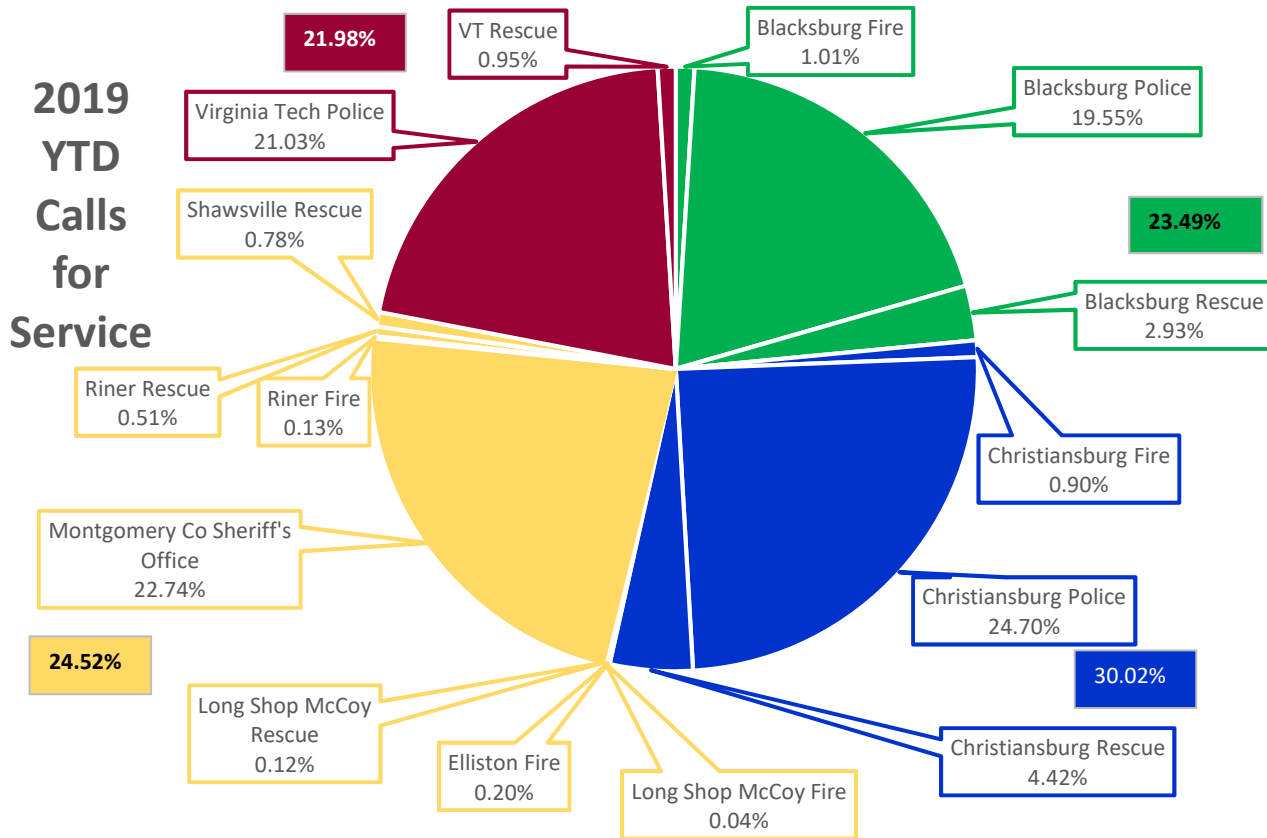


Calls for Service (All Call Types)- Raw Data

Agency	July 2019	YTD	% of YTD
Shawsville Rescue	72	482	0.78%
VT Rescue	24	587	0.95%
Blacksburg Rescue	260	1816	2.93%
Christiansburg Rescue	451	2745	4.42%
Long Shop McCoy Rescue	11	74	0.12%
Riner Rescue	51	316	0.51%
Total Rescue Calls for Service	869	6020	9.70%
Blacksburg Fire	84	627	1.01%
Christiansburg Fire	82	560	0.90%
Elliston Fire	23	127	0.20%
Long Shop McCoy Fire	3	23	0.04%
Riner Fire	11	83	0.13%
Total Fire Calls For Service	203	1420	2.29%
Montgomery Co Sheriff's Office	2217	14108	22.74%
Blacksburg Police	1653	12128	19.55%
Christiansburg Police	2383	15324	24.70%
Virginia Tech Police	1517	13049	21.03%
Total Law Enforcement Calls for Service	7770	54609	88.01%
Grand Total	8842	62049	100.00%



Class of Service

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year:

July 2019

Agency Affiliation

Emergency Communications

Report Date: 08/09/2019 12:02:11

Report Date From: 07/01/2019

Report Date To: 07/31/2019

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	417	13.40%
CNTX	27	0.87%
COIN	2	0.06%
No Class of	149	4.79%
OTHER	28	0.90%
PAYP	0	0.00%
PBX	0	0.00%
RESD	125	4.02%
TLMA	0	0.00%
Unparsed 911	0	0.00%
VOIP	127	4.08%
WPH0	1	0.03%
WPH1	594	19.08%
WPH2	1643	52.78%
TOTALS	3113	

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: July 2019

Agency Affiliation: Emergency Communications

Report Date: 08/09/2019 12:05:02

Report Date From: 07/01/2019

Report Date To: 07/31/2019

