

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

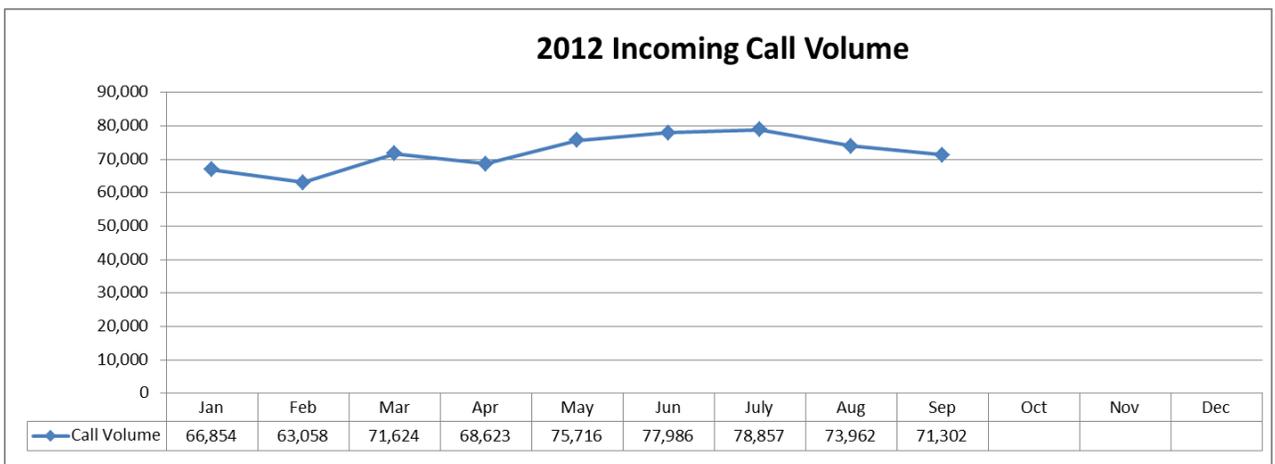
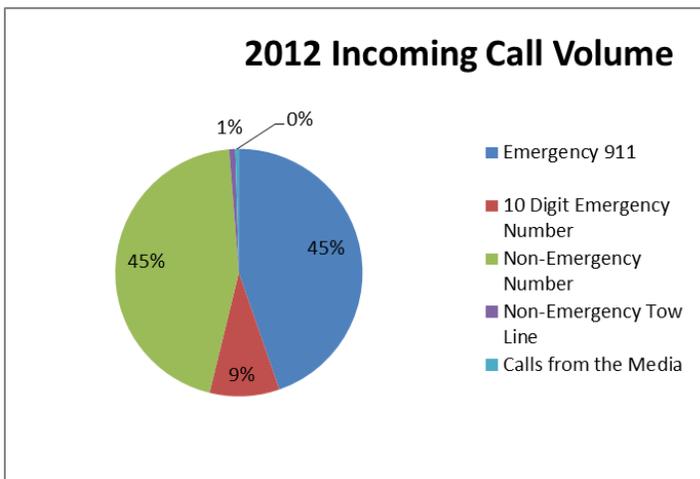
The “+/-“ represent the change in data from the previous month.

Telephone System Statistics

Incoming Call Volume*

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

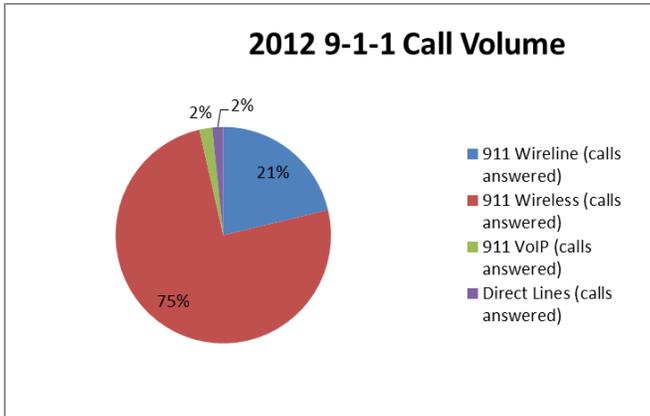
Emergency 9-1-1.....	31,807 (-1,179)
<i>(includes Wireline, Wireless, Voice over Internet Protocol (VoIP))</i>	
10 Digit Emergency Number.....	6,618 (-271)
Non-Emergency Number.....	32,027 (-1,120)
Non-Emergency Tow Line.....	521 (-100)
Calls from the media (includes print, TV, radio, internet, etc.).....	329 (-10)
Total Calls Received from the Public.....	71,302 (-2,660)



