

# Fairfax County, Virginia Department of Public Safety Communications Annual Productivity Report 2011



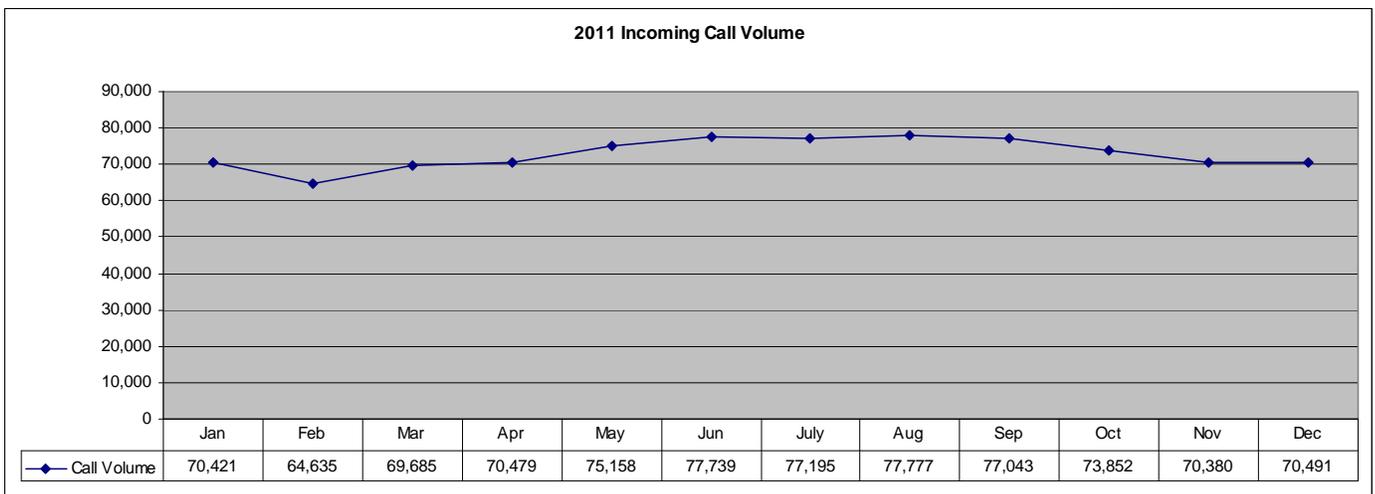
The DPSC 2011 Annual Productivity Report is issued and posted to provide an easy to read and understandable summary of the activity of the “Fairfax County 9-1-1 Center” in serving residents, businesses and visitors and the Police Department and Fire-Rescue Department.

## Telephone System Statistics

### Incoming Call Volume\*

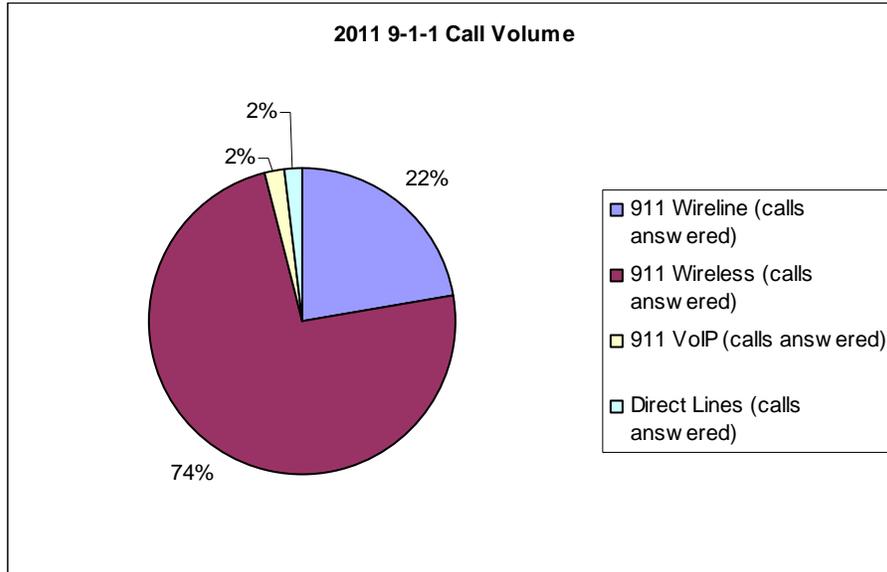
*\*Includes calls that disconnected from queue before being answered*

