



DAKOTA 911
POLICE • FIRE • EMS

2025

**Annual
Report**



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Director's Message

On behalf of the Board of Directors, I am pleased to present the 2025 Annual Report for Dakota 911.

For 18 years, Dakota 911 has served as the vital communications link between the residents of Dakota County and the public safety professionals who respond in times of need. Every day, 24 hours a day and 365 days a year, our telecommunicators answer the call, often during the most critical and vulnerable moments in a person's life. Their professionalism and unwavering commitment to service are the foundation of our organization.

In 2025, we focused our efforts on five strategic goals: improving business and operational efficiency, strengthening emergency response, fostering a positive workplace culture, ensuring continuity of critical services, and maintaining the highest standards of service. I am pleased to share that we achieved our key initiatives identified for the year.

This year marked significant progress in advancing next-generation emergency communications. Through the support of state-appropriated next-gen 911 funding, we implemented major technology enhancements that are transforming how we serve our community. The launch of Prepared Assist and RapidSOS Unite strengthened situational awareness and responder safety, while also improving our ability to serve callers with language barriers through advanced translation tools that enable clearer, faster communication in critical moments. The introduction of an AI attendant successfully redirected an estimated 33% of non-emergency calls to more appropriate resources or to our online non-emergency service request platform, allowing the team to focus more fully on priority activities.



Heidi Hieserich
Executive Director

Director's Message

Through enhanced recognition programs, milestone celebrations, professional development opportunities, and a renewed focus on employee engagement, we continue to build a workplace where excellence and teamwork thrive. Our 97–98% citizen satisfaction ratings reflect not only effective systems, but also the compassion and professionalism of the individuals behind the headsets.

Beyond our walls, our team actively strengthened community relationships through public outreach, education, charitable initiatives, and collaboration with our public safety partners

These efforts strengthen public trust and highlight our role not only as a service provider, but also as a committed community partner.

As we look ahead, Dakota 911 remains committed to innovation, resiliency, and service excellence. The environment in which we operate continues to evolve technologically, operationally, and within the communities we serve. We will continue to invest in modern infrastructure, advanced tools, and professional development to ensure we are prepared for whatever challenges lie ahead.

To our telecommunicators, supervisors, trainers, technical staff, and administrative team, thank you for your dedication and professionalism. To our public safety partners and member agencies, thank you for your collaboration and shared commitment to service. And to the residents of Dakota County, thank you for the trust you place in us each day.

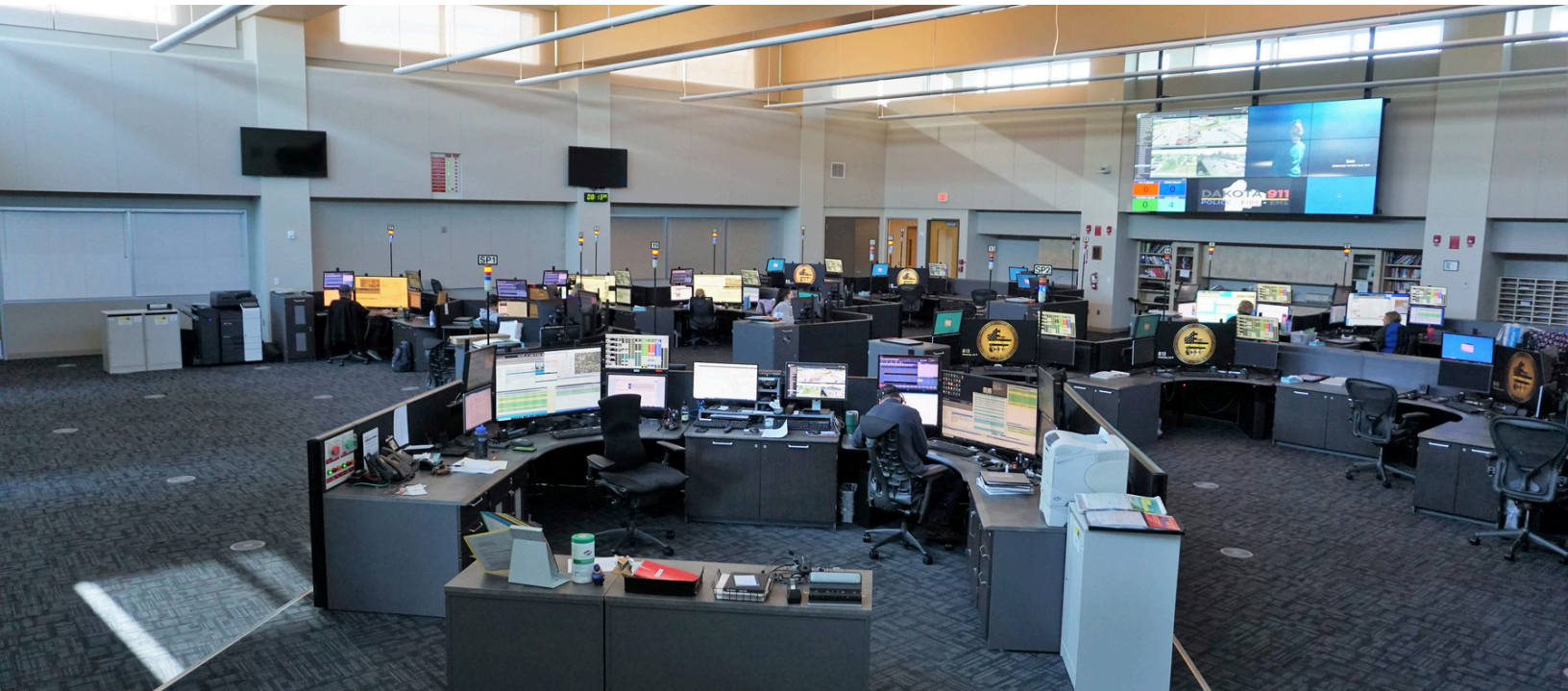
It is a privilege to serve this community.

Heidi Hieserich
Executive Director

Organization



Established in 2007, Dakota 911 serves as the unified 911 dispatch center for all law enforcement, fire, and emergency medical services throughout Dakota County, Minnesota. Built on a foundation of collaboration, innovation, and service excellence, Dakota 911 was formed to enhance public safety by consolidating multiple dispatch operations into a single, state-of-the-art communications hub. Our dedicated team of highly trained professionals answers calls for help 24 hours a day, 365 days a year - providing calm, efficient, and lifesaving coordination when seconds truly matter.



With the close of our 19th year of operation, Dakota 911 continues to strengthen partnerships with first responders, local agencies, and the community we serve. Through ongoing investment in advanced technology, continuous training, and a steadfast commitment to teamwork, we ensure that every emergency receives a fast and effective response. As the central link between citizens in need and those who serve, we take pride in our mission: to provide a vital communications link between the community and their public safety responders.

