



MEMORANDUM

To: Board of Directors, Executive Committee, Joint Operations Committee and DCC Staff
 From: Executive Director Tom Folie
 Date: 7/8/2019
 Subject: Dakota Communications Center Monthly Statistics - June 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).

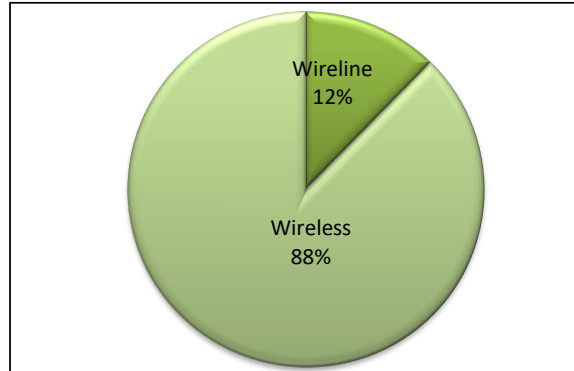
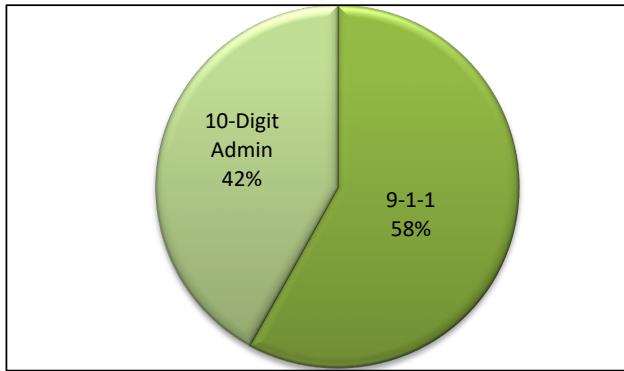
- There were 28,910 calls received and 31,359 CAD events.
- Call pickup times were met with 84% answered within 7 seconds, 94% within 10 seconds and 100% of calls answered within 20 seconds.
- NFPA Standard for fire call processing: 94% of Structure Fire calls were processed within 64 seconds and 100% within 106 seconds. 71% of "All Other Calls" were processed within 64 seconds and 91% 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 June. Case entry was 100%. Total Compliance was 99.86%.

Below is an overview of DCC performance.

	Comparisons	
	<u>2018</u>	<u>2019</u>
Fire/EMS CAD Events	2,310	2,396
Law Enforcement CAD Events	28,245	28,963
911 Calls	15,467	16,781
	YTD	YTD
	<u>2018</u>	<u>2019</u>
Fire/EMS CAD Events	13,299	14,039
Law Enforcement CAD Events	156,367	156,445
911 Calls	82,950	80,677

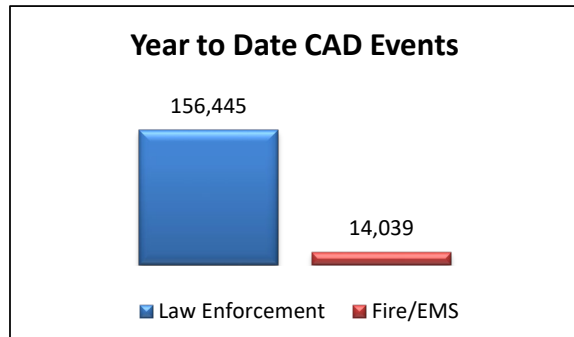
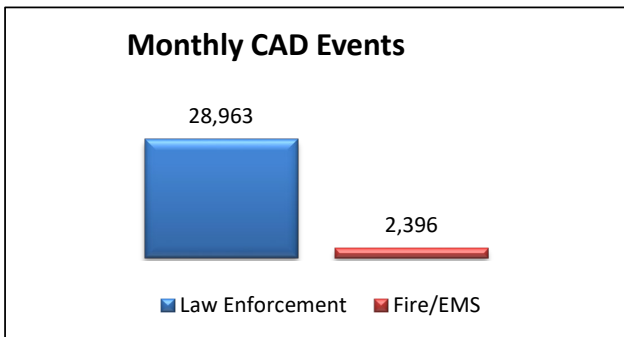
Incoming Calls

