

## MEMORANDUM

TO: Board of Directors, Executive Committee, Operations Committee and DCC Staff  
FROM: Diane Lind  
DATE: October 4<sup>th</sup>, 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 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 % x 2 + 2008 %) ÷ 3.

2011 allocation formula: (2004 % + 2008 % + 2009 %) ÷ 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
  - 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.

## 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	2,941	2,725				24,426
Fire/EMS	105	115	115	89	141	119	139	111	98				1,032
911 Calls	548	481	571	606	611	666	638	626	500				5,247
<b>Burnsville</b> *60,306													
Law Enforcement	2,888	2,828	3,291	3,133	3,507	3,529	3,672	3,540	3,236				29,624
Fire/EMS	446	403	379	368	459	408	430	378	404				3,675
911 Calls	872	786	932	902	1,049	988	1010	951	869				8,359
<b>Dakota County</b> *17,877													
Law Enforcement	1,692	1,645	2,056	1,917	2,127	2,032	2,134	2,043	1,936				17,582
Community Corrections	98	60	80	43	30	52	90	93	80				626
911 Calls	433	445	128	99	105	136	83	88	105				1,622
<b>Eagan</b> *64,206													
Law Enforcement	2,910	2,982	3,139	3,129	3,862	3,559	3,735	3,793	3,409				30,518
Fire EMS	92	67	68	76	90	115	88	99	87				782
911 Calls	581	639	682	731	752	836	795	740	699				6,455
<b>Farmington</b> *21,086													
Law Enforcement	826	878	1,046	925	1,143	853	945	1,023	974				8,613
Fire EMS	52	40	44	44	39	45	48	37	63				412
911 Calls	120	129	123	124	127	139	124	151	125				1,162
<b>Hastings</b> *22,172													
Law Enforcement	1,151	1208	1,419	1,491	1,729	1,550	1,729	1,581	1,413				13,271
Fire EMS	288	234	236	210	266	298	273	244	254				2,303
911 Calls	246	260	255	303	324	252	269	263	262				2,434
<b>Inver Grove Heights</b> *33,880													
Law Enforcement	1,557	1,412	1,527	1,549	1,783	1,857	1,945	1,796	1,637				15,063
Fire EMS	102	76	102	87	119	110	102	111	86				895
911 Calls	279	255	308	319	320	308	320	315	275				2,699
<b>Lakeville</b> *55,954													
Law Enforcement	2215	3,135	3,290	2,982	3,324	3,221	4,017	3,044	2,772				28,000
Fire EMS	72	52	56	71	88	78	77	85	54				633

911 Calls	432	455	498	553	630	594	623	535	485				4,805
	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	713	579				6,201
Fire EMS	18	17	12	7	22	36	23	13	24				172
911 Calls	90	85	99	109	98	117	99	108	91				896
<b>Miesville Fire</b>													
Fire EMS	3	7	9	7	6	9	12	4	6				63
911 Calls***	3	7	9	7	6	9	12	4	6				63
<b>Randolph-Hampton Fire</b>													
Fire EMS	6	9	11	8	11	11	20	18	10				104
911 Calls***	6	9	11	8	11	11	20	18	10				104
<b>Rosemount</b>	<b>*21,874</b>												
Law Enforcement	1,011	1,080	1,174	1,170	1,211	1,153	1,079	1,025	1,016				9,919
Fire EMS	53	46	56	62	60	64	69	55	59				524
911 Calls	193	189	233	230	270	243	213	276	268				2,115
<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	1,920	1,589				14,607
Fire EMS	174	140	186	162	180	211	226	194	191				1,664
911 Calls	179	159	174	151	164	192	163	184	191				1,557
<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	1,672	1,491				14,351
Fire EMS	213	225	223	221	239	263	223	275	197				2,079
911 Calls	357	286	256	210	267	253	234	277	236				2,376
Law Enforcement Total	20,018	20,831	23,590	22,313	25,955	25,320	26,733	25,184	22,857	-	-	-	212,801
Fire EMS Total	1,624	1,431	1,497	1,412	1,720	1,767	1,730	1,624	1,533	-	-	-	14,338
911 Total**	4,339	4,185	4,279	4,352	4,734	4,744	4,603	4,536	4,122	-	-	-	39,894

\*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.