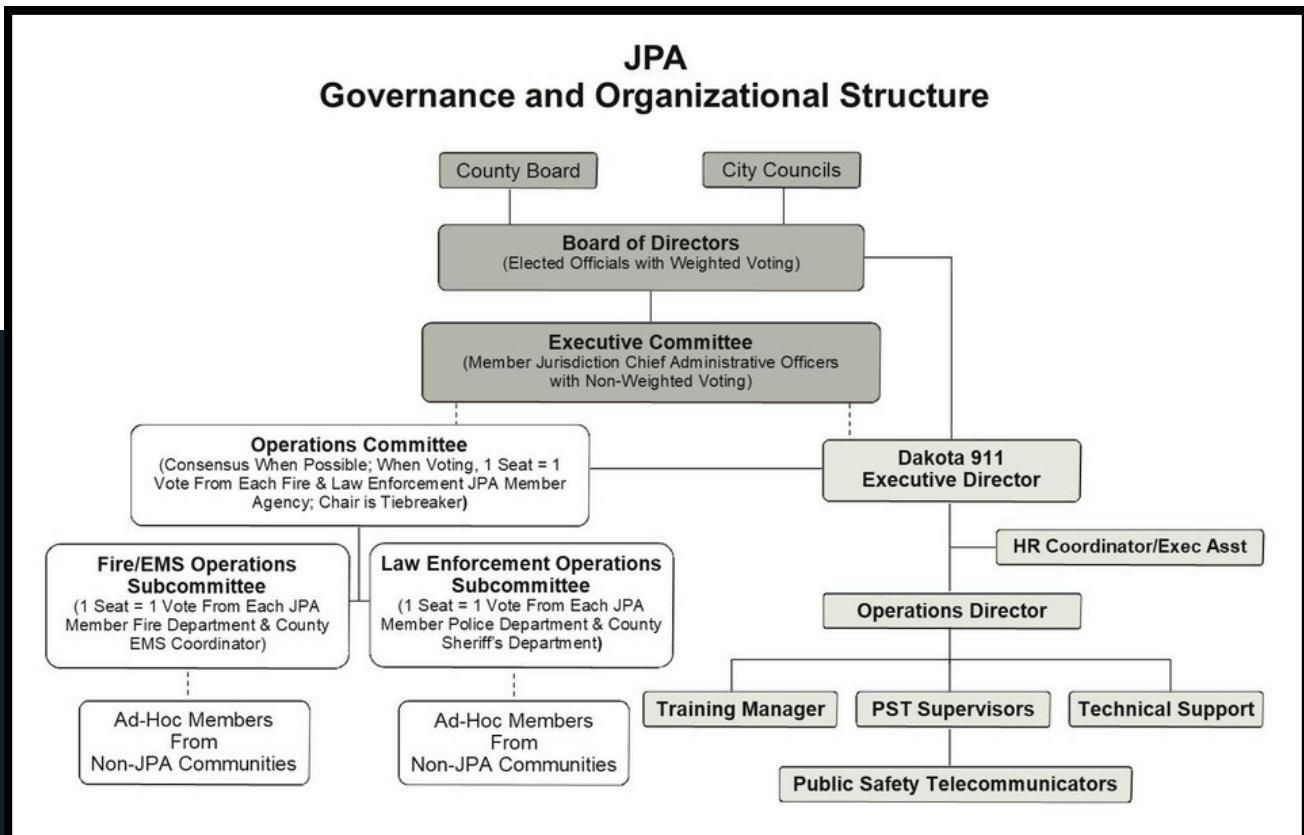
Governance

2025 Board of Directors

- Apple Valley - John Bergman
- Burnsville - Cara Schulz
- Dakota County - Mike Slavik (Vice-chair)
- Eagan - Mike Supina
- Farmington - Nick Lien
- Hastings - Dave Pemble
- Inver Grove Heights - Tony Scales
- Lakeville - John Bermel
- Mendota Heights - John Maczko
- Rosemount - Jeff Weisensel (Chair)
- South St. Paul - Lori Hansen
- West St. Paul - Pat Armon

2025 Executive Committee

- Apple Valley - Tom Lawell
- Burnsville - Gregg Lindberg
- Dakota County - Heidi Welsch
- Eagan - Dianne Miller
- Farmington - Lynn Gorski
- Hastings - Dan Wietecha (Chair)
- Inver Grove Heights - Kris Wilson
- Lakeville - Justin Miller
- Mendota Heights - Cheryl Jacobson
- Rosemount - Logan Martin
- South St. Paul - Ryan Garcia (Vice-chair)
- West St. Paul - Nate Burkett



Our Mission

The mission of Dakota 911 is to serve and protect public safety by providing a vital communications link between the community and their public safety responders. We recognize both as our customers.



Our Commitment

- The highest standards of integrity and customer service.
- Efficient and effective acquisition and dissemination of information.
- Accountability for performance and conduct.
- Continuous improvement through professional development.

Our Core Values



Service

At the heart of our mission is a steadfast commitment to delivering **exceptional service** through professionalism, responsiveness, and care, providing reliable support to the public and the public safety partners who depend on us every day.



Trust & Partnership

We serve as the calm voice in chaos - committed to protecting our community with **integrity**, compassion, and professionalism. We uphold the highest standards of honesty, accountability, and ethical conduct, earning the trust of those we serve every day.



Accountability

Grounded in **accountability** and respect, we listen with empathy and act with purpose, knowing each call may represent someone's most critical moment. We take responsibility for our actions, decisions, and service.



Growth

We embrace **continuous learning** to strengthen our team and improve service, support our public safety partners, and better meet the needs of the communities we serve.

Together, these values define who we are and how we serve. As the first voice in an emergency, we stand ready - guided by integrity, strengthened by teamwork, and committed to the people who depend on us most.

Our Team

Every call our community makes depends on a team working together behind the scenes. From the call takers and dispatchers who process calls and manage response, to the leaders, trainers and technical services staff who ensure the center runs smoothly, each team member plays a vital role in our operation.



Administration

Heidi Hieseerich
Brent Anderson
Jen Hildebrandt

Technical Services

Kevin Sok
Jerry Yang

Training & Professional Standards

Tara Shoemaker

Operations - Supervisors

Matt Ausmus
Max Hiracheta
Rachel Keeler
Vicki Nelson
Melissa Peers
Andy Schoo
Riley Stevenson
Sarah Wiessner
Jim Zgoda

Operations - Telecommunicators

Peyton Adams	Desirae Hertling	Alex Signorello
Alex Babcock	Lindsey Hubler	Jessica Stanton
Kellie Bailey	Alex James	Amy Strese
Sarah Baker	Patrick Koerble	Melissa Taibi
Jason Beskar	Becca Leubner	Mary Watry
Tori Bourdages	Yasmine Linzy	Drew Weidner
Jenni Buran	Delci Louis	Justine Wernick
Jolene Cemensky	Brady MacDonald	Mandy White
David Chilson	Taylor Mack	Rylee Williams
Nate Christiansen	Sydney Mamer	
Scott Craig	Katie Marshbank	
Amelia Dammer	Andrew Matichak	
Christy Davidson	Molly McMillen	
Anna Dusci	Jenny Melton	
Hannah Elrod	Gino Messina	
Becky Evans	James Mitchell	
Jordan Geiselhart	Katarina Monjaras	
Tiffany Gleason	Patty Pitka	
Morgan Gotvald	Chris Robison	
Annie Halverson	Cindy Ryan	
Katie Haselmann	Peyton Schroeder	
Flaherty Haugen	Becky Selser	

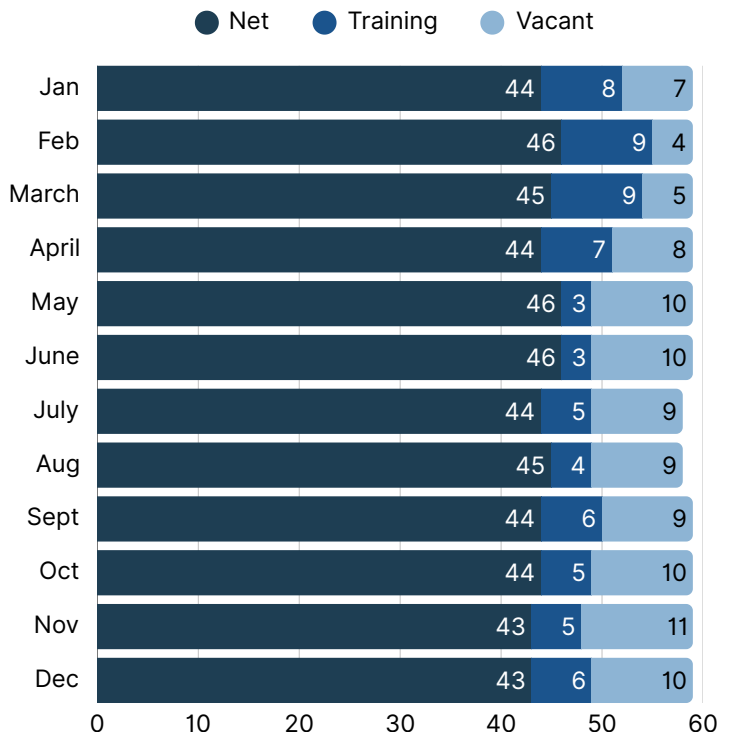
Team Staffing

Staffing, Retention, and Workforce Challenges

Dakota 911 was authorized 55 full-time PST positions in 2025 and maintained an average staffing level of 51 PSTs throughout the year. Recruiting and retaining staff remains challenging due to the complexity of the position, limited career readiness due to lack of standardized professional certifications or college-level preparation specific to the field, the demanding nature of the work, and the requirements of a 24/7 schedule. These factors can make it difficult to attract individuals who are both qualified and willing to take on the rewarding yet demanding responsibilities of the profession. The team is active at career and job fairs hosted by schools and colleges and promotes the profession during the many community engagement events Dakota 911 participates in throughout the year.

