

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



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.

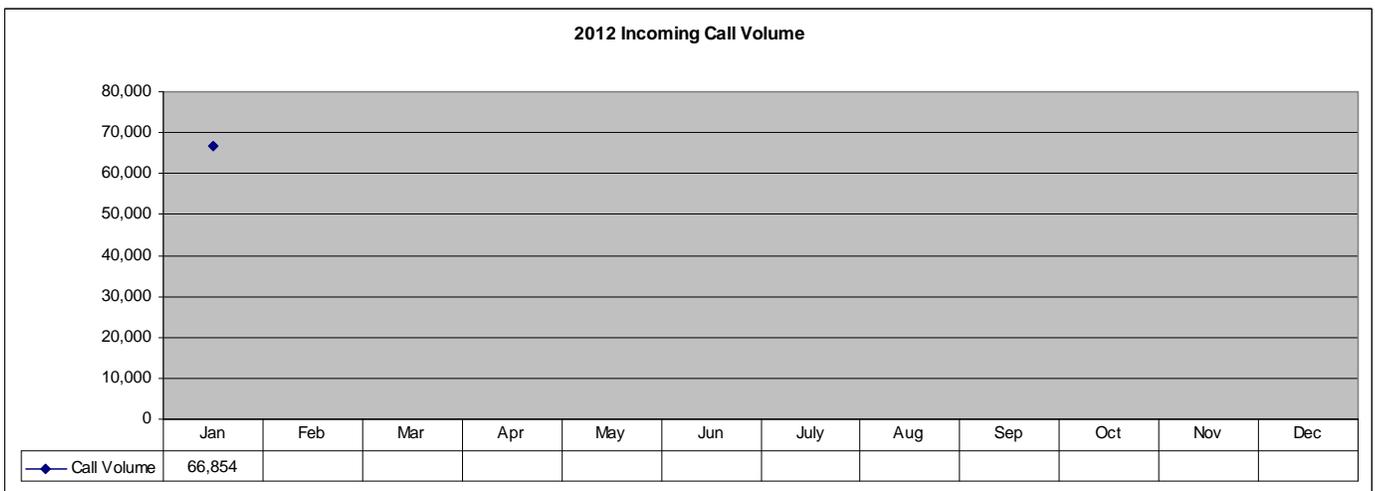
The "+/-" represent the change in data from the previous month.

Telephone System Statistics

Incoming Call Volume*

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

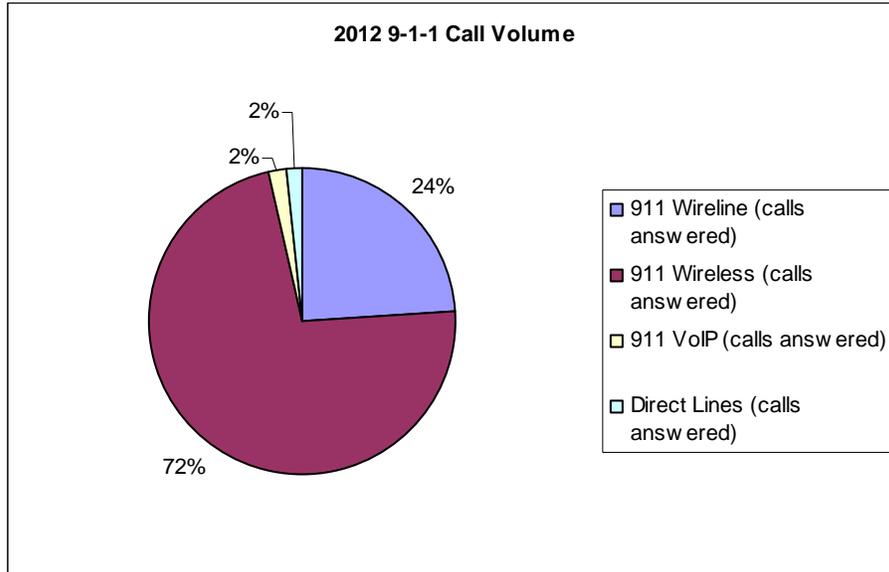
Emergency 9-1-1.....	29,869
<i>(includes Wireline, Wireless, Voice over Internet Protocol (VoIP))</i>	
10 Digit Emergency Number.....	6,146
Non-Emergency Number.....	29,904
Non-Emergency Tow Line.....	542
Calls from the media (includes print, TV, radio, internet, etc.).....	393
Total Calls Received from the Public.....	66,854



