

DAKOTA 911
POLICE • FIRE • EMS

2025 Year in Review

Purpose and Mission



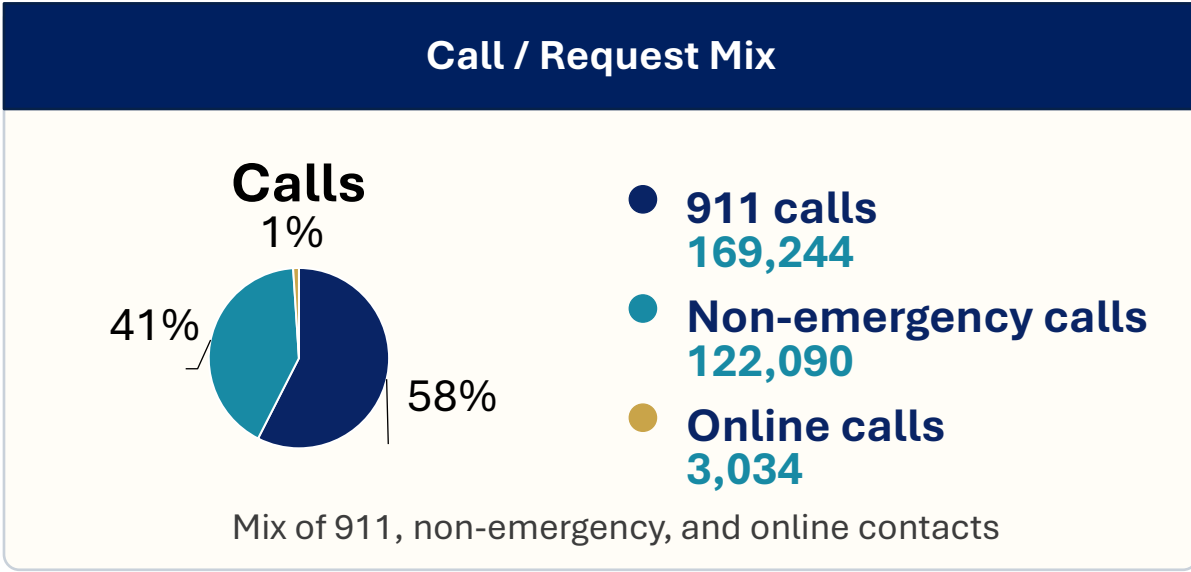
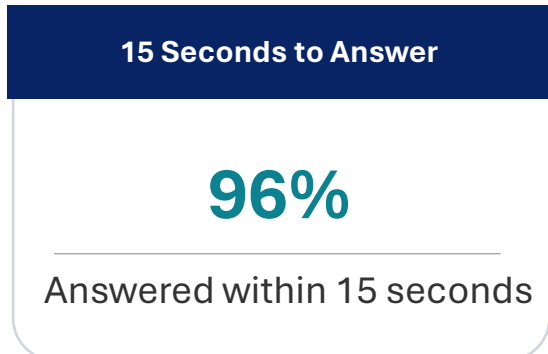
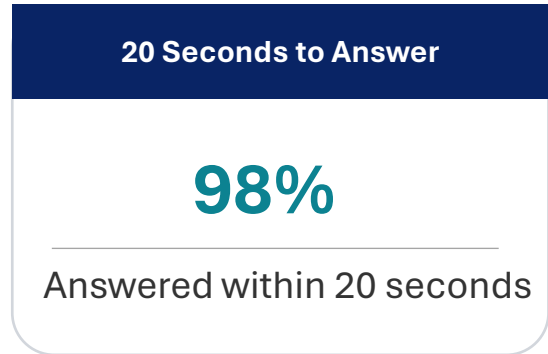
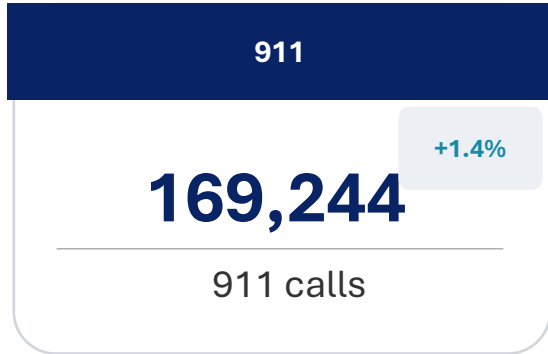
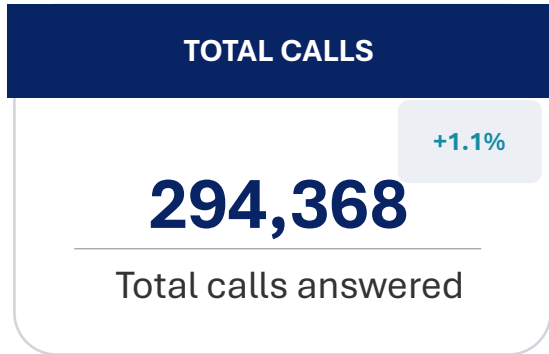
- Countywide 911 communications center, serving the community and our public safety partners in law enforcement, fire, & EMS.
- To serve and protect public safety by providing a vital communications link between the community and responders.
- Values: Service excellence, trust and partnership, accountability, and growth.

