



MEMORANDUM

To: Board of Directors, Executive Committee, Joint Operations Committee and DCC Staff
 From: Executive Director Tom Folie
 Date: 12/6/2017
 Subject: Dakota Communications Center Monthly Statistics: November 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 22,855 calls received and 26,113 CAD events.
- The 7 second call pickup times fell short of the standard with 77% picked up within 7 seconds.
- The 10 and 20 second standard were met with 92% within 10 seconds and 100% within 20 seconds.
- NFPA standard for dispatching of structure fires was met this month. 94% of Structure Fire calls were processed within 64 seconds and 100% were processed within 106 seconds. "All Other Fire Calls" were processed with 75% within 64 seconds and 92% 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 97%. Total Compliance percentages met standards.

Below is an overview of DCC performance.

	Comparisons	
	<u>2016</u>	<u>2017</u>
Fire/EMS CAD Events	1,969	1,986
Law Enforcement CAD Events	22,913	24,127
911 Calls	13,582	12,803
	YTD	YTD
	<u>2016</u>	<u>2017</u>
Fire/EMS CAD Events	21,295	22,573
Law Enforcement CAD Events	270,731	276,269
911 Calls	159,635	154,254

MEMBERS:

APPLE VALLEY
 BURNSVILLE
 DAKOTA COUNTY

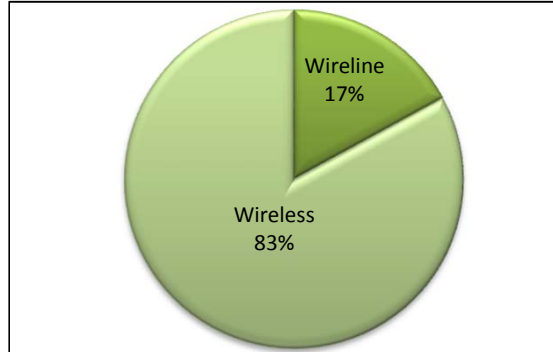
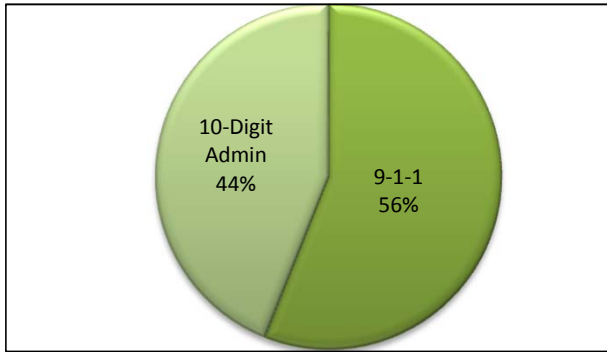
EAGAN
 FARMINGTON
 HASTINGS

INVER GROVE HEIGHTS
 LAKEVILLE
 MENDOTA HEIGHTS

ROSEMOUNT
 SOUTH ST. PAUL
 WEST ST. PAUL

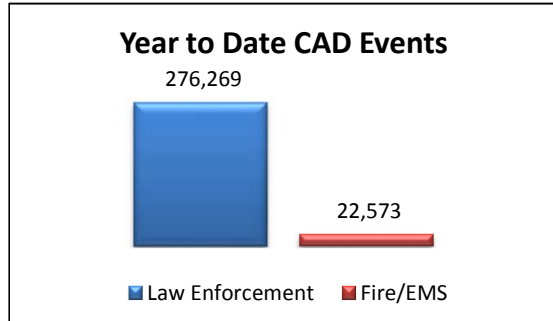
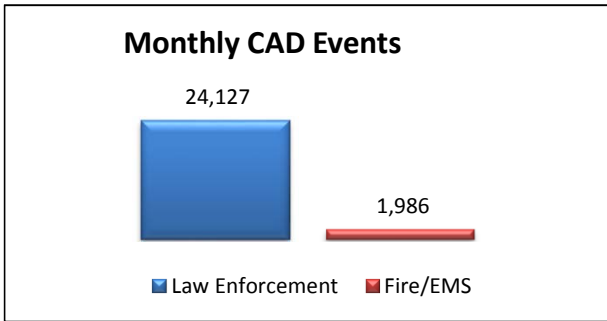
Incoming Calls

