



1

A section titled "Operational Functions & Capabilities". On the left, there are two images: a red square icon with a white heart and a white ECG line, and a photograph of a construction site with a tall tower crane. Below these is a photograph of a person with long, curly hair working at a computer workstation with multiple monitors. To the right of the images is the title "Operational Functions & Capabilities" in a large, bold font. Below the title, the text "Core functions:" is followed by a bulleted list of five items.

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

2

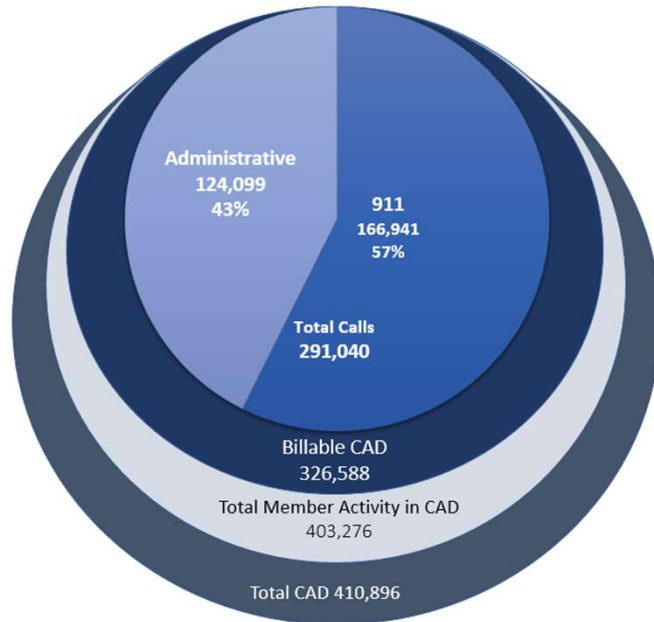
Organization Structure



3

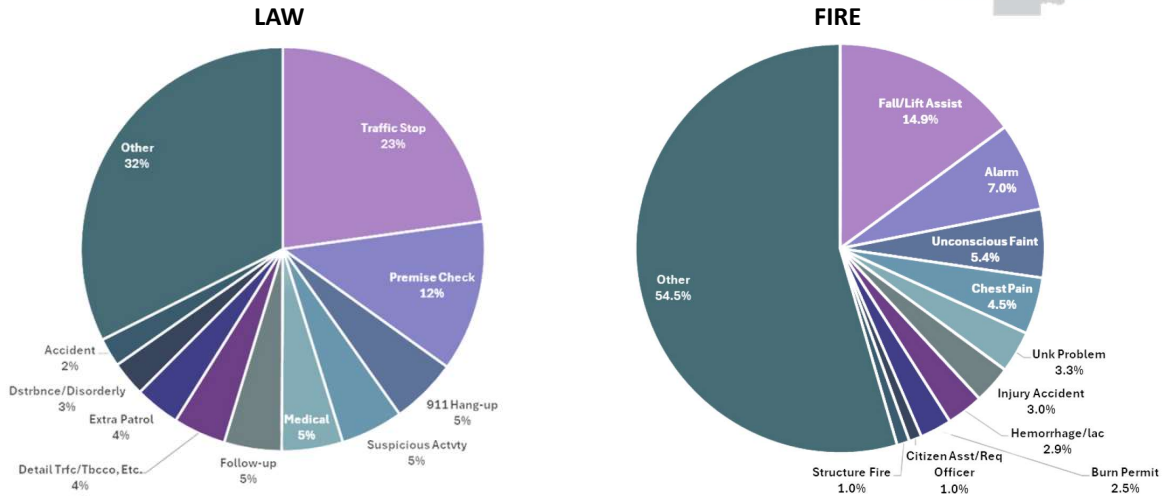
DAKOTA 911
POLICE • FIRE • EMS

2024 Activity



4

Most Common Call Types of 2024



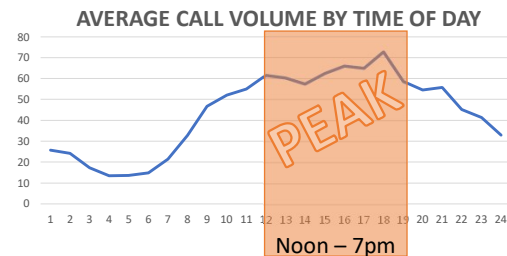
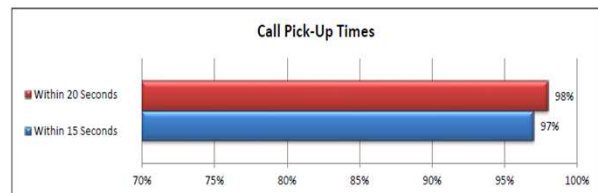
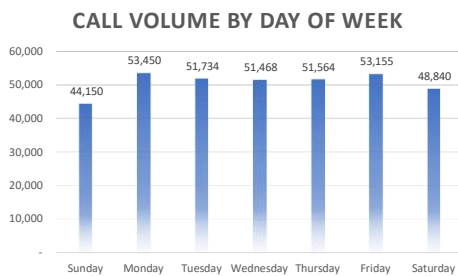
5

