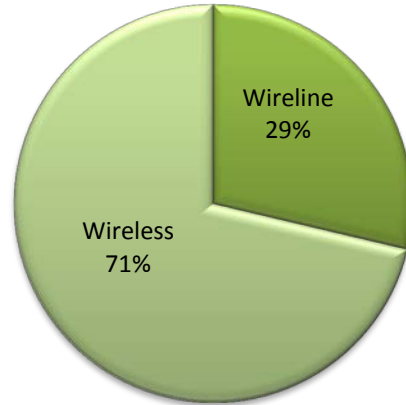
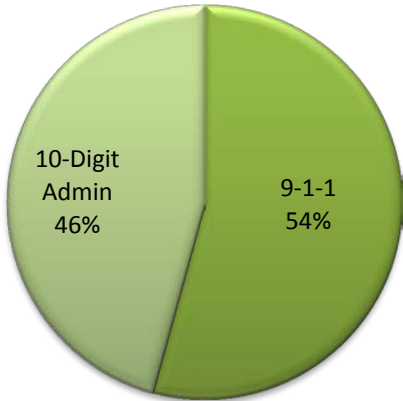


## January Incoming Calls

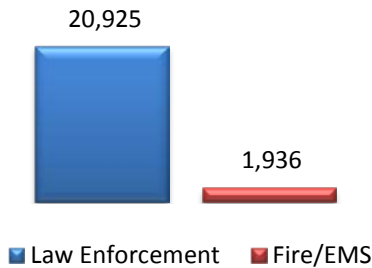
	Total Calls	Wireline	Wireless
<b>9-1-1</b>	13,665	3,920	9,745
<b>10-Digit Admin</b>	<u>11,522</u>		
<b>TOTAL</b>	25,187		



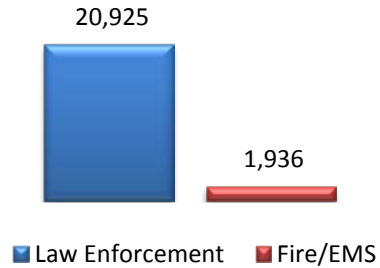
## CAD Events\*

	Law Enforcement	Fire/EMS	Total
<b>January</b>	20,925	1,936	22,861
<b>Year to Date</b>	20,925	1,936	22,861
<b>Year to Date % of Calls</b>	92%	8%	

**January CAD Events**



**Year to Date CAD Events**



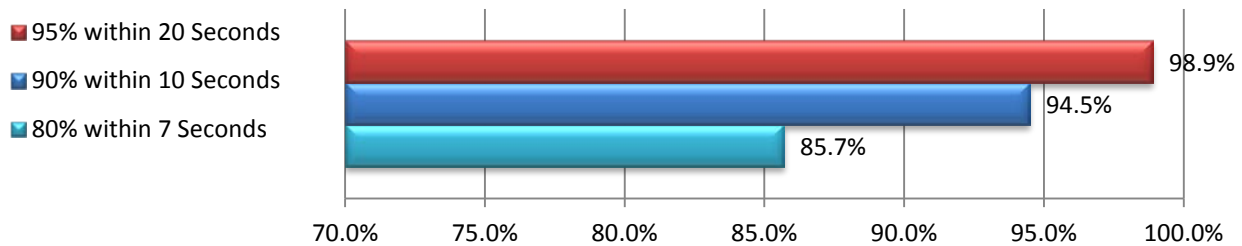
\* Individual agency CAD events are listed at the end of this report.

## 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

### January, 2014 Call Pick-Up Times



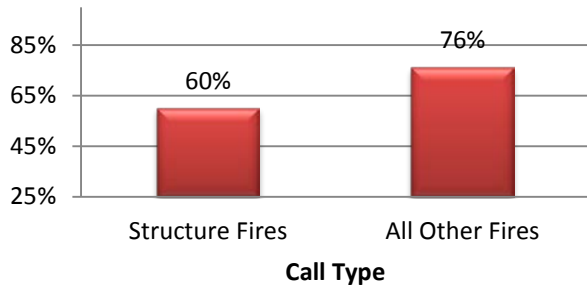
## Fire Call Processing Times

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.