Selected 9-1-1 Call Volume

9-1-1 Wire Line (calls answered).....	6,959
9-1-1 Wireless (calls answered).....	21,126
9-1-1 VoIP (calls answered).....	606
Direct Lines (calls answered).....	480

Total 9-1-1 answered.....29,171



9-1-1 calls challenged with TDD.....2,745

TDD calls where communication was made with the public.....1

9-1-1 calls for which the caller hung up/disconnected before the call could be answered.....698

Non 9-1-1 calls for which the caller hung up/disconnected before the call could be answered.....1,396

Calls for which the caller hung up/disconnected before being sent to a queue.....6,090

Number of times the pre-recorded, "All 9-1-1 Call Takers Are Busy" message played for callers.....1,839

Percent of 9-1-1 calls answered within 10 seconds*.....93%

Percent of 9-1-1 calls answered within 20 seconds*.....95%

** 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.....94%**

Percent of 9-1-1 calls answered within 40 seconds.....97%**

***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.*

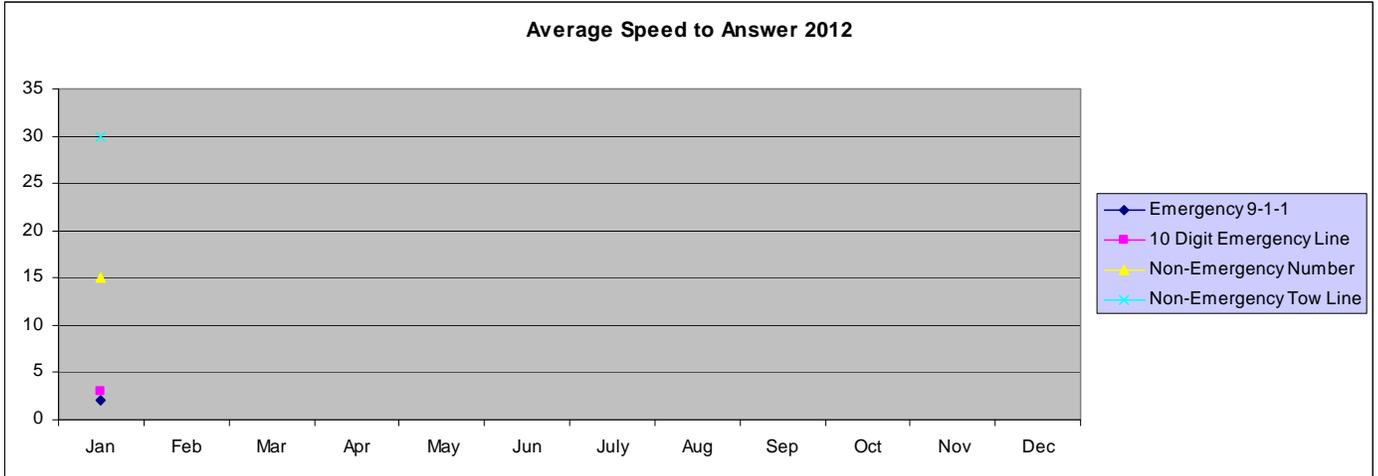
Longest delay in 9-1-1 call being answered.....173 sec/2:53 min

