



MEMORANDUM

To: Board of Directors, Executive Committee, Joint Operations Committee and DCC Staff
 From: Executive Director Tom Folie
 Date: 2/6/2018
 Subject: Dakota Communications Center Monthly Statistics: January 2018

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).

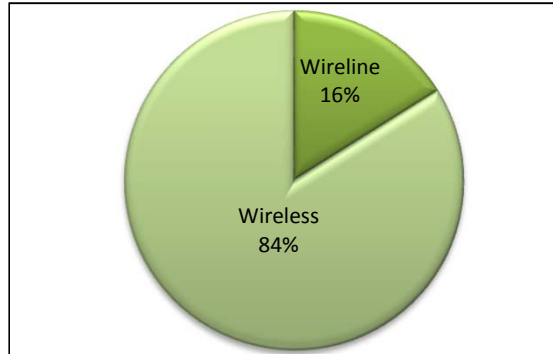
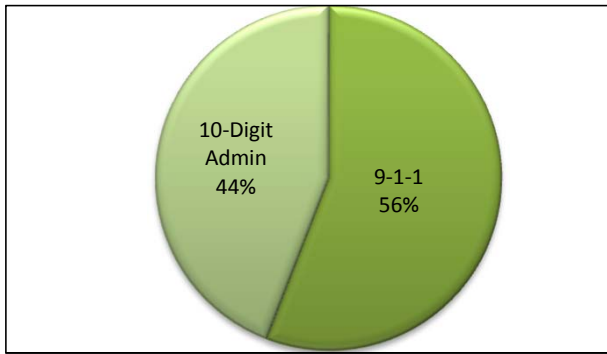
- There were 25,359 calls received and 27,709 CAD events.
- Call pickup times were met with 80% answered within 7 seconds, 92% within 10 seconds and 100% of calls answered within 20 seconds.
- NFPA Standard for fire call processing: 67% of Structure Fire calls were processed within 64 seconds and 100% were processed within 106 seconds. "All Other Fire Calls" were processed with 76% within 64 seconds and 91% within 106 seconds.
- Priority Law call processing times met standard with an average creation time of less than 55 seconds for all.
- EMD Compliance met standard for January.

Below is an overview of DCC performance.

	Comparisons	
	<u>2017</u>	<u>2018</u>
Fire/EMS CAD Events	2,134	2,368
Law Enforcement CAD Events	23,646	25,341
911 Calls	13,486	14,164
	YTD	YTD
	<u>2017</u>	<u>2018</u>
Fire/EMS CAD Events	2,134	2,368
Law Enforcement CAD Events	23,646	25,341
911 Calls	13,486	14,164

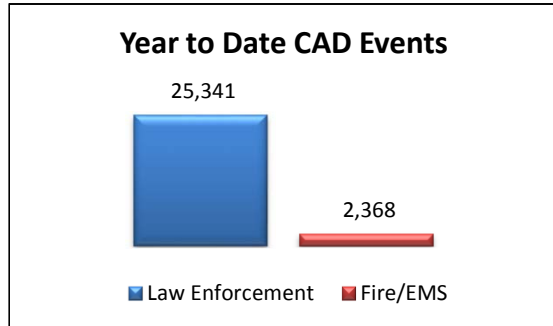
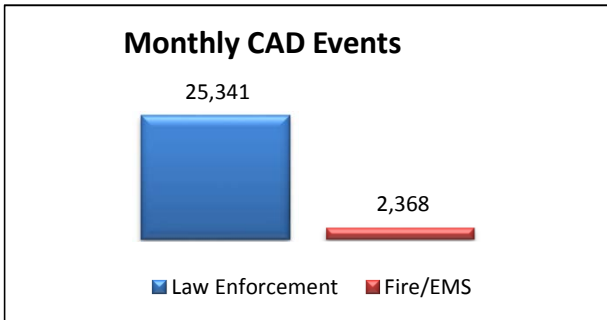
Incoming Calls

	Total Calls	Wireline	Wireless
9-1-1	14,164	2,278	11,886
10-Digit Admin	11,195		
TOTAL	25,359		



