



## MEMORANDUM

TO: Board of Directors, Executive Committee, Operations Committee and DCC Staff  
FROM: Diane Lind  
DATE: August 7<sup>th</sup>, 2012  
SUBJECT: Monthly Statistical Reports

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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 activity<sup>1</sup>. 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.

As we review the monthly statistics, staff is often asked to provide information regarding the change in calls for service and the percentage change from the following year.

The calls for service change statistics are found on pages 4 and 5 of this document.

The 2012 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.

<sup>1</sup> 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.

- **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.

The 2012 9-1-1 call pick-up statistics are found on page 8 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 2012 Fire call total process time statistics are found on page 9 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 violence
  - Fights
  - Personal Injury Accidents
  - Robberies
  - Weapons
- **Reference:** No current national standard.

The 2012 Law Enforcement total process time statistics are found on pages 10 and 11 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 2012 EMD compliance statistics are found on page 12 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 200<sup>th</sup> 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 13 through 15 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.

Percentage change in call volume:

	el:	April			May			June			July			Total for Year		
		2011	2012	% change	2011	2012	% change	2011	2012	% change	2011	2012	% change	2011	2012	% change
Apple Valley																
Law		2,656	2524	-5.0%	3199	2937	-8.2%	3,199	3,082	-3.7%	3,250	3,126	-3.8%	20,107	18,760	-6.7%
Fire		112	89	-20.5%	115	141	22.6%	115	119	3.5%	119	139	16.8%	834	823	-1.3%
Burnsville																
Law		2,887	3133	8.5%	3727	3507	-5.9%	3,727	3,529	-5.3%	3,839	3,672	-4.4%	23,132	22,848	-1.2%
Fire		378	368	-2.6%	403	459	13.9%	403	408	1.2%	473	430	-9.1%	2,884	2,893	0.3%
Dakota County																
Law		1,533	1917	25.0%	1981	2127	7.4%	1,981	2,032	2.6%	2,823	2,134	-24.4%	13,782	13,603	-1.3%
Corrections		42	43	2.4%	27	30	11.1%	27	52	92.6%	74	90	21.6%	352	453	28.7%
Eagan																
Law		3,475	3129	-10.0%	3845	3862	0.4%	3,845	3,559	-7.4%	4,056	3,735	-7.9%	25,852	23,316	-9.8%
Fire		64	76	18.8%	94	90	-4.3%	94	115	22.3%	170	88	-48.2%	648	596	-8.0%
Farmington																
Law		950	925	-2.6%	1130	1143	1.2%	1,130	853	-24.5%	1,095	945	-13.7%	6,844	6,616	-3.3%
Fire		47	44	-6.4%	44	39	-11.4%	44	45	2.3%	61	48	-21.3%	311	312	0.3%
Hastings																
Law		1,316	1491	13.3%	1399	1729	23.6%	1,399	1,550	10.8%	1,627	1,729	6.3%	9,552	10,277	7.6%
Fire		209	210	0.5%	233	266	14.2%	233	298	27.9%	303	273	-9.9%	1,689	1,805	6.9%
Inver Grove Heights																
Law		1,573	1549	-1.5%	1756	1783	1.5%	1,756	1,857	5.8%	2,000	1,945	-2.8%	11,846	11,630	-1.8%
Fire		93	87	-6.5%	92	119	29.3%	92	110	19.6%	116	102	-12.1%	653	698	6.9%
Lakeville																
Law		2,411	2982	23.7%	3019	3324	10.1%	3,019	3,221	6.7%	3,417	4,017	17.6%	18,658	22,184	18.9%
Fire		60	71	18.3%	73	88	20.5%	73	78	6.8%	120	77	-35.8%	530	494	-6.8%
Mendota Heights																
Law		593	613	3.4%	665	845	27.1%	665	697	4.8%	613	745	21.5%	4,233	4,909	16.0%
Fire		28	7	-75.0%	25	22	-12.0%	25	36	44.0%	32	23	-28.1%	151	135	-10.6%