- Service performance
- Activity statistics
- Key achievements
- Community partnership and outreach
- Workforce development
- Team recognitions
- Financial Summary



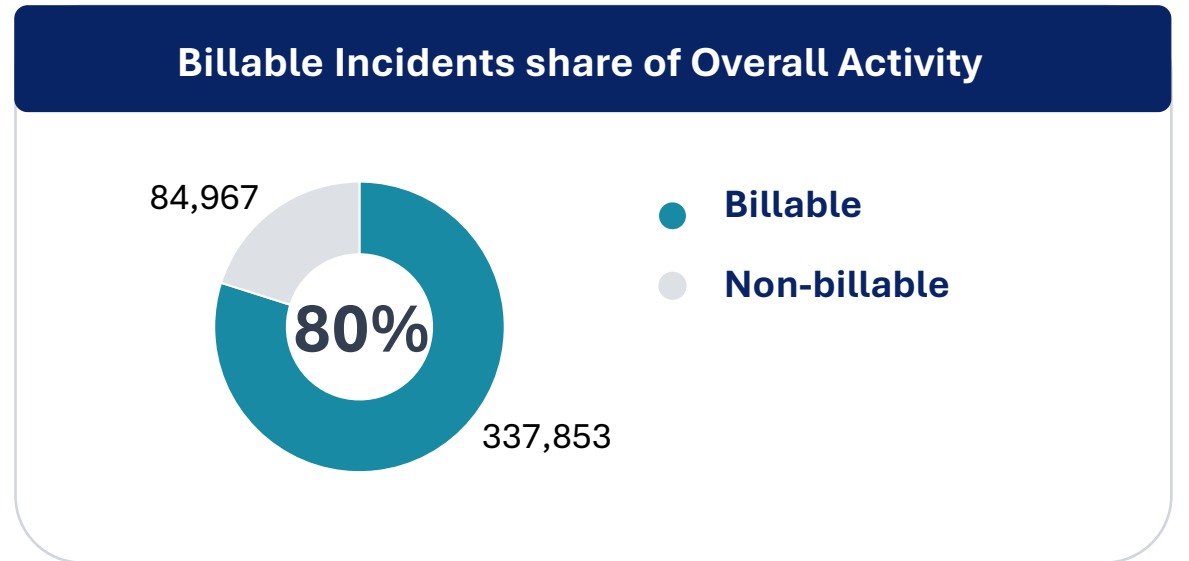
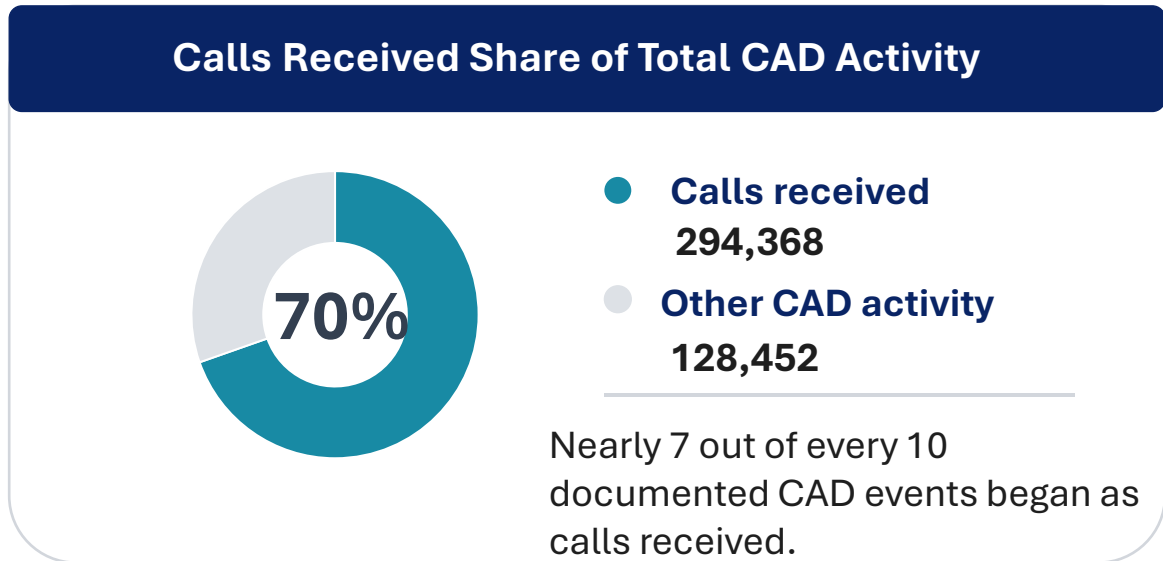
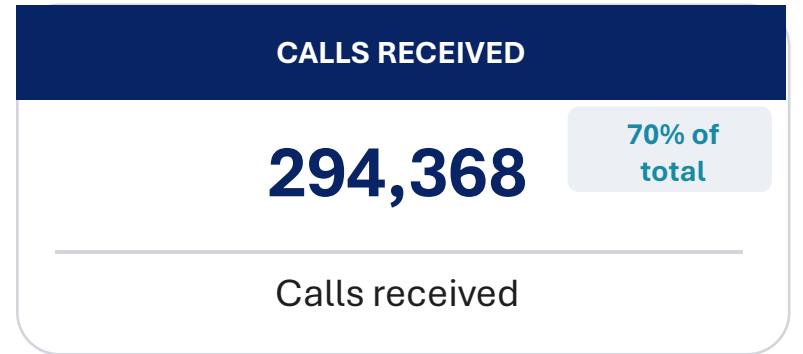
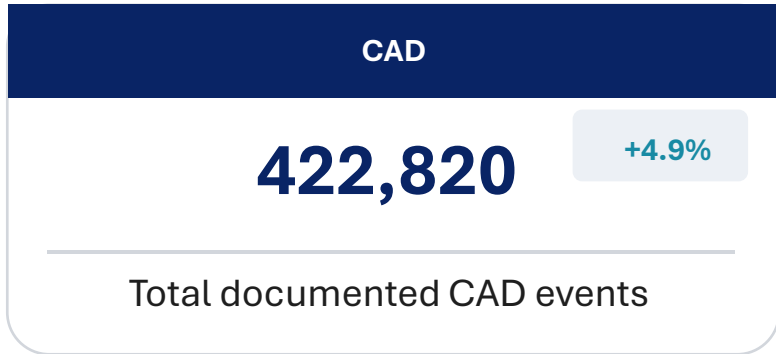
Service Performance

