

**Fairfax County, Virginia**  
**Department of Public Safety Communications**  
**Monthly Productivity Report**  
**December 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.

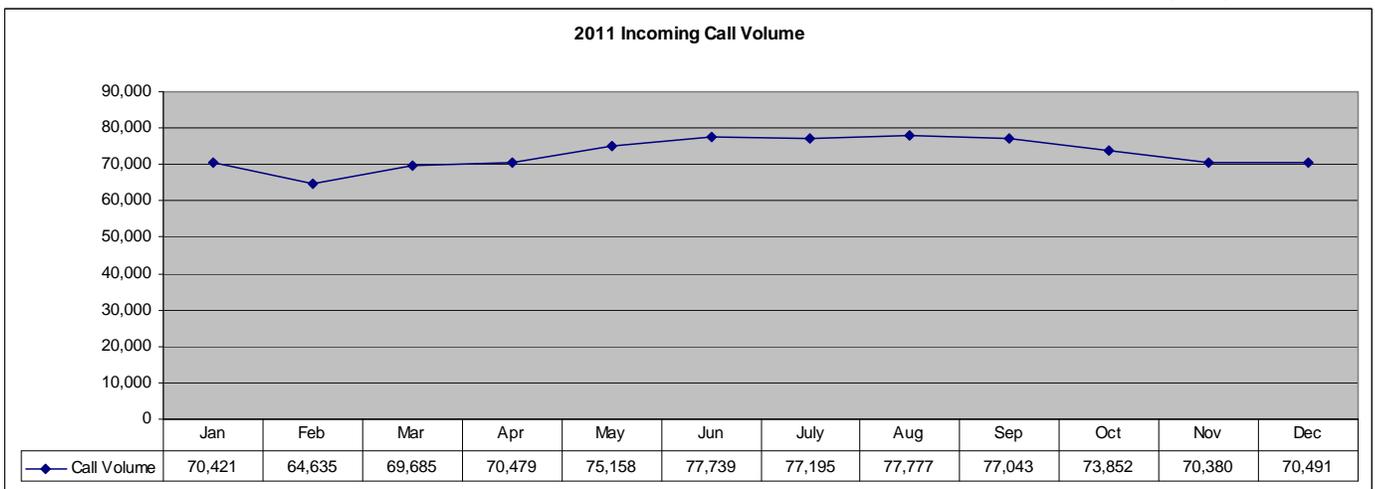
The "+/-" represent the change in data from the previous month.

**Telephone System Statistics**

**Incoming Call Volume\***

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

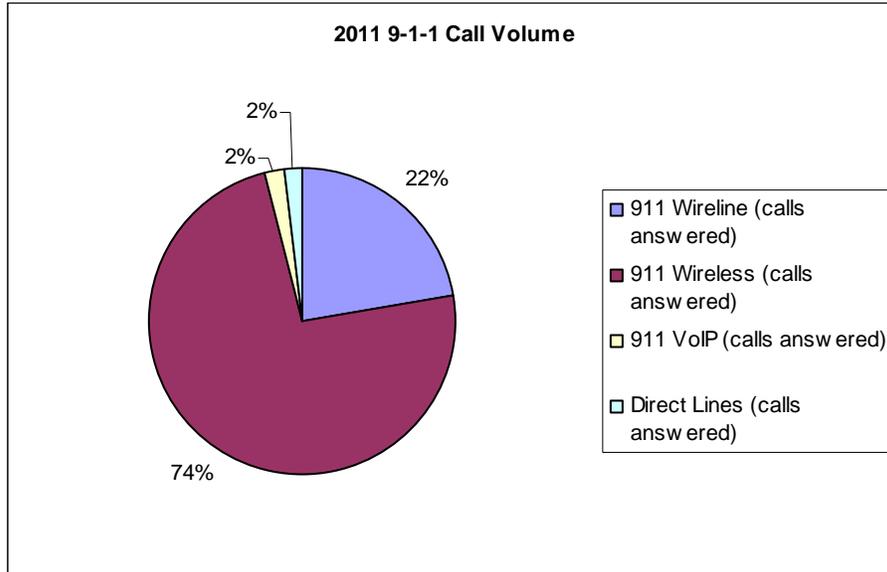
Emergency 9-1-1.....	32,383 (+626)
<i>(includes Wireline, Wireless, Voice over Internet Protocol (VoIP))</i>	
10 Digit Emergency Number.....	6,380 (+18)
Non-Emergency Number.....	30,867 (-557)
Non-Emergency Tow Line.....	526 (+6)
Calls from the media (includes print, TV, radio, internet, etc.).....	335 (+18)
<b>Total Calls Received from the Public.....</b>	<b>70,419 (+36)</b>



