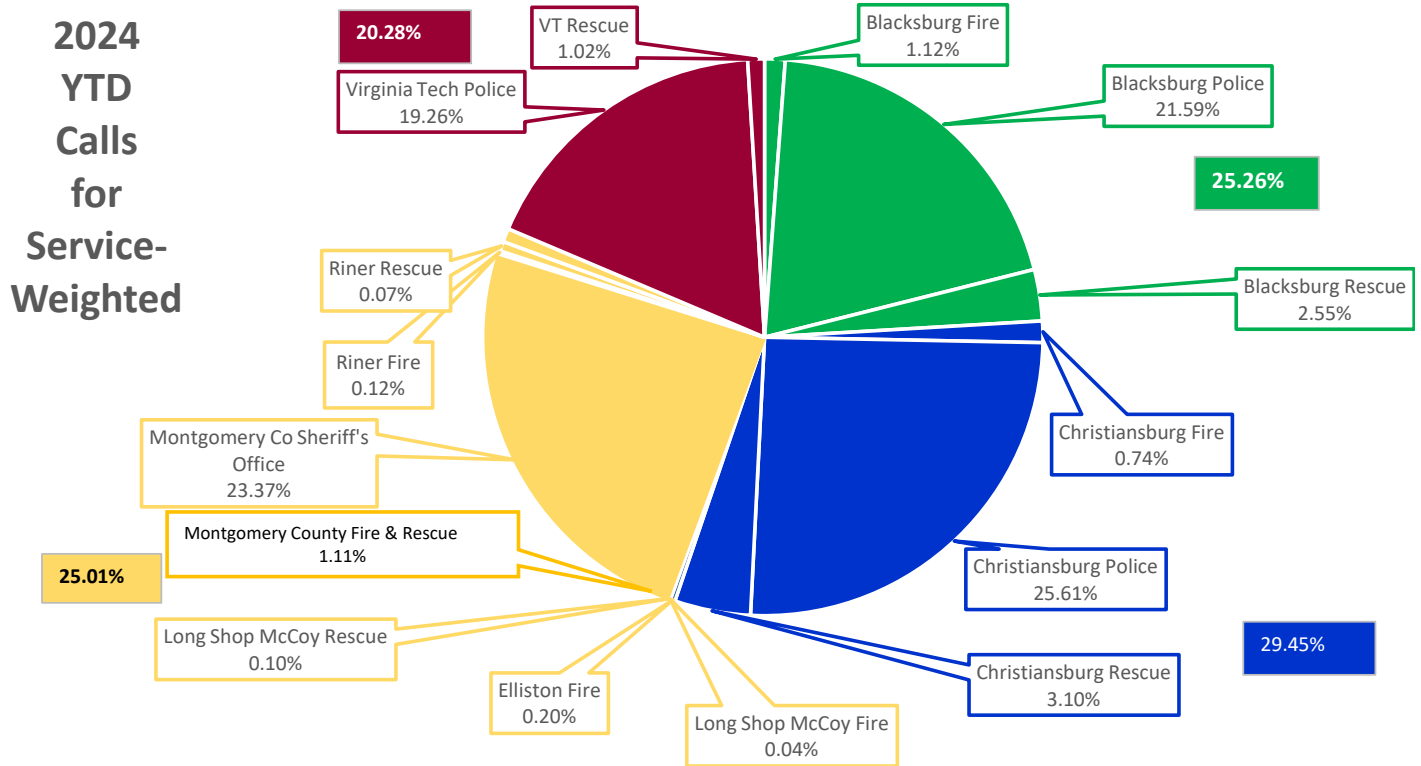


<b>Calls for Service (All Call Types)- Weighted Data</b>				
<b>Agency</b>	<b>SEPTEMBER</b>	<b>YTD</b>	<b>% of YTD</b>	
VT Rescue	240	985	1.02%	
Blacksburg Rescue	381	2469	2.55%	
Christiansburg Rescue	368	2998	3.10%	
Long Shop McCoy Rescue	13	93	0.10%	
Riner Rescue	16	63	0.07%	
Montgomery County Fire & EMS	138	1075	1.11%	
<b>Total Rescue Calls for Service</b>	<b>1156</b>	<b>7683</b>	<b>7.95%</b>	
Blacksburg Fire	100	691	0.71%	
Blacksburg Fire VT Campus	54	392	0.41%	
Christiansburg Fire	90	711	0.74%	
Elliston Fire	29	197	0.20%	
Long Shop McCoy Fire	12	38	0.04%	
Riner Fire	23	117	0.12%	
<b>Total Fire Calls For Service</b>	<b>308</b>	<b>2146</b>	<b>2.22%</b>	
Montgomery Co Sheriff's Office	2465	22594	23.37%	
Blacksburg Police	2403	20871	21.59%	
Christiansburg Police	3117	24752	25.61%	
Virginia Tech Police	2506	18622	19.26%	
<b>Total Law Enforcement Calls for Service</b>	<b>10491</b>	<b>86839</b>	<b>89.83%</b>	
<b>Grand Total</b>	<b>11955</b>	<b>96668</b>	<b>100.00%</b>	



