

MEMORANDUM

TO: Board of Directors, Executive Committee, Operations Committee and DCC Staff
FROM: Diane Lind
DATE: February 17th, 2011
SUBJECT: Monthly Statistical Reports

The monthly statistical report for the Dakota Communications Center is presented in two sections; activity stats, which are the basis for determining the cost allocation for DCC operational expenses, and performance measures, which compare the DCC's performance of selected work flow aspects to standards adopted by the DCC Board of Directors.

Activity Statistics

Each month, DCC Members are invoiced for the monthly share of their annual DCC Member fees. During the annual adoption of the DCC operating budget, fees are adopted for the upcoming budget year. Under the Board approved cost allocation formula, each Members cost is determined by the number of "Assigned Computer Aided Dispatch (CAD) events" as a percentage of all assigned CAD events handled by the DCC. The percentage is calculated using the average of the most recent three years of CAD activity¹. Although not a factor in the cost allocation formula, we will continue to report 9-1-1 call totals from each member jurisdiction as information for the reader.

The current activity statistics are found on pages 4 and 5 of this document.

Performance Measures

In May of 2010 the DCC Board of Directors approved a set of performance measures that replaced the measures in use since 2008. The measures were also endorsed by the DCC's fire and law enforcement users through the Operations Committee and are intended to be more relevant than the original measures that were adopted prior to operational experience at the DCC. They are intended to provide the DCC staff and decision makers with information to help determine the quality of our services and to assist in resource decisions. The measures provide information on event processing times, protocol compliance and feedback from the public and agencies we serve.

Event Processing

1. **9-1-1 call pick-up:** The amount of time between the start of the first audible ring of an incoming 9-1-1 call and the call pick-up by DCC staff.
 - **Standard:** 80% of incoming calls answered within 7 seconds.
90% of incoming calls answered within 10 seconds.
95% of incoming calls answered within 20 seconds.

¹ 2010 allocation formula: $(2004 \% \times 2 + 2008 \%) \div 3$.

2011 allocation formula: $(2004 \% + 2008 \% + 2009 \%) \div 3$.

2012 allocation formula and beyond will use the average of the last three calendar years of DCC CAD data.

- **Reference:** National Emergency Number Association (NENA).
90% of incoming calls answered within 10 seconds.
95% of incoming calls answered within 20 seconds.

The current 9-1-1 call pick-up statistics are found on page 6 of this document.

2. **Fire Call Process Time:** The amount of time from the pick-up of the 9-1-1 call and the notification of the responding fire agency by the DCC. This standard does not apply to medical emergency calls (see standard #4).

- **Standard:** 95% of fire calls processed in 75 seconds or less.
99% of fire calls processed in 130 seconds or less.
- **Reference:** National Fire Protection Association (NFPA) Standard 1221.A.7.4.1.
95% of fire calls processed in 75 seconds or less.
99% of fire calls processed in 130 seconds or less.

The current Fire call total process time statistics are found on page 7 of this document.

3. **Law Enforcement Call Creation Time (selected activity):** The amount of time from the pick-up of the 9-1-1 call through the call creation. This standard does not apply to medical emergency calls (see standard #4).

- **Standard:** Average total call creation time of 55 seconds or less for law enforcement incidents classified as:
 - Assaults
 - Domestic
 - Fights
 - Personal Injury Accidents
 - Robberies
 - Weapons
- **Reference:** No current national standard.

The current Law Enforcement total process time statistics are found on page 8 of this document.

4. **Emergency Medical Dispatch (EMD) protocol compliance:** The percentage of EMD cases handled by DCC staff in compliance with case entry standards as well as total compliance with the established EMD protocol. Based on a sampling of 3% of cases per dispatcher per month or 6 EMD calls per dispatcher per month, whichever is greater.

- **Standard:** 95% case entry compliance.
90% total compliance (including chief complaint, key questions and post dispatch/pre-arrival instruction.)
- **Reference:** National Academy of Emergency Dispatch (NAED).
95% Case entry compliance.
90% Total compliance.

The current EMD compliance statistics are found on page 9 of this document.

User Feedback

While more subjective than the event processing measures described above, user feedback provides important information to the DCC. The DCC utilizes survey instruments to request and gather feedback from the public as well as users from DCC Member agencies.

As a start-up operation, the DCC uses the information gathered to establish a baseline of responses in order to observe trends in user opinions regarding the services we provide. The information will be useful in the identification of performance areas in need of organizational focus.

