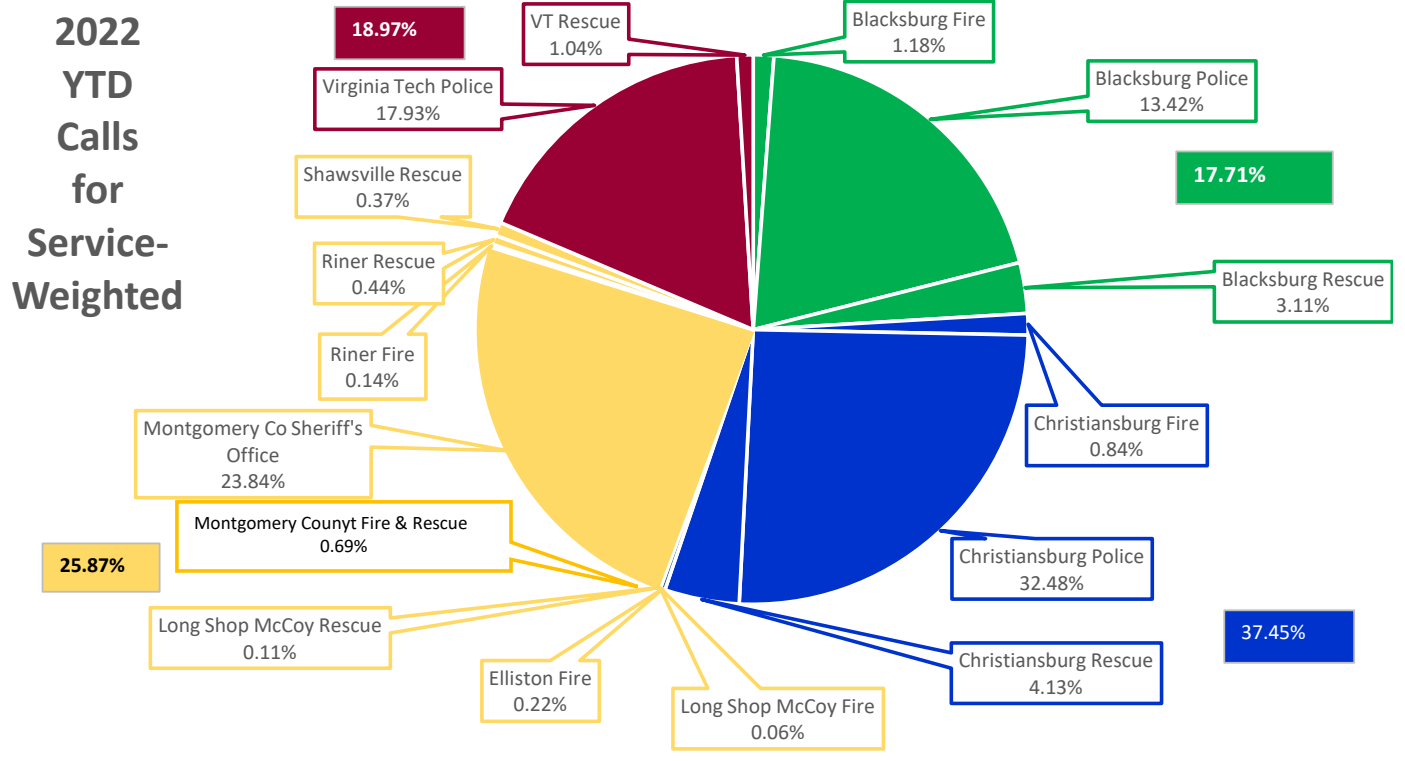


<b>Calls for Service (All Call Types)- Weighted Data</b>				
<b>Agency</b>	<b>DECEMBER</b>	<b>YTD</b>	<b>% of YTD</b>	
Shawsville Rescue	5	453	0.37%	
VT Rescue	75	1263	1.04%	
Blacksburg Rescue	295	3767	3.11%	
Christiansburg Rescue	416	5014	4.13%	
Long Shop McCoy Rescue	7	134	0.11%	
Riner Rescue	41	535	0.44%	
Montgomery County Fire & EMS	94	842	0.69%	
<b>Total Rescue Calls for Service</b>	<b>933</b>	<b>12008</b>	<b>9.90%</b>	
Blacksburg Fire	196	1431	1.18%	
Christiansburg Fire	101	1022	0.84%	
Elliston Fire	22	269	0.22%	
Long Shop McCoy Fire	2	69	0.06%	
Riner Fire	18	172	0.14%	
<b>Total Fire Calls For Service</b>	<b>339</b>	<b>2963</b>	<b>2.44%</b>	
Montgomery Co Sheriff's Office	2252	28910	23.84%	
Blacksburg Police	1421	16270	13.42%	
Christiansburg Police	3261	39388	32.48%	
Virginia Tech Police	1264	21743	17.93%	
<b>Total Law Enforcement Calls for Service</b>	<b>8198</b>	<b>106311</b>	<b>87.66%</b>	
<b>Grand Total</b>	<b>9470</b>	<b>121282</b>	<b>100.00%</b>	



