



MEMORANDUM

To: Board of Directors, Executive Committee, Joint Operations Committee and DCC Staff
 From: Executive Director Tom Folie
 Date: 9/6/2018
 Subject: Dakota Communications Center Monthly Statistics - August 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).

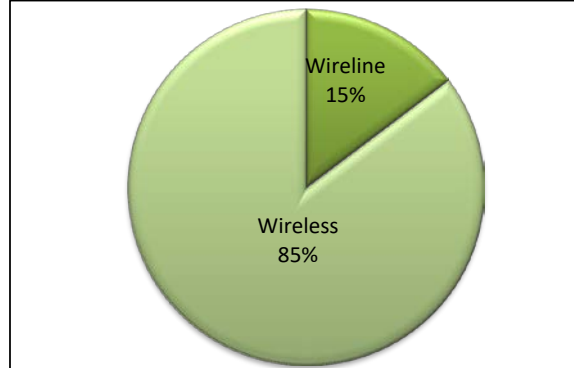
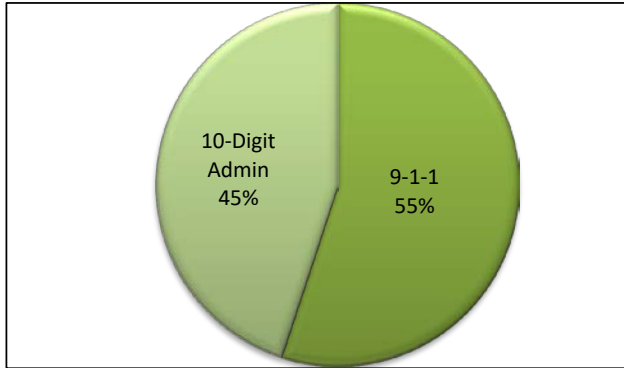
- There were 27,868 calls received and 29,484 CAD events.
- Call pickup times were met with 83% answered within 7 seconds, 94% within 10 seconds and 100% of calls answered within 20 seconds.
- NFPA Standard for fire call processing: 89% of Structure Fire calls were processed within 64 seconds. and 100% were processed within 106 seconds. "All Other Fire Calls" were processed with 70% within 64 seconds and 90% within 106 seconds.
- Priority Law call processing times with the exception of assaults in progress, robbery (2) and weapons met standard with an average creation time of less than 55 seconds.
- EMD Total compliance standards were met for August. Case entry was 91.19%. Total compliance was 97.61%.

Below is an overview of DCC performance.

	Comparisons	
	<u>2017</u>	<u>2018</u>
Fire/EMS CAD Events	2,138	1,991
Law Enforcement CAD Events	26,160	27,493
911 Calls	15,284	15,338
	YTD	YTD
	<u>2017</u>	<u>2018</u>
Fire/EMS CAD Events	16,322	17,304
Law Enforcement CAD Events	201,703	212,184
911 Calls	112,792	113,986

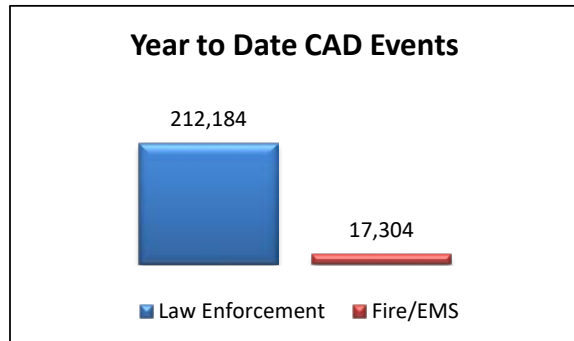
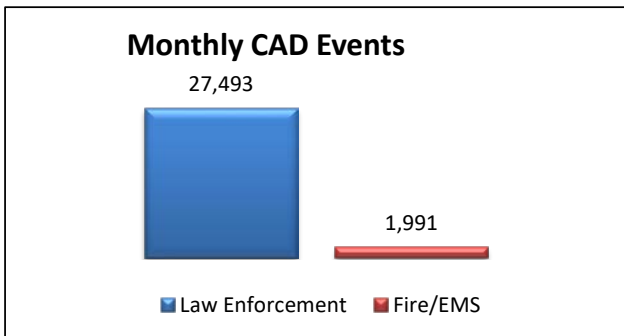
Incoming Calls

