Fairfax County, Virginia
Department of Public Safety Communications
Monthly Productivity Report
August 2011

The DPSC Monthly 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.

The "+/-" represent the change in data from the previous month.

Telephone System Statistics

Incoming Call Volume*

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

Emergency 9-1-1…….. 34,333 (-719)
(includes Wireline, Wireless, Voice over Internet Protocol (VoIP))

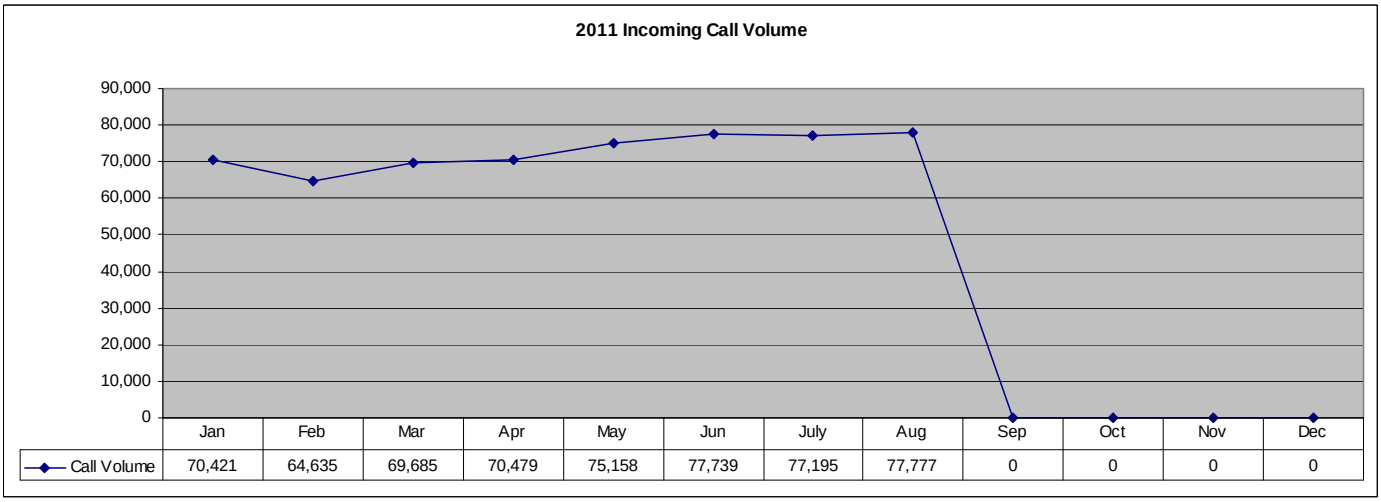
10 Digit Emergency Number……..7,628 (+8)

Non-Emergency Number……34,838 (+929)

Non-Emergency Tow Line……665 (+64)

Calls from the media (includes print, TV, radio, internet, etc.)……313 (-60)

Total Calls Received from the Public……77,777 (+582)

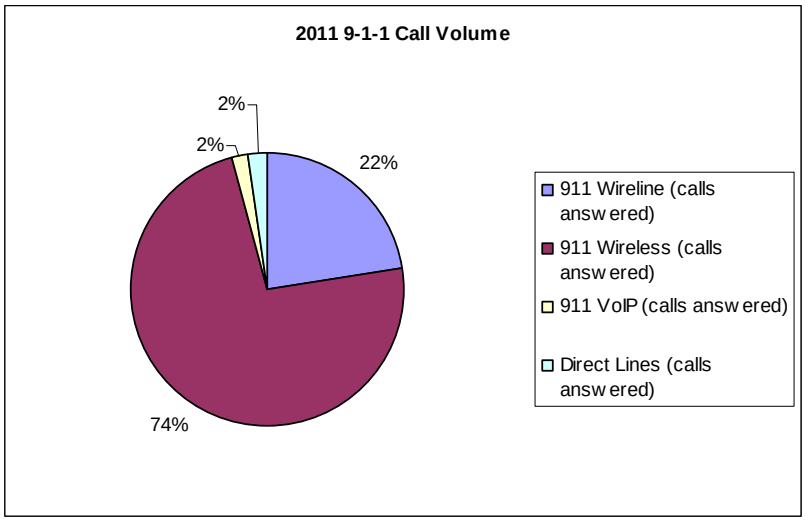


	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec
Call Volume	70,421	64,635	69,685	70,479	75,158	77,739	77,195	77,777	0	0	0	0

