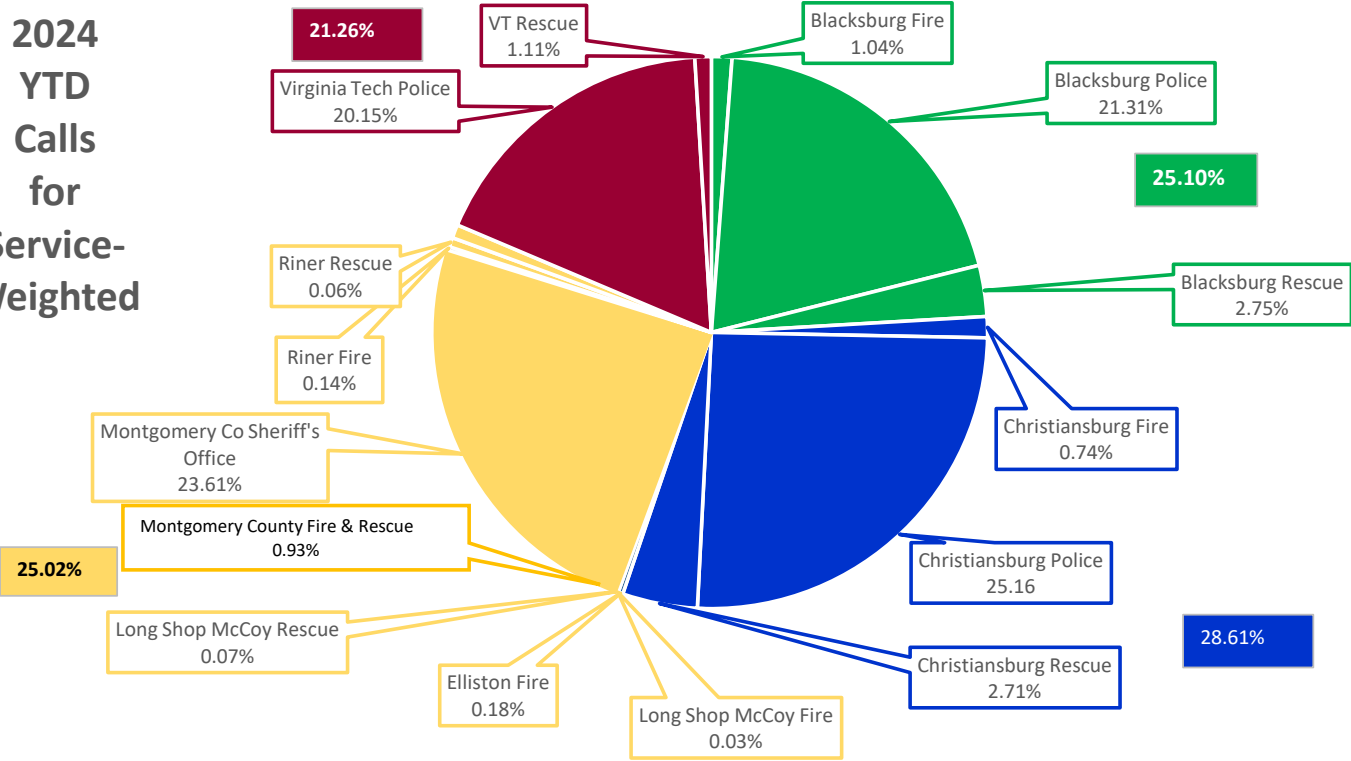


Calls for Service (All Call Types)- Weighted Data				
Agency	MARCH	YTD	% of YTD	
VT Rescue	129	382	1.11%	
Blacksburg Rescue	306	944	2.75%	
Christiansburg Rescue	343	929	2.71%	
Long Shop McCoy Rescue	8	25	0.07%	
Riner Rescue	3	21	0.06%	
Montgomery County Fire & EMS	116	318	0.93%	
Total Rescue Calls for Service	905	2619	7.63%	
Blacksburg Fire	94	221	0.64%	
Blacksburg Fire VT Campus	35	138	0.40%	
Christiansburg Fire	91	254	0.74%	
Elliston Fire	30	63	0.18%	
Long Shop McCoy Fire	3	12	0.03%	
Riner Fire	18	48	0.14%	
Total Fire Calls For Service	271	736	2.14%	
Montgomery Co Sheriff's Office	2689	8102	23.61%	
Blacksburg Police	2712	7314	21.31%	
Christiansburg Police	2827	8633	25.16%	
Virginia Tech Police	2315	6915	20.15%	
Total Law Enforcement Calls for Service	10543	30964	90.22%	
Grand Total	11719	34319	100.00%	

