



## MEMORANDUM

To: Board of Directors, Executive Committee, Joint Operations Committee and DCC Staff  
From: Executive Director Tom Folie  
Date: 5/2/2018  
Subject: Dakota Communications Center Monthly Statistics - April 2018

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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).

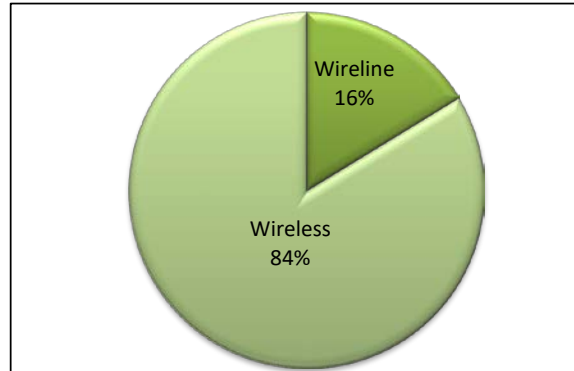
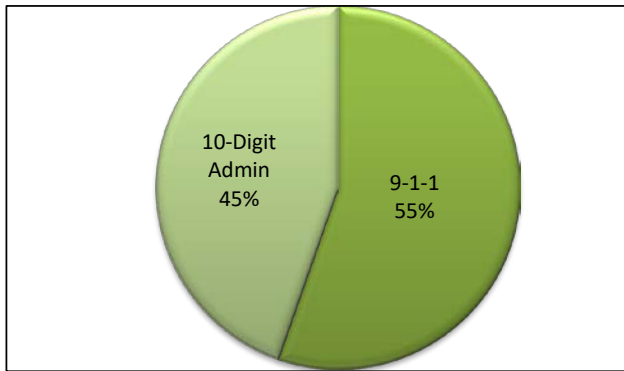
- There were 23,481 calls received and 27,205 CAD events.
- Call pickup times were met with 83% answered within 7 seconds, 91% within 10 seconds and 100% of calls answered within 20 seconds.
- NFPA Standard for fire call processing: 92% of Structure Fire calls were processed within 64 seconds. and 92% were processed within 106 seconds. "All Other Fire Calls" were processed with 74% 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 58 seconds.
- EMD Compliance met standard for April.

Below is an overview of DCC performance.

	Comparisons	
	2017	2018
Fire/EMS CAD Events	1,983	2,248
Law Enforcement CAD Events	23,832	24,957
911 Calls	13,203	12,999
	YTD	YTD
	2017	2018
Fire/EMS CAD Events	7,867	8,608
Law Enforcement CAD Events	94,575	99,165
911 Calls	50,860	51,814

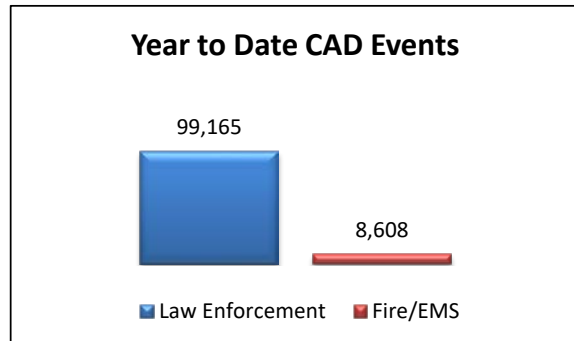
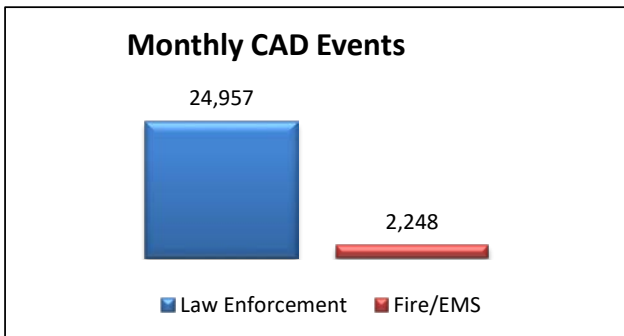
### Incoming Calls

	Total Calls	Wireline	Wireless
<b>9-1-1</b>	12,999	2,119	10,880
<b>10-Digit Admin</b>	10,482		
<b>TOTAL</b>	23,481		



