

- **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 March.

- 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.

Law Enforcement	2205	2,098	2,489										6,792
Fire EMS	92	66	46										204
911 Calls	457	398	486										1,341
	Jan	Feb	March	April	May	June	July	August	Sept	Oct	Nov	Dec	Totals
Mendota Heights	*12,745												
Law Enforcement	513	531	653										1,697
Fire EMS	19	10	12										41
911 Calls	112	121	139										372
Miesville Fire													
Fire EMS	5	2	2										9
911 Calls***	5	2	2										9
Randolph-Hampton Fire													
Fire EMS	6	11	11										28
911 Calls***	6	11	11										28
Rosemount	*21,521												
Law Enforcement	917	840	1,024										2,781
Fire EMS	88	67	53										208
911 Calls	226	226	195										647
South St. Paul	*20,180												
Law Enforcement	1,299	1,279	1,405										3,983
Fire EMS	170	155	150										475
911 Calls	272	206	200										678
West St. Paul	*19,495												
Law Enforcement	1,972	1,521	1,504										4,997
Fire EMS	227	203	228										658
911 Calls	410	356	388										1,154
Law Enforcement Total	21,805	19,784	22,804	-	-	-	-	-	-	-	-	-	64,393
Fire EMS Total	1,655	1,423	1,457	-	-	-	-	-	-	-	-	-	4,535
911 Total**	4,767	4,177	4,691	-	-	-	-	-	-	-	-	-	13,635

*Population as of 03/01/2009 Metropolitan Council Population estimate (www.metrocouncil.org).

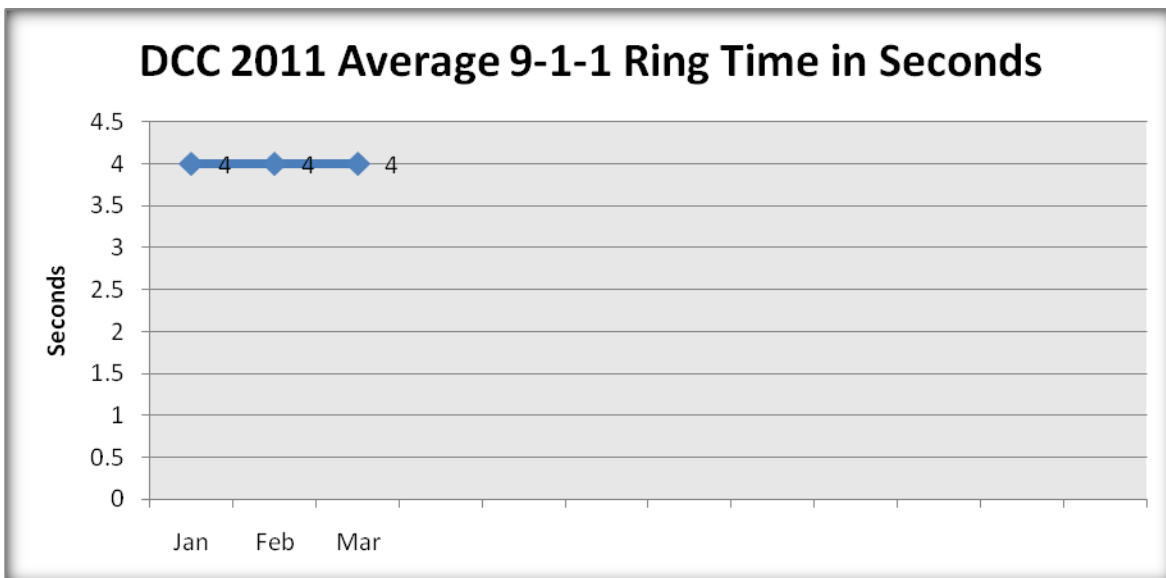
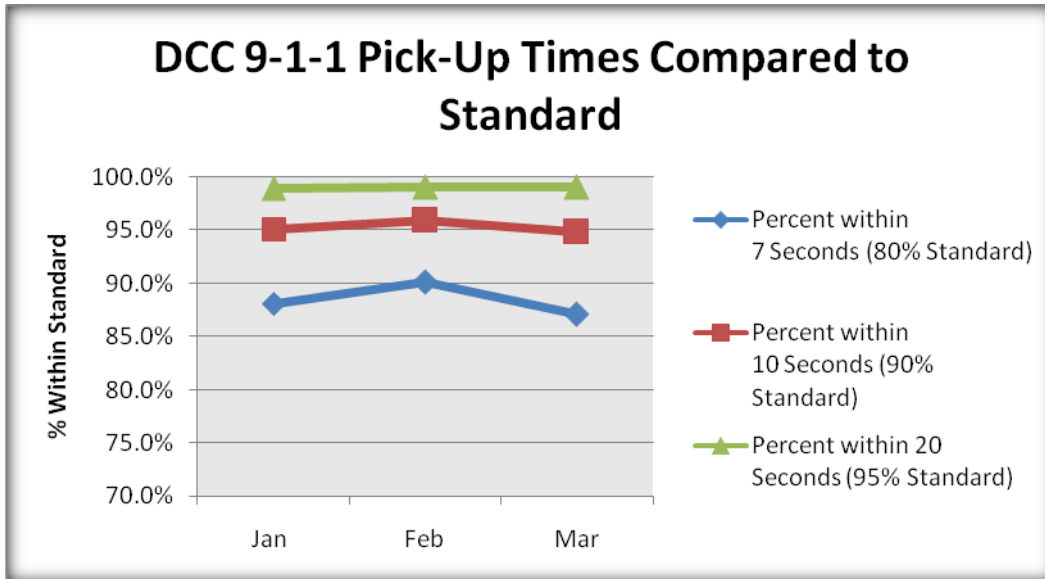
* Dakota County Population reflects service area for Sheriff's patrol function.

