Minneapolis Emergency Communications Center (MECC)

Mission Statement

The MECC's mission is to operate, in a professional manner, a complete public safety answering and dispatching service for police, fire and ambulance service to support the needs of residents, visitors, and businesses in the City of Minneapolis. Further, the MECC's goal is to preserve and improve the quality of life in the City of Minneapolis by providing the highest quality delivery of public safety communication services to all who are in need without discrimination.

Primary Businesses:

Emergency Communications

Primary Business:

Emergency Services

Service Activity:

911 Emergency call dispatching

Description:

MECC answers 911 emergency and non-emergency calls from citizens and determines priorities for dispatching of police and fire response. They assist field supervisors in coordinating police and fire emergency resources. 911 Operators also address issues such conducting warrant checks, taking reports for missing juveniles and runaways.

Key Performance Measures for the Service Activity:

Key Performance Measure	2000 Actual	2001 Actual	2002 Actual	2003 Estimated	2004 Projected
Total 911 Calls (answered)	418,890	426,423	435,965		
Total Events dispatched					
(by police)	391,506	376,418	361,555		
(by fire)	34,553	34,924	33,620		
(by ambulance)	40,649	40,115	54,600		
Average answer time (seconds)	6	5	5		
Calls answered per 911 dispatcher	12,142	12,360	12,637		
% calls answered in 10 seconds or less	89%	90%	90%		
# quality service inquiries	88	104	105		
# of sustained errors	34	67	64		
% of sustained errors	39%	64%	61%		
% citizens who had contact with 911 operatos expressing satisfaction with their professionalism*		91%			

Explanation of key performance measures:

*Citizen data is from the 2001 Minneapolis Citizen Survey. This citywide survey interviewed 1200 residents. A smaller survey is planned for later 2003.

Financial Analysis:

The 2004 Budget shifts funding for the emergency communications center from the Police Budget to the City Coordinator's Budget. A new department reflects the historical costs of providing these services. The Council moved 2 additional positions from the Police department, finalizing the shift of this function.

EMERGENCY COMMUNICATIONS
Staffing Information

	2001	2002 Adopted Budget	2003 Adopted Budget	2004 Adopted Budget	% Change	Change
FTE's by Division						
	90.50	90.50	90.50	90.50		
Total FTE's	**90.50**	**90.50**	**90.50**	**90.50**	**0.00%**	-