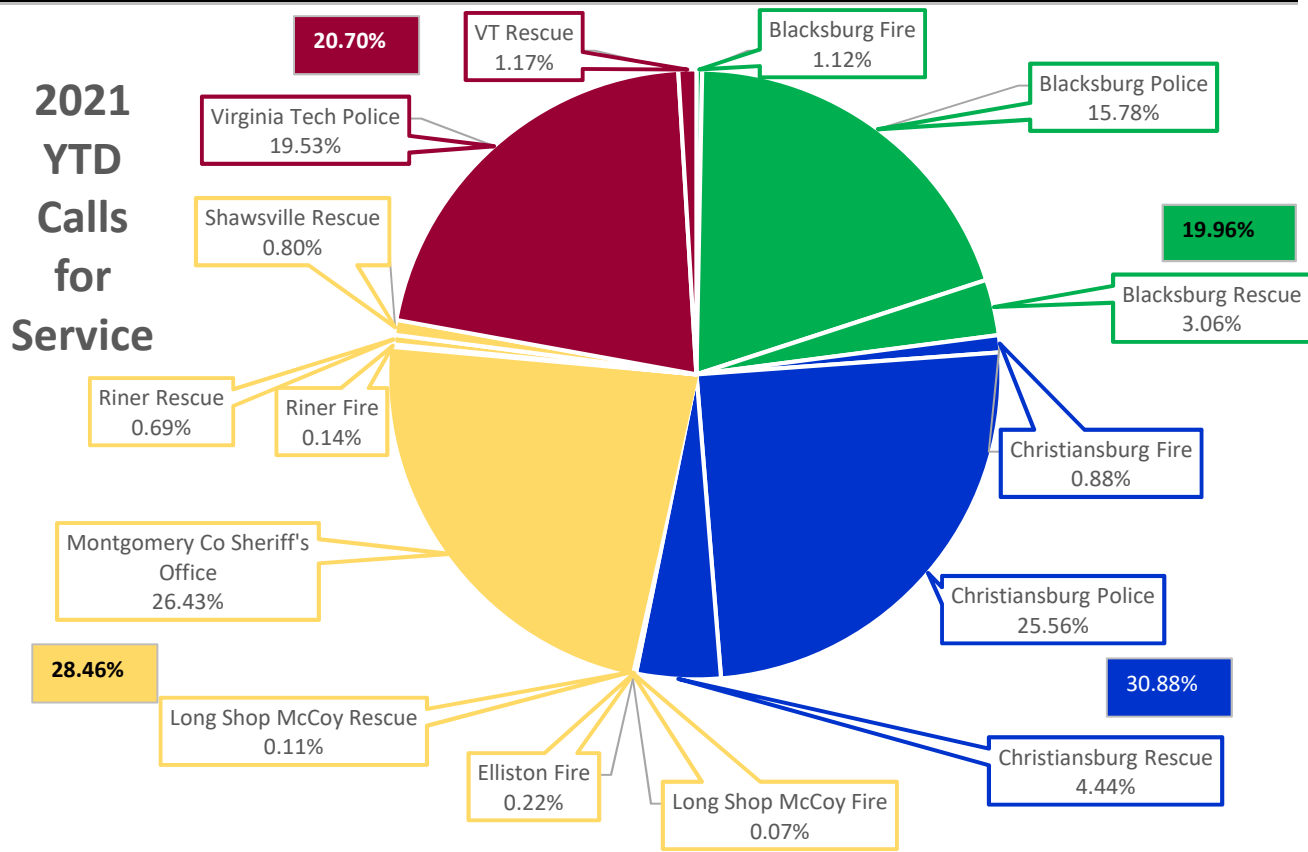


## Calls for Service (All Call Types)- Raw Data

Agency	DECEMBER 2021	YTD	% of YTD
Shawsville Rescue	65	906	0.80%
VT Rescue	74	1330	1.17%
Blacksburg Rescue	271	3461	3.06%
Christiansburg Rescue	445	5024	4.44%
Long Shop McCoy Rescue	9	127	0.11%
Riner Rescue	64	781	0.69%
<b>Total Rescue Calls for Service</b>	<b>928</b>	<b>11629</b>	<b>10.27%</b>
Blacksburg Fire	81	1273	1.12%
Christiansburg Fire	85	992	0.88%
Elliston Fire	11	250	0.22%
Long Shop McCoy Fire	4	84	0.07%
Riner Fire	11	161	0.14%
<b>Total Fire Calls For Service</b>	<b>192</b>	<b>2760</b>	<b>2.44%</b>
Montgomery Co Sheriff's Office	2698	29938	26.43%
Blacksburg Police	1116	17871	15.78%
Christiansburg Police	2916	28946	25.56%
Virginia Tech Police	1319	22120	19.53%
<b>Total Law Enforcement Calls for Service</b>	<b>8049</b>	<b>98875</b>	<b>87.30%</b>
<b>Grand Total</b>	<b>9169</b>	<b>113264</b>	<b>100.00%</b>



# PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: December 2021

Agency Affiliation: Emergency Communications

Report Date: 01/18/2022 13:45:20

Report Date From: 12/01/2021

Report Date To: 12/31/2021

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	93	0	0	0	0	0	0	93	118.0	100.00 %	100.00 %	100.00 %	100.00 %
01:00	69	0	0	0	0	0	0	69	187.7	100.00 %	100.00 %	100.00 %	100.00 %
02:00	60	1	0	0	0	0	0	61	191.5	98.36 %	100.00 %	100.00 %	100.00 %
03:00	43	1	0	0	0	0	0	44	247.8	97.73 %	100.00 %	100.00 %	100.00 %
04:00	44	0	0	0	0	0	0	44	194.0	100.00 %	100.00 %	100.00 %	100.00 %
05:00	46	0	0	0	0	0	0	46	272.0	100.00 %	100.00 %	100.00 %	100.00 %
06:00	64	0	0	0	0	0	0	64	123.0	100.00 %	100.00 %	100.00 %	100.00 %
07:00	69	2	0	0	0	0	0	71	155.6	97.18 %	100.00 %	100.00 %	100.00 %
08:00	88	5	0	0	0	0	0	93	114.8	94.62 %	100.00 %	100.00 %	100.00 %
09:00	184	5	0	0	0	0	0	189	82.2	97.35 %	100.00 %	100.00 %	100.00 %
10:00	142	5	0	0	0	0	0	147	88.8	96.60 %	100.00 %	100.00 %	100.00 %
11:00	159	10	2	0	0	0	0	171	107.4	92.98 %	98.83 %	100.00 %	100.00 %
12:00	164	12	3	1	1	0	0	181	112.7	90.61 %	97.24 %	98.90 %	99.45 %
13:00	182	7	0	0	0	0	0	189	118.3	96.30 %	100.00 %	100.00 %	100.00 %
14:00	134	9	0	0	0	0	0	143	130.0	93.71 %	100.00 %	100.00 %	100.00 %
15:00	150	10	1	0	0	0	0	161	122.4	93.17 %	99.38 %	100.00 %	100.00 %
16:00	169	8	1	2	0	0	0	180	134.1	93.89 %	98.33 %	98.89 %	100.00 %
17:00	158	8	4	3	0	0	0	173	156.8	91.33 %	95.95 %	98.27 %	100.00 %
18:00	160	7	3	0	0	0	0	170	132.2	94.12 %	98.24 %	100.00 %	100.00 %
19:00	177	1	0	0	0	0	0	178	139.2	99.44 %	100.00 %	100.00 %	100.00 %
20:00	142	1	0	1	0	0	0	144	140.2	98.61 %	99.31 %	99.31 %	100.00 %
21:00	140	1	0	0	0	0	0	141	147.9	99.29 %	100.00 %	100.00 %	100.00 %
22:00	96	1	0	0	0	0	0	97	189.6	98.97 %	100.00 %	100.00 %	100.00 %
23:00	106	0	0	0	0	0	0	106	114.0	100.00 %	100.00 %	100.00 %	100.00 %
<b>Total:</b>	<b>2,839</b>	<b>94</b>	<b>14</b>	<b>7</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2,955</b>	<b>133.7</b>	<b>96.07 %</b>	<b>99.26 %</b>	<b>99.73 %</b>	<b>99.97 %</b>
<b>Overall %:</b>	<b>96.07%</b>	<b>3.18%</b>	<b>0.47%</b>	<b>0.24%</b>	<b>0.03%</b>	<b>0.00%</b>	<b>0.00%</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 2021

Agency Affiliation: Emergency Communications

Report Date: 01/18/2022 14:40:40

Report Date From: 12/01/2021

Report Date To: 12/31/2021

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	328	11.10 %
CNTX	12	0.41 %
COIN	0	0.00 %
No Class of Service	307	10.39 %
OTHER	8	0.27 %
PAYP	0	0.00 %
PBX	0	0.00 %
RESO	71	2.40 %
TLMA	0	0.00 %
Unparsed 911	0	0.00 %
VOIP	102	3.45 %
WPH0	0	0.00 %
WPH1	745	25.21 %
WPH2	1382	46.77 %
<b>TOTALS</b>	<b>2955</b>	