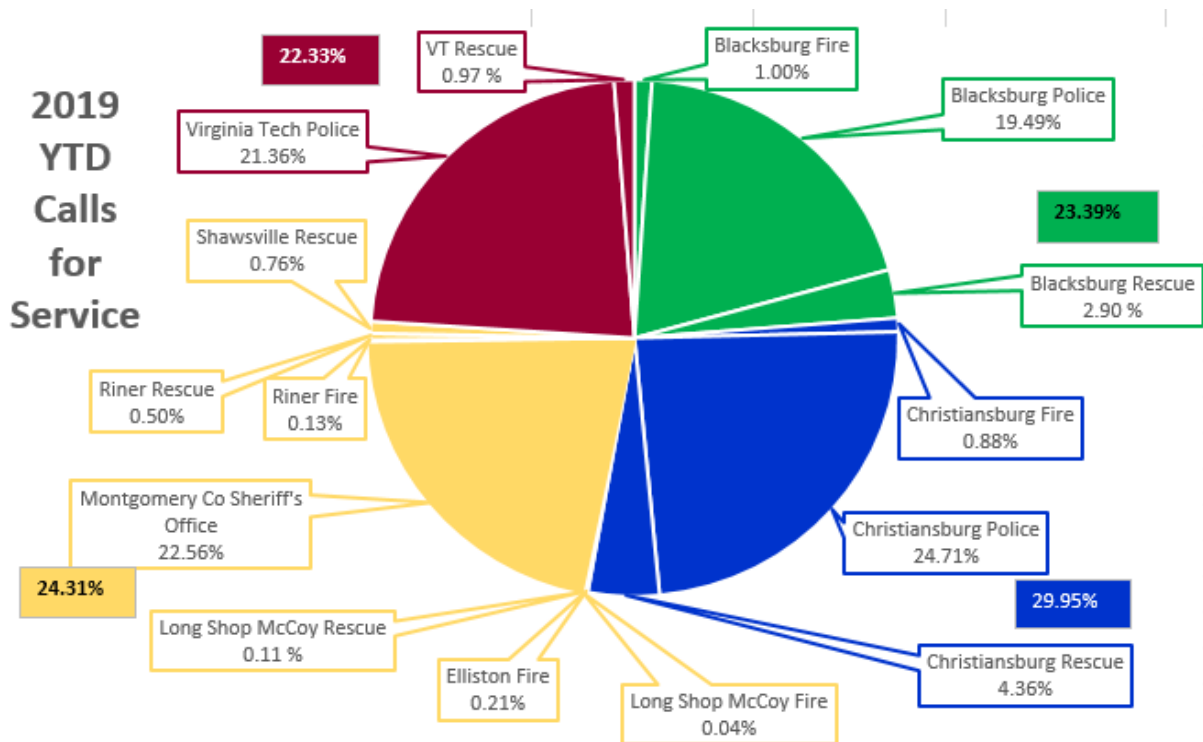


## Calls for Service (All Call Types)- Raw Data

Agency	August 2019	YTD	% of YTD
Shawsville Rescue	68	550	0.76%
VT Rescue	117	704	0.97%
Blacksburg Rescue	284	2100	2.90%
Christiansburg Rescue	411	3156	4.36%
Long Shop McCoy Rescue	7	81	0.11%
Riner Rescue	45	361	0.50%
<b>Total Rescue Calls for Service</b>	<b>932</b>	<b>6952</b>	<b>9.61%</b>
Blacksburg Fire	100	727	1.00%
Christiansburg Fire	77	637	0.88%
Elliston Fire	22	149	0.21%
Long Shop McCoy Fire	4	27	0.04%
Riner Fire	10	93	0.13%
<b>Total Fire Calls For Service</b>	<b>213</b>	<b>1633</b>	<b>2.26%</b>
Montgomery Co Sheriff's Office	2217	16325	22.56%
Blacksburg Police	1973	14101	19.49%
Christiansburg Police	2557	17881	24.71%
Virginia Tech Police	2408	15457	21.36%
<b>Total Law Enforcement Calls for Service</b>	<b>9155</b>	<b>63764</b>	<b>88.13%</b>
<b>Grand Total</b>	<b>10300</b>	<b>72349</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:

August 2019

Agency Affiliation

Emergency Communications

Report Date: 09/06/2019 10:55:03

Report Date From: 08/01/2019

Report Date To: 08/31/2019

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	485	14.34%
CNTX	34	1.01%
COIN	0	0.00%
No Class of	293	8.66%
OTHER	74	2.19%
PAYP	0	0.00%
PBX	0	0.00%
RESD	107	3.16%
TLMA	0	0.00%
Unparsed 911	0	0.00%
VOIP	113	3.34%
WPH0	0	0.00%
WPH1	673	19.89%
WPH2	1604	47.41%
<b>TOTALS</b>	<b>3383</b>	

# PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: August 2019

Agency Affiliation: Emergency Communications

Report Date: 09/06/2019 10:52:18

Report Date From: 08/01/2019

Report Date To: 08/31/2019

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	95	4	1	0	0	0	0	100	95.00%	99.00%	100.00%
01:00	56	2	0	0	0	0	0	58	96.55%	100.00%	100.00%
02:00	47	1	0	0	0	0	0	48	97.92%	100.00%	100.00%
03:00	36	0	0	0	0	0	0	36	100.00%	100.00%	100.00%
04:00	29	2	0	0	0	0	0	31	93.55%	100.00%	100.00%
05:00	43	1	0	0	0	0	0	44	97.73%	100.00%	100.00%
06:00	35	1	0	0	0	0	0	36	97.22%	100.00%	100.00%
07:00	92	2	0	0	0	0	0	94	97.87%	100.00%	100.00%
08:00	126	9	1	1	0	0	0	137	91.97%	98.54%	100.00%
09:00	173	7	0	0	0	0	0	180	96.11%	100.00%	100.00%
10:00	205	4	0	0	0	0	0	209	98.09%	100.00%	100.00%
11:00	196	5	1	1	0	0	0	203	96.55%	99.01%	100.00%
12:00	197	10	1	0	0	0	0	208	94.71%	99.52%	100.00%
13:00	178	8	3	0	0	0	0	189	94.18%	98.41%	100.00%
14:00	169	17	3	1	1	0	0	191	88.48%	97.38%	99.48%
15:00	184	15	4	1	0	0	0	204	90.20%	97.55%	100.00%
16:00	181	9	2	0	1	0	0	193	93.78%	98.45%	99.48%
17:00	209	12	1	1	2	0	0	225	92.89%	98.22%	99.11%
18:00	179	8	0	1	0	0	0	188	95.21%	99.47%	100.00%
19:00	178	5	1	0	0	0	0	184	96.74%	99.46%	100.00%
20:00	168	6	1	0	0	0	0	175	96.00%	99.43%	100.00%
21:00	134	1	0	0	0	0	0	135	99.26%	100.00%	100.00%
22:00	154	1	0	0	0	0	0	155	99.35%	100.00%	100.00%
23:00	160	0	0	0	0	0	0	160	100.00%	100.00%	100.00%
<b>Total</b>	<b>3,224</b>	<b>130</b>	<b>19</b>	<b>6</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>3,383</b>			
<b>Overall Percentage:</b>	<b>95.30%</b>	<b>3.84%</b>	<b>0.56%</b>	<b>0.18%</b>	<b>0.12%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>100.00%</b>			
<b>% answer time ≤ 15 seconds</b>	<b>99.14%</b>										
<b>% answer time ≤ 40 seconds</b>	<b>99.88%</b>										