Selected 9-1-1 Call Volume

9-1-1 Wire Line (calls answered).....	6,316 (-3)
---------------------------------------	------------

9-1-1 Wireless (calls answered).....	23,502 (-1,143)
9-1-1 VoIP (calls answered).....	590 (-15)
Direct Lines (calls answered).....	445 (-47)
Total 9-1-1 answered.....	30,853 (-1,208)



Other Specific Call Volume

9-1-1 calls challenged with TDD.....	3,055 (-478)
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.....	954 (+29)
Non 9-1-1 calls for which the caller hung up/disconnected before the call could be answered.....	1,996 (+273)
Calls for which the caller hung up/disconnected before being sent to a queue.....	4,904 (-990)
Number of times the pre-recorded, "All 9-1-1 Call Takers Are Busy" message played for callers.....	3,690 (+797)
Number of 9-1-1 calls received via telematics providers.....	72 (+12)

Calls Transferred to Other Agencies

Virginia Agencies

Virginia State Police.....	1,374 (-152)
Arlington County Police and Fire-Rescue.....	212 (+4)
City of Alexandria Police and Fire-Rescue.....	241 (+13)
City of Fairfax Police	417 (+44)
U.S Army Ft. Belvoir Police.....	47 (+1)
Town of Herndon Police.....	224 (+58)
Town of Vienna Police.....	110 (+6)
Loudoun County Sheriff and Fire-Rescue.....	87 (-10)
Prince William County Police and Fire-Rescue.....	163 (+7)
George Mason University Police.....	27 (+21)

Virginia Department of Transportation.....21 (+7)

Maryland Agencies

Maryland State Police.....31 (+6)

Montgomery County Police and Fire-Rescue.....46 (+4)

Prince George's County Police and Fire-Rescue.....41 (-17)

District of Columbia Police and Fire-Rescue.....55 (+20)

Metropolitan Washington Airport Authority.....180 (-3)

U.S Park Police.....59 (+13)

Calls Requiring Language Line Interpretation.....985 (+12)

Average length of language interpretation calls..... 6.8 min (+0.5)

Hours spent utilizing language interpretation.....111 (+8)

**This equates to a call taker being on the telephone for 4.6 days.*

Computer Aided Dispatch (CAD) System Statistics

Police Department Events

Entered by DPSC call takers/dispatchers.....25,091 (-1,093)
 Initiated by police units in the field and controlled by DPSC dispatchers
50,061 (-1,288)

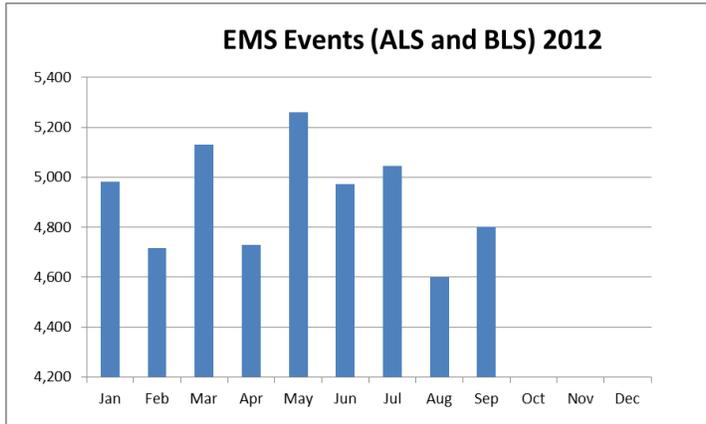
DPSC Tow Events

Entered by DPSC call takers.....4,293 (-470)