Emergency 9-1-1.....	394,233
<i>(includes Wireline, Wireless, Voice over Internet Protocol (VoIP))</i>	
10 Digit Emergency Number.....	81,213
Non-Emergency Number.....	388,485
Non-Emergency Tow Line.....	6,866
Calls from the media (includes print, TV, radio, internet, etc.).....	4,058
<b>Total Calls Received from the Public.....</b>	<b>874,855</b>



**Selected 9-1-1 Call Volume**

9-1-1 Wire Line (calls answered).....	84,999
9-1-1 Wireless (calls answered).....	282,144
9-1-1 VoIP (calls answered).....	7,538
Direct Lines (calls answered).....	7,707
<b>Total 9-1-1 answered.....</b>	<b>382,388</b>



9-1-1 calls challenged with TDD.....	33,472
TDD calls where communication was made with the public.....	5
9-1-1 calls for which the caller hung up/disconnected before the call could be answered.....	11,617
Non 9-1-1 calls for which the caller hung up/disconnected before the call could be answered.....	23,209
Calls for which the caller hung up/disconnected before being sent to a queue.....	73,488
Number of times the pre-recorded, "All 9-1-1 Lines Are Busy" message played for callers.....	37,499

**Percent of 9-1-1 calls answered within 10 seconds\*.....90%**

**Percent of 9-1-1 calls answered within 20 seconds\*.....93%**

*\* To be compliant with the National Emergency Number Association (NENA) standard 56-005 that states "Ninety percent (90%) of all 9-1-1 calls arriving at the Public Safety Answering Point (PSAP) shall be answered within ten (10) seconds and ninety-five percent (95%) of all 9-1-1 calls shall be answered within 20 seconds during the busy hour (the hour each day with the greatest call volume, as defined in the NENA Master Glossary 00-001). DPSC does not have an established busy hour, therefore, the percentage is overall.*

**Percent of 9-1-1 calls answered within 15 seconds\*\*.....91%**

**Percent of 9-1-1 calls answered within 40 seconds\*\*.....95%**

*\*\*In compliance with the National Fire Protection Association (NFPA) standard 1221, 7.4.1 that states, "Ninety-five (95%) percent of alarms received on emergency lines shall be answered within 15 seconds, and 99 (99%) percent of alarms shall be answered within 40 seconds.*

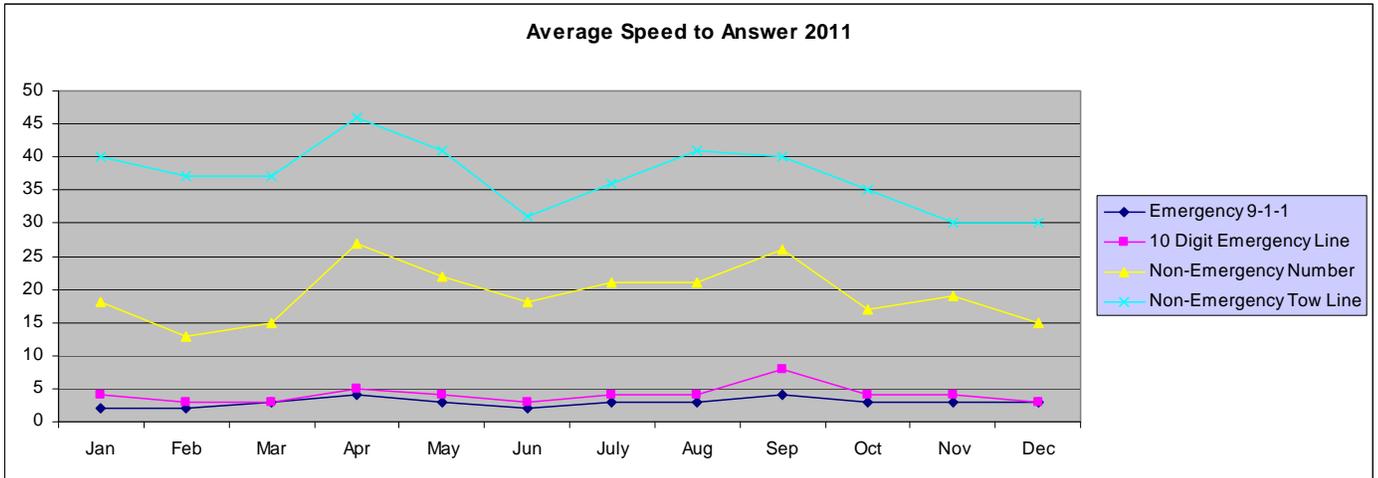
Longest delay in 9-1-1 call being answered.....234 sec/3:54

