

2019





DEPARTMENT



**results**  
minneapolis

911

# Performance summary

**Enterprise priorities** (page 3): Workforce diversity, Spending with diverse suppliers  
**Department priorities** (page 4): Workforce development, Physical environment

Trend Key			
	Year-over-year (YoY) increase by more than 5%		Less than 5% YoY change
	YoY decrease by more than 5%		No trend

Budget program	2018 Budget	Performance measure	2018 Performance	Trend from prior year	Trend: Red/yellow/green
911 Call Handling and Dispatch Operations	\$10.5M	911 answer times: Percent of calls answered within 15 seconds and within 40 seconds	<ol style="list-style-type: none"> <li>92% of calls answered within 15 seconds</li> <li>98% of calls answered within 40 seconds</li> </ol>	<ol style="list-style-type: none"> <li>Decrease</li> <li>Decrease</li> </ol>	<ol style="list-style-type: none"> <li></li> <li></li> </ol>

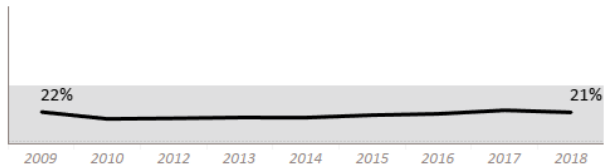
# Enterprise Priorities

## Workforce diversity

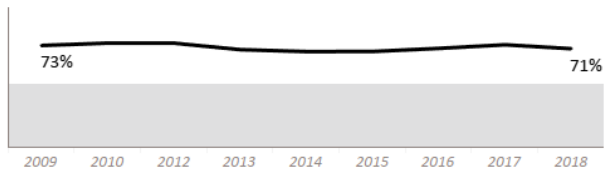
- **Does not meet** enterprise goal of 41% people of color
- **Meets** enterprise goal of 45% women
- We have worked with HR to revamp the recruitment for 911 Dispatchers by holding information sessions, expanded the reach of new recruitment materials to different communities and utilized social media to produce a diverse applicant pool.
- Barriers removed: eliminated a day of testing, streamlined MPD background intake process, added back realistic job previews and tours of the 911 center
- Partnered with HIRED, Inc. to launch and continue a pathways program for the 911 Dispatcher position, of which 66% of the cohort participants are people of color

### Workforce diversity (2009-2018)

#### People of color



#### Women



#### Notes:

(1) Grey shading indicates enterprise goals (41% people of color and 45% women).  
 (2) 311 employees were part of the 911 department in 2009. In 2011, 911 was folded into the Regulatory Services department. In January 2012, 911 was split out of Regulatory Services, back into its own department.

## Spending with diverse suppliers

- **Does not meet** Citywide percent diverse spending (15%)
- **Does not meet** Citywide percent spending with minority-owned suppliers (6%)
- **Does not meet** Citywide percent spending with non-minority women-owned suppliers (9%)
- The majority of 911 spending is on technology to support the 911 program. The large technology projects awarded in recent years followed this city's competitive bid program.
- Where the department has discretion in choosing vendors, 911 actively works with purchasing to select diverse local suppliers in support of city goals.

### Summary

Total supplier spending\* over selected years

\$401K

Amount spent with diverse suppliers over selected years

\$7K (2%)

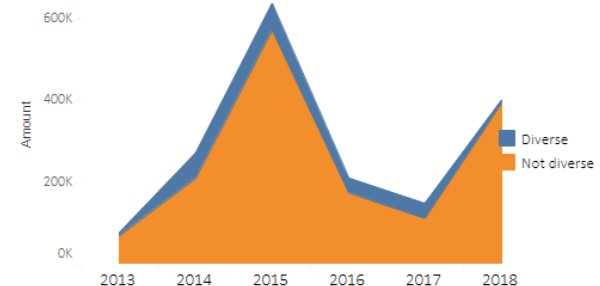
Minority-owned

\$97 (0%)

Non-minority women

\$7K (2%)

Share of diverse spending\* (all years)



