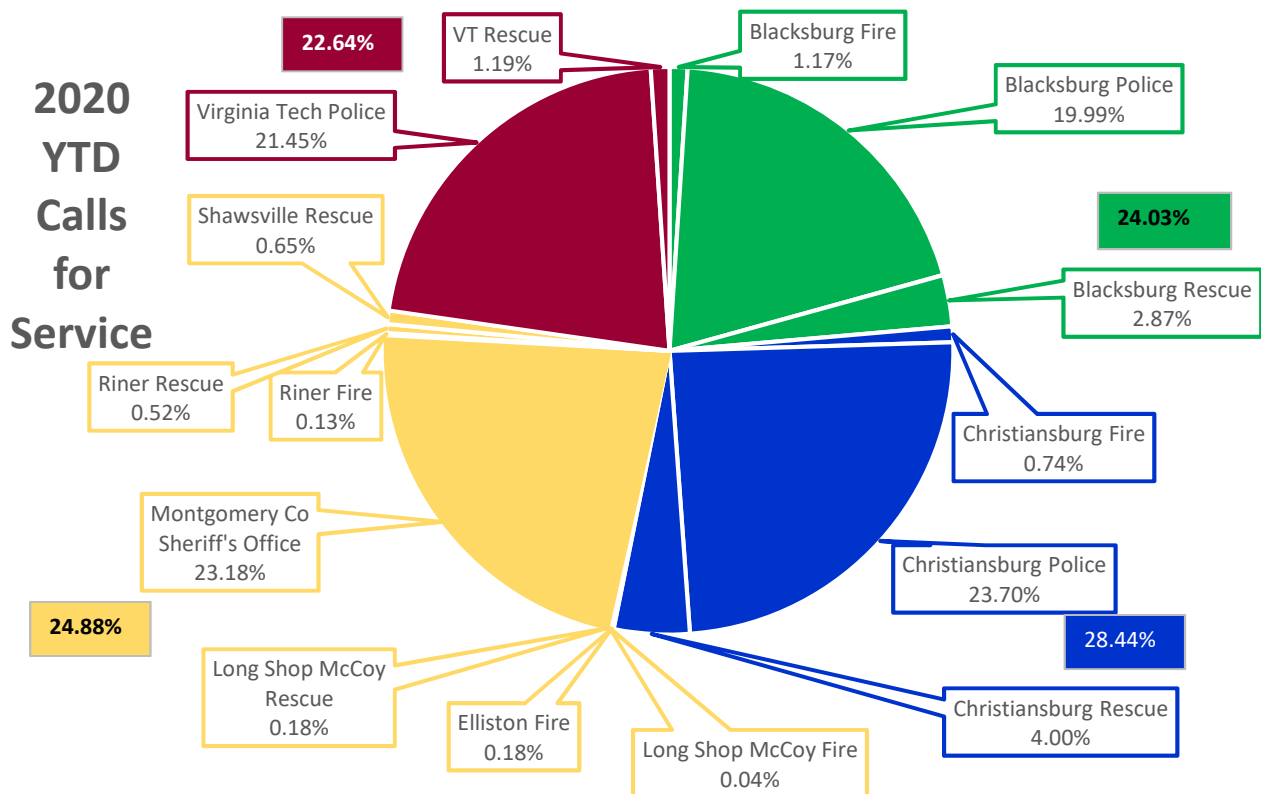


Calls for Service (All Call Types)- Raw Data

Agency	February 2020	YTD	% of YTD
Shawsville Rescue	54	116	0.65%
VT Rescue	154	212	1.19%
Blacksburg Rescue	258	512	2.87%
Christiansburg Rescue	350	714	4.00%
Long Shop McCoy Rescue	13	32	0.18%
Riner Rescue	41	92	0.52%
Total Rescue Calls for Service	870	1678	9.41%
Blacksburg Fire	107	209	1.17%
Christiansburg Fire	65	132	0.74%
Elliston Fire	16	33	0.18%
Long Shop McCoy Fire	3	8	0.04%
Riner Fire	11	24	0.13%
Total Fire Calls For Service	202	406	2.28%
Montgomery Co Sheriff's Office	2045	4136	23.18%
Blacksburg Police	1827	3566	19.99%
Christiansburg Police	2079	4228	23.70%
Virginia Tech Police	2254	3826	21.45%
Total Law Enforcement Calls for Service	8205	15756	88.32%
Grand Total	9277	17840	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: February 2020