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

9-1-1 Wire Line (calls answered).....	7,055 (+451)
9-1-1 Wireless (calls answered).....	23,202 (+109)
9-1-1 VoIP (calls answered).....	635 (+17)
Direct Lines (calls answered).....	587 (+28)

**Total 9-1-1 answered.....31,479 (+605)**



9-1-1 calls challenged with TDD.....2,764 (+178)

TDD calls where communication was made with the public.....1 (+1)

9-1-1 calls for which the caller hung up/disconnected before the call could be answered.....904 (+20)

Non 9-1-1 calls for which the caller hung up/disconnected before the call could be answered.....1,489 (-235)

Calls for which the caller hung up/disconnected before being sent to a queue.....5,912 (-130)

Number of times the pre-recorded, "All 9-1-1 Lines Are Busy" message played for callers.....2,572 (-213)

**Percent of 9-1-1 calls answered within 10 seconds\*.....91% (0)**

**Percent of 9-1-1 calls answered within 20 seconds\*.....94% (+1%)**

*\* 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\*\*.....93% (+1%)**

**Percent of 9-1-1 calls answered within 40 seconds\*\*.....96% (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.*

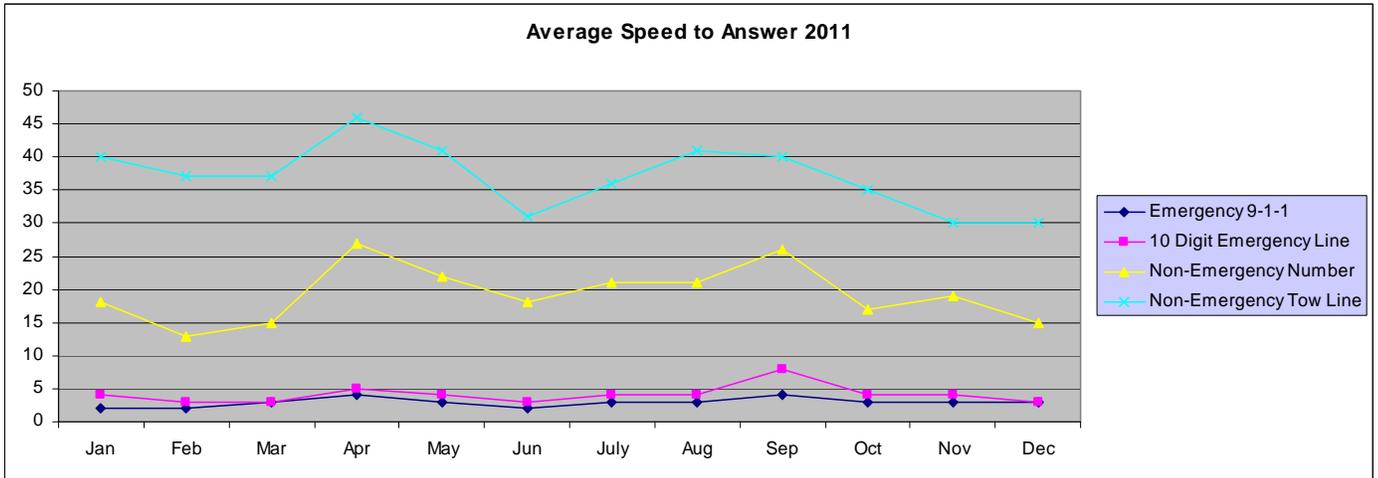
Longest delay in 9-1-1 call being answered.....169 sec/2:49 min

