

Fairfax County, Virginia Department of Public Safety Communications Monthly Productivity Report August 2012



Fairfax County 9-1-1...always there...always ready...24/7/365

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.

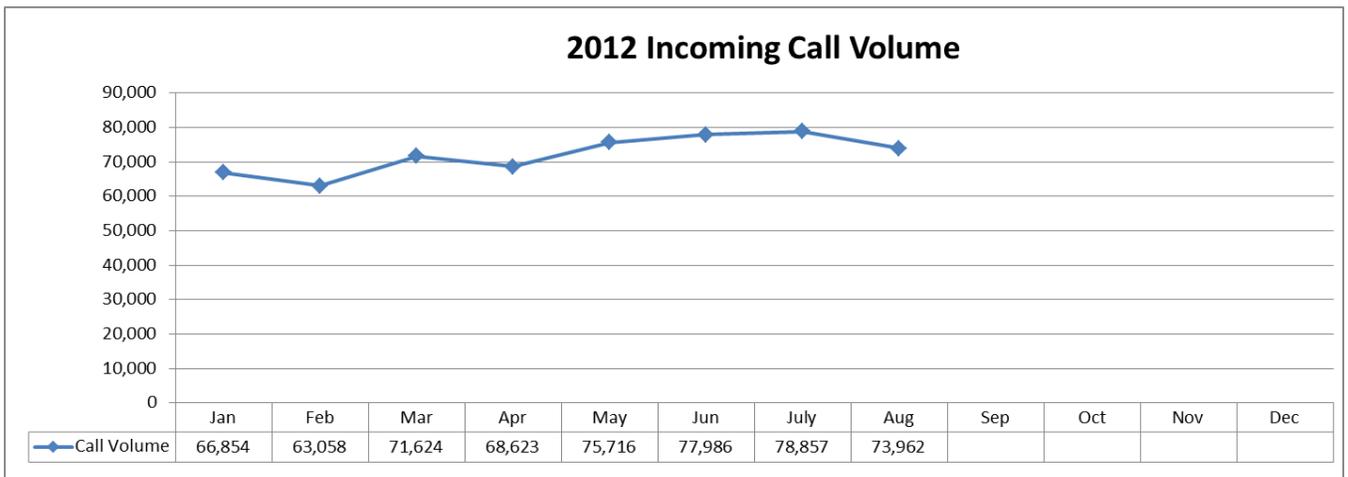
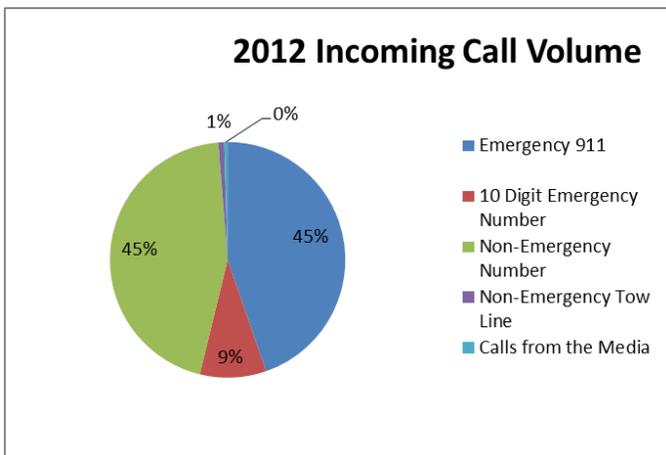
The "+/-" represent the change in data from the previous month.