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								% Answered ≤ 10 Secs	% Answered ≤ 15 Secs	% Answered ≤ 40 Secs
	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total			
00:00	58	2	0	1	0	0	0	61	95.08%	98.36%	100.00%
01:00	58	1	0	0	0	0	0	59	98.31%	100.00%	100.00%
02:00	38	1	0	0	0	0	0	39	97.44%	100.00%	100.00%
03:00	24	1	0	0	0	0	0	25	96.00%	100.00%	100.00%
04:00	34	0	0	0	0	0	0	34	100.00%	100.00%	100.00%
05:00	40	0	0	0	0	0	0	40	100.00%	100.00%	100.00%
06:00	45	0	0	0	0	0	0	45	100.00%	100.00%	100.00%
07:00	66	3	1	0	0	0	0	70	94.29%	98.57%	100.00%
08:00	109	2	0	0	0	0	0	111	98.20%	100.00%	100.00%
09:00	143	4	1	0	0	0	0	148	96.62%	99.32%	100.00%
10:00	187	5	1	0	0	0	0	193	96.89%	99.48%	100.00%
11:00	169	11	1	2	0	0	0	183	92.35%	98.36%	100.00%
12:00	163	10	2	1	0	0	0	176	92.61%	98.30%	100.00%
13:00	173	11	1	0	0	0	0	185	93.51%	99.46%	100.00%
14:00	184	12	1	0	0	0	0	197	93.40%	99.49%	100.00%
15:00	190	5	1	0	0	0	0	196	96.94%	99.49%	100.00%
16:00	197	7	1	1	0	0	0	206	95.63%	99.03%	100.00%
17:00	165	18	0	2	0	0	0	185	89.19%	98.92%	100.00%
18:00	135	10	4	0	0	0	0	149	90.60%	97.32%	100.00%
19:00	127	0	0	0	0	0	0	127	100.00%	100.00%	100.00%
20:00	191	7	0	0	0	0	0	198	96.46%	100.00%	100.00%
21:00	197	1	0	0	0	0	0	198	99.49%	100.00%	100.00%
22:00	164	3	1	0	0	0	0	168	97.62%	99.40%	100.00%
23:00	119	0	1	0	0	0	0	120	99.17%	99.17%	100.00%
Total	2,976	114	16	7	0	0	0	3,113			
Overall Percentage:	95.60%	3.66%	0.51%	0.22%	0.00%	0.00%	0.00%	100.00%			
% answer time ≤ 15 seconds	99.26%										
% answer time ≤ 40 seconds	100.00%										