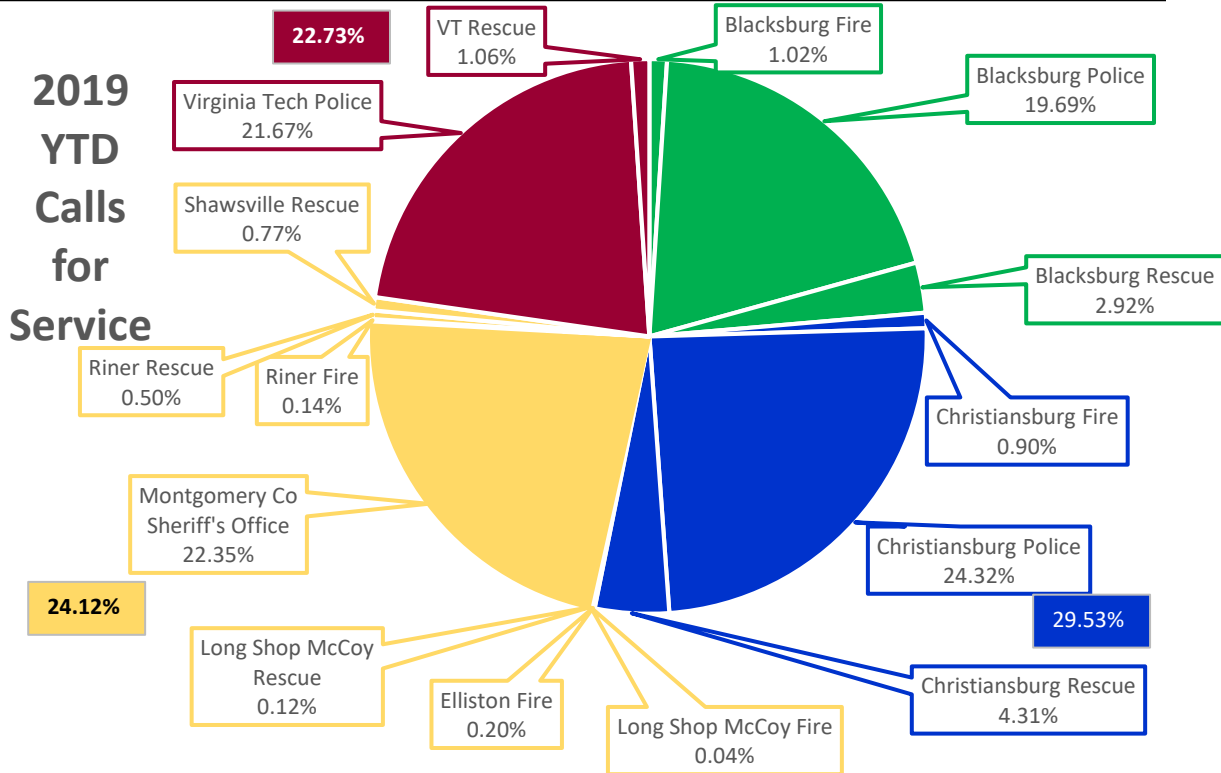


## Calls for Service (All Call Types)- Raw Data

Agency	June 2019	YTD	% of YTD
Shawsville Rescue	68	410	0.77%
VT Rescue	23	563	1.06%
Blacksburg Rescue	217	1556	2.92%
Christiansburg Rescue	402	2294	4.31%
Long Shop McCoy Rescue	10	63	0.12%
Riner Rescue	47	265	0.50%
<b>Total Rescue Calls for Service</b>	<b>767</b>	<b>5151</b>	<b>9.68%</b>
Blacksburg Fire	75	543	1.02%
Christiansburg Fire	93	478	0.90%
Elliston Fire	19	104	0.20%
Long Shop McCoy Fire	4	20	0.04%
Riner Fire	13	72	0.14%
<b>Total Fire Calls For Service</b>	<b>204</b>	<b>1217</b>	<b>2.29%</b>
Montgomery Co Sheriff's Office	1931	11891	22.35%
Blacksburg Police	1432	10475	19.69%
Christiansburg Police	2403	12941	24.32%
Virginia Tech Police	1393	11532	21.67%
<b>Total Law Enforcement Calls for Service</b>	<b>7159</b>	<b>46839</b>	<b>88.03%</b>
<b>Grand Total</b>	<b>8130</b>	<b>53207</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:

