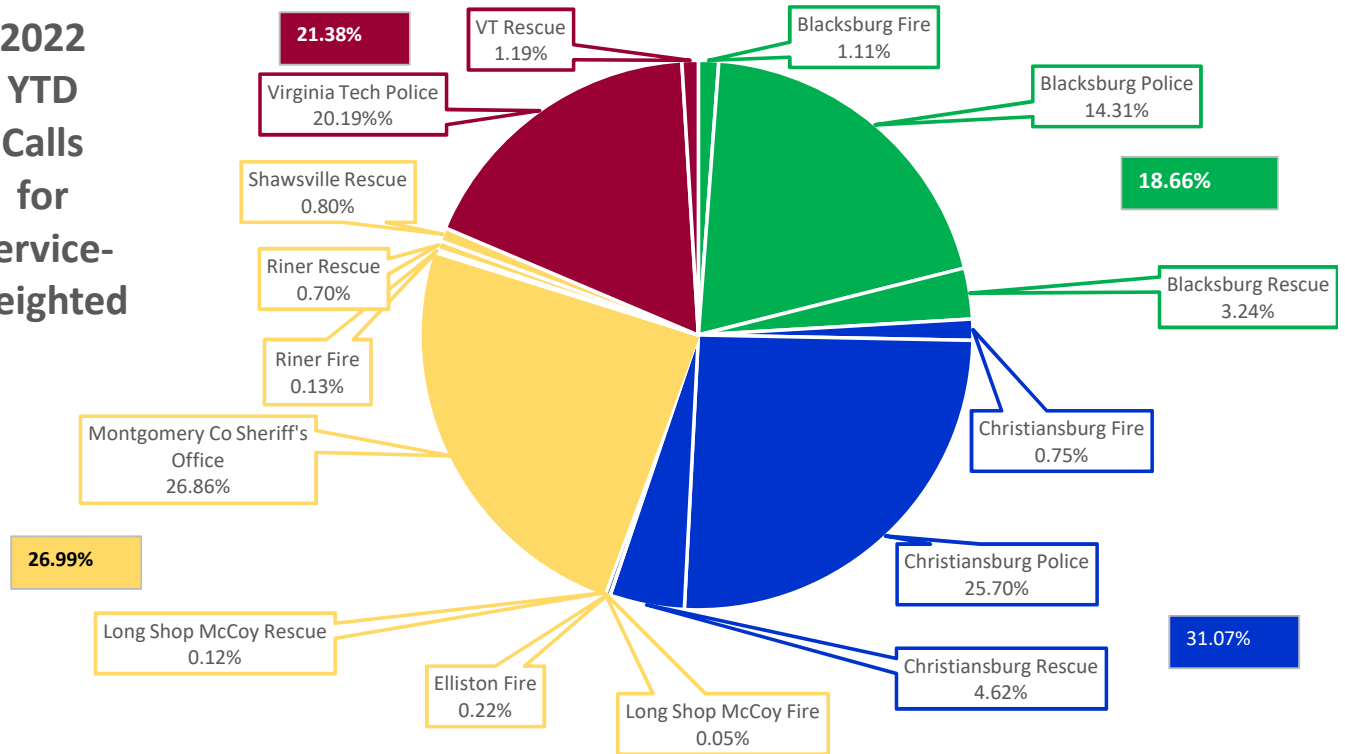


Calls for Service (All Call Types)- Weighted Data

Agency	APRIL	YTD	% of YTD
Shawsville Rescue	72	302	0.80%
VT Rescue	135	448	1.19%
Blacksburg Rescue	342	1224	3.24%
Christiansburg Rescue	446	1744	4.62%
Long Shop McCoy Rescue	15	45	0.12%
Riner Rescue	72	264	0.70%
Total Rescue Calls for Service	1082	4027	10.66%
Blacksburg Fire	99	401	1.06%
Christiansburg Fire	97	301	0.80%
Elliston Fire	29	89	0.24%
Long Shop McCoy Fire	7	21	0.06%
Riner Fire	20	49	0.13%
Total Fire Calls For Service	252	861	2.28%
Montgomery Co Sheriff's Office	2710	10141	26.86%
Blacksburg Police	1541	5405	14.31%
Christiansburg Police	2556	9703	25.70%
Virginia Tech Police	2296	7624	20.19%
Total Law Enforcement Calls for Service	9103	32873	87.06%
Grand Total	10437	37761	100.00%