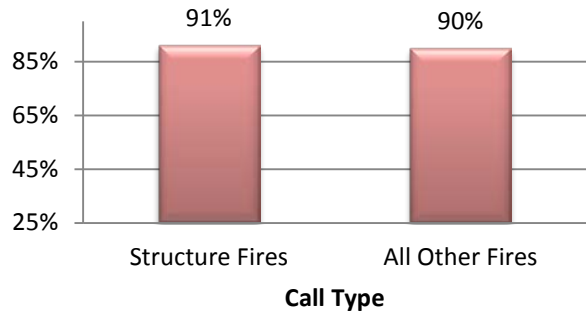
NFPA Standard for Structure and All Other:

- 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**



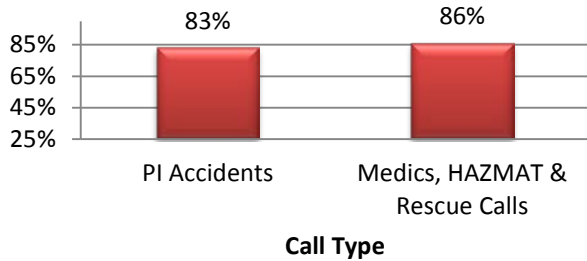
**Percent of Structure and All Other Calls Processed within 106 Seconds**



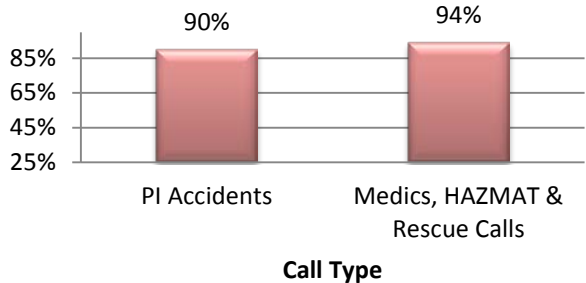
NFPA Standard for PI Accidents, Medics, HAZMAT and Rescue:

- 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**



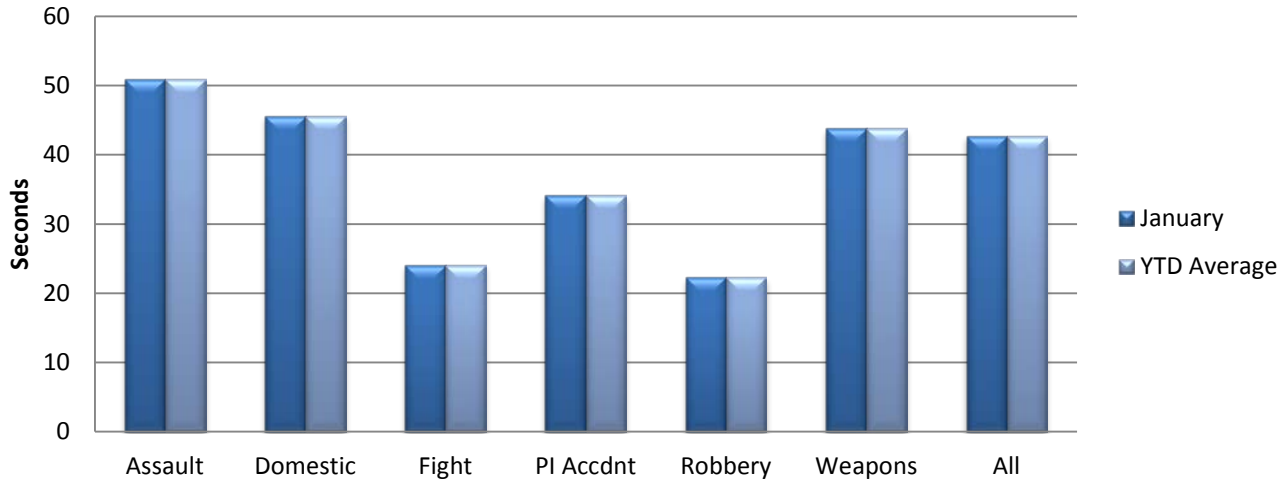
## Law Enforcement Call Processing Times

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.