Average Speed to Answer (Emergency 9-1-1).....3

Average Speed to Answer (10 Digit Emergency Number).....4  
*This includes private alarm companies and other local area public safety communication centers use.*

Average Speed to Answer (Non-Emergency Number).....20

Average Speed to Answer (Non-Emergency Tow Line).....37



**Calls Transferred to Other Agencies**

Virginia Agencies

Virginia State Police.....	19,340
Arlington County Police and Fire-Rescue.....	2,166
City of Alexandria Police and Fire-Rescue.....	2,449
City of Fairfax Police .....	4,772
U.S Army Ft. Belvoir Police.....	633
Town of Herndon Police.....	2,572
Town of Vienna Police.....	1,314
Loudoun County Sheriff and Fire-Rescue.....	1,176
Prince William County Police and Fire-Rescue.....	1,938
George Mason University Police.....	151
Virginia Department of Transportation.....	334

Maryland Agencies

Maryland State Police.....	327
Montgomery County Police and Fire-Rescue.....	593
Prince George’s County Police and Fire-Rescue.....	735

District of Columbia Police and Fire-Rescue.....615

Metropolitan Washington Airport Authority.....2,782

U.S Park Police.....695

**Calls Requiring *Language Line* Interpretation.....12,616**  
 Average length of language interpretation calls..... 6.9 min  
 Hours spent utilizing language interpretation.....1,455\*  
*\*This equates to a call taker being on the telephone for 60.6 days.*

**Computer Aided Dispatch (CAD) System Statistics**

**Police Department Events**

Entered by DPSC call takers/dispatchers.....305,935  
 Initiated by police units in the field and controlled by DPSC dispatchers  
 .....627,681  
 Average Call Processing time (location verification to event entry)  
 .....47.2 sec  
 Priority 1 Dispatch Processing time (event entry to unit dispatch)  
 .....45.7 sec  
 Priority 2 Dispatch Processing time (event entry to unit dispatch)  
 .....2:04 min

**DPSC Tow Events**

Entered by DPSC call takers.....50,333

**Fire-Rescue Department Events**

Entered by DPSC call takers/dispatchers.....174,246  
 Initiated by fire-rescue units in the field and controlled by DPSC dispatchers  
 .....3,554  
 Average Call Processing time (location verification to event entry)  
 .....1:11min

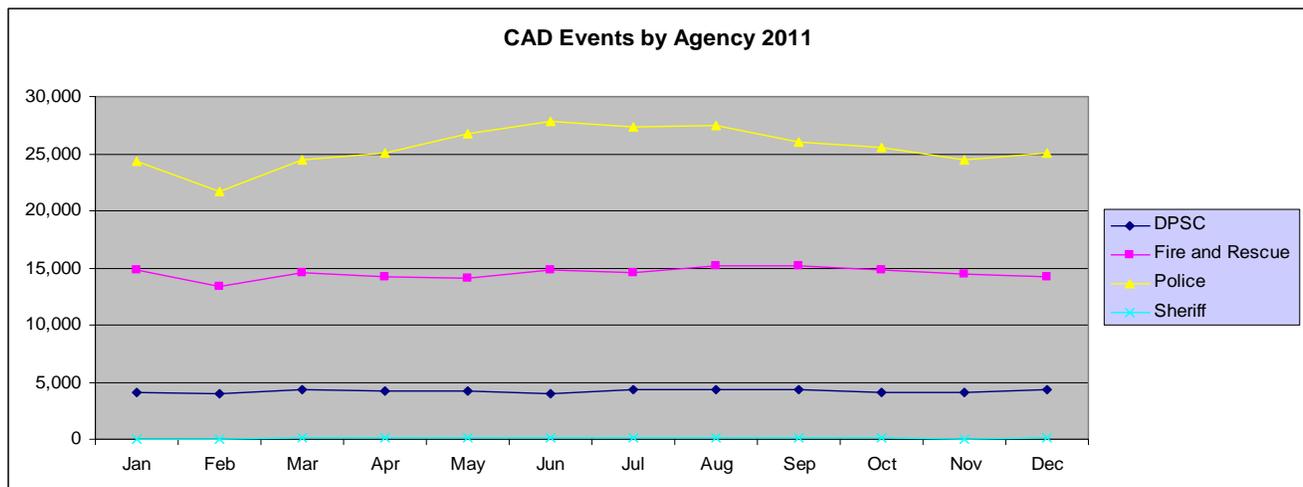
Total number of Advanced Life Support (ALS) and Basic Life Support (BLS) events created and controlled by DPSC (based on event closure).....57,367

