

# 9-1-1 Emergency Communications

“9-1-1 Where is your emergency”



# Ramsey County Emergency Communications Center (RCECC)

# Who We Are

Largest 9-1-1 center in the State of Minnesota

Follow national 9-1-1 standard protocols

We dispatch for all Police, Fire and EMS agencies in Ramsey County

Primarily 9-1-1 dispatch centers in MN are under the direction of a Sheriff or Police Department, we are our own department within Ramsey County.

We are civilians – not police officers

60 – 9-1-1 Telecommunicators (TC)

61 - Public Safety Dispatchers

13 - Shift Supervisors

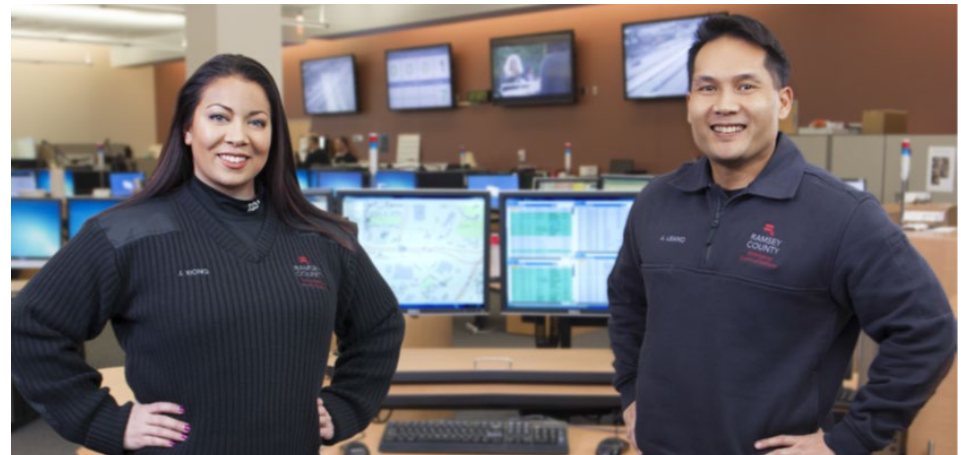
5 - Managers

1 - Director

3 - Administrative personnel

8 - Technical personnel

151 Total personnel



Serving St. Paul and 14 suburban communities  
Approximately one million calls handled annually



# ECC Job Titles

## 911 Telecommunicator (TC) (typically 10 working)

- Answer all emergency and non-emergency calls for service.
- Input caller information into Computer Aided Dispatch (CAD), transmit the information to the dispatcher electronically.

## Law Dispatcher (typically 5 working)

- Assign calls to law enforcement personnel and monitors their activities.

## Fire/Medical Dispatcher (typically 6 working)

- Answer fire/medical calls and provide medical pre-arrival instructions on all medical calls. Assigns appropriate responders and monitors their activities.
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# RCECC is a 2-stage center

## 1-Stage

- One person answers the phone and dispatches the call to responders.

## 2-Stage (RCECC)

- One person answers the phone while a second person dispatches the call to responders.





While speaking with the caller, the TC is entering information into the computer so a dispatcher can send the appropriate help.



