

CITY OF MINNEAPOLIS

911 Report for Public Safety, Civil Rights & Emergency Management Committee

2015 Summary Report

January 20, 2016

911 Answer Times

The new 911 phone system was implemented in May of 2015.

A break-in period of several months included time spent optimizing the system and allowing an employee learning curve.

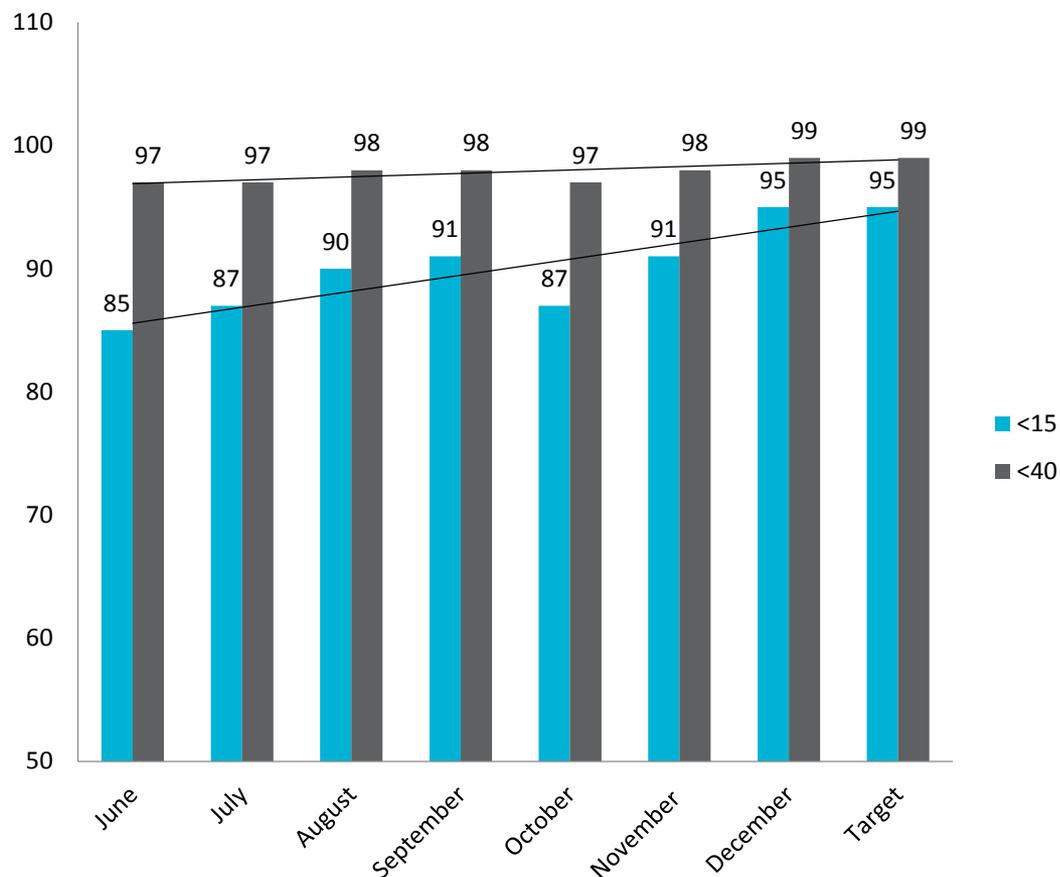
Continuous improvement is observed during the break-in period.

Service levels in December met the national standard for caller wait time.