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

Average Speed to Answer (10 Digit Emergency Number).....3 seconds (-1)  
*This includes private alarm companies and other local area public safety communication centers use.*

Average Speed to Answer (Non-Emergency Number).....15 seconds (-4)

Average Speed to Answer (Non-Emergency Tow Line).....30 seconds (0)



### Calls Transferred to Other Agencies

#### Virginia Agencies

Virginia State Police.....1,608 (+56)

Arlington County Police and Fire-Rescue.....182 (+15)

City of Alexandria Police and Fire-Rescue.....180 (-28)

City of Fairfax Police .....419 (+34)

U.S Army Ft. Belvoir Police.....46 (-22)

Town of Herndon Police.....187 (-23)

Town of Vienna Police.....105 (-11)

Loudoun County Sheriff and Fire-Rescue.....86 (-34)

Prince William County Police and Fire-Rescue.....158 (+28)

George Mason University Police.....8 (-2)

Virginia Department of Transportation.....16(-33)

#### Maryland Agencies

Maryland State Police.....24 (-5)

Montgomery County Police and Fire-Rescue.....55 (-10)

Prince George's County Police and Fire-Rescue.....59 (-2)

District of Columbia Police and Fire-Rescue.....63 (+18)

Metropolitan Washington Airport Authority.....190 (-50)

U.S Park Police.....50 (-9)

**Calls Requiring *Language Line* Interpretation.....1,061 (+112)**  
 Average length of language interpretation calls..... 7.0 min (+0.1 min)  
 Hours spent utilizing language interpretation..... 123 hours\*  
 (+14 hours)  
*\*This equates to a call taker being on the telephone for 5.1 days.*

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

Police Department Events  
 Entered by DPSC call takers/dispatchers.....25,030 (+595)  
 Initiated by police units in the field and controlled by DPSC dispatchers  
 .....51,534 (+2,835)  
 Average Call Processing time (location verification to event entry)  
 .....46.2 sec  
 (-0.6 sec)  
 Priority 1 Dispatch Processing time (event entry to unit dispatch)  
 .....44.7 sec  
 (+3.7 sec)  
 Priority 2 Dispatch Processing time (event entry to unit dispatch)  
 .....1:45 min  
 (-3 sec)

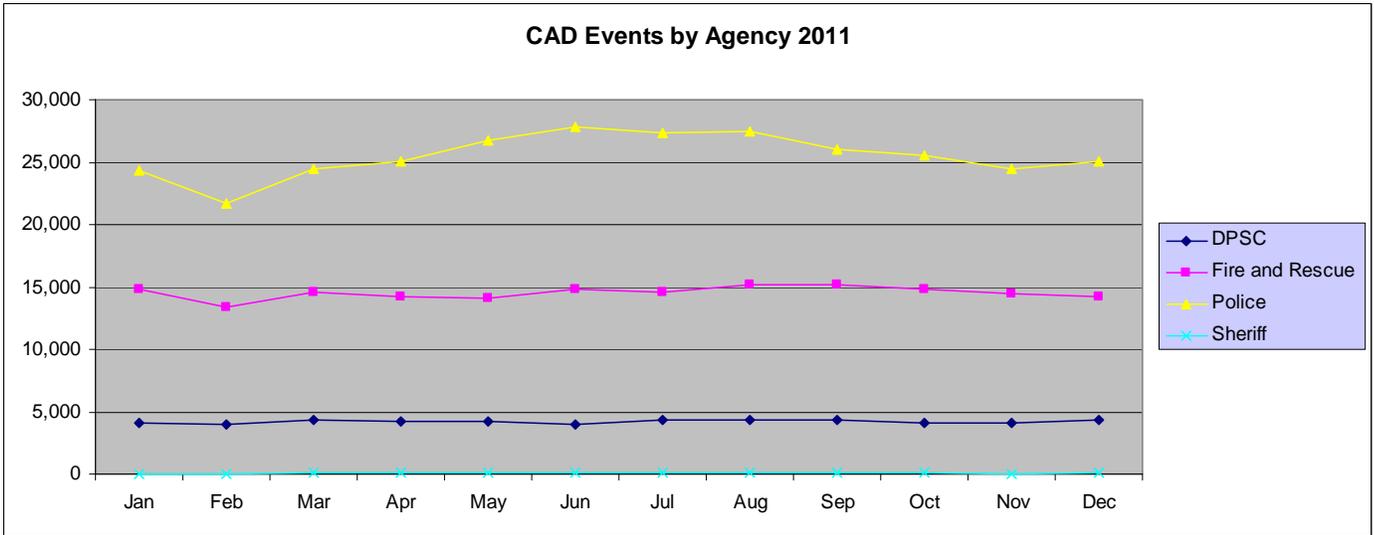
DPSC Tow Events  
 Entered by DPSC call takers.....4,324 (+260)

