



**MEMORANDUM**

To: Board of Directors, Executive Committee, Joint Operations Committee and DCC Staff  
 From: Executive Director Tom Folie  
 Date: 6/6/2019  
 Subject: Dakota Communications Center Monthly Statistics - May 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).

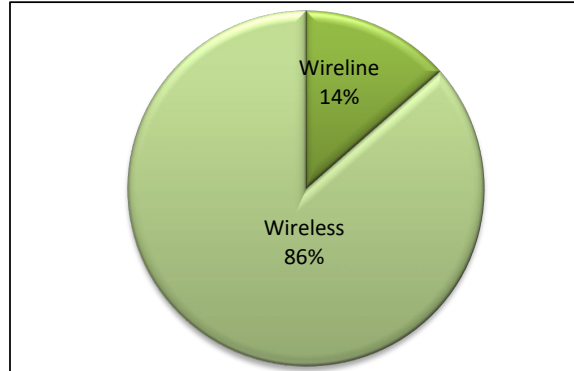
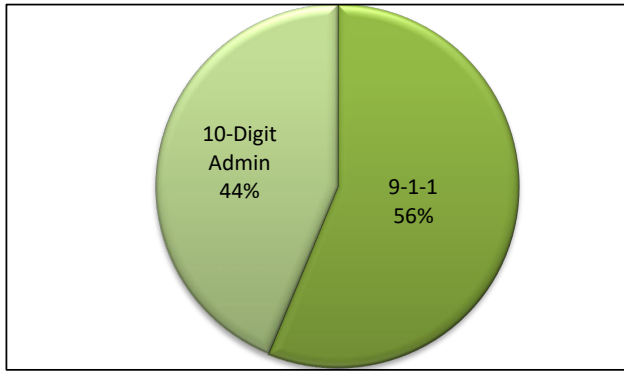
- There were 17,992 calls received and 30,333 CAD events.
- Call pickup times were met with 87% answered within 7 seconds, 95% within 10 seconds and 100% of calls answered within 20 seconds.
- NFPA Standard for fire call processing: 77% of Structure Fire calls were processed within 64 seconds and 92% within 106 seconds.  
 "All Other Fire Calls" were processed with 75% within 64 seconds and 92% 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.
- EMD Total compliance standards were met for May. Case entry was 96.34%.  
 Total compliance was 97.76%.

Below is an overview of DCC performance.

	<b>Comparisons</b>	
	<b>2018</b>	<b>2019</b>
Fire/EMS CAD Events	2,381	2,497
Law Enforcement CAD Events	28,957	27,836
911 Calls	15,669	10,116
	<b>YTD</b>	<b>YTD</b>
	<b>2018</b>	<b>2019</b>
Fire/EMS CAD Events	10,989	11,643
Law Enforcement CAD Events	128,122	127,416
911 Calls	67,483	63,896

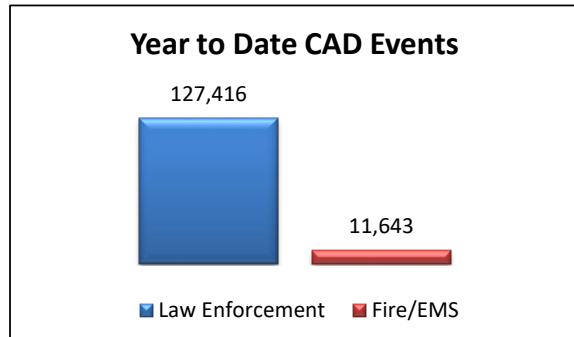
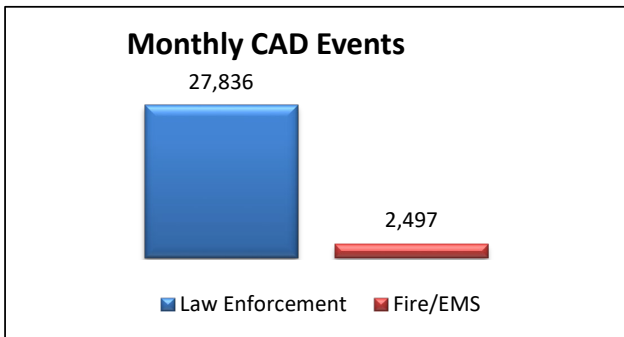
### Incoming Calls

	Total Calls	Wireline	Wireless
9-1-1	10,116	1,369	8,747
10-Digit Admin	7,876		
<b>TOTAL</b>	17,992		