# Our partner agencies



**Maplewood Police**

**Mounds View Police**

**New Brighton Police**

**North St. Paul Police**

**Ramsey Co. Sheriff**

**Roseville Police**

**Saint Anthony Police**

**Saint Paul Police**

**State Fair Police**

**White Bear Lake Police**

RAMSEY COUNTY  
SHERIFF'S OFFICE



**Falcon Heights Fire**

**Lake Johanna Fire**

**Little Canada Fire**

**Maplewood Fire**

**New Brighton Fire**

**North St. Paul Fire**

**Roseville Fire**

**St. Paul Fire**

**Vadnais Heights Fire**

**White Bear Lake Fire**



# Ramsey County Open Data Portal

<https://opendata.ramseycounty.us>

2019

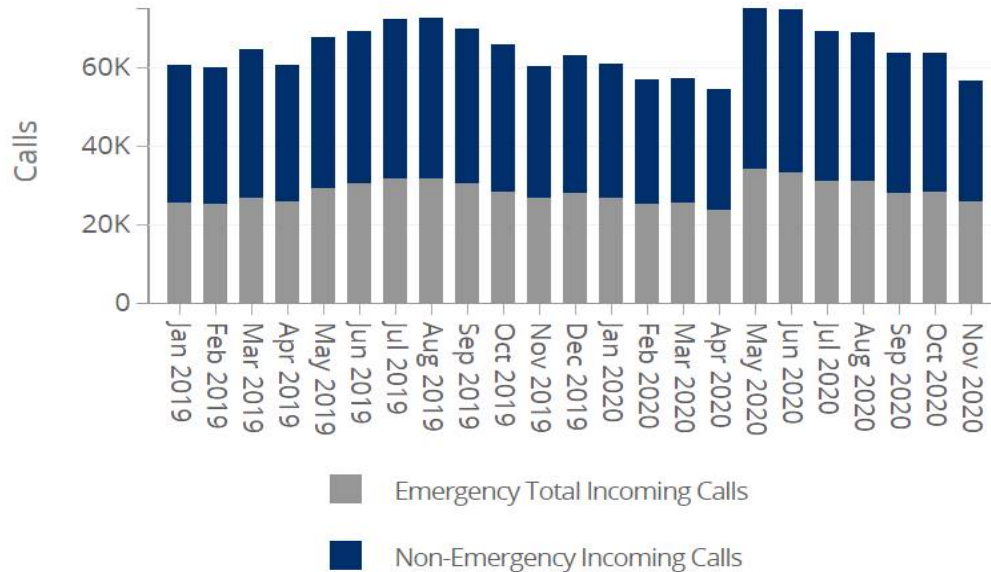
	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Total
Jan	2,297	1,823	1,666	1,402	1,273	1,430	1,847	2,620	3,534	4,004	4,319	4,435	4,607	5,018	4,810	5,010	5,335	4,936	4,402	3,889	3,589	3,487	3,133	2,681	81,547
Feb	2,120	1,813	1,529	1,468	1,266	1,466	1,876	2,681	3,761	4,050	4,468	4,629	4,502	4,777	4,641	5,008	5,077	4,805	4,277	3,692	3,423	3,534	2,964	2,808	80,635
Mar	2,396	1,959	1,612	1,481	1,286	1,328	1,922	2,844	3,997	4,336	4,711	4,636	4,811	4,895	4,910	5,614	5,542	5,281	4,913	4,438	3,943	4,110	3,396	2,846	87,207
Apr	2,260	1,879	1,763	1,284	1,231	1,167	1,723	2,457	3,375	3,809	4,484	4,483	4,705	4,937	4,924	4,953	5,215	5,121	4,400	4,132	3,645	3,726	3,448	2,656	81,777
May	2,452	1,946	1,835	1,459	1,361	1,345	1,975	2,748	3,759	4,178	4,684	4,901	4,960	5,301	5,223	5,882	5,956	5,615	5,224	4,787	4,440	4,195	3,838	3,340	91,404
Jun	2,708	2,237	1,801	1,651	1,294	1,413	1,991	2,996	3,793	4,181	4,785	5,139	5,326	5,122	5,491	5,680	6,027	5,456	5,000	4,788	4,597	4,484	4,087	3,334	93,381
Jul	2,903	2,267	2,047	1,570	1,300	1,406	2,068	2,863	3,813	4,220	4,982	5,132	5,528	5,601	5,460	5,865	6,072	5,639	5,444	4,874	4,733	5,016	4,299	3,725	96,827
Aug	2,831	2,405	1,921	1,661	1,364	1,484	1,991	2,698	3,877	4,368	5,083	5,094	5,567	5,698	5,762	6,041	5,936	5,739	5,271	4,856	4,615	4,690	4,122	3,408	96,482
Sep	2,547	2,099	1,957	1,482	1,354	1,359	1,984	2,935	3,890	4,463	4,724	4,988	5,065	5,235	5,329	5,693	5,927	5,856	5,267	4,841	4,417	4,113	3,820	3,024	92,369
Oct	2,228	1,932	1,784	1,482	1,213	1,221	1,830	2,668	3,743	4,270	4,581	4,786	4,934	5,251	5,328	5,499	5,610	5,516	4,828	4,215	3,974	3,534	3,346	2,806	86,579
Nov	2,190	1,905	1,773	1,441	1,202	1,359	1,782	2,493	3,517	3,896	4,389	4,538	4,721	4,633	4,562	4,951	5,051	5,040	4,233	3,673	3,494	3,411	3,220	2,684	80,158
Dec	2,498	1,915	1,796	1,471	1,172	1,252	1,800	2,615	3,674	4,564	4,645	4,459	4,809	4,973	5,011	5,199	5,046	5,000	4,419	4,040	3,907	3,553	3,409	2,874	84,101
<b>Total</b>	<b>29,430</b>	<b>24,180</b>	<b>21,484</b>	<b>17,852</b>	<b>15,316</b>	<b>16,230</b>	<b>22,789</b>	<b>32,618</b>	<b>44,733</b>	<b>50,339</b>	<b>55,855</b>	<b>57,220</b>	<b>59,535</b>	<b>61,441</b>	<b>61,451</b>	<b>65,395</b>	<b>66,794</b>	<b>64,004</b>	<b>57,678</b>	<b>52,225</b>	<b>48,777</b>	<b>47,853</b>	<b>43,082</b>	<b>36,186</b>	<b>1,052,467</b>

