

## Class of Service

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: October 2025

Agency Affiliation: Emergency Communications

**Report Date:** 12/02/2025 15:02:22  
**Report Date From:** 10/01/2025  
**Report Date To:** 10/31/2025  
**Period Group:** Month  
**Call Type:** 911 Calls  
**Abandoned Filters:** Include Abandoned  
**Agency Affiliation:** All

| Class               | PSAP         |        |
|---------------------|--------------|--------|
|                     | Call Count   | %      |
| BUSN                | 58           | 1.76%  |
| CNTX                | 5            | 0.15%  |
| COIN                | 0            | 0.00%  |
| No Class of Service | 31           | 0.94%  |
| OTHER               | 0            | 0.00%  |
| PAYP                | 0            | 0.00%  |
| PBX                 | 0            | 0.00%  |
| RESD                | 36           | 1.09%  |
| TLMA                | 0            | 0.00%  |
| Unparsed 911        | 0            | 0.00%  |
| VOIP                | 636          | 19.31% |
| WPH0                | 1            | 0.03%  |
| WPH1                | 232          | 7.05%  |
| WPH2                | 2,294        | 69.66% |
| <b>TOTALS</b>       | <b>3,293</b> |        |

# PSAP Answer Time

## New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: October 2025

Agency Affiliation: Emergency Communications

Report Date: 12/02/2025 15:02:43

Report Date From: 10/01/2025

Report Date To: 10/31/2025

Period Group: Month

Time Group: 60 Minute

Time Block: 00:00 - 23:59

Days Of Week: All

Call Type: 911 Calls

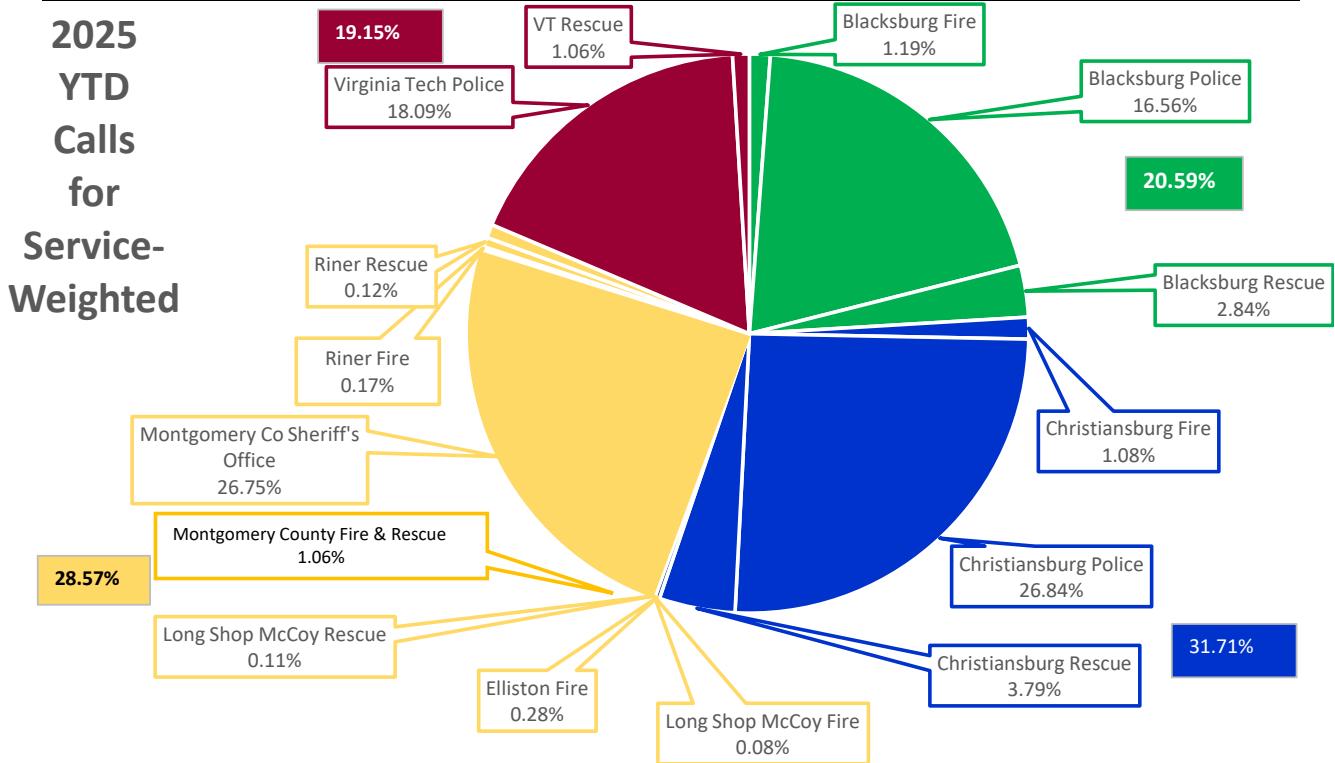
Abandoned Filters: Include Abandoned

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             | 290                     | 0            | 0            | 0            | 0            | 0            | 0            | 290          | 56.4          | 100.00%       | 100.00%       | 100.00%       | 100.00%        |
| 01:00             | 96                      | 0            | 0            | 0            | 0            | 0            | 0            | 96           | 161.4         | 100.00%       | 100.00%       | 100.00%       | 100.00%        |
| 02:00             | 70                      | 0            | 0            | 0            | 0            | 0            | 0            | 70           | 167.2         | 100.00%       | 100.00%       | 100.00%       | 100.00%        |
| 03:00             | 31                      | 1            | 0            | 0            | 0            | 0            | 0            | 32           | 207.8         | 96.88%        | 100.00%       | 100.00%       | 100.00%        |
| 04:00             | 44                      | 0            | 0            | 0            | 0            | 0            | 0            | 44           | 193.5         | 100.00%       | 100.00%       | 100.00%       | 100.00%        |
| 05:00             | 52                      | 0            | 0            | 0            | 0            | 0            | 0            | 52           | 178.0         | 100.00%       | 100.00%       | 100.00%       | 100.00%        |
| 06:00             | 56                      | 0            | 0            | 1            | 0            | 0            | 0            | 57           | 187.3         | 98.25%        | 98.25%        | 98.25%        | 100.00%        |
| 07:00             | 79                      | 4            | 0            | 0            | 0            | 0            | 0            | 83           | 133.8         | 95.18%        | 100.00%       | 100.00%       | 100.00%        |
| 08:00             | 100                     | 4            | 0            | 0            | 0            | 0            | 0            | 104          | 154.4         | 96.15%        | 100.00%       | 100.00%       | 100.00%        |
