

Dakota Communications Center (DCC)
Board of Directors
Minutes of Meeting: 02.19.09

Members Present: Apple Valley – John Bergman; Burnsville – Elizabeth Kautz; Eagan – Gary Hansen; Farmington – Todd Larson; Hastings – Mike Slavik; Inver Grove Heights – George Tourville; Lakeville – Laurie Rieb; Mendota Heights – Ultan Duggan; Rosemount – Bill Droste

Members Absent: Dakota County – Nancy Schouweiler; South St. Paul – Beth Baumann; West St. Paul – Darlene Lewis

Alternates Present: Dakota County – Tom Egan; West St. Paul – Aaron VanMoorlehem

Others Present: Executive Committee Chair – Dave Osberg; DC – Kent Therkelsen, Diane Lind, Jenny Hildebrandt.

Call the Meeting to Order: There being a quorum Chair Kautz called the meeting to order at 8:00 am.

Roll Call: Members in attendance are noted above.

1. Announcements:

Therkelsen (DCC) informed members that directors Baumann and Lewis notified that they would be unable to attend the meeting.

2. Additions to Agenda:

No additions to the agenda.

CONSENT AGENDA

- 3. a. Approve Minutes from Regular Board meeting of December 18th, 2008.**
- b. Adopt and Ratify Executive Committee's Approval of 11/01/08 – 11/30/08 Paid Claims.**
- c. Approve the November, 2008 Financial Report.**
- d. 2009 Designated Legal Newspaper.**

Discussion:

No discussion.

Action: Motion by Rieb (Lakeville) to approve the consent agenda. Second by Duggan (Mendota Heights). Motion passed unanimously.

4. IES Update

Discussion:

Therkelsen (DCC) informed members that this item had been on both the Executive Committee and Board agendas periodically over the past several months. Therakelsen stated that this relates

to technical problems the DCC experienced with the 9-1-1 and administrative telephone system since the beginning of 2007 causing significant service concerns the first half of 2008.

Therkelsen (DCC) assured members that since staff has been working closely with the Executive Committee, IES, Dakota County Attorney's Office and PSC Alliance to reach a business remedies agreement. Therkelsen added that IES has been very forthcoming in working with the DCC to arrive at a resolution.

Therkelsen (DCC) commented that staff believes all issues have been resolved to the satisfaction of the DCC to this point. Therkelsen directed attention to the issues as defined in the memorandum to the Executive Committee in the agenda packet. Therkelsen then directed attention to the letter from IES dated February 2nd, 2009 acknowledging issues and addressing warranty extensions to September 16th, 2009. Therkelsen informed members that DCC Staff believes that the warranty extension to September 16th, 2009 is very satisfactory and translates to approximately \$25,000 in expenditure savings for the DCC in 2009 based on original warranty expiration dates.

Therkelsen (DCC) stated that the Executive Committee reviewed the resolution letter from IES and recommended approval. Therkelsen stated that if approved, staff will send an acceptance letter to IES.

Kautz (Burnsville) asked if when the Executive Committee reviewed the resolution letter with the Executive Director the software disconnect issue that Fire agencies were experiencing was addressed. Therkelsen (DCC) clarified that issue is with the CAD software and is not related to the 9-1-1 phone system issues. Therkelsen added that the Fire Operations Committee has developed a work group tasked with reviewing processes in an effort to better streamline processes. Therkelsen stated that the increasing awareness of the strong need for standardization is encouraging.

Therkelsen (DCC) commented that the 9-1-1 telephone system has been performing very well. Kautz (Burnsville) commented that the statistical reports that are sent out every month reflect good performance.

Osberg (Hastings) informed members that the Executive Director would be working closely with Dakota County Attorney's Office to compose an acceptance letter to IES reiterating the DCC's understanding of the letter dated February 2nd, 2009.

Tourville (Inver Grove Heights) asked if there is a budget advantage to having the warranty be on a true calendar timeframe. Therkelsen (DCC) responded that the warranty timing doesn't affect the budget. Therkelsen added that staff budgeted assuming 9 months off warranty in 2009 and it will actually now be only 3 months. Tourville (Inver Grove Heights) commented that would be an approximately \$11,000 savings.

