

MEMORANDUM

TO: Board of Directors, Executive Committee, Operations Committee and DCC Staff
FROM: Diane Lind
DATE: March 5th, 2012
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 2011 year-end activity stats are found on pages 4 and 5 of this document. The current activity statistics are found on pages 6 and 7 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.
 - **Reference:** National Emergency Number Association (NENA).
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.

The 2011 year-end 9-1-1 call pick-up statistics are found on pages 8 and 9 of this document. The current 9-1-1 call pick-up statistics are found on page 10 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 2011 year-end Fire call total process time statistics are found on page 11 of this document. The current Fire call total process time statistics are found on page 12 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 2011 year-end Law Enforcement total process time statistics are found on pages 13 and 14 of this document. The current Law Enforcement total process time statistics are found on page 15 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 2011 year-end EMD compliance statistics are found on page 16 of this document. The current EMD compliance statistics are found on page 17 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.

A new public survey is currently being considered for use in future statistical reports.

- 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 18 through 20 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	2,411	2,597	3,019	3,417	2,924	2,651	2,670	2628	2160	31,269
Fire EMS	92	66	46	60	58	73	120	66	65	80	65	54	845
911 Calls	457	398	486	543	585	618	596	579	500	554	500	542	6,358
	Jan	Feb	March	April	May	June	July	August	Sept	Oct	Nov	Dec	Totals
Mendota Heights (Includes Mendota and Lilydale) *11,892													
Law Enforcement	513	531	653	593	598	665	613	610	609	760	596	555	7,296
Fire EMS	19	10	12	28	13	25	32	20	10	19	20	14	222
911 Calls	112	121	139	96	100	100	103	115	8	112	105	146	1,257
Miesville Fire													
Fire EMS	5	2	2	4	4	13	12	3	5	3	4	2	59
911 Calls***	5	2	2	4	4	13	12	3	5	3	4	2	59
Randolph-Hampton Fire													
Fire EMS	6	11	11	6	8	10	7	12	9	12	10	8	110
911 Calls***	6	11	11	6	8	10	7	12	9	12	10	8	110
Rosemount *21,874													
Law Enforcement	917	840	1,024	1,085	1,100	1,257	1,133	1,067	1,156	1,178	1037	1039	12,833
Fire EMS	88	67	53	43	55	51	62	55	53	52	48	51	678
911 Calls	226	226	195	347	253	220	220	265	234	248	248	227	2,909
South St. Paul *20,160													
Law Enforcement	1,299	1,279	1,405	1,470	1,639	1,687	1,733	1,842	1,586	1,703	1448	1335	18,426
Fire EMS	170	155	150	164	180	154	216	200	204	187	176	166	2,122
911 Calls	272	206	200	176	206	184	213	184	187	203	166	282	2,479
West St. Paul (Includes Sunfish Lake) *20,061													
Law Enforcement	1,972	1,521	1,504	1,508	1,748	1,651	1,745	1,604	1,529	1,563	1436	1213	18,994
Fire EMS	227	203	228	195	191	244	283	258	239	246	219	224	2,757
911 Calls	410	356	388	334	370	382	409	400	360	402	390	426	4,627
Law Enforcement Total	21,805	19,784	22,804	21,499	23,361	25,343	27,405	25,130	24,096	24,237	21,724	19,837	277,025
Fire EMS Total	1,655	1,423	1,457	1,403	1,522	1,551	1,974	1,673	1,594	1,675	1,498	1,430	18,855
911 Total**	4,767	4,177	4,645	4,645	4,793	4,956	5,142	5,139	4,406	4,931	4,444	4,836	56,881

*Population per Census Bureau, based on Metro Council website information (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.

911 Calls	432	455											887
	Jan	Feb	March	April	May	June	July	August	Sept	Oct	Nov	Dec	Totals
Mendota Heights (Includes Mendota and Lilydale)			*11,892										
Law Enforcement	672	623											1,295
Fire EMS	18	17											35
911 Calls	90	85											175
Miesville Fire													
Fire EMS	3	7											10
911 Calls***	3	7											10
Randolph-Hampton Fire													
Fire EMS	6	9											15
911 Calls***	6	9											15
Rosemount			*21,874										
Law Enforcement	1,011	1,080											2,091
Fire EMS	53	46											99
911 Calls	193	189											382
South St. Paul			*20,160										
Law Enforcement	1,340	1,338											2,678
Fire EMS	174	140											314
911 Calls	179	159											338
West St. Paul (Includes Sunfish Lake)			*20,061										
Law Enforcement	1,329	1,483											2,812
Fire EMS	213	225											438
911 Calls	357	286											643
Law Enforcement Total	#####	#####	-	-	-	-	-	-	-	-	-	-	40,849
Fire EMS Total	1,624	1,431	-	-	-	-	-	-	-	-	-	-	3,055
911 Total**	4,339	4,185	-	-	-	-	-	-	-	-	-	-	8,524

*Population per Census Bureau, based on Metro Council website information (www.metrocouncil.org).

