



**MEMORANDUM**

To: Board of Directors, Executive Committee, Joint Operations Committee and DCC Staff  
 From: Executive Director Tom Folie  
 Date: 10/9/2017  
 Subject: Dakota Communications Center Monthly Statistics: September 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).

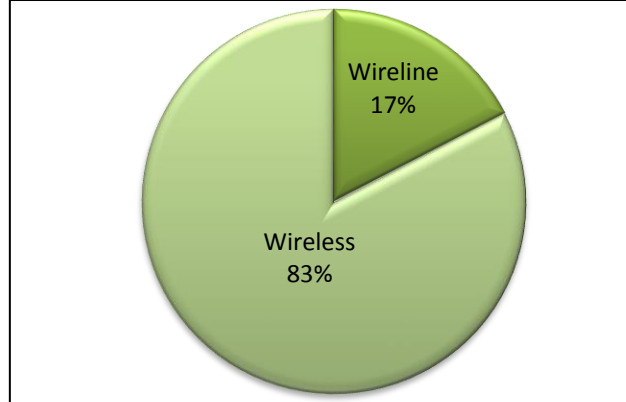
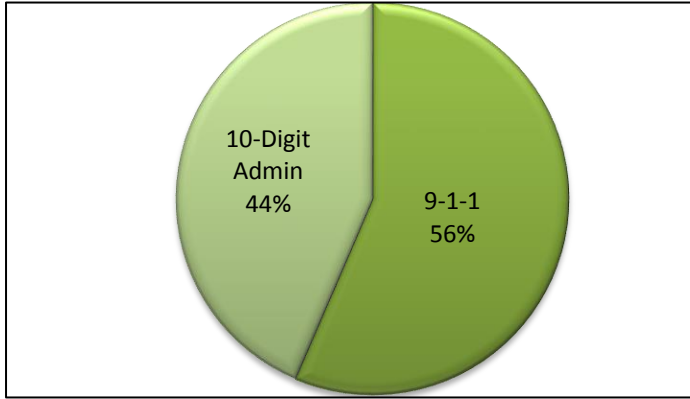
- There were 25,679 calls received and 27,716 CAD events.
- The 7 and 10 second call pickup times were short of the standard with 75% picked up within 7 seconds and 87% within 10 seconds.
- The standard of 95% of incoming emergency calls picked up within 20 seconds was exceeded at 98%.
- NFPA standard for dispatching of structure fires fell short this month. 73% of Structure Fire calls were processed within 64 seconds and 91% were processed within 106 seconds. "All Other Fire Calls" were processed with 75% within 64 seconds and 91% within 106 seconds.
- Priority Law call processing times met standard with an average creation time of less than 55 seconds for all.
- EMD Case Entry was at 91.6%. 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	2,024	2,105
Law Enforcement CAD Events	23,400	25,611
911 Calls	14,865	14,485
	<b>YTD</b>	<b>YTD</b>
	<b>2016</b>	<b>2017</b>
Fire/EMS CAD Events	17,305	18,427
Law Enforcement CAD Events	224,779	227,314
911 Calls	130,966	127,277

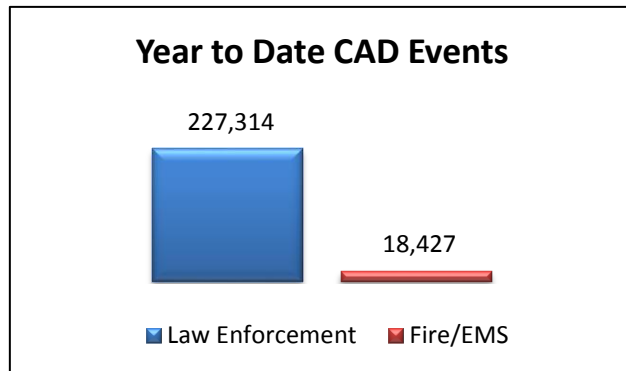
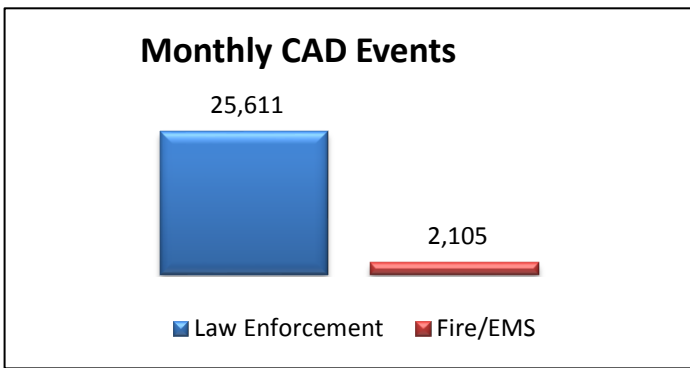
### Incoming Calls

