Calls for Service (All Call Types)- Raw Data			
Agency	**August 2021**	**YTD**	**% of YTD**
Shawsville Rescue	85	630	0.87%
VT Rescue	240	679	0.94%
Blacksburg Rescue	341	2198	3.03%
Christiansburg Rescue	485	3284	4.53%
Long Shop McCoy Rescue	13	87	0.12%
Riner Rescue	81	496	0.68%
Total Rescue Calls for Service	**1245**	**7374**	**10.17%**
Blacksburg Fire	137	802	1.11%
Christiansburg Fire	97	667	0.92%
Elliston Fire	22	184	0.25%
Long Shop McCoy Fire	5	54	0.07%
Riner Fire	18	114	0.16%
Total Fire Calls For Service	**279**	**1821**	**2.51%**
Montgomery Co Sheriff's Office	2466	19072	26.29%
Blacksburg Police	1520	11869	16.36%
Christiansburg Police	2644	17977	24.78%
Virginia Tech Police	1908	14427	19.89%
Total Law Enforcement Calls for Service	**8538**	**63345**	**87.32%**
Grand Total	**10062**	**72540**	**100.00%**

2021 YTD Calls for Service
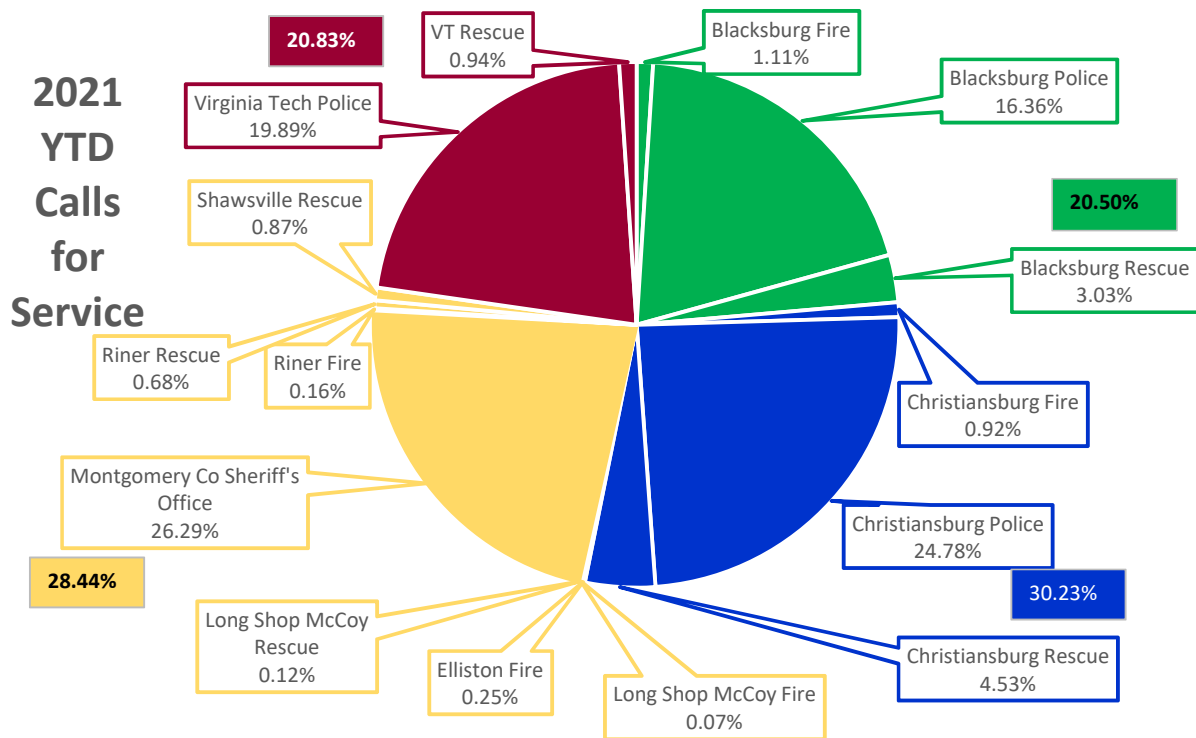
Class of Service

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073   County: Montgomery

Month - Year: August 2021

Agency Affiliation   Emergency Communications

Report Date:	09/13/2021 10:17:12
Report Date From:	08/01/2021
Report Date To:	08/31/2021
Period Group:	Month
Call Type:	911 Calls
Abandoned Filters:	Include Abandoned
Agency Affiliation:	All