### CAD Events\*

	Law Enforcement	Fire/EMS	Total
<b>Month</b>	24,957	2,248	27,205
<b>Year to Date</b>	99,165	8,608	107,773
<b>Year to Date % of Calls</b>	92%	8%	

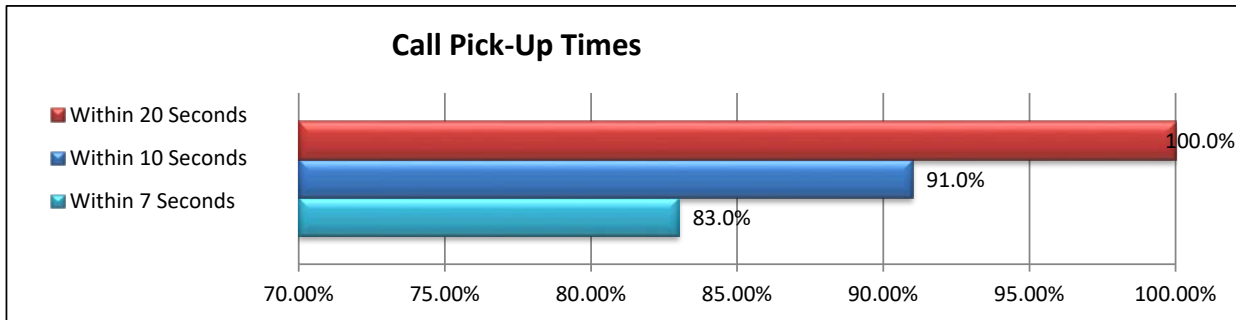


\* Individual agency CAD events are listed at the end of this report.

## 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



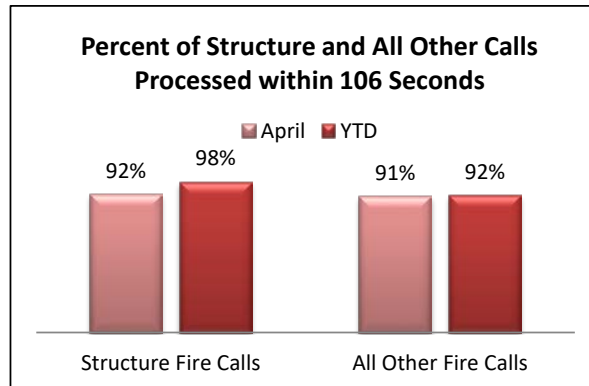
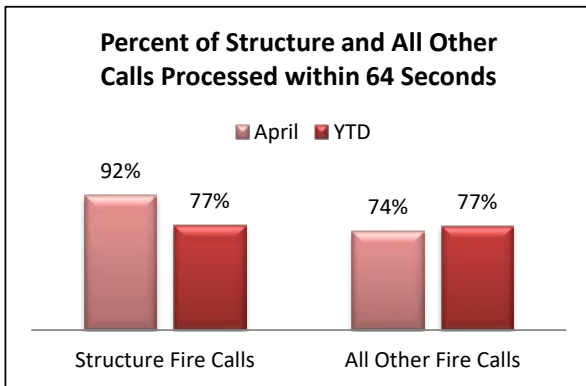
## Fire Call Processing Times

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

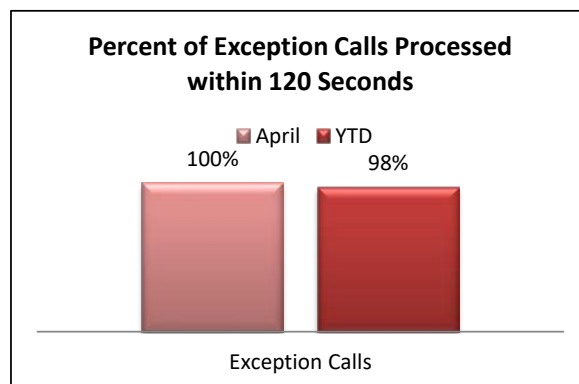
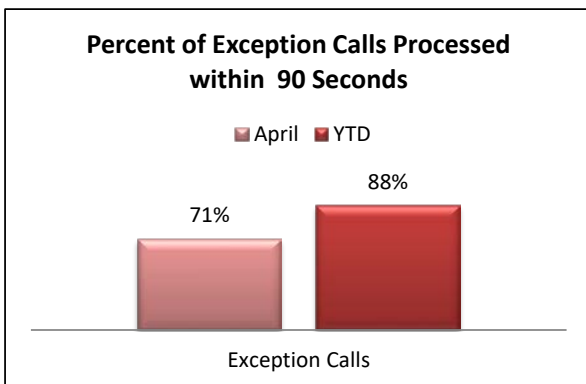


Average processing time for non-exception structure fires was 36 seconds. Average call received to pending for all other fire was 41 seconds. Average from received in pending to dispatched was 10 seconds. Average processing time from received to dispatched was 51 seconds.