Selected 9-1-1 Call Volume

9-1-1 Wire Line (calls answered).....6,952 (-159)
9-1-1 Wireless (calls answered).....25,017 (-121)
9-1-1 VoIP (calls answered).....631 (-41)
Direct Lines (calls answered).....601 (-111)

Total 9-1-1 answered.....33,201 (-432)



9-1-1 calls challenged with TDD.....2,932 (+109)

TDD calls where communication was made with the public.....0 (0)

9-1-1 calls for which the caller hung up/disconnected before the call could be answered.....1,132 (-22)

Non 9-1-1 calls for which the caller hung up/disconnected before the call could be answered.....2,355 (+90)

Calls for which the caller hung up/disconnected before being sent to a queue.....6,502 (+229)

Number of times the pre-recorded, *"All 9-1-1 Lines Are Busy"* message played for callers.....3,445 (-159)

Percent of 9-1-1 calls answered within 10 seconds*.....89% (0)

Percent of 9-1-1 calls answered within 20 seconds*.....92% (0)

** 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.....89% (0)**

Percent of 9-1-1 calls answered within 40 seconds.....95% (0)**

**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.

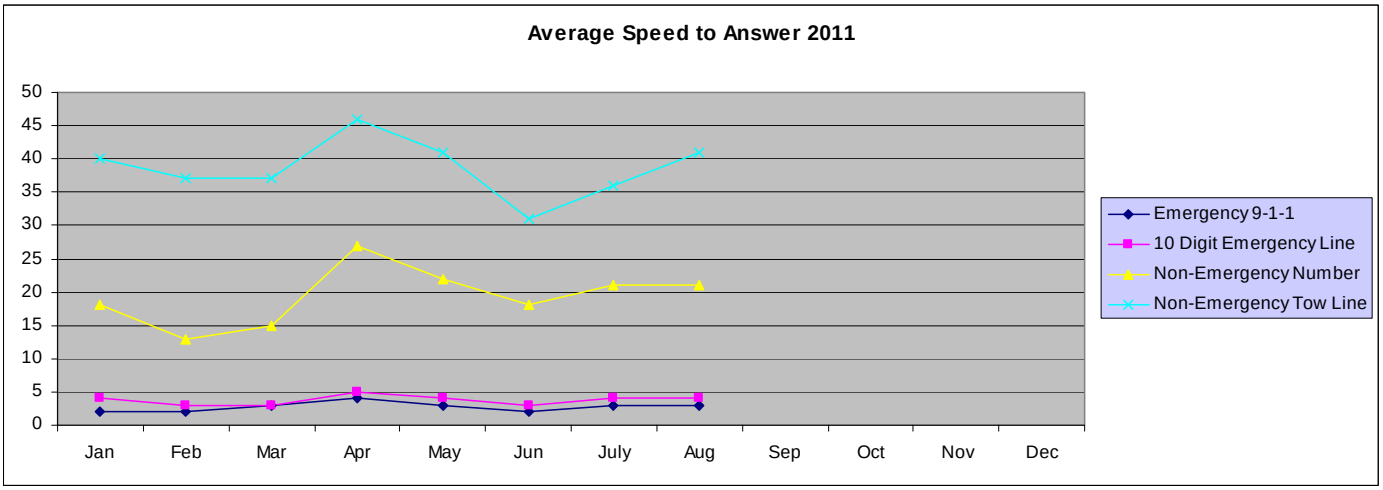
Longest delay in 9-1-1 call being answered.....155 sec/2:35 min

Average Speed to Answer (Emergency 9-1-1).....3 seconds (0)

Average Speed to Answer (10 Digit Emergency Number).....4 seconds (0)
This includes private alarm companies and other local area public safety communication centers use.

