



MEMORANDUM

To: Board of Directors, Executive Committee, Joint Operations Committee and DCC Staff
 From: Executive Director Tom Folie
 Date: 8/7/2018
 Subject: Dakota Communications Center Monthly Statistics - July 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 28,503 calls received and 30,338 CAD events.
- Call pickup time standards were met with 81% answered within 7 seconds, 94% 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 75% were processed within 106 seconds. "All Other Fire Calls" were processed with 69% within 64 seconds and 90% within 106 seconds.
- Priority Law call processing times with the exception of assaults in progress, met standard with an average creation time of less than 55 seconds. Processing times for assaults was 61 seconds.
- EMD Compliance standards were met for June. Case entry was 92.17%.
Total compliance was 98%.

Below is an overview of DCC performance.

	Comparisons	
	2017	2018
Fire/EMS CAD Events	2,117	2,014
Law Enforcement CAD Events	28,012	28,324
911 Calls	16,043	15,698
	YTD	YTD
	2017	2018
Fire/EMS CAD Events	14,184	15,313
Law Enforcement CAD Events	145,543	184,691
911 Calls	98,268	98,648

MEMBERS:

APPLE VALLEY
BURNSVILLE
DAKOTA COUNTY

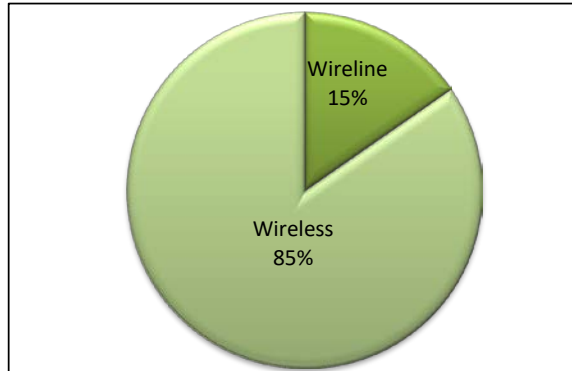
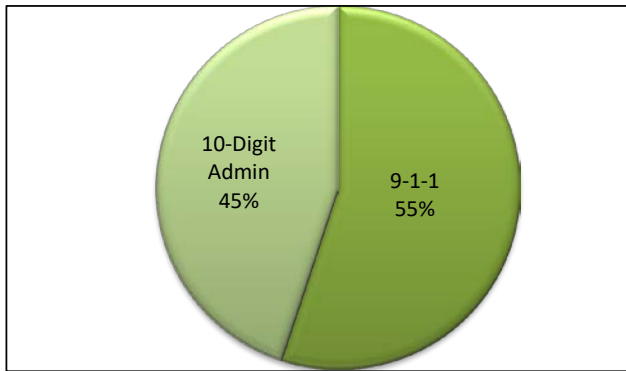
EAGAN
FARMINGTON
HASTINGS

INVER GROVE HEIGHTS
LAKEVILLE
MENDOTA HEIGHTS

ROSEMOUNT
SOUTH ST. PAUL
WEST ST. PAUL

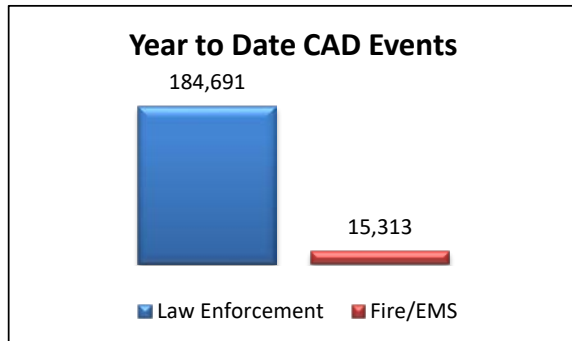
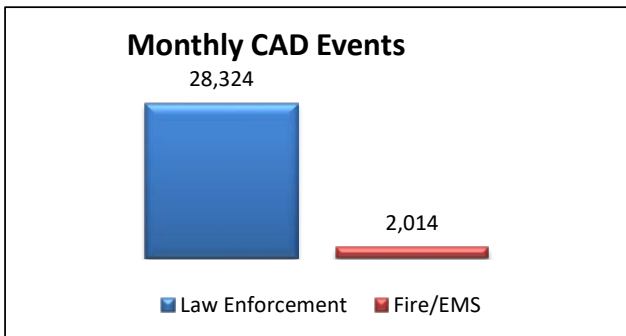
Incoming Calls