	Total Calls	Wireline	Wireless
<b>9-1-1</b>	14,485	2,519	11,966
<b>10-Digit Admin</b>	11,194		
<b>TOTAL</b>	25,679		



### CAD Events\*

	Law Enforcement	Fire/EMS	Total
<b>Month</b>	25,611	2,105	27,716
<b>Year to Date</b>	227,314	18,427	245,741
<b>Year to Date % of Calls</b>	93%	7%	

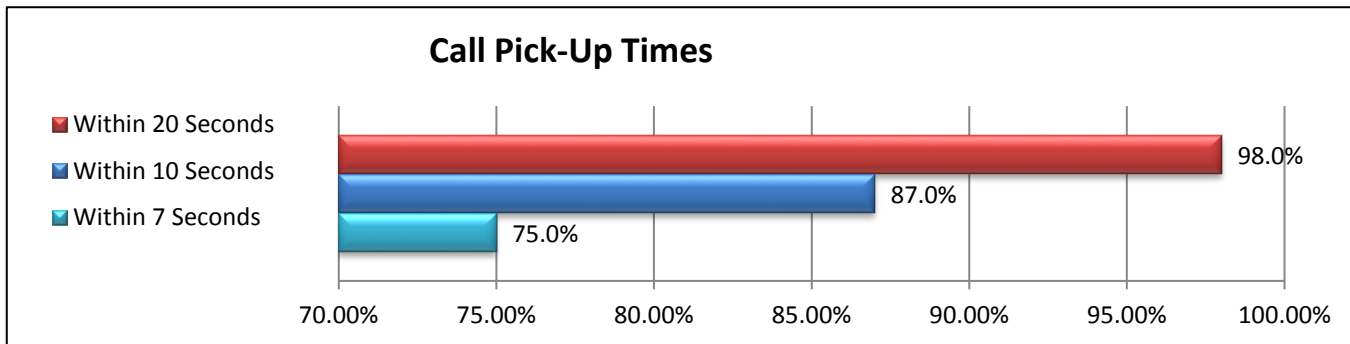


\* Individual agency CAD events are listed at the end of this report.

## 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



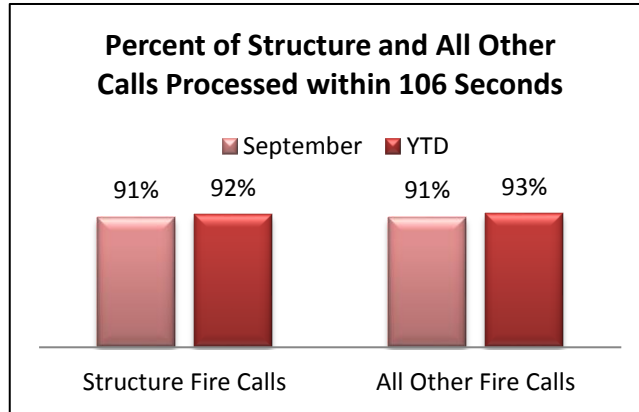
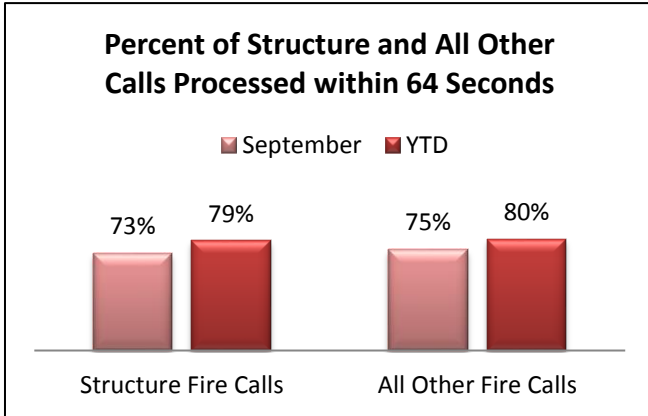
## Fire Call Processing Times