- 1) **Public Survey.** Using CAD records, the DCC mails a survey card to every 200th person identified as a caller to the DCC. The survey is easily completed and returned on the postage paid form. The survey does not identify the respondent or incident unless the respondent chooses to provide that information.

No public survey was sent out in January.

- 2) **Responder Survey.** The DCC has developed a responder survey which is distributed to Member agency personnel electronically. Our distribution goal is to provide all users the opportunity to participate in the survey at least twice a year. Users respond on-line and are not identified only by emergency service branch, and general area of responsibility. The DCC will not know the specific identity of either the respondent or their agency unless the respondent voluntarily provides that information.

Results of the responder survey are found on pages 10 through 13 of this document.

The goal of performance measurement at the DCC is to assure a high quality of service to the citizens and emergency responders in Dakota County. DCC staff welcomes questions, comments and concerns regarding any of the information provided in this document.

Dakota Communications Center Monthly Statistics

2011

| | Jan | Feb | March | April | May | June | July | August | Sept | Oct | Nov | Dec | Totals |
|------------------------------------|-------|-----|-------|-------|-----|------|------|--------|------|-----|-----|-----|--------|
| Apple Valley *49,456 | | | | | | | | | | | | | |
| Law Enforcement | 2575 | | | | | | | | | | | | 2,575 |
| Fire/EMS | 127 | | | | | | | | | | | | 127 |
| 911 Calls | 604 | | | | | | | | | | | | 604 |
| Burnsville *61,393 | | | | | | | | | | | | | |
| Law Enforcement | 3,124 | | | | | | | | | | | | 3,124 |
| Fire/EMS | 433 | | | | | | | | | | | | 433 |
| 911 Calls | 971 | | | | | | | | | | | | 971 |
| Dakota County * 59,800 | | | | | | | | | | | | | |
| Law Enforcement | 1,934 | | | | | | | | | | | | 1,934 |
| Community Corrections | 41 | | | | | | | | | | | | 41 |
| 911 Calls | 103 | | | | | | | | | | | | 103 |
| Eagan *67,106 | | | | | | | | | | | | | |
| Law Enforcement | 3,481 | | | | | | | | | | | | 3,481 |
| Fire EMS | 86 | | | | | | | | | | | | 86 |
| 911 Calls | 755 | | | | | | | | | | | | 755 |
| Farmington *18,589 | | | | | | | | | | | | | |
| Law Enforcement | 808 | | | | | | | | | | | | 808 |
| Fire EMS | 43 | | | | | | | | | | | | 43 |
| 911 Calls | 141 | | | | | | | | | | | | 141 |
| Hastings *22,436 | | | | | | | | | | | | | |
| Law Enforcement | 1,356 | | | | | | | | | | | | 1,356 |
| Fire EMS | 271 | | | | | | | | | | | | 271 |
| 911 Calls | 349 | | | | | | | | | | | | 349 |
| Inver Grove Heights *33,608 | | | | | | | | | | | | | |
| Law Enforcement | 1,580 | | | | | | | | | | | | 1,580 |
| Fire EMS | 88 | | | | | | | | | | | | 88 |
| 911 Calls | 356 | | | | | | | | | | | | 356 |
| Lakeville *53,829 | | | | | | | | | | | | | |

| | | | | | | | | | | | | | |
|------------------------------|----------------|-----|-------|-------|-----|------|------|--------|------|-----|-----|-----|--------|
| Law Enforcement | 2205 | | | | | | | | | | | | 2,205 |
| Fire EMS | 92 | | | | | | | | | | | | 92 |
| 911 Calls | 457 | | | | | | | | | | | | 457 |
| | Jan | Feb | March | April | May | June | July | August | Sept | Oct | Nov | Dec | Totals |
| Mendota Heights | *11,752 | | | | | | | | | | | | |
| Law Enforcement | 513 | | | | | | | | | | | | 513 |
| Fire EMS | 19 | | | | | | | | | | | | 19 |
| 911 Calls | 112 | | | | | | | | | | | | 112 |
| Miesville Fire | | | | | | | | | | | | | |
| Fire EMS | 5 | | | | | | | | | | | | 5 |
| 911 Calls*** | 5 | | | | | | | | | | | | 5 |
| Randolph-Hampton Fire | | | | | | | | | | | | | |
| Fire EMS | 6 | | | | | | | | | | | | 6 |
| 911 Calls*** | 6 | | | | | | | | | | | | 6 |
| Rosemount | *20,917 | | | | | | | | | | | | |
| Law Enforcement | 917 | | | | | | | | | | | | 917 |
| Fire EMS | 88 | | | | | | | | | | | | 88 |
| 911 Calls | 226 | | | | | | | | | | | | 226 |
| South St. Paul | *20,135 | | | | | | | | | | | | |
| Law Enforcement | 1,299 | | | | | | | | | | | | 1,299 |
| Fire EMS | 170 | | | | | | | | | | | | 170 |
| 911 Calls | 272 | | | | | | | | | | | | 272 |
| West St. Paul | *18,914 | | | | | | | | | | | | |
| Law Enforcement | 1,972 | | | | | | | | | | | | 1,972 |
| Fire EMS | 227 | | | | | | | | | | | | 227 |
| 911 Calls | 410 | | | | | | | | | | | | 410 |
| Law Enforcement Total | 21,805 | - | - | - | - | - | - | - | - | - | - | - | 21,805 |
| Fire EMS Total | 1,655 | - | - | - | - | - | - | - | - | - | - | - | 1,655 |
| 911 Total** | 4,767 | - | - | - | - | - | - | - | - | - | - | - | 4,767 |