911 Answer Times 2015

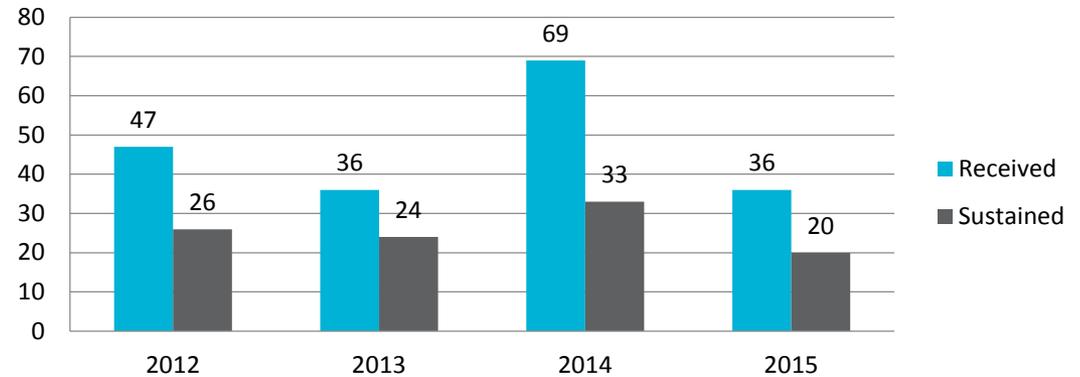
95% of calls answered in 15 seconds or less

99% of calls answered in 40 seconds or less

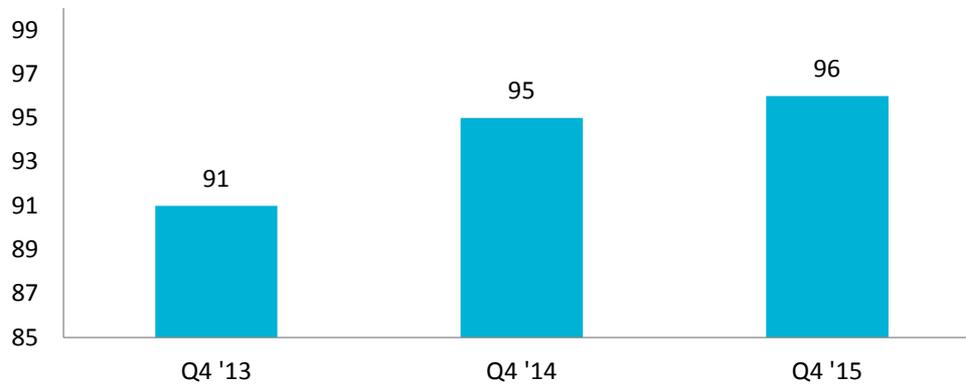


Complaints & Quality Index

Complaints



Quality Index Scores by Year



Call volume

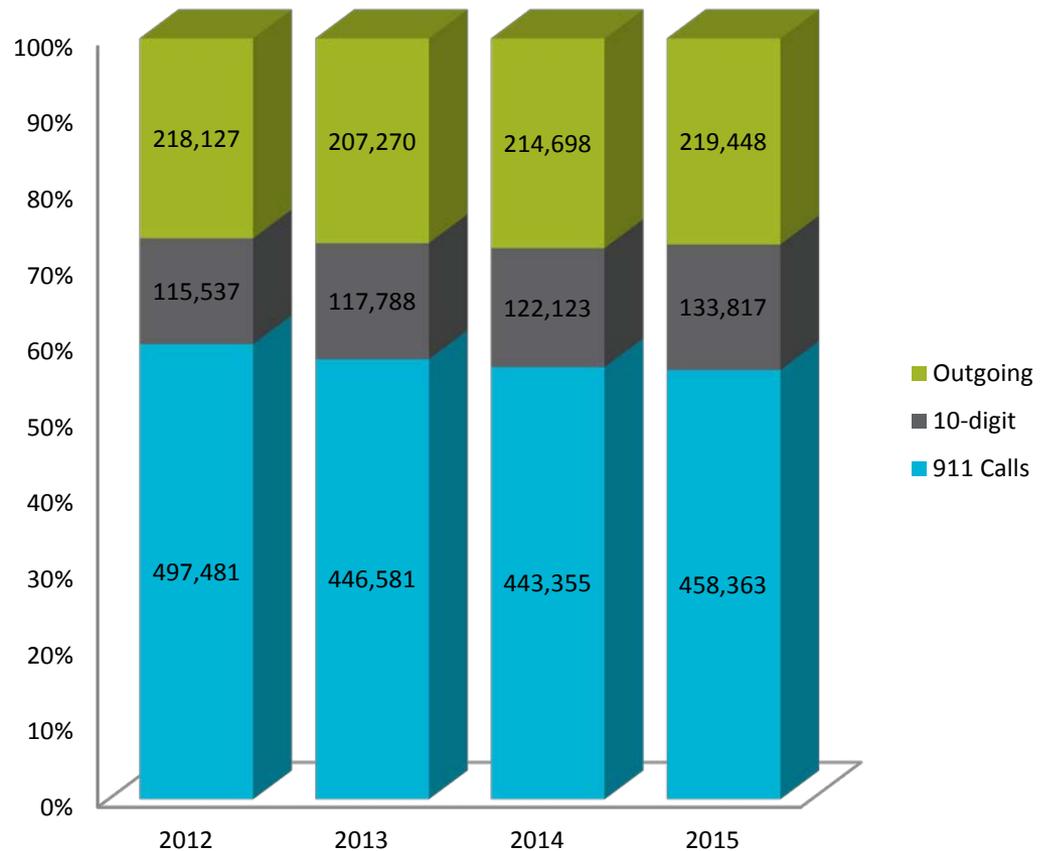
Calls are categorized by origin (incoming, outgoing) and by classification (911, 10-digit).