Action: Motion by Tourville (Inver Grove Heights) to approve the IES recommended business remedies. Second by Slavik (Hastings). Motion passed unanimously.

5. Mass Telephone Notification System

Discussion:

Therkelsen (DCC) informed members that Mass Telephone Notification Systems are also referred to as Community Notification Systems and Reverse 9-1-1, which is a trade name. Therkelsen further informed members that Mass Telephone Notification Systems are basically a marriage of GIS data and high speed outbound phone systems allowing dispatch centers to do rapid notification to a predefined list or geographic area providing warning information to the public. Therkelsen clarified that this notification system could be used for HAZMAT spills, Missing Persons and High Risk Situations where many people need to be reached quickly. Therkelsen informed members that in Dakota County, Eagan and Burnsville are currently using a form of Mass Telephone Notification.

Therkelsen (DCC) reminded members that the Joint Operations Committee recommended the addition of this capital projects enhancement in 2007 if funds were available after the major implementations were completed. Therkelsen added that with the significant balance in the capital projects budget, this recommended enhancement, is being presented for consideration. Therkelsen stated that the first enhancement, Automatic Vehicle Location, was presented and approved by the Board of Directors at their December, 2008 meeting.

Lind (DCC) informed members that there are two types of available systems with estimated costs between \$40,000 and \$100,000. Lind clarified that one of the systems is an off-site web-based system that can be dialed into by either the DCC or member cities and the other system is an on-site system that would cost much more due to the need for a designated service, working with outbound telephone lines. Lind added the more often used system is the web-based system.

Lind (DCC) informed members that not only would this provide an additional service enhancement to member agencies, but it would also become an important piece in the continuity of operations.

Lind (DCC) stated that Mass Telephone Notification System contacts can be determined on a certain distance from a specific address, a drawn area on a map or through predetermined contact lists in the system. Lind assured members that the systems can contact land lines, cell phone lines, text lines and email lines. Lind added that there would be a need for public service announcements and citizen education as residents would also be given an opportunity to register additional contact numbers and email addresses.

Lind (DCC) informed members that staff is working with Dave Gisch from Dakota County Emergency Managers to try and partner with large agencies such as Flint Hills to decrease costs. Lind added that there are other large corporations in the county that handle hazardous materials that would possibly be interested in partnering in this endeavor.

Osberg (Hastings) complimented the work of DCC dispatch supervisor Troy Ruby as he was the key author on the request for proposal. Kautz (Burnsville) asked how the request for proposal would be distributed. Therkelsen (DCC) responded that staff has a distribution list of companies that have already expressed interest. Therkelsen added that the request would also be posted on the DCC website with a possible link on the Dakota County website. Therkelsen (DCC) added

that if the action requested is approved, staff would release the request for proposal on February 20th with responses back in April. Therkelsen continued that staff would be back at the April Board of Directors meeting with a recommendation and budget implications.

Droste (Rosemount) asked if there had been an assessment on high risk areas referring to rail lines, refineries and higher population areas. Lind (DCC) responded that there are obvious areas and that the computer aided dispatch (CAD) maps assist in identifying these areas. Therkelsen (DCC) added that member agencies have the high risk areas pretty well predefined.

Egan (Dakota County) asked if there is a registration requirement. Lind (DCC) clarified that there isn't a requirement as land line information can be taken from current databases. Lind further clarified that those people desiring to register more than one phone number would be the ones who would register. Egan (Dakota County) asked about people slipping through the cracks. Therkelsen (DCC) assured that there is a definite need for public education. Therkelsen stated that other jurisdictions having done this and not only the PSAP but also the member agencies the PSAP serves put registration links on their websites. Therkelsen added that there are always risks but assured that the database is updated every day. Tourville (Inver Grove Heights) commented that there will probably be a need for legal language protecting the DCC and member agencies from this.