	Total Calls	Wireline	Wireless
9-1-1	16,781	2,064	14,717
10-Digit Admin	12,129		
TOTAL	28,910		



CAD Events*

	Law Enforcement	Fire/EMS	Total
Month	28,963	2,396	31,359
Year to Date	156,445	14,039	170,484
Year to Date % of Calls	92%	8%	

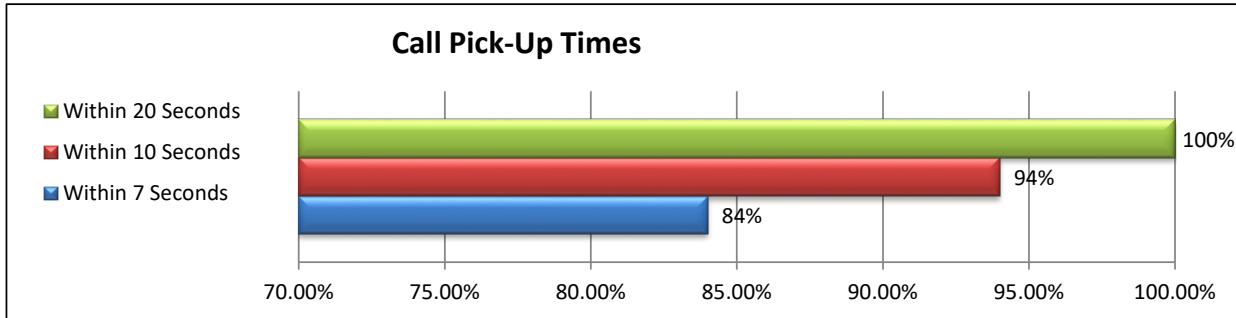


* Individual agency CAD events are listed at the end of this report.

