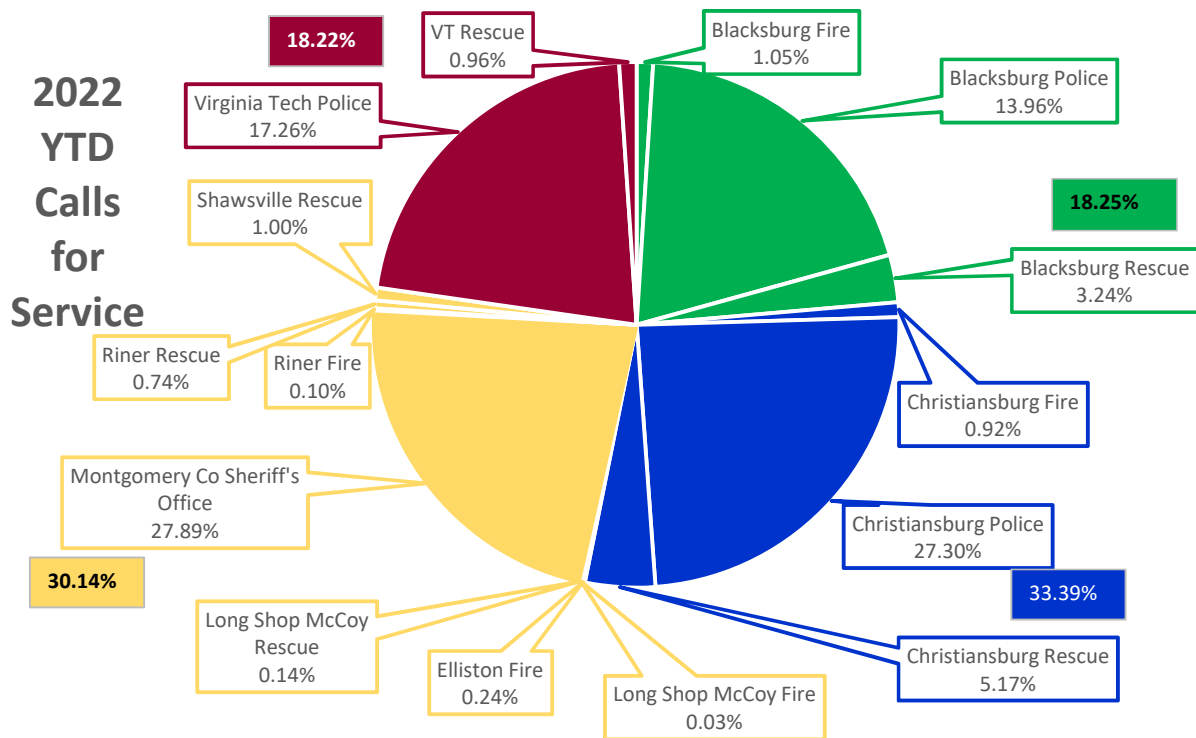


Calls for Service (All Call Types)- Raw Data

| Agency | JANUARY 2022 | YTD | % of YTD |
|--|--------------|-------------|----------------|
| Shawsville Rescue | 87 | 87 | 1.00% |
| VT Rescue | 83 | 83 | 0.96% |
| Blacksburg Rescue | 281 | 281 | 3.24% |
| Christiansburg Rescue | 449 | 449 | 5.17% |
| Long Shop McCoy Rescue | 12 | 12 | 0.14% |
| Riner Rescue | 64 | 64 | 0.74% |
| Total Rescue Calls for Service | 976 | 976 | 11.24% |
| Blacksburg Fire | 91 | 91 | 1.05% |
| Christiansburg Fire | 80 | 80 | 0.92% |
| Elliston Fire | 21 | 21 | 0.24% |
| Long Shop McCoy Fire | 3 | 3 | 0.03% |
| Riner Fire | 9 | 9 | 0.10% |
| Total Fire Calls For Service | 204 | 204 | 2.35% |
| Montgomery Co Sheriff's Office | 2422 | 2422 | 27.89% |
| Blacksburg Police | 1212 | 1212 | 13.96% |
| Christiansburg Police | 2371 | 2371 | 27.30% |
| Virginia Tech Police | 1499 | 1499 | 17.26% |
| Total Law Enforcement Calls for Service | 7504 | 7504 | 86.41% |
| Grand Total | 8684 | 8684 | 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: January 2022

Agency Affiliation: Emergency Communications

Report Date: 02/16/2022 11:27:37

Report Date From: 01/01/2022

Report Date To: 01/31/2022

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

| Class | PSAP | |
|---------------------|-------------|---------|
| | Call Count | % |
| BUSN | 411 | 13.92 % |
| CNTX | 12 | 0.41 % |
| COIN | 0 | 0.00 % |
| No Class of Service | 227 | 7.69 % |
| OTHER | 1 | 0.03 % |
| PAYP | 0 | 0.00 % |
| PBX | 0 | 0.00 % |
| RESD | 93 | 3.15 % |
| TLMA | 0 | 0.00 % |
| Unparsed 911 | 0 | 0.00 % |
| VOIP | 120 | 4.07 % |
| WPH0 | 0 | 0.00 % |
| WPH1 | 698 | 23.64 % |
| WPH2 | 1390 | 47.09 % |
| TOTALS | 2952 | |