Call volumes over the past 4 years remain fairly constant.

Most outgoing calls are related to 911-generated work.

10-digit calls may or may not be emergencies; the majority are alarm companies reporting burglary and fire alarms.

Call Classifications



Incidents Dispatched

2014

- Police Incidents: 350,259
- Fire Incidents: 38,830
- EMS Incidents: 58,714*

2015

- Police Incidents: 385,066
- Fire Incidents: 40,559
- EMS Incidents: 63,309*

*Majority of EMS Incidents are dispatched by EMS partners

911 Dashboard

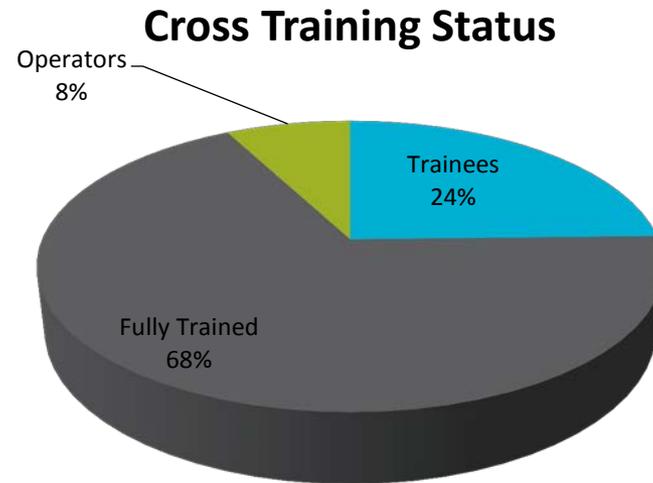
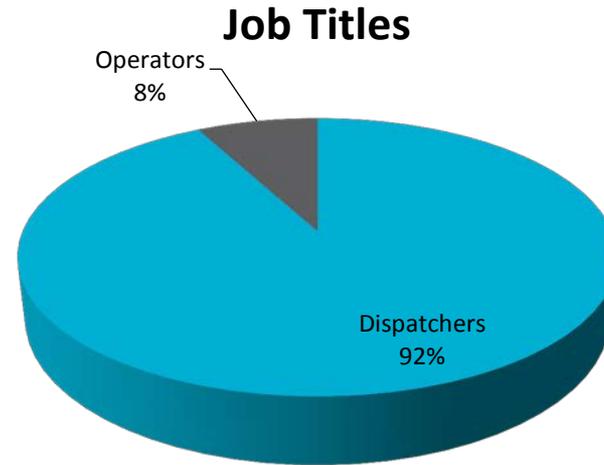
Cross Training Status

The 911 Cross Training initiative is a 5-year plan to move all operations staff into a single job class: 911 Dispatcher.

