



MEMORANDUM

To: Board of Directors, Executive Committee, Joint Operations Committee and DCC Staff
 From: Executive Director Tom Folie
 Date: 9/9/2020
 Subject: Dakota Communications Center Monthly Statistics - August 2020

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).

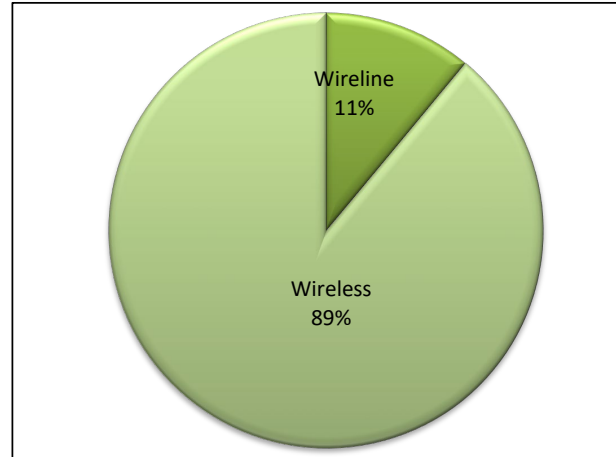
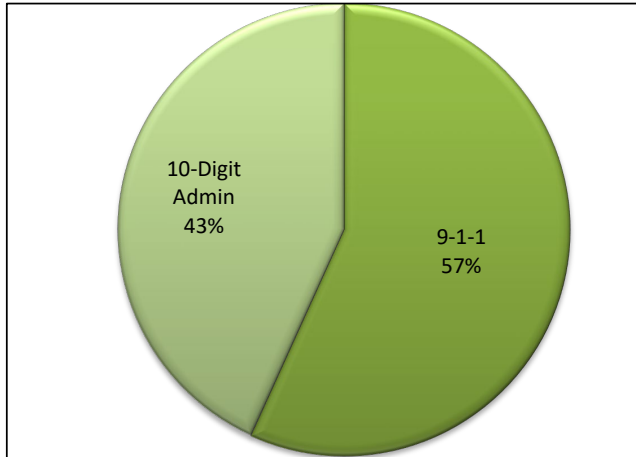
- There were 28,768 calls received and 26,941 CAD events.
- Call pickup times were met with 82% answered within 7 seconds, 94% within 10 seconds and 100% of calls answered within 20 seconds.
- NFPA Standard for fire call processing: 0% of Echo Structure Fire calls were processed within 64 seconds and 100% within 106 seconds.
- "All Other Fire Calls" were processed with 9% within 64 seconds and 57% within 106 seconds.
- Priority Law call processing times met standard with an average creation time of 42 seconds.

Below is an overview of DCC performance.

	Comparisons	
	2019	2020
Fire/EMS CAD Events	2,451	2,741
Law Enforcement CAD Events	27,957	24,200
911 Calls	16,214	16,336
	YTD	YTD
	2019	2020
Fire/EMS CAD Events	19,133	20,079
Law Enforcement CAD Events	213,878	185,059
911 Calls	119,136	116,845

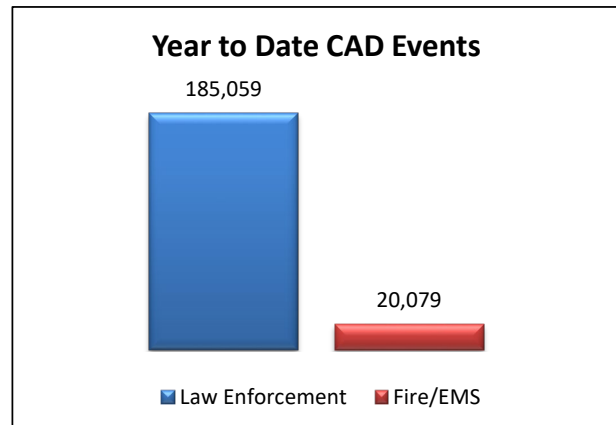
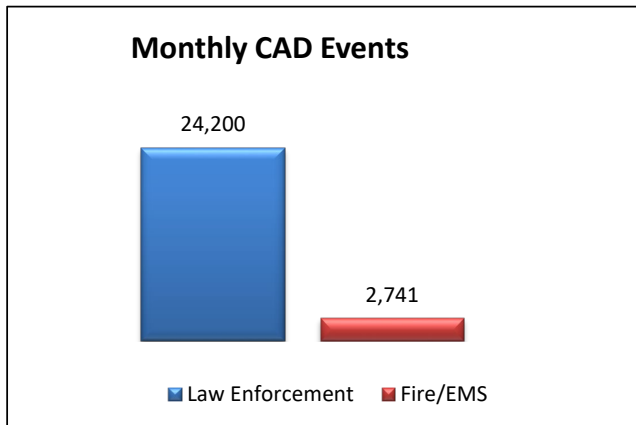
Incoming Calls

