



**MEMORANDUM**

To: Board of Directors, Executive Committee, Joint Operations Committee and DCC Staff  
 From: Executive Director Tom Folie  
 Date: February 8th, 2017  
 Subject: Dakota Communications Center Monthly Statistics - January, 2017

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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).

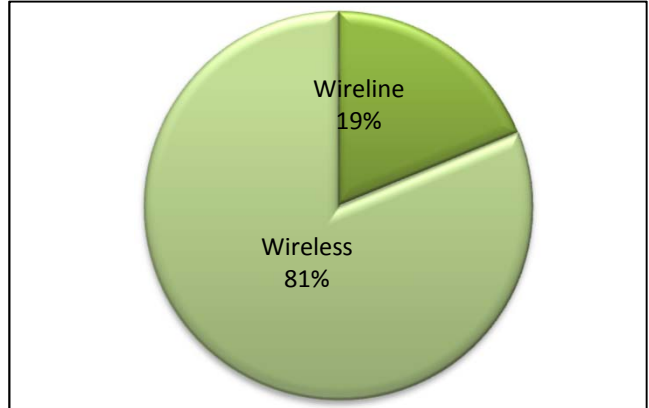
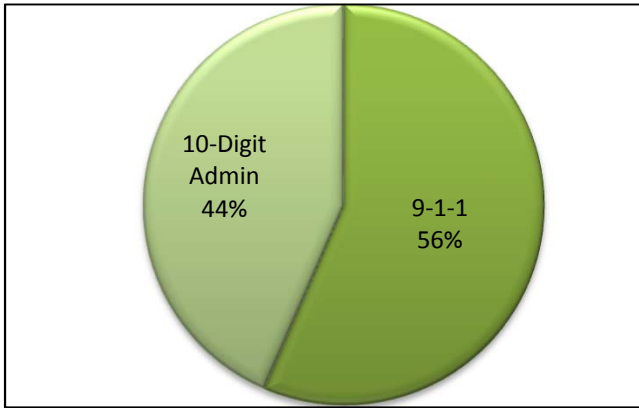
- There were 23,874 calls received and 25,780 CAD events.
- Call pickup times met the 7,10 and 20 second standard with 100% of all incoming calls being picked up within 20 seconds.
- Fire call processing for all fire call types fell short of NFPA standard. Average processing time is now included in the graphs.
- All Law call processing times met standard except for weapons which was at 62 seconds.
- EMD Case Entry and Total Compliance met standard.

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

	<b>Comparisons</b>	
	<b>2016</b>	<b>2017</b>
	<hr/>	<hr/>
Fire/EMS CAD Events	1,961	2,134
Law Enforcement CAD Events	23,933	23,646
911 Calls	12,391	13,486
	<b>YTD</b>	<b>YTD</b>
	<b>2016</b>	<b>2017</b>
	<hr/>	<hr/>
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Law Enforcement CAD Events	23,933	23,646
911 Calls	12,391	13,486

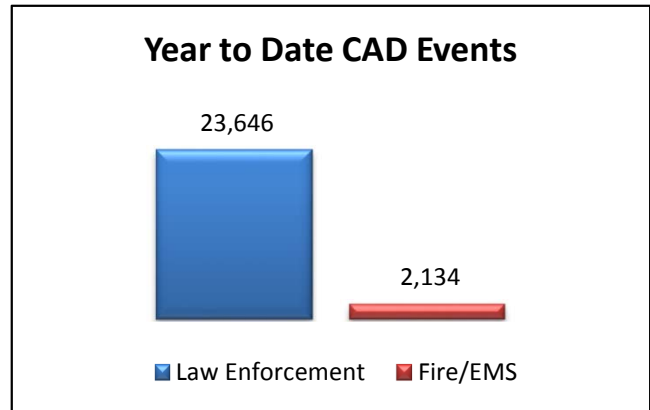
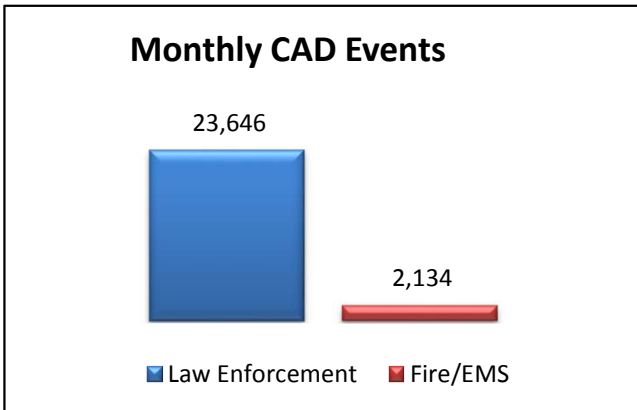
## Incoming Calls

