



MEMORANDUM

To: Board of Directors, Executive Committee, Joint Operations Committee and DCC Staff
From: Executive Director Tom Folie
Date: March 9th, 2017
Subject: Dakota Communications Center Monthly Statistics - February, 2017

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).

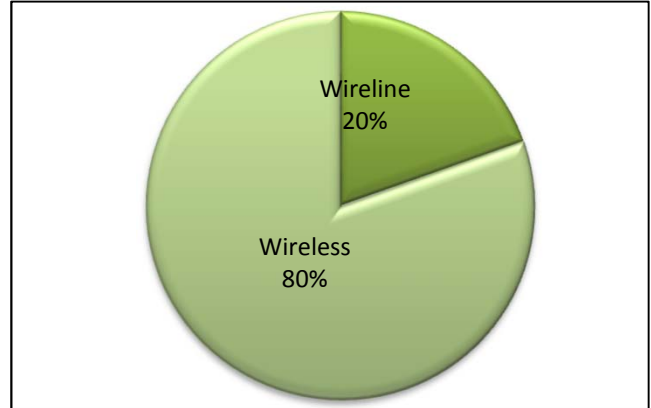
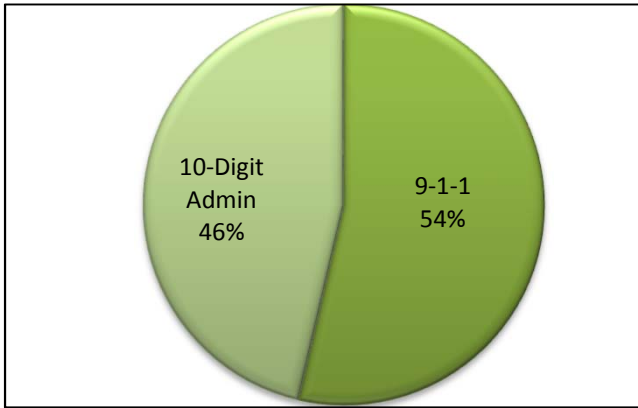
- There were 21,398 calls received and 24,202 CAD events.
- Call pickup times fell short of the standard with 77% picked up within 7 seconds, 86% within 10 seconds. The standard for 95% of incoming emergency calls picked up within 20 seconds was met at 96%.
- Fire call processing overall continues to fall short of NFPA standards. 100% of exception calls were processed within 120 seconds. Fire call processing averages are included in the graphs.
- All Law call processing times met standard except for robbery, which was at 80 seconds.
- EMD Case Entry and Total Compliance percentages met standards.

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

	Comparisons	
	2016	2017
Fire/EMS CAD Events	1,606	1,816
Law Enforcement CAD Events	22,376	22,386
911 Calls	11,875	11,475
	YTD	YTD
	2016	2017
Fire/EMS CAD Events	3,567	3,950
Law Enforcement CAD Events	46,309	46,032
911 Calls	24,266	24,961

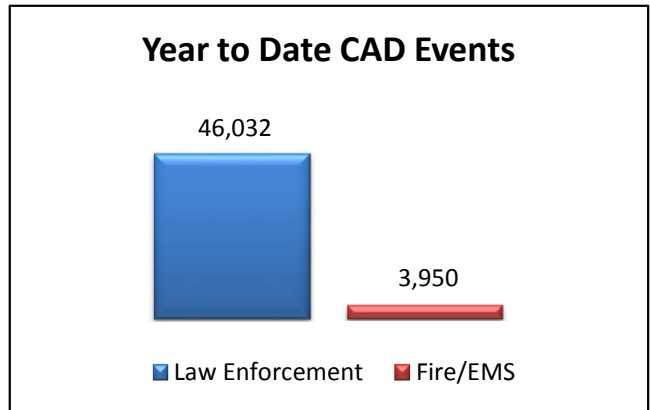
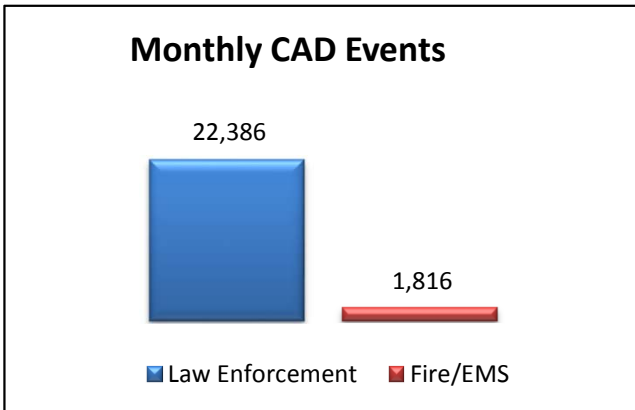
Incoming Calls