Average Speed to Answer (Emergency 9-1-1).....2 seconds

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

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

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



Calls Transferred to Other Agencies

Virginia Agencies

Virginia State Police.....	1,355
Arlington County Police and Fire-Rescue.....	168
City of Alexandria Police and Fire-Rescue.....	216
City of Fairfax Police	280
U.S Army Ft. Belvoir Police.....	43
Town of Herndon Police.....	163
Town of Vienna Police.....	90
Loudoun County Sheriff and Fire-Rescue.....	80
Prince William County Police and Fire-Rescue.....	140
George Mason University Police.....	3
Virginia Department of Transportation.....	14

Maryland Agencies

Maryland State Police.....	25
Montgomery County Police and Fire-Rescue.....	31
Prince George's County Police and Fire-Rescue.....	59

District of Columbia Police and Fire-Rescue.....44

Metropolitan Washington Airport Authority.....164

U.S Park Police.....42

Calls Requiring <i>Language Line</i> Interpretation.....	965
Average length of language interpretation calls.....	7.2 min
Hours spent utilizing language interpretation.....	116 hours*
(+14 hours)	
<i>*This equates to a call taker being on the telephone for 4.8 days.</i>	

Computer Aided Dispatch (CAD) System Statistics

Police Department Events

Entered by DPSC call takers/dispatchers.....	23,203
Initiated by police units in the field and controlled by DPSC dispatchers	
.....	53,403
Average Call Processing time (location verification to event entry)	
.....	41.6 sec
Priority 1 Dispatch Processing time (event entry to unit dispatch)	
.....	54.2 sec
Priority 2 Dispatch Processing time (event entry to unit dispatch)	
.....	3:51 min

DPSC Tow Events

Entered by DPSC call takers.....	4,491
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Fire-Rescue Department Events

Entered by DPSC call takers/dispatchers.....	13,776
Initiated by fire-rescue units in the field and controlled by DPSC dispatchers	
.....	272
Average Call Processing time (location verification to event entry)	
.....	1:09 min

Total number of Advanced Life Support (ALS) and Basic Life Support (BLS) events created and controlled by DPSC (based on event closure).....4,982

 Average Call/Dispatch Processing time for ALS events*.....1:58 min

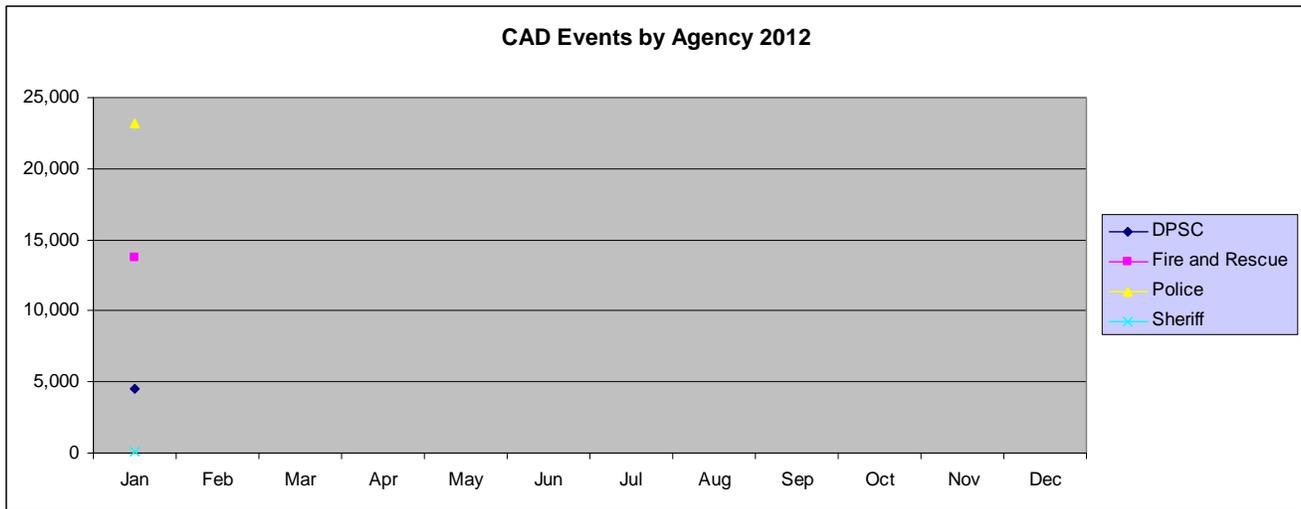
 Average Call/Dispatch Processing time for BLS events*.....2:42 min

