



MEMORANDUM

To: Board of Directors, Executive Committee, Joint Operations Committee and DCC Staff
 From: Executive Director Tom Folie
 Date: 8/10/2017
 Subject: Dakota Communications Center Monthly Statistics - July, 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).

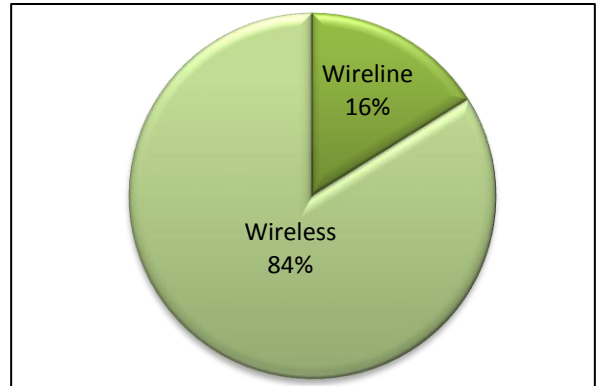
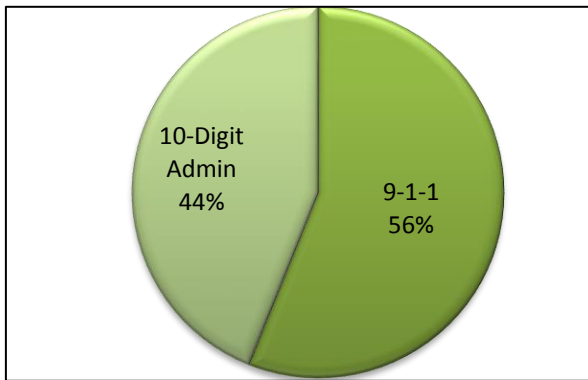
- There were 28,614 calls received and 30,129 CAD events.
- The 7 and 10 second call pickup times were just short of the standard with 77% picked up within 7 seconds and 86% within 10 seconds.
 The standard of 95% of incoming emergency calls picked up within 20 seconds was exceeded at 96%.
- NFPA standard for dispatching of structure fires was met this month. 95% of Structure Fire calls were processed within 64 seconds and 100% were processed within 106 seconds. "All Other Fire Calls" were processed with 76% within 64 seconds and 93% within 106 seconds.
- Law call processing times with the exception of weapons, met standard with an average creation time of less than 55 seconds.
- EMD Case Entry was at 92.8%. Total Compliance percentages met standards.

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

	Comparisons	
	<u>2016</u>	<u>2017</u>
Fire/EMS CAD Events	2,089	2,117
Law Enforcement CAD Events	26,993	28,012
911 Calls	17,157	16,043
	<u>YTD</u>	<u>YTD</u>
	<u>2016</u>	<u>2017</u>
Fire/EMS CAD Events	13,191	14,184
Law Enforcement CAD Events	176,529	175,543
911 Calls	100,315	97,508

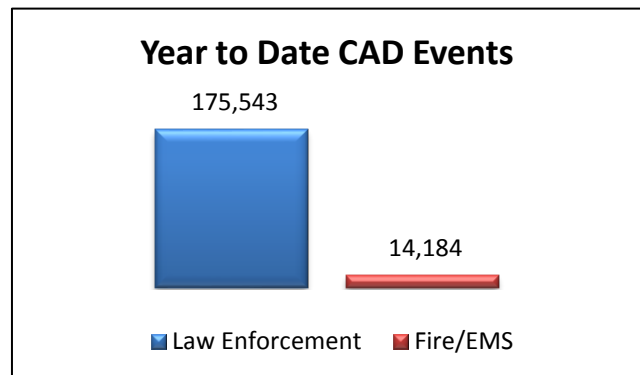
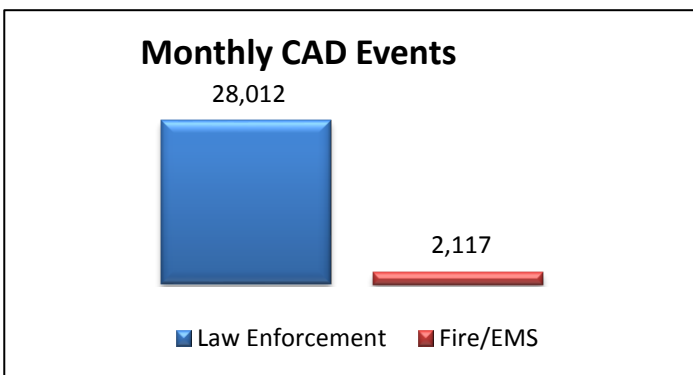
Incoming Calls