Fire-Rescue Department Events

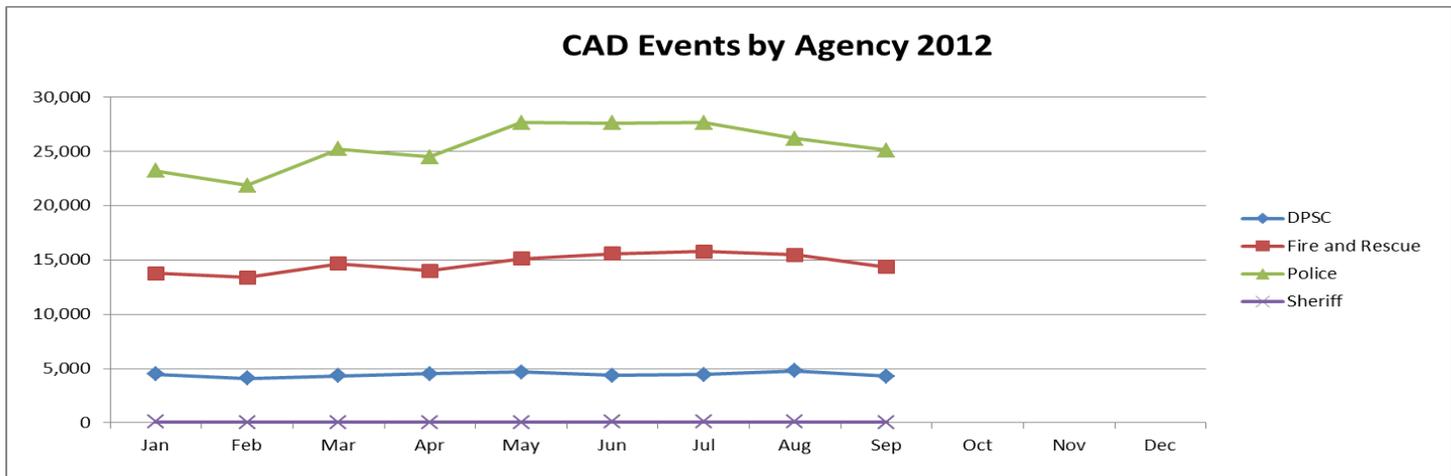
Entered by DPSC call takers/dispatchers.....14,337 (-1,114)
 Initiated by fire-rescue units in the field and controlled by DPSC dispatchers
324 (+31)

Total number of Advanced Life Support (ALS) and Basic Life Support (BLS) events created and controlled by DPSC (based on event closure).....4,801 (+202)



