



**MEMORANDUM**

To: Board of Directors, Executive Committee, Joint Operations Committee and DCC Staff  
 From: Executive Director Tom Folie  
 Date: 9/7/2017  
 Subject: Dakota Communications Center Monthly Statistics: Aug,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).

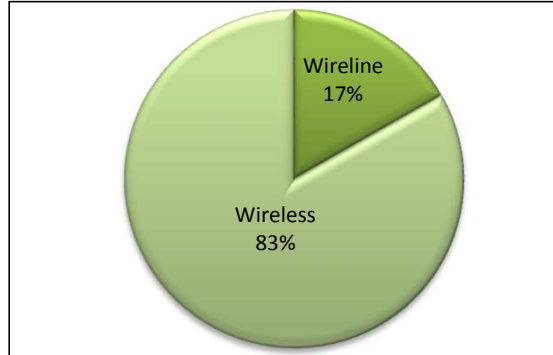
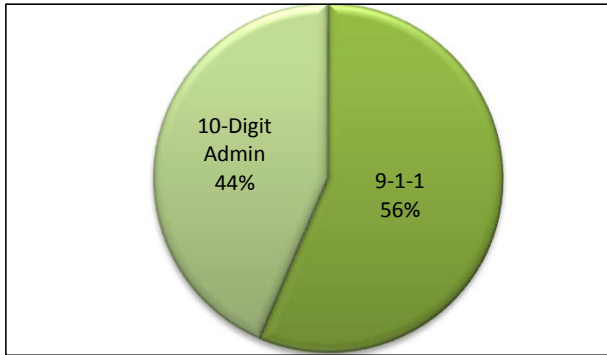
- There were 27,092 calls received and 28,298 CAD events.  
 The 7 and 10 second call pickup times were just short of the standard with 76% picked up within 7 seconds and 86% within 10 seconds.
- The standard of 95% of incoming emergency calls picked up within 20 seconds was exceeded at 97%.
- NFPA standard for dispatching of structure fires was met this month. 100% of Structure Fire calls were processed within 64 seconds and 100% were processed within 106 seconds. "All Other Fire Calls" were processed with 79% within 64 seconds and 94% within 106 seconds.
- Law call processing times with the exception of assaults and weapons, met standard with an average creation time of less than 55 seconds.
- EMD Case Entry was at 97.5%. Total Compliance percentages met standards.

Below is an overview of DCC performance.

	<b>Comparisons</b>	
	<b>2016</b>	<b>2017</b>
Fire/EMS CAD Events	2,090	2,138
Law Enforcement CAD Events	24,850	26,160
911 Calls	15,786	15,284
	<b>YTD</b>	<b>YTD</b>
	<b>2016</b>	<b>2017</b>
Fire/EMS CAD Events	16,322	15,281
Law Enforcement CAD Events	201,703	201,379
911 Calls	116,101	112,792

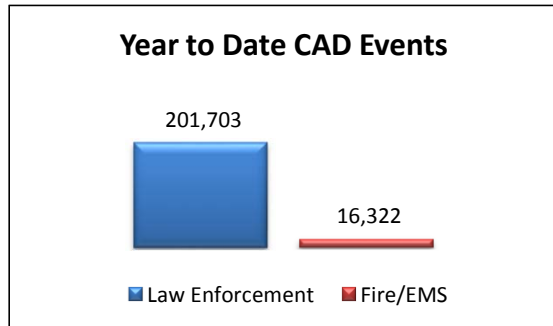
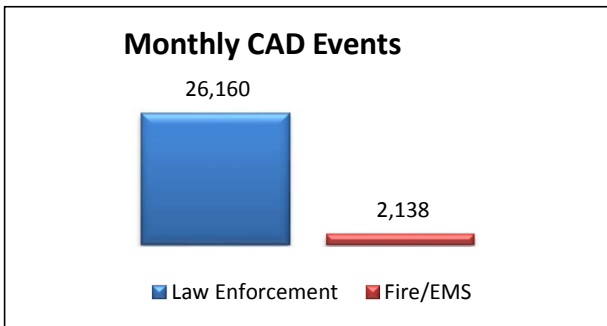
### Incoming Calls

