

**Response to Questions on the FY 2010  
County Lines of Business & Schools Program Review Processes  
Public Process - Fall 2008**

**Request By:** Public

**Question:** How will response time be impacted if 17 positions are reduced at the 911 call center?

**Response:**

The 9-1-1 call center provides one of the most mission critical services in this or any community and is the gateway through which all emergency requests for Police, Fire-Rescue and Emergency Medical Service enter.

The public's expectation and national standard is that 9-1-1 calls be answered in 10 seconds (2-3 rings).

This is achieved by having an adequate number of 9-1-1 call takers on duty. Fairfax County staffs its 9-1-1 center to ensure that citizen expectations and the national standards are met.

The public's perception of "response time" begins with the first ring of the phone and ends with the arrival of public safety personnel at the scene of the emergency reported. A reduction of 17 call takers would result in a significant increase in the 9-1-1 component of response time that cannot be specifically determined because of circumstances existing at a particular time. Additionally, because of other potential reductions in the Police Department and/or Fire and Rescue Department response times could be further extended.