	Total Calls	Wireline	Wireless
9-1-1	15,338	2,256	13,082
10-Digit Admin	12,530		
TOTAL	27,868		



CAD Events*

	Law Enforcement	Fire/EMS	Total
Month	27,493	1,991	29,484
Year to Date	212,184	17,304	229,488
Year to Date % of Calls	92%	8%	

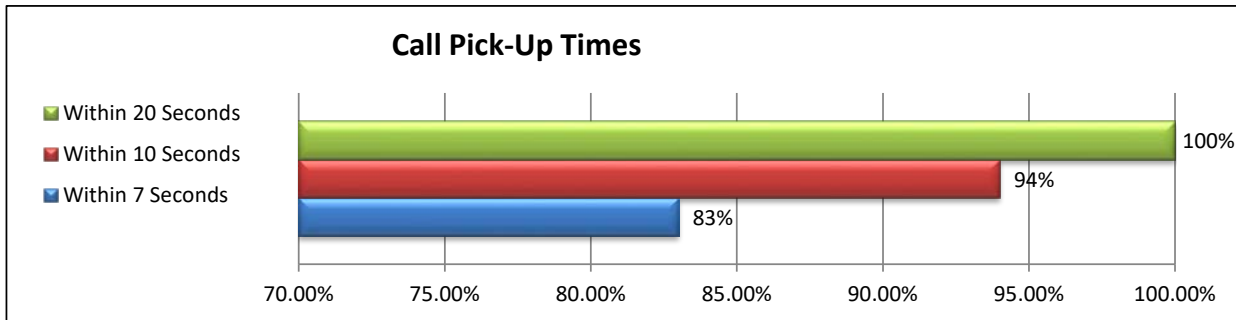


* Individual agency CAD events are listed at the end of this report.

