Class of Service

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073   County: Montgomery

Month - Year:	November 2025
Agency Affiliation	Emergency Communications

Report Date:	12/02/2025 14:59:31
Report Date From:	11/01/2025
Report Date To:	11/30/2025
Period Group:	Month
Call Type:	911 Calls
Abandoned Filters:	Include Abandoned
Agency Affiliation:	All

Class	PSAP Call Count	%
BUSN	17	0.59%
CNTX	7	0.24%
COIN	0	0.00%
No Class of Service	13	0.45%
OTHER	0	0.00%
PAYP	0	0.00%
PBX	0	0.00%
RESD	29	1.00%
TLMA	0	0.00%
Unparsed 911	0	0.00%
VOIP	491	16.93%
WPH0	0	0.00%
WPH1	184	6.34%
WPH2	2,159	74.45%
TOTALS	**2,900**	

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

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Month - Year:	November 2025
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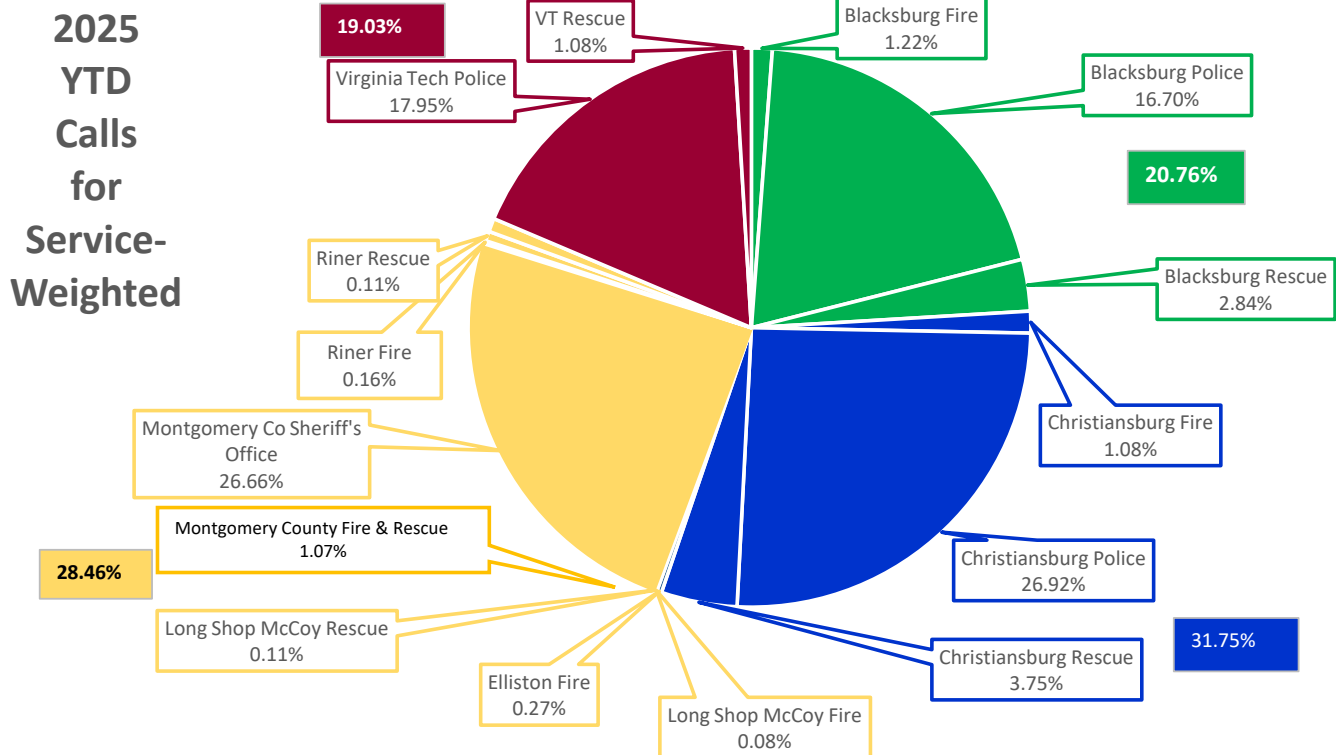|	
Report Date:	12/02/2025 14:58:26
Report Date From:	11/01/2025
Report Date To:	11/30/2025
Period Group:	Month
Time Group:	60 Minute
Time Block:	00:00 - 23:59
Days Of Week:	All
Call Type:	911 Calls
Abandoned Filters:	Include Abandoned
Agency Affiliation:	All

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.

