

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

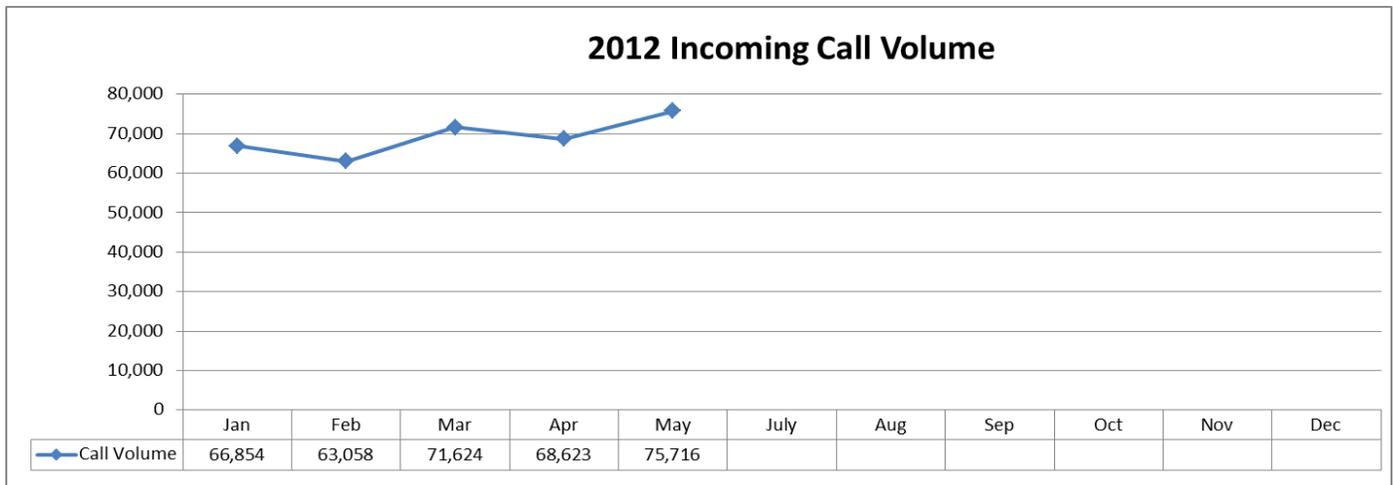
The “+/-“ represent the change in data from the previous month.

Telephone System Statistics

Incoming Call Volume*

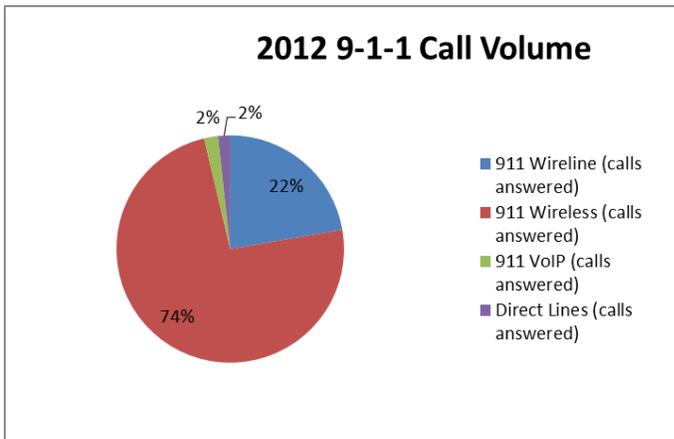
**Includes calls that disconnected from queue before being answered*

Emergency 9-1-1.....	33,514 (+2,886)
<i>(includes Wireline, Wireless, Voice over Internet Protocol (VoIP))</i>	
10 Digit Emergency Number.....	6,334 (+436)
Non-Emergency Number.....	34,923 (+3,772)
Non-Emergency Tow Line.....	570 (-54)
Calls from the media (includes print, TV, radio, internet, etc.).....	375 (+53)
Total Calls Received from the Public.....	75,716 (+7,093)



Selected 9-1-1 Call Volume

9-1-1 Wire Line (calls answered).....	7,012 (+624)
9-1-1 Wireless (calls answered).....	24,545 (+2,178)
9-1-1 VoIP (calls answered).....	668 (+60)
Direct Lines (calls answered).....	556 (+39)
Total 9-1-1 answered.....	32,781 (+2,901)