Fire-Rescue Department Events  
 Entered by DPSC call takers/dispatchers.....14,186 (-307)  
 Initiated by fire-rescue units in the field and controlled by DPSC dispatchers  
 .....285 (+1)  
 Average Call Processing time (location verification to event entry)  
 .....1:09 min (+2 sec)

Total number of Advanced Life Support (ALS) and Basic Life Support (BLS) events created and  
 controlled by DPSC (based on event closure).....4,841 (+219)  
 Average Call/Dispatch Processing time for ALS events\* .....1:58 min  
 (-2 sec)  
 Average Call/Dispatch Processing time for BLS events\* .....2:41 min  
 (+4 sec)

\* Processing time defined as location verification to unit dispatched

Sheriff's Office Events  
 Entered by DPSC call takers/dispatchers.....80 (+25)  
 Initiated by sheriff units in the field and controlled by DPSC dispatchers  
 .....392 (-79)



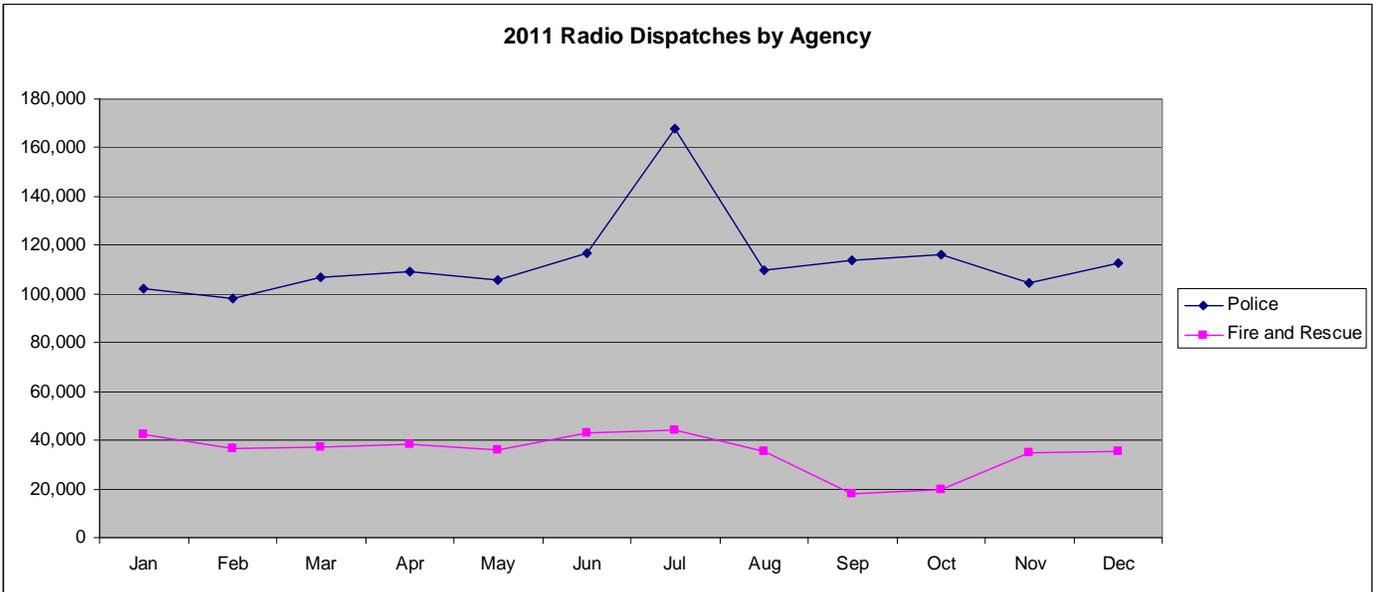
**Radio Systems Statistics**

Radio transmissions made to police units.....112,372 (+8,012)

