



MEMORANDUM

To: Board of Directors, Executive Committee, Joint Operations Committee and DCC Staff
 From: Executive Director Tom Folie
 Date: 4/9/2018
 Subject: Dakota Communications Center Monthly Statistics - March 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).

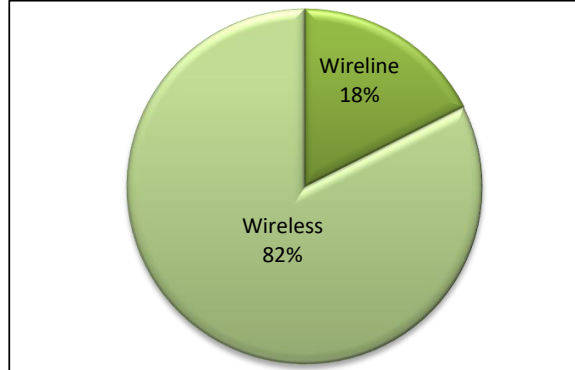
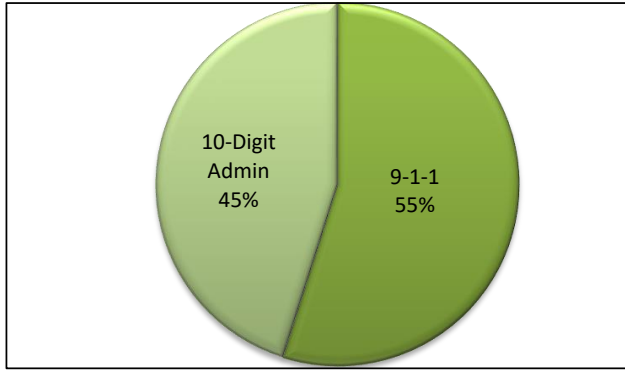
- There were 23,069 calls received and 28,557 CAD events.
- Call pickup times were met with 83% answered within 7 seconds, 96% within 10 seconds and 100% of calls answered within 20 seconds.
- NFPA Standard for fire call processing: 58% of Structure Fire calls were processed within 64 seconds. and 100% were processed within 106 seconds. "All Other Fire Calls" were processed with 77% within 64 seconds and 91% within 106 seconds.
- Priority Law call processing times with the exception of weapons, met standard with an average creation time of less than 55 seconds. Processing times for weapons was 56 seconds.
- EMD Compliance met standard for March.

Below is an overview of DCC performance.

	Comparisons	
	2017	2018
Fire/EMS CAD Events	1,934	2,049
Law Enforcement CAD Events	24,711	26,508
911 Calls	12,696	12,661
	YTD	YTD
	2017	2018
Fire/EMS CAD Events	5,884	6,360
Law Enforcement CAD Events	70,743	74,208
911 Calls	37,657	38,815

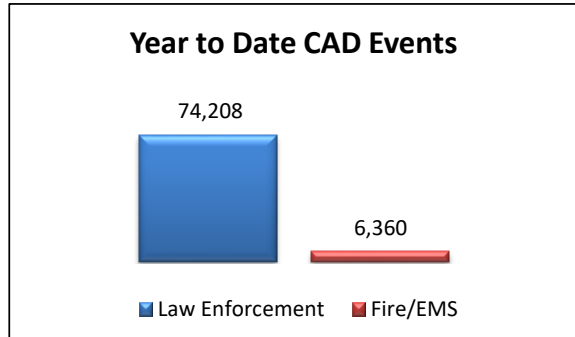
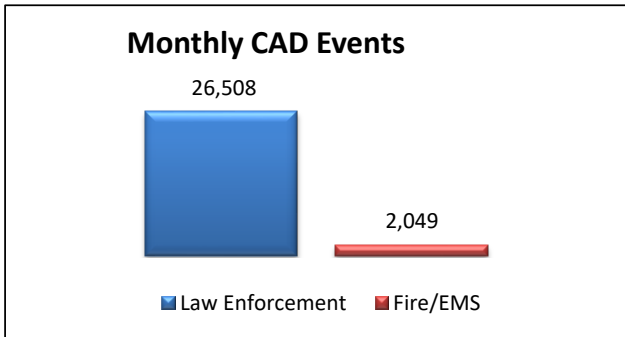
Incoming Calls

	Total Calls	Wireline	Wireless
9-1-1	12,661	2,228	10,433
10-Digit Admin	10,408		
TOTAL	23,069		



