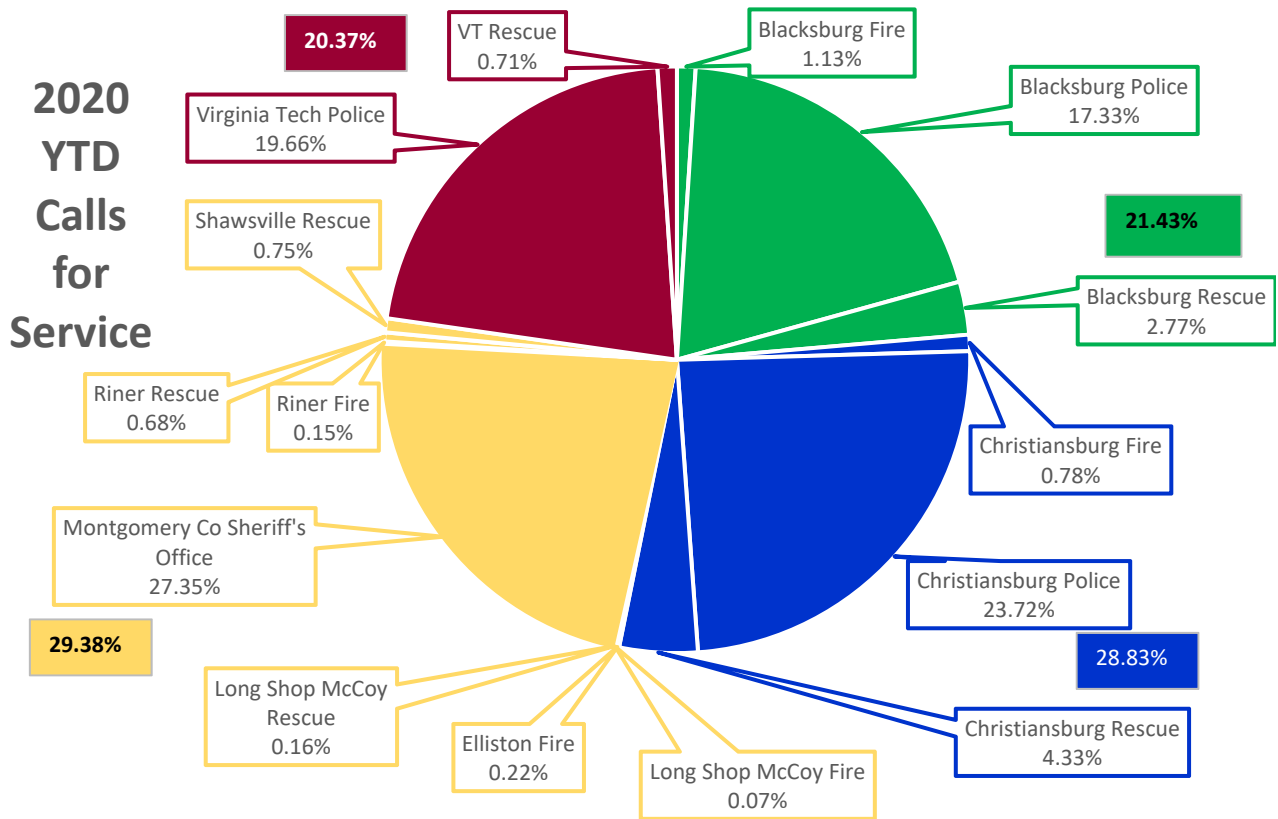


## Calls for Service (All Call Types)- Raw Data

Agency	SEPTEMBER 2020	YTD	% of YTD
Shawsville Rescue	70	419	0.75%
VT Rescue	114	401	0.71%
Blacksburg Rescue	227	1555	2.77%
Christiansburg Rescue	358	2431	4.33%
Long Shop McCoy Rescue	12	91	0.16%
Riner Rescue	68	380	0.68%
<b>Total Rescue Calls for Service</b>	<b>849</b>	<b>5277</b>	<b>9.41%</b>
Blacksburg Fire	119	635	1.13%
Christiansburg Fire	70	437	0.78%
Elliston Fire	20	122	0.22%
Long Shop McCoy Fire	8	37	0.07%
Riner Fire	15	82	0.15%
<b>Total Fire Calls For Service</b>	<b>232</b>	<b>1313</b>	<b>2.34%</b>
Montgomery Co Sheriff's Office	2240	15343	27.35%
Blacksburg Police	1711	9834	17.53%
Christiansburg Police	2030	13306	23.72%
Virginia Tech Police	1955	11027	19.66%
<b>Total Law Enforcement Calls for Service</b>	<b>7936</b>	<b>49510</b>	<b>88.25%</b>
<b>Grand Total</b>	<b>9017</b>	<b>56100</b>	<b>100.00%</b>



