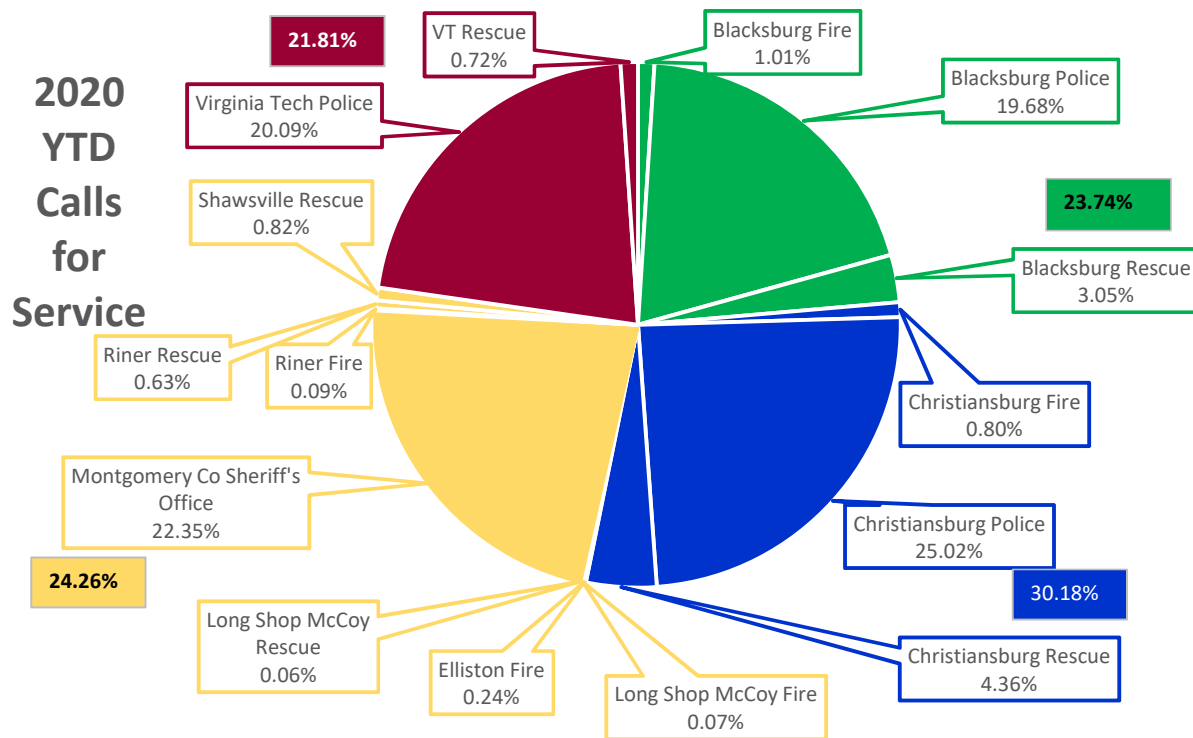


## Calls for Service (All Call Types)- Raw Data

Agency	JANUARY 2021	YTD	% of YTD
Shawsville Rescue	74	74	0.82%
VT Rescue	65	65	0.72%
Blacksburg Rescue	275	275	3.05%
Christiansburg Rescue	393	393	4.36%
Long Shop McCoy Rescue	5	5	0.06%
Riner Rescue	57	57	0.63%
<b>Total Rescue Calls for Service</b>	<b>869</b>	<b>869</b>	<b>9.65%</b>
Blacksburg Fire	91	91	1.01%
Christiansburg Fire	72	72	0.80%
Elliston Fire	22	22	0.24%
Long Shop McCoy Fire	6	6	0.07%
Riner Fire	8	8	0.09%
<b>Total Fire Calls For Service</b>	<b>199</b>	<b>199</b>	<b>2.21%</b>
Montgomery Co Sheriff's Office	2012	2012	22.35%
Blacksburg Police	1772	1772	19.68%
Christiansburg Police	2253	2253	25.02%
Virginia Tech Police	1899	1899	21.09%
<b>Total Law Enforcement Calls for Service</b>	<b>7936</b>	<b>7936</b>	<b>88.14%</b>
<b>Grand Total</b>	<b>9004</b>	<b>9004</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: January 2021