Average Call/Dispatch Processing time for ALS events\* .....2:03 min  
 Average Call/Dispatch Processing time for BLS events\* .....2:46 min

\* Processing time defined as location verification to unit dispatched

**Sheriff's Office Events**

Entered by DPSC call takers/dispatchers.....986  
 Initiated by sheriff units in the field and controlled by DPSC dispatchers  
 .....5,862



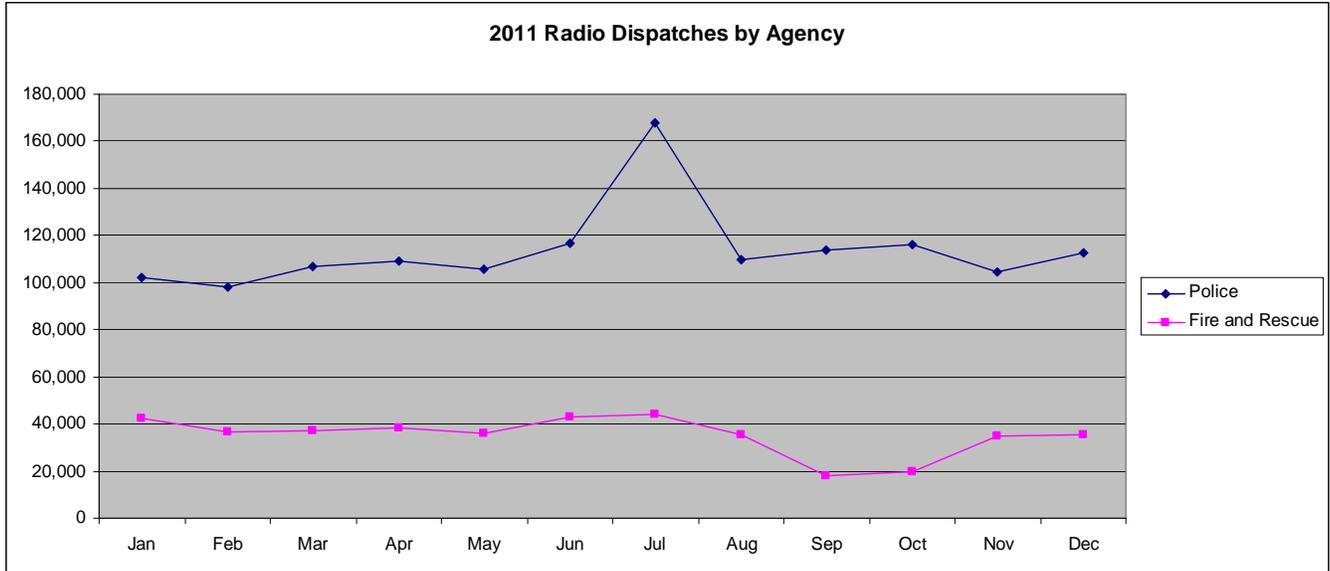
**Radio Systems Statistics**

Radio transmissions made to police units.....1,363,116

Radio transmissions made to fire-rescue units.....421,188

**Total radio transmissions made to police and fire-rescue units.....1,784,304**

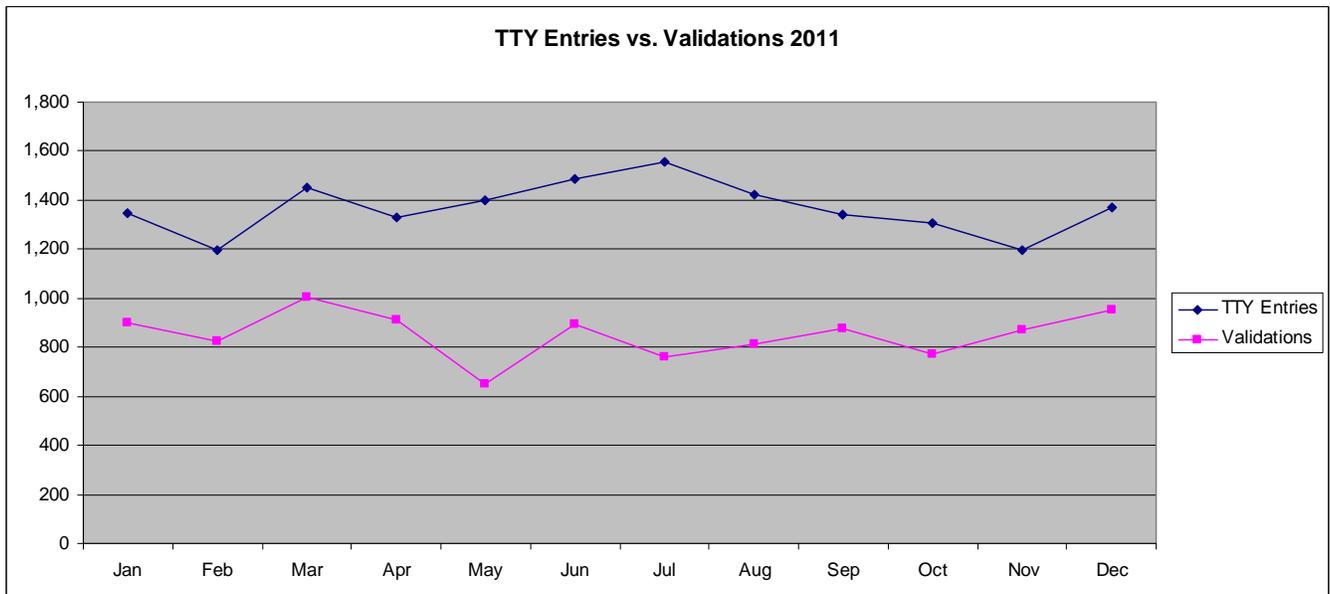
**Total radio transmission time in hours.....3,619**