	Total Calls	Wireline	Wireless
9-1-1	11,475	2,248	9,227
10-Digit Admin	9,923		
TOTAL	21,398		



CAD Events*

	Law Enforcement	Fire/EMS	Total
January	22,386	1,816	24,202
Year to Date	46,032	3,950	49,982
Year to Date % of Calls	92%	8%	

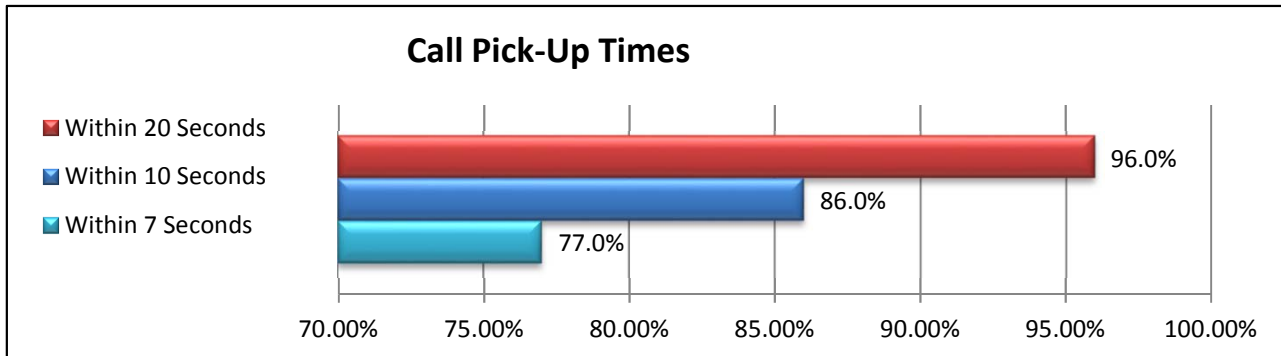


* Individual agency CAD events are listed at the end of this report.

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



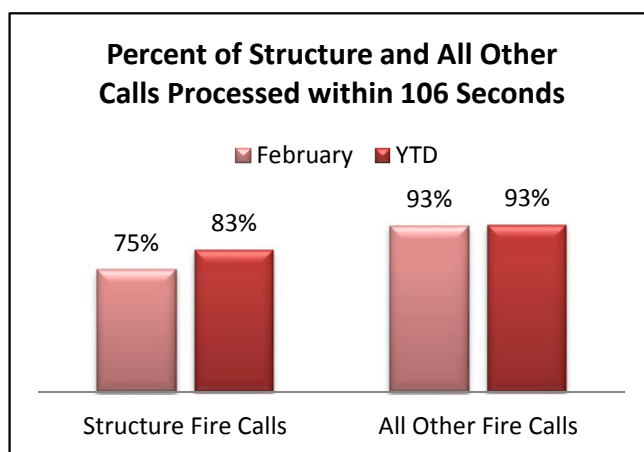
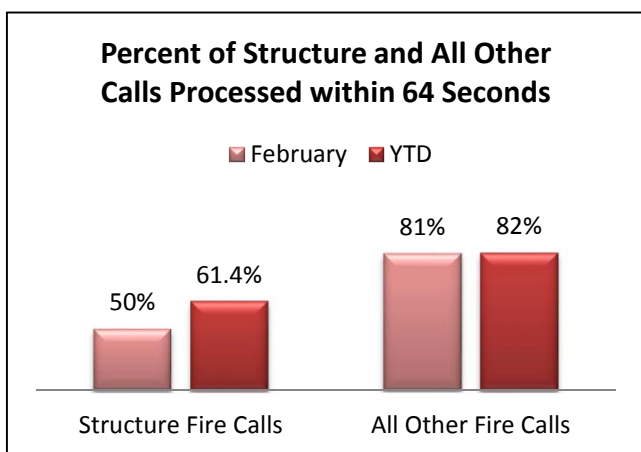
Fire Call Processing Times