Radio transmissions made to fire-rescue units.....35,312 (+202)

**Total radio transmissions made to police and fire-rescue units.....147,684 (+8,214)**

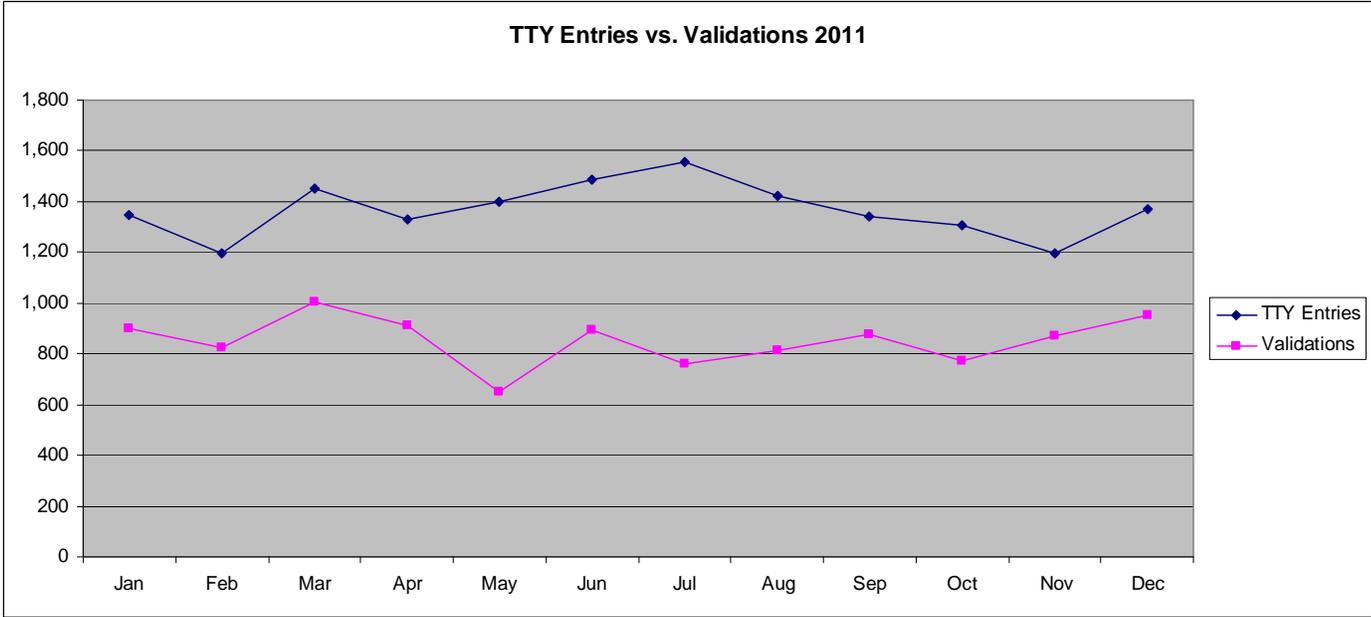
**Total radio transmission time in hours.....326 (+19)**



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

Entries made by DPSC Teletype Operators.....1,372 (+174)