9-1-1 calls challenged with TDD.....3,273 (+367)

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.....733 (-15)

Non 9-1-1 calls for which the caller hung up/disconnected before the call could be answered.....1,207 (-192)

Calls for which the caller hung up/disconnected before being sent to a queue.....5,781 (+298)

Number of times the pre-recorded, "All 9-1-1 Call Takers Are Busy" message played for callers.....2,053 (-420)

Calls Transferred to Other Agencies

Virginia Agencies

Virginia State Police.....1,465 (-35)
 Arlington County Police and Fire-Rescue.....198 (+18)
 City of Alexandria Police and Fire-Rescue.....198 (-3)
 City of Fairfax Police424 (+19)
 U.S Army Ft. Belvoir Police.....42 (-14)
 Town of Herndon Police.....215 (+38)
 Town of Vienna Police.....111 (+17)
 Loudoun County Sheriff and Fire-Rescue.....124 (+12)
 Prince William County Police and Fire-Rescue.....174 (+27)
 George Mason University Police.....17 (+8)
 Virginia Department of Transportation.....21 (+1)

Maryland Agencies

Maryland State Police.....25 (-12)
 Montgomery County Police and Fire-Rescue.....40 (-1)
 Prince George's County Police and Fire-Rescue.....59 (+7)

District of Columbia Police and Fire-Rescue.....35 (-12)

Metropolitan Washington Airport Authority.....196 (-32)

U.S Park Police.....82 (+28)

Calls Requiring Language Line Interpretation.....982 (-19)

Average length of language interpretation calls..... 6.8 (-0.3)

Hours spent utilizing language interpretation.....112 (-7)

**This equates to a call taker being on the telephone for 4.7 days.*

Computer Aided Dispatch (CAD) System Statistics

Police Department Events

Entered by DPSC call takers/dispatchers.....27,664 (+3,175)

Initiated by police units in the field and controlled by DPSC dispatchers

.....55,230 (+4,614)

DPSC Tow Events

Entered by DPSC call takers.....4,687 (+174)

Fire-Rescue Department Events

Entered by DPSC call takers/dispatchers.....15,114 (+1,122)

Initiated by fire-rescue units in the field and controlled by DPSC dispatchers

.....423 (+145)

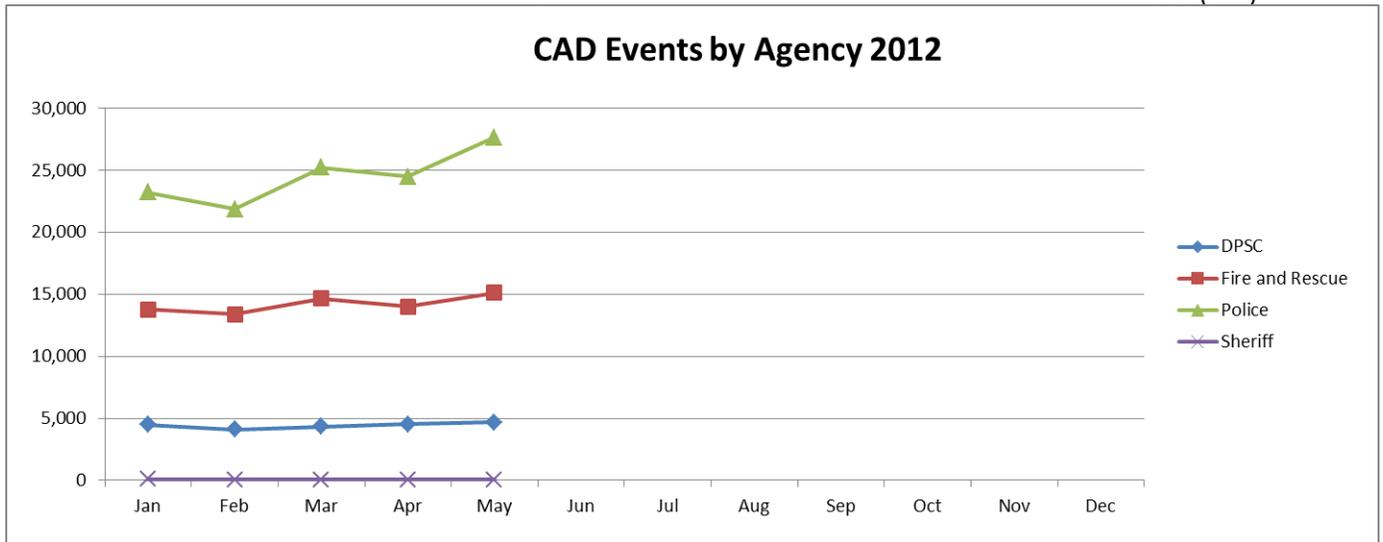
Total number of Advanced Life Support (ALS) and Basic Life Support (BLS) events created and controlled by DPSC (based on event closure).....5,259 (+529)

