

MEMORANDUM

TO: Board of Directors, Executive Committee, Operations Committee and DCC Staff
FROM: Kent Therkelsen
DATE: March 17th, 2009
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 5 and 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.

Note concerning call pick-up times:

The call pick-up time percentages have been modified from prior reports as a result of a software error that had affected this statistic since the beginning of the year. This error was discovered in July when we noticed a drop in answering performance. The DCC's phone system provider, PlantCML investigated the discrepancy and discovered a calculation problem in their management reporting software which affected our statistics for all of 2008. With the correction to the software, our statistics have shifted 4-7% downward at all benchmark points.

The DCC's goal is to answer 90% of 9-1-1 calls within 10 seconds and 98% within 15 seconds. The de facto national standard is 90% in 10 seconds and 95% within 20 seconds. In response to the revised statistics, the DCC is working with our 9-1-1 equipment vendor on call processing changes. We are also watching to see if the recent installation of "non-exclusive" hold on the system will improve call answering times.

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 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.

- 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.

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 pages 10 and 11 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 12 through 15 of this document.

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

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

2009

	Jan	Feb	March	April	May	June	July	August	Sept	Oct	Nov	Dec	Totals
Apple Valley *49,456													
Law Enforcement	3301	3,163											
Fire/EMS	141	87											
ALF Responses	237	1											
911 Calls	749	689											
Burnsville *61,393													
Law Enforcement	4,406	4,320											
Fire/EMS	474	359											
911 Calls	3,673	3,207											
Dakota County " 59,800													
Law Enforcement	3,597	3,304											
ALF Responses	9												
911 Calls	2,545	2,121											
Eagan *67,106													
Law Enforcement	3,994	3,644											
Fire EMS	120	71											
911 Calls	3,186	2,654											
Farmington *18,589													
Law Enforcement	959	943											
Fire EMS	53	48											
ALF Responses	53												
911 Calls	149	129											
Hampton-Randolph Fire													
Fire EMS	5	4											
911 Calls***	5	4											
Hastings *22,436													
Law Enforcement	1,498	1398											
Fire EMS	276	246											
911 Calls	396	371											
Inver Grove Heights *33,608													
Law Enforcement	2,041	1,784											

Fire EMS	112	76											
911 Calls	451	364											
Lakeville	*53,829												
Law Enforcement	3471	3,275											
Fire EMS	116	75											
ALF Responses	133	2											
911 Calls	619	470											
	Jan	Feb	March	April	May	June	July	August	Sept	Oct	Nov	Dec	Totals
Mendota Heights	*11,752												
Law Enforcement	814	843											
Fire EMS	23	19											
911 Calls	136	129											
Miesville Fire													
Fire EMS	3	4											
911 Calls***	3	4											
Rosemount	*20,917												
Law Enforcement	1,336	1,300											
Fire EMS	59	71											
911 Calls	280	213											
South St. Paul	*20,135												
Law Enforcement	1,468	1,484											
Fire EMS	210	157											
911 Calls	265	241											
West St. Paul	*18,914												
Law Enforcement	2,012	1,936											
Fire EMS	240	219											
911 Calls	486	447											
Law Enforcement Total	28,897	27,394											
Fire EMS Total	1,832	1,436											
ALF Responses	432	3											
911 Total**	12,943	11,043											

