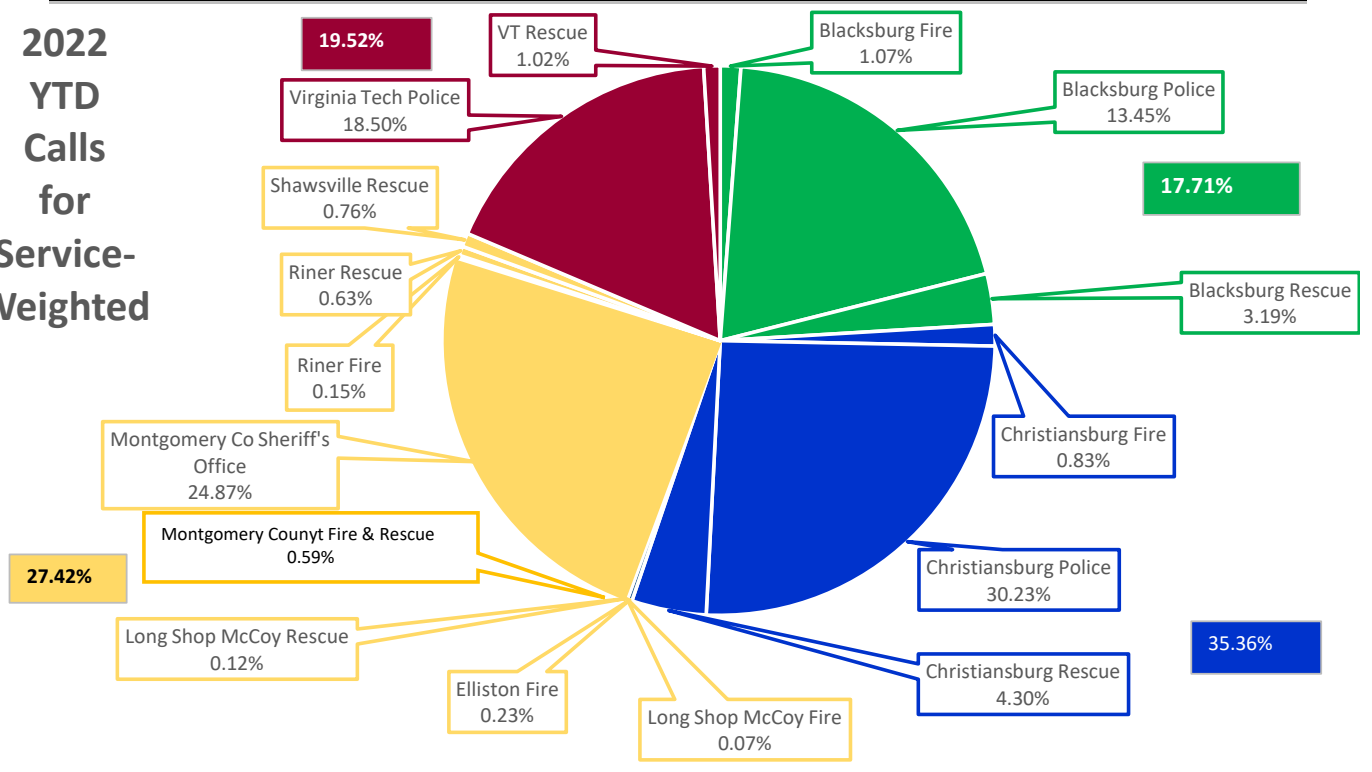


Calls for Service (All Call Types)- Weighted Data				
Agency	SEPTEMBER	YTD	% of YTD	
Shawsville Rescue	7	669	0.76%	
VT Rescue	177	902	1.02%	
Blacksburg Rescue	355	2824	3.19%	
Christiansburg Rescue	377	3808	4.30%	
Long Shop McCoy Rescue	7	106	0.12%	
Riner Rescue	31	560	0.63%	
Montgomery County Fire & EMS	123	525	0.59%	
Total Rescue Calls for Service	1077	9394	10.61%	
Blacksburg Fire	165	949	1.07%	
Christiansburg Fire	80	733	0.83%	
Elliston Fire	23	202	0.23%	
Long Shop McCoy Fire	6	58	0.07%	
Riner Fire	13	131	0.15%	
Total Fire Calls For Service	287	2073	2.34%	
Montgomery Co Sheriff's Office	2148	22019	24.87%	
Blacksburg Police	1618	11908	13.45%	
Christiansburg Police	4292	26767	30.23%	
Virginia Tech Police	2611	16379	18.50%	
Total Law Enforcement Calls for Service	10669	77073	87.05%	
Grand Total	12033	88540	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: September 2022