2025 PST Staffing Levels

- ✓ Started 2025 with a staffing level of 52 public safety telecommunicators (PSTs), ended with 49
- ✓ Averaged **51** PSTs over the year, plus 1.5 full time equivalent from part-time staff
- ✓ 21% average 5-year turnover experience
- ✓ 94% year end staffing level compared to the beginning of the year



The National Emergency Number Association (NENA) reports that nation-wide, high turnover, absenteeism, and a 22% training failure rate underscore deep-rooted strains in Emergency Communications Centers.



Team Recognitions

Employee recognition was a priority in 2025 with the launch of Qarrot, an employee engagement platform that supports employee morale while expanding peer-to-peer and supervisor-initiated recognition. Using this new platform, the recognition committee facilitated multiple events and recognition programs including Public Safety Telecommunicator of the Month, Public Safety Telecommunicator of the Year, and Communications Training Officer of the Year.

At spring and fall training events, over 30 recognitions were awarded to employees.

Award of Merit

Jolene Cemensky
Christy Davidson
Gino Messina
James Mitchell
Chris Robison
Andy Schoo

PST of the Month

January - Desirae Hertling
February - Mike Maurer
March - Jason Beskar
April - Becky Selser
May - Lindsey Hubler
June - Gino Messina
July - Nate Christiansen
August - Kat Monjaras
September - Kellie Bailey
October - Tiffany Gleason
November - Taylor Mack
December - James Mitchell

Award of Commendation

Alex Babcock
Sarah Baker
Jason Beskar
Jenni Buran
Jolene Cemensky
Nate Christiansen
Becky Evans
Desirae Hertling
Lindsey Hubler
Becca Leubner
Taylor Mack
Molly McMillen
Amy Strese
Melissa Taibi
Justine Wernick
Mandy White

Stork Awards

Sarah Baker

Lifesaving Awards

Tori Bourdages
Nate Christiansen
Tiffany Gleason
Mary Watry



Telecommunicator of the Year

James Mitchell



James Mitchell went to school for Law Enforcement. He began his dispatch career in 2015 at Pierce County Sheriff's Office where he fell in love with the job and the technology that makes everything work. While at Pierce County James worked as a trainer and was also the local radio tech's second hand.

James applied and was hired to the Dakota 911 team in January of 2018 after participating in a sit-along. Since joining our team, James has worked as a trainer, with recent focus on standardizing Info Channel training.

James possesses a number of FEMA ICS advance training certifications and is currently working toward state COML (Communications Unit Leader) and INTD (Incident Tactical Dispatcher) recognitions. Congratulations to James Mitchell, Dakota 911 2024 Telecommunicator of the Year.



Trainer of the Year

Delci Louis



Delci Louis began her public service career working as a Code Enforcement Officer and a West St. Paul Police Reserve. In 2014 she relocated to Indiana where she advanced her law enforcement career.

Delci became a Dakota Communications Center telecommunicator in January, 2017, becoming a trainer the summer of 2018. In August of 2023 Delci accepted an assignment as Lead CTO.

In 2025 Delci added CTO instructor to her list of certifications.

In December, Delci was recognized by the Burnsville American Legion as Dakota 911 Communications Training Officer of the Year.

“My prior experience as a City Code Enforcement Officer, West St. Paul Police Reserve, and my time spent in Indiana has given me an abundance of knowledge and perspective that I’m ambitious to share with all dispatchers.”



Team Recognitions

Celebrating Years of Service

We proudly recognize the incredible dedication of our Dakota 911 team. Together, our staff represents nearly 600 years of combined service - an extraordinary testament to commitment, resilience, and heart. Every shift worked, every call answered and every calm voice provided reflects your professionalism and unwavering dedication to our community. We are especially grateful to those celebrating milestone anniversaries. These milestones represent not just time served, but lives impacted, crises managed, partnerships strengthened, and a legacy of service that makes Dakota County stronger every single day. Thank you for your expertise, your compassion, and your steadfast commitment to public safety.

2025 Milestone Anniversaries

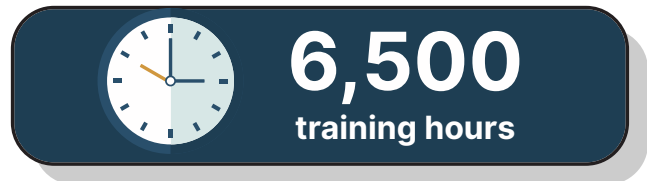
Director Brent Anderson - 25 Years
Telecommunicator Cindy Ryan - 25 Years
Telecommunicator Mary Watry - 25 Years
Supervisor Rachel Keeler - 20 Years
Manager Tara Shoemaker - 20 Years
Supervisor Jim Zgoda - 15 Years
Supervisor Max Hiracheta - 10 Years



Training

Guiding Tomorrow's Telecommunicators

Dakota 911's Training Team demonstrated exceptional dedication throughout the year, providing approximately **6,500 training hours** of instruction and mentorship to new Public Safety Telecommunicators. Through Dakota 911's structured training approach, trainers guide trainees as they develop the knowledge, technical skills, and confidence necessary to serve the community effectively.



Beyond teaching procedures and technology, **trainers** invest significant time coaching, evaluating, and supporting trainees as they progress through each stage of the program. Their professionalism, patience, and commitment play a critical role in preparing the next generation of telecommunicators to manage emergency situations with **accuracy, composure, and compassion.**



2025 Trainers

- Alex Babcock
- Sarah Baker
- Nate Christiansen
- Amelia Dammer
- Maya Drusch
- Hannah Elrod
- Desirae Hertling
- Alex James
- Julius Leonard
- Becca Leubner
- Delci Louis
- Taylor Mack
- Jenny Melton
- James Mitchell
- Heather Norman
- Melissa Peers
- Chris Robison
- Peyton Schroeder
- Becky Selser
- Melissa Taibi

Continuing Education

Ongoing Professional Development

Situational Awareness Training *with Blue Ethos*

This year, all Dakota 911 operations staff participated in situational awareness training facilitated by **Blue Ethos**, a nationally recognized organization specializing in safety, leadership, and threat assessment training for public safety professionals.

The training emphasized proactive decision-making, environmental awareness, and behavioral analysis techniques that empower telecommunicators to better identify and respond to evolving situations in high-stakes environments.



Enhancing telecommunicators' ability to identify and respond to evolving situations.

Supervisory Development

Dakota 911 invested in leadership development by sending five employees to **Supervisor Training** through both APCO International and the National Emergency Number Association (NENA).

Training Topic

- Conflict Resolution
- Performance & Stress Management
- Leadership Skills
- Decision-Making in High Stress Situations



Three-day courses by APCO and NENA strengthened leadership skills, effective team management, and operational oversight.