	Total Calls	Wireline	Wireless
9-1-1	15,698	2,412	13,286
10-Digit Admin	12,805		
TOTAL	28,503		



CAD Events*

	Law Enforcement	Fire/EMS	Total
Month	28,324	2,014	30,338
Year to Date	184,691	15,313	200,004
Year to Date % of Calls	92%	8%	

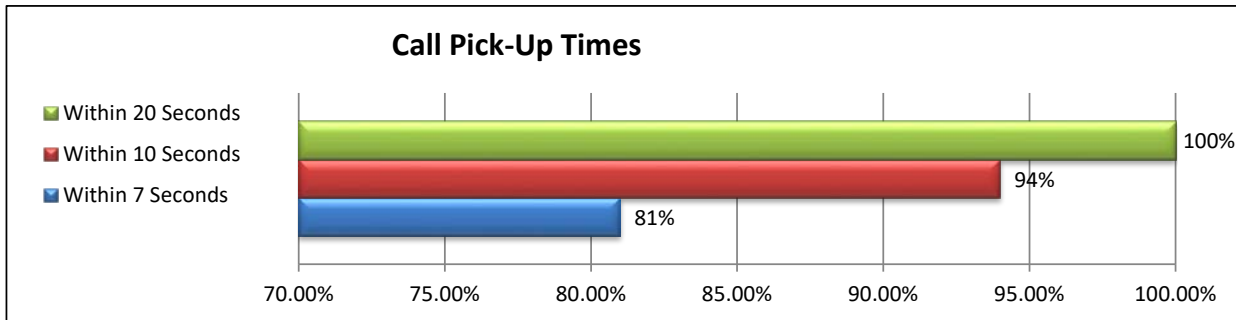


* Individual agency CAD events are listed at the end of this report.

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



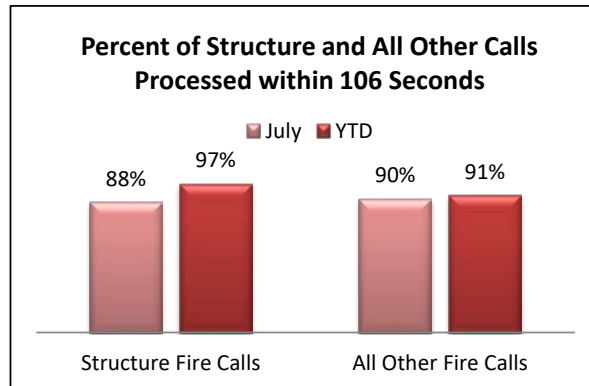
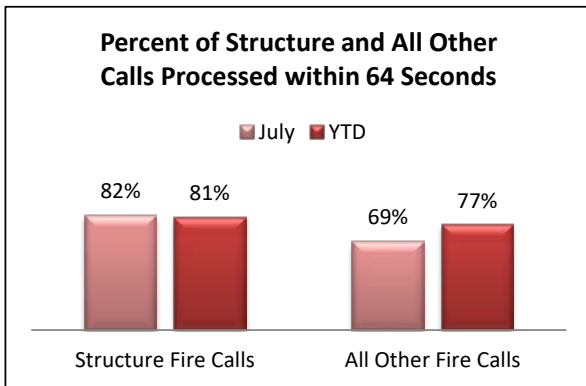
Fire Call Processing Times

