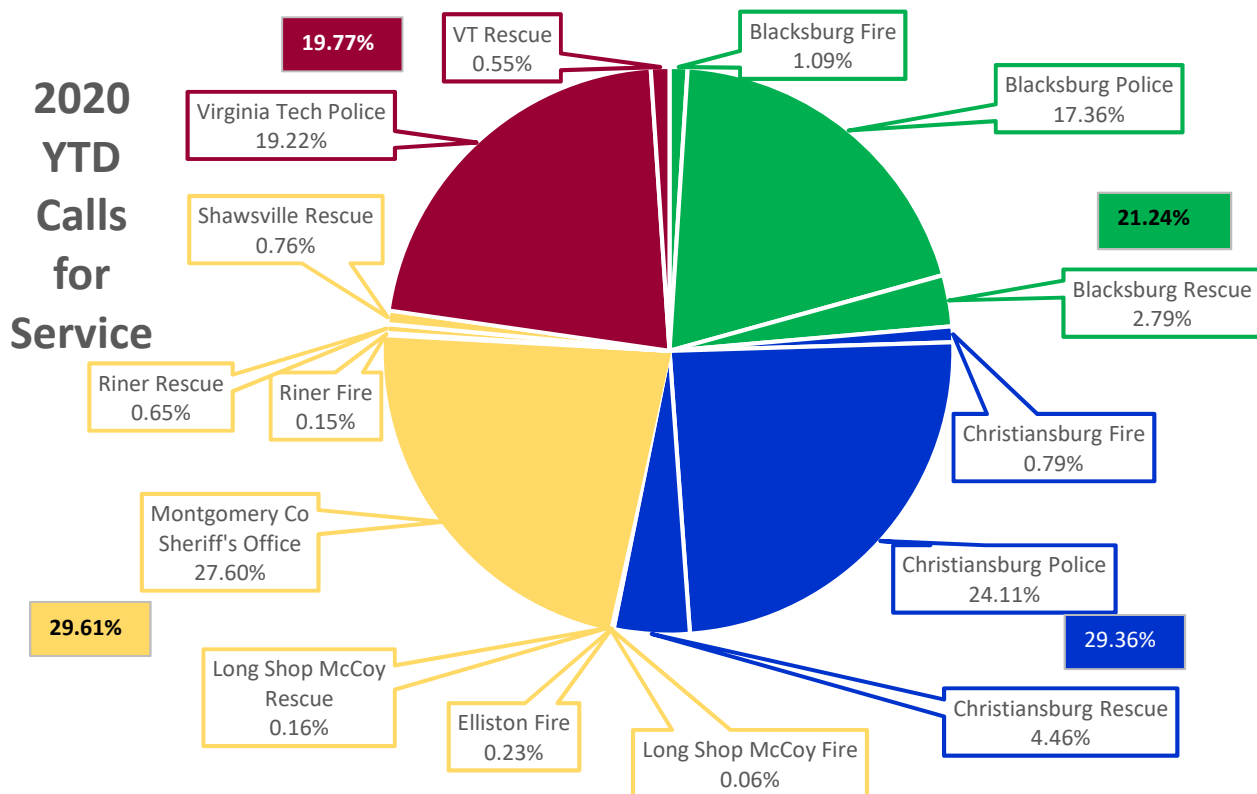


Calls for Service (All Call Types)- Raw Data

Agency	JULY 2020	YTD	% of YTD
Shawsville Rescue	71	420	0.76%
VT Rescue	17	304	0.55%
Blacksburg Rescue	203	1531	2.79%
Christiansburg Rescue	377	2450	4.46%
Long Shop McCoy Rescue	8	87	0.16%
Riner Rescue	45	357	0.65%
Total Rescue Calls for Service	721	5149	9.38%
Blacksburg Fire	85	601	1.09%
Christiansburg Fire	69	436	0.79%
Elliston Fire	25	127	0.23%
Long Shop McCoy Fire	5	34	0.06%
Riner Fire	13	80	0.15%
Total Fire Calls For Service	197	1278	2.33%
Montgomery Co Sheriff's Office	2054	15157	27.60%
Blacksburg Police	1411	9534	17.36%
Christiansburg Police	1960	13236	24.11%
Virginia Tech Police	1483	10555	19.22%
Total Law Enforcement Calls for Service	6908	48482	88.30%
Grand Total	7826	54909	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: July 2020