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

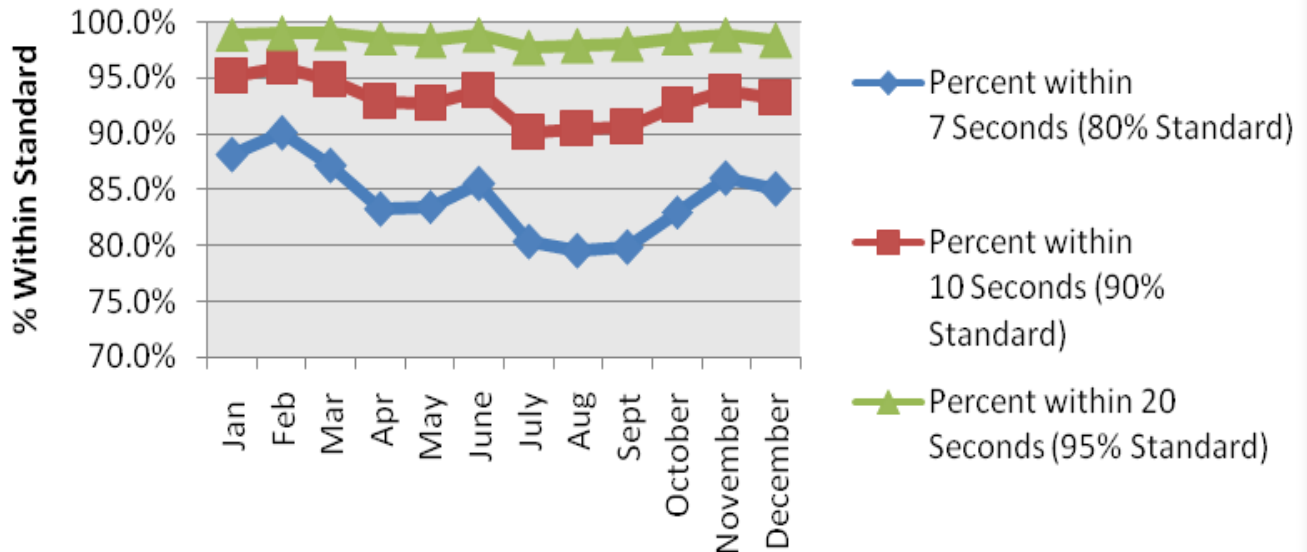
** 911 Totals do not include cell phone or VOIP call numbers

