



MEMORANDUM

To: Board of Directors, Executive Committee, Joint Operations Committee and DCC Staff
 From: Executive Director Tom Folie
 Date: 5/9/2019
 Subject: Dakota Communications Center Monthly Statistics - April 2019

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).

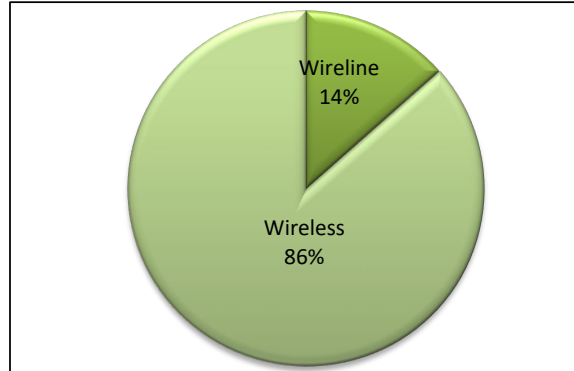
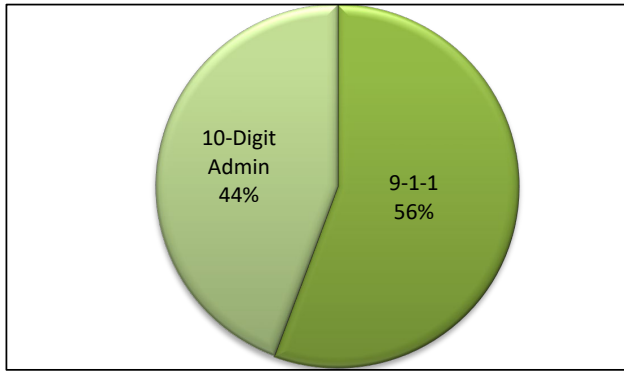
- There were 22,954 calls received and 27,504 CAD events.
- Call pickup times were met with 84% answered within 7 seconds, 94% within 10 seconds and 100% of calls answered within 20 seconds.
- NFPA Standard for fire call processing: 50% of Structure Fire calls were processed within 64 seconds and 94% within 106 seconds.
 "All Other Fire Calls" were processed with 74% within 64 seconds and 90% within 106 seconds.
- Priority Law call processing times with the exception of assaults, met standard with an average creation time of less than 55 seconds.
- EMD Total compliance standards were met for November. Case entry was 97.00%.
 Total compliance was 99.29%.

Below is an overview of DCC performance.

	Comparisons	
	2018	2019
Fire/EMS CAD Events	2,248	2,235
Law Enforcement CAD Events	24,957	25,269
911 Calls	12,999	12,779
	YTD	YTD
	2018	2019
Fire/EMS CAD Events	8,608	9,146
Law Enforcement CAD Events	99,165	99,580
911 Calls	51,814	53,773

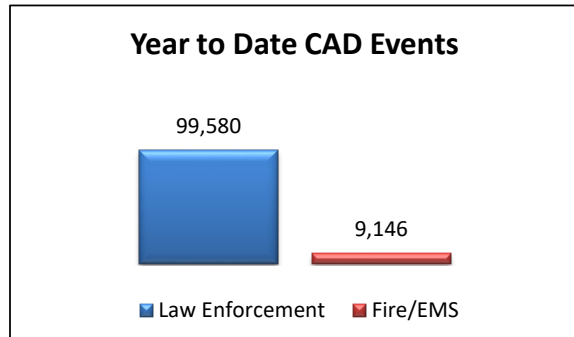
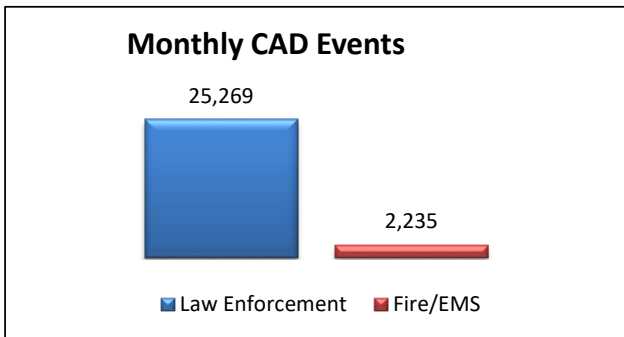
Incoming Calls

	Total Calls	Wireline	Wireless
9-1-1	12,779	1,726	11,053
10-Digit Admin	10,175		
TOTAL	22,954		



