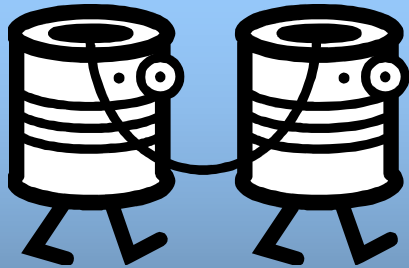




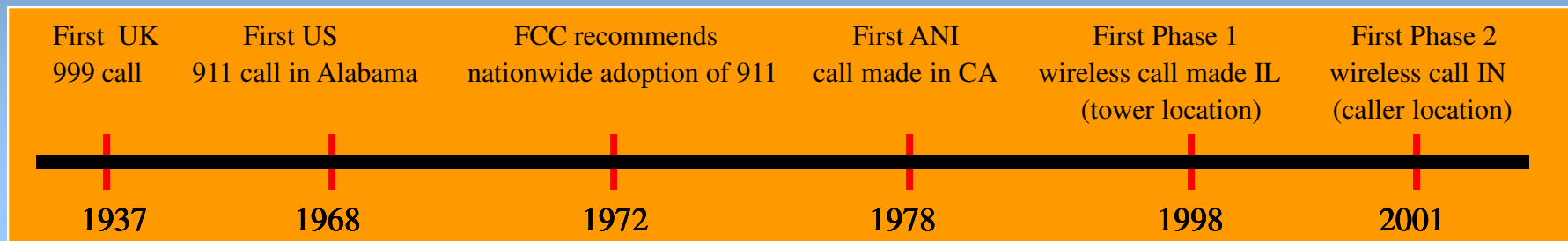
Department of Public Safety Communications



History of 911

















- First use of a 3 digit number to reach emergency services occurred in Great Britain in 1937 – they used 999 to get help from anywhere in the country
 - Introduced following a fire on 10 November 1935 in a house on Wimpole Street in which five women were killed. A neighbor had tried to telephone the fire brigade and was so outraged at being held in a queue by the Welbeck telephone exchange that he wrote a letter to the editor of The Times, which prompted a government inquiry.
- Congress first started investigating a system for the US in 1958 and passed a legal mandate in 1967
- The first 911 call was made in Haleysville, Alabama in 1968 (population around 2,000)
 - Just 35 days after AT&T's Jan 1968 announcement of 911, the first-ever 911 call is placed by Alabama Speaker of the House **Rankin Fite** from Haleyville City Hall to U.S. Rep. **Tom Bevill** (Dem.) at the city's police station. A telephone engineer, Robert **Fitzgerald** was at the ATC central office serving Haleyville, and actually observed the call pass through the switching gear, as the mechanical equipment clunked out "9-1-1."
- Fairfax County began using 911 around 1979, we now use E911 (enhanced 911)
- 370,000 911 calls are made every day in the United States
- Fairfax County receives approximately 1.2 million calls annually



“I could never do what you do”

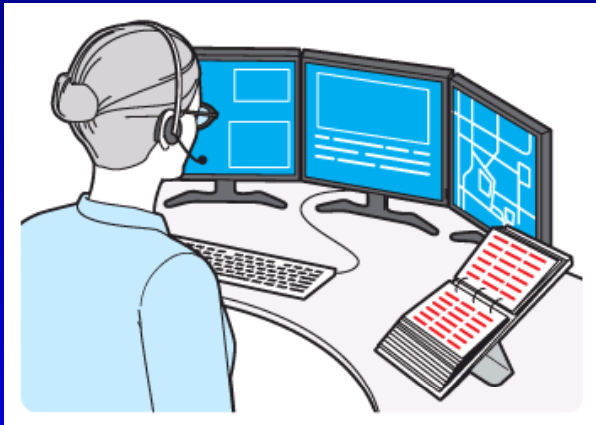
- 182 positions currently staffed
- Four Squads— 2 day squads, 2 night squads
- 2 week rotating schedule – work 7 of 14 days

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Off 	On 	On 	Off 	Off 	On 	On 
On 	Off 	Off 	On 	On 	Off 	Off 

- 12½ hour shifts (0630-1900 and 1830-0700)
- Always There, Always Ready...24/7/365*
 - Weekends / Holidays
 - No Snow Days

You got to start somewhere

Everyone is a call taker



- Applicant successfully completes a battery of hiring tests, panel interview, and polygraph
- Starting pay approximately \$39,000/year
- Ten weeks classroom training
- 6-12 weeks of on-the-job training
 - one-on-one with a trainer on the floor



Calls for Help

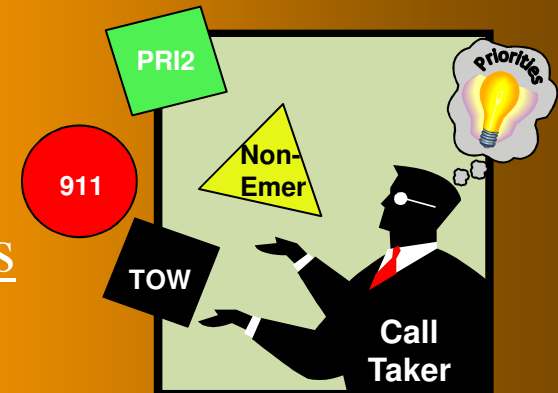
“Okay, so maybe I could.....”