*Population as of 04/01/2007 Metropolitan Council Population estimate (www.metrocouncil.org).

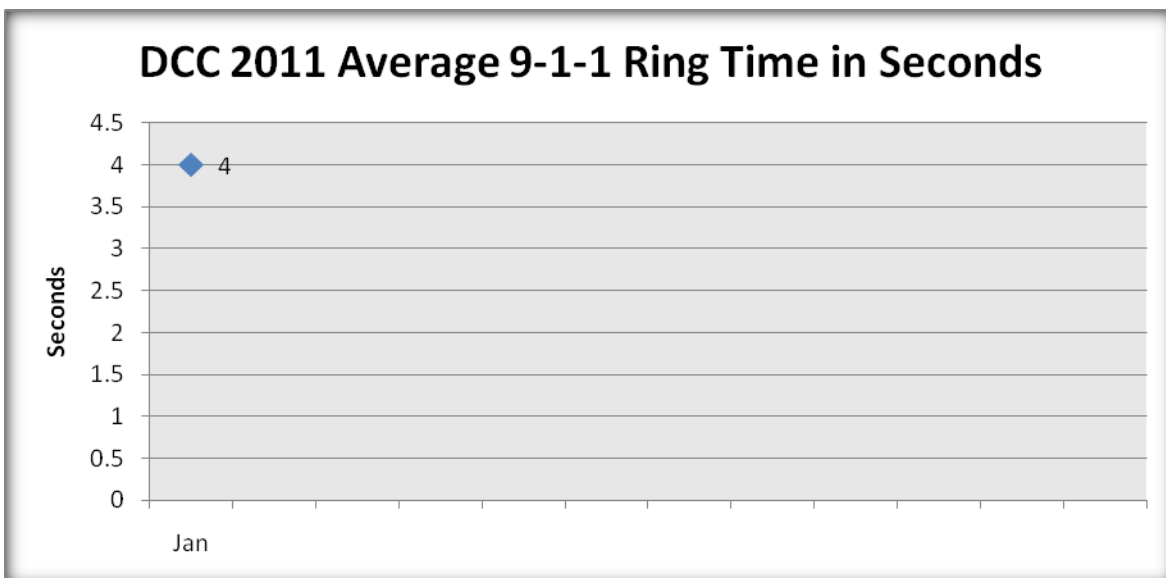
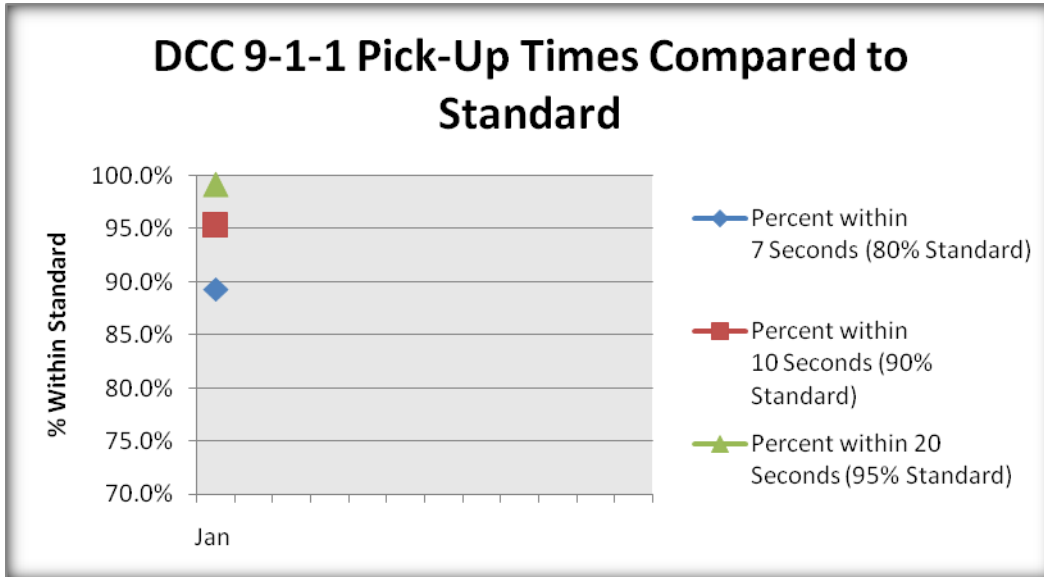
* Dakota County Population reflects service area for Sheriff's patrol function.

