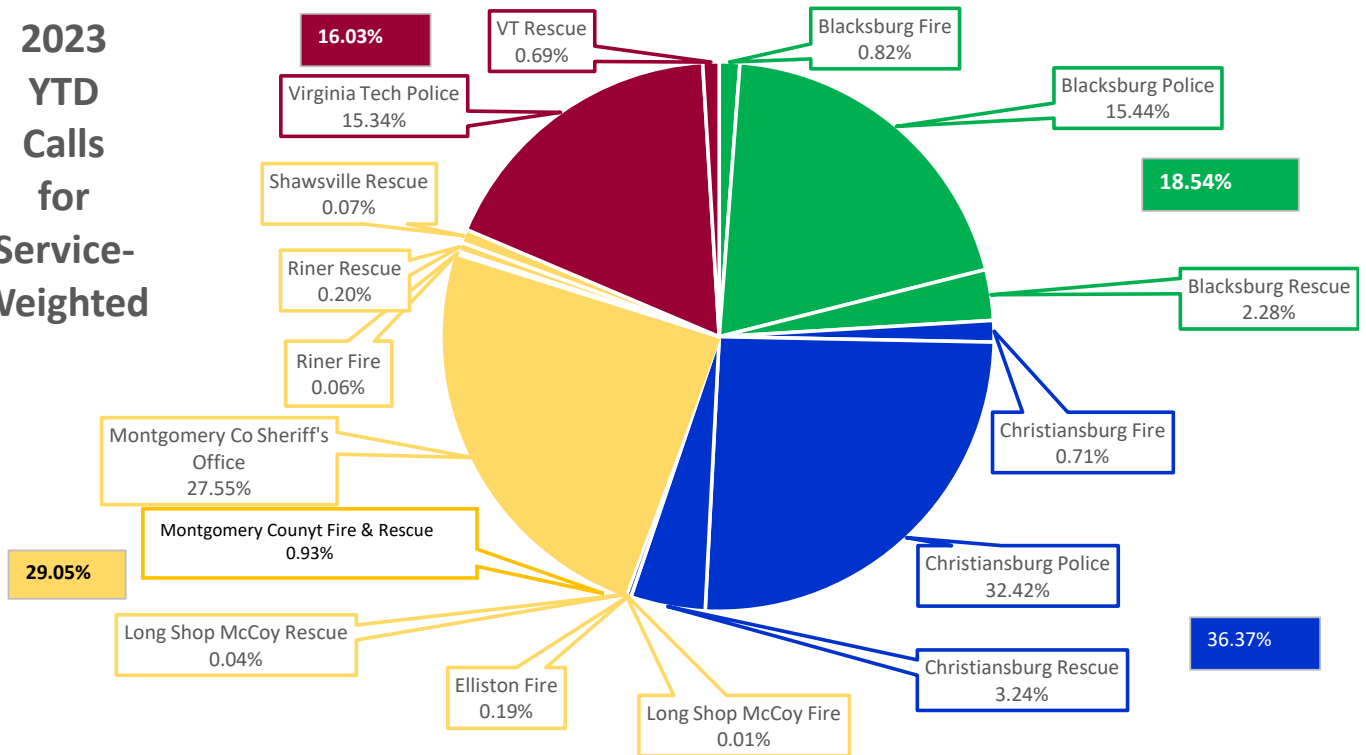


Calls for Service (All Call Types)- Weighted Data				
Agency	JANUARY	YTD	% of YTD	
Shawsville Rescue	8	8	0.07%	
VT Rescue	78	78	0.69%	
Blacksburg Rescue	257	257	2.28%	
Christiansburg Rescue	365	365	3.24%	
Long Shop McCoy Rescue	5	5	0.04%	
Riner Rescue	23	23	0.20%	
Montgomery County Fire & EMS	105	105	0.93%	
Total Rescue Calls for Service	841	841	7.47%	
Blacksburg Fire	92	92	0.82%	
Christiansburg Fire	80	80	0.71%	
Elliston Fire	21	21	0.19%	
Long Shop McCoy Fire	1	1	0.01%	
Riner Fire	7	7	0.06%	
Total Fire Calls For Service	201	201	1.79%	
Montgomery Co Sheriff's Office	3102	3102	27.55%	
Blacksburg Police	1739	1739	15.44%	
Christiansburg Police	3650	3650	32.42%	
Virginia Tech Police	1727	1727	15.34%	
Total Law Enforcement Calls for Service	10218	10218	90.75%	
Grand Total	11260	11260	100.00%	

