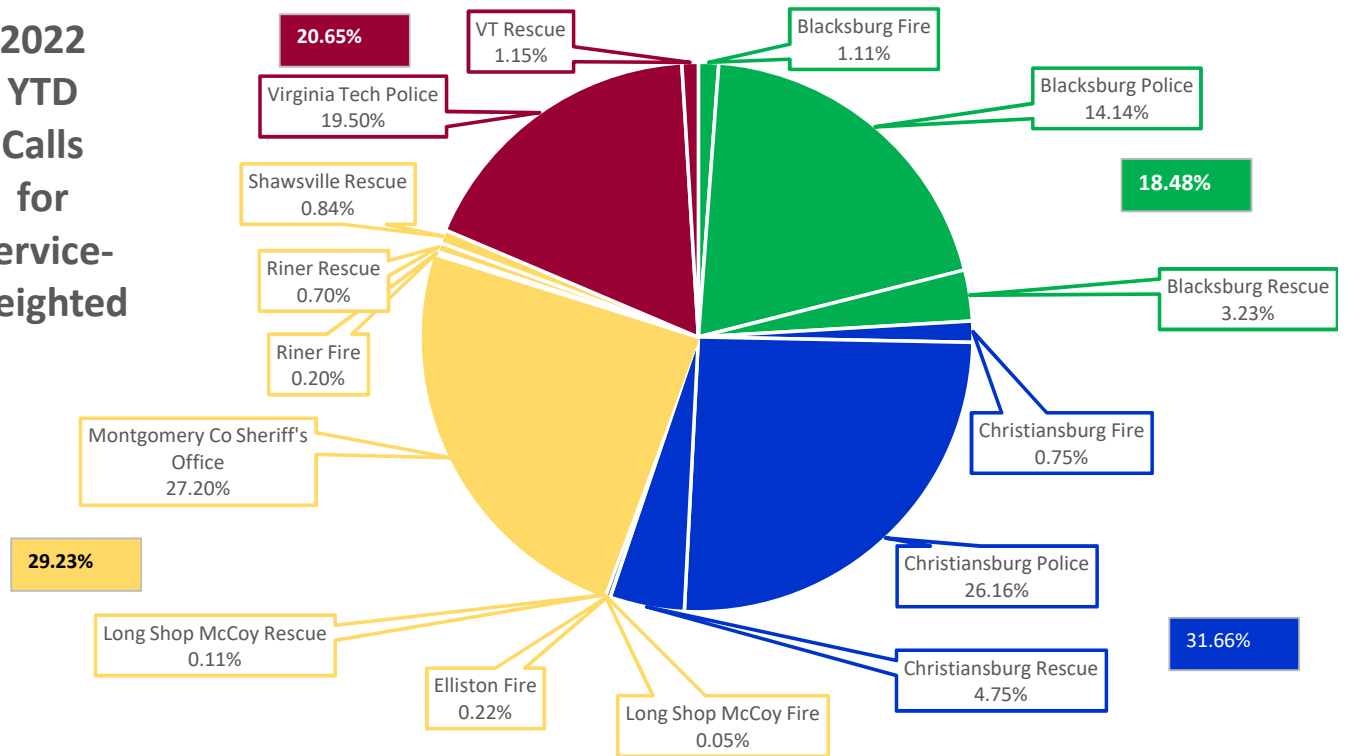


Calls for Service (All Call Types)- Weighted Data				
Agency	MARCH	YTD	% of YTD	
Shawsville Rescue	73	230	0.84%	
VT Rescue	95	313	1.15%	
Blacksburg Rescue	311	882	3.23%	
Christiansburg Rescue	435	1298	4.75%	
Long Shop McCoy Rescue	12	30	0.11%	
Riner Rescue	68	192	0.70%	
Total Rescue Calls for Service	994	2945	10.78%	
Blacksburg Fire	107	302	1.11%	
Christiansburg Fire	73	204	0.75%	
Elliston Fire	24	60	0.22%	
Long Shop McCoy Fire	7	14	0.05%	
Riner Fire	10	29	0.11%	
Total Fire Calls For Service	221	609	2.23%	
Montgomery Co Sheriff's Office	2636	7431	27.20%	
Blacksburg Police	1306	3864	14.14%	
Christiansburg Police	2283	7147	26.16%	
Virginia Tech Police	1962	5328	19.50%	
Total Law Enforcement Calls for Service	8187	23770	86.99%	
Grand Total	9402	27324	100.00%	