	Answer Times In Seconds									Avg.	% Answered			
Call Hour	**0 - 10**	**11-15**	**16 - 20**	**21 - 40**	**41 - 60**	**61 - 120**	**120+**		**Total**	**Duration**	**≤ 10 Secs**	**≤ 15 Secs**	**≤ 20 Secs**	**≤ 40 Secs**
00:00	228	1	0	0	0	0	0		229	64.6	99.56%	100.00%	100.00%	100.00%
01:00	78	0	0	0	0	0	0		78	174.6	100.00%	100.00%	100.00%	100.00%
02:00	55	0	0	0	0	0	0		55	191.3	100.00%	100.00%	100.00%	100.00%
03:00	34	0	0	0	0	0	0		34	212.4	100.00%	100.00%	100.00%	100.00%
04:00	33	0	0	0	0	0	0		33	192.7	100.00%	100.00%	100.00%	100.00%
05:00	37	0	0	0	0	0	0		37	142.5	100.00%	100.00%	100.00%	100.00%
06:00	55	0	0	0	0	0	0		55	130.5	100.00%	100.00%	100.00%	100.00%
07:00	73	3	0	0	0	0	0		76	160.6	96.05%	100.00%	100.00%	100.00%
08:00	73	1	1	0	0	0	0		75	153.4	97.33%	98.67%	100.00%	100.00%
09:00	108	6	0	0	0	0	0		114	132.8	94.74%	100.00%	100.00%	100.00%
10:00	105	0	0	0	0	0	0		105	139.7	100.00%	100.00%	100.00%	100.00%
11:00	124	1	0	0	0	0	0		125	143.2	99.20%	100.00%	100.00%	100.00%
12:00	127	3	1	0	0	0	0		131	153.8	96.95%	99.24%	100.00%	100.00%
13:00	157	1	1	0	0	0	0		159	158.7	98.74%	99.37%	100.00%	100.00%
14:00	186	1	0	0	0	0	0		187	108.9	99.47%	100.00%	100.00%	100.00%
15:00	147	4	0	1	0	0	0		152	129.8	96.71%	99.34%	99.34%	100.00%
16:00	173	2	0	0	0	0	0		175	160.9	98.86%	100.00%	100.00%	100.00%
17:00	203	11	0	2	0	0	0		216	130.3	93.98%	99.07%	99.07%	100.00%
18:00	191	6	0	7	1	0	0		205	149.1	93.17%	96.10%	96.10%	99.51%
19:00	146	2	0	0	0	0	0		148	153.9	98.65%	100.00%	100.00%	100.00%
20:00	117	1	0	0	0	0	0		118	175.3	99.15%	100.00%	100.00%	100.00%
21:00	99	0	0	0	0	0	0		99	137.6	100.00%	100.00%	100.00%	100.00%
22:00	131	1	1	0	0	0	0		133	164.6	98.50%	99.25%	100.00%	100.00%
23:00	161	0	0	0	0	0	0		161	92.2	100.00%	100.00%	100.00%	100.00%
Total:	**2,841**	**44**	**4**	**10**	**1**	**0**	**0**		**2,900**	**138.8**	**97.97%**	**99.48%**	**99.62%**	**99.97%**
Overall %:	**97.97%**	**1.52%**	**0.14%**	**0.34%**	**0.03%**	**0.00%**	**0.00%**							

Calls for Service (All Call Types)- Weighted Data

Agency	NOVEMBER	YTD	% of YTD
VT Rescue	141	1321	1.08%
Blacksburg Rescue	294	3457	2.84%
Christiansburg Rescue	341	4568	3.75%
Long Shop McCoy Rescue	13	134	0.11%
Riner Rescue	11	140	0.11%
Montgomery County Fire & EMS	120	1305	1.07%
Total Rescue Calls for Service	**920**	**10925**	**8.97%**
Blacksburg Fire	107	996	0.82%
Blacksburg Fire VT Campus	51	484	0.40%
Christiansburg Fire	103	1311	1.08%
Elliston Fire	25	334	0.27%
Long Shop McCoy Fire	11	96	0.08%
Riner Fire	12	198	0.16%
Total Fire Calls For Service	**309**	**3419**	**2.81%**
Montgomery Co Sheriff's Office	2647	32469	26.66%
Blacksburg Police	1881	20338	16.70%
Christiansburg Police	2870	32786	26.92%
Virginia Tech Police	1695	21862	17.95%
Total Law Enforcement Calls for Service	**9093**	**107455**	**88.22%**
Grand Total	**10322**	**121799**	**100.00%**

2025 YTD Calls for Service- Weighted

D O'Brien 12/2/2025