		Total Calls	Wireline	Wireless
9-1-1	57%	16,336		
10-Digit Admin	43%	<u>12,432</u>	1,801	14,535
TOTAL		28,768		



CAD Events*

	Law Enforcement	Fire/EMS	Total
Month	24,200	2,741	26,941
Year to Date	185,059	20,079	205,138
Year to Date % of Calls	90%	10%	

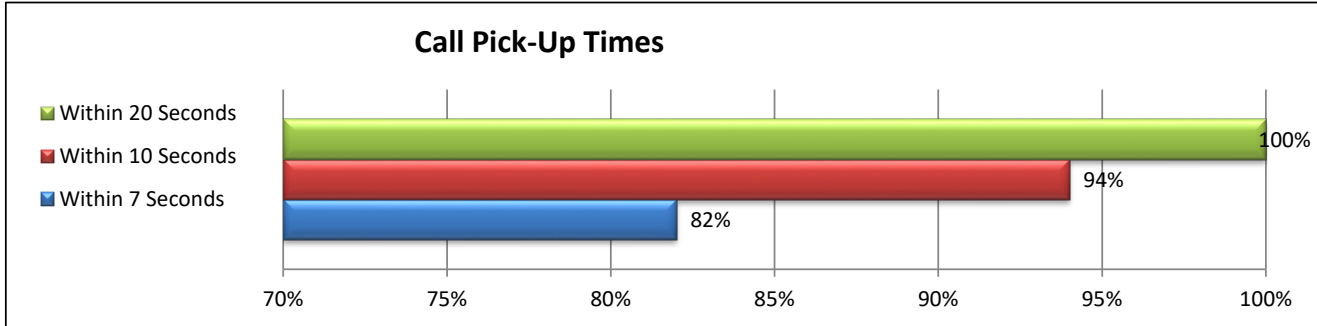


* Individual agency CAD events are listed at the end of this report.

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



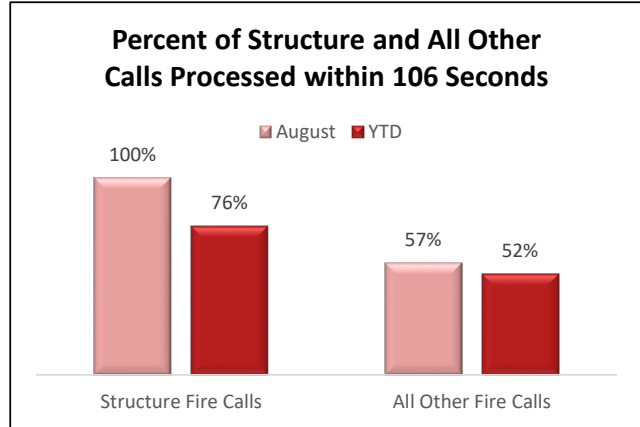
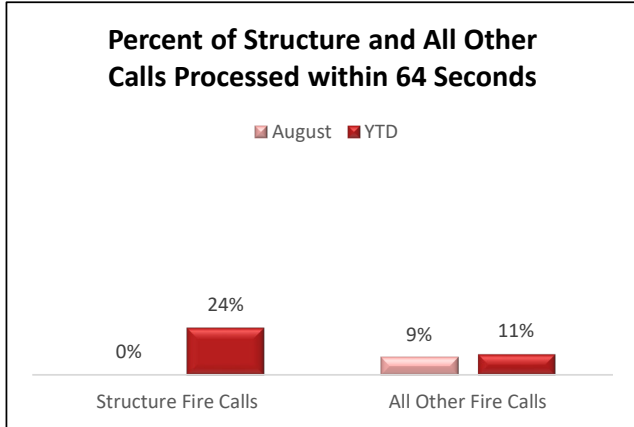
Fire Call Processing Times

