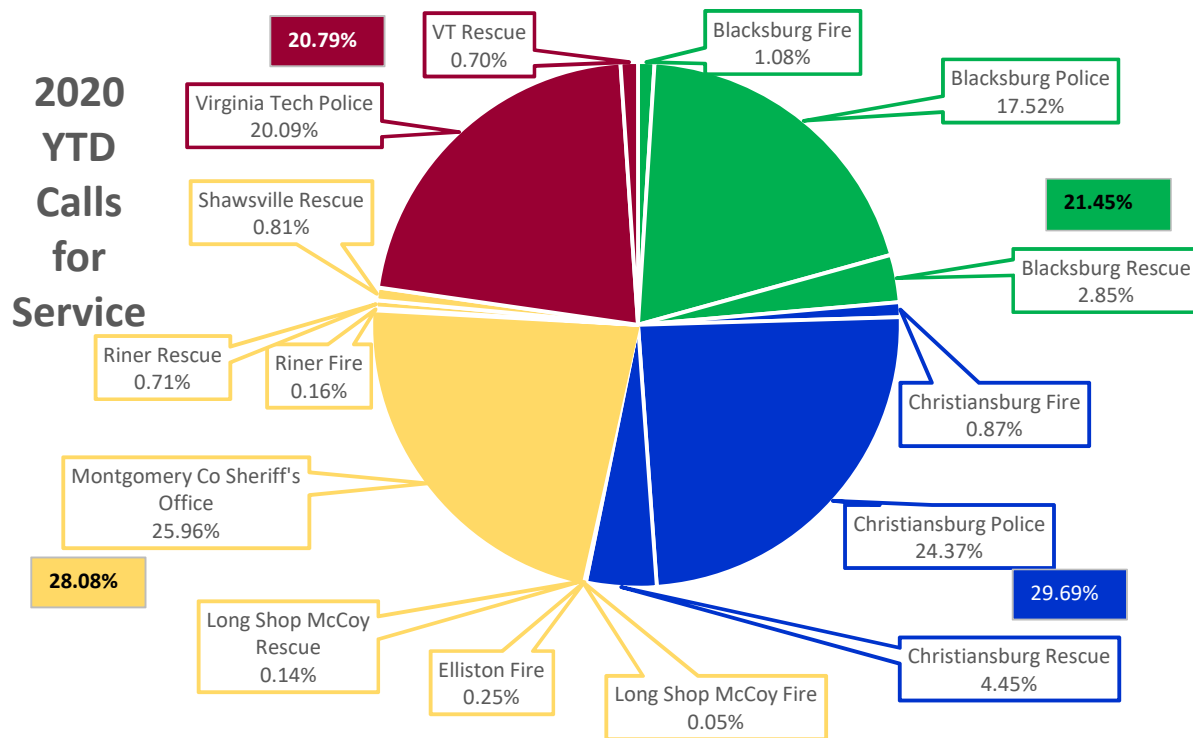


## Calls for Service (All Call Types)- Raw Data

Agency	DECEMBER 2020	YTD	% of YTD
Shawsville Rescue	102	804	0.81%
VT Rescue	23	703	0.70%
Blacksburg Rescue	290	2839	2.85%
Christiansburg Rescue	418	4438	4.45%
Long Shop McCoy Rescue	10	142	0.14%
Riner Rescue	79	705	0.71%
<b>Total Rescue Calls for Service</b>	<b>922</b>	<b>9631</b>	<b>9.65%</b>
Blacksburg Fire	80	1079	1.08%
Christiansburg Fire	90	869	0.87%
Elliston Fire	26	244	0.24%
Long Shop McCoy Fire	1	54	0.05%
Riner Fire	20	157	0.16%
<b>Total Fire Calls For Service</b>	<b>217</b>	<b>2403</b>	<b>2.41%</b>
Montgomery Co Sheriff's Office	1945	25894	25.96%
Blacksburg Police	1255	17478	17.52%
Christiansburg Police	2425	24316	24.37%
Virginia Tech Police	1309	20040	20.09%
<b>Total Law Enforcement Calls for Service</b>	<b>6934</b>	<b>87728</b>	<b>87.94%</b>
<b>Grand Total</b>	<b>8073</b>	<b>99762</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: December 2020

