100.00%
23:00	143	1	0	0	0	0	0	144	100.7	99.31%	100.00%	100.00%	100.00%
Total:	2,767	30	1	4	0	0	0	2,802	137.1	98.75%	99.82%	99.86%	100.00%
Overall %:	98.75%	1.07%	0.04%	0.14%	0.00%	0.00%	0.00%						

<i>Calls for Service (All Call Types)- Weighted Data</i>				
Agency	JUNE	YTD	% of YTD	
VT Rescue	25	622	1.07%	
Blacksburg Rescue	305	1195	2.06%	
Christiansburg Rescue	396	2240	3.85%	
Long Shop McCoy Rescue	18	81	0.14%	
Riner Rescue	9	76	0.13%	
Montgomery County Fire & EMS	108	651	1.12%	
Total Rescue Calls for Service	861	4865	8.37%	
Blacksburg Fire	88	566	0.97%	
Blacksburg Fire VT Campus	25	235	0.40%	
Christiansburg Fire	115	615	1.06%	
Elliston Fire	13	112	0.19%	
Long Shop McCoy Fire	18	61	0.10%	
Riner Fire	16	79	0.14%	
Total Fire Calls For Service	275	1668	2.87%	
Montgomery Co Sheriff's Office	2550	14402	24.78%	
Blacksburg Police	1474	10135	17.44%	
Christiansburg Police	2665	16008	27.54%	
Virginia Tech Police	1388	11048	19.01%	
Total Law Enforcement Calls for Service	8077	51593	88.76%	
Grand Total	9213	58126	100.00%	

**2026
YTD
Calls
for
Service**



7/2/2026