

**StFairfax County, Virginia**  
**Department of Public Safety Communications**  
**Monthly Productivity Report**  
**September 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.

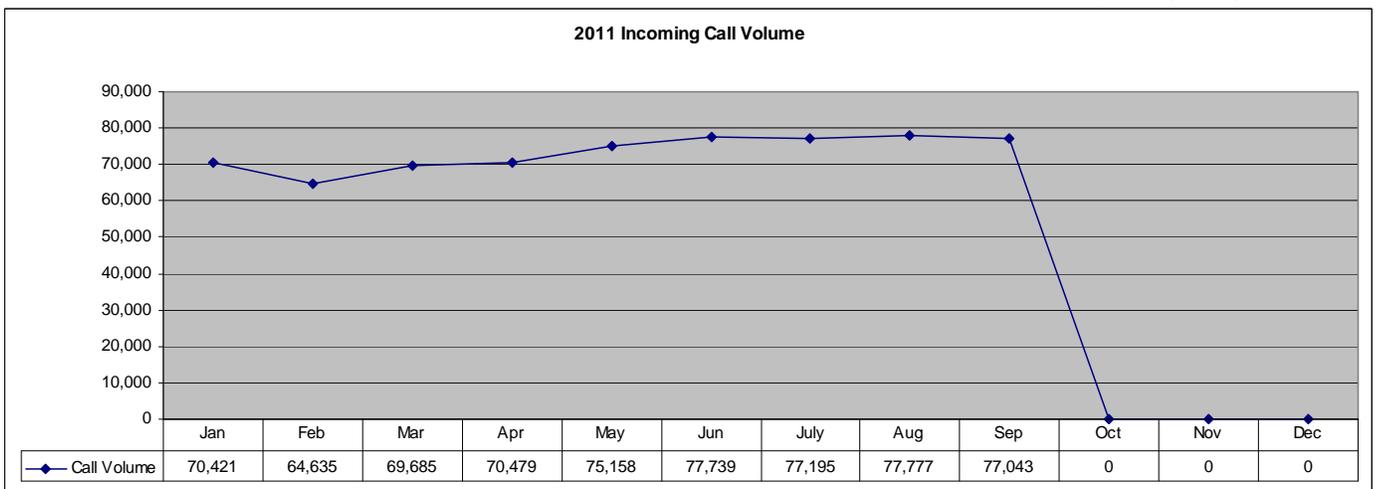
The "+/-" represent the change in data from the previous month.

**Telephone System Statistics**

**Incoming Call Volume\***

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

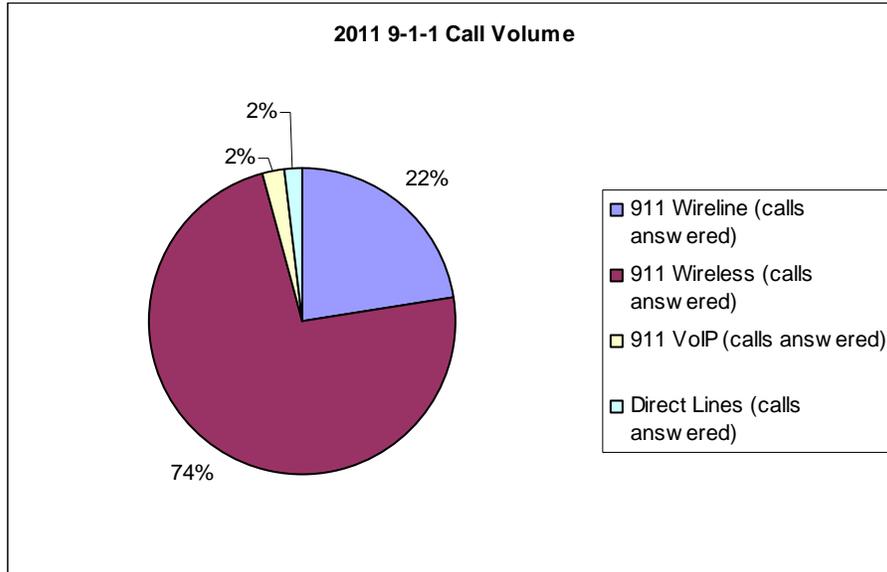
Emergency 9-1-1.....	34,588 (+255)
<i>(includes Wireline, Wireless, Voice over Internet Protocol (VoIP))</i>	
10 Digit Emergency Number.....	6,979 (-649)
Non-Emergency Number.....	34,504 (-334)
Non-Emergency Tow Line.....	595 (-70)
Calls from the media (includes print, TV, radio, internet, etc.).....	377 (+64)
<b>Total Calls Received from the Public.....</b>	<b>77,043 (-734)</b>