	Total Calls	Wireline	Wireless
9-1-1	12,803	2,182	10,621
10-Digit Admin	<u>10,052</u>		
TOTAL	<u>22,855</u>		



CAD Events*

	Law Enforcement	Fire/EMS	Total
Month	24,127	1,986	26,113
Year to Date	276,269	22,573	298,842
Year to Date % of Calls	92%	8%	

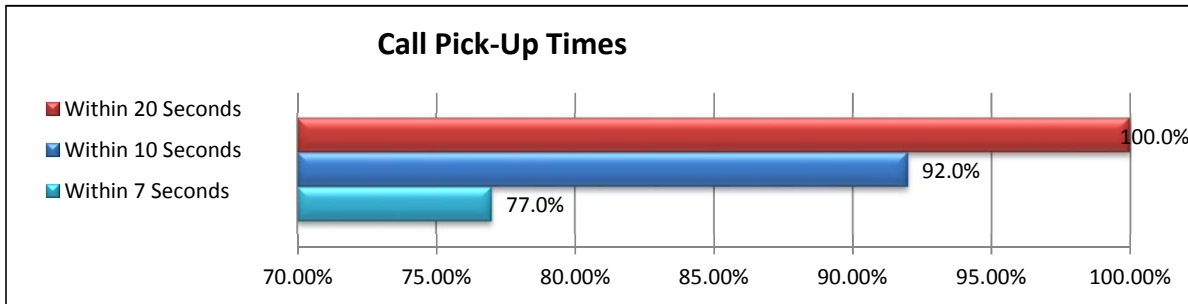


* Individual agency CAD events are listed at the end of this report.

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



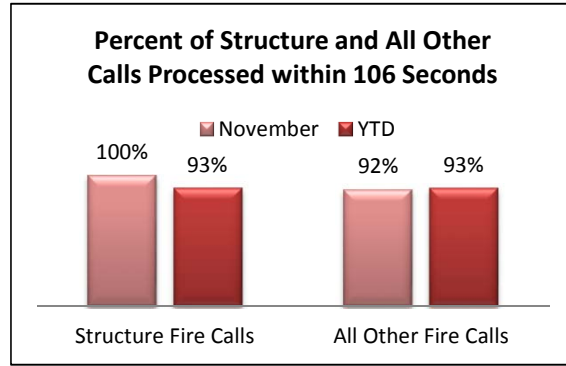
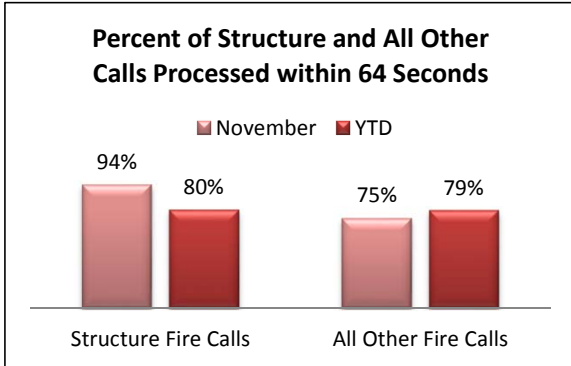
Fire Call Processing Times

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

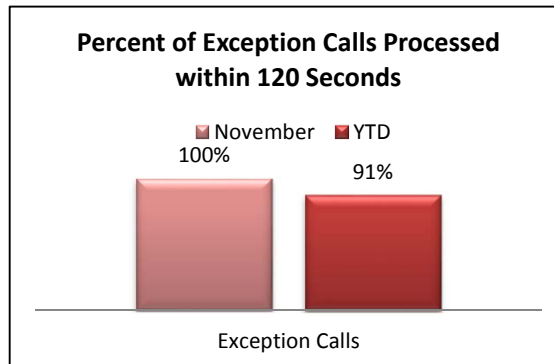
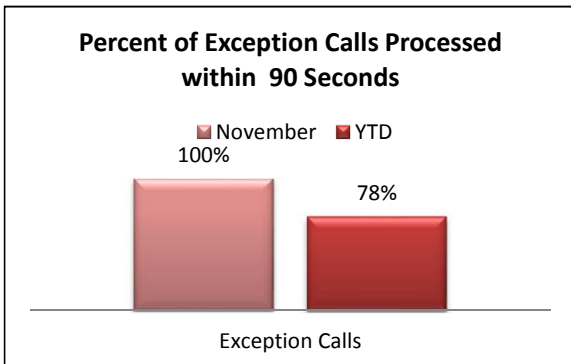