Phone and text call volumes, types of calls and other data available on the Ramsey County open data portal for anyone 24/7, just search 9-1-1.  
Data updated monthly!

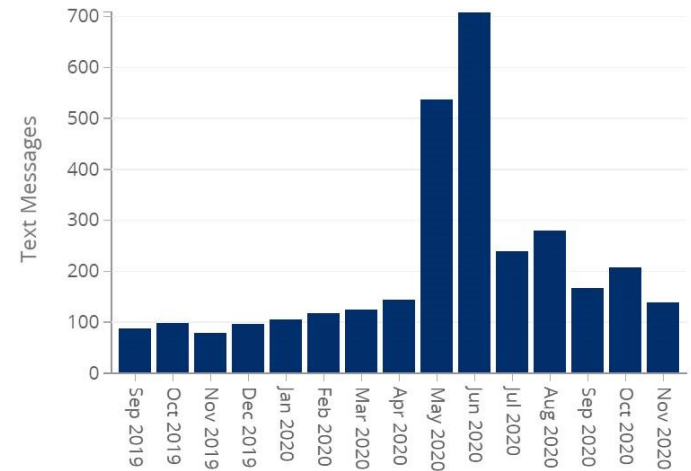


### Annual Call Volume by Call Type

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
<b>9-1-1</b>	312,384	325,643	355,924	322,485	321,743	326,222	327,254	324,088	322,317	342,169
<b>Admin</b>	473,514	448,935	456,431	441,546	447,502	441,934	439,896	431,556	434,941	446,557
<b>Outbound</b>	235,965	241,633	264,341	254,704	283,637	264,254	237,513	231,734	246,692	263,744
<b>Total</b>	1,021,863	1,016,211	1,076,696	1,018,735	1,052,882	1,032,410	1,004,663	987,378	1,003,950	1,052,470



### 911 Emergency Text Messages



# So, what happens when we answer the call?

## “9-1-1 Where is your Emergency?”



Cell phone data location is improving, but it's imperfect. We know the caller can give us the best possible location information, plus if we get disconnected, we will have a good location to send responders.

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# The Most Important Information

## Where: (Geography)

- Address
- Intersection
- Business
- Mile Marker
- Landmark



To fully understand what type of response is needed, the TC will ask the caller several questions – this can be difficult depending on the situation and may be frustrating for the caller.