2022 YTD Calls for Service-Weighted



D O'Brien 05/02/2022

Class of Service

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year:

April 2022

Agency Affiliation

Emergency Communications

Report Date: 05/03/2022 09:06:41

Report Date From: 04/01/2022

Report Date To: 04/30/2022

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Class	PSAP	
	Call Count	%
BUSN	399	12.56 %
CNTX	22	0.69 %
COIN	0	0.00 %
No Class of Service	200	6.30 %
OTHER	4	0.13 %
PAYP	0	0.00 %
PBX	0	0.00 %
RESD	63	1.98 %
TLMA	0	0.00 %
Unparsed 911	0	0.00 %
VOIP	141	4.44 %
WPH0	4	0.13 %
WPH1	583	18.36 %
WPH2	1760	55.42 %
TOTALS	3176	

PSAP Answer Time

New River Valley Emergency Communications Regional Authority

1 E Main Street, Suite 400

Christiansburg, VA 24073

County: Montgomery

Month - Year: April 2022

Agency Affiliation: Emergency Communications

Report Date: 05/03/2022 09:04:30

Report Date From: 04/01/2022

Report Date To: 04/30/2022

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	91	0	1	0	0	0	0	92	178.7	98.91 %	98.91 %	100.00 %	100.00 %
01:00	110	3	0	3	0	0	0	116	149.4	94.83 %	97.41 %	97.41 %	100.00 %
02:00	124	0	0	0	0	0	0	124	111.6	100.00 %	100.00 %	100.00 %	100.00 %
03:00	61	1	0	0	0	0	0	62	143.6	98.39 %	100.00 %	100.00 %	100.00 %
04:00	38	1	0	0	0	0	0	39	210.8	97.44 %	100.00 %	100.00 %	100.00 %
05:00	37	0	0	0	0	0	0	37	150.2	100.00 %	100.00 %	100.00 %	100.00 %
06:00	60	2	0	0	0	0	0	62	140.6	96.77 %	100.00 %	100.00 %	100.00 %
07:00	79	2	0	0	0	0	0	81	125.0	97.53 %	100.00 %	100.00 %	100.00 %
08:00	97	3	0	0	0	0	0	100	129.8	97.00 %	100.00 %	100.00 %	100.00 %
09:00	95	5	0	1	0	0	0	101	140.6	94.06 %	99.01 %	99.01 %	100.00 %
10:00	158	13	5	12	5	1	0	194	120.1	81.44 %	88.14 %	90.72 %	96.91 %
11:00	145	7	1	1	0	0	0	154	103.1	94.16 %	98.70 %	99.35 %	100.00 %
12:00	172	6	0	1	1	0	0	180	131.7	95.56 %	98.89 %	98.89 %	99.44 %
13:00	198	8	1	0	0	0	0	207	109.1	95.65 %	99.52 %	100.00 %	100.00 %
14:00	178	5	0	0	0	0	0	183	108.8	97.27 %	100.00 %	100.00 %	100.00 %
15:00	197	11	0	0	0	0	0	208	121.0	94.71 %	100.00 %	100.00 %	100.00 %
16:00	161	9	2	0	0	0	0	172	121.8	93.60 %	98.84 %	100.00 %	100.00 %
17:00	139	6	0	1	0	0	0	146	128.4	95.21 %	99.32 %	99.32 %	100.00 %
18:00	176	5	1	0	0	0	0	182	152.6	96.70 %	99.45 %	100.00 %	100.00 %
19:00	146	1	0	0	0	0	0	147	147.4	99.32 %	100.00 %	100.00 %	100.00 %
20:00	182	1	0	0	0	0	0	183	131.2	99.45 %	100.00 %	100.00 %	100.00 %
21:00	157	2	1	0	0	0	0	160	147.6	98.13 %	99.38 %	100.00 %	100.00 %
22:00	136	0	0	0	0	0	0	136	159.1	100.00 %	100.00 %	100.00 %	100.00 %
23:00	105	3	2	0	0	0	0	110	193.8	95.45 %	98.18 %	100.00 %	100.00 %
Total:	3,042	94	14	19	6	1	0	3,176	134.3	95.78 %	98.74 %	99.18 %	99.78 %
Overall %:	95.78%	2.96%	0.44%	0.60%	0.19%	0.03%	0.00%						