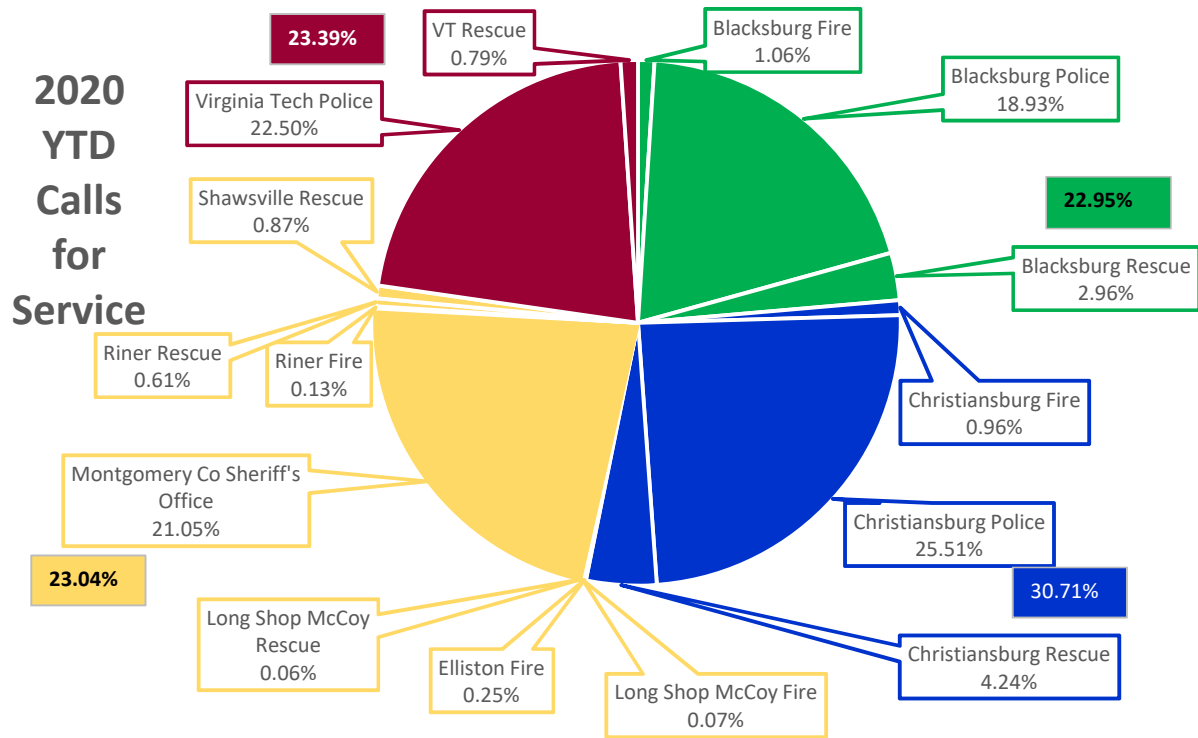


Calls for Service (All Call Types)- Raw Data

Agency	FEBRUARY 2021	YTD	% of YTD
Shawsville Rescue	79	153	0.87%
VT Rescue	74	139	0.79%
Blacksburg Rescue	249	524	2.96%
Christiansburg Rescue	356	749	4.24%
Long Shop McCoy Rescue	6	11	0.06%
Riner Rescue	51	108	0.61%
Total Rescue Calls for Service	815	1684	9.53%
Blacksburg Fire	97	188	1.06%
Christiansburg Fire	98	170	0.96%
Elliston Fire	23	45	0.25%
Long Shop McCoy Fire	6	12	0.07%
Riner Fire	15	23	0.13%
Total Fire Calls For Service	239	438	2.48%
Montgomery Co Sheriff's Office	1709	3721	21.05%
Blacksburg Police	1574	3346	18.93%
Christiansburg Police	2255	4508	25.51%
Virginia Tech Police	2078	3977	22.50%
Total Law Enforcement Calls for Service	7616	15552	87.99%
Grand Total	8670	17674	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: February 2021