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

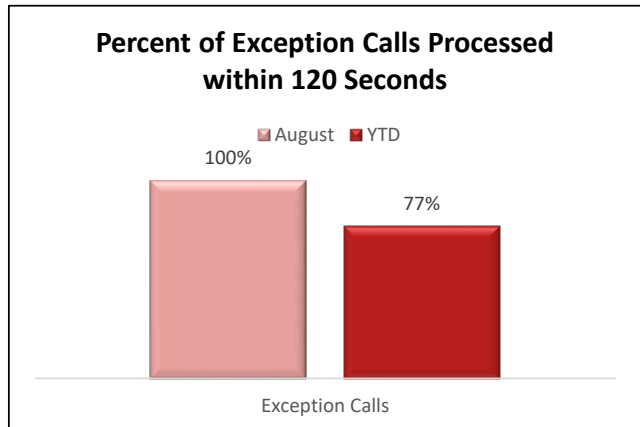
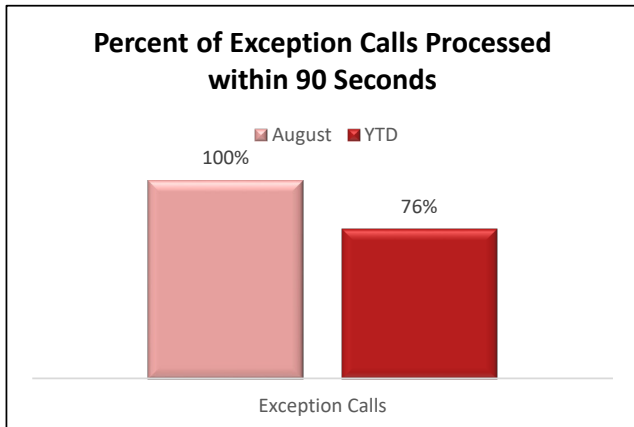
95% of calls processed within 106 seconds



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

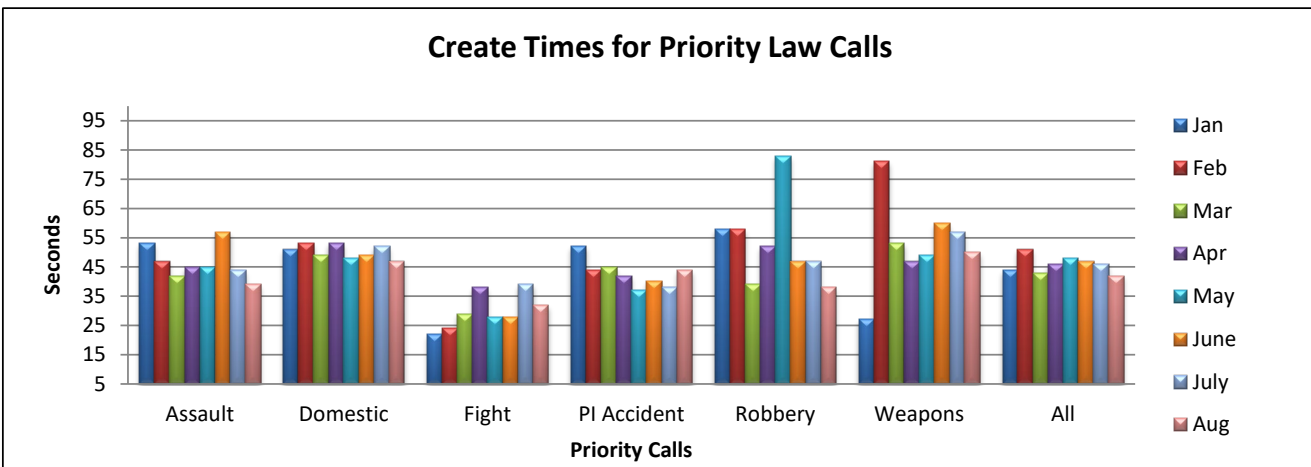
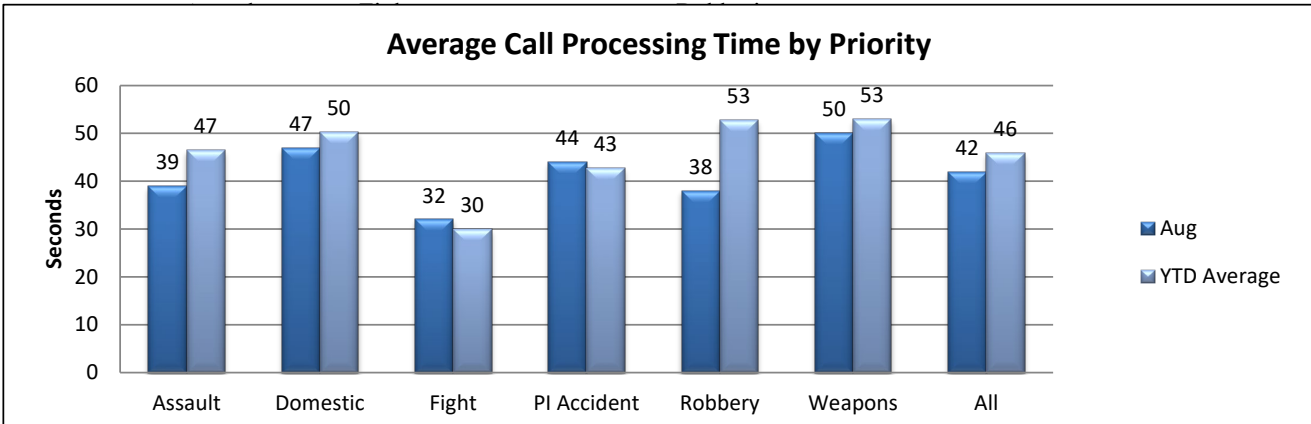


