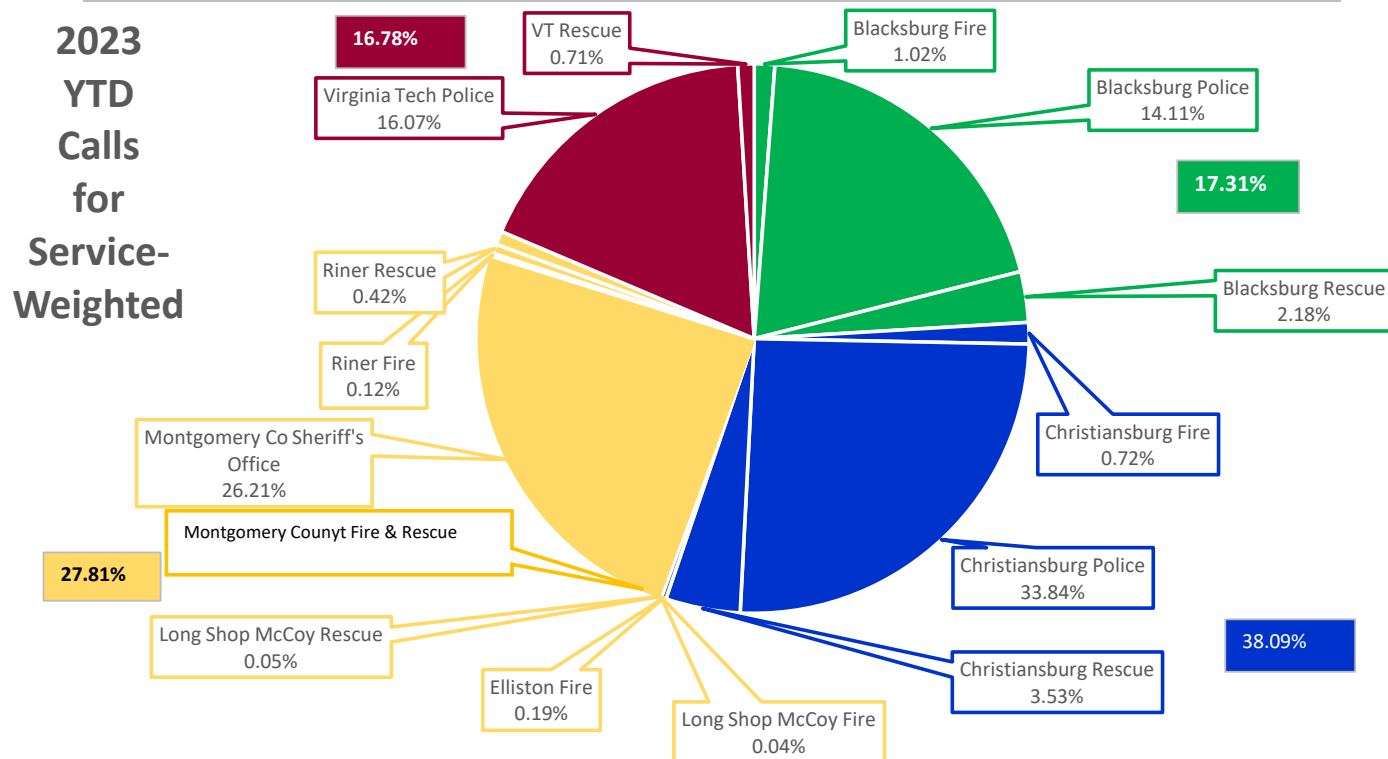


<i>Calls for Service (All Call Types)- Weighted Data</i>			
Agency	JUNE	YTD	% of YTD
VT Rescue	17	476	0.71%
Blacksburg Rescue	270	1474	2.18%
Christiansburg Rescue	423	2381	3.53%
Long Shop McCoy Rescue	8	37	0.05%
Riner Rescue	10	281	0.42%
Montgomery County Fire & EMS	99	525	0.78%
Total Rescue Calls for Service	827	5174	7.67%
Blacksburg Fire	74	447	0.66%
Blacksburg Fire VT Campus	25	246	0.36%
Christiansburg Fire	85	487	0.72%
Elliston Fire	17	125	0.19%
Long Shop McCoy Fire	4	25	0.04%
Riner Fire	7	81	0.12%
Total Fire Calls For Service	212	1411	2.09%
Montgomery Co Sheriff's Office	2674	17685	26.21%
Blacksburg Police	1522	9522	14.11%
Christiansburg Police	3142	22832	33.84%
Virginia Tech Police	1173	10840	16.07%
Total Law Enforcement Calls for Service	8511	60879	90.24%
Grand Total	9550	67464	100.00%