Agency Affiliation: Emergency Communications

Report Date: 03/19/2020 14:08:27

Report Date From: 02/01/2020

Report Date To: 02/29/2020

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	379	13.56 %
CNTX	19	0.68 %
COIN	0	0.00 %
No Class of Service	251	8.98 %
OTHER	49	1.75 %
PAYP	0	0.00 %
PBX	0	0.00 %
RESD	74	2.65 %
TLMA	0	0.00 %
Unparsed 911	0	0.00 %
VOIP	95	3.40 %
WPH0	3	0.11 %
WPH1	527	18.86 %
WPH2	1397	50.00 %
TOTALS	2794	

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: February 2020

Agency Affiliation: Emergency Communications

Report Date: 03/19/2020 14:09:39

Report Date From: 02/01/2020

Report Date To: 02/29/2020

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	111	2	0	0	0	0	0	113	146.8	98.23 %	100.00 %	100.00 %	100.00 %
01:00	111	1	0	0	0	0	0	112	125.6	99.11 %	100.00 %	100.00 %	100.00 %
02:00	75	0	0	0	0	0	0	75	151.3	100.00 %	100.00 %	100.00 %	100.00 %
03:00	50	0	0	0	0	0	0	50	173.1	100.00 %	100.00 %	100.00 %	100.00 %
04:00	34	0	0	0	0	0	0	34	206.5	100.00 %	100.00 %	100.00 %	100.00 %
05:00	28	1	0	0	0	0	0	29	178.4	96.55 %	100.00 %	100.00 %	100.00 %
06:00	57	2	0	0	0	0	0	59	154.5	96.61 %	100.00 %	100.00 %	100.00 %
07:00	87	8	1	0	0	0	0	96	162.5	90.63 %	98.96 %	100.00 %	100.00 %
08:00	105	4	0	0	0	0	0	109	114.5	96.33 %	100.00 %	100.00 %	100.00 %
09:00	134	2	0	0	0	0	0	136	122.9	98.53 %	100.00 %	100.00 %	100.00 %
10:00	158	7	1	0	0	0	0	166	125.9	95.18 %	99.40 %	100.00 %	100.00 %
11:00	127	1	1	0	0	0	0	129	150.0	98.45 %	99.22 %	100.00 %	100.00 %
12:00	135	8	0	0	0	0	0	143	138.5	94.41 %	100.00 %	100.00 %	100.00 %
13:00	147	7	0	0	0	0	0	154	120.1	95.45 %	100.00 %	100.00 %	100.00 %
14:00	145	6	0	0	0	0	0	151	117.5	96.03 %	100.00 %	100.00 %	100.00 %
15:00	167	5	0	1	0	0	0	173	109.9	96.53 %	99.42 %	99.42 %	100.00 %
16:00	129	12	0	0	0	0	0	141	131.2	91.49 %	100.00 %	100.00 %	100.00 %
17:00	137	8	0	0	0	0	0	145	130.5	94.48 %	100.00 %	100.00 %	100.00 %
18:00	155	12	2	0	0	0	0	169	130.3	91.72 %	98.82 %	100.00 %	100.00 %
19:00	132	2	1	0	0	0	0	135	133.4	97.78 %	99.26 %	100.00 %	100.00 %
20:00	117	5	0	0	0	0	0	122	142.8	95.90 %	100.00 %	100.00 %	100.00 %
21:00	138	3	0	0	0	0	0	141	130.3	97.87 %	100.00 %	100.00 %	100.00 %
22:00	93	3	0	0	0	0	0	96	167.1	96.88 %	100.00 %	100.00 %	100.00 %
23:00	114	2	0	0	0	0	0	116	131.1	98.28 %	100.00 %	100.00 %	100.00 %
Total:	2,686	101	6	1	0	0	0	2,794	134.8	96.13 %	99.75 %	99.96 %	100.00 %
Overall %:	96.13%	3.61%	0.21%	0.04%	0.00%	0.00%	0.00%						