



**MEMORANDUM**

To: Board of Directors, Executive Committee, Joint Operations Committee and DCC Staff  
 From: Executive Director Tom Folie  
 Date: 7/3/2018  
 Subject: Dakota Communications Center Monthly Statistics - June 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 27,753 calls received and 30,555 CAD events.
- Call pickup times were met with 85% answered within 7 seconds, 94% within 10 seconds and 100% of calls answered within 20 seconds.
- NFPA Standard for fire call processing: 88% 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 93% 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 66 seconds.
- EMD Compliance standards were met for June. Case entry was 92.20%. Total compliance was 98%.

Below is an overview of DCC performance.

	<b>Comparisons</b>	
	<u>2017</u>	<u>2018</u>
Fire/EMS CAD Events	2,130	2,310
Law Enforcement CAD Events	27,085	28,245
911 Calls	15,824	15,467
	<b>YTD</b>	<b>YTD</b>
	<u>2017</u>	<u>2018</u>
Fire/EMS CAD Events	12,067	13,299
Law Enforcement CAD Events	147,531	156,367
911 Calls	81,465	82,950

MEMBERS:

APPLE VALLEY  
 BURNSVILLE  
 DAKOTA COUNTY

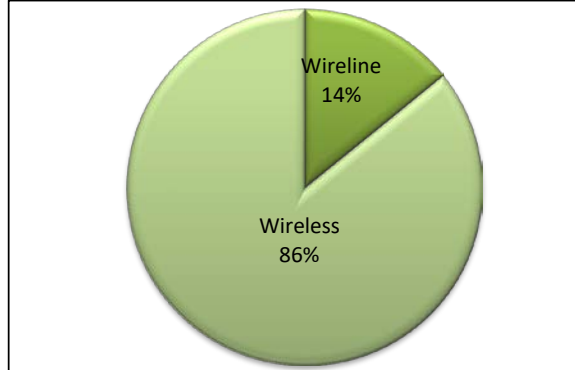
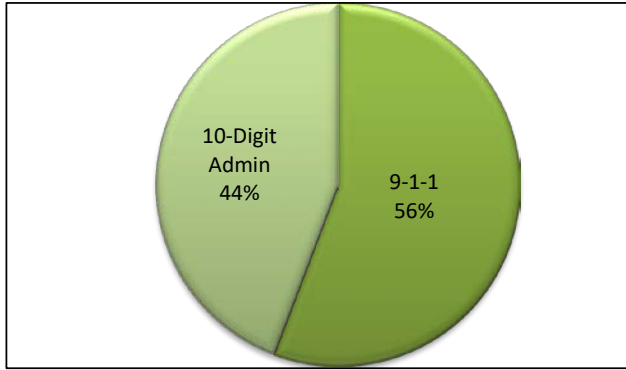
EAGAN  
 FARMINGTON  
 HASTINGS

INVER GROVE HEIGHTS  
 LAKEVILLE  
 MENDOTA HEIGHTS

ROSEMOUNT  
 SOUTH ST. PAUL  
 WEST ST. PAUL

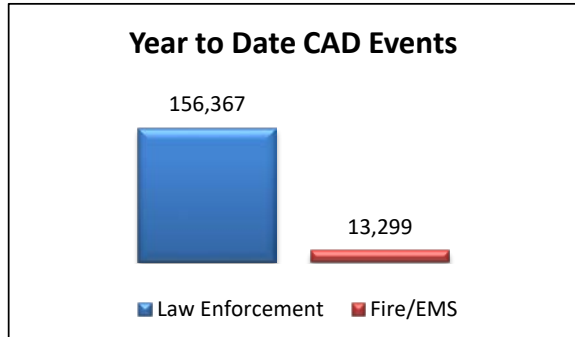
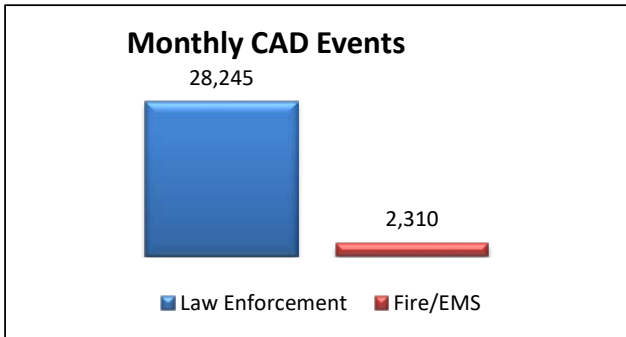
### Incoming Calls