Agency Affiliation: Emergency Communications

Report Date: 03/15/2021 15:56:59

Report Date From: 02/01/2021

Report Date To: 02/28/2021

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	355	14.19 %
CNTX	18	0.72 %
COIN	0	0.00 %
No Class of Service	225	9.00 %
OTHER	3	0.12 %
PAYP	0	0.00 %
PBX	0	0.00 %
RESD	78	3.12 %
TLMA	0	0.00 %
Unparsed 911	0	0.00 %
VOIP	98	3.92 %
WPH0	0	0.00 %
WPH1	501	20.03 %
WPH2	1223	48.90 %
TOTALS	2501	

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: February 2021

Agency Affiliation: Emergency Communications

Report Date: 03/15/2021 15:55:11

Report Date From: 02/01/2021

Report Date To: 02/28/2021

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	100	0	0	0	0	0	0	100	118.8	100.00 %	100.00 %	100.00 %	100.00 %
01:00	104	1	0	0	0	0	0	105	101.8	99.05 %	100.00 %	100.00 %	100.00 %
02:00	72	0	0	0	0	0	0	72	141.1	100.00 %	100.00 %	100.00 %	100.00 %
03:00	51	0	0	0	0	0	0	51	140.9	100.00 %	100.00 %	100.00 %	100.00 %
04:00	30	0	0	0	0	0	0	30	208.4	100.00 %	100.00 %	100.00 %	100.00 %
05:00	45	1	0	0	0	0	0	46	162.4	97.83 %	100.00 %	100.00 %	100.00 %
06:00	55	1	0	0	0	0	0	56	171.8	98.21 %	100.00 %	100.00 %	100.00 %
07:00	68	1	0	0	0	0	0	69	204.3	98.55 %	100.00 %	100.00 %	100.00 %
08:00	81	1	0	0	0	0	0	82	157.6	98.78 %	100.00 %	100.00 %	100.00 %
09:00	124	3	0	0	0	0	0	127	139.0	97.64 %	100.00 %	100.00 %	100.00 %
10:00	125	0	0	0	0	0	0	125	162.7	100.00 %	100.00 %	100.00 %	100.00 %
11:00	121	5	1	0	0	0	0	127	139.2	95.28 %	99.21 %	100.00 %	100.00 %
12:00	138	8	0	0	0	0	0	146	163.4	94.52 %	100.00 %	100.00 %	100.00 %
13:00	121	2	0	0	0	0	0	123	118.4	98.37 %	100.00 %	100.00 %	100.00 %
14:00	243	4	0	0	0	0	0	247	83.7	98.38 %	100.00 %	100.00 %	100.00 %
15:00	146	4	0	0	0	0	0	150	132.0	97.33 %	100.00 %	100.00 %	100.00 %
16:00	146	6	0	0	0	0	0	152	169.9	96.05 %	100.00 %	100.00 %	100.00 %
17:00	122	4	1	0	0	0	0	127	141.3	96.06 %	99.21 %	100.00 %	100.00 %
18:00	120	5	0	0	0	0	0	125	140.6	96.00 %	100.00 %	100.00 %	100.00 %
19:00	100	0	0	0	0	0	0	100	137.3	100.00 %	100.00 %	100.00 %	100.00 %
20:00	111	1	0	0	0	0	0	112	126.5	99.11 %	100.00 %	100.00 %	100.00 %
21:00	70	0	0	0	0	0	0	70	174.6	100.00 %	100.00 %	100.00 %	100.00 %
22:00	102	0	0	0	0	0	0	102	159.1	100.00 %	100.00 %	100.00 %	100.00 %
23:00	57	0	0	0	0	0	0	57	148.1	100.00 %	100.00 %	100.00 %	100.00 %
Total:	2,452	47	2	0	0	0	0	2,501	140.3	98.04 %	99.92 %	100.00 %	100.00 %
Overall %:	98.04%	1.88%	0.08%	0.00%	0.00%	0.00%	0.00%						