Average Speed to Answer (Non-Emergency Number).....21 seconds (0)

Average Speed to Answer (Non-Emergency Tow Line).....41 seconds (+5 sec)



Calls Transferred to Other Agencies

Virginia Agencies

Virginia State Police.....1,594 (-102)
Arlington County Police and Fire-Rescue.....186 (-41)
City of Alexandria Police and Fire-Rescue.....213 (+14)
City of Fairfax Police .....381 (-50)
U.S Army Ft. Belvoir Police.....58 (+5)
Town of Herndon Police.....211 (-12)
Town of Vienna Police.....122 (-10)
Loudoun County Sheriff and Fire-Rescue.....105 (+7)
Prince William County Police and Fire-Rescue.....155 (-8)
George Mason University Police.....8 (+5)
Virginia Department of Transportation.....27 (+6)

Maryland Agencies

Maryland State Police.....40 (+12)
Montgomery County Police and Fire-Rescue.....64 (+25)
Prince George's County Police and Fire-Rescue.....83 (+10)

District of Columbia Police and Fire-Rescue.....78 (+25)

Metropolitan Washington Airport Authority.....209 (-29)

U.S Park Police.....35 (-5)

Calls Requiring *Language Line* Interpretation.....1,065 (-99)

Average length of language interpretation calls…….…… 6.8 min (-0.3 min)
Hours spent utilizing language interpretation…….. 121 hours* (-17 hours)

This equates to a call taker being on the telephone for 5 days.

Computer Aided Dispatch (CAD) System Statistics

Police Department Events

Entered by DPSC call takers/dispatchers…….27,418 (+94)
Initiated by police units in the field and controlled by DPSC dispatchers ……..52,948 (+692)
Average Call Processing time (location verification to event entry) ……48.9 sec (-0.7 sec)
Priority 1 Dispatch Processing time (event entry to unit dispatch) ……3:33 min (-23 sec)
Priority 2 Dispatch Processing time (event entry to unit dispatch) ……3:41 min (-2:36 min)

DPSC Tow Events

Entered by DPSC call takers……..4,347 (-6)

Fire-Rescue Department Events

Entered by DPSC call takers/dispatchers……15,149 (+625)
Initiated by fire-rescue units in the field and controlled by DPSC dispatchers ……...320 (+7)
Average Call Processing time (location verification to event entry) ……1:14 min (-0:04)

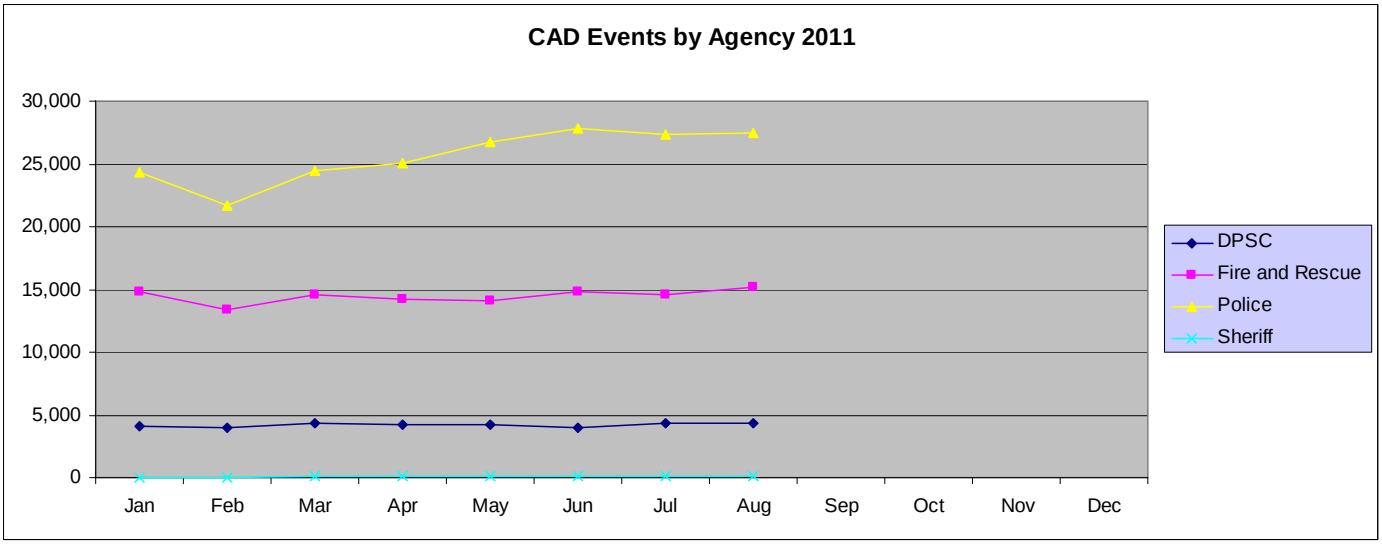
Total number of Advanced Life Support (ALS) and Basic Life Support (BLS) events created and controlled by DPSC……4,690 (-313)