	Total Calls	Wireline	Wireless
<b>9-1-1</b>	15,467	2,191	13,276
<b>10-Digit Admin</b>	12,286		
<b>TOTAL</b>	27,753		



### CAD Events\*

	Law Enforcement	Fire/EMS	Total
<b>Month</b>	28,245	2,310	30,555
<b>Year to Date</b>	156,367	13,299	169,666
<b>Year to Date % of Calls</b>	92%	8%	

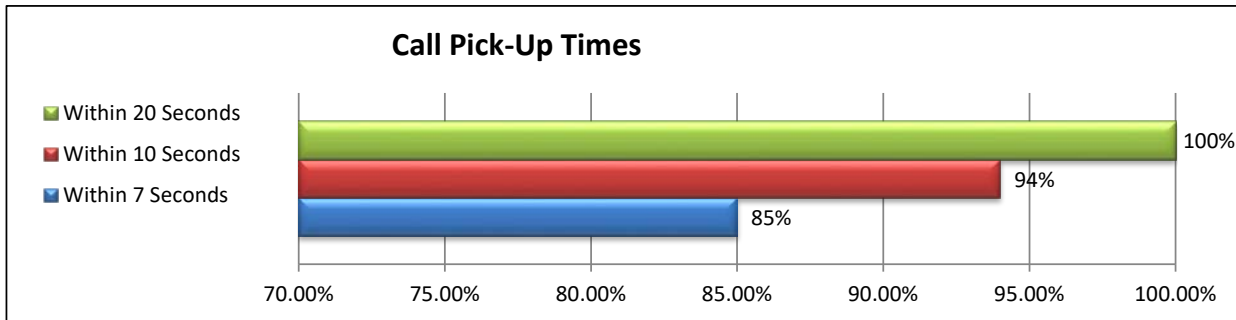


\* Individual agency CAD events are listed at the end of this report.

## 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



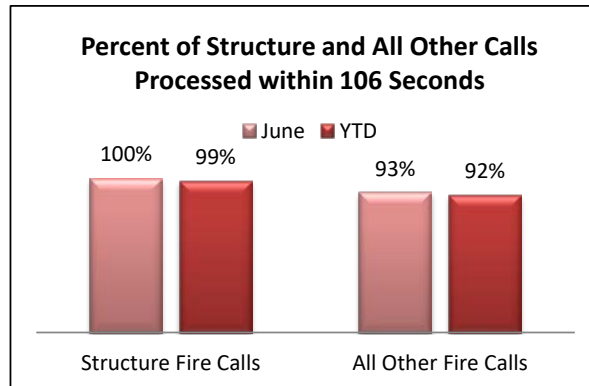
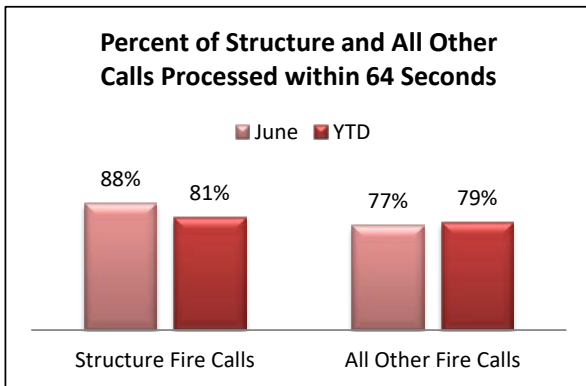
## Fire Call Processing Times

