



## MEMORANDUM

To: Board of Directors, Executive Committee, Joint Operations Committee and DCC Staff  
From: Executive Director Tom Folie  
Date: 4/4/2019  
Subject: Dakota Communications Center Monthly Statistics - March 2019

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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).

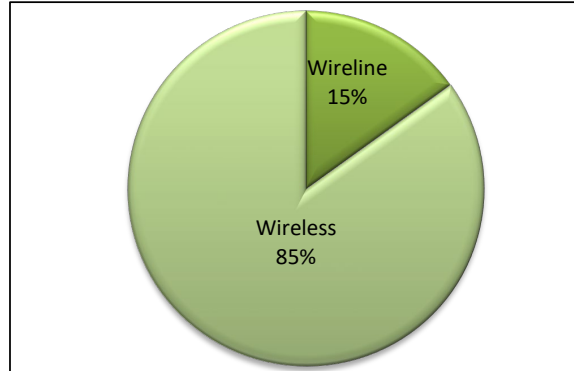
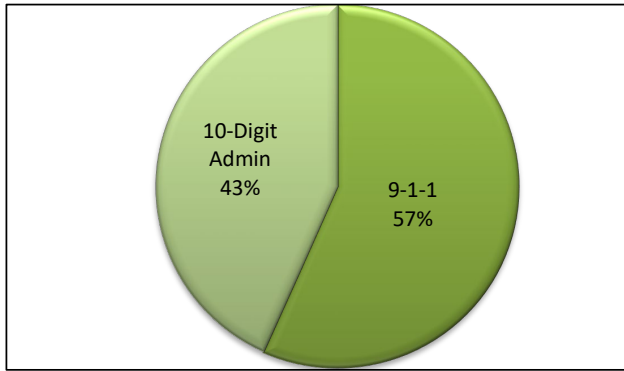
- There were 24,830 calls received and 28,628 CAD events.
- Call pickup times were met with 84% answered within 7 seconds, 94% within 10 seconds and 100% of calls answered within 20 seconds.
- NFPA Standard for fire call processing were not met: 58% of Structure Fire calls were processed within 64 seconds and 92% within 106 seconds.  
"All Other Fire Calls" were processed with 87% within 64 seconds and 92% within 106 seconds.
- Priority Law call processing times met standard with an average creation time of less than 55 seconds.
- EMD Total compliance standards were met for March. Case entry was 93.52%.  
Total compliance was 98.10%.

Below is an overview of DCC performance.

	Comparisons	
	2018	2019
Fire/EMS CAD Events	2,049	2,313
Law Enforcement CAD Events	26,508	26,315
911 Calls	12,661	14,070
	YTD	YTD
	2018	2019
Fire/EMS CAD Events	6,360	6,911
Law Enforcement CAD Events	74,208	74,311
911 Calls	38,815	40,994

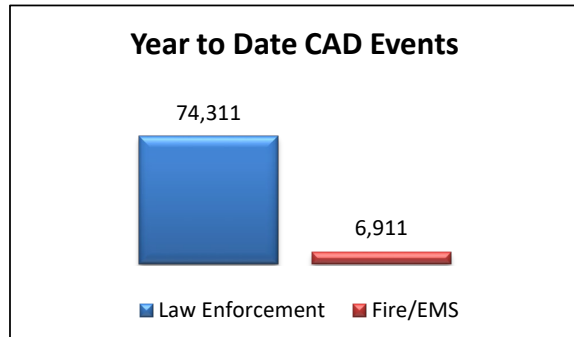
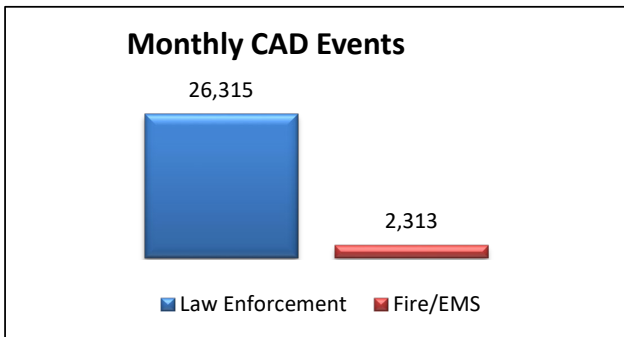
### Incoming Calls

	Total Calls	Wireline	Wireless
<b>9-1-1</b>	14,070	2,120	11,950
<b>10-Digit Admin</b>	10,760		
<b>TOTAL</b>	24,830		