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

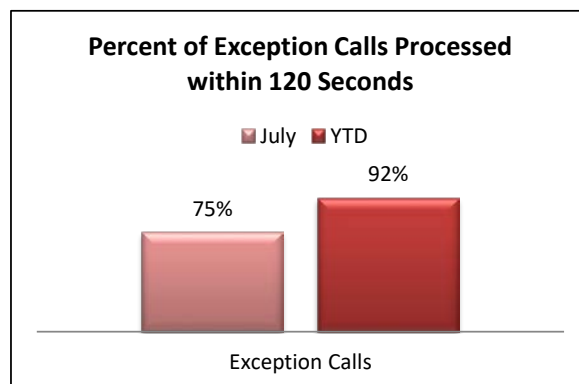
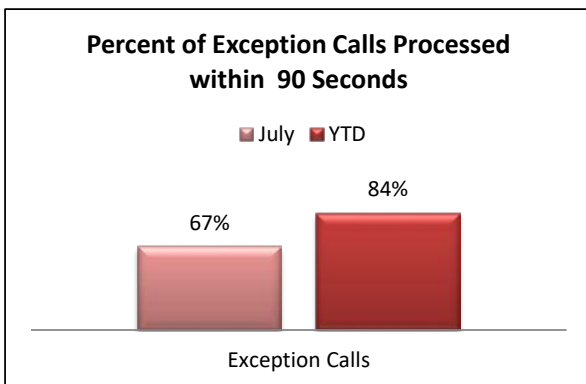


Average processing time for non-exception structure fires was 59 seconds. Average call received to pending for all other fire was 57 seconds. Average from received in pending to dispatched was 12 seconds. Average processing time from received to dispatched was 69 seconds.