*** 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.

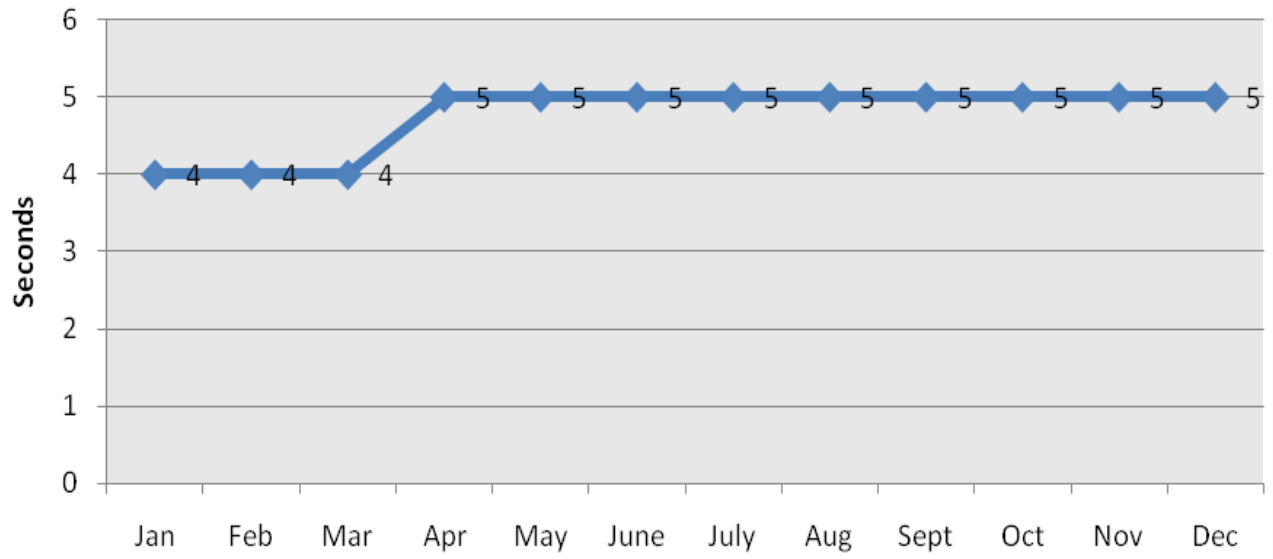
DCC 9-1-1 Call Pick-up Performance

	Total 911 Calls	Percent within 7 Seconds	Percent within 10 Seconds	Percent within 20 Seconds
<i>Standards</i>		<i>80%</i>	<i>90%</i>	<i>95%</i>
Jan	14680	88.1%	95.1%	98.9%
Feb	12939	90.1%	95.9%	99.0%
Mar	13497	87.1%	94.8%	99.0%
Apr	14010	83.3%	92.8%	98.6%
May	15736	83.5%	92.7%	98.4%
June	16675	85.5%	93.8%	98.8%
July	17858	80.3%	90.1%	97.7%
Aug	16749	79.5%	90.4%	97.9%
Sept	15344	79.8%	90.5%	98.00%
October	16550	83.0%	92.5%	98.6%
November	14908	86.0%	93.9%	98.8%
December	15043	85.0%	93.2%	98.4%

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

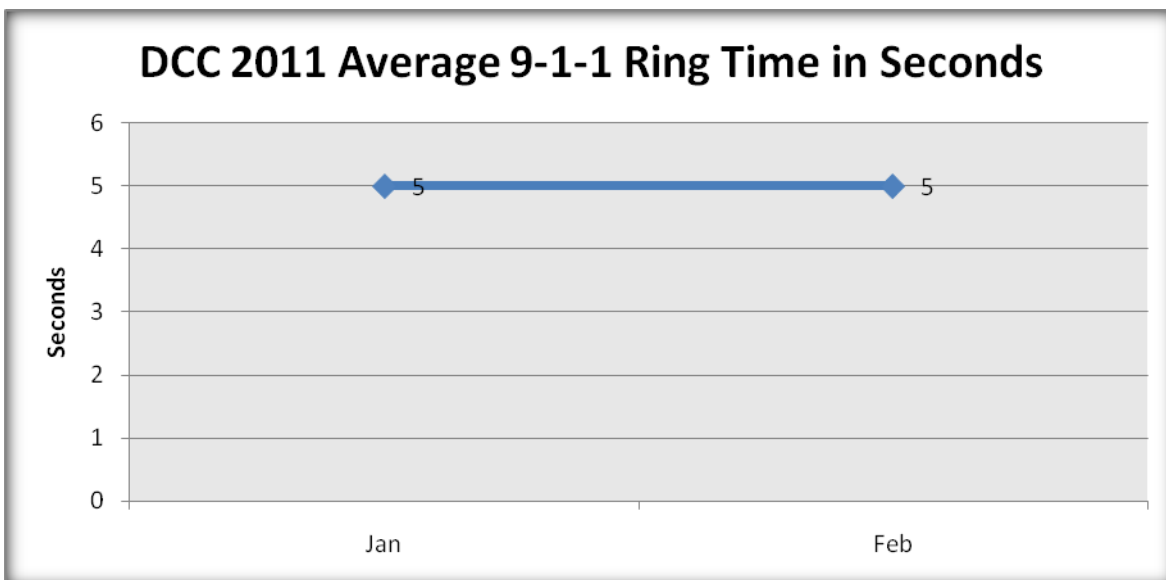
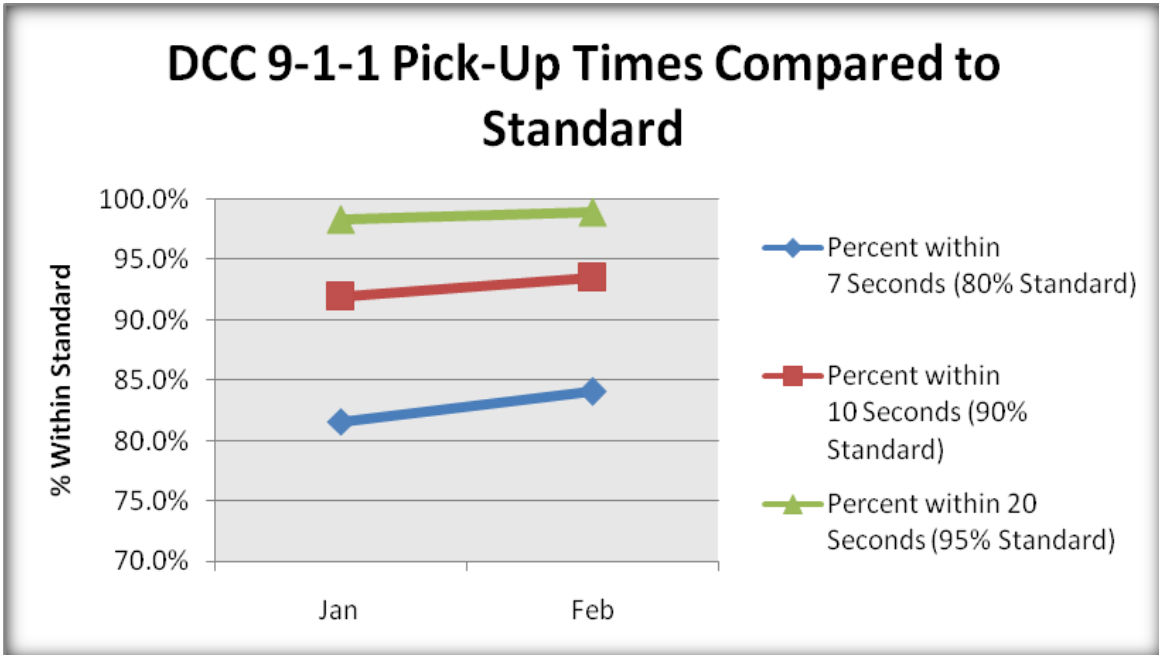