Telephone System Statistics

Incoming Call Volume*

*Includes calls that disconnected from queue before being answered

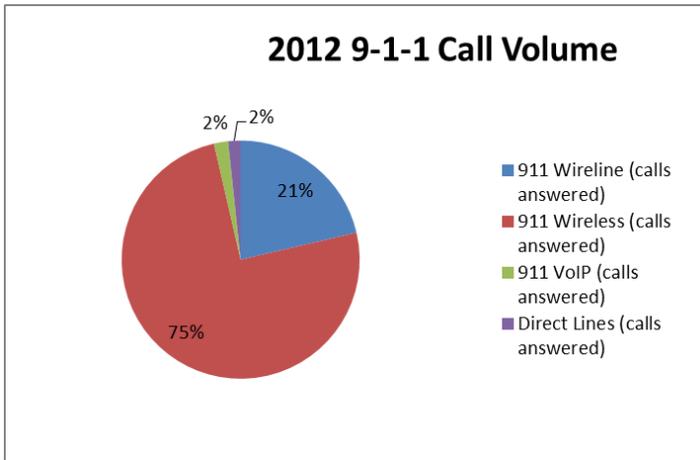
Emergency 9-1-1.....	32,986 (-2,184)
<i>(includes Wireline, Wireless, Voice over Internet Protocol (VoIP))</i>	
10 Digit Emergency Number.....	6,889(-1,026)
Non-Emergency Number.....	33,147 (-1,618)
Non-Emergency Tow Line.....	621 (-33)
Calls from the media (includes print, TV, radio, internet, etc.).....	319 (-34)
Total Calls Received from the Public.....	73,962 (-4,895)



Selected 9-1-1 Call Volume

9-1-1 Wire Line (calls answered).....	6,319 (-400)
9-1-1 Wireless (calls answered).....	24,645 (-1,664)

9-1-1 VoIP (calls answered).....	605 (+2)
Direct Lines (calls answered).....	492 (-70)
Total 9-1-1 answered.....	32,061 (-2,132)



Other Specific Call Volume

9-1-1 calls challenged with TDD.....	3,533 (-8)
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.....	925 (-52)
Non 9-1-1 calls for which the caller hung up/disconnected before the call could be answered.....	1,723 (-293)
Calls for which the caller hung up/disconnected before being sent to a queue.....	5,894 (+27)
Number of times the pre-recorded, "All 9-1-1 Call Takers Are Busy" message played for callers.....	2,893 (-345)
Number of 9-1-1 calls received via telematics providers.....	60 (-8)

Calls Transferred to Other Agencies

Virginia Agencies

Virginia State Police.....	1,526 (+42)
Arlington County Police and Fire-Rescue.....	208 (+12)
City of Alexandria Police and Fire-Rescue.....	228 (-31)
City of Fairfax Police	373 (-50)
U.S Army Ft. Belvoir Police.....	46 (+3)
Town of Herndon Police.....	166 (-54)
Town of Vienna Police.....	104 (-40)
Loudoun County Sheriff and Fire-Rescue.....	97 (+4)
Prince William County Police and Fire-Rescue.....	158 (-19)
George Mason University Police.....	9 (-1)

Virginia Department of Transportation.....17 (-10)

Maryland Agencies

Maryland State Police.....25 (+1)

Montgomery County Police and Fire-Rescue.....42 (-19)

Prince George's County Police and Fire-Rescue.....58 (-4)

District of Columbia Police and Fire-Rescue.....35 (+3)

Metropolitan Washington Airport Authority.....183 (-41)

U.S Park Police.....46 (-7)

Calls Requiring Language Line Interpretation.....973 (+60)

Average length of language interpretation calls..... 6.3 min (-0.3)

Hours spent utilizing language interpretation.....103 (+3)

**This equates to a call taker being on the telephone for 4.3 days.*

Computer Aided Dispatch (CAD) System Statistics

Police Department Events

Entered by DPSC call takers/dispatchers.....26,184 (-1,477)
 Initiated by police units in the field and controlled by DPSC dispatchers
51,349 (+816)

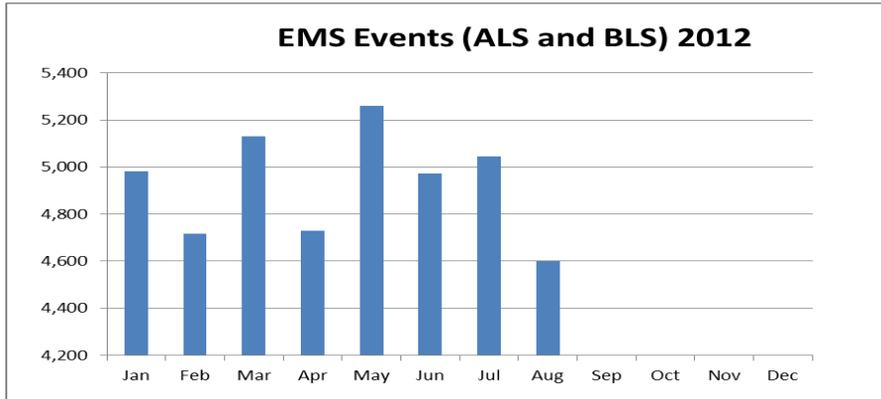
DPSC Tow Events

Entered by DPSC call takers.....4,793 (+361)