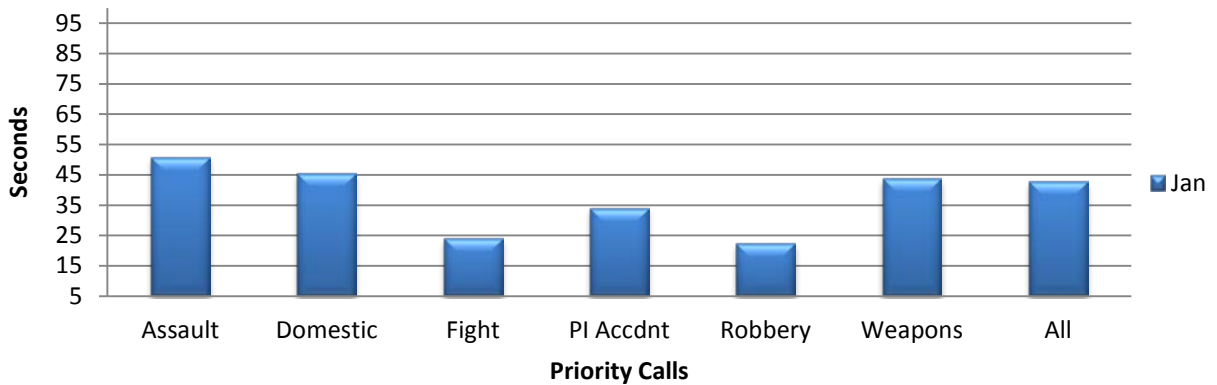
DCC Standard: Average total creation time of 55 seconds or less for the following incident types

Assaults	Fights	Robberies
Domestics	Personal Injury Accidents	Weapons

### Average Call Processing Time by Priority



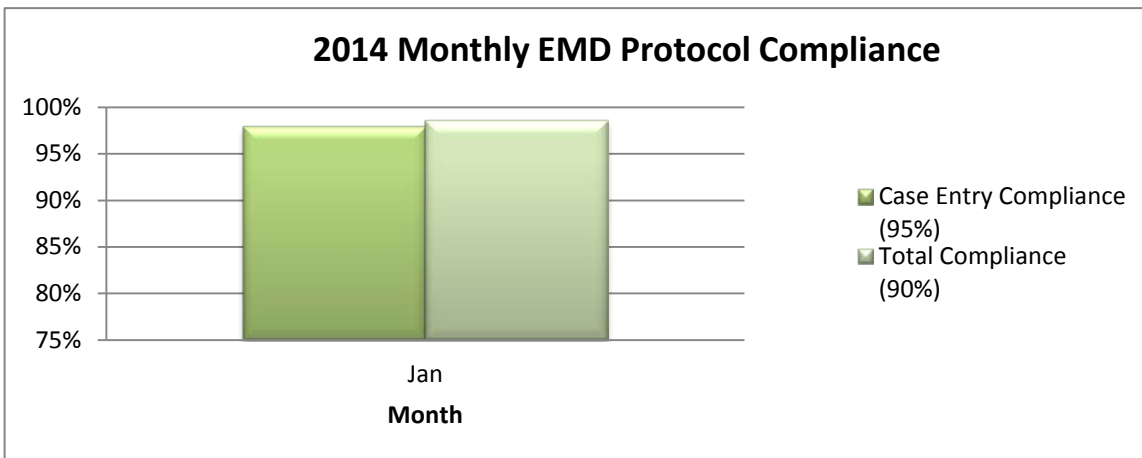
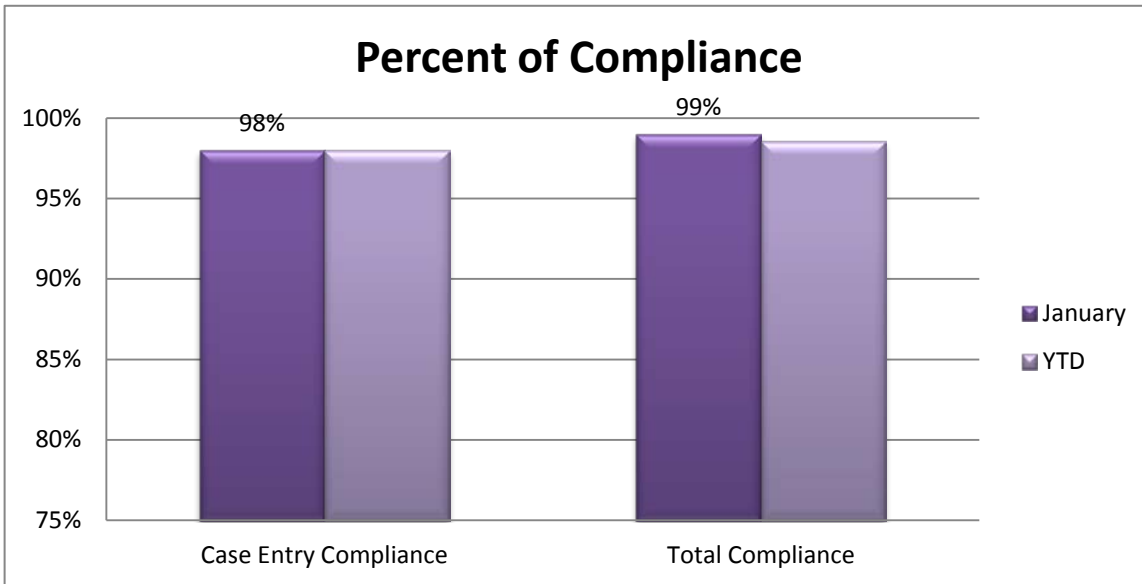
### 2014 Create Times Priority Law Calls