Benefits of the initiative are increased flexibility in staff deployment, job enrichment and variety for employees, and enhanced service levels to the public.

The initiative began in 2012 and concludes 12/31/2016.

Since inception, 16 911 Operators have been promoted and trained as 911 Dispatchers. The remaining 5 are scheduled for training in 2016 and the program is on track for 100% completion by the target date.



Community Outreach 2015

In 2015 we started working with NCR neighborhood representative employees to learn, seek insight and opportunities to strengthen relationships, to educate, and enhance resident engagement and meaningful involvement in understanding 911 services.

• **Activities and Engagements in 2015**

- 1/22/15 LGBTQ—Community Assessment of 911 services and participation in domestic abuse project for this community.
- 1/22/15—NCR—meeting with staff regarding 911 utilization in various communities
- 3/16/15—Pearl Park—Hale, Page, and Diamond Lake neighborhoods—safety workshop
- 3/19/15—NCR—Planning public safety day with NCR staff
- 5/2/15—Public Safety Fair—North Commons Park
- 6/1/15—Carver Elementary School—appropriate use of 911 services
- 6/23/15—Lake Nokomis Community Center with MPD Community Engagement team—safety workshop.
- 7/25/15—NCR staff—Job Fair—UROC—2201 Plymouth Av
- 9/12/15—Pct3 Safe staff and block leader training—911 ready presentation
- 9/15/15—Lake Street businesses—911 ready presentation—discussion of suspicious people
- 9/21/15—Federal Reserve—Emergency Preparedness—911 ready presentation
- 10/30/15-- Sign language tour group---preparation for sign language workshop for Twin City area.
- 11/12/15—Sign Language workshop, Little Canada, MN—Presentation to sign language interpreters for metro area. Discussion of 911 mission and covered medical protocol.
- 11/17/15—Lyndale Women’s Leadership Group—911 ready presentation to women from Somali and Latino communities.
- 11/18/15—Public Safety Workshop—Augsburg College.

Community Outreach

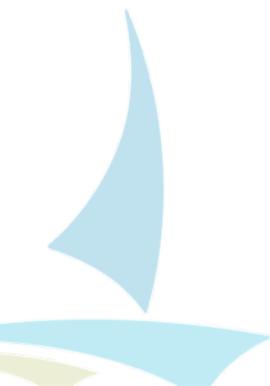
We work with diverse communities to identify barriers to the utilization of 911 services and to eliminate them.

We have encountered inequities in traditionally under-represented communities and/or placed based barriers that exist because of past experiences, lack of information, perceptions and historically limited access to City government and its services.

This work is a continuum and will continue to be a priority in 2016.

What to expect in 2016

- Continue to be involved with MPD Community Involvement Teams, MPD Safe Teams, community groups, NCR staff to continue to focus on 911 utilization to everyone.
- Continue focus on 911 readiness and managing expectations of callers
- Develop and implement formal 911 public education in Minneapolis Public Schools. Initial point of contact has been made and the curriculum is being set. The target grades will be 11th and 12th graders throughout the MPS system.



Technology

2015

- CAD version upgrade
- New 911 Phone system
- Radio system upgrade

2016

- FirstWatch Phone/CAD Interface (2016)
- RFP for Protocol System (2016)
- US Bank Stadium Project (2016)
- Re-design of Training and Backup EOC space (2016-17)
- Routine software and hardware upgrades for major systems (CAD, Phone, Radio)

Workforce Pathways 2016 Project

- Joint grant application with Human Resources, Hennepin County HR, 311
 - EMERGE Community Development's Customer Service and 911 Pathway proposal to the **Minnesota Pathways to Prosperity** program. The pilot builds on our existing relationship with EMERGE and their education partner, Hennepin Technical College (HTC) with the focus on supporting programs that teach in-demand job skills and create a pipeline of qualified job candidates through a proven employment training model.



Minneapolis 911 Vision

- “Minneapolis 911 provides excellent, equitable public safety communication service, and leads the industry with a highly skilled, diverse, accountable and professional staff supported by the best technology and practices.”

- **Questions – Please Contact:**
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