

## PSAP Answer Time

Richmond Department Of Emergency Communications

3516 N Hopkins Rd

Richmond, VA 23224

County: Richmond City

Year: 2023

Agency Affiliation: Emergency Communications

Report Date: 09/27/2024 14:05:58

Report Date From: 01/01/2023

Report Date To: 12/31/2023

Period Group: Year

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

Include: Voice Calls

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	7,456	292	220	713	415	442	124	9,662	135.9	77.17%	80.19%	82.47%	89.85%
01:00	6,700	208	143	494	297	340	87	8,269	138.8	81.03%	83.54%	85.27%	91.24%
02:00	5,926	143	110	396	224	252	57	7,108	143.6	83.37%	85.38%	86.93%	92.50%
03:00	4,753	66	30	165	99	103	9	5,225	138.8	90.97%	92.23%	92.80%	95.96%
04:00	4,164	28	30	134	67	74	16	4,513	134.1	92.27%	92.89%	93.55%	96.52%
05:00	4,296	34	24	92	63	50	7	4,566	129.8	94.09%	94.83%	95.36%	97.37%
06:00	5,321	65	45	189	100	90	10	5,820	123.8	91.43%	92.54%	93.32%	96.56%
07:00	6,934	89	70	240	193	180	28	7,734	124.6	89.66%	90.81%	91.71%	94.82%
08:00	8,268	176	150	379	316	219	35	9,543	122.1	86.64%	88.48%	90.06%	94.03%
09:00	8,739	298	188	561	504	341	79	10,710	118.5	81.60%	84.38%	86.13%	91.37%
10:00	9,332	341	269	783	649	487	90	11,951	121.7	78.09%	80.94%	83.19%	89.74%
11:00	10,239	361	250	859	563	502	98	12,872	123.6	79.54%	82.35%	84.29%	90.96%
12:00	10,280	444	319	1,107	696	520	98	13,464	122.9	76.35%	79.65%	82.02%	90.24%
13:00	10,525	436	342	1,091	686	570	107	13,757	123.0	76.51%	79.68%	82.16%	90.09%
14:00	10,800	500	357	1,125	735	627	127	14,271	120.5	75.68%	79.18%	81.68%	89.57%
15:00	11,607	520	393	1,312	897	801	152	15,682	124.2	74.01%	77.33%	79.84%	88.20%
16:00	11,955	609	442	1,390	973	952	227	16,548	126.2	72.24%	75.92%	78.60%	87.00%
17:00	11,785	550	453	1,331	879	939	223	16,160	130.5	72.93%	76.33%	79.13%	87.37%
18:00	11,712	433	342	968	667	767	201	15,090	129.4	77.61%	80.48%	82.75%	89.17%
19:00	11,018	412	327	1,025	579	822	205	14,388	126.8	76.58%	79.44%	81.71%	88.84%
20:00	10,445	406	353	1,165	668	752	144	13,933	130.9	74.97%	77.88%	80.41%	88.77%
21:00	9,870	358	283	997	613	649	146	12,916	135.1	76.42%	79.19%	81.38%	89.10%
22:00	9,030	325	262	873	545	579	123	11,737	134.6	76.94%	79.71%	81.94%	89.38%
23:00	7,893	333	234	900	513	525	125	10,523	133.9	75.01%	78.17%	80.40%	88.95%
Total:	209,048	7,427	5,636	18,289	11,941	11,583	2,518	266,442	128.0	78.46%	81.25%	83.36%	90.23%
Overall %:	78.46%	2.79%	2.12%	6.86%	4.48%	4.35%	0.95%						