	Total Calls	Wireline	Wireless
9-1-1	16,043	2,586	13,457
10-Digit Admin	12,571		
TOTAL	28,614		



CAD Events*

	Law Enforcement	Fire/EMS	Total
July	28,012	2,117	30,129
Year to Date	175,543	14,184	189,727
Year to Date % of Calls	93%	7%	

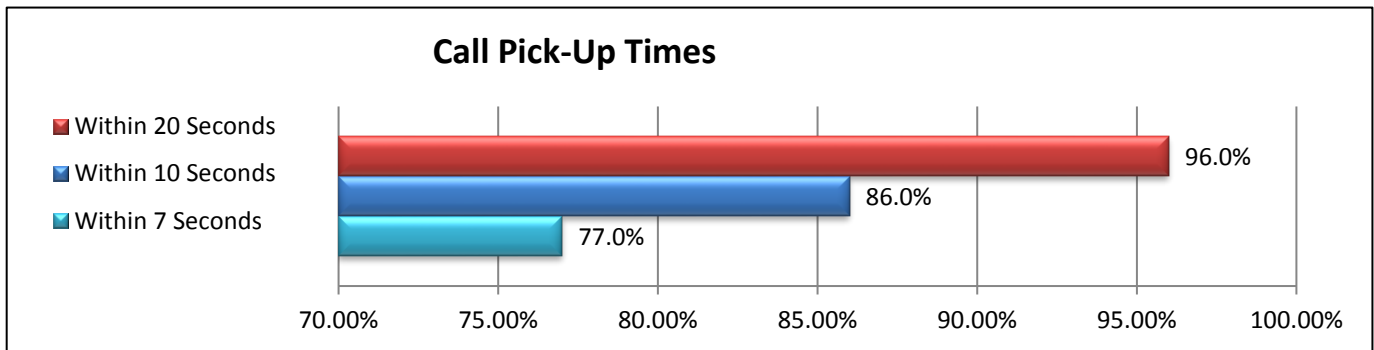


* Individual agency CAD events are listed at the end of this report.

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



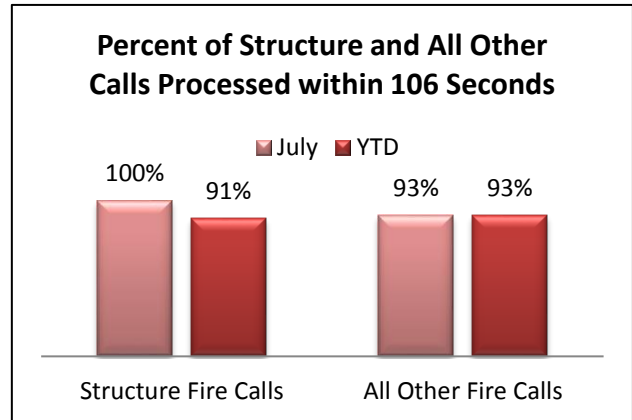
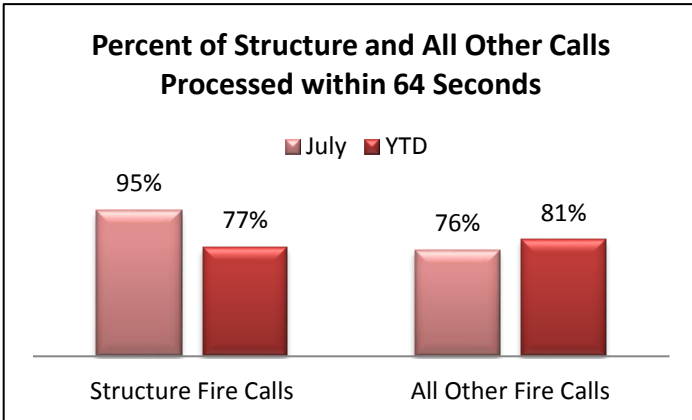
Fire Call Processing Times

Fire call processing times are measured from the time the telephone rings through 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