| 09:00             | 142                     | 2            | 0            | 1            | 0            | 0            | 0            | 145          | 143.4         | 97.93%        | 99.31%        | 99.31%        | 100.00%        |
| 10:00             | 140                     | 4            | 4            | 0            | 0            | 0            | 0            | 148          | 116.2         | 94.59%        | 97.30%        | 100.00%       | 100.00%        |
| 11:00             | 164                     | 8            | 1            | 0            | 0            | 0            | 0            | 173          | 115.3         | 94.80%        | 99.42%        | 100.00%       | 100.00%        |
| 12:00             | 175                     | 2            | 2            | 0            | 0            | 0            | 0            | 179          | 120.6         | 97.77%        | 98.88%        | 100.00%       | 100.00%        |
| 13:00             | 161                     | 5            | 1            | 0            | 0            | 0            | 0            | 167          | 126.1         | 96.41%        | 99.40%        | 100.00%       | 100.00%        |
| 14:00             | 175                     | 3            | 1            | 1            | 0            | 0            | 0            | 180          | 131.3         | 97.22%        | 98.89%        | 99.44%        | 100.00%        |
| 15:00             | 150                     | 7            | 0            | 1            | 0            | 0            | 0            | 158          | 139.3         | 94.94%        | 99.37%        | 99.37%        | 100.00%        |
| 16:00             | 149                     | 7            | 1            | 1            | 0            | 0            | 0            | 158          | 136.0         | 94.30%        | 98.73%        | 99.37%        | 100.00%        |
| 17:00             | 169                     | 8            | 1            | 0            | 0            | 0            | 0            | 178          | 131.2         | 94.94%        | 99.44%        | 100.00%       | 100.00%        |
| 18:00             | 178                     | 9            | 2            | 1            | 0            | 0            | 0            | 190          | 138.0         | 93.68%        | 98.42%        | 99.47%        | 100.00%        |
| 19:00             | 144                     | 2            | 1            | 0            | 0            | 0            | 0            | 147          | 152.4         | 97.96%        | 99.32%        | 100.00%       | 100.00%        |
| 20:00             | 161                     | 2            | 0            | 1            | 0            | 0            | 0            | 164          | 136.3         | 98.17%        | 99.39%        | 99.39%        | 100.00%        |
| 21:00             | 122                     | 0            | 0            | 0            | 0            | 0            | 0            | 122          | 155.6         | 100.00%       | 100.00%       | 100.00%       | 100.00%        |
| 22:00             | 107                     | 0            | 0            | 0            | 0            | 0            | 0            | 107          | 168.7         | 100.00%       | 100.00%       | 100.00%       | 100.00%        |
| 23:00             | 249                     | 0            | 0            | 0            | 0            | 0            | 0            | 249          | 79.3          | 100.00%       | 100.00%       | 100.00%       | 100.00%        |
| <b>Total:</b>     | <b>3,204</b>            | <b>68</b>    | <b>14</b>    | <b>7</b>     | <b>0</b>     | <b>0</b>     | <b>0</b>     | <b>3,293</b> | <b>129.0</b>  | <b>97.30%</b> | <b>99.36%</b> | <b>99.79%</b> | <b>100.00%</b> |
| <b>Overall %:</b> | <b>97.30%</b>           | <b>2.06%</b> | <b>0.43%</b> | <b>0.21%</b> | <b>0.00%</b> | <b>0.00%</b> | <b>0.00%</b> |              |               |               |               |               |                |