June 2019

Agency Affiliation

Emergency Communications

Report Date: 07/19/2019 14:37:57

Report Date From: 06/01/2019

Report Date To: 06/30/2019

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	404	14.56%
CNTX	23	0.83%
COIN	6	0.22%
No Class of	149	5.37%
OTHER	21	0.76%
PAYP	0	0.00%
PBX	0	0.00%
RESD	92	3.32%
TLMA	0	0.00%
Unparsed 911	0	0.00%
VOIP	127	4.58%
WPH0	2	0.07%
WPH1	466	16.79%
WPH2	1485	53.51%
<b>TOTALS</b>	<b>2775</b>	

# PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: June 2019

Agency Affiliation: Emergency Communications

Report Date: 07/19/2019 14:32:14

Report Date From: 06/01/2019

Report Date To: 06/30/2019

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

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	68	0	0	0	0	0	0	68	100.00%	100.00%	100.00%
01:00	61	0	0	0	0	0	0	61	100.00%	100.00%	100.00%
02:00	44	0	0	0	0	0	0	44	100.00%	100.00%	100.00%
03:00	30	0	0	0	0	0	0	30	100.00%	100.00%	100.00%
04:00	17	1	0	0	0	0	0	18	94.44%	100.00%	100.00%
05:00	31	1	0	0	0	0	0	32	96.88%	100.00%	100.00%
06:00	56	3	0	0	0	0	0	59	94.92%	100.00%	100.00%
07:00	67	2	0	0	0	0	0	69	97.10%	100.00%	100.00%
08:00	93	5	1	0	0	0	0	99	93.94%	98.99%	100.00%
09:00	106	6	1	3	0	0	0	116	91.38%	96.55%	100.00%
10:00	150	5	0	0	0	0	0	155	96.77%	100.00%	100.00%
11:00	177	2	0	0	0	0	0	179	98.88%	100.00%	100.00%
12:00	149	3	1	0	0	0	0	153	97.39%	99.35%	100.00%
13:00	205	6	2	0	0	0	0	213	96.24%	99.06%	100.00%
14:00	162	1	1	0	0	0	0	164	98.78%	99.39%	100.00%
15:00	138	7	0	0	0	0	0	145	95.17%	100.00%	100.00%
16:00	160	15	3	0	0	0	0	178	89.89%	98.31%	100.00%
17:00	169	7	0	0	0	0	0	176	96.02%	100.00%	100.00%
18:00	151	12	0	0	0	0	0	163	92.64%	100.00%	100.00%
19:00	120	0	0	0	0	0	0	120	100.00%	100.00%	100.00%
20:00	125	6	0	0	0	0	0	131	95.42%	100.00%	100.00%
21:00	127	1	0	0	0	0	0	128	99.22%	100.00%	100.00%
22:00	135	0	0	0	0	0	0	135	100.00%	100.00%	100.00%
23:00	139	0	0	0	0	0	0	139	100.00%	100.00%	100.00%
<b>Total</b>	<b>2,680</b>	<b>83</b>	<b>9</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2,775</b>			
<b>Overall Percentage:</b>	<b>96.58%</b>	<b>2.99%</b>	<b>0.32%</b>	<b>0.11%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>100.00%</b>			
<b>% answer time ≤ 15 seconds</b>	<b>99.57%</b>										
<b>% answer time ≤ 40 seconds</b>	<b>100.00%</b>										