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



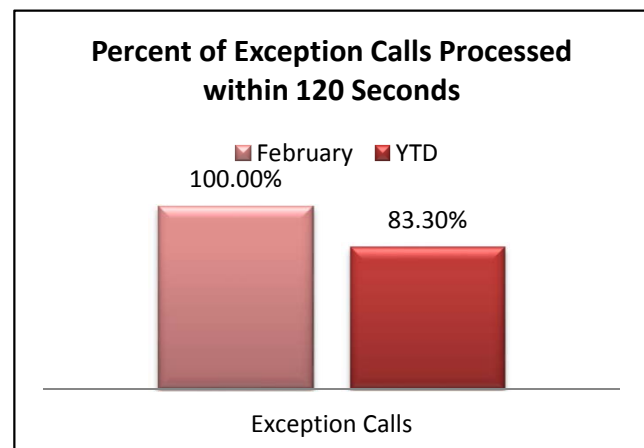
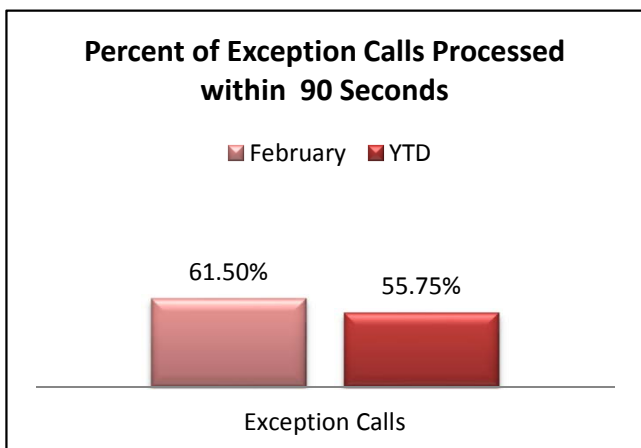
Average processing time for non-exception structure fires was 76 seconds. Average call received to pending was 59 seconds. Average from received in pending to dispatched was 17 seconds.

Average processing time for all other non-exception calls, including FMED and PI Accidents, was 38 seconds.

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 difficulties determining a location. (Any call included in the exception category due to location difficulty has been reviewed.)

Average call processing time for PI W/Confirmed Entrapment was 39 seconds. (Based on 5 calls)