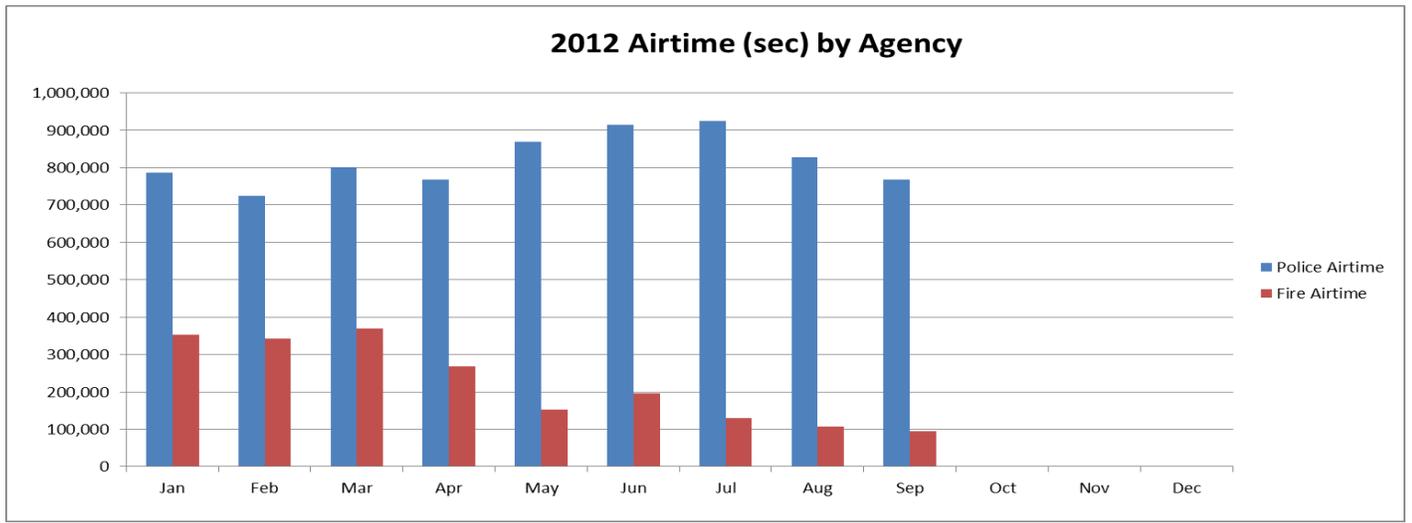
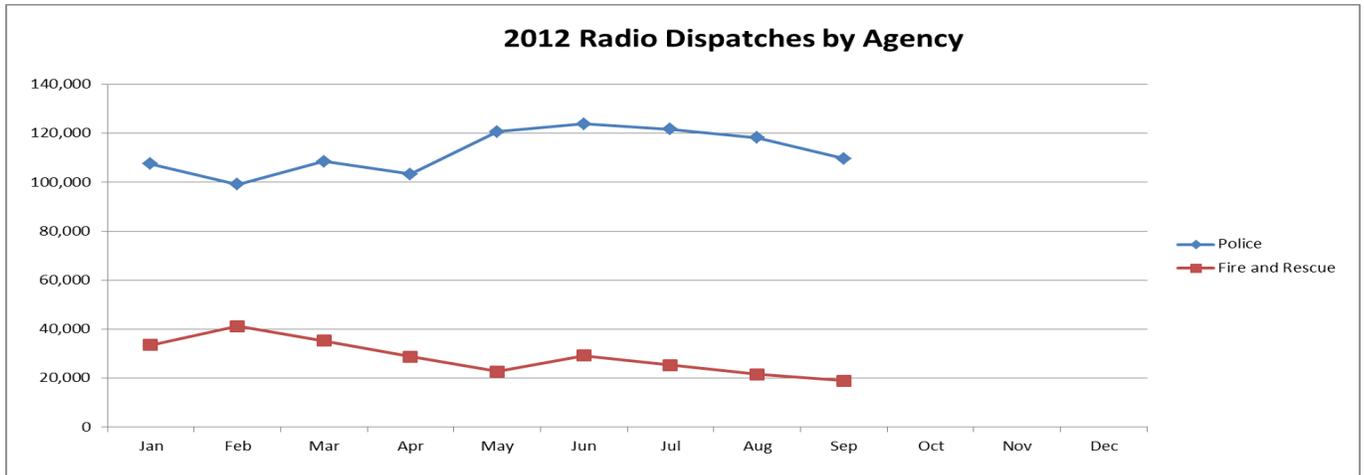
Sheriff's Office Events

Entered by DPSC call takers/dispatchers.....64 (-14)
 Initiated by sheriff units in the field and controlled by DPSC dispatchers.....568 (-35)



Radio Systems Statistics

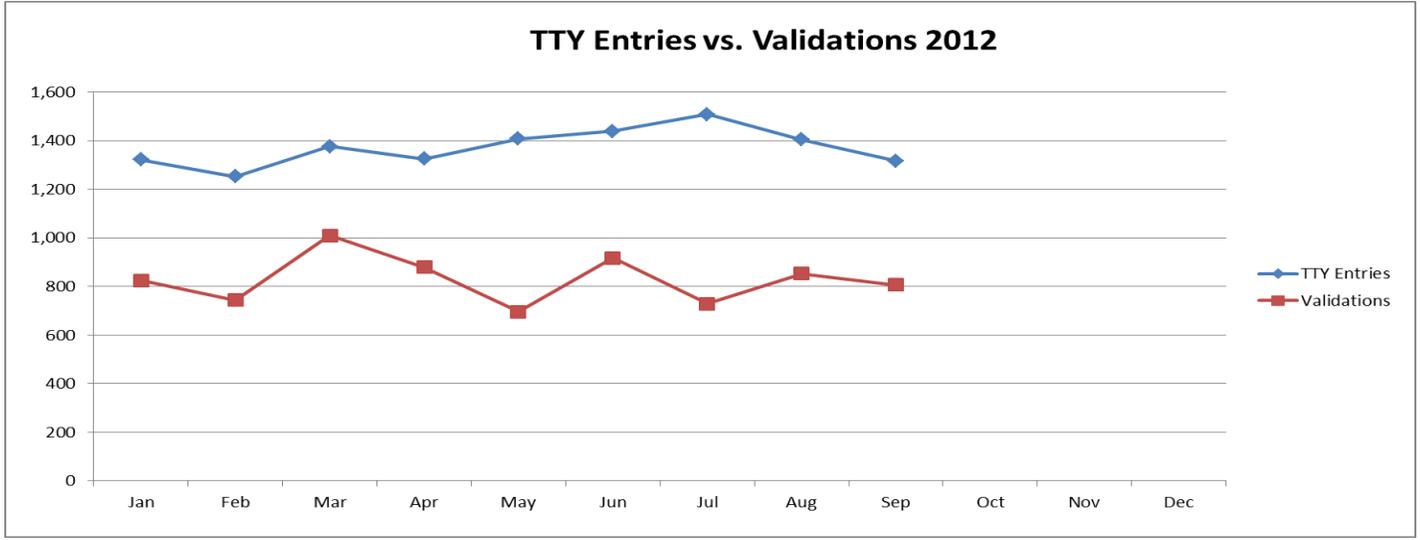
Radio transmissions made to police units.....109,666 (-8,554)
 Radio transmissions made to fire-rescue units.....18,944 (-2,588)
Total radio transmissions made to police and fire-rescue units.....128,610 (-11,142)
Total radio transmission time in hours.....240 (-19)