	Total Calls	Wireline	Wireless
<b>9-1-1</b>	13,486	2,537	10,949
<b>10-Digit Admin</b>	10,388		
<b>TOTAL</b>	23,874		



## CAD Events\*

	Law Enforcement	Fire/EMS	Total
<b>January</b>	23,646	2,134	25,780
<b>Year to Date</b>	23,646	2,134	25,780
<b>Year to Date % of Calls</b>	92%	8%	

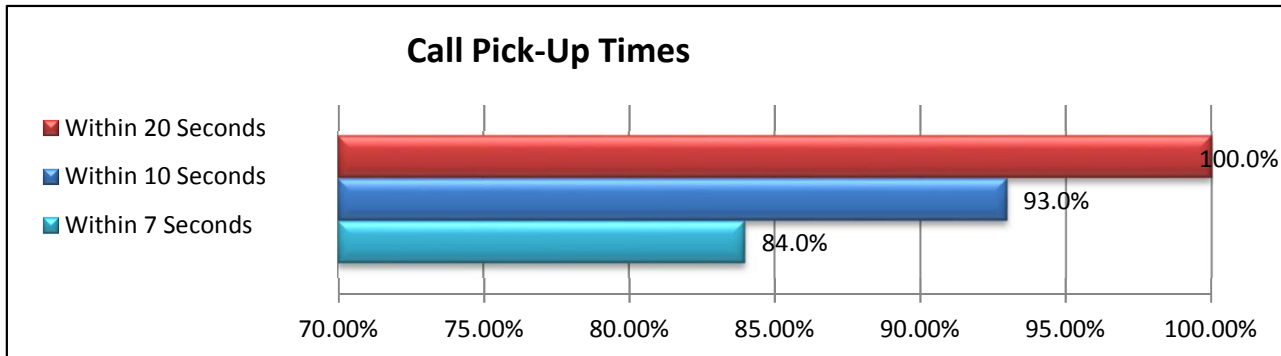


\* Individual agency CAD events are listed at the end of this report.

## 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



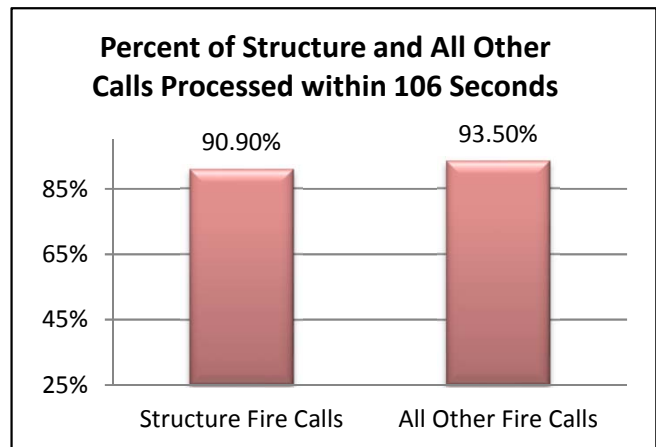
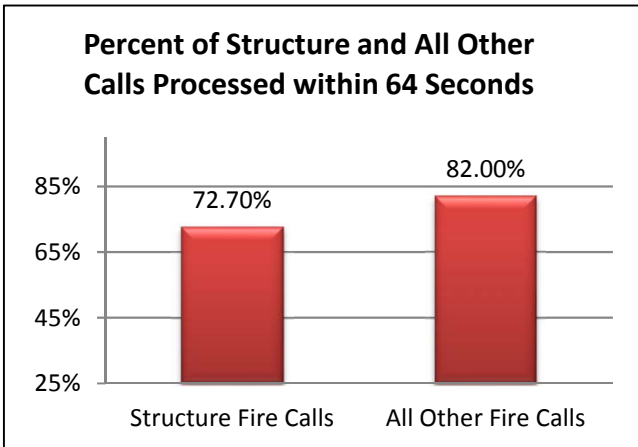
## Fire Call Processing Times

