



MEMORANDUM

To: Board of Directors, Executive Committee, Joint Operations Committee and DCC Staff
 From: Executive Director Tom Folie
 Date: 1/4/2018
 Subject: Dakota Communications Center Monthly Statistics: December 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 27,780 calls received and 26,206 CAD events.
- Call pickup times were met with 82% answered within 7 seconds, 93% within 10 seconds and 100% of calls answered within 20 seconds.
- NFPA Standard for fire call processing: 78% of Structure Fire calls were processed within 64 seconds and 100% were processed within 106 seconds. "All Other Fire Calls" were processed with 81% within 64 seconds and 94% within 106 seconds.
- Priority Law call processing times with the exception of Robbery, met standard with an average creation time of less than 55 seconds for all. Average creation time for Robbery was 58 seconds.
- EMD Compliance is not available for December.

Below is an overview of DCC performance.

	Comparisons	
	2016	2017
Fire/EMS CAD Events	1,850	2,272
Law Enforcement CAD Events	22,895	23,934
911 Calls	14,376	14,108
	YTD	YTD
	2016	2017
Fire/EMS CAD Events	23,145	24,845
Law Enforcement CAD Events	293,626	300,203
911 Calls	174,011	168,362

MEMBERS:

APPLE VALLEY
 BURNSVILLE
 DAKOTA COUNTY

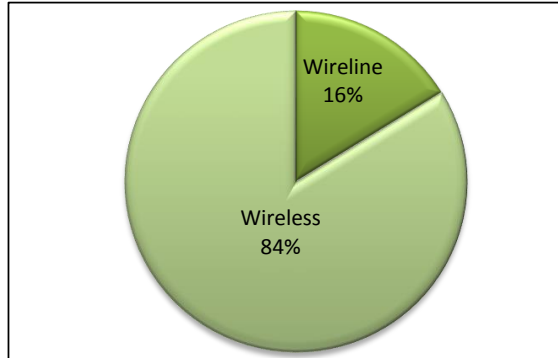
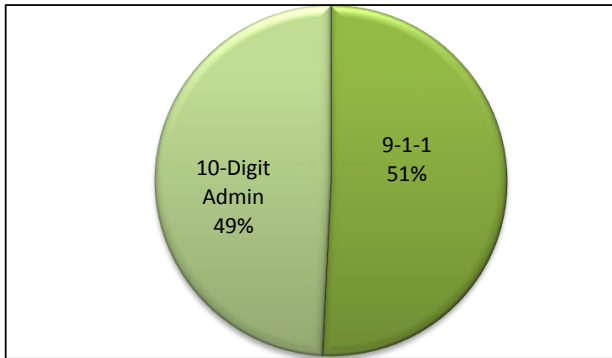
EAGAN
 FARMINGTON
 HASTINGS

INVER GROVE HEIGHTS
 LAKEVILLE
 MENDOTA HEIGHTS

ROSEMOUNT
 SOUTH ST. PAUL
 WEST ST. PAUL

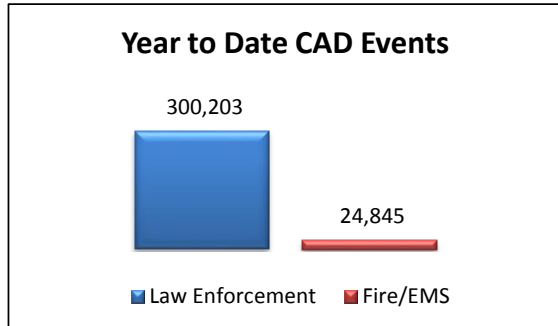
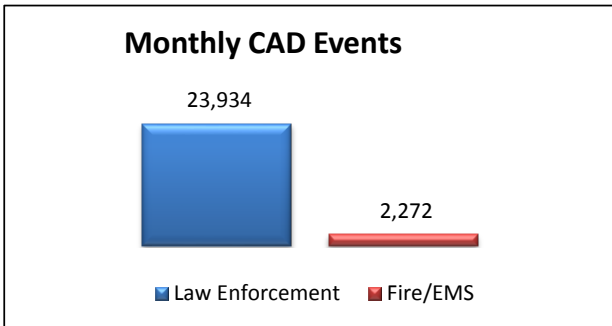
Incoming Calls