Basic Qualifications

- 18 years old
- High school diploma / GED
- Clean police record
- Pass a Polygraph & Background Investigation
- Good comprehension of the English language
- Type 30 words per minute



- Able to multi-task, prioritize, make decisions





The Number Stuff

CY 2011

874,855 PHONE CALLS

Emergency (911, Priority 2)	475,446
Non-emergency	388,485
Tow	6,866
Administrative/Supv/Media	4,058
Total	874,855

Total Calls received in August 2011 77,777



The Number Stuff

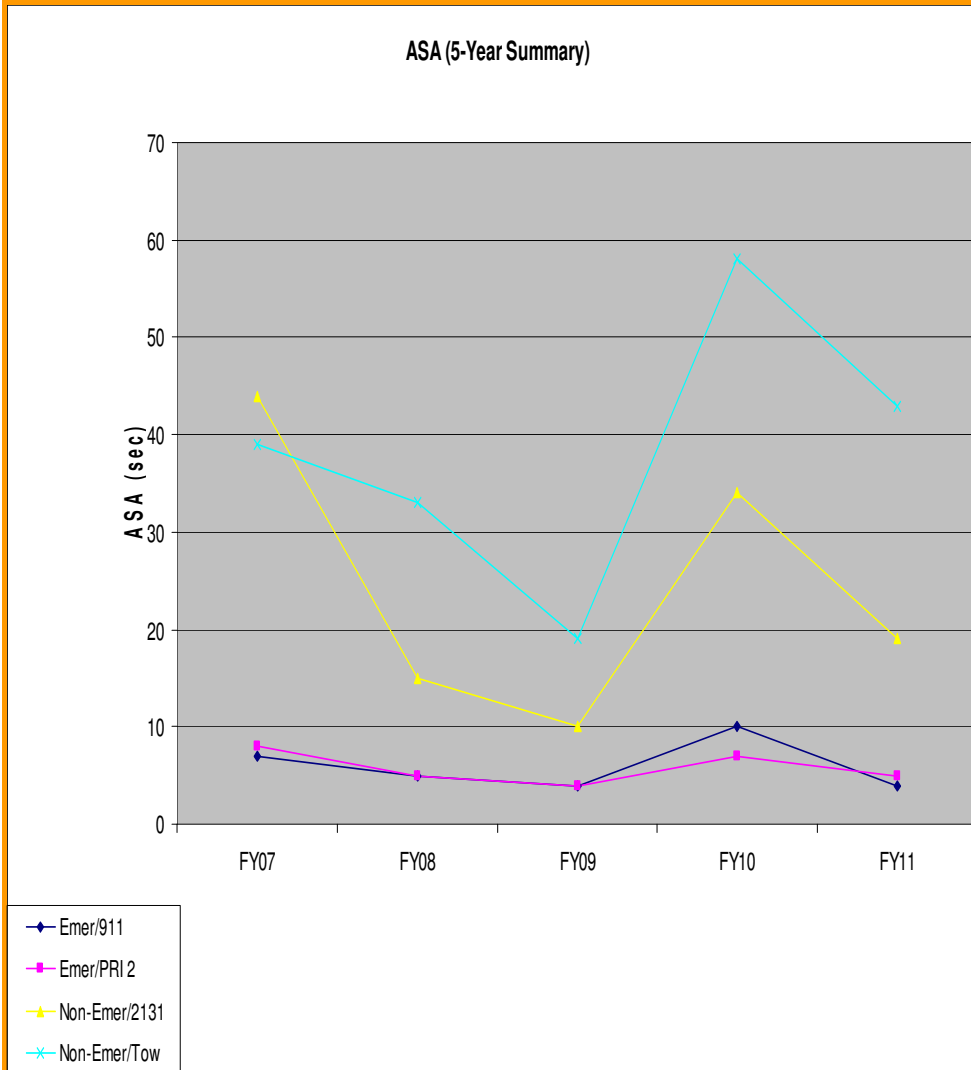
CY 2010

LANGUAGE LINE SERVICES

Calls Requiring Language Line Interpretation	15,316
Average Length of Interpretation Calls	7.0 Min.
Hours Spent Utilizing Language Line Service Hours*	1,796

