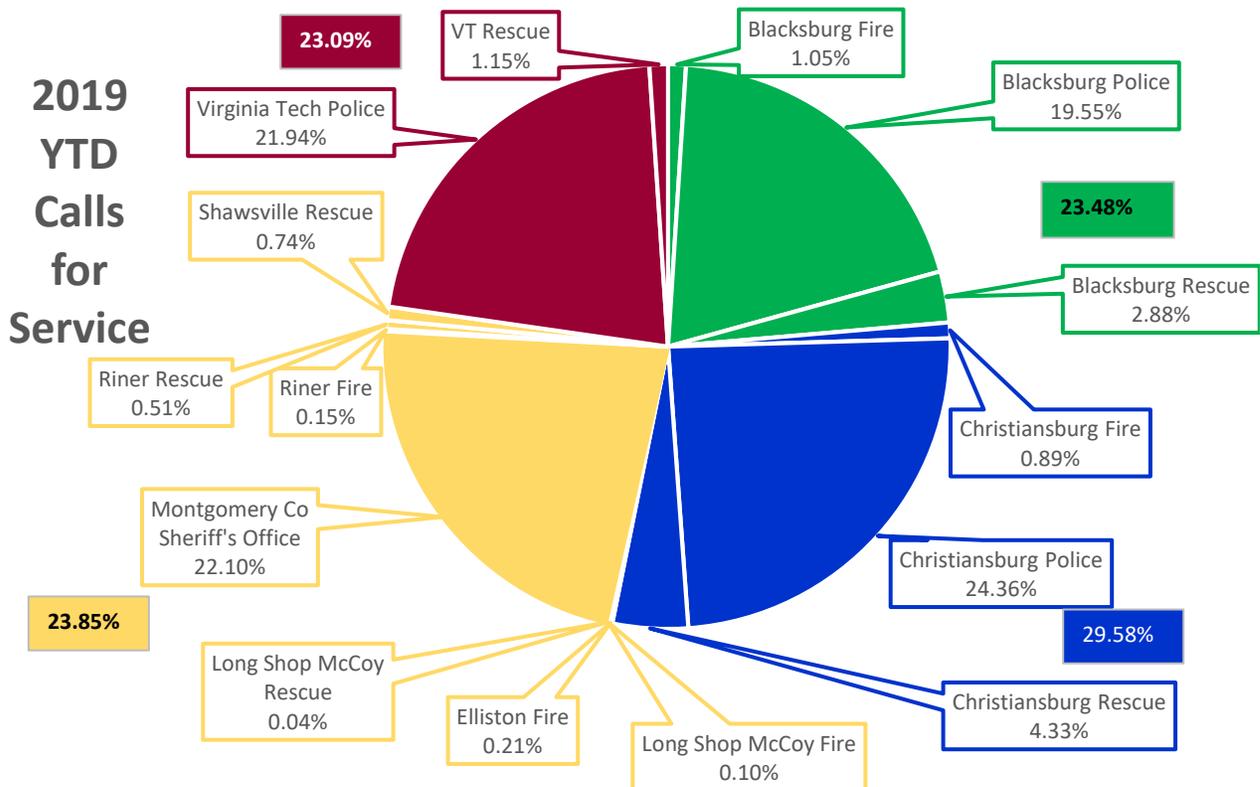


Calls for Service (All Call Types)- Raw Data

Agency	October 2019	YTD	% of YTD
Shawsville Rescue	71	693	0.74%
VT Rescue	170	1075	1.15%
Blacksburg Rescue	315	2694	2.88%
Christiansburg Rescue	433	4045	4.33%
Long Shop McCoy Rescue	10	98	0.10%
Riner Rescue	46	472	0.51%
Total Rescue Calls for Service	1045	9077	9.72%
Blacksburg Fire	142	985	1.05%
Christiansburg Fire	96	828	0.89%
Elliston Fire	28	196	0.21%
Long Shop McCoy Fire	3	35	0.04%
Riner Fire	16	140	0.15%
Total Fire Calls For Service	285	2184	2.34%
Montgomery Co Sheriff's Office	2151	20648	22.10%
Blacksburg Police	2032	18268	19.55%
Christiansburg Police	2553	22756	24.36%
Virginia Tech Police	2567	20497	21.94%
Total Law Enforcement Calls for Service	9303	82169	87.95%
Grand Total	10633	93430	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:

October 2019

Agency Affiliation

Emergency Communications

Report Date: 11/22/2019 12:42:58

Report Date From: 10/01/2019

Report Date To: 10/31/2019

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	538	14.45%
CNTX	31	0.83%
COIN	1	0.03%
No Class of	299	8.03%
OTHER	75	2.01%
PAYP	0	0.00%
PBX	0	0.00%
RESD	110	2.95%
TLMA	0	0.00%
Unparsed 911	0	0.00%
VOIP	120	3.22%
WPH0	2	0.05%
WPH1	709	19.04%
WPH2	1838	49.37%
TOTALS	3723	

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: October 2019

Agency Affiliation: Emergency Communications

Report Date: 11/22/2019 12:45:09

Report Date From: 10/01/2019

Report Date To: 10/31/2019

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							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	87	3	0	0	0	0	0	90	177.9	96.67%	100.00%	100.00%	100.00%
01:00	83	1	0	0	0	0	0	84	147.8	98.81%	100.00%	100.00%	100.00%
02:00	50	2	0	0	0	0	0	52	154.5	96.15%	100.00%	100.00%	100.00%
03:00	30	0	0	0	0	0	0	30	216.7	100.00%	100.00%	100.00%	100.00%
04:00	34	1	0	0	0	0	0	35	132.2	97.14%	100.00%	100.00%	100.00%
05:00	51	0	0	0	0	0	0	51	146.2	100.00%	100.00%	100.00%	100.00%
06:00	62	5	0	0	0	0	0	67	127.5	92.54%	100.00%	100.00%	100.00%
07:00	98	4	0	2	0	0	0	104	115.2	94.23%	98.08%	98.08%	100.00%
08:00	85	5	0	0	0	0	0	90	142.3	94.44%	100.00%	100.00%	100.00%
09:00	162	9	0	0	0	0	0	171	114.0	94.74%	100.00%	100.00%	100.00%
10:00	164	4	0	0	0	0	0	168	110.3	97.62%	100.00%	100.00%	100.00%
11:00	164	9	0	2	0	0	0	175	118.1	93.71%	98.86%	98.86%	100.00%
12:00	204	12	4	5	1	0	0	226	110.3	90.27%	95.58%	97.35%	99.56%
13:00	193	10	1	2	0	0	2	208	202.0	92.79%	97.60%	98.08%	99.04%
14:00	263	15	1	3	0	0	0	282	98.0	93.26%	98.58%	98.94%	100.00%
15:00	241	13	0	1	1	0	0	256	109.9	94.14%	99.22%	99.22%	99.61%
16:00	206	15	2	1	0	0	0	224	137.3	91.96%	98.66%	99.55%	100.00%
17:00	182	13	2	1	0	0	0	198	122.1	91.92%	98.48%	99.49%	100.00%
18:00	197	17	3	0	0	0	0	217	135.5	90.78%	98.62%	100.00%	100.00%
19:00	210	3	0	0	0	0	0	213	120.8	98.59%	100.00%	100.00%	100.00%
20:00	202	4	1	0	0	0	0	207	121.8	97.58%	99.52%	100.00%	100.00%
21:00	219	4	0	0	0	0	0	223	98.8	98.21%	100.00%	100.00%	100.00%
22:00	205	4	0	0	0	0	0	209	100.5	98.09%	100.00%	100.00%	100.00%
23:00	142	0	0	1	0	0	0	143	151.3	99.30%	99.30%	99.30%	100.00%
Total:	3,534	153	14	18	2	0	2	3,723	126.2	94.92%	99.03%	99.41%	99.89%
Overall %:	94.92%	4.11%	0.38%	0.48%	0.05%	0.00%	0.05%						