** Processing time defined as location verification to unit dispatched*

Sheriff's Office Events

 Entered by DPSC call takers/dispatchers.....98

Initiated by sheriff units in the field and controlled by DPSC dispatchers
496



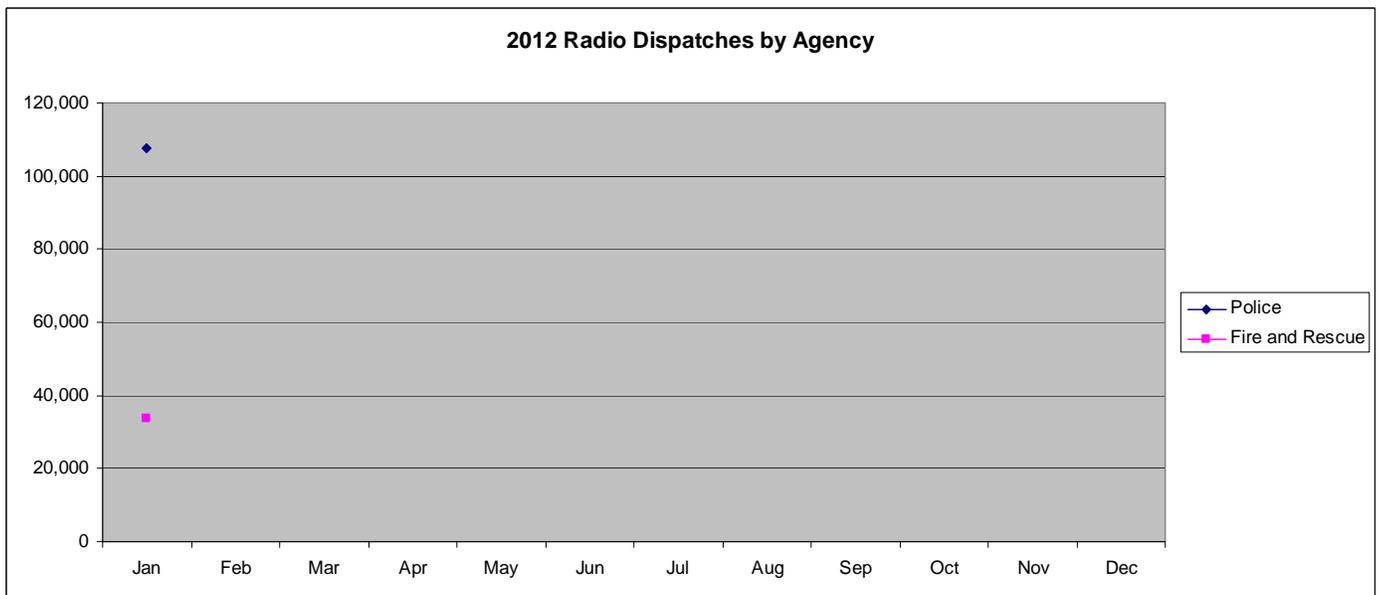
Radio Systems Statistics

