



## MEMORANDUM

To: Board of Directors, Executive Committee, Joint Operations Committee and DCC Staff  
From: Executive Director Diane Lind  
Date: July 10th, 2014  
Subject: Dakota Communications Center Monthly Statistics - June, 2014

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### 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 29,626 calls received and 26,351 CAD events.
- Call pickup times met the monthly standards.
- The fire call processing time of 90% processed within 90 seconds for personal injury accidents was met. We continue to work towards improved fire processing times.
- Law enforcement call averages continue to meet standards.
- EMD case entry compliance met monthly standards.

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

#### June statistics

	Comparisons	
	June 2013	June 2014
Fire/EMS CAD Events	1,828	1,816
Law Enforcement CAD Events	25,655	24,535
911 Calls	16,036	16,301
	YTD 2013	YTD 2014
Fire/EMS CAD Events	9,994	10,409
Law Enforcement CAD Events	135,554	134,332
911 Calls	85,278	82,364

#### MEMBERS:

APPLE VALLEY  
BURNSVILLE  
DAKOTA COUNTY

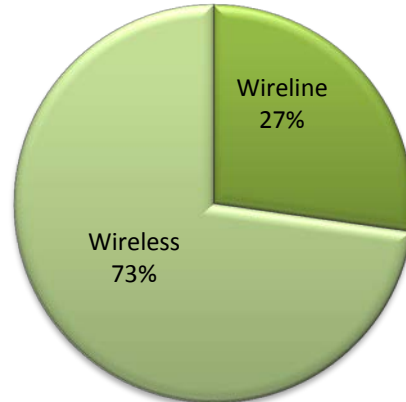
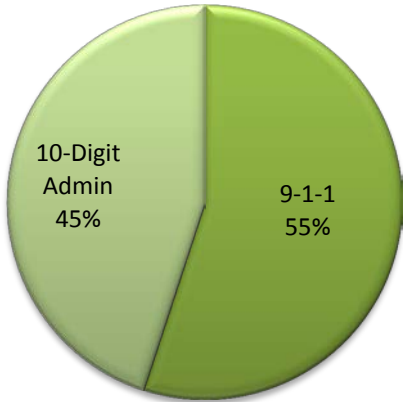
EAGAN  
FARMINGTON  
HASTINGS

INVER GROVE HEIGHTS  
LAKEVILLE  
MENDOTA HEIGHTS

ROSEMOUNT  
SOUTH ST. PAUL  
WEST ST. PAUL

## June Incoming Calls

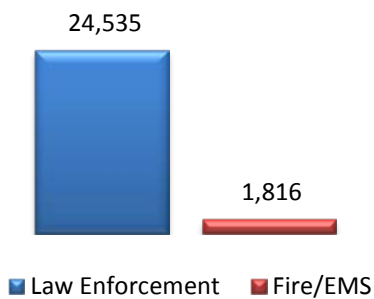
	Total Calls	Wireline	Wireless
<b>9-1-1</b>	16,301	4,442	11,859
<b>10-Digit Admin</b>	13,325		
<b>TOTAL</b>	29,626		



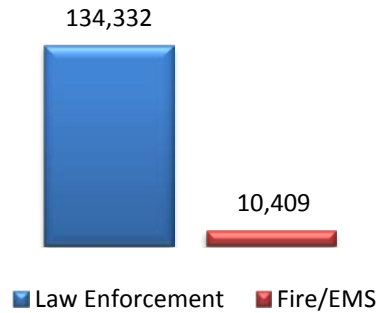
## CAD Events\*

	Law Enforcement	Fire/EMS	Total
<b>June</b>	24,535	1,816	26,351
<b>Year to Date</b>	134,332	10,409	144,741
<b>Year to Date % of Calls</b>	93%	7%	