Fire-Rescue Department Events

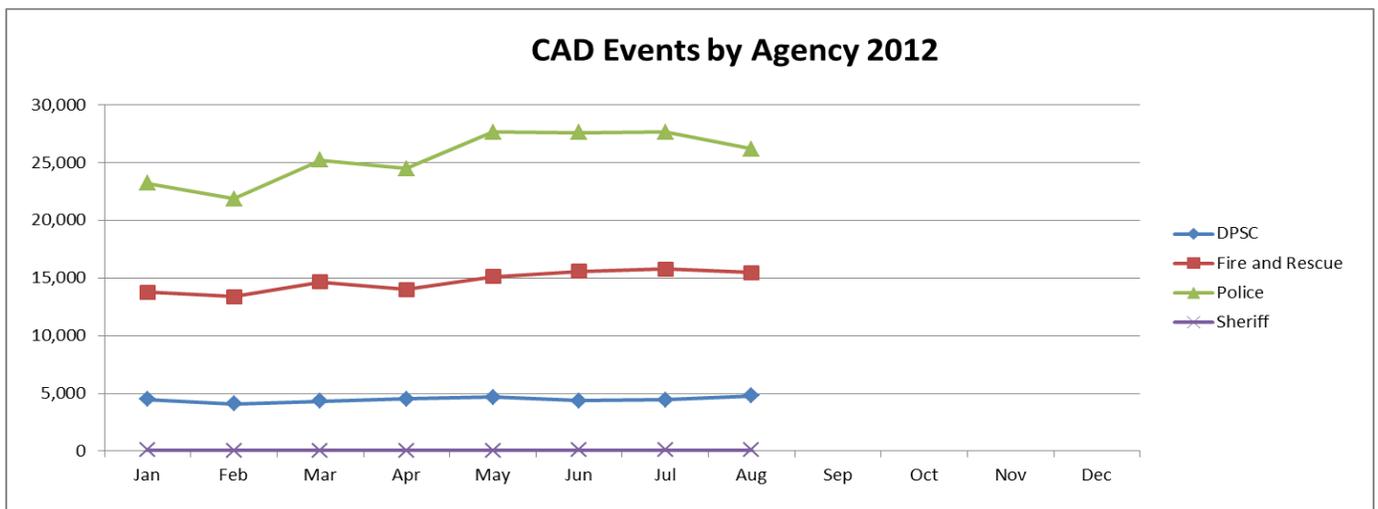
Entered by DPSC call takers/dispatchers.....15,451 (-334)
 Initiated by fire-rescue units in the field and controlled by DPSC dispatchers
293 (+1)

Total number of Advanced Life Support (ALS) and Basic Life Support (BLS) events created and controlled by DPSC (based on event closure).....4,599 (-447)