CAD Events*

	Law Enforcement	Fire/EMS	Total
Month	25,269	2,235	27,504
Year to Date	99,580	9,146	108,726
Year to Date % of Calls	92%	8%	

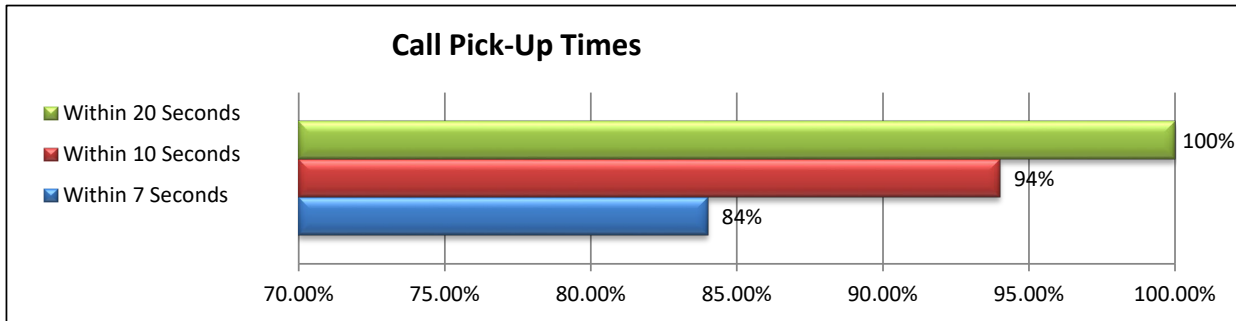


* Individual agency CAD events are listed at the end of this report.

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



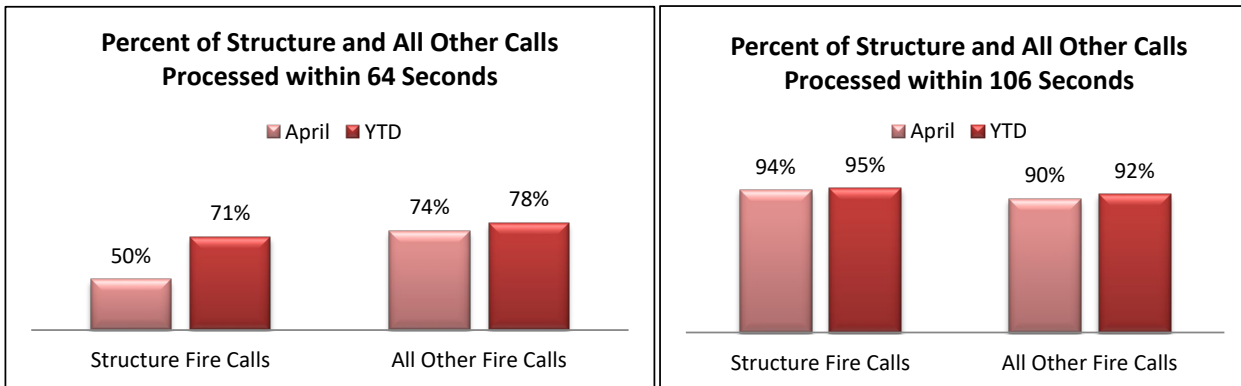
Fire Call Processing Times

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

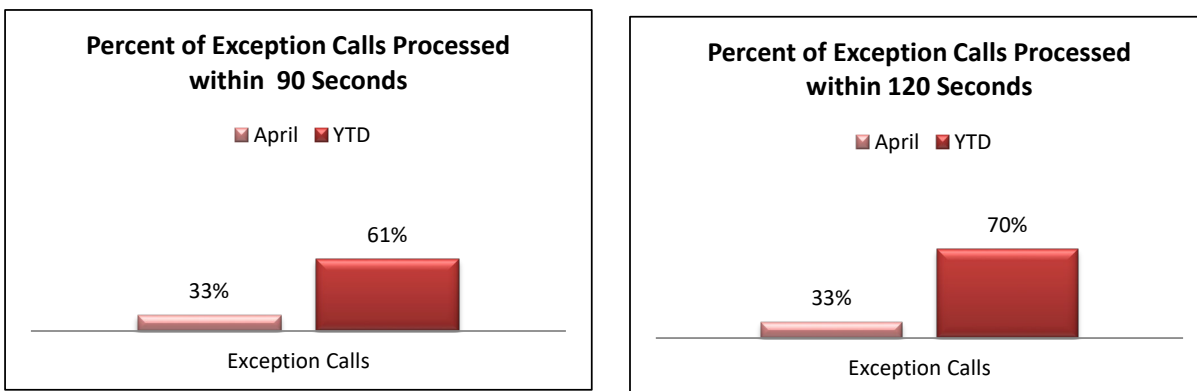
95% of calls processed within 106 seconds