**Virginia Criminal Information Network (VCIN)/National Crime Information Center (NCIC)**

Entries made by DPSC Teletype Operators.....16,411

**Total Validation Record Checks.....10,234**

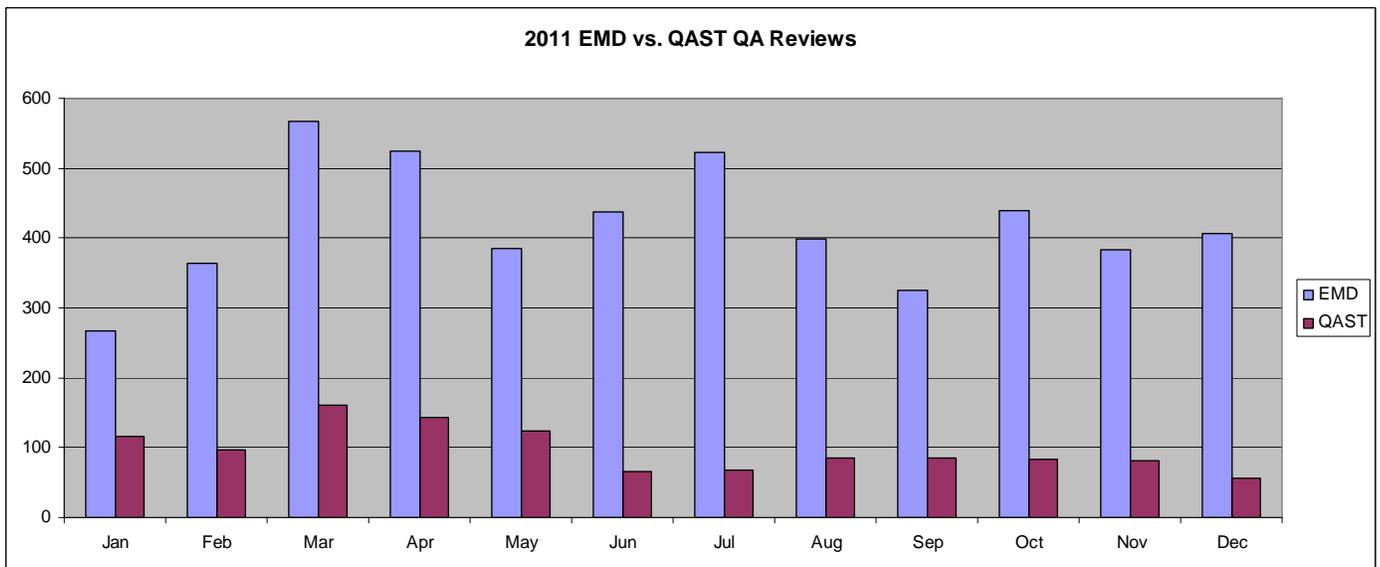


**Quality Assurance Statistics**

Number of Post Incident Emergency Medical Dispatch/Pre-Arrival Instruction Reviews Conducted .....5,021

Number of Post Incident Police/Fire-Rescue/General Information Quality Assurance Reviews Conducted.....1,168

Total Quality Assurance Reviews by DPSC.....6,189



**Critical Life Threatening/Life Saving Events\***

Child Birth Delivery Events.....22