CAD Events*

	Law Enforcement	Fire/EMS	Total
Month	25,341	2,368	27,709
Year to Date	25,341	2,368	27,709
Year to Date % of Calls	91%	9%	

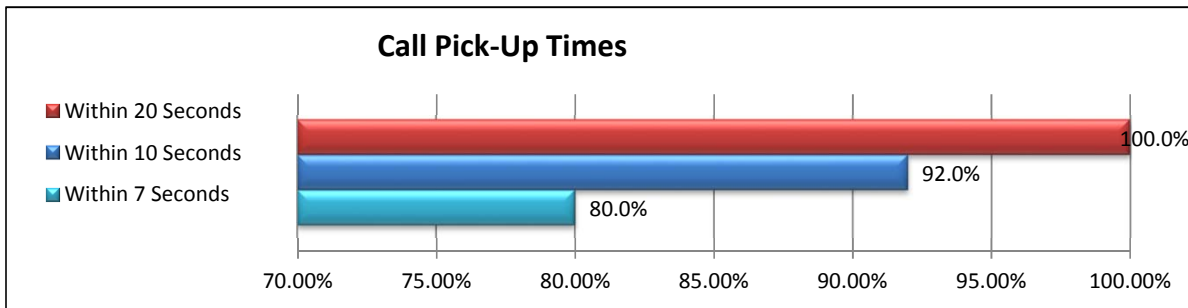


* Individual agency CAD events are listed at the end of this report.

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



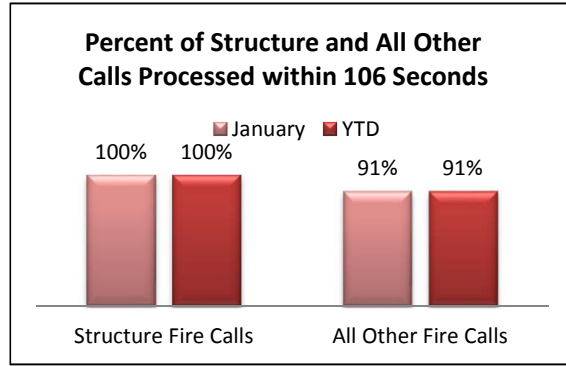
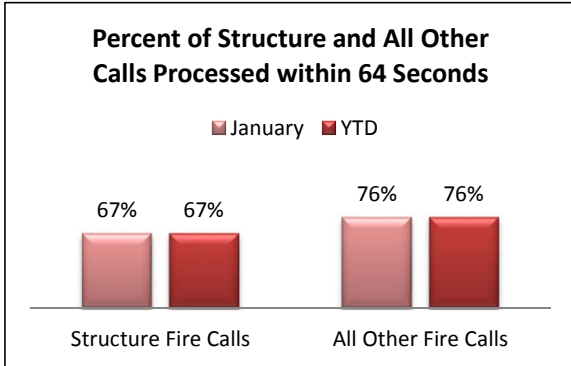
Fire Call Processing Times

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

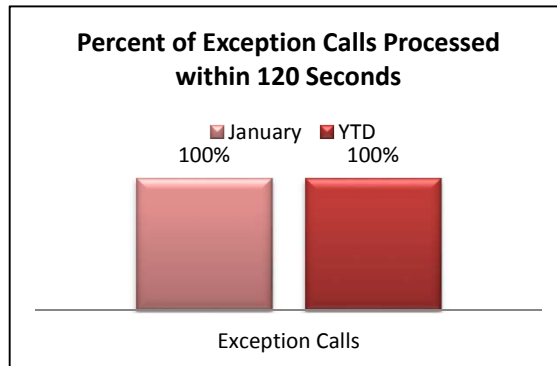
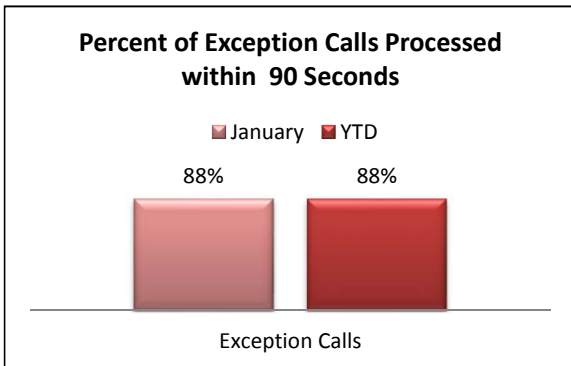


Average processing time for non-exception structure fires was 48 seconds. Average call received to pending was 39 seconds. Average from received in pending to dispatched was 12 seconds. Average processing time for all other non-exception calls was 52 seconds.