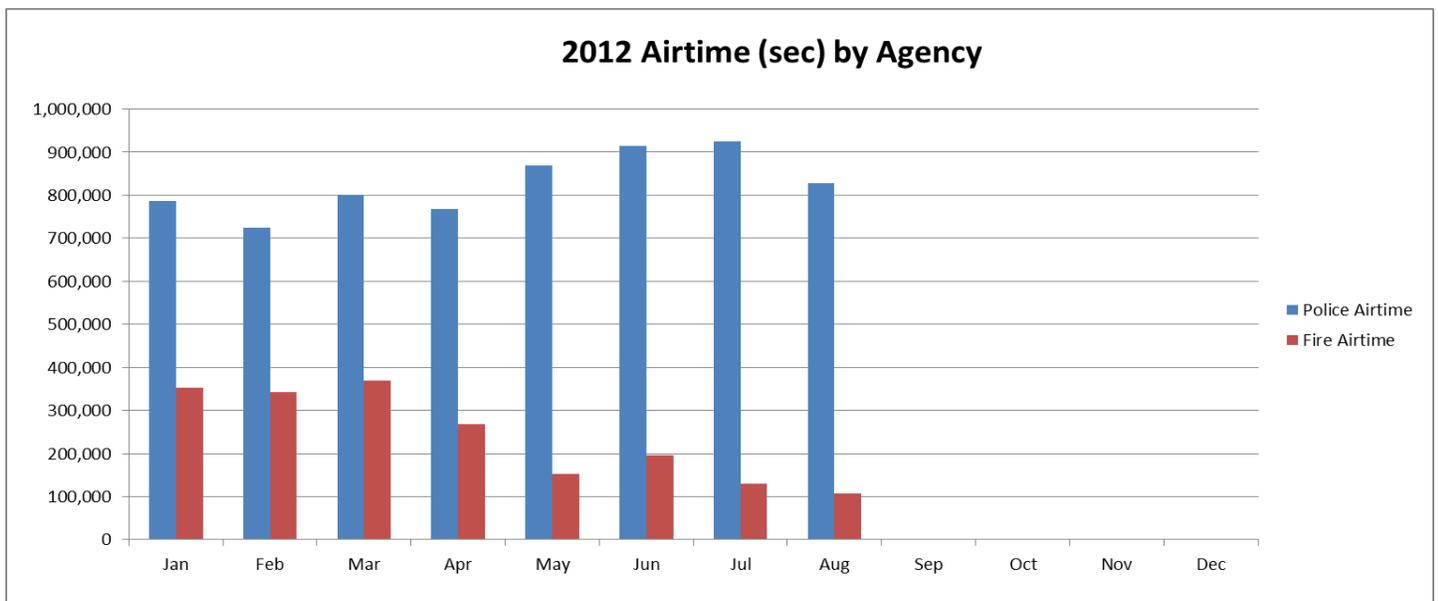
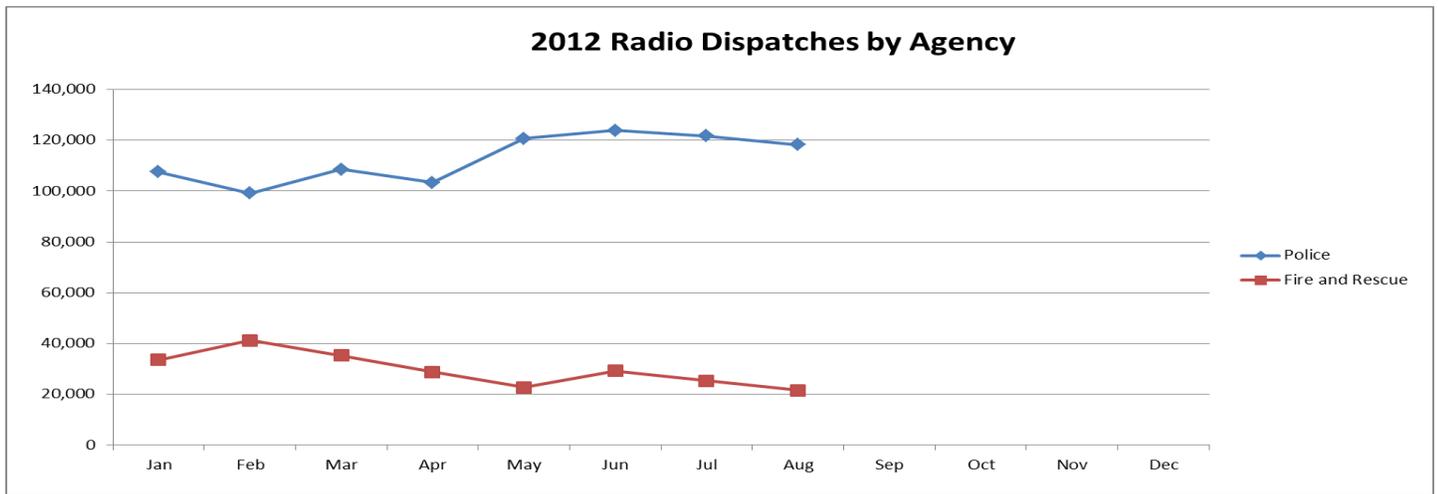
Sheriff's Office Events

Entered by DPSC call takers/dispatchers.....78 (+7)
 Initiated by sheriff units in the field and controlled by DPSC dispatchers.....603 (+53)