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

NFPA Standard for Structure and All Other:

90% of calls processed within 64 seconds

95% of calls processed within 106 seconds



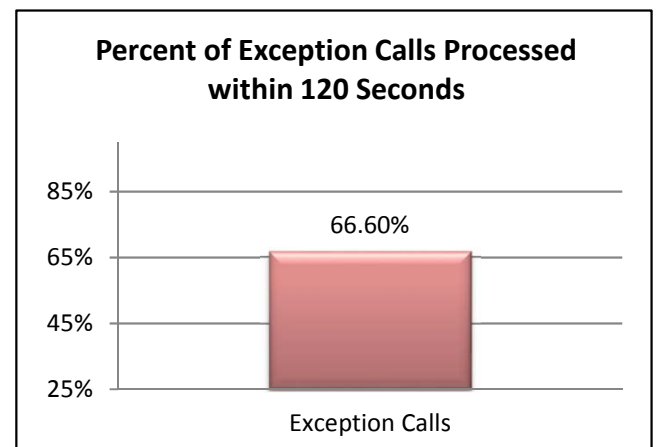
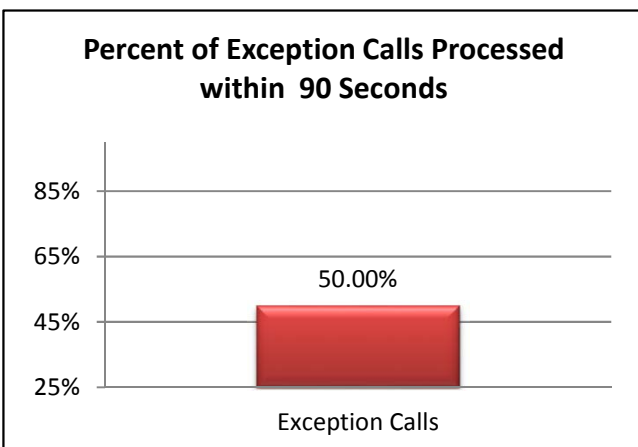
Average processing time for structure fires was 62.3 seconds. (Based on 12 calls)

Average processing time for all other calls, including FMED and PI Accidents, was 37 seconds. (Based on 872 calls).

NFPA Standard for PI Accidents with Confirmed Entrapment and Exception Calls:

90% of calls processed within 90 seconds

99% of calls processed within 120 seconds



Exception Calls include HAZMAT, Water or Ice Rescue, EMD #22, when there is the need for TTY, use of Language Line or where there are Location Difficulties.

Average call processing time for PI W/Confirmed Entrapment was 11 seconds. (Based on 2 calls)

Average call processing time for Hazmat/Rescue/EMD #22 was 53 seconds. (Based on 2 calls)