**2024
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: March 2024

Agency Affiliation: Emergency Communications

Report Date: 04/23/2024 14:07:57

Report Date From: 03/01/2024

Report Date To: 03/31/2024

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	282	9.90 %
CNTX	26	0.91 %
COIN	0	0.00 %
No Class of Service	21	0.74 %
OTHER	0	0.00 %
PAYP	0	0.00 %
PBX	0	0.00 %
RESD	52	1.83 %
TLMA	0	0.00 %
Unparsed 911	0	0.00 %
VOIP	216	7.58 %
WPH0	0	0.00 %
WPH1	233	8.18 %
WPH2	2019	70.87 %
TOTALS	2849	

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: March 2024

Agency Affiliation: Emergency Communications

Report Date: 04/23/2024 14:34:02

Report Date From: 03/01/2024

Report Date To: 03/31/2024

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	77	0	1	0	0	0	0	78	225.8	98.72 %	98.72 %	100.00 %	100.00 %
01:00	65	0	0	0	0	0	0	65	206.2	100.00 %	100.00 %	100.00 %	100.00 %
02:00	62	0	0	0	0	0	0	62	208.9	100.00 %	100.00 %	100.00 %	100.00 %
03:00	34	0	0	0	0	0	0	34	248.5	100.00 %	100.00 %	100.00 %	100.00 %
04:00	36	0	0	0	0	0	0	36	139.0	100.00 %	100.00 %	100.00 %	100.00 %
05:00	36	0	0	0	0	0	0	36	204.4	100.00 %	100.00 %	100.00 %	100.00 %
06:00	63	1	0	0	0	0	0	64	163.2	98.44 %	100.00 %	100.00 %	100.00 %
07:00	112	5	0	0	0	0	0	117	141.5	95.73 %	100.00 %	100.00 %	100.00 %
08:00	119	0	0	1	0	0	0	120	130.6	99.17 %	99.17 %	99.17 %	100.00 %
09:00	138	1	0	0	0	0	0	139	127.4	99.28 %	100.00 %	100.00 %	100.00 %
10:00	135	3	1	0	0	0	0	139	134.4	97.12 %	99.28 %	100.00 %	100.00 %
11:00	185	8	0	1	0	0	0	194	103.9	95.36 %	99.48 %	99.48 %	100.00 %
12:00	175	6	2	2	0	0	0	185	160.4	94.59 %	97.84 %	98.92 %	100.00 %
13:00	150	6	1	0	0	0	0	157	118.6	95.54 %	99.36 %	100.00 %	100.00 %
14:00	123	4	0	0	0	0	0	127	118.5	96.85 %	100.00 %	100.00 %	100.00 %
15:00	158	6	2	0	0	0	0	166	119.2	95.18 %	98.80 %	100.00 %	100.00 %
16:00	177	6	0	0	1	0	0	184	132.3	96.20 %	99.46 %	99.46 %	99.46 %
17:00	142	11	0	0	0	0	0	153	149.7	92.81 %	100.00 %	100.00 %	100.00 %
18:00	133	8	0	0	0	0	0	141	158.6	94.33 %	100.00 %	100.00 %	100.00 %
19:00	146	0	0	0	0	0	0	146	124.6	100.00 %	100.00 %	100.00 %	100.00 %
20:00	173	2	0	0	0	0	0	175	156.3	98.86 %	100.00 %	100.00 %	100.00 %
21:00	121	0	0	0	0	0	0	121	143.0	100.00 %	100.00 %	100.00 %	100.00 %
22:00	113	1	1	0	0	0	0	115	146.1	98.26 %	99.13 %	100.00 %	100.00 %
23:00	93	2	0	0	0	0	0	95	201.1	97.89 %	100.00 %	100.00 %	100.00 %
Total:	2,766	70	8	4	1	0	0	2,849	145.8	97.09 %	99.54 %	99.82 %	99.96 %
Overall %:	97.09%	2.46%	0.28%	0.14%	0.04%	0.00%	0.00%						