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



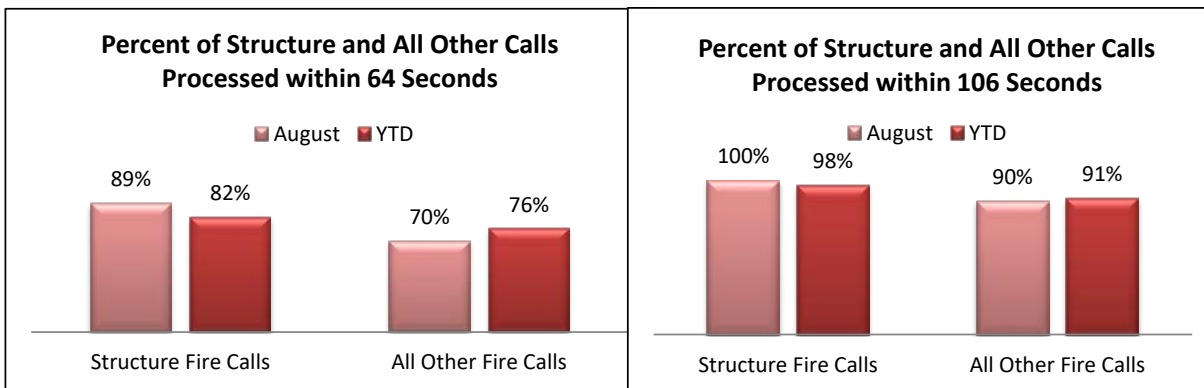
Fire Call Processing Times

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

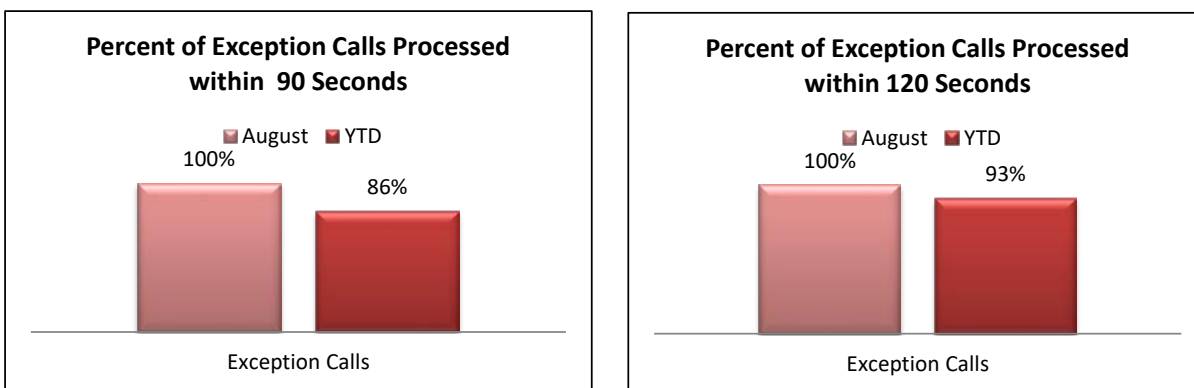


Average processing time for non-exception structure fires was 42 seconds. Average call received