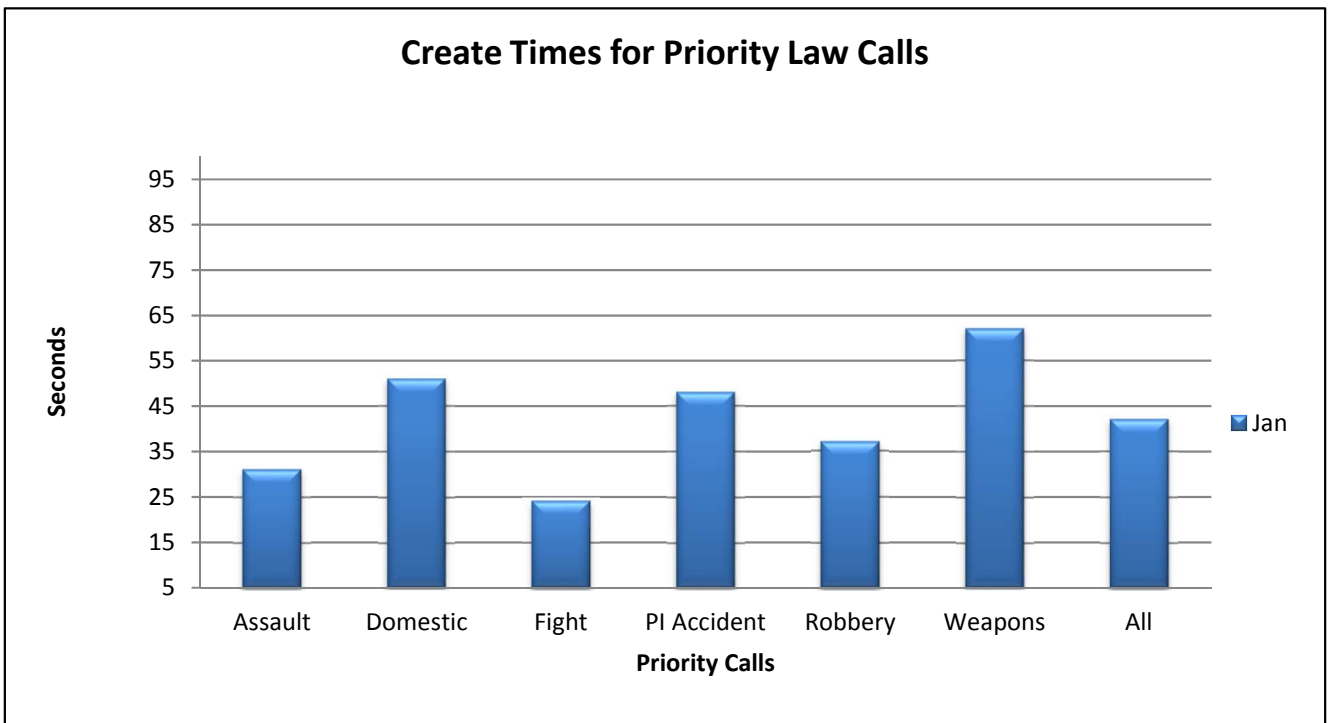
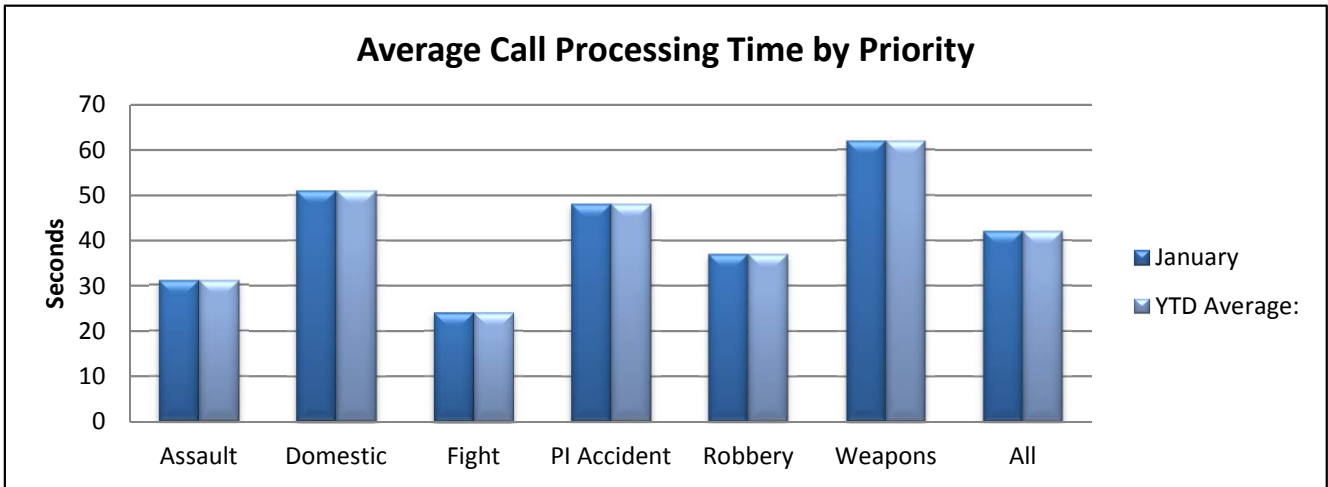
Average call processing time for all other exception calls was 169 seconds. (Based on 2 calls)

