

## MEMORANDUM

To: Board of Directors, Executive Committee, Joint Operations Committee and DCC Staff  
From: Executive Director Diane Lind  
Date: May 15th, 2014  
Subject: Dakota Communications Center Monthly Statistics - April, 2014

---

### SUMMARY

The DCC reviews monthly activity and performance based on measurements approved by the Board of Directors. Activities measured are call pickup, call processing and emergency medical dispatch (EMD).

- There were 24,479 calls received and 23,803 CAD events.
- Call pickup times met the monthly standards.
- The fire call processing times experienced longer than acceptable times. We attribute this to several calls which were generated by people passing by who were unfamiliar with the area and/or address of the fire.
- Law enforcement calls continue to meet standards with fight calls being processed in under 30 seconds. Call creation for weapons calls are the most time consuming averaging just under 55 seconds. This is due to the need for additional descriptions for responding officer safety.
- EMD case entry compliance dropped slightly in April due to new employees just completing the required Emergency Medical Dispatch training and certification program. We anticipate this performance measure will return to acceptable standards in May and June. The total compliance standard continues to be met with a compliance rate of 96%.

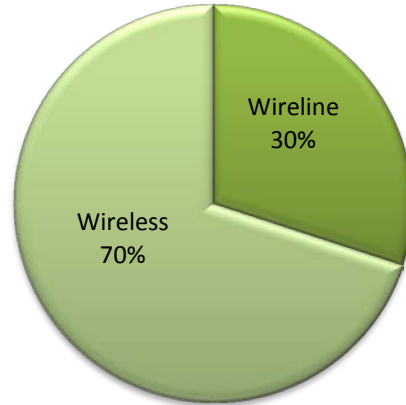
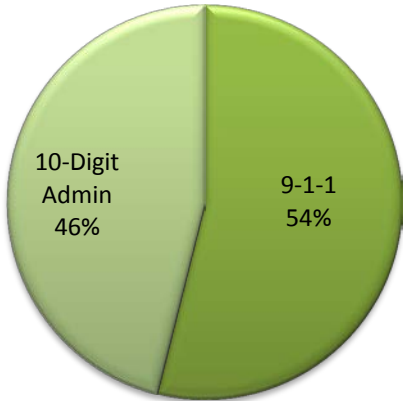
Below is an overview of DCC performance for the month of April.

#### April statistics

	Comparisons	
	April 2013	April 2014
Fire/EMS CAD Events	1,605	1,616
Law Enforcement CAD Events	21,742	22,187
911 Calls	13,892	13,194
	YTD 2013	YTD 2014
Fire/EMS CAD Events	6,422	6,895
Law Enforcement CAD Events	85,087	85,021
911 Calls	53,424	51,969

## April Incoming Calls

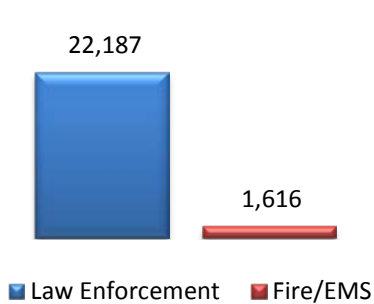
	Total Calls	Wireline	Wireless
<b>9-1-1</b>	13,194	3,960	9,234
<b>10-Digit Admin</b>	11,285		
<b>TOTAL</b>	24,479		



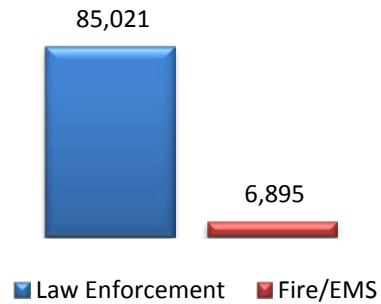
## CAD Events\*

	Law Enforcement	Fire/EMS	Total
<b>April</b>	22,187	1,616	23,803
<b>Year to Date</b>	85,021	6,895	91,916
<b>Year to Date % of Calls</b>	92%	8%	

