

# Class of Service

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year:

September 2025

Agency Affiliation

Emergency Communications

Report Date: 10/03/2025 10:37:21

Report Date From: 09/01/2025

Report Date To: 09/30/2025

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	12	0.37%
CNTX	4	0.12%
COIN	0	0.00%
No Class of Service	16	0.49%
OTHER	0	0.00%
PAYP	0	0.00%
PBX	0	0.00%
RESN	37	1.13%
TLMA	0	0.00%
Unparsed 911	0	0.00%
VOIP	549	16.82%
WPH0	2	0.06%
WPH1	162	4.96%
WPH2	2,482	76.04%
TOTALS	3,264	

# PSAP Answer Time

**New River Valley Emergency Communications Regional Authority**  
 1 E Main Street, Suite 400  
 Christiansburg, VA 24073

County: Montgomery

Month - Year: September 2025  
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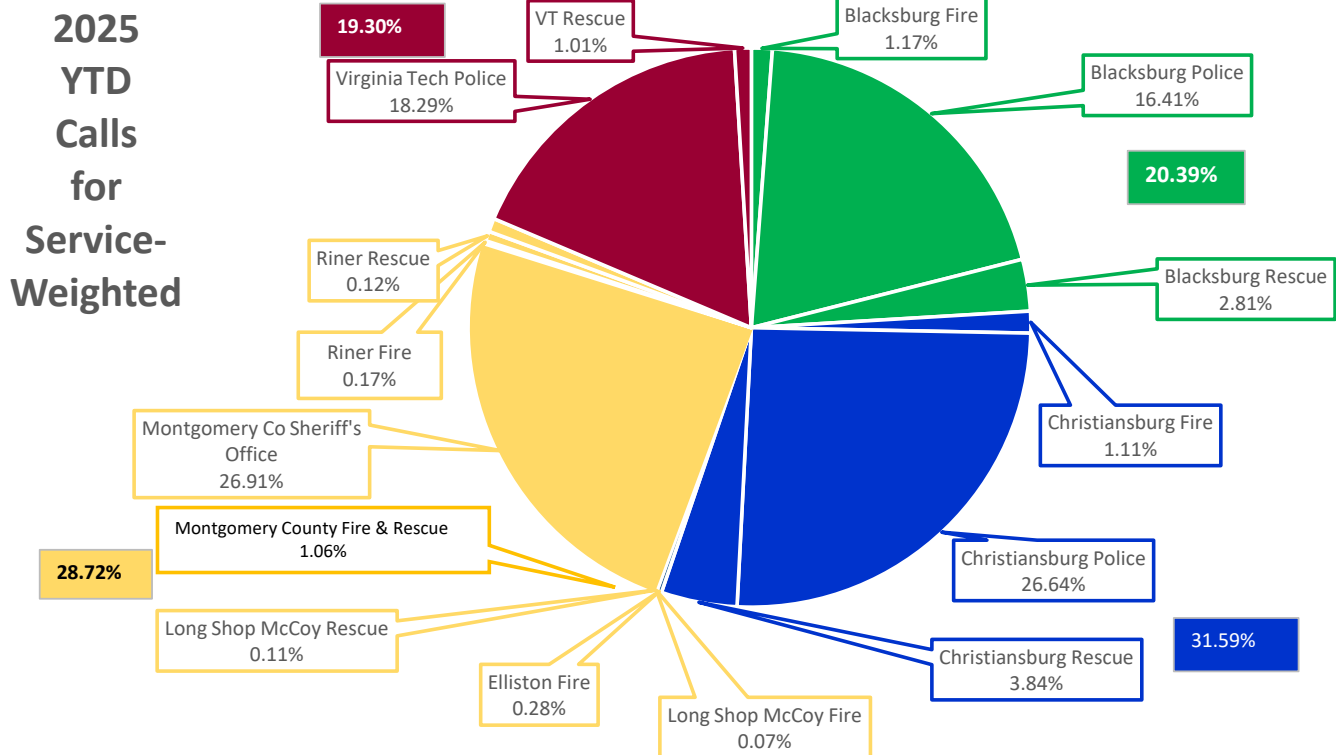
Report Date: 10/03/2025 10:35:02  
 Report Date From: 09/01/2025  
 Report Date To: 09/30/2025  
 Period Group: Month  
 Time Group: 60 Minute  
 Time Block: 00:00 - 23:59  
 Days Of Week: All  
 Call Type: 911 Calls  
 Abandoned Filters: Include Abandoned  
 Agency Affiliation: All