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

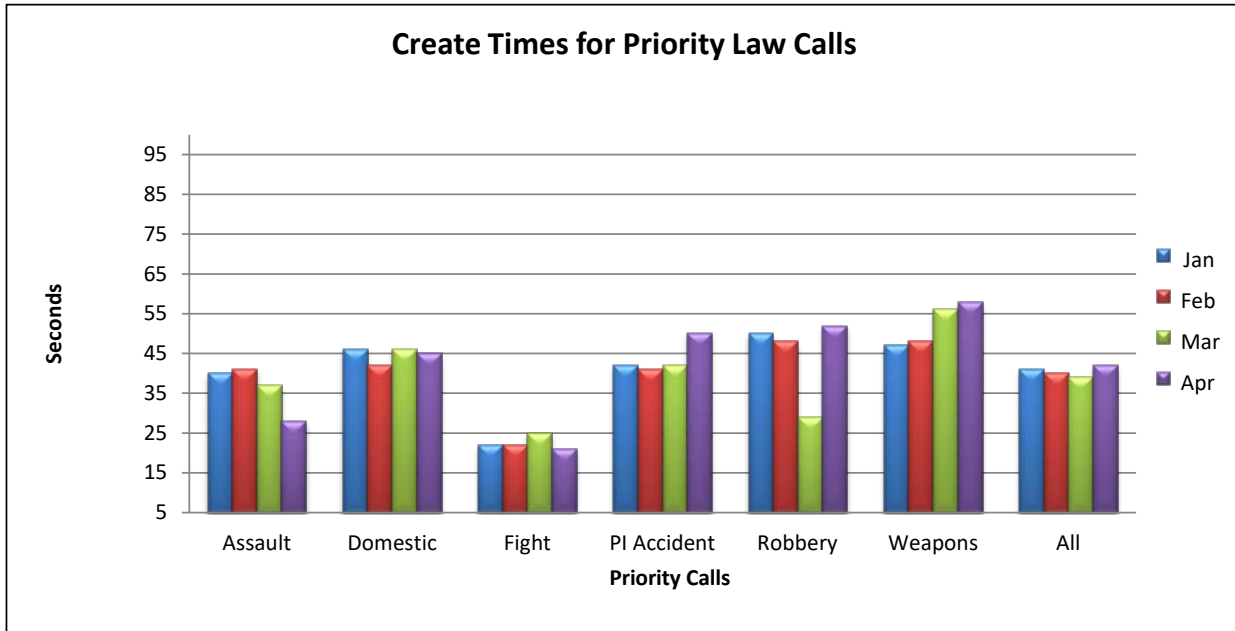
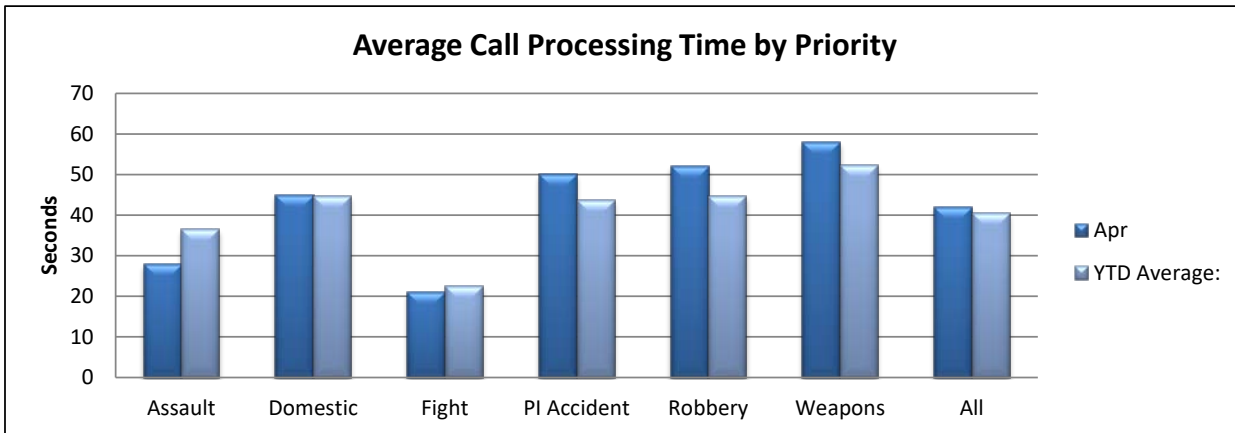