DCC 2011 Average 9-1-1 Ring Time in Seconds



DCC 9-1-1 Call Pick-up Performance

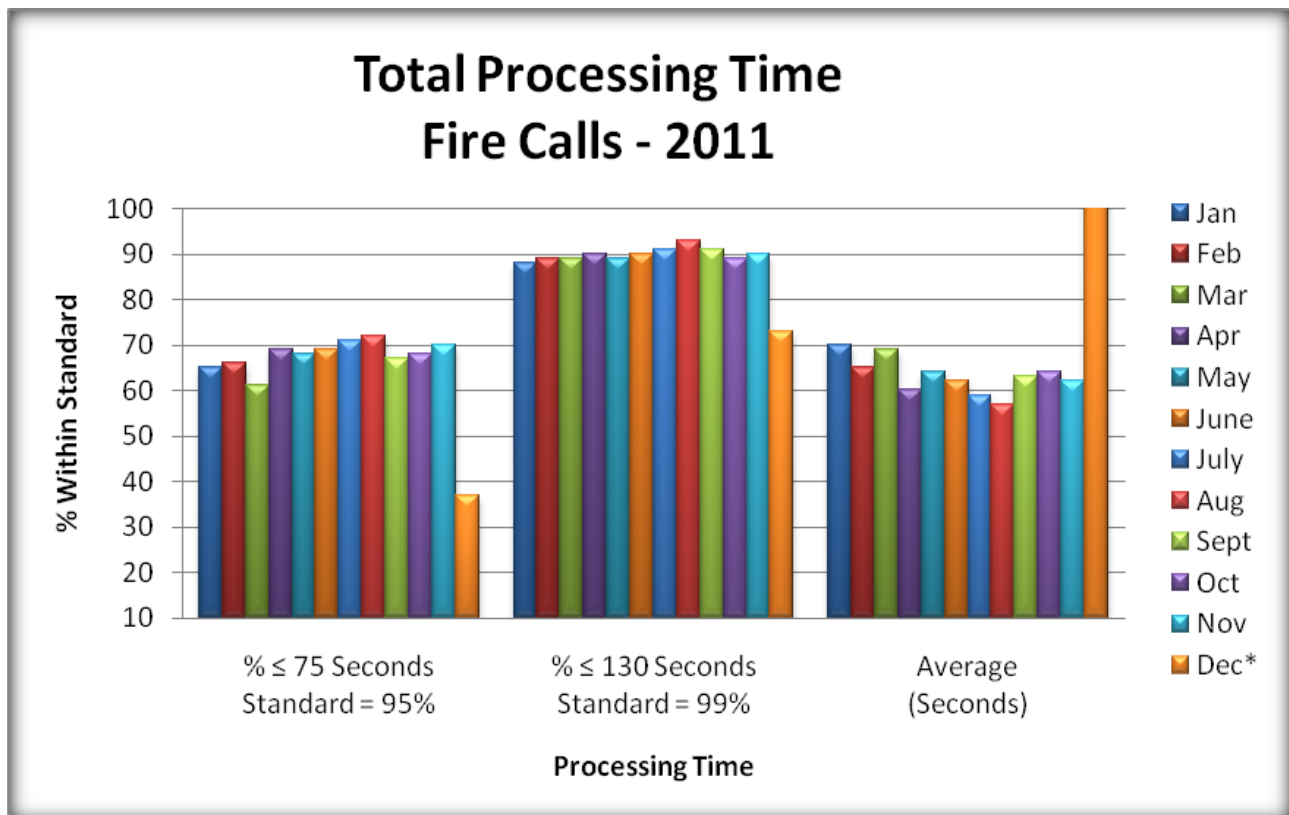
	Total 911 Calls	Percent within 7 Seconds	Percent within 10 Seconds	Percent within 20 Seconds
<i>Standards</i>		80%	90%	95%
Jan	13778	81.6%	91.9%	98.3%
Feb	12776	84.1%	93.5%	98.9%