Sheriff's Office Events

Entered by DPSC call takers/dispatchers.....61 (+17)

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

.....561 (-33)



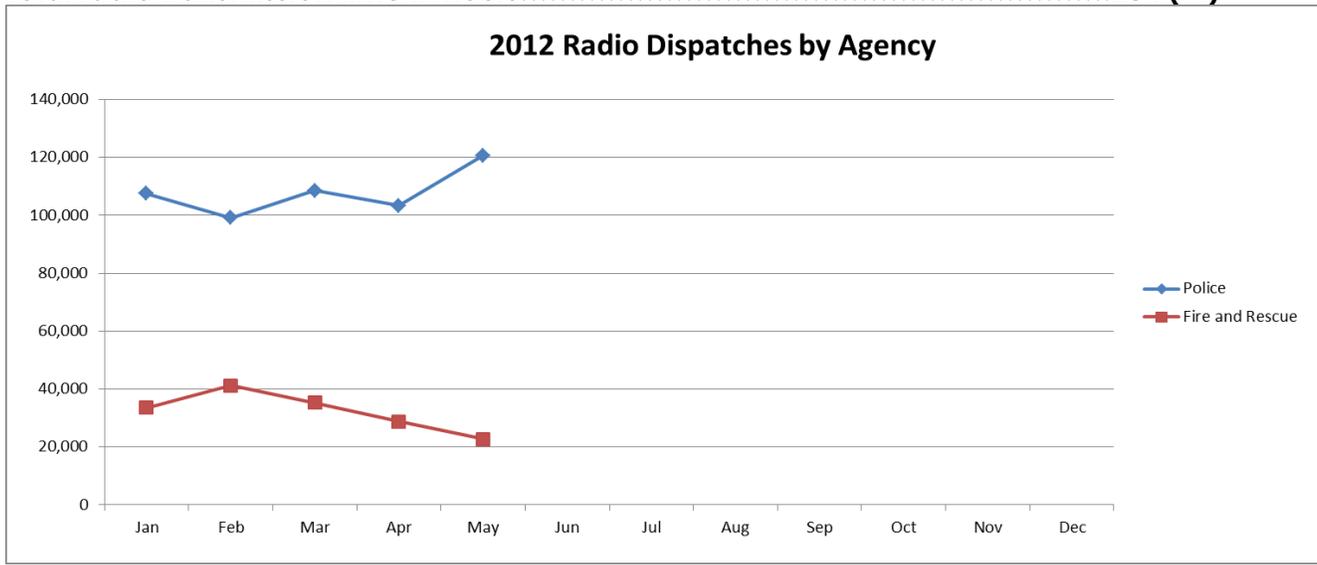
Radio Systems Statistics

Radio transmissions made to police units.....120,747 (+17,376)

Radio transmissions made to fire-rescue units.....22,670 (-6,095)

Total radio transmissions made to police and fire-rescue units.....143,417 (+11,281)