Exception Calls include HAZMAT, Water or Ice Rescue, EMD #22, when there is the need for TTY, use of Language Line or where there are difficulties determining a location. (Any call included in the exception category due to location difficulty has been reviewed.)

## 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.

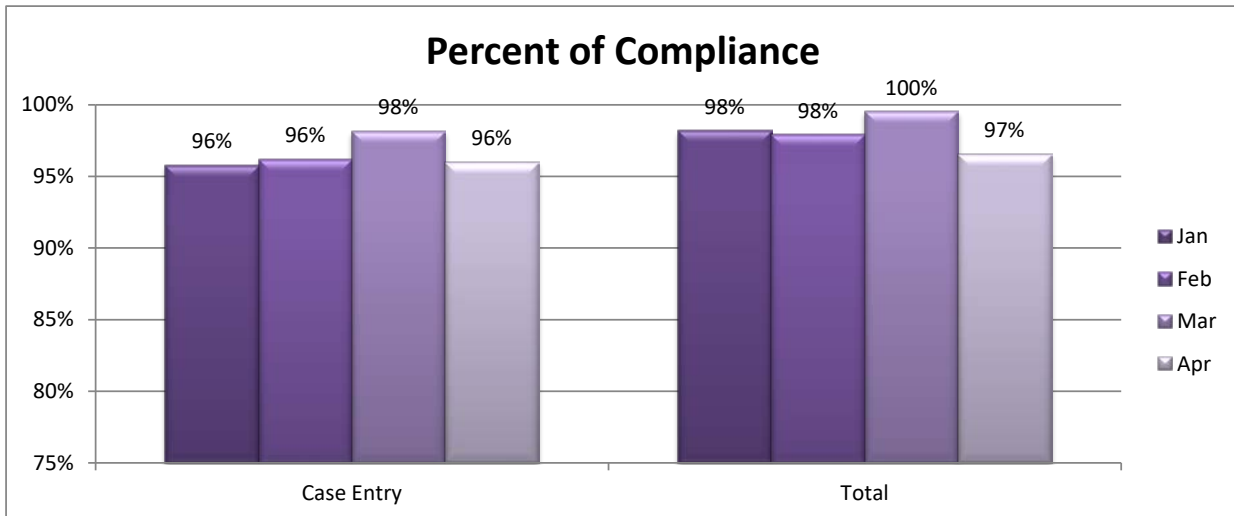
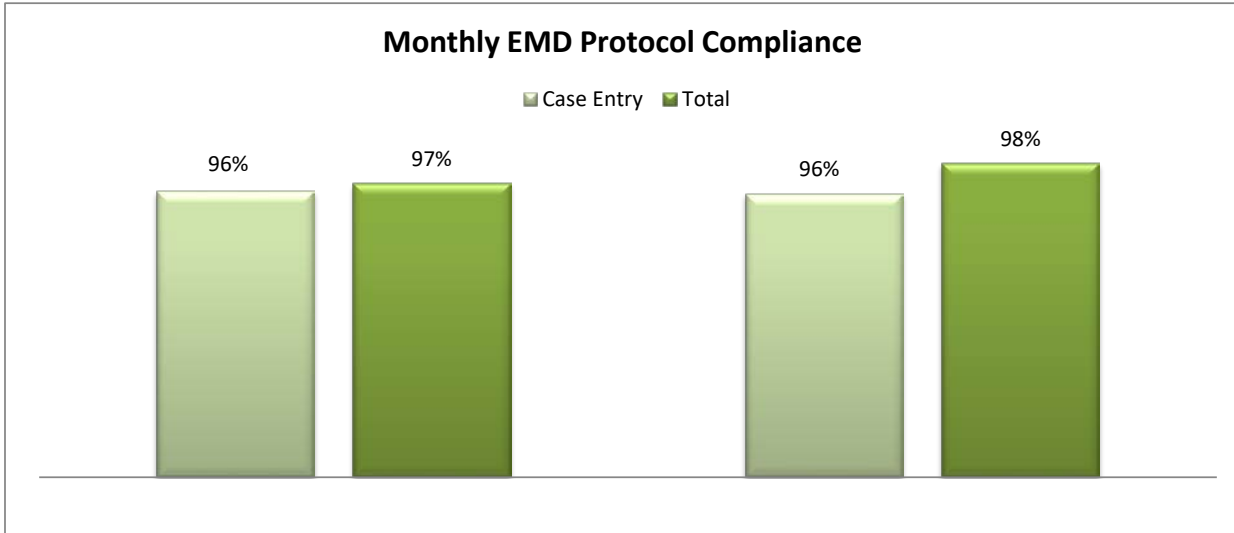
DCC Standard:           Average total creation time of 55 seconds or less for the following incident types  
 Assaults               Fights                               Robberies  
 Domestic               Personal Injury Accidents       Weapons



