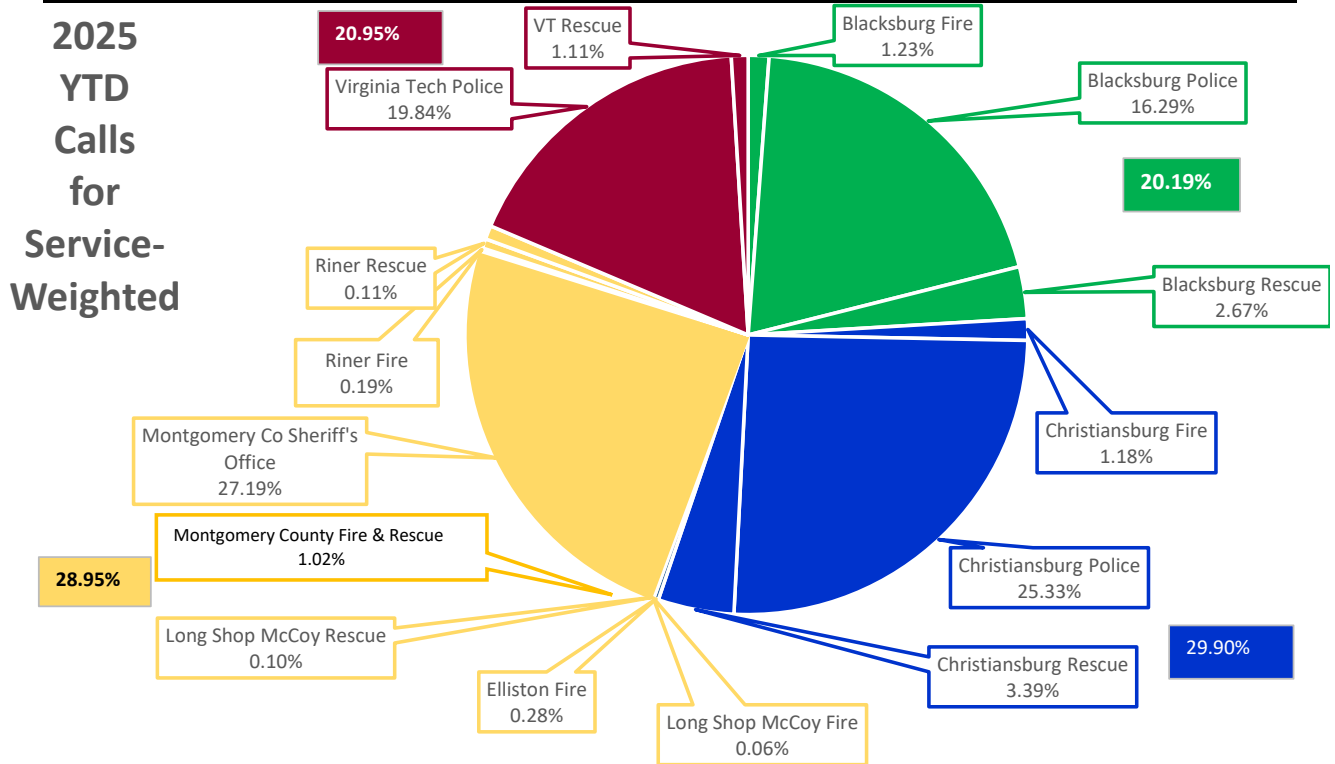


## Calls for Service (All Call Types)- Weighted Data

| Agency   | MAY          | YTD          | % of YTD       |
|--|--------------|--------------|----------------|
| VT Rescue                                      | 129          | 638          | 1.11%          |
| Blacksburg Rescue                              | 333          | 1536         | 2.67%          |
| Christiansburg Rescue                          | 412          | 1954         | 3.39%          |
| Long Shop McCoy Rescue                         | 15           | 55           | 0.10%          |
| Riner Rescue                                   | 11           | 65           | 0.11%          |
| Montgomery County Fire & EMS                   | 113          | 586          | 1.02%          |
| <b>Total Rescue Calls for Service</b>          | <b>1013</b>  | <b>4834</b>  | <b>8.40%</b>   |
| Blacksburg Fire                                | 96           | 484          | 0.84%          |
| Blacksburg Fire VT Campus                      | 35           | 225          | 0.39%          |
| Christiansburg Fire                            | 123          | 682          | 1.18%          |
| Elliston Fire                                  | 24           | 160          | 0.28%          |
| Long Shop McCoy Fire                           | 10           | 37           | 0.06%          |
| Riner Fire                                     | 14           | 111          | 0.19%          |
| <b>Total Fire Calls For Service</b>            | <b>302</b>   | <b>1699</b>  | <b>2.95%</b>   |
| Montgomery Co Sheriff's Office                 | 3567         | 15656        | 27.19%         |
| Blacksburg Police                              | 1929         | 9380         | 16.29%         |
| Christiansburg Police                          | 2794         | 14582        | 25.33%         |
| Virginia Tech Police                           | 2051         | 11425        | 19.84%         |
| <b>Total Law Enforcement Calls for Service</b> | <b>10341</b> | <b>51043</b> | <b>88.65%</b>  |
| <b>Grand Total</b>                             | <b>11656</b> | <b>57576</b> | <b>100.00%</b> |



# Class of Service

## New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year:

May 2025

Agency Affiliation

Emergency Communications

**Report Date:** 06/18/2025 13:58:10

**Report Date From:** 05/01/2025

**Report Date To:** 05/31/2025

**Period Group:** Month

**Call Type:** 911 Calls

**Abandoned Filters:** Include Abandoned

**Agency Affiliation:** All

| Class               | PSAP        |        |
|---------------------|-------------|--------|
|                     | Call Count  | %      |
| BUSN                | 22          | 0.73%  |
| CNTX                | 19          | 0.63%  |
| COIN                | 0           | 0.00%  |
| No Class of Service | 12          | 0.40%  |
| OTHER               | 0           | 0.00%  |
| PAYP                | 0           | 0.00%  |
| PBX                 | 0           | 0.00%  |
| RESD                | 40          | 1.33%  |
| TLMA                | 0           | 0.00%  |
| Unparsed 911        | 0           | 0.00%  |
| VOIP                | 534         | 17.75% |
| WPH0                | 3           | 0.10%  |
| WPH1                | 223         | 7.41%  |
| WPH2                | 2155        | 71.64% |
| <b>TOTALS</b>       | <b>3008</b> |        |

# PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: May 2025

Agency Affiliation: Emergency Communications

Report Date: 06/18/2025 13:53:25

Report Date From: 05/01/2025

Report Date To: 05/31/2025

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             | 104                     | 0            | 0            | 0            | 0            | 0            | 0            | 104          | 177.4         | 100.00%       | 100.00%       | 100.00%       | 100.00%        |
| 01:00             | 66                      | 1            | 0            | 0            | 0            | 0            | 0            | 67           | 188.6         | 98.51%        | 100.00%       | 100.00%       | 100.00%        |
| 02:00             | 66                      | 0            | 0            | 0            | 0            | 0            | 0            | 66           | 199.6         | 100.00%       | 100.00%       | 100.00%       | 100.00%        |
| 03:00             | 40                      | 0            | 0            | 0            | 0            | 0            | 0            | 40           | 219.9         | 100.00%       | 100.00%       | 100.00%       | 100.00%        |
| 04:00             | 35                      | 0            | 0            | 0            | 0            | 0            | 0            | 35           | 242.7         | 100.00%       | 100.00%       | 100.00%       | 100.00%        |
| 05:00             | 49                      | 1            | 0            | 0            | 0            | 0            | 0            | 50           | 202.0         | 98.00%        | 100.00%       | 100.00%       | 100.00%        |
| 06:00             | 54                      | 2            | 0            | 0            | 0            | 0            | 0            | 56           | 152.7         | 96.43%        | 100.00%       | 100.00%       | 100.00%        |
| 07:00             | 150                     | 2            | 0            | 0            | 0            | 0            | 0            | 152          | 66.4          | 98.68%        | 100.00%       | 100.00%       | 100.00%        |
| 08:00             | 128                     | 1            | 0            | 0            | 0            | 0            | 0            | 129          | 128.5         | 99.22%        | 100.00%       | 100.00%       | 100.00%        |
| 09:00             | 110                     | 2            | 0            | 0            | 0            | 0            | 0            | 112          | 164.3         | 98.21%        | 100.00%       | 100.00%       | 100.00%        |
| 10:00             | 132                     | 1            | 0            | 0            | 0            | 0            | 0            | 133          | 142.8         | 99.25%        | 100.00%       | 100.00%       | 100.00%        |
| 11:00             | 158                     | 4            | 3            | 0            | 0            | 0            | 0            | 165          | 114.1         | 95.76%        | 98.18%        | 100.00%       | 100.00%        |
| 12:00             | 154                     | 8            | 1            | 1            | 0            | 0            | 0            | 164          | 125.0         | 93.90%        | 98.78%        | 99.39%        | 100.00%        |
| 13:00             | 137                     | 3            | 0            | 0            | 0            | 0            | 0            | 140          | 135.9         | 97.86%        | 100.00%       | 100.00%       | 100.00%        |
| 14:00             | 174                     | 7            | 1            | 1            | 0            | 0            | 0            | 183          | 102.1         | 95.08%        | 98.91%        | 99.45%        | 100.00%        |
| 15:00             | 122                     | 4            | 0            | 0            | 0            | 0            | 0            | 126          | 115.5         | 96.83%        | 100.00%       | 100.00%       | 100.00%        |
| 16:00             | 140                     | 5            | 0            | 1            | 0            | 0            | 0            | 146          | 127.1         | 95.89%        | 99.32%        | 99.32%        | 100.00%        |
| 17:00             | 173                     | 5            | 1            | 1            | 0            | 0            | 0            | 180          | 135.0         | 96.11%        | 98.89%        | 99.44%        | 100.00%        |
| 18:00             | 189                     | 5            | 1            | 0            | 0            | 0            | 0            | 195          | 115.0         | 96.92%        | 99.49%        | 100.00%       | 100.00%        |
| 19:00             | 133                     | 0            | 0            | 0            | 0            | 0            | 0            | 133          | 189.1         | 100.00%       | 100.00%       | 100.00%       | 100.00%        |
| 20:00             | 158                     | 0            | 1            | 0            | 0            | 0            | 0            | 159          | 110.6         | 99.37%        | 99.37%        | 100.00%       | 100.00%        |
| 21:00             | 214                     | 3            | 3            | 0            | 0            | 0            | 0            | 220          | 123.3         | 97.27%        | 98.64%        | 100.00%       | 100.00%        |
| 22:00             | 128                     | 0            | 1            | 0            | 0            | 0            | 0            | 129          | 144.1         | 99.22%        | 99.22%        | 100.00%       | 100.00%        |
| 23:00             | 122                     | 2            | 0            | 0            | 0            | 0            | 0            | 124          | 139.9         | 98.39%        | 100.00%       | 100.00%       | 100.00%        |
| <b>Total:</b>     | <b>2,936</b>            | <b>56</b>    | <b>12</b>    | <b>4</b>     | <b>0</b>     | <b>0</b>     | <b>0</b>     | <b>3,008</b> | <b>135.3</b>  | <b>97.61%</b> | <b>99.47%</b> | <b>99.87%</b> | <b>100.00%</b> |
| <b>Overall %:</b> | <b>97.61%</b>           | <b>1.86%</b> | <b>0.40%</b> | <b>0.13%</b> | <b>0.00%</b> | <b>0.00%</b> | <b>0.00%</b> |              |               |               |               |               |                |