## Incorporating Technology



# 9-1-1 Phone system

VESTA 9-1-1

15:00:00

Current Manual Recent Monitored

MN ST PAUL 113 00080 TEL=CTLQ

PSAP=RAMS  
ST PAUL PD A-2  
ST PAUL FIRE  
ST PAUL FIRE AMB

18 members

ALLINA EMS FIRE DISPATCH 911 PSAPS  
STATE PATROL - WEST STATE PATROL - EAST ANOKA COUNTY PSAP  
DAKOTA COUNTY PSAP MC HENNEPIN COUNTY PSAP LAW CONTACTS  
MPLS MINNEAPOLIS TRANSIT POLICE metro FIRE CONTACTS  
WASHINGTON COUNTY ECC DATA Orde SPPS ECC Dispatch St-Paul School  
POISON CONTROL LANGUAGE LINE OTHER

Dial Pad Contact Search Recent Calls Abandon... Agents Text Conv... Text Calls

5106-1 5106-4  
5106-2 5106-5  
5106-3 5106-6

ADM1 ADM10 ALARM1  
ADM2 ADM11 ALARM2  
ADM3 ADM12 ALARM3  
ADM4 ADM13  
ADM5 ADM14 PD1  
ADM6 ADM15 PD2  
ADM7 ADM16 PD3  
ADM8 ADM17 PD4  
ADM9 ADM18 PD5  
DATA1 DATA2 DATA3  
9-1-1RO Multi Calls  
Ramsey Text Abandoned: rmsynmcc1