	Total Calls	Wireline	Wireless
<b>9-1-1</b>	15,284	2,563	12,721
<b>10-Digit Admin</b>	11,808		
<b>TOTAL</b>	27,092		



### CAD Events\*

	Law Enforcement	Fire/EMS	Total
<b>Month</b>	26,160	2,138	28,298
<b>Year to Date</b>	201,703	16,322	218,025
<b>Year to Date % of Calls</b>	93%	7%	

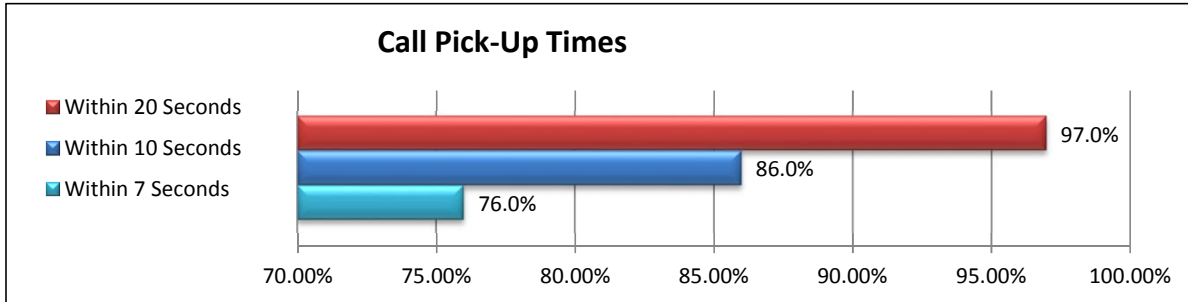


\* Individual agency CAD events are listed at the end of this report.

## 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.

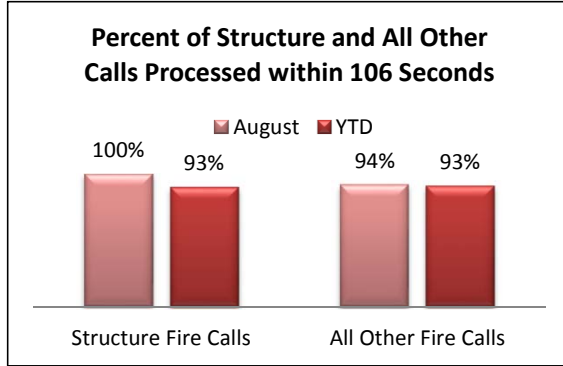
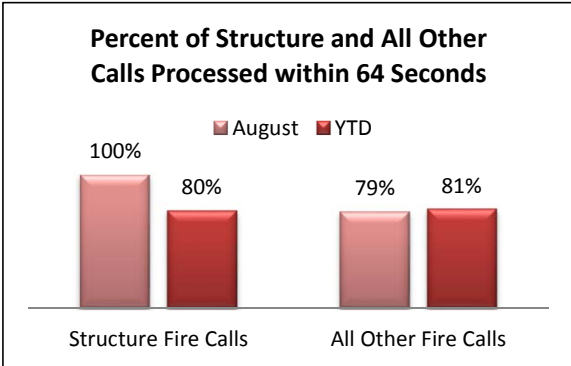
DCC Standard:       80% of incoming calls answered within 7 seconds  
                          90% of incoming calls answered within 10 seconds  
                          95% of incoming calls answered within 20 seconds



