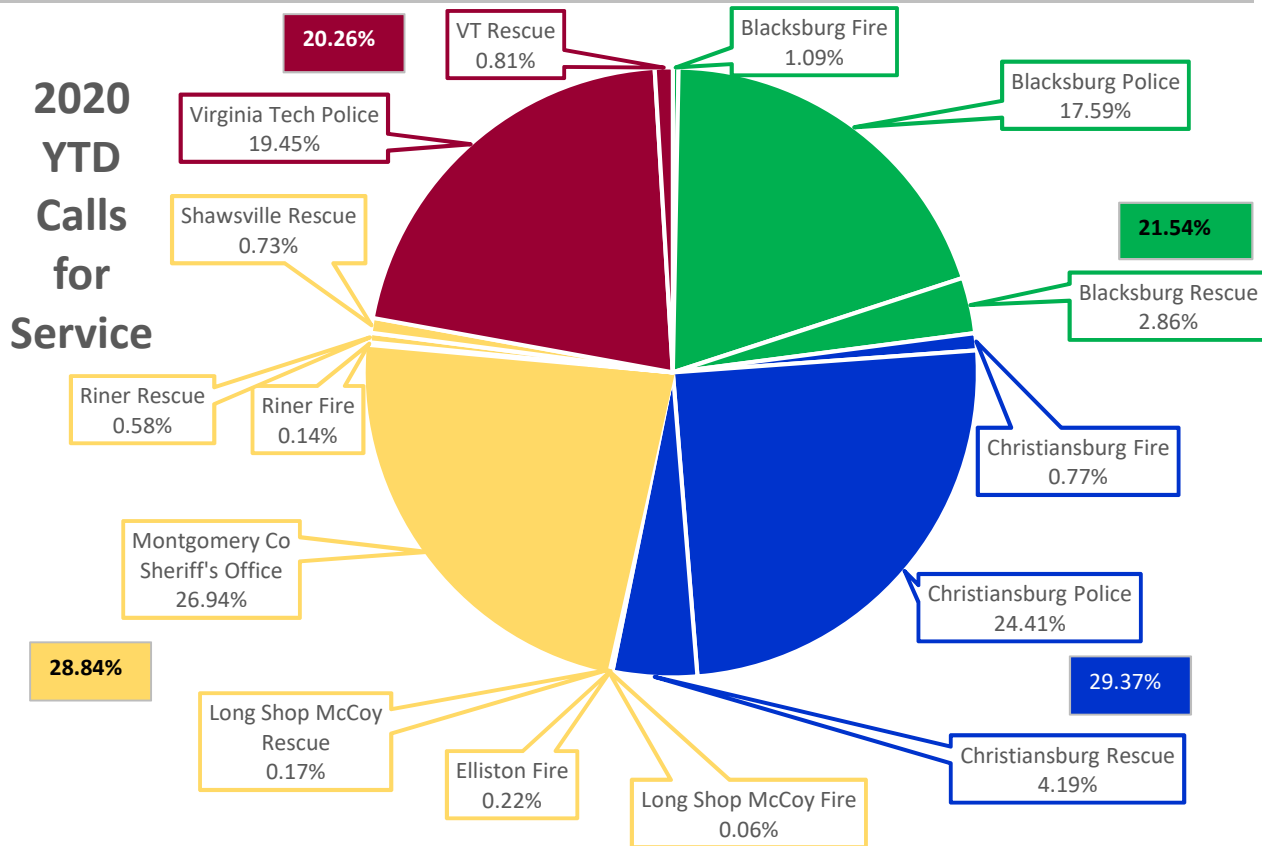


Calls for Service (All Call Types)- Raw Data

| Agency | April 2020 | YTD | % of YTD |
|--|-------------|--------------|----------------|
| Shawsville Rescue | 56 | 239 | 0.73% |
| VT Rescue | 9 | 268 | 0.81% |
| Blacksburg Rescue | 184 | 941 | 2.86% |
| Christiansburg Rescue | 315 | 1379 | 4.19% |
| Long Shop McCoy Rescue | 15 | 56 | 0.17% |
| Riner Rescue | 59 | 191 | 0.58% |
| Total Rescue Calls for Service | 638 | 3074 | 9.34% |
| Blacksburg Fire | 69 | 360 | 1.09% |
| Christiansburg Fire | 74 | 252 | 0.77% |
| Elliston Fire | 22 | 72 | 0.22% |
| Long Shop McCoy Fire | 7 | 20 | 0.06% |
| Riner Fire | 14 | 45 | 0.14% |
| Total Fire Calls For Service | 186 | 749 | 2.28% |
| Montgomery Co Sheriff's Office | 2239 | 8871 | 26.94% |
| Blacksburg Police | 958 | 5791 | 17.59% |
| Christiansburg Police | 1604 | 8036 | 24.41% |
| Virginia Tech Police | 1131 | 6402 | 19.45% |
| Total Law Enforcement Calls for Service | 5932 | 29100 | 88.39% |
| Grand Total | 6756 | 32923 | 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: April 2020