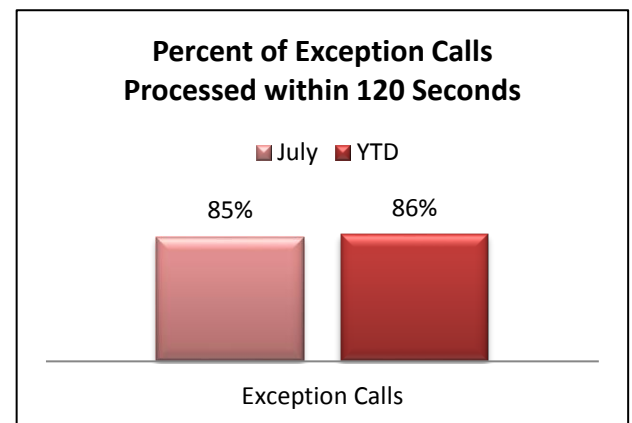
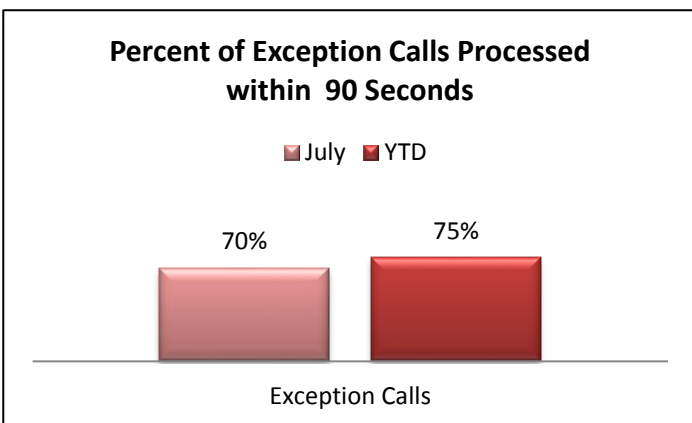
Average processing time for non-exception structure fires was 41 seconds. Average call received to pending was 49 seconds. Average from received in pending to dispatched was 11 seconds.

Average processing time for all other non-exception calls was 52 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