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

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

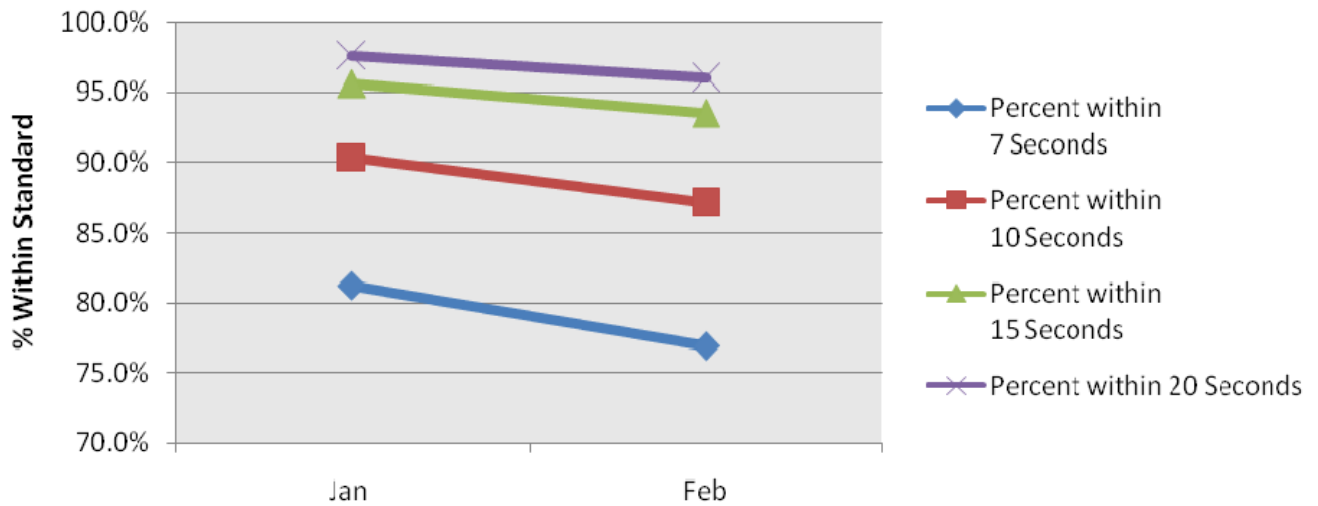
**911 call stats from MESB-normally 2 month lag time-Reported by PSAP. Non-PSAP Cities totals will be reportable after consolidation.

*** 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.

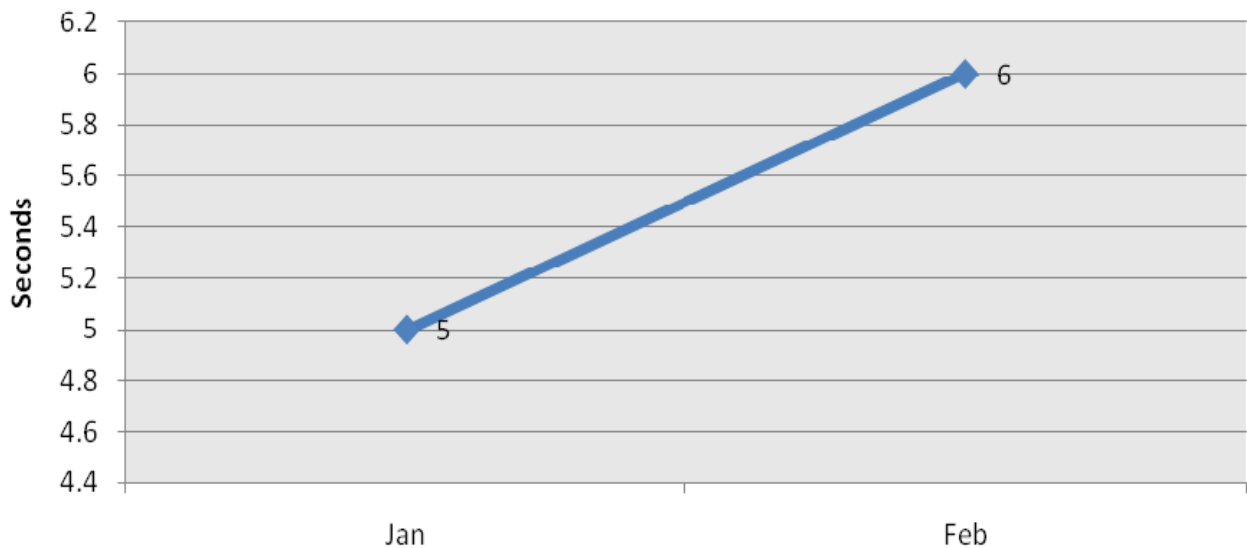
DCC 9-1-1 Call Pick-up Performance

	Total 911 Calls	Percent within 7 Seconds	Percent within 10 Seconds	Percent within 15 Seconds	Percent within 20 Seconds
<i>Standards</i>		80%	90%	98%	
Jan	13993	81.2%	90.4%	95.6%	97.6%
Feb	11942	76.9%	87.1%	93.5%	96.0%

