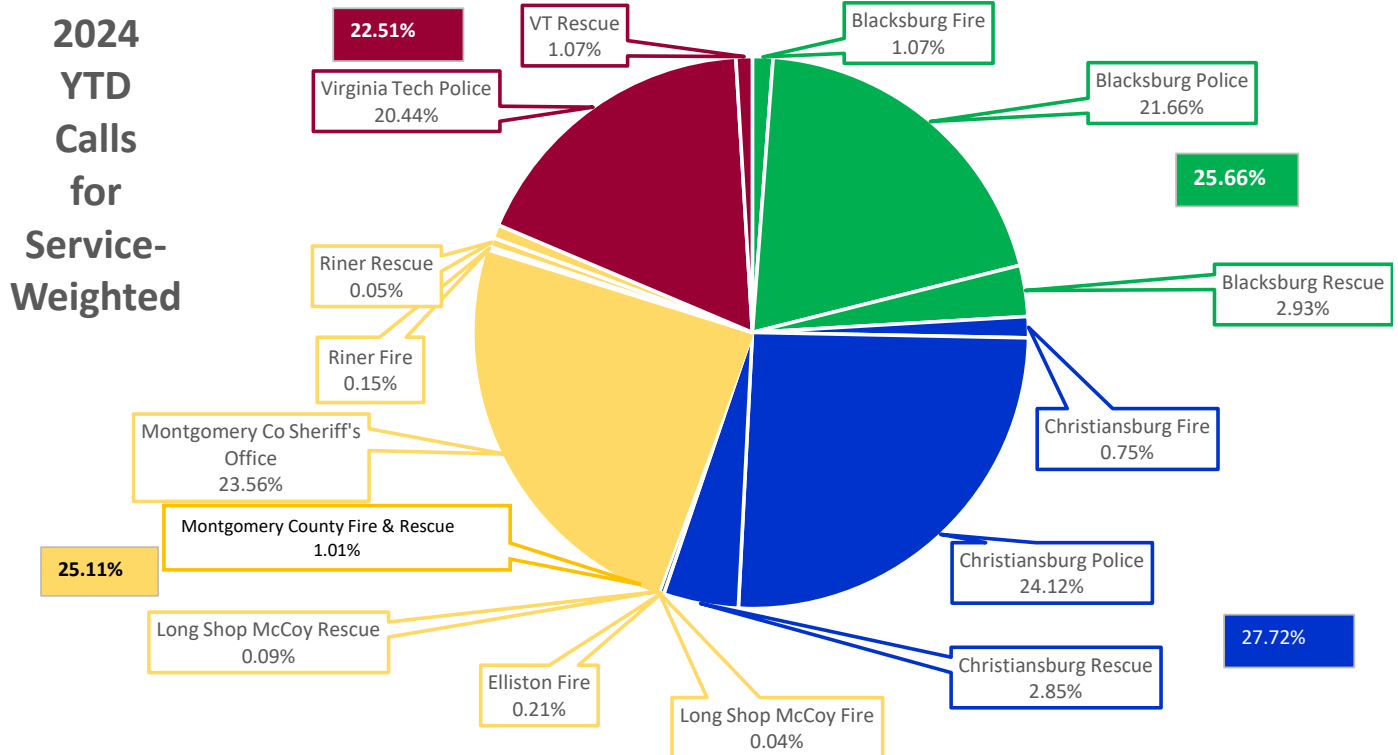


<b>Calls for Service (All Call Types)- Weighted Data</b>				
<b>Agency</b>	<b>MAY</b>	<b>YTD</b>	<b>% of YTD</b>	
VT Rescue	70	599	1.07%	
Blacksburg Rescue	349	1646	2.93%	
Christiansburg Rescue	338	1602	2.85%	
Long Shop McCoy Rescue	22	53	0.09%	
Riner Rescue	2	30	0.05%	
Montgomery County Fire & EMS	129	566	1.01%	
<b>Total Rescue Calls for Service</b>	<b>910</b>	<b>4496</b>	<b>8.00%</b>	
Blacksburg Fire	75	381	0.68%	
Blacksburg Fire VT Campus	42	221	0.39%	
Christiansburg Fire	91	424	0.75%	
Elliston Fire	26	120	0.21%	
Long Shop McCoy Fire	8	25	0.04%	
Riner Fire	21	82	0.15%	
<b>Total Fire Calls For Service</b>	<b>263</b>	<b>1253</b>	<b>2.23%</b>	
Montgomery Co Sheriff's Office	2669	13249	23.56%	
Blacksburg Police	2177	12178	21.66%	
Christiansburg Police	2569	13559	24.12%	
Virginia Tech Police	1895	11490	20.44%	
<b>Total Law Enforcement Calls for Service</b>	<b>9310</b>	<b>50476</b>	<b>89.78%</b>	
<b>Grand Total</b>	<b>10483</b>	<b>56225</b>	<b>100.00%</b>	