CAD Events*

	Law Enforcement	Fire/EMS	Total
Month	26,508	2,049	28,557
Year to Date	74,208	6,360	80,568
Year to Date % of Calls	92%	8%	

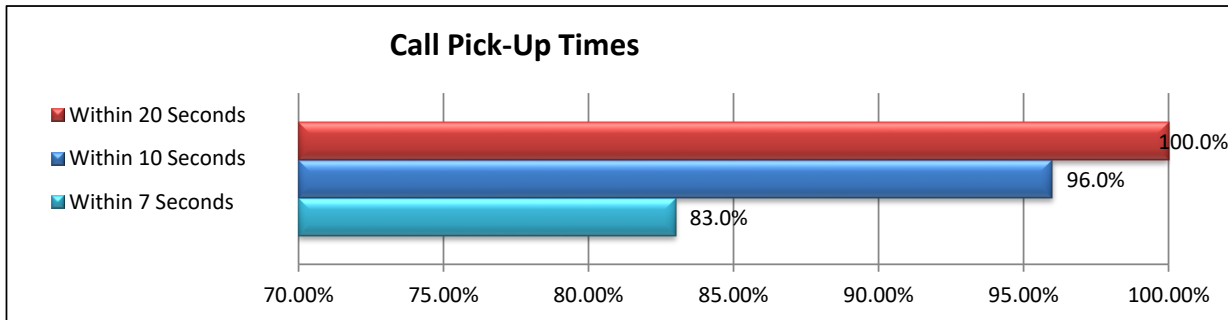


* Individual agency CAD events are listed at the end of this report.

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



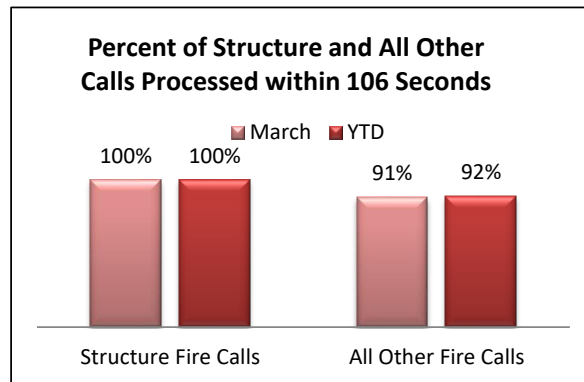
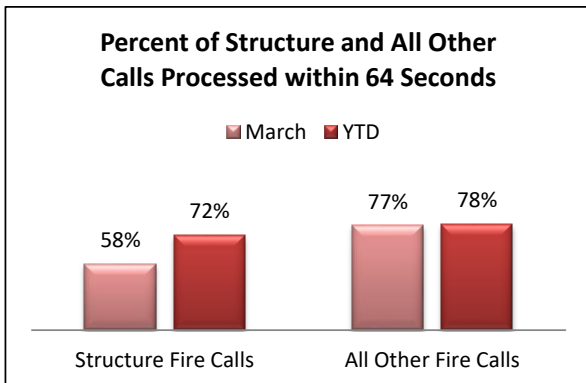
Fire Call Processing Times

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

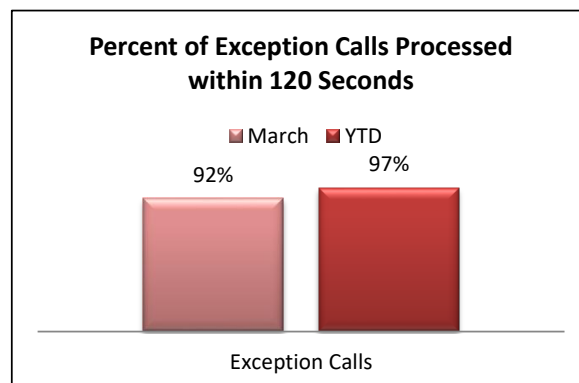
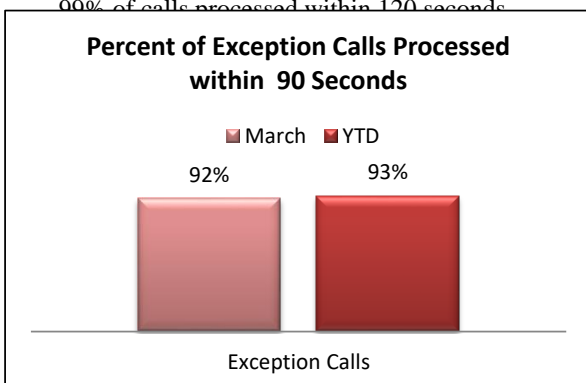


Average processing time for non-exception structure fires was 58 seconds. Average call received to pending for all other fire was 43 seconds. Average from received in pending to dispatched was 10 seconds. Average processing time from received to dispatched was 53 seconds.