Average processing time for non-exception structure fires was 46 seconds based on 16 calls. Average call received to pending was 37 seconds. Average from received in pending to dispatched was 12 seconds. Average processing time for all other non-exception calls was 49 seconds.

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

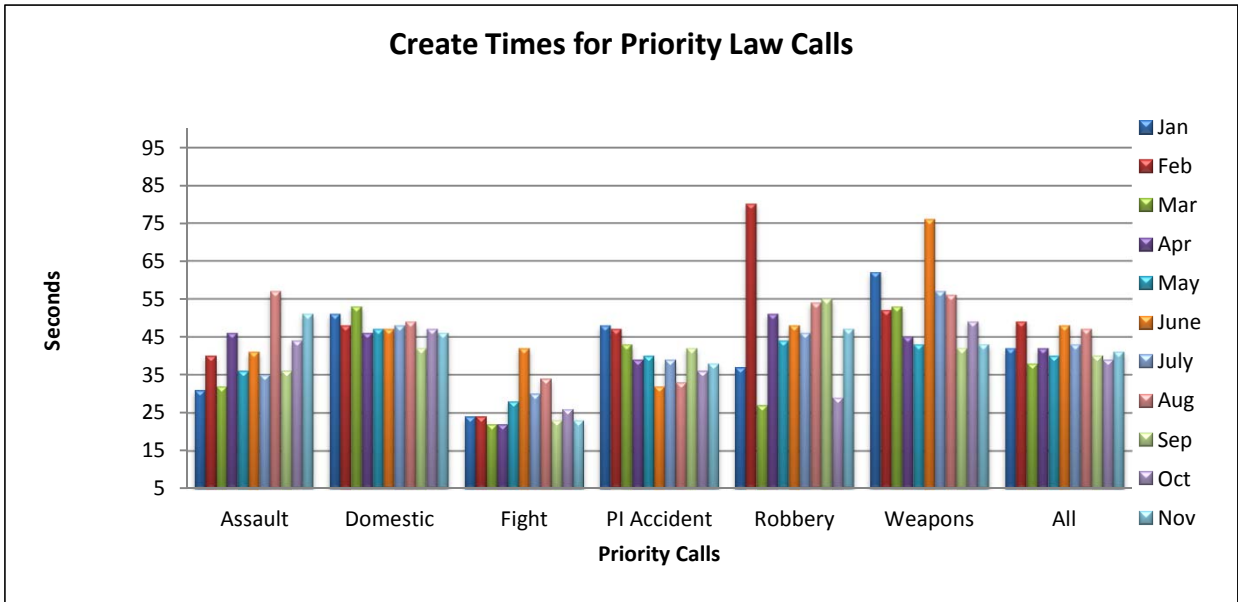
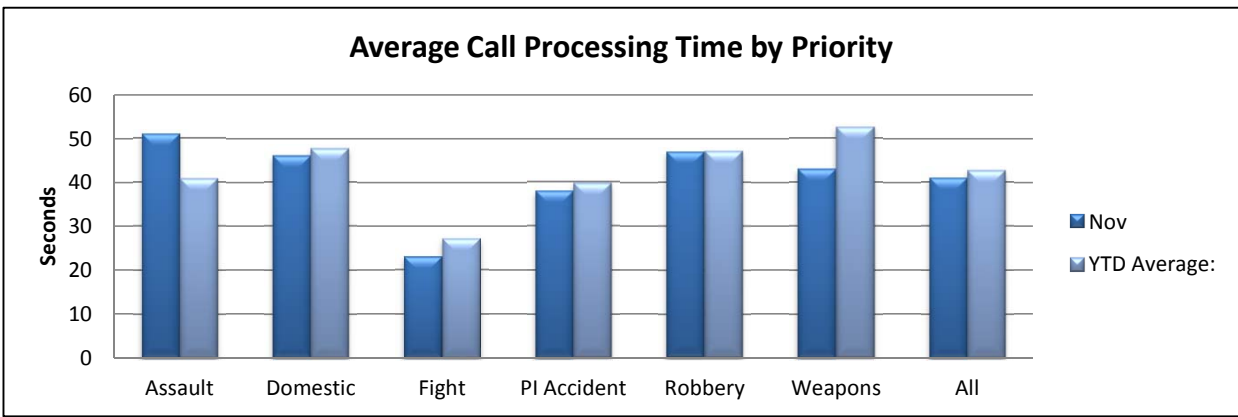