Radio Systems Statistics

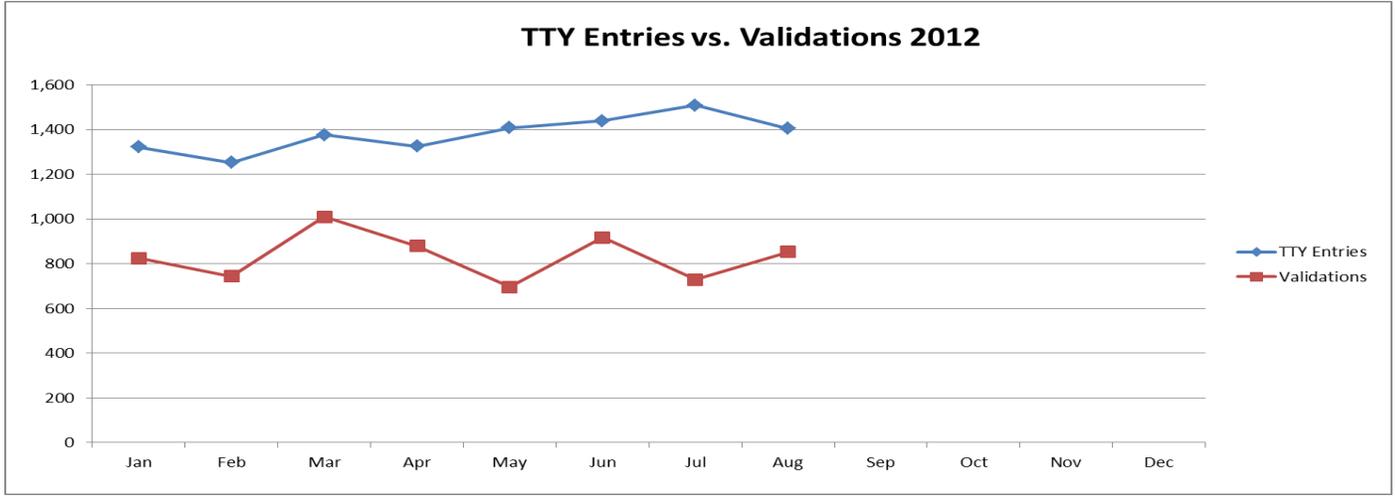
Radio transmissions made to police units.....	118,220 (-3,457)
Radio transmissions made to fire-rescue units.....	21,532 (-3,845)
Total radio transmissions made to police and fire-rescue units.....	139,752 (-7,302)
Total radio transmission time in hours.....	259 (-34)



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

Entries made by DPSC Teletype Operators.....1,404 (-105)

Total Validation Record Checks.....853 (+124)