### CAD Events\*

	Law Enforcement	Fire/EMS	Total
Month	27,836	2,497	30,333
Year to Date	127,416	11,643	139,059
Year to Date % of Calls	92%	8%	

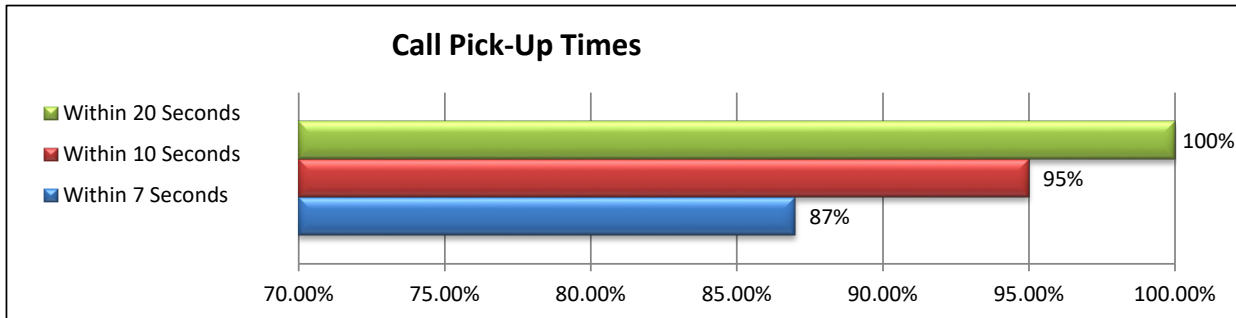


\* Individual agency CAD events are listed at the end of this report.

## 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



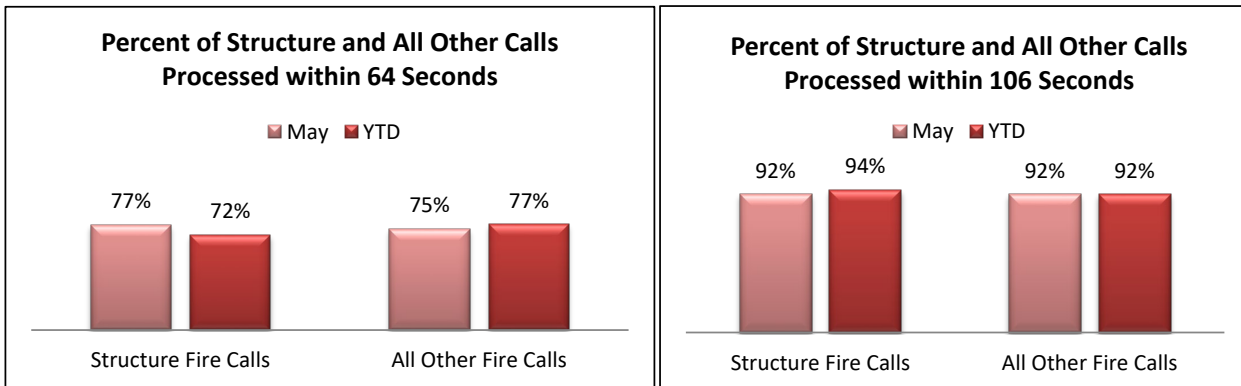
## Fire Call Processing Times

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

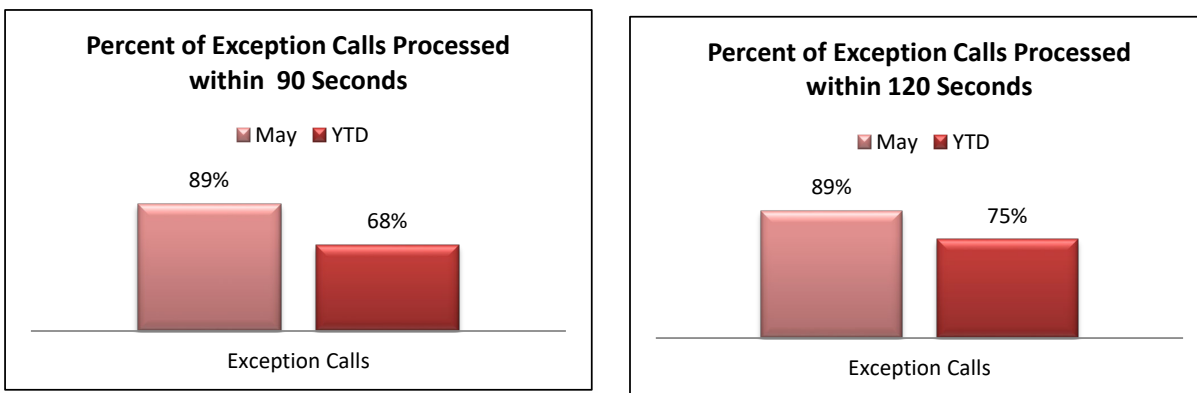
95% of calls processed within 106 seconds