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

9-1-1 Wire Line (calls answered).....	7,282 (+330)
9-1-1 Wireless (calls answered).....	24,806 (-211)
9-1-1 VoIP (calls answered).....	610 (-21)
Direct Lines (calls answered).....	661 (+60)

**Total 9-1-1 answered.....33,359 (+158)**



9-1-1 calls challenged with TDD.....2,944 (+12)

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.....1,229 (+97)

Non 9-1-1 calls for which the caller hung up/disconnected before the call could be answered.....2,603 (+90)

Calls for which the caller hung up/disconnected before being sent to a queue.....6,161 (-341)

Number of times the pre-recorded, "All 9-1-1 Lines Are Busy" message played for callers.....4,723 (+1,278)

**Percent of 9-1-1 calls answered within 10 seconds\*.....86% (-3%)**

**Percent of 9-1-1 calls answered within 20 seconds\*.....90% (-2%)**

*\* 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\*\*.....89% (-2%)**

**Percent of 9-1-1 calls answered within 40 seconds\*\*.....94% (-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.*

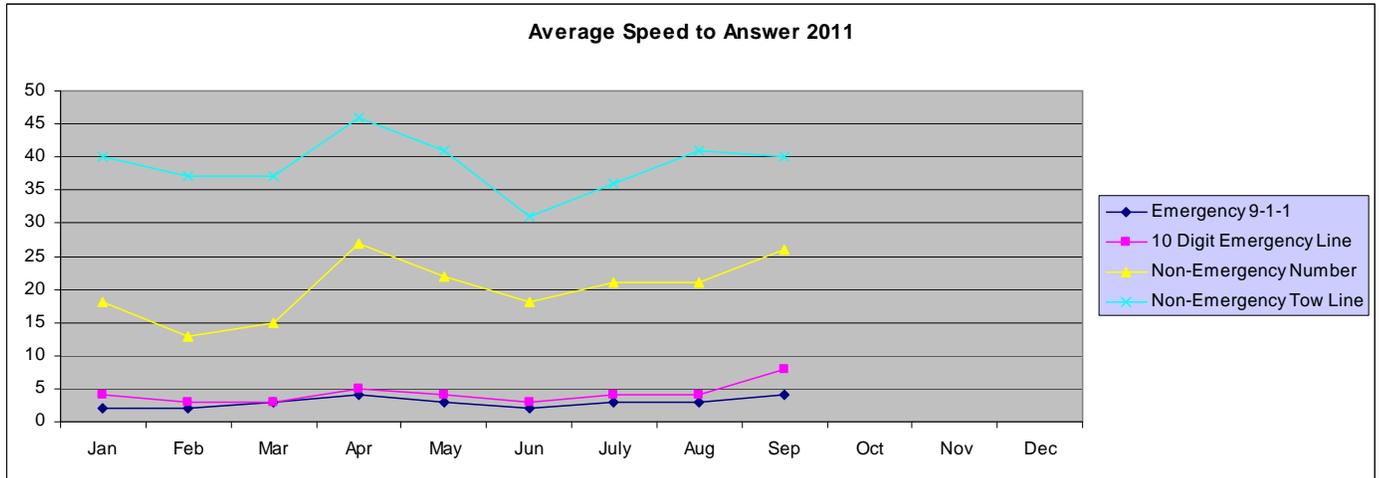
Longest delay in 9-1-1 call being answered.....234 sec/3:54 min

Average Speed to Answer (Emergency 9-1-1).....4 seconds (+1)

Average Speed to Answer (10 Digit Emergency Number).....8 seconds (+4)  
*This includes private alarm companies and other local area public safety communication centers use.*

Average Speed to Answer (Non-Emergency Number).....26 seconds (+5)

Average Speed to Answer (Non-Emergency Tow Line).....40 seconds (-1)



