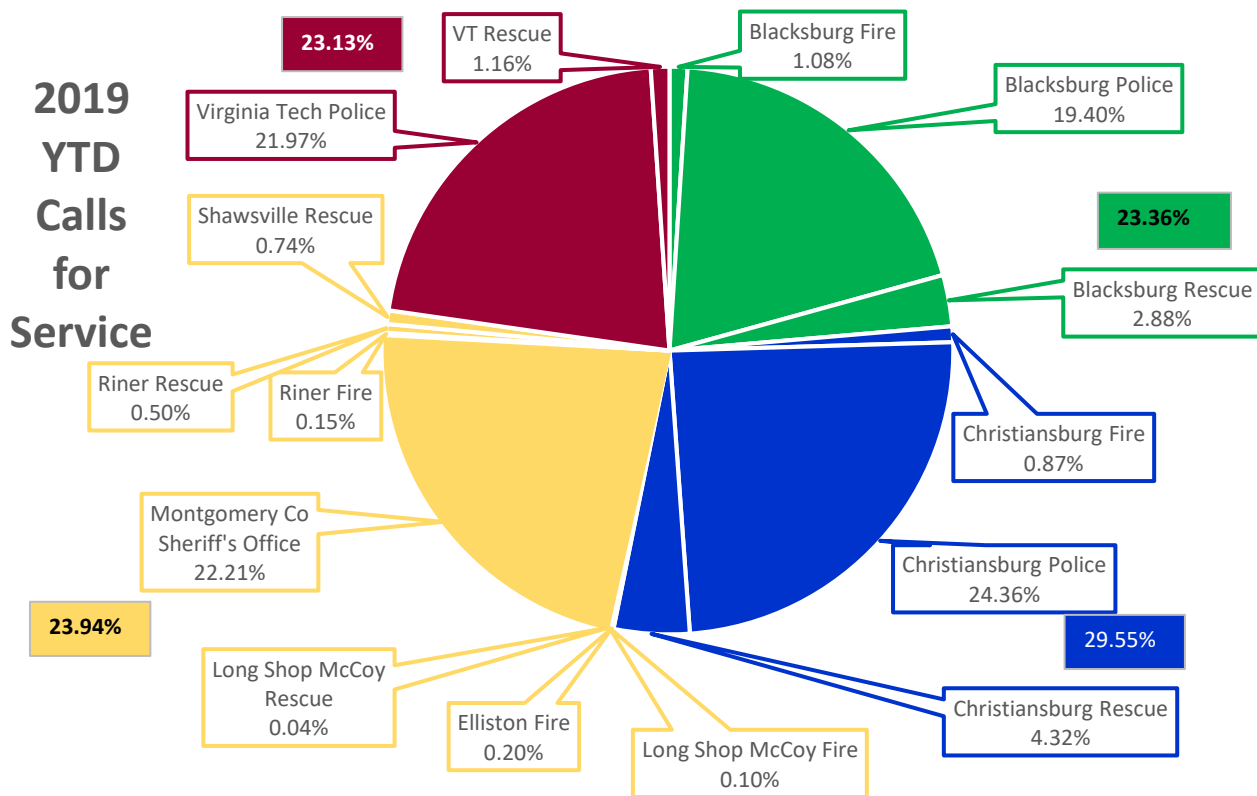


Calls for Service (All Call Types)- Raw Data

Agency	November 2019	YTD	% of YTD
Shawsville Rescue	61	754	0.74%
VT Rescue	112	1187	1.16%
Blacksburg Rescue	253	2947	2.88%
Christiansburg Rescue	381	4426	4.32%
Long Shop McCoy Rescue	10	108	0.11%
Riner Rescue	38	510	0.50%
Total Rescue Calls for Service	855	9932	9.70%
Blacksburg Fire	117	1102	1.08%
Christiansburg Fire	65	893	0.87%
Elliston Fire	9	205	0.20%
Long Shop McCoy Fire	4	39	0.04%
Riner Fire	11	151	0.15%
Total Fire Calls For Service	206	2390	2.33%
Montgomery Co Sheriff's Office	2090	22738	22.21%
Blacksburg Police	1597	19865	19.40%
Christiansburg Police	2200	24956	24.38%
Virginia Tech Police	1994	22491	21.97%
Total Law Enforcement Calls for Service	7881	90050	87.96%
Grand Total	8942	102372	100.00%



