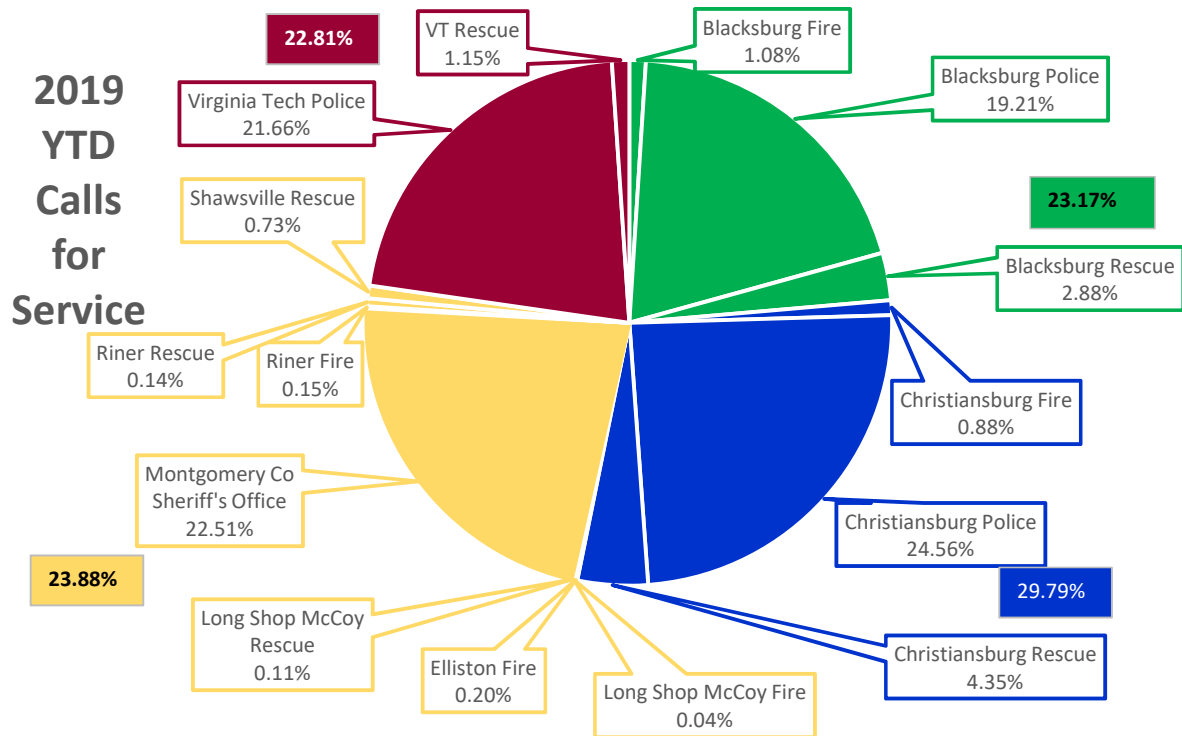


Calls for Service (All Call Types)- Raw Data

Agency	December 2019	YTD	% of YTD
Shawsville Rescue	55	809	0.73%
VT Rescue	79	1266	1.15%
Blacksburg Rescue	234	3181	2.88%
Christiansburg Rescue	376	4802	4.35%
Long Shop McCoy Rescue	8	116	0.11%
Riner Rescue	47	557	0.50%
Total Rescue Calls for Service	799	10731	9.72%
Blacksburg Fire	94	1196	1.08%
Christiansburg Fire	74	967	0.88%
Elliston Fire	20	225	0.20%
Long Shop McCoy Fire	5	44	0.04%
Riner Fire	8	159	0.14%
Total Fire Calls For Service	201	2591	2.35%
Montgomery Co Sheriff's Office	2104	24842	22.51%
Blacksburg Police	1337	21202	19.21%
Christiansburg Police	2150	27106	24.56%
Virginia Tech Police	1417	23908	21.66%
Total Law Enforcement Calls for Service	7008	97058	87.93%
Grand Total	8008	110380	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: December 2019