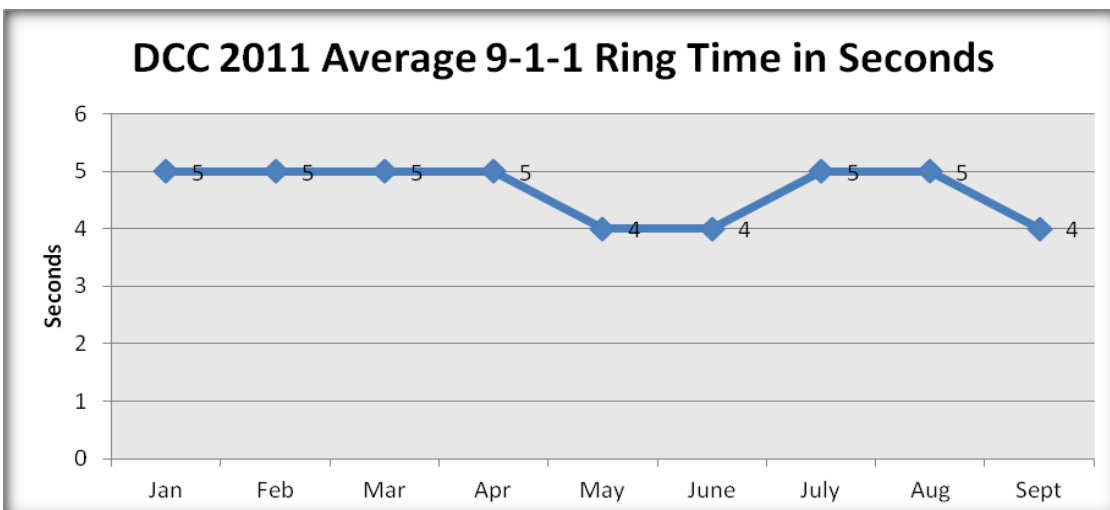
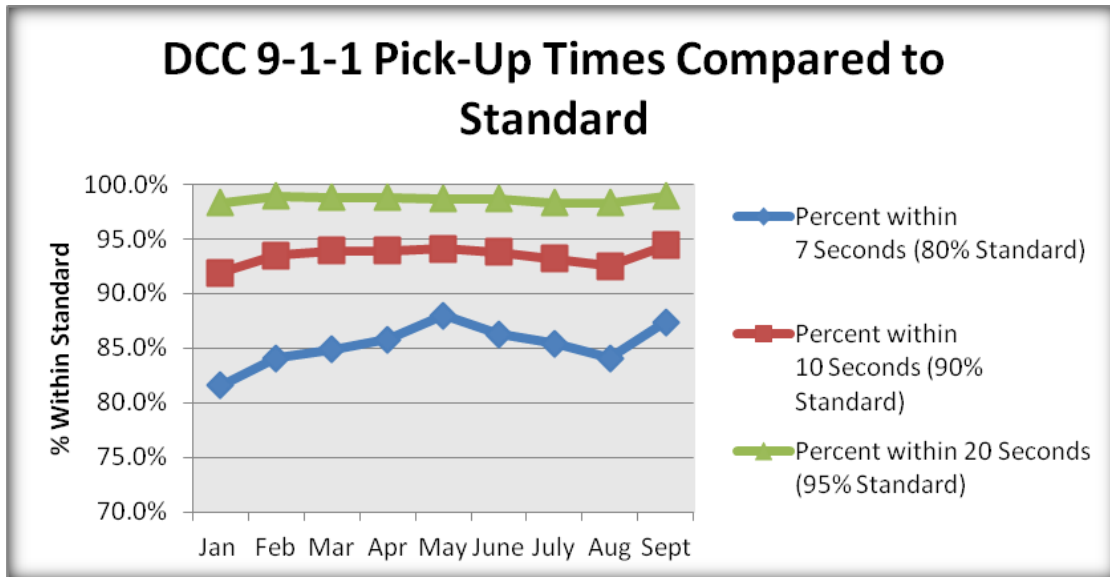
Percentage change  
by call volume

