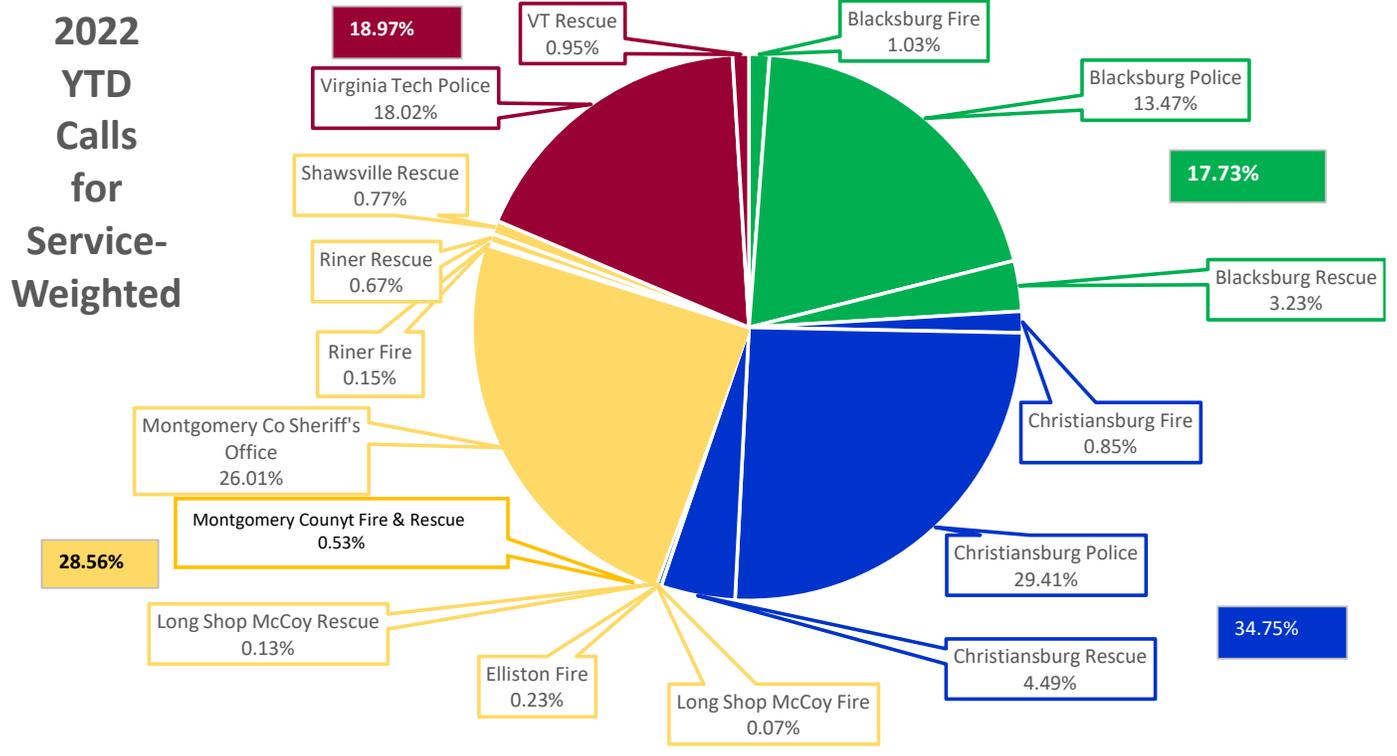


Calls for Service (All Call Types)- Weighted Data				
Agency	AUGUST	YTD	% of YTD	
Shawsville Rescue	12	587	0.77%	
VT Rescue	128	725	0.95%	
Blacksburg Rescue	353	2469	3.23%	
Christiansburg Rescue	425	3427	4.49%	
Long Shop McCoy Rescue	18	99	0.13%	
Riner Rescue	40	511	0.67%	
Montgomery County Fire & EMS	99	402	0.53%	
Total Rescue Calls for Service	1075	8220	10.76%	
Blacksburg Fire	111	784	1.03%	
Christiansburg Fire	90	653	0.85%	
Elliston Fire	23	179	0.23%	
Long Shop McCoy Fire	8	52	0.07%	
Riner Fire	13	118	0.15%	
Total Fire Calls For Service	245	1786	2.34%	
Montgomery Co Sheriff's Office	2257	19871	26.01%	
Blacksburg Police	1380	10290	13.47%	
Christiansburg Police	5198	22475	29.41%	
Virginia Tech Police	2101	13768	18.02%	
Total Law Enforcement Calls for Service	10936	66404	86.90%	
Grand Total	12256	76410	100.00%	