### CAD Events\*

	Law Enforcement	Fire/EMS	Total
<b>Month</b>	26,315	2,313	28,628
<b>Year to Date</b>	74,311	6,911	81,222
<b>Year to Date % of Calls</b>	91%	9%	

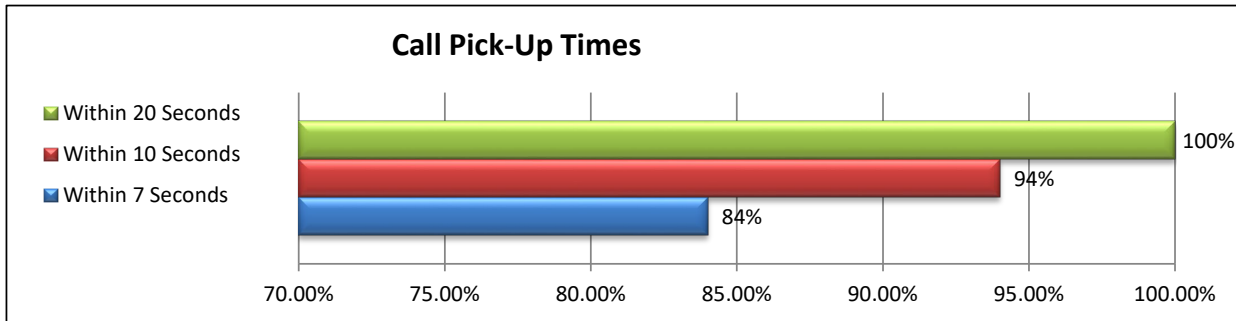


\* Individual agency CAD events are listed at the end of this report.

## 9-1-1 Call Pick-Up Performance

This performance standard is based on the nationally recognized National Emergency Number Association (NENA) standard of 80% of incoming calls answered within 7 seconds, 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



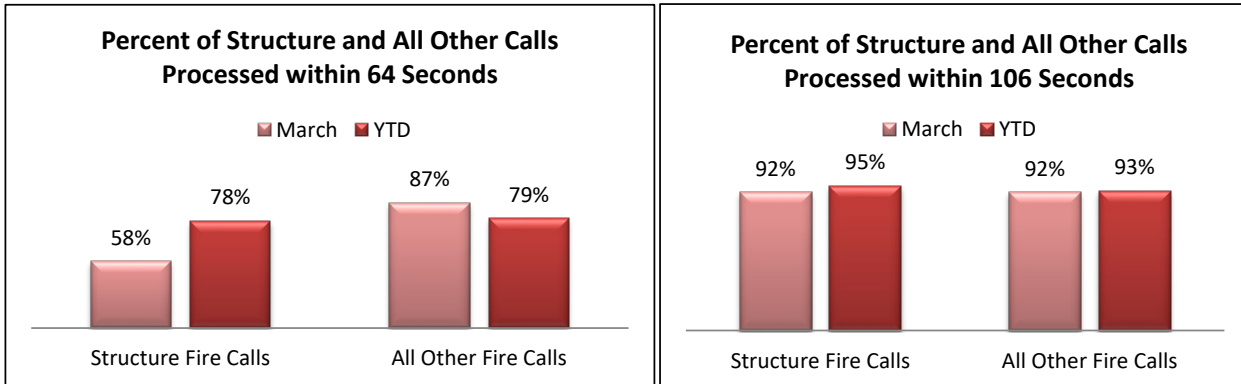
## Fire Call Processing Times

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

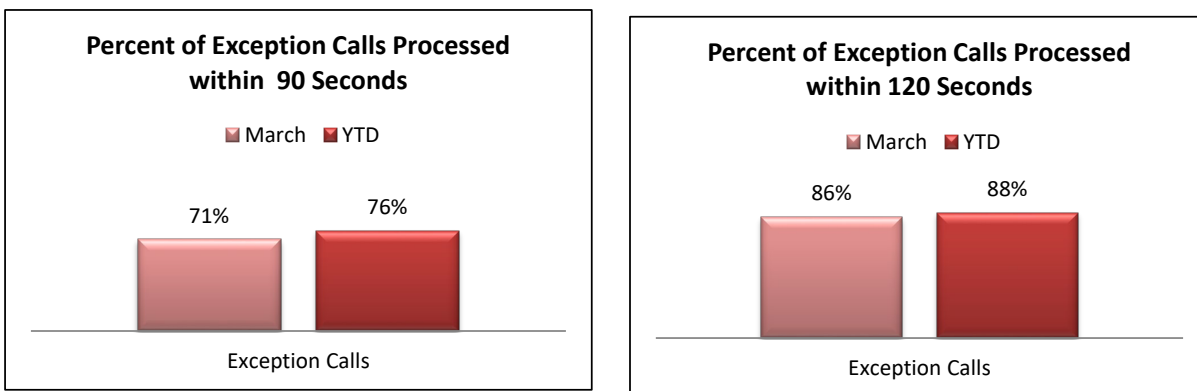
95% of calls processed within 106 seconds