	June			July			August			September			Total for Year		
	2011	2012	% change	2011	2012	% change	2011	2012	% change	2011	2012	% change	2011	2012	% change
Apple Valley															
Law	3,199	3,082	-3.7%	3,250	3,126	-3.8%	2,873	2,941	2.4%	2,847	2,725	-4.3%	22,954	21,485	-6.4%
Fire	115	119	3.5%	119	139	16.8%	115	111	-3.5%	121	98	-19.0%	955	921	-3.6%
Burnsville															
Law	3,727	3,529	-5.3%	3,839	3,672	-4.4%	3,838	3,540	-7.8%	3,478	3,236	-7.0%	26,610	26,084	-2.0%
Fire	403	408	1.2%	473	430	-9.1%	429	378	-11.9%	400	404	1.0%	3,284	3,297	0.4%
Dakota County															
Law	1,981	2,032	2.6%	2,823	2,134	-24.4%	2,472	1,922	-22.2%	2,667	1,936	-27.4%	16,449	15,539	-5.5%
Corrections	27	52	92.6%	74	90	21.6%	39	93	138.5%	53	80	50.9%	405	533	31.6%
Eagan															
Law	3,845	3,559	-7.4%	4,056	3,735	-7.9%	3,559	3,793	6.6%	3,422	3,409	-0.4%	29,274	26,725	-8.7%
Fire	94	115	22.3%	170	88	-48.2%	111	99	-10.8%	85	87	2.4%	733	683	-6.8%
Farmington															
Law	1,130	853	-24.5%	1,095	945	-13.7%	1,056	1,023	-3.1%	973	974	0.1%	7,817	7,590	-2.9%
Fire	44	45	2.3%	61	48	-21.3%	46	37	-19.6%	29	63	117.2%	340	375	10.3%
Hastings															
Law	1,399	1,550	10.8%	1,627	1,729	6.3%	1,592	1,581	-0.7%	1,537	1,413	-8.1%	11,089	11,690	5.4%
Fire	233	298	27.9%	303	273	-9.9%	254	244	-3.9%	276	254	-8.0%	1,965	2,059	4.8%
Inver Grove Heights															
Law	1,756	1,857	5.8%	2,000	1,945	-2.8%	1,654	1,796	8.6%	1,588	1,637	3.1%	13,434	13,267	-1.2%
Fire	92	110	19.6%	116	102	-12.1%	104	111	6.7%	98	86	-12.2%	751	784	4.4%
Lakeville															
Law	3,019	3,221	6.7%	3,417	4,017	17.6%	2,924	3,044	4.1%	2,651	2,772	4.6%	21,309	24,956	17.1%
Fire	73	78	6.8%	120	77	-35.8%	66	85	28.8%	65	54	-16.9%	595	548	-7.9%
Mendota Heights															
Law	665	697	4.8%	613	745	21.5%	610	713	16.9%	609	579	-4.9%	4,842	5,488	13.3%
Fire	25	36	44.0%	32	23	-28.1%	20	13	-35.0%	10	24	140.0%	161	159	-1.2%

Miesville																
Fire	13	9	-30.8%	12	12	0.0%	3	4	33.3%	5	6	20.0%	56	59	5.4%	
Randolph-Hampton																
Fire	10	11	10.0%	7	20	185.7%	12	18	50.0%	9	10	11.1%	70	86	22.9%	
Rosemount																
Law	1,257	1,153	-8.3%	1,133	1,079	-4.8%	1,067	1,025	-3.9%	1,156	1,016	-12.1%	8,669	8,894	2.6%	
Fire	51	64	25.5%	62	69	11.3%	55	55	0.0%	53	59	11.3%	468	469	0.2%	
South St Paul																
Law	1,687	1,958	16.1%	1,733	1,756	1.3%	1,842	1,920	4.2%	1,586	1,589	0.2%	12,146	12,687	4.5%	
Fire	154	211	37.0%	216	226	4.6%	200	194	-3.0%	204	191	-6.4%	1,367	1,470	7.5%	
West St Paul																
Law	1,651	1,777	7.6%	1,745	1,760	0.9%	1,604	1,672	4.2%	1,529	1,491	-0.5	13,081	12,679	-3.1%	
Fire	244	263	7.8%	283	223	-21.2%	258	275	6.6%	239	197	1.3	1,863	1,804	-3.2%	
Total																
Law	25343	25320	-0.1%	27405	26733	-2.5%	25130	25063	-0.3%	24096	22857	-0.6	188,079	187,617	-0.2%	
Fire	1551	1767	13.9%	1974	1730	-12.4%	1673	1624	-2.9%	1594	1533	3.7	12,608	12,714	0.8%	