**April CAD Events**



**Year to Date CAD Events**



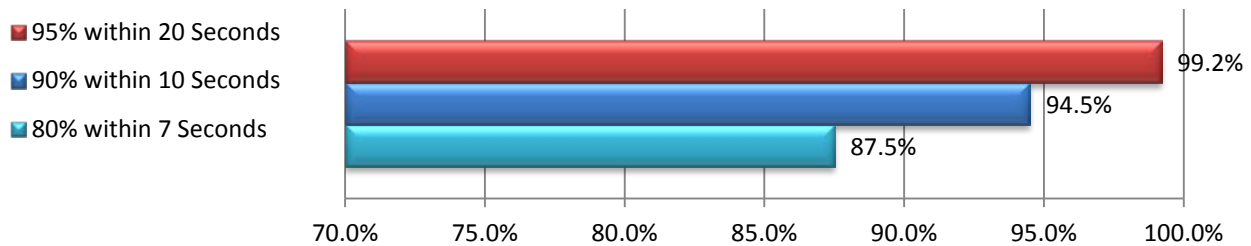
\* Individual agency CAD events are listed at the end of this report.

## 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

### April, 2014 Call Pick-Up Times



## Fire Call Processing Times

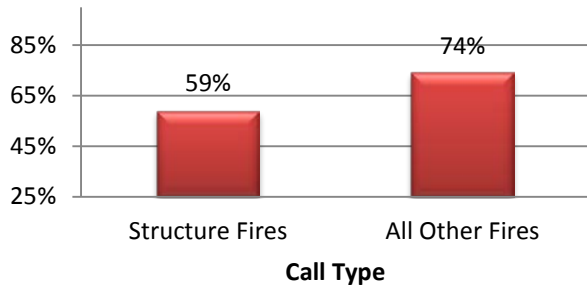
Fire call processing times are measured from the time the telephone rings through the completion of the initial dispatching of the call, often referred to as "ring to ding". DCC standards are taken from the National Fire Protection Association (NFPA) standard 1221.

NFPA Standard for Structure and All Other:

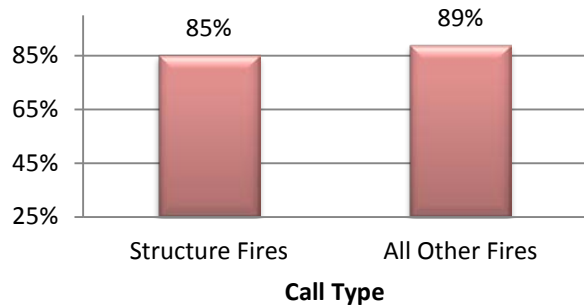
80% of calls processed within 60 seconds

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**

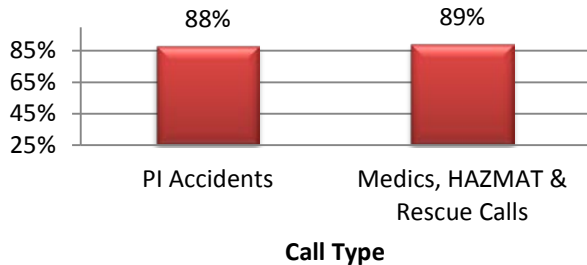


NFPA Standard for PI Accidents, Medics, HAZMAT and Rescue:

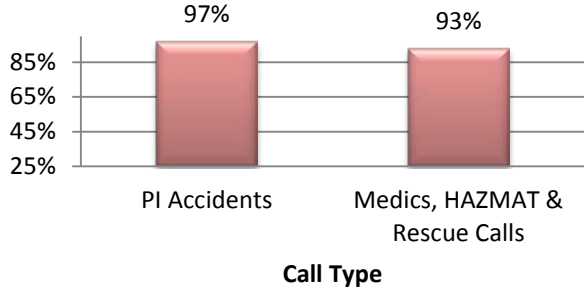
90% of calls processed within 90 seconds