Friday, September 29, 2017

\*Black boxes indicate redacted information

# 800 Mhz Radio System

Ramsey Dispatch-v6.4 - Motorola MCC 7500 Elite Dispatch

Configuration View Features Folders Page Help

MOTOROLA 09:30:47

RAMSEY LAW			RAMSEY FIRE			TACS-INTEROP			RECOVERY			STAT ALERT		
<b>RM-DISP W</b> RAMSEY OP5 Volume=0 RCSO-M2970 09:30:16 R-RVLM-1601 09:29:58 R-RVLP13611 09:28:35			<b>RM-DISP CEN</b> RAMSEY OP5 Volume=0 RCSO-M2970 09:30:16 R-RVLM-1601 09:29:58 R-RVLP13611 09:28:35			<b>RM-DISP E</b> RAMSEY OP5 Volume=0 RCSO-M2970 09:30:16 R-RVLM-1601 09:29:58 R-RVLP13611 09:28:35			<b>RM-DATA-N</b> RAMSEY OP14 Volume=0 R-MWPD-M94 09:30:17 RCSO-M2690 09:16:39 SPPD-M-1474 09:05:58			Patch 3 Msel 2 Msel 3 Msel 1 Patch 1 Patch 2 SP-SPPD-2 SP-SPPD-3		
<b>SP-SPPD-1</b> RAMSEY OP1 Volume=0 SPPD-M-1379 09:29:39 SPPD-228200 09:23:48 SPPD-303900 09:21:31			<b>SP-SPPD-2</b> SPPD-M-1312 Volume=7 SPPD-M-1312 09:30:46 SPPD-564202 09:30:36 SPPD-151091 09:30:02			<b>SP-SPPD-3</b> SPPD-M-1312 Volume=7 SPPD-M-1312 09:30:46 SPPD-564202 09:30:36 SPPD-151091 09:30:02			<b>RM-DATA-S</b> RAMSEY OP14 Volume=0 R-MWPD-M94 09:30:17 RCSO-M2690 09:16:39 SPPD-M-1474 09:05:58					
<b>RM-POOL1</b> RAMSEY OP5 Volume=0			<b>RM-POOL6</b> SPFD-P-E4C Volume=0			<b>RM-STFAIRPD</b> R-SFPD-P32 Volume=0			<b>SP-SPPD-OPS</b> SPPD-26040 Volume=7			<b>RM-VARDA-N</b> R-MPVD-V05 Volume=1		
<b>RM-POOL2</b> RCSO-P2156 Volume=0			<b>RM-POOL7</b> SPFD-P-E4C Volume=0			<b>RM-STFAIRPD</b> R-SFPD-P38 Volume=0			<b>SP-SPPD-OPS</b> SPPD-57560 Volume=7			<b>RM-VARDA-S</b> US-FBI-1218 Volume=1		
<b>RM-POOL3</b> SPPD-P-0648 Volume=0			<b>RM-POOL8</b> RCSO-RCS10 Volume=0			<b>RM-STFAIRPD</b> RAMSEY OP5 Volume=0			<b>SP-SPPD-OPS</b> SPPD-69445 Volume=0			<b>RMSEY-911</b> WBLPD-OP2 Volume=6		
<b>RM-POOL4</b> RAMSEY OP5 Volume=0			<b>RM-POOL9</b> RCSO-P1036 Volume=0						<b>SP-SPPD-OPS</b> SPPD-25245 Volume=7			<b>SP-PD-911</b> RAMSEY OP5 Volume=6		
<b>RM-POOL5</b> SPFD-P-E4C Volume=0			<b>RM-POOL10</b> SPPW-P-ST-3 Volume=0						<b>FEDCOM</b> Volume=5			<b>RM-WHTBRK</b> WBLPD-OP1 Volume=5		
			<b>RM-COMMON</b> SPPW-P-ST-3 Volume=5			<b>LTAC5E</b> LY MNPD-24 Volume=0			<b>LTAC1</b> IS-2403 PT Volume=1			<b>ME TAC 1</b> AN-DFD1FM6 Volume=4		
<b>SP-SPOOL1</b> SPPR-P-444 Volume=0						<b>LTAC6E</b> z1-dakota-op Volume=0			<b>LTAC2</b> z2-blm-op3 Volume=0			<b>ME TAC 2</b> MP-OP5-F03 Volume=0		
<b>SP-SPOOL2</b> SPPD-P-0953 Volume=0						<b>LTAC7E</b> HS VOTF 008 Volume=0			<b>LTAC3</b> CW-CW50 11 Volume=0			<b>ME TAC 3</b> MP 114191 Volume=0		
			<b>RC NWS</b> Volume=0			<b>LTAC8E</b> US-DEA-1218 Volume=0			<b>LTAC4</b> CA-SO-112-P Volume=0			<b>ME TAC 4</b> EMSAL-625-2 Volume=0		
												<b>Pvt Call</b> Volume=5		

(12:13:44) VLAW31-HCGC has been deassigned: the resource has been removed from this OP's database.

# CAD Screen - call entry

## Key Questions:

- Address
- Location
- City
- Caller Name
- Caller Phone Number

- Type Code
- Priority Code
- Caller Type
- Contact

The screenshot shows a 'Call Taking - Incident ID [Pending]' window. Red boxes highlight the following areas:

- Address Section:** Includes fields for Address, Apt/Ste, Bldg, City, Caller Name, Caller Address, Caller Phone, and Ext.
- Event Type Section:** Includes dropdowns for Event Type, Priority, and Caller Type, along with a Contact dropdown.
- Location:** A text field for the location.
- Comment Entry Box:** A large text area for entering comments.
- Action Buttons:** A group of buttons including 'Cancel Call', 'Save/Exit', and 'Send To Q'.

Blue arrows indicate the flow of information:

- From the 'Key Questions' boxes to the corresponding input fields.
- From the 'Comment Entry Box' to the 'Entered Comments' box.
- From the 'Entered Comments' box to the 'Comment Entry Box'.
- From the 'Comment Entry Box' to the 'Action Buttons'.