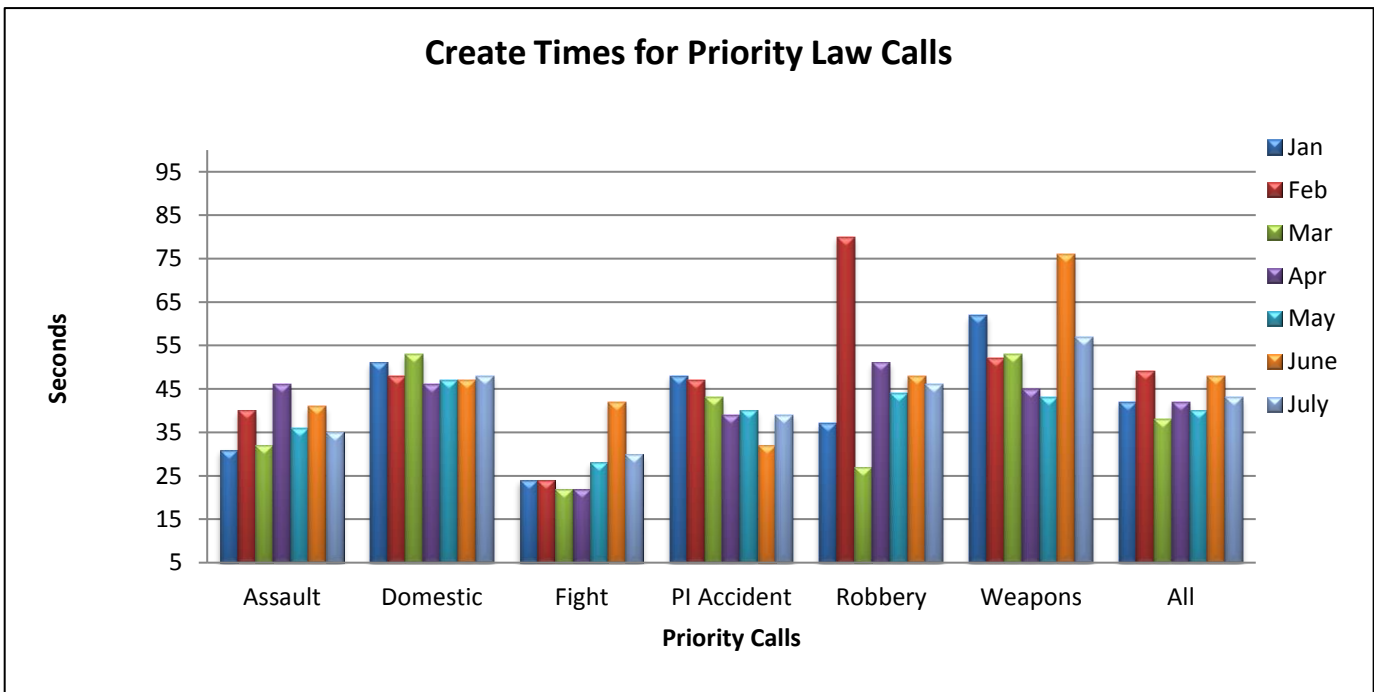
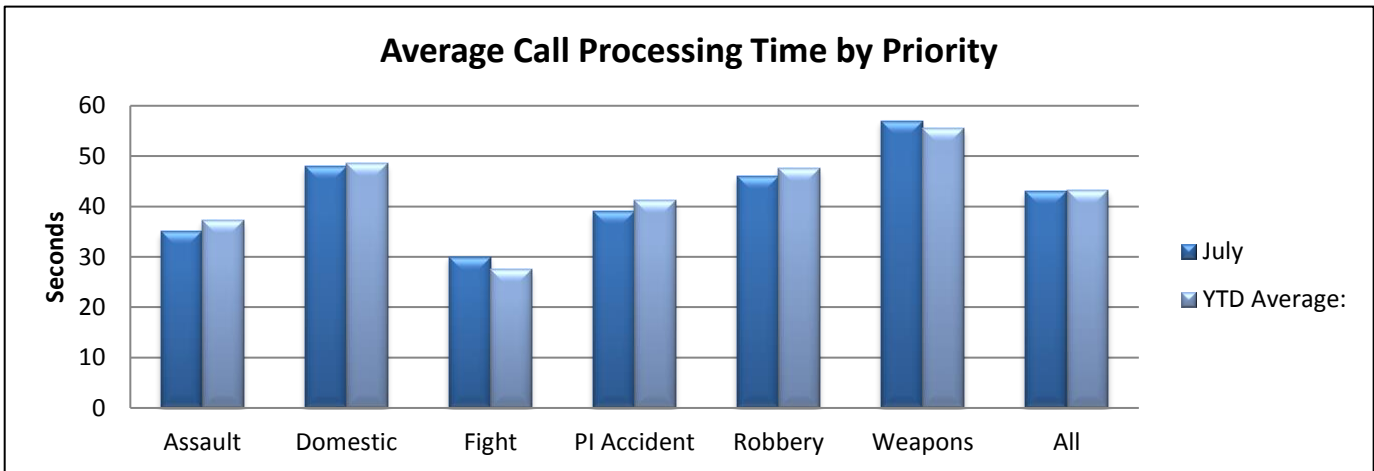
Exception Calls include HAZMAT, Water or Ice Rescue, EMD #22, when there is the need for TTY, use of Language Line or where there are difficulties determining a location. (Any call included in the exception category due to location difficulty has been reviewed.)