Miesville																
Fire		4	7	75.0%	13	6	-53.8%	13	9	-30.8%	12	12	0.0%	51	53	3.9%
Randolph-Hampton																
Fire		6	8	33.3%	10	11	10.0%	10	11	10.0%	7	20	185.7%	61	76	24.6%
Rosemount																
Law		1,085	1170	7.8%	1257	1211	-3.7%	1,257	1,153	-8.3%	1,133	1,079	-4.8%	7,513	7,878	4.9%
Fire		43	62	44.2%	51	60	17.6%	51	64	25.5%	62	69	11.3%	415	410	-1.2%
South St Paul																
Law		1,470	1410	-4.1%	1687	1650	-2.2%	1,687	1,958	16.1%	1,733	1,756	1.3%	10,560	11,098	5.1%
Fire		164	162	-1.2%	154	180	16.9%	154	211	37.0%	216	226	4.6%	1,163	1,279	10.0%
West St Paul																
Law		1,508	1427	-5.4%	1651	1807	9.4%	1,651	1,777	7.6%	1,745	1,760	0.6%	11,552	11,184	-3.2%
Fire		195	221	13.3%	244	239	-2.0%	244	263	7.8%	283	223	-20.1%	1,624	1,610	-0.9%
Total																
Law		21499	22313	3.8%	25343	25955	2.4%	25343	25320	-0.1%	27405	26733	-93.6%	163,983	139,787	-14.8%
Fire		1403	1412	0.6%	1551	1720	10.9%	1551	1767	13.9%	1974	1730	-88.7%	11,014	9,674	-12.2%

## Dakota Communications Center Monthly Statistics

2012

	Jan	Feb	March	April	May	June	July	August	Sept	Oct	Nov	Dec	Totals
<b>Apple Valley</b> *49,084													
Law Enforcement	2329	2,159	2,603	2,524	2,937	3,082	3,126						18,760
Fire/EMS	105	115	115	89	141	119	139						823
911 Calls	548	481	571	606	611	666	638						4,121
<b>Burnsville</b> *60,306													
Law Enforcement	2,888	2,828	3,291	3,133	3,507	3,529	3,672						22,848
Fire/EMS	446	403	379	368	459	408	430						2,893
911 Calls	872	786	932	902	1,049	988	1010						6,539
<b>Dakota County</b> *17,877													
Law Enforcement	1,692	1,645	2,056	1,917	2,127	2,032	2,134						13,603
Community Corrections	98	60	80	43	30	52	90						453
911 Calls	433	445	128	99	105	136	83						1,429
<b>Eagan</b> *64,206													
Law Enforcement	2,910	2,982	3,139	3,129	3,862	3,559	3,735						23,316
Fire EMS	92	67	68	76	90	115	88						596
911 Calls	581	639	682	731	752	836	795						5,016
<b>Farmington</b> *21,086													
Law Enforcement	826	878	1,046	925	1,143	853	945						6,616
Fire EMS	52	40	44	44	39	45	48						312
911 Calls	120	129	123	124	127	139	124						886
<b>Hastings</b> *22,172													
Law Enforcement	1,151	1208	1,419	1,491	1,729	1,550	1,729						10,277
Fire EMS	288	234	236	210	266	298	273						1,805
911 Calls	246	260	255	303	324	252	269						1,909
<b>Inver Grove Heights</b> *33,880													
Law Enforcement	1,557	1,412	1,527	1,549	1,783	1,857	1,945						11,630
Fire EMS	102	76	102	87	119	110	102						698
911 Calls	279	255	308	319	320	308	320						2,109
<b>Lakeville</b> *55,954													
Law Enforcement	2215	3,135	3,290	2,982	3,324	3,221	4,017						22,184
Fire EMS	72	52	56	71	88	78	77						494