## DCC 9-1-1 Call Pick-up Performance

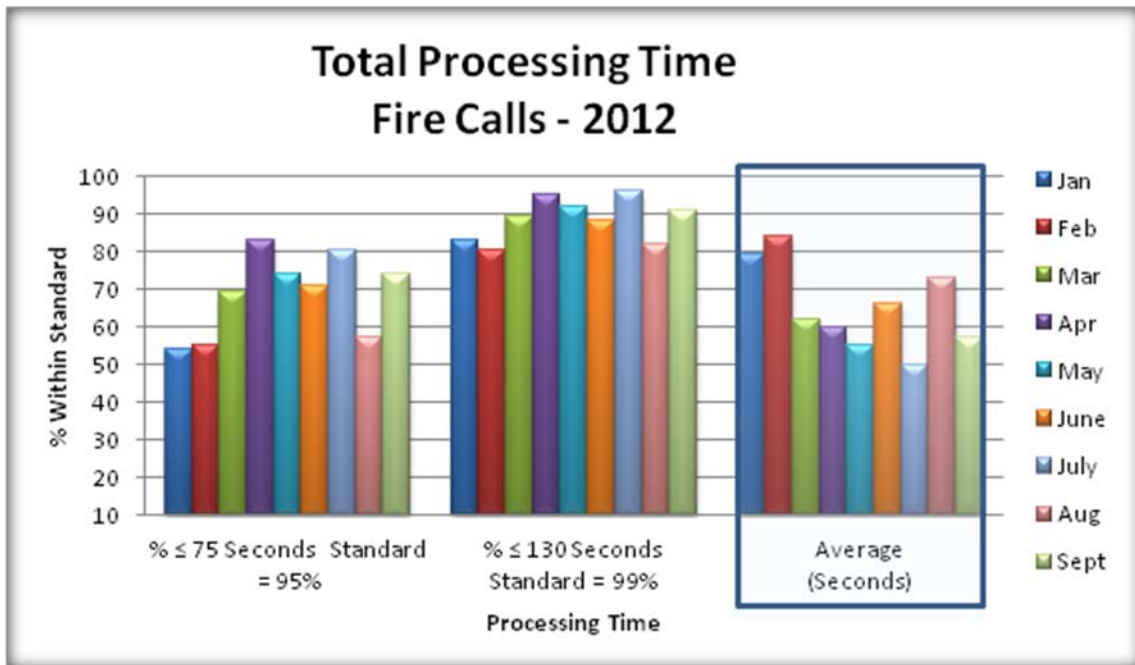
	Total 911 Calls	Percent within 7 Seconds	Percent within 10 Seconds	Percent within 20 Seconds
<i>Standards</i>		80%	90%	95%
Jan	13778	81.6%	91.9%	98.3%
Feb	12776	84.1%	93.5%	98.9%
Mar	15109	84.9%	93.9%	98.8%
Apr	15121	85.8%	93.9%	98.8%
May	17024	88.0%	94.1%	98.7%
June	17680	86.3%	93.8%	98.7%
July	17582	85.4%	93.2%	98.3%
August	16866	84.1%	92.5%	98.3%
September	15270	87.4%	94.4%	98.9%





