

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

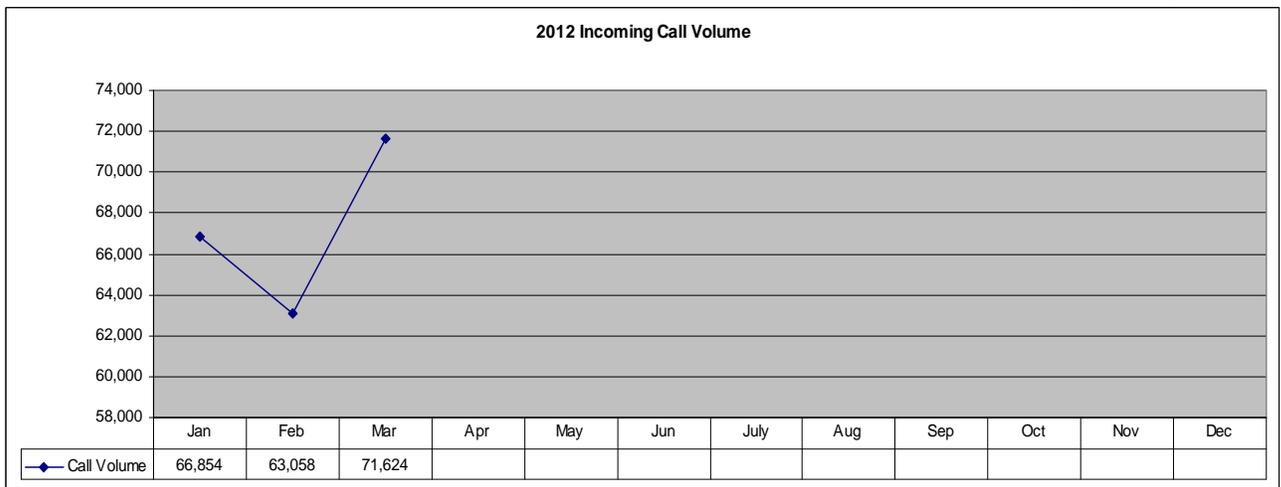
The "+/-" represent the change in data from the previous month.

**Telephone System Statistics**

**Incoming Call Volume\***

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

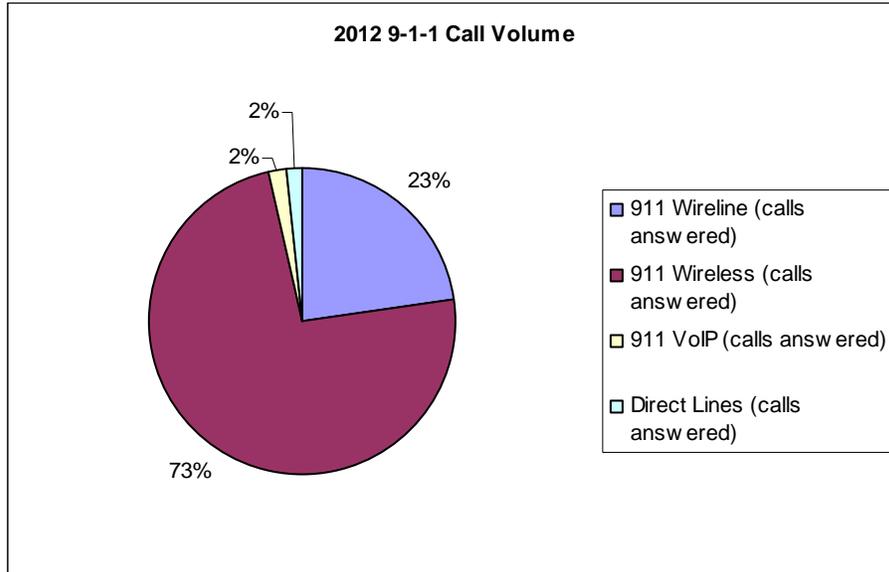
Emergency 9-1-1.....	32,416 (+4,172)
<i>(includes Wireline, Wireless, Voice over Internet Protocol (VoIP))</i>	
10 Digit Emergency Number.....	6,419 (+572)
Non-Emergency Number.....	31,928 (+3,784)
Non-Emergency Tow Line.....	558 (+43)
Calls from the media (includes print, TV, radio, internet, etc.).....	303 (-5)
<b>Total Calls Received from the Public.....</b>	<b>71,624 (+8,566)</b>