Fire Calls

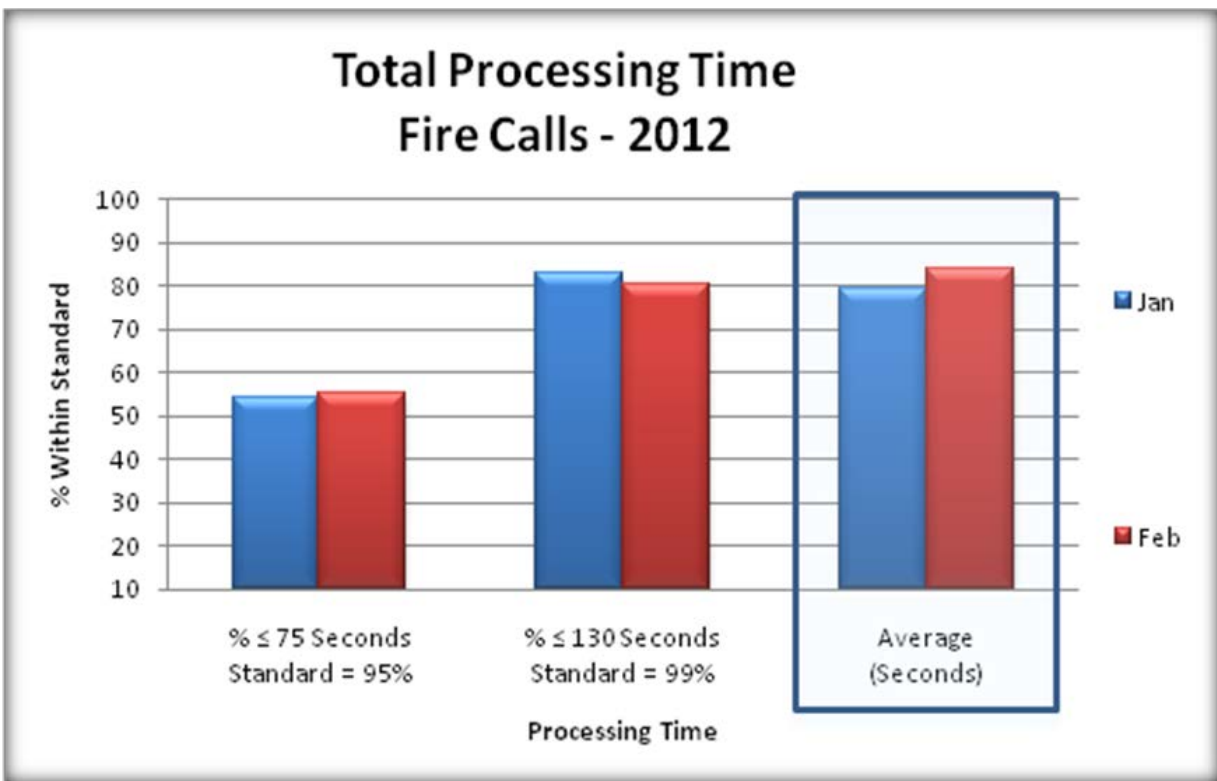
	% ≤ 75 Seconds Standard = 95%	% ≤ 130 Seconds Standard = 99%	Average (Seconds)
Jan	65%	87%	78
Feb	66%	89%	65
Mar	61%	89%	69
Apr	69%	90%	60
May	68%	89%	64
June	69%	90%	62
July	71%	91%	59
Aug	72%	93%	57
Sept	67%	91%	63
Oct	68%	89%	64
Nov	70%	90%	62
Dec*	37%	7%	102

***Processing time= Create average of 72 seconds, and dispatch average of 30 seconds. 47% of calls created in 60 seconds or under, and 72% created in 90 seconds or under. 75% of calls dispatched in 30 seconds or under, and 50% in 20 seconds or under.**



Fire Calls

	% ≤ 75 Seconds Standard = 95%	% ≤ 130 Seconds Standard = 99%	Average (Seconds)
Jan	54%	83%	79
Feb	55%	80%	84

