

MEMORANDUM

TO: Board of Directors, Executive Committee, Operations Committee and DCC Staff
FROM: Diane Lind
DATE: December 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.

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.

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.

- **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 pages 8 and 9 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 10 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 2012 Law Enforcement total process time statistics are found on pages 11 and 12 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 13 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 14 through 16 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
by call volume

	August				September			October			November			Total for Year		
	2011	2011	2012	% change	2011	2012	% change	2011	2012	% change	2011	2012	% change			
Apple Valley																
Law	2,873	2,847	2,725	-4.3%	2732	2836	3.8%	2532	2411	-4.8%	31,091	29,673	-4.6%			
Fire	115	121	98	-19.0%	116	122	5.2%	101	100	-1.0%	1,287	1,254	-2.6%			
Burnsville																
Law	3,838	3,478	3,236	-7.0%	3461	3251	-6.1%	3167	3286	3.8%	37,076	36,161	-2.5%			
Fire	429	400	404	1.0%	466	461	-1.1%	406	408	0.5%	4,585	4,544	-0.9%			
Dakota County																
Law	2,472	2,667	1,936	-27.4%	2155	2077	-3.6%	1882	2076	10.3%	22,958	21,614	-5.9%			
Corrections	39	53	80	50.9%	52	98	88.5%	76	98	28.9%	572	822	43.7%			
Eagan																
Law	3,559	3,422	3,409	-0.4%	3686	3585	-2.7%	3,239	3,470	7.1%	39,758	37,573	-5.5%			
Fire	111	85	87	2.4%	111	97	-12.6%	82	83	1.2%	1,037	962	-7.2%			
Farmington																
Law	1,056	973	974	0.1%	1067	1079	1.1%	834	1058	26.9%	10,774	10,750	-0.2%			
Fire	46	29	63	117.2%	49	45	-8.2%	29	57	96.6%	464	514	10.8%			
Hastings																
Law	1,592	1,537	1,413	-8.1%	1630	1620	-0.6%	1246	1294	3.9%	15,557	16,185	4.0%			
Fire	254	276	254	-8.0%	225	256	13.8%	234	228	-2.6%	2,678	2,787	4.1%			
Inver Grove Heights																
Law	1,654	1,588	1,637	3.1%	1680	1982	18.0%	1603	1753	9.4%	18,371	18,798	2.3%			
Fire	104	98	86	-12.2%	109	104	-4.6%	104	83	-20.2%	1,068	1,082	1.3%			
Lakeville																
Law	2,924	2,651	2,772	4.6%	2670	2714	1.6%	2628	2434	-7.4%	29,531	33,148	12.2%			
Fire	66	65	54	-16.9%	80	84	5.0%	65	77	18.5%	806	794	-1.5%			
Mendota Heights																
Law	610	609	579	-4.9%	760	658	-13.4%	596	601	0.8%	6,808	7,460	9.6%			
Fire	20	10	24	140.0%	19	13	-31.6%	20	48	140.0%	220	233	5.9%			

Miesville														
Fire	3	5	6	20.0%	4	3	-25.0%	4	2	-50.0%	67	68	1.5%	
Randolph-Hampton														
Fire	12	9	10	11.1%	10	17	70.0%	10	18	80.0%	102	139	36.3%	
Rosemount														
Law	1,067	1,156	1,016	-12.1%	1037	1025	-1.2%	1037	880	-15.1%	11,810	11,824	0.1%	
Fire	55	53	59	11.3%	48	68	41.7%	48	70	45.8%	619	662	6.9%	
South St Paul														
Law	1,842	1,586	1,589	0.2%	1448	1621	11.9%	1448	1473	1.7%	16,884	17,701	4.8%	
Fire	200	204	191	-6.4%	176	192	9.1%	176	144	-18.2%	1,919	2,000	4.2%	
West St Paul														
Law	1,604	1,529	1,491	-0.5	1563	1601	0.2	1436	1628	0.4	17,684	17,580	-0.6%	
Fire	258	239	197	1.3	246	233	1.9	219	258	2.3	2,586	2,570	-0.6%	
Total														
Law	25130	24096	22857	-0.6	23941	24147	1.2	21724	22462	1.0	258,874	259,289	0.2%	
Fire	1673	1594	1533	3.7	1659	1695	2.6	1498	1576	5.2	17,438	17,609	1.0%	