### Calls Transferred to Other Agencies

#### Virginia Agencies

Virginia State Police.....1,524 (-70)

Arlington County Police and Fire-Rescue.....194 (+8)

City of Alexandria Police and Fire-Rescue.....192 (-21)

City of Fairfax Police .....456 (+75)

U.S Army Ft. Belvoir Police.....56 (-2)

Town of Herndon Police.....222 (+11)

Town of Vienna Police.....122 (0)

Loudoun County Sheriff and Fire-Rescue.....99 (-6)

Prince William County Police and Fire-Rescue.....155 (0)

George Mason University Police.....17 (+9)

Virginia Department of Transportation.....46 (+19)

#### Maryland Agencies

Maryland State Police.....23 (-17)

Montgomery County Police and Fire-Rescue.....40 (-24)

Prince George's County Police and Fire-Rescue.....90 (+7)

District of Columbia Police and Fire-Rescue.....61 (-17)

Metropolitan Washington Airport Authority.....249 (-40)

U.S Park Police.....56 (+21)

**Calls Requiring *Language Line* Interpretation.....1,001 (-64)**  
 Average length of language interpretation calls..... 7.0 min (+0.2 min)  
 Hours spent utilizing language interpretation..... 117 hours\*  
 (-4 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.....25,983 (-1,435)  
 Initiated by police units in the field and controlled by DPSC dispatchers  
 .....52,508 (-440)  
 Average Call Processing time (location verification to event entry)  
 .....48.3 sec  
 (-0.6 sec)  
 Priority 1 Dispatch Processing time (event entry to unit dispatch)  
 .....8:52 min  
 (+5:19)  
 Priority 2 Dispatch Processing time (event entry to unit dispatch)  
 .....3:41 min  
 (0)

DPSC Tow Events

Entered by DPSC call takers.....4,310 (-37)

Fire-Rescue Department Events

Entered by DPSC call takers/dispatchers.....15,220 (+71)  
 Initiated by fire-rescue units in the field and controlled by DPSC dispatchers  
 .....286 (-34)  
 Average Call Processing time (location verification to event entry)  
 .....1:11 min (-0:03)

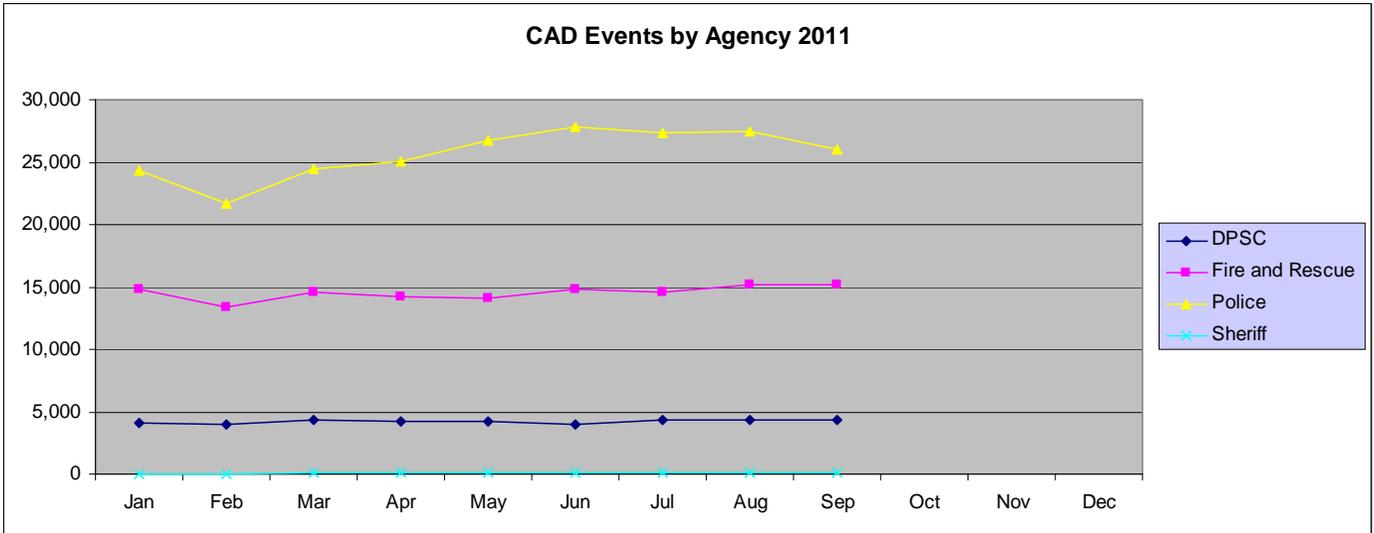
Total number of Advanced Life Support (ALS) and Basic Life Support (BLS) events created and controlled by DPSC.....4,857 (+167)