## Fire Call Processing Times

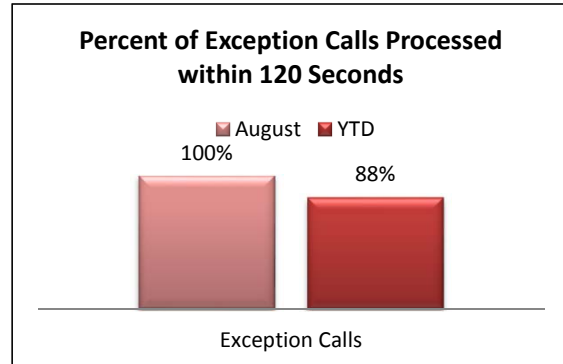
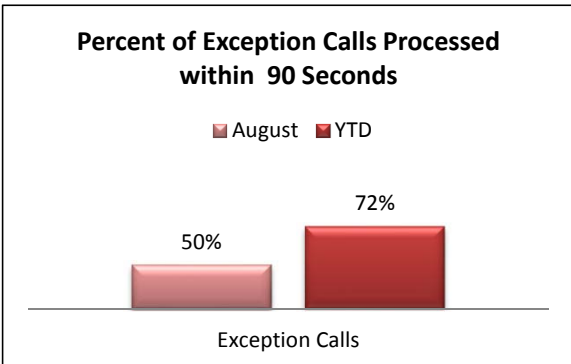
Fire call processing times are measured from the time the telephone rings through completion of the initial dispatch, often referred to as "ring to ding". DCC standards are taken from the NFPA standard 1221.

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 40 seconds. Average call received to pending was 31 seconds. Average from received in pending to dispatched was 9 seconds. Average processing time for all other non-exception calls was 47 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

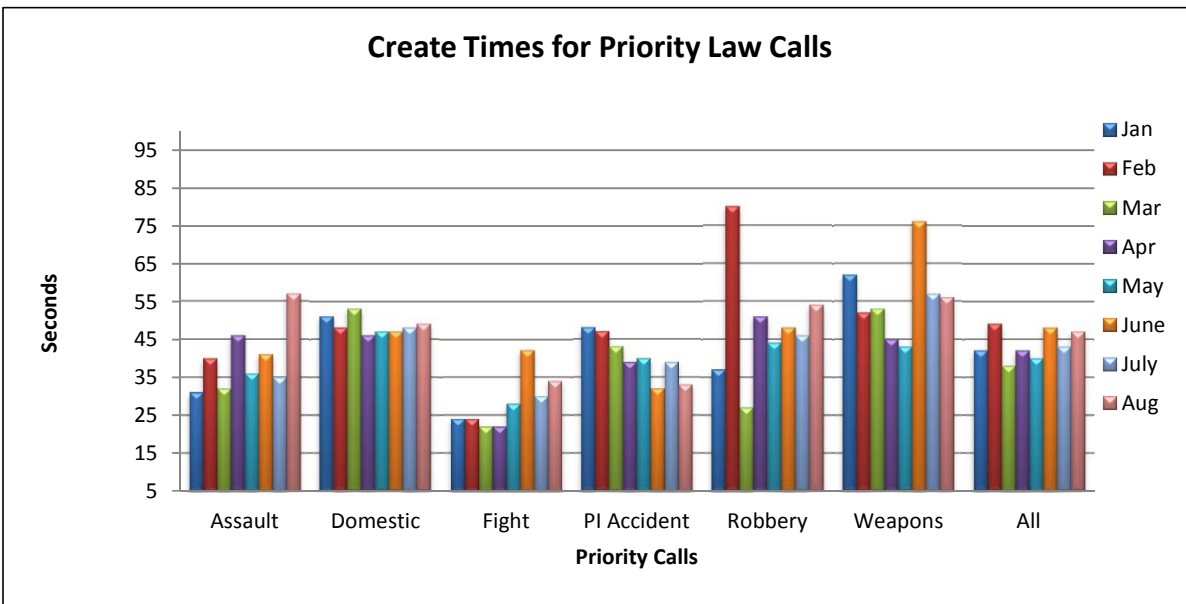
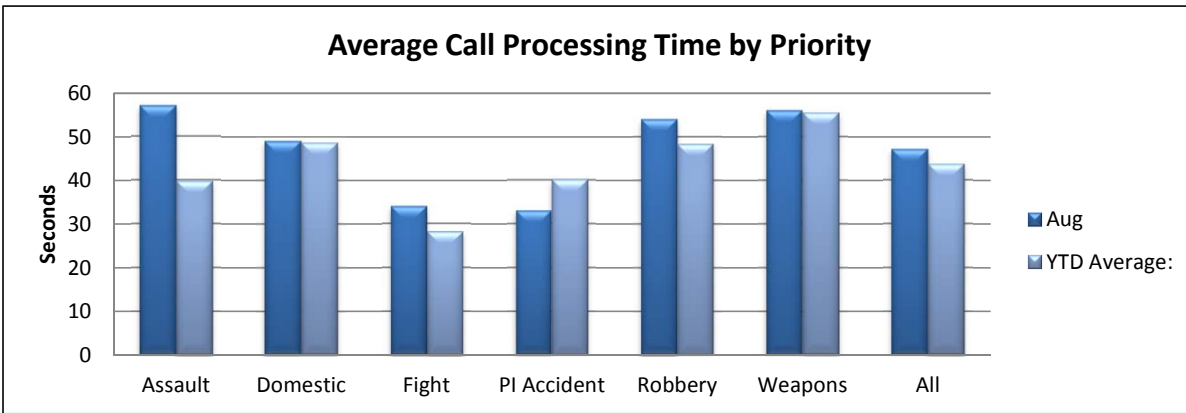