2023
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: January 2023

Agency Affiliation: Emergency Communications

Report Date: 02/03/2023 15:16:46

Report Date From: 01/01/2023

Report Date To: 01/31/2023

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	502	17.40 %
CNTX	15	0.52 %
COIN	0	0.00 %
No Class of Service	157	5.44 %
OTHER	5	0.17 %
PAYP	0	0.00 %
PBX	0	0.00 %
RESD	58	2.01 %
TLMA	0	0.00 %
Unparsed 911	0	0.00 %
VOIP	164	5.68 %
WPH0	0	0.00 %
WPH1	313	10.85 %
WPH2	1671	57.92 %
TOTALS	2885	

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: January 2023

Agency Affiliation: Emergency Communications

Report Date: 02/03/2023 15:14:01

Report Date From: 01/01/2023

Report Date To: 01/31/2023

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	71	1	0	0	0	0	0	72	162.3	98.61 %	100.00 %	100.00 %	100.00 %
01:00	81	1	0	0	0	0	0	82	147.0	98.78 %	100.00 %	100.00 %	100.00 %
02:00	65	0	0	0	0	0	0	65	197.2	100.00 %	100.00 %	100.00 %	100.00 %
03:00	48	1	0	0	0	0	0	49	186.5	97.96 %	100.00 %	100.00 %	100.00 %
04:00	33	0	0	0	0	0	0	33	197.9	100.00 %	100.00 %	100.00 %	100.00 %
05:00	30	0	0	0	0	0	0	30	142.5	100.00 %	100.00 %	100.00 %	100.00 %
06:00	47	0	0	0	0	0	0	47	148.1	100.00 %	100.00 %	100.00 %	100.00 %
07:00	79	1	1	0	0	0	0	81	118.4	97.53 %	98.77 %	100.00 %	100.00 %
08:00	76	5	0	0	0	0	0	81	169.2	93.83 %	100.00 %	100.00 %	100.00 %
09:00	122	1	1	0	0	0	0	124	146.4	98.39 %	99.19 %	100.00 %	100.00 %
10:00	124	8	1	0	0	0	0	133	155.1	93.23 %	99.25 %	100.00 %	100.00 %
11:00	113	3	1	0	0	0	0	117	143.5	96.58 %	99.15 %	100.00 %	100.00 %
12:00	138	7	0	0	0	0	0	145	138.7	95.17 %	100.00 %	100.00 %	100.00 %
13:00	185	5	1	0	0	0	0	191	121.5	96.86 %	99.48 %	100.00 %	100.00 %
14:00	241	7	0	0	0	0	0	248	95.5	97.18 %	100.00 %	100.00 %	100.00 %
15:00	190	2	1	0	0	0	0	193	120.7	98.45 %	99.48 %	100.00 %	100.00 %
16:00	188	7	2	0	0	0	0	197	124.3	95.43 %	98.98 %	100.00 %	100.00 %
17:00	149	3	1	3	0	0	0	156	162.7	95.51 %	97.44 %	98.08 %	100.00 %
18:00	144	11	1	0	0	0	0	156	165.2	92.31 %	99.36 %	100.00 %	100.00 %
19:00	185	2	0	0	0	0	0	187	160.4	98.93 %	100.00 %	100.00 %	100.00 %
20:00	133	0	0	0	0	0	0	133	134.9	100.00 %	100.00 %	100.00 %	100.00 %
21:00	116	1	0	0	0	0	0	117	137.4	99.15 %	100.00 %	100.00 %	100.00 %
22:00	142	1	0	0	0	0	0	143	134.1	99.30 %	100.00 %	100.00 %	100.00 %
23:00	105	0	0	0	0	0	0	105	155.8	100.00 %	100.00 %	100.00 %	100.00 %
Total:	2,805	67	10	3	0	0	0	2,885	141.4	97.23 %	99.55 %	99.90 %	100.00 %
Overall %:	97.23%	2.32%	0.35%	0.10%	0.00%	0.00%	0.00%						