Dakota Communications Center Monthly Statistics

2012

	Jan	Feb	March	April	May	June	July	August	Sept	Oct	Nov	Dec	Totals
Apple Valley *49,084													
Law Enforcement	2329	2,159	2,603	2,524	2,937	3,082	3,126	2,941	2,725	2,836	2411		29,673
Fire/EMS	105	115	115	89	141	119	139	111	98	122	100		1,254
911 Calls	548	481	571	606	611	666	638	626	500	564	533		6,344
Burnsville *60,306													
Law Enforcement	2,888	2,828	3,291	3,133	3,507	3,529	3,672	3,540	3,236	3,251	3286		36,161
Fire/EMS	446	403	379	368	459	408	430	378	404	461	408		4,544
911 Calls	872	786	932	902	1,049	988	1010	951	869	973	861		10,193
Dakota County *17,877													
Law Enforcement	1,692	1,645	2,056	1,917	2,127	2,032	2,134	2,043	1,936	2,077	2076		21,735
Community Corrections	98	60	80	43	30	52	90	93	80	98	98		822
911 Calls	433	445	128	99	105	136	83	88	105	105	77		1,804
Eagan *64,206													
Law Enforcement	2,910	2,982	3,139	3,129	3,862	3,559	3,735	3,793	3,409	3,585	3,470		37,573
Fire EMS	92	67	68	76	90	115	88	99	87	97	83		962
911 Calls	581	639	682	731	752	836	795	740	699	676	667		7,798
Farmington *21,086													
Law Enforcement	826	878	1,046	925	1,143	853	945	1,023	974	1,079	1058		10,750
Fire EMS	52	40	44	44	39	45	48	37	63	45	57		514
911 Calls	120	129	123	124	127	139	124	151	125	134	145		1,441
Hastings *22,172													
Law Enforcement	1,151	1208	1,419	1,491	1,729	1,550	1,729	1,581	1,413	1,620	1294		16,185
Fire EMS	288	234	236	210	266	298	273	244	254	256	228		2,787
911 Calls	246	260	255	303	324	252	269	263	262	285	225		2,944
Inver Grove Heights *33,880													
Law Enforcement	1,557	1,412	1,527	1,549	1,783	1,857	1,945	1,796	1,637	1,982	1753		18,798
Fire EMS	102	76	102	87	119	110	102	111	86	104	83		1,082
911 Calls	279	255	308	319	320	308	320	315	275	324	274		3,297
Lakeville *55,954													
Law Enforcement	2215	3,135	3,290	2,982	3,324	3,221	4,017	3,044	2,772	2,714	2434		33,148
Fire EMS	72	52	56	71	88	78	77	85	54	84	77		794

911 Calls	432	455	498	553	630	594	623	535	485	524	424		5,753
	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	714	613	845	697	745	713	579	658	601		7,460
Fire EMS	18	17	12	7	22	36	23	13	24	13	48		233
911 Calls	90	85	99	109	98	117	99	108	91	82	88		1,066
Miesville Fire													
Fire EMS	3	7	9	7	6	9	12	4	6	3	2		68
911 Calls***	3	7	9	7	6	9	12	4	6	3	2		68
Randolph-Hampton Fire													
Fire EMS	6	9	11	8	11	11	20	18	10	17	18		139
911 Calls***	6	9	11	8	11	11	20	18	10	17	18		139
Rosemount	*21,874												
Law Enforcement	1,011	1,080	1,174	1,170	1,211	1,153	1,079	1,025	1,016	1,025	880		11,824
Fire EMS	53	46	56	62	60	64	69	55	59	68	70		662
911 Calls	193	189	233	230	270	243	213	276	268	192	202		2,509
South St. Paul	*20,160												
Law Enforcement	1,340	1,338	1,646	1,410	1,650	1,958	1,756	1,920	1,589	1,621	1,473		17,701
Fire EMS	174	140	186	162	180	211	226	194	191	192	144		2,000
911 Calls	179	159	174	151	164	192	163	184	191	160	159		1,876
West St. Paul (Includes Sunfish Lake)	*20,061												
Law Enforcement	1,329	1,483	1,605	1,427	1,807	1,777	1,760	1,672	1,491	1,601	1,628		17,580
Fire EMS	213	225	223	221	239	263	223	275	197	233	258		2,570
911 Calls	357	286	256	210	267	253	234	277	236	235	215		2,826
Law Enforcement Total	20,018	20,831	23,590	22,313	25,955	25,320	26,733	25,184	22,857	24,147	22,462	-	259,410
Fire EMS Total	1,624	1,431	1,497	1,412	1,720	1,767	1,730	1,624	1,533	1,695	1,576	-	17,609
911 Total**	4,339	4,185	4,279	4,352	4,734	4,744	4,603	4,536	4,122	4,274	3,890	-	48,058

