

Rice
& Steele
911 Center



Rice Steele Consolidated PSAP

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Administrator

Rice Steele Consolidated Public Safety Answering Point (PSAP)

The Rice Steele 911 is the primary Public Safety Answering Point serving the residents and visitors to Rice and Steele Counties.

A Public Safety Answering Point (PSAP), is a call center responsible for answering emergency and non-emergency telephone numbers for police, firefighting and ambulance services. Trained dispatchers are responsible for dispatching emergency services for Rice and Steele Counties.



Rice Steele Consolidated PSAP

MISSION STATEMENT

We are dedicated to providing quality communications for the Public and Public Safety Agencies. The Center will serve as the vital link between the public and Public Safety organizations through responsiveness and technical excellence while in partnership with our user and employees.

Rice Steele Consolidated Public Safety Answering Point (PSAP)

SCOPE AND VISION

The scope and vision of the Rice Steele Consolidated PSAP is to raise the level of customer service to the constituency as well as the Allied Agencies that we serve on a daily basis. In doing so we will continue to strive for excellence yet continue to be fiscally responsible and provide all who use the Rice Steele Consolidated PSAP with technology and resources to efficiently and effectively achieve their desired outcome.

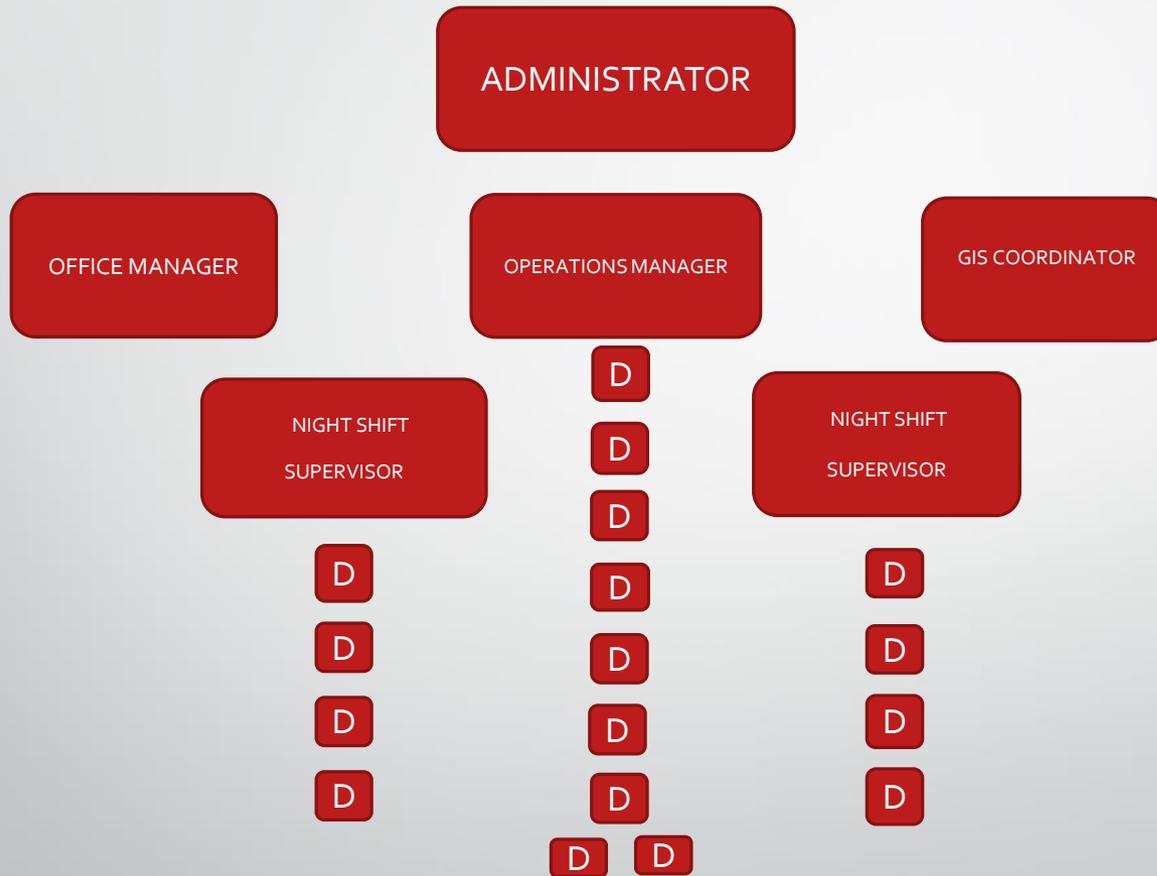
Consolidation

- Rice and Steele Counties opened the first consolidated Dispatch Center of it's kind in the nation in 2000. We are still the only consolidated 911 Center in Minnesota.