**June CAD Events**



**Year to Date CAD Events**



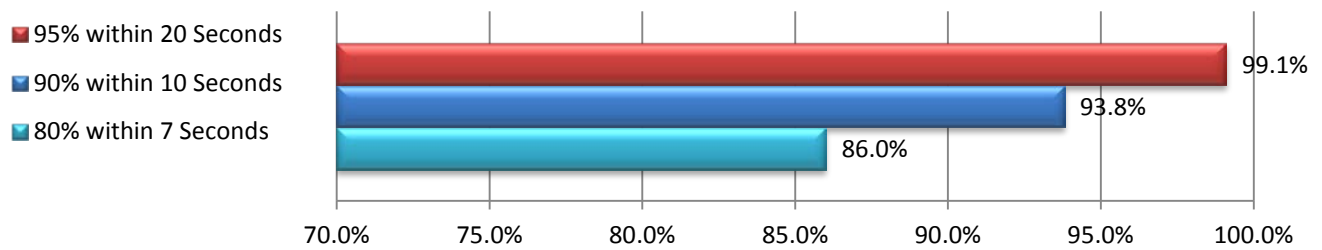
\* Individual agency CAD events are listed at the end of this report.

## 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, 2014 Call Pick-Up Times



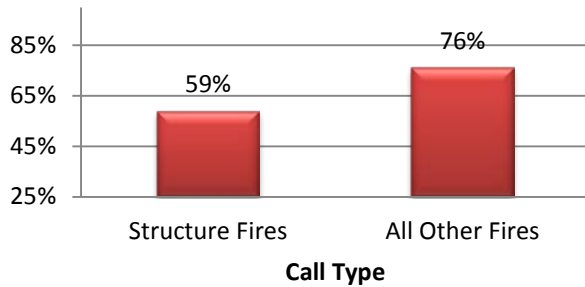
## Fire Call Processing Times

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.

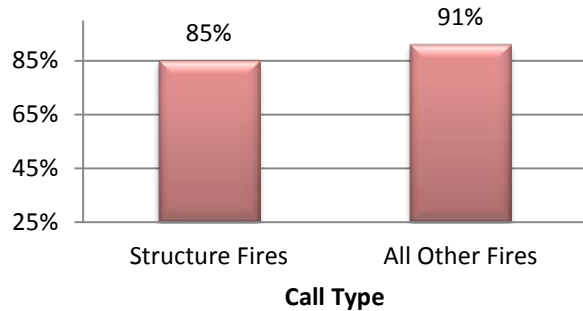
NFPA Standard for Structure and All Other:

- 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**



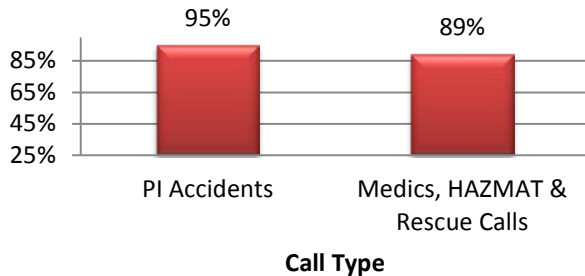
**Percent of Structure and All Other Calls Processed within 106 Seconds**



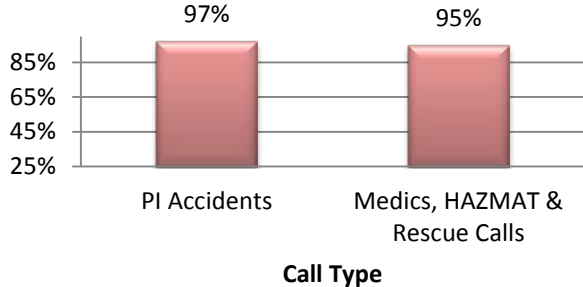
NFPA Standard for PI Accidents, Medics, HAZMAT and Rescue:

- 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**



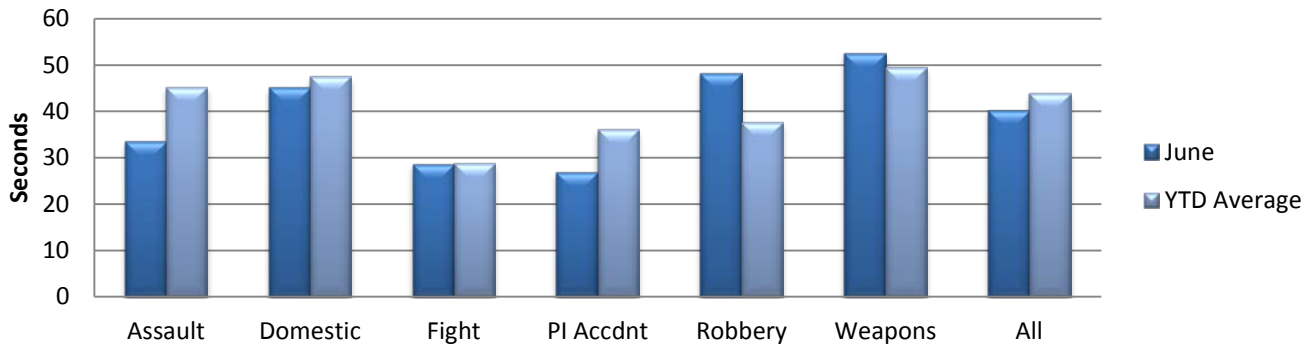
## Law Enforcement Call Processing Times

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.

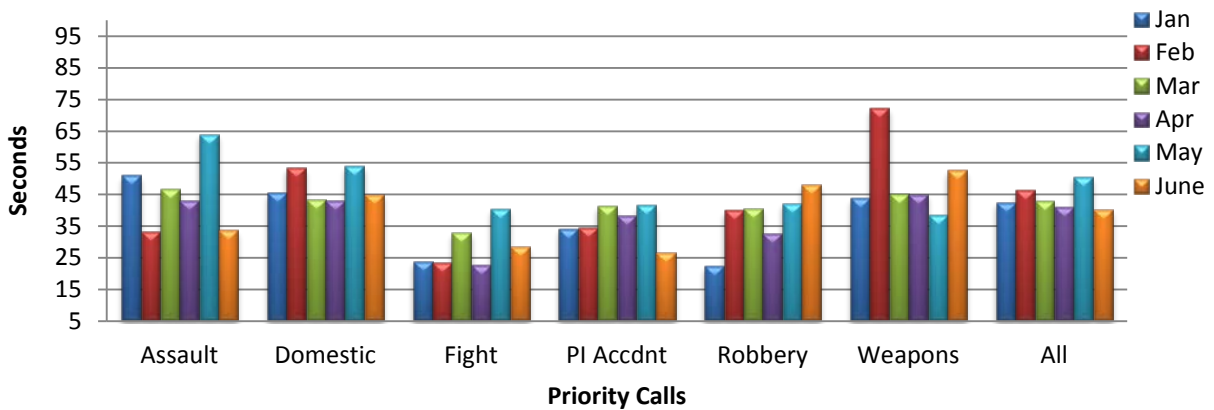
DCC Standard: Average total creation time of 55 seconds or less for the following incident types