Exception Calls include HAZMAT, Water or Ice Rescue, EMD #22, when there is the need for TTY, use of Language Line or where there are difficulties determining a location. (Any call included in the exception category due to location difficulty has been reviewed.)

## 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.

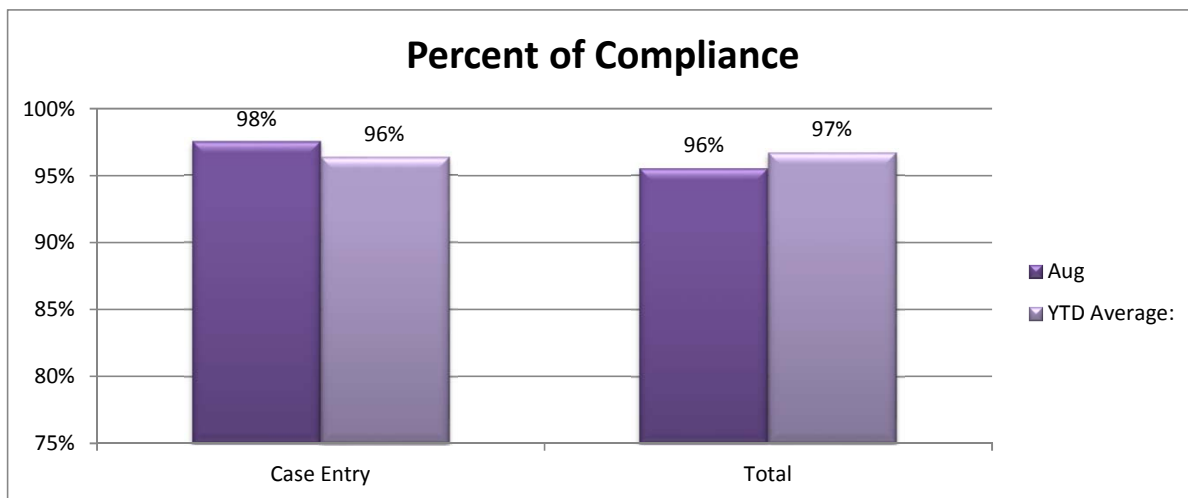
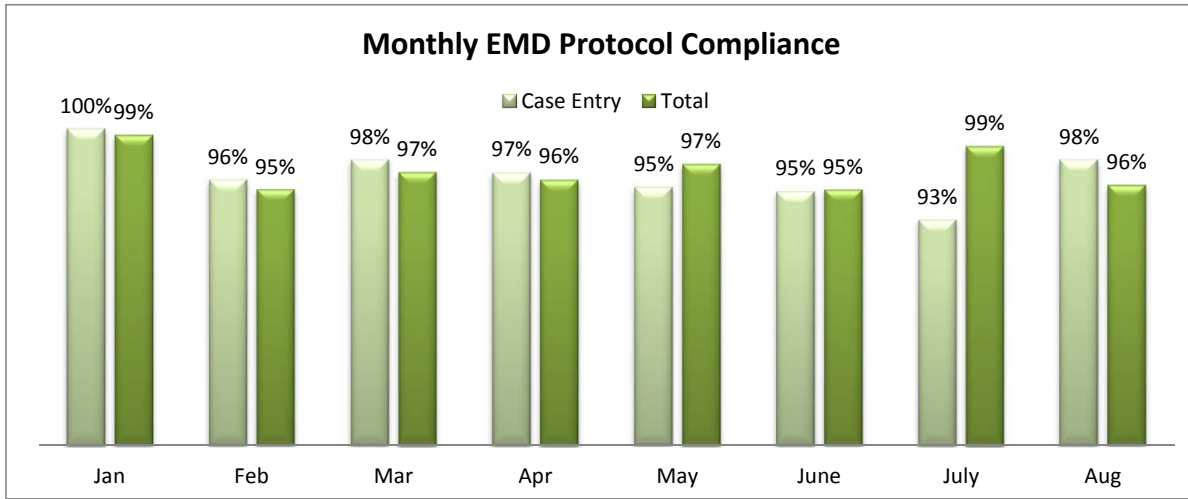
DCC Standard: Average total creation time of 55 seconds or less for the following incident types  
 Assaults            Fights                            Robberies  
 Domestic            Personal Injury Accidents    Weapons