to pending for all other fire was 51 seconds. Average from received in pending to dispatched was 11 seconds. Average processing time from received to dispatched was 62 seconds.

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

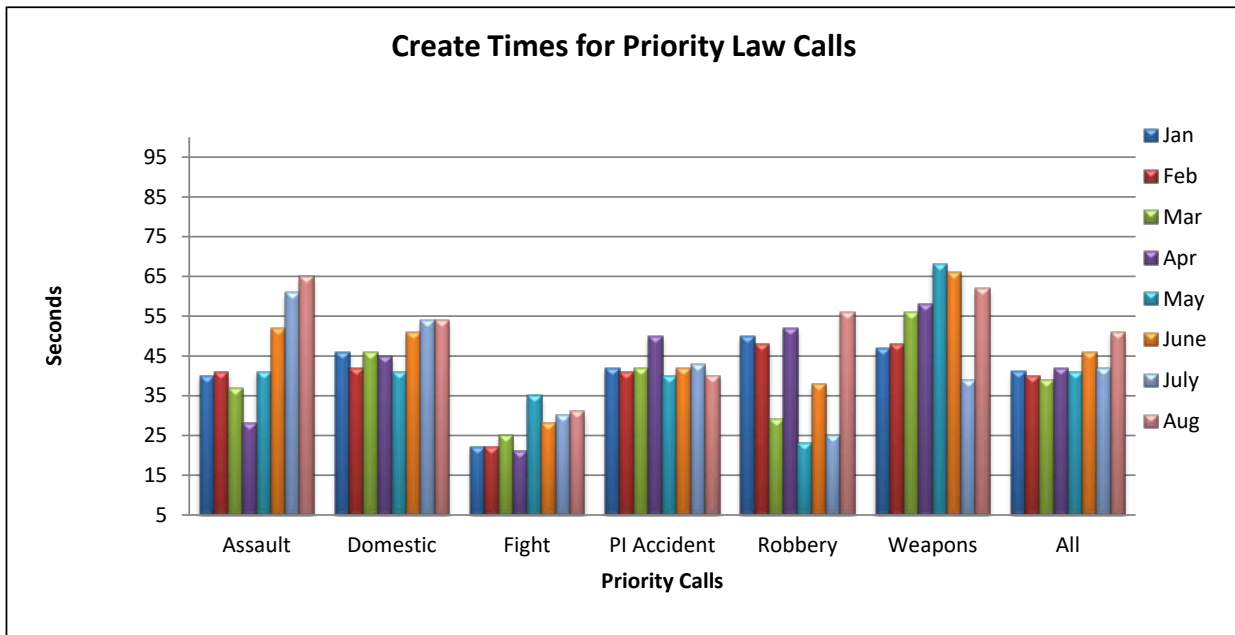
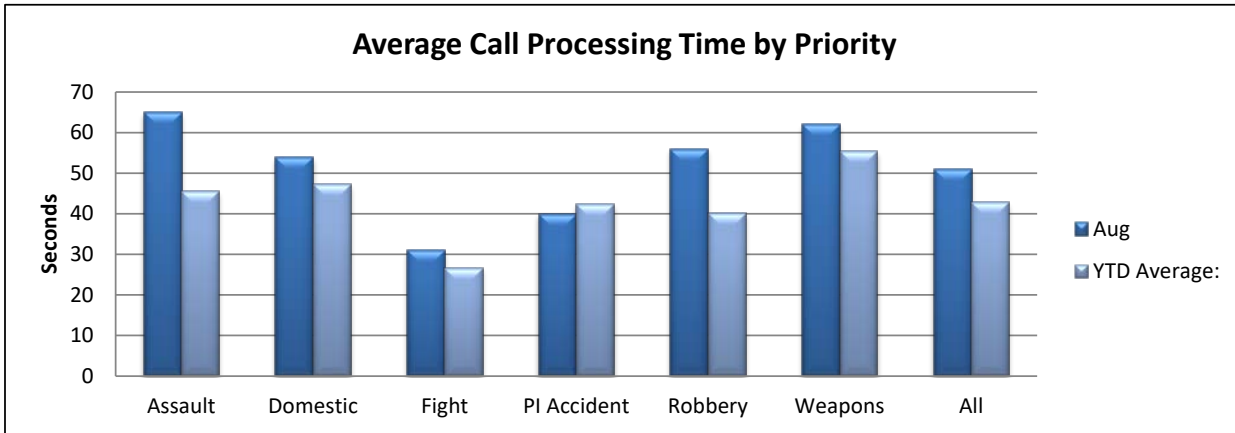