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

Entries made by DPSC Teletype Operators.....1,316 (-88)

Total Validation Record Checks.....806 (-47)

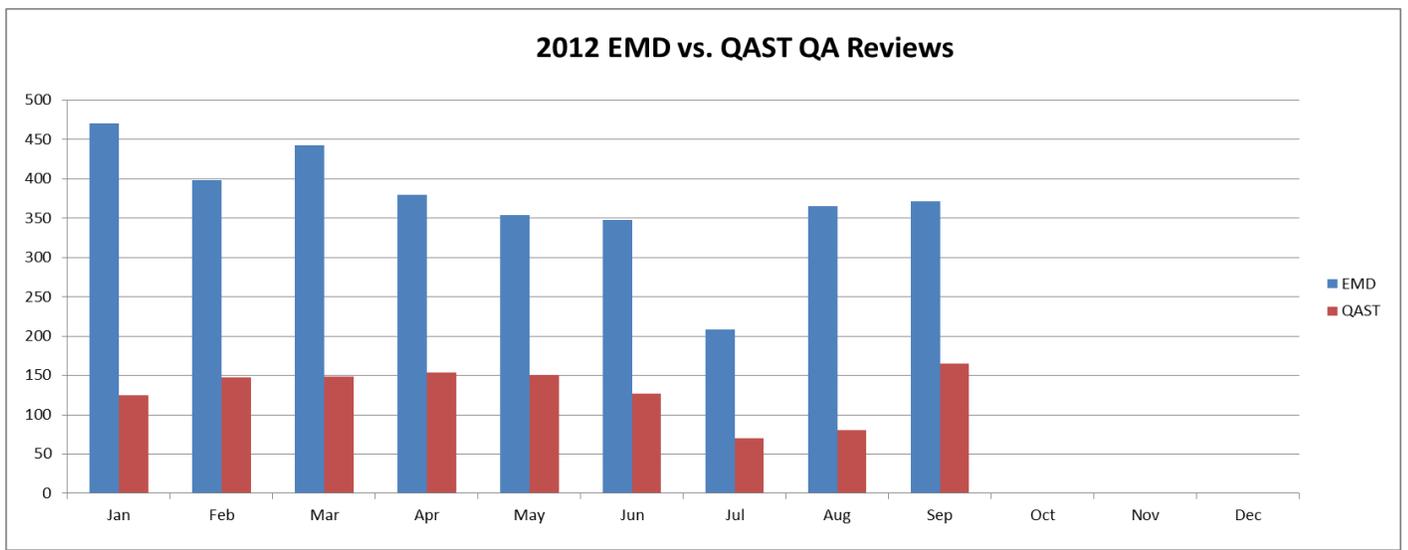


Quality Assurance Statistics

Number of Post Incident Emergency Medical Dispatch/Pre-Arrival Instruction Reviews Conducted372 (+7)

Number of Post Incident Police/Fire-Rescue/General Information Quality Assurance Reviews Conducted.....165 (+85)

