Response to Questions on the 2016 LOBs

Request By: Supervisor Smyth   **Relevant LOB(s):**   LOB #91

Question: Please describe the door count metric used by the Libraries.

Response:

All Fairfax County Public Libraries are equipped with people counters. These machines shine a beam of light across the entry ways into the building and record a 'visit' every time the beam is broken. Each library has at least one counter located directly inside the library doors. Some have multiple counters depending on the configuration of the building. For example, the Herndon-Fortnightly Library is a two-story building with entrances on both the upper and lower floors as well as the garage. The City of Fairfax Regional Library employs three counters monitoring multiple access points from the parking garage (via stairwell or elevator) as well as one at the front door at street level.

The counters are as reliable as the technology allows, understanding that no technology is 100 percent flawless. Counters are checked by staff at the close of each business day and the number of visits recorded using an internal tracking process which allows all staff to view the information. Library door count is thus available for each individual branch library by day of the week, month, and year. As new technology emerges the library will continue to explore a different solution.

Door count, or visits, is considered one of the basic metrics in the library world and is tracked by most if not all library systems across the country.

Response to Questions on the 2016 LOBs

Request By: Supervisor Gross   **Relevant LOB(s):** LOB #97

Question: Is there a decline in the number of qualified applicants for library jobs due to change in skill requirements?

Response:

The library has enjoyed adequate pools of applicants for openings, with no noticeable decline in recent years.   As technology changes, a review of position descriptions and class specifications will continue to ensure we are keeping the knowledge, skills and abilities relevant to provide optimal customer service. Further, the library has a robust training program to assist employees in mastering required skills.

Request By: Supervisor Storck   **Relevant LOB(s):**   LOB# 294

Question: Please provide a breakdown of the various types of 911 calls.

Response:

DPSC utilizes a 9-1-1 and non-emergency telephone system that allows for distribution of calls made, using industry standard Automatic Call Distribution (ACD) software. This allows for the next available call taker to answer the next call received. There are usually 12-15 call takers on duty depending on time of day and day of week. Nine-One-One (9-1-1) calls have the highest priority and are answered first before a non-emergency call with a lower priority. At the end of an operations shift, all call takers will have answered and processed approximately the same number of calls. All call takers are trained to handle any type call received and any type of emergency reported. The chart below summarizes the number of 9-1-1 calls and non-emergency calls received from FY 2013 to FY 2015:

	FY 2013	FY 2014	FY 2015
Non-emergency Calls Received	484,866	436,498	445,735
Emergency 9-1-1 Calls Received	564,321	500,871	538,783
Total Calls Received	**1,049,187**	**937,369**	**984,518**

The DPSC call taker will query the caller to obtain: WHERE is the location of the emergency being reported, WHAT is the emergency, WHEN did it occur and the TELEPHONE NUMBER of the phone being used to report the emergency.

The call taker, based on what is being reported, then assigns an Event Type (ET) in the Computer Aided Dispatch (CAD) system and sends the information obtained to an appropriate dispatcher.

•   There are 205 Law Enforcement ET's, 97 Fire-Rescue ET's and 15 Emergency Medical Service (EMS) ET's. All ET's were developed jointly between the Police Department (PD), Fire and Rescue Department (FRD) and DPSC.

•   Law Enforcement ET's are divided into four (4) priorities; "In Progress" (I), "Just Occurred" (J), "Report Only" (R) and "Telephone Report" (T) since different type events require a different priority of response. Examples being; an assault in progress, a resident reporting construction noise or a missing person. Telephone Reports are reports taken on the phone without dispatching an officer.

- Fire-Rescue and EMS ET's are not prioritized.

When an event is entered in CAD it immediately appears at the appropriate DPSC Police and/or Fire-Rescue dispatcher(s) to be dispatched. The dispatch is based on the ET reported, the number and type units pre-determined by PD/FRD to dispatch and the location of the closest appropriate units based on their location as determined by the Global Positioning Satellite (GPS) system.

As the County/DPSC move towards Next Generation (NG) 9-1-1 (improved caller location accuracy and the ability to receive images, videos, and text from "smart" devices) there will be more options as to how incoming calls and data are managed. For example, the current system sends the call that has been made first to the next available call taker. In a true NG 9-1-1 environment the call taker could have the option to select a call with additional priority definitions (such as from a specific geographic incident area depicted by "crowd sourcing") or call volume on a map display.