DCC 9-1-1 Pick-Up Times Compared to Standard

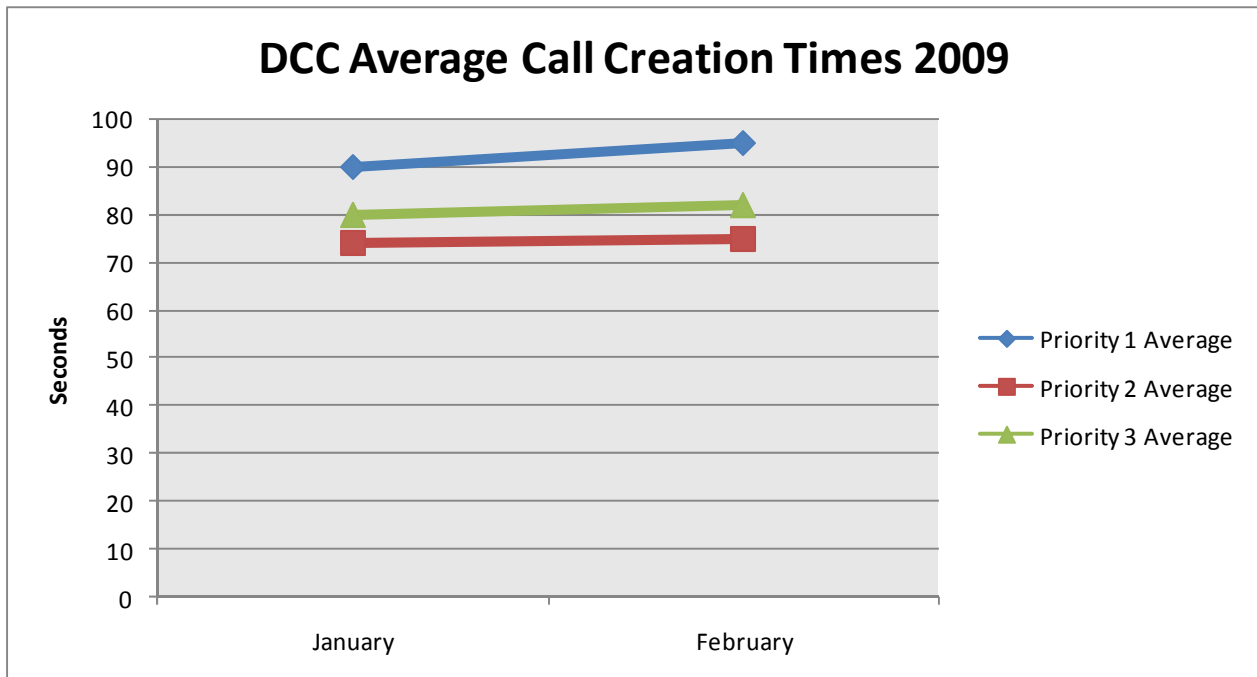
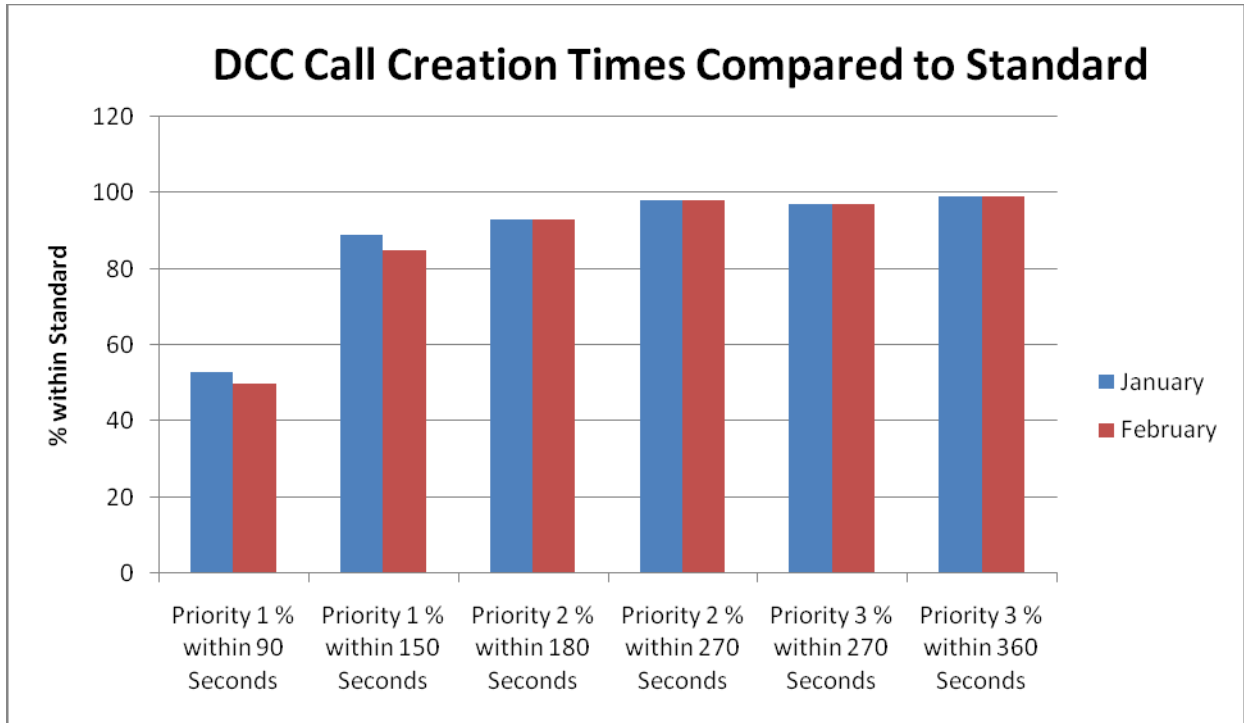