D O'Brien 09/6/2022

Class of Service

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: August 2022

Agency Affiliation: Emergency Communications

Report Date: 09/06/2022 10:02:01

Report Date From: 08/01/2022

Report Date To: 08/31/2022

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	434	13.70 %
CNTX	20	0.63 %
COIN	0	0.00 %
No Class of Service	222	7.01 %
OTHER	4	0.13 %
PAYP	0	0.00 %
PBX	0	0.00 %
RESO	87	2.75 %
TLMA	1	0.03 %
Unparsed 911	0	0.00 %
VOIP	139	4.39 %
WPH0	1	0.03 %
WPH1	422	13.32 %
WPH2	1837	58.00 %
TOTALS	3167	

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: August 2022

Agency Affiliation: Emergency Communications

Report Date: 09/06/2022 10:00:12

Report Date From: 08/01/2022

Report Date To: 08/31/2022

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	97	3	0	0	0	0	0	100	197.6	97.00 %	100.00 %	100.00 %	100.00 %
01:00	86	0	0	0	0	0	0	86	208.2	100.00 %	100.00 %	100.00 %	100.00 %
02:00	63	0	0	0	0	0	0	63	267.6	100.00 %	100.00 %	100.00 %	100.00 %
03:00	58	4	3	0	0	0	0	65	198.3	89.23 %	95.38 %	100.00 %	100.00 %
04:00	57	0	0	0	0	0	0	57	153.6	100.00 %	100.00 %	100.00 %	100.00 %
05:00	52	0	0	1	0	0	0	53	192.5	98.11 %	98.11 %	98.11 %	100.00 %
06:00	31	0	0	0	0	0	0	31	162.4	100.00 %	100.00 %	100.00 %	100.00 %
07:00	82	0	1	0	0	0	0	83	118.1	98.80 %	98.80 %	100.00 %	100.00 %
08:00	103	1	0	0	0	0	0	104	130.8	99.04 %	100.00 %	100.00 %	100.00 %
09:00	147	1	0	0	0	0	0	148	146.8	99.32 %	100.00 %	100.00 %	100.00 %
10:00	122	3	0	0	0	0	0	125	123.0	97.60 %	100.00 %	100.00 %	100.00 %
11:00	167	3	1	1	0	0	0	172	120.9	97.09 %	98.84 %	99.42 %	100.00 %
12:00	156	6	1	1	0	0	0	164	135.6	95.12 %	98.78 %	99.39 %	100.00 %
13:00	222	4	0	0	0	0	0	226	97.0	98.23 %	100.00 %	100.00 %	100.00 %
14:00	179	10	0	0	0	0	0	189	123.5	94.71 %	100.00 %	100.00 %	100.00 %
15:00	189	5	1	0	0	0	0	195	117.0	96.92 %	99.49 %	100.00 %	100.00 %
16:00	185	7	0	2	0	0	0	194	137.6	95.36 %	98.97 %	98.97 %	100.00 %
17:00	156	3	2	0	0	0	0	161	131.2	96.89 %	98.76 %	100.00 %	100.00 %
18:00	149	9	3	0	0	0	0	161	142.3	92.55 %	98.14 %	100.00 %	100.00 %
19:00	183	5	0	1	1	0	0	190	149.6	96.32 %	98.95 %	98.95 %	99.47 %
20:00	181	2	0	0	0	0	0	183	170.5	98.91 %	100.00 %	100.00 %	100.00 %
21:00	169	1	0	0	0	0	0	170	150.6	99.41 %	100.00 %	100.00 %	100.00 %
22:00	147	0	0	0	0	0	0	147	140.6	100.00 %	100.00 %	100.00 %	100.00 %
23:00	99	1	0	0	0	0	0	100	207.1	99.00 %	100.00 %	100.00 %	100.00 %
Total:	3,080	68	12	6	1	0	0	3,167	145.4	97.25 %	99.40 %	99.78 %	99.97 %
Overall %:	97.25%	2.15%	0.38%	0.19%	0.03%	0.00%	0.00%						