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



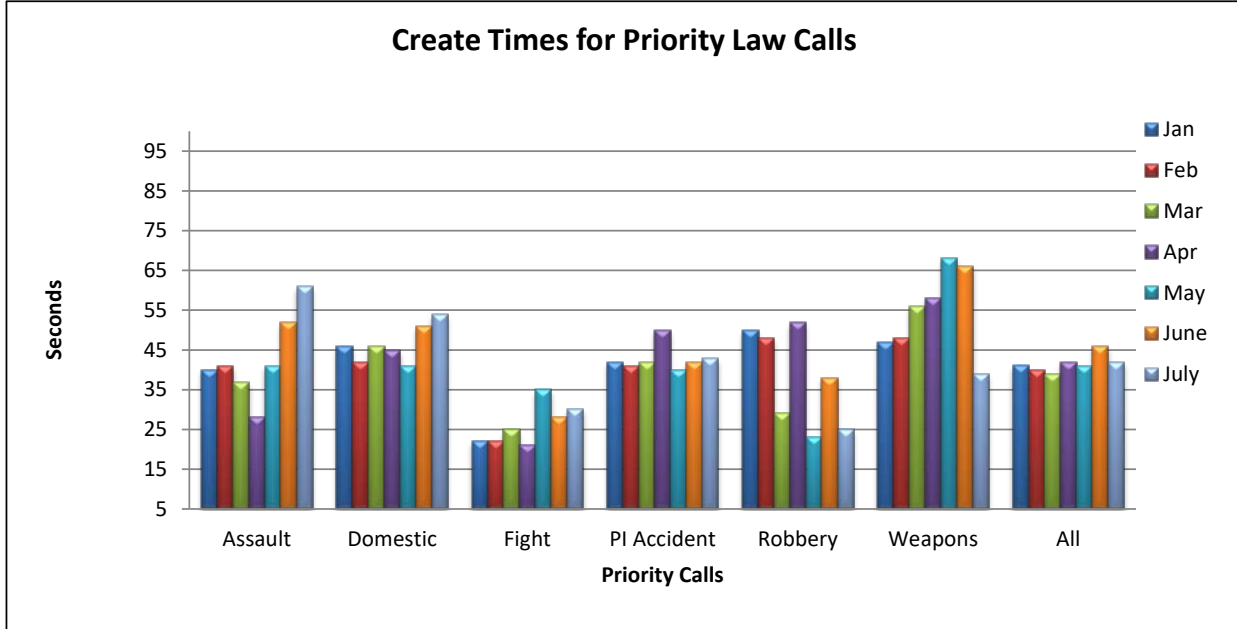
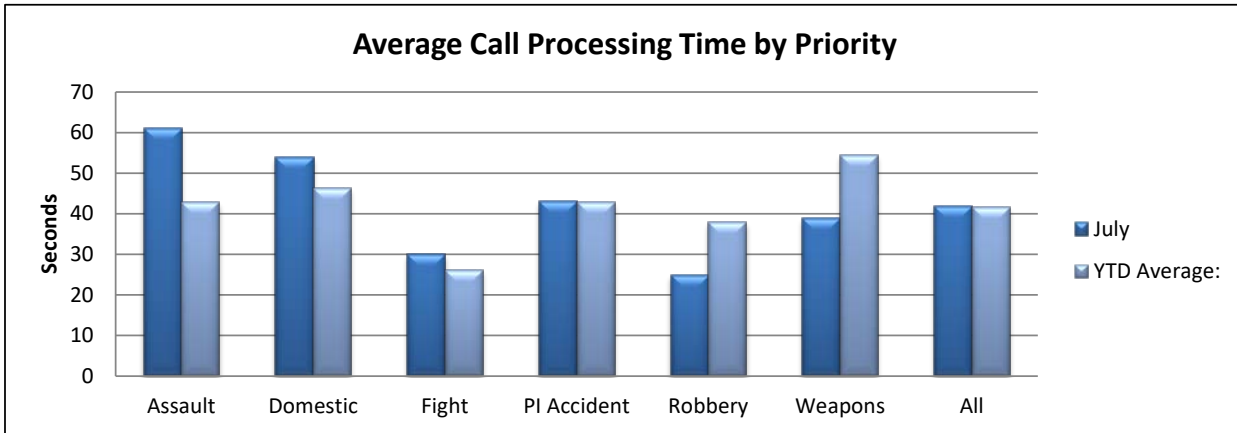
Exception Calls include HAZMAT, Water or Ice Rescue, EMD #22, when there is the need for TTY, use of Language Line or where there are difficulties determining a location. (Any call included in the exception category due to location difficulty has been reviewed.)