	Total Calls	Wireline	Wireless
9-1-1	14,108	2,288	11,820
10-Digit Admin	<u>13,672</u>		
TOTAL	<u>27,780</u>		



CAD Events*

	Law Enforcement	Fire/EMS	Total
Month	23,934	2,272	26,206
Year to Date	300,203	24,845	325,048
Year to Date % of Calls	92%	8%	

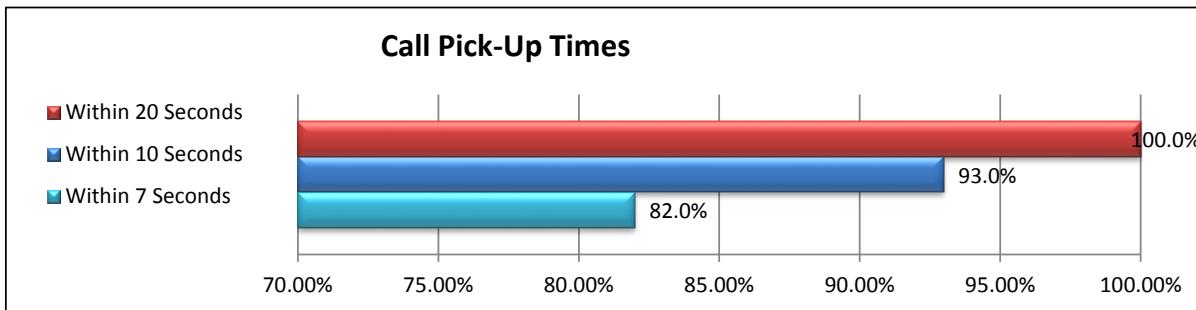


* Individual agency CAD events are listed at the end of this report.

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



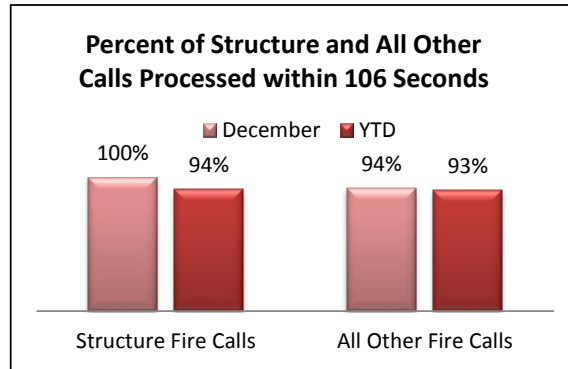
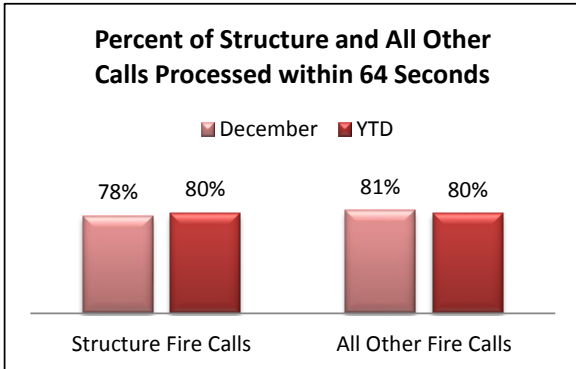
Fire Call Processing Times

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

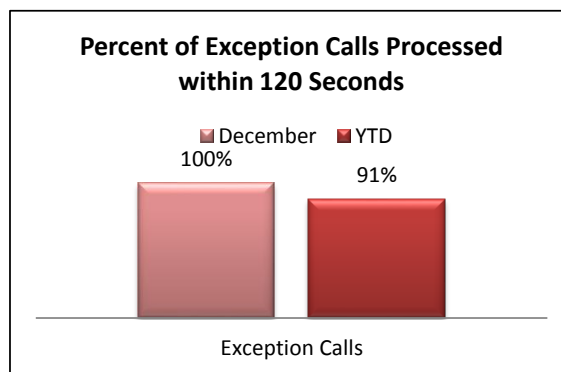
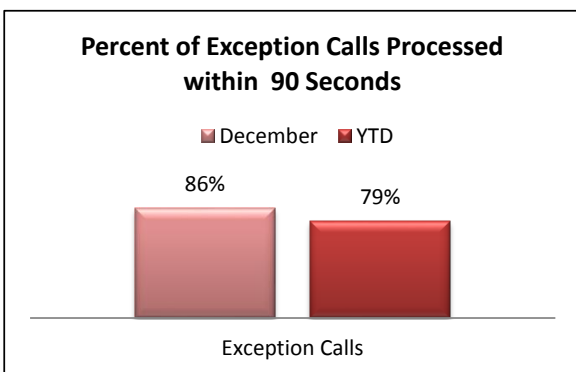


Average processing time for non-exception structure fires was 47 seconds. Average call received to pending was 36 seconds. Average from received in pending to dispatched was 11 seconds. Average processing time for all other non-exception calls was 44 seconds.

