

2020





DEPARTMENT



results
minneapolis

911

Performance summary

Enterprise priorities (page 3): Workforce diversity, Spending with diverse suppliers
Department priorities (page 4): 911 Call Priority and Answer Time; Workforce Development

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	2019 Budget	Performance measure	2019 Performance	Trend from prior year	Trend: Red/yellow/green
911 Call Handling and Dispatch Operations	\$10.3M	911 answer times: Percent of calls answered within 15 seconds and within 40 seconds	<ol style="list-style-type: none"> 92% of calls answered within 15 seconds 98% of calls answered within 40 seconds 	<ol style="list-style-type: none"> Stable Stable 	<ol style="list-style-type: none">  

Enterprise Priorities

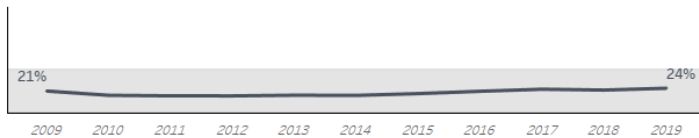
Workforce diversity

- **Does not meet** enterprise goal of 41% people of color
- **Does not meet** enterprise goal of 45% women
- MECC has 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.
- We will work with City Departments and community groups to extend our recruitment for 911 Dispatcher.

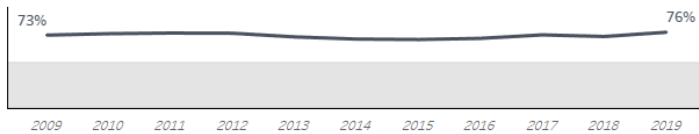
Workforce diversity (2009-2019)

911

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.

Definition for Regular City Workforce:

- (a) Includes: all regular full-time, regular part-time, regular intermittent, and seasonal full-time City employees.
- (b) Excludes: ACA seasonal and all temporary City employees including individuals on permit, outside trades, Election Judges, METP Summer Youth, and contractors.

Spending with diverse suppliers

- **Does not meet** Citywide percent diverse spending of 16%.
- **Does not meet** Citywide percent spending with minority-owned suppliers of 7%.
- **Does not meet** Citywide percent spending with non-minority women-owned supplier of 9%.
- The majority of 911 spending is for technology in support of the 911 system and users needs. Where the department has discretion in choosing vendors, 911 actively works with purchasing to select diverse suppliers in support of city goals.

Summary

Total supplier spending* over selected years



Amount spent with diverse suppliers over selected years



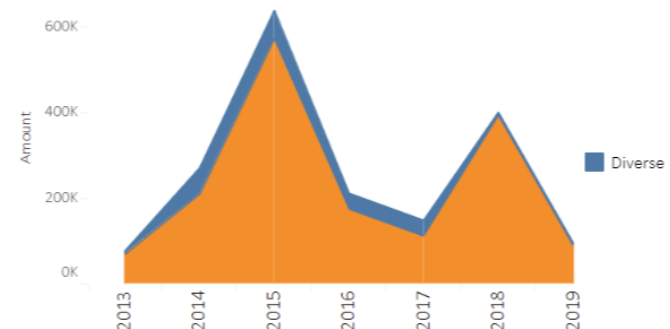
Minority-owned



Non-minority women



Share of diverse spending* (all years)