Agency Affiliation: Emergency Communications

Report Date: 05/08/2020 11:26:59

Report Date From: 04/01/2020

Report Date To: 04/30/2020

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

| Class | PSAP | |
|---------------------|-------------|---------|
| | Call Count | % |
| BUSN | 260 | 11.72 % |
| CNTX | 19 | 0.86 % |
| COIN | 1 | 0.05 % |
| No Class of Service | 254 | 11.45 % |
| OTHER | 53 | 2.39 % |
| PAYP | 0 | 0.00 % |
| PBX | 0 | 0.00 % |
| RESD | 109 | 4.91 % |
| TLMA | 0 | 0.00 % |
| Unparsed 911 | 0 | 0.00 % |
| VOIP | 83 | 3.74 % |
| WPH0 | 0 | 0.00 % |
| WPH1 | 364 | 16.40 % |
| WPH2 | 1076 | 48.49 % |
| TOTALS | 2219 | |

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: April 2020

Agency Affiliation: Emergency Communications

Report Date: 05/08/2020 11:31:57

Report Date From: 04/01/2020

Report Date To: 04/30/2020

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 | 57 | 1 | 0 | 3 | 0 | 0 | 0 | 61 | 211.8 | 93.44 % | 95.08 % | 95.08 % | 100.00 % |
| 01:00 | 41 | 2 | 0 | 0 | 0 | 0 | 0 | 43 | 181.5 | 95.35 % | 100.00 % | 100.00 % | 100.00 % |
| 02:00 | 40 | 0 | 0 | 0 | 0 | 0 | 0 | 40 | 146.8 | 100.00 % | 100.00 % | 100.00 % | 100.00 % |
| 03:00 | 30 | 5 | 7 | 2 | 0 | 0 | 0 | 44 | 136.1 | 68.18 % | 79.55 % | 95.45 % | 100.00 % |
| 04:00 | 24 | 0 | 0 | 0 | 0 | 0 | 0 | 24 | 198.5 | 100.00 % | 100.00 % | 100.00 % | 100.00 % |
| 05:00 | 23 | 0 | 0 | 0 | 0 | 0 | 0 | 23 | 115.2 | 100.00 % | 100.00 % | 100.00 % | 100.00 % |
| 06:00 | 32 | 0 | 0 | 0 | 0 | 0 | 0 | 32 | 174.8 | 100.00 % | 100.00 % | 100.00 % | 100.00 % |
| 07:00 | 36 | 0 | 0 | 0 | 0 | 0 | 0 | 36 | 236.5 | 100.00 % | 100.00 % | 100.00 % | 100.00 % |
| 08:00 | 53 | 1 | 0 | 0 | 0 | 0 | 0 | 54 | 170.6 | 98.15 % | 100.00 % | 100.00 % | 100.00 % |
| 09:00 | 71 | 1 | 0 | 0 | 0 | 0 | 0 | 72 | 144.0 | 98.61 % | 100.00 % | 100.00 % | 100.00 % |
| 10:00 | 97 | 4 | 0 | 0 | 0 | 0 | 0 | 101 | 157.5 | 96.04 % | 100.00 % | 100.00 % | 100.00 % |
| 11:00 | 115 | 3 | 0 | 0 | 0 | 0 | 0 | 118 | 152.9 | 97.46 % | 100.00 % | 100.00 % | 100.00 % |
| 12:00 | 117 | 10 | 0 | 0 | 0 | 0 | 0 | 127 | 144.7 | 92.13 % | 100.00 % | 100.00 % | 100.00 % |
| 13:00 | 126 | 3 | 0 | 0 | 0 | 0 | 0 | 129 | 168.3 | 97.67 % | 100.00 % | 100.00 % | 100.00 % |
| 14:00 | 155 | 8 | 2 | 4 | 0 | 0 | 0 | 169 | 142.3 | 91.72 % | 96.45 % | 97.63 % | 100.00 % |
| 15:00 | 194 | 1 | 0 | 0 | 0 | 0 | 0 | 195 | 107.7 | 99.49 % | 100.00 % | 100.00 % | 100.00 % |
| 16:00 | 133 | 9 | 1 | 1 | 0 | 0 | 0 | 144 | 151.2 | 92.36 % | 98.61 % | 99.31 % | 100.00 % |
| 17:00 | 160 | 15 | 7 | 8 | 5 | 1 | 0 | 196 | 139.4 | 81.63 % | 89.29 % | 92.86 % | 96.94 % |
| 18:00 | 109 | 11 | 1 | 0 | 0 | 0 | 0 | 121 | 149.5 | 90.08 % | 99.17 % | 100.00 % | 100.00 % |
| 19:00 | 106 | 0 | 0 | 0 | 0 | 0 | 0 | 106 | 183.0 | 100.00 % | 100.00 % | 100.00 % | 100.00 % |
| 20:00 | 125 | 1 | 1 | 0 | 0 | 0 | 0 | 127 | 168.7 | 98.43 % | 99.21 % | 100.00 % | 100.00 % |
| 21:00 | 111 | 3 | 0 | 0 | 0 | 0 | 0 | 114 | 136.5 | 97.37 % | 100.00 % | 100.00 % | 100.00 % |
| 22:00 | 70 | 0 | 1 | 0 | 0 | 0 | 0 | 71 | 159.6 | 98.59 % | 98.59 % | 100.00 % | 100.00 % |
| 23:00 | 72 | 0 | 0 | 0 | 0 | 0 | 0 | 72 | 150.5 | 100.00 % | 100.00 % | 100.00 % | 100.00 % |
| Total: | 2,097 | 78 | 20 | 18 | 5 | 1 | 0 | 2,219 | 152.5 | 94.50 % | 98.02 % | 98.92 % | 99.73 % |
| Overall %: | 94.50% | 3.52% | 0.90% | 0.81% | 0.23% | 0.05% | 0.00% | | | | | | |