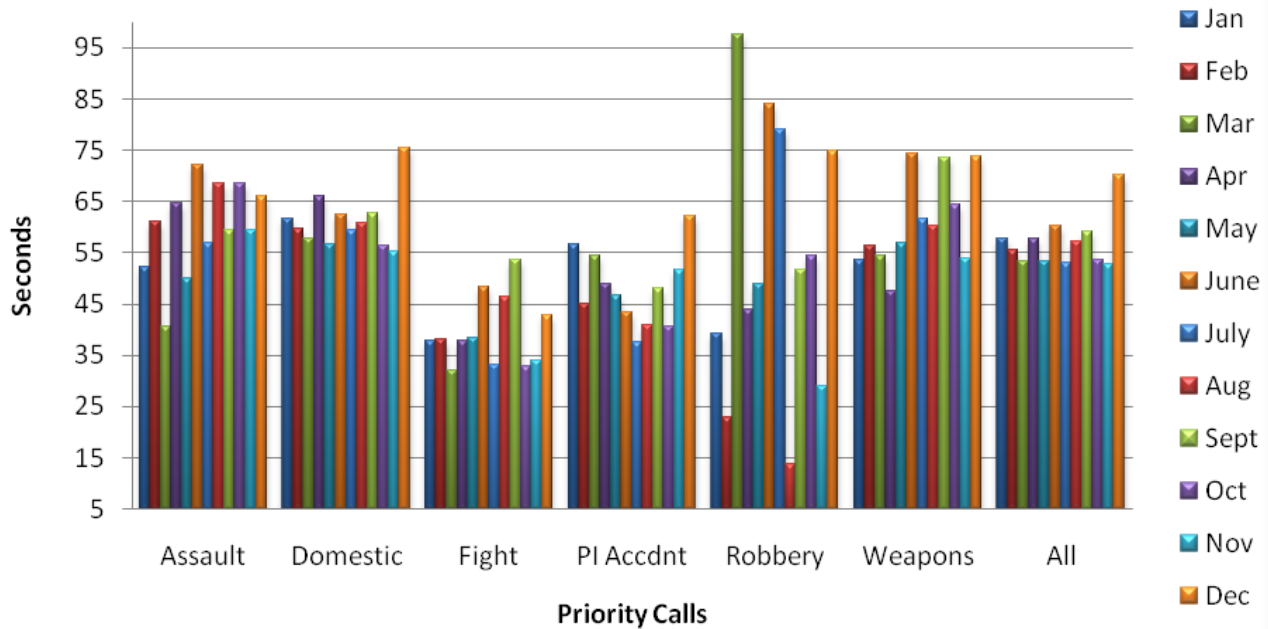


Law Enforcement Priority Calls

	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
Apr	64.7	65.9	37.8	48.8	44	47.4	57.6
May	50.1	56.7	38.3	46.7	48.9	57	53.3
June	72.1	62.3	48.3	43.4	84.0	74.3	60.1
July	56.9	59.3	33.0	37.4	79.0	61.6	53.0
Aug	68.5	60.7	46.5	40.8	13.7	60.3	57.1
Sept	59.5	62.6	53.7	48	51.7	73.5	59.1
Oct	68.5	56.3	32.7	40.6	54.4	64.4	53.6
Nov	59.4	55.2	33.8	51.7	29.0	53.8	52.7
Dec	66.0	75.3	42.9	62.1	74.8	73.8	70.3

