

MEMORANDUM

To: Board of Directors, Executive Committee, Joint Operations Committee and DCC Staff
From: Executive Director Diane Lind
Date: January 7th, 2016
Subject: Dakota Communications Center Monthly Statistics - December, 2015

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 23,526 calls received and 25,815 CAD events.
- Call pickup times continues to be below monthly standard. It is believed this is attributable to the number of new hires training on phones, but this statistic is currently undergoing further evaluation.
- All Other Fires met the 80% within 60 seconds. PI Accidents, Medics, HAZMAT and Rescue calls met their 90% within 90 seconds.
- Creation time for all priority law calls met DCC standard of within 55 seconds.
- EMD case entry compliance fell below standard while total compliance was well over standard.

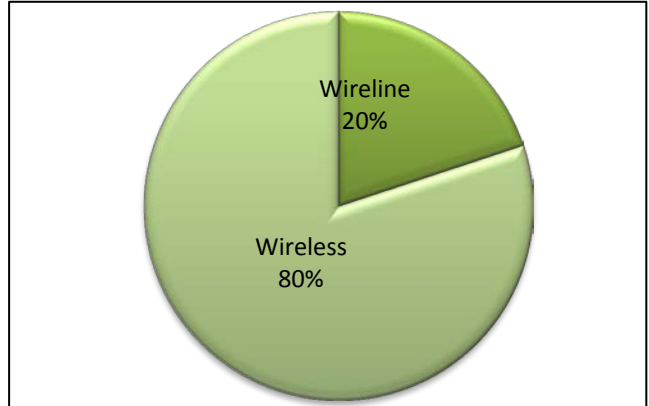
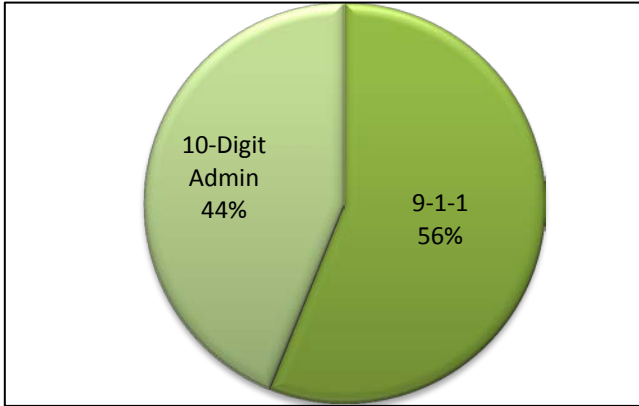
Below is an overview of DCC performance for the month of December.

December Statistics

	Comparisons	
	December 2014	December 2015
Fire/EMS CAD Events	1,859	1,850
Law Enforcement CAD Events	21,902	23,965
911 Calls	13,446	13,200
	YTD 2014	YTD 2015
Fire/EMS CAD Events	21,088	22,345
Law Enforcement CAD Events	276,734	291,046
911 Calls	171,853	156,177

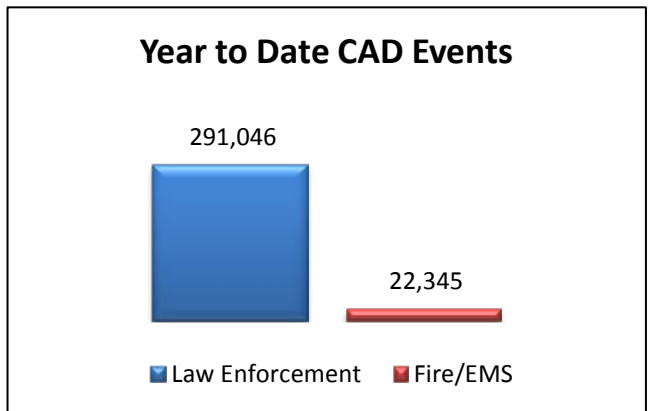
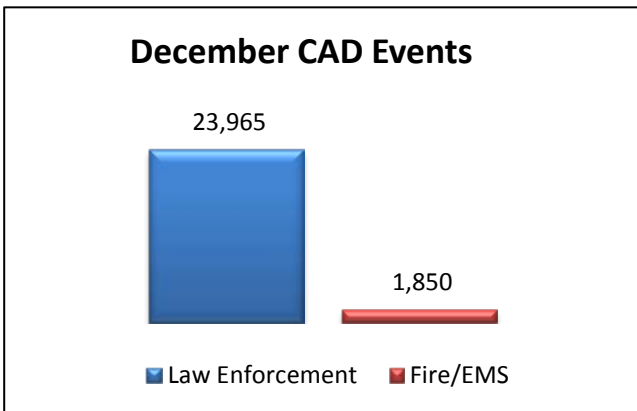
December Incoming Calls