## 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
<b>Apple Valley</b> *50,161													
Law Enforcement	2699	2,688	2,973	2,882	3,080	3,138	3,333	3,041					23,834
Fire/EMS	138	132	136	137	145	141	148	156					1,133
<b>Burnsville</b> *61,908													
Law Enforcement	2,904	2,759	3,299	3,449	3,731	3,837	3,747	3,432					27,158
Fire/EMS	559	449	568	511	557	546	548	554					4,292
<b>Dakota County</b> * 18,558													
Law Enforcement	1,809	1,991	2,032	1,613	1,678	1,995	1,976	1,999					15,093
Community Corrections	76	70	80	122	112	138	118	81					797
<b>Eagan</b> *67,509													
Law Enforcement	3,807	3,346	3,787	3,615	3,924	4,306	4,618	4,440					31,843
Fire EMS	153	121	126	136	135	167	149	159					1,146
<b>Farmington</b> *22,451													
Law Enforcement	770	709	715	644	805	838	855	849					6,185
Fire EMS	66	63	57	68	62	68	69	63					516
<b>Hastings</b> *22,687													
Law Enforcement	1,289	1339	1,469	1,301	1,299	1,345	1,382	1,294					10,718
Fire EMS	319	270	248	295	292	300	310	314					2,348
<b>Inver Grove Heights</b> *35,071													
Law Enforcement	2,382	2,120	2,427	2,440	2,556	2,381	2,690	2,437					19,433
Fire EMS	125	124	122	133	135	121	118	127					1,005
<b>Lakeville</b> *59,991													
Law Enforcement	3109	2,938	2,837	2,710	2,998	3,339	3,420	3,164					24,515
Fire EMS	124	115	97	102	139	123	134	117					951

	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	532	629	623	675	871	755	683					5,419
Fire EMS	20	20	18	35	18	33	27	23					194
<b>Miesville Fire</b>													
Fire EMS	11	6	12	8	7	18	7	7					76
<b>Randolph-Hampton Fire</b>													
Fire EMS	13	10	12	14	15	22	14	17					117
<b>Rosemount</b>	<b>*23,042</b>												
Law Enforcement	1,095	1,100	1,220	1,171	1,232	1,185	1,282	1,193					9,478
Fire EMS	63	48	54	56	49	64	63	73					470
<b>South St. Paul</b>	<b>*20,351</b>												
Law Enforcement	1,524	1,471	1,765	1,781	2,093	1,940	1,960	1,919					14,453
Fire EMS	228	196	212	199	215	226	221	221					1,718
<b>West St. Paul (Includes Sunfish Lake)</b>	<b>*20,729</b>												
Law Enforcement	1,531	1,323	1,478	1,481	1,688	1,772	1,876	1,628					12,777
Fire EMS	315	262	272	289	301	301	309	307					2,356
<b>Law Enforcement Total</b>	<b>23,646</b>	<b>22,386</b>	<b>24,711</b>	<b>23,832</b>	<b>25,871</b>	<b>27,085</b>	<b>28,012</b>	<b>26,160</b>	-	-	-	-	<b>201,703</b>
<b>Fire EMS Total</b>	<b>2,134</b>	<b>1,816</b>	<b>1,934</b>	<b>1,983</b>	<b>2,070</b>	<b>2,130</b>	<b>2,117</b>	<b>2,138</b>	-	-	-	-	<b>16,322</b>