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

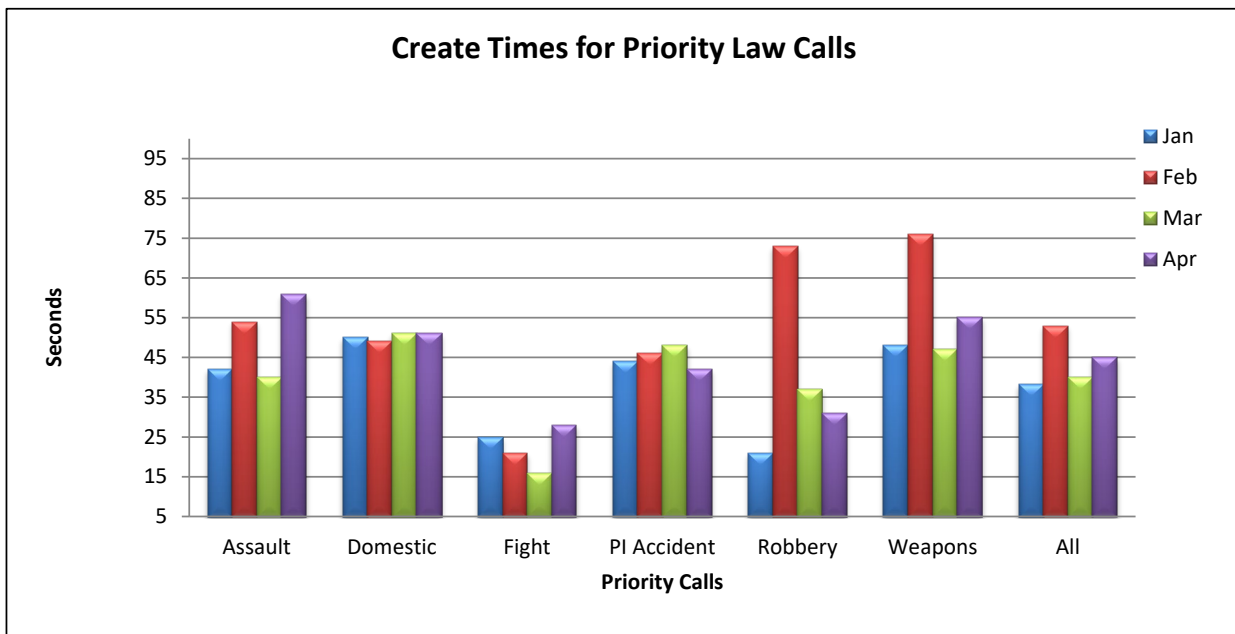
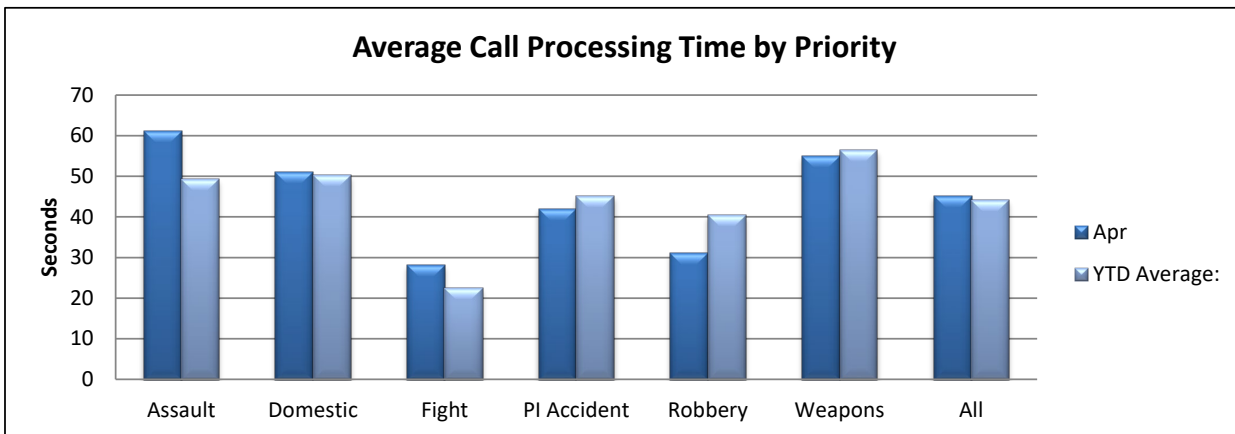


Exception Calls include HAZMAT, Water or Ice Rescue, EMD #22, when there is the need for TTY, use of Language Line or where there are difficulties determining a location. (Any call included in the exception category due to location difficulty has been reviewed.)