Exception Calls include HAZMAT, water or ice rescue, EMD #22, when there is the need for TTY, use of Language Line or where there are difficulties determining a location. (Any call included in the exception category due to location difficulty has been reviewed.)

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.

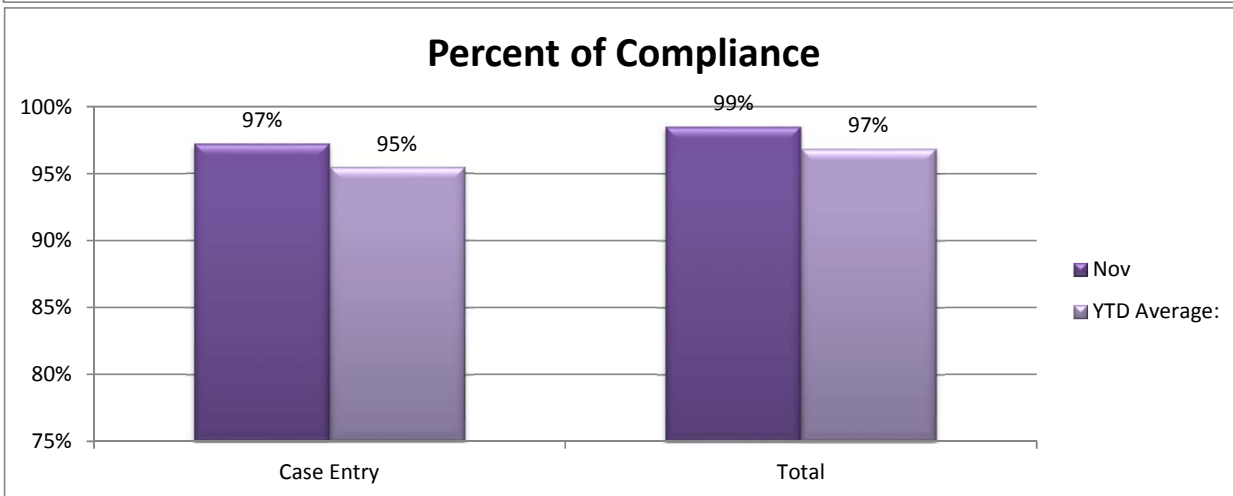
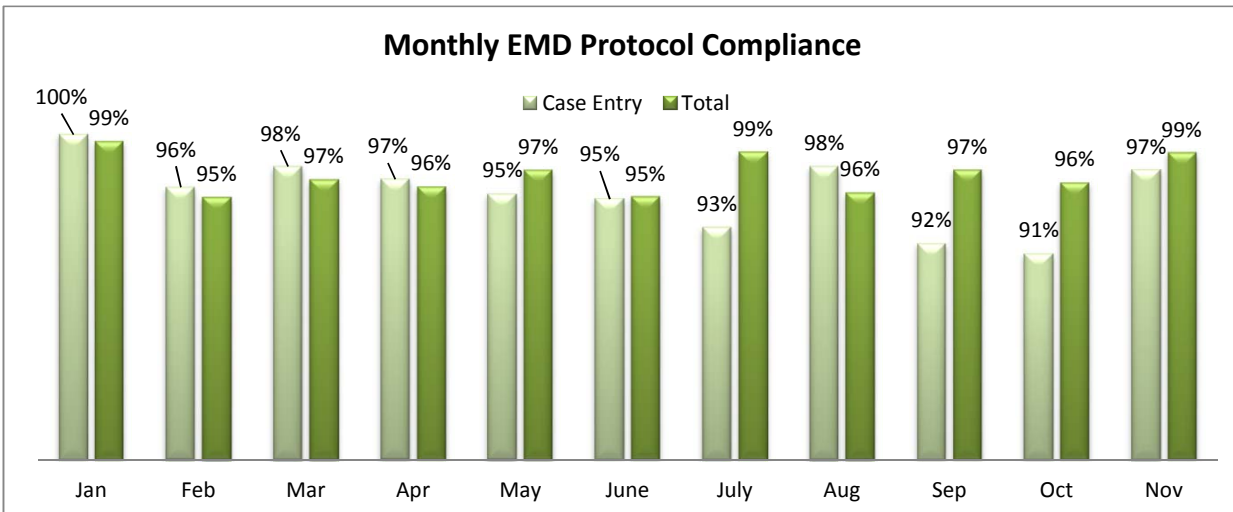
DCC Standard: Average total creation time of 55 seconds or less for the following incident types
 Assaults Fights Robberies
 Domestic Personal Injury Accidents Weapons