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: January 2022

Agency Affiliation: Emergency Communications

Report Date: 02/16/2022 11:24:53

Report Date From: 01/01/2022

Report Date To: 01/31/2022

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 | 79 | 0 | 0 | 0 | 0 | 0 | 0 | 79 | 180.3 | 100.00 % | 100.00 % | 100.00 % | 100.00 % |
| 01:00 | 79 | 1 | 0 | 0 | 0 | 0 | 0 | 80 | 137.4 | 98.75 % | 100.00 % | 100.00 % | 100.00 % |
| 02:00 | 63 | 0 | 0 | 0 | 0 | 0 | 0 | 63 | 159.2 | 100.00 % | 100.00 % | 100.00 % | 100.00 % |
| 03:00 | 33 | 0 | 0 | 0 | 0 | 0 | 0 | 33 | 191.9 | 100.00 % | 100.00 % | 100.00 % | 100.00 % |
| 04:00 | 35 | 2 | 1 | 0 | 0 | 0 | 0 | 38 | 195.8 | 92.11 % | 97.37 % | 100.00 % | 100.00 % |
| 05:00 | 36 | 1 | 0 | 0 | 0 | 0 | 0 | 37 | 261.2 | 97.30 % | 100.00 % | 100.00 % | 100.00 % |
| 06:00 | 62 | 2 | 0 | 0 | 0 | 0 | 0 | 64 | 146.0 | 96.88 % | 100.00 % | 100.00 % | 100.00 % |
| 07:00 | 100 | 4 | 1 | 0 | 0 | 0 | 0 | 105 | 104.6 | 95.24 % | 99.05 % | 100.00 % | 100.00 % |
| 08:00 | 120 | 2 | 0 | 0 | 0 | 0 | 0 | 122 | 136.1 | 98.36 % | 100.00 % | 100.00 % | 100.00 % |
| 09:00 | 209 | 4 | 0 | 0 | 0 | 0 | 0 | 213 | 84.2 | 98.12 % | 100.00 % | 100.00 % | 100.00 % |
| 10:00 | 153 | 5 | 0 | 0 | 0 | 0 | 0 | 158 | 119.1 | 96.84 % | 100.00 % | 100.00 % | 100.00 % |
| 11:00 | 172 | 13 | 1 | 1 | 0 | 0 | 0 | 187 | 124.5 | 91.98 % | 98.93 % | 99.47 % | 100.00 % |
| 12:00 | 144 | 12 | 0 | 1 | 0 | 0 | 0 | 157 | 140.1 | 91.72 % | 99.36 % | 99.36 % | 100.00 % |
| 13:00 | 166 | 9 | 2 | 0 | 0 | 0 | 0 | 177 | 113.6 | 93.79 % | 98.87 % | 100.00 % | 100.00 % |
| 14:00 | 174 | 9 | 2 | 1 | 0 | 0 | 0 | 186 | 131.1 | 93.55 % | 98.39 % | 99.46 % | 100.00 % |
| 15:00 | 179 | 9 | 3 | 1 | 0 | 0 | 0 | 192 | 130.9 | 93.23 % | 97.92 % | 99.48 % | 100.00 % |
| 16:00 | 176 | 7 | 0 | 0 | 0 | 0 | 0 | 183 | 111.0 | 96.17 % | 100.00 % | 100.00 % | 100.00 % |
| 17:00 | 150 | 1 | 1 | 1 | 0 | 0 | 0 | 153 | 151.0 | 98.04 % | 98.69 % | 99.35 % | 100.00 % |
| 18:00 | 144 | 9 | 0 | 0 | 0 | 0 | 0 | 153 | 154.6 | 94.12 % | 100.00 % | 100.00 % | 100.00 % |
| 19:00 | 126 | 5 | 0 | 0 | 0 | 0 | 0 | 131 | 153.5 | 96.18 % | 100.00 % | 100.00 % | 100.00 % |
| 20:00 | 158 | 2 | 1 | 0 | 0 | 0 | 0 | 161 | 146.9 | 98.14 % | 99.38 % | 100.00 % | 100.00 % |
| 21:00 | 101 | 0 | 0 | 0 | 0 | 0 | 0 | 101 | 149.4 | 100.00 % | 100.00 % | 100.00 % | 100.00 % |
| 22:00 | 96 | 2 | 0 | 0 | 0 | 0 | 0 | 98 | 152.0 | 97.96 % | 100.00 % | 100.00 % | 100.00 % |
| 23:00 | 80 | 1 | 0 | 0 | 0 | 0 | 0 | 81 | 143.3 | 98.77 % | 100.00 % | 100.00 % | 100.00 % |
| Total: | 2,835 | 100 | 12 | 5 | 0 | 0 | 0 | 2,952 | 135.4 | 96.04 % | 99.42 % | 99.83 % | 100.00 % |
| Overall %: | 96.04% | 3.39% | 0.41% | 0.17% | 0.00% | 0.00% | 0.00% | | | | | | |