	Total Calls	Wireline	Wireless
9-1-1	13,200	2,632	10,568
10-Digit Admin	<u>10,326</u>		
TOTAL	23,526		



CAD Events*

	Law Enforcement	Fire/EMS	Total
December	23,965	1,850	25,815
Year to Date	291,046	22,345	313,391
Year to Date % of Calls	93%	7%	

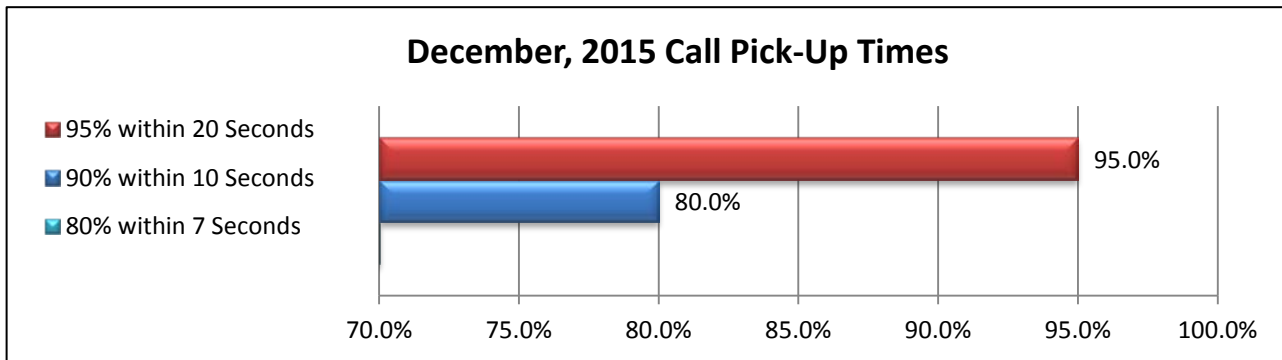


* Individual agency CAD events are listed at the end of this report.

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



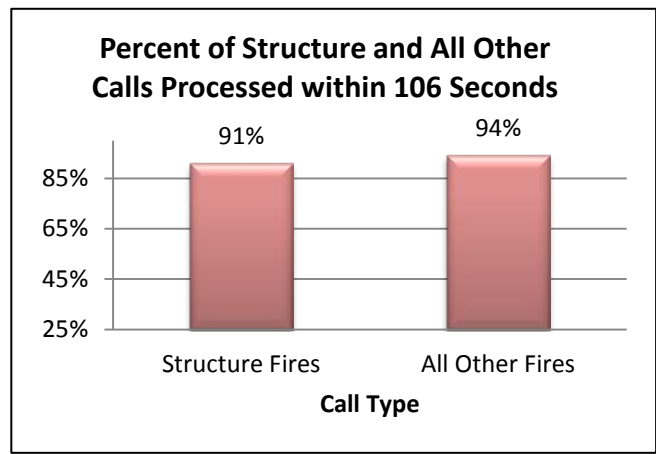
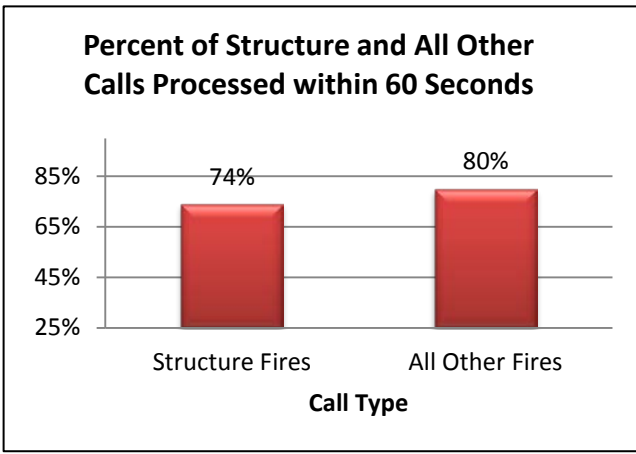
Fire Call Processing Times