**Total Validation Record Checks.....955 (+84)**

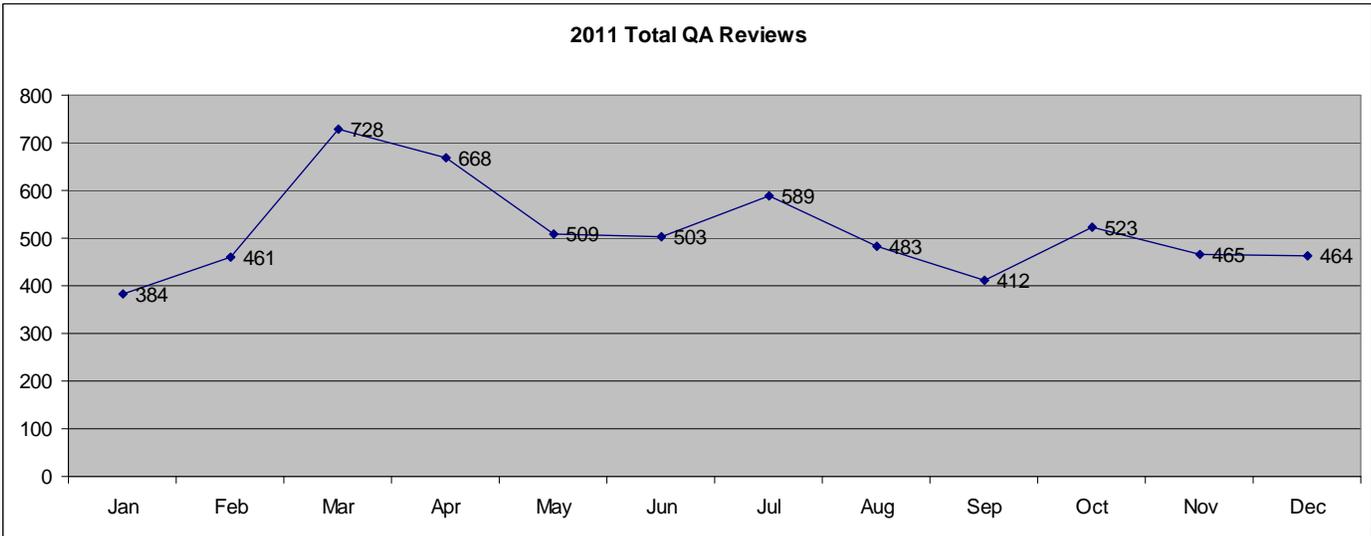


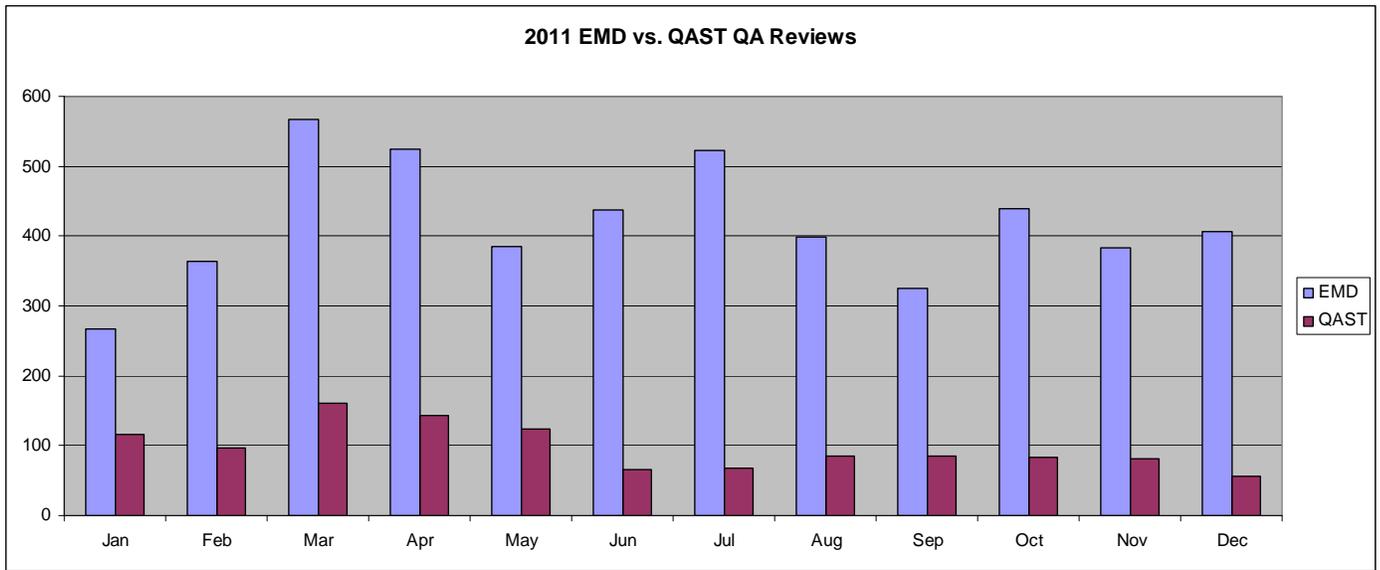
**Quality Assurance Statistics**

Number of Post Incident Emergency Medical Dispatch/Pre-Arrival Instruction Reviews Conducted .....407 (+24)