** 911 Totals do not include cell phone or VOIP call numbers

*** Per Board policy, Each fire call in Hampton-Randolph or Miesville is assumed as one 9-1-1 call, to be subtracted from Dakota County 9-1-1 total.

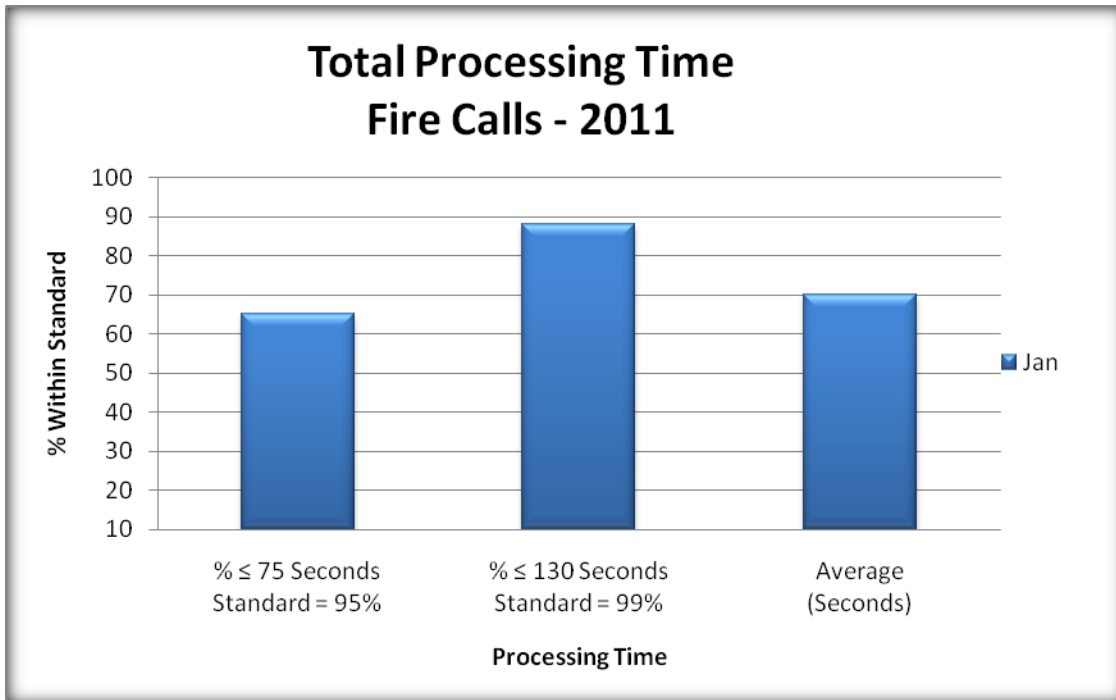
DCC 9-1-1 Call Pick-up Performance

| <i>Standards</i> | Total 911 Calls | Percent within 7 Seconds | Percent within 10 Seconds | Percent within 20 Seconds |
|------------------|-----------------|--------------------------|---------------------------|---------------------------|
| | | <i>80%</i> | <i>90%</i> | <i>95%</i> |
| Jan | 13976 | 89.3% | 95.3% | 99.1% |