2024 Performance and Analysis



Quick Performance Facts

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



6

2024 Improvements



Staffing

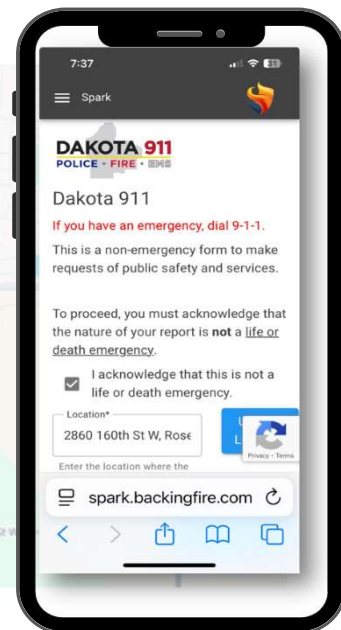
- Made significant strides in hiring, 17% increase in gross staffing from 2023
- Onboarded 18 public safety telecommunicators in 2024



7

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



8

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



2024 New Developments

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



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.



11

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



12

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

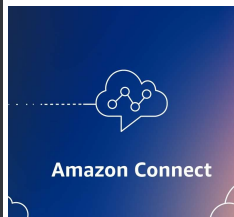


- Record-setting year of engagement and collaboration with public safety partners
- Supported over 22 events
- Public safety outreach and education on 911 and emergency response