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



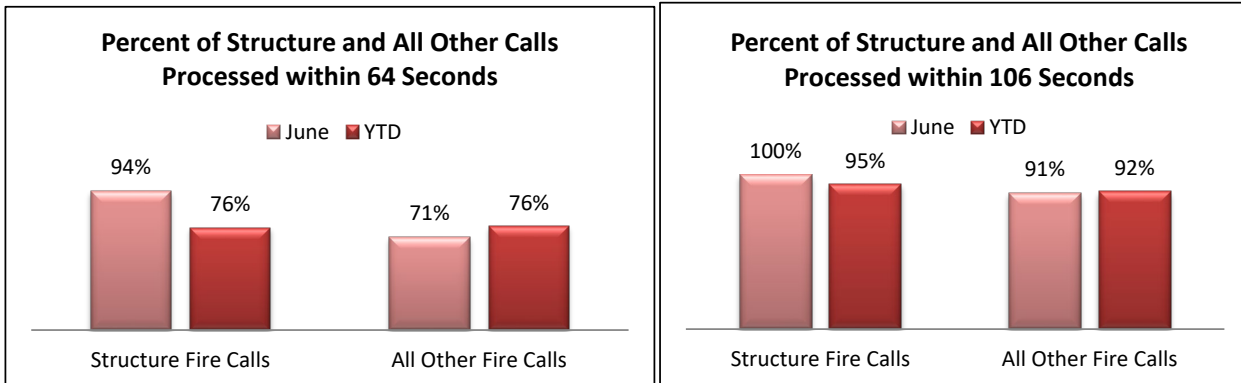
Fire Call Processing Times

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

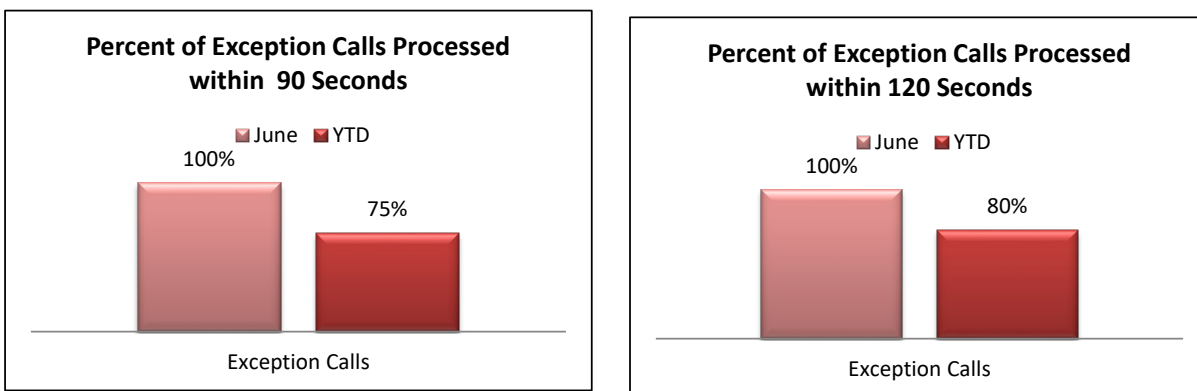
95% of calls processed within 106 seconds



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

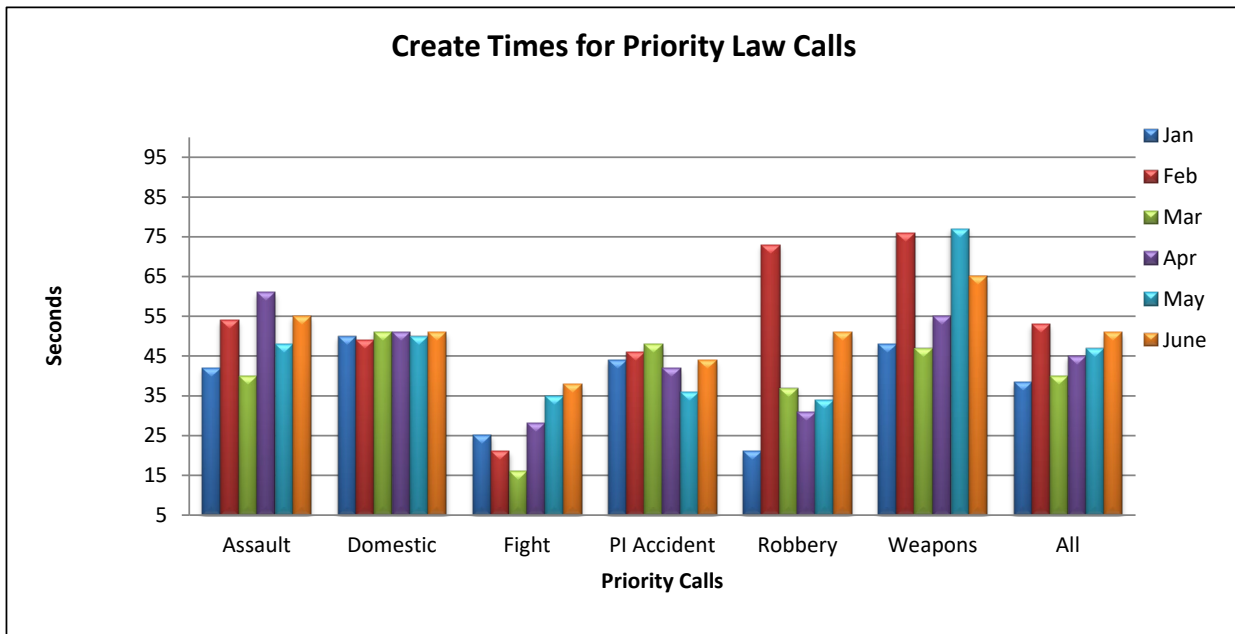
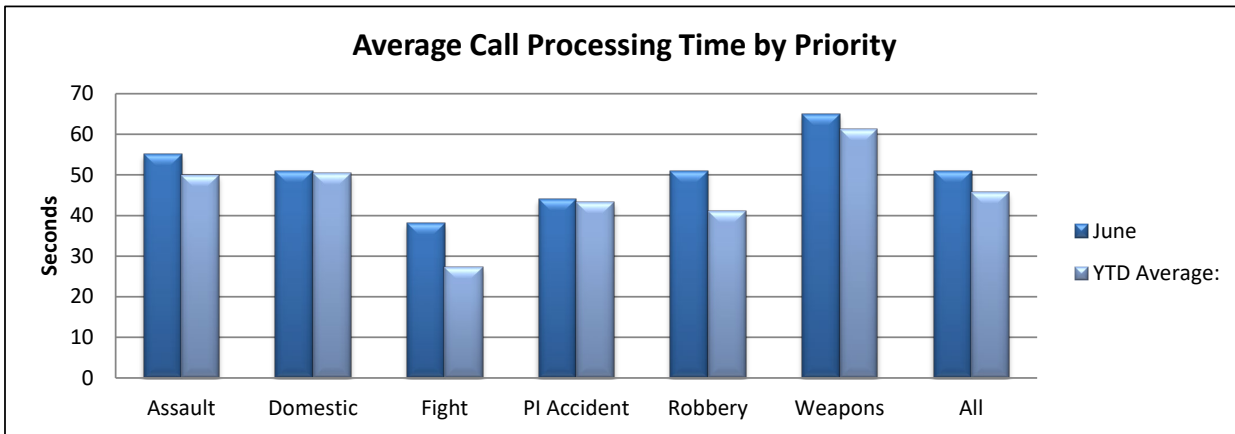