Continuing Education

Operational Familiarization

Behind the Scenes

Dakota 911 has a large number of operations and facilities including power plants and the Minnesota Zoo. Operations of this magnitude typically have their own internal event response plans. On-site experiences improves situational awareness when support needs arise in these operations.

Minnesota Zoo Facility Tour

In mid-2025, **Dakota 911 supervisors** received an operational tour of the **Minnesota Zoo**, gaining valuable insight into the logistics and safety considerations of a large, complex public facility. Spanning more than 485 acres, the zoo presents unique response challenges that require staff to understand how emergency services access the property and coordinate with onsite security personnel.



During the visit, the Minnesota Zoo Security Team provided a guided tour highlighting key operational details including primary and secondary entry points and designated routes for emergency responders. The tour also detailed how zoo security responds to a wide range of potential calls, including specialized incidents such as a “zookeeper down” situation.



Training & Readiness

Communications Unit Leadership (COML)

Advanced Certifications for Communications

In 2025, Dakota 911 proudly sent five staff members through the All-Hazards Communications Unit Leader (COML) course. Dakota 911 now has 3 certified COMLs and is close to adding 3 more to the team once all requirements are met. This expansion strengthens our Communications Unit (COMU) and our ability to support complex incidents and large-scale events.



The Role of a COML

The Communications Unit Leader (COML) supports emergency operations by:

- Developing incident communication plans
- Coordinating interoperability between agencies
- Ensuring responders can communicate safely and effectively
- Supporting command staff during complex or multi-jurisdictional events

Reliable communication is critical to both operational success and responder safety.

A Rigorous Process

The COML course is competitive and requires extensive experience, technical expertise, and demonstrated leadership. Team members invested significant time and effort to complete this advanced training.

Strengthening Interoperability

Expanding our COML team enhances Dakota 911's readiness and reinforces our commitment to dependable, coordinated public safety communications when it matters most.

Events & Activities

Supporting our Residents

2025 marked the second year of participation in a holiday family adoption program. Partnering with *Elves to the Rescue*, Dakota 911 staff adopted two families fulfilling their holiday wish lists.

Dakota 911 also participated in the 3rd annual Metro PSAP Food Drive. The combined effort resulted in over 2,200 donated items to local food shelves.



Holiday Highlights

- ✓ Families Adopted: 2
- ✓ Food Items Donated: 2,200+
- ✓ Metro PSAP Food Drive - 2nd Place

Celebrating our Service

In September, Dakota 911 staff was invited to attend the 2025 Police and Fire Ball, hosted by the Lakeville Chamber of Commerce. This fun-filled event gave staff an opportunity to leave their headsets behind for an evening of celebration along-side some of their police and fire partners.



Events and Activities

National Public Safety Telecommunicators Week

Our Annual Celebration

National Public Safety Telecommunicators Week, observed annually during the second week of April, provides an opportunity to recognize and celebrate the critical work performed by public safety telecommunicators each day.

Dakota 911 marked the occasion by hosting a week of appreciation activities, including themed dress days, food, games, and opportunities for team recognition.



Appreciation in Action

The supervisor and administrative teams collaborated to surprise staff with a special token of appreciation in recognition of their dedication and professionalism. Throughout the week, our Public Safety Telecommunicators (PSTs) were also recognized by partnering agencies with thoughtful treats and gestures of appreciation. In turn, Dakota 911 staff had the opportunity to visit neighboring PSAPs to personally deliver treats as a sign of gratitude for our ongoing 911 communications partnerships.



Public Outreach

Over the course of 2025 Dakota 911 staff actively participated in more than 30 public events throughout our communities. Events included blood drives, career fairs, community engagement events, the county fair, fire and police department open houses and children’s safety camps. Through this wide range of activities, staff had the opportunity to engage directly with community members and share information about emergency communications and the role Dakota 911 plays in public safety.

These outreach efforts allowed staff to provide 911 education and organizational information to citizens of all ages - from young children to adults - as well as a variety of organized groups. Engagements included presentations with citizen academies, police explorers, Rotary Clubs, and the League of Minnesota Cities.

- ✓ Strengthen community awareness
- ✓ Build trust and reinforce transparency
- ✓ Provide 911 education to all ages
- ✓ Increase community engagement



Public Outreach

Engaging the Community through Education

Dakota 911 actively invests in public education to build awareness about the pivotal role of 911 telecommunications in public safety. Creating educational media, hosting center tours and participating in school fairs, the team educates the community about when to call 911, what to expect when speaking to a telecommunicator, and the critical function of 911 services. The goal is to provide valuable information, answer questions, and inspire future telecommunicators by offering a behind-the-scenes look at how Dakota 911 operates.



Key Achievements

In 2025 Dakota 911's strategic framework focused on five key goals that supported our mission to deliver reliable, high-quality emergency communications services. Over the past year, we advanced each goal through targeted initiatives designed to strengthen our operations, empower our staff, and enhance service delivery to our public-safety partners and community. In several areas, particularly those that required infrastructure modernization, system upgrades, or enhanced data capabilities, NG911 funding played an instrumental role. These specialized funds allowed Dakota 911 to implement critical technology enhancements, improve system resiliency, and support the ongoing transition towards advanced next-generation emergency communications.

Goal 1: Improve business efficiency through process and technology enhancements

Goal 2: Improve operational efficiency and emergency response

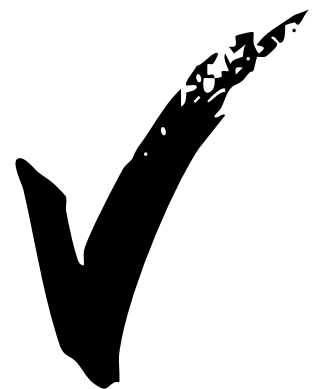
Goal 3: Make Dakota 911 a great place to work

Goal 4: Ensure Dakota 911's ability to maintain continuity of critical services

Goal 5: Ensure the highest standards of service are maintained

We are particularly proud of some key large-scale initiatives the team was able to implement in 2025.

- Live call transcription and real-time language translation
- Rapid SOS Unite for advanced mapping and communication tools
- AI auto attendant for non-emergency telephone lines
- Updated public messaging and non-emergency number campaign
- Citizen satisfaction surveys
- AI-supported analytics for situational awareness



Public Safety Message

Aligning with National 911 Standards

Mid-year the Dakota 911 consortium updated its 911 messaging to better align with the national messaging on the use of 911 for emergencies. The revised approach helps ensure that emergency resources remain available for urgent situations while still providing clear options for non-emergency needs. Dakota 911 developed a public messaging toolkit for use by all members on their websites, social media platforms and in printed material.