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**



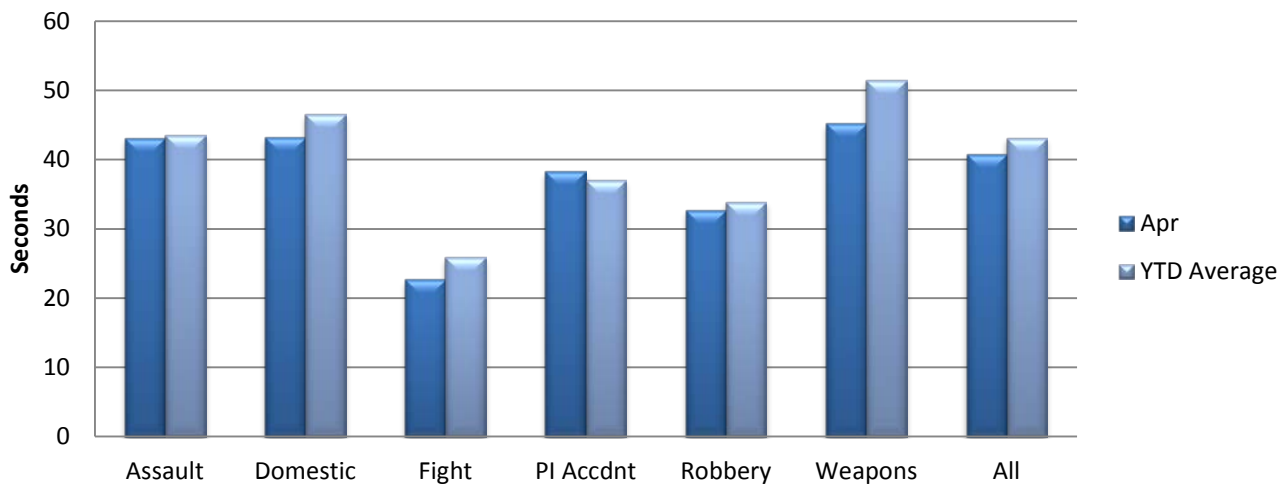
## Law Enforcement Call Processing Times

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.

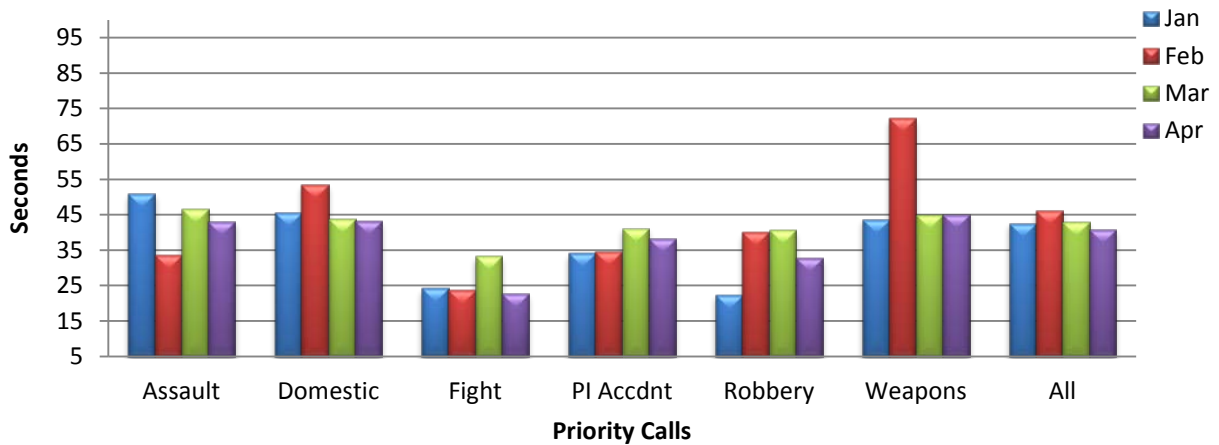
DCC Standard: Average total creation time of 55 seconds or less for the following incident types

