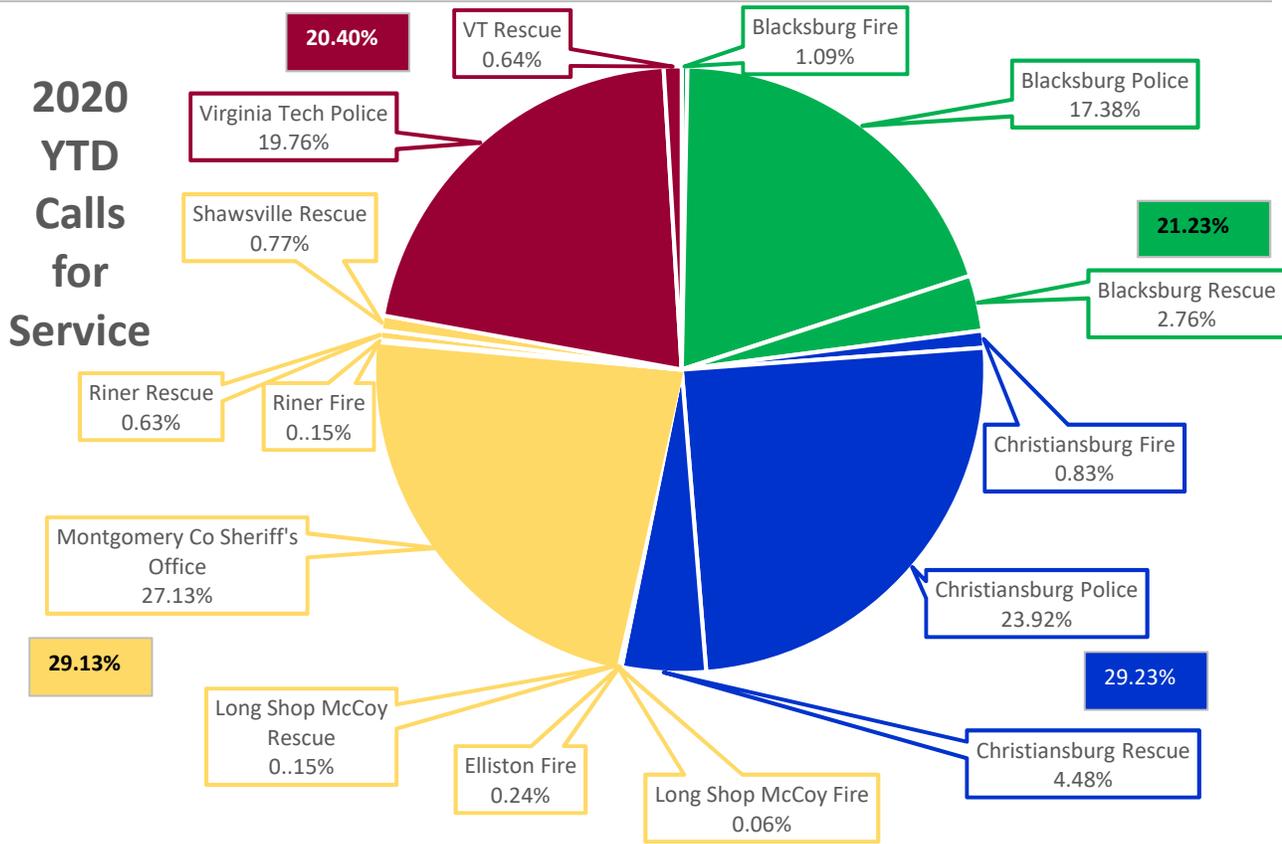


Calls for Service (All Call Types)- Raw Data

Agency	August 2020	YTD	% of YTD
Shawsville Rescue	76	496	0.77%
VT Rescue	109	413	0.64%
Blacksburg Rescue	236	1767	2.76%
Christiansburg Rescue	421	2871	4.48%
Long Shop McCoy Rescue	9	96	0.15%
Riner Rescue	49	406	0.63%
Total Rescue Calls for Service	900	6049	9.44%
Blacksburg Fire	95	696	1.09%
Christiansburg Fire	93	529	0.83%
Elliston Fire	26	153	0.24%
Long Shop McCoy Fire	3	37	0.06%
Riner Fire	18	98	0.15%
Total Fire Calls For Service	235	1513	2.36%
Montgomery Co Sheriff's Office	2220	17377	27.13%
Blacksburg Police	1598	11132	17.38%
Christiansburg Police	2081	15317	23.92%
Virginia Tech Police	2102	12657	19.76%
Total Law Enforcement Calls for Service	8001	56483	88.19%
Grand Total	9136	64045	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: August 2020