Primary Message

In an Emergency

Dial or Text



Secondary Message

Non-Emergency Public
Safety Assistance - 24/7

 **Call:**
651-322-2323 or 952-322-2223

Online:
www.dakota911mn.gov



When in doubt - Dial 911

Next-Gen 911 Technology

State-of-the Art Assistive Tools

Assistive Call Taking

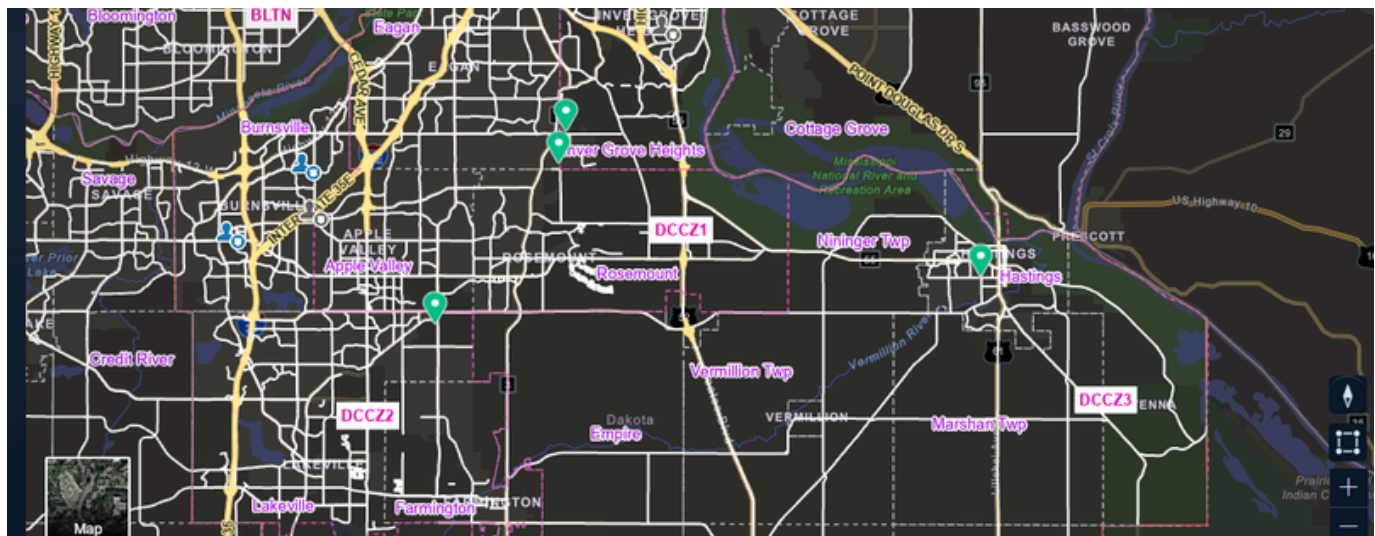
In 2025 Dakota 911 improved data processing accuracy and efficiency with the implementation of Prepared Assist, a platform that provides live 911 call transcription with keyword alerting, live language translation, advanced mapping, AI-assisted quality assurance review, and tools for communicating with the public.

- ✓ **Real-time** transcription of 911 calls with keyword alerts
- ✓ Automated language translation and advanced mapping
- ✓ AI review providing quick summaries for call takers

Advanced Mapping

We were able to implement RapidSOS Unite, another next-gen mapping platform made available through the MN Department of Public Safety, Emergency Communications Network (ECN) at no cost to Dakota 911. With this implementation, we have been able to support the integration of Axon body cameras to the dispatch map, enhancing responder safety.

- ✓ Enhanced location accuracy with next-gen mapping
- ✓ Integration of Axon body cameras to the dispatch map



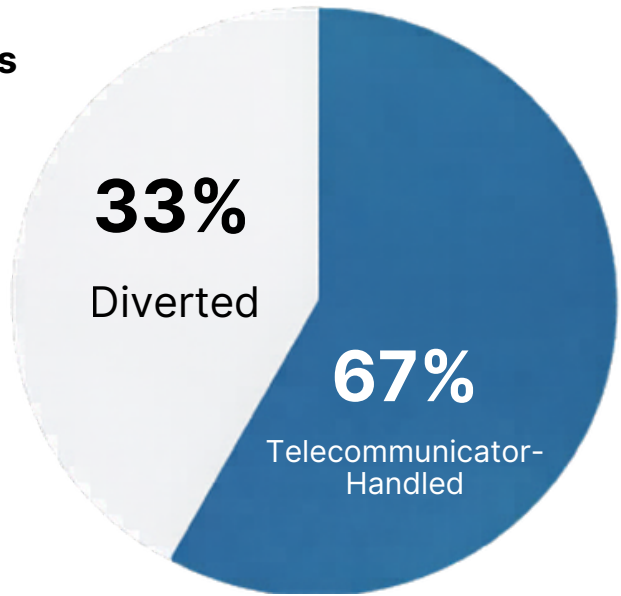
AI Attendant

Launched Fall 2025

Service Efficiency

Improving Emergency Response Focus

In fall 2025, Dakota 911 launched an AI-powered auto attendant to improve non-emergency call triage. The interactive voice response (IVR) system efficiently directs callers to appropriate services and answers frequently asked questions, supporting higher service efficiency by allowing greater focus on higher-priority public safety activities.

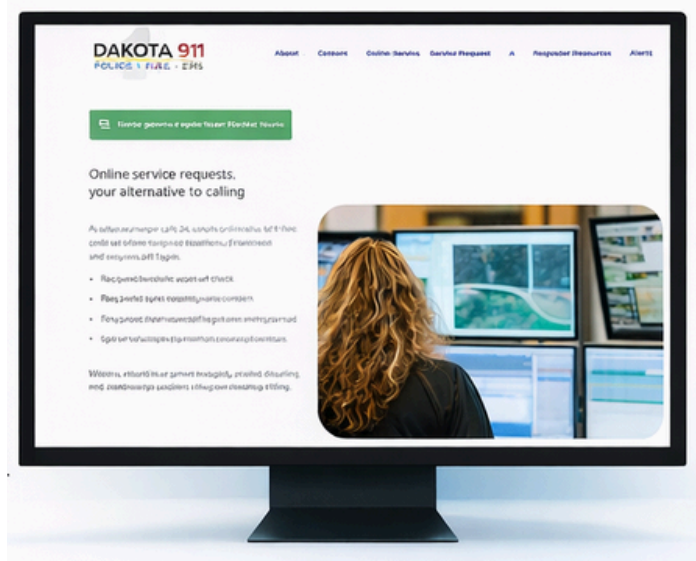


Driving Digital Engagement

Dakota 911’s auto attendant directs many non-emergency callers to the online service request platform launched in 2024.

As a result:

- ✓ Staff efficiency increased
- ✓ Service consistency improved
- ✓ Online submissions grew



Together, these tools support faster access to services while preserving dispatcher availability for critical incidents.

Citizen Surveys

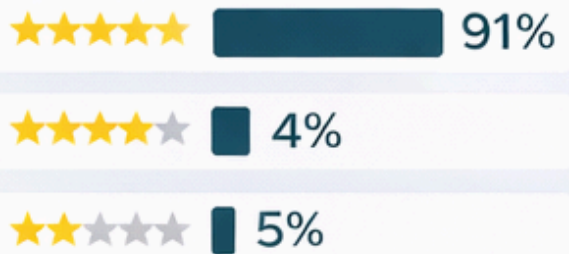
Listening to Our Community

97% Overall Satisfaction

In spring 2025, Dakota 911 launched a two-question citizen survey distributed after select calls and online service requests. Respondents rate their experience on a scale of 1-5 and have an option to provide written comments. Feedback is received shortly after service delivery, making it especially useful for improving performance and recognizing excellence.

43% Response Rate

Survey Results



Why It Matters

- ✓ Real-time service feedback
- ✓ Performance improvement insights
- ✓ Strong staff morale impact
- ✓ Increased community engagement

What the Community is Saying

- “ She was calming, efficient and kind.
- “ Quick response.
- “ She was helpful and attentive and she made us not feel stressed.