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
Apple Valley *50,161													
Law Enforcement	2699	2,688	2,973	2,882	3,080	3,138	3,333	3,041	2,765	2,792	2889		32,280
Fire/EMS	138	132	136	137	145	141	148	156	135	144	133		1,545
Burnsville *61,908													
Law Enforcement	2,904	2,759	3,299	3,449	3,731	3,837	3,747	3,432	3,313	3,274	2940		36,685
Fire/EMS	559	449	568	511	557	546	548	554	576	558	552		5,978
Dakota County * 18,558													
Law Enforcement	1,809	1,991	2,032	1,613	1,678	1,995	1,976	1,999	2,040	1,888	2056		21,077
Community Corrections	76	70	80	122	112	138	118	81	83	83	75		1,038
Eagan *67,509													
Law Enforcement	3,807	3,346	3,787	3,615	3,924	4,306	4,618	4,440	4,348	4,077	4,043		44,311
Fire EMS	153	121	126	136	135	167	149	159	138	167	130		1,581
Farmington *22,451													
Law Enforcement	770	709	715	644	805	838	855	849	864	787	782		8,618
Fire EMS	66	63	57	68	62	68	69	63	70	73	64		723
Hastings *22,687													
Law Enforcement	1,289	1339	1,469	1,301	1,299	1,345	1,382	1,294	1,359	1,263	1049		14,389
Fire EMS	319	270	248	295	292	300	310	314	301	334	266		3,249
Inver Grove Heights *35,071													
Law Enforcement	2,382	2,120	2,427	2,440	2,556	2,381	2,690	2,437	2,399	2,331	2148		26,311
Fire EMS	125	124	122	133	135	121	118	127	134	142	131		1,412
Lakeville *59,991													
Law Enforcement	3109	2,938	2,837	2,710	2,998	3,339	3,420	3,164	3,015	3,232	3266		34,028
Fire EMS	124	115	97	102	139	123	134	117	129	114	105		1,299