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

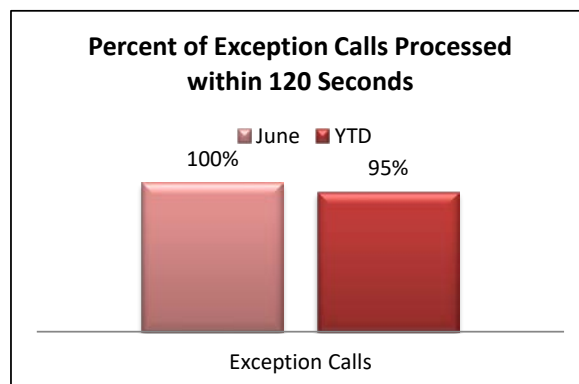
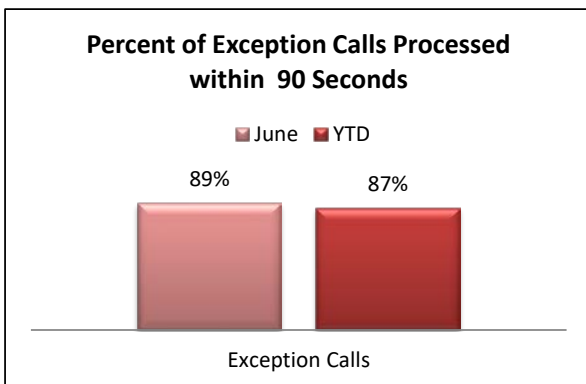


Average processing time for non-exception structure fires was 46 seconds. Average call received to pending for all other fire was 50 seconds. Average from received in pending to dispatched was 10 seconds. Average processing time from received to dispatched was 60 seconds.

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

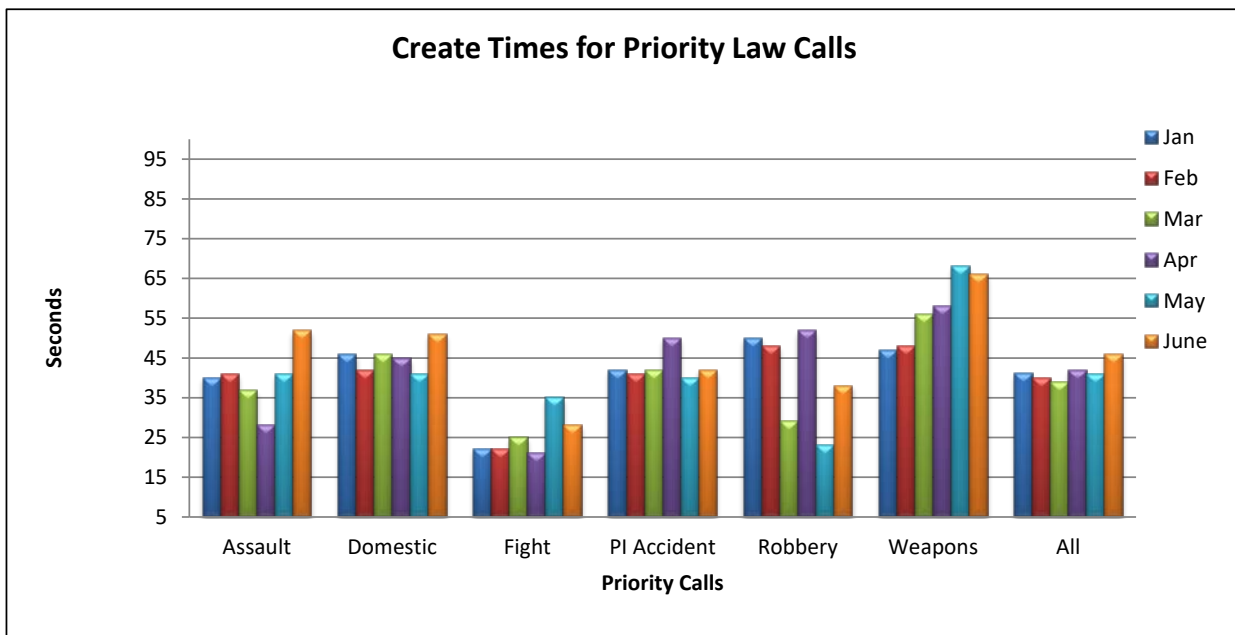
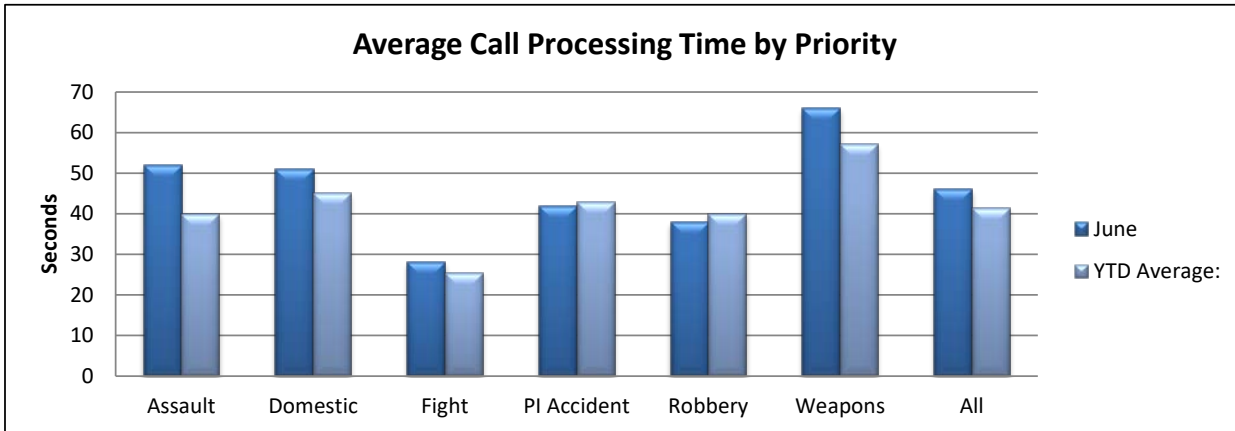


