Time to first comment

Time to first comment is the average time in hours from when pull requests are created to when they receive their first comment, rounded to the nearest tenth of an hour.

Who can use this?

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**Note:** If your Pull request tracking is set to First commented, your Time to first comment will always be zero. Change this setting on the configurations page.

In this article

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- How is Time to first comment calculated?
- What data is included in Time to first comment?

Which reports use Time to first comment?

Time to first comment is a featured metric in Team health insights and PR resolution. In these reports, Time to first comment is represented in hours.

Some reports, like Work log or PR resolution, include Time to first comment when viewing individual PRs. For individual PR views in these reports, Time to first comment may be represented in minutes, hours, or days. Regardless of the unit of time, it is calculated using the same data as other reports and views.

Depending on the report, you might be able to view Time to first comment for individual PRs that have not been merged. When Time to first comment is represented in aggregate or in Team health insights, it is only based on merged PRs.

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What does Time to first comment measure?

Time to first comment tells you how long a pull request is waiting before a team member reviews it.
Focusing on this metric drives outcomes including reducing waste, reducing cycle time, and reducing context switching. This is a popular metric for Lean software development and Kanban practitioners that focus on flow efficiency.

There are a few variables that affect how you think about this metric for your team:

- Do your team members share similar time zones?
- Do your PRs need reviews across multiple teams?

If your PRs are internal to a single team, and you have good communication, your Time to first comment will typically be lower. If your PRs contain changes that span multiple teams, shared components, or shared databases, your Time to first comment may be higher.

How is Time to first comment calculated?

Time to first comment is calculated as the sum of all Times to first comment for all merged pull requests created by included individuals divided by the total number of merged pull requests created by included individuals.

This average is rounded to the nearest tenth of an hour.

This calculation is the same whether calculating Time to first comment for an individual, a team, or an organization.

PRs count toward a team’s Time to first comment if someone on the team either authors the PR or reviews the PR.

What data is included in Time to first comment?

A pull request is counted toward Time to first comment as long as it is merged and has a comment before it’s merged. It does not matter whether it’s merged from one feature branch to another or is merged into the main branch. Only pull requests with non-zero values for Time to first comment are included in the calculation.

Pull requests are not counted toward Time to first comment if:

- the PR's author is excluded from reports
- the PR was created by a hidden user
- the PR is an excluded pull request
- the PR is from a deleted repository

Comments on pull requests won’t be counted toward Time to first comment if:

- The comment is excluded
- The comment's author is excluded from reports
The comment's author is a hidden user

If your integration vendor has approval-type comments, those comments count toward Time to first comment. If their approvals are not comment types, they do not count toward Time to first comment.

**Note:** User view rights and permissions also impact how specific users will see Time to first comment.

If you need help, please email support@pluralsight.com for 24/7 assistance.