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

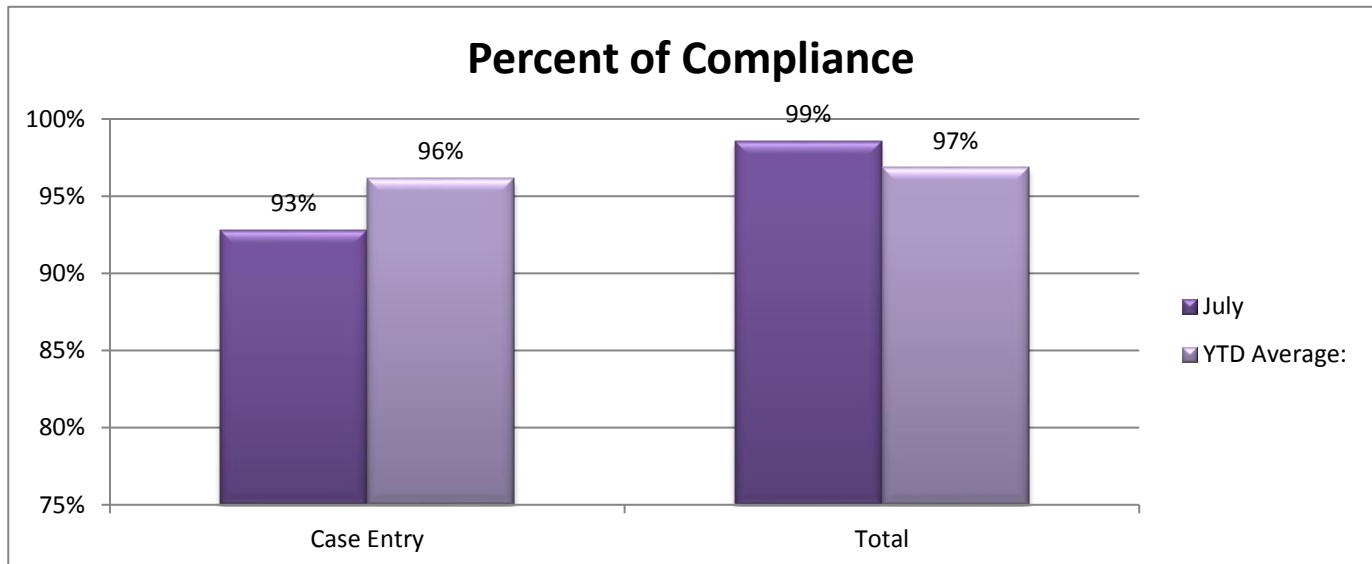
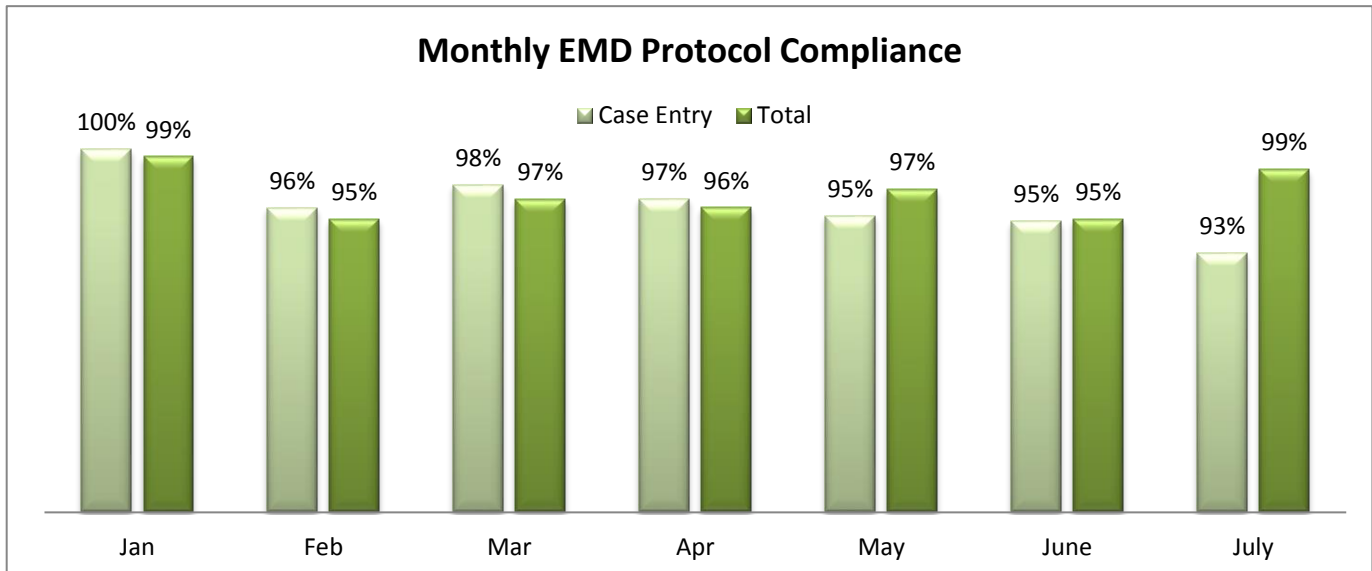
Assaults	Fights	Robberies
Domestics	Personal Injury Accidents	Weapons