911 Calls	432	455	498	553	630	594	623						3,785
	Jan	Feb	March	April	May	June	July	August	Sept	Oct	Nov	Dec	Totals
<b>Mendota Heights (Includes Mendota and Lilydale)</b>	<b>*11,892</b>												
Law Enforcement	672	623	714	613	845	697	745						4,909
Fire EMS	18	17	12	7	22	36	23						135
911 Calls	90	85	99	109	98	117	99						697
<b>Miesville Fire</b>													
Fire EMS	3	7	9	7	6	9	12						53
911 Calls***	3	7	9	7	6	9	12						53
<b>Randolph-Hampton Fire</b>													
Fire EMS	6	9	11	8	11	11	20						76
911 Calls***	6	9	11	8	11	11	20						76
<b>Rosemount</b>	<b>*21,874</b>												
Law Enforcement	1,011	1,080	1,174	1,170	1,211	1,153	1,079						7,878
Fire EMS	53	46	56	62	60	64	69						410
911 Calls	193	189	233	230	270	243	213						1,571
<b>South St. Paul</b>	<b>*20,160</b>												
Law Enforcement	1,340	1,338	1,646	1,410	1,650	1,958	1,756						11,098
Fire EMS	174	140	186	162	180	211	226						1,279
911 Calls	179	159	174	151	164	192	163						1,182
<b>West St. Paul (Includes Sunfish Lake)</b>	<b>*20,061</b>												
Law Enforcement	1,329	1,483	1,605	1,427	1,807	1,777	1,760						11,188
Fire EMS	213	225	223	221	239	263	223						1,607
911 Calls	357	286	256	210	267	253	234						1,863
Law Enforcement Total	20,018	20,831	23,590	22,313	25,955	25,320	26,733	-	-	-	-	-	164,760
Fire EMS Total	1,624	1,431	1,497	1,412	1,720	1,767	1,730	-	-	-	-	-	11,181
911 Total**	4,339	4,185	4,279	4,352	4,734	4,744	4,603	-	-	-	-	-	31,236

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

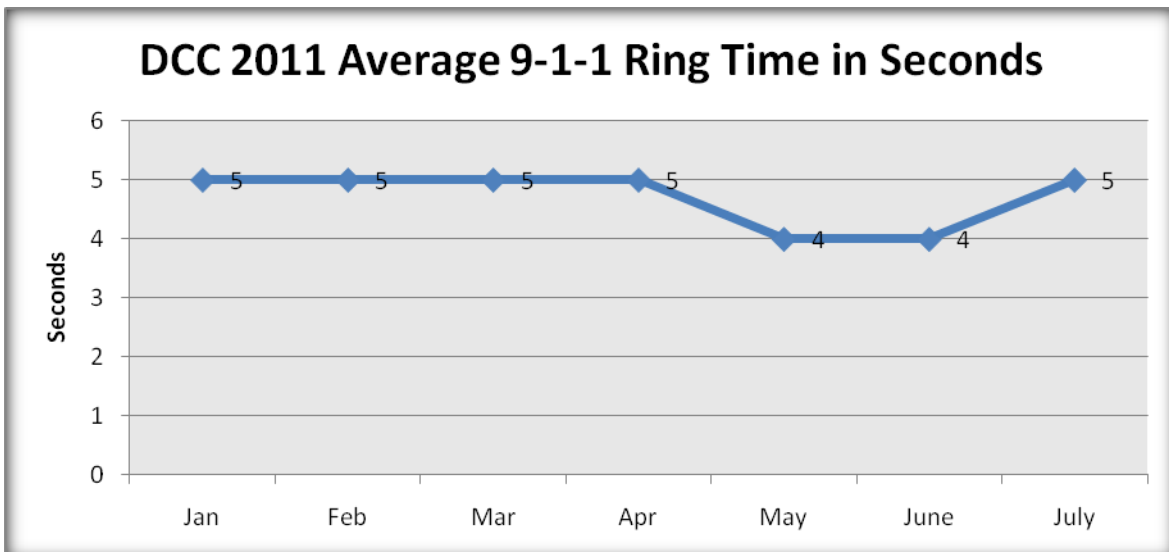
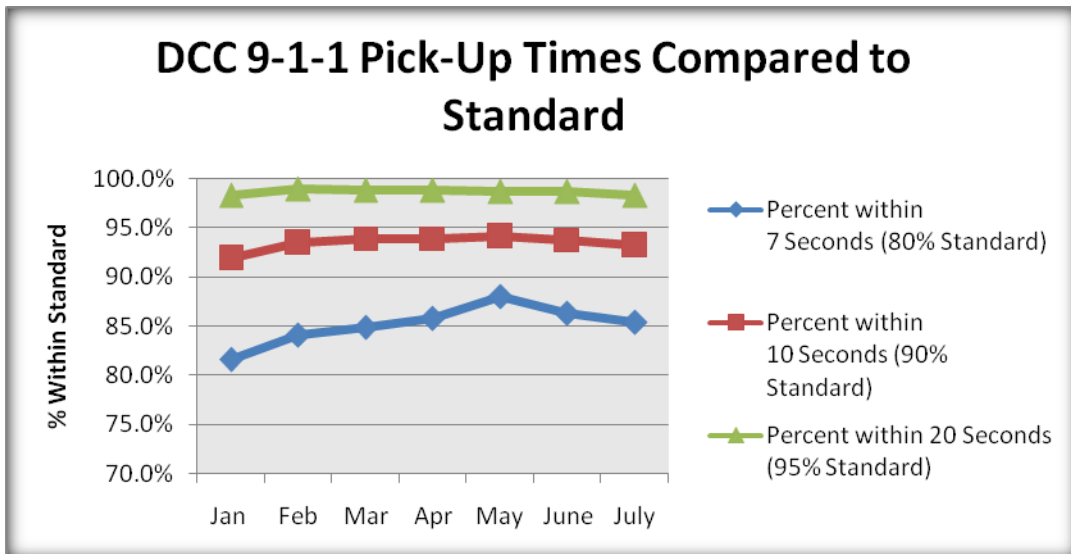
\* Dakota County Population reflects service area for Sheriff's patrol function.