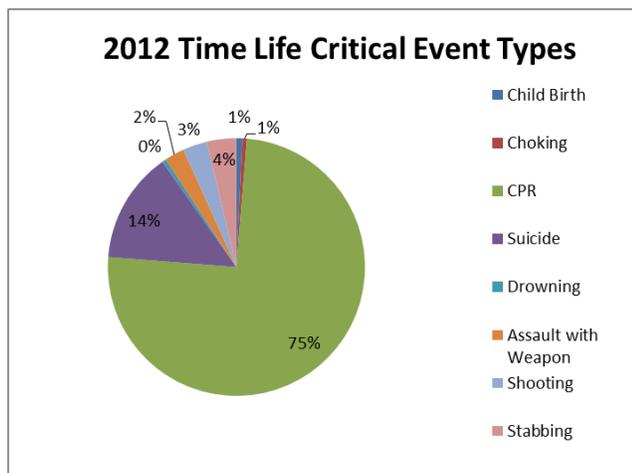
Total Quality Assurance Reviews by DPSC.....537 (+92)



Critical Life Threatening/Life Saving Events*

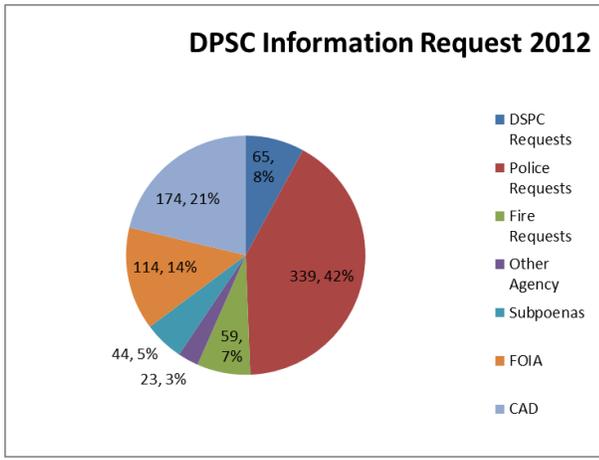
Child Birth Delivery Events.....	2 (+2)
Choking Events.....	0 (0)
CPR Events.....	99 (-9)
Attempted Suicide Events.....	22 (+8)
Drowning Events.....	0 (0)
Assault with Weapon.....	5 (+1)
Shooting Events.....	6 (+6)
Stabbing Events.....	6 (-4)

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



Release of Information Requests

DPSC Audio Recording Requests.....	1 (-3)
Police Department Audio Recording Requests.....	13 (-52)
Fire-Rescue Department Audio Recording Requests.....	0 (-15)
Other Agency Audio Recording Requests.....	8 (+8)
Number of Subpoenas Requests.....	4 (-15)
Freedom of Information Act Requests.....	4 (-15)
CAD Requests.....	5 (-24)
Total Requests.....	39 (-99)



Specific Event Reward and Recognition Program (nominations received)

Number of Life Saving Awards.....	3 (+2)
Number of Child Birth Delivery Awards.....	0 (0)
Number of Exceptional Performance during a High Risk Incident Awards.....	1 (0)
Number of Helping Hand Awards.....	0 (-1)
Number of Outstanding Support Awards.....	0 (0)
Total Number of Specific Event Recognition Awards.....	4 (+1)

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 (-7)
Assistant Supervisors.....	1 (0)
Lead Supervisors.....	1 (0)
Administration.....	0 (0)
 Total Vacant.....	 36 (-7)

Promotions

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

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

5 years.....	6 (+6)
10 years.....	0(-1)
15 years.....	0 (0)
20 years.....	0 (0)
25 years.....	0 (-1)
30 plus years.....	0 (0)

Agency Separations

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

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

Number of Resumes Received	520 (+520)
Number of Resumes Processed/Evaluated.....	520 (+520)
Number of Organizational Compatibility Tests Administered.....	95 (+70)
Number of Acceptable Organizational Compatibility Tests.....	33 (+27)
Number of Computer-based Job Simulation Tests Administered.....	13 (-35)

Number of Acceptable Computer-based Job Simulation Tests.....	5 (-31)
Number of National Dispatcher Standardized Tests Administered.....	6 (-21)
Number of Successful NDST Tests.....	2 (-14)
Number of Background Investigations Administered.....	12 (-6)
Number of Successful Background Investigations.....	5 (-3)
Number of Polygraph Examinations Administered.....	7 (-23)
Number of Successful Polygraph Examinations.....	3 (-5)
Number of Panel Interviews Conducted.....	6 (+4)
Number of Recommended Panel Interviews.....	5 (+4)
Number of Pre-Employment Medical Tests Administered.....	6 (+6)
Number of Employees Hired.....	6 (+6)