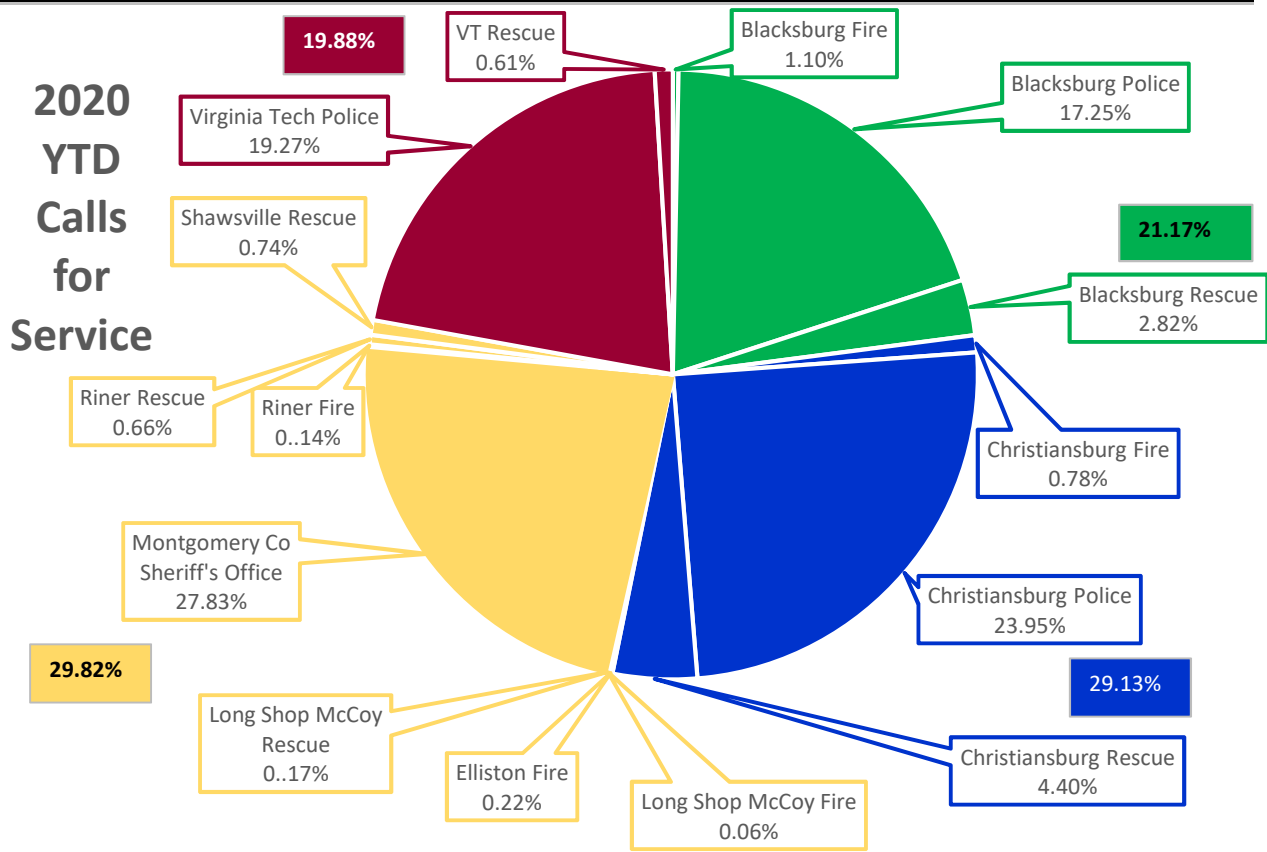


Calls for Service (All Call Types)- Raw Data

Agency	JUNE 2020	YTD	% of YTD
Shawsville Rescue	60	349	0.74%
VT Rescue	11	287	0.61%
Blacksburg Rescue	195	1328	2.82%
Christiansburg Rescue	364	2073	4.40%
Long Shop McCoy Rescue	7	79	0.17%
Riner Rescue	62	312	0.66%
Total Rescue Calls for Service	699	4428	9.40%
Blacksburg Fire	70	516	1.10%
Christiansburg Fire	62	367	0.78%
Elliston Fire	16	102	0.22%
Long Shop McCoy Fire	2	29	0.06%
Riner Fire	9	67	0.14%
Total Fire Calls For Service	159	1081	2.30%
Montgomery Co Sheriff's Office	2141	13103	27.83%
Blacksburg Police	1244	8123	17.25%
Christiansburg Police	1741	11276	23.95%
Virginia Tech Police	1482	9072	19.27%
Total Law Enforcement Calls for Service	6608	41574	88.30%
Grand Total	7466	47083	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: June 2020