Average Call/Dispatch Processing time for ALS events*…….……2:10 min (-5 sec)
Average Call/Dispatch Processing time for BLS events*…….....2:54 min (+18 sec)

* Processing time defined as location verification to unit dispatched

Sheriff's Office Events

Entered by DPSC call takers/dispatchers……92 (+10)
Initiated by sheriff units in the field and controlled by DPSC dispatchers ……...513 (-8)



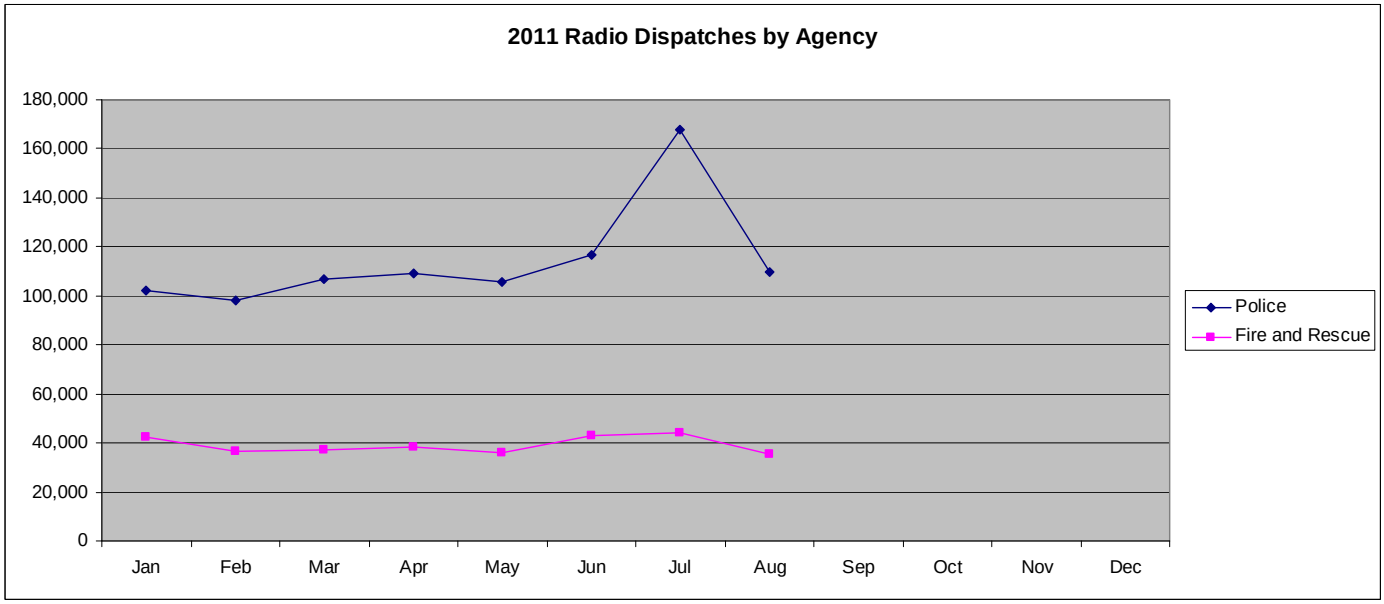
Radio Systems Statistics

Radio transmissions made to police units.....109,527 (-58,277)

Radio transmissions made to fire-rescue units.....35,604 (-8,277)

Total radio transmissions made to police and fire-rescue units.....145,131 (-66,372)

