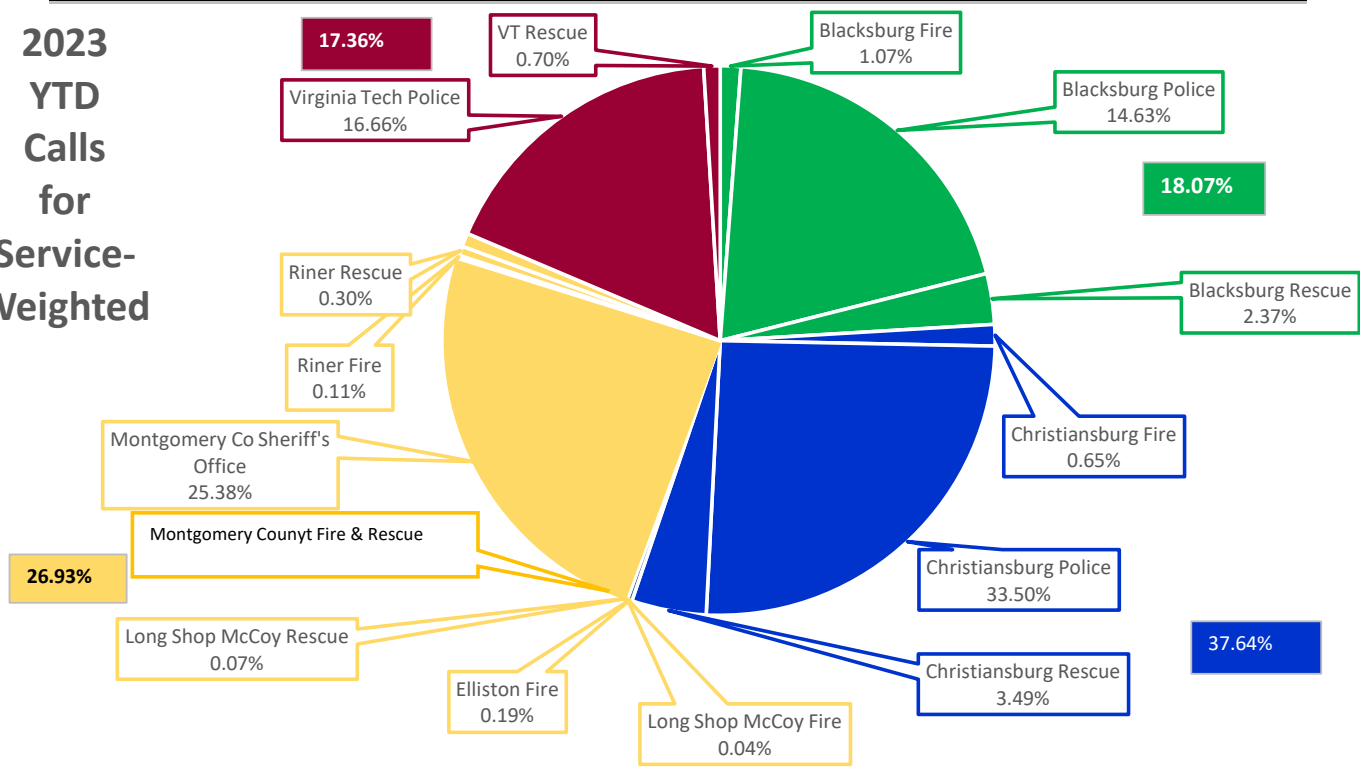


<b>Calls for Service (All Call Types)- Weighted Data</b>				
<b>Agency</b>	<b>SEPTEMBER</b>	<b>YTD</b>	<b>% of YTD</b>	
VT Rescue	216	714	0.70%	
Blacksburg Rescue	395	2412	2.37%	
Christiansburg Rescue	386	3555	3.49%	
Long Shop McCoy Rescue	6	68	0.07%	
Riner Rescue	10	310	0.30%	
Montgomery County Fire & EMS	120	856	0.84%	
<b>Total Rescue Calls for Service</b>	<b>1133</b>	<b>7915</b>	<b>7.78%</b>	
Blacksburg Fire	94	711	0.70%	
Blacksburg Fire VT Campus	49	372	0.37%	
Christiansburg Fire	80	662	0.65%	
Elliston Fire	34	193	0.19%	
Long Shop McCoy Fire	11	39	0.04%	
Riner Fire	10	110	0.11%	
<b>Total Fire Calls For Service</b>	<b>278</b>	<b>2087</b>	<b>2.05%</b>	
Montgomery Co Sheriff's Office	2813	25836	25.38%	
Blacksburg Police	2102	14886	14.63%	
Christiansburg Police	3958	34096	33.50%	
Virginia Tech Police	2424	16959	16.66%	
<b>Total Law Enforcement Calls for Service</b>	<b>11297</b>	<b>91777</b>	<b>90.17%</b>	
<b>Grand Total</b>	<b>12708</b>	<b>101779</b>	<b>100.00%</b>	