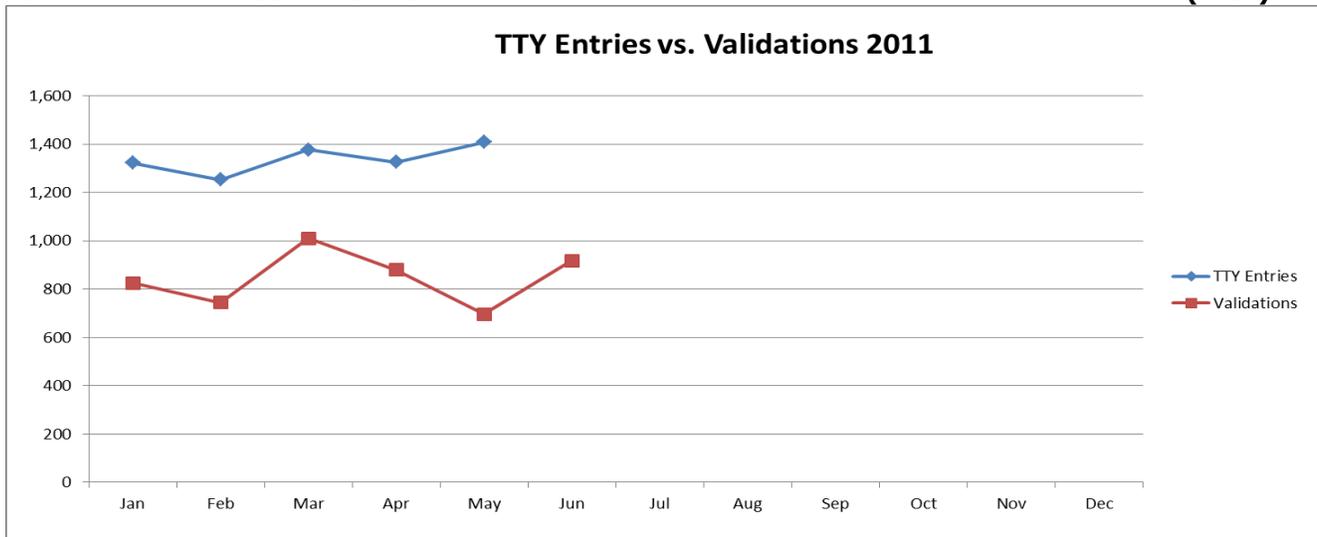
Total radio transmission time in hours.....284 (-4)



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

Entries made by DPSC Teletype Operators.....1,408 (+83)

Total Validation Record Checks.....695 (-184)