DCC 2009 Average 9-1-1 Ring Time in Seconds



DCC Call Creation Performance

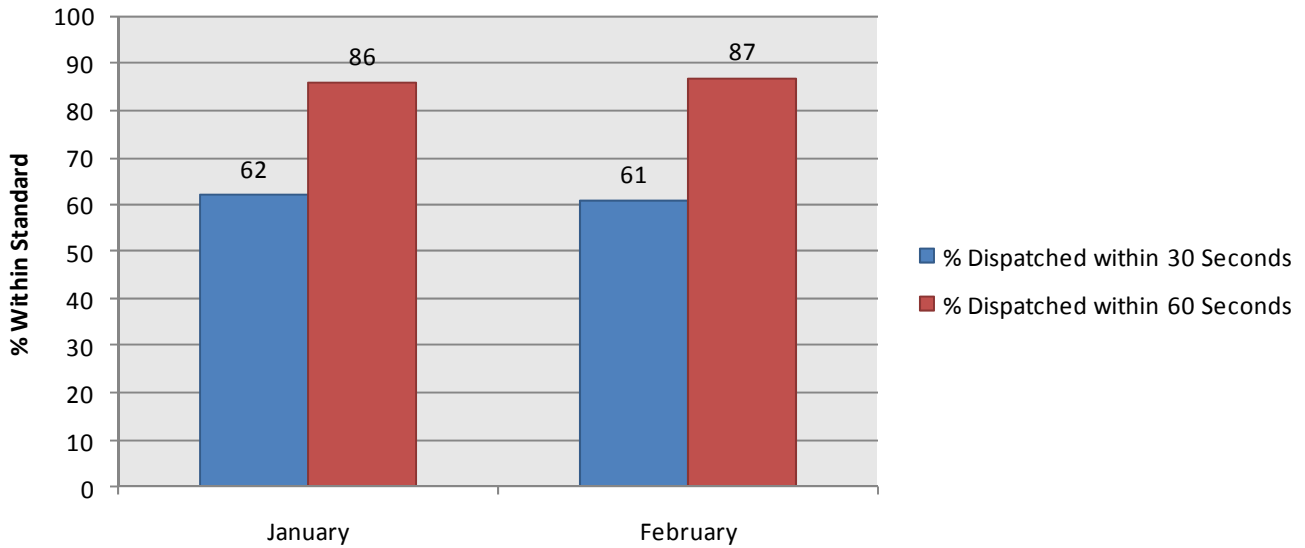
	Priority 1 Create Times			Priority 2 Create Times			Priority 3 Create Times		
	Avg	w/in 90 sec	w/in 150 sec	Avg	w/in 180 sec	w/in 270 sec	Avg	w/in 270	w/in 360
<i>Standards</i>		85%	95%		85%	95%		85%	95%
January	90	53%	89%	74	93%	98%	80	97%	99%
February	95	50%	85%	75	93%	98%	82	97%	99%