Agency Affiliation: Emergency Communications

Report Date: 01/21/2020 14:42:51

Report Date From: 12/01/2019

Report Date To: 12/31/2019

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	409	14.92%
CNTX	18	0.66%
COIN	0	0.00%
No Class of	185	6.75%
OTHER	44	1.61%
PAYP	0	0.00%
PBX	0	0.00%
RESD	70	2.55%
TLMA	0	0.00%
Unparsed 911	0	0.00%
VOIP	111	4.05%
WPH0	0	0.00%
WPH1	471	17.18%
WPH2	1433	52.28%
TOTALS	2741	

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: December 2019

Agency Affiliation: Emergency Communications

Report Date: 01/21/2020 14:39:58

Report Date From: 12/01/2019

Report Date To: 12/31/2019

Period Group: Month

Time Group: 60 Minute

Time Block: 00:00 - 23:59

Days Of Week: All

Call Type: 911 - Wireless

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	60	0	1	0	0	0	0	0	61	179.1	98.36%	98.36%	100.00%	100.00%
01:00	66	0	1	0	0	0	0	0	67	156.8	98.51%	98.51%	100.00%	100.00%
02:00	65	1	0	0	0	0	0	0	66	183.6	98.48%	100.00%	100.00%	100.00%
03:00	28	0	0	0	0	0	0	0	28	203.3	100.00%	100.00%	100.00%	100.00%
04:00	37	1	0	0	0	0	0	0	38	178.9	97.37%	100.00%	100.00%	100.00%
05:00	34	1	0	0	0	0	0	0	35	210.2	97.14%	100.00%	100.00%	100.00%
06:00	45	0	0	0	0	0	0	0	45	139.1	100.00%	100.00%	100.00%	100.00%
07:00	78	5	0	0	0	0	0	0	83	132.2	93.98%	100.00%	100.00%	100.00%
08:00	70	2	0	0	0	0	0	0	72	139.1	97.22%	100.00%	100.00%	100.00%
09:00	61	3	0	0	0	0	0	0	64	136.1	95.31%	100.00%	100.00%	100.00%
10:00	93	4	0	0	0	0	0	0	97	125.1	95.88%	100.00%	100.00%	100.00%
11:00	101	4	0	0	0	0	0	0	105	137.9	96.19%	100.00%	100.00%	100.00%
12:00	95	8	1	0	0	0	0	0	104	158.0	91.35%	99.04%	100.00%	100.00%
13:00	109	7	0	0	0	0	0	0	116	122.4	93.97%	100.00%	100.00%	100.00%
14:00	96	9	0	0	0	0	0	0	105	128.3	91.43%	100.00%	100.00%	100.00%
15:00	104	8	0	0	0	0	0	0	112	158.4	92.86%	100.00%	100.00%	100.00%
16:00	106	5	1	0	0	0	0	0	112	149.5	94.64%	99.11%	100.00%	100.00%
17:00	149	15	7	0	0	0	0	0	171	135.8	87.13%	95.91%	100.00%	100.00%
18:00	132	9	2	0	0	0	0	0	143	128.9	92.31%	98.60%	100.00%	100.00%
19:00	98	2	0	0	0	0	0	0	100	194.0	98.00%	100.00%	100.00%	100.00%
20:00	102	4	0	0	0	0	0	0	106	156.0	96.23%	100.00%	100.00%	100.00%
21:00	82	2	0	0	0	0	0	0	84	166.2	97.62%	100.00%	100.00%	100.00%
22:00	71	0	0	0	0	0	0	0	71	173.2	100.00%	100.00%	100.00%	100.00%
23:00	90	2	0	0	0	0	0	0	92	160.4	97.83%	100.00%	100.00%	100.00%
Total:	1,972	92	13	0	0	0	0	0	2,077	150.8	94.94%	99.37%	100.00%	100.00%
Overall %:	94.94%	4.43%	0.63%	0.00%	0.00%	0.00%	0.00%	0.00%						