Create Times Priority Law Calls - 2011

Standard: 55 Second Average Creation

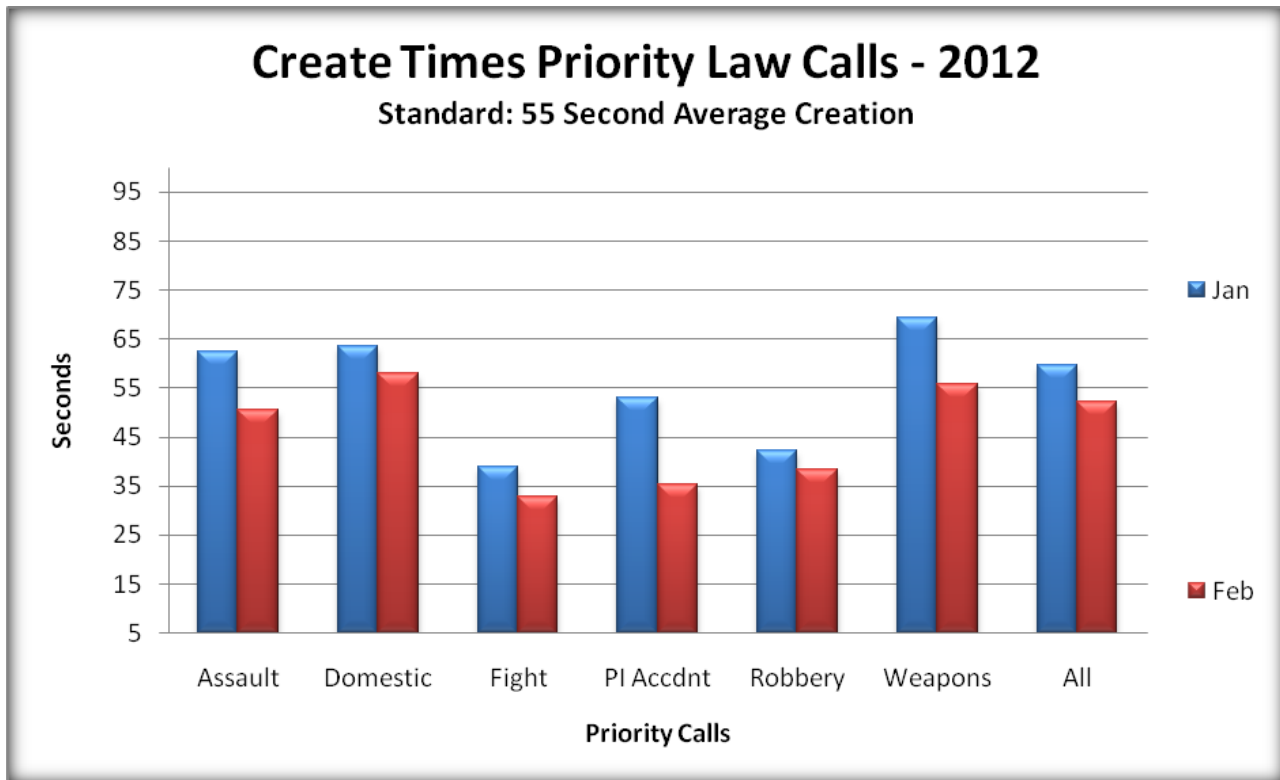


Case files removed from statistical times:

	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
Apr	WS110419007257 – had to use language line	
May	n/a	HA110519006745 – Assault occurred 20 minutes earlier and suspect had left scene. SS110517007101 – Past action, RP requesting phone call only.
June	BV110630023219 – Past action, Occurred 20 minutes prior to call to PD	
July		LA110712018713 – Assault reported after parties were separated & at different locations
August		AV110827026060 – RP requesting phone call on assault that occurred earlier BV110819030962 – Called in by someone not on scene, who stated incident had calmed at time of call BV110806028865 – Assault occurred earlier, RP enrt back to scene to find address SS110807012173 – RP disconnected without giving full info, and didn't answer on callback.
Sept		IG110913016517 – Assault happened earlier in day HA110901012843 – Assault happened 10-15 min before 911 was called. Suspect had left scene HA110927014412 – Assault took place 1 hour prior to call to police
Oct		HA111005014856 - Victim & suspect no longer at same location

Law Enforcement Priority Calls

	Assault (Seconds)	Domestic (Seconds)	Fight (Seconds)	PI Accdnt (Seconds)	Robbery (Seconds)	Weapons (Seconds)	All (Seconds)
Jan	62.5	63.5	38.9	53.1	42.2	69.3	59.7
Feb	50.5	57.9	32.9	35.4	38.3	55.8	52.1

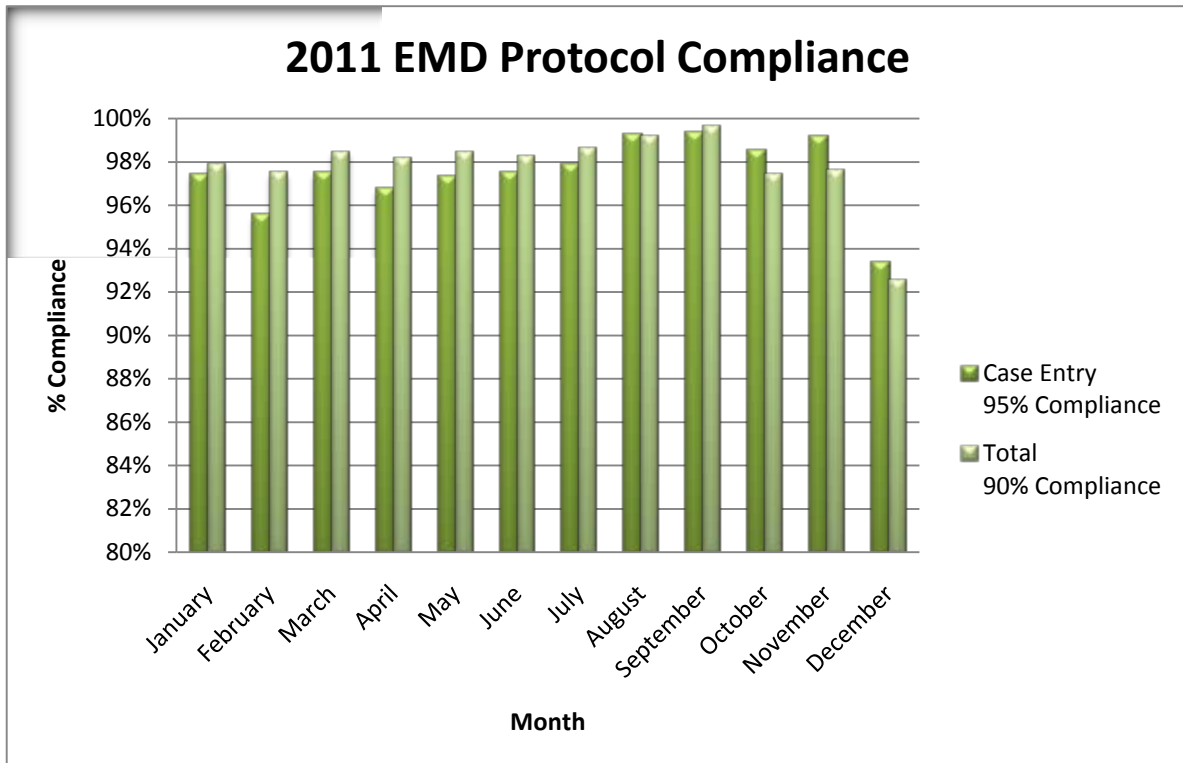


Case files removed from statistical times:

	Robberies	Assaults
Feb	BV120218006441 – Incident occurred 15-20 minutes prior to call.	WS120217004152 – Incident occurred 15 minutes prior to call. SS120206003322 – Incident occurred days prior to call. IG120219004288 – Incident occurred hours prior to call.