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

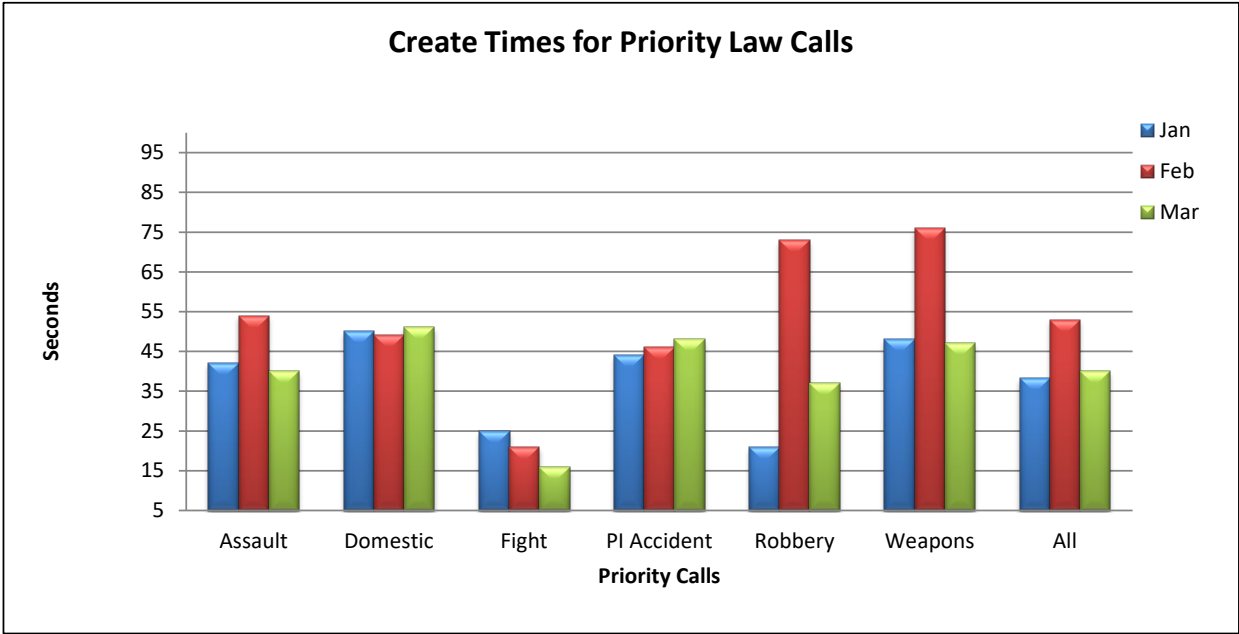
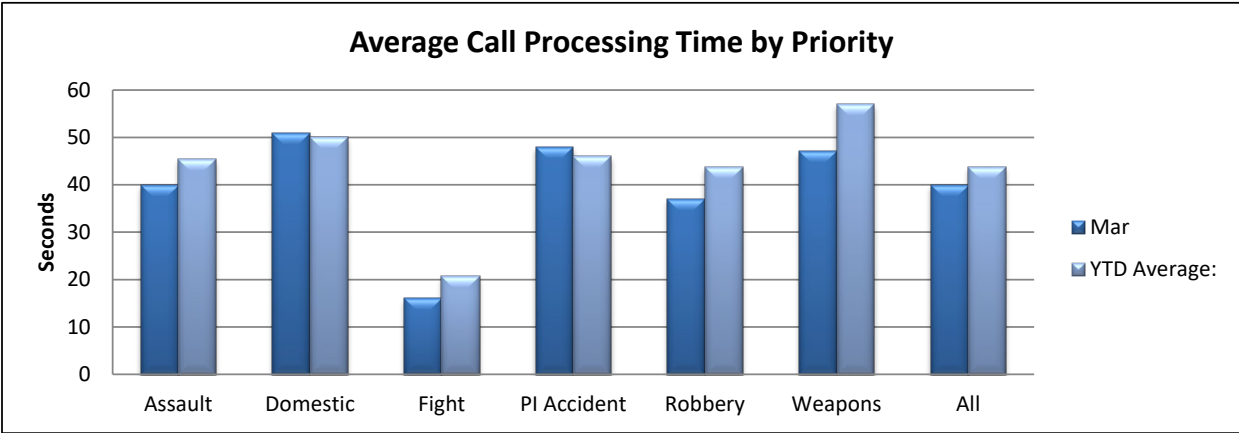


Exception Calls include HAZMAT, Water or Ice Rescue, EMD #22, when there is the need for TTY, use of Language Line or where there are difficulties determining a location. (Any call included in the exception category due to location difficulty has been reviewed.)