## 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

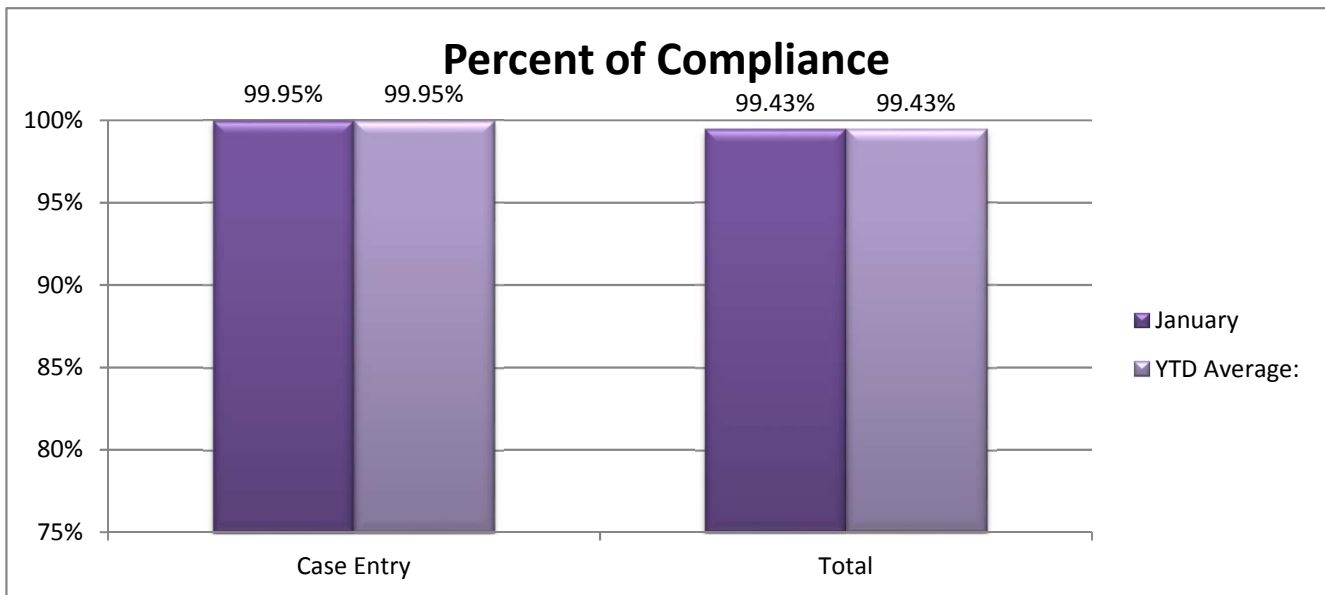
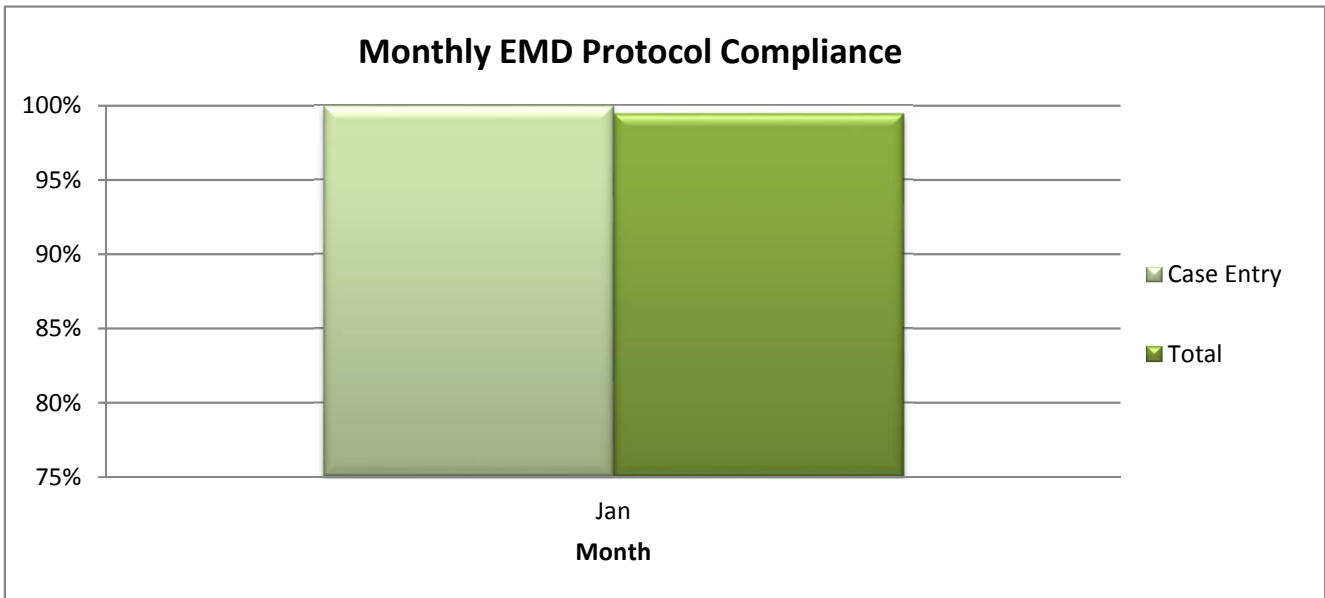
- |           |                           |           |
|-----------|---------------------------|-----------|
| Assaults  | Fights                    | Robberies |
| Domestics | Personal Injury Accidents | Weapons   |