Agency Affiliation: Emergency Communications

Report Date: 08/18/2020 14:27:44

Report Date From: 07/01/2020

Report Date To: 07/31/2020

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	378	13.27 %
CNTX	31	1.09 %
COIN	3	0.11 %
No Class of Service	229	8.04 %
OTHER	74	2.60 %
PAYP	0	0.00 %
PBX	1	0.04 %
RESD	105	3.69 %
TLMA	0	0.00 %
Unparsed 911	0	0.00 %
VOIP	92	3.23 %
WPH0	0	0.00 %
WPH1	477	16.74 %
WPH2	1459	51.21 %
TOTALS	2849	

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: July 2020

Agency Affiliation: Emergency Communications

Report Date: 08/18/2020 14:20:21

Report Date From: 07/01/2020

Report Date To: 07/31/2020

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	74	0	0	0	0	0	0	74	93.7	100.00 %	100.00 %	100.00 %	100.00 %
01:00	89	4	0	0	0	0	0	93	101.3	95.70 %	100.00 %	100.00 %	100.00 %
02:00	43	0	0	0	0	0	0	43	174.4	100.00 %	100.00 %	100.00 %	100.00 %
03:00	28	0	0	0	0	0	0	28	143.8	100.00 %	100.00 %	100.00 %	100.00 %
04:00	33	1	0	0	0	0	0	34	195.3	97.06 %	100.00 %	100.00 %	100.00 %
05:00	36	0	0	0	0	0	0	36	144.7	100.00 %	100.00 %	100.00 %	100.00 %
06:00	26	2	0	0	0	0	0	28	141.8	92.86 %	100.00 %	100.00 %	100.00 %
07:00	73	0	0	0	0	0	0	73	127.7	100.00 %	100.00 %	100.00 %	100.00 %
08:00	57	1	0	0	0	0	0	58	183.9	98.28 %	100.00 %	100.00 %	100.00 %
09:00	124	0	0	0	0	0	0	124	143.3	100.00 %	100.00 %	100.00 %	100.00 %
10:00	148	5	0	0	0	0	0	153	114.3	96.73 %	100.00 %	100.00 %	100.00 %
11:00	170	3	1	1	2	0	0	177	109.1	96.05 %	97.74 %	98.31 %	98.87 %
12:00	177	6	3	0	0	0	0	186	121.8	95.16 %	98.39 %	100.00 %	100.00 %
13:00	141	2	0	0	0	0	0	143	131.4	98.60 %	100.00 %	100.00 %	100.00 %
14:00	182	4	0	0	0	0	0	186	126.2	97.85 %	100.00 %	100.00 %	100.00 %
15:00	180	7	0	0	0	0	0	187	137.4	96.26 %	100.00 %	100.00 %	100.00 %
16:00	159	4	0	1	0	0	0	164	129.8	96.95 %	99.39 %	99.39 %	100.00 %
17:00	193	2	0	0	0	0	0	195	102.1	98.97 %	100.00 %	100.00 %	100.00 %
18:00	135	4	1	0	0	0	0	140	163.2	96.43 %	99.29 %	100.00 %	100.00 %
19:00	147	0	0	0	0	0	0	147	140.1	100.00 %	100.00 %	100.00 %	100.00 %
20:00	155	2	0	0	0	0	0	157	139.2	98.73 %	100.00 %	100.00 %	100.00 %
21:00	168	3	1	0	0	0	0	172	130.3	97.67 %	99.42 %	100.00 %	100.00 %
22:00	145	0	1	0	0	0	0	146	130.8	99.32 %	99.32 %	100.00 %	100.00 %
23:00	104	0	1	0	0	0	0	105	120.4	99.05 %	99.05 %	100.00 %	100.00 %
Total:	2,787	50	8	2	2	0	0	2,849	129.7	97.82 %	99.58 %	99.86 %	99.93 %
Overall %:	97.82%	1.76%	0.28%	0.07%	0.07%	0.00%	0.00%						