## 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.

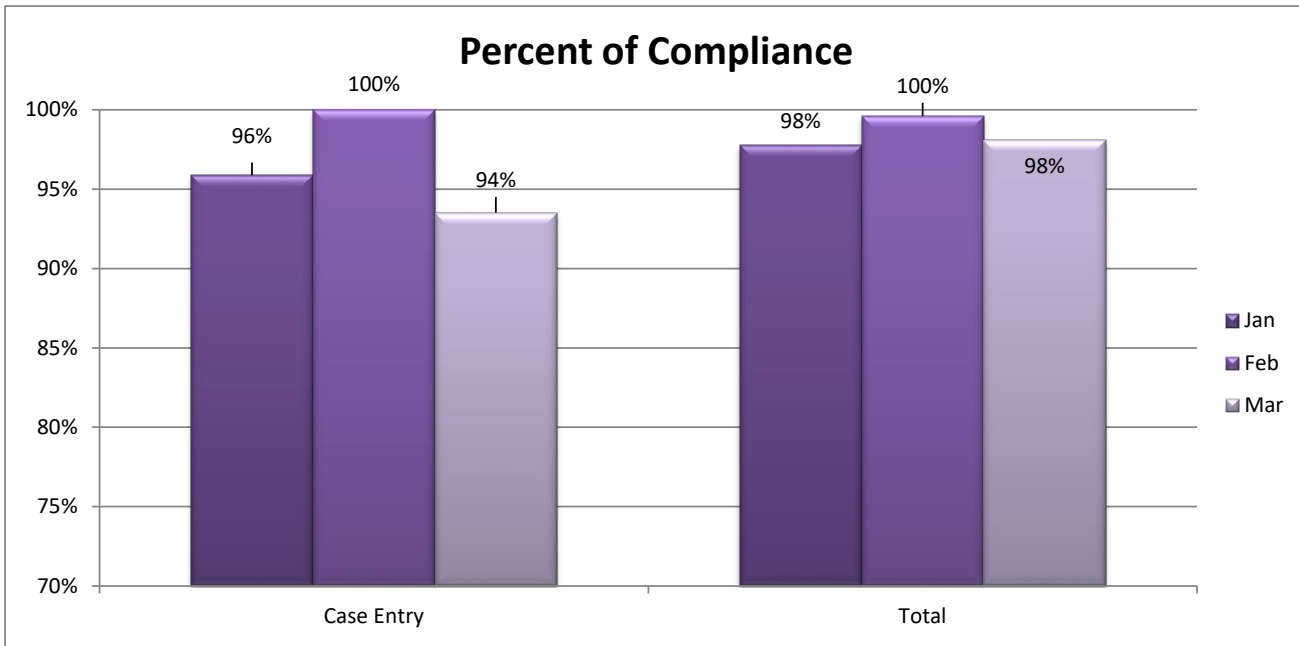
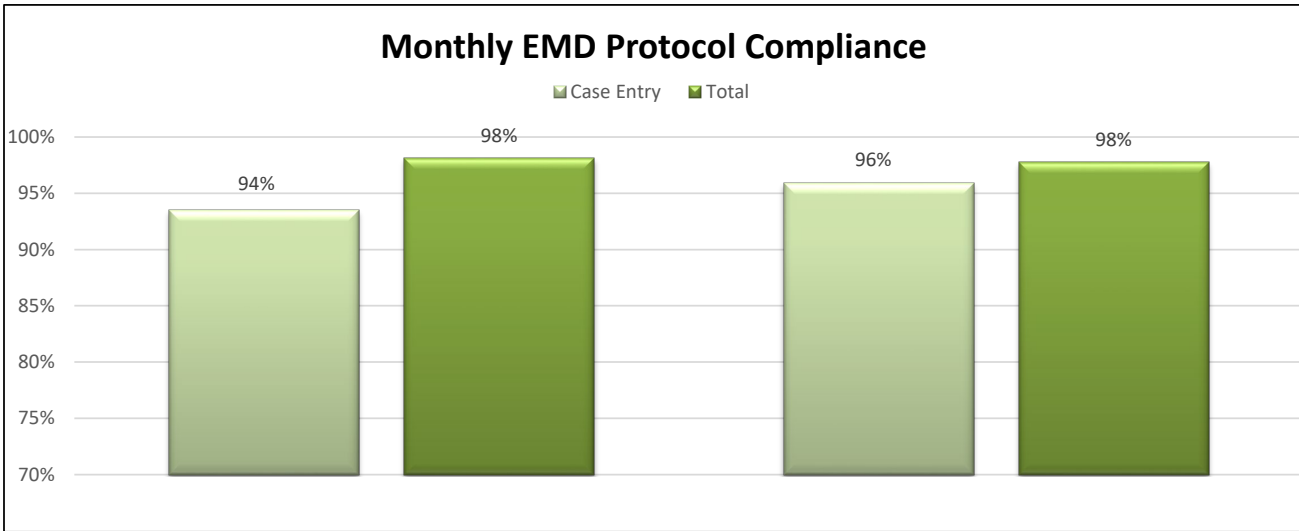
DCC Standard:           Average total creation time of 55 seconds or less for the following incident types  
                                   Assaults                   Fights                    Robberies  
                                   Domestics                Personal Injury Accidents    Weapons