NFPA Standard for PI Accidents with Confirmed Entrapment and Exception Calls:

90% of calls processed within 90 seconds

90% of calls processed within 120 seconds

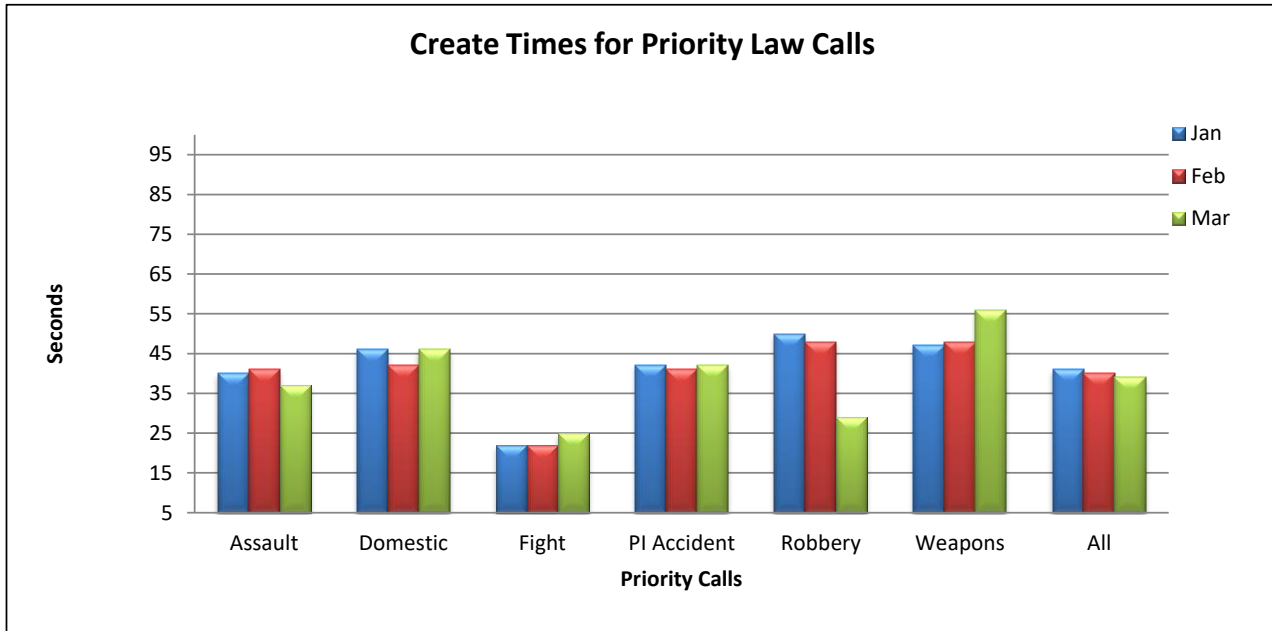
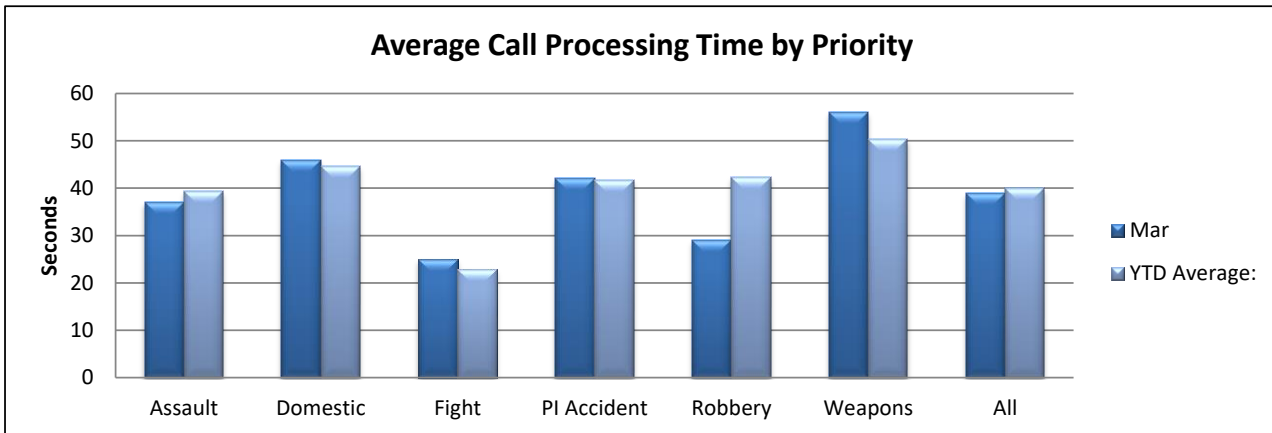