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

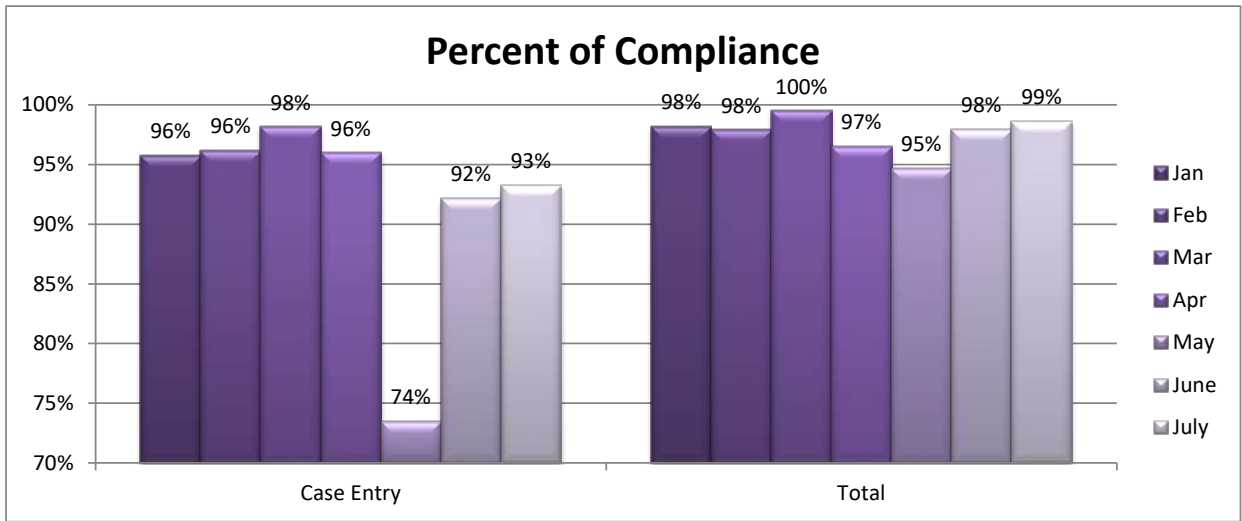
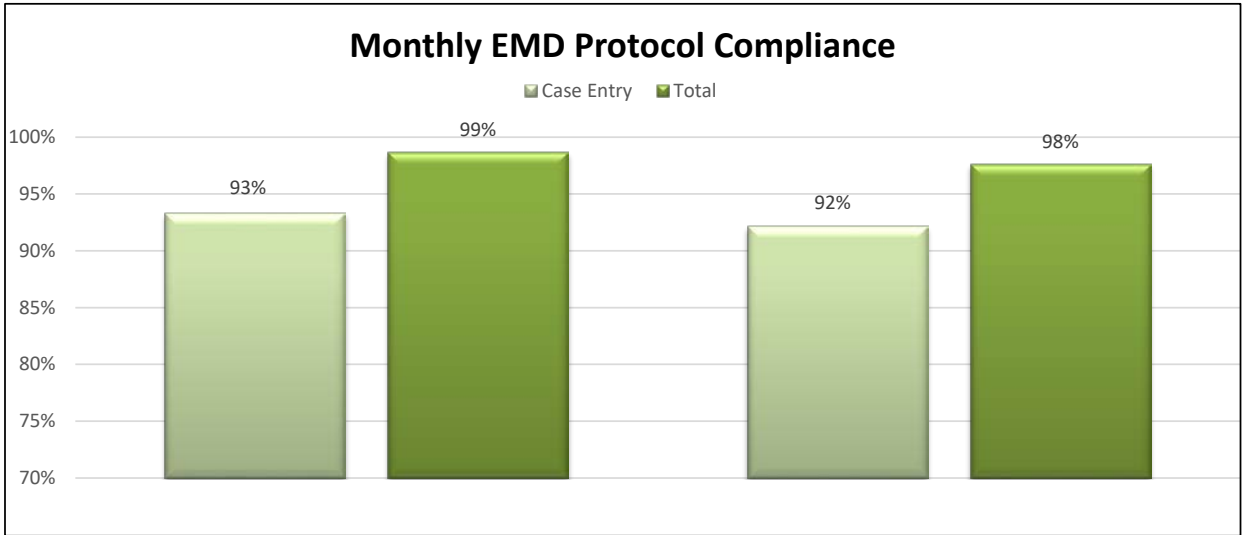
Assaults	Fights	Robberies
Domestics	Personal Injury Accidents	Weapons



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



Dakota Communications Center Monthly Statistics
2018

	Jan	Feb	March	April	May	June	July	August	Sept	Oct	Nov	Dec	Totals
Apple Valley *51,338													
Law Enforcement	2774	2,271	3,075	2,560	3,096	3,165	2,985						19,926
Fire/EMS	167	161	136	168	169	171	146						1,118
Burnsville *61,849													
Law Enforcement	2,955	2,835	3,208	3,219	3,444	3,560	3,719						22,940
Fire/EMS	660	548	564	554	604	570	473						3,973
Dakota County * 18,558													
Law Enforcement	2,077	1,772	2,111	1,922	2,322	2,211	2,361						14,776
Community Corrections	61	61	84	112	159	124	71						672
Eagan *68,223													
Law Enforcement	4,399	3,808	4,185	4,163	4,687	4,412	4,260						29,914
Fire EMS	202	151	125	252	258	281	239						1,508
Farmington *22,343													
Law Enforcement	837	667	844	781	1,076	1,008	1,008						6,221
Fire EMS	73	42	58	60	74	52	61						420
Hastings *22,400													
Law Enforcement	1,110	1036	1,208	1,144	1,406	1,369	1,414						8,687
Fire EMS	313	287	303	280	303	253	281						2,020
Inver Grove Heights *34,999													
Law Enforcement	2,645	2,253	2,602	2,429	2,679	2,610	2,505						17,723
Fire EMS	141	118	123	117	140	127	123						889
Lakeville *60,965													
Law Enforcement	3223	3,048	3,705	3,251	3,939	3,675	4,165						25,006
Fire EMS	131	119	108	107	127	146	104						842