• Entered Comments

• Comment Entry Box

- Cancel Call
- Save/Exit
- Send To Q

## Five Key Areas



# Pending Queues

Incidents													
ALL LAW ALL FIRE ODE/TRP Teleserve ALL +													
Showing 16 of 16 Incidents.													
		Alerts	W	Sev	Res	Pr	Pr	Address	Location Name	Elapsed	Assigned U	Call Takin	
421					MVPD	MV01	P2	AFA		00:05:48	[7205]	CONSOLE34	
420					SPWS	WS3	P7	ODE		00:06:12	[8123]	CONSOLE34	
419					SPEA	EA1	P3	911		00:07:01		CONSOLE34	
418					SPWS	WS1	P2	AFA		00:08:11	[135T]	CONSOLE34	
417					RCSO	LAH01	P2A	TRF		00:08:53	[2261]	CONSOLE34	
416					RCSO	LLC02	P4	THA		00:10:07		CONSOLE34	
415					RCSO	NO03	P4	FRD		00:10:30		CONSOLE34	
414					SPCN	CN2	P3	CSC		00:10:59		CONSOLE34	
413					MAPD		P4	BRG		00:11:31		CONSOLE34	
412					SPWS	WS3	P1	ASS		00:13:17	[132] 639 103 508 134 139	CONSOLE34	
411					MAPD	S4	P2	DOM		00:13:39	[4224] 4223	CONSOLE34	
410					SPCN	CN1	P3	SUS		00:14:02		CONSOLE34	
409					MAPD	S3	P5	ADM		00:14:25	[4681]	CONSOLE34	
408			✓		RVPD	RV03	P4	THF		00:15:13		CONSOLE34	
407					NBPD	NB02	P4	AST		00:15:38	[8296]	CONSOLE34	
406					SPWS	WS2	P2A	INV		00:16:22	[131]	CONSOLE34	

\*Black box indicates redacted information

## Priorities

**Priority 1** is for responder down

**Priority 2** is generally for in-progress life or property in danger events

**Priority 2A** is used for higher risk officer-initiated events

**Priority 3** is generally for crimes that have occurred within 15-20 minutes

**Priority 4** is generally report type calls, crimes outside the 20-minute time-frame

**Priority 5** is generally for quality-of-life calls and administrative activities

**Priority 6** is test calls

**Priority 7** is off duty

Purpose – for dispatchers to quickly identify the higher priority incidents in their pending queue

Pre-determined in CAD

Is adjusted based on the circumstances of the call

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## **Problem Natures (types of calls)**

Purpose is for responders to quickly identify the general reason for each call.

Multiple problem natures may apply to a single call, the telecommunicator must quickly determine and select the most serious.

Officers are dispatched to calls based on availability.

## Saint Paul Police Department CAD priority call data

	2019		2020	
1	0	0.00%	3	0.00%
2	16,363	5.71%	18,073	6.57%
2				
A	37,982	13.25%	29,444	10.70%
3	62,742	21.89%	58,037	21.09%
4	77,781	27.13%	77,917	28.32%
5	71,263	24.86%	76,929	27.96%
6	0	0.00%	0	0.00%
7	20,523	7.16%	14,748	5.36%
	286,654	100.00%	275,151	100.00%



## Types of calls with default priority 2/2A

2	Assist fire – Law response to a fire incident.
2	Alarm sounding
2	Assist medics – Law response to a medical incident.
2	Assist other agency – Assisting another agency where a more specific problem nature does not apply.
2	Accident with injuries – A vehicle occupant, pedestrian, or other person is injured in an accident.
2	Bomb threat – A threat that a device has been placed; a potential device found.
2	Drunk driver – Intoxicated person in control of a vehicle.
2	Domestic – Argument, fight, or dispute where parties involved have or had a domestic relationship.
2	Hit-and-run accident with injuries – A vehicle occupant, pedestrian, or other person is injured where one or more drivers does not stop.
2	Project Lifesaver – Missing vulnerable adult or child with a tracker bracelet.
2	Suicide in progress – Suicide attempt or threat; suicidal person.
2	Weapon – Unauthorized use or possession of a weapon
2A	Investigate – Officer initiated activity when specified by the officer.
2A	Problem Property – Used on request of officer.
2A	Traffic stop – Usually automatically generated by CAD.

