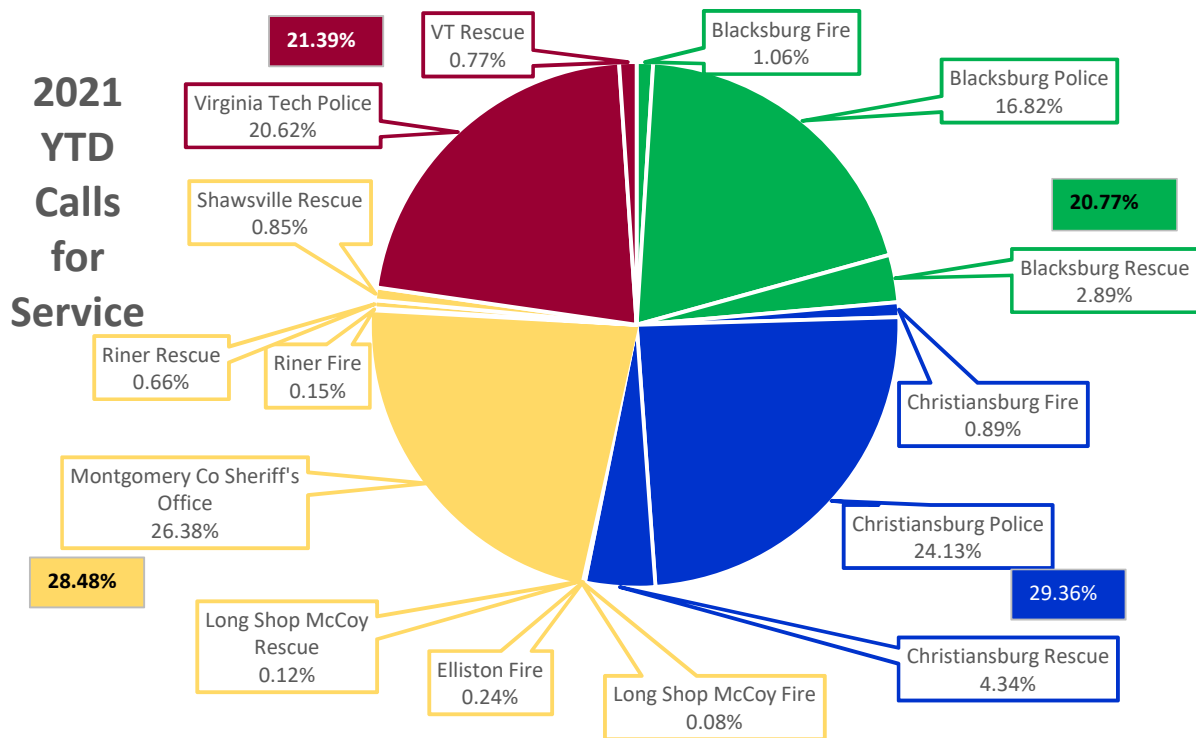


Calls for Service (All Call Types)- Raw Data

Agency	JUNE 2021	YTD	% of YTD
Shawsville Rescue	79	457	0.85%
VT Rescue	22	416	0.77%
Blacksburg Rescue	239	1564	2.89%
Christiansburg Rescue	368	2346	4.34%
Long Shop McCoy Rescue	15	65	0.12%
Riner Rescue	56	356	0.66%
Total Rescue Calls for Service	779	5204	9.63%
Blacksburg Fire	74	572	1.06%
Christiansburg Fire	80	482	0.89%
Elliston Fire	24	130	0.24%
Long Shop McCoy Fire	12	44	0.08%
Riner Fire	21	83	0.15%
Total Fire Calls For Service	211	1311	2.43%
Montgomery Co Sheriff's Office	2599	14257	26.38%
Blacksburg Police	1123	9090	16.82%
Christiansburg Police	1930	13043	24.13%
Virginia Tech Police	1217	11143	20.62%
Total Law Enforcement Calls for Service	6869	47533	87.95%
Grand Total	7859	54048	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: June 2021