Number of Post Incident Police/Fire-Rescue/General Information Quality Assurance Reviews Conducted.....57 (-25)

Total Quality Assurance Reviews by DPSC.....464 (-1)

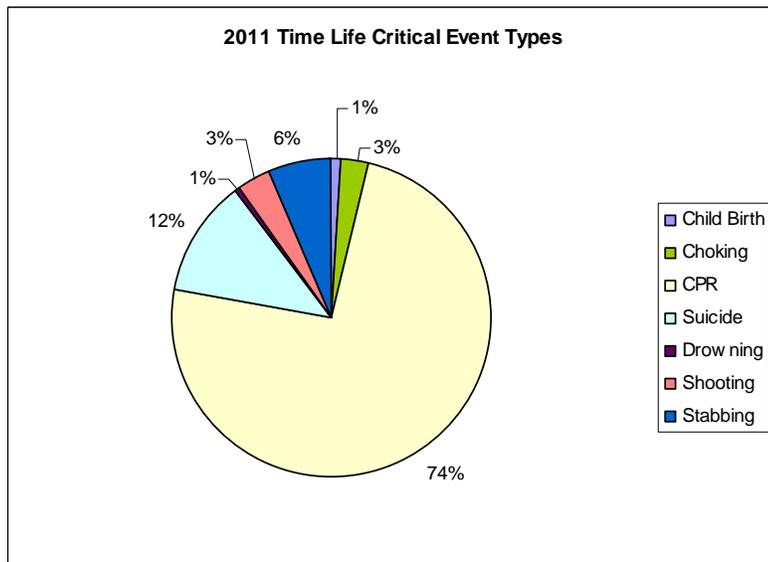




**Critical Life Threatening/Life Saving Events\***

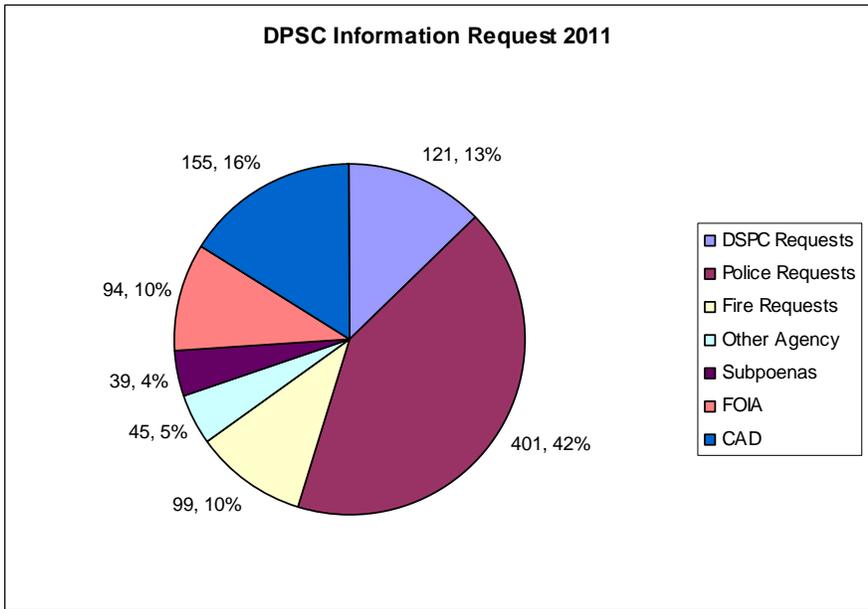
Child Birth Delivery Events.....	1 (+1)
Choking Events.....	2 (+1)
CPR Events.....	139 (+24)
Attempted Suicide Events.....	22 (0)
Drowning Events.....	0 (0)
Shooting Events.....	4 (+1)
Stabbing Events.....	10 (+1)