Assaults	Fights	Robberies
Domestics	Personal Injury Accidents	Weapons

### Average Call Processing Time by Priority



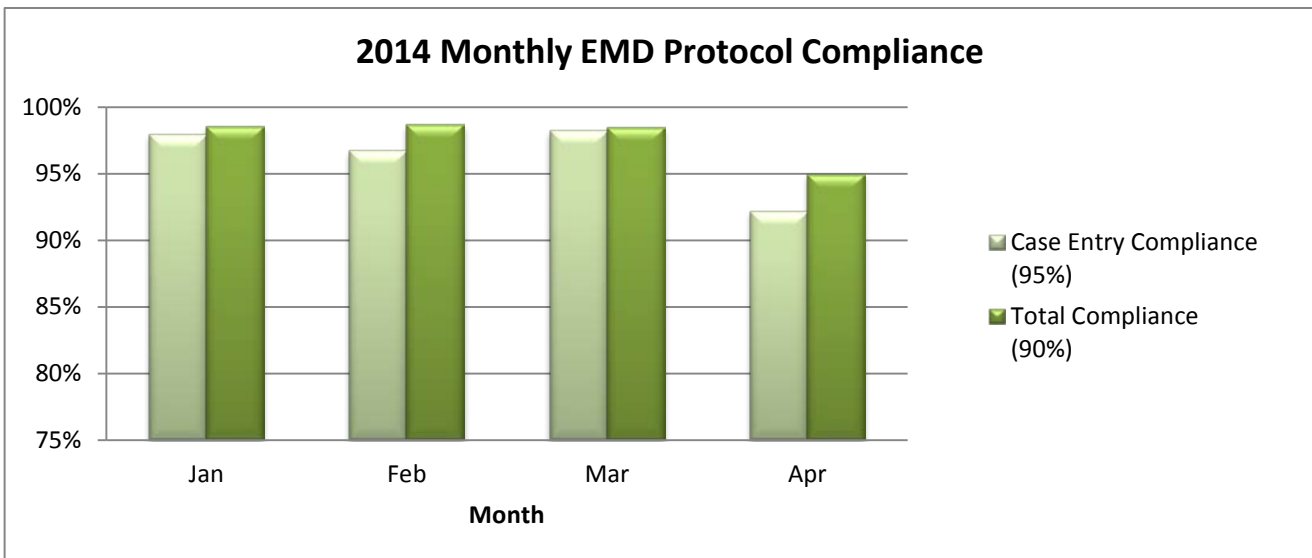
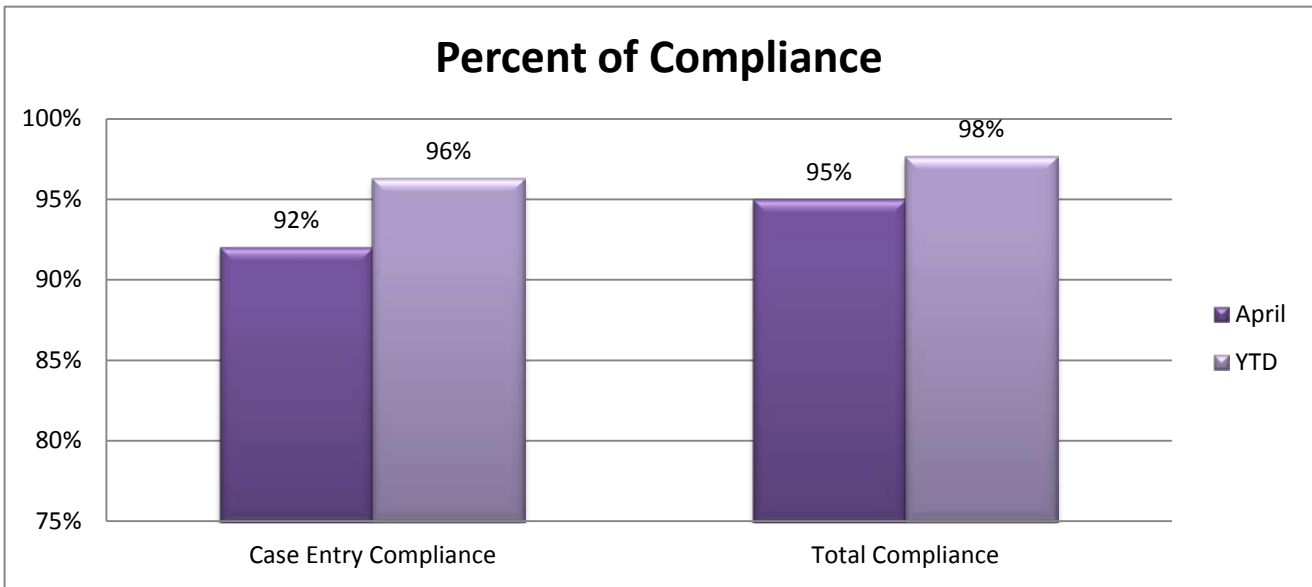
### 2014 Create Times Priority Law Calls



