

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: July 2026

Agency Affiliation: Emergency Communications

Report Date: 08/25/2026 10:57:51

Report Date From: 07/01/2026

Report Date To: 07/31/2026

Period Group: Month

Time Group: 60 Minute

Time Block: 00:00 - 23:59

Days Of Week: All

Call Type: 911 Calls

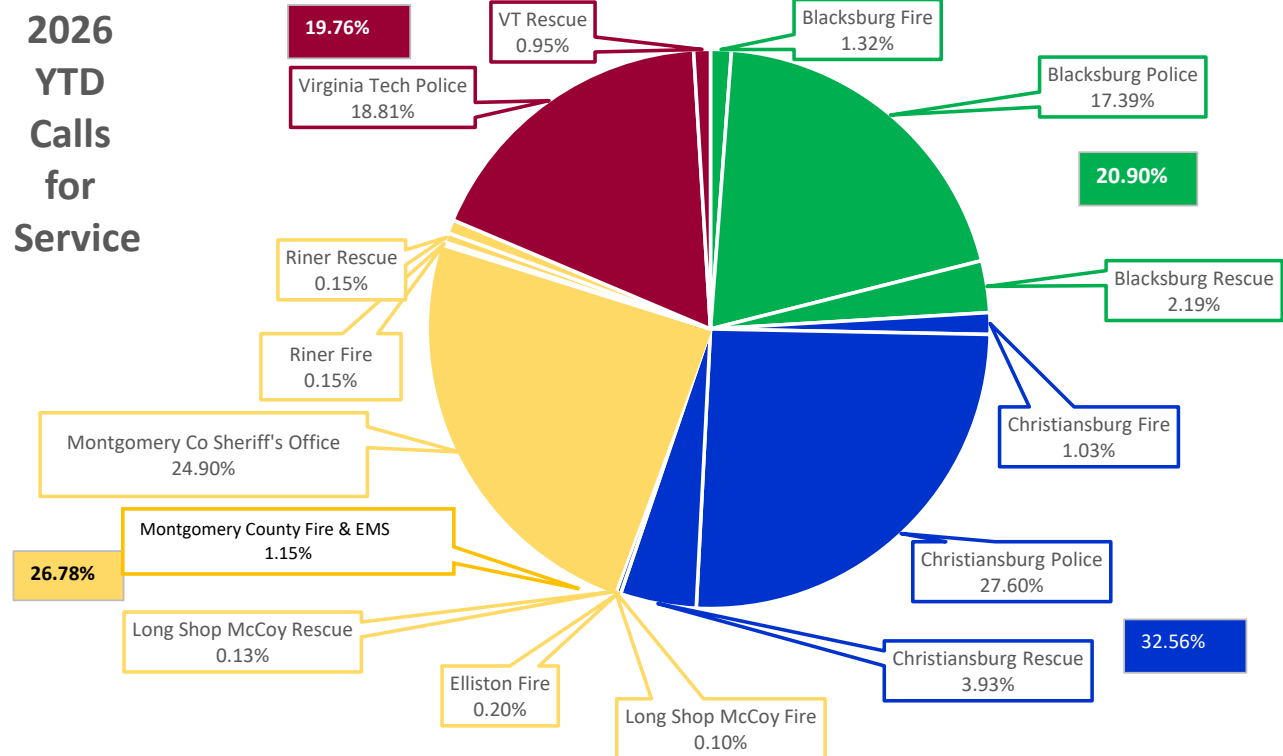
Abandoned Filters: Include Abandoned

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	219	0	0	0	0	0	0	219	63.8	100.00%	100.00%	100.00%	100.00%
01:00	105	0	0	0	0	0	0	105	109.1	100.00%	100.00%	100.00%	100.00%
02:00	40	0	0	0	0	0	0	40	156.1	100.00%	100.00%	100.00%	100.00%
03:00	36	0	0	0	0	0	0	36	255.5	100.00%	100.00%	100.00%	100.00%
04:00	37	0	0	0	0	0	0	37	152.9	100.00%	100.00%	100.00%	100.00%
05:00	50	0	0	0	0	0	0	50	124.0	100.00%	100.00%	100.00%	100.00%
06:00	50	0	0	0	0	0	0	50	122.2	100.00%	100.00%	100.00%	100.00%
07:00	84	1	0	0	0	0	0	85	130.5	98.82%	100.00%	100.00%	100.00%
08:00	127	1	0	0	0	0	0	128	100.1	99.22%	100.00%	100.00%	100.00%
09:00	135	1	0	0	0	0	0	136	126.0	99.26%	100.00%	100.00%	100.00%
10:00	169	3	1	0	0	0	0	173	101.5	97.69%	99.42%	100.00%	100.00%
11:00	198	1	0	0	0	0	0	199	112.7	99.50%	100.00%	100.00%	100.00%
12:00	157	1	1	0	0	0	0	159	126.5	98.74%	99.37%	100.00%	100.00%
13:00	158	1	0	0	0	0	0	159	113.6	99.37%	100.00%	100.00%	100.00%
14:00	194	2	1	0	0	0	0	197	117.6	98.48%	99.49%	100.00%	100.00%
15:00	184	2	0	0	0	0	0	186	100.9	98.92%	100.00%	100.00%	100.00%
16:00	195	0	1	0	0	0	0	196	115.6	99.49%	99.49%	100.00%	100.00%
17:00	154	2	0	0	0	0	0	156	106.8	98.72%	100.00%	100.00%	100.00%
18:00	143	2	0	1	0	0	0	146	145.8	97.95%	99.32%	99.32%	100.00%
19:00	126	0	0	0	0	0	0	126	171.8	100.00%	100.00%	100.00%	100.00%
20:00	147	0	0	0	0	0	0	147	172.8	100.00%	100.00%	100.00%	100.00%
21:00	186	1	0	0	0	0	0	187	133.4	99.47%	100.00%	100.00%	100.00%
22:00	151	1	0	0	0	0	0	152	138.0	99.34%	100.00%	100.00%	100.00%
23:00	159	0	1	0	0	0	0	160	101.3	99.38%	99.38%	100.00%	100.00%
Total:	3,204	19	5	1	0	0	0	3,229	120.7	99.23%	99.81%	99.97%	100.00%
Overall %:	99.23%	0.59%	0.15%	0.03%	0.00%	0.00%	0.00%						

<i>Calls for Service (All Call Types)- Weighted Data</i>			
Agency	JULY	YTD	% of YTD
VT Rescue	20	642	0.95%
Blacksburg Rescue	290	1485	2.19%
Christiansburg Rescue	416	2656	3.93%
Long Shop McCoy Rescue	16	87	0.13%
Riner Rescue	23	99	0.15%
Montgomery County Fire & EMS	126	777	1.15%
Total Rescue Calls for Service	891	5746	8.49%
Blacksburg Fire	69	635	0.94%
Blacksburg Fire VT Campus	21	256	0.38%
Christiansburg Fire	84	699	1.03%
Elliston Fire	26	138	0.20%
Long Shop McCoy Fire	9	70	0.10%
Riner Fire	22	101	0.15%
Total Fire Calls For Service	231	1899	2.81%
Montgomery Co Sheriff's Office	2447	16849	24.90%
Blacksburg Police	1633	11768	17.39%
Christiansburg Police	2664	18672	27.60%
Virginia Tech Police	1681	12729	18.81%
Total Law Enforcement Calls for Service	8425	60018	88.70%
Grand Total	9547	67663	100.00%



8/20/2026