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



**Release of Information Requests**

DPSC Audio Recording Requests.....	20 (+12)
Police Department Audio Recording Requests.....	29 (+8)
Fire-Rescue Department Audio Recording Requests.....	11 (+4)
Other Agency Audio Recording Requests.....	5 (+3)
Number of Subpoenas Requests.....	7 (+3)
Freedom of Information Act Requests.....	4 (-4)
CAD Requests.....	17 (+12)
<b>Total Requests.....</b>	<b>93 (+38)</b>



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

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

**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**

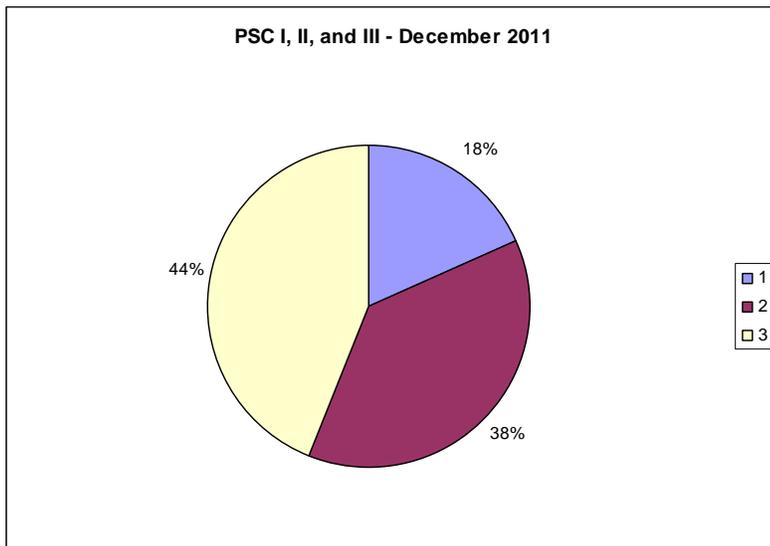
PSC (I, II, III).....	33 (+3)
Assistant Supervisors.....	1 (0)
Lead Supervisors.....	0 (0)
Administration.....	2 (0)
 Total Vacant.....	 36 (+3)

**Promotions**

PSC II.....	3 (+1)
PSC III.....	0 (-1)
PSC IV.....	0 (0)
PSC V.....	0 (0)
Administration.....	0 (0)
 Total.....	 3 (0)

**Public Safety Communicators (PSC) by Rank**

PSC I.....	26 (-6)
PSC II.....	53 (+2)
PSC III.....	62 (0)



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

5 years.....	0 (-2)
10 years.....	0 (0)
15 years.....	0(0)
20 years.....	0 (0)
25 years.....	0 (0)
30 plus years.....	0 (0)

**Agency Separations**

Retirements.....	0 (0)
Terminations	
During PSCAD.....	2 (+2)
During On the Job Training.....	1(0)
During Probationary Period.....	0 (-1)
After Probationary Period.....	0 (-2)
Agency Retention Rate.....	82% (-2%)

**Number of Personnel in the Deferred Retirement Option Program (DROP) Program: 3 (-1)**

- 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 .....	109 (-522)
Number of Resumes Processed/Evaluated.....	109 (-522)
Number of Organizational Compatibility Tests Administered.....	148 (+22)
Number of Acceptable Organizational Compatibility Tests.....	57 (+12)
Number of Computer-based Job Simulation Tests Administered.....	52 (+18)
Number of Acceptable Computer-based Job Simulation Tests.....	26 (+8)
Number of Background Investigations Administered.....	11 (+3)
Number of successful Background Investigations.....	8(+2)
Number of Polygraph Examinations Administered.....	20 (+12)
Number of Successful Polygraph Examinations.....	15 (+11)
Number of Panel Interviews Conducted.....	0 (0)
Number of Recommended Panel Interviews.....	0 (0)
Number of Pre-Employment Medical Tests Administered.....	0 (0)
Number of Employees Hired.....	0 (0)