Exception Calls include HAZMAT, Water or Ice Rescue, EMD #22, when there is the need for TTY, use of Language Line or where there are difficulties determining a location. (Any call included in the exception category due to location difficulty has been reviewed.)

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.

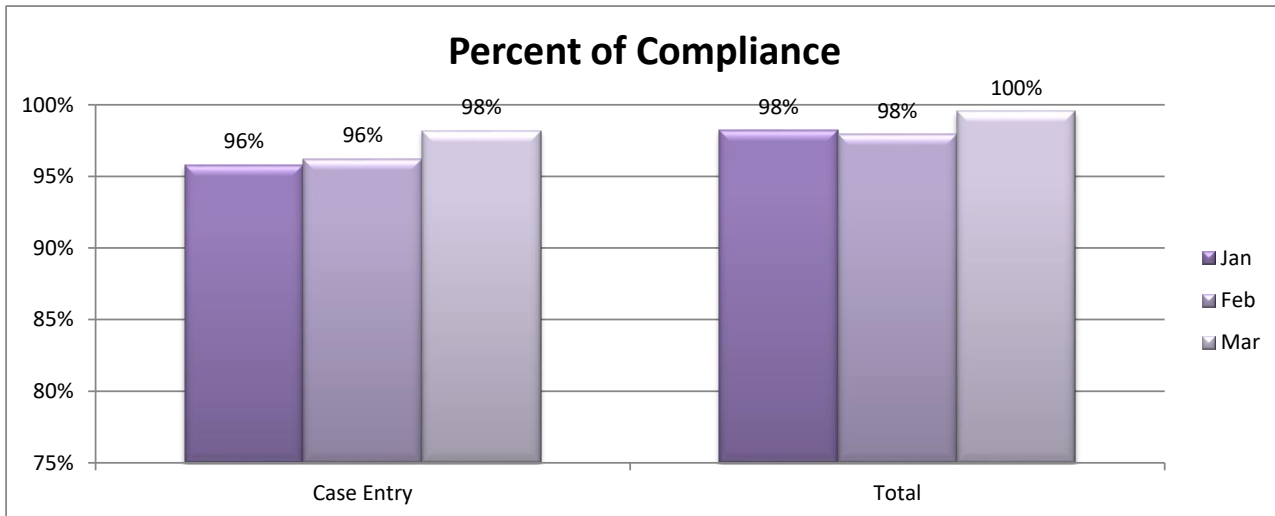
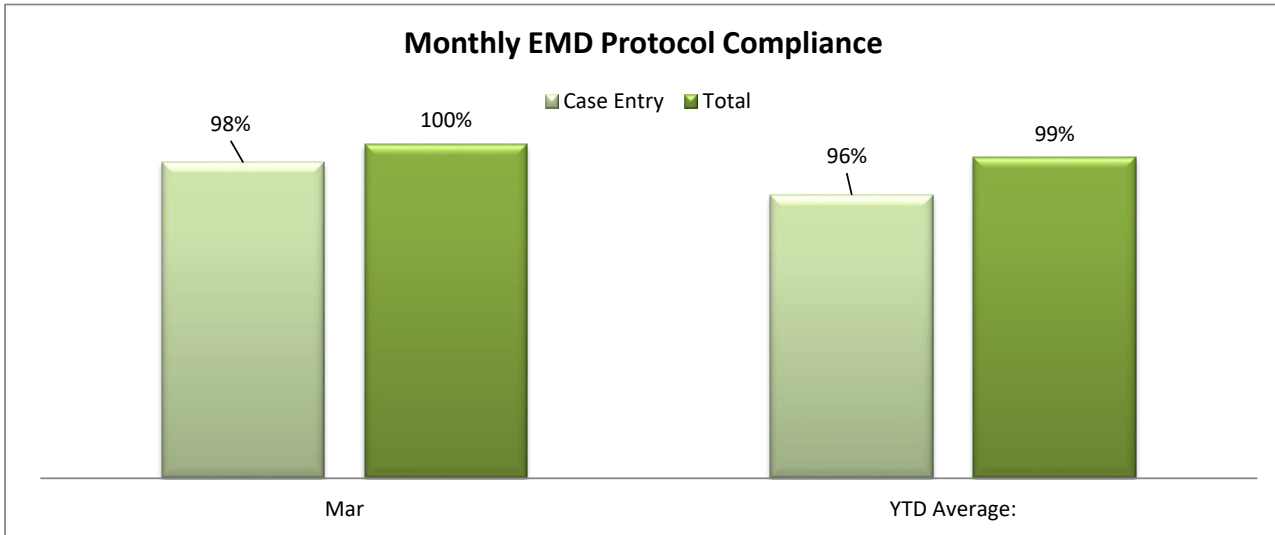
DCC Standard: Average total creation time of 55 seconds or less for the following incident types
 Assaults Fights Robberies
 Domestics Personal Injury Accidents Weapons