Assaults	Fights	Robberies
Domestics	Personal Injury Accidents	Weapons

### Average Call Processing Time by Priority



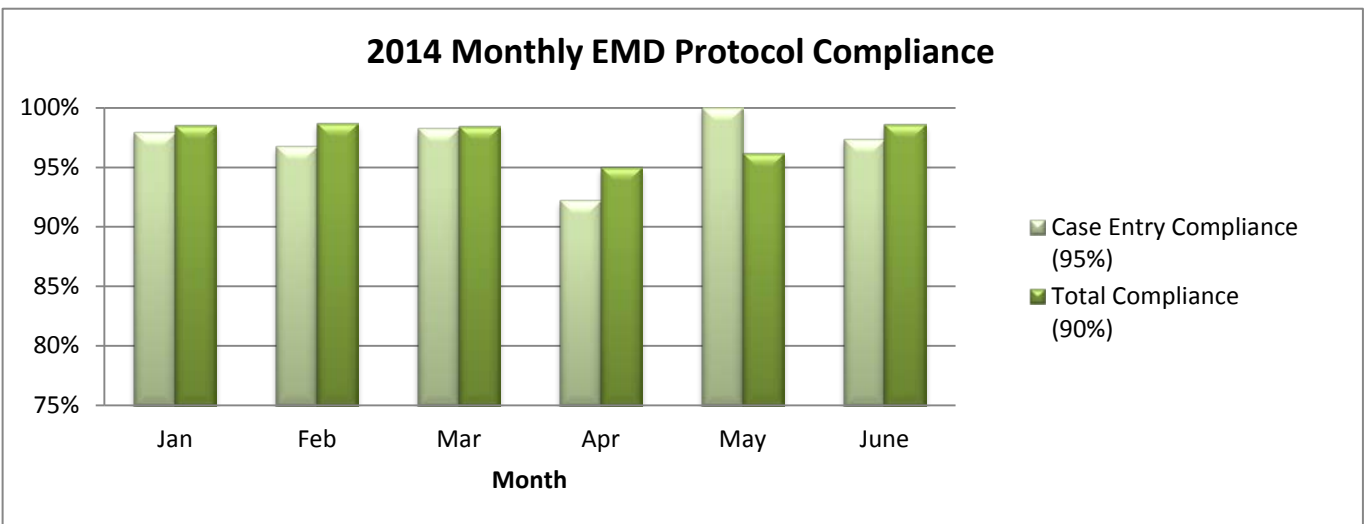
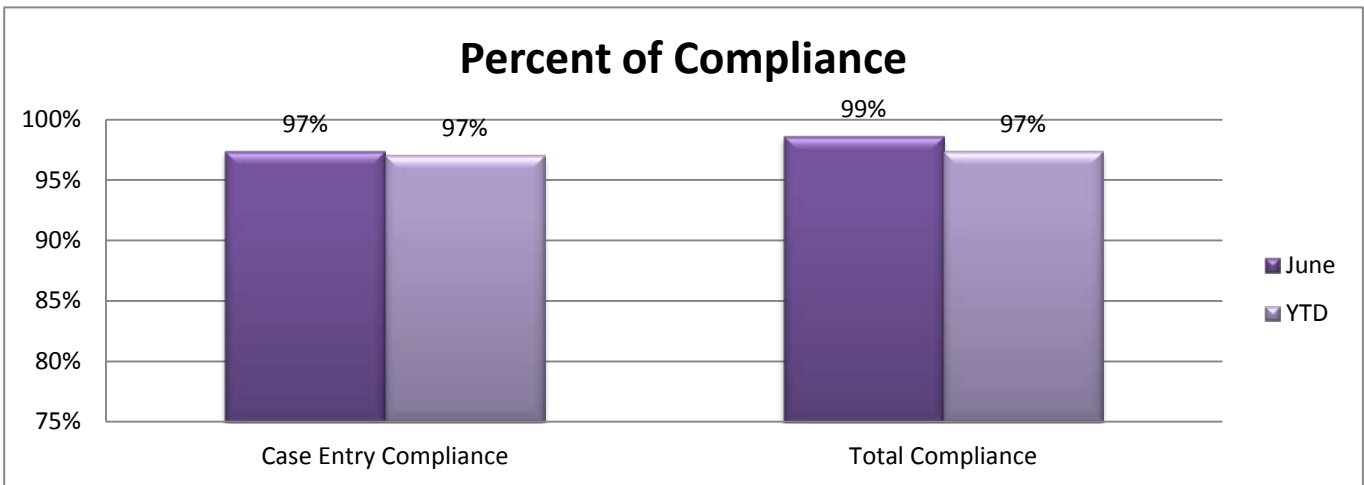
### 2014 Create Times Priority Law Calls



## 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



Dakota Communications Center Monthly Statistics  
2014

	Jan	Feb	March	April	May	June	July	August	Sept	Oct	Nov	Dec	Totals
<b>Apple Valley</b> *49,801													
Law Enforcement	2154	1,998	2,386	2,546	2,768	2,669							
Fire/EMS	144	124	100	109	114	125							
<b>Burnsville</b> *60,664													
Law Enforcement	3,110	2,716	3,102	2,920	3,306	3,470							
Fire/EMS	490	455	452	470	433	512							
<b>Dakota County</b> * 17,877													
Law Enforcement	1,493	1,480	1,886	1,793	1,832	1,974							
Community Corrections	161	114	120	123	102	102							
<b>Eagan</b> *64,206													
Law Enforcement	3,199	2,729	3,189	2,949	3,458	3,406							
Fire EMS	124	90	114	92	99	130							
<b>Farmington</b> *21,086													
Law Enforcement	679	810	883	891	1,073	1,062							
Fire EMS	53	53	61	53	55	59							
<b>Hastings</b> *22,172													
Law Enforcement	1,747	1502	1,756	1,910	1,691	1,529							
Fire EMS	294	278	261	229	273	215							
			Summer2014										
<b>Inver Grove Heights</b> *33,880													
Law Enforcement	1,423	1,336	1,721	1,513	1,886	1,779							
Fire EMS	126	109	73	78	97	78							
<b>Lakeville</b> *55,954													
Law Enforcement	2148	1,887	2,825	2,507	2,912	2,880							
Fire EMS	94	77	58	48	70	90							