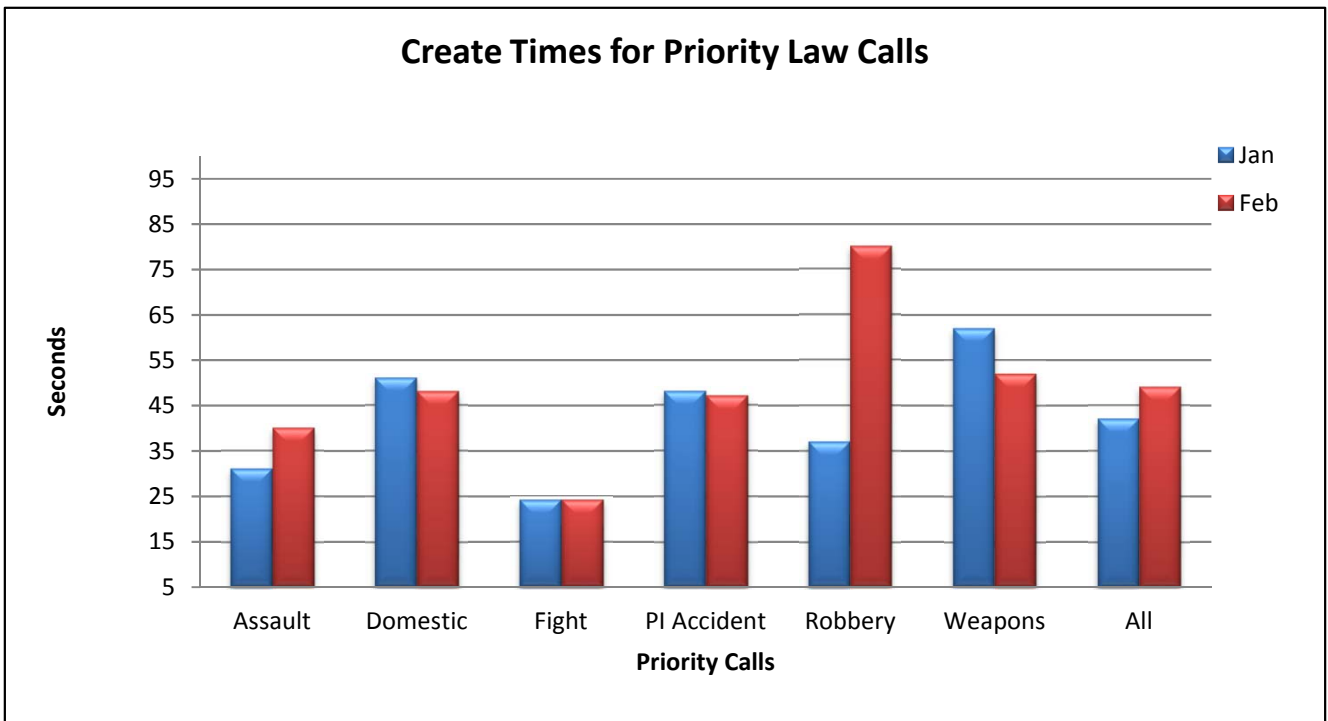
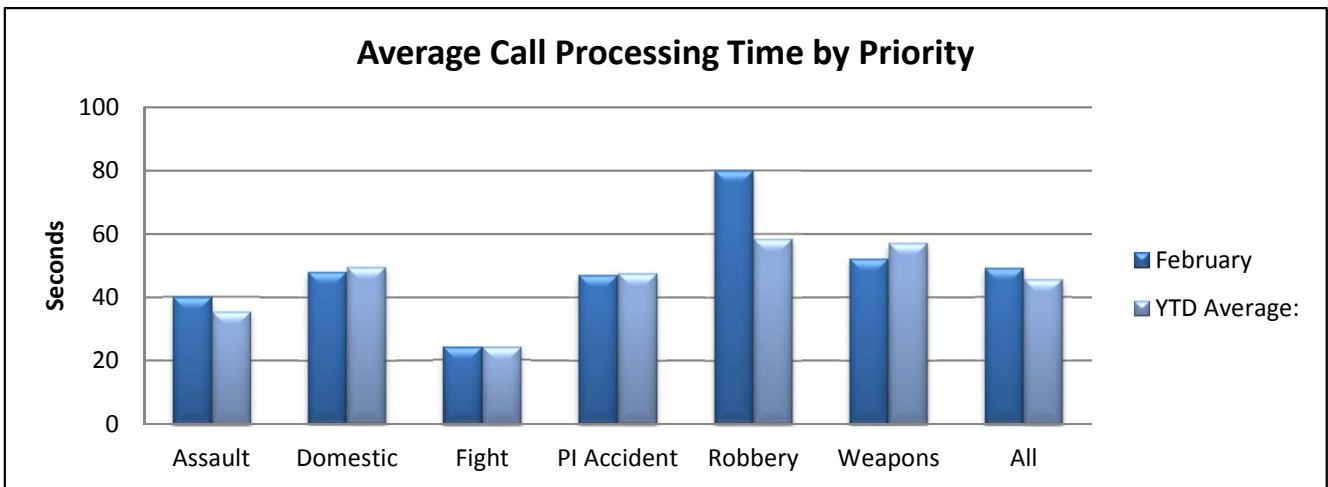
Average call processing time for Hazmat/Rescue/EMD #22 was 58 seconds. (Based on 3 calls)

