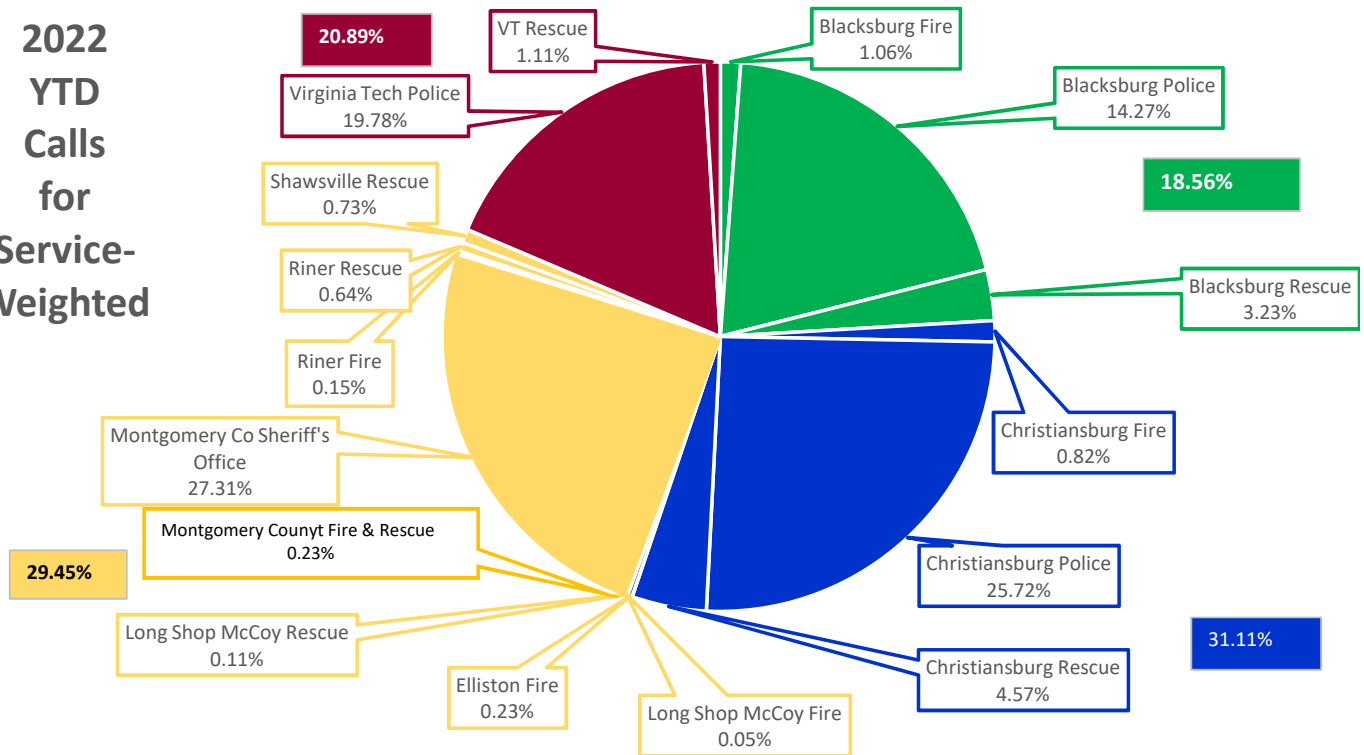


Calls for Service (All Call Types)- Weighted Data				
Agency	May-22	YTD	% of YTD	
Shawsville Rescue	62	343	0.73%	
VT Rescue	76	524	1.11%	
Blacksburg Rescue	295	1519	3.23%	
Christiansburg Rescue	406	2150	4.57%	
Long Shop McCoy Rescue	6	51	0.11%	
Riner Rescue	38	299	0.64%	
Montgomery County Fire & EMS	107	107	0.23%	
Total Rescue Calls for Service	883	4993	10.60%	
Blacksburg Fire	99	500	1.06%	
Christiansburg Fire	85	386	0.82%	
Elliston Fire	20	109	0.23%	
Long Shop McCoy Fire	4	25	0.05%	
Riner Fire	23	72	0.15%	
Total Fire Calls For Service	231	1092	2.32%	
Montgomery Co Sheriff's Office	2715	12856	27.31%	
Blacksburg Police	1314	6719	14.27%	
Christiansburg Police	2406	12109	25.72%	
Virginia Tech Police	1689	9313	19.78%	
Total Law Enforcement Calls for Service	8124	40997	87.08%	
Grand Total	9238	47082	100.00%	

