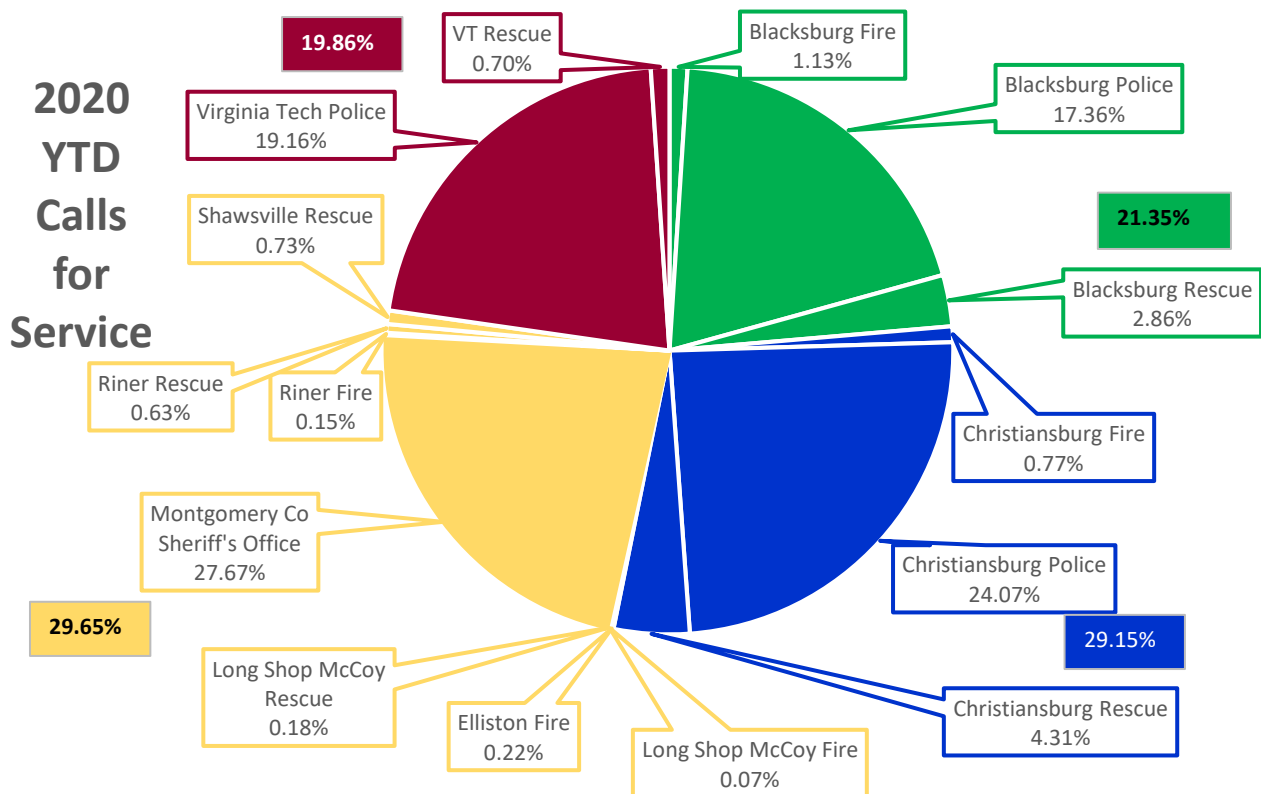


Calls for Service (All Call Types)- Raw Data

Agency	May 2020	YTD	% of YTD
Shawsville Rescue	50	289	0.73%
VT Rescue	8	276	0.70%
Blacksburg Rescue	192	1133	2.86%
Christiansburg Rescue	330	1709	4.31%
Long Shop McCoy Rescue	16	72	0.18%
Riner Rescue	59	250	0.63%
Total Rescue Calls for Service	655	3729	9.41%
Blacksburg Fire	86	446	1.13%
Christiansburg Fire	53	305	0.77%
Elliston Fire	14	86	0.22%
Long Shop McCoy Fire	7	27	0.07%
Riner Fire	13	58	0.15%
Total Fire Calls For Service	173	922	2.33%
Montgomery Co Sheriff's Office	2091	10962	27.67%
Blacksburg Police	1088	6879	17.36%
Christiansburg Police	1499	9535	24.07%
Virginia Tech Police	1188	7590	19.16%
Total Law Enforcement Calls for Service	5866	34966	88.26%
Grand Total	6694	39617	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: May 2020