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

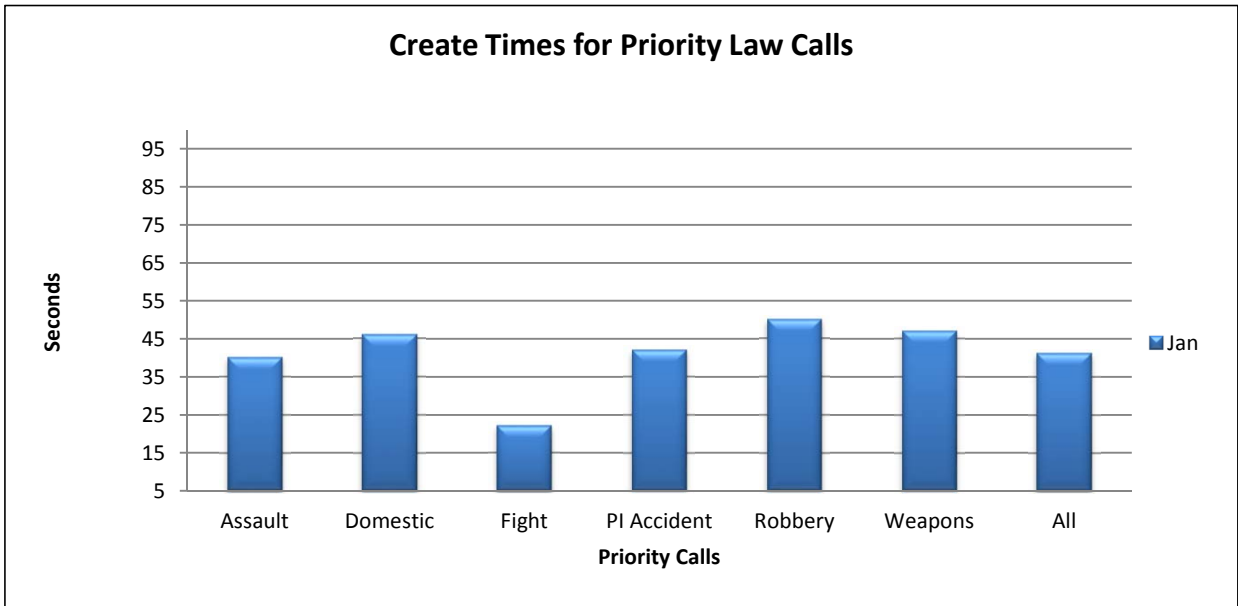
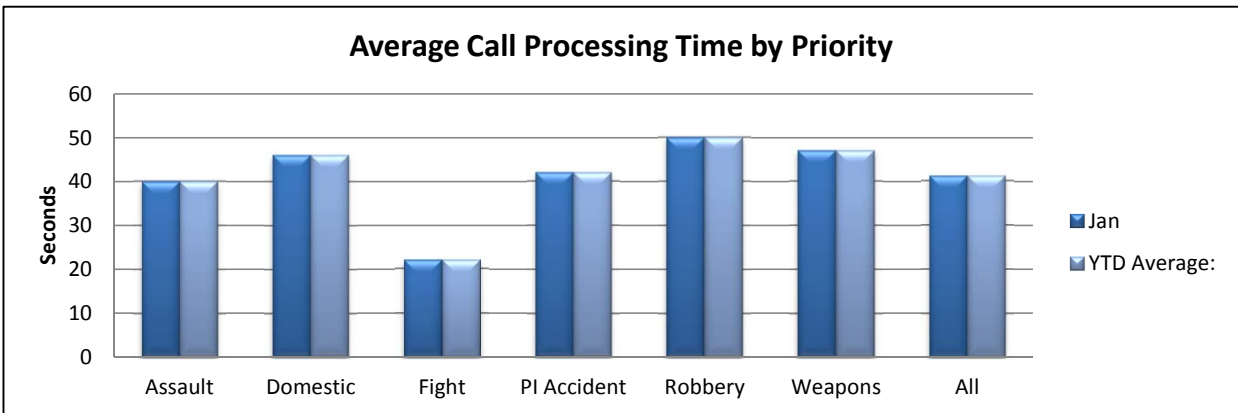


