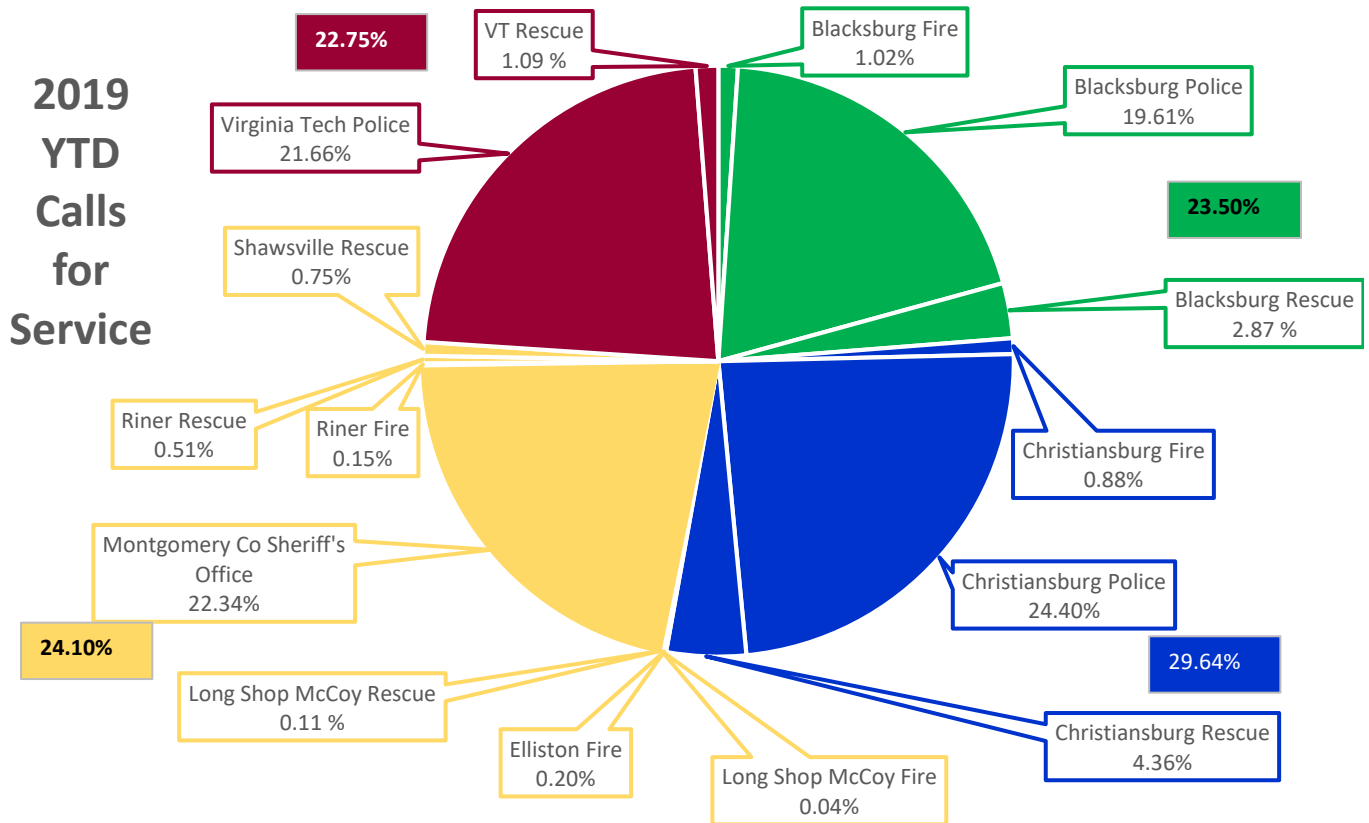


Calls for Service (All Call Types)- Raw Data

Agency	September 2019	YTD	% of YTD
Shawsville Rescue	72	622	0.75%
VT Rescue	201	905	1.09%
Blacksburg Rescue	279	2379	2.87%
Christiansburg Rescue	456	3612	4.36%
Long Shop McCoy Rescue	7	88	0.11%
Riner Rescue	65	426	0.51%
Total Rescue Calls for Service	1080	8032	9.70%
Blacksburg Fire	116	843	1.02%
Christiansburg Fire	95	732	0.88%
Elliston Fire	19	168	0.20%
Long Shop McCoy Fire	5	32	0.04%
Riner Fire	31	124	0.15%
Total Fire Calls For Service	266	1899	2.29%
Montgomery Co Sheriff's Office	2172	18497	22.34%
Blacksburg Police	2135	16236	19.61%
Christiansburg Police	2322	20203	24.40%
Virginia Tech Police	2473	17930	21.66%
Total Law Enforcement Calls for Service	9102	72866	88.01%
Grand Total	10448	82797	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:

