

# Class of Service

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Year: 2025

Agency Affiliation: Emergency Communications

Report Date: 01/22/2026 15:56:58

Report Date From: 01/01/2025

Report Date To: 12/31/2025

Period Group: Year

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	236	0.66%
CNTX	140	0.39%
COIN	0	0.00%
No Class of Service	306	0.86%
OTHER	0	0.00%
PAYP	0	0.00%
PBX	1	0.00%
RESN	481	1.35%
TLMA	0	0.00%
Unparsed 911	0	0.00%
VOIP	6,276	17.57%
WPH0	30	0.08%
WPH1	2,189	6.13%
WPH2	26,065	72.96%
TOTALS	35,724	

# PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Year: 2025

Agency Affiliation: Emergency Communications

Report Date: 01/16/2026 14:21:47

Report Date From: 01/01/2025

Report Date To: 12/31/2025

Period Group: Year

Time Group: 60 Minute

Time Block: 00:00 - 23:59

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

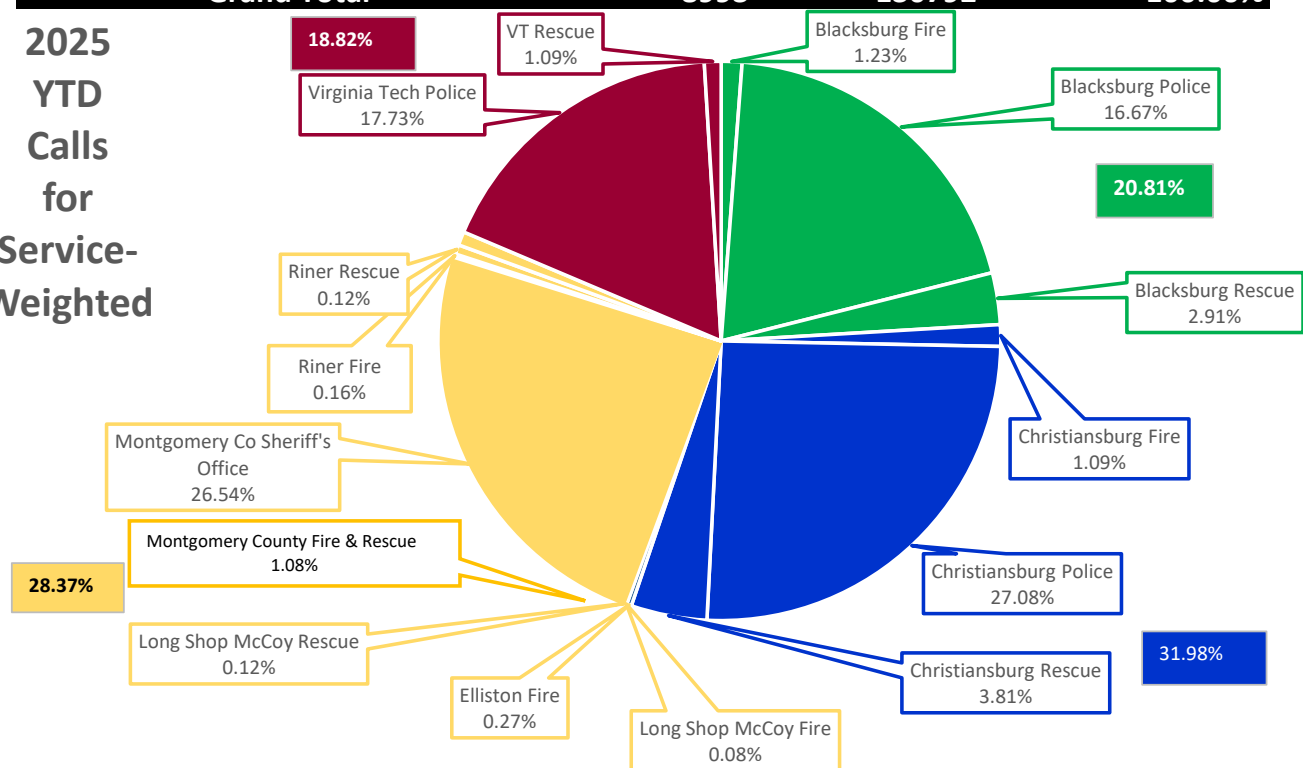
Agency Affiliation: All

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	1,694	5	1	3	0	0	0	1,703	114.3	99.47%	99.77%	99.82%	100.00%
01:00	866	5	2	0	0	0	0	873	174.8	99.20%	99.77%	100.00%	100.00%
02:00	652	1	3	0	0	0	0	656	206.8	99.39%	99.54%	100.00%	100.00%
03:00	500	2	0	0	0	0	0	502	205.3	99.60%	100.00%	100.00%	100.00%
04:00	439	3	0	0	0	0	0	442	201.3	99.32%	100.00%	100.00%	100.00%
05:00	461	1	0	0	0	0	0	462	198.4	99.78%	100.00%	100.00%	100.00%
06:00	738	7	2	2	0	0	0	749	143.5	98.53%	99.47%	99.73%	100.00%
07:00	1,011	27	2	2	0	0	0	1,042	131.6	97.02%	99.62%	99.81%	100.00%
08:00	1,241	28	4	1	0	0	0	1,274	143.6	97.41%	99.61%	99.92%	100.00%
09:00	1,395	33	1	3	0	0	0	1,432	135.1	97.42%	99.72%	99.79%	100.00%
10:00	1,570	35	12	4	0	0	0	1,621	134.8	96.85%	99.01%	99.75%	100.00%
11:00	1,746	41	10	5	1	0	0	1,803	128.3	96.84%	99.11%	99.67%	99.94%
12:00	1,749	55	15	15	3	0	0	1,837	129.7	95.21%	98.20%	99.02%	99.84%
13:00	1,845	49	7	3	2	0	0	1,906	128.1	96.80%	99.37%	99.74%	99.90%