Class of Service

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: November 2019

Agency Affiliation: Emergency Communications

Report Date: 12/10/2019 11:57:37

Report Date From: 11/01/2019

Report Date To: 11/30/2019

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	457	14.82%
CNTX	26	0.84%
COIN	0	0.00%
No Class of	233	7.56%
OTHER	48	1.56%
PAYP	0	0.00%
PBX	0	0.00%
RESD	94	3.05%
TLMA	0	0.00%
Unparsed 911	0	0.00%
VOIP	107	3.47%
WPH0	2	0.06%
WPH1	493	15.99%
WPH2	1624	52.66%
TOTALS	3084	

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: November 2019

Agency Affiliation: Emergency Communications

Report Date: 12/10/2019 11:59:20

Report Date From: 11/01/2019

Report Date To: 11/30/2019

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	87	2	0	0	0	0	0	89	136.0	97.75 %	100.00 %	100.00 %	100.00 %
01:00	68	1	0	0	0	0	0	69	151.9	98.55 %	100.00 %	100.00 %	100.00 %
02:00	58	2	0	0	0	0	0	60	143.8	96.67 %	100.00 %	100.00 %	100.00 %
03:00	50	1	0	0	0	0	0	51	133.4	98.04 %	100.00 %	100.00 %	100.00 %
04:00	32	0	0	0	0	0	0	32	166.8	100.00 %	100.00 %	100.00 %	100.00 %
05:00	69	3	0	0	0	0	0	72	161.6	95.83 %	100.00 %	100.00 %	100.00 %
06:00	61	1	0	0	0	0	0	62	148.9	98.39 %	100.00 %	100.00 %	100.00 %
07:00	82	5	1	0	0	0	0	88	120.1	93.18 %	98.86 %	100.00 %	100.00 %
08:00	101	3	0	0	0	0	0	104	115.3	97.12 %	100.00 %	100.00 %	100.00 %
09:00	107	3	0	0	0	0	0	110	140.8	97.27 %	100.00 %	100.00 %	100.00 %
10:00	121	4	0	0	0	0	0	125	127.5	96.80 %	100.00 %	100.00 %	100.00 %
11:00	129	6	0	1	0	0	0	136	124.0	94.85 %	99.26 %	99.26 %	100.00 %
12:00	167	4	0	0	0	0	0	171	119.8	97.66 %	100.00 %	100.00 %	100.00 %
13:00	172	12	0	0	0	0	0	184	127.4	93.48 %	100.00 %	100.00 %	100.00 %
14:00	191	9	0	0	0	0	0	200	107.5	95.50 %	100.00 %	100.00 %	100.00 %
15:00	194	11	4	3	0	0	0	212	105.1	91.51 %	96.70 %	98.58 %	100.00 %
16:00	150	7	0	0	0	0	0	157	131.2	95.54 %	100.00 %	100.00 %	100.00 %
17:00	161	15	1	1	0	0	0	178	139.7	90.45 %	98.88 %	99.44 %	100.00 %
18:00	182	10	5	1	0	0	0	198	146.7	91.92 %	96.97 %	99.49 %	100.00 %
19:00	143	5	0	0	0	0	0	148	138.3	96.62 %	100.00 %	100.00 %	100.00 %
20:00	156	1	0	0	0	0	0	157	139.0	99.36 %	100.00 %	100.00 %	100.00 %
21:00	177	3	0	0	0	0	0	180	93.8	98.33 %	100.00 %	100.00 %	100.00 %
22:00	156	0	0	0	0	0	0	156	105.5	100.00 %	100.00 %	100.00 %	100.00 %
23:00	142	3	0	0	0	0	0	145	115.4	97.93 %	100.00 %	100.00 %	100.00 %
Total:	2,956	111	11	6	0	0	0	3,084	126.3	95.85 %	99.45 %	99.81 %	100.00 %
Overall %:	95.85%	3.60%	0.36%	0.19%	0.00%	0.00%	0.00%						