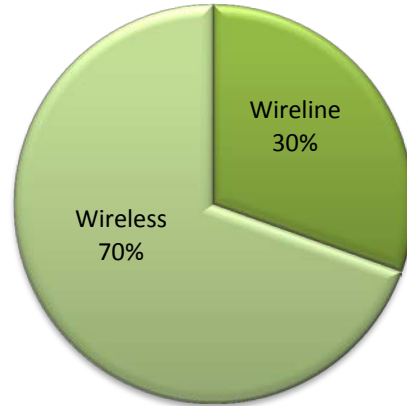
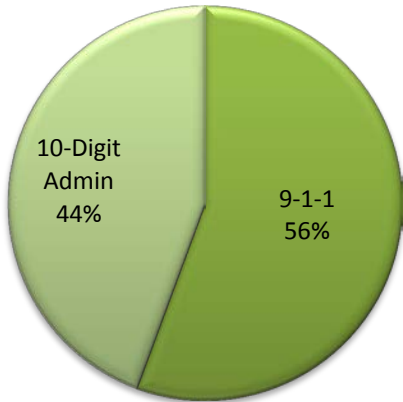


## June Incoming Calls

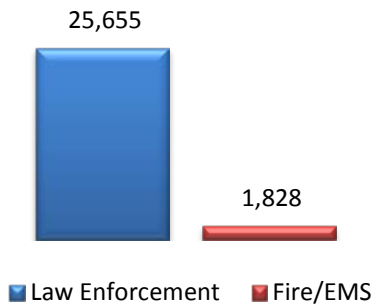
	Total Calls	Wireline	Wireless
<b>9-1-1</b>	16,036	4,889	11,147
<b>10-Digit Admin</b>	<u>12,791</u>		
<b>TOTAL</b>	28,827		



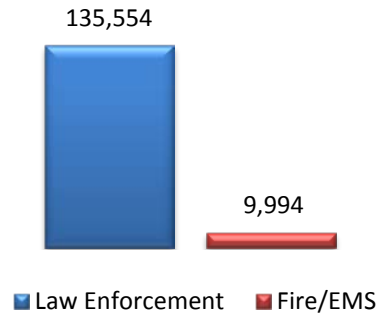
## CAD Events\*

	Law Enforcement	Fire/EMS	Total
<b>June</b>	25,655	1,828	27,483
<b>Year to Date</b>	135,554	9,994	145,548
<b>Year to Date % of Calls</b>	93%	7%	

**June CAD Events**



**Year to Date CAD Events**



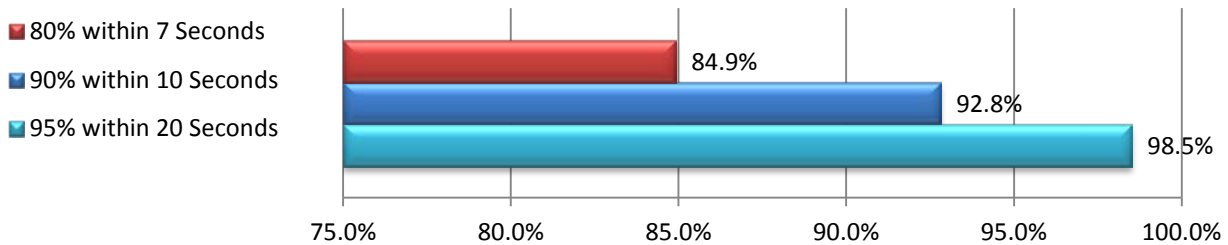
\* Individual agency CAD events are listed at the end of this report.

## 9-1-1 Call Pick-Up Performance

This performance standard is based on the nationally recognized National Emergency Number Association (NENA) standard of 90% of incoming calls answered within 10 seconds and 95% of incoming calls answered within 20 seconds.