September 2019

Agency Affiliation

Emergency Communications

Report Date: 10/02/2019 11:15:21

Report Date From: 09/01/2019

Report Date To: 09/30/2019

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	500	13.59%
CNTX	23	0.63%
COIN	1	0.03%
No Class of	285	7.74%
OTHER	64	1.74%
PAYP	0	0.00%
PBX	0	0.00%
RESD	111	3.02%
TLMA	0	0.00%
Unparsed 911	0	0.00%
VOIP	103	2.80%
WPH0	5	0.14%
WPH1	776	21.09%
WPH2	1812	49.24%
TOTALS	3680	

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: September 2019

Agency Affiliation: Emergency Communications

Report Date: 10/02/2019 11:15:12

Report Date From: 09/01/2019

Report Date To: 09/30/2019

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

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	99	1	0	0	0	0	0	100	174.5	99.00%	100.00%	100.00%	100.00%
01:00	103	3	0	0	0	0	0	106	149.3	97.17%	100.00%	100.00%	100.00%
02:00	54	0	0	0	0	0	0	54	178.3	100.00%	100.00%	100.00%	100.00%
03:00	50	1	5	2	0	0	0	58	137.2	86.21%	87.93%	96.55%	100.00%
04:00	37	0	0	0	0	0	0	37	203.3	100.00%	100.00%	100.00%	100.00%
05:00	36	3	7	0	0	0	0	46	113.8	78.26%	84.78%	100.00%	100.00%
06:00	48	4	0	0	0	0	0	52	133.8	92.31%	100.00%	100.00%	100.00%
07:00	89	2	0	0	0	0	0	91	128.3	97.80%	100.00%	100.00%	100.00%
08:00	97	5	2	2	0	0	0	106	108.7	91.51%	96.23%	98.11%	100.00%
09:00	139	6	1	0	0	0	0	146	119.4	95.21%	99.32%	100.00%	100.00%
10:00	150	9	0	0	0	0	0	159	137.6	94.34%	100.00%	100.00%	100.00%
11:00	169	7	0	1	0	0	0	177	106.9	95.48%	99.44%	99.44%	100.00%
12:00	254	12	4	0	0	0	0	270	99.8	94.07%	98.52%	100.00%	100.00%
13:00	183	11	2	1	0	0	0	197	117.3	92.89%	98.48%	99.49%	100.00%
14:00	245	12	2	1	0	0	1	261	99.8	93.87%	98.47%	99.23%	99.62%
15:00	236	5	0	0	0	0	0	241	109.2	97.93%	100.00%	100.00%	100.00%
16:00	200	10	3	1	0	0	0	214	140.8	93.46%	98.13%	99.53%	100.00%
17:00	212	19	1	5	0	0	0	237	112.0	89.45%	97.47%	97.89%	100.00%
18:00	190	9	3	0	0	0	0	202	137.0	94.06%	98.51%	100.00%	100.00%
19:00	197	6	1	0	0	0	0	204	133.3	96.57%	99.51%	100.00%	100.00%
20:00	175	4	1	0	0	0	0	180	145.3	97.22%	99.44%	100.00%	100.00%
21:00	204	3	1	0	0	0	0	208	103.7	98.08%	99.52%	100.00%	100.00%
22:00	189	0	0	0	0	0	0	189	107.9	100.00%	100.00%	100.00%	100.00%
23:00	140	4	1	0	0	0	0	145	146.5	96.55%	99.31%	100.00%	100.00%
Overall:	3,496	136	34	13	0	0	1	3,680	123.7	95.00%	98.70%	99.62%	99.97%