High service demand was matched by strong response times and positive public feedback



CAD Activity

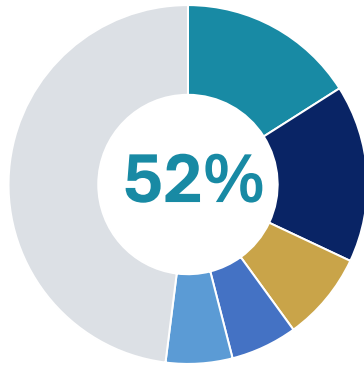
Understanding CAD-driven demand, trends, and service patterns



CAD Activity

Understanding CAD-driven demand, trends, and service patterns

Top 5 Fire / EMS Incident Types

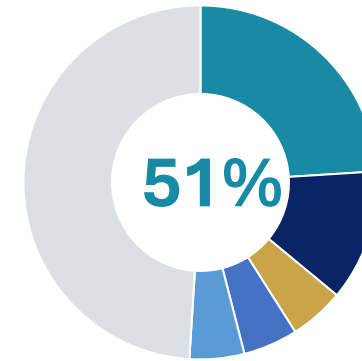


Top 5 incident types made up 52% of total fire/EMS incidents.

The remaining 48% came from 73 other fire/EMS incident types.

● Sick Person	16%	● Psych/Suicide Att	6%
● Falls/Lift Assists	16%	● Fire Alarms Comm/Res	6%
● Breathing Problems	8%	● Other	48%

Top 5 Law Incident Types



Top 5 incident types made up 51% of total law incidents.

The remaining 49% came from 84 other law incident types.

● Traffic Stop	24%	● Suspicious Activity	5%
● Premise Check	12%	● Follow-up	5%
● 911 Hangup	5%	● Other	49%

Priorities and Goals in 2025

Setting our direction for a focused and successful 2025

1

Improve business efficiency

2

Strengthen operational efficiency and emergency response

3

Make Dakota 911 a great place to work

4

Ensure continuity of critical services

5

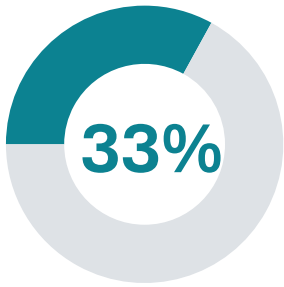
Maintain the highest standards of service



Key Achievements

Reflecting on progress and results received throughout the year

AI Attendant



Non-emergency calls diverted

Helping preserve telecommunicator availability for urgent needs.

A new AI attendant was launched in the fall of 2025 to redirect non-emergency callers to the right resource or online request pathway.

911 Education



911 for Emergency

When in doubt, dial 911

Non-emergency call
651/952-322-2323 or online at
Dakota911mn.gov

Updated public messaging campaign to align with national “When in doubt, dial 911” guidance.

Community Satisfaction Surveys

New in the spring of 2025 - 2-Question survey following certain interactions to gauge community satisfaction.

97%

overall satisfaction

43%

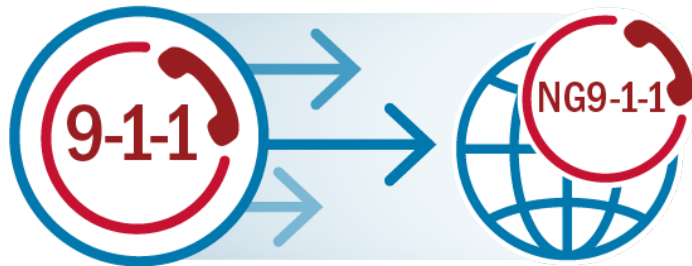
survey response rate

Key Achievements

Reflecting on progress and results received throughout the year

Key 2025 Implementations

- Live 911 call transcription, keyword alerts, AI-supported summaries, and language translation
- Enhanced next-gen 911 mapping and integration of Axon body cameras into the dispatch map