Agency Affiliation: Emergency Communications

Report Date: 09/18/2020 10:34:54

Report Date From: 08/01/2020

Report Date To: 08/31/2020

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	348	11.18 %
CNTX	15	0.48 %
COIN	0	0.00 %
No Class of Service	294	9.45 %
OTHER	15	0.48 %
PAYP	0	0.00 %
PBX	0	0.00 %
RESD	91	2.92 %
TLMA	0	0.00 %
Unparsed 911	0	0.00 %
VOIP	111	3.57 %
WPH0	1	0.03 %
WPH1	571	18.35 %
WPH2	1666	53.53 %
TOTALS	3112	

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: August 2020

Agency Affiliation: Emergency Communications

Report Date: 09/18/2020 10:33:13

Report Date From: 08/01/2020

Report Date To: 08/31/2020

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

Include: Voice Calls Only

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	78	1	0	0	0	0	0	79	177.9	98.73 %	100.00 %	100.00 %	100.00 %
01:00	67	1	0	0	0	0	0	68	134.1	98.53 %	100.00 %	100.00 %	100.00 %
02:00	49	0	0	0	0	0	0	49	203.3	100.00 %	100.00 %	100.00 %	100.00 %
03:00	46	2	0	0	0	0	0	48	206.3	95.83 %	100.00 %	100.00 %	100.00 %
04:00	26	0	0	0	0	0	0	26	219.1	100.00 %	100.00 %	100.00 %	100.00 %
05:00	37	0	0	0	0	0	0	37	159.2	100.00 %	100.00 %	100.00 %	100.00 %
06:00	62	2	0	0	0	0	0	64	155.5	96.88 %	100.00 %	100.00 %	100.00 %
07:00	75	2	0	0	0	0	0	77	140.2	97.40 %	100.00 %	100.00 %	100.00 %
08:00	184	0	0	0	0	0	0	184	84.6	100.00 %	100.00 %	100.00 %	100.00 %
09:00	140	1	0	0	0	0	0	141	116.3	99.29 %	100.00 %	100.00 %	100.00 %
10:00	140	2	0	0	0	0	0	142	150.5	98.59 %	100.00 %	100.00 %	100.00 %
11:00	138	8	0	0	0	0	0	146	147.0	94.52 %	100.00 %	100.00 %	100.00 %
12:00	163	5	0	0	0	0	0	168	143.4	97.02 %	100.00 %	100.00 %	100.00 %
13:00	206	13	1	1	0	0	0	221	118.5	93.21 %	99.10 %	99.55 %	100.00 %
14:00	215	2	0	0	0	0	0	217	115.1	99.08 %	100.00 %	100.00 %	100.00 %
15:00	189	3	1	0	0	0	0	193	145.7	97.93 %	99.48 %	100.00 %	100.00 %
16:00	179	7	3	0	0	0	0	189	133.8	94.71 %	98.41 %	100.00 %	100.00 %
17:00	184	7	0	0	0	0	0	191	130.9	96.34 %	100.00 %	100.00 %	100.00 %
18:00	171	10	1	1	0	0	0	183	139.2	93.44 %	98.91 %	99.45 %	100.00 %
19:00	166	5	0	0	0	0	0	171	154.6	97.08 %	100.00 %	100.00 %	100.00 %
20:00	145	0	0	0	0	0	0	145	148.8	100.00 %	100.00 %	100.00 %	100.00 %
21:00	149	2	0	0	0	0	0	151	160.8	98.68 %	100.00 %	100.00 %	100.00 %
22:00	114	0	0	0	0	0	0	114	163.7	100.00 %	100.00 %	100.00 %	100.00 %
23:00	106	1	1	0	0	0	0	108	117.4	98.15 %	99.07 %	100.00 %	100.00 %
Total:	3,029	74	7	2	0	0	0	3,112	139.1	97.33 %	99.71 %	99.94 %	100.00 %
Overall %:	97.33%	2.38%	0.22%	0.06%	0.00%	0.00%	0.00%						