

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

**Telephone System Statistics**

**Incoming Call Volume\***

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

|   |               |
|---|---------------|
| Emergency 9-1-1.....  | 31,000        |
| <i>(includes Wireline, Wireless, Voice over Internet Protocol (VoIP))</i> |               |
| 10 Digit Emergency Number.....  | 6,686         |
| Non-Emergency Number.....   | 30,993        |
| Non-Emergency Tow Line.....   | 631           |
| Calls from the media (includes print, TV, radio, internet, etc.).....     | 375           |
| <b>Total Calls Received from the Public.....</b>                          | <b>69,685</b> |

**Selected Call Volume**

|  |               |
|--|---------------|
| 9-1-1 Wire Line (calls answered).....  | 7,165         |
| 9-1-1 Wireless (calls answered).....   | 22,080        |
| 9-1-1 VoIP (calls answered).....   | 538           |
| Direct Lines (calls answered).....   | 457           |
| <b>Total 9-1-1 answered.....</b>   | <b>30,240</b> |
| 9-1-1 calls challenged with TDD.....   | 2,822         |
| TDD calls where communication was made with the public.....                                  | 0             |
| 9-1-1 calls for which the caller hung up/disconnected before the call could be answered..... | 760           |

Non 9-1-1 calls for which the caller hung up/disconnected before the call could be answered.....1,354

Calls for which the caller hung up/disconnected before being sent to a queue.....5,958

Number of times the pre-recorded, "All 9-1-1 Lines Are Busy" message played for callers.....2,318

**Percent of 9-1-1 calls answered within 10 seconds\* .....92%**

*\* 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 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 between 11 seconds and 20 seconds.....94%**

**Longest delay in 9-1-1 call being answered.....226 sec/3:46 min**

**Average Speed to Answer (Emergency 9-1-1)..... 3 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).....37 seconds**

**Calls Transferred to Other Agencies**

Virginia Agencies

Virginia State Police.....1,619

Arlington County Police and Fire-Rescue.....156

City of Alexandria Police and Fire-Rescue.....192

City of Fairfax Police .....396

U.S Army Ft. Belvoir Police.....48

Town of Herndon Police.....227

Town of Vienna Police.....103

Loudoun County Sheriff and Fire-Rescue.....87

Prince William County Police and Fire-Rescue.....178

George Mason University Police.....11

Virginia Department of Transportation.....24

Maryland Agencies

Maryland State Police.....22

Montgomery County Police and Fire-Rescue.....49

Prince George's County Police and Fire-Rescue.....40

District of Columbia Police and Fire-Rescue.....42

Metropolitan Washington Airport Authority.....23

U.S Park Police.....56

**Calls Requiring *Language Line* Interpretation.....1005**  
Average length of language interpretation calls..... 7.0 min  
Hours spent utilizing language interpretation..... 117 hours\*  
*\*This equates to a call taker being on the telephone for 4.9 days.*

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

Police Department Events

Entered by DPSC call takers/dispatchers.....24,492  
Initiated by police units in the field and controlled by DPSC dispatchers  
.....54,864  
Average Call Processing time (location verification to event entry)  
.....49.9 sec  
Priority 1 Dispatch Processing time (event entry to unit dispatch)  
.....44.6 sec  
Priority 2 Dispatch Processing time (event entry to unit dispatch)  
.....3:08 min

DPSC Tow Events

Entered by DPSC call takers.....4,389

Fire-Rescue Department Events

Entered by DPSC call takers/dispatchers.....14,536  
Initiated by fire-rescue units in the field and controlled by DPSC dispatchers  
.....285  
Average Call Processing time (location verification to event entry)  
.....1:10 min

Total number of Advanced Life Support (ALS) and Basic Life Support (BLS) events created and controlled by DPSC.....4,752

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

Average Call/Dispatch Processing time for BLS events\* .....2:47 min

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

Sheriff's Office Events

Entered by DPSC call takers/dispatchers.....88  
Initiated by sheriff units in the field and controlled by DPSC dispatchers  
.....655