Rice Steele Consolidated PSAP

- The Communication Center is the heart of the public safety system for Rice and Steele County. The center operates 24-hours a day, seven days a week and is responsible for answering five (5) 911 lines and fifteen (15) non-emergency phone lines.

Organizational Chart



General Population

- 36,755 (Steele County) (2015)
- 65,400 (Rice County) (2015)
- 102,155 *US Census Bureau

Visitors/Motorists

- 👉 30,000 motorists per day traveling Interstate 35 - Steele County
- 👉 35,000 motorists per day traveling Interstate 35 – Rice County
- 👉 10,000 motorists per day traveling US Trunk Highway 14 near Owatonna
- 👉 10,000 motorists per day traveling US Trunk Highway 60 in Faribault
- 👉 10,000 motorists per day traveling US Trunk Highway 19 near Northfield

Partner Agencies Law Enforcement

Law Enforcement

- Rice County Sheriff Office (RCSO)
- Steele County Sheriff Office (SCSO)
- Blooming Prairie Police Department (BRPD)
- Owatonna Police Department (OWPD)
- Faribault Police Department (FBPD)
- Northfield Police Department (NOPD)
- Lonsdale Police Department (LDPD)
- Dundas Police Department (DUPD)
- Morristown Police Department (MTPD)

Partner Agencies Fire

Fire

- Blooming Prairie Fire (BPDF)
- Faribault Fire (FBFD)
- Lonsdale Fire (LDFD)
- Northfield Fire (NOFD)
- Nerstrand Fire (NEFD)
- Ellendale Fire (ELFD)
- Medford Fire (MEFD)
- Morristown Fire (MTFD)
- Owatonna Fire (OWFD)

Partner Agencies EMS

EMS

- Blooming Prairie Ambulance (BP AMB)
- Ellendale Ambulance (EL AMB)
- Gold Cross Ambulance (Provide Pre-Arrival)
- Northfield Ambulance (Provide Pre-Arrival)
- North Memorial Ambulance (Provide Pre-Arrival)

Medical Emergency Calls

- Pre-Arrival instructions are provided to all residents and visitors in Rice and Steele Counties.
- In the case of medical calls, call-takers ask very specific questions that allow them to provide pre-arrival instructions, like talking you through CPR, that may help save a life until the first responders arrive.