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

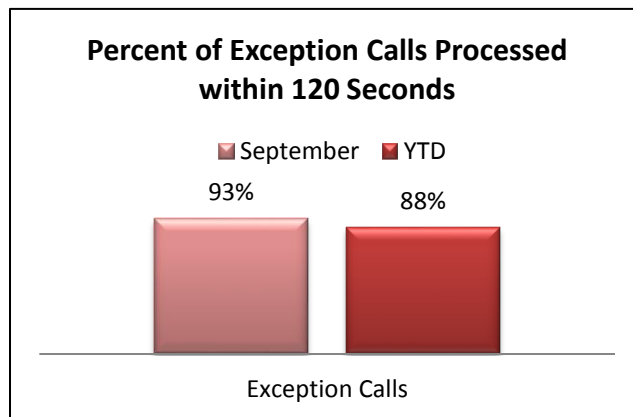
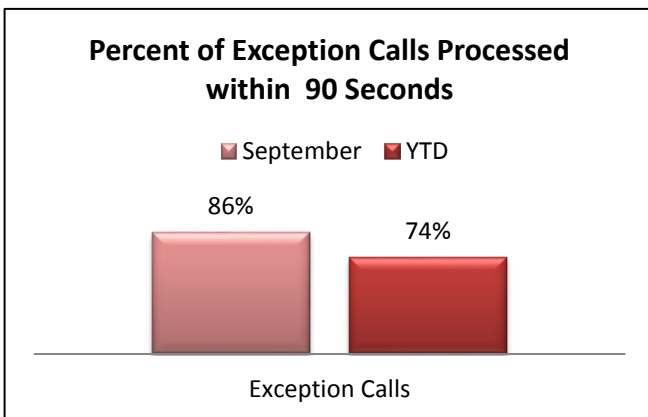


Average processing time for non-exception structure fires was 81 seconds based on 11 calls. 10 of the 11 calls were processed with an average of 58 seconds. Average call received to pending was 37 seconds. Average from received in pending to dispatched was 13 seconds. Average processing time for all other non-exception calls was 50 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