| <b>Calls for Service (All Call Types)- Weighted Data</b> |              |               |                |  |
|--|--------------|---------------|----------------|--|
| Agency   | OCTOBER      | YTD           | % of YTD       |  |
| VT Rescue  | 170          | 1180          | 1.06%          |  |
| Blacksburg Rescue  | 361          | 3163          | 2.84%          |  |
| Christiansburg Rescue                                    | 397          | 4227          | 3.79%          |  |
| Long Shop McCoy Rescue                                   | 12           | 121           | 0.11%          |  |
| Riner Rescue   | 8            | 129           | 0.12%          |  |
| Montgomery County Fire & EMS                             | 128          | 1185          | 1.06%          |  |
| <b>Total Rescue Calls for Service</b>                    | <b>1076</b>  | <b>10005</b>  | <b>8.97%</b>   |  |
| Blacksburg Fire  | 98           | 889           | 0.80%          |  |
| Blacksburg Fire VT Campus                                | 56           | 433           | 0.39%          |  |
| Christiansburg Fire                                      | 106          | 1208          | 1.08%          |  |
| Elliston Fire  | 34           | 309           | 0.28%          |  |
| Long Shop McCoy Fire                                     | 12           | 85            | 0.08%          |  |
| Riner Fire   | 20           | 186           | 0.17%          |  |
| <b>Total Fire Calls For Service</b>                      | <b>326</b>   | <b>3110</b>   | <b>2.79%</b>   |  |
| Montgomery Co Sheriff's Office                           | 2990         | 29822         | 26.75%         |  |
| Blacksburg Police  | 2095         | 18457         | 16.56%         |  |
| Christiansburg Police                                    | 3348         | 29916         | 26.84%         |  |
| Virginia Tech Police                                     | 1928         | 20167         | 18.09%         |  |
| <b>Total Law Enforcement Calls for Service</b>           | <b>10361</b> | <b>98362</b>  | <b>88.24%</b>  |  |
| <b>Grand Total</b>                                       | <b>11763</b> | <b>111477</b> | <b>100.00%</b> |  |



D O'Brien 12/2/2025