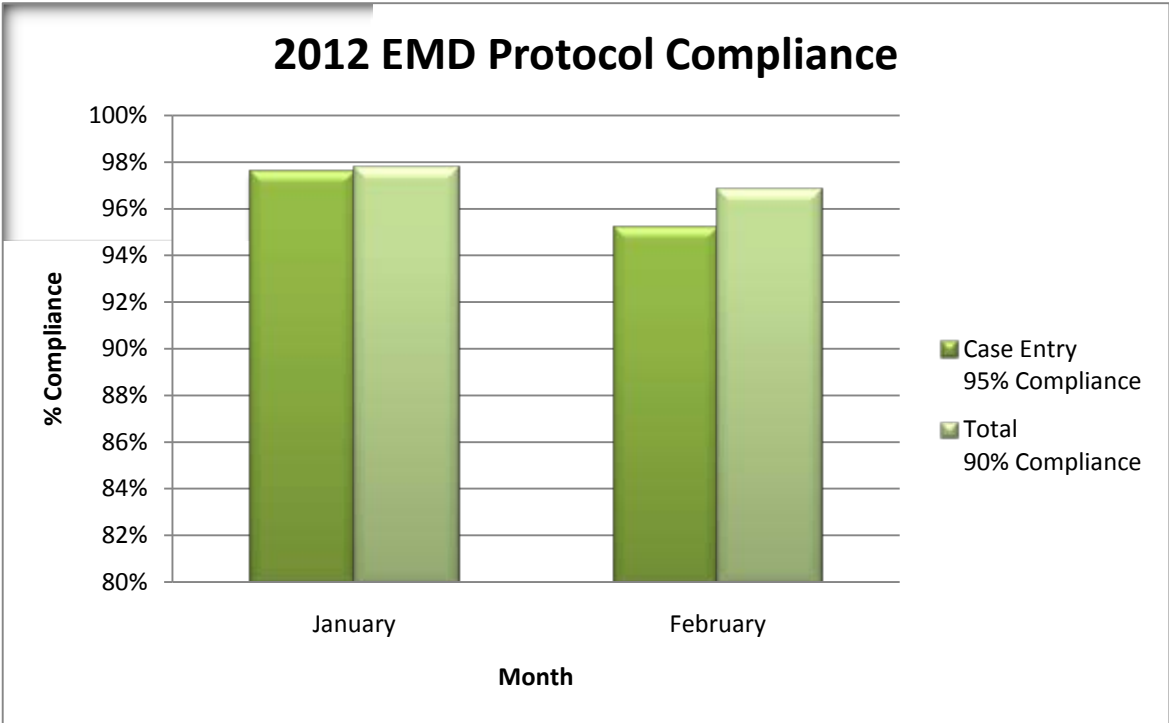
EMD

Month	Case Entry Compliance (95%)	Total Compliance (90%)
January	97.46%	97.88%
February	95.54%	97.52%
March	97.5%	98.47%
April	96.77%	98.12%
May	97.33%	98.42%
June	97.49%	98.3%
July	97.89%	98.6%
August	99.29%	99.2%
September	99.4%	99.6%
October	98.5%	97.45%
November	99.2%	97.6%
December	93.33%	92.53%



EMD

Month	Case Entry Compliance (95%)	Total Compliance (90%)
January	97.61%	97.75%
February	95.25%	96.87%



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		12.5%	1
2		12.5%	1
3		25.0%	2
4		37.5%	3
5		12.5%	1
		Comments	2
answered question			8
skipped question			2




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		0.0%	0
3		11.1%	1
4		33.3%	3
5		55.6%	5
	Comments		2
answered question			9
skipped question			1

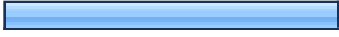



3. On a scale of 1-5, 1 representing never and 5 representing always, do DCC dispatchers convey a professional tone on the radio or phone?

		Response Percent	Response Count
1		0.0%	0
2		0.0%	0
3		30.0%	3
4		10.0%	1
5		60.0%	6
	Comments		1
answered question			10
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		0.0%	0
3		10.0%	1
4		30.0%	3
5		60.0%	6
	Comments		0
answered question			10
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		50.0%	4
3		12.5%	1
4		12.5%	1
5		25.0%	2
	Comments		5
answered question			8
skipped question			2