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

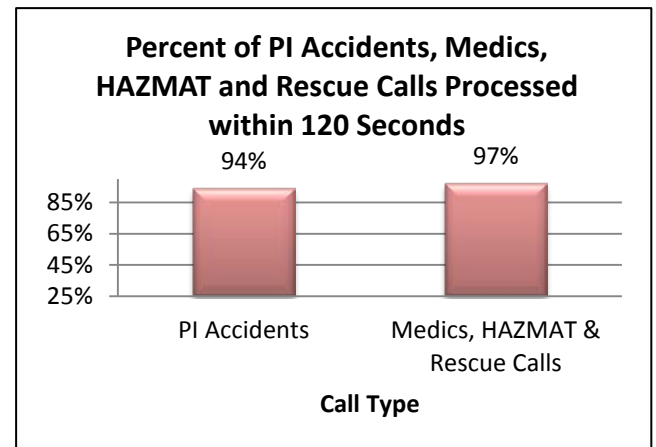
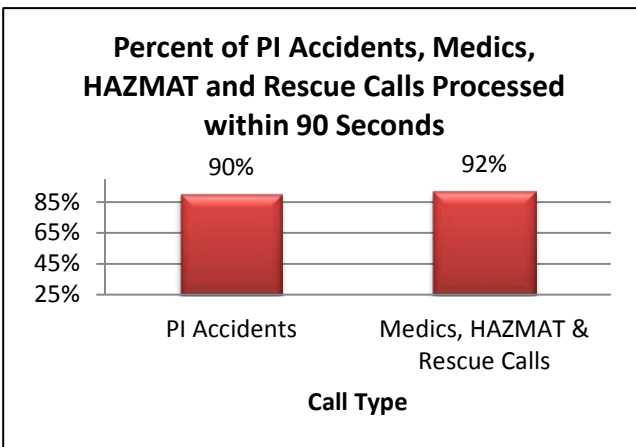
95% of calls processed within 106 seconds



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

90% of calls processed within 90 seconds

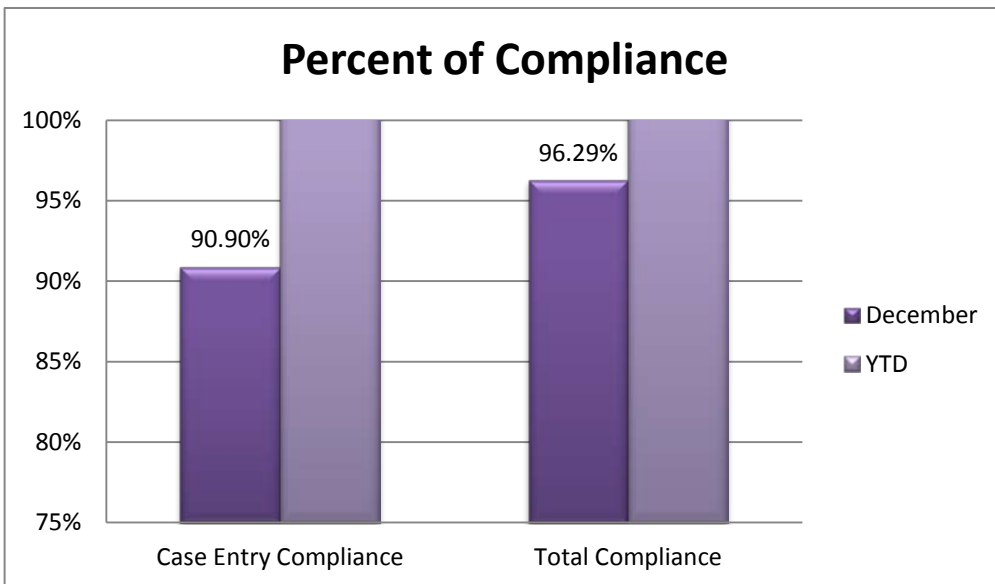
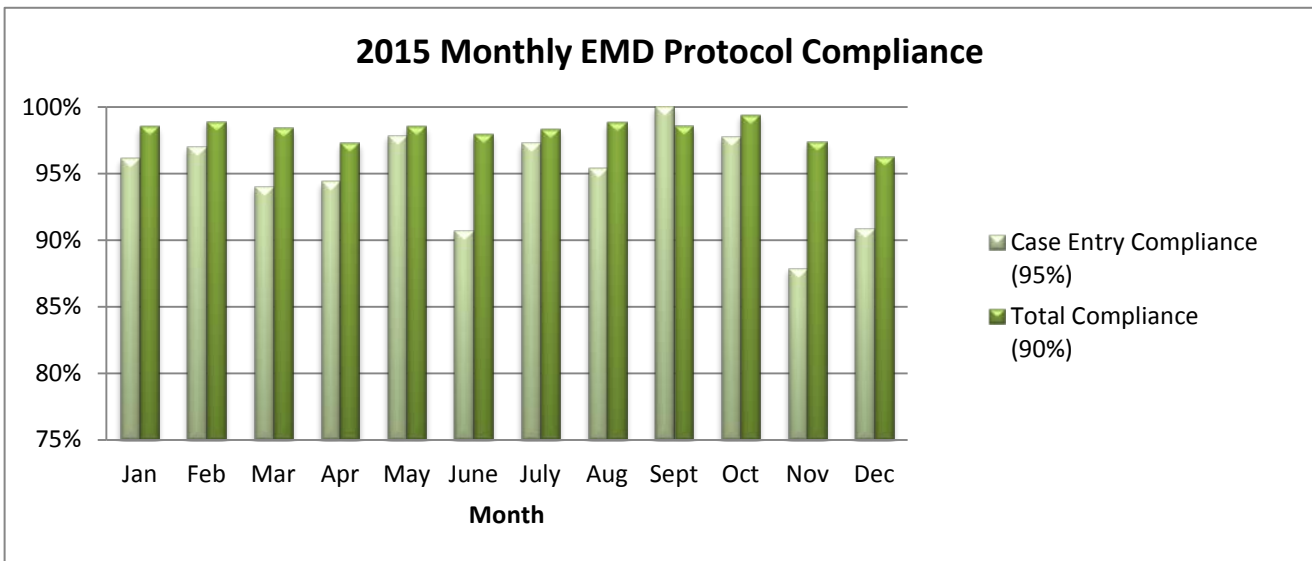
99% of calls processed within 120 seconds