Average Call/Dispatch Processing time for ALS events\* .....2:10 min  
 (0)  
 Average Call/Dispatch Processing time for BLS events\* .....3:04 min  
 (+10 sec)

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

Sheriff's Office Events

Entered by DPSC call takers/dispatchers.....63 (-29)  
 Initiated by sheriff units in the field and controlled by DPSC dispatchers  
 .....484 (-29)



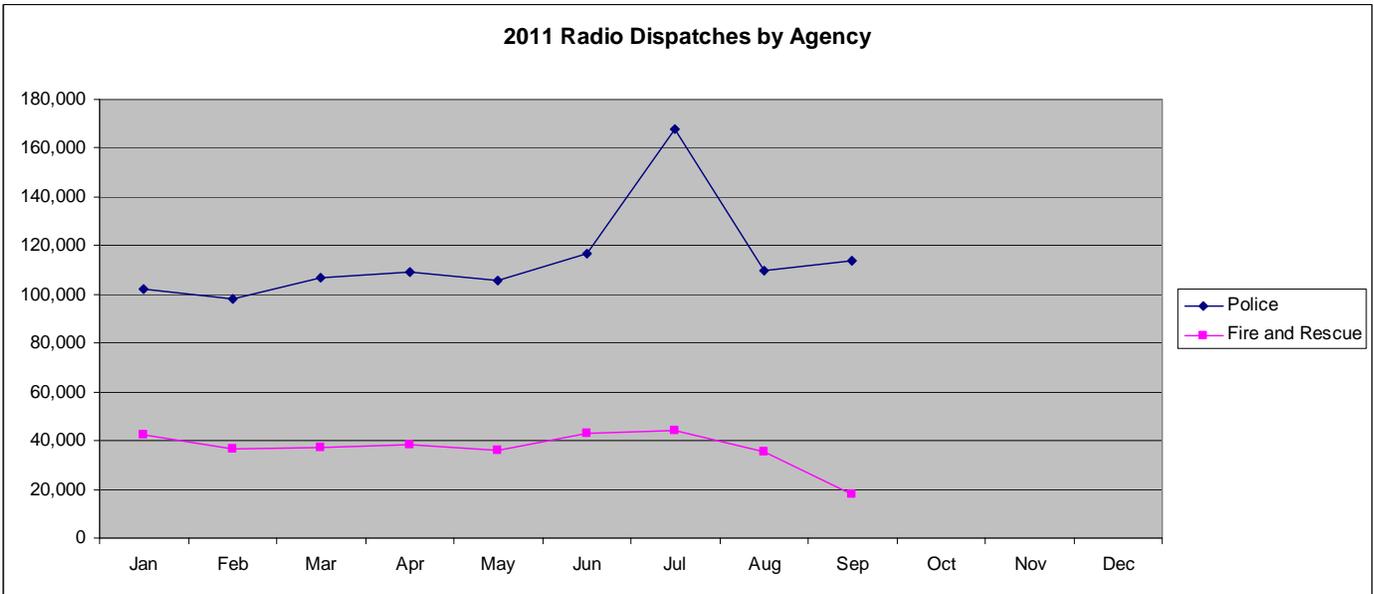
**Radio Systems Statistics**

Radio transmissions made to police units.....113,899 (+4,372)

Radio transmissions made to fire-rescue units.....18,164 (-17,440)

