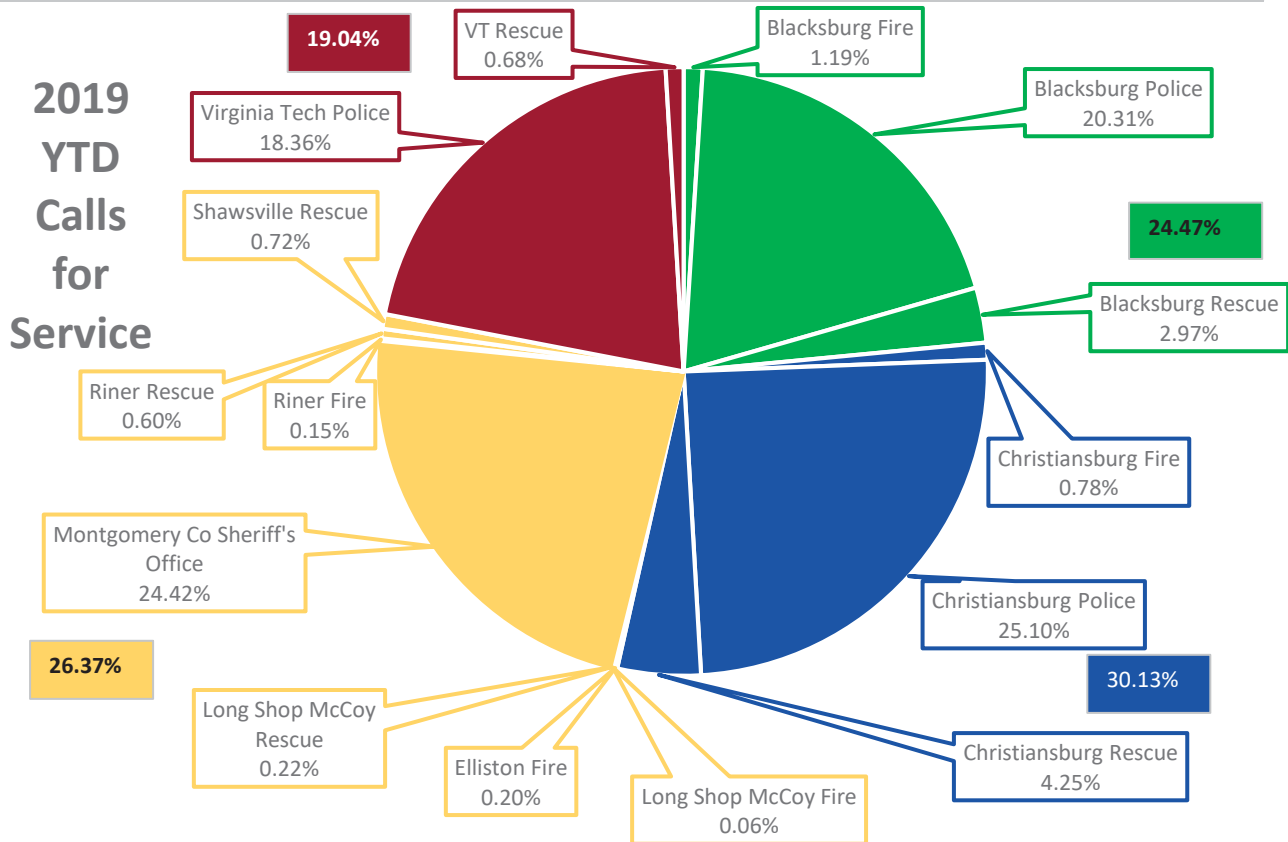


Calls for Service (All Call Types)- Raw Data

Agency	January 2020	YTD	% of YTD
Shawsville Rescue	62	62	0.72%
VT Rescue	58	58	0.68%
Blacksburg Rescue	254	254	2.97%
Christiansburg Rescue	364	364	4.25%
Long Shop McCoy Rescue	19	19	0.22%
Riner Rescue	51	51	0.60%
Total Rescue Calls for Service	808	808	9.44%
Blacksburg Fire	102	102	1.19%
Christiansburg Fire	67	67	0.78%
Elliston Fire	17	17	0.20%
Long Shop McCoy Fire	5	5	0.06%
Riner Fire	13	13	0.15%
Total Fire Calls For Service	204	204	2.38%
Montgomery Co Sheriff's Office	2091	2091	24.42%
Blacksburg Police	1739	1739	20.31%
Christiansburg Police	2149	2149	25.10%
Virginia Tech Police	1572	1572	18.36%
Total Law Enforcement Calls for Service	7551	7551	88.18%
Grand Total	8563	8563	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: January 2020