Exception Calls include HAZMAT, Water or Ice Rescue, EMD #22, when there is the need for TTY, use of Language Line or where there are difficulties determining a location. (Any call included in the exception category due to location difficulty has been reviewed.)

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.

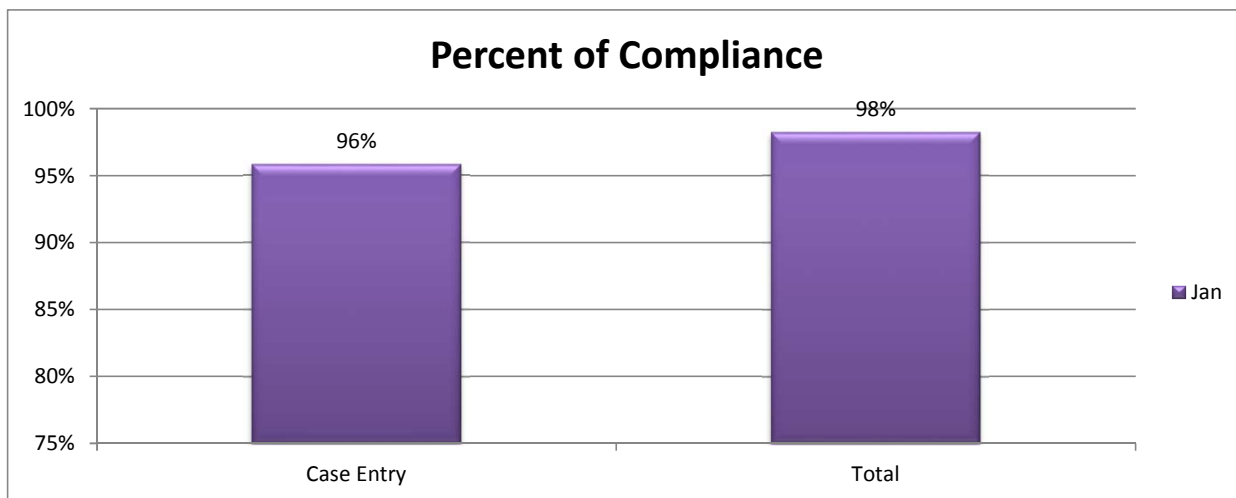
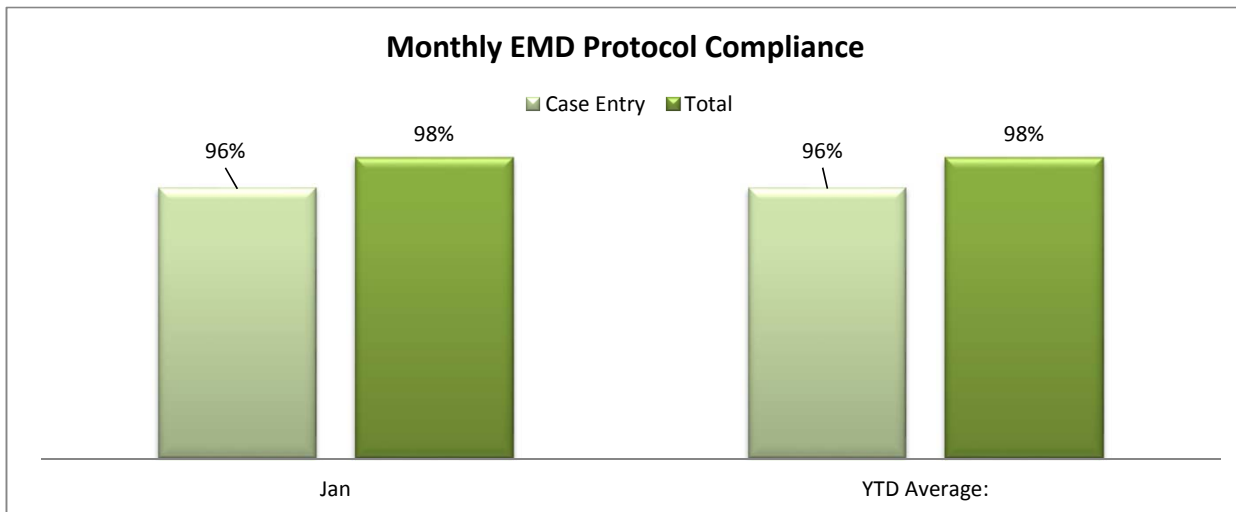
DCC Standard: Average total creation time of 55 seconds or less for the following incident types
 Assaults Fights Robberies
 Domestics Personal Injury Accidents Weapons