Exception Calls include HAZMAT, Water or Ice Rescue, EMD #22, when there is the need for TTY, use of Language Line or where there are difficulties determining a location. (Any call included in the exception category due to location difficulty has been reviewed.)

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.

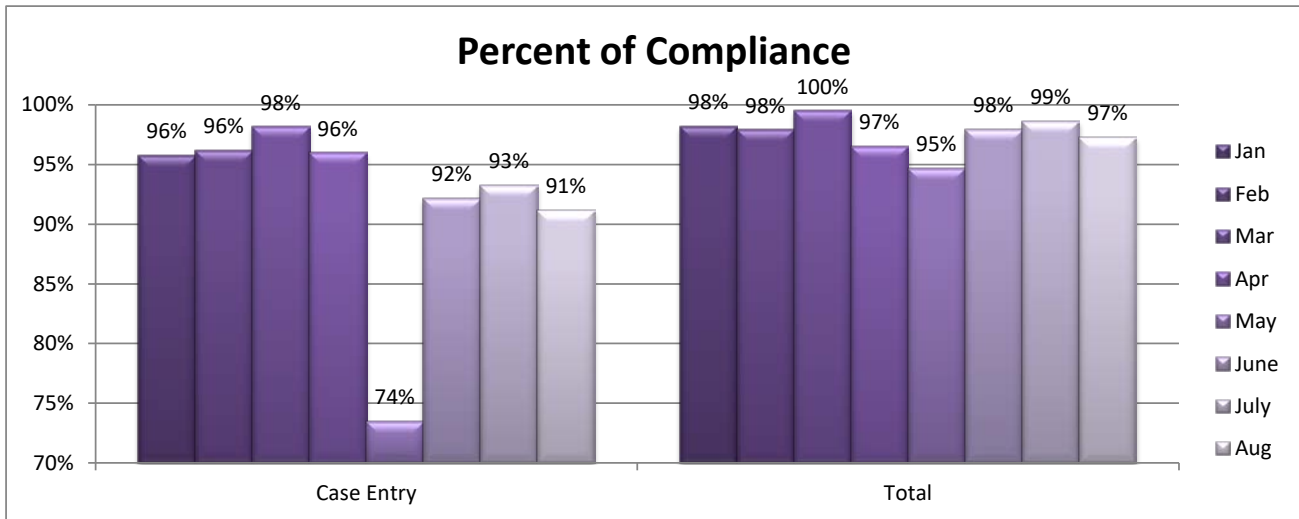
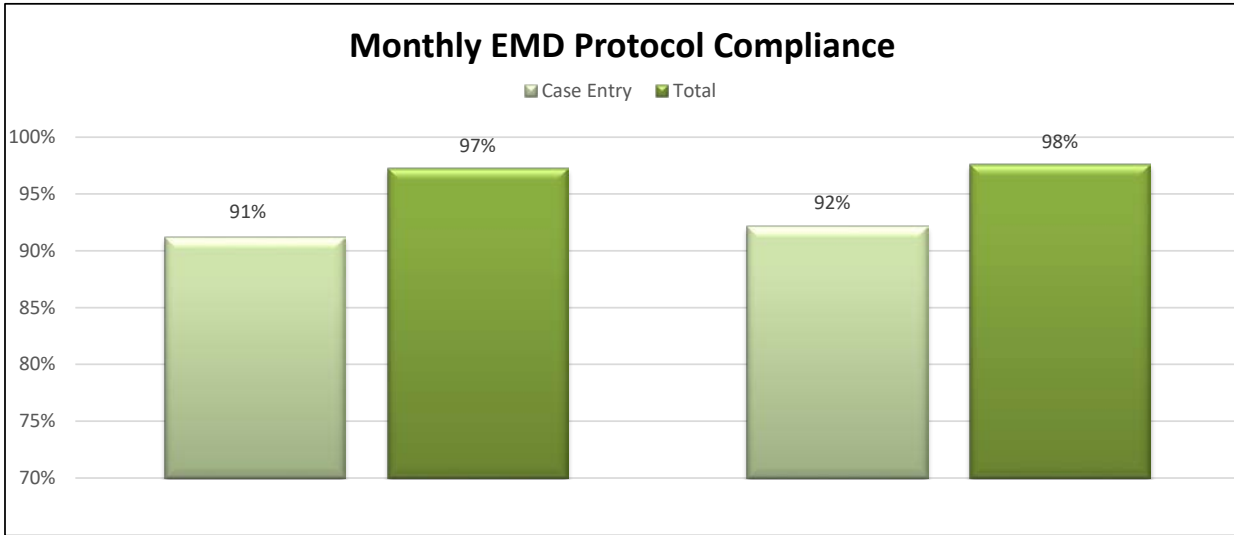
DCC Standard: Average total creation time of 55 seconds or less for the following incident types
 Assaults Fights Robberies
 Domestics Personal Injury Accidents Weapons



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	3,151					23,077
Fire/EMS	167	161	136	168	169	171	146	149					1,267
Burnsville *61,849													
Law Enforcement	2,955	2,835	3,208	3,219	3,444	3,560	3,719	3,203					26,143
Fire/EMS	660	548	564	554	604	570	473	488					4,461
Dakota County * 18,558													
Law Enforcement	2,077	1,772	2,111	1,922	2,322	2,211	2,361	2,100					16,876
Community Corrections	61	61	84	112	159	124	71	53					725
Eagan *68,223													
Law Enforcement	4,399	3,808	4,185	4,163	4,687	4,412	4,260	4,550					34,464
Fire EMS	202	151	125	252	258	281	239	247					1,755
Farmington *22,343													
Law Enforcement	837	667	844	781	1,076	1,008	1,008	1,044					7,265
Fire EMS	73	42	58	60	74	52	61	57					477
Hastings *22,400													
Law Enforcement	1,110	1036	1,208	1,144	1,406	1,369	1,414	1,440					10,127
Fire EMS	313	287	303	280	303	253	281	253					2,273
Inver Grove Heights *34,999													
Law Enforcement	2,645	2,253	2,602	2,429	2,679	2,610	2,505	2,527					20,250
Fire EMS	141	118	123	117	140	127	123	121					1,010
Lakeville *60,965													
Law Enforcement	3223	3,048	3,705	3,251	3,939	3,675	4,165	3,586					28,592
Fire EMS	131	119	108	107	127	146	104	117					959