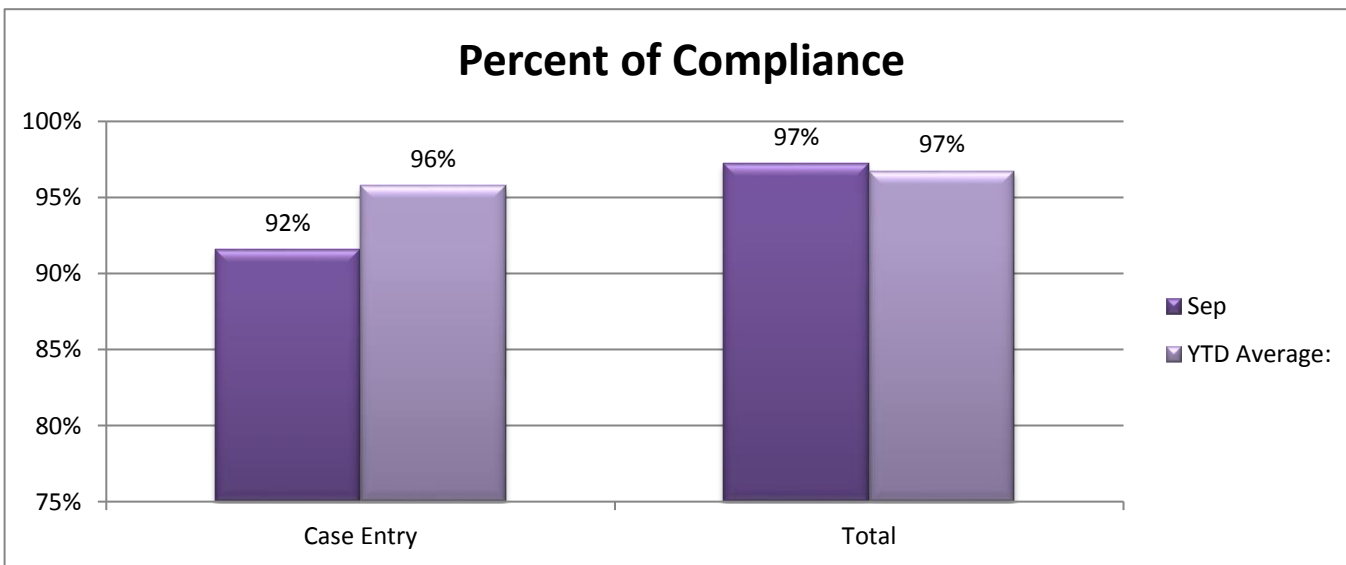
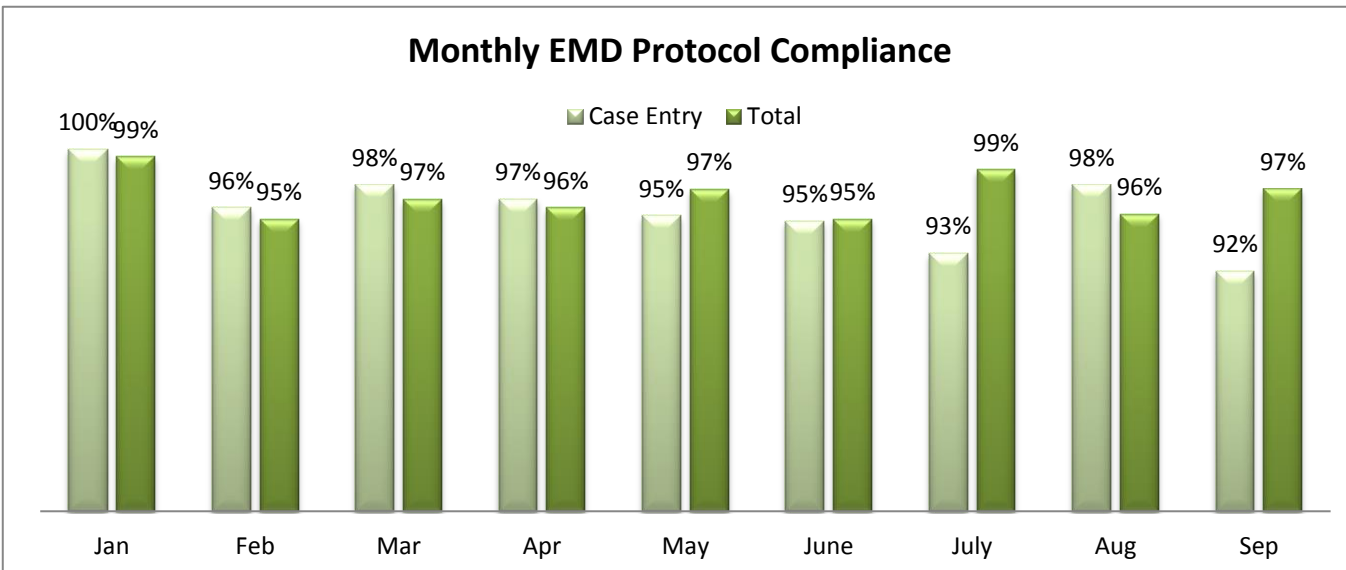
Exception Calls include HAZMAT, Water or Ice Rescue, EMD #22, when there is the need for TTY, use of Language Line or where there are difficulties determining a location. (Any call included in the exception category due to location difficulty has been reviewed.)



## 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	2,765				26,599
Fire/EMS	138	132	136	137	145	141	148	156	135				1,268
<b>Burnsville</b> *61,908													
Law Enforcement	2,904	2,759	3,299	3,449	3,731	3,837	3,747	3,432	3,313				30,471
Fire/EMS	559	449	568	511	557	546	548	554	576				4,868
<b>Dakota County</b> * 18,558													
Law Enforcement	1,809	1,991	2,032	1,613	1,678	1,995	1,976	1,999	2,040				17,133
Community Corrections	76	70	80	122	112	138	118	81	83				880
<b>Eagan</b> *67,509													
Law Enforcement	3,807	3,346	3,787	3,615	3,924	4,306	4,618	4,440	4,348				36,191
Fire EMS	153	121	126	136	135	167	149	159	138				1,284
<b>Farmington</b> *22,451													
Law Enforcement	770	709	715	644	805	838	855	849	864				7,049
Fire EMS	66	63	57	68	62	68	69	63	70				586
<b>Hastings</b> *22,687													
Law Enforcement	1,289	1339	1,469	1,301	1,299	1,345	1,382	1,294	1,359				12,077
Fire EMS	319	270	248	295	292	300	310	314	301				2,649
<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	2,399				21,832
Fire EMS	125	124	122	133	135	121	118	127	134				1,139
<b>Lakeville</b> *59,991													
Law Enforcement	3109	2,938	2,837	2,710	2,998	3,339	3,420	3,164	3,015				27,530
Fire EMS	124	115	97	102	139	123	134	117	129				1,080