Agency Affiliation: Emergency Communications

Report Date: 06/17/2020 12:00:57

Report Date From: 05/01/2020

Report Date To: 05/31/2020

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	321	12.79 %
CNTX	21	0.84 %
COIN	1	0.04 %
No Class of Service	210	8.37 %
OTHER	34	1.35 %
PAYP	0	0.00 %
PBX	0	0.00 %
RESD	97	3.86 %
TLMA	0	0.00 %
Unparsed 911	0	0.00 %
VOIP	85	3.39 %
WPH0	0	0.00 %
WPH1	495	19.72 %
WPH2	1246	49.64 %
TOTALS	2510	

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: May 2020

Agency Affiliation: Emergency Communications

Report Date: 06/17/2020 12:02:24

Report Date From: 05/01/2020

Report Date To: 05/31/2020

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	64	0	0	0	0	0	0	64	190.8	100.00 %	100.00 %	100.00 %	100.00 %
01:00	48	0	0	0	0	0	0	48	156.5	100.00 %	100.00 %	100.00 %	100.00 %
02:00	36	0	0	0	0	0	0	36	195.5	100.00 %	100.00 %	100.00 %	100.00 %
03:00	30	1	0	0	0	0	0	31	258.2	96.77 %	100.00 %	100.00 %	100.00 %
04:00	35	0	0	0	0	0	0	35	264.6	100.00 %	100.00 %	100.00 %	100.00 %
05:00	31	2	0	0	0	0	0	33	219.3	93.94 %	100.00 %	100.00 %	100.00 %
06:00	43	1	0	0	0	0	0	44	156.3	97.73 %	100.00 %	100.00 %	100.00 %
07:00	49	0	0	0	0	0	0	49	134.1	100.00 %	100.00 %	100.00 %	100.00 %
08:00	71	1	0	0	0	0	0	72	128.0	98.61 %	100.00 %	100.00 %	100.00 %
09:00	101	2	0	0	0	0	0	103	131.5	98.06 %	100.00 %	100.00 %	100.00 %
10:00	129	3	0	0	0	0	0	132	160.5	97.73 %	100.00 %	100.00 %	100.00 %
11:00	120	2	0	0	0	0	0	122	127.1	98.36 %	100.00 %	100.00 %	100.00 %
12:00	140	8	0	0	0	0	0	148	141.0	94.59 %	100.00 %	100.00 %	100.00 %
13:00	134	5	0	0	0	0	0	139	116.7	96.40 %	100.00 %	100.00 %	100.00 %
14:00	159	6	0	0	0	0	0	165	122.3	96.36 %	100.00 %	100.00 %	100.00 %
15:00	200	6	0	0	0	0	0	206	104.5	97.09 %	100.00 %	100.00 %	100.00 %
16:00	163	8	0	0	0	0	0	171	123.4	95.32 %	100.00 %	100.00 %	100.00 %
17:00	146	3	0	0	0	0	0	149	144.8	97.99 %	100.00 %	100.00 %	100.00 %
18:00	136	2	0	0	0	0	0	138	150.0	98.55 %	100.00 %	100.00 %	100.00 %
19:00	134	2	0	0	0	0	0	136	129.2	98.53 %	100.00 %	100.00 %	100.00 %
20:00	157	1	0	0	0	0	0	158	125.5	99.37 %	100.00 %	100.00 %	100.00 %
21:00	152	4	0	0	0	0	0	156	96.8	97.44 %	100.00 %	100.00 %	100.00 %
22:00	108	2	0	0	0	0	0	110	144.2	98.18 %	100.00 %	100.00 %	100.00 %
23:00	65	0	0	0	0	0	0	65	175.9	100.00 %	100.00 %	100.00 %	100.00 %
Total:	2,451	59	0	0	0	0	0	2,510	137.9	97.65 %	100.00 %	100.00 %	100.00 %
Overall %:	97.65%	2.35%	0.00%	0.00%	0.00%	0.00%	0.00%						