Class	PSAP Call Count	%
BUSN	517	13.70%
CNTX	22	0.58%
COIN	0	0.00%
No Class of	327	8.67%
OTHER	6	0.16%
PAYP	0	0.00%
PBX	1	0.03%
RESD	77	2.04%
TLMA	0	0.00%
Unparsed 911	0	0.00%
VOIP	129	3.42%
WPH0	2	0.05%
WPH1	879	23.30%
WPH2	1813	48.05%
TOTALS	**3773**	

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073   County: Montgomery

Month - Year:	August 2021
Agency Affiliation	Emergency Communications

Report Date:	09/13/2021 10:22:36
Report Date From:	08/01/2021
Report Date To:	08/31/2021
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	103	2	0	0	0	0	0	105	196.0	98.10%	100.00%	100.00%	100.00%
01:00	70	1	0	0	0	0	0	71	193.1	98.59%	100.00%	100.00%	100.00%
02:00	71	0	0	0	0	0	0	71	195.9	100.00%	100.00%	100.00%	100.00%
03:00	42	0	0	0	0	0	0	42	214.8	100.00%	100.00%	100.00%	100.00%
04:00	31	0	0	0	0	0	0	31	189.8	100.00%	100.00%	100.00%	100.00%
05:00	53	1	0	0	0	0	0	54	134.6	98.15%	100.00%	100.00%	100.00%
06:00	53	1	0	0	0	0	0	54	167.2	98.15%	100.00%	100.00%	100.00%
07:00	102	4	1	0	0	0	0	107	143.0	95.33%	99.07%	100.00%	100.00%
08:00	145	8	1	0	0	0	0	154	122.2	94.16%	99.35%	100.00%	100.00%
09:00	133	6	0	1	0	0	0	140	109.2	95.00%	99.29%	99.29%	100.00%
10:00	177	8	1	0	0	0	0	186	130.8	95.16%	99.46%	100.00%	100.00%
11:00	150	11	4	0	0	0	0	165	127.8	90.91%	97.58%	100.00%	100.00%
12:00	194	16	3	4	2	0	0	219	137.8	88.58%	95.89%	97.26%	99.09%
13:00	217	16	1	0	0	0	0	234	129.1	92.74%	99.57%	100.00%	100.00%
14:00	214	13	0	1	0	0	0	228	118.6	93.86%	99.56%	99.56%	100.00%
15:00	238	6	2	2	0	0	0	248	116.9	95.97%	98.39%	99.19%	100.00%
16:00	177	13	2	0	0	0	0	192	121.7	92.19%	98.96%	100.00%	100.00%
17:00	189	21	0	2	0	0	0	212	149.0	89.15%	99.06%	99.06%	100.00%
18:00	188	17	3	2	0	0	0	210	145.7	89.52%	97.62%	99.05%	100.00%
19:00	239	0	1	0	0	0	0	240	130.7	99.58%	99.58%	100.00%	100.00%
20:00	254	2	1	0	0	0	0	257	126.4	98.83%	99.61%	100.00%	100.00%
21:00	194	0	0	0	0	0	0	194	133.7	100.00%	100.00%	100.00%	100.00%
22:00	193	2	0	0	0	0	0	195	113.0	98.97%	100.00%	100.00%	100.00%
23:00	162	2	0	0	0	0	0	164	135.2	98.78%	100.00%	100.00%	100.00%
Total:	3,589	150	20	12	2	0	0	3,773	135.2	95.12%	99.10%	99.63%	99.95%
Overall %:	95.12%	3.98%	0.53%	0.32%	0.05%	0.00%	0.00%						