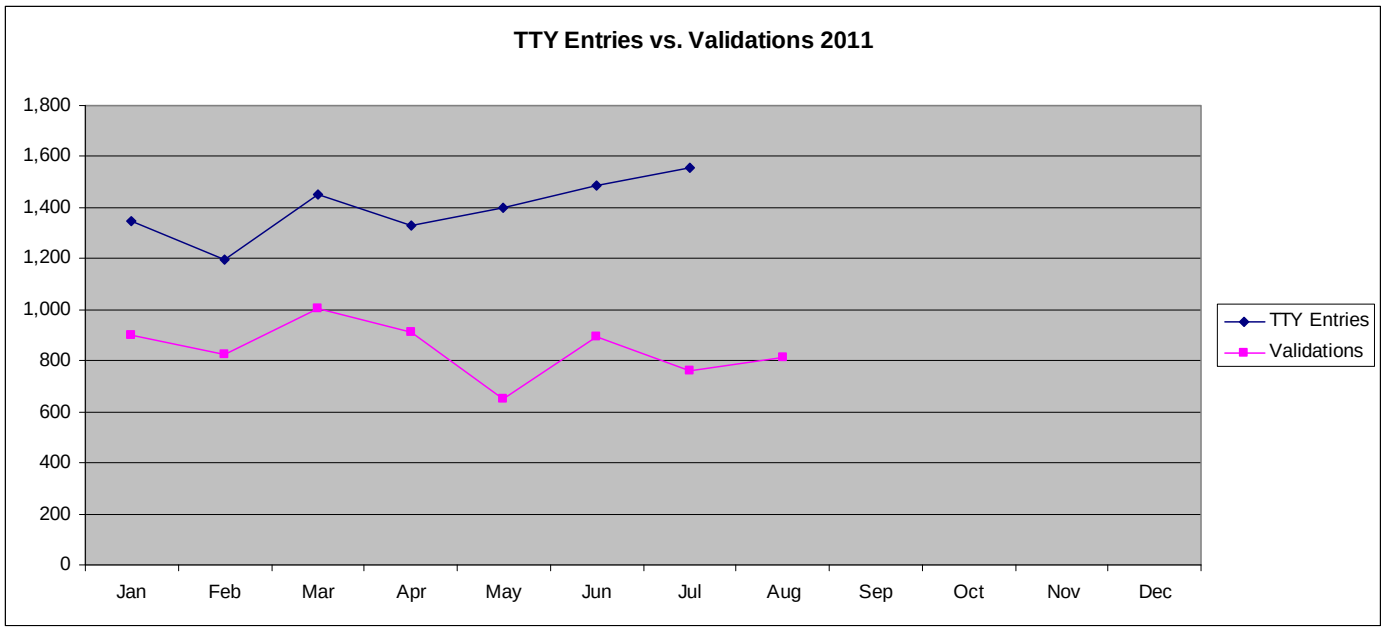
Total radio transmission time in hours.....289 (-140)



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

Entries made by DPSC Teletype Operators.....1,422 (-136)

Total Validation Record Checks.....814 (+53)