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
2015

	Jan	Feb	March	April	May	June	July	August	Sept	Oct	Nov	Dec	Totals
Apple Valley *49,801													
Law Enforcement	2169	2,109	2,395	2,469	2,754	2,820	2,978	2,944	2,778	2,713	2402	2507	31,038
Fire/EMS	113	88	116	116	131	120	108	113	152	121	101	98	1,377
Burnsville *60,664													
Law Enforcement	2,916	2,704	3,222	3,468	3,802	3,393	3,912	3,732	3,339	3,344	3389	3327	40,548
Fire/EMS	526	421	487	486	527	528	533	514	532	480	468	506	6,008
Dakota County * 17,877													
Law Enforcement	1,707	1,792	2,092	1,945	1,973	2,170	2,321	2,281	1,916	2,050	1891	1920	24,058
Community Corrections	185	155	153	163	146	131	124	144	150	133	99	61	1,644
Eagan *64,206													
Law Enforcement	3,233	2,727	3,270	3,282	3,480	3,489	3,930	3,453	3,378	3,476	3,676	4196	41,590
Fire EMS	143	137	138	131	132	140	174	147	136	140	125	150	1,693
Farmington *21,086													
Law Enforcement	782	655	731	788	919	981	907	872	771	856	1176	892	10,330
Fire EMS	67	64	70	58	58	66	59	64	60	58	46	56	726
Hastings *22,172													
Law Enforcement	1,808	1567	1,642	1,334	1,409	1,373	1,475	1,472	1,300	1,387	1286	1127	17,180
Fire EMS	277	244	286	266	287	247	312	324	299	308	277	345	3,472
Inver Grove Heights *33,880													
Law Enforcement	1,546	1,198	1,502	1,525	1,612	1,895	1,901	1,888	1,826	1,681	1428	1500	19,502
Fire EMS	118	87	84	87	99	104	100	90	105	82	89	84	1,129
Lakeville *55,954													
Law Enforcement	3173	2,863	3,109	3,442	3,924	3,794	4,359	3,741	3,639	3,871	3965	3573	43,453
Fire EMS	67	66	78	64	58	84	92	80	74	84	103	82	932