## 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>*12,032</b>												
Law Enforcement	651												651
Fire EMS	20												20
<b>Miesville Fire</b>													
Fire EMS	11												11
<b>Randolph-Hampton Fire</b>													
Fire EMS	13												13
<b>Rosemount</b>	<b>*23,042</b>												
Law Enforcement	1,095												1,095
Fire EMS	63												63
<b>South St. Paul</b>	<b>*20,351</b>												
Law Enforcement	1,524												1,524
Fire EMS	228												228
<b>West St. Paul (Includes Sunfish Lake)</b>	<b>*20,729</b>												
Law Enforcement	1,531												1,531
Fire EMS	315												315
Law Enforcement Total	23,646	-	-	-	-	-	-	-	-	-	-	-	23,646
Fire EMS Total	2,134	-	-	-	-	-	-	-	-	-	-	-	2,134

\*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.

Population counts based on 2015 data



# DCC Service Issues-Fire/EMS January 2017

<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	2		1			
Coding	1	1					
Incorrect Information	2			2			
Policy/Procedure	1	1					
Professional Conduct	0						
Timeliness	0						
Questions	2						2
Other	1	1					
<b>Total:</b>	<b>10</b>						
<b>Compliments</b>	<b>2</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-2017

<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	3												3
Coding	1												1
Incorrect Information	2												2
Policy/procedure	1												1
Professional Conduct	0												0
Timeliness	0												0
Questions	2												2
Other	1												1
<b>Total:</b>	<b>10</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>10</b>
Compliments	2												

<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	3	2		1			
Coding	1	1					
Incorrect Information	2			2			
Policy/procedure	1	1					
Professional Conduct	0						
Timeliness	0						
Questions	2						
Other	1	1					
<b>Total:</b>	<b>10</b>	<b>5</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>

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## DCC Service Issues-Law Enforcement January 2017

<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	1			1			
Incorrect Information	2	1					1
Policy/Procedure	3	2					1
Professional Conduct							
Timeliness	1						1
Questions							
Other	3	3					
<b>Total:</b>	12						
Compliments	1						

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<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	2												2
Coding	1												1
Incorrect Information	2												2
Policy/Procedure	3												3
Professional Conduct	0												0
Timeliness	1												1
Questions	0												0
Other	3												3
<b>Total:</b>	<b>12</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>12</b>
Compliments	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	2			2			
Coding	1			1			
Incorrect Information	2	1					1
Policy/procedure	3	2					1
Professional Conduct	0						
Timeliness	1						1
Questions	0						
Other	3	3					
<b>Total:</b>	<b>12</b>	<b>6</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>3</b>

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