DCC 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

### June, 2013 Call Pick-Up Times



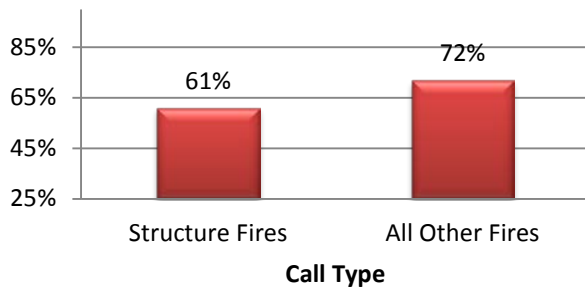
## Fire Call Processing Times

Fire call processing times are measured from the time the telephone rings through the completion of the initial dispatching of the call, often referred to as "ring to ding". DCC standards are taken from the National Fire Protection Association (NFPA) standard 1221.

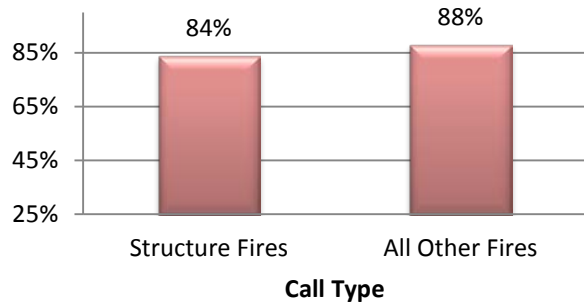
NFPA Standard for Structure and All Other:

- 80% of calls processed within 60 seconds
- 95% of calls processed within 106 seconds

**Percent of Structure and All Other Calls Processed within 60 Seconds**



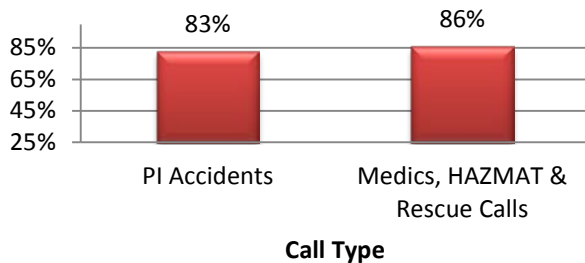
**Percent of Structure and All Other Calls Processed within 106 Seconds**



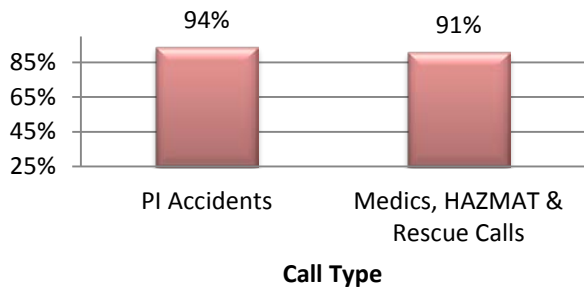
NFPA Standard for PI Accidents, Medics, HAZMAT and Rescue:

- 90% of calls processed within 90 seconds
- 99% of calls processed within 120 seconds

**Percent of PI Accidents, Medics, HAZMAT and Rescue Calls Processed within 90 Seconds**



**Percent of PI Accidents, Medics, HAZMAT and Rescue Calls Processed within 120 Seconds**



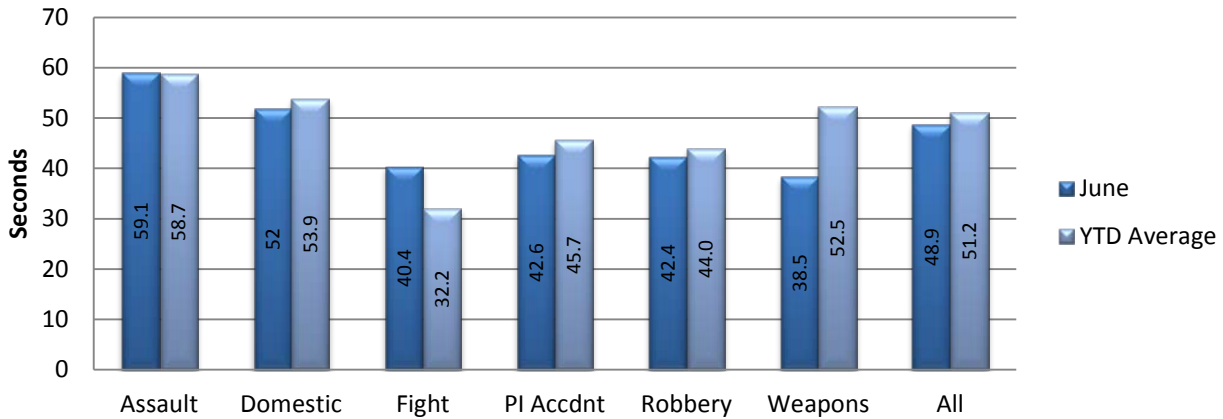
## Law Enforcement Call Processing Times