Exception Calls include HAZMAT, Water or Ice Rescue, EMD #22, when there is the need for TTY, use of Language Line or where there are difficulties determining a location. (Any call included in the exception category due to location difficulty has been reviewed.)

## 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.

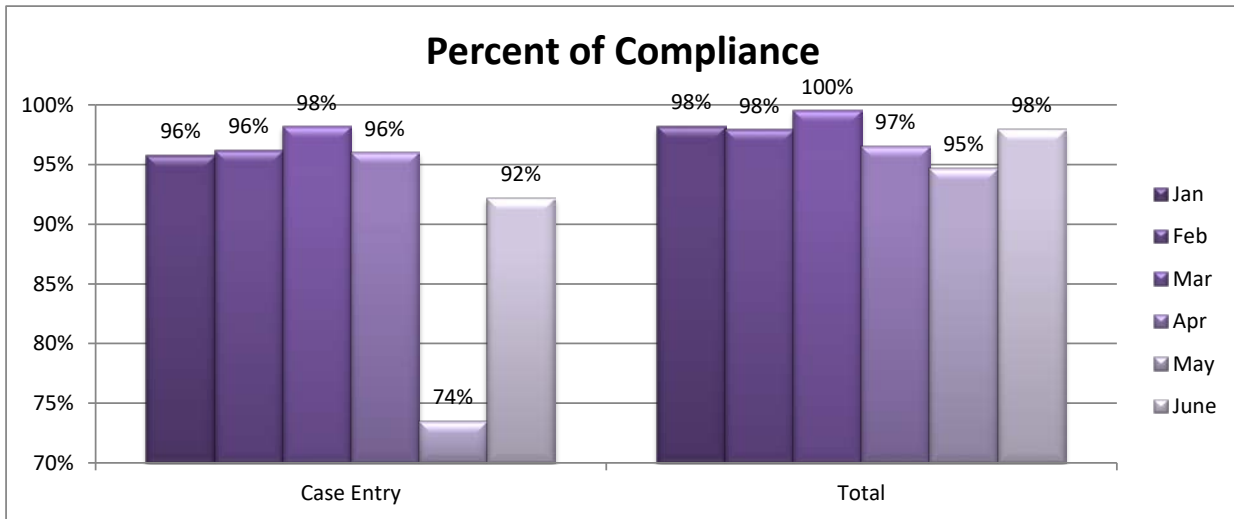
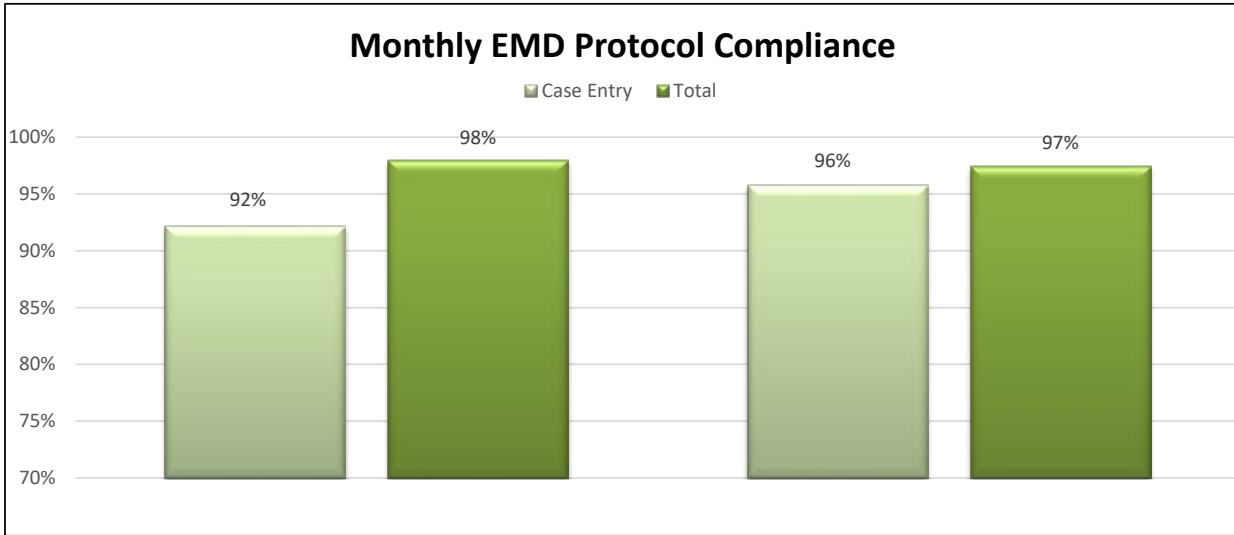
DCC Standard:           Average total creation time of 55 seconds or less for the following incident types  
 Assaults                 Fights                         Robberies  
 Domestic                 Personal Injury Accidents     Weapons



## 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



Dakota Communications Center Monthly Statistics  
2018

	Jan	Feb	March	April	May	June	July	August	Sept	Oct	Nov	Dec	Totals
<b>Apple Valley</b> *51,338													
Law Enforcement	2774	2,271	3,075	2,560	3,096	3,165							16,941
Fire/EMS	167	161	136	168	169	171							972
<b>Burnsville</b> *61,849													
Law Enforcement	2,955	2,835	3,208	3,219	3,444	3,560							19,221
Fire/EMS	660	548	564	554	604	570							3,500
<b>Dakota County</b> * 18,558													
Law Enforcement	2,077	1,772	2,111	1,922	2,322	2,211							12,415
Community Corrections	61	61	84	112	159	124							601
<b>Eagan</b> *68,223													
Law Enforcement	4,399	3,808	4,185	4,163	4,687	4,412							25,654
Fire EMS	202	151	125	252	258	281							1,269
<b>Farmington</b> *22,343													
Law Enforcement	837	667	844	781	1,076	1,008							5,213
Fire EMS	73	42	58	60	74	52							359
<b>Hastings</b> *22,400													
Law Enforcement	1,110	1036	1,208	1,144	1,406	1,369							7,273
Fire EMS	313	287	303	280	303	253							1,739
<b>Inver Grove Heights</b> *34,999													
Law Enforcement	2,645	2,253	2,602	2,429	2,679	2,610							15,218
Fire EMS	141	118	123	117	140	127							766
<b>Lakeville</b> *60,965													
Law Enforcement	3223	3,048	3,705	3,251	3,939	3,675							20,841
Fire EMS	131	119	108	107	127	146							738