13

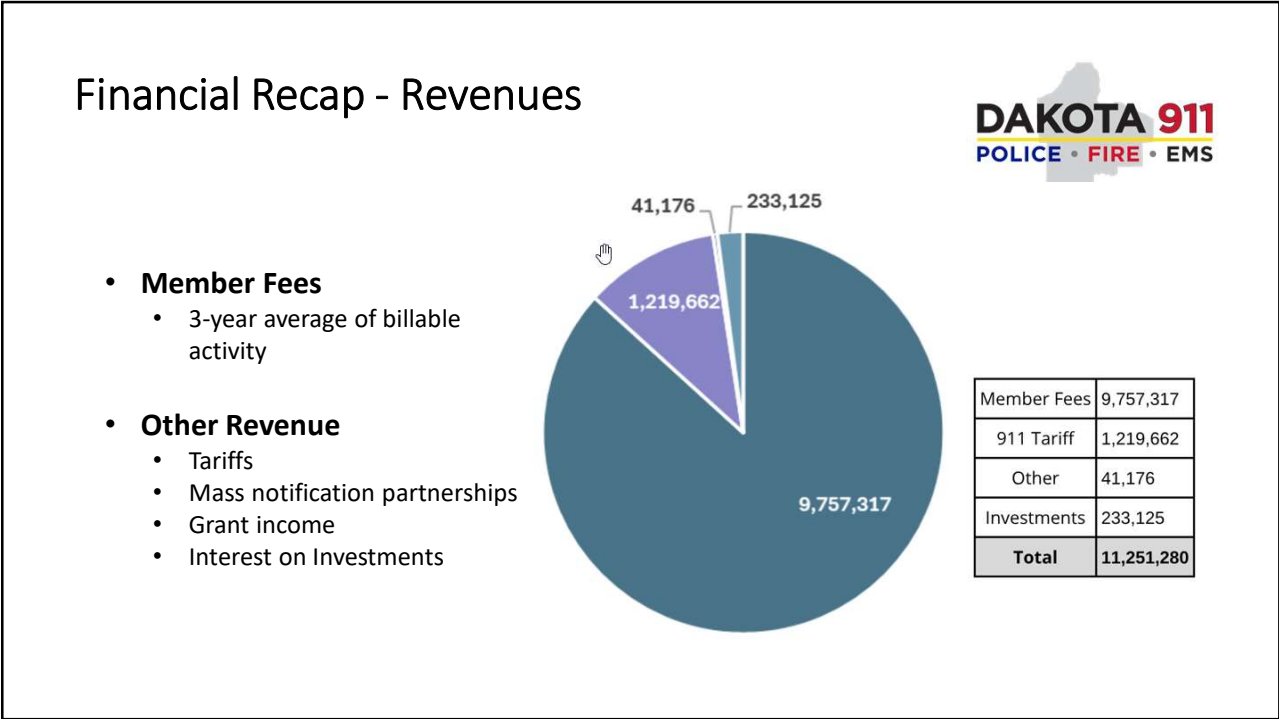
Current Projects

- 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

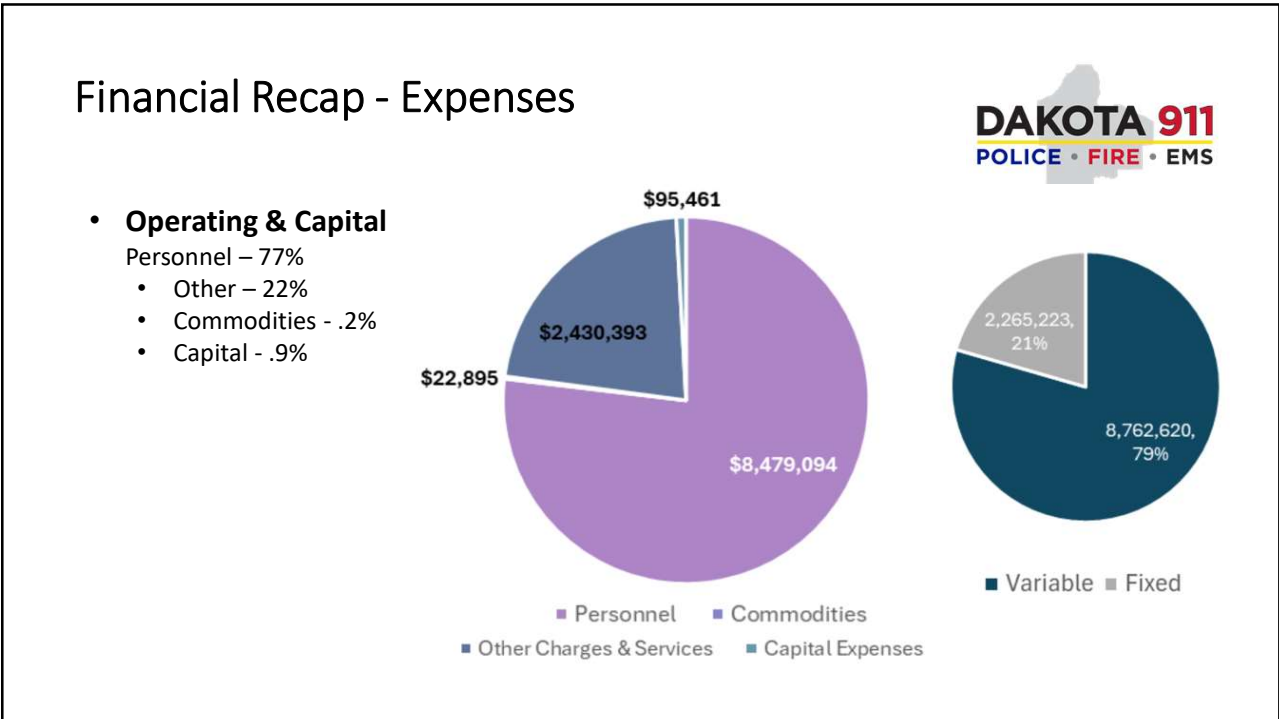


- Helpful
- She was very nice and clear
- The dispatcher was caring, helpful, and professional. I really appreciate the great work they did for my call.
- Thank you so much for the professionalism of this Dispatcher with their kind words.
- Good telephone voice and asked pertinent questions
- They were 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

14



15



16

Thank you!