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

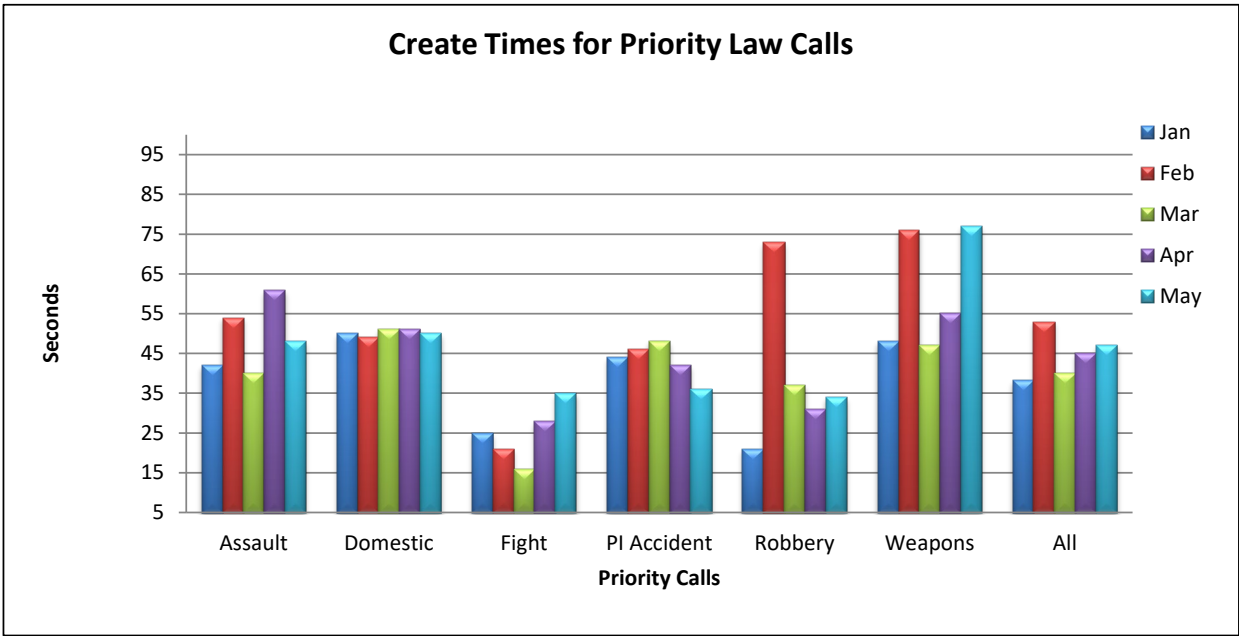
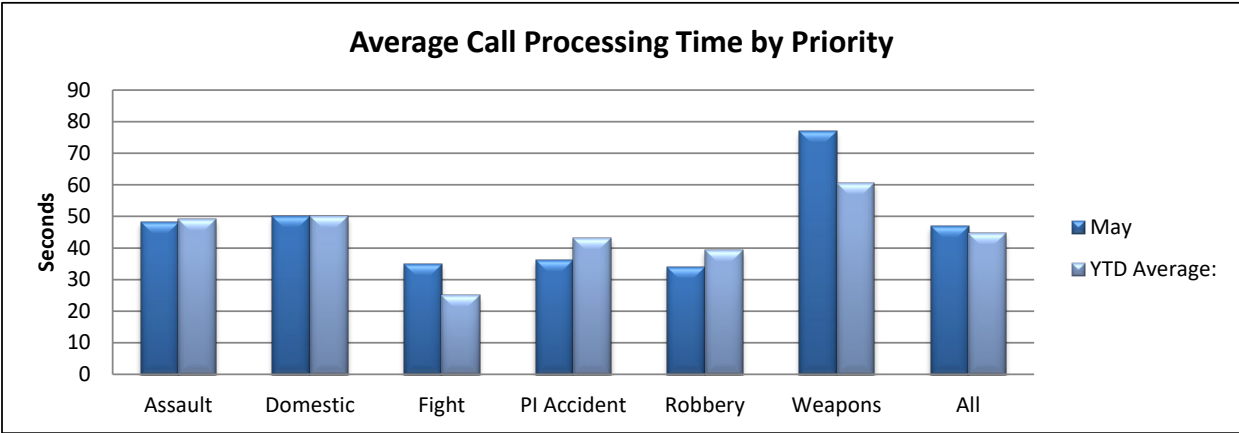


Exception Calls include HAZMAT, Water or Ice Rescue, EMD #22, when there is the need for TTY, use of Language Line or where there are difficulties determining a location. (Any call included in the exception category due to location difficulty has been reviewed.)