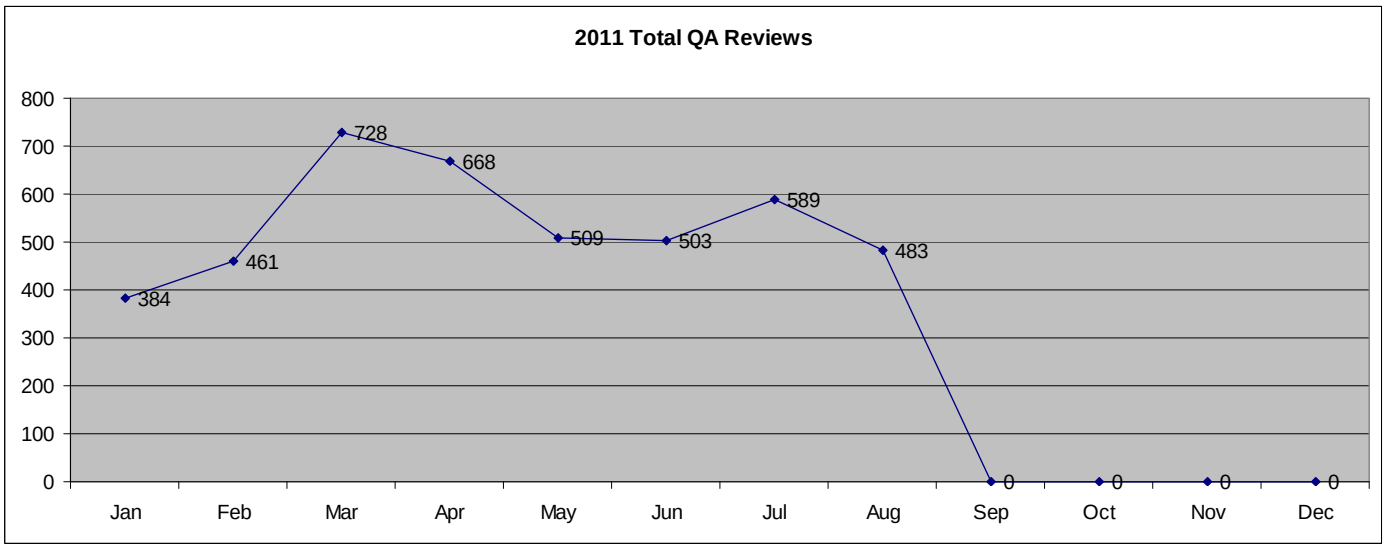


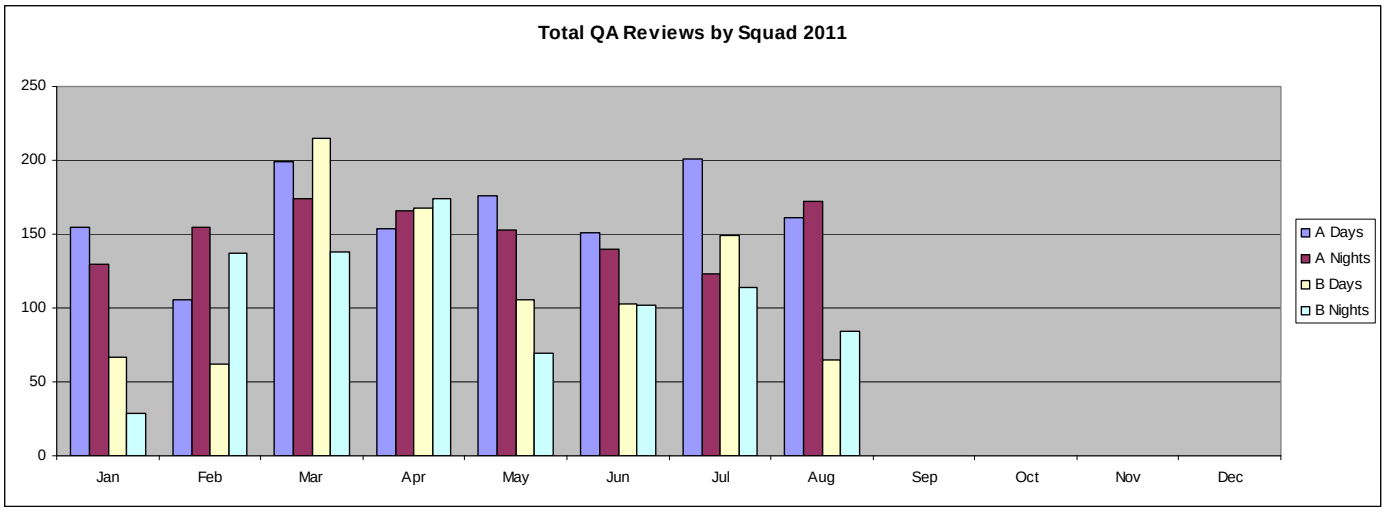
Quality Assurance Statistics

Number of Post Incident Emergency Medical Dispatch/Pre-Arrival Instruction Reviews Conducted ……398 (-124)

Number of Post Incident Police/Fire-Rescue/General Information Quality Assurance Reviews Conducted……85 (+18)

Total Quality Assurance Reviews by DPSC……483 (-106)





Critical Life Threatening/Life Saving Events*

Child Birth Delivery Events……4 (0)

Choking Events……7 (+2)

CPR Events……82 (-23)

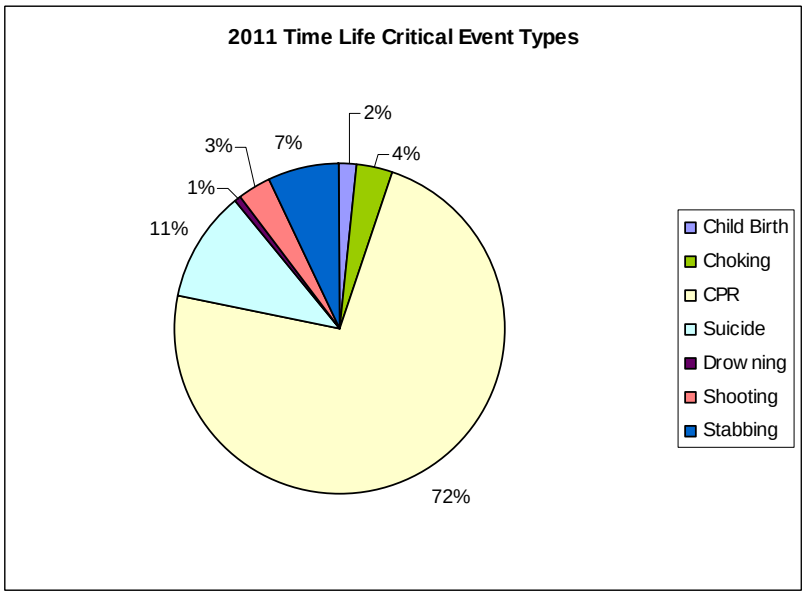
Attempted Suicide Events……16 (-7)