**2022
YTD
Calls
for
Service-
Weighted**



D O'Brien 04/01/2022

Class of Service

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year:

March 2022

Agency Affiliation

Emergency Communications

Report Date: 04/14/2022 10:02:03

Report Date From: 03/01/2022

Report Date To: 03/31/2022

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	399	13.90 %
CNTX	15	0.52 %
COIN	0	0.00 %
No Class of Service	136	4.74 %
OTHER	5	0.17 %
PAYP	0	0.00 %
PBX	0	0.00 %
RESD	77	2.68 %
TLMA	0	0.00 %
Unparsed 911	0	0.00 %
VOIP	113	3.94 %
WPH0	1	0.03 %
WPH1	564	19.64 %
WPH2	1561	54.37 %
TOTALS	2871	

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: March 2022

Agency Affiliation: Emergency Communications

Report Date: 04/14/2022 09:59:58

Report Date From: 03/01/2022

Report Date To: 03/31/2022

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	86	1	0	0	0	0	0	87	172.1	98.85 %	100.00 %	100.00 %	100.00 %
01:00	71	1	0	0	0	0	0	72	188.3	98.61 %	100.00 %	100.00 %	100.00 %
02:00	62	0	0	0	0	0	0	62	198.3	100.00 %	100.00 %	100.00 %	100.00 %
03:00	42	0	0	0	0	0	0	42	204.7	100.00 %	100.00 %	100.00 %	100.00 %
04:00	47	0	0	0	0	0	0	47	144.5	100.00 %	100.00 %	100.00 %	100.00 %
05:00	38	0	0	0	0	0	0	38	235.4	100.00 %	100.00 %	100.00 %	100.00 %
06:00	51	0	0	0	0	0	0	51	111.2	100.00 %	100.00 %	100.00 %	100.00 %
07:00	82	2	0	0	0	0	0	84	120.5	97.62 %	100.00 %	100.00 %	100.00 %
08:00	74	1	0	0	0	0	0	75	184.0	98.67 %	100.00 %	100.00 %	100.00 %
09:00	108	8	0	0	0	0	0	116	127.8	93.10 %	100.00 %	100.00 %	100.00 %
10:00	124	3	2	0	0	0	0	129	151.5	96.12 %	98.45 %	100.00 %	100.00 %
11:00	144	10	0	0	0	0	0	154	128.8	93.51 %	100.00 %	100.00 %	100.00 %
12:00	107	4	0	0	0	0	0	111	146.5	96.40 %	100.00 %	100.00 %	100.00 %
13:00	204	3	0	0	0	0	0	207	117.4	98.55 %	100.00 %	100.00 %	100.00 %
14:00	180	9	0	0	0	0	0	189	102.4	95.24 %	100.00 %	100.00 %	100.00 %
15:00	185	7	1	0	0	0	0	193	147.3	95.85 %	99.48 %	100.00 %	100.00 %
16:00	154	11	3	0	0	0	0	168	146.4	91.67 %	98.21 %	100.00 %	100.00 %
17:00	179	13	1	0	0	0	0	193	129.6	92.75 %	99.48 %	100.00 %	100.00 %
18:00	127	5	0	1	0	0	0	133	152.3	95.49 %	99.25 %	99.25 %	100.00 %
19:00	206	0	0	1	0	0	0	207	84.6	99.52 %	99.52 %	99.52 %	100.00 %
20:00	177	1	0	0	0	0	0	178	117.7	99.44 %	100.00 %	100.00 %	100.00 %
21:00	143	1	0	0	0	0	0	144	158.5	99.31 %	100.00 %	100.00 %	100.00 %
22:00	96	4	0	0	0	0	0	100	155.2	96.00 %	100.00 %	100.00 %	100.00 %
23:00	86	3	2	0	0	0	0	91	174.1	94.51 %	97.80 %	100.00 %	100.00 %
Total:	2,773	87	9	2	0	0	0	2,871	139.3	96.59 %	99.62 %	99.93 %	100.00 %
Overall %:	96.59%	3.03%	0.31%	0.07%	0.00%	0.00%	0.00%						