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



	Jan	Feb	March	April	May	June	July	August	Sept	Oct	Nov	Dec	Totals
Mendota Heights (Includes Mendota and Lilydale)			*12,032										
Law Enforcement	773												773
Fire EMS	15												15
Miesville Fire													
Fire EMS	13												13
Randolph-Hampton Fire													
Fire EMS	12												12
Rosemount			*23,042										
Law Enforcement	1,278												1,278
Fire EMS	83												83
South St. Paul			*20,351										
Law Enforcement	1,625												1,625
Fire EMS	231												231
West St. Paul (Includes Sunfish Lake)			*20,729										
Law Enforcement	1,584												1,584
Fire EMS	327												327
Law Enforcement Total	25,341	-	-	-	-	-	-	-	-	-	-	-	25,341
Fire EMS Total	2,368	-	-	-	-	-	-	-	-	-	-	-	2,368

*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 January 2018

<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	0						
Policy/Procedure	0						
Professional Conduct	1	1					
Timeliness	2			2			
Questions	0						
Other	0						
Total:	5						

Compliments

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-2018

<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	1												1
Coding	1												1
Incorrect Information	0												0
Policy/procedure	0												0
Professional Conduct	1												1
Timeliness	2												2
Questions	0												0
Other	0												0
Total:	5	0	0	0	0	0	0	0	0	0	0	0	5
Compliments	0												
<u>Disposition</u>	<u>0</u>	<u>C/T</u>	<u>U</u>	<u>E</u>	<u>D</u>	<u>O</u>	<u>I</u>						
Assignment	1			1									
Coding	1	1											
Incorrect Information	0												
Policy/procedure	0												
Professional Conduct	1	1											
Timeliness	2			2									
Questions	0												
Other	0												
Total:	5	2	0	3	0	0	0						

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DCC Service Issues-Law Enforcement January 2018

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			<u>Unfounded</u>	<u>Exonerated</u>	<u>Discipline</u>	<u>Other</u>	<u>Technology</u>
Assignment							
Coding							
Incorrect Information	4	2		1			1
Policy/Procedure	1	1					
Professional Conduct							
Timeliness	3	1				1	1
Questions	1	1					
Other							
Total:	9						
Compliments	3						

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<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	0												0
Coding	0												0
Incorrect Information	4												4
Policy/Procedure	1												1
Professional Conduct	0												0
Timeliness	3												3
Questions	1												1
Other	0												0
Total:	9	0	0	0	0	0	0	0	0	0	0	0	9
Compliments	3												
<u>Disposition</u>	<u>0</u>	<u>C/T</u>	<u>U</u>	<u>E</u>	<u>D</u>	<u>Q</u>	<u>I</u>						
Assignment	0												
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Policy/procedure	1	1											
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Other	0												
Total:	9	5	0	1	0	1	2						

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