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



Dakota Communications Center Monthly Statistics
2017

	Jan	Feb	March	April	May	June	July	August	Sept	Oct	Nov	Dec	Totals
Apple Valley *50,161													
Law Enforcement	2699	2,688	2,973	2,882	3,080	3,138	3,333						20,793
Fire/EMS	138	132	136	137	145	141	148						977
Burnsville *61,908													
Law Enforcement	2,904	2,759	3,299	3,449	3,731	3,837	3,747						23,726
Fire/EMS	559	449	568	511	557	546	548						3,738
Dakota County * 18,558													
Law Enforcement	1,809	1,991	2,032	1,613	1,678	1,995	1,976						13,094
Community Corrections	76	70	80	122	112	138	118						716
Eagan *67,509													
Law Enforcement	3,807	3,346	3,787	3,615	3,924	4,306	4,618						27,403
Fire EMS	153	121	126	136	135	167	149						987
Farmington *22,451													
Law Enforcement	770	709	715	644	805	838	855						5,336
Fire EMS	66	63	57	68	62	68	69						453
Hastings *22,687													
Law Enforcement	1,289	1339	1,469	1,301	1,299	1,345	1,382						9,424
Fire EMS	319	270	248	295	292	300	310						2,034
Inver Grove Heights *35,071													
Law Enforcement	2,382	2,120	2,427	2,440	2,556	2,381	2,690						16,996
Fire EMS	125	124	122	133	135	121	118						878
Lakeville *59,991													
Law Enforcement	3109	2,938	2,837	2,710	2,998	3,339	3,420						21,351
Fire EMS	124	115	97	102	139	123	134						834

	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	629	623	675	871	755						4,736
Fire EMS	20	20	18	35	18	33	27						171
Miesville Fire													
Fire EMS	11	6	12	8	7	18	7						69
Randolph-Hampton Fire													
Fire EMS	13	10	12	14	15	22	14						100
Rosemount	*23,042												
Law Enforcement	1,095	1,100	1,220	1,171	1,232	1,185	1,282						8,285
Fire EMS	63	48	54	56	49	64	63						397
South St. Paul	*20,351												
Law Enforcement	1,524	1,471	1,765	1,781	2,093	1,940	1,960						12,534
Fire EMS	228	196	212	199	215	226	221						1,497
West St. Paul (Includes Sunfish Lake)	*20,729												
Law Enforcement	1,531	1,323	1,478	1,481	1,688	1,772	1,876						11,149
Fire EMS	315	262	272	289	301	301	309						2,049
Law Enforcement Total	23,646	22,386	24,711	23,832	25,871	27,085	28,012	-	-	-	-	-	175,543
Fire EMS Total	2,134	1,816	1,934	1,983	2,070	2,130	2,117	-	-	-	-	-	14,184

*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

DCC Service Issues-Fire/EMS July, 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	4	3					1
Coding	1	1					
Incorrect Information	0						
Policy/Procedure	1			1			
Professional Conduct	0						
Timeliness	2	2					
Questions	0						
Other	1	1					
Total:	9						
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-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	4	4	4	1	4						22
Coding	1	0	3	1	4	1	1						11
Incorrect Information	2	0	2	1	0	0	0						5
Policy/procedure	1	2	0	0	0	0	1						4
Professional Conduct	0	0	0	0	0	0	0						0
Timeliness	0	1	2	0	1	2	2						8
Questions	0	0	0	0	0	0	0						0
Other	1	0	0	0	2	1	1						5
Total:	8	5	11	6	11	5	9	0	0	0	0	0	55
Compliments	0	0	1	0	0	0	0						
Disposition	0	C/T	U	E	D	O	T						
Assignment	22	12	2	3		1	4						
Coding	11	7	2	2									
Incorrect Information	5	3		2									
Policy/procedure	4	2		1									
Professional Conduct	0												
Timeliness	8	3		5									
Questions	0												
Other	5	3				1	1						
Total:	55	30	4	13	0	2	5						

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DCC Service Issues-Law Enforcement July, 2017

<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	4	2					2
Coding	0						
Incorrect Information	3	2	1				
Policy/Procedure	2	1				1	
Professional Conduct	1	1					
Timeliness	2					1	1
Questions	0						
Other	0						
Total:	12						
Compliments	0						

Definitions:

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DCC Service Issues-Law Enforcement-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	2	0	4	2	4	0	4						16
Coding	1	1	0	0	0	0	0						2
Incorrect Information	2	2	3	5	2	2	3						19
Policy/Procedure	3	1	2	0	2	3	2						13
Professional Conduct	0	0	0	0	0	0	1						1
Timeliness	1	2	1	1	3	1	2						11
Questions	0	0	0	1	1	2	0						4
Other	3	0	0	1	0	2	0						6
Total:	12	6	10	10	12	10	12	0	0	0	0	0	72
Compliments	0	2	0	1	1	0	0						
Disposition	0	C/T	U	E	D	O	I						
Assignment	16	7		6			3						
Coding	2	0		2									
Incorrect Information	19	11	2	2	1		3						
Policy/procedure	13	8		3		1	1						
Professional Conduct	1	1											
Timeliness	11	7				1	3						
Questions	4	1	1			2							
Other	6	4					2						
Total:	72	39	3	13	1	4	12						

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