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

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

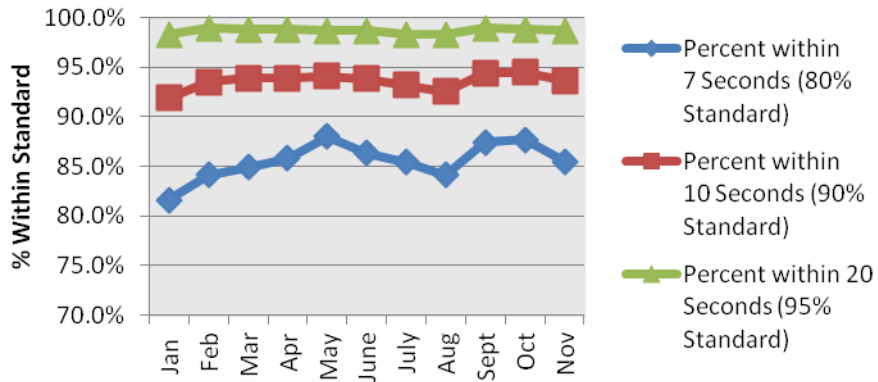
** 911 Totals do not include cell phone or VOIP call numbers

*** 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.

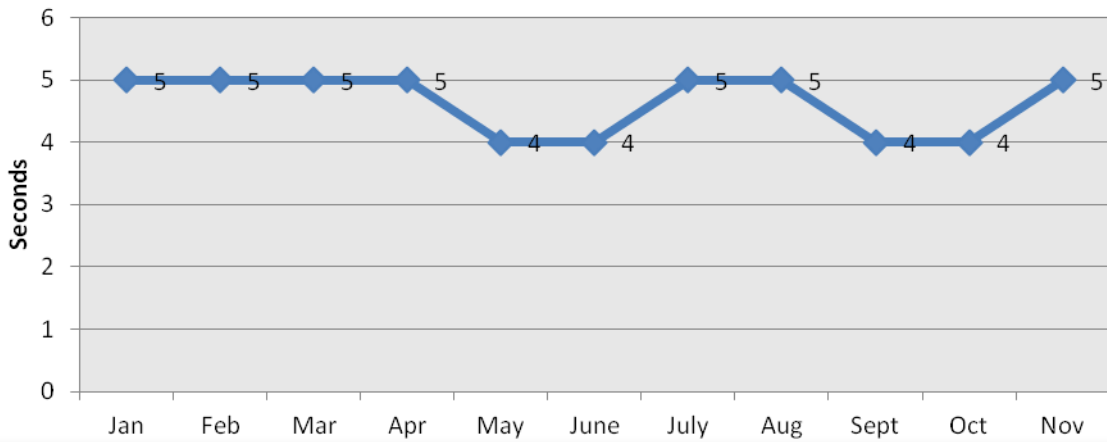
DCC 9-1-1 Call Pick-up Performance

	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	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%
August	16866	84.1%	92.5%	98.3%
September	15270	87.4%	94.4%	98.9%
October	14761	87.7%	94.5%	98.8%
November	13724	85.5%	93.6%	98.7%