Radio transmissions made to police units.....107,595

Radio transmissions made to fire-rescue units.....33,540

Total radio transmissions made to police and fire-rescue units.....141,135

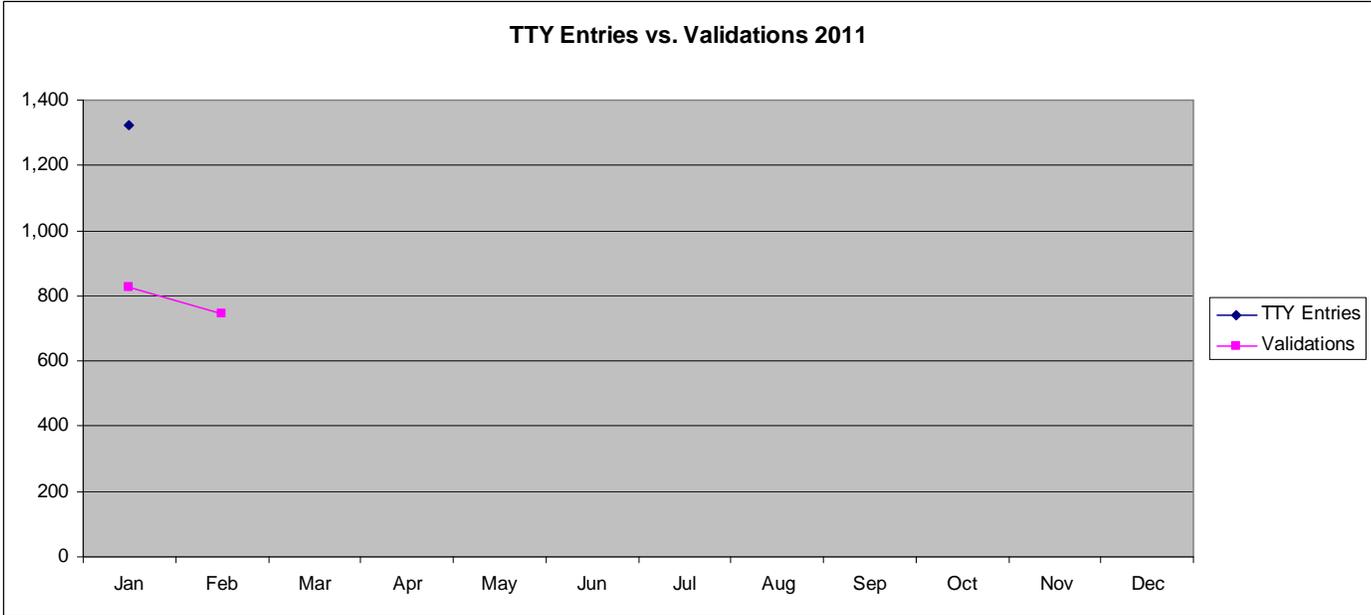
Total radio transmission time in hours.....316