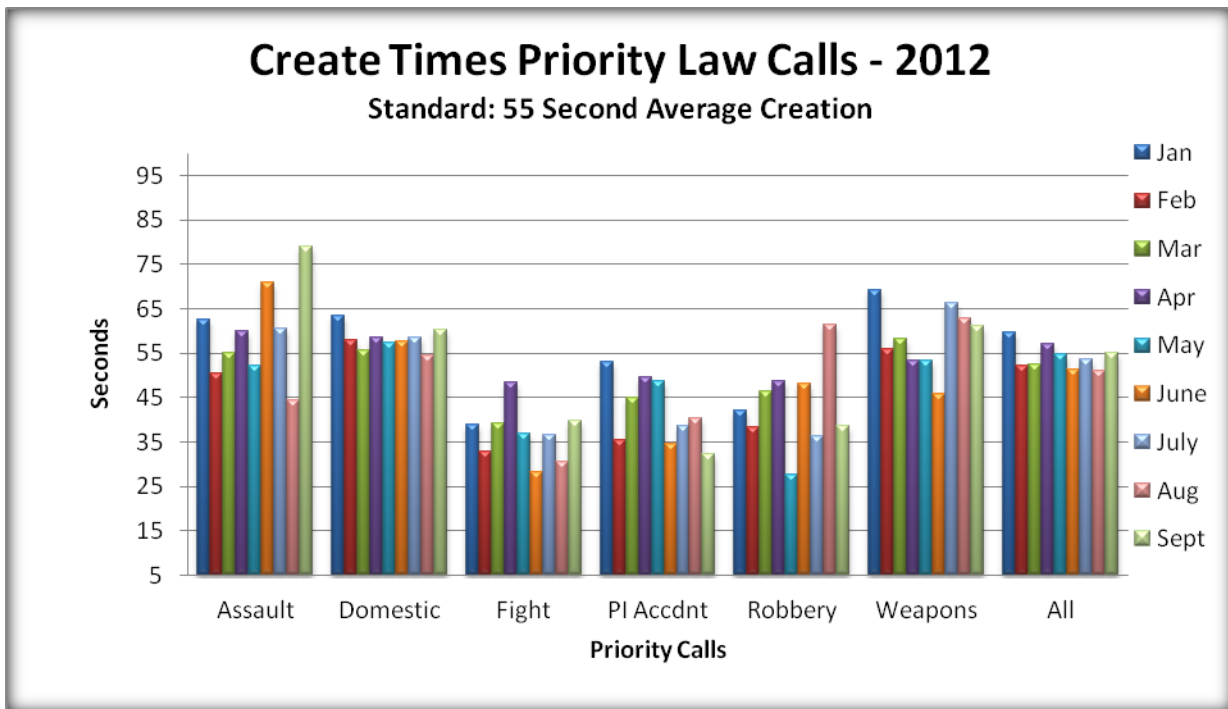
## Fire Calls

	% ≤ 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



## 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

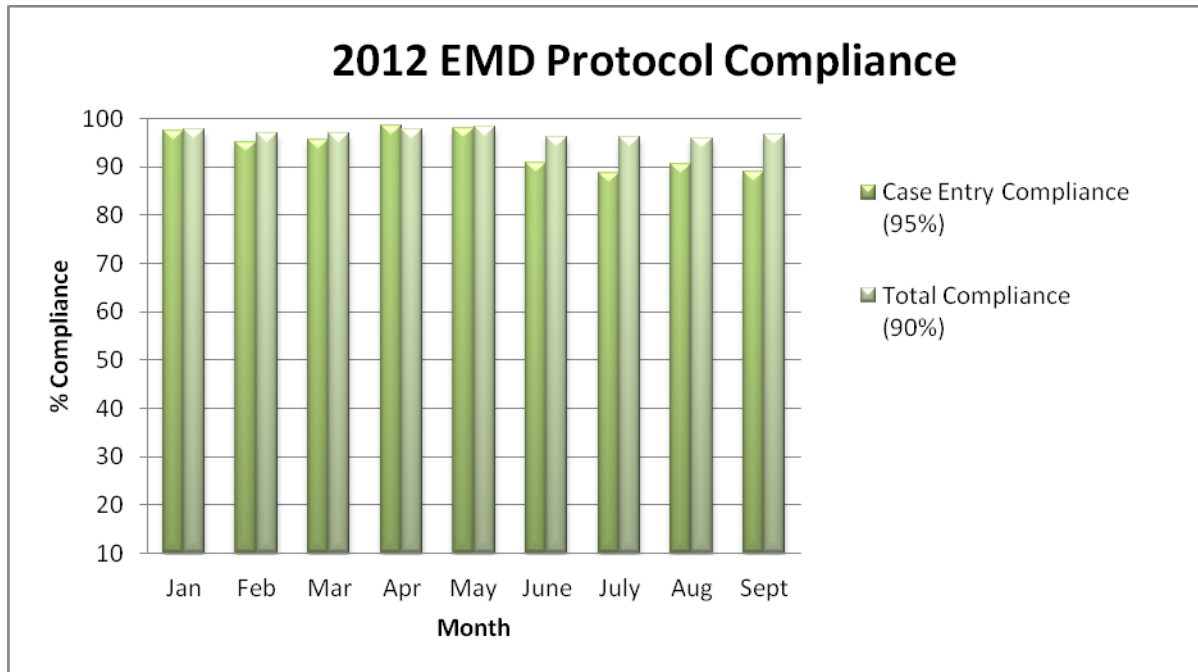


**Case files removed from statistical times:**

	<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
August	<b>SS120805014321</b> – Incident occurred over two hours previously, in St Paul <b>BV120826032143</b> – Incident occurred 15 to 20 min before calling police	<b>SS120826015713</b> – Caller hung up several times, initially asking to have specific officer respond to get everyone out of her apartment.
		<b>EA120917034973</b> – RP was in PD lobby about an incident that had occurred previously where she worked.

## 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%



**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		0.0%	0
3		38.5%	5
4		46.2%	6
5		15.4%	2
<b>answered question</b>			<b>13</b>
<b>skipped question</b>			<b>0</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		0.0%	0
3		7.7%	1
4		46.2%	6
5		46.2%	6
<b>answered question</b>			<b>13</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		0.0%	0
2		0.0%	0
3		0.0%	0
4		46.2%	6
5		53.8%	7
<b>answered question</b>			<b>13</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		7.7%	1
4		61.5%	8
5		30.8%	4
<b>answered question</b>			<b>13</b>
<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		7.7%	1
2		38.5%	5
3		46.2%	6
4		15.4%	2
5		0.0%	0
		<b>answered question</b>	<b>13</b>
		<b>skipped question</b>	16 <b>0</b>