D O'Brien 10/21/2024

# Class of Service

## New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: September 2024

Agency Affiliation: Emergency Communications

**Report Date:** 10/16/2024 13:30:36

**Report Date From:** 09/01/2024

**Report Date To:** 09/30/2024

**Period Group:** Month

**Call Type:** 911 Calls

**Abandoned Filters:** Include Abandoned

**Agency Affiliation:** All

Class	PSAP	
	Call Count	%
BUSN	17	0.50%
CNTX	17	0.50%
COIN	0	0.00%
No Class of Service	22	0.65%
OTHER	0	0.00%
PAYP	0	0.00%
PBX	2	0.06%
RESD	32	0.95%
TLMA	0	0.00%
Unparsed 911	0	0.00%
VOIP	592	17.49%
WPH0	2	0.06%
WPH1	191	5.64%
WPH2	2509	74.14%
<b>TOTALS</b>	<b>3384</b>	

# PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: September 2024

Agency Affiliation: Emergency Communications

Report Date: 10/16/2024 11:16:42

Report Date From: 09/01/2024

Report Date To: 09/30/2024

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	95	2	0	0	0	0	0	97	195.3	97.94%	100.00%	100.00%	100.00%
01:00	92	5	1	0	0	0	0	98	204.8	93.88%	98.98%	100.00%	100.00%
02:00	86	2	0	0	0	0	0	88	173.6	97.73%	100.00%	100.00%	100.00%
03:00	54	0	0	0	0	0	0	54	157.1	100.00%	100.00%	100.00%	100.00%
04:00	29	0	0	0	0	0	0	29	265.1	100.00%	100.00%	100.00%	100.00%
05:00	49	0	0	0	0	0	0	49	192.8	100.00%	100.00%	100.00%	100.00%
06:00	74	4	0	0	0	0	0	78	167.5	94.87%	100.00%	100.00%	100.00%
07:00	141	2	0	0	0	0	0	143	94.7	98.60%	100.00%	100.00%	100.00%
08:00	123	2	0	0	0	0	0	125	121.6	98.40%	100.00%	100.00%	100.00%
09:00	132	2	1	0	0	0	0	135	133.5	97.78%	99.26%	100.00%	100.00%
10:00	175	6	1	0	0	0	0	182	113.9	96.15%	99.45%	100.00%	100.00%
11:00	148	3	1	0	0	0	0	152	140.0	97.37%	99.34%	100.00%	100.00%
12:00	158	9	2	0	0	0	0	169	142.1	93.49%	98.82%	100.00%	100.00%
13:00	167	11	2	0	1	0	0	181	117.9	92.27%	98.34%	99.45%	99.45%
14:00	167	3	2	0	0	0	0	172	127.3	97.09%	98.84%	100.00%	100.00%
15:00	225	12	6	3	1	0	0	247	138.6	91.09%	95.95%	98.38%	99.60%
16:00	197	11	1	0	0	0	0	209	138.1	94.26%	99.52%	100.00%	100.00%
17:00	199	8	2	0	0	0	0	209	130.6	95.22%	99.04%	100.00%	100.00%
18:00	170	11	0	0	0	0	0	181	165.0	93.92%	100.00%	100.00%	100.00%
19:00	150	1	1	0	0	0	0	152	140.4	98.68%	99.34%	100.00%	100.00%
20:00	239	2	1	0	0	0	0	242	113.9	98.76%	99.59%	100.00%	100.00%
21:00	169	2	1	0	0	0	0	172	164.4	98.26%	99.42%	100.00%	100.00%
22:00	122	2	1	0	0	0	0	125	147.7	97.60%	99.20%	100.00%	100.00%
23:00	93	2	0	0	0	0	0	95	186.9	97.89%	100.00%	100.00%	100.00%
<b>Total:</b>	<b>3,254</b>	<b>102</b>	<b>23</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>3,384</b>	<b>142.6</b>	<b>96.16%</b>	<b>99.17%</b>	<b>99.85%</b>	<b>99.94%</b>
<b>Overall %:</b>	<b>96.16%</b>	<b>3.01%</b>	<b>0.68%</b>	<b>0.09%</b>	<b>0.06%</b>	<b>0.00%</b>	<b>0.00%</b>						