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

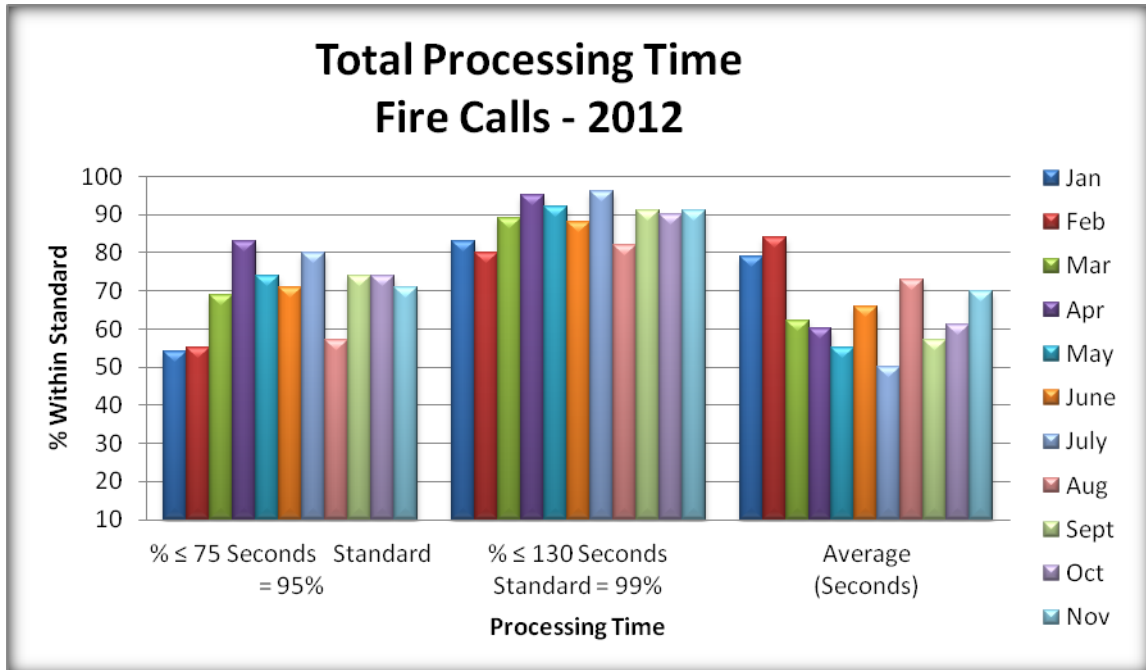


DCC 2011 Average 9-1-1 Ring Time in Seconds



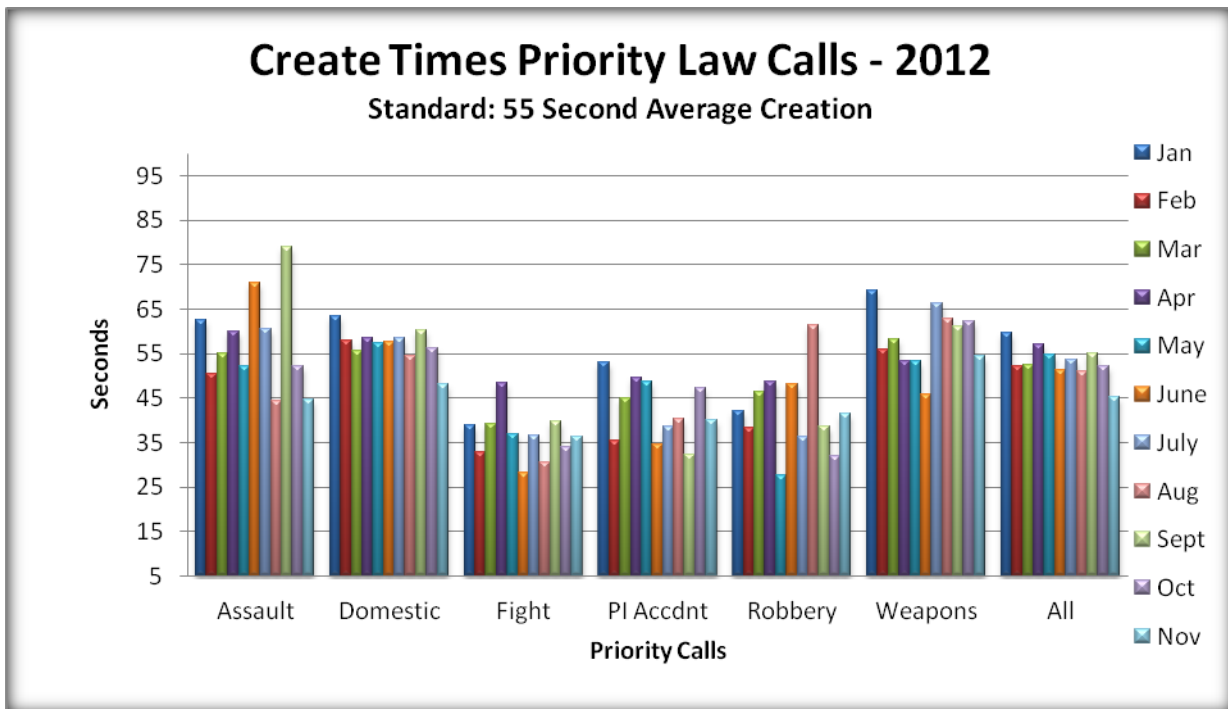
Fire Calls

	% ≤ 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
Aug	57%	82%	73
Sept	74%	91%	57
Oct	74%	90%	61
Nov	71%	91%	70



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
Aug	44.5	54.5	30.6	40.4	61.5	62.8	50.9
Sept	79.1	60.3	39.9	32.2	38.5	61.2	55.1
Oct	52.1	56.1	34.0	47.4	32.1	62.2	52.1
Nov	44.8	48.0	36.2	40.	41.6	54.4	45.3