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

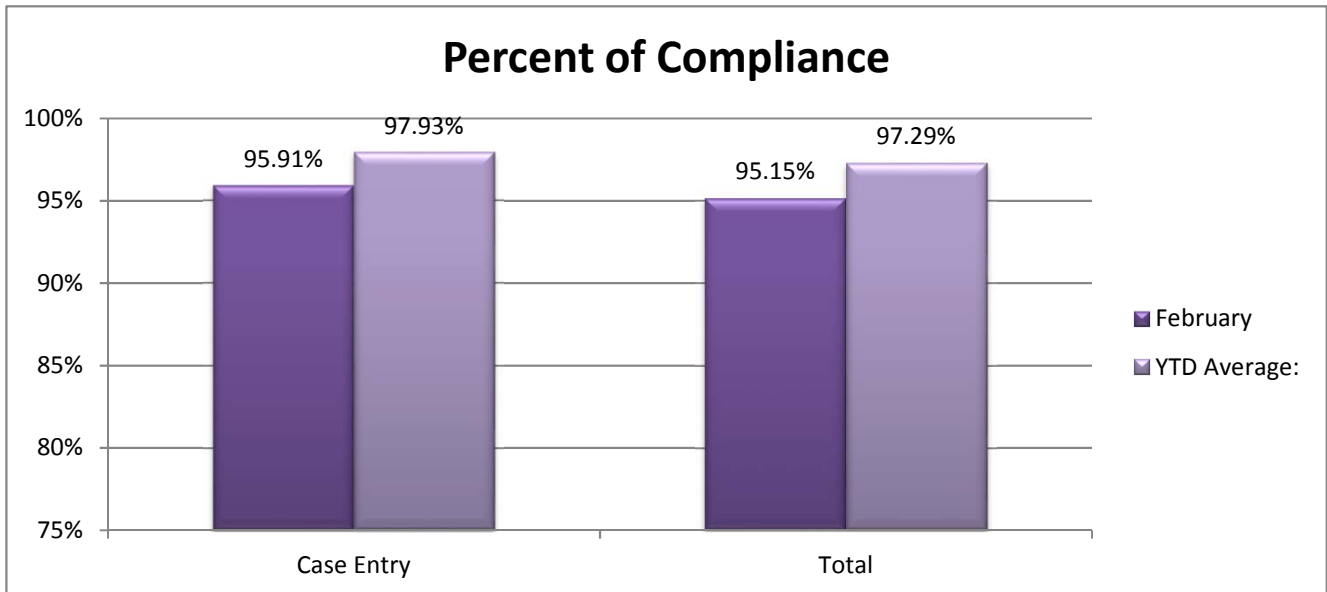
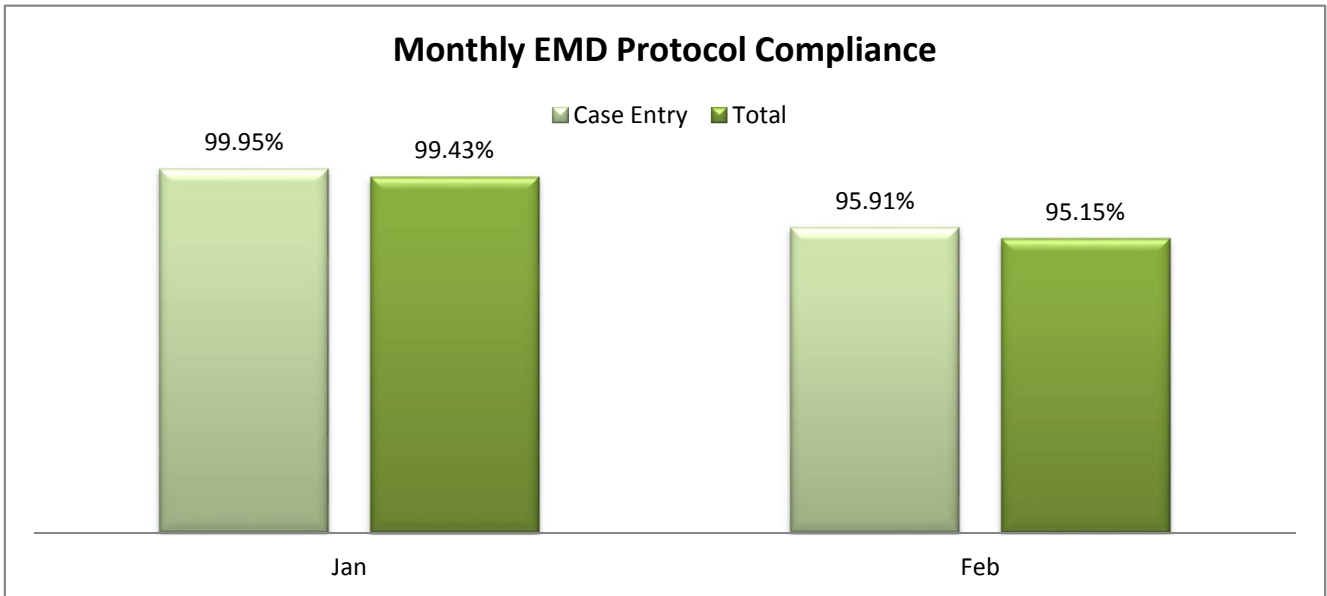
Assaults	Fights	Robberies
Domestics	Personal Injury Accidents	Weapons