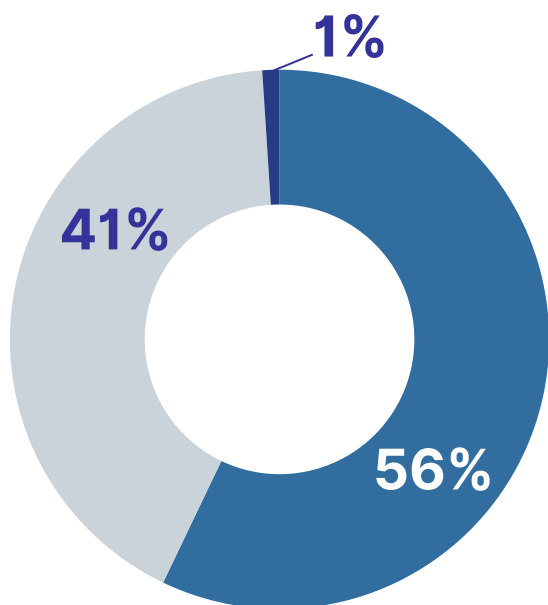


Call Statistics

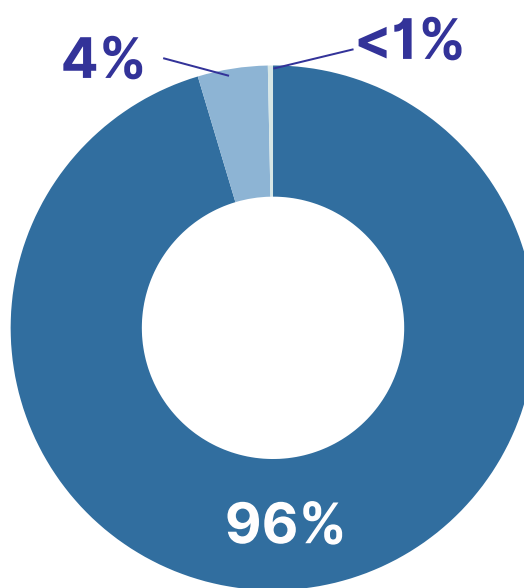
2025 Call Volume and Performance

Dakota 911 processes thousands of emergency calls each year, ensuring callers are connected to help quickly, accurately, and with compassion. In 2025, our center continued to manage a high volume of emergency communications while maintaining strong response performance.

Call/Request Method



Wireless/Wired/Text Breakdown



	2025	2024
911	166,244	166,941
Non-emergency	122,090	124,099
Online submissions	3,034	652

	2025	2024
Wireless	161,410	157,507
Wireline	7,300	8,802
SMS/Text-to-911	534	632

*The online submissions increase is partially attributed to the introduction of the AI attendant in October of 2025.

96% of calls answered within **15 seconds**

98% of calls answered within **20 seconds**

*Answer time averaged from 24 hours a day, 365 days a year.

Online Service Requests

Supporting Faster, Non-Emergency Service Delivery

3,034

Total Requests
in 2025

TOP REQUEST CATEGORIES



Fraud Activity Report



Civil Assist



Parking Violation



Theft Report



Follow-up

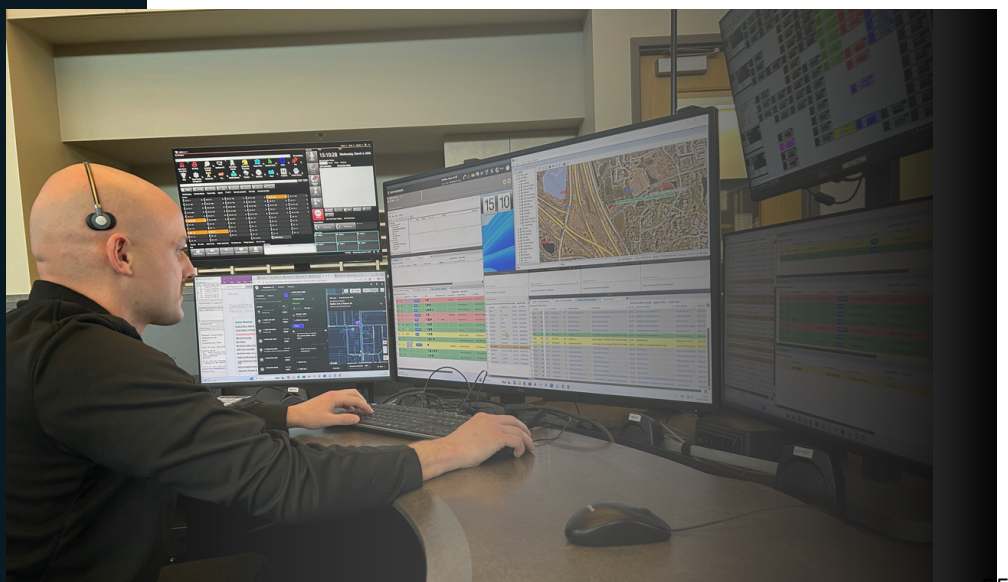
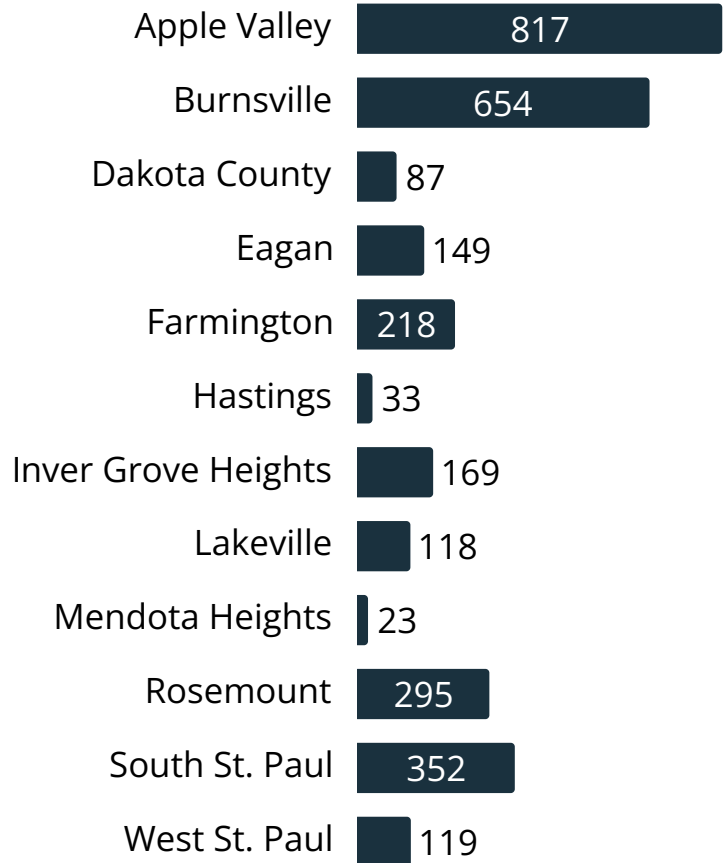