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

Entries made by DPSC Teletype Operators.....1,321

Total Validation Record Checks.....825



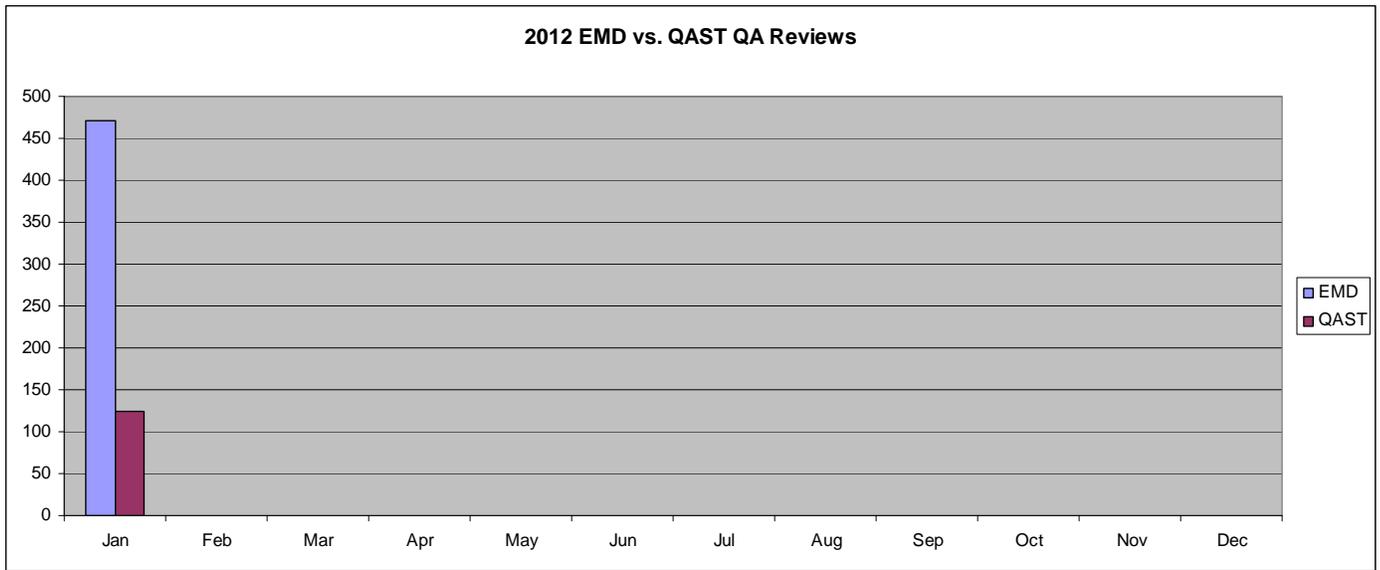
Quality Assurance Statistics

Number of Post Incident Emergency Medical Dispatch/Pre-Arrival Instruction Reviews Conducted471

Number of Post Incident Police/Fire-Rescue/General Information Quality Assurance Reviews Conducted.....125

Total Quality Assurance Reviews by DPSC.....596

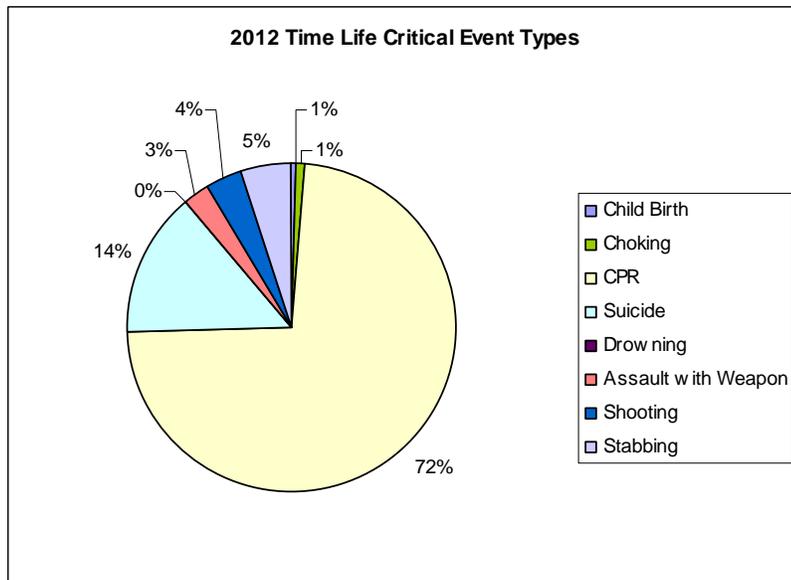




Critical Life Threatening/Life Saving Events*

Child Birth Delivery Events.....	1
Choking Events.....	1
CPR Events.....	117
Attempted Suicide Events.....	23
Drowning Events.....	0
Assault with Weapon.....	4
Shooting Events.....	6
Stabbing Events.....	8