\*\* 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

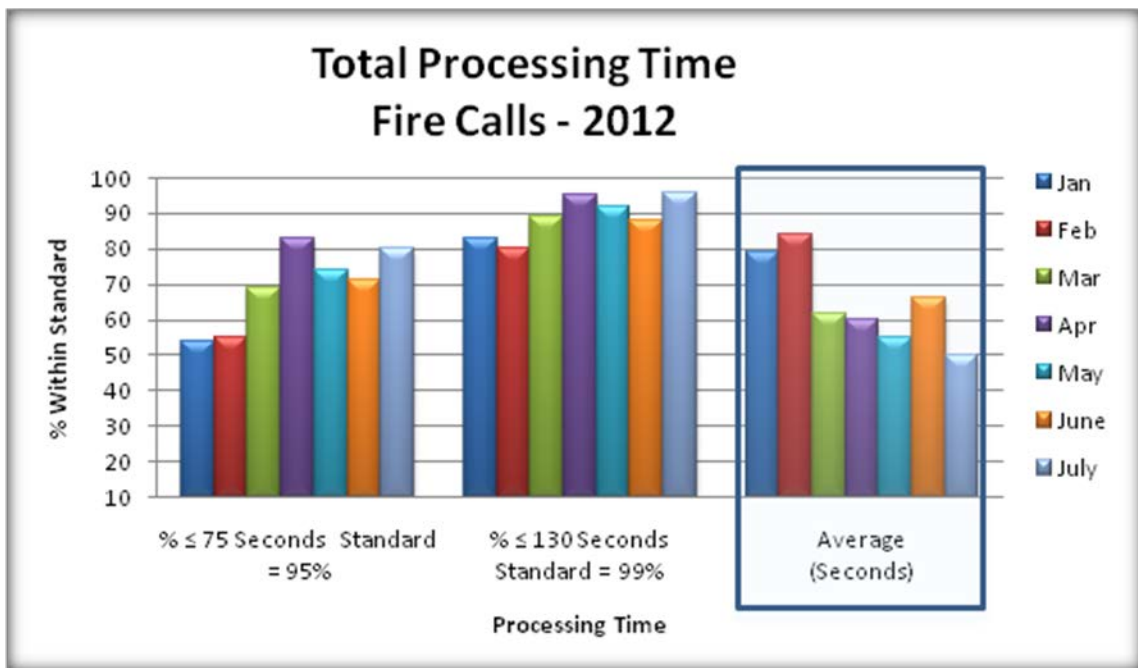
	Total 911 Calls	Percent within 7 Seconds <i>80%</i>	Percent within 10 Seconds <i>90%</i>	Percent within 20 Seconds <i>95%</i>
<i>Standards</i>		<i>80%</i>	<i>90%</i>	<i>95%</i>
Jan	13778	81.6%	91.9%	98.3%
Feb	12776	84.1%	93.5%	98.9%
Mar	15109	84.9%	93.9%	98.8%
Apr	15121	85.8%	93.9%	98.8%
May	17024	88.0%	94.1%	98.7%
June	17680	86.3%	93.8%	98.7%
July	17582	85.4%	93.2%	98.3%