\*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 August, 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	1	1					
Policy/Procedure	0						
Professional Conduct	0						
Timeliness	6	4		1			1
Questions	0						
Other	3					1	2
<b>Total:</b>	<b>14</b>						
Compliments	0						

### 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	2	4	4	4	1	4	3					25
Coding	1	0	3	1	4	1	1	1					12
Incorrect Information	2	0	2	1	0	0	0	1					6
Policy/procedure	1	2	0	0	0	0	1	0					4
Professional Conduct	0	0	0	0	0	0	0	0					0
Timeliness	0	1	2	0	1	2	2	6					14
Questions	0	0	0	0	0	0	0	0					0
Other	1	0	0	0	2	1	1	3					8
<b>Total:</b>	<b>8</b>	<b>5</b>	<b>11</b>	<b>6</b>	<b>11</b>	<b>5</b>	<b>9</b>	<b>14</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>69</b>
Compliments	0	0	1	0	0	0	0	0					
<b>Disposition</b>	<b>0</b>	<b>C/T</b>	<b>U</b>	<b>E</b>	<b>D</b>	<b>O</b>	<b>T</b>						
Assignment	25	14	2	4		1	4						
Coding	12	8	2	2									
Incorrect Information	6	4		2									
Policy/procedure	4	2		1									
Professional Conduct	0												
Timeliness	14	7		6			1						
Questions	0												
Other	8	3				2	3						
<b>Total:</b>	<b>69</b>	<b>38</b>	<b>4</b>	<b>15</b>	<b>0</b>	<b>3</b>	<b>8</b>						

## Definitions:

- Assignment:** Did the DCC fail to send 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?
- 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-Law Enforcement August, 2017

<u>Nature of Concern</u>	<u>Monthly Total</u>	<u>Dispositions</u>					<u>Other</u>	<u>Technology</u>
		<u>Coaching Training</u>	<u>Unfounded</u>	<u>Exonerated</u>	<u>Discipline</u>			
Assignment	0							
Coding	0							
Incorrect Information	6	3	1	1	1			
Policy/Procedure	0							
Professional Conduct	0							
Timeliness	4	3	1					
Questions	0							
Other	3	2		1				
<b>Total:</b>	<b>13</b>							
Compliments	1							

### 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>Policy Failure:</b>	Issue or concern based upon established DCC policy or procedure. Does the policy serve the DCC and agency needs?
<b>Incorrect Information:</b>	Did the DCC fail to provide correct information or provide incorrect information?
<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-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	0					16
Coding	1	1	0	0	0	0	0	0					2
Incorrect Information	2	2	3	5	2	2	3	6					25
Policy/Procedure	3	1	2	0	2	3	2	0					13
Professional Conduct	0	0	0	0	0	0	1	0					1
Timeliness	1	2	1	1	3	1	2	4					15
Questions	0	0	0	1	1	2	0	0					4
Other	3	0	0	1	0	2	0	3					9
<b>Total:</b>	<b>12</b>	<b>6</b>	<b>10</b>	<b>10</b>	<b>12</b>	<b>10</b>	<b>12</b>	<b>13</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>85</b>
Compliments	0	2	0	1	1	0	0	1					
<b>Disposition</b>	<b>0</b>	<b>C/T</b>	<b>U</b>	<b>E</b>	<b>D</b>	<b>O</b>	<b>I</b>						
Assignment	16	7		6			3						
Coding	2	0		2									
Incorrect Information	25	14	3	3	2		3						
Policy/procedure	13	8		3		1	1						
Professional Conduct	1	1											
Timeliness	15	10	1			1	3						
Questions	4	1	1			2							
Other	9	6		1			2						
<b>Total:</b>	<b>85</b>	<b>47</b>	<b>5</b>	<b>14</b>	<b>2</b>	<b>4</b>	<b>12</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.