2022
YTD
Calls
for
Service-
Weighted



Class of Service

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: May 2022

Agency Affiliation: Emergency Communications

Report Date: 06/21/2022 11:20:15

Report Date From: 05/01/2022

Report Date To: 05/31/2022

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	375	12.16%
CNTX	20	0.65%
COIN	0	0.00%
No Class of	184	5.97%
OTHER	1	0.03%
PAYP	0	0.00%
PBX	0	0.00%
RESD	111	3.60%
TLMA	0	0.00%
Unparsed 911	0	0.00%
VOIP	139	4.51%
WPH0	0	0.00%
WPH1	429	13.91%
WPH2	1825	59.18%
TOTALS	3084	

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: May 2022

Agency Affiliation: Emergency Communications

Report Date: 06/21/2022 11:17:35

Report Date From: 05/01/2022

Report Date To: 05/31/2022

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	81	0	0	0	0	0	0	81	187.8	100.00%	100.00%	100.00%	100.00%
01:00	61	0	0	0	0	0	0	61	178.3	100.00%	100.00%	100.00%	100.00%
02:00	55	0	0	0	0	0	0	55	178.5	100.00%	100.00%	100.00%	100.00%
03:00	85	0	0	0	0	0	0	85	86.9	100.00%	100.00%	100.00%	100.00%
04:00	30	1	0	0	0	0	0	31	190.1	96.77%	100.00%	100.00%	100.00%
05:00	44	0	0	0	0	0	0	44	163.6	100.00%	100.00%	100.00%	100.00%
06:00	65	1	1	0	0	0	0	67	140.5	97.01%	98.51%	100.00%	100.00%
07:00	117	2	0	0	0	0	0	119	74.3	98.32%	100.00%	100.00%	100.00%
08:00	141	2	0	0	0	0	0	143	101.8	98.60%	100.00%	100.00%	100.00%
09:00	112	4	1	0	0	0	0	117	122.2	95.73%	99.15%	100.00%	100.00%
10:00	120	9	0	0	0	0	0	129	122.9	93.02%	100.00%	100.00%	100.00%
11:00	158	13	1	0	0	0	0	172	140.1	91.86%	99.42%	100.00%	100.00%
12:00	135	5	1	2	0	0	0	143	124.3	94.41%	97.90%	98.60%	100.00%
13:00	160	7	2	0	0	0	0	169	130.3	94.67%	98.82%	100.00%	100.00%
14:00	147	6	0	0	0	0	0	153	132.1	96.08%	100.00%	100.00%	100.00%
15:00	176	6	1	0	0	0	0	183	134.6	96.17%	99.45%	100.00%	100.00%
16:00	161	12	1	2	0	0	0	176	130.2	91.48%	98.30%	98.86%	100.00%
17:00	180	11	0	0	0	0	0	191	106.3	94.24%	100.00%	100.00%	100.00%
18:00	171	8	3	3	0	0	0	185	149.1	92.43%	96.76%	98.38%	100.00%
19:00	156	0	0	0	0	0	0	156	131.6	100.00%	100.00%	100.00%	100.00%
20:00	209	3	1	0	0	0	0	213	115.7	98.12%	99.53%	100.00%	100.00%
21:00	166	1	1	0	0	0	0	168	126.5	98.81%	99.40%	100.00%	100.00%
22:00	139	0	0	0	0	0	0	139	124.4	100.00%	100.00%	100.00%	100.00%
23:00	104	0	0	0	0	0	0	104	192.4	100.00%	100.00%	100.00%	100.00%
Total:	2,973	91	13	7	0	0	0	3,084	130.5	96.40%	99.35%	99.77%	100.00%
Overall %:	96.40%	2.95%	0.42%	0.23%	0.00%	0.00%	0.00%						