## 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.

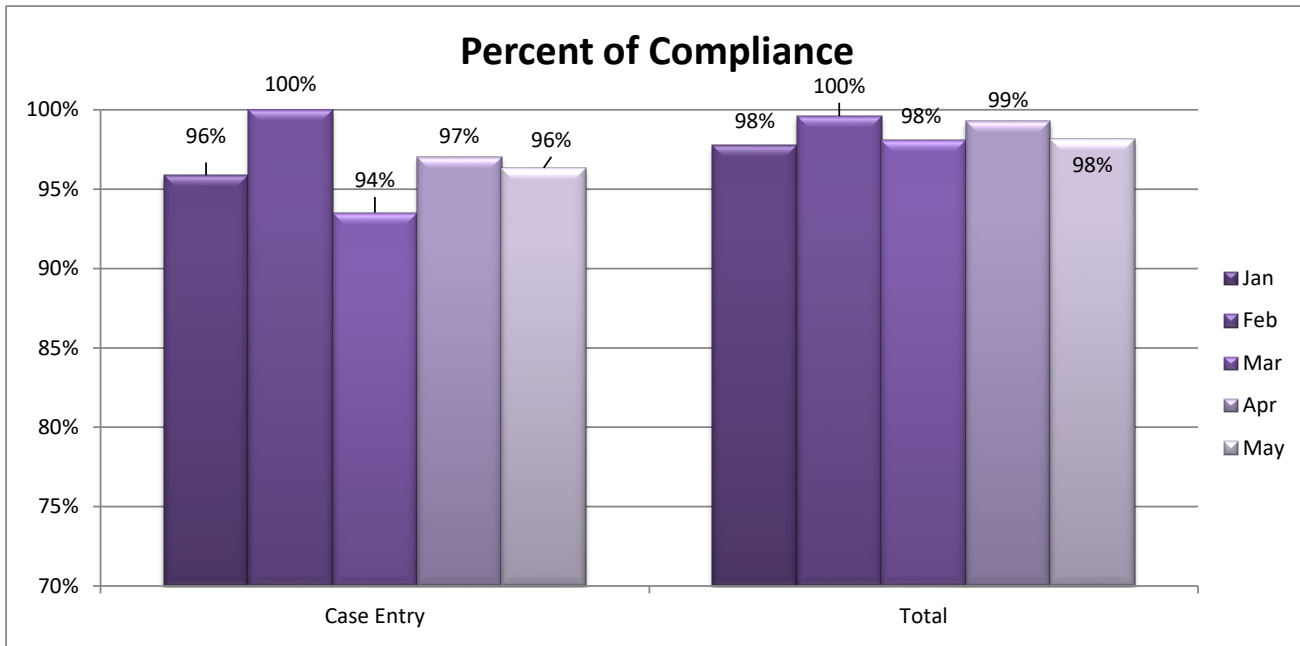
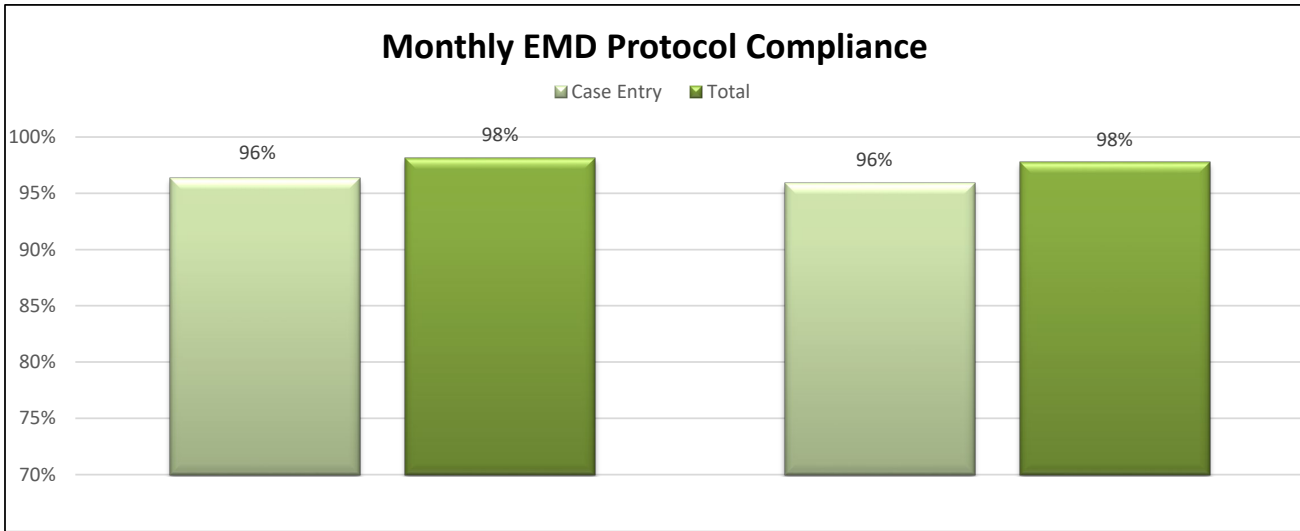
DCC Standard:           Average total creation time of 55 seconds or less for the following incident types  
                           Assaults                   Fights                                   Robberies  
                           Domestics                 Personal Injury Accidents        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
<b>Mendota Heights (Includes Mendota and Lilydale)</b>	<b>*12,367</b>												
Law Enforcement	809	767	968	794	891								4,229
Fire EMS	26	25	26	29	32								138
<b>Miesville Fire</b>													
Fire EMS	2	12	11	8	5								38
<b>Randolph-Hampton Fire</b>													
Fire EMS	14	13	14	13	25								79
<b>Rosemount</b>	<b>*22,559</b>												
Law Enforcement	1,072	932	1,042	1,080	1,195								5,321
Fire EMS	72	78	65	58	63								336
<b>South St. Paul</b>	<b>*20,407</b>												
Law Enforcement	1,608	1,380	1,968	1,722	1,802								8,480
Fire EMS	221	201	229	211	227								1,089
<b>West St. Paul (Includes Sunfish Lake)</b>	<b>*21,409</b>												
Law Enforcement	1,629	1,584	1,480	1,498	1,713								7,904
Fire EMS	323	311	319	336	365								1,654
Law Enforcement Total	25,487	22,509	26,315	25,269	27,836	-	-	-	-	-	-	-	127,416
Fire EMS Total	2,413	2,185	2,313	2,235	2,497	-	-	-	-	-	-	-	11,643