## 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





	Jan	Feb	March	April	May	June	July	August	Sept	Oct	Nov	Dec	Totals
<b>Mendota Heights (Includes Mendota and Lilydale)</b>	<b>*12,367</b>												
Law Enforcement	773	644	758	833									3,008
Fire EMS	15	16	19	22									72
<b>Miesville Fire</b>													
Fire EMS	13	6	5	8									32
<b>Randolph-Hampton Fire</b>													
Fire EMS	12	20	9	17									58
<b>Rosemount</b>	<b>*22,559</b>												
Law Enforcement	1,278	1,006	1,300	1,310									4,894
Fire EMS	83	52	60	74									269
<b>South St. Paul</b>	<b>*20,407</b>												
Law Enforcement	1,625	1,532	1,905	1,739									6,801
Fire EMS	231	158	211	214									814
<b>West St. Paul (Includes Sunfish Lake)</b>	<b>*21,409</b>												
Law Enforcement	1,584	1,426	1,523	1,494									6,027
Fire EMS	327	265	328	375									1,295
<b>Law Enforcement Total</b>	<b>25,341</b>	<b>22,359</b>	<b>26,508</b>	<b>24,957</b>	-	-	-	-	-	-	-	-	<b>99,165</b>
<b>Fire EMS Total</b>	<b>2,368</b>	<b>1,943</b>	<b>2,049</b>	<b>2,248</b>	-	-	-	-	-	-	-	-	<b>8,608</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 2016 data



## DCC Service Issues-Fire/EMS April, 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	0						
Incorrect Information	0						
Policy/Procedure	0						
Professional Conduct	0						
Timeliness	0						
Questions	0						
Other	0						
<b>Total:</b>	<b>1</b>						
<b>Compliments</b>	<b>1</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-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	1									3
Coding	1	0	0	0									1
Incorrect Information	0	1	2	0									3
Policy/procedure	0	0	1	0									1
Professional Conduct	1	0	0	0									1
Timeliness	2	0	0	0									2
Questions	0	0	0	0									0
Other	0	0	0	0									0
<b>Total:</b>	<b>5</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>11</b>
Compliments	0	1	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>I</b>						
Assignment	3	1		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												
<b>Total:</b>	<b>11</b>	<b>5</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>1</b>						

## Definitions:

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## DCC Service Issues-Law Enforcement April 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	3	2		1			
Professional Conduct	0						
Timeliness	0						
Questions	0						
Other	0						
<b>Total:</b>	<b>5</b>						
<b>Compliments</b>	<b>0</b>						

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# 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									0
Coding	0	0	1	1									2
Incorrect Information	4	1	1	1									7
Policy/Procedure	1	0	1	3									5
Professional Conduct	0	0	0										0
Timeliness	3	1	0										4
Questions	1	0	0										1
Other	0	0	0										0
<b>Total:</b>	<b>9</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>19</b>
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	2	1		1			
Incorrect Information	7	5		1		1	
Policy/procedure	5	4		1			
Professional Conduct	0						
Timeliness	4	2				1	1
Questions	1	1					
Other	0						
<b>Total:</b>	<b>19</b>	<b>13</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>2</b>

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