



# MEMORANDUM

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**JOHN E. DEJUNG**  
**Assistant City Coordinator**  
**Emergency Communications Department**

**DATE:** December 2, 2004  
**TO:** City of Minneapolis Executive Committee  
**CC:** John Moir  
**RE:** "Readers' Guide" to the Emergency Communications Department 5-year plan

I thought you might like to have a guide to scanning the rather extensive MECC/3-1-1 5-year plan. The Table of Contents should be accurate and helpful if you'd like to zero in on some sections. The plan is in typical City of Minneapolis 5-year plan format except that I have added 2 appendices to (Business Continuity and Communications Plans). If you are going to scan the document, I would recommend covering the following sections:

- Executive Summary (Introduction), pages 3-5
- Mission/Vision/Values, pages 7-8
- Primary Business Line (9-1-1 call answering and dispatching), page 9
- Alignment with City of Minneapolis goals, see the "summary" lines under each goal, pages 10-14
- Key Trends and Challenges, see the bold font on pages 15-22
- Organization Chart, page 23
- Business Line Performance Measures, page 25
- Service Activity 1 (9-1-1 call processing), page 26
- Related to Hennepin County Consolidation/Merger, see page 26 and 27
- Service Activity 2 (non-emergency call processing), page 29
- Service Activity 3 (Emergency Dispatching), page 30
- Key performance measures, page 32
- Key initiatives, summary on page 35
- Assessment of other models of providing service (includes HC Merger discussion), page 40
- Finance plan, pages 44-47 and 49
- Workforce Plan, see graphs on pages 50-54 and 62-64
- Equipment and space plan, pages 79-80
- For Minneapolis One-Call Plan, scan pages 88-119 or defer to Jan/Feb when it will be more complete

I hope you find the plan informative. It will become a focus area, I believe, now that we are contemplating a merger or consolidation with the Hennepin County Sheriff's Dispatch Center. During the study of the merger/consolidation over the next few months, I will use the plan as a touchstone.

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