## Class of Service

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: September 2020

Agency Affiliation: Emergency Communications

Report Date: 10/22/2020 14:55:41

Report Date From: 09/01/2020

Report Date To: 09/30/2020

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	396	13.14 %
CNTX	21	0.70 %
COIN	0	0.00 %
No Class of Service	338	11.22 %
OTHER	6	0.20 %
PAYP	0	0.00 %
PBX	0	0.00 %
RESD	81	2.69 %
TLMA	0	0.00 %
Unparsed 911	0	0.00 %
VOIP	106	3.52 %
WPH0	5	0.17 %
WPH1	534	17.72 %
WPH2	1526	50.65 %
<b>TOTALS</b>	<b>3013</b>	

# PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: September 2020

Agency Affiliation: Emergency Communications

Report Date: 10/22/2020 14:53:26

Report Date From: 09/01/2020

Report Date To: 09/30/2020

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

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	86	1	1	0	0	0	0	88	167.6	97.73 %	98.86 %	100.00 %	100.00 %
01:00	65	0	0	0	0	0	0	65	141.4	100.00 %	100.00 %	100.00 %	100.00 %
02:00	53	1	0	0	0	0	0	54	163.7	98.15 %	100.00 %	100.00 %	100.00 %
03:00	39	0	0	0	0	0	0	39	139.9	100.00 %	100.00 %	100.00 %	100.00 %
04:00	34	0	0	0	0	0	0	34	118.1	100.00 %	100.00 %	100.00 %	100.00 %
05:00	37	1	0	0	0	0	0	38	150.7	97.37 %	100.00 %	100.00 %	100.00 %
06:00	52	1	0	0	0	0	0	53	144.3	98.11 %	100.00 %	100.00 %	100.00 %
07:00	60	0	0	0	0	0	0	60	160.2	100.00 %	100.00 %	100.00 %	100.00 %
08:00	89	2	0	0	0	0	0	91	182.0	97.80 %	100.00 %	100.00 %	100.00 %
09:00	120	0	0	0	0	0	0	120	131.7	100.00 %	100.00 %	100.00 %	100.00 %
10:00	137	2	0	0	0	0	0	139	128.3	98.56 %	100.00 %	100.00 %	100.00 %
11:00	164	3	0	0	0	0	0	167	137.1	98.20 %	100.00 %	100.00 %	100.00 %
12:00	165	4	1	0	0	0	0	170	130.7	97.06 %	99.41 %	100.00 %	100.00 %
13:00	205	4	2	0	0	0	0	211	113.6	97.16 %	99.05 %	100.00 %	100.00 %
14:00	282	2	3	0	0	0	0	287	103.7	98.26 %	98.95 %	100.00 %	100.00 %
15:00	186	3	0	0	0	0	0	189	127.4	98.41 %	100.00 %	100.00 %	100.00 %
16:00	173	3	1	0	0	0	0	177	148.7	97.74 %	99.44 %	100.00 %	100.00 %
17:00	178	4	2	0	0	0	0	184	136.8	96.74 %	98.91 %	100.00 %	100.00 %
18:00	145	5	0	0	0	0	0	150	131.3	96.67 %	100.00 %	100.00 %	100.00 %
19:00	160	1	0	0	0	0	0	161	133.8	99.38 %	100.00 %	100.00 %	100.00 %
20:00	151	1	0	0	0	0	0	152	143.3	99.34 %	100.00 %	100.00 %	100.00 %
21:00	147	2	1	0	0	0	0	150	149.3	98.00 %	99.33 %	100.00 %	100.00 %
22:00	131	2	0	0	0	0	0	133	113.3	98.50 %	100.00 %	100.00 %	100.00 %
23:00	101	0	0	0	0	0	0	101	174.1	100.00 %	100.00 %	100.00 %	100.00 %
<b>Total:</b>	<b>2,960</b>	<b>42</b>	<b>11</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3,013</b>	<b>135.4</b>	<b>98.24 %</b>	<b>99.63 %</b>	<b>100.00 %</b>	<b>100.00 %</b>
<b>Overall %:</b>	<b>98.24%</b>	<b>1.39%</b>	<b>0.37%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>						