	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	1111	991							5,110
Fire EMS	15	16	19	22	19	34							125
<b>Miesville Fire</b>													
Fire EMS	13	6	5	8	11	10							53
<b>Randolph-Hampton Fire</b>													
Fire EMS	12	20	9	17	10	11							79
<b>Rosemount</b>	<b>*22,559</b>												
Law Enforcement	1,278	1,006	1,300	1,310	1,318	1,314							7,526
Fire EMS	83	52	60	74	69	75							413
<b>South St. Paul</b>	<b>*20,407</b>												
Law Enforcement	1,625	1,532	1,905	1,739	1,995	2,141							10,937
Fire EMS	231	158	211	214	272	228							1,314
<b>West St. Paul (Includes Sunfish Lake)</b>	<b>*21,409</b>												
Law Enforcement	1,584	1,426	1,523	1,494	1,725	1,665							9,417
Fire EMS	327	265	328	375	325	352							1,972
<b>Law Enforcement Total</b>	<b>25,341</b>	<b>22,359</b>	<b>26,508</b>	<b>24,957</b>	<b>28,957</b>	<b>28,245</b>	-	-	-	-	-	-	<b>156,367</b>
<b>Fire EMS Total</b>	<b>2,368</b>	<b>1,943</b>	<b>2,049</b>	<b>2,248</b>	<b>2,381</b>	<b>2,310</b>	-	-	-	-	-	-	<b>13,299</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 June, 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	2			2			
Incorrect Information	1	1					
Policy/Procedure	0						
Professional Conduct	0						
Timeliness	1	1					
Questions	0						
Other	1			1			
<b>Total:</b>	<b>5</b>						
Compliments	0						

### 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	1	0							4
Coding	1	0	0	0	0	2							3
Incorrect Information	0	1	2	0	0	1							4
Policy/procedure	0	0	1	0	1	0							2
Professional Conduct	1	0	0	0	0	0							1
Timeliness	2	0	0	0	0	1							3
Questions	0	0	0	0	0	0							0
Other	0	0	0	0	0	1							1
<b>Total:</b>	<b>5</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>18</b>
Compliments	0	1	0	0	2								
<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	4	2		1			1						
Coding	3	1		2									
Incorrect Information	4	2		2									
Policy/procedure	2	1		1									
Professional Conduct	1	1											
Timeliness	3	1		2									
Questions	0												
Other	1			1									
<b>Total:</b>	<b>18</b>	<b>8</b>	<b>0</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>1</b>						

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- 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 June 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	0						
Policy/Procedure	1	1					
Professional Conduct	0						
Timeliness	1	1					
Questions	0						
Other	0						
<b>Total:</b>	<b>2</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	0							0
Coding	0	0	1	1	0	0							2
Incorrect Information	4	1	1	1	4	0							11
Policy/Procedure	1	0	1	3	1	1							7
Professional Conduct	0	0	0	0	0	0							0
Timeliness	3	1	0	0	0	1							5
Questions	1	0	0	0	0	0							1
Other	0	0	0	0	0	0							0
<b>Total:</b>	<b>9</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>26</b>
Compliments	3	1	1	0	3	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	0						
Coding	2	1		1			
Incorrect Information	11	8		2			1
Policy/procedure	7	5	1	1			
Professional Conduct	0						
Timeliness	5	3				1	1
Questions	1	1					
Other	0						
<b>Total:</b>	<b>26</b>	<b>18</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>2</b>

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