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

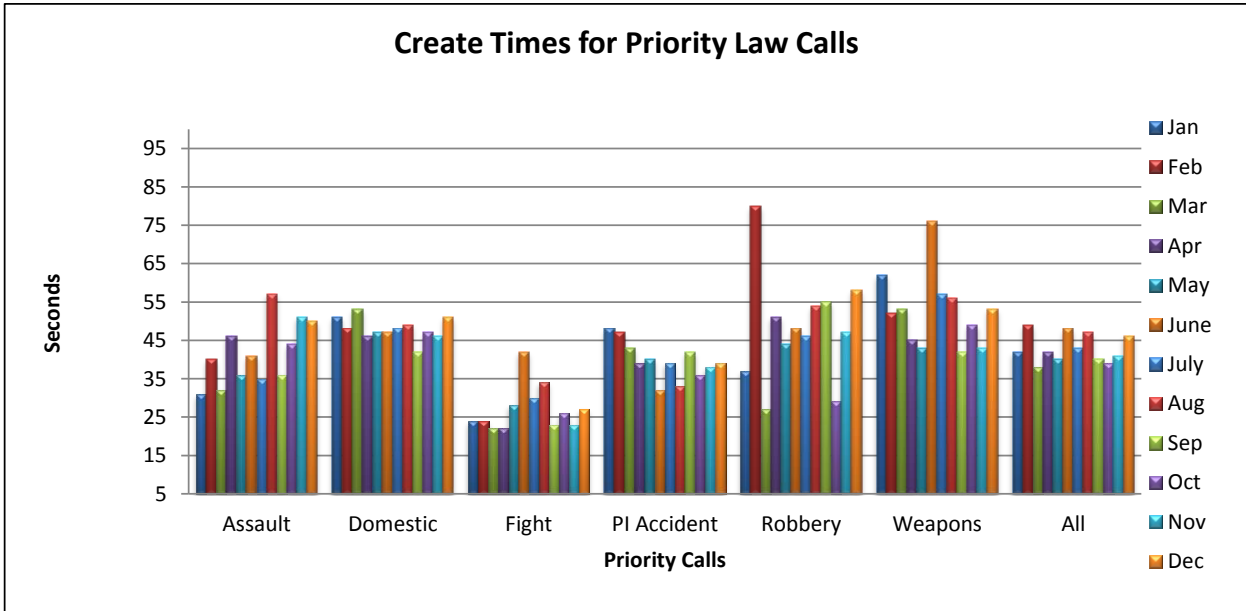
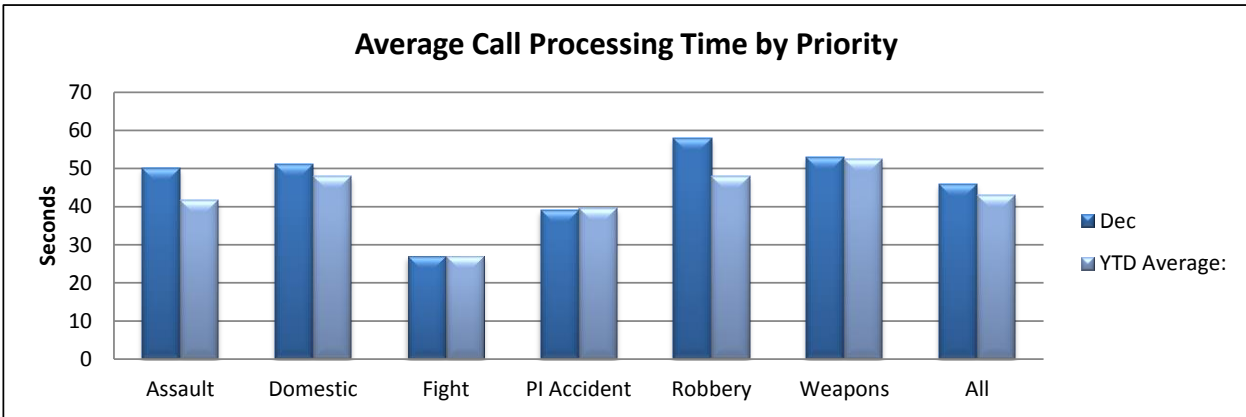


Exception Calls include HAZMAT, Water or Ice Rescue, EMD #22, when there is the need for TTY, use of Language Line or where there are difficulties determining a location. (Any call included in the exception category due to location difficulty has been reviewed.)