As there is not currently a designated national standard, the Law Enforcement Operations Committee has designated a standard that identifies certain priority one call types that should be created within 55 seconds on average. The dispatching of priority one calls varies based on individual agency protocol so it is not considered in the standard.

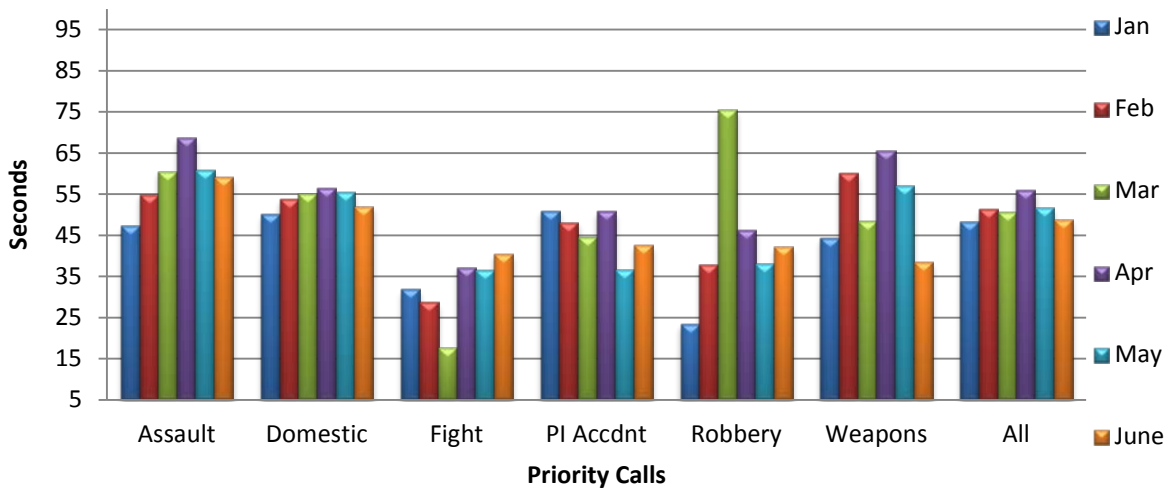
DCC Standard: Average total creation time of 55 seconds or less for the following incident types

- |           |                           |           |
|-----------|---------------------------|-----------|
| Assaults  | Fights                    | Robberies |
| Domestics | Personal Injury Accidents | Weapons   |