Choking Events.....49

CPR Events.....1,333

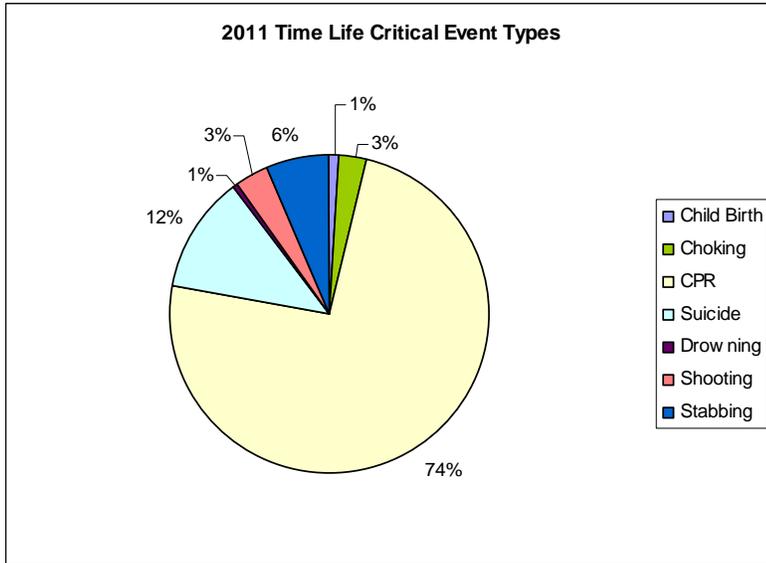
Attempted Suicide Events.....214

Drowning Events.....11

Shooting Events.....57

Stabbing Events.....117

*\*Statistics are based on remarks entered in CAD and final event types.*



**Release of Information Requests**

DPSC Audio Recording Requests.....121

Police Department Audio Recording Requests.....401

Fire-Rescue Department Audio Recording Requests.....99

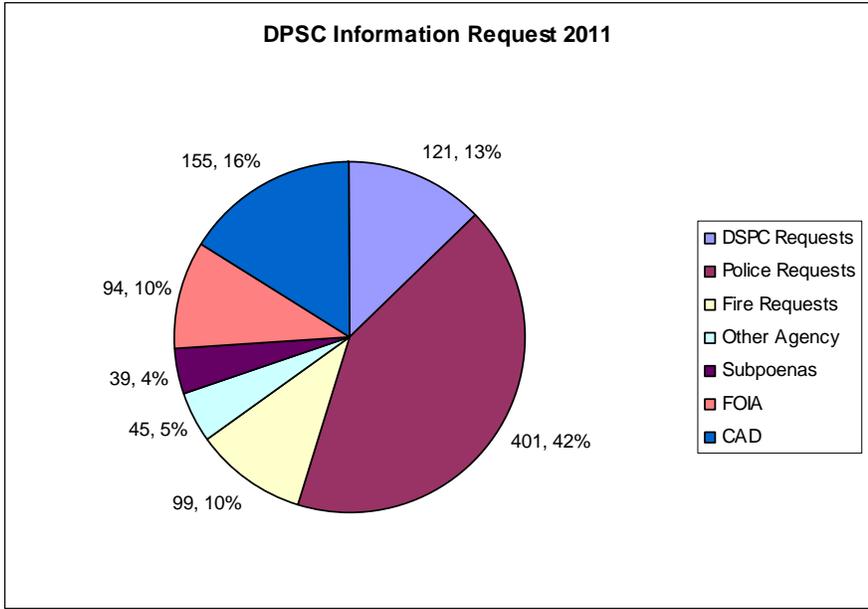
Other Agency Audio Recording Requests.....45

