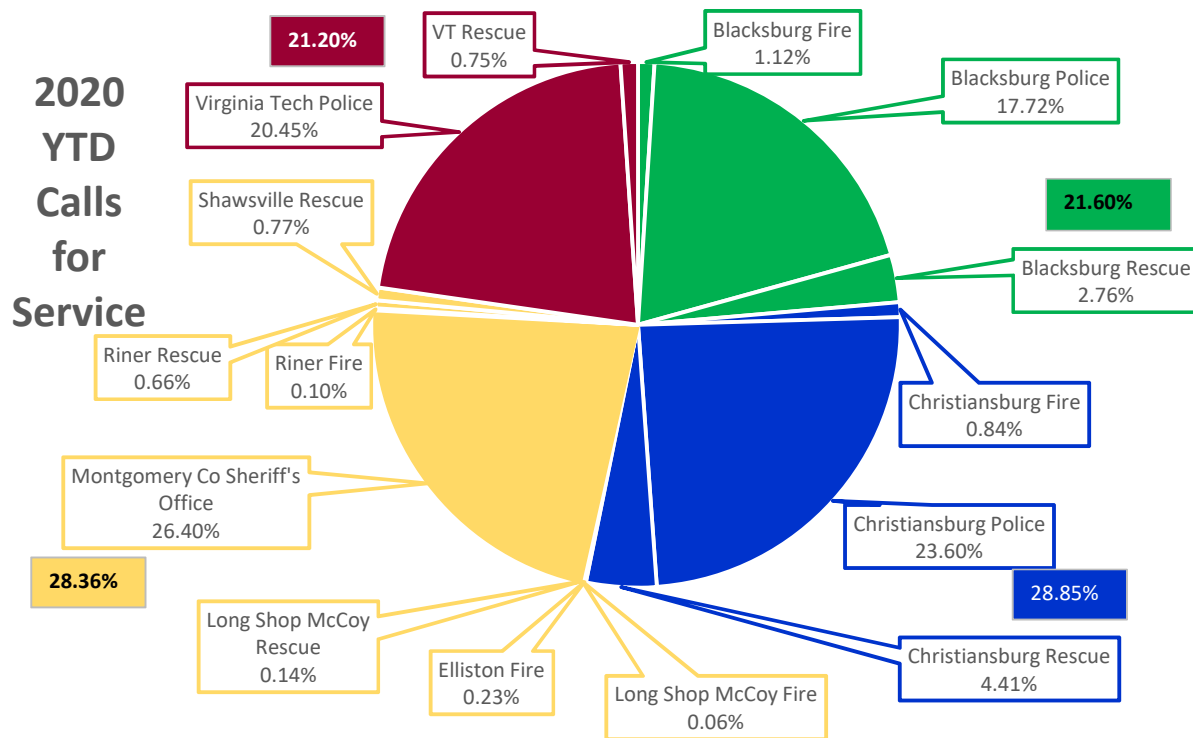


## Calls for Service (All Call Types)- Raw Data

Agency	OCTOBER 2020	YTD	% of YTD
Shawsville Rescue	68	634	0.77%
VT Rescue	95	622	0.75%
Blacksburg Rescue	286	2280	2.76%
Christiansburg Rescue	412	3641	4.41%
Long Shop McCoy Rescue	8	116	0.14%
Riner Rescue	71	545	0.66%
<b>Total Rescue Calls for Service</b>	<b>940</b>	<b>7838</b>	<b>9.49%</b>
Blacksburg Fire	110	925	1.12%
Christiansburg Fire	91	690	0.84%
Elliston Fire	15	188	0.23%
Long Shop McCoy Fire	6	51	0.06%
Riner Fire	9	82	0.10%
<b>Total Fire Calls For Service</b>	<b>231</b>	<b>1936</b>	<b>2.34%</b>
Montgomery Co Sheriff's Office	2199	21816	26.40%
Blacksburg Police	1803	14646	17.72%
Christiansburg Police	2151	19498	23.60%
Virginia Tech Police	2287	16899	20.45%
<b>Total Law Enforcement Calls for Service</b>	<b>8440</b>	<b>72859</b>	<b>88.17%</b>
<b>Grand Total</b>	<b>9611</b>	<b>82633</b>	<b>100.00%</b>