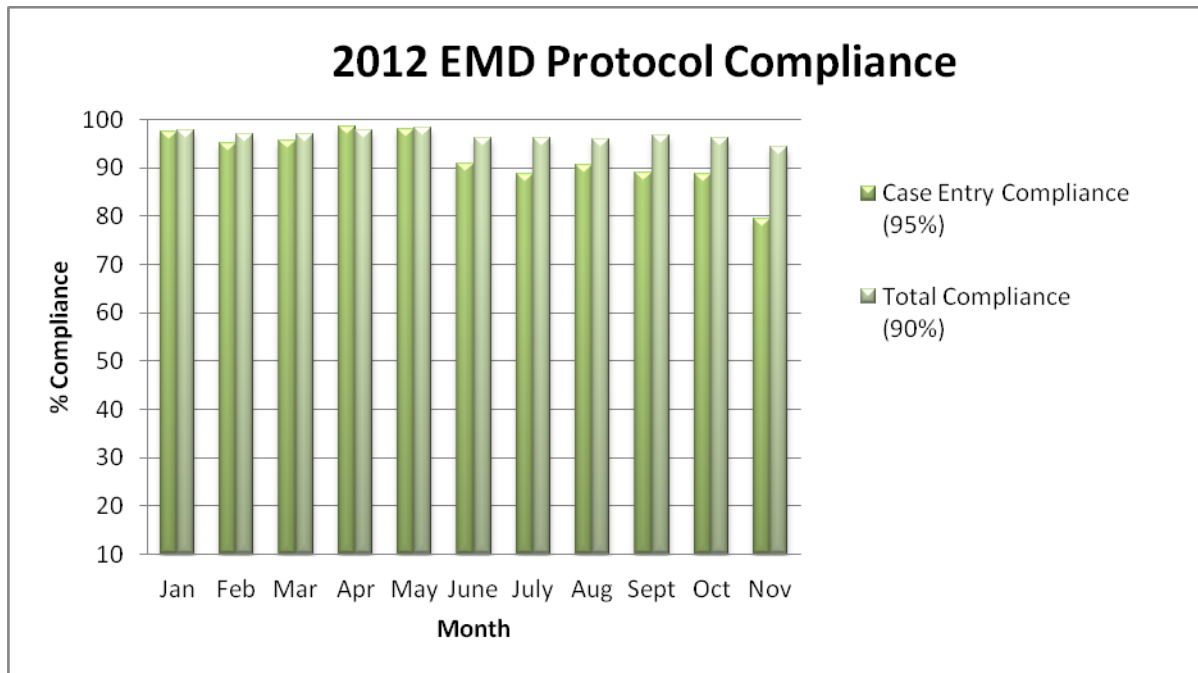


Case files removed from statistical times:






	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.
Mar		LA120311008433 – Incident occurred 1 hour prior to calling. EA120316009586 – incident occurred hours before calling. AV120324008845 – incident occurred 15 minutes prior to call
Apr		HA120423007219 – Incident was past action call LA120426013731 – Incident occurred in St Louis Park, but RP wanted to talk to officer here. LA120426013731 – Incident occurred 30 min prior to call RS120421006115 – Incident occurred previous night
May	IG120515009416 – 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. EA120503015686 – Called in by 2 nd party who victim had called.	
July	EA120713025807 – Incident occurred previous evening	EA120722027047 – Occurred previous day WS120722015236 – Occurred earlier in day & RP was calling from PD BV120722027314 – Occurred 15 minutes prior
August	SS120805014321 – Incident occurred over two hours previously, in St Paul BV120826032143 – Incident occurred 15 to 20 min before calling police	SS120826015713 – Caller hung up several times, initially asking to have specific officer respond to get everyone out of her apartment.
Sept		EA120917034973 – RP was in PD lobby about an incident that had occurred previously where she worked.
Oct		WS121007020464 – Lang Line used. Caller no cooperative with Language Line.
Nov	SS121129929812 – Incident occurred 15 minutes prior to call.	

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%
August	90.64%	95.83%
September	88.89%	96.62%
October	88.64%	96.18%
November	79.52%	94.44%






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		6.3%	1
2		6.3%	1
3		37.5%	6
4		31.3%	5
5		18.8%	3
answered question			16
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		18.8%	3
3		6.3%	1
4		25.0%	4
5		50.0%	8
answered question			16
skipped question			2





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		12.5%	2
3		0.0%	0
4		56.3%	9
5		31.3%	5
answered question			16
skipped question			2

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		6.3%	1
3		6.3%	1
4		56.3%	9
5		31.3%	5
answered question			16
skipped question			2

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		31.3%	5
3		18.8%	3
4		37.5%	6
5		12.5%	2
answered question			16
skipped question			¹⁶ 2