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



DCC Service Issues-Fire/EMS February, 2017

<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	0						
Policy/Procedure	2	2					
Professional Conduct	0						
Timeliness	1			1			
Questions	0						
Other	0						
Total:	5						

Compliments

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-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	2											5
Coding	1	0											1
Incorrect Information	2	0											2
Policy/procedure	1	2											3
Professional Conduct	0	0											0
Timeliness	0	1											1
Questions	2	0											2
Other	1	0											1
Total:	10	5	0	0	0	0	0	0	0	0	0	0	15
Compliments	2	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	5	2		3			
Coding	1	1					
Incorrect Information	2			2			
Policy/procedure	3	2					
Professional Conduct	0						
Timeliness	1			1			
Questions	2						
Other	1	1					
Total:	15	6	0	6	0	0	0

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DCC Service Issues-Law Enforcement February 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	0						
Coding	1	1					
Incorrect Information	2	2					
Policy/Procedure	1			1			
Professional Conduct	0						
Timeliness	2	1					1
Questions	0						
Other	0						
Total:	6						
Compliments	2						

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Assignment	2	0											2
Coding	1	1											2
Incorrect Information	2	2											4
Policy/Procedure	3	1											4
Professional Conduct	0	0											0
Timeliness	1	2											3
Questions	0	0											0
Other	3	0											3
Total:	12	6	0	0	0	0	0	0	0	0	0	0	18
Compliments	1	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	2			2			
Coding	2			2			
Incorrect Information	4	2				2	
Policy/procedure	4	2		1		1	
Professional Conduct	0						
Timeliness	3	1				2	
Questions	0						
Other	3	3					
Total:	18	8	0	5	0	0	5

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	Jan	Feb	March	April	May	June	July	August	Sept	Oct	Nov	Dec	Totals
Mendota Heights (Includes Mendota and Lilydale)	*12,032												
Law Enforcement	651	532											1,183
Fire EMS	20	20											40
Miesville Fire													
Fire EMS	11	6											17
Randolph-Hampton Fire													
Fire EMS	13	10											23
Rosemount	*23,042												
Law Enforcement	1,095	1,100											2,195
Fire EMS	63	48											111
South St. Paul	*20,351												
Law Enforcement	1,524	1,471											2,995
Fire EMS	228	196											424
West St. Paul (Includes Sunfish Lake)	*20,729												
Law Enforcement	1,531	1,323											2,854
Fire EMS	315	262											577
Law Enforcement Total	23,646	22,386	-	-	-	-	-	-	-	-	-	-	46,032
Fire EMS Total	2,134	1,816	-	-	-	-	-	-	-	-	-	-	3,950

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

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

Population counts based on 2015 data