### Average Call Processing Time by Priority



### 2013 Create Times Priority Law Calls

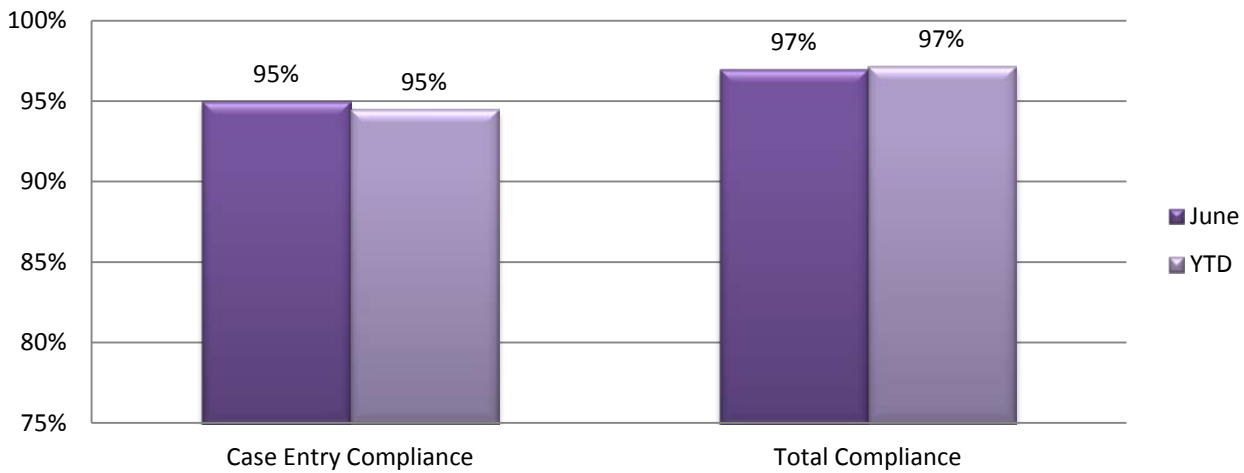


## Emergency Medical Dispatching

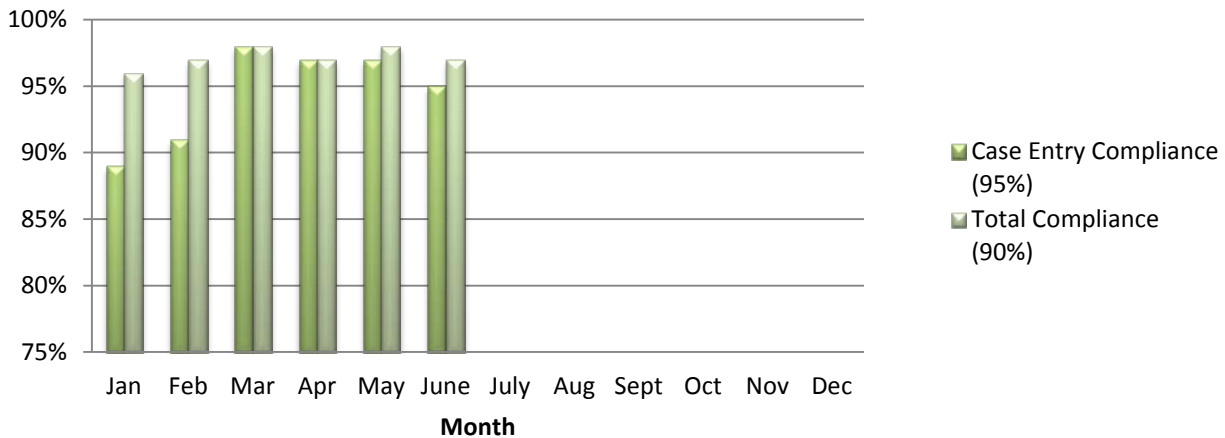
Emergency Medical Dispatching is a call processing protocol used to determine the severity of medical emergencies. The EMD protocol determines level of response by local providers while enabling the dispatcher to offer pre-arrival instructions to the victim. The performance standard is based upon Priority Dispatch Quality Assurance (Pro-QA) guidelines.