D O'Brien 06/21/2024

# Class of Service

## New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year:

May 2024

Agency Affiliation

Emergency Communications

**Report Date:** 06/20/2024 10:21:44

**Report Date From:** 05/01/2024

**Report Date To:** 05/31/2024

**Period Group:** Month

**Call Type:** 911 Calls

**Abandoned Filters:** Include Abandoned

**Agency Affiliation:** All

Class	PSAP	
	Call Count	%
BUSN	48	1.65 %
CNTX	14	0.48 %
COIN	0	0.00 %
No Class of Service	66	2.26 %
OTHER	0	0.00 %
PAYP	0	0.00 %
PBX	0	0.00 %
RESD	42	1.44 %
TLMA	0	0.00 %
Unparsed 911	0	0.00 %
VOIP	499	17.12 %
WPH0	4	0.14 %
WPH1	197	6.76 %
WPH2	2044	70.14 %
<b>TOTALS</b>	<b>2914</b>	

# PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: May 2024

Agency Affiliation: Emergency Communications

Report Date: 06/20/2024 10:18:04

Report Date From: 05/01/2024

Report Date To: 05/31/2024

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	54	2	0	0	0	0	0	56	158.1	96.43 %	100.00 %	100.00 %	100.00 %
01:00	61	0	0	0	0	0	0	61	199.3	100.00 %	100.00 %	100.00 %	100.00 %
02:00	50	1	1	0	0	0	0	52	205.1	96.15 %	98.08 %	100.00 %	100.00 %
03:00	48	0	0	0	0	0	0	48	161.2	100.00 %	100.00 %	100.00 %	100.00 %
04:00	38	0	0	0	0	0	0	38	148.7	100.00 %	100.00 %	100.00 %	100.00 %
05:00	44	0	0	0	0	0	0	44	178.8	100.00 %	100.00 %	100.00 %	100.00 %
06:00	42	0	0	0	0	0	0	42	138.1	100.00 %	100.00 %	100.00 %	100.00 %
07:00	117	1	0	0	0	0	0	118	105.5	99.15 %	100.00 %	100.00 %	100.00 %
08:00	134	2	0	0	0	0	0	136	109.3	98.53 %	100.00 %	100.00 %	100.00 %
09:00	155	3	0	0	0	0	0	158	83.9	98.10 %	100.00 %	100.00 %	100.00 %
10:00	151	3	0	0	0	0	0	154	124.9	98.05 %	100.00 %	100.00 %	100.00 %
11:00	150	9	0	0	0	0	0	159	121.7	94.34 %	100.00 %	100.00 %	100.00 %
12:00	142	5	2	3	1	0	0	153	116.9	92.81 %	96.08 %	97.39 %	99.35 %
13:00	134	2	1	0	0	0	0	137	119.4	97.81 %	99.27 %	100.00 %	100.00 %
14:00	175	2	1	0	0	0	0	178	123.7	98.31 %	99.44 %	100.00 %	100.00 %
15:00	178	2	0	0	0	0	0	180	121.1	98.89 %	100.00 %	100.00 %	100.00 %
16:00	172	5	1	0	0	0	0	178	130.1	96.63 %	99.44 %	100.00 %	100.00 %
17:00	179	4	5	1	0	0	0	189	136.8	94.71 %	96.83 %	99.47 %	100.00 %
18:00	143	2	0	1	0	0	0	146	145.0	97.95 %	99.32 %	99.32 %	100.00 %
19:00	187	1	0	0	0	0	0	188	111.8	99.47 %	100.00 %	100.00 %	100.00 %
20:00	193	2	0	0	0	0	0	195	130.4	98.97 %	100.00 %	100.00 %	100.00 %
21:00	115	1	1	0	0	0	0	117	164.7	98.29 %	99.15 %	100.00 %	100.00 %
22:00	100	0	0	0	0	0	0	100	175.3	100.00 %	100.00 %	100.00 %	100.00 %
23:00	87	0	0	0	0	0	0	87	175.6	100.00 %	100.00 %	100.00 %	100.00 %
<b>Total:</b>	<b>2,849</b>	<b>47</b>	<b>12</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2,914</b>	<b>132.0</b>	<b>97.77 %</b>	<b>99.38 %</b>	<b>99.79 %</b>	<b>99.97 %</b>
<b>Overall %:</b>	<b>97.77%</b>	<b>1.61%</b>	<b>0.41%</b>	<b>0.17%</b>	<b>0.03%</b>	<b>0.00%</b>	<b>0.00%</b>						