# Department Priorities

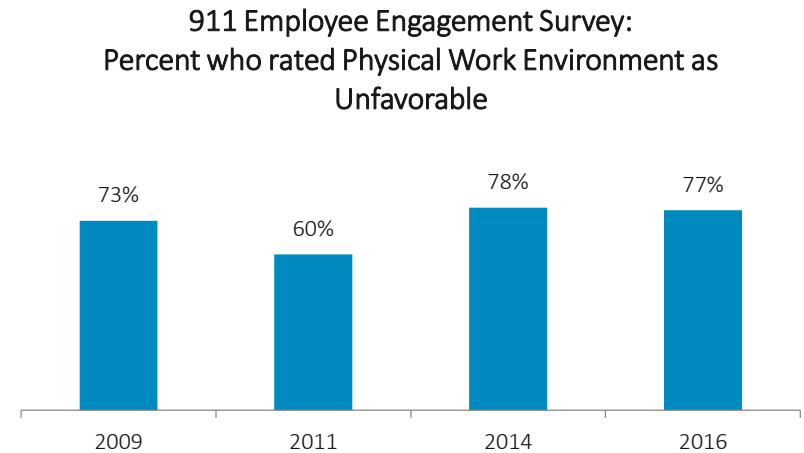
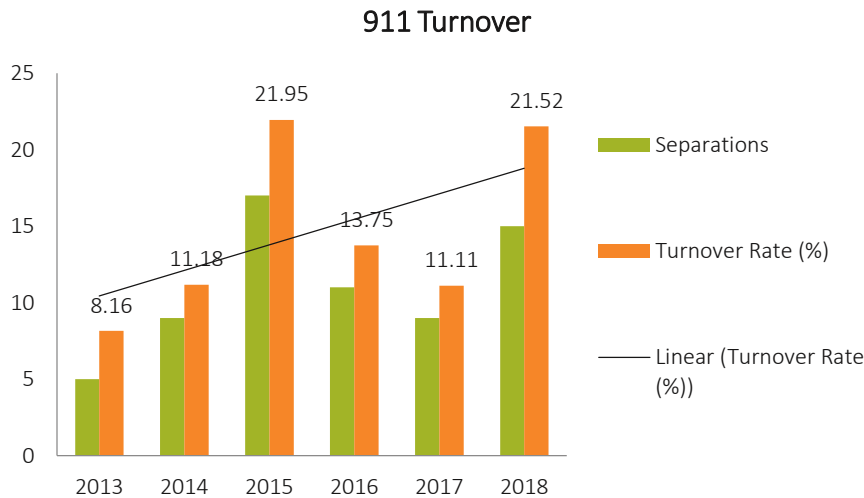
## Workforce Development

- 911 continues to focus on recruiting and hiring to fill all authorized positions. This includes a focus on hiring 911 career-oriented candidates from our new Pathways partnership program.
- We continue to work to re-evaluate and re-focus our entry level training and build a robust quality assurance program as we pursue accreditation.
- There are a number of strategies in place to aid in recruiting and retaining high quality, diverse 911 dispatcher candidates which include studying need for an entry level trainee position, revising policies and procedures, reviewing organizational structure and roles and responsibilities.

## Physical Environment

- The physical environment has consistently been one of the greatest areas of opportunity for as long as the City has been conducting employee engagement surveys. The 2018 survey did not ask about employee environment or physical work space.
- 911 leadership continues to advocate for a project to develop recommendations for creating an optimal 911 workspace, which must include replacing 911 workstation furniture which reached end of life five years ago. Remodeling or moving 911 out of the basement is a multimillion dollar expense and a significant IT project as well as facilities, requiring stakeholder and elected official support.

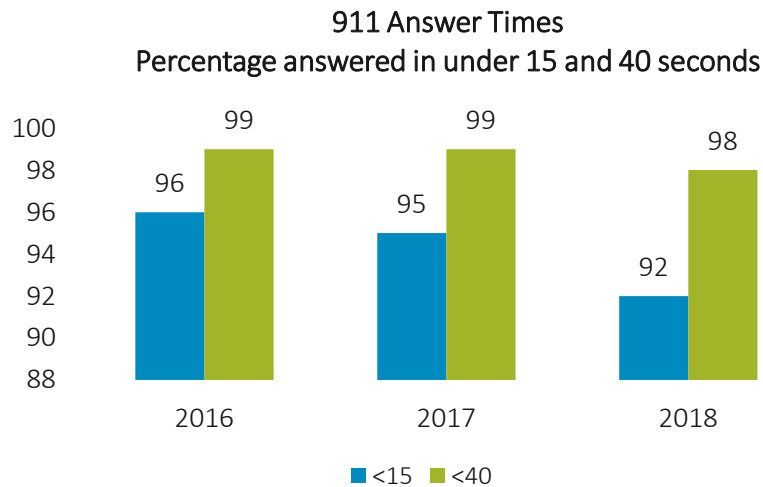
### Performance measures



# 911 Call Handling and Dispatch Operations

**Program description:** 911 is the link between the public and emergency public safety response. Professional, supportive and engaged 911 staff receive, prioritize, dispatch and manage public safety response throughout the city. No police car, fire truck or ambulance responds to an emergency in Minneapolis unless the call has first been answered and processed by the 911 department.

## Performance measures



### Definition:

- 911 calls should be answered as quickly as possible. The updated national standard supports programming that allows for 95% of 911 calls to be answered in 15 seconds or less, and 99% within 40 seconds or less. Prior to May of 2015, 911 did not have the technology to accurately measure true caller wait time.
- Answer times can vary according to season (summer is busier) and other factors such as large storms and events that generate a large number of calls reporting a single incident.
- How long a caller may wait to have their call answered is directly affected by how many dispatchers are available to answer incoming calls. 911 has made strategic staffing and scheduling adjustments and continuously improves procedures to assure the lowest wait times.
- Since 2015, 911 has been able to measure caller wait times. This data is reviewed weekly for opportunities for improvement.