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Operational Functions & Capabilities

Core functions:

- Emergency and non-emergency call handling
- Emergency pre-arrival instructions
- Public safety dispatch services for 12 member agencies
- Alert and warning for Dakota County
- Processing criminal justice information

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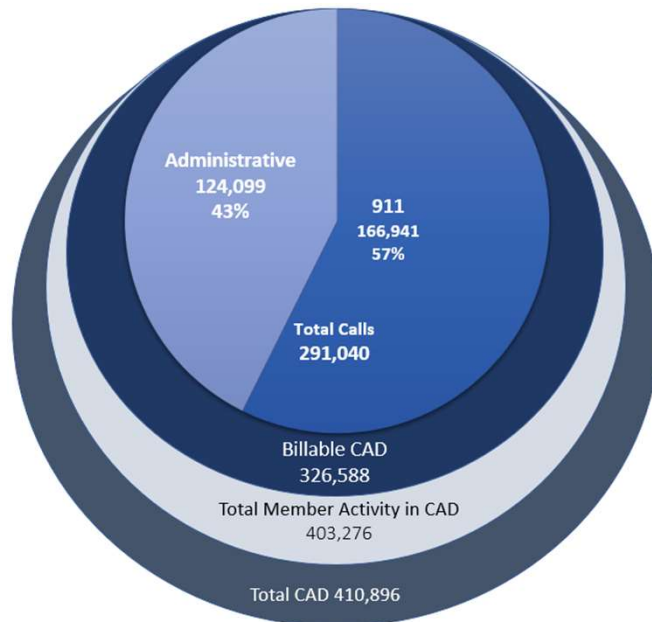
Organization Structure



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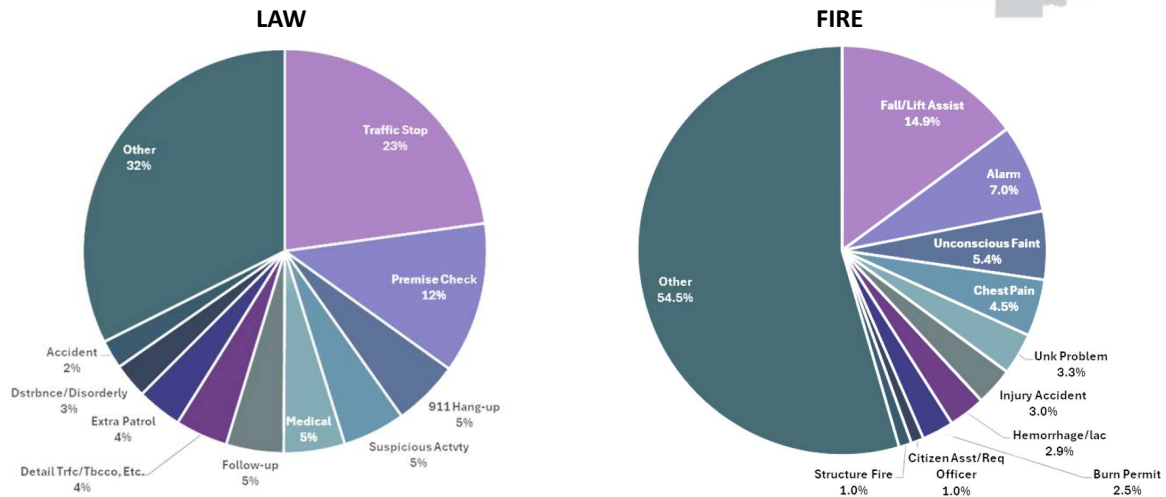
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2024 Activity



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Most Common Call Types of 2024