	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	683	688	715	703		7,525
Fire EMS	20	20	18	35	18	33	27	23	25	22	27		268
Miesville Fire													
Fire EMS	11	6	12	8	7	18	7	7	10	2	5		93
Randolph-Hampton Fire													
Fire EMS	13	10	12	14	15	22	14	17	14	16	13		160
Rosemount *23,042													
Law Enforcement	1,095	1,100	1,220	1,171	1,232	1,185	1,282	1,193	1,116	1,106	1,147		12,847
Fire EMS	63	48	54	56	49	64	63	73	69	51	56		646
South St. Paul *20,351													
Law Enforcement	1,524	1,471	1,765	1,781	2,093	1,940	1,960	1,919	1,971	1,802	1,665		19,891
Fire EMS	228	196	212	199	215	226	221	221	207	209	200		2,334
West St. Paul (Includes Sunfish Lake) *20,729													
Law Enforcement	1,531	1,323	1,478	1,481	1,688	1,772	1,876	1,628	1,650	1,478	1,364		17,269
Fire EMS	315	262	272	289	301	301	309	307	297	328	304		3,285
Law Enforcement Total	23,646	22,386	24,711	23,832	25,871	27,085	28,012	26,160	25,611	24,828	24,127	-	276,269
Fire EMS Total	2,134	1,816	1,934	1,983	2,070	2,130	2,117	2,138	2,105	2,160	1,986	-	22,573

*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 November, 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	1	1					
Coding	0						
Incorrect Information	0						
Policy/Procedure	0						
Professional Conduct	0						
Timeliness	2			2			
Questions	0						
Other	1	1					
Total:	4						
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	3	2	5	1		33
Coding	1	0	3	1	4	1	1	1	1	1	0		14
Incorrect Information	2	0	2	1	0	0	0	1	1	0	0		7
Policy/procedure	1	2	0	0	0	0	1	0	0	0	0		4
Professional Conduct	0	0	0	0	0	0	0	0	0	0	0		0
Timeliness	0	1	2	0	1	2	2	6	0	2	2		18
Questions	0	0	0	0	0	0	0	0	0	0	0		0
Other	1	0	0	0	2	1	1	3	1	2	1		12
Total:	8	5	11	6	11	5	9	14	5	10	4	0	88
Compliments	0	0	1	0	0	0	0	0	0	0	0		0
<u>Disposition</u>	<u>0</u>	<u>C/T</u>	<u>U</u>	<u>E</u>	<u>D</u>	<u>O</u>	<u>T</u>						
Assignment	33	19	2	6		1	5						
Coding	14	9	2	3									
Incorrect Information	7	5		2									
Policy/procedure	4	3		1									
Professional Conduct	0												
Timeliness	18	8		9			1						
Questions	0												
Other	12	7				2	3						
Total:	88	51	4	21	0	3	9						

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 November, 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	3	3					
Policy/Procedure	2	1				1	
Professional Conduct	0						
Timeliness	0						
Questions	0						
Other	0						
Total:	7						
Compliments	1						

Definitions:

Assignment:	Did the DCC fail to send the correct resources?
Coding:	Did the DCC fail to code the event correctly?
Policy Failure:	Issue or concern based upon established DCC policy or procedure. Does the policy serve the DCC and agency needs?
Incorrect Information:	Did the DCC fail to provide correct information or provide incorrect information?
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-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	0	0	1	18
Coding	1	1	0	0	0	0	0	0	1	0	0	1	4
Incorrect Information	2	2	3	5	2	2	3	6	4	2	0	3	34
Policy/Procedure	3	1	2	0	2	3	2	0	1	3	0	2	19
Professional Conduct	0	0	0	0	0	0	1	0	0	0	0	0	1
Timeliness	1	2	1	1	3	1	2	4	0	3	0	0	18
Questions	0	0	0	1	1	2	0	0	3	0	0	0	7
Other	3	0	0	1	0	2	0	3	1	3	0	0	13
Total:	12	6	10	10	12	10	12	13	11	11	0	7	114
Compliments	0	2	0	1	1	0	0	1	3	1	0	1	
Disposition	0	C/T	U	E	D	O	I						
Assignment	18	9		6			3						
Coding	4	1	1	2									
Incorrect Information	34	20	5	4	2		3						
Policy/procedure	19	12		4		2	1						
Professional Conduct	1	1											
Timeliness	18	12	1	0	1	1	3						
Questions	7	1	2	2		2							
Other	13	10	1	1			1						
Total:	114	66	10	19	3	5	11						

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.