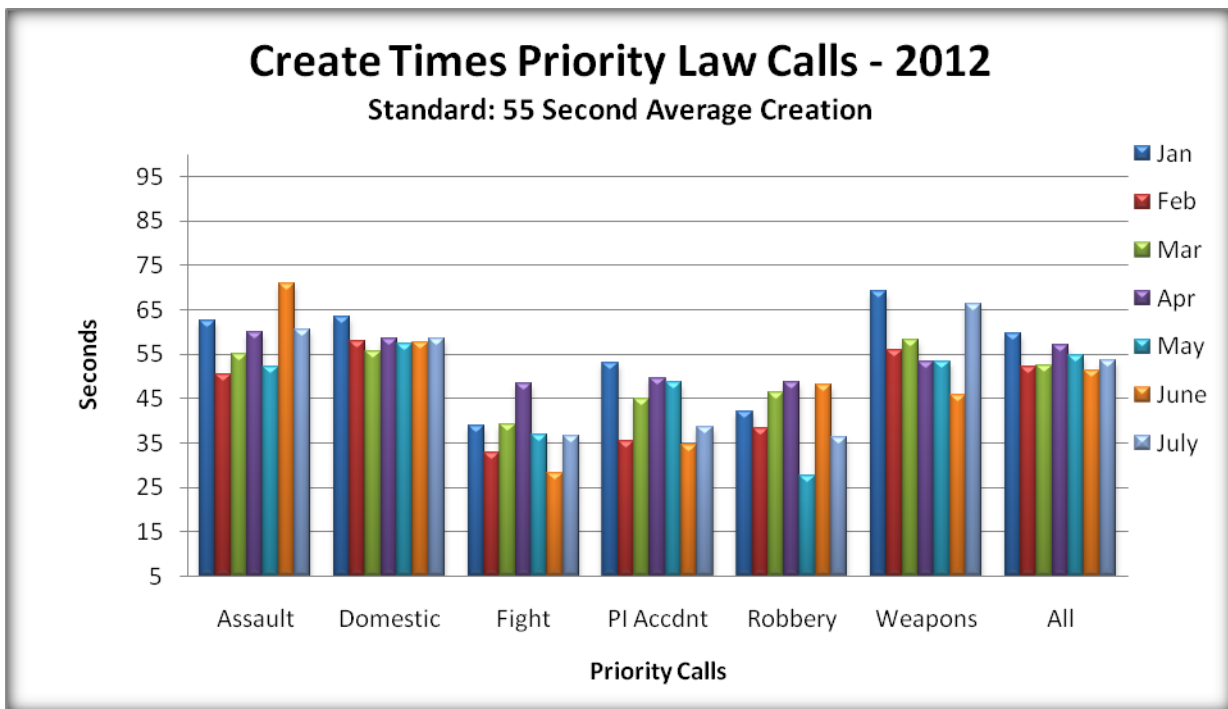
## Fire Calls

	% ≤ 75 Seconds Standard = 95%	% ≤ 130 Seconds Standard = 99%	Average (Seconds)
Jan	54%	83%	79
Feb	55%	80%	84
Mar	69%	89%	62
Apr	83%	95%	60
May	74%	92%	55
June	71%	88%	66
July	80%	96%	50



## 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
Mar	55	55.7	39.3	45.1	46.3	58.2	52.6
Apr	60.1	58.6	48.5	49.6	48.6	53.2	57.2
May	52.3	57.3	36.8	48.8	27.6	53.4	54.8
June	71.0	57.8	28.1	34.6	48	45.9	51.4
July	60.6	58.4	36.5	38.5	36.3	66.4	53.7