## 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





	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	607												
Fire EMS	33												
<b>Miesville Fire</b>													
Fire EMS	2												
<b>Randolph-Hampton Fire</b>													
Fire EMS	8												
<b>Rosemount</b>	<b>*21,874</b>												
Law Enforcement	1,095												
Fire EMS	86												
<b>South St. Paul</b>	<b>*20,160</b>												
Law Enforcement	1,344												
Fire EMS	226												
<b>West St. Paul (Includes Sunfish Lake)</b>	<b>*20,061</b>												
Law Enforcement	1,765												
Fire EMS	256												
Law Enforcement Total	20,925	-	-	-	-	-	-	-	-	-	-	-	-
Fire EMS Total	1,936	-	-	-	-	-	-	-	-	-	-	-	-

\*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 January 2014

<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	4	3					1
Coding	0						
Incorrect Information	0						
Policy/Procedure	1	1					
Professional Conduct	1			1			
Timeliness	0						
Questions	0						
Other	0						
<b>Total:</b>	<b>6</b>						
<b>Compliments</b>	<b>1</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.
<b>Exonerated:</b>	The action leading to the concern or allegation did occur, but was found to be proper performance.
<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-2014

<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	4												4
Coding	0												0
Incorrect Information	0												0
Policy/procedure	1												1
Professional Conduct	1												1
Timeliness	0												0
Questions	0												0
Other	0												0
<b>Total:</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>
Compliments	1												1

<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	4	3					1
Coding	0						
Incorrect Information	0						
Policy/procedure	1	1					
Professional Conduct	1			1			
Timeliness	0						
Questions	0						
Other	0						
<b>Total:</b>	<b>6</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>

## Definitions:

- Assignment:** Did the DCC fail to send correct resources?
- Coding:** Did the DCC fail to code the event correctly?
- Incorrect Information:** Did the DCC fail to provide correct information or provide incorrect information?
- Policy Failure:** Issue or concern based upon established DCC policy or procedure. Does the policy serve the DCC?
- Timeliness:** Did the DCC fail to process an incident or provide information in a timely manner?
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- Discipline:** A formal personnel action was taken in response to the concern or allegation.
- Other:** Insufficient information available to establish facts of issue.
- Technology:** The action leading to the inquiry did occur, but was found to be due to a technology complication.

## DCC Service Issues-Law Enforcement January 2014

<u>Nature of Concern</u>	<u>Monthly Total</u>	<u>Coaching Training</u>	<u>Unfounded</u>	<u>Dispositions</u>			
				<u>Exonerated</u>	<u>Discipline</u>	<u>Other</u>	<u>Technology</u>
Assignment	0						
Coding	0						
Incorrect Information	4	3	1				
Policy/Procedure	0						
Professional Conduct	0						
Timeliness	2	1		1			
Questions	0						
Other	0						
<b>Total:</b>	<b>6</b>						
<b>Compliments</b>	<b>3</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>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?
<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.
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<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-2014

<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	0												0
Coding	0												0
Incorrect Information	4												4
Policy/Procedure	0												0
Professional Conduct	0												0
Timeliness	2												2
Questions	0												0
Other	0												0
<b>Total:</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>
Compliments	3												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	0						
Coding	0						
Incorrect Information	4	3	1				
Policy/procedure	0						
Professional Conduct	0						
Timeliness	2	1		1			
Questions	0						
Other	0						
<b>Total:</b>	<b>6</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>

## Definitions:

<b>Assignment:</b>	Did the DCC fail to send the correct resources?
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