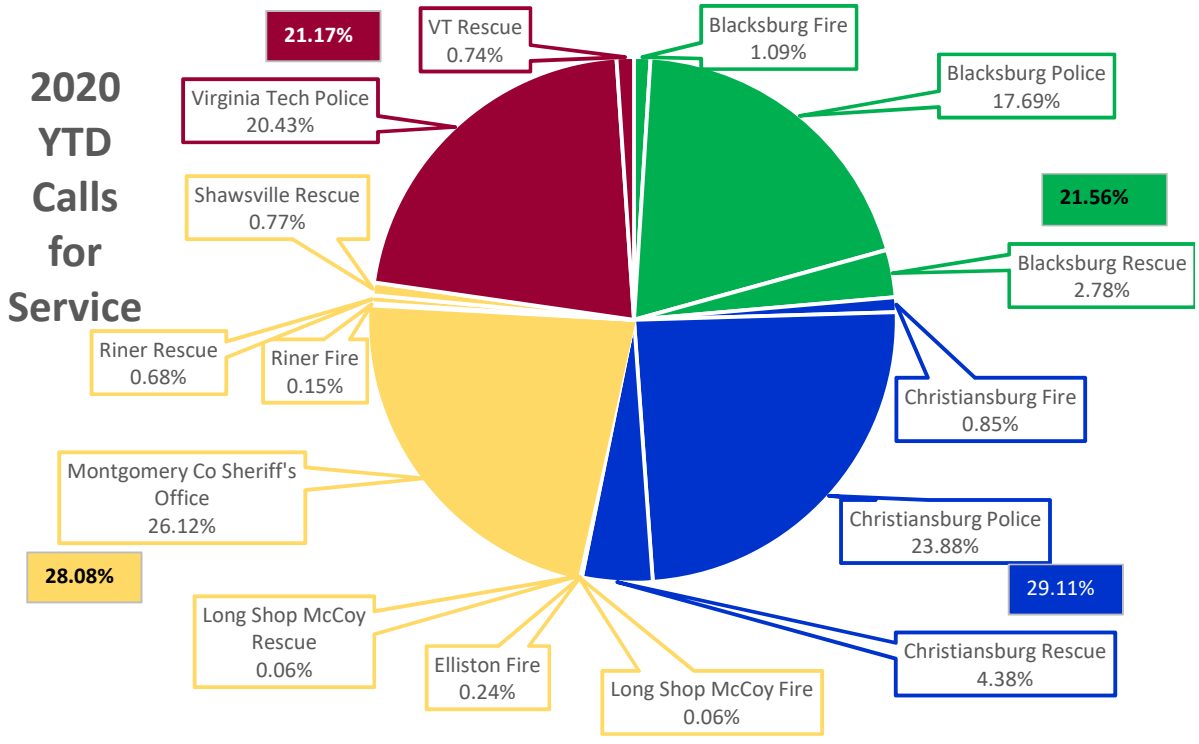
Calls for Service (All Call Types)- Raw Data			
Agency	**NOVEMBER 2020**	**YTD**	**% of YTD**
Shawsville Rescue	68	702	0.77%
VT Rescue	58	680	0.74%
Blacksburg Rescue	269	2549	2.78%
Christiansburg Rescue	379	4020	4.38%
Long Shop McCoy Rescue	16	132	0.14%
Riner Rescue	81	626	0.68%
Total Rescue Calls for Service	**871**	**8709**	**9.50%**
Blacksburg Fire	74	999	1.09%
Christiansburg Fire	89	779	0.85%
Elliston Fire	30	218	0.24%
Long Shop McCoy Fire	2	53	0.06%
Riner Fire	15	137	0.15%
Total Fire Calls For Service	**210**	**2186**	**2.38%**
Montgomery Co Sheriff's Office	2133	23949	26.12%
Blacksburg Police	1577	16223	17.69%
Christiansburg Police	2393	21891	23.88%
Virginia Tech Police	1832	18731	20.43%
otal Law Enforcement Calls for Servic	**7935**	**80794**	**88.12%**
Grand Total	**9016**	**91689**	**100.00%**