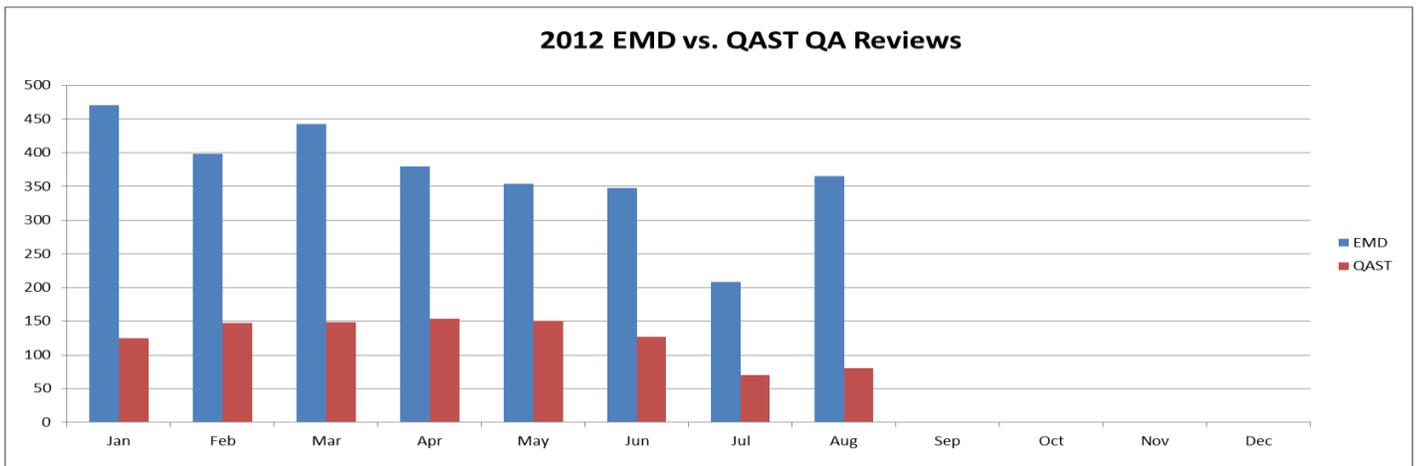
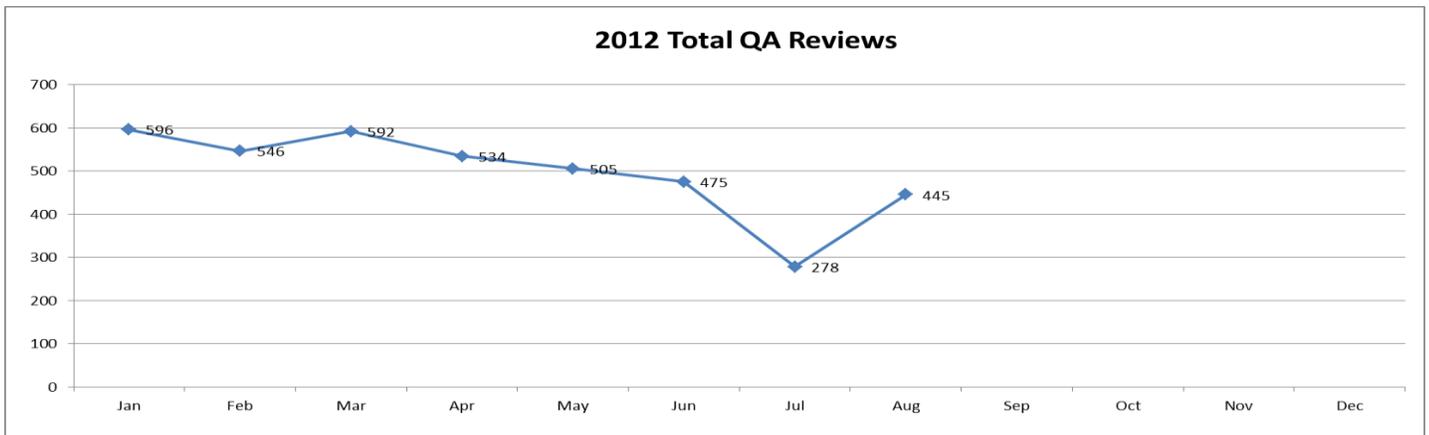


Quality Assurance Statistics

Number of Post Incident Emergency Medical Dispatch/Pre-Arrival Instruction Reviews Conducted365 (+157)

Number of Post Incident Police/Fire-Rescue/General Information Quality Assurance Reviews Conducted.....80 (+10)

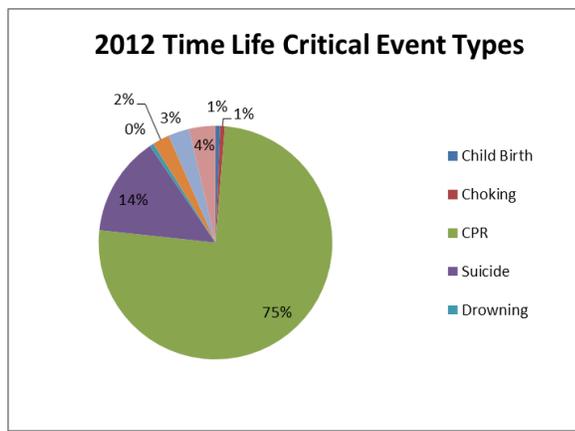
Total Quality Assurance Reviews by DPSC.....445 (+167)