DCC Standard: 95% Case Entry Compliance  
90% Total Compliance

### Percent of Compliance



### 2013 Monthly EMD Protocol Compliance



Dakota Communications Center Monthly Statistics  
2013

	Jan	Feb	March	April	May	June	July	August	Sept	Oct	Nov	Dec	Totals
<b>Apple Valley</b> *49,801													
Law Enforcement	2373	2,206	2,374	2,399	2,801	2,846							14,999
Fire/EMS	120	94	122	98	113	132							679
<b>Burnsville</b> *60,664													
Law Enforcement	3,157	2,845	3,045	3,085	3,469	3,465							19,066
Fire/EMS	461	375	417	437	477	469							2,636
<b>Dakota County</b> * 17,877													
Law Enforcement	2,053	1,788	1,795	1,797	2,052	2,256							11,741
Community Corrections	107	146	139	153	161	141							847
<b>Eagan</b> *64,206													
Law Enforcement	3,132	2,860	3,592	3,424	3,717	3,816							20,541
Fire EMS	114	77	76	86	90	108							551
<b>Farmington</b> *21,086													
Law Enforcement	1187	936	934	755	847	1,024							5,683
Fire EMS	46	45	52	42	38	53							276
<b>Hastings</b> *22,172													
Law Enforcement	1,236	1076	1,393	1,443	1,670	1,546							8,364
Fire EMS	313	246	255	230	281	285							1,610
<b>Inver Grove Heights</b> *33,880													
Law Enforcement	1,651	1,512	1,736	1,726	2,023	2,012							10,660
Fire EMS	108	72	82	88	100	103							553
<b>Lakeville</b> *55,954													
Law Enforcement	2307	2,010	2,324	2,260	2,515	2,710							14,126
Fire EMS	69	69	65	65	81	75							424

	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	645	526	644	614	706	776							3,911
Fire EMS	14	10	18	16	24	22							104
<b>Miesville Fire</b>													
Fire EMS	6	9	5	16	8	6							50
<b>Randolph-Hampton Fire</b>													
Fire EMS	16	12	7	9	19	7							70
<b>Rosemount</b>	<b>*21,874</b>												
Law Enforcement	887	822	989	918	1,121	1,134							5,871
Fire EMS	56	46	49	50	50	59							310
<b>South St. Paul</b>	<b>*20,160</b>												
Law Enforcement	1,318	1,300	1,547	1,624	1,786	1,838							9,413
Fire EMS	192	147	186	189	188	215							1,117
<b>West St. Paul (Includes Sunfish Lake)</b>	<b>*20,061</b>												
Law Enforcement	1,517	1,598	1,638	1,544	1,944	2,091							10,332
Fire EMS	285	243	238	279	275	294							1,614
Law Enforcement Total	21,570	19,625	22,150	21,742	24,812	25,655	-	-	-	-	-	-	135,554
Fire EMS Total	1,800	1,445	1,572	1,605	1,744	1,828	-	-	-	-	-	-	9,994

\*Population per Census Bureau, based on Metro Council website information ([www.metrocouncil.org](http://www.metrocouncil.org)).

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

## DCC Service Issues-Fire/EMS June, 2013

<u>Nature of Concern</u>	<u>Monthly Total</u>	<u>Coaching Training</u>	<u>Dispositions</u>				
			<u>Unfounded</u>	<u>Exonerated</u>	<u>Discipline</u>	<u>Other</u>	<u>Technology</u>
Assignment	0						
Coding	2	1		1			
Incorrect Information	1	1					
Policy/Procedure	1	1					
Professional Conduct	0						
Timeliness	2			2			
Questions	0						
Other	0						
<b>Total:</b>	<b>6</b>						
<b>Compliments</b>	<b>0</b>						

### Definitions:

<b>Assignment:</b>	Did the DCC fail to send the correct resources?
<b>Coding:</b>	Did the DCC fail to code the event correctly?
<b>Incorrect Information:</b>	Did the DCC fail to provide correct information or provide incorrect information?
<b>Policy Failure:</b>	Issue or concern based upon established DCC policy or procedure. Does the policy serve the DCC and agency needs?
<b>Timeliness:</b>	Did the DCC fail to process an incident or provide information in a timely manner?
<b>Questions:</b>	A question from the public or an agency relating to the policies or procedures of the DCC.
<b>Compliment:</b>	Communications from an external source complimenting the DCC on service provided.

### Dispositions:

<b>Coaching/Training:</b>	The issue was handled in the supervisory subordinate relationship as coaching or training.
<b>Unfounded:</b>	The action leading to the concern or allegation did not occur.
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<b>Discipline:</b>	A formal personnel action was taken in response to the concern or allegation.
<b>Other:</b>	Insufficient information available to establish facts of issue.
<b>Technology:</b>	The action leading to the inquiry did occur, but was found to be due to a technology complication.