	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	1031					7,132
Fire EMS	15	16	19	22	19	34	21	33					179
Miesville Fire													
Fire EMS	13	6	5	8	11	10	9	13					75
Randolph-Hampton Fire													
Fire EMS	12	20	9	17	10	11	16	11					106
Rosemount	*22,559												
Law Enforcement	1,278	1,006	1,300	1,310	1,318	1,314	1,336	1,303					10,165
Fire EMS	83	52	60	74	69	75	61	64					538
South St. Paul	*20,407												
Law Enforcement	1,625	1,532	1,905	1,739	1,995	2,141	1,909	1,892					14,738
Fire EMS	231	158	211	214	272	228	165	182					1,661
West St. Paul (Includes Sunfish Lake)	*21,409												
Law Enforcement	1,584	1,426	1,523	1,494	1,725	1,665	1,600	1,613					12,630
Fire EMS	327	265	328	375	325	352	315	256					2,543
Law Enforcement Total	25,341	22,359	26,508	24,957	28,957	28,245	28,324	27,493	-	-	-	-	212,184
Fire EMS Total	2,368	1,943	2,049	2,248	2,381	2,310	2,014	1,991	-	-	-	-	17,304

*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 August, 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	4	3	1				
Coding	3	2		1			
Incorrect Information	2	2					
Policy/Procedure							
Professional Conduct							
Timeliness	14	2		11	1		
Questions	1		1				
Other							
Total:	24						
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	4					10
Coding	1	0	0	0	0	2	2	3					8
Incorrect Information	0	1	2	0	0	1	1	2					7
Policy/procedure	0	0	1	0	1	0	0	0					2
Professional Conduct	1	0	0	0	0	0	0	0					1
Timeliness	2	0	0	0	0	1	11	14					28
Questions	0	0	0	0	0	0	0	1					1
Other	0	0	0	0	0	1	0	0					1
Total:	5	1	4	1	2	5	16	24	0	0	0	0	58
Compliments	0	1	0	0	2	0	0	0					
Disposition	0	C/T	U	E	D	O	I						
Assignment	10	7	1	1			1						
Coding	8	4	1	3									
Incorrect Information	7	4		3									
Policy/procedure	2	1		1									
Professional Conduct	1	1											
Timeliness	28	3	1	23	1								
Questions	1		1										
Other	1			1									
Total:	58	20	4	32	1	0	1						

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DCC Service Issues-Law Enforcement August, 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	1	1					
Policy/Procedure	0						
Professional Conduct	1	1					
Timeliness	1	1					
Questions	0						
Other	0						
Total:	4						
Compliments	1						

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DCC Service Issues-Law Enforcement-2018

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Assignment	0	0	0	0	0	0	0	1					1
Coding	0	0	1	1	0	0	0	0					2
Incorrect Information	4	1	1	1	4	0	1	1					13
Policy/Procedure	1	0	1	3	1	1	0	0					7
Professional Conduct	0	0	0	0	0	0	0	1					1
Timeliness	3	1	0	0	0	1	1	1					7
Questions	1	0	0	0	0	0	0	0					1
Other	0	0	0	0	0	0	0	0					0
Total:	9	2	3	5	5	2	2	4	0	0	0	0	32
Compliments	3	1	1	0	3	0	1	1					
Disposition	0	C/T	U	E	D	O	I						
Assignment	1	1											
Coding	2	1		1									
Incorrect Information	13	9		3			1						
Policy/procedure	7	5	1	1									
Professional Conduct	1	1											
Timeliness	7	5				1	1						
Questions	1	1											
Other	0												
Total:	32	23	1	5	0	1	2						

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