Agency Affiliation: Emergency Communications

Report Date: 01/20/2021 11:31:05

Report Date From: 12/01/2020

Report Date To: 12/31/2020

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	322	12.03 %
CNTX	24	0.90 %
COIN	0	0.00 %
No Class of Service	262	9.79 %
OTHER	11	0.41 %
PAYP	0	0.00 %
PBX	0	0.00 %
RESD	101	3.77 %
TLMA	0	0.00 %
Unparsed 911	0	0.00 %
VOIP	113	4.22 %
WPH0	1	0.04 %
WPH1	523	19.54 %
WPH2	1320	49.31 %
<b>TOTALS</b>	<b>2677</b>	

# PSAP Ring Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: December 2020

Agency Affiliation: Emergency Communications

Report Date: 01/20/2021 11:23:12

Report Date From: 12/01/2020

Report Date To: 12/31/2020

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 Ring Time Report is representative of the agent's answer time experience. Ring-to-Answer is measured from the time of presentation at the station to the time of agent answer (Ring Seconds Only).

Call Hour	Ring Times In Seconds							Total	Avg. Duration	% with Ring			
	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+			≤ 10 Secs	≤ 15 Secs	≤ 20 Secs	≤ 40 Secs
00:00	66	0	0	0	0	0	0	66	100.4	100.00 %	100.00 %	100.00 %	100.00 %
01:00	39	0	0	0	0	0	0	39	106.5	100.00 %	100.00 %	100.00 %	100.00 %
02:00	36	0	0	0	0	0	0	36	228.9	100.00 %	100.00 %	100.00 %	100.00 %
03:00	45	0	0	0	0	0	0	45	137.2	100.00 %	100.00 %	100.00 %	100.00 %
04:00	48	0	0	0	0	0	0	48	175.5	100.00 %	100.00 %	100.00 %	100.00 %
05:00	40	0	0	0	0	0	0	40	114.8	100.00 %	100.00 %	100.00 %	100.00 %
06:00	58	1	0	0	0	0	0	59	207.2	98.31 %	100.00 %	100.00 %	100.00 %
07:00	83	2	0	0	0	0	0	85	123.1	97.65 %	100.00 %	100.00 %	100.00 %
08:00	103	4	0	0	0	0	0	107	115.3	96.26 %	100.00 %	100.00 %	100.00 %
09:00	129	5	0	0	0	0	0	134	123.2	96.27 %	100.00 %	100.00 %	100.00 %
10:00	120	4	0	0	0	0	0	124	170.4	96.77 %	100.00 %	100.00 %	100.00 %
11:00	154	4	0	0	0	0	0	158	111.6	97.47 %	100.00 %	100.00 %	100.00 %
12:00	188	4	0	0	0	0	0	192	131.1	97.92 %	100.00 %	100.00 %	100.00 %
13:00	122	3	0	0	0	0	0	125	154.2	97.60 %	100.00 %	100.00 %	100.00 %
14:00	172	3	1	0	0	0	0	176	160.6	97.73 %	99.43 %	100.00 %	100.00 %
15:00	166	1	0	0	0	0	0	167	178.9	99.40 %	100.00 %	100.00 %	100.00 %
16:00	162	5	0	0	0	0	0	167	147.1	97.01 %	100.00 %	100.00 %	100.00 %
17:00	151	10	1	0	0	0	0	162	162.7	93.21 %	99.38 %	100.00 %	100.00 %
18:00	146	2	0	0	0	0	0	148	163.5	98.65 %	100.00 %	100.00 %	100.00 %
19:00	133	1	0	0	0	0	0	134	138.3	99.25 %	100.00 %	100.00 %	100.00 %
20:00	130	1	0	0	0	0	0	131	132.2	99.24 %	100.00 %	100.00 %	100.00 %
21:00	105	1	0	0	0	0	0	106	123.5	99.06 %	100.00 %	100.00 %	100.00 %
22:00	142	0	0	0	0	0	0	142	131.7	100.00 %	100.00 %	100.00 %	100.00 %
23:00	86	0	0	0	0	0	0	86	108.7	100.00 %	100.00 %	100.00 %	100.00 %
<b>Total:</b>	<b>2,624</b>	<b>51</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2,677</b>	<b>143.1</b>	<b>98.02 %</b>	<b>99.93 %</b>	<b>100.00 %</b>	<b>100.00 %</b>
<b>Overall %:</b>	<b>98.02%</b>	<b>1.91%</b>	<b>0.07%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>						