Department Priorities

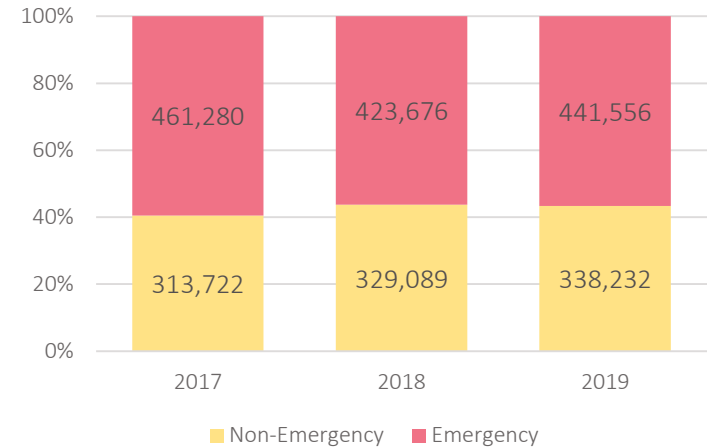
911 Call Priority and Answer Time

- The general rule for dispatchers processing a 911 call is to get police, fire or EMS responding at the earliest possible moment. Calls are identified by a nature code and assigned to a priority category based on the urgency of any situation and to facilitate the most efficient delivery of service to the public.
- We have worked with the community, our public safety and City partners looking to create efficiencies. We will further explore the recommendations from the 911/MPD Workgroup to review a reconfiguration of the priority system.
- We decommissioned a protocol software that was delaying dispatcher's ability to process calls in a timely manner.
- We are working with the community, our public safety and City partners looking to create efficiencies to process 911 calls. We will further explore the recommendations from the 911/MPD Workgroup to review a reconfiguration of the problem nature codes and priority system.

Workforce Development

- We have developed a new training program for our dispatchers with the goal of retaining staff and providing ongoing training. The program has improved techniques based on industry trends and adult learning research. The engaged process involves staff from all levels in preparing and presenting classroom training. The curriculum is culturally relevant of the community we serve.
- The kind of stress that 911 dispatchers experience is not the garden-variety stress the average person experiences. The stress experienced by dispatchers is what develops with listening to someone else's absolute worst day — every day. We have recognized the need to develop a wellness program specific to our dispatchers.
- We have engaged the City offered Employee Assistance program. We have created a Peer Support Program that gives staff a confidential internal support system. Working with our HR partner, public safety partners, our staff and labor groups we will continue to pursue wellness programs for our staff.
- We will work to create a metric to measure our employees well being.

911 Emergency and Non-Emergency Call Totals



Definition:

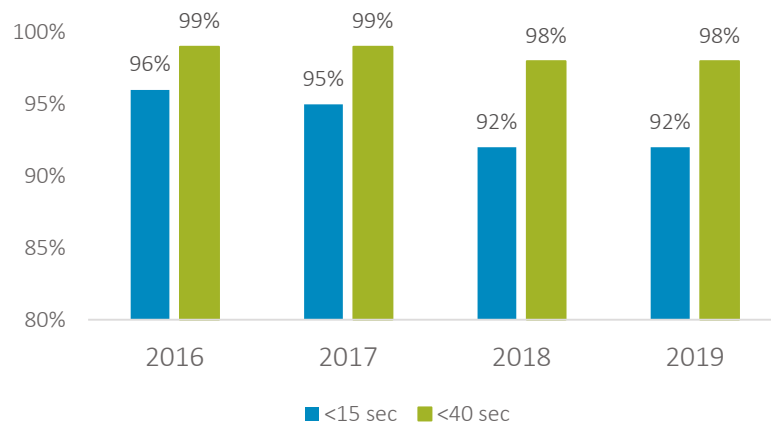
- Emergency call is processed from an incoming 911 trunk/line or an SMS conversation between a caller and dispatcher.
- Non-Emergency call is processed on an incoming non-emergency line.
- Calls can enter the 911 center from the following types of call service:
 - Wireline – a call transmitted through a wire or cable
 - Wireless – a call transmitted through the air using a mobile telephone
 - VoIP (Voice over Internet Protocol) – a call transmitted over a data network using the Internet Protocol
 - SMS (Short Message Service) – a call transmitted through the air using a mobile telephone (text message)

911 Call Handling and Dispatch Operations

Program description: Minneapolis Emergency Communications 911 dispatchers provide the critical link between public safety responders and the community we serve. Dispatchers receive and process 911 emergency and non-emergency calls with compassion and professionalism. No police car, fire truck or ambulance responds to an emergency in Minneapolis unless the call has first been answered and processed by a 911 dispatcher.

Performance measures

911 Call Answering Times



Definition:

- 911 calls should be answered as quickly as possible. The national standard guideline states 95% of 911 calls are 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 2016, 911 has been able to measure caller wait times. This data is reviewed for opportunities for improvement.