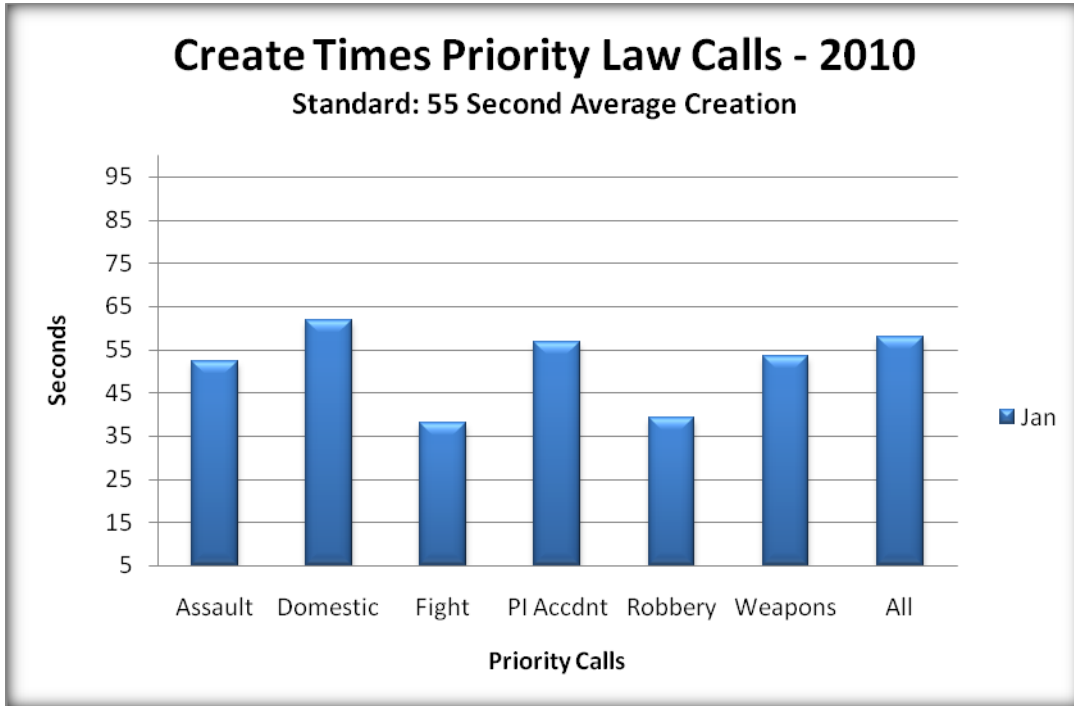
Fire Calls

| | % ≤ 75 Seconds Standard = 95% | % ≤ 130 Seconds Standard = 99% | Average (Seconds) |
|-----|----------------------------------|-----------------------------------|----------------------|
| Jan | 65% | 87% | 78 |



Law Enforcement Priority Calls

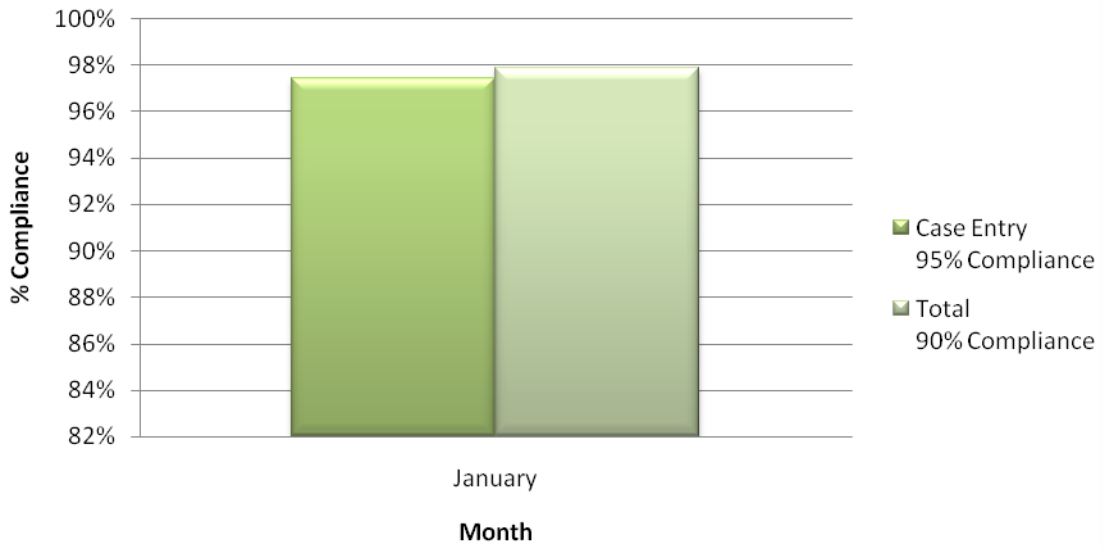
| | Assault (Seconds) | Domestic (Seconds) | Fight (Seconds) | PI Accdnt (Seconds) | Robbery (Seconds) | Weapons (Seconds) | All (Seconds) |
|-----|----------------------|-----------------------|--------------------|------------------------|----------------------|----------------------|------------------|
| Jan | 52.3 | 61.7 | 37.9 | 56.7 | 39.3 | 53.5 | 57.8 |