D O'Brien 07/19/2023

Class of Service

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: June 2023

Agency Affiliation: Emergency Communications

Report Date: 07/18/2023 13:11:25

Report Date From: 06/01/2023

Report Date To: 06/30/2023

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	261	8.26 %
CNTX	13	0.41 %
COIN	0	0.00 %
No Class of Service	75	2.37 %
OTHER	0	0.00 %
PAYP	0	0.00 %
PBX	0	0.00 %
RESO	55	1.74 %
TLMA	1	0.03 %
Unparsed 911	0	0.00 %
VOIP	185	5.86 %
WPH0	0	0.00 %
WPH1	331	10.48 %
WPH2	2238	70.85 %
TOTALS	3159	

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year:
Agency Affiliation

June 2023
Emergency Communications

Report Date: 07/18/2023 13:08:32
Report Date From: 06/01/2023
Report Date To: 06/30/2023
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	113	0	0	0	0	0	0	113	152.8	100.00%	100.00%	100.00%	100.00%
01:00	57	0	0	0	0	0	0	57	187.3	100.00%	100.00%	100.00%	100.00%
02:00	48	0	0	0	0	0	0	48	188.1	100.00%	100.00%	100.00%	100.00%
03:00	26	0	0	0	0	0	0	26	268.2	100.00%	100.00%	100.00%	100.00%
04:00	34	0	0	0	0	0	0	34	227.1	100.00%	100.00%	100.00%	100.00%
05:00	37	0	0	0	0	0	0	37	200.6	100.00%	100.00%	100.00%	100.00%
06:00	66	0	0	1	0	0	0	67	164.1	98.51%	98.51%	98.51%	100.00%
07:00	112	2	0	0	0	0	0	114	78.9	98.25%	100.00%	100.00%	100.00%
08:00	127	4	0	0	0	0	0	131	87.4	96.95%	100.00%	100.00%	100.00%
09:00	122	7	1	0	0	0	0	130	125.1	93.85%	99.23%	100.00%	100.00%
10:00	148	3	0	0	0	0	0	151	120.1	98.01%	100.00%	100.00%	100.00%
11:00	167	3	0	0	0	0	0	170	131.3	98.24%	100.00%	100.00%	100.00%
12:00	192	10	3	2	0	0	0	207	127.0	92.75%	97.58%	99.03%	100.00%
13:00	191	7	0	1	0	0	0	199	111.6	95.98%	99.50%	99.50%	100.00%
14:00	170	5	2	1	0	0	0	178	107.7	95.51%	98.31%	99.44%	100.00%
15:00	202	10	0	0	0	0	0	212	126.5	95.28%	100.00%	100.00%	100.00%
16:00	200	3	4	0	0	0	0	207	108.1	96.62%	98.07%	100.00%	100.00%
17:00	186	5	1	2	0	0	0	194	135.1	95.88%	98.45%	98.97%	100.00%
18:00	170	7	1	0	0	0	0	178	130.2	95.51%	99.44%	100.00%	100.00%
19:00	164	1	0	0	0	0	0	165	182.3	99.39%	100.00%	100.00%	100.00%
20:00	126	1	0	0	0	0	0	127	173.7	99.21%	100.00%	100.00%	100.00%
21:00	120	1	0	0	0	0	0	121	150.9	99.17%	100.00%	100.00%	100.00%
22:00	168	0	0	0	0	0	0	168	154.5	100.00%	100.00%	100.00%	100.00%
23:00	125	0	0	0	0	0	0	125	111.4	100.00%	100.00%	100.00%	100.00%
Total:	3,071	69	12	7	0	0	0	3,159	134.1	97.21%	99.40%	99.78%	100.00%
Overall %:	97.21%	2.18%	0.38%	0.22%	0.00%	0.00%	0.00%						