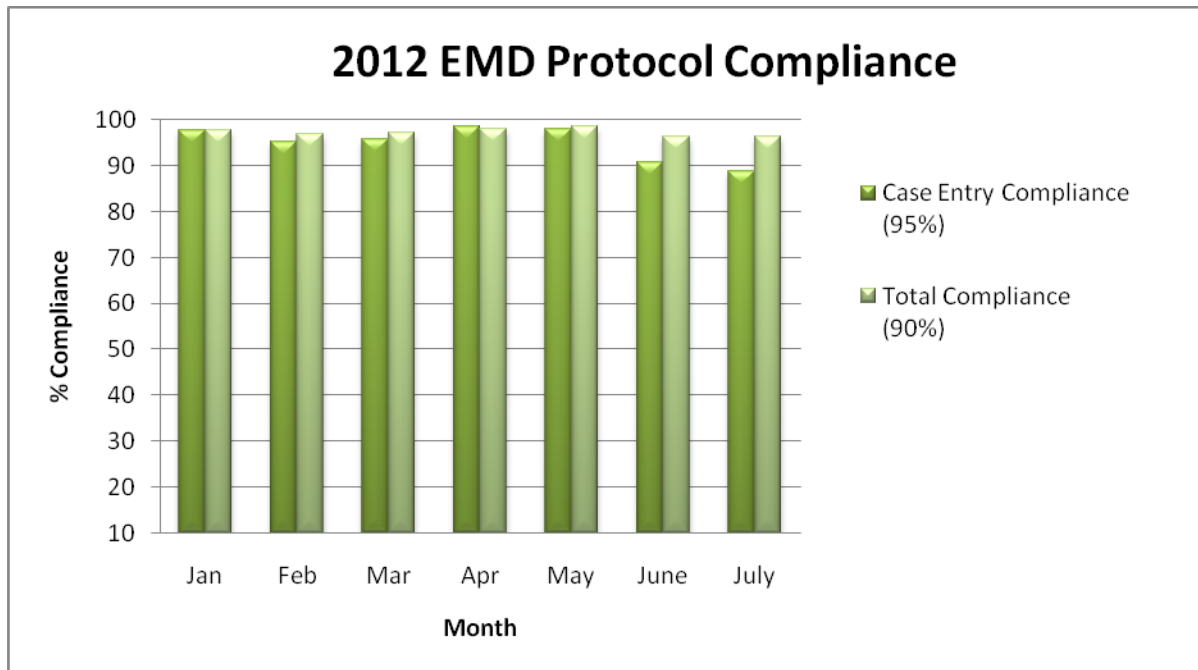


**Case files removed from statistical times:**





	<b>Robberies</b>	<b>Assaults</b>
Feb	<b>BV120218006441</b> – Incident occurred 15-20 minutes prior to call.	<b>WS120217004152</b> – Incident occurred 15 minutes prior to call. <b>SS120206003322</b> – Incident occurred days prior to call. <b>IG120219004288</b> – Incident occurred hours prior to call.
Mar		<b>LA120311008433</b> – Incident occurred 1 hour prior to calling. <b>EA120316009586</b> – incident occurred hours before calling. <b>AV120324008845</b> – incident occurred 15 minutes prior to call
Apr		<b>HA120423007219</b> – Incident was past action call <b>LA120426013731</b> – Incident occurred in St Louis Park, but RP wanted to talk to officer here. <b>LA120426013731</b> – Incident occurred 30 min prior to call <b>RS120421006115</b> – Incident occurred previous night
May	<b>IG120515009416</b> – Young male caller who didn't know where he was. Took calltaker over 3 minutes to get caller to go to a street sign they could read & report location. <b>EA120503015686</b> – Called in by 2 <sup>nd</sup> party who victim had called.	
July	<b>EA120713025807</b> – Incident occurred previous evening	<b>EA120722027047</b> – Occurred previous day <b>WS120722015236</b> – Occurred earlier in day & RP was calling from PD <b>BV120722027314</b> – Occurred 15 minutes prior

## EMD



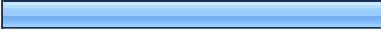

Month	Case Entry Compliance (95%)	Total Compliance (90%)
January	97.61%	97.75%
February	95.25%	96.87%
March	95.77%	97.12%
April	98.52%	97.91%
May	97.92%	98.44%
June	90.8%	96.29%
July	88.79%	96.24%








**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		0.0%	0
2		22.2%	6
3		33.3%	9
4		40.7%	11
5		3.7%	1
<b>answered question</b>			<b>27</b>
<b>skipped question</b>			<b>1</b>




**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		7.1%	2
3		10.7%	3
4		57.1%	16
5		25.0%	7
<b>answered question</b>			<b>28</b>
<b>skipped question</b>			<b>0</b>



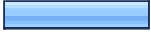


**3. On a scale of 1-5, 1 representing never and 5 representing always, do DCC dispatchers convey a professional tone on the radio or phone?**

		Response Percent	Response Count
1		3.6%	1
2		3.6%	1
3		21.4%	6
4		42.9%	12
5		28.6%	8
<b>answered question</b>			<b>28</b>
<b>skipped question</b>			<b>0</b>

**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		21.4%	6
4		50.0%	14
5		28.6%	8
<b>answered question</b>			<b>28</b>
			14
<b>skipped question</b>			<b>0</b>

**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		3.6%	1
2		21.4%	6
3		21.4%	6
4		42.9%	12
5		17.9%	5

**answered question 28**

15

**skipped question 0**