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	221	1	0	0	0	0	0	222	89.4	99.55%	100.00%	100.00%	100.00%
01:00	74	0	0	0	0	0	0	74	179.3	100.00%	100.00%	100.00%	100.00%
02:00	70	0	0	0	0	0	0	70	185.2	100.00%	100.00%	100.00%	100.00%
03:00	49	0	0	0	0	0	0	49	193.7	100.00%	100.00%	100.00%	100.00%
04:00	36	0	0	0	0	0	0	36	183.7	100.00%	100.00%	100.00%	100.00%
05:00	45	0	0	0	0	0	0	45	194.4	100.00%	100.00%	100.00%	100.00%
06:00	52	0	2	1	0	0	0	55	146.2	94.55%	94.55%	98.18%	100.00%
07:00	107	0	0	0	0	0	0	107	110.2	100.00%	100.00%	100.00%	100.00%
08:00	104	1	0	0	0	0	0	105	146.6	99.05%	100.00%	100.00%	100.00%
09:00	123	3	0	0	0	0	0	126	137.8	97.62%	100.00%	100.00%	100.00%
10:00	116	3	0	0	0	0	0	119	134.8	97.48%	100.00%	100.00%	100.00%
11:00	149	3	1	0	0	0	0	153	144.7	97.39%	99.35%	100.00%	100.00%
12:00	142	5	1	2	3	0	0	153	126.5	92.81%	96.08%	96.73%	98.04%
13:00	136	4	1	0	0	0	0	141	150.1	96.45%	99.29%	100.00%	100.00%
14:00	161	8	5	0	0	0	0	174	128.1	92.53%	97.13%	100.00%	100.00%
15:00	196	6	2	0	0	0	0	204	130.3	96.08%	99.02%	100.00%	100.00%
16:00	153	1	0	0	0	0	0	154	138.8	99.35%	100.00%	100.00%	100.00%
17:00	174	7	1	0	0	0	0	182	143.1	95.60%	99.45%	100.00%	100.00%
18:00	183	7	0	1	0	0	0	191	151.4	95.81%	99.48%	99.48%	100.00%
19:00	157	1	2	0	0	0	0	160	167.1	98.13%	98.75%	100.00%	100.00%
20:00	199	1	2	0	0	0	0	202	160.7	98.51%	99.01%	100.00%	100.00%
21:00	183	3	0	0	0	0	0	186	146.4	98.39%	100.00%	100.00%	100.00%
22:00	118	2	0	0	0	0	0	120	159.4	98.33%	100.00%	100.00%	100.00%
23:00	235	1	0	0	0	0	0	236	122.8	99.58%	100.00%	100.00%	100.00%
Total:	3,183	57	17	4	3	0	0	3,264	141.5	97.52%	99.26%	99.79%	99.91%
Overall %:	97.52%	1.75%	0.52%	0.12%	0.09%	0.00%	0.00%						



<i><b>Calls for Service (All Call Types)- Weighted Data</b></i>				
<b>Agency</b>	<b>SEPTEMBER</b>	<b>YTD</b>	<b>% of YTD</b>	
VT Rescue	212	1010	1.01%	
Blacksburg Rescue	404	2802	2.81%	
Christiansburg Rescue	381	3830	3.84%	
Long Shop McCoy Rescue	22	109	0.11%	
Riner Rescue	18	121	0.12%	
Montgomery County Fire & EMS	111	1057	1.06%	
<b>Total Rescue Calls for Service</b>	<b>1148</b>	<b>8929</b>	<b>8.95%</b>	
Blacksburg Fire	97	791	0.79%	
Blacksburg Fire VT Campus	64	377	0.38%	
Christiansburg Fire	91	1102	1.11%	
Elliston Fire	22	275	0.28%	
Long Shop McCoy Fire	13	73	0.07%	
Riner Fire	9	166	0.17%	
<b>Total Fire Calls For Service</b>	<b>296</b>	<b>2784</b>	<b>2.79%</b>	
Montgomery Co Sheriff's Office	2774	26832	26.91%	
Blacksburg Police	2023	16362	16.41%	
Christiansburg Police	3376	26568	26.64%	
Virginia Tech Police	2160	18239	18.29%	
<b>Total Law Enforcement Calls for Service</b>	<b>10333</b>	<b>88001</b>	<b>88.25%</b>	
<b>Grand Total</b>	<b>11777</b>	<b>99714</b>	<b>100.00%</b>	



D O'Brien 10/2/2025