

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%
RESN	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%
TOTALS	3,293	

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

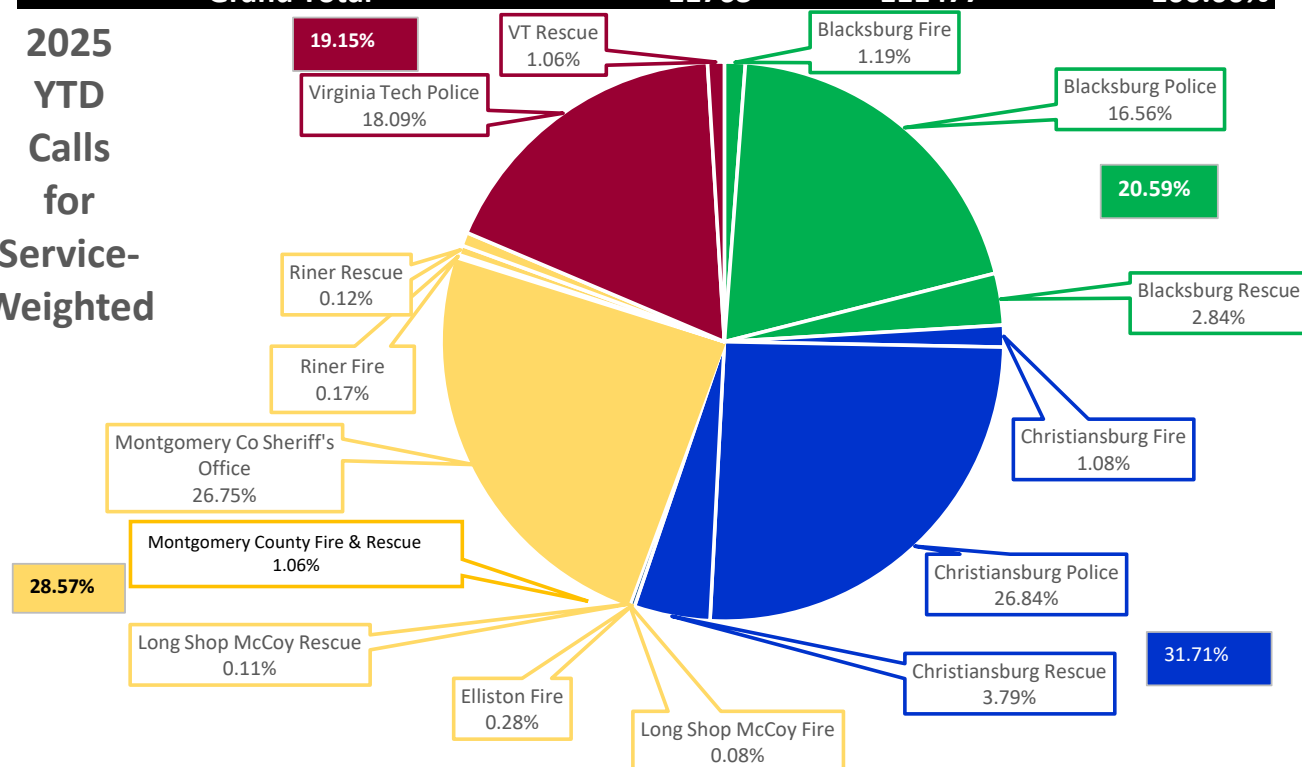
Agency Affiliation: All

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%
Total:	3,204	68	14	7	0	0	0	3,293	129.0	97.30%	99.36%	99.79%	100.00%
Overall %:	97.30%	2.06%	0.43%	0.21%	0.00%	0.00%	0.00%						

<i>Calls for Service (All Call Types)- Weighted Data</i>				
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%	
Total Rescue Calls for Service	1076	10005	8.97%	
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%	
Total Fire Calls For Service	326	3110	2.79%	
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%	
Total Law Enforcement Calls for Service	10361	98362	88.24%	
Grand Total	11763	111477	100.00%	

**2025
YTD
Calls
for
Service-
Weighted**



D O'Brien 12/2/2025