	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	833	1111	991	991						6,101
Fire EMS	15	16	19	22	19	34	21						146
Miesville Fire													
Fire EMS	13	6	5	8	11	10	9						62
Randolph-Hampton Fire													
Fire EMS	12	20	9	17	10	11	16						95
Rosemount	*22,559												
Law Enforcement	1,278	1,006	1,300	1,310	1,318	1,314	1,336						8,862
Fire EMS	83	52	60	74	69	75	61						474
South St. Paul	*20,407												
Law Enforcement	1,625	1,532	1,905	1,739	1,995	2,141	1,909						12,846
Fire EMS	231	158	211	214	272	228	165						1,479
West St. Paul (Includes Sunfish Lake)	*21,409												
Law Enforcement	1,584	1,426	1,523	1,494	1,725	1,665	1,600						11,017
Fire EMS	327	265	328	375	325	352	315						2,287
Law Enforcement Total	25,341	22,359	26,508	24,957	28,957	28,245	28,324	-	-	-	-	-	184,691
Fire EMS Total	2,368	1,943	2,049	2,248	2,381	2,310	2,014	-	-	-	-	-	15,313

*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 July, 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	2	2					
Coding	2	1	1				
Incorrect Information	1		1				
Policy/Procedure	0						
Professional Conduct	0						
Timeliness	11		1	10			
Questions	0						
Other	0						
Total:	16						
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	1	1	0	2						6
Coding	1	0	0	0	0	2	2						5
Incorrect Information	0	1	2	0	0	1	1						5
Policy/procedure	0	0	1	0	1	0	0						2
Professional Conduct	1	0	0	0	0	0	0						1
Timeliness	2	0	0	0	0	1	11						14
Questions	0	0	0	0	0	0	0						0
Other	0	0	0	0	0	1	0						1
Total:	5	1	4	1	2	5	16	0	0	0	0	0	34
Compliments	0	1	0	0	2	0	0						
Disposition	0	C/T	U	E	D	O	I						
Assignment	6	4		1			1						
Coding	5	2	1	2									
Incorrect Information	5	2		3									
Policy/procedure	2	1		1									
Professional Conduct	1	1											
Timeliness	14	1		2									
Questions	0												
Other	1			1									
Total:	34	11	1	10	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 July, 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	0						
Incorrect Information	1			1			
Policy/Procedure	0						
Professional Conduct	0						
Timeliness	1	1					
Questions	0						
Other	0						
Total:	2						
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	0	0	0						0
Coding	0	0	1	1	0	0	0						2
Incorrect Information	4	1	1	1	4	0	1						12
Policy/Procedure	1	0	1	3	1	1	0						7
Professional Conduct	0	0	0	0	0	0	0						0
Timeliness	3	1	0	0	0	1	1						6
Questions	1	0	0	0	0	0	0						1
Other	0	0	0	0	0	0	0						0
Total:	9	2	3	5	5	2	2	0	0	0	0	0	28
Compliments	3	1	1	0	3	0	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	12	8		3			1						
Policy/procedure	7	5	1	1									
Professional Conduct	0												
Timeliness	6	4				1	1						
Questions	1	1											
Other	0												
Total:	28	19	1	5	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.