The screenshot displays a 911 dispatch interface. At the top, it shows the phone number (626) 320-02304 and the dispatcher assigned to A. Brown. A 'LIVE' indicator is present. The transcript shows a caller's message: "He's leaving now. He just started walking back to his car." and a dispatcher's response: "Okay ma'am, please do not go outside. Can you describe...". A second caller message follows: "He's wearing a black shirt with blue jeans. Around 6 feet tall." A summary overlay on the right provides the following details:

- Summary**
- Incident Description**: A woman called 911 to report a suspicious man with a knife outside of her home. The man left and drove off in a blue Toyota Camry.
- High Priority**
 - Man was holding a kitchen knife
- Person Description**
 - 6 feet tall male wearing a black hoodie with blue jeans
 - Dark brown hair and white skin and a goatee
- Vehicle Description**
 - Blue Toyota Camry (sedan)
 - License plate 5GE294AM

Community Partnership and Outreach

Connecting with our community to promote transparency, education and shared public safety goals

EVENT

30+

Public events attended

GIVE

2

Families adopted for holidays

FOOD

2,200+

Food items donated

Community in Action – Keeping Dakota 911 visible



- Career fairs
- County events
- Safety programs
- Blood drives
- Community presentations

Workforce Development

Investing in employee development to strengthen performance, retention, and organizational resiliency

AUTHORIZED

55

Authorized PST positions

AVERAGE

51

Average PST staffing

YEAR END

49

Year-end PST count

TURNOVER

21%

Average 5-year turnover

Key Investments in Readiness

- Approximately 6,500 training hours were delivered to new telecommunicators in 2025
- Situational awareness and decision-making training with Blue Ethos
- APCO and NENA supervisory training
- NIMS/ICS all-hazards training for communications unit leaders (COML)
- Leadership training –Dare to Lead™ foundational workshop

Training and Certifications

6,500 training hours

Situational awareness

COML-All hazards training

Supervisory & Leadership

Team Recognition

Celebrating the people whose dedication, teamwork, and service drive our mission forward

MERIT AND TEAM RECOGNITIONS

40+

Recognitions awarded in 2025

LIFE SAVING

4

Life saving awards

STORK AWARD

1

Baby delivered



Financial Summary

Balancing fiscal accountability with reliable, high-value public safety service

REVENUE

\$12.83M

Total revenue

EXPENSES

\$11.9M

Total expenditures (including capital)

PERSONNEL COST

77%

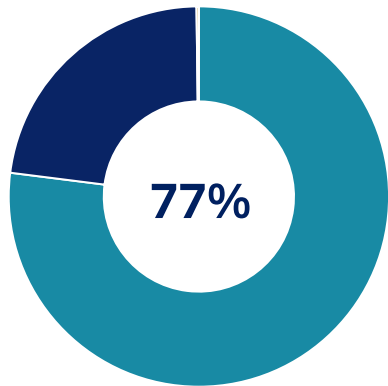
Personnel share of operating costs

MEMBER FEES

88.6%

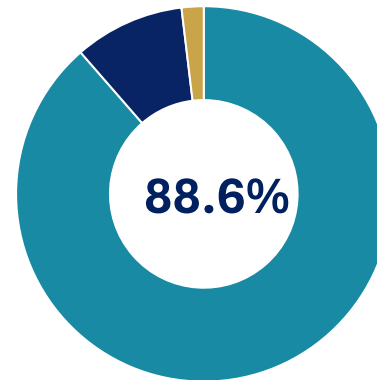
Member fee share of revenue

Operating Cost Mix



● Personnel	77%
● Contractual/Other	22.8%
● Commodities	0.2%

Revenue Mix



● Member fees	88.6%
● 911 tariff	9.5%
● Investment income + other	1.9%



Thank you!

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651-322-1900