Suspicious Activity



24/7
Self-Service
Access

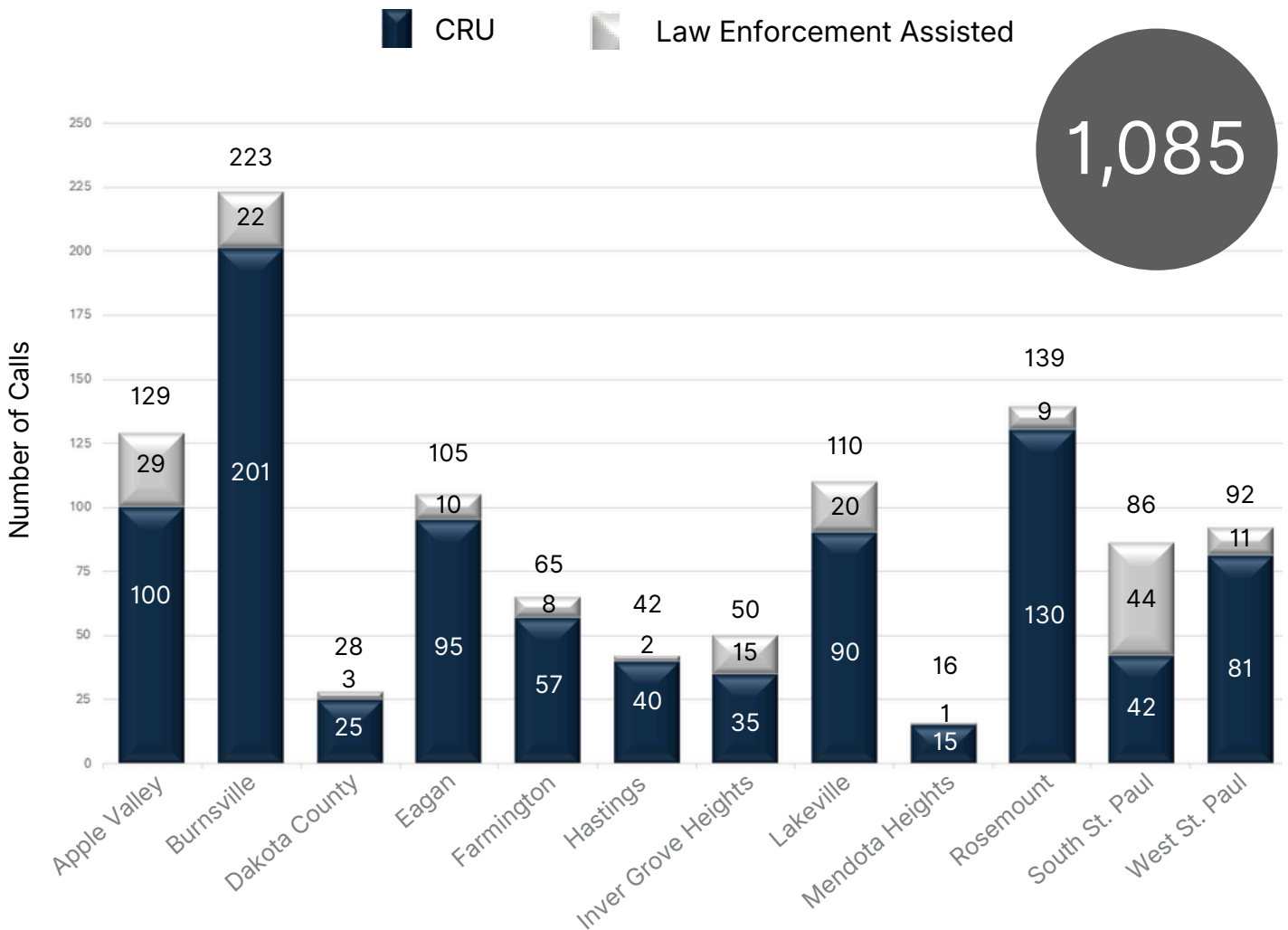
REQUESTS BY COMMUNITY



Transfers to Crisis

Responding to the Mental Health Epidemic

Dakota 911 is grateful for its strong partnership with the Dakota County Crisis Team. This collaboration plays an important role in supporting people during some of their most vulnerable moments. Through ongoing communication, coordinated response efforts, and a shared commitment to public safety and community well-being, this partnership helps ensure that individuals in crisis receive timely, compassionate, and appropriate assistance. Working together, Dakota 911 and the County Crisis Response Team continue to strengthen the county's ability to respond effectively to behavioral health emergencies while connecting residents with the care and resources they need.



CAD(Computer-Aided Dispatch)

Performance and Analysis

422,820 CAD Events Assigned to Law/Fire/EMS in 2025
 ↑ + 19,544 compared to 2024
 Billable Events: 337,853

 **369,924**
 Law Enforcement Events

 **52,896**
 Fire/EMS Events

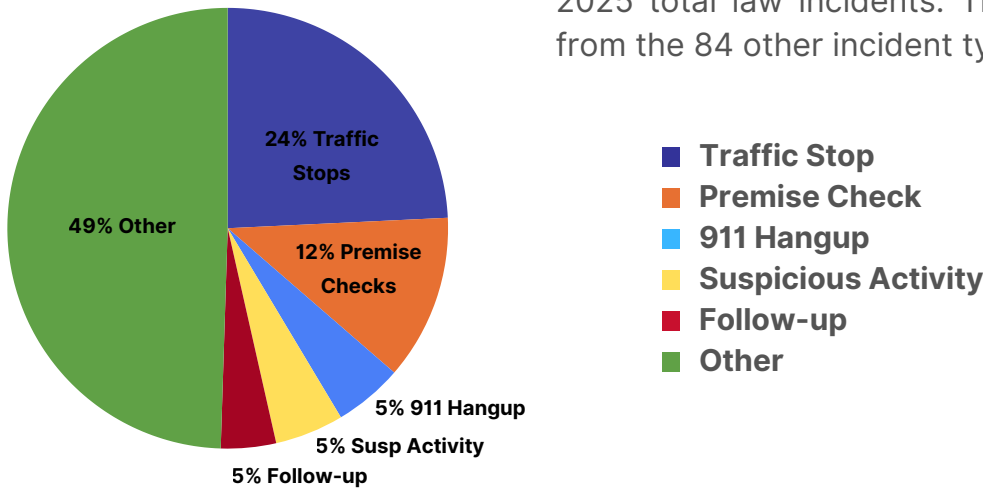
Agency	Law	Fire/EMS
Apple Valley	32,101	6,745
Burnsville	38,577	9,925
Dakota County	62,142	—
Eagan	52,369	7,655
Farmington	12,963	2,216
Hastings	17,220	3,939
Inver Grove Heights	31,023	4,638
Lakeville	42,334	5,330
Mendota Heights	9,062	1,570
Rosemount	18,053	2,368
South St. Paul	29,058	2,760
West St. Paul	25,022	5,322
Miesville Fire (Ad-Hoc)	—	172
Randolph-Hampton Fire (Ad-Hoc)	—	256

CAD Incident Types

By the Numbers

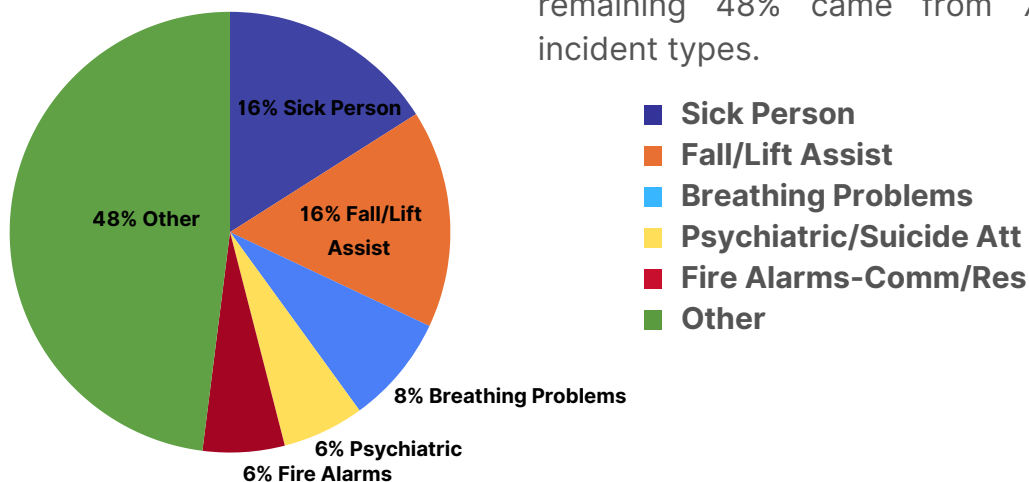
Top 5 Law Incident Types

The top five law incident types made up 51% of the 2025 total law incidents. The remaining 49% came from the 84 other incident types.



Top 5 Fire Incident Types

The top five fire/EMS incident types made up 52% of the 2025 total fire/EMS related incidents. The remaining 48% came from 73 other fire/EMS incident types.

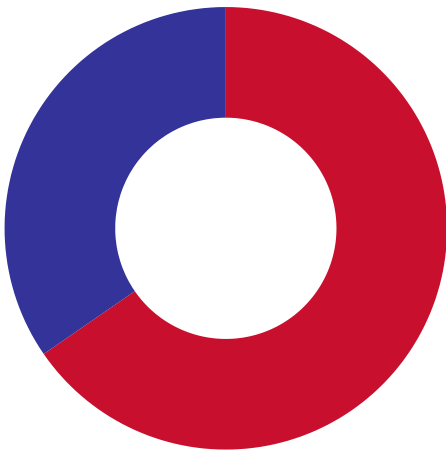


Agency Inquiries

Full Transparency

2025 Inquiries

In 2025, Dakota 911 documented a total of 26 inquiries received from member agencies and the public. Of these, 17 were related to Fire/EMS and 9 to Law Enforcement. Of the documented inquiries, 14 resulted in follow-up training and coaching, while only one resulted in discipline. These 26 inquiries represent a negligible percentage of overall CAD events.