	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	688				6,107
Fire EMS	20	20	18	35	18	33	27	23	25				219
<b>Miesville Fire</b>													
Fire EMS	11	6	12	8	7	18	7	7	10				86
<b>Randolph-Hampton Fire</b>													
Fire EMS	13	10	12	14	15	22	14	17	14				131
<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	1,116				10,594
Fire EMS	63	48	54	56	49	64	63	73	69				539
<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	1,971				16,424
Fire EMS	228	196	212	199	215	226	221	221	207				1,925
<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	1,650				14,427
Fire EMS	315	262	272	289	301	301	309	307	297				2,653
<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>25,611</b>	-	-	-	<b>227,314</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>2,105</b>	-	-	-	<b>18,427</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 September, 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	1					1
Coding	1			1			
Incorrect Information	1	1					
Policy/Procedure	0						
Professional Conduct	0						
Timeliness	0						
Questions	0						
Other	1	1					
<b>Total:</b>	<b>5</b>						
<b>Compliments</b>	<b>0</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	2	4	4	4	1	4	3	2				27
Coding	1	0	3	1	4	1	1	1	1				13
Incorrect Information	2	0	2	1	0	0	0	1	1				7
Policy/procedure	1	2	0	0	0	0	1	0	0				4
Professional Conduct	0	0	0	0	0	0	0	0	0				0
Timeliness	0	1	2	0	1	2	2	6	0				14
Questions	0	0	0	0	0	0	0	0	0				0
Other	1	0	0	0	2	1	1	3	1				9
<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>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>74</b>
Compliments	0	0	1	0	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	27	15	2	4		1	5						
Coding	13	8	2	3									
Incorrect Information	7	5		2									
Policy/procedure	4	2		1									
Professional Conduct	0												
Timeliness	14	7		6			1						
Questions	0												
Other	9	4				2	3						
<b>Total:</b>	<b>74</b>	<b>41</b>	<b>4</b>	<b>16</b>	<b>0</b>	<b>3</b>	<b>9</b>						

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- Questions:** A question from the public or an agency relating to the policies or procedures of the DCC.
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- 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 September, 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	1	1					
Coding	1		1				
Incorrect Information	4	1	2	1			
Policy/Procedure	1	1					
Professional Conduct							
Timeliness							
Questions	3		1	2			
Other	1	1					
<b>Total:</b>	11						
<b>Compliments</b>	3						

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<b>Incorrect Information:</b>	Did the DCC fail to provide correct information or provide incorrect information?
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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	0	1				17
Coding	1	1	0	0	0	0	0	0	1				3
Incorrect Information	2	2	3	5	2	2	3	6	4				29
Policy/Procedure	3	1	2	0	2	3	2	0	1				14
Professional Conduct	0	0	0	0	0	0	1	0	0				1
Timeliness	1	2	1	1	3	1	2	4	0				15
Questions	0	0	0	1	1	2	0	0	3				7
Other	3	0	0	1	0	2	0	3	1				10
<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>11</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>96</b>
Compliments	0	2	0	1	1	0	0	1	3				
<b>Disposition</b>	<b>0</b>	<b>C/T</b>	<b>U</b>	<b>E</b>	<b>D</b>	<b>Q</b>	<b>I</b>						
Assignment	17	8		6			3						
Coding	3	0	1	2									
Incorrect Information	29	15	5	4	2		3						
Policy/procedure	14	9		3		1	1						
Professional Conduct	1	1											
Timeliness	15	10	1			1	3						
Questions	7	1	2	2		2							
Other	10	7		1			2						
<b>Total:</b>	<b>96</b>	<b>51</b>	<b>9</b>	<b>17</b>	<b>2</b>	<b>4</b>	<b>12</b>						

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