Droste (Rosemount) asked how the DCC gets addresses into the DCC database today. Therkelsen (DCC) responded that the DCC and LOGIS work with the cities to enter new streets and addresses as they are platted. Lind (DCC) added that there is a master street address guide. Lind stated that the DCC works with the MSB and GIS and anytime a new neighborhood is platted, that information is entered. Lind stated that sometimes it is before the ground is even broken. Droste (Rosemount) commented that this is probably more a marketing cost than anything but reminded that we are only as good as our data. Kautz (Burnsville) assured that there are best practices out there and that the Executive Committee, along with our great consultants, have seen these practices through the county.

Egan (Dakota County) questioned if commercial extensions are included. Lind (DCC) confirmed. Egan (Dakota County) questioned those businesses with general extensions vs. direct lines and how that would be handled. Tourville (Inver Grove Heights) commented that there are state statute helping regulate that. Kautz (Burnsville) added that corporations are suppose to filter that information through their businesses.

Action: Motion by Droste (Rosemount) to approve the Mass Telephone Notification System request for proposal and authorize publication. Second by Tourville (Inver Grove Heights). Motion passed unanimously.

Further Discussion: Duggan (Mendota Heights) asked if staff had looked at the costs for training, etc. Therkelsen (DCC) assured that training is included as part of the request for proposals where the providers do the training. Therkelsen added that these systems are very intuitive and very easy to use. Therkelsen continued that there will be training and drills. Tourville (Inver Grove Heights) asked for clarification on which cities already have Mass Telephone Notification Systems. Kautz (Burnsville) clarified that Egan and Burnsville

currently have Mass Telephone Notification Systems. Kautz added that in 2008, Burnsville did a mass marketing campaign to get everyone to subscribe.

6. Executive Director's Performance Evaluation.

Discussion:

Kautz (Burnsville) reminded members that executive director evaluation forms were sent out in December. Osberg (Executive Committee Chair) directed attention to two documents that were handed out at the meeting. Osberg stated that the first handout outlines the process and the second is the performance evaluation for the executive director.

Osberg (Executive Committee Chair) reviewed the process with the group stating in November, the Board and Executive Committee chairs and vice-chairs and Joint Operations Committee co-chairs met to lay out the process. Osberg thanked the Operations Committee chairs for their assistance in getting feedback from their respective committees. Osberg stated that Board members were requested to provide written commentary about the Executive Director's performance in 2008. Osberg stated that this feedback is included in the handout. Osberg added that the Fire and Police Chiefs also provided feedback, which was shared with the Executive Director.

Osberg (Executive Committee Chair) informed members that not unlike the 2008 evaluation, the Executive Director was evaluated by the Executive Committee on a number of categories, resulting in a numeric rank. Osberg added that comments by Board and Executive Committee members are illustrated below the corresponding category. Osberg then stated that he and Board Chair Kautz met with the Executive Director in December.

Osberg (Executive Committee Chair) informed members that at their February 4th meeting, the Executive Committee received a copy of the performance evaluation and recommended approval. Osberg clarified that this satisfactory performance evaluation would be subject to a retroactive increase. Kautz (Burnsville) confirmed and added that the increase would be 3% as of June 26th, 2008. Kautz (Burnsville) thanked Executive Committee Chair Osberg for his work on the evaluation. Osberg (Hastings) suggested the evaluation start early fall opposed to late fall to avoid holiday schedules.

Osberg (Executive Committee Chair) encouraged greater Board participation in the future. Kautz (Burnsville) agreed and stated that the Executive Director is the Board of Director's only employee and although the Board delegated ongoing supervision of the director to the Executive Committee, members cannot abdicate responsibility.

Therkelsen (DCC) Thanked members for the evaluation and commented that the DCC has grown well due largely in part to the willingness of members to professionally let staff know when things are going well and when things are not.

Action: Motion by Duggan (Mendota Heights) to approve the Executive Director's performance evaluation as presented. Second by Egan (Dakota County)/ Motion passed unanimously.

7. Executive Director Report

Discussion:

2010 Budget Process – Therkelsen (DCC) