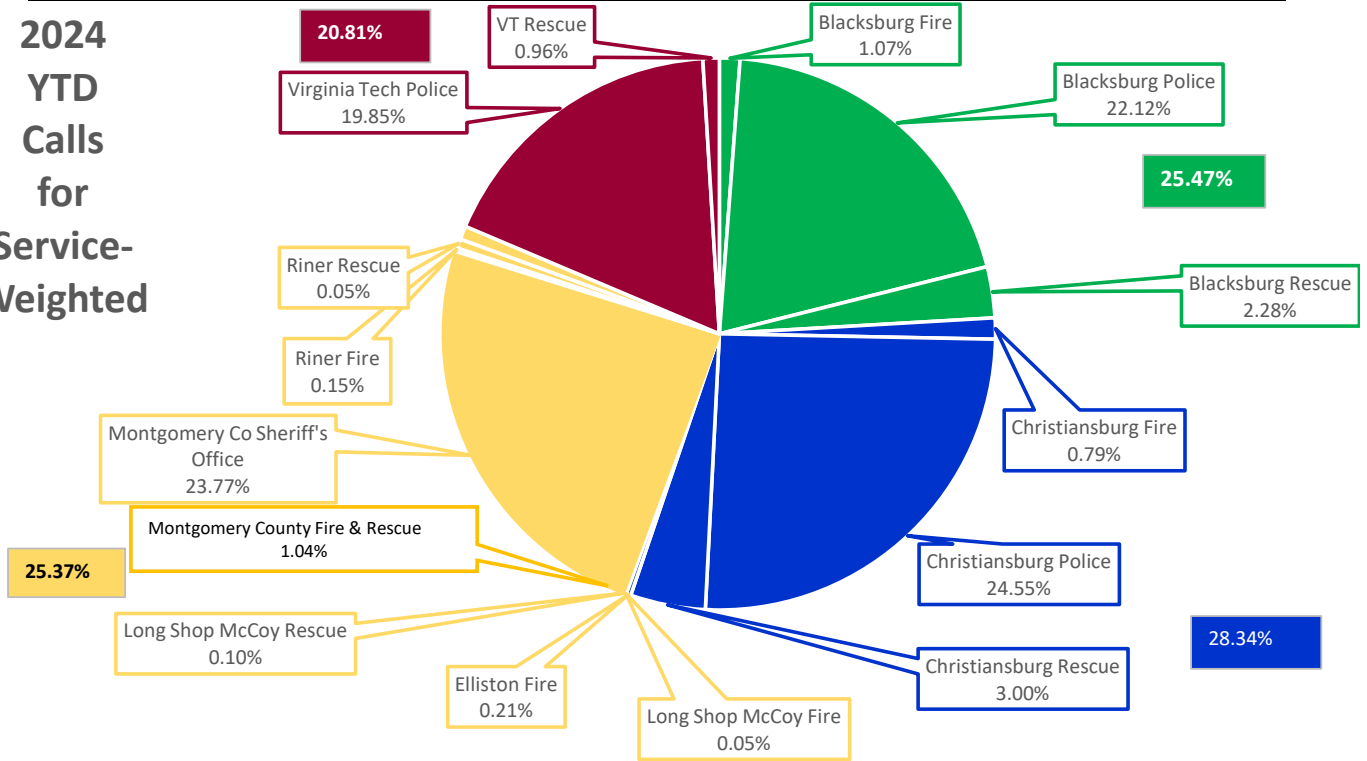


Calls for Service (All Call Types)- Weighted Data

Agency	JUNE	YTD	% of YTD
VT Rescue	19	618	0.96%
Blacksburg Rescue	282	1472	2.28%
Christiansburg Rescue	338	1940	3.00%
Long Shop McCoy Rescue	9	62	0.10%
Riner Rescue	5	35	0.05%
Montgomery County Fire & EMS	108	674	1.04%
Total Rescue Calls for Service	761	4801	7.43%
Blacksburg Fire	60	441	0.68%
Blacksburg Fire VT Campus	31	252	0.39%
Christiansburg Fire	86	510	0.79%
Elliston Fire	18	138	0.21%
Long Shop McCoy Fire	5	30	0.05%
Riner Fire	13	95	0.15%
Total Fire Calls For Service	213	1466	2.27%
Montgomery Co Sheriff's Office	2112	15361	23.77%
Blacksburg Police	2117	14295	22.12%
Christiansburg Police	2307	15866	24.55%
Virginia Tech Police	1337	12827	19.85%
Total Law Enforcement Calls for Service	7873	58349	90.30%
Grand Total	8847	64616	100.00%