## Types of calls with default priority 3

3	911 Investigate – Hang-up and open line calls, potential 911 abuse or misuse.
3	Accident/Hit-and-run – Property damage accident where one or more driver's leaves without stopping and exchanging information.
3	Criminal sexual violation
3	Investigation of a death
3	Fight – Confrontation between two or more persons that appears mutual.
3	Person in Crisis – Situation in which a person's behavior puts them at risk of hurting themselves or others and or prevents them from being able to care for themselves.
3	Prowler – Suspicious person who appears to be looking in windows or checking doors and windows.
3	Shots fired – Gunshot(s) heard.
3	Suspicious person(s) or vehicle(s) – Appears unusual in some way. No apparent crime is occurring.

## Types of calls with default priority 4

4	Animal complaint – Animal bite; barking dog; loose or vicious animal.
4	Accident/Property damage – Property damage accident where all drivers stop and exchange the appropriate information.
4	Assault – An individual is physically injured by another individual.
4	Assist citizen – General assistance where a more specific problem nature does not apply.
4	Burglary – Forced entry to a structure by an unauthorized person.
4	Child abuse – Child injured by an adult with authority over the child.
4	Criminal damage to property – Intentional damage where no other crime has occurred.
4	Civil problem – No crime has occurred and no more specific problem nature applies.
4	Code enforcement – Officer requested to enforce a building, fire, or other code.
4	Dangerous condition – Hazard to vehicle or pedestrian traffic.
4	Dispute – Disagreement between two or more persons.
4	Drunk person – Person not in control of a vehicle.
4	Disorderly conduct – An individual or group acting in a manner that is a quality-of-life event but no apparent crime is taking place.
4	Disturbance/noise complaint – Loud music, vehicles, parties; includes events that have or may have a permit.
4	Fraud or forgery – Fraudulent or forged document; illegal use of financial documents (including credit cards).

Green highlight – could be handled by someone other than police. Parking enforcement, code enforcement or animal control.

## Types of calls with default priority 4 (continued)

4	Graffiti – Marking property with words or symbols without the property owner’s permission; “tagging” property with gang symbols.
4	Harassing or threatening phone calls – Nuisance calls; telephone threats; general harassment.
4	Juvenile – Curfew violation; statutory offense; general problems that do not merit use of another type code.
4	Missing person – Juvenile runaway; missing child; missing adult.
4	Motor vehicle theft – Unauthorized use of a motor vehicle.
4	Narcotics – Individual(s) manufacturing or using illegal drugs.
4	Previous case number – Follow-up on a previous incident.
4	Robbery – Property taken with force or threat of force; weapon used or threatened.
4	Shoplifter – In security custody.
4	Solicitor – Permit use; area prohibition; request to check on them.
4	Theft from auto – Property taken from vehicle without force, use of weapons, or confrontation.
4	Theft – Property taken with no forced entry; no threat or use of force or confrontation.
4	Violation of an order for protection
4	Welfare check



## Types of calls with default priority 5

5	Abandoned vehicle – Vehicle left unoccupied for an extended period of time but otherwise legally parked.
5	Administrative details
5	B-Tow – Vehicle towed for an ordinance violation. Used on request.
5	County maintenance – Notify the on-call Public Works employee.
5	Community oriented outreach event – Officer attending a community event. Used on officer request.
5	Fireworks – Illegal fireworks; noise complaint.
5	Lockout – Keys locked in a vehicle or residence; child locked in a structure; fire hazard in a locked structure.
5	Lost property
5	Proactive Foot Patrol. Used on officer request.
5	Police proactive visit. Used on officer request.
5	Parking complaint – Illegally parked vehicle.
5	Recovered property – Found item; recovered property stolen in another jurisdiction.
5	Tow – Used where no other incident number applies.
5	Warrant – Check for person with a warrant; warrant arrest.

## Questions?