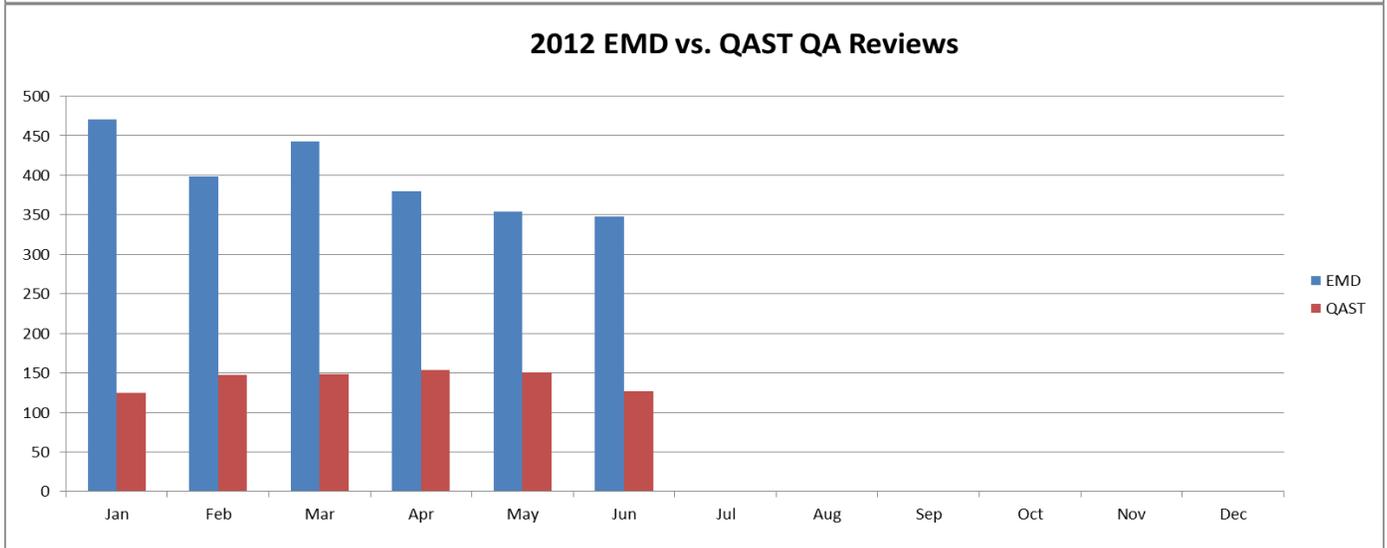
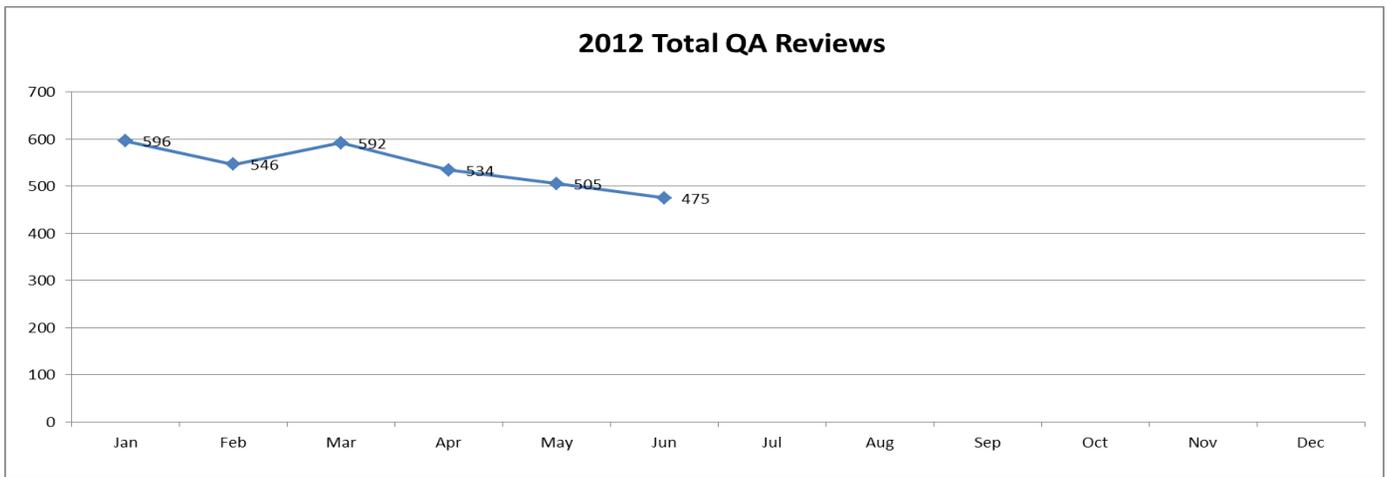


Quality Assurance Statistics

Number of Post Incident Emergency Medical Dispatch/Pre-Arrival Instruction Reviews Conducted354 (-26)

Number of Post Incident Police/Fire-Rescue/General Information Quality Assurance Reviews Conducted.....151 (-3)

Total Quality Assurance Reviews by DPSC.....505 (-29)

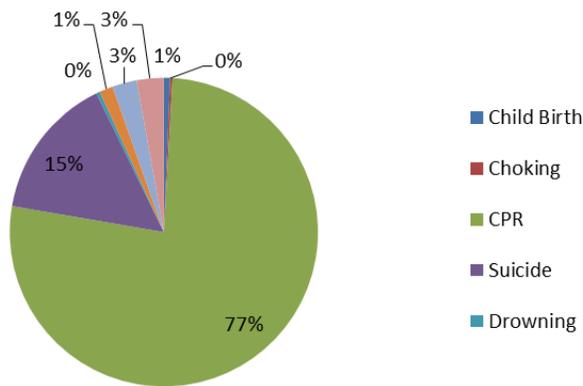


Critical Life Threatening/Life Saving Events*

Child Birth Delivery Events.....	2 (+2)
Choking Events.....	1 (+1)
CPR Events.....	116 (-1)
Attempted Suicide Events.....	22 (0)
Drowning Events.....	3 (+3)
Assault with Weapon.....	3 (+1)
Shooting Events.....	10 (+7)
Stabbing Events.....	5 (+2)