*Equates to a call taker being on the phone for 74.8 Days

Average Speed of Answer



- Emergency calls answered within an average of 5 seconds (CY2010)
- Non-emergency calls answered within an average of 41 seconds (CY2010)

Everybody's got one

- Cell phones are one of the biggest challenges
- Account for nearly 76% of emergency calls (301,744 out of 395,560)
- 7000 new cell subscribers every day
- Hundreds of accidental 911 calls every day
- Can be dozens of calls on the same incident—a blessing and a curse



Everybody's got one

- Phase 2 (Today) – carriers provide call centers with coordinates of a cell phone user within 50-300 meters of accuracy





Help Us, Help You When Using a Cell Phone

- **Know your location**
- **Know your phone number**
- Do not send texts, photos, or video
- Call #77 when on a highway to get State PD
- Lock the cell phone keypad (avoid misdials)
- Create a contact called ICE (listing phone numbers of emergency contacts – *In Case of Emergency*)

You're not afraid of a simple computer are you?

Call takers have four computer screens

- Computer Aided Dispatch (CAD)
 - Intergraph Call entry / Information files
 - Mapping System (centers on each address/location that verifies)
- Vesta phone monitor
- County Network Computer
 - Windows based



Police Dispatchers have five computer screens

Police Dispatch Terminal

- 3 CAD monitors
 - Dispatch, Unit Status, Pictometry, I
 - Centracom Radio Monitor
 - BaitCar Program Laptop
 - County Network Computer
-
- CY2010 – police dispatchers managed 908,199 police events
 - Initiated by call takers (phone calls) – 299,968
 - Initiated by officers (field) & controlled by police dispatchers – 608,231



Fire Dispatchers have five computer screens

Fire Dispatch Terminal

- 3 CAD monitors
 - Dispatch, Unit Status,
 - Pictometry, and Mapping System
- Centracom Radio Monitor
- XTEND Fire Phone System
- County Network Computer
- Westnet Station alert tone verification



CY2010 – fire/EMS dispatchers managed 169,531

- Initiated by call takers (phone calls) – 165,928
- Initiated by fire dept (field) & controlled by fire dispatchers – 3,603

Dispatchers



- Dispatchers know how urgent your situation is because the call-taker has put all the important details into the call and can continue to update it.
- If there is going to be a delay in responding to your call, someone will call and let you know.
- Dispatchers are a life line for the officers.
- Dispatchers speak to officers both by radio and by cad message.
- Calls are coded by priority, high priority calls are “toned out”
- Dispatchers are continually making decisions about who needs to respond and where.
- Each dispatcher handles two police districts and can be responsible for as many as 100 units at a time.

- “I just witnessed a robbery!??”



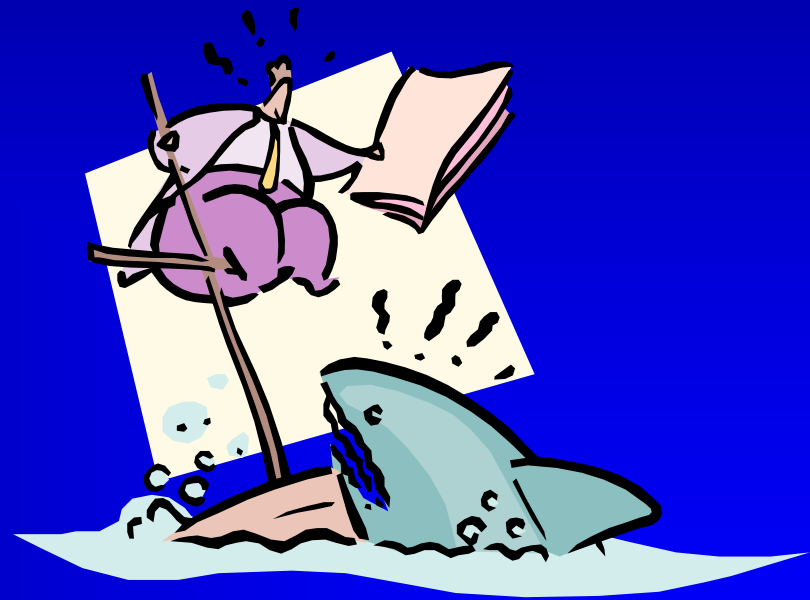


**“Why are you asking me
all these questions?”**

- We are trained to ask certain questions**
- We need to determine what type of help to send
and help the responder know what is happening**
- The person you are talking to is NOT the one responding**
- Perimeter officers**
- Officers responding may cross paths with subject(s)**
- Officer safety**
- Lookouts to surrounding jurisdictions**

I SCREAM, YOU SCREAM?

- Try to calm down
- The louder you yell, the harder it is for us to understand you, and the longer help is delayed
- Don't mistake our calm tone of voice for a lack of understanding about how serious your situation is – we must remain calm and professional to do our job effectively



Want To Drive A Calltaker Crazy?



