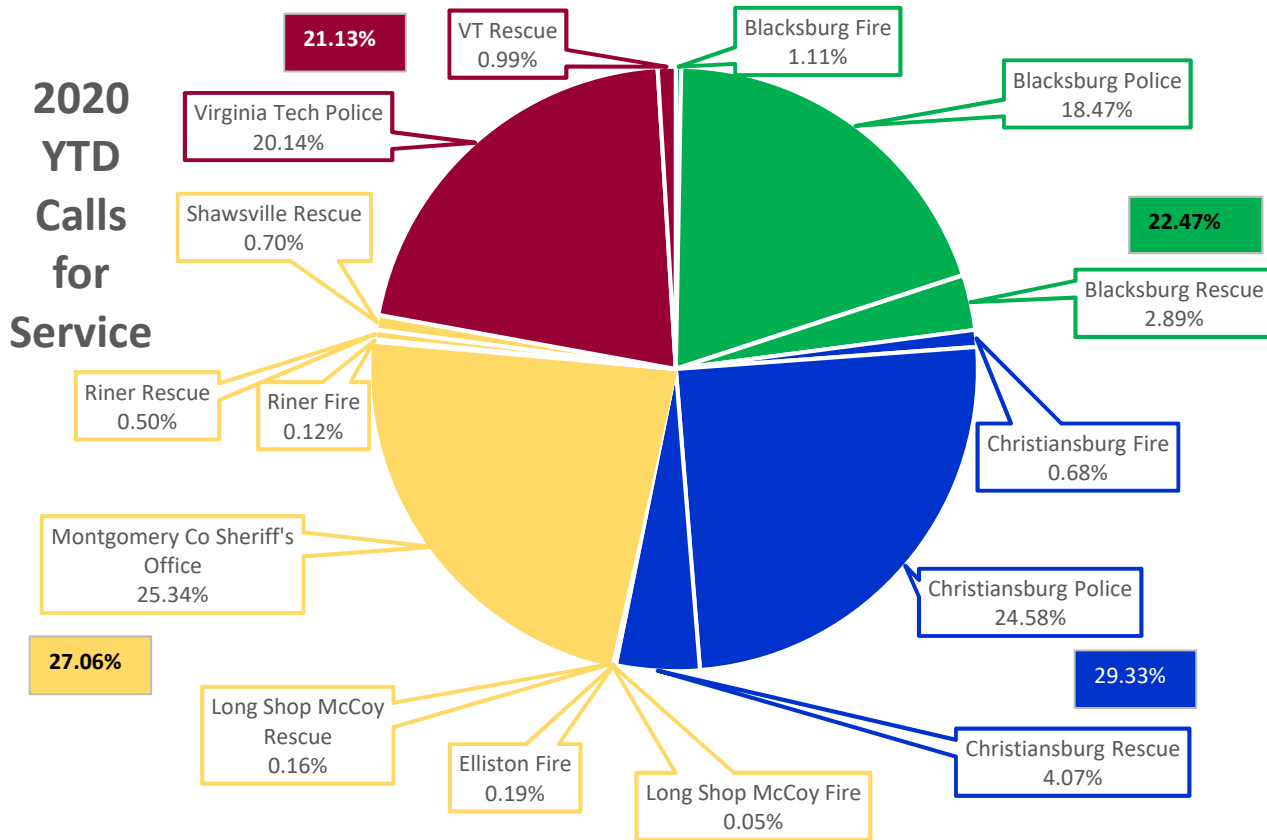


Calls for Service (All Call Types)- Raw Data

Agency	March 2020	YTD	% of YTD
Shawsville Rescue	67	183	0.70%
VT Rescue	47	259	0.99%
Blacksburg Rescue	245	757	2.89%
Christiansburg Rescue	350	1064	4.07%
Long Shop McCoy Rescue	9	41	0.16%
Riner Rescue	40	132	0.50%
Total Rescue Calls for Service	758	2436	9.31%
Blacksburg Fire	82	291	1.11%
Christiansburg Fire	46	178	0.68%
Elliston Fire	17	50	0.19%
Long Shop McCoy Fire	5	13	0.05%
Riner Fire	7	31	0.12%
Total Fire Calls For Service	157	563	2.15%
Montgomery Co Sheriff's Office	2496	6632	25.34%
Blacksburg Police	1267	4833	18.47%
Christiansburg Police	2204	6432	24.58%
Virginia Tech Police	1445	5271	20.14%
Total Law Enforcement Calls for Service	7412	23168	88.54%
Grand Total	8327	26167	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: March 2020