Agency Affiliation: Emergency Communications

Report Date: 02/18/2020 16:21:49

Report Date From: 01/01/2020

Report Date To: 01/31/2020

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	412	15.42 %
CNTX	12	0.45 %
COIN	0	0.00 %
No Class of Service	213	7.97 %
OTHER	50	1.87 %
PAYP	0	0.00 %
PBX	0	0.00 %
RESD	79	2.96 %
TLMA	0	0.00 %
Unparsed 911	0	0.00 %
VOIP	107	4.00 %
WPH0	0	0.00 %
WPH1	463	17.33 %
WPH2	1336	50.00 %
TOTALS	2672	

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: January 2020

Agency Affiliation: Emergency Communications

Report Date: 02/18/2020 16:25:23

Report Date From: 01/01/2020

Report Date To: 01/31/2020

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	103	4	0	0	0	0	0	107	116.7	96.26 %	100.00 %	100.00 %	100.00 %
01:00	66	2	1	0	0	0	0	69	162.7	95.65 %	98.55 %	100.00 %	100.00 %
02:00	39	0	0	0	0	0	0	39	150.8	100.00 %	100.00 %	100.00 %	100.00 %
03:00	51	1	0	0	0	0	0	52	208.8	98.08 %	100.00 %	100.00 %	100.00 %
04:00	32	0	0	0	0	0	0	32	152.0	100.00 %	100.00 %	100.00 %	100.00 %
05:00	32	0	0	0	0	0	0	32	137.9	100.00 %	100.00 %	100.00 %	100.00 %
06:00	58	1	0	0	0	0	0	59	141.4	98.31 %	100.00 %	100.00 %	100.00 %
07:00	72	7	1	0	0	0	0	80	150.2	90.00 %	98.75 %	100.00 %	100.00 %
08:00	96	7	2	1	0	0	0	106	130.1	90.57 %	97.17 %	99.06 %	100.00 %
09:00	121	13	2	0	0	0	0	136	145.6	88.97 %	98.53 %	100.00 %	100.00 %
10:00	120	4	2	0	0	0	0	126	126.8	95.24 %	98.41 %	100.00 %	100.00 %
11:00	112	5	1	0	0	0	0	118	129.0	94.92 %	99.15 %	100.00 %	100.00 %
12:00	166	6	0	0	0	0	0	172	94.9	96.51 %	100.00 %	100.00 %	100.00 %
13:00	112	8	1	0	0	0	0	121	130.2	92.56 %	99.17 %	100.00 %	100.00 %
14:00	143	6	2	0	0	0	0	151	136.1	94.70 %	98.68 %	100.00 %	100.00 %
15:00	161	4	0	0	0	0	0	165	153.7	97.58 %	100.00 %	100.00 %	100.00 %
16:00	155	2	0	0	0	0	0	157	146.9	98.73 %	100.00 %	100.00 %	100.00 %
17:00	144	9	0	0	0	0	0	153	164.5	94.12 %	100.00 %	100.00 %	100.00 %
18:00	155	13	2	1	0	0	0	171	157.8	90.64 %	98.25 %	99.42 %	100.00 %
19:00	123	1	0	0	0	0	0	124	147.8	99.19 %	100.00 %	100.00 %	100.00 %
20:00	113	5	0	0	0	0	0	118	189.0	95.76 %	100.00 %	100.00 %	100.00 %
21:00	128	0	0	0	0	0	0	128	139.5	100.00 %	100.00 %	100.00 %	100.00 %
22:00	111	4	1	0	0	0	0	116	149.5	95.69 %	99.14 %	100.00 %	100.00 %
23:00	139	1	0	0	0	0	0	140	92.2	99.29 %	100.00 %	100.00 %	100.00 %
Total:	2,552	103	15	2	0	0	0	2,672	141.0	95.51 %	99.36 %	99.93 %	100.00 %
Overall %:	95.51%	3.85%	0.56%	0.07%	0.00%	0.00%	0.00%						