Number of Subpoenas Requests.....39

Freedom of Information Act Requests.....94

CAD Requests.....155

**Total Requests.....954**



**Specific Event Reward and Recognition Program (nominations received)**

Number of Life Saving Awards.....	11
Number of Child Birth Delivery Awards.....	5
Number of Exceptional Performance during a High Risk Incident Awards.....	5
Number of Helping Hand Awards.....	18
Number of Outstanding Support Awards.....	6
<b>Total Number of Specific Event Recognition Awards.....</b>	<b>45</b>

**Human Resources**

**Authorized Organizational Strength (end of year)**

Operational.....	182
PSC (I, II, III).....	157
Assistant Supervisors.....	20
Lead Supervisors.....	5
Administration.....	22
<b>Total.....</b>	<b>204</b>

**Vacant Positions (end of year)**

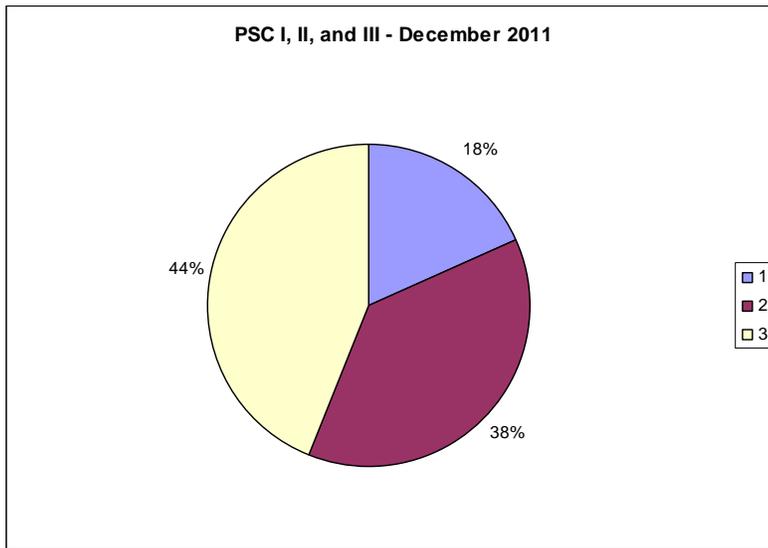
PSC (I, II, III).....	33
Assistant Supervisors.....	1
Lead Supervisors.....	0
Administration.....	2
<b>Total Vacant.....</b>	<b>36</b>

**Promotions**

PSC II.....	20
PSC III.....	17
PSC IV.....	0
PSC V.....	0
Administration.....	0
<b>Total.....</b>	<b>37</b>

**Public Safety Communicators (PSC) by Rank (end of year)**

PSC I.....	26
PSC II.....	53
PSC III.....	62



**Agency Tenure – Employees who reached an agency tenure milestone during the reporting month.**

5 years.....	9
10 years.....	7
15 years.....	2
20 years.....	4
25 years.....	3
30 plus years.....	0

**Agency Separations**

Retirements.....	8
Terminations	
During PSCAD.....	9
During On the Job Training.....	7
During Probationary Period.....	2
After Probationary Period.....	13
Agency Retention Rate.....	82%

**Recruitment and Hiring (data may be spread over a several month period)**

Number of Resumes Received .....	3,285
Number of Resumes Processed/Evaluated.....	3,227
Number of Organizational Compatibility Tests Administered.....	996

Number of Acceptable Organizational Compatibility Tests.....	379
Number of Computer-based Job Simulation Tests Administered.....	346
Number of Acceptable Computer-based Job Simulation Tests.....	161
Number of Background Investigations Administered.....	107
Number of successful Background Investigations.....	70
Number of Polygraph Examinations Administered.....	139
Number of Successful Polygraph Examinations.....	73
Number of Panel Interviews Conducted.....	48
Number of Recommended Panel Interviews.....	44
Number of Pre-Employment Medical Tests Administered.....	36
Number of Employees Hired.....	31