Agency Affiliation: Emergency Communications

Report Date: 04/15/2020 15:24:50

Report Date From: 03/01/2020

Report Date To: 03/31/2020

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	406	15.93%
CNTX	21	0.82%
COIN	1	0.04%
No Class of	209	8.20%
OTHER	44	1.73%
PAYP	0	0.00%
PBX	0	0.00%
RESD	92	3.61%
TLMA	0	0.00%
Unparsed 911	0	0.00%
VOIP	66	2.59%
WPH0	1	0.04%
WPH1	440	17.26%
WPH2	1269	49.78%
TOTALS	2549	

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: March 2020

Agency Affiliation: Emergency Communications

Report Date: 04/15/2020 15:18:22

Report Date From: 03/01/2020

Report Date To: 03/31/2020

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

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	65	0	0	0	0	0	0	65	155.9	100.00%	100.00%	100.00%	100.00%
01:00	58	2	0	0	0	0	0	60	193.3	96.67%	100.00%	100.00%	100.00%
02:00	41	1	0	0	0	0	0	42	218.5	97.62%	100.00%	100.00%	100.00%
03:00	29	0	0	0	0	0	0	29	163.6	100.00%	100.00%	100.00%	100.00%
04:00	43	0	0	0	0	0	0	43	146.1	100.00%	100.00%	100.00%	100.00%
05:00	36	0	0	0	0	0	0	36	182.6	100.00%	100.00%	100.00%	100.00%
06:00	43	2	0	0	0	0	0	45	160.0	95.56%	100.00%	100.00%	100.00%
07:00	64	5	0	0	0	0	0	69	161.1	92.75%	100.00%	100.00%	100.00%
08:00	67	4	1	0	0	0	0	72	171.6	93.06%	98.61%	100.00%	100.00%
09:00	97	9	1	0	0	0	0	107	128.7	90.65%	99.07%	100.00%	100.00%
10:00	110	8	0	0	0	0	0	118	124.4	93.22%	100.00%	100.00%	100.00%
11:00	102	6	2	0	0	0	0	110	135.8	92.73%	98.18%	100.00%	100.00%
12:00	169	8	0	0	0	0	0	177	107.4	95.48%	100.00%	100.00%	100.00%
13:00	158	10	0	0	0	0	0	168	114.8	94.05%	100.00%	100.00%	100.00%
14:00	142	6	0	0	0	0	0	148	128.3	95.95%	100.00%	100.00%	100.00%
15:00	179	11	0	0	0	0	0	190	109.1	94.21%	100.00%	100.00%	100.00%
16:00	145	10	2	1	0	0	0	158	143.1	91.77%	98.10%	99.37%	100.00%
17:00	140	7	3	0	0	0	0	150	139.8	93.33%	98.00%	100.00%	100.00%
18:00	132	4	0	0	0	0	0	136	154.7	97.06%	100.00%	100.00%	100.00%
19:00	149	2	0	0	0	0	0	151	139.8	98.68%	100.00%	100.00%	100.00%
20:00	146	5	1	0	0	0	0	152	153.0	96.05%	99.34%	100.00%	100.00%
21:00	160	1	0	0	0	0	0	161	126.7	99.38%	100.00%	100.00%	100.00%
22:00	99	1	0	0	0	0	0	100	158.1	99.00%	100.00%	100.00%	100.00%
23:00	62	0	0	0	0	0	0	62	169.4	100.00%	100.00%	100.00%	100.00%
Total:	2,436	102	10	1	0	0	0	2,549	139.8	95.57%	99.57%	99.96%	100.00%
Overall %:	95.57%	4.00%	0.39%	0.04%	0.00%	0.00%	0.00%						