Agency Affiliation: Emergency Communications

Report Date: 02/17/2021 13:09:28

Report Date From: 01/01/2021

Report Date To: 01/31/2021

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	359	13.12%
CNTX	15	0.55%
COIN	0	0.00%
No Class of	252	9.21%
OTHER	10	0.37%
PAYP	0	0.00%
PBX	0	0.00%
RESD	73	2.67%
TLMA	0	0.00%
Unparsed 911	0	0.00%
VOIP	115	4.20%
WPH0	1	0.04%
WPH1	519	18.96%
WPH2	1393	50.90%
<b>TOTALS</b>	<b>2737</b>	

# PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: January 2021

Agency Affiliation: Emergency Communications

Report Date: 02/17/2021 13:05:55

Report Date From: 01/01/2021

Report Date To: 01/31/2021

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	85	0	0	0	0	0	0	85	173.6	100.00%	100.00%	100.00%	100.00%
01:00	86	0	0	0	0	0	0	86	135.5	100.00%	100.00%	100.00%	100.00%
02:00	109	1	0	0	0	0	0	110	93.7	99.09%	100.00%	100.00%	100.00%
03:00	37	1	0	0	0	0	0	38	222.9	97.37%	100.00%	100.00%	100.00%
04:00	39	0	0	0	0	0	0	39	194.4	100.00%	100.00%	100.00%	100.00%
05:00	39	0	0	0	0	0	0	39	144.4	100.00%	100.00%	100.00%	100.00%
06:00	65	0	0	0	0	0	0	65	137.8	100.00%	100.00%	100.00%	100.00%
07:00	99	2	0	0	0	0	0	101	141.1	98.02%	100.00%	100.00%	100.00%
08:00	100	2	0	0	0	0	0	102	156.8	98.04%	100.00%	100.00%	100.00%
09:00	172	3	0	0	0	0	0	175	130.3	98.29%	100.00%	100.00%	100.00%
10:00	121	3	0	0	0	0	0	124	138.0	97.58%	100.00%	100.00%	100.00%
11:00	126	8	0	0	0	0	0	134	194.1	94.03%	100.00%	100.00%	100.00%
12:00	125	10	0	1	0	0	0	136	172.7	91.91%	99.26%	99.26%	100.00%
13:00	167	0	1	2	0	0	0	170	148.5	98.24%	98.24%	98.82%	100.00%
14:00	123	3	0	0	0	0	0	126	129.1	97.62%	100.00%	100.00%	100.00%
15:00	151	8	1	0	0	0	0	160	134.2	94.38%	99.38%	100.00%	100.00%
16:00	136	6	0	0	0	0	0	142	144.7	95.77%	100.00%	100.00%	100.00%
17:00	131	7	0	0	0	0	0	138	202.8	94.93%	100.00%	100.00%	100.00%
18:00	155	1	0	0	0	0	0	156	171.5	99.36%	100.00%	100.00%	100.00%
19:00	140	1	0	0	0	0	0	141	131.6	99.29%	100.00%	100.00%	100.00%
20:00	162	0	0	0	0	0	0	162	118.8	100.00%	100.00%	100.00%	100.00%
21:00	120	2	0	0	0	0	0	122	132.8	98.36%	100.00%	100.00%	100.00%
22:00	104	1	0	0	0	0	0	105	147.1	99.05%	100.00%	100.00%	100.00%
23:00	81	0	0	0	0	0	0	81	154.0	100.00%	100.00%	100.00%	100.00%
<b>Total:</b>	<b>2,673</b>	<b>59</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2,737</b>	<b>148.8</b>	<b>97.66%</b>	<b>99.82%</b>	<b>99.89%</b>	<b>100.00%</b>
<b>Overall %:</b>	<b>97.66%</b>	<b>2.16%</b>	<b>0.07%</b>	<b>0.11%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>						