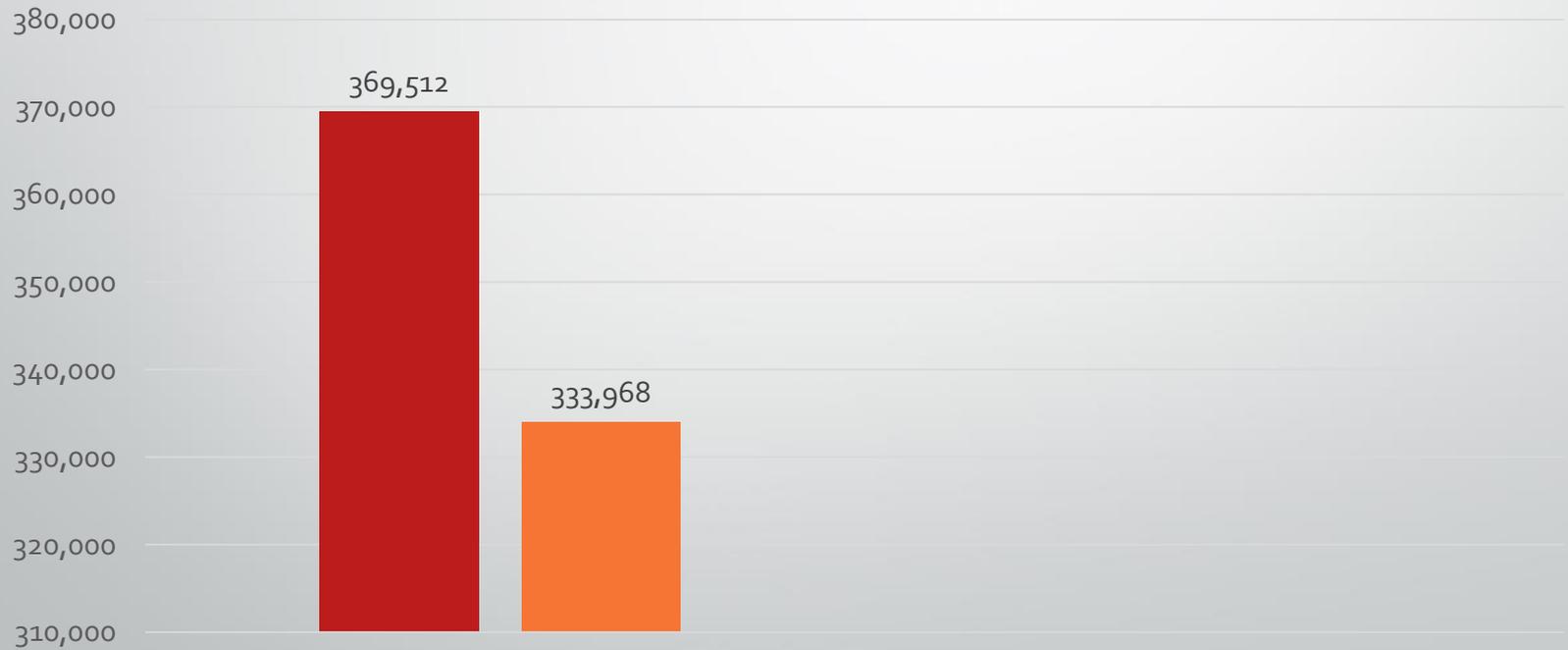
Partner Agencies

- *BCA
- * Fire Marshall
- * FBI
- * Detox Centers
- * Funeral Homes
- * MN Duty Officer
- * Hospice
- * Crisis Line
- * National Guard
- * FAA
- * Public Schools
- * Red Cross
- *State Patrol
- * INS
- * Hospitals
- * Pipelines
- * MNDOT
- * NWS
- * Tow Agencies
- * County Attorneys
- * Attorney General
- * State Corrections
- * Private Schools
- * CERT
- * Jail
- *State Patrol
- *Emergency Management
- *Probation Agencies
- *Human Services
- *Records Departments
- *Alarm Companies
- *Hospitals
- *Nursing Homes
- *Deputy Coroners
- * Funeral Homes
- *Street Departments
- *Utilities/Public Works
- *Tow Services
- *Repossession Comp
- *Railroad Companies
- *Social Services
- *Posse
- *Special Deputies
- *City/County Attorneys
- *Public Health
- *Local Businesses
- *Interrupters
- *Chaplains

2016 Call Volume

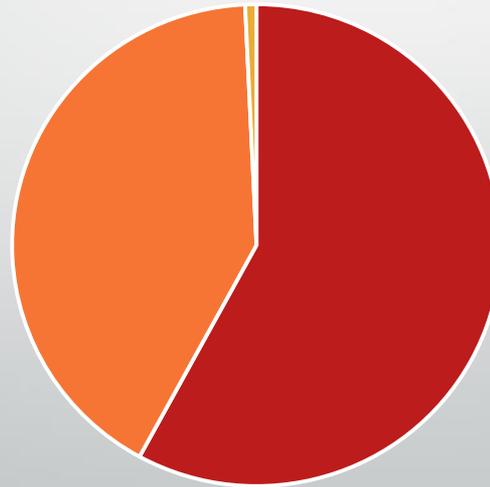
- Rice Steele 911 Center processed 143,711 phone calls of which 78% of 911 calls are placed from wireless phones.
- 11,975 calls per month
- 2,993 calls per week
- 427 calls per day
- 17.82 calls per hour
- Rice Steele 911 Center processed 129,301 CAD calls or LAW, FIRE and EMS

2016 Radio Transmissions



Rice County accounted for 58 % of the incidents.
Steele County accounted for 41% of the incidents.
Dispatch accounted for 1 % of the incidents.

