



DCC Research Phase II

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Dakota County
Office of Performance and Analysis

2018 Reports

- OPA Report
- Winbourne Report

Response

- May 2019 Letter
- Dakota County Board Request

Overview



	Governance	Level of Consolidation	Funding	Other
Dakota	JPA	All cities and townships	CFS Formula (utilizing city and county property tax levy funding); 911 Revenue Funds	
Anoka	County - Administration	All cities and townships	County Levy; 911 Revenue Funds	Minn. Stat. § 383E.21
Hennepin	County - Sheriff's Office	Approximately 2/3 of the County	County Levy; 911 Revenue Funds	
Ramsey	County - Administration (JPA)	All cities and townships	60% County (levy); 40% Cities (city property tax levy through CFS Formula); 911 Revenue Funds	
Scott	County - Sheriff's Office	All cities and townships	County Levy; 911 Revenue Funds	
Washington	County - Sheriff's Office	All cities and townships	County Levy; 911 Revenue Funds	

^[1] Office of the Revisor of Statutes. Minnesota State Statutes 2019, Chapter 383, Section 383E.21 Countywide Public Safety Improvements and Equipment; Bonding and Tax Levies. <https://www.revisor.mn.gov/statutes/>. 2019.

^[2] Does not include Bloomington, Eden Prairie, Edina, Fort Snelling Minneapolis, MSP Airport, Richfield, Saint Louis Park, and University of Minnesota.

Organizational Structure

- DCC and Ramsey County JPAs
- Anoka, Ramsey, Scott, and Washington County dispatch centers housed within County structure
- Administration
 - Anoka and Ramsey
- Sheriff's Office
 - Scott and Washington

Property Tax

- Anoka, Scott, and Washington
 - County property tax
- DCC and Ramsey
 - County and city property taxes
 - Calls for service formula

Anoka County

- Public Safety levy

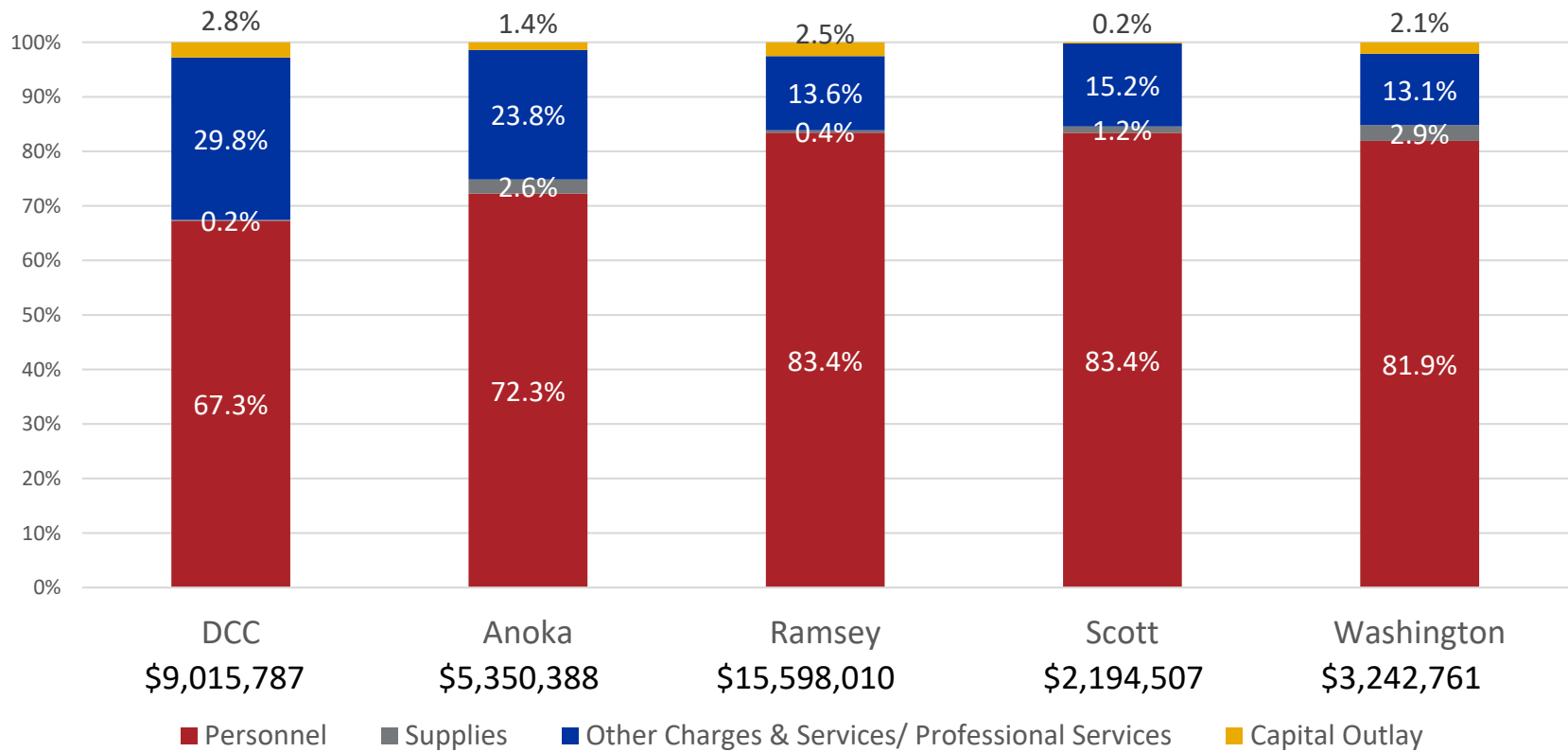
Support through other County functions

- Budget
- Human Resources
- County Attorney's Office
- Facilities
- Share County space

Finance Structure



Three-Year Average Expenditures (2016-18)



Finance Structure



Cost and Call Comparisons (2018)

	2018 Cost per Capita	2018 Cost per CAD Event	2018 Cost per Call	2018 Call per Capita
DCC	\$22.56	\$28.35	\$18.91	1.19
Anoka	\$15.44	\$21.32	\$13.21	1.17
Ramsey	\$29.38	\$30.65	\$16.10	1.82
Scott	\$15.64	-	-	-
Washington	\$13.87	-	-	-

Shift Structures

DCC	10-hour shifts
Anoka	Combination of 8 and 12-hour shifts
Ramsey	12-hour shifts
Scott	10-hour shifts
Washington	Combination of 8 and 12-hour shifts

Working Supervisors

One-stage and Two-stage dispatching

- Anoka, Scott, and Washington
- DCC and Ramsey

Call volume

- EMS dispatching
 - DCC and Ramsey

Quality of Service

- 911 answering call times (DCC, Anoka, Ramsey)
 - Lowest at 93.8% under 10 seconds
 - Lowest at 98.0% under 20 seconds (DCC at 100%)

Customization

- Frequent
- Unique in both services and approach

Warrants

- DCC, Scott, and Washington County
- Unique approaches

Feedback from Dakota and Ramsey County DCC Responses

- Positive responses regarding service
- Interest in changing funding structure
- Desire to review committee structure

Customer Service Surveys

- Rare, due to confusion between emergency response and 911 dispatch center

DCC Executive Committee (April 29, 2020)

DCC Board of Directors (May 21, 2020)

- Creation of 11 member work group
 - Two Dakota County Commissioners
 - Three DCC Board of Directors members
 - Three DCC Executive Committee members
 - One Fire Operations member
 - One Law Operations member
 - Dakota County Sheriff or their designee
 - DCC Executive Director, ex officio

QUESTIONS?