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)	*12,367												
Law Enforcement	773	644	758										2,175
Fire EMS	15	16	19										50
Miesville Fire													
Fire EMS	13	6	5										24
Randolph-Hampton Fire													
Fire EMS	12	20	9										41
Rosemount	*22,559												
Law Enforcement	1,278	1,006	1,300										3,584
Fire EMS	83	52	60										195
South St. Paul	*20,407												
Law Enforcement	1,625	1,532	1,905										5,062
Fire EMS	231	158	211										600
West St. Paul (Includes Sunfish Lake)	*21,409												
Law Enforcement	1,584	1,426	1,523										4,533
Fire EMS	327	265	328										920
Law Enforcement Total	25,341	22,359	26,508	-	-	-	-	-	-	-	-	-	74,208
Fire EMS Total	2,368	1,943	2,049	-	-	-	-	-	-	-	-	-	6,360

*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 2016 data

DCC Service Issues-Fire/EMS March, 2018

<u>Nature of Concern</u>	<u>Monthly Total</u>	<u>Coaching Training</u>	<u>Dispositions</u>				<u>Technology</u>
			<u>Unfounded</u>	<u>Exonerated</u>	<u>Discipline</u>	<u>Other</u>	
Assignment	1						1
Coding	0						
Incorrect Information	2	1		1			
Policy/Procedure	1	1					
Professional Conduct	0						
Timeliness	0						
Questions	0						
Other	0						
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-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	0	1										2
Coding	1	0	0										1
Incorrect Information	0	1	2										3
Policy/procedure	0	0	1										1
Professional Conduct	1	0	0										1
Timeliness	2	0	0										2
Questions	0	0	0										0
Other	0	0	0										0
Total:	5	1	4	0	0	0	0	0	0	0	0	0	10
Compliments	0	1	0										
Disposition	0	C/T	U	E	D	O	I						
Assignment	2			1			1						
Coding	1	1											
Incorrect Information	3	1		2									
Policy/procedure	1	1											
Professional Conduct	1	1											
Timeliness	2			2									
Questions	0												
Other	0												
Total:	10	4	0	5	0	0	1						

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 D
- 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 March 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	0						
Coding	1	1					
Incorrect Information	1	1					
Policy/Procedure	1	1					
Professional Conduct	0						
Timeliness	0						
Questions	0						
Other	0						
Total:	3						
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-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	0	0	0										0
Coding	0	0	1										1
Incorrect Information	4	1	1										6
Policy/Procedure	1	0	1										2
Professional Conduct	0	0	0										0
Timeliness	3	1	0										4
Questions	1	0	0										1
Other	0	0	0										0
Total:	9	2	3	0	0	0	0	0	0	0	0	0	14
Compliments	3	1	1										

<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	0						
Coding	1	1					
Incorrect Information	6	4		1			1
Policy/procedure	2	2					
Professional Conduct	0						
Timeliness	4	2				1	1
Questions	1	1					
Other	0						
Total:	14	10	0	1	0	1	2

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.