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

9-1-1 Wire Line (calls answered).....	7,012 (+702)
9-1-1 Wireless (calls answered).....	23,505 (+3,097)
9-1-1 VoIP (calls answered).....	611 (+104)
Direct Lines (calls answered).....	567 (+93)

**Total 9-1-1 answered.....31,695 (+3,996)**



9-1-1 calls challenged with TDD.....3,110 (+453)

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.....721 (+196)

Non 9-1-1 calls for which the caller hung up/disconnected before the call could be answered.....1,219 (+429)

Calls for which the caller hung up/disconnected before being sent to a queue.....5,693 (+343)

Number of times the pre-recorded, "All 9-1-1 Call Takers Are Busy" message played for callers.....2,019 (+830)

**Percent of 9-1-1 calls answered within 10 seconds\*.....93% (-2%)**

**Percent of 9-1-1 calls answered within 20 seconds\*.....95% (-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\*\*.....94% (-2%)**

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

*\*\*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.*

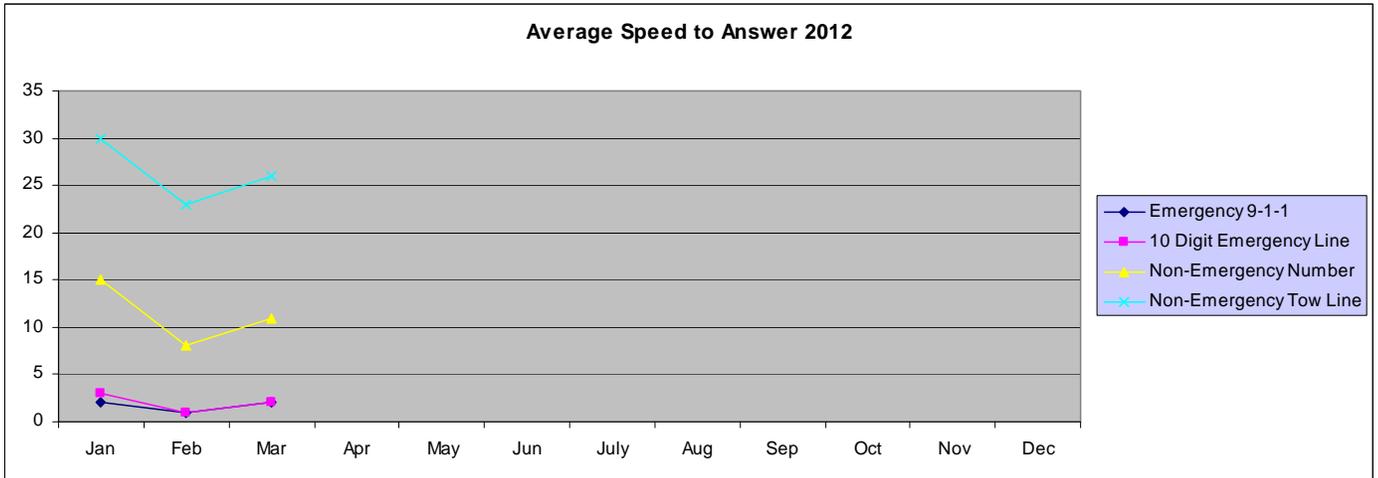
Longest delay in 9-1-1 call being answered.....142 sec/2:22 min

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

Average Speed to Answer (10 Digit Emergency Number).....2 sec (+1 sec)  
*This includes private alarm companies and other local area public safety communication centers use.*

Average Speed to Answer (Non-Emergency Number).....11 sec (+3 sec)