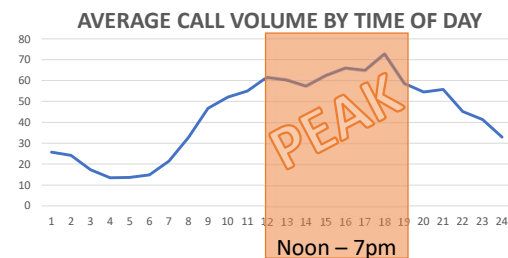
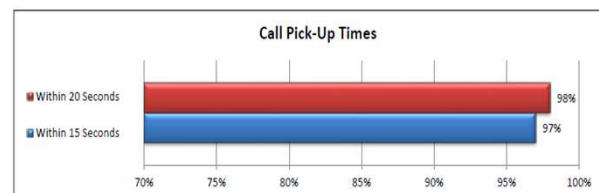
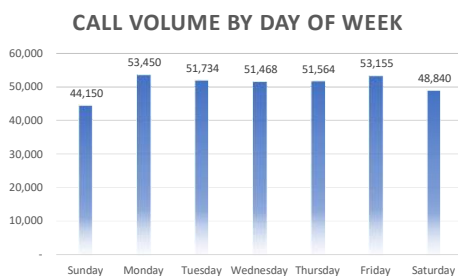
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2024 Performance and Analysis



Quick Performance Facts

- 800 plus calls per day
- 70-100 calls per hour during peak volume times



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2024 Improvements



Staffing

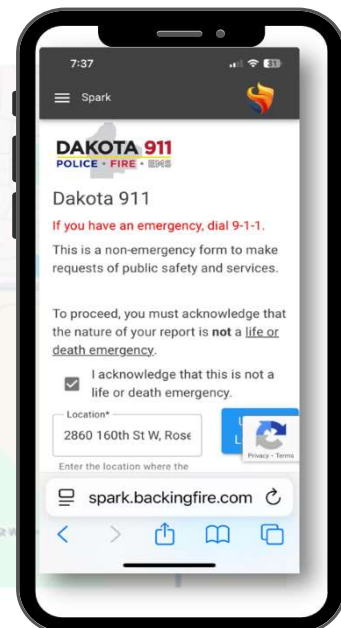
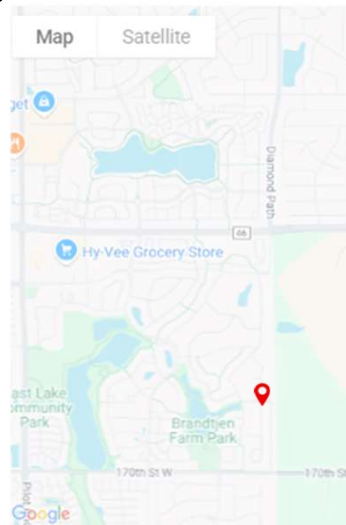
- Made significant strides in hiring, 17% increase in gross staffing from 2023
- Onboarded 18 public safety telecommunicators in 2024



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2024 New Developments

- **Added a new non-emergency online service request**
 - Improves accessibility for the community (language, deaf and hard of hearing, etc.)
 - Improves operational efficiency



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2024 New Developments

- **Introduced Dakota's 911 Peer Support Team**

- Guided by a mental health clinician
- Focused on supporting telecommunicators with the difficult and traumatic effects in their public safety roles

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2024 New Developments

- Added call handling resiliency
- Improved network stability
- Strengthened contingency planning

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2024 New Developments

Added a new training manager role to oversee new service and continuing education

New in-house program to certify trainers, reducing training and travel costs, helping to accelerate team growth

Implemented new training management tools to enhance coordination, documentation, and compliance management.