Exception Calls include HAZMAT, Water or Ice Rescue, EMD #22, when there is the need for TTY, use of Language Line or where there are difficulties determining a location. (Any call included in the exception category due to location difficulty has been reviewed.)

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.

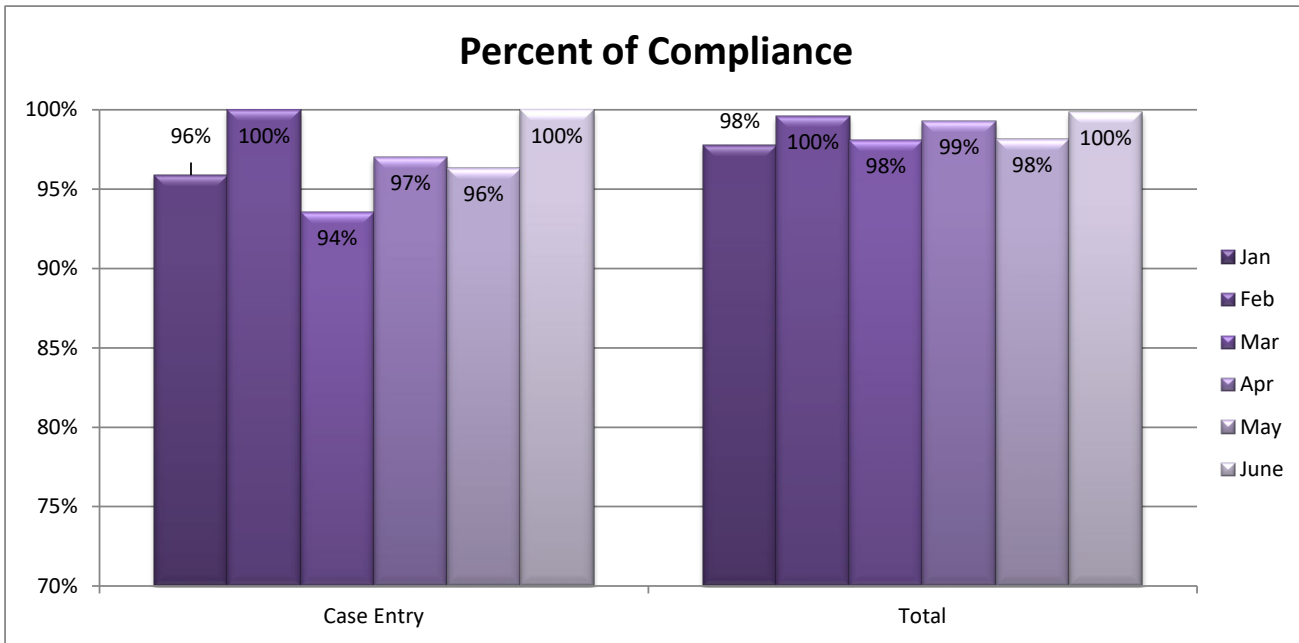
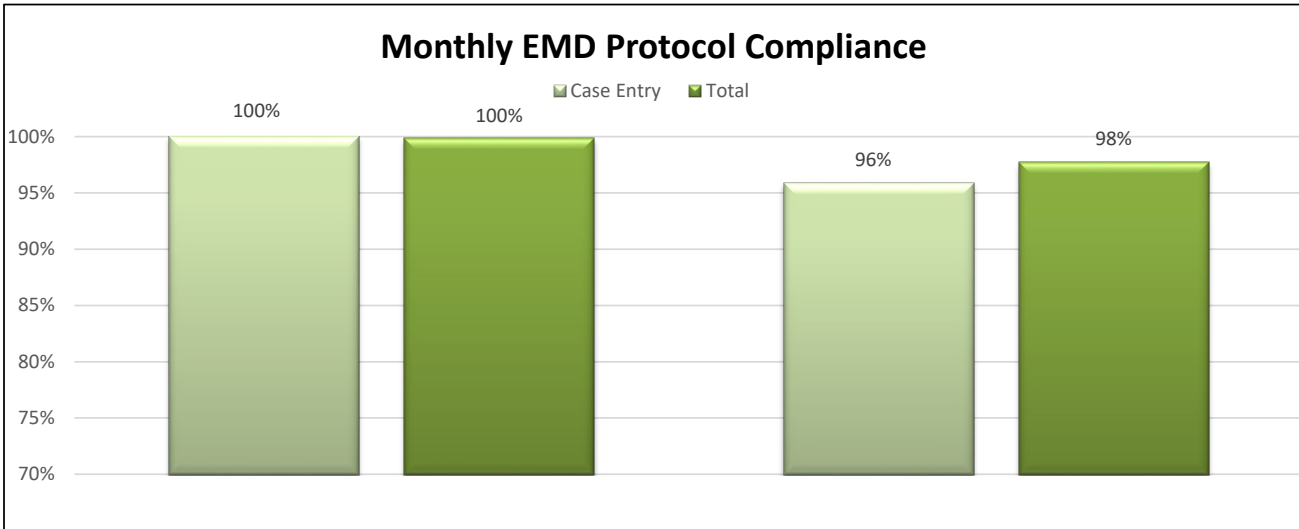
DCC Standard: Average total creation time of 55 seconds or less for the following incident types
 Assaults Fights Robberies
 Domestic Personal Injury Accidents Weapons