## Class of Service

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: October 2020

Agency Affiliation: Emergency Communications

Report Date: 11/18/2020 09:05:45

Report Date From: 10/01/2020

Report Date To: 10/31/2020

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	377	12.07 %
CNTX	16	0.51 %
COIN	0	0.00 %
No Class of Service	353	11.30 %
OTHER	7	0.22 %
PAYP	0	0.00 %
PBX	1	0.03 %
RESD	78	2.50 %
TLMA	0	0.00 %
Unparsed 911	0	0.00 %
VOIP	117	3.75 %
WPH0	4	0.13 %
WPH1	582	18.63 %
WPH2	1589	50.86 %
<b>TOTALS</b>	<b>3124</b>	

# PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: October 2020

Agency Affiliation: Emergency Communications

Report Date: 11/18/2020 09:04:20

Report Date From: 10/01/2020

Report Date To: 10/31/2020

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

Include: Voice Calls Only

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	94	0	0	0	0	0	0	94	153.3	100.00 %	100.00 %	100.00 %	100.00 %
01:00	65	0	0	0	0	0	0	65	213.3	100.00 %	100.00 %	100.00 %	100.00 %
02:00	69	0	0	0	0	0	0	69	161.6	100.00 %	100.00 %	100.00 %	100.00 %
03:00	66	1	0	0	0	0	0	67	166.6	98.51 %	100.00 %	100.00 %	100.00 %
04:00	45	0	0	0	0	0	0	45	197.8	100.00 %	100.00 %	100.00 %	100.00 %
05:00	39	0	0	0	0	0	0	39	194.6	100.00 %	100.00 %	100.00 %	100.00 %
06:00	92	1	0	0	0	0	0	93	105.4	98.92 %	100.00 %	100.00 %	100.00 %
07:00	107	1	0	0	0	0	0	108	155.6	99.07 %	100.00 %	100.00 %	100.00 %
08:00	92	5	0	0	0	0	0	97	131.4	94.85 %	100.00 %	100.00 %	100.00 %
09:00	133	2	0	0	0	0	0	135	150.1	98.52 %	100.00 %	100.00 %	100.00 %
10:00	165	3	0	0	0	0	0	168	105.8	98.21 %	100.00 %	100.00 %	100.00 %
11:00	170	8	0	0	0	0	0	178	128.0	95.51 %	100.00 %	100.00 %	100.00 %
12:00	168	6	0	0	0	0	0	174	120.0	96.55 %	100.00 %	100.00 %	100.00 %
13:00	180	4	2	0	4	0	0	190	135.4	94.74 %	96.84 %	97.89 %	97.89 %
14:00	167	1	1	0	0	0	0	169	129.8	98.82 %	99.41 %	100.00 %	100.00 %
15:00	186	8	0	0	0	0	0	194	110.9	95.88 %	100.00 %	100.00 %	100.00 %
16:00	181	5	0	0	0	0	0	186	136.4	97.31 %	100.00 %	100.00 %	100.00 %
17:00	180	4	0	0	0	0	0	184	134.7	97.83 %	100.00 %	100.00 %	100.00 %
18:00	146	5	0	0	0	0	0	151	177.4	96.69 %	100.00 %	100.00 %	100.00 %
19:00	146	4	0	0	0	0	0	150	182.1	97.33 %	100.00 %	100.00 %	100.00 %
20:00	200	2	0	0	0	0	0	202	116.3	99.01 %	100.00 %	100.00 %	100.00 %
21:00	159	2	0	0	0	0	0	161	135.8	98.76 %	100.00 %	100.00 %	100.00 %
22:00	106	1	0	0	0	0	0	107	161.0	99.07 %	100.00 %	100.00 %	100.00 %
23:00	98	0	0	0	0	0	0	98	158.5	100.00 %	100.00 %	100.00 %	100.00 %
<b>Total:</b>	<b>3,054</b>	<b>63</b>	<b>3</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>3,124</b>	<b>140.7</b>	<b>97.76 %</b>	<b>99.78 %</b>	<b>99.87 %</b>	<b>99.87 %</b>
<b>Overall %:</b>	<b>97.76%</b>	<b>2.02%</b>	<b>0.10%</b>	<b>0.00%</b>	<b>0.13%</b>	<b>0.00%</b>	<b>0.00%</b>						