**Total radio transmissions made to police and fire-rescue units.....132,063 (-13,068)**

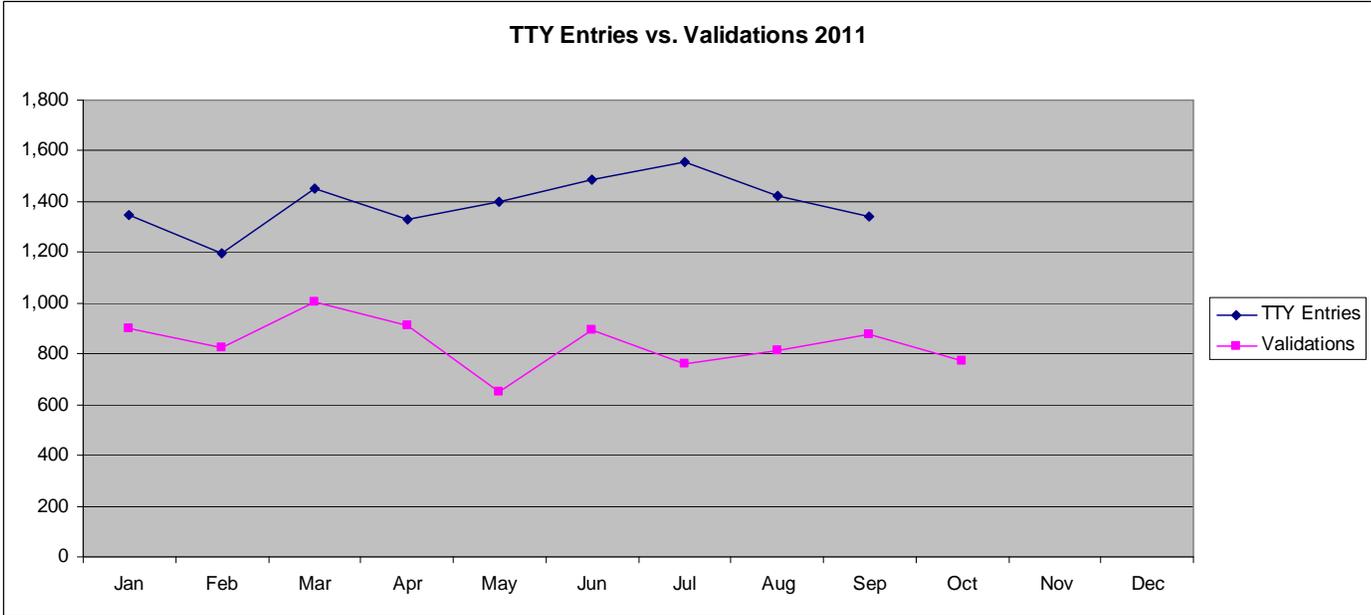
**Total radio transmission time in hours.....298 (+9)**



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

Entries made by DPSC Teletype Operators.....1,344 (-78)