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
2019**

	Jan	Feb	March	April	May	June	July	August	Sept	Oct	Nov	Dec	Totals
Apple Valley *51,338													
Law Enforcement	2863	2,394	2,742	2,586	3,019	3,090							16,694
Fire/EMS	197	177	176	157	154	161							1,022
Burnsville *61,849													
Law Enforcement	3,014	2,691	3,101	2,794	3,003	3,211							17,814
Fire/EMS	630	572	624	517	618	585							3,546
Dakota County * 18,558													
Law Enforcement	1,793	1,594	1,990	2,009	2,110	2,259							11,755
Community Corrections	63	67	36	41	66	92							365
Eagan *68,223													
Law Enforcement	4,465	4,188	4,357	4,499	4,703	4,613							26,825
Fire EMS	264	228	277	296	326	318							1,709
Farmington *22,343													
Law Enforcement	911	736	821	951	1,333	1,106							5,858
Fire EMS	69	56	49	60	63	73							370
Hastings *22,400													
Law Enforcement	1,079	1028	1,286	1,203	1,523	1,521							7,640
Fire EMS	306	249	259	300	328	292							1,734
Inver Grove Heights *34,999													
Law Enforcement	2,221	2,047	2,237	2,324	2,575	2,482							13,886
Fire EMS	133	121	124	134	142	136							790
Lakeville *60,965													
Law Enforcement	3960	3,101	4,287	3,768	3,969	4,337							23,422
Fire EMS	156	142	140	116	149	141							844

	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	891	899							5,128
Fire EMS	26	25	26	29	32	29							167
Miesville Fire													
Fire EMS	2	12	11	8	5	5							43
Randolph-Hampton Fire													
Fire EMS	14	13	14	13	25	18							97
Rosemount	*22,559												
Law Enforcement	1,072	932	1,042	1,080	1,195	1,423							6,744
Fire EMS	72	78	65	58	63	52							388
South St. Paul	*20,407												
Law Enforcement	1,608	1,380	1,968	1,722	1,802	2,217							10,697
Fire EMS	221	201	229	211	227	235							1,324
West St. Paul (Includes Sunfish Lake)	*21,409												
Law Enforcement	1,629	1,584	1,480	1,498	1,713	1,713							9,617
Fire EMS	323	311	319	336	365	351							2,005
Law Enforcement Total	25,487	22,509	26,315	25,269	27,902	28,963	-	-	-	-	-	-	156,445
Fire EMS Total	2,413	2,185	2,313	2,235	2,497	2,396	-	-	-	-	-	-	14,039

*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>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	0						
Policy/Procedure	0						
Professional Conduct	0						
Timeliness	0						
Questions	0						
Other	0						
Total:	1						
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-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	0							5
Coding	0	0	0	0	0	1							1
Incorrect Information	1	0	3	0	1	0							5
Policy/procedure	0	1	0	1	0	0							2
Professional Conduct	0		1	0	0	0							1
Timeliness	11	4	8	1	0	0							24
Questions	0	2	0	0	0	0							2
Other	0	0	0	0	0	0							0
Total:	12	8	14	4	1	1	0	0	0	0	0	0	40
Compliments	0	1	1	0	0	0							
Disposition	0	C/T	U	E	D	O	T						
Assignment	5	2	1			1	1						
Coding	1			1									
Incorrect Information	5	5											
Policy/procedure	2	1		1									
Professional Conduct	1												
Timeliness	24	1	2	20			1						
Questions	2												
Other	0												
Total:	40	9	3	22	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	1						1
Coding	0						
Incorrect Information	2	1		1			
Policy/Procedure	1	1					
Professional Conduct	0						
Timeliness	1	1					
Questions	1			1			
Other	0						
Total:	6						
Compliments	0						

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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	1	0	0	1	1							3
Coding	0	0	0	1	0	0							1
Incorrect Information	2	0	1	2	1	2							8
Policy/Procedure	2	0	0	2	2	1							7
Professional Conduct	0		1	0	0	0							1
Timeliness	0	0	0	1	2	1							4
Questions	0	2	0	1	0	1							4
Other	0	0	0	0	0	0							0
Total:	4	3	2	7	6	6	0	0	0	0	0	0	28
Compliments	2	1	1	3	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	3	1					1						
Coding	1	1											
Incorrect Information	8	6	1	1			1						
Policy/procedure	7	6		1									
Professional Conduct	1												
Timeliness	4	2	1				1						
Questions	4			4									
Other	0												
Total:	28	16	2	6	0	0	3						

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