

MEMORANDUM

TO: Board of Directors, Executive Committee, Operations Committee and DCC Staff
FROM: Kent Therkelsen
DATE: August 19th, 2008
SUBJECT: Monthly Statistical Reports

The monthly statistical report for the Dakota Communications Center is presented in two sections; activity statistics, which are the basis for funding formula calculations, and performance measures, which measure selected DCC work processes in comparison to standards adopted by the DCC Board of Directors.

Activity Statistics

The DCC funding formula, contained in the Joint Powers Agreement, allocates DCC costs amongst the Members based upon the percent of certain dispatch center events attributable to the Member in the previous 12 months¹. Dispatch center events are defined as a computer aided dispatch (CAD) event, a 9-1-1 call processed, a ten-digit telephone call for service processed², and when the DCC is able to capture this information, the number of data system inquiries processed by DCC employees.

The current activity statistics are found on pages 4 through 6 of this document.

Performance Measures

The DCC Board of Directors adopted performance measures, recommended by DCC staff, as part of the 2008 budget adoption. The measures are intended to provide DCC staff and decision makers with information to help determine the effectiveness of the organization in delivering expected services and to assist in resource allocation decisions.

The performance measures are organized into two categories; 1) event processing and, 2) user feedback.

Event Processing

- 1) **9-1-1 call pick-up.** The amount of time between the start of the audible indication 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.
98% of incoming calls answered within 15 seconds.

¹ For 2008 and 2009, cost allocation is based upon the dispatch events recorded in 2004. Beginning with the 2010 budget, the allocation will be adjusted annually using the last full calendar year's dispatch events.

² The DCC records system is not able to track 10 digit calls by Member jurisdiction.

- Relevant standards: 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 7 of this document.

2) **Call creation in CAD.** The amount of time between the incoming phone call being answered and the CAD event being transferred from the call-taker to the dispatcher for assignment to a responder.

- Standard: Priority 1 events³: 85% in 90 Sec. 95% in 150 Sec.
Priority 2 events⁴: 85% in 180 Sec. 95% in 270 Sec.
Priority 3 events⁵: 85% in 270 Sec. 95% in 360 Sec.
- Relevant Standard: National Fire Protection Association standard 1221.
95% of emergency call processing and dispatching shall be completed within 60 seconds and 99% within 90 seconds⁶.

Many variables affect CAD creation times. Callers may be difficult to communicate with due to a variety of factors. Information needs for responders may be significant. Incoming call levels relative to available staff could require some callers to be put on hold while dispatchers triage multiple events and Emergency Medical Dispatch protocol requires detailed information gathering for certain events.

The current CAD creation statistics are found on page 8 of this document.

3) **Priority 1 dispatch time.** The amount of time between the transfer of the CAD event to the dispatcher and the call being assigned to a responding law enforcement, fire or EMS responder.

- Standard: 85% of events within 30 seconds.
95% of events within 60 seconds.
- Relevant Standard: National Fire Protection Association standard 1221
95% of emergency call processing and dispatching shall be completed within 60 seconds and 99% within 90 seconds⁷.

NFPA also provides that the local response authority may determine the definition of priority 1 events of purposes of this standard.

³ Events involving possible immediate threat to life or property.

⁴ Events that do not present an immediate threat to life or property, but where response time is related to outcome.

⁵ Events that do not have a relationship between response time and outcome.

⁶ Does not include 15 seconds allowed for answering 9-1-1 phone lines or 40 seconds for answering administrative lines.

⁷ Does not include 15 seconds allowed for answering 9-1-1 phone lines or 40 seconds for answering administrative lines.

The priority 1 dispatch 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.

Results of the public survey are found on page 10 of this document.

- 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 11 – 14 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.