	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	657	638							
Fire EMS	33	13	19	36	22	26							
<b>Miesville Fire</b>													
Fire EMS	2	3	5	4	2	6							
<b>Randolph-Hampton Fire</b>													
Fire EMS	8	11	10	10	7	12							
<b>Rosemount</b>	<b>*21,874</b>												
Law Enforcement	1,095	975	1,286	1,081	1,364	1,233							
Fire EMS	86	61	82	42	52	48							
<b>South St. Paul</b>	<b>*20,160</b>												
Law Enforcement	1,344	1,268	1,328	1,425	1,685	1,720							
Fire EMS	226	193	203	178	208	212							
<b>West St. Paul (Includes Sunfish Lake)</b>	<b>*20,061</b>												
Law Enforcement	1,765	1,551	1,851	1,982	2,042	2,073							
Fire EMS	256	216	222	267	266	303							
Law Enforcement Total	20,925	18,993	22,916	22,187	24,776	24,535	-	-	-	-	-	-	-
Fire EMS Total	1,936	1,683	1,660	1,616	1,698	1,816	-	-	-	-	-	-	-

\*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, 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	2	2					
Coding	2	2					
Incorrect Information	4	2			2		
Policy/Procedure	1	1					
Professional Conduct	0						
Timeliness	1			1			
Questions	0						
Other	0						
<b>Total:</b>	<b>10</b>						

### Compliments

#### 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	5	2							20
Coding	0	1	1	1	1	2							6
Incorrect Information	0	1	0	1	3	4							9
Policy/procedure	1	0	0	0	0	1							2
Professional Conduct	1	0	0	0	0	0							1
Timeliness	0	0	1	0	0	1							2
Questions	0	0	0	0	0	0							0
Other	0	0	0	0	3	0							3
<b>Total:</b>	<b>6</b>	<b>5</b>	<b>7</b>	<b>3</b>	<b>12</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>43</b>
Compliments	1	1	1	1	0	0							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	20	13	1	2		1	3
Coding	6	4	1	1			
Incorrect Information	9	5	1		2		1
Policy/procedure	2	2					
Professional Conduct	1			1			
Timeliness	2	1		1			
Questions	0						
Other	3					2	1
<b>Total:</b>	<b>43</b>	<b>25</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>5</b>

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- 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 June 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	2	2					
Coding	0						
Incorrect Information	1			1			
Policy/Procedure	2	1					1
Professional Conduct	0						
Timeliness	2	2					
Questions	0						
Other	0						
<b>Total:</b>	<b>7</b>						
Compliments	2						

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# 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	1	2							5
Coding	0	0	0	1	0	0							1
Incorrect Information	4	3	1	2	2	1							13
Policy/Procedure	0	1	1	1	0	2							5
Professional Conduct	0	1	1	1	0	0							3
Timeliness	2	1	2	2	3	2							12
Questions	0	0	1	0	0	0							1
Other	0	1	1	0	0	0							2
<b>Total:</b>	<b>6</b>	<b>8</b>	<b>8</b>	<b>7</b>	<b>6</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>42</b>
Compliments	3	1	5	7	7	2							25

<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	5	3		2			
Coding	1	1					
Incorrect Information	13	11	1	1			
Policy/procedure	5	4				1	
Professional Conduct	3	3					
Timeliness	12	8	2	2			
Questions	1					1	
Other	2	1				1	
<b>Total:</b>	<b>42</b>	<b>31</b>	<b>3</b>	<b>5</b>	<b>0</b>	<b>2</b>	<b>1</b>

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