**Total Validation Record Checks.....879 (+65)**

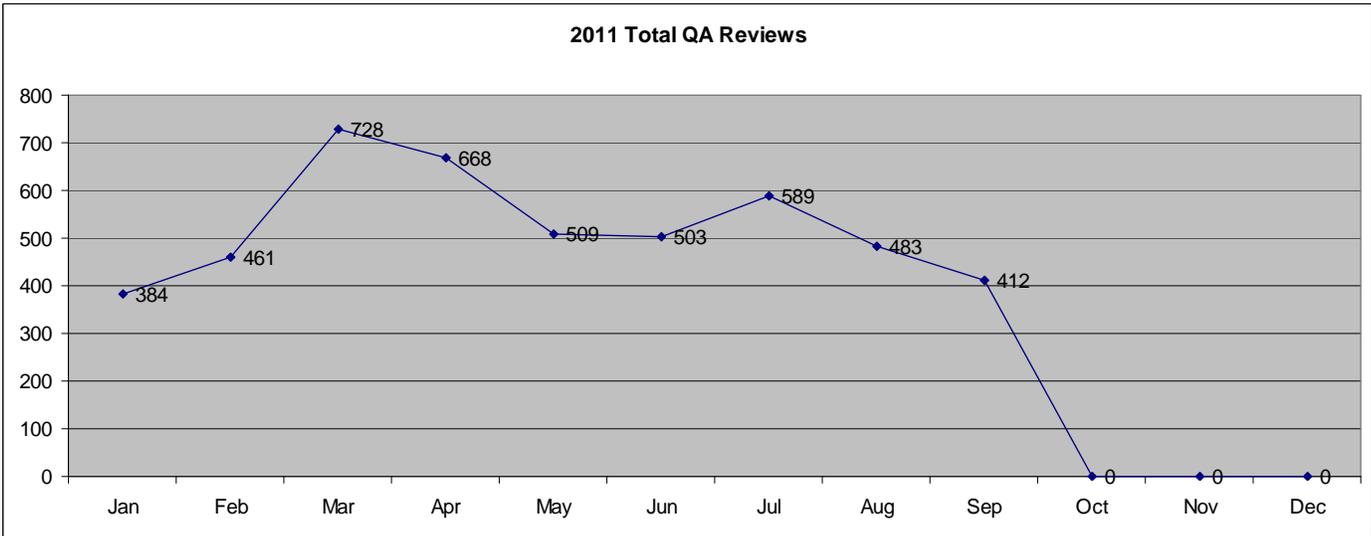


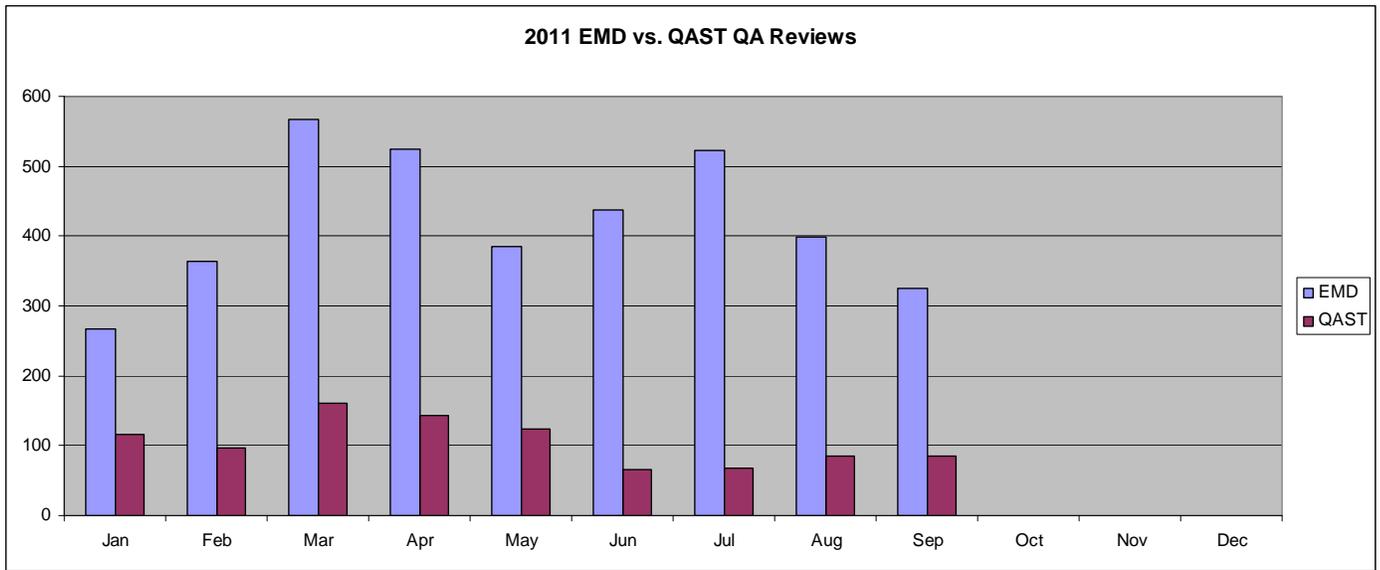
**Quality Assurance Statistics**

Number of Post Incident Emergency Medical Dispatch/Pre-Arrival Instruction Reviews Conducted .....326 (-72)

Number of Post Incident Police/Fire-Rescue/General Information Quality Assurance Reviews Conducted.....86 (+1)

Total Quality Assurance Reviews by DPSC.....412 (-71)