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



Release of Information Requests

DPSC Audio Recording Requests.....5

Police Department Audio Recording Requests.....46

Fire-Rescue Department Audio Recording Requests.....7

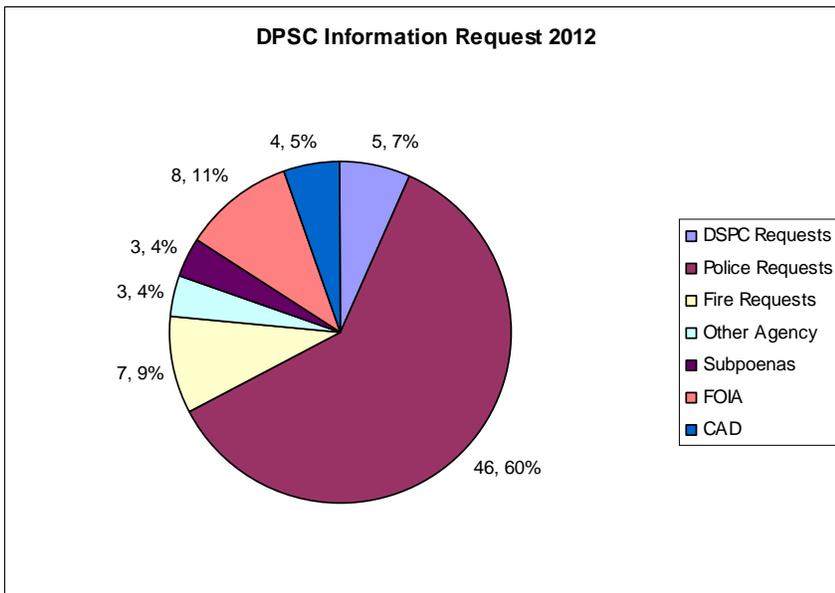
Other Agency Audio Recording Requests.....3

Number of Subpoenas Requests.....3

Freedom of Information Act Requests.....8

CAD Requests.....4

Total Requests.....76



Specific Event Reward and Recognition Program (nominations received)

Number of Life Saving Awards.....1

Number of Child Birth Delivery Awards.....1

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

Number of Helping Hand Awards.....2

Number of Outstanding Support Awards.....0

Total Number of Specific Event Recognition Awards.....4

Human Resources

Authorized Organizational Strength

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

Vacant Positions

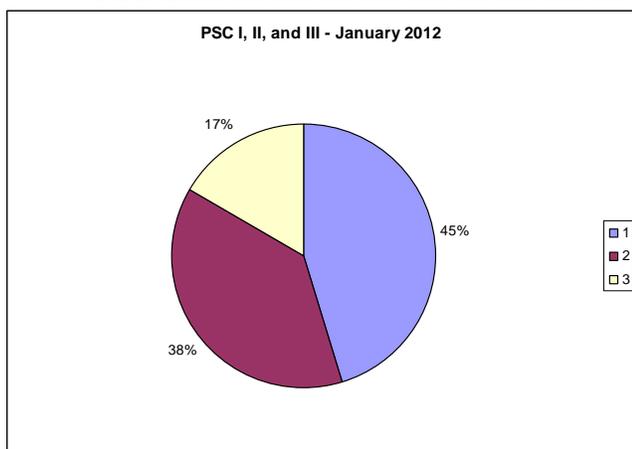
PSC (I, II, III).....	34
Assistant Supervisors.....	1
Lead Supervisors.....	0
Administration.....	1
 Total Vacant.....	 36

Promotions

PSC II.....	1
PSC III.....	1
PSC IV.....	0
PSC V.....	0
Administration.....	0
 Total.....	 2

Public Safety Communicators (PSC) by Rank

PSC I.....	23
PSC II.....	52
PSC III.....	62



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

5 years.....	2
10 years.....	1
15 years.....	0
20 years.....	1

25 years.....	0
30 plus years.....	0

Agency Separations

Retirements.....	0
Terminations	
During PSCAD.....	0
During On the Job Training.....	0
During Probationary Period.....	0
After Probationary Period.....	1
Agency Retention Rate.....	82%

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

- 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	0
Number of Resumes Processed/Evaluated.....	0
Number of Organizational Compatibility Tests Administered.....	0
Number of Acceptable Organizational Compatibility Tests.....	0
Number of Computer-based Job Simulation Tests Administered.....	0
Number of Acceptable Computer-based Job Simulation Tests.....	0
Number of Background Investigations Administered.....	18
Number of successful Background Investigations.....	9
Number of Polygraph Examinations Administered.....	20
Number of Successful Polygraph Examinations.....	13
Number of Panel Interviews Conducted.....	8
Number of Recommended Panel Interviews.....	15
Number of Pre-Employment Medical Tests Administered.....	6
Number of Employees Hired.....	6