14:00	1,934	49	14	8	0	0	0	2,005	128.7	96.46%	98.90%	99.60%	100.00%
15:00	1,934	68	11	15	1	0	0	2,029	133.8	95.32%	98.67%	99.21%	99.95%
16:00	1,967	67	11	7	0	0	0	2,052	134.7	95.86%	99.12%	99.66%	100.00%
17:00	2,005	104	21	16	1	0	0	2,147	135.5	93.39%	98.23%	99.21%	99.95%
18:00	1,903	72	10	14	1	0	0	2,000	139.1	95.15%	98.75%	99.25%	99.95%
19:00	1,690	20	7	10	2	0	0	1,729	160.0	97.74%	98.90%	99.31%	99.88%
20:00	1,842	9	3	1	0	0	0	1,855	147.2	99.30%	99.78%	99.95%	100.00%
21:00	2,044	16	4	1	0	0	0	2,065	118.7	98.98%	99.76%	99.95%	100.00%
22:00	1,738	8	3	2	0	0	0	1,751	131.6	99.26%	99.71%	99.89%	100.00%
23:00	1,779	8	2	0	0	0	0	1,789	123.9	99.44%	99.89%	100.00%	100.00%
Total:	34,743	713	145	112	11	0	0	35,724	138.3	97.25%	99.25%	99.66%	99.97%
Overall %:	97.25%	2.00%	0.41%	0.31%	0.03%	0.00%	0.00%						

<b><i>Calls for Service (All Call Types)- Weighted Data</i></b>			
<b>Agency</b>	<b>DECEMBER</b>	<b>YTD</b>	<b>% of YTD</b>
VT Rescue	109	1430	1.09%
Blacksburg Rescue	352	3809	2.91%
Christiansburg Rescue	418	4986	3.81%
Long Shop McCoy Rescue	17	151	0.12%
Riner Rescue	12	152	0.12%
Montgomery County Fire & EMS	111	1416	1.08%
<b>Total Rescue Calls for Service</b>	<b>1019</b>	<b>11944</b>	<b>9.13%</b>
Blacksburg Fire	89	1085	0.83%
Blacksburg Fire VT Campus	45	529	0.40%
Christiansburg Fire	113	1424	1.09%
Elliston Fire	21	355	0.27%
Long Shop McCoy Fire	14	110	0.08%
Riner Fire	14	212	0.16%
<b>Total Fire Calls For Service</b>	<b>296</b>	<b>3715</b>	<b>2.84%</b>
Montgomery Co Sheriff's Office	2244	34713	26.54%
Blacksburg Police	1465	21803	16.67%
Christiansburg Police	2639	35425	27.08%
Virginia Tech Police	1330	23192	17.73%
<b>Total Law Enforcement Calls for Service</b>	<b>7678</b>	<b>115133</b>	<b>88.03%</b>
<b>Grand Total</b>	<b>8993</b>	<b>130792</b>	<b>100.00%</b>

**2025  
YTD  
Calls  
for  
Service-  
Weighted**



D O'Brien 1/16/2026