Agency Affiliation: Emergency Communications

Report Date: 07/17/2020 15:43:06

Report Date From: 06/01/2020

Report Date To: 06/30/2020

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	365	13.37 %
CNTX	14	0.51 %
COIN	0	0.00 %
No Class of Service	241	8.83 %
OTHER	53	1.94 %
PAYP	0	0.00 %
PBX	0	0.00 %
RESD	86	3.15 %
TLMA	0	0.00 %
Unparsed 911	0	0.00 %
VOIP	99	3.63 %
WPH0	2	0.07 %
WPH1	454	16.64 %
WPH2	1415	51.85 %
TOTALS	2729	

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: June 2020

Agency Affiliation: Emergency Communications

Report Date: 07/17/2020 15:41:24

Report Date From: 06/01/2020

Report Date To: 06/30/2020

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	117	0	0	0	0	0	0	117	100.2	100.00 %	100.00 %	100.00 %	100.00 %
01:00	70	0	0	0	0	0	0	70	109.9	100.00 %	100.00 %	100.00 %	100.00 %
02:00	61	0	0	0	0	0	0	61	93.9	100.00 %	100.00 %	100.00 %	100.00 %
03:00	69	1	0	0	0	0	0	70	123.8	98.57 %	100.00 %	100.00 %	100.00 %
04:00	32	1	0	0	0	0	0	33	184.3	96.97 %	100.00 %	100.00 %	100.00 %
05:00	43	0	0	0	0	0	0	43	189.2	100.00 %	100.00 %	100.00 %	100.00 %
06:00	64	1	0	0	0	0	0	65	170.8	98.46 %	100.00 %	100.00 %	100.00 %
07:00	77	4	0	0	0	0	0	81	162.2	95.06 %	100.00 %	100.00 %	100.00 %
08:00	86	1	0	0	0	0	0	87	149.3	98.85 %	100.00 %	100.00 %	100.00 %
09:00	104	5	0	0	0	0	0	109	144.6	95.41 %	100.00 %	100.00 %	100.00 %
10:00	122	1	1	0	0	0	0	124	120.7	98.39 %	99.19 %	100.00 %	100.00 %
11:00	131	1	0	0	0	0	0	132	127.6	99.24 %	100.00 %	100.00 %	100.00 %
12:00	147	2	0	0	0	0	0	149	135.3	98.66 %	100.00 %	100.00 %	100.00 %
13:00	151	4	1	0	0	0	0	156	116.8	96.79 %	99.36 %	100.00 %	100.00 %
14:00	141	0	0	0	0	0	0	141	141.2	100.00 %	100.00 %	100.00 %	100.00 %
15:00	172	3	0	0	0	0	0	175	128.4	98.29 %	100.00 %	100.00 %	100.00 %
16:00	153	2	1	0	0	0	0	156	119.4	98.08 %	99.36 %	100.00 %	100.00 %
17:00	148	3	1	0	0	0	0	152	143.6	97.37 %	99.34 %	100.00 %	100.00 %
18:00	154	5	1	0	0	0	0	160	147.8	96.25 %	99.38 %	100.00 %	100.00 %
19:00	149	3	0	0	0	0	0	152	137.8	98.03 %	100.00 %	100.00 %	100.00 %
20:00	119	1	0	0	0	0	0	120	125.4	99.17 %	100.00 %	100.00 %	100.00 %
21:00	130	2	1	0	0	0	0	133	128.3	97.74 %	99.25 %	100.00 %	100.00 %
22:00	114	2	1	0	0	0	0	117	138.4	97.44 %	99.15 %	100.00 %	100.00 %
23:00	126	0	0	0	0	0	0	126	119.7	100.00 %	100.00 %	100.00 %	100.00 %
Total:	2,680	42	7	0	0	0	0	2,729	132.7	98.20 %	99.74 %	100.00 %	100.00 %
Overall %:	98.20%	1.54%	0.26%	0.00%	0.00%	0.00%	0.00%						