Compiled by
Deborah O'Brien
12/02/2020

Class of Service

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073 County: Montgomery

Month - Year: November 2020

Agency Affiliation Emergency Communications

Report Date:	12/02/2020 09:25:03
Report Date From:	11/01/2020
Report Date To:	11/30/2020
Period Group:	Month
Call Type:	911 Calls
Abandoned Filters:	Include Abandoned
Agency Affiliation:	All

Class	PSAP	
	Call Count	**%**
BUSN	365	12.27 %
CNTX	21	0.71 %
COIN	0	0.00 %
No Class of Service	296	9.95 %
OTHER	11	0.37 %
PAYP	0	0.00 %
PBX	0	0.00 %
RESD	73	2.45 %
TLMA	0	0.00 %
Unparsed 911	0	0.00 %
VOIP	118	3.97 %
WPH0	3	0.10 %
WPH1	582	19.57 %
WPH2	1505	50.61 %
TOTALS	**2974**	

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073 County: Montgomery

Month - Year: November 2020

Agency Affiliation Emergency Communications

Report Date: 12/02/2020 09:22:32

Report Date From: 11/01/2020

Report Date To: 11/30/2020

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	77	0	0	0	0	0	0	77	134.3	100.00%	100.00%	100.00%	100.00%
01:00	67	0	0	0	0	0	0	67	170.9	100.00%	100.00%	100.00%	100.00%
02:00	48	0	0	0	0	0	0	48	185.3	100.00%	100.00%	100.00%	100.00%
03:00	40	2	0	0	0	0	0	42	138.6	95.24%	100.00%	100.00%	100.00%
04:00	40	0	0	0	0	0	0	40	148.0	100.00%	100.00%	100.00%	100.00%
05:00	36	0	0	0	0	0	0	36	105.3	100.00%	100.00%	100.00%	100.00%
06:00	59	0	0	0	0	0	0	59	207.1	100.00%	100.00%	100.00%	100.00%
07:00	86	2	0	0	0	0	0	88	138.6	97.73%	100.00%	100.00%	100.00%
08:00	138	4	0	0	0	0	0	142	115.6	97.18%	100.00%	100.00%	100.00%
09:00	133	3	0	0	0	0	0	136	128.7	97.79%	100.00%	100.00%	100.00%
10:00	173	5	1	0	0	0	0	179	133.2	96.65%	99.44%	100.00%	100.00%
11:00	161	5	1	0	0	0	0	167	140.9	96.41%	99.40%	100.00%	100.00%
12:00	134	7	0	0	0	0	0	141	140.2	95.04%	100.00%	100.00%	100.00%
13:00	158	6	1	2	0	0	0	167	156.6	94.61%	98.20%	98.80%	100.00%
14:00	159	5	0	1	0	0	0	165	138.8	96.36%	99.39%	99.39%	100.00%
15:00	164	9	0	0	0	0	0	173	141.4	94.80%	100.00%	100.00%	100.00%
16:00	184	8	2	0	0	0	0	194	142.8	94.85%	98.97%	100.00%	100.00%
17:00	178	9	1	0	0	0	0	188	166.6	94.68%	99.47%	100.00%	100.00%
18:00	189	11	0	1	0	0	0	201	141.6	94.03%	99.50%	99.50%	100.00%
19:00	142	1	0	0	0	0	0	143	109.8	99.30%	100.00%	100.00%	100.00%
20:00	127	1	0	0	0	0	0	128	126.4	99.22%	100.00%	100.00%	100.00%
21:00	137	1	0	0	0	0	0	138	145.5	99.28%	100.00%	100.00%	100.00%
22:00	149	0	0	0	0	0	0	149	106.3	100.00%	100.00%	100.00%	100.00%
23:00	106	0	0	0	0	0	0	106	128.4	100.00%	100.00%	100.00%	100.00%
Total:	**2,885**	**79**	**6**	**4**	**0**	**0**	**0**	**2,974**	**139.2**	**97.01%**	**99.66%**	**99.87%**	**100.00%**
Overall %:	**97.01%**	**2.66%**	**0.20%**	**0.13%**	**0.00%**	**0.00%**	**0.00%**						