# DCC Service Issues-Fire/EMS-2013

<u>Nature of Concern</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>Aug</u>	<u>Sep</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>	<u>Total</u>
Assignment	9	7	6	4	5	0							31
Coding	1	0	0	1	0	2							4
Incorrect Information	1	2	3	0	1	1							8
Policy/procedure	0	0	0	0	0	1							1
Professional Conduct	0	0	0	0	0	0							0
Timeliness	5	5	1	0	2	2							15
Questions	1	1	3	0	3	0							8
Other	0	1	2	0	1	0							4
<b>Total:</b>	<b>17</b>	<b>16</b>	<b>15</b>	<b>5</b>	<b>12</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>71</b>
Compliments	0	0	0	3		0							3
<u>Disposition</u>	<u>YTD</u>	<u>C/T</u>	<u>U</u>	<u>E</u>	<u>D</u>	<u>O</u>	<u>I</u>						
Assignment	31	16	3	6			6						
Coding	4	3		1									
Incorrect Information	8	6	2										
Policy/procedure	1	1											
Professional Conduct	0												
Timeliness	15	3	1	8			3						
Questions	8	1		5		2							
Other	4	2				1	1						
<b>Total:</b>	<b>71</b>	<b>32</b>	<b>6</b>	<b>20</b>	<b>0</b>	<b>3</b>	<b>10</b>						

## Definitions:

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## DCC Service Issues-Law Enforcement June 2013

<u>Nature of Concern</u>	<u>Monthly Total</u>	<u>Coaching Training</u>	<u>Dispositions</u>				
			<u>Unfounded</u>	<u>Exonerated</u>	<u>Discipline</u>	<u>Other</u>	<u>Technology</u>
Assignment	3	3					
Coding	1	1					
Incorrect Information	5	1	2	1	1		
Policy/Procedure	4	3		1			
Professional Conduct	0						
Timeliness	2	1	1				
Questions	1					1	
Other	0						
<b>Total:</b>	<b>16</b>						
Compliments	4						

### Definitions:

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<b>Coding:</b>	Did the DCC fail to code the event correctly?
<b>Policy Failure:</b>	Issue or concern based upon established DCC policy or procedure. Does the policy serve the DCC and agency needs?
<b>Incorrect Information:</b>	Did the DCC fail to provide correct information or provide incorrect information?
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<b>Other:</b>	Insufficient information available to establish facts of issue.
<b>Technology:</b>	The action leading to the inquiry did occur, but was found to be due to a technology complication.

# DCC Service Issues-Law Enforcement-2013

<u>Nature of Concern</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>Aug</u>	<u>Sep</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>	<u>Total</u>
Assignment	1	1	2	2	1	3							10
Coding	1	1	1	0	0	1							4
Incorrect Information	3	4	2	0	1	5							15
Policy/Procedure	1	2	2	1	1	4							11
Professional Conduct	0	0	1	0	0	0							1
Timeliness	3	2	2	3	1	2							13
Questions	0	1	3	1	2	1							8
Other	2	1	0	1	0	0							4
<b>Total:</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>8</b>	<b>6</b>	<b>16</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>66</b>
Compliments	8	2	4	7	3	4							28

<u>Disposition</u>	<u>YTD</u>	<u>C/T</u>	<u>U</u>	<u>E</u>	<u>D</u>	<u>O</u>	<u>I</u>
Assignment	10	6	2	2			
Coding	4	3		1			
Incorrect Information	15	5	4	4	1	1	
Policy/procedure	11	10		1			
Professional Conduct	1	1					
Timeliness	13	4	2	6	1		
Questions	8		2	1		4	1
Other	4	1				3	
<b>Total:</b>	<b>66</b>	<b>30</b>	<b>10</b>	<b>15</b>	<b>2</b>	<b>8</b>	<b>1</b>

## Definitions:

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