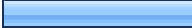



Case files removed from statistical times:

| | Robberies | Assaults |
|---------|-----------|----------|
| January | None | None |




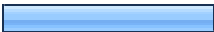
2011 EMD Protocol Compliance







1. On a scale of 1 - 5, 1 representing never and 5 representing always, do the call takers adequately document details in CAD to assist you in responding to the calls?

| | | Response Percent | Response Count |
|--------------------------|---|------------------|----------------|
| 1 |  | 4.8% | 1 |
| 2 |  | 28.6% | 6 |
| 3 |  | 33.3% | 7 |
| 4 |  | 28.6% | 6 |
| 5 |  | 4.8% | 1 |
| | | Comments | 5 |
| answered question | | | 21 |
| skipped question | | | 1 |




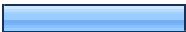
2. On a scale of 1-5, 1 representing never and 5 representing always, do you feel the dispatchers follow through on requests for additional assistance? (Ex: additional officer, calls for tows, running CCH's, etc.)

| | | Response Percent | Response Count |
|-------------------|---|------------------|----------------|
| 1 | | 0.0% | 0 |
| 2 |  | 9.1% | 2 |
| 3 |  | 9.1% | 2 |
| 4 |  | 50.0% | 11 |
| 5 |  | 31.8% | 7 |
| Comments | | | 2 |
| answered question | | | 22 |
| skipped question | | | 0 |





3. On a scale of 1-5, 1 representing never and 5 representing always, do DCC dispatchers convey a professional tone on the radio or phone?

| | | Response Percent | Response Count |
|-------------------|---|------------------|----------------|
| 1 | | 0.0% | 0 |
| 2 |  | 9.1% | 2 |
| 3 |  | 9.1% | 2 |
| 4 |  | 45.5% | 10 |
| 5 |  | 36.4% | 8 |
| Comments | | | 3 |
| answered question | | | 22 |
| skipped question | | | 0 |

4. On a scale of 1-5, 1 representing never and 5 representing always, do the dispatchers respond promptly to you when you call on the radio?

| | | Response Percent | Response Count |
|-------------------|---|------------------|----------------|
| 1 | | 0.0% | 0 |
| 2 |  | 4.5% | 1 |
| 3 |  | 22.7% | 5 |
| 4 |  | 45.5% | 10 |
| 5 |  | 27.3% | 6 |
| Comments | | | 1 |
| answered question | | | 22 |
| skipped question | | | 0 |







5. On a scale of 1-5, 1 representing never and 5 representing always, do you find it necessary to request additional information from the dispatcher on call assignments?

| | | Response Percent | Response Count |
|-------------------|---|------------------|----------------|
| 1 | | 0.0% | 0 |
| 2 |  | 27.3% | 6 |
| 3 |  | 18.2% | 4 |
| 4 |  | 45.5% | 10 |
| 5 |  | 9.1% | 2 |
| Comments | | | 5 |
| answered question | | | 22 |
| skipped question | | | 0 |

6. Give an example of where the DCC and responders might form a better partnership.

| | Response Count |
|--------------------------|----------------|
| | 11 |
| answered question | 11 |
| skipped question | 11 |

7. What type of responding agency do you work for and what zone does that agency operate in?

| | | Response Percent | Response Count |
|------------------------|---|------------------|----------------|
| Law Enforcement |  | 70.0% | 14 |
| Zone 1 |  | 15.0% | 3 |
| Zone 2 |  | 15.0% | 3 |
| Zone 3 |  | 20.0% | 4 |
| Fire |  | 5.0% | 1 |
| Fire Main E | | 0.0% | 0 |
| Fire Main W |  | 30.0% | 6 |
| | answered question | | 20 |
| | skipped question | | 2 |