CAD INCIDENTS



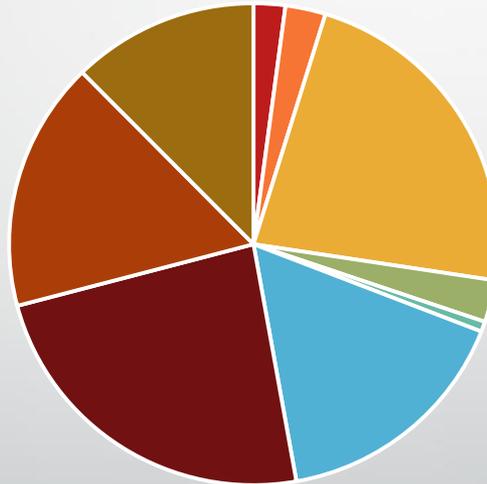
■ Rice County ■ Steele County ■ Dispatch ■

2016 CAD Calls For Service per Law Agency

The chart below indicates the CAD calls for service per Law Enforcement agency. Populated communities continue to hold the majority of CAD calls for service. In 2016, 122,914 Law Enforcement incidents were created.

16% of the CAD call volume was generated in Northfield

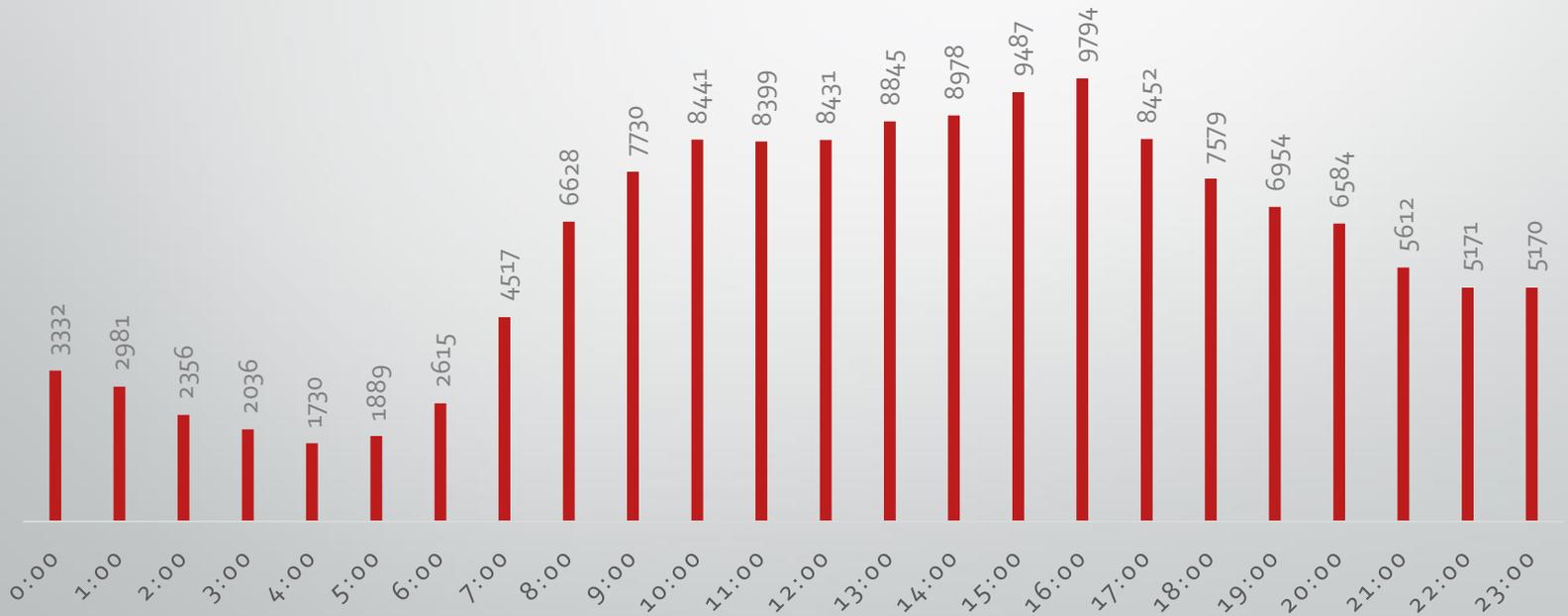
LAW CALLS



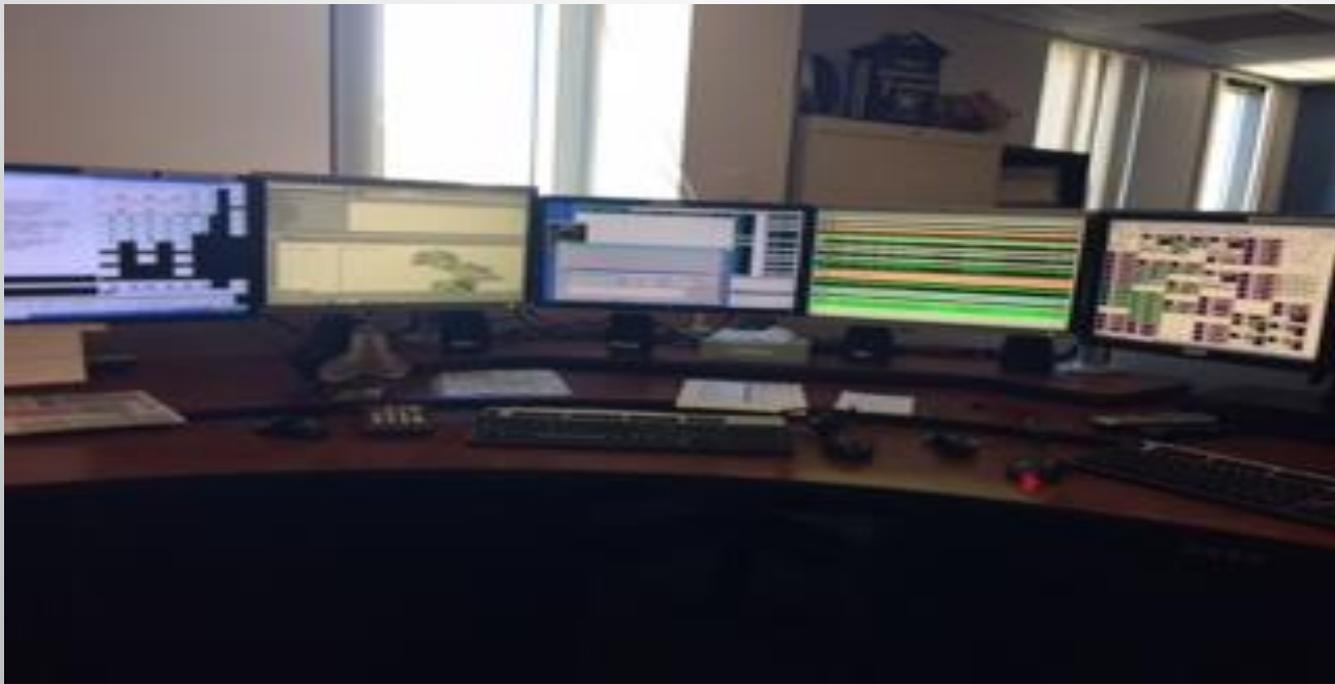
■ BPPD ■ DUPD ■ FBPD ■ LDPD ■ MTPD ■ NOPD ■ OWPD ■ SCSO ■ RCSO

Cad Incidents per Hour

Call volumes continue to reflect our busiest times between 0800-2300 hrs.



Dispatchers monitor a total of 5 screens, telephone, CAD and radio. They work 12 hours shifts. Their work stations allow for them to sit or stand during their shift.



Call-taker / Dispatcher

- The call-takers ask questions based on protocols that help determine what's wrong and how many responders need to go. The questions that are asked are to protect the public and emergency responders.
- While call-takers are questioning you, they are also entering the information for the dispatcher who is actually the one sending first responders to you.

How We Do It

The PSAP uses the latest technology to receive and process approximately 375 CAD calls per day.

- **Computer Aided Dispatch (CAD)** - used for call taking and dispatching
- **Premier ATM-** mapping utility
- **Automatic Vehicle Locator (AVL)**– used to dispatch units geographically
- **Premier Mobile Data Client (PMDC)** – mobile data computer for dispatch and officers

How We Do It (Cont)

- **IIQ/IQ**-Web based application that allows simple, intuitive queries into CAD and RMS (Records Management System)
- **Statewide Supervision** – This system allows officials to inquire on probationary status at both the County and State levels
- **Everbridge** – Notification system used to send public safety and weather alerts
- **Portals** – Data base to obtain DL Status, Vehicle registrations, etc
- **Status Board** – Allows users across the State of MN to check out radio resources via ARMER

Contact information

Questions and requests for site visits can be directed to:

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www.facebook.com/pages/Rice-Steele-911-Center