“Well, it’s not really an emergency”

“What’s taking so long? If there was a maniac with a gun here, I would be dead by now”

“Nobody here dialed 911”

“There’s a raccoon in my backyard”

“Does the helicopter *have* to fly over my house?”



New Technology

- VOIP (Voice Over Internet Protocol) – Is the way of the future
 - Currently addressing issues with 911 calls
 - CY2010 – 7,606 phone calls were answered
- 511 – Traffic, Travel and Weather Information (Cell Phone)
- 211 – Health and Human Services (Cell Phone)
- 311 – Washington DC only
 - Non-Emergency Calls & Government Information

Alternate Operations Center

Pine Ridge (OSB Building on Woodburn Road)



Farewell when we left for MPSTOC....

Now Pine Ridge upgraded as our Primary Backup

.... Will someone please turn on the lights!



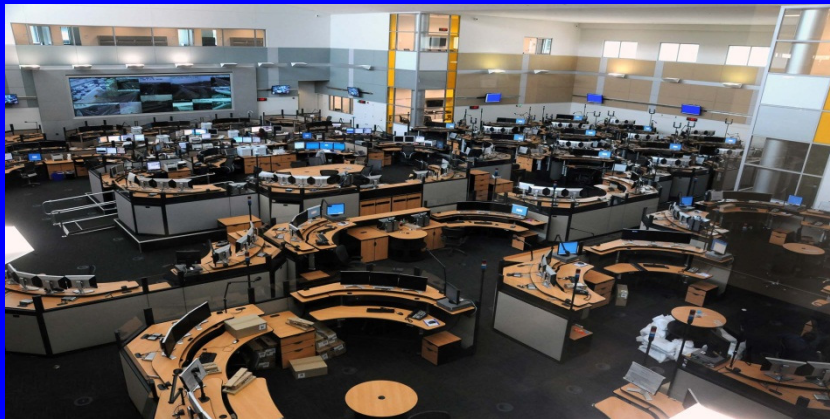
MPSTOC

McConnell Public Safety Transportation Operations Center



Opened October 4, 2009

Joint project of Fairfax County, VSP & VDOT



FAIRFAX COUNTY

 **9-1-1**

Always there, always ready...24/7/365

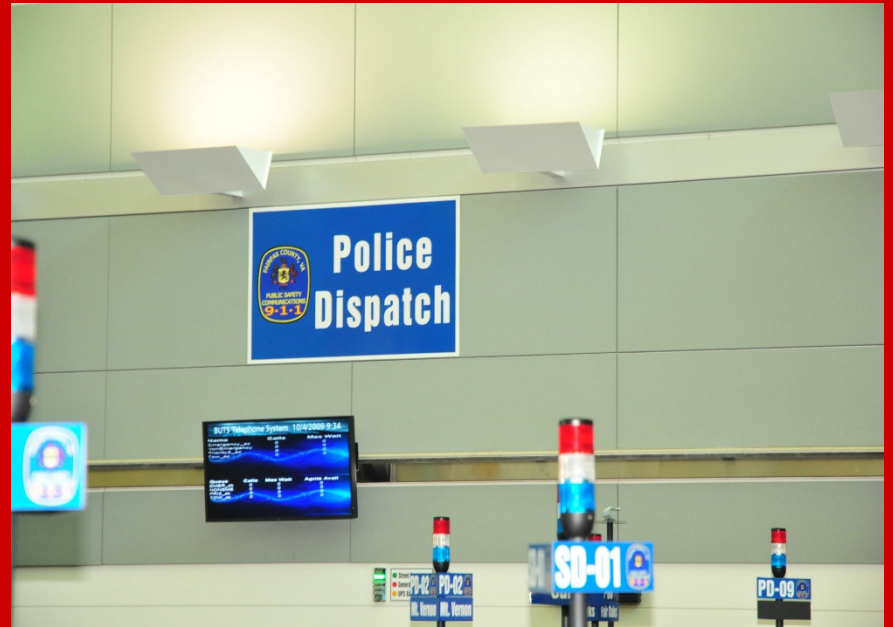
Cutover to PSTOC 9-20-09



Waiting for 1st 9-1-1 call at MPSTOC



1st 9-1-1 call
taken at
MPSTOC on
October 4,
2009





DPSC HONOR GUARD





COME ON DOWN!!

Schedule a Tour

Contact Number

571-350-1764



REMEMBER

CALL 9-1-1

For immediate danger or crime in progress!!

The health & safety of persons / property

CALL 703-691-2131

For non-emergency related problems or
general questions.



?? Questions ??

Communications Operations Supervisor

Sherrie White

sherrie.white@fairfaxcounty.gov

703-877-3840

<http://www.fairfaxcounty.gov/911/>