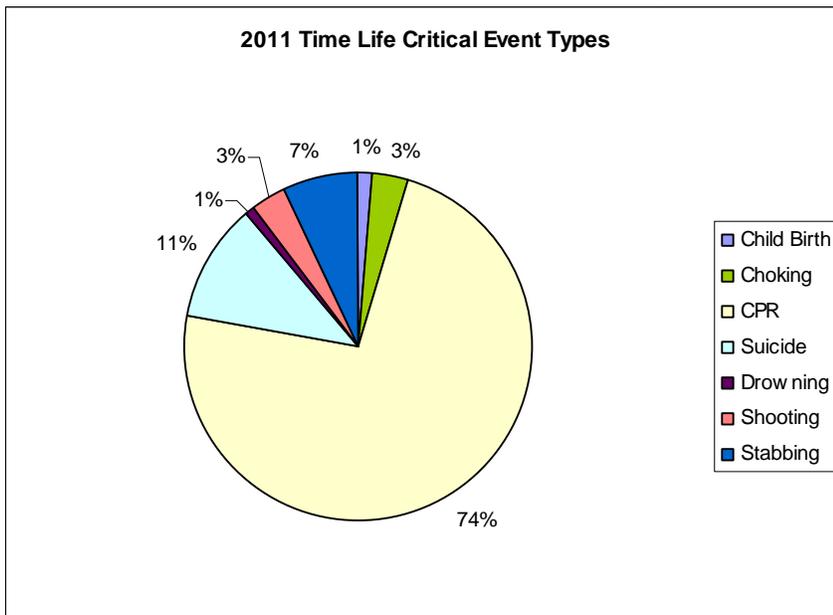




**Critical Life Threatening/Life Saving Events\***

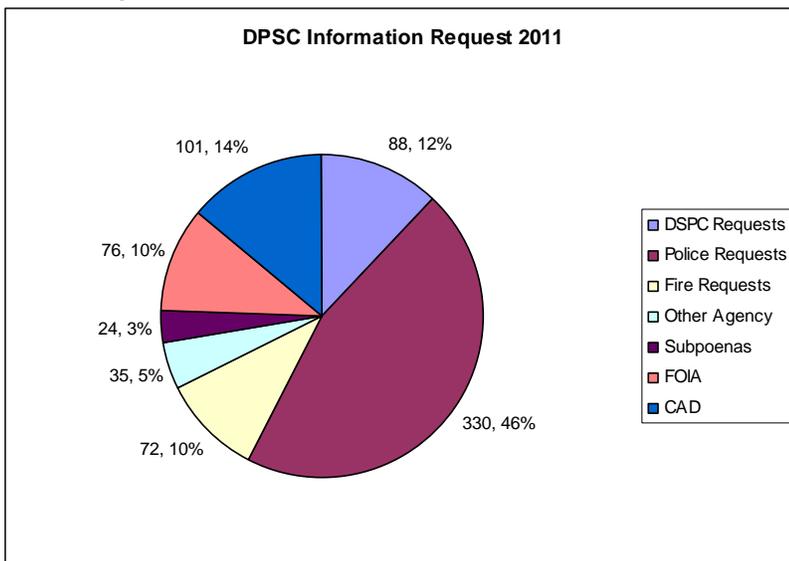
Child Birth Delivery Events.....	0 (-4)
Choking Events.....	2 (-5)
CPR Events.....	122 (+40)
Attempted Suicide Events.....	18 (+2)
Drowning Events.....	2 (+2)
Shooting Events.....	6 (+5)
Stabbing Events.....	13 (+4)

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



**Release of Information Requests**

DPSC Audio Recording Requests.....	7 (-11)
Police Department Audio Recording Requests.....	31 (-6)
Fire-Rescue Department Audio Recording Requests.....	7 (-5)
Other Agency Audio Recording Requests.....	7 (+5)
Number of Subpoenas Requests.....	9 (+6)
Freedom of Information Act Requests.....	13 (+4)
CAD Requests.....	5 (-5)
<b>Total Requests.....</b>	<b>79 (-12)</b>



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

Number of Life Saving Awards.....	2 (+2)
Number of Child Birth Delivery Awards.....	0 (0)
Number of Exceptional Performance during a High Risk Incident Awards.....	2 (+2)
Number of Helping Hand Awards.....	0 (-1)
Number of Outstanding Support Awards.....	2(+2)
<b>Total Number of Specific Event Recognition Awards.....</b>	<b>6 (+5)</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**