## 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





	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	809	767	968										2,544
Fire EMS	26	25	26										77
<b>Miesville Fire</b>													
Fire EMS	2	12	11										25
<b>Randolph-Hampton Fire</b>													
Fire EMS	14	13	14										41
<b>Rosemount</b>	<b>*22,559</b>												
Law Enforcement	1,072	932	1,042										3,046
Fire EMS	72	78	65										215
<b>South St. Paul</b>	<b>*20,407</b>												
Law Enforcement	1,608	1,380	1,968										4,956
Fire EMS	221	201	229										651
<b>West St. Paul (Includes Sunfish Lake)</b>	<b>*21,409</b>												
Law Enforcement	1,629	1,584	1,480										4,693
Fire EMS	323	311	319										953
Law Enforcement Total	25,487	22,509	26,315	-	-	-	-	-	-	-	-	-	74,311
Fire EMS Total	2,413	2,185	2,313	-	-	-	-	-	-	-	-	-	6,911

\*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



## Fire/EMS

<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	1					1
Coding	0						
Incorrect Information	3	3					
Policy/Procedure	0						
Professional Conduct	0						
Timeliness	8	1		7			
Questions	0						
Other	0						
<b>Total:</b>	<b>13</b>						
<b>Compliments</b>	<b>0</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-2019

<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	1	2										3
Coding	0	0	0										0
Incorrect Information	1	0	3										4
Policy/procedure	0	1	0										1
Professional Conduct	0	0	0										0
Timeliness	11	4	8										23
Questions	0	0	0										0
Other	0	0	0										0
<b>Total:</b>	<b>12</b>	<b>6</b>	<b>13</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>0</b>	<b>31</b>
Compliments	0	0	0										
<b>Disposition</b>	<b><u>0</u></b>	<b><u>C/T</u></b>	<b><u>U</u></b>	<b><u>E</u></b>	<b><u>D</u></b>	<b><u>O</u></b>	<b><u>I</u></b>						
Assignment	3	1	1				1						
Coding	0												
Incorrect Information	4	4											
Policy/procedure	1	1											
Professional Conduct	0												
Timeliness	23	1	2	19			1						
Questions	0												
Other	0												
<b>Total:</b>	<b>31</b>	<b>7</b>	<b>3</b>	<b>19</b>	<b>0</b>	<b>0</b>	<b>2</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.

# Law Enforcement

<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	0						
Questions	0						
Other	0						
<b>Total:</b>	<b>1</b>						
<b>Compliments</b>	<b>0</b>						

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Assignment	0	0	0										0
Coding	0	0	0										0
Incorrect Information	2	0	1										3
Policy/Procedure	2	0	0										2
Professional Conduct	0	0	0										0
Timeliness	0	0	0										0
Questions	0	0	0										0
Other	0	0	0										0
<b>Total:</b>	<b>4</b>	<b>0</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>0</b>	<b>5</b>
Compliments	2	0	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	0												
Incorrect Information	3	2	1										
Policy/procedure	2	2											
Professional Conduct	0												
Timeliness	0												
Questions	0												
Other	0												
<b>Total:</b>	<b>5</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>					

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