\*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	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>						
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-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	0								5
Coding	0	0	0	0	0								0
Incorrect Information	1	0	3	0	1								5
Policy/procedure	0	1	0	1	0								2
Professional Conduct	0		1	0	0								1
Timeliness	11	4	8	1	0								24
Questions	0	2	0	0	0								2
Other	0	0	0	0	0								0
<b>Total:</b>	<b>12</b>	<b>8</b>	<b>14</b>	<b>4</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>39</b>
Compliments	0	1	1	0	0								
<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	5	2	1			1	1						
Coding	0												
Incorrect Information	5	5											
Policy/procedure	2	1		1									
Professional Conduct	1												
Timeliness	24	1	2	20			1						
Questions	2												
Other	0												
<b>Total:</b>	<b>39</b>	<b>9</b>	<b>3</b>	<b>21</b>	<b>0</b>	<b>1</b>	<b>2</b>						

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- 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.

# 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	1	1					
Coding	0						
Incorrect Information	1		1				
Policy/Procedure	2	2					
Professional Conduct	0						
Timeliness	2	1	1				
Questions	0						
Other	0						
<b>Total:</b>	<b>6</b>						
<b>Compliments</b>	<b>0</b>						

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Assignment	0	1	0	0	1								2
Coding	0	0	0	1	0								1
Incorrect Information	2	0	1	2	1								6
Policy/Procedure	2	0	0	2	2								6
Professional Conduct	0		1	0	0								1
Timeliness	0	0	0	1	2								3
Questions	0	2	0	1	0								3
Other	0	0	0	0	0								0
<b>Total:</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>7</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>22</b>
Compliments	2	1	1	3	0								
<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	2	1											
Coding	1	1											
Incorrect Information	6	5	1				1						
Policy/procedure	6	5		1									
Professional Conduct	1												
Timeliness	3	1	1				1						
Questions	3			1									
Other	0												
<b>Total:</b>	<b>22</b>	<b>13</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>						

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