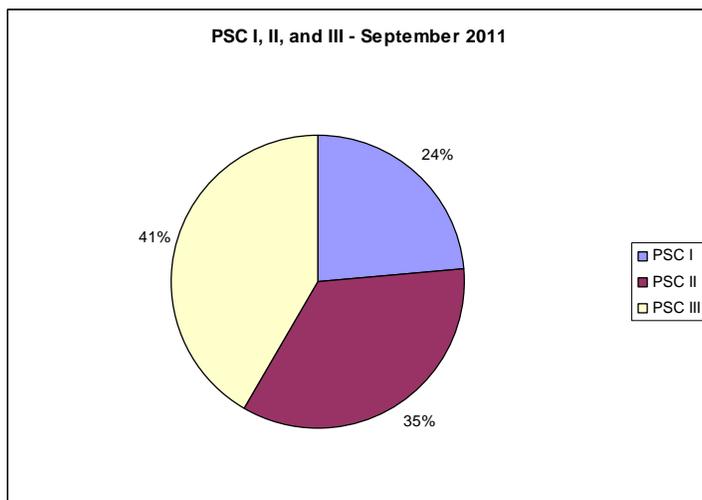
PSC (I, II, III).....	20 (-11)
Assistant Supervisors.....	1 (0)
Lead Supervisors.....	0 (0)
Administration.....	2 (0)
 Total Vacant.....	 23 (-11)

**Promotions**

PSC II.....	3 (+2)
PSC III.....	1 (-4)
PSC IV.....	0 (0)
PSC V.....	0 (0)
Administration.....	0 (0)
 <b>Total.....</b>	 <b>4 (-2)</b>

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

PSC I.....	34 (-1)
PSC II.....	50 (+1)
PSC III.....	60 (+1)



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

5 years.....	0 (-1)
10 years.....	0 (-2)

15 years.....	0(0)
20 years.....	2 (+1)
25 years.....	0 (0)
30 plus years.....	0 (0)

**Agency Separations**

Retirements.....	0 (0)
Terminations	
During PSCAD.....	1 (+1)
During On the Job Training.....	0(0)
During Probationary Period.....	0 (0)
After Probationary Period.....	1 (-1)
Agency Retention Rate.....	90% (+5%)

**Number of Personnel in the Deferred Retirement Option Program (DROP) Program: 4 (-1)**

- 1 retiring in November 2012
- 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 (-151)
Number of Resumes Processed/Evaluated.....	0 (-151)
Number of Qualified Resumes.....	0(-145)
Number of Organizational Compatibility Tests Administered.....	0 (-97)
Number of Acceptable Organizational Compatibility Tests.....	0 (-44)
Number of Computer-based Job Simulation Tests Administered.....	0 (-56)
Number of Acceptable Computer-based Job Simulation Tests.....	0 (-27)
Number of Background Investigations Administered.....	0 (-26)
Number of successful Background Investigations.....	0(-15)
Number of Polygraph Examinations Administered.....	2 (-27)
Number of Successful Polygraph Examinations.....	2 (-13)
Number of Panel Interviews Conducted.....	4 (-6)
Number of Recommended Panel Interviews.....	2 (-8)
Number of Pre-Employment Medical Tests Administered.....	12 (+12)
Number of Employees Hired.....	13 (+13)

**Significant Events**

**Heavy Rain / Flooding  
Thursday, September 8, 2011**

Heavy rains and thunderstorms hovered over the region most of the early afternoon and evening of September 8<sup>th</sup> throughout rush hour and into the late evening, traffic was heavily congested, roadways were flooded, motorists were stranded and many swift water rescues occurred.

The weather event had a significant impact on DPSC operations. One swift water event resulted in the DPSC call taker being on the phone with the caller, a pregnant woman stranded on top of her submerged car in swift water, for 1 hour 17 minutes before her

successful rescue was achieved. During the heaviest period of the storm, DPSC "B" Days Squad and "B" Nights Squad were on duty and handled:

**1500 hrs to 2400 hrs**

1,771 9-1-1 calls received (215% increase \*)

3,168 Total calls received - Emergency & Non-Emergency (181% increase \*)

1,191 Police dispatches (3 % increase \*\*)  
FCPD Alarm Policy of not responding to automatic intrusion alarms placed in effect.

336 Fire-Rescue dispatches (257 % increase \*\*)

104 EMS Dispatches (32% increase \*\*)

1,669 Overall CAD Events (30 % increase \*\*)

TBD Radio transmissions

TBD Minutes of radio transmissions

\* = % of increase/decrease over that experienced in the same period in the previous week.

\*\* = % of increase/decrease over that experienced in the same period for the previous 3 weeks.