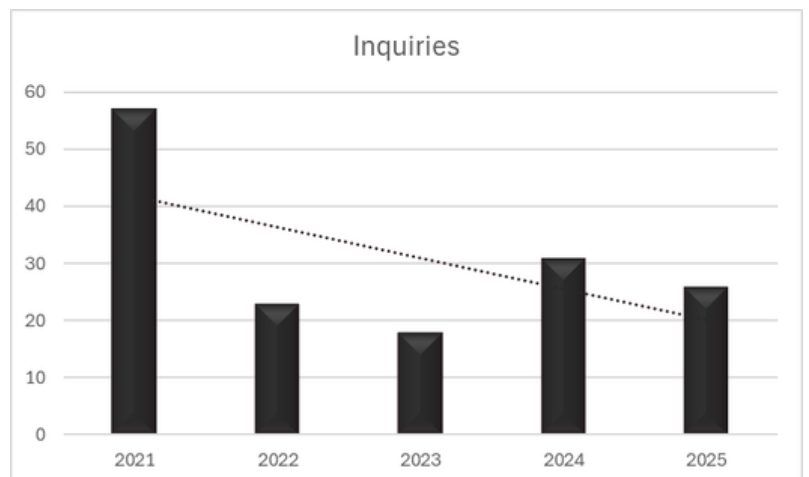


Inquiries by Discipline

- 65.4% - Fire/EMS
- 34.6% - Law Enforcement

Continuing the Downward Trend

The 5-year trend indicates overall stabilization while maintaining a strong focus on quality assurance and responsive service delivery. The continued decline may also reflect increasing member agency confidence in the quality, consistency, and professionalism of services provided by Dakota 911.



Financial Report

Stewarding Public Resources with Accountability

General Fund

Supports Day-to-Day Operations

Capital Fund

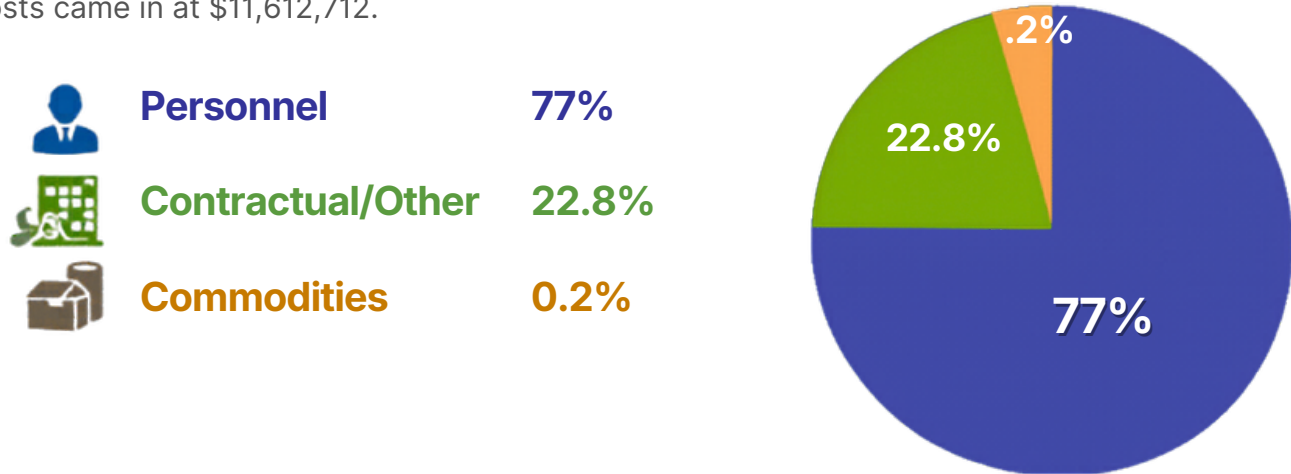
Provides for Equipment & System Upgrades

Two-Fund Budget Structure

Dakota 911 operates with two primary funds: **General** and **Capital**.

General Fund

The General Fund supports the day-to-day operations of Dakota 911 and represents the majority of the annual operating budget. The fund is organized into three main expense categories: personnel, other/contractual, and commodities. In 2025, Dakota 911's operating costs came in at \$11,612,712.



Capital Fund

The Capital Fund supports the acquisition, replacement, and modernization of equipment required to maintain reliable emergency communications systems.

Capital expenditures represented approximately 2.5 % of the total 2025 Dakota 911 budget and totaled \$291,736.

- Data logging replacement
- Switch & firewall equipment replacement
- Computer and monitor replacements
- Supervisory office refresh

2.5%

of Total 2025 Budget

Financial Report

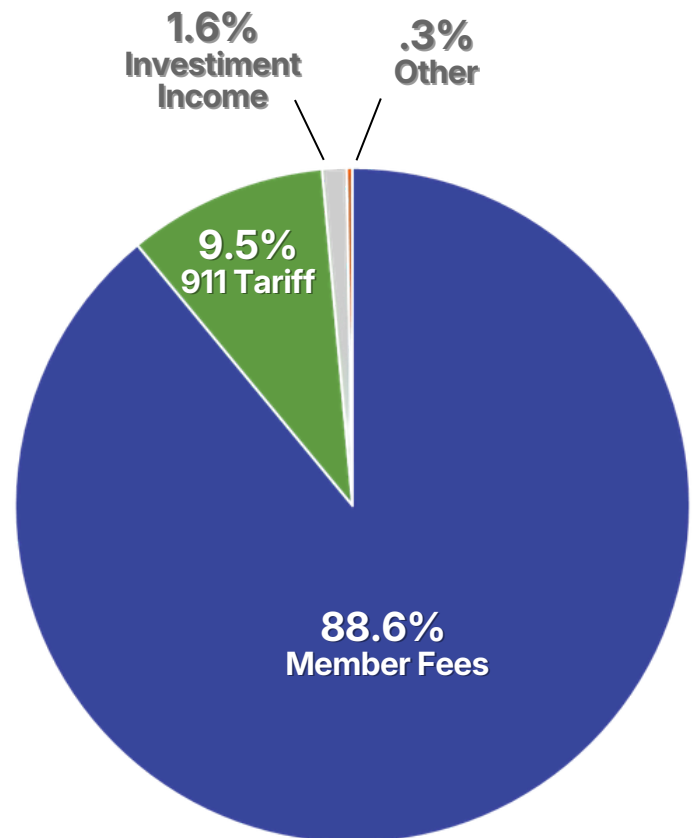
Stewarding Public Resources with Accountability

Revenue

Member fees are Dakota 911's primary source of revenue. In 2025 adopted member fees were \$11,364,737 which was an increase of 7.25% from 2024 for the General Fund. This amount includes an additional \$900,000 Capital Fund contribution to ensure adequate funding for future infrastructure replacements. Member fees share annual operating costs through a cost allocation formula that averages the last 3 year's billable agency activity tracked through computer-aided dispatch incidents.

Other sources of revenue include MN 911 Tariffs, partnership income from Flint Hills Refinery for mass notification alerting, grant income, and interest on investments.

Member Fees	11,364,742
911 Tariff	1,219,658
Investment Income	207,224
Other	42,113
Total	12,833,737



Contact Us

Administration

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Heidi Hieserich, Executive Director

651/322-1901

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Non-emergency Response Needs

651/322-2323 or 952/322-2323

or

[Online Request](#)

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