**Radio Systems Statistics**

Radio transmissions made to police units.....106,943

Radio transmissions made to fire-rescue units.....37,329

**Total radio transmissions made to police and fire-rescue units.....144,272**

**Total radio transmission time in hours.....274**

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

Entries made by DPSC Teletype Operators.....1,450

Total Validation Record Checks.....1,006

**Quality Assurance Statistics**

Number of Post Incident Emergency Medical Dispatch/Pre-Arrival Instruction Reviews Conducted .....565

*In compliance with American Society for Testing and Materials (ASTM) Standard 1560 that mandates that an agency quality assurance program shall review, at a minimum, 7 to 10% of EMD calls.*

Number of Post Incident Police/Fire-Rescue/General Information Quality Assurance Reviews Conducted.....161

Total Quality Assurance Reviews by DPSC.....726

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

Child Birth Delivery Events.....2

Choking Events.....1

CPR Events.....98

Attempted Suicide Events.....16

Drowning Events.....0

Shooting Events.....8

Stabbing Events.....7

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

**Release of Information Requests**

DPSC Audio Recording Requests.....6

Police Department Audio Recording Requests.....48

Fire-Rescue Department Audio Recording Requests.....19

Other Agency Audio Recording Requests.....3

Number of Subpoenas Requests.....1

Freedom of Information Act Requests.....14

CAD Requests.....12

**Total Requests.....103**

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

Number of Life Saving Awards.....0

Number of Child Birth Delivery Awards.....0

Number of Exceptional Performance during a High Risk Incident Awards.....1

Number of Helping Hand Awards.....0

Number of Outstanding Support Awards.....0

**Total Number of Specific Event Recognition Awards.....1**

**Human Resources**

**Authorized Organizational Strength**

Operational.....183

    PSC (I, II, III).....158

    Assistant Supervisors.....20

    Lead Supervisors.....5

Administration.....21

Total.....204

**Vacant Positions**

PSC (I, II, III).....20

Assistant Supervisors.....0

Lead Supervisors.....0

Administration.....3

**Promotions**

PSC II.....0

PSC III.....0

PSC IV.....0

PSC V.....0

Administration.....0

**Total.....0**

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

5 years.....

10 years.....0

15 years.....0

20 years.....0

25 years.....1

30 plus years.....0

**Agency Separations**

|                                 |     |
|---------------------------------|-----|
| Retirements.....                | 0   |
| Terminations                    |     |
| During PSCAD.....               | 1   |
| During On the Job Training..... | 0   |
| During Probationary Period..... | 0   |
| After Probationary Period.....  | 0   |
| Agency Retention Rate.....      | 90% |

**Number of Personnel in the Deferred Retirement Option Program (DROP) Program: 4**

- 1 retiring in June 2011
- 1 retiring in July 2011
- 1 retiring in August 2011
- 1 retiring in November 2012

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

|   |     |
|---|-----|
| Number of Resumes Received: .....                               | 535 |
| Number of Resumes Processed/Evaluated.....                      | 503 |
| Number of Qualified Resumes.....                                | 503 |
| Number of Organizational Compatibility Tests Administered.....  | 79  |
| Number of Acceptable Organizational Compatibility Tests.....    | 32  |
| Number of Computer-based Job Simulation Tests Administered..... | 18  |
| Number of Acceptable Computer-based Job Simulation Tests.....   | 5   |
| Number of Panel Interviews Conducted.....                       | 0   |
| Number of Recommended Panel Interviews.....                     | 0   |
| Number of Polygraph Examinations Administered.....              | 0   |
| Number of Successful Polygraph Examinations.....                | 0   |
| Number of Background Investigations Administered.....           | 0   |
| Number of successful Background Investigations.....             | 0   |
| Number of Employees Hired.....                                  | 0   |