	Jan	Feb	March	April	May	June	July	August	Sept	Oct	Nov	Dec	Totals
Mendota Heights (Includes Mendota and Lilydale)	*11,892												
Law Enforcement	447	402	550	514	587	607	629	553	554	554	552	575	6,524
Fire EMS	16	16	19	25	19	22	24	32	23	22	31	20	269
Miesville Fire													
Fire EMS	6	1	4	3	3	11	9	6	3	4	7	6	63
Randolph-Hampton Fire													
Fire EMS	11	18	11	12	11	11	19	12	12	15	18	9	159
Rosemount	*21,874												
Law Enforcement	1,040	1,009	1,246	1,260	1,475	1,430	1,481	1,356	1,363	1,337	1324	1357	15,678
Fire EMS	53	53	54	55	58	67	61	71	59	64	53	54	702
South St. Paul	*20,160												
Law Enforcement	1,444	1,121	1,451	1,602	1,708	1,792	1,764	1,562	1,478	1,580	1413	1451	18,366
Fire EMS	251	186	200	212	246	233	230	228	196	211	226	206	2,625
West St. Paul (Includes Sunfish Lake)	*20,061												
Law Enforcement	1,625	1,371	1,870	2,081	2,064	1,940	2,106	1,892	1,632	1,639	1436	1479	21,135
Fire EMS	285	242	264	259	300	282	290	277	249	249	259	234	3,190
Law Enforcement Total	22,075	19,673	23,233	23,873	25,853	25,815	27,887	25,890	24,124	24,621	24,037	23,965	291,046
Fire EMS Total	1,933	1,623	1,811	1,774	1,929	1,915	2,011	1,958	1,900	1,838	1,803	1,850	22,345

*Population per Census Bureau, based on Metro Council website information (www.metrocouncil.org).

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

DCC Service Issues-Fire/EMS December, 2015

<u>Nature of Concern</u>	<u>Monthly Total</u>	<u>Dispositions</u>					
		<u>Coaching Training</u>	<u>Unfounded</u>	<u>Exonerated</u>	<u>Discipline</u>	<u>Other</u>	<u>Technology</u>
Assignment	2						2
Coding	1		1				
Incorrect Information	5	3	1	1			
Policy/Procedure	0						
Professional Conduct	0						
Timeliness	8	3	2	3			
Questions	0						
Other	1		1				
Total:	17						
Compliments	0						

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.

DCC Service Issues-Fire/EMS-2015

<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	6	2	1	4	2	9	6	6	4	2	0	2	44
Coding	1	2	1	2	0	3	1	2	0	0	0	1	13
Incorrect Information	0	2	0	5	2	0	2	3	1	0	2	5	22
Policy/procedure	0	3	0	0	0	3	2	0	0	2	1	0	11
Professional Conduct	0	0	0	0	0	0	0	0	0	0	1	0	1
Timeliness	1	0	0	4	1	2	5	1	0	2	1	8	25
Questions	1	0	0	1	2	0	1	0	0	0	1	0	6
Other	0	0	2	3	2	3	0	2	0	1	1	1	15
Total:	9	9	4	19	9	20	17	14	5	7	7	17	137
Compliments	1	0	1	0	0	1	1	0	0	0	0	0	0

<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	44	23	2	3		1	15
Coding	13	7	3	3			
Incorrect Information	22	15	1	3	1	1	1
Policy/procedure	11	8	2	1			
Professional Conduct	1	1					
Timeliness	25	7	2	13	1		2
Questions	6		1	1		2	2
Other	15	5	2			1	7
Total:	137	66	13	24	2	5	27

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DCC Service Issues-Law Enforcement December, 2015

<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	0						
Incorrect Information	2	2					
Policy/Procedure	3	2		1			
Professional Conduct	0						
Timeliness	1		1				
Questions	0						
Other	1					1	
Total:	7						

Compliments

Definitions:

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DCC Service Issues-Law Enforcement-2015

<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	0	3	0	2	0	1	1	0	2	0	0	10
Coding	1	0	1	0	0	0	1	0	0	0	0	0	3
Incorrect Information	1	3	5	2	2	1	3	0	1	3	2	2	25
Policy/Procedure	1	0	0	3	1	1	2	2	0	2	2	3	17
Professional Conduct	0	0	1	0	0	0	0	0	0	0	0	0	1
Timeliness	0	2	0	1	1	2	0	4	1	1	1	1	14
Questions	0	0	0	0	0	0	1	0	1	1	0	0	3
Other	1	0	0	0	0	0	0	0	0	0	0	1	2
Total:	5	5	10	6	6	4	8	7	3	9	5	7	75
Compliments	1	3	3	3	1	2	1	6	3	0	1	0	

<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	5	3	1			1
Coding	3		2		1		
Incorrect Information	25	19	2	3			1
Policy/procedure	17	9	1	6		1	
Professional Conduct	1			1			
Timeliness	14	4	6	1	1	2	
Questions	3	1	1			1	
Other	2					2	
Total:	75	38	15	12	2	6	2

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