2024 YTD Calls for Service-Weighted



Class of Service

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: June 2024

Agency Affiliation: Emergency Communications

Report Date: 07/23/2024 10:13:12

Report Date From: 06/01/2024

Report Date To: 06/30/2024

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	52	2.04 %
CNTX	34	1.34 %
COIN	0	0.00 %
No Class of Service	24	0.94 %
OTHER	0	0.00 %
PAYP	0	0.00 %
PBX	0	0.00 %
RESD	41	1.61 %
TLMA	0	0.00 %
Unparsed 911	0	0.00 %
VOIP	436	17.14 %
WPH0	6	0.24 %
WPH1	153	6.01 %
WPH2	1798	70.68 %
TOTALS	2544	

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: June 2024

Agency Affiliation: Emergency Communications

Report Date: 07/23/2024 10:09:10

Report Date From: 06/01/2024

Report Date To: 06/30/2024

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	39	0	0	0	0	0	0	39	158.6	100.00 %	100.00 %	100.00 %	100.00 %
01:00	53	0	0	0	0	0	0	53	169.9	100.00 %	100.00 %	100.00 %	100.00 %
02:00	27	0	0	0	0	0	0	27	211.8	100.00 %	100.00 %	100.00 %	100.00 %
03:00	43	0	0	0	0	0	0	43	184.0	100.00 %	100.00 %	100.00 %	100.00 %
04:00	33	1	0	0	0	0	0	34	188.9	97.06 %	100.00 %	100.00 %	100.00 %
05:00	36	1	0	0	0	0	0	37	170.1	97.30 %	100.00 %	100.00 %	100.00 %
06:00	45	1	0	0	0	0	0	46	163.5	97.83 %	100.00 %	100.00 %	100.00 %
07:00	118	1	0	0	0	0	0	119	107.2	99.16 %	100.00 %	100.00 %	100.00 %
08:00	107	5	1	0	0	0	0	113	81.9	94.69 %	99.12 %	100.00 %	100.00 %
09:00	92	3	0	0	0	0	0	95	109.5	96.84 %	100.00 %	100.00 %	100.00 %
10:00	133	5	0	1	0	0	0	139	127.0	95.68 %	99.28 %	99.28 %	100.00 %
11:00	122	4	1	2	0	0	0	129	150.3	94.57 %	97.67 %	98.45 %	100.00 %
12:00	157	6	1	0	0	0	0	164	121.4	95.73 %	99.39 %	100.00 %	100.00 %
13:00	158	6	0	0	0	0	0	164	133.9	96.34 %	100.00 %	100.00 %	100.00 %
14:00	128	4	1	0	0	0	0	133	152.1	96.24 %	99.25 %	100.00 %	100.00 %
15:00	150	0	0	0	0	0	0	150	117.8	100.00 %	100.00 %	100.00 %	100.00 %
16:00	98	2	2	0	0	0	0	102	136.2	96.08 %	98.04 %	100.00 %	100.00 %
17:00	160	5	0	0	0	0	0	165	142.8	96.97 %	100.00 %	100.00 %	100.00 %
18:00	129	6	1	0	0	0	0	136	130.2	94.85 %	99.26 %	100.00 %	100.00 %
19:00	154	4	0	0	0	0	0	158	150.7	97.47 %	100.00 %	100.00 %	100.00 %
20:00	183	3	0	0	0	0	0	186	123.2	98.39 %	100.00 %	100.00 %	100.00 %
21:00	148	1	0	0	0	0	0	149	144.6	99.33 %	100.00 %	100.00 %	100.00 %
22:00	102	1	0	0	0	0	0	103	164.0	99.03 %	100.00 %	100.00 %	100.00 %
23:00	60	0	0	0	0	0	0	60	217.0	100.00 %	100.00 %	100.00 %	100.00 %
Total:	2,475	59	7	3	0	0	0	2,544	138.2	97.29 %	99.61 %	99.88 %	100.00 %
Overall %:	97.29%	2.32%	0.28%	0.12%	0.00%	0.00%	0.00%						