Exception Calls include HAZMAT, Water or Ice Rescue, EMD #22, when there is the need for TTY, use of Language Line or where there are difficulties determining a location. (Any call included in the exception category due to location difficulty has been reviewed.)

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



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. Echo level response is the most urgent response based on protocols.

	OMEGA	ALPHA	BRAVO	CHARLIE	DELTA	ECHO	TOTALS
	LESS ← EMERGENT → MORE						
# Cases:	12	665	353	466	622	46	2164
% of All Levels:	0.6%	30.7%	16.3%	21.5%	28.7%	2.1%	100.0%
Avg. Time to Queue:	1:19:00	1:27:00	1:18:00	1:31:00	1:07:00	0:41:00	1:20:00
Avg. Time in Case Entry:	0:36:00	0:40:00	0:37:00	0:39:00	0:39:00	0:33:00	0:39:00
#> 30 Secs:	6	353	199	266	320	23	1167
#> 60 Secs:	1	86	32	50	70	3	242
Avg. Time in Key Questions:	0:42:00	0:47:00	0:40:00	1:05:00	0:54:00	0:50:00	0:52:00

**Dakota Communications Center Monthly Statistics
2020**

	Jan	Feb	March	April	May	June	July	August	Sept	Oct	Nov	Dec	Totals
Apple Valley *53,429													
Law Enforcement	2412	2,201	2,316	1,589	1,915	2,424	2,579	2,336					17,772
Fire/EMS	183	162	174	132	162	162	198	179					1,352
Burnsville *62,657													
Law Enforcement	3,148	2,753	2,835	3,190	3,203	3,357	3,083	3,087					24,656
Fire/EMS	682	598	566	504	541	588	650	636					4,765
Dakota County * 19,060													
Law Enforcement	2,158	1,843	1,551	1,025	1,463	1,354	1,446	1,399					12,239
Community Corrections	98	91	75	108	98	122	145	114					851
Eagan *68,347													
Law Enforcement	4,300	4,147	3,043	2,778	3,720	3,752	3,631	3,589					28,960
Fire EMS	385	318	327	375	423	420	443	440					3,131
Farmington *22,880													
Law Enforcement	943	974	1,038	1,223	1,223	1,098	1,074	1,105					8,678
Fire EMS	59	41	65	65	74	66	48	61					479
Hastings *23,136													
Law Enforcement	1,064	971	1,271	1,200	1,544	1,538	1,331	1,368					10,287
Fire EMS	293	304	289	247	283	320	305	298					2,339
Inver Grove Heights *35,381													
Law Enforcement	2,435	2,439	2,014	1,722	2,334	2,246	2,583	2,570					18,343
Fire EMS	182	187	145	142	197	168	194	199					1,414
Lakeville *64,334													
Law Enforcement	3447	3,222	2,465	1,972	2,481	2,432	2,971	3,125					22,115
Fire EMS	142	118	121	134	163	202	184	167					1,231