Critical Life Threatening/Life Saving Events*

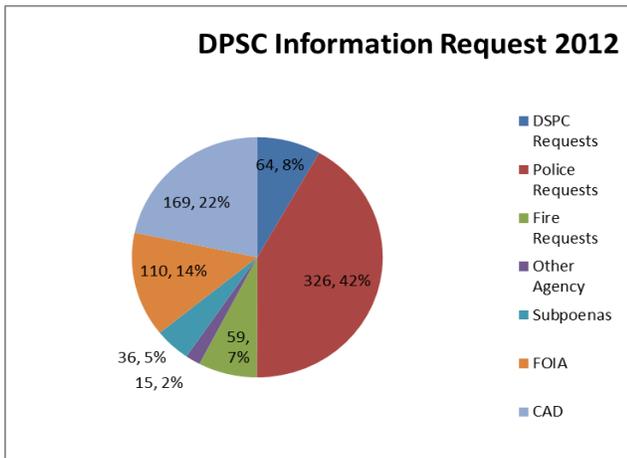
Child Birth Delivery Events.....	0 (-2)
Choking Events.....	0 (-1)
CPR Events.....	108 (-5)
Attempted Suicide Events.....	14 (-9)
Drowning Events.....	0 (-2)
Assault with Weapon.....	4 (-5)
Shooting Events.....	0 (-8)
Stabbing Events.....	10 (+7)

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



Release of Information Requests

DPSC Audio Recording Requests.....	4 (0)
Police Department Audio Recording Requests.....	65 (+22)
Fire-Rescue Department Audio Recording Requests.....	15 (+8)
Other Agency Audio Recording Requests.....	0 (-2)
Number of Subpoenas Requests.....	6 (+3)
Freedom of Information Act Requests.....	19 (+13)
CAD Requests.....	29(+20)
Total Requests.....	138 (+64)



Specific Event Reward and Recognition Program (nominations received)

Number of Life Saving Awards.....	1 (+1)
Number of Child Birth Delivery Awards.....	0 (0)
Number of Exceptional Performance during a High Risk Incident Awards.....	1 (+1)
Number of Helping Hand Awards.....	1 (0)
Number of Outstanding Support Awards.....	0 (0)
Total Number of Specific Event Recognition Awards.....	3 (+2)

Human Resources

Authorized Organizational Strength

Operational.....	182 (0)
PSC (I, II, III).....	157 (0)
Assistant Supervisors.....	20 (0)
Lead Supervisors.....	5 (0)
Administration.....	22 (0)
 Total.....	 204 (0)

Vacant Positions

PSC (I, II, III).....	41 (+2)
Assistant Supervisors.....	1 (0)
Lead Supervisors.....	1 (0)
Administration.....	0 (0)
 Total Vacant.....	 43 (+2)

Promotions

PSC II.....	1 (+1)
PSC III.....	0 (-1)
PSC IV.....	0 (0)
PSC V.....	0 (0)
Administration.....	0 (0)
 Total.....	 1(0)

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

5 years.....	0 (0)
10 years.....	1(+1)
15 years.....	0 (-1)
20 years.....	0 (0)
25 years.....	1 (+1)
30 plus years.....	0 (0)

Agency Separations

Retirements.....	1 (+1)
Terminations	
During PSCAD.....	1 (+1)
During On the Job Training.....	0 (0)
During Probationary Period.....	0 (0)
After Probationary Period.....	0 (0)
Agency Retention Rate.....	79% (-1%)

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

Number of Resumes Received	0 (-497)
Number of Resumes Processed/Evaluated.....	0 (-490)
Number of Organizational Compatibility Tests Administered.....	25 (-197)
Number of Acceptable Organizational Compatibility Tests.....	6 (-84)
Number of Computer-based Job Simulation Tests Administered.....	48 (+21)

Number of Acceptable Computer-based Job Simulation Tests.....	36 (+12)
Number of National Dispatcher Standardized Tests Administered.....	27 (+9)
Number of Successful NDST Tests.....	16 (+1)
Number of Background Investigations Administered.....	18 (+18)
Number of Successful Background Investigations.....	8 (+8)
Number of Polygraph Examinations Administered.....	30 (+19)
Number of Successful Polygraph Examinations.....	8 (+8)
Number of Panel Interviews Conducted.....	2 (+2)
Number of Recommended Panel Interviews.....	1 (+1)
Number of Pre-Employment Medical Tests Administered.....	0 (0)
Number of Employees Hired.....	0 (0)