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.

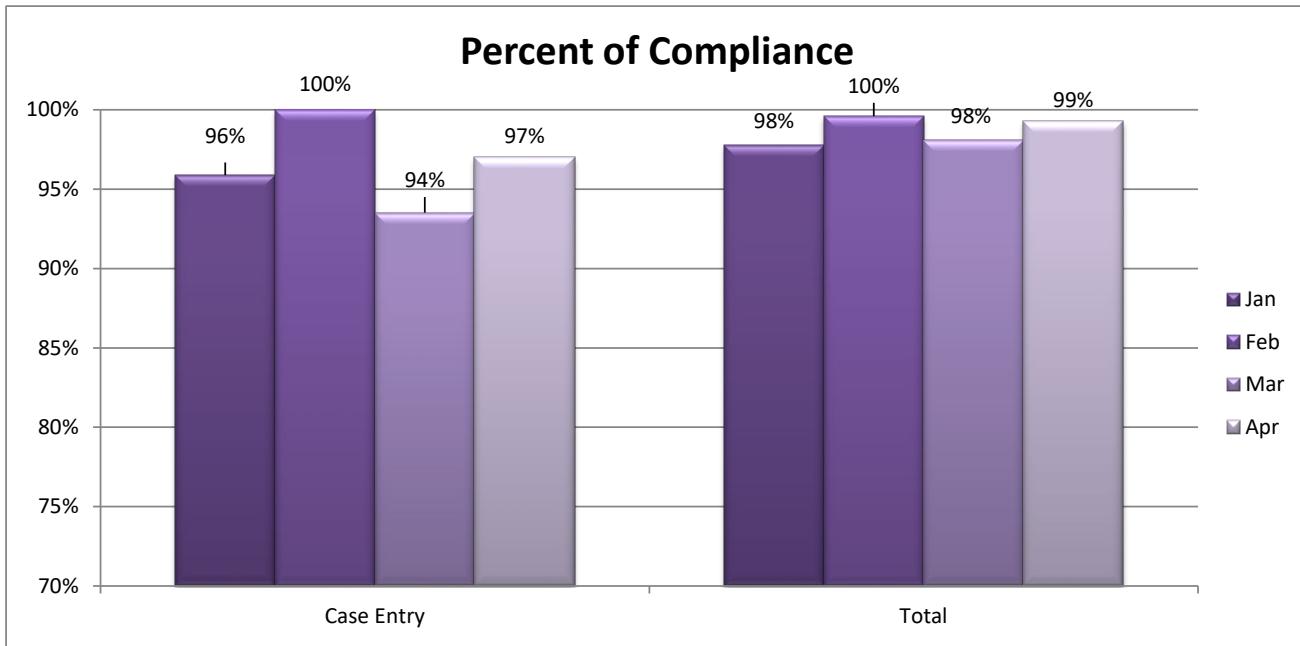
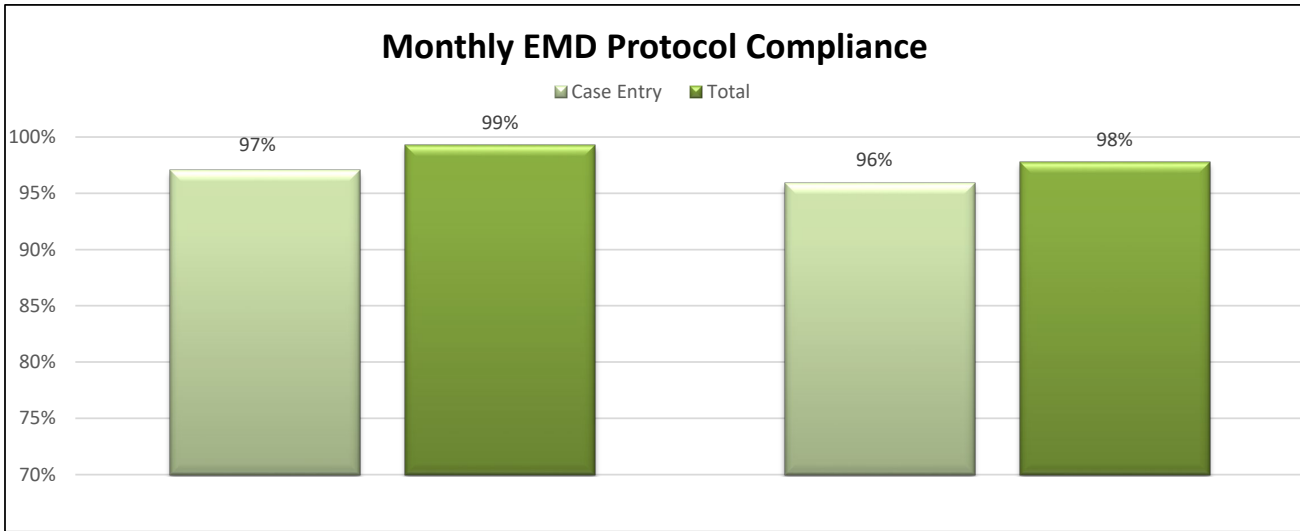
DCC Standard: Average total creation time of 55 seconds or less for the following incident types
 Assaults Fights Robberies
 Domestics Personal Injury Accidents Weapons