Drowning Events……0 (-4)

Shooting Events……1 (-4)

Stabbing Events……9 (-5)

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



Release of Information Requests

DPSC Audio Recording Requests……18 (+12)

Police Department Audio Recording Requests……37 (+2)

Fire-Rescue Department Audio Recording Requests……12 (+9)

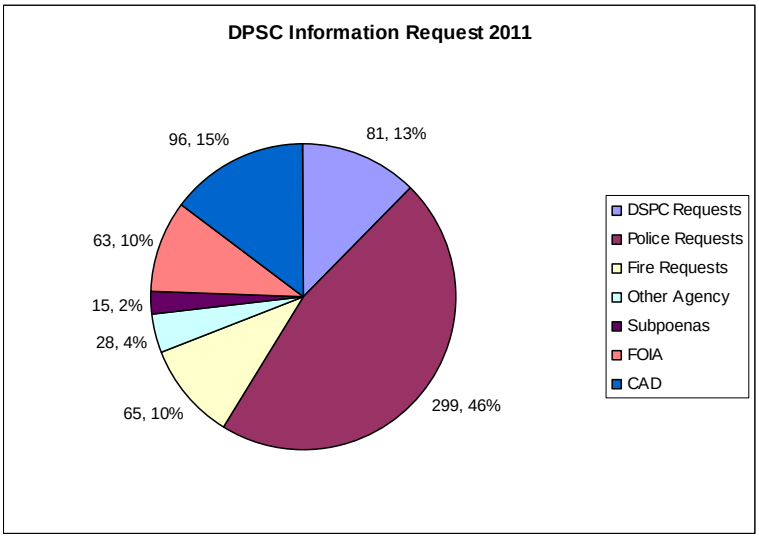
Other Agency Audio Recording Requests……2 (+1)

Number of Subpoenas Requests……3 (+2)

Freedom of Information Act Requests……9 (+1)

CAD Requests……10 (-19)

Total Requests……91 (+4)



Specific Event Reward and Recognition Program (nominations received)

Number of Life Saving Awards……0 (-1)

Number of Child Birth Delivery Awards……0 (0)

Number of Exceptional Performance during a High Risk Incident Awards……..0 (0)

Number of Helping Hand Awards……1 (-2)

Number of Outstanding Support Awards……..0 (0)

Total Number of Specific Event Recognition Awards……1 (-3)

Human Resources

Authorized Organizational Strength

Operational……182

PSC (I, II, III)……157
Assistant Supervisors……20
Lead Supervisors……5
Administration……22

Total……204 (no change)

Vacant Positions

PSC (I, II, III)……31 (+2)
Assistant Supervisors……1 (+1)
Lead Supervisors……0 (0)
Administration……2 (0)

Total Vacant……34 (+3)

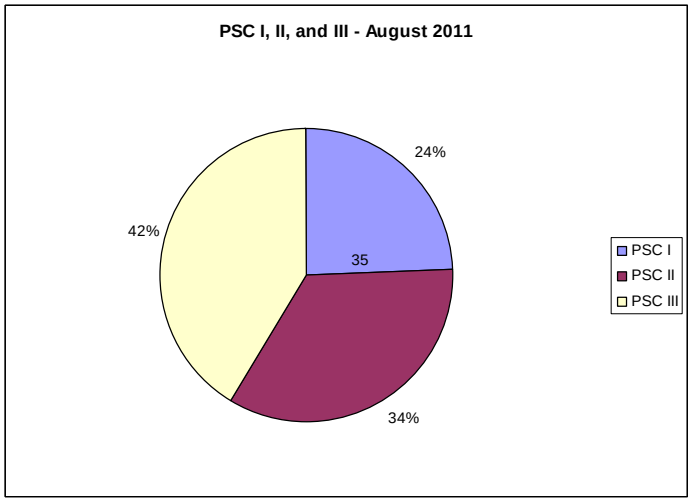
Promotions

PSC II……1 (0)
PSC III……5 (0)
PSC IV……0 (0)
PSC V……0 (0)
Administration……0 (0)