** 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.

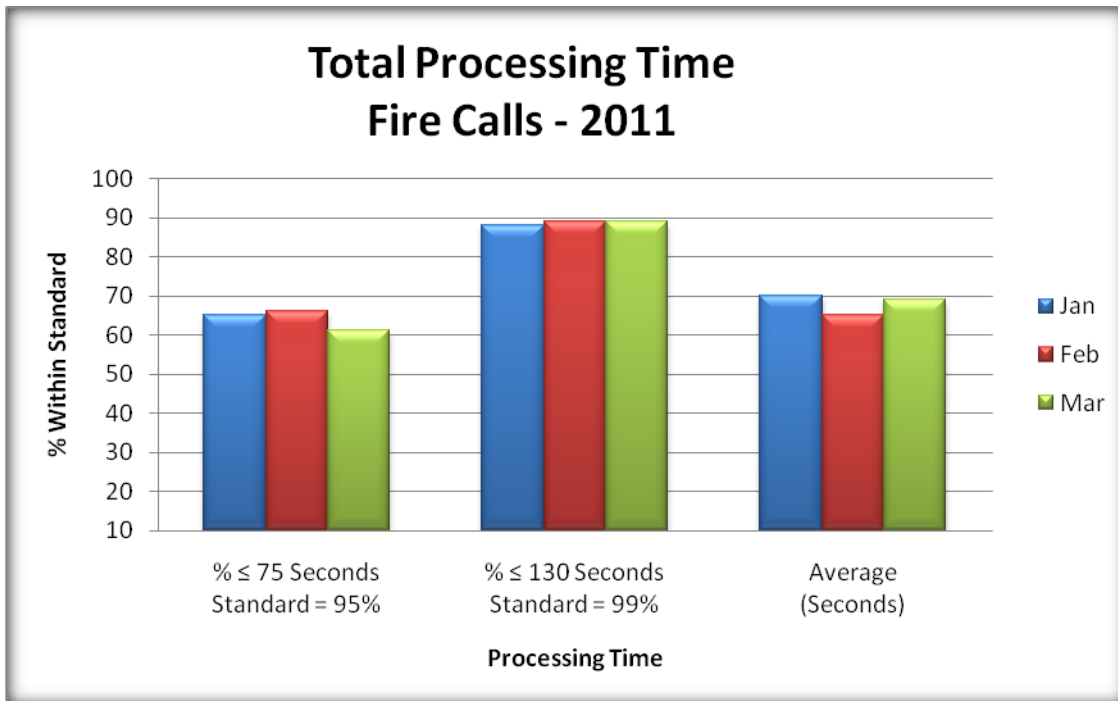
DCC 9-1-1 Call Pick-up Performance

	Total 911 Calls	Percent within 7 Seconds	Percent within 10 Seconds	Percent within 20 Seconds
<i>Standards</i>		80%	90%	95%
Jan	14680	88.1%	95.1%	98.9%
Feb	12939	90.1%	95.9%	99.0%
Mar	13497	87.1%	94.8%	99.0%



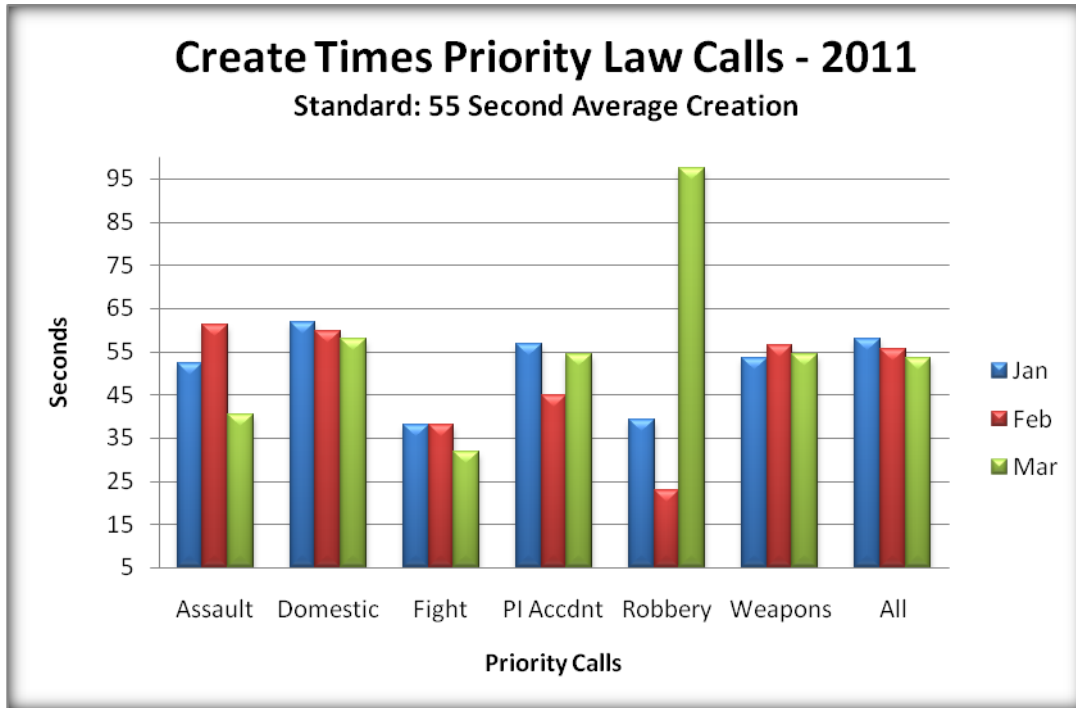
Fire Calls

	% ≤ 75 Seconds Standard = 95%	% ≤ 130 Seconds Standard = 99%	Average (Seconds)
Jan	65%	87%	78
Feb	66%	89%	65
Mar	61%	89%	69



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
Feb	61.1	59.7	38.1	44.9	23	56.4	55.4
Mar	40.5	57.8	31.9	54.4	97.5	54.3	53.3



Case files removed from statistical times:

	Robberies	Assaults
Jan	n/a	n/a
Feb	n/a	MH1102160000906 – Third party caller; victim of assault not present & was mobile
Mar	n/a	n/a

2011 EMD Protocol Compliance