Agency Affiliation: Emergency Communications

Report Date: 10/21/2022 08:09:31

Report Date From: 09/01/2022

Report Date To: 09/30/2022

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	533	15.73 %
CNTX	18	0.53 %
COIN	0	0.00 %
No Class of Service	284	8.38 %
OTHER	2	0.06 %
PAYP	0	0.00 %
PBX	0	0.00 %
RESD	74	2.18 %
TLMA	1	0.03 %
Unparsed 911	0	0.00 %
VOIP	143	4.22 %
WPH0	0	0.00 %
WPH1	371	10.95 %
WPH2	1963	57.92 %
TOTALS	3389	

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: September 2022

Agency Affiliation: Emergency Communications

Report Date: 10/21/2022 08:08:04

Report Date From: 09/01/2022

Report Date To: 09/30/2022

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	141	8	0	0	0	0	0	149	200.9	94.63 %	100.00 %	100.00 %	100.00 %
01:00	109	0	0	0	0	0	0	109	174.0	100.00 %	100.00 %	100.00 %	100.00 %
02:00	56	1	1	0	0	0	0	58	260.0	96.55 %	98.28 %	100.00 %	100.00 %
03:00	46	0	0	0	0	0	0	46	249.0	100.00 %	100.00 %	100.00 %	100.00 %
04:00	30	0	0	0	0	0	0	30	177.6	100.00 %	100.00 %	100.00 %	100.00 %
05:00	46	0	0	0	0	0	0	46	224.0	100.00 %	100.00 %	100.00 %	100.00 %
06:00	50	1	0	0	0	0	0	51	231.2	98.04 %	100.00 %	100.00 %	100.00 %
07:00	99	0	0	0	0	0	0	99	126.6	100.00 %	100.00 %	100.00 %	100.00 %
08:00	138	5	1	0	0	0	0	144	138.3	95.83 %	99.31 %	100.00 %	100.00 %
09:00	89	4	0	0	0	0	0	93	144.7	95.70 %	100.00 %	100.00 %	100.00 %
10:00	132	2	3	0	1	0	0	138	128.9	95.65 %	97.10 %	99.28 %	99.28 %
11:00	150	7	0	0	0	0	0	157	118.5	95.54 %	100.00 %	100.00 %	100.00 %
12:00	156	6	0	0	0	0	0	162	119.2	96.30 %	100.00 %	100.00 %	100.00 %
13:00	224	5	1	0	0	0	0	230	92.1	97.39 %	99.57 %	100.00 %	100.00 %
14:00	189	5	0	0	0	0	0	194	92.0	97.42 %	100.00 %	100.00 %	100.00 %
15:00	172	11	0	0	0	0	0	183	144.9	93.99 %	100.00 %	100.00 %	100.00 %
16:00	208	11	1	0	0	0	0	220	137.2	94.55 %	99.55 %	100.00 %	100.00 %
17:00	191	4	3	1	0	0	0	199	152.2	95.98 %	97.99 %	99.50 %	100.00 %
18:00	167	6	3	0	0	0	0	176	125.1	94.89 %	98.30 %	100.00 %	100.00 %
19:00	245	2	1	0	0	0	0	248	123.9	98.79 %	99.60 %	100.00 %	100.00 %
20:00	259	1	1	0	0	0	0	261	112.8	99.23 %	99.62 %	100.00 %	100.00 %
21:00	147	3	0	0	0	0	0	150	183.4	98.00 %	100.00 %	100.00 %	100.00 %
22:00	109	0	0	0	0	0	0	109	175.4	100.00 %	100.00 %	100.00 %	100.00 %
23:00	137	0	0	0	0	0	0	137	202.1	100.00 %	100.00 %	100.00 %	100.00 %
Total:	3,290	82	15	1	1	0	0	3,389	143.7	97.08 %	99.50 %	99.94 %	99.97 %
Overall %:	97.08%	2.42%	0.44%	0.03%	0.03%	0.00%	0.00%						