Total……6 (0)

Public Safety Communicators (PSC) by Rank

PSC I……35
PSC II……49
PSC III……59



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

5 years……2 (+2)
10 years……0(-3)
15 years……0(0)
20 years……0 (0)
25 years……0 (-2)
30 plus years……0 (0)

Agency Separations

Retirements……0 (-2)
Terminations
During PSCAD……..0 (-1)
During On the Job Training……..0(-1)
During Probationary Period……..0 (0)
After Probationary Period……2 (0)
Agency Retention Rate……85% (-1%)

Number of Personnel in the Deferred Retirement Option Program (DROP) Program: 5 (+2)

1 retiring in August 2011
1 retiring in November 2012
1 retiring in June 2013
1 retiring in September 2013
1 retiring in January 2014

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

Number of Resumes Received: ……151 (-288)
Number of Resumes Processed/Evaluated……151 (-288)
Number of Qualified Resumes……..145 (-285)
Number of Organizational Compatibility Tests Administered……97 (-51)
Number of Acceptable Organizational Compatibility Tests……44 (-20)
Number of Computer-based Job Simulation Tests Administered……56 (+1)
Number of Acceptable Computer-based Job Simulation Tests……27 (+4)
Number of Background Investigations Administered……28 (+5)
Number of successful Background Investigations……15(+2)
Number of Polygraph Examinations Administered……29 (+7)
Number of Successful Polygraph Examinations……15 (+4)
Number of Panel Interviews Conducted……10 (+10)
Number of Recommended Panel Interviews……10 (+5)
Number of Pre-Employment Medical Tests Administered……0 (0)
Number of Employees Hired……0 (0)

Significant Events

Earthquake – August 23, 2011

On Tuesday, August 23, 2011 at 1351 hours (DPSC A Days Squad working)…..a 5.8 (on the Richter Scale) earthquake occurred, with the epicenter near Mineral, Virginia (Louisa County)….approximately 86 miles southwest of Fairfax County. This was the most significant earthquake in Virginia since 1897 (114 years ago) and one of the most significant east of the Mississippi River ever. The effect of the earthquake was felt from the Canadian boarder to Florida.

The quake shook PSTOC very noticeably and resulted in an immediate and dramatic increase in 9-1-1 calls received and dispatches made. Every County building was evacuated….except PSTOC. In true DPSC fashion each DPSC employee performed like the true professionals they are in reacting to the publics need and supporting Police, Fire-Rescue and Sheriff units.

As a result of the earthquake DPSC handled:

- 9-1-1 calls received

- 1,269 Total calls received - Emergency & Non-Emergency (40% increase *****)
- Police dispatches (19% increase *) FCPD Alarm Policy of not responding to automatic intrusion alarms placed in effect.
- Fire-Rescue dispatches (187% increase *****)
- EMS Dispatches (252% increase *****)
- 4,415 Radio transmissions (108 % increase *****)
- 7,991 Minutes of radio transmissions (158% increase *****)

* = % of increase above that experienced prior to the earthquake

Hurricane Irene – August 28, 2011

Hurricane Irene made initial landfall in North Carolina as a Category I storm the morning of Saturday, August 27, 2011. As the hurricane passed along the eastern seaboard, the effects of Hurricane Irene mostly impacted Fairfax County during the 12 hour period of 1800 hours Saturday, August 27 and 0600 hours Sunday, August 28, 2011. DPSC "A" Nights Squad and "A" Days Squad were on duty during this time period.

As a result of Hurricane Irene, DPSC handled:

- 9-1-1 calls received (22% increase *)
- 1,306 Total calls received - Emergency & Non-Emergency (32% increase *)
- 1,137 Police dispatches (5% decrease **)
  - FCPD Alarm Policy of not responding to automatic intrusion alarms placed in effect.
- Fire-Rescue dispatches (445% increase **)
- EMS dispatches (0% increase/decrease **)
- 1,496 Overall CAD Events (5.4% increase **)
- 7,965 Radio transmissions (14.75% increase **)
- 1,444 Minutes of radio transmissions (40% increase **)

**=% of increase/decrease over that experienced in the same period in the previous week.*

*** = % of increase/decrease over that experienced in the same period for the previous 3 weeks.*