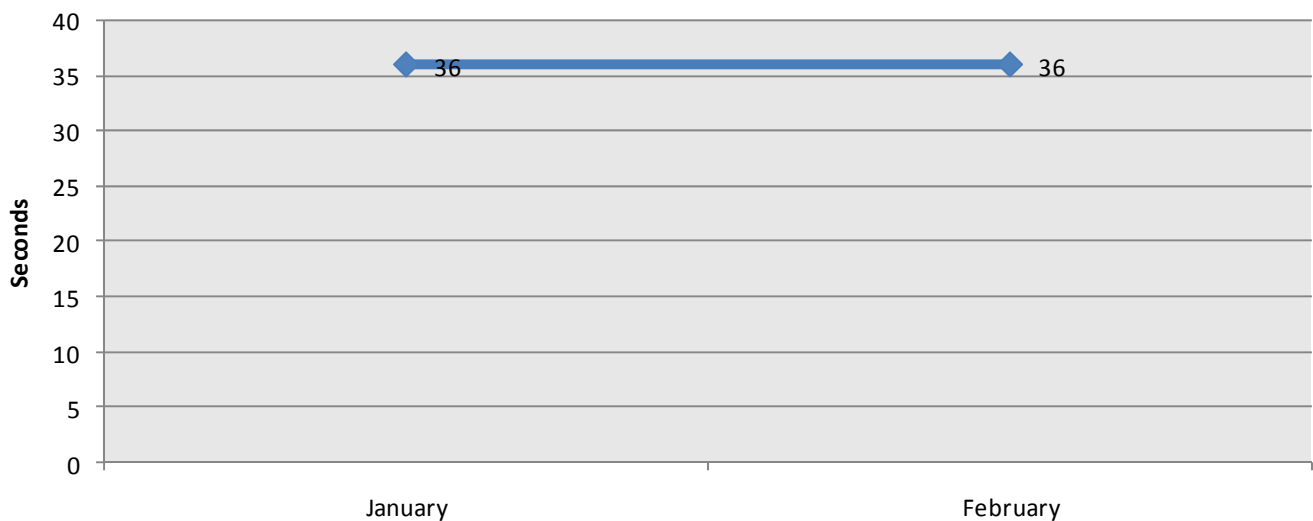
DCC Priority 1 Dispatch Performance

	Avg	w/in 30 sec	w/in 60 sec
January	36	62%	86%
February	36	61%	87%

DCC Priority 1 Dispatch Times Compared to Standard



DCC 2009 Average Priority 1 Dispatch Times in Seconds

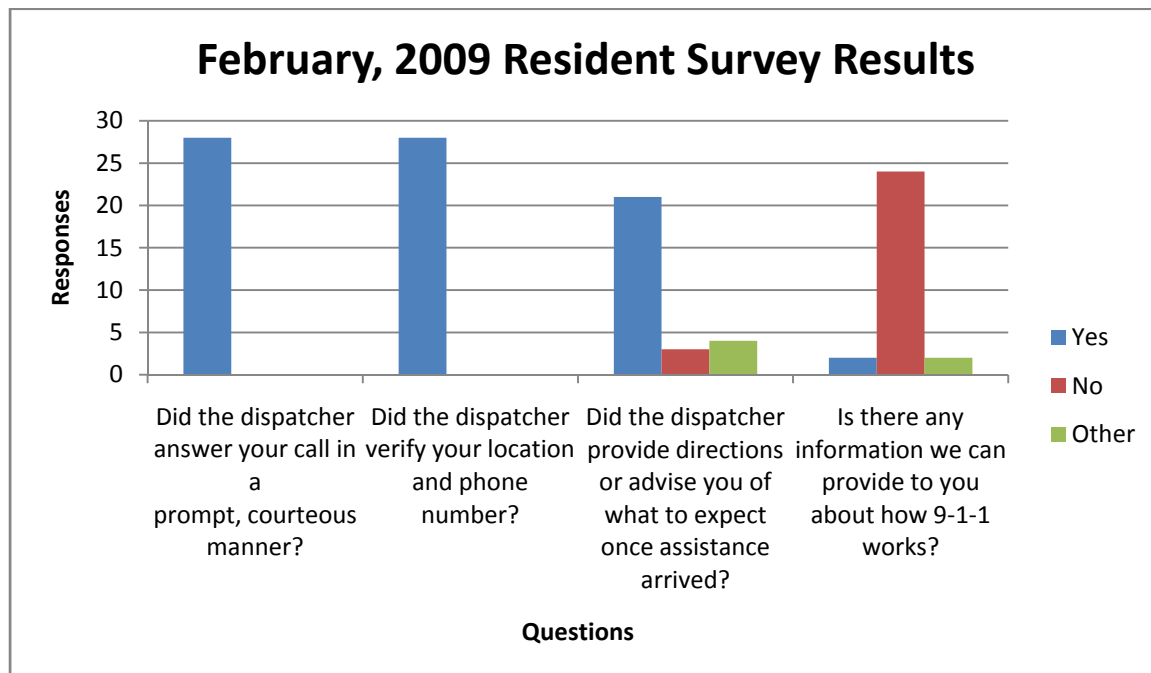


Memorandum

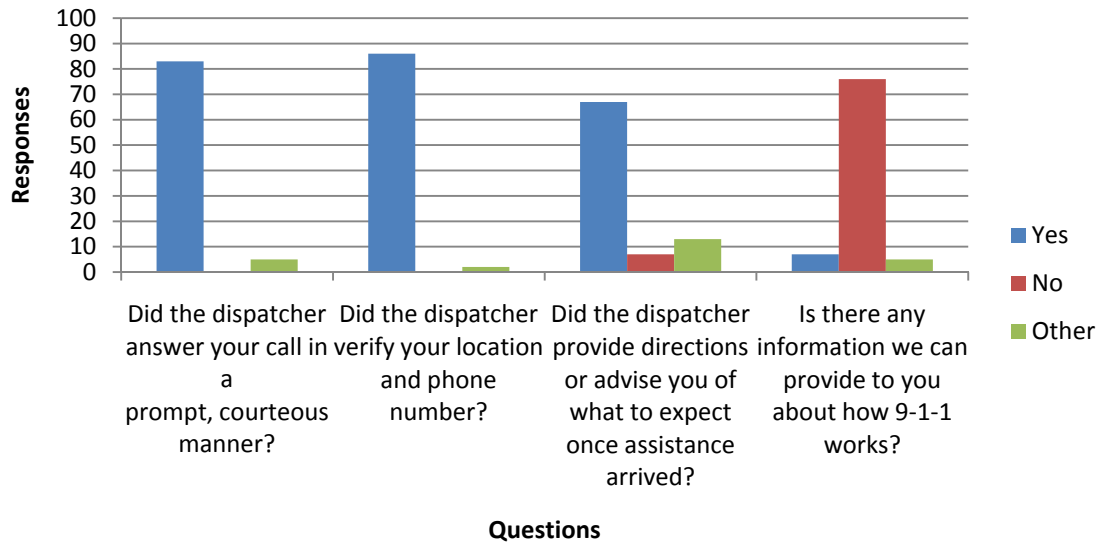
To: Kent Therkelsen; Diane Lind
From: Jenny Hildebrandt
Date: March 2nd, 2009
Re: February, 2009 Resident Survey Results

Each month I am tasked with surveying every 200th CAD caller. At the beginning of each month I receive a CAD list of contact information for every 100th CAD incident from the Training Coordinator. From that list I remove any calls with incomplete address information or addresses that may not apply such as cell phone companies. I then take ½ of the list and send surveys to all of those residents or businesses.