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.

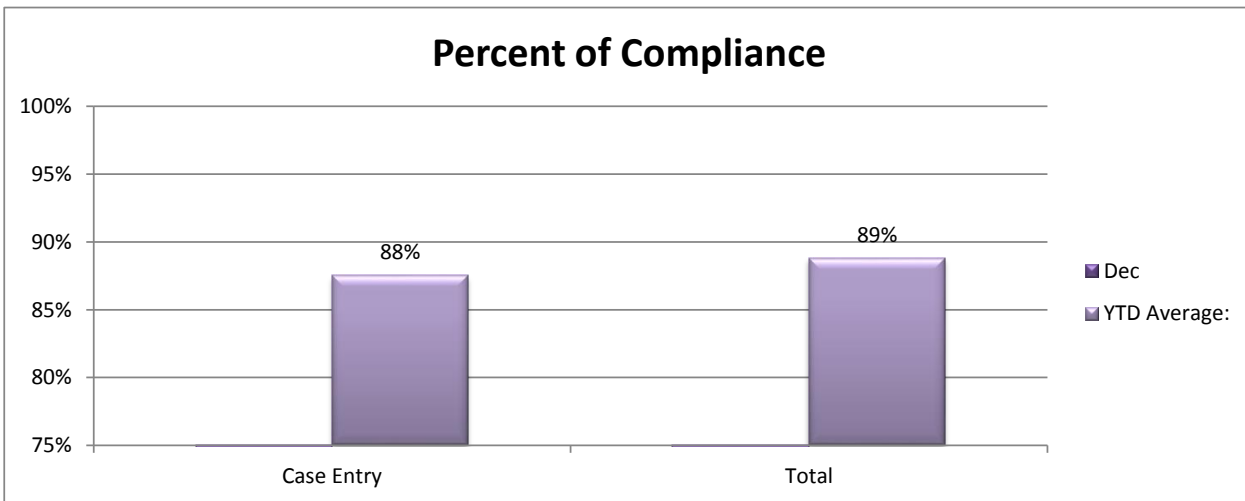
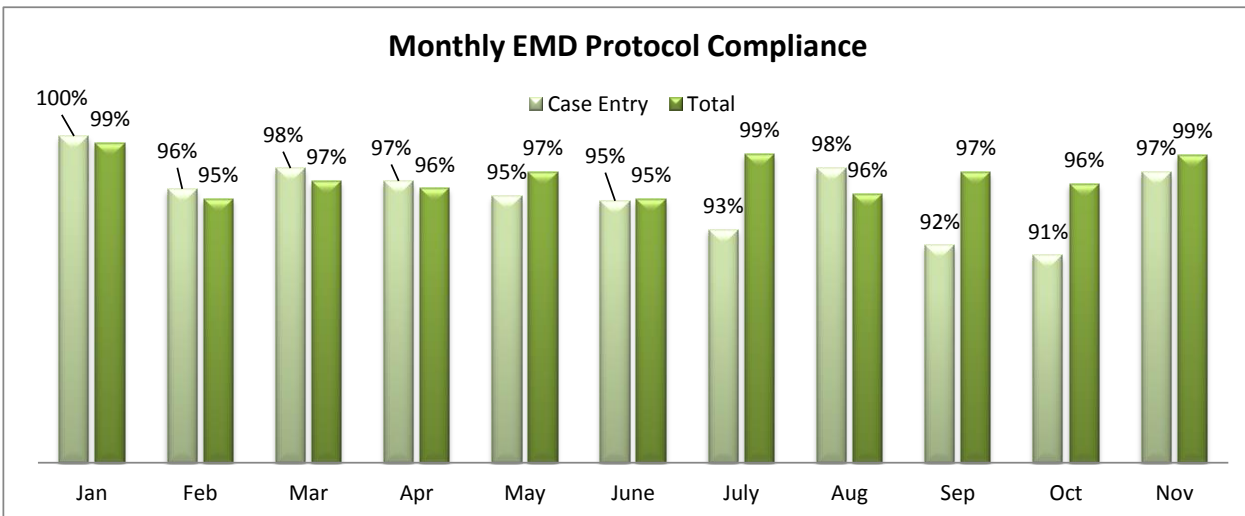
DCC Standard: Average total creation time of 55 seconds or less for the following incident types
 Assaults Fights Robberies
 Domestic Personal Injury Accidents Weapons



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	2571	34,851
Fire/EMS	138	132	136	137	145	141	148	156	135	144	133	183	1,728
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	3030	39,715
Fire/EMS	559	449	568	511	557	546	548	554	576	558	552	590	6,568
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	1909	22,986
Community Corrections	76	70	80	122	112	138	118	81	83	83	75	70	1,108
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	4234	48,545
Fire EMS	153	121	126	136	135	167	149	159	138	167	130	162	1,743
Farmington *22,451													
Law Enforcement	770	709	715	644	805	838	855	849	864	787	782	1027	9,645
Fire EMS	66	63	57	68	62	68	69	63	70	73	64	65	788
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	964	15,353
Fire EMS	319	270	248	295	292	300	310	314	301	334	266	312	3,561
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	2218	28,529
Fire EMS	125	124	122	133	135	121	118	127	134	142	131	157	1,569
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	3071	37,099
Fire EMS	124	115	97	102	139	123	134	117	129	114	105	163	1,462

	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	776	8,301
Fire EMS	20	20	18	35	18	33	27	23	25	22	27	28	296
Miesville Fire													
Fire EMS	11	6	12	8	7	18	7	7	10	2	5	9	102
Randolph-Hampton Fire													
Fire EMS	13	10	12	14	15	22	14	17	14	16	13	15	175
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	1,052	13,899
Fire EMS	63	48	54	56	49	64	63	73	69	51	56	58	704
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	1,693	21,584
Fire EMS	228	196	212	199	215	226	221	221	207	209	200	220	2,554
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	1,319	18,588
Fire EMS	315	262	272	289	301	301	309	307	297	328	304	310	3,595
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	23,934	300,203
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	2,272	24,845

*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 December, 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	0						
Incorrect Information	0						
Policy/Procedure	1		1				
Professional Conduct	0						
Timeliness	0						
Questions	0						
Other	0						
Total:	2						
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	1	34
Coding	1	0	3	1	4	1	1	1	1	1	0	0	14
Incorrect Information	2	0	2	1	0	0	0	1	1	0	0	0	7
Policy/procedure	1	2	0	0	0	0	1	0	0	0	0	1	5
Professional Conduct	0	0	0	0	0	0	0	0	0	0	0	0	0
Timeliness	0	1	2	0	1	2	2	6	0	2	2	0	18
Questions	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	1	0	0	0	2	1	1	3	1	2	1	0	12
Total:	8	5	11	6	11	5	9	14	5	10	4	2	90
Compliments	0	0	1	0	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	34	19	2	6		2	5						
Coding	14	9	2	3									
Incorrect Information	7	5		2									
Policy/procedure	5	3	1	1									
Professional Conduct	0												
Timeliness	18	8		9			1						
Questions	0												
Other	12	7				2	3						
Total:	90	51	5	21	0	4	9						

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DCC Service Issues-Law Enforcement December, 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	0						
Incorrect Information	4	2	1	1			
Policy/Procedure	0						
Professional Conduct	0						
Timeliness	0						
Questions	0						
Other	1	1					
Total:	6						
Compliments	2						

Definitions:

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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.
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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	0	1	1	19
Coding	1	1	0	0	0	0	0	0	1	0	1	0	4
Incorrect Information	2	2	3	5	2	2	3	6	4	2	3	4	38
Policy/Procedure	3	1	2	0	2	3	2	0	1	3	2	0	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	1	14
Total:	12	6	10	10	12	10	12	13	11	11	7	6	120
Compliments	0	2	0	1	1	0	0	1	3	1	1	2	
Disposition	0	C/T	U	E	D	O	I						
Assignment	19	10		6			3						
Coding	4	1	1	2									
Incorrect Information	38	22	6	5	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	14	11	1	1			1						
Total:	120	70	11	20	3	5	11						

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