**2023  
YTD  
Calls  
for  
Service-  
Weighted**



# Class of Service

## New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: September 2023

Agency Affiliation: Emergency Communications

Report Date: 10/12/2023 13:12:35

Report Date From: 09/01/2023

Report Date To: 09/30/2023

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	497	13.24 %
CNTX	17	0.45 %
COIN	0	0.00 %
No Class of Service	45	1.20 %
OTHER	4	0.11 %
PAYP	0	0.00 %
PBX	2	0.05 %
RESO	63	1.68 %
TLMA	0	0.00 %
Unparsed 911	0	0.00 %
VOIP	170	4.53 %
WPH0	1	0.03 %
WPH1	528	14.06 %
WPH2	2427	64.65 %
<b>TOTALS</b>	<b>3754</b>	

# PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: September 2023

Agency Affiliation: Emergency Communications

Report Date: 10/12/2023 13:06:39

Report Date From: 09/01/2023

Report Date To: 09/30/2023

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	97	2	0	0	0	0	0	99	207.6	97.98 %	100.00 %	100.00 %	100.00 %
01:00	102	1	0	0	0	0	0	103	221.6	99.03 %	100.00 %	100.00 %	100.00 %
02:00	97	2	0	0	0	0	0	99	204.3	97.98 %	100.00 %	100.00 %	100.00 %
03:00	52	0	0	0	0	0	0	52	171.2	100.00 %	100.00 %	100.00 %	100.00 %
04:00	30	0	0	0	0	0	0	30	194.6	100.00 %	100.00 %	100.00 %	100.00 %
05:00	35	0	0	0	0	0	0	35	193.3	100.00 %	100.00 %	100.00 %	100.00 %
06:00	67	0	0	0	0	0	0	67	135.0	100.00 %	100.00 %	100.00 %	100.00 %
07:00	108	2	0	1	0	0	0	111	102.4	97.30 %	99.10 %	99.10 %	100.00 %
08:00	174	8	0	0	0	0	0	182	93.7	95.60 %	100.00 %	100.00 %	100.00 %
09:00	174	4	3	0	0	0	0	181	90.5	96.13 %	98.34 %	100.00 %	100.00 %
10:00	157	5	3	1	0	0	0	166	123.8	94.58 %	97.59 %	99.40 %	100.00 %
11:00	183	3	2	0	0	0	0	188	102.0	97.34 %	98.94 %	100.00 %	100.00 %
12:00	205	7	5	0	0	0	0	217	129.1	94.47 %	97.70 %	100.00 %	100.00 %
13:00	206	7	2	0	0	0	0	215	121.7	95.81 %	99.07 %	100.00 %	100.00 %
14:00	224	9	1	0	0	0	0	234	125.6	95.73 %	99.57 %	100.00 %	100.00 %
15:00	180	12	1	0	0	0	0	193	149.1	93.26 %	99.48 %	100.00 %	100.00 %
16:00	221	14	2	5	0	0	0	242	112.0	91.32 %	97.11 %	97.93 %	100.00 %
17:00	207	16	5	2	0	0	0	230	116.9	90.00 %	96.96 %	99.13 %	100.00 %
18:00	179	13	2	1	0	0	0	195	162.2	91.79 %	98.46 %	99.49 %	100.00 %
19:00	207	3	1	1	2	0	0	214	144.1	96.73 %	98.13 %	98.60 %	99.07 %
20:00	228	4	2	1	0	0	0	235	131.0	97.02 %	98.72 %	99.57 %	100.00 %
21:00	168	2	0	0	0	0	0	170	163.1	98.82 %	100.00 %	100.00 %	100.00 %
22:00	147	2	0	0	0	0	0	149	172.3	98.66 %	100.00 %	100.00 %	100.00 %
23:00	145	2	0	0	0	0	0	147	158.7	98.64 %	100.00 %	100.00 %	100.00 %
<b>Total:</b>	<b>3,593</b>	<b>118</b>	<b>29</b>	<b>12</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>3,754</b>	<b>137.2</b>	<b>95.71 %</b>	<b>98.85 %</b>	<b>99.63 %</b>	<b>99.95 %</b>
<b>Overall %:</b>	<b>95.71%</b>	<b>3.14%</b>	<b>0.77%</b>	<b>0.32%</b>	<b>0.05%</b>	<b>0.00%</b>	<b>0.00%</b>						