## 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	627	583	547									
Fire EMS	33	13	19	36									
<b>Miesville Fire</b>													
Fire EMS	2	3	5	4									
<b>Randolph-Hampton Fire</b>													
Fire EMS	8	11	10	10									
<b>Rosemount</b>	<b>*21,874</b>												
Law Enforcement	1,095	975	1,286	1,081									
Fire EMS	86	61	82	42									
<b>South St. Paul</b>	<b>*20,160</b>												
Law Enforcement	1,344	1,268	1,328	1,425									
Fire EMS	226	193	203	178									
<b>West St. Paul (Includes Sunfish Lake)</b>	<b>*20,061</b>												
Law Enforcement	1,765	1,551	1,851	1,982									
Fire EMS	256	216	222	267									
Law Enforcement Total	20,925	18,993	22,916	22,187	-	-	-	-	-	-	-	-	-
Fire EMS Total	1,936	1,683	1,660	1,616	-	-	-	-	-	-	-	-	-

\*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 April, 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	1	1					
Coding	1	1					
Incorrect Information	1	1					
Policy/Procedure	0						
Professional Conduct	0						
Timeliness	0						
Questions	0						
Other	0						
<b>Total:</b>	<b>3</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	3	5	1									13
Coding	0	1	1	1									3
Incorrect Information	0	1	0	1									2
Policy/procedure	1	0	0										1
Professional Conduct	1	0	0										1
Timeliness	0	0	1										1
Questions	0	0	0										0
Other	0	0	0										0
<b>Total:</b>	<b>6</b>	<b>5</b>	<b>7</b>	<b>3</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>21</b>
Compliments	1	1	1	1									4

<u>Disposition</u>	<u>YTD</u>	<u>C/T</u>	<u>U</u>	<u>E</u>	<u>D</u>	<u>O</u>	<u>T</u>
Assignment	13	7	1	1		1	3
Coding	3	2		1			
Incorrect Information	2	1	1				
Policy/procedure	1	1					
Professional Conduct	1			1			
Timeliness	1	1					
Questions	0						
Other	0						
<b>Total:</b>	<b>21</b>	<b>12</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>3</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?
- Questions:** A question from the public or an agency relating to the policies or procedures of the DCC.
- Compliment:** Communications from an external source complimenting the DCC on service provided.

## Dispositions:

- Coaching/Training:** The issue was handled in the supervisory subordinate relationship as coaching or training.
- Unfounded:** The action leading to the concern or allegation did not occur.
- Exonerated:** The action leading to the concern or allegation did occur, but was found to be proper performance.
- 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 April 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	1	1					
Incorrect Information	2	2					
Policy/Procedure	1	1					
Professional Conduct	1	1					
Timeliness	2	1	1				
Questions	0						
Other	0						
<b>Total:</b>	<b>7</b>						
<b>Compliments</b>	<b>7</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.
<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-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	1	1	0									2
Coding	0	0	0	1									1
Incorrect Information	4	3	1	2									10
Policy/Procedure	0	1	1	1									3
Professional Conduct	0	1	1	1									3
Timeliness	2	1	2	2									7
Questions	0	0	1	0									1
Other	0	1	1	0									2
<b>Total:</b>	<b>6</b>	<b>8</b>	<b>8</b>	<b>7</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>29</b>
Compliments	3	1	5	7									16

<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	2	1		1			
Coding	1	1					
Incorrect Information	10	9	1				
Policy/procedure	3	3					
Professional Conduct	3	3					
Timeliness	7	4	2	1			
Questions	1					1	
Other	2	1				1	
<b>Total:</b>	<b>29</b>	<b>22</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>

## Definitions:

- Assignment:** Did the DCC fail to send the 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 and agency needs?
- Timeliness:** Did the DCC fail to process an incident or provide information in a timely manner?
- Questions:** A question from the public or an agency relating to the policies or procedures of the DCC.
- Compliment:** Communications from an external source complimenting the DCC on service provided.

## Dispositions:

- Coaching/Training:** The issue was handled in the supervisory subordinate relationship as coaching or training.
- Unfounded:** The action leading to the concern or allegation did not occur.
- Exonerated:** The action leading to the concern or allegation did occur, but was found to be proper performance
- 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.