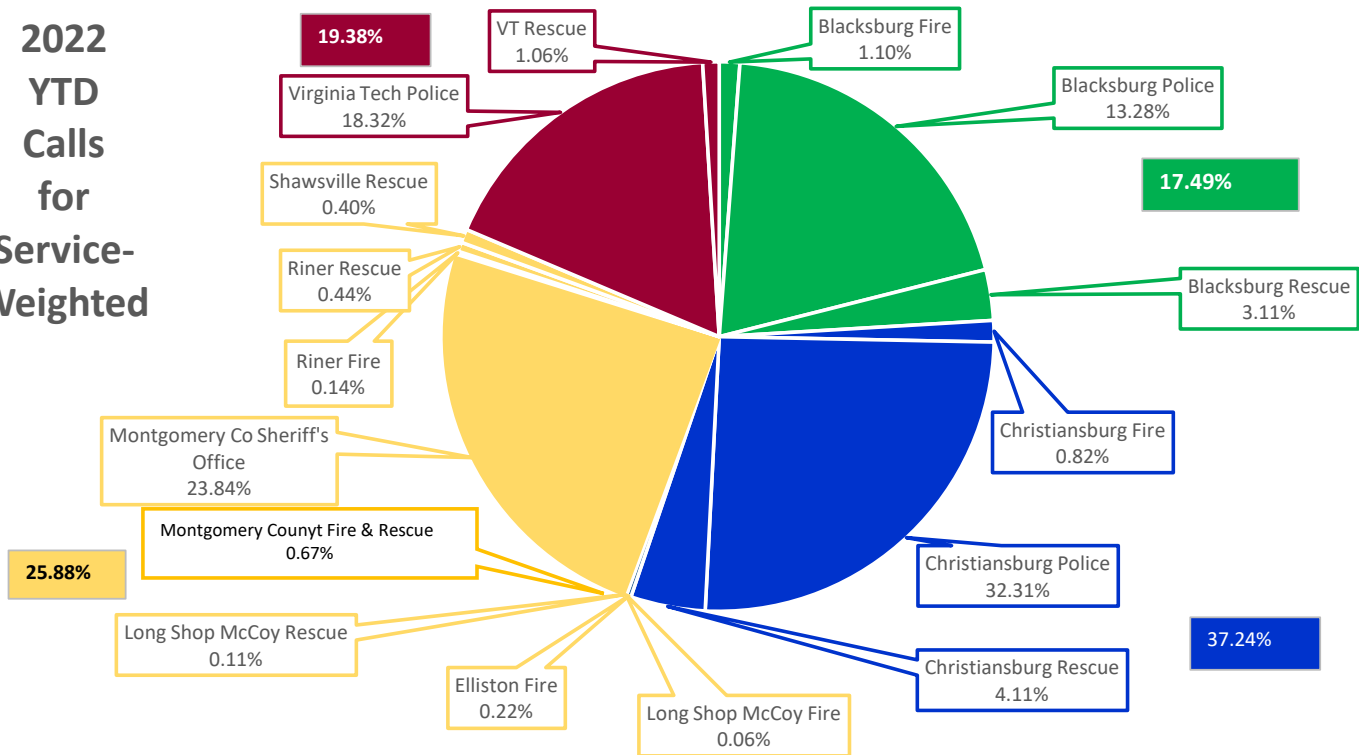


Calls for Service (All Call Types)- Weighted Data

Agency	NOVEMBER	YTD	% of YTD
Shawsville Rescue	10	448	0.40%
VT Rescue	123	1188	1.06%
Blacksburg Rescue	278	3472	3.11%
Christiansburg Rescue	389	4598	4.11%
Long Shop McCoy Rescue	12	127	0.11%
Riner Rescue	19	494	0.44%
Montgomery County Fire & EMS	119	748	0.67%
Total Rescue Calls for Service	950	11075	9.91%
Blacksburg Fire	124	1235	1.10%
Christiansburg Fire	91	921	0.82%
Elliston Fire	28	247	0.22%
Long Shop McCoy Fire	3	67	0.06%
Riner Fire	7	154	0.14%
Total Fire Calls For Service	253	2624	2.35%
Montgomery Co Sheriff's Office	2482	26658	23.84%
Blacksburg Police	1301	14849	13.28%
Christiansburg Police	3603	36126	32.31%
Virginia Tech Police	1688	20479	18.32%
Total Law Enforcement Calls for Service	9074	98112	87.75%
Grand Total	10277	111811	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: November 2022