	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Totals
Mendota Heights (Includes Mendota and Lilydale)	*12,545												
Law Enforcement	850	822	680	624	893	986	884	792					6,531
Fire EMS	23	13	23	27	27	22	39	30					204
Miesville Fire													
Fire EMS	8	7	9	4	9	12	3	14					66
Randolph-Hampton Fire													
Fire EMS	16	19	21	11	19	14	27	21					148
Rosemount	*24,342												
Law Enforcement	1,254	1,315	1,040	638	951	1,237	1,467	1,513					9,415
Fire EMS	78	72	53	49	72	81	61	76					542
South St. Paul	*20,878												
Law Enforcement	1,515	1,576	1,799	1,891	1,511	1,663	1,597	1,606					13,158
Fire EMS	220	173	216	231	249	200	246	261					1,796
West St. Paul (Includes Sunfish Lake)	*21,569												
Law Enforcement	1,577	1,268	1,271	1,316	1,768	1,592	1,666	1,596					12,054
Fire EMS	338	313	301	301	328	328	344	359					2,612
Law Enforcement Total	25,201	23,622	21,398	19,276	23,104	23,801	24,457	24,200	-	-	-	-	185,059
Fire EMS Total	2,609	2,325	2,310	2,222	2,547	2,583	2,742	2,741	-	-	-	-	20,079

* Population per Census Bureau, based on Metro Council website information (www.metrocouncil.org).

* Dakota County Population reflects service area for Sheriff's patrol function.

* Total population for Dakota County 428,558

Population counts based on 2018 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	1	1					
Coding	1	1					
Incorrect Information	0						
Policy/Procedure	1	1					
Professional Conduct	0						
Timeliness	1				1		
Questions	0						
Other	1	1					
Total:	5						
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-2020

<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	0	2	3	2	0	1					9
Coding	2	0	0	0	3	1	0	1					7
Incorrect Information	4	0	0	0	0	1	0	0					5
Policy/Procedure	1	0	0	0	0	0	1	1					3
Professional Conduct	0	0	0	0	0	0	0	0					0
Timeliness	1	0	0	1	0	0	0	1					3
Questions	0	0	0	0	0	0	0	0					0
Other	0	0	0	0	0	1	0	1					2
Total:	9	0	0	3	6	5	1	5	0	0	0	0	29
Compliments	0	0	0	0	0	0	0	0					0

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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.

<u>Disposition</u>	<u>Total</u>	<u>Coach/Train</u>	<u>Unfounded</u>	<u>Exonerated</u>	<u>Discipline</u>	<u>Other</u>	<u>Technology</u>
Assignment	9	9					
Coding	7	3	1	2			1
Incorrect Information	5	4	1				
Policy/procedure	3	3					
Professional Conduct	0						
Timeliness	3	1		1	1		
Questions	0						
Other	2	1		1			
Total:	29	21	2	4	1	0	1

Definitions:

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Law Enforcement

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

Definitions:

Assignment:	Did the DCC fail to send the correct resources?
Coding:	Did the DCC fail to code the event correctly?
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Incorrect Information:	Did the DCC fail to provide correct information or provide incorrect information?
Timeliness:	Did the DCC fail to process an incident or provide information in a timely manner?
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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-Law Enforcement-2020

<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	2	0	0	1	0	0					3
Coding	1	0	0	0	0	0	0	0					1
Incorrect Information	0	0	1	0	1	0	0	0					2
Policy/Procedure	1	0	0	1	0	2	0	0					4
Professional Conduct	0	0	0	0	0	1	0	0					1
Timeliness	1	0	0	0	0	0	0	0					1
Questions	0	0	0	0	0	0	0	0					0
Other	1	0	0	0	0	0	1	0					2
Total:	4	0	3	1	1	4	1	0	0	0	0	0	14
Compliments	0	3	0	0	0	0	0	0					

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<u>Disposition</u>	<u>Total</u>	<u>Coach/Train</u>	<u>Unfounded</u>	<u>Exonerated</u>	<u>Discipline</u>	<u>Other</u>	<u>Technology</u>
Assignment	3	3					
Coding	1	1					
Incorrect Information	2	2					
Policy/procedure	4	4					
Professional Conduct	1	1					
Timeliness	1	1					
Questions	0						
Other	2	1	1				
Total:	14	13	1	0	0	0	0

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