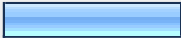
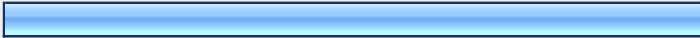

On February 4th, 80 surveys were sent out to Residents of Dakota County. As of March 2nd, 2009, 28 or 35% had been received back and were tallied. Results are as follows:





2009 Year to Date Resident Survey Results





The next survey will be sent out on March 2nd.


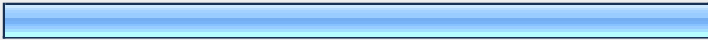
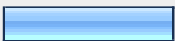
1. Do the call takers adequately document call details in CAD to assist you in responding to the calls?			Response Percent	Response Count
Never			3.8%	1
Rarely			19.2%	5
Usually			76.9%	20
Always			3.8%	1
			Comments	8
			answered question	26
			skipped question	3




2. 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
Never			0.0%	0
Rarely			0.0%	0
Usually			57.1%	16
Always			42.9%	12
			Comments	5
			answered question	28
			skipped question	1

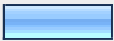
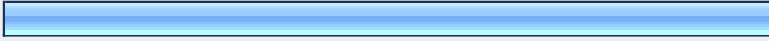

3. Do DCC dispatchers convey a professional tone on the radio or phone?

		Response Percent	Response Count
Never		0.0%	0
Rarely		0.0%	0
Usually		60.7%	17
Always		39.3%	11
Comments			3
answered question			28
skipped question			1


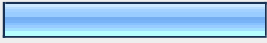

4. Do the dispatchers respond promptly to you when you call on the radio?

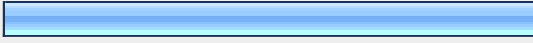
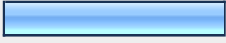
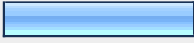
		Response Percent	Response Count
Never		0.0%	0
Rarely		3.7%	1
Usually		77.8%	21
Always		18.5%	5
Comments			5
answered question			27
skipped question			2

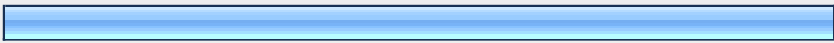
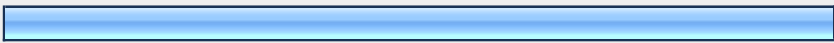
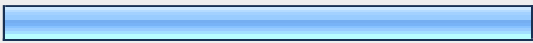
5. Do you find it necessary to request additional information from the dispatcher on call assignments?			
		Response Percent	Response Count
Never		0.0%	0
Rarely		52.0%	13
Usually		40.0%	10
Always		8.0%	2
Comments			10
answered question			25
skipped question			4

6. Is the information you receive for call assignments adequate for the situation at hand?			
		Response Percent	Response Count
Never		0.0%	0
Rarely		11.5%	3
Usually		84.6%	22
Always		3.8%	1
Comments			6
answered question			26
skipped question			3

7. Give a specific example of where the DCC might improve its services to you.		Response Count
		18
answered question		18
skipped question		11

8. What type of responding agency do you work for?			Response Percent	Response Count
Emergency Medical			3.6%	1
Fire			28.6%	8
Law Enforcement			71.4%	20
			<i>answered question</i>	28
			<i>skipped question</i>	1

9. I am a...			Response Percent	Response Count
Front Line Responder			58.6%	17
Front Line Supervisor			24.1%	7
Other (please specify)			20.7%	6
			<i>answered question</i>	29
			<i>skipped question</i>	0

10. Contact Information (Optional. If you are willing to discuss your survey results with a DCC representative.):			Response Percent	Response Count
Name			91.7%	11
Email			91.7%	11
Telephone			58.3%	7
			<i>answered question</i>	12
			<i>skipped question</i>	17