Agency Affiliation: Emergency Communications

Report Date: 12/01/2022 08:15:36

Report Date From: 11/01/2022

Report Date To: 11/30/2022

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	313	10.74 %
CNTX	16	0.55 %
COIN	0	0.00 %
No Class of Service	230	7.90 %
OTHER	7	0.24 %
PAYP	0	0.00 %
PBX	0	0.00 %
RESD	69	2.37 %
TLMA	1	0.03 %
Unparsed 911	0	0.00 %
VOIP	166	5.70 %
WPH0	1	0.03 %
WPH1	326	11.19 %
WPH2	1784	61.24 %
TOTALS	2913	

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: November 2022

Agency Affiliation: Emergency Communications

Report Date: 12/01/2022 08:13:40

Report Date From: 11/01/2022

Report Date To: 11/30/2022

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	67	0	0	0	0	0	0	67	190.8	100.00 %	100.00 %	100.00 %	100.00 %
01:00	64	0	0	0	0	0	0	64	214.0	100.00 %	100.00 %	100.00 %	100.00 %
02:00	51	0	0	0	0	0	0	51	279.9	100.00 %	100.00 %	100.00 %	100.00 %
03:00	45	1	0	0	0	0	0	46	287.8	97.83 %	100.00 %	100.00 %	100.00 %
04:00	48	0	0	0	0	0	0	48	181.5	100.00 %	100.00 %	100.00 %	100.00 %
05:00	47	0	0	0	0	0	0	47	232.6	100.00 %	100.00 %	100.00 %	100.00 %
06:00	61	1	0	0	0	0	0	62	123.9	98.39 %	100.00 %	100.00 %	100.00 %
07:00	76	2	1	0	0	0	0	79	166.5	96.20 %	98.73 %	100.00 %	100.00 %
08:00	103	6	0	0	0	0	0	109	193.5	94.50 %	100.00 %	100.00 %	100.00 %
09:00	157	5	3	0	0	0	0	165	131.5	95.15 %	98.18 %	100.00 %	100.00 %
10:00	196	4	1	0	0	0	0	201	107.5	97.51 %	99.50 %	100.00 %	100.00 %
11:00	149	7	2	1	0	0	0	159	159.6	93.71 %	98.11 %	99.37 %	100.00 %
12:00	136	5	0	0	0	0	0	141	148.4	96.45 %	100.00 %	100.00 %	100.00 %
13:00	155	7	2	0	0	0	0	164	131.9	94.51 %	98.78 %	100.00 %	100.00 %
14:00	142	7	1	0	0	0	0	150	126.8	94.67 %	99.33 %	100.00 %	100.00 %
15:00	155	3	1	0	0	0	0	159	153.8	97.48 %	99.37 %	100.00 %	100.00 %
16:00	184	8	0	0	0	0	0	192	159.3	95.83 %	100.00 %	100.00 %	100.00 %
17:00	158	9	2	0	0	0	0	169	171.2	93.49 %	98.82 %	100.00 %	100.00 %
18:00	182	8	1	1	0	0	0	192	154.3	94.79 %	98.96 %	99.48 %	100.00 %
19:00	145	0	0	0	0	0	0	145	166.3	100.00 %	100.00 %	100.00 %	100.00 %
20:00	158	1	0	1	0	0	0	160	132.6	98.75 %	99.38 %	99.38 %	100.00 %
21:00	122	0	1	0	0	0	0	123	178.0	99.19 %	99.19 %	100.00 %	100.00 %
22:00	125	0	0	0	0	0	0	125	148.3	100.00 %	100.00 %	100.00 %	100.00 %
23:00	94	1	0	0	0	0	0	95	177.8	98.95 %	100.00 %	100.00 %	100.00 %
Total:	2,820	75	15	3	0	0	0	2,913	158.6	96.81 %	99.38 %	99.90 %	100.00 %
Overall %:	96.81%	2.57%	0.51%	0.10%	0.00%	0.00%	0.00%						