D O'Brien 10/20/2022

# Class of Service

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: December 2022

Agency Affiliation: Emergency Communications

Report Date: 01/19/2023 14:48:27

Report Date From: 12/01/2022

Report Date To: 12/31/2022

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	276	9.37 %
CNTX	21	0.71 %
COIN	0	0.00 %
No Class of Service	203	6.89 %
OTHER	6	0.20 %
PAYP	0	0.00 %
PBX	0	0.00 %
RESD	65	2.21 %
TLMA	2	0.07 %
Unparsed 911	0	0.00 %
VOIP	150	5.09 %
WPH0	1	0.03 %
WPH1	361	12.25 %
WPH2	1861	63.17 %
<b>TOTALS</b>	<b>2946</b>	

# PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: December 2022

Agency Affiliation: Emergency Communications

Report Date: 01/19/2023 14:44:22

Report Date From: 12/01/2022

Report Date To: 12/31/2022

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	68	1	0	0	0	0	0	69	208.2	98.55 %	100.00 %	100.00 %	100.00 %
01:00	60	0	0	0	0	0	0	60	171.2	100.00 %	100.00 %	100.00 %	100.00 %
02:00	59	0	0	0	0	0	0	59	209.1	100.00 %	100.00 %	100.00 %	100.00 %
03:00	49	1	0	0	0	0	0	50	269.4	98.00 %	100.00 %	100.00 %	100.00 %
04:00	36	0	0	0	0	0	0	36	224.0	100.00 %	100.00 %	100.00 %	100.00 %
05:00	57	1	0	0	0	0	0	58	166.3	98.28 %	100.00 %	100.00 %	100.00 %
06:00	46	0	0	0	0	0	0	46	170.5	100.00 %	100.00 %	100.00 %	100.00 %
07:00	93	1	0	0	0	0	0	94	153.9	98.94 %	100.00 %	100.00 %	100.00 %
08:00	126	2	0	0	0	0	0	128	103.8	98.44 %	100.00 %	100.00 %	100.00 %
09:00	125	1	0	0	0	0	0	126	111.2	99.21 %	100.00 %	100.00 %	100.00 %
10:00	149	5	0	1	0	0	0	155	132.8	96.13 %	99.35 %	99.35 %	100.00 %
11:00	157	5	0	0	0	0	0	162	126.6	96.91 %	100.00 %	100.00 %	100.00 %
12:00	164	0	0	0	0	0	0	164	135.8	100.00 %	100.00 %	100.00 %	100.00 %
13:00	141	6	1	0	0	0	0	148	125.1	95.27 %	99.32 %	100.00 %	100.00 %
14:00	191	10	2	2	0	0	0	205	111.4	93.17 %	98.05 %	99.02 %	100.00 %
15:00	158	7	0	0	0	0	0	165	135.0	95.76 %	100.00 %	100.00 %	100.00 %
16:00	173	8	0	0	0	0	0	181	150.4	95.58 %	100.00 %	100.00 %	100.00 %
17:00	170	9	0	2	0	0	0	181	143.9	93.92 %	98.90 %	98.90 %	100.00 %
18:00	165	13	1	0	0	0	0	179	145.4	92.18 %	99.44 %	100.00 %	100.00 %
19:00	196	2	1	0	0	0	0	199	149.7	98.49 %	99.50 %	100.00 %	100.00 %
20:00	147	1	0	0	0	0	0	148	152.0	99.32 %	100.00 %	100.00 %	100.00 %
21:00	110	4	0	0	0	0	0	114	176.5	96.49 %	100.00 %	100.00 %	100.00 %
22:00	121	1	0	0	0	0	0	122	154.5	99.18 %	100.00 %	100.00 %	100.00 %
23:00	96	1	0	0	0	0	0	97	167.6	98.97 %	100.00 %	100.00 %	100.00 %
<b>Total:</b>	<b>2,857</b>	<b>79</b>	<b>5</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2,946</b>	<b>146.5</b>	<b>96.98 %</b>	<b>99.66 %</b>	<b>99.83 %</b>	<b>100.00 %</b>
<b>Overall %:</b>	<b>96.98%</b>	<b>2.68%</b>	<b>0.17%</b>	<b>0.17%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>						