Agency Affiliation: Emergency Communications

Report Date: 07/19/2021 08:31:59

Report Date From: 06/01/2021

Report Date To: 06/30/2021

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	394	13.10 %
CNTX	13	0.43 %
COIN	0	0.00 %
No Class of Service	321	10.68 %
OTHER	12	0.40 %
PAYP	0	0.00 %
PBX	0	0.00 %
RESD	75	2.49 %
TLMA	0	0.00 %
Unparsed 911	0	0.00 %
VOIP	101	3.36 %
WPH0	1	0.03 %
WPH1	726	24.14 %
WPH2	1364	45.36 %
TOTALS	3007	

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: June 2021

Agency Affiliation: Emergency Communications

Report Date: 07/19/2021 08:29:51

Report Date From: 06/01/2021

Report Date To: 06/30/2021

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	51	0	0	0	0	0	0	51	225.6	100.00 %	100.00 %	100.00 %	100.00 %
01:00	59	0	0	0	0	0	0	59	192.4	100.00 %	100.00 %	100.00 %	100.00 %
02:00	41	0	0	0	0	0	0	41	225.4	100.00 %	100.00 %	100.00 %	100.00 %
03:00	43	0	0	0	0	0	0	43	223.7	100.00 %	100.00 %	100.00 %	100.00 %
04:00	37	0	0	0	0	0	0	37	239.0	100.00 %	100.00 %	100.00 %	100.00 %
05:00	29	3	3	0	0	0	0	35	190.0	82.86 %	91.43 %	100.00 %	100.00 %
06:00	48	1	0	0	0	0	0	49	142.1	97.96 %	100.00 %	100.00 %	100.00 %
07:00	81	3	0	0	0	0	0	84	102.2	96.43 %	100.00 %	100.00 %	100.00 %
08:00	140	2	1	1	0	0	0	144	106.6	97.22 %	98.61 %	99.31 %	100.00 %
09:00	177	12	0	0	0	0	0	189	93.3	93.65 %	100.00 %	100.00 %	100.00 %
10:00	166	7	1	0	0	0	0	174	115.0	95.40 %	99.43 %	100.00 %	100.00 %
11:00	156	8	1	0	0	0	0	165	109.0	94.55 %	99.39 %	100.00 %	100.00 %
12:00	191	11	4	0	0	0	0	206	113.9	92.72 %	98.06 %	100.00 %	100.00 %
13:00	161	6	1	0	0	0	0	168	102.3	95.83 %	99.40 %	100.00 %	100.00 %
14:00	201	2	0	0	0	0	0	203	99.8	99.01 %	100.00 %	100.00 %	100.00 %
15:00	159	8	0	0	0	0	0	167	125.2	95.21 %	100.00 %	100.00 %	100.00 %
16:00	160	4	2	0	0	0	0	166	139.4	96.39 %	98.80 %	100.00 %	100.00 %
17:00	171	8	1	0	0	0	0	180	121.1	95.00 %	99.44 %	100.00 %	100.00 %
18:00	178	9	7	0	0	0	0	194	115.5	91.75 %	96.39 %	100.00 %	100.00 %
19:00	147	6	1	0	0	0	0	154	120.4	95.45 %	99.35 %	100.00 %	100.00 %
20:00	147	5	2	1	0	0	0	155	122.0	94.84 %	98.06 %	99.35 %	100.00 %
21:00	141	1	0	0	0	0	0	142	134.6	99.30 %	100.00 %	100.00 %	100.00 %
22:00	130	1	0	0	0	0	0	131	121.3	99.24 %	100.00 %	100.00 %	100.00 %
23:00	70	0	0	0	0	0	0	70	141.7	100.00 %	100.00 %	100.00 %	100.00 %
Total:	2,884	97	24	2	0	0	0	3,007	124.8	95.91 %	99.14 %	99.93 %	100.00 %
Overall %:	95.91%	3.23%	0.80%	0.07%	0.00%	0.00%	0.00%						