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
Mendota Heights (Includes Mendota and Lilydale)	*12,367												
Law Enforcement	809	767	968	794									3,338
Fire EMS	26	25	26	29									106
Miesville Fire													
Fire EMS	2	12	11	8									33
Randolph-Hampton Fire													
Fire EMS	14	13	14	13									54
Rosemount	*22,559												
Law Enforcement	1,072	932	1,042	1,080									4,126
Fire EMS	72	78	65	58									273
South St. Paul	*20,407												
Law Enforcement	1,608	1,380	1,968	1,722									6,678
Fire EMS	221	201	229	211									862
West St. Paul (Includes Sunfish Lake)	*21,409												
Law Enforcement	1,629	1,584	1,480	1,498									6,191
Fire EMS	323	311	319	336									1,289
Law Enforcement Total	25,487	22,509	26,315	25,269	-	-	-	-	-	-	-	-	99,580
Fire EMS Total	2,413	2,185	2,313	2,235	-	-	-	-	-	-	-	-	9,146

*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

Fire/EMS

<u>Nature of Concern</u>	<u>Monthly Total</u>	<u>Dispositions</u>					
		<u>Coaching Training</u>	<u>Unfounded</u>	<u>Exonerated</u>	<u>Discipline</u>	<u>Other</u>	<u>Technology</u>
Assignment	2	1				1	
Coding	0						
Incorrect Information	0						
Policy/Procedure	1			1			
Professional Conduct	0						
Timeliness	1			1			
Questions	0						
Other	0						
Total:	4						

Compliments

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-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	2									5
Coding	0	0	0	0									0
Incorrect Information	1	0	3	0									4
Policy/procedure	0	1	0	1									2
Professional Conduct	0	0	0	0									0
Timeliness	11	4	8	1									24
Questions	0	0	0	0									0
Other	0	0	0	0									0
Total:	12	6	13	4	0	0	0	0	0	0	0	0	35
Compliments	0	0	0	0									
Disposition	0	C/T	U	E	D	O	I						
Assignment	5	2	1			1	1						
Coding	0												
Incorrect Information	4	4											
Policy/procedure	2	1		1									
Professional Conduct	0												
Timeliness	24	1	2	20			1						
Questions	0												
Other	0												
Total:	35	8	3	21	0	1	2						

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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	1	1					
Incorrect Information	2	1					1
Policy/Procedure	2	1		1			
Professional Conduct	0						
Timeliness	1						1
Questions	1			1			
Other	0						
Total:	7						
Compliments	3						

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DCC Service Issues-Law Enforcement-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	0	0	0									0
Coding	0	0	0	1									1
Incorrect Information	2	0	1	2									5
Policy/Procedure	2	0	0	2									4
Professional Conduct	0	0	0	0									0
Timeliness	0	0	0	1									1
Questions	0	0	0	1									1
Other	0	0	0	0									0
Total:	4	0	1	7	0	0	0	0	0	0	0	0	12
Compliments	2	0	0	3									
<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	1	1											
Incorrect Information	5	3	1				1						
Policy/procedure	4	3		1									
Professional Conduct	0												
Timeliness	1						1						
Questions	1			1									
Other	0												
Total:	12	7	1	2	0	0	2						

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