Average Speed to Answer (Non-Emergency Tow Line).....26 sec (+3 sec)



### Calls Transferred to Other Agencies

#### Virginia Agencies

Virginia State Police.....1,545 (+304)

Arlington County Police and Fire-Rescue.....193 (+31)

City of Alexandria Police and Fire-Rescue.....207 (+37)

City of Fairfax Police .....391 (+69)

U.S Army Ft. Belvoir Police.....58 (-11)

Town of Herndon Police.....196 (+32)

Town of Vienna Police.....123 (+36)

Loudoun County Sheriff and Fire-Rescue.....94 (-3)

Prince William County Police and Fire-Rescue.....155 (+31)

George Mason University Police.....15 (+3)

Virginia Department of Transportation.....18 (-6)

#### Maryland Agencies

Maryland State Police.....21 (-8)

Montgomery County Police and Fire-Rescue.....40 (+8)

Prince George's County Police and Fire-Rescue.....51 (+10)

District of Columbia Police and Fire-Rescue.....38 (-13)

Metropolitan Washington Airport Authority.....193 (+17)

U.S Park Police.....48 (+1)

**Calls Requiring *Language Line* Interpretation.....902 (+1)**  
 Average length of language interpretation calls..... 7.2 min (+0.2 min)  
 Hours spent utilizing language interpretation..... 108 hours\*  
 (+3 hours)  
*\*This equates to a call taker being on the telephone for 4.5 days.*

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

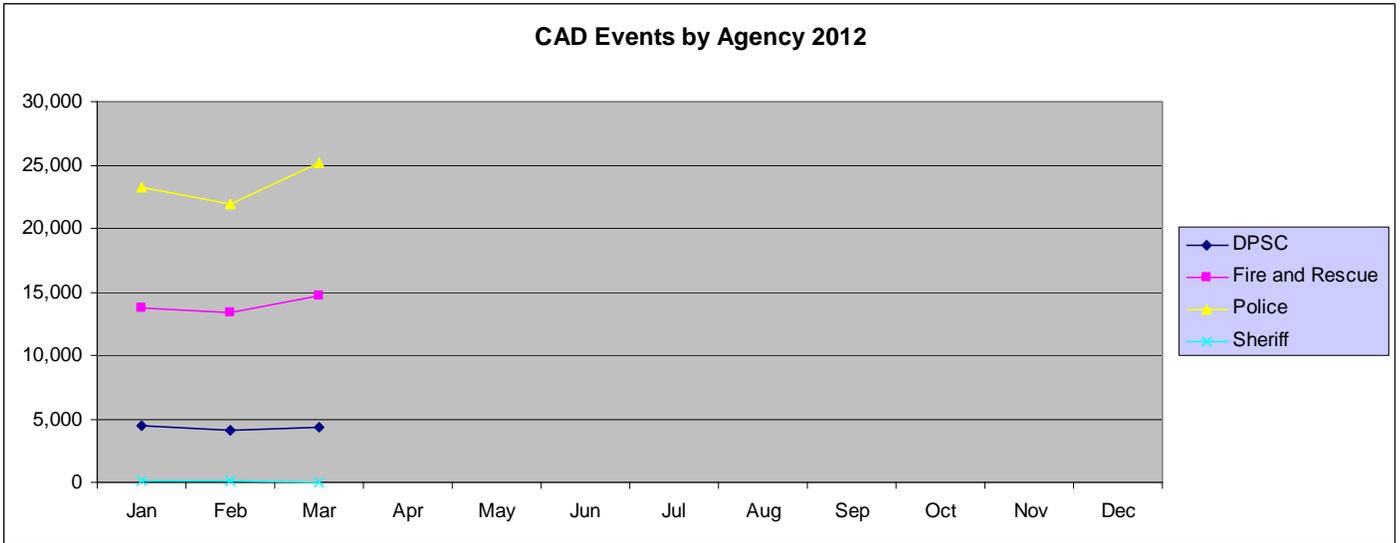
Police Department Events  
 Entered by DPSC call takers/dispatchers.....25,226 (+3,350)  
 Initiated by police units in the field and controlled by DPSC dispatchers  
 .....54,100 (+1,983)  
 Average Call Processing time (location verification to event entry)  
 .....41.9 sec (+1.6 sec)  
 Priority 1 Dispatch Processing time (event entry to unit dispatch)  
 .....79.0 sec (-5.4 sec)  
 Priority 2 Dispatch Processing time (event entry to unit dispatch)  
 .....2:00 min (-52.5 sec)

DPSC Tow Events  
 Entered by DPSC call takers.....4,313 (+203)

Fire-Rescue Department Events  
 Entered by DPSC call takers/dispatchers.....14,677 (+1,273)  
 Initiated by fire-rescue units in the field and controlled by DPSC dispatchers  
 .....398 (-1)  
 Average Call Processing time (location verification to event entry)  
 .....1:08 min (+0.6 sec)

Total number of Advanced Life Support (ALS) and Basic Life Support (BLS) events created and controlled by DPSC (based on event closure).....5,129 (+411)  
 Average Call/Dispatch Processing time for ALS events\* .....1:58 min (+10 sec)  
 Average Call/Dispatch Processing time for BLS events\* .....2:40 min (+3 sec)  
*\* Processing time defined as location verification to unit dispatched*

Sheriff's Office Events  
 Entered by DPSC call takers/dispatchers.....43 (-18)  
 Initiated by sheriff units in the field and controlled by DPSC dispatchers  
 .....572 (+46)



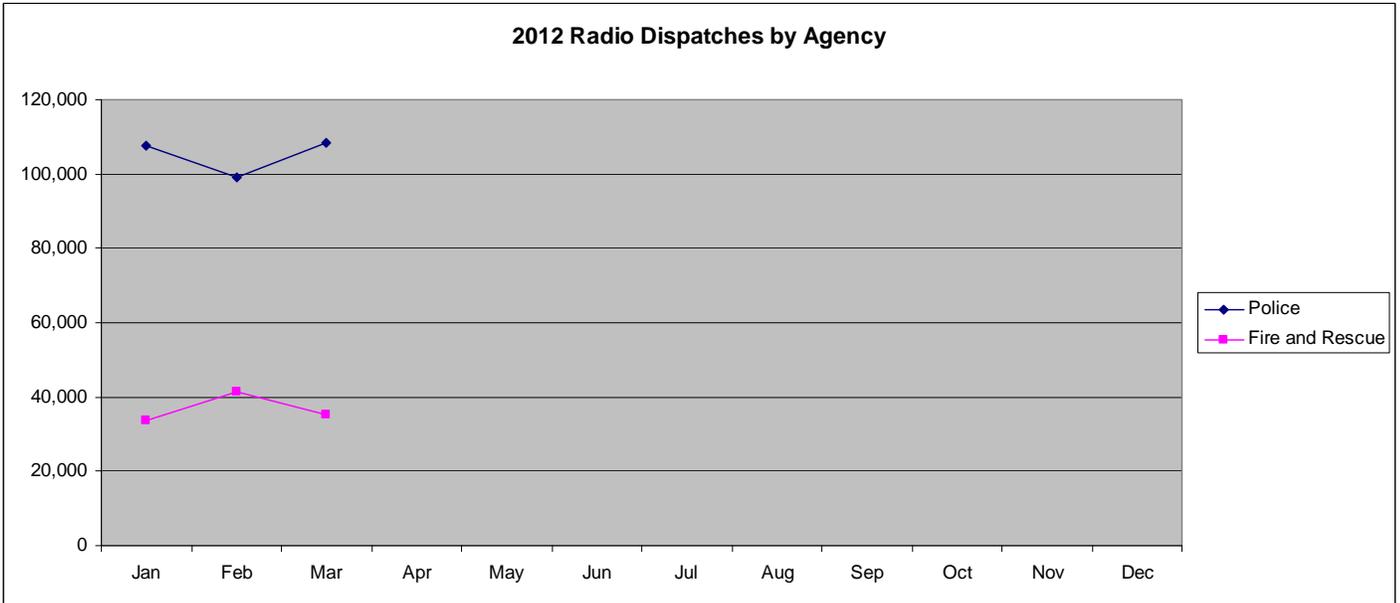
**Radio Systems Statistics**

Radio transmissions made to police units.....108,517 (+9,326)

Radio transmissions made to fire-rescue units.....35,251 (-5,996)

**Total radio transmissions made to police and fire-rescue units.....143,768 (+3,330)**

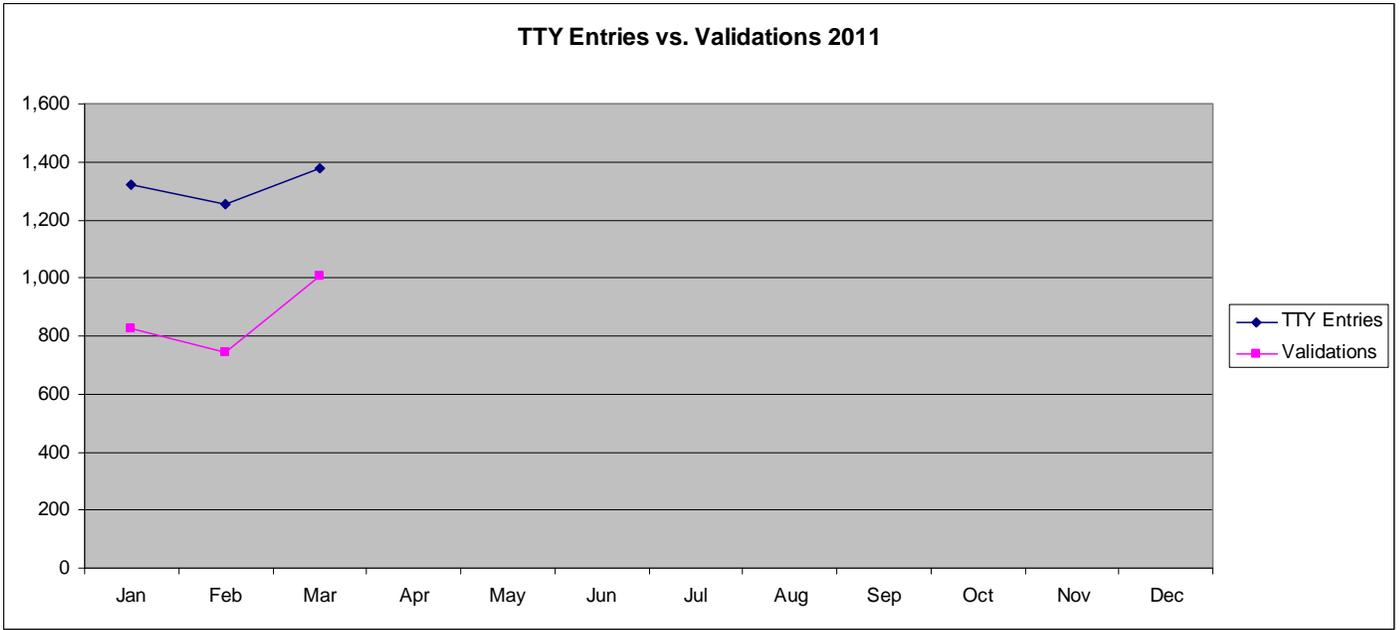
**Total radio transmission time in hours.....325 (+29)**



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

Entries made by DPSC Teletype Operators.....1,376 (+123)

**Total Validation Record Checks.....1,009 (+265)**

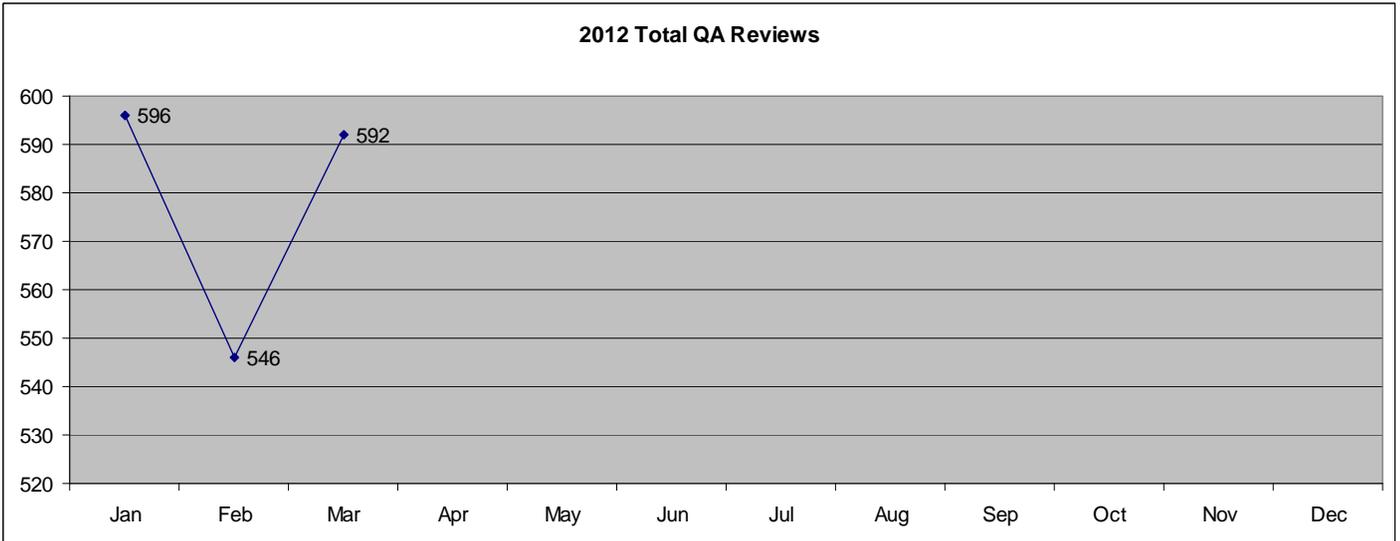


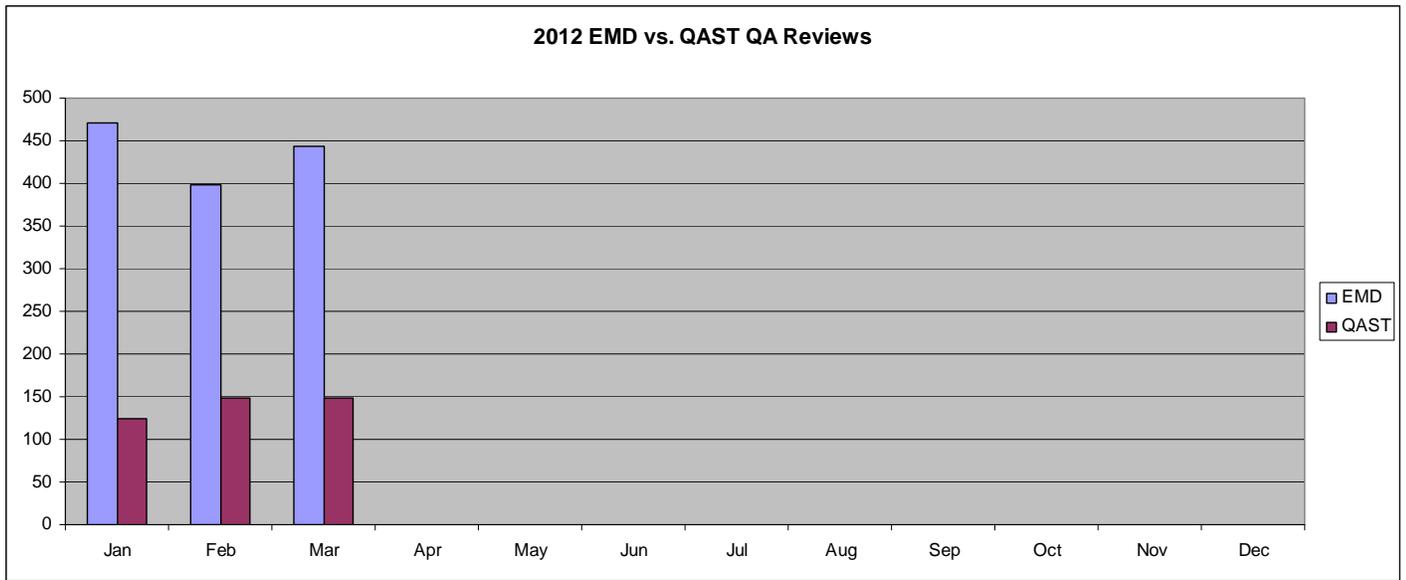
**Quality Assurance Statistics**

Number of Post Incident Emergency Medical Dispatch/Pre-Arrival Instruction Reviews Conducted .....443 (+45)

Number of Post Incident Police/Fire-Rescue/General Information Quality Assurance Reviews Conducted.....149 (+1)

Total Quality Assurance Reviews by DPSC.....592 (+46)

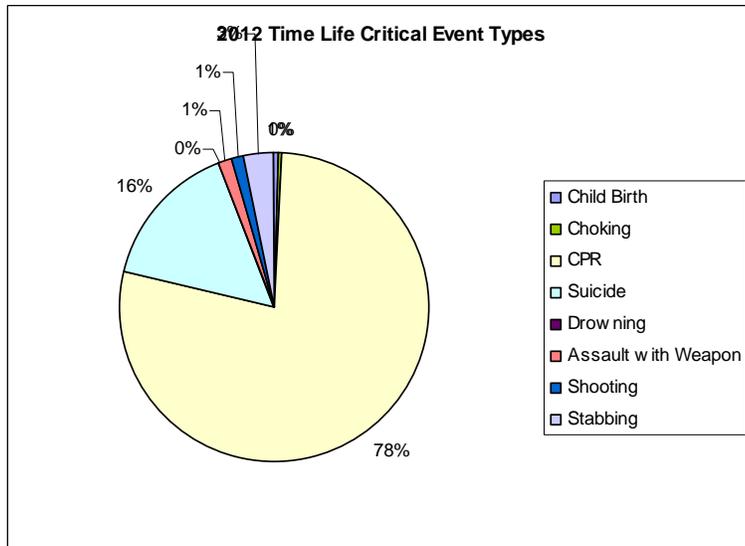




**Critical Life Threatening/Life Saving Events\***

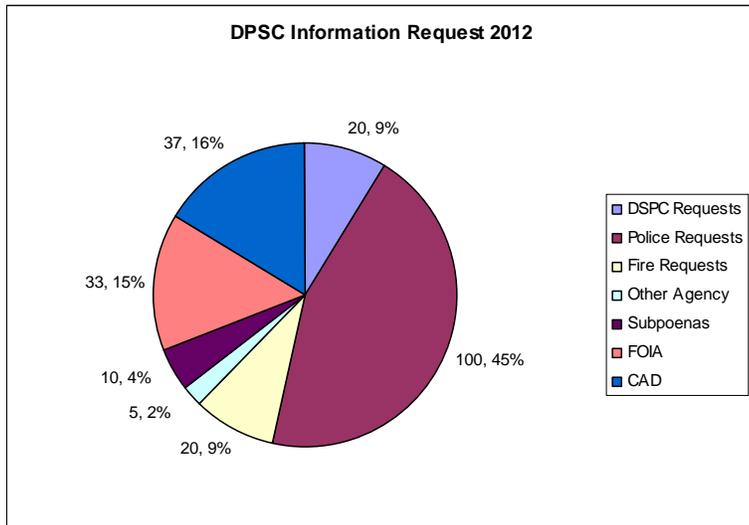
Child Birth Delivery Events.....	2 (+2)
Choking Events.....	0 (0)
CPR Events.....	131 (+16)
Attempted Suicide Events.....	20 (+10)
Drowning Events.....	0 (0)
Assault with Weapon.....	1 (0)
Shooting Events.....	1 (+1)
Stabbing Events.....	4 (+2)

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



**Release of Information Requests**

DPSC Audio Recording Requests.....	9 (+3)
Police Department Audio Recording Requests.....	22 (+10)
Fire-Rescue Department Audio Recording Requests.....	7 (+1)
Other Agency Audio Recording Requests.....	1 (0)
Number of Subpoenas Requests.....	5 (+3)
Freedom of Information Act Requests.....	14 (+3)
CAD Requests.....	18 (+3)
<b>Total Requests.....</b>	<b>76 (+3)</b>



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

Number of Life Saving Awards.....	1 (0)
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.....	1 (0)
Number of Outstanding Support Awards.....	0 (0)
<b>Total Number of Specific Event Recognition Awards.....</b>	<b>4 (+2)</b>

## 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

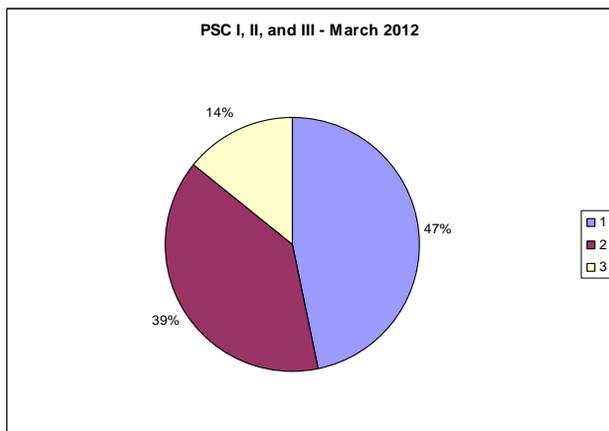
PSC (I, II, III).....	34 (+4)
Assistant Supervisors.....	1 (0)
Lead Supervisors.....	0 (0)
Administration.....	1 (0)
 Total Vacant.....	 36 (+4)

### Promotions

PSC II.....	1 (-1)
PSC III.....	1 (+1)
PSC IV.....	0 (0)
PSC V.....	0 (0)
Administration.....	0 (0)
 Total.....	 2 (0)

### Public Safety Communicators (PSC) by Rank

PSC I.....	19 (-1)
PSC II.....	52 (-2)
PSC III.....	62 (-1)



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

5 years.....	4 (+4)
10 years.....	0 (0)
15 years.....	0 (-1)
20 years.....	0 (0)
25 years.....	0 (0)

30 plus years.....0 (0)

**Agency Separations**

Retirements.....0 (0)  
Terminations  
    During PSCAD.....0 (-1)  
    During On the Job Training.....0 (0)  
    During Probationary Period.....1 (0)  
    After Probationary Period.....3 (+3)  
Agency Retention Rate.....82% (-2%)

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

Number of Resumes Received .....494 (+494)  
Number of Resumes Processed/Evaluated.....433 (+433)  
Number of Organizational Compatibility Tests Administered.....165 (+165)  
    Number of Acceptable Organizational Compatibility Tests.....62 (+62)  
Number of Computer-based Job Simulation Tests Administered.....4 (+4)  
    Number of Acceptable Computer-based Job Simulation Tests.....3 (+3)  
Number of Background Investigations Administered.....3 (+3)  
    Number of successful Background Investigations.....0 (0)  
Number of Polygraph Examinations Administered.....0 (0)  
    Number of Successful Polygraph Examinations.....0 (0)  
Number of Panel Interviews Conducted.....0 (-7)  
    Number of Recommended Panel Interviews.....0 (0)  
Number of Pre-Employment Medical Tests Administered.....0 (0)  
Number of Employees Hired.....0 (-4)