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Enhancing Emergency Response



- Training and continuing education opportunities, collaboration with public safety partners
- Incident Command Structure (ICS) Communications Training
- Tactical dispatch training
- School safety and crisis response
- Next-gen 911 tools/technology



RapidDeploy



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Community Engagement



Events, Career Fairs and Open Houses

Dakota County Fair
 Lakeville Safety Camp
 Valley Middle Career Fair
 Dakota County SD Open House
 Hastings PD Open House
 Farmington PD Open House
 Rosemount Public Safety in the Park
 West St. Paul C.O.P.S. in the Park
 Apple Valley Public Safety in the Park
 Community Ed 196 Resource Fair
 Farmington Fire Open House
 Burnsville Fire Open House
 Lakeville Fire Open House
 Eagan Fire Open House
 Apple Valley Fire Open Houses
 Hastings Fire Open House
 Apple Valley Trunk or Treat
 Inver Grove Heights Fire Open House
 Mendota Heights Fire Open House
 Stem Valley Middle Community Night
 Hastings Middle School College & Career Fair
 Hennepin Tech 1st Responder Career Fair

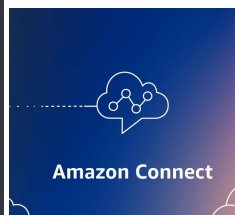


- Record-setting year of engagement and collaboration with public safety partners
- Supported over 22 events
- Public safety outreach and education on 911 and emergency response

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Current Projects

- Public surveys
- AI attendant for non-emergency call support
- NG911 assistive platforms, improved mapping, live transcription with language translation
- Revamping 911 public education with promotion of non-emergency alternatives



Helpful

She was very nice and clear

The dispatcher was caring, helpful, and professional. I really appreciate the great work they did for my call.

Thank you so much for the professionalism of this Dispatcher with their kind words.

Good telephone voice and asked pertinent questions

They were really helpful and I appreciate all of the support thank you 🙏

Very nice. Officer

Quick & Understanding.

Very professional and courteous.

The person answered my questions and help me with the information I needed.

Helpful

She was very nice and clear

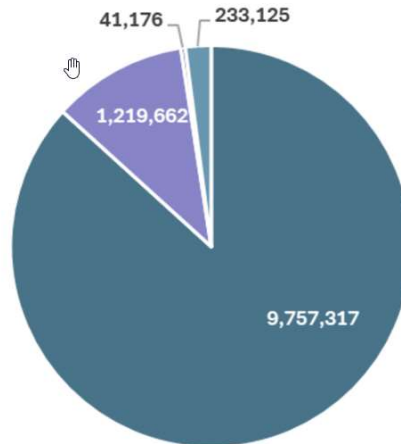
The dispatcher was caring, helpful, and professional. I really

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Financial Recap - Revenues



- **Member Fees**
 - 3-year average of billable activity
- **Other Revenue**
 - Tariffs
 - Mass notification partnerships
 - Grant income
 - Interest on Investments



Member Fees	9,757,317
911 Tariff	1,219,662
Other	41,176
Investments	233,125
Total	11,251,280

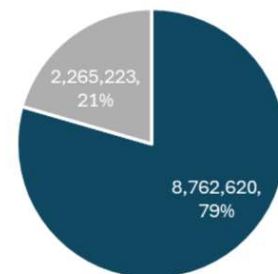
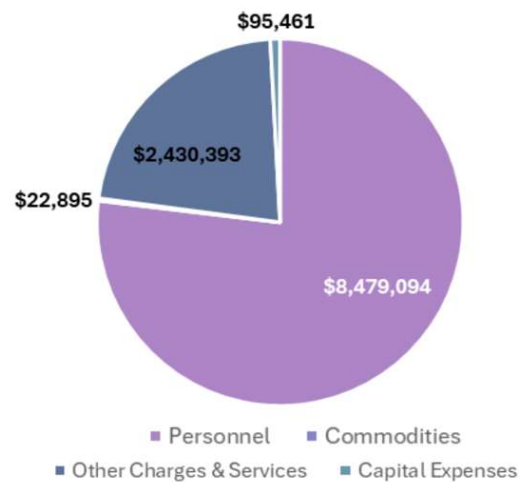
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Financial Recap - Expenses



- **Operating & Capital**

- Personnel – 77%
- Other – 22%
- Commodities - .2%
- Capital - .9%



■ Variable ■ Fixed

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Thank you!