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

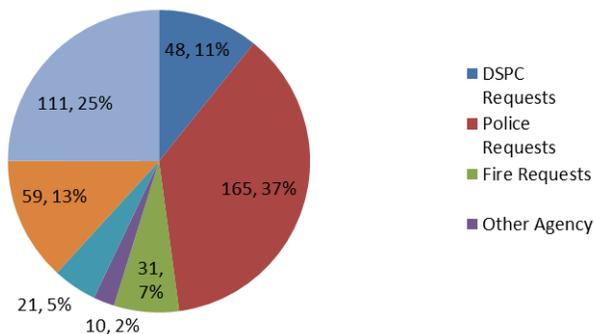
2012 Time Life Critical Event Types



Release of Information Requests

DPSC Audio Recording Requests.....	12 (-4)
Police Department Audio Recording Requests.....	31 (-3)
Fire-Rescue Department Audio Recording Requests.....	4 (-3)
Other Agency Audio Recording Requests.....	3 (+1)
Number of Subpoenas Requests.....	6 (+1)
Freedom of Information Act Requests.....	17 (+8)
CAD Requests.....	48 (+22)
Total Requests.....	121 (+22)

DPSC Information Request 2012



Specific Event Reward and Recognition Program (nominations received)

Number of Life Saving Awards.....	0 (-1)
Number of Child Birth Delivery Awards.....	1 (0)
Number of Exceptional Performance during a High Risk Incident Awards.....	0 (0)
Number of Helping Hand Awards.....	0 (0)
Number of Outstanding Support Awards.....	0 (-1)

Total Number of Specific Event Recognition Awards.....1 (-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

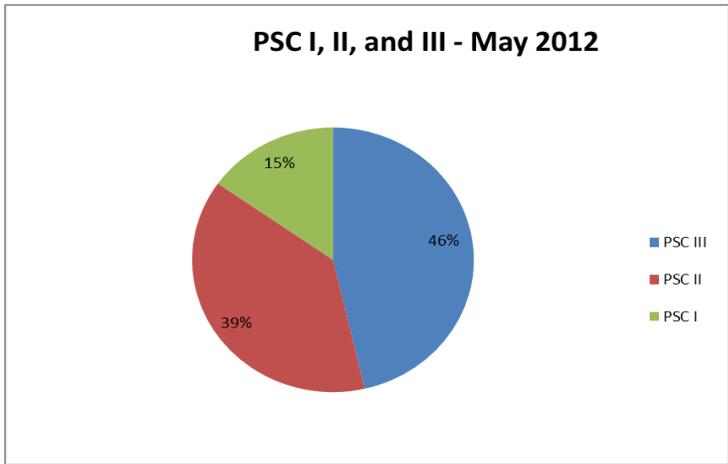
PSC (I, II, III).....	36 (0)
Assistant Supervisors.....	1 (0)
Lead Supervisors.....	0 (0)
Administration.....	1 (0)
Total Vacant.....	38 (0)

Promotions

PSC II.....	1 (0)
PSC III.....	2 (+2)
PSC IV.....	0 (0)
PSC V.....	0 (0)
Administration.....	0 (0)
Total.....	3 (+2)

Public Safety Communicators (PSC) by Rank

PSC I.....	21 (0)
PSC II.....	53 (-1)
PSC III.....	64 (+4)



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

5 years.....	1 (0)
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.....	0 (-1)
After Probationary Period.....	1 (+1)
Agency Retention Rate.....	81% (0%)

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

Number of Resumes Received	0 (0)
Number of Resumes Processed/Evaluated.....	0 (0)
Number of Organizational Compatibility Tests Administered.....	0 (0)
Number of Acceptable Organizational Compatibility Tests.....	0 (0)
Number of Computer-based Job Simulation Tests Administered.....	0 (-41)
Number of Acceptable Computer-based Job Simulation Tests.....	0 (-23)
Number of Background Investigations Administered.....	4 (-12)
Number of successful Background Investigations.....	4 (+1)
Number of Polygraph Examinations Administered.....	9 (-6)
Number of Successful Polygraph Examinations.....	3 (-7)
Number of Panel Interviews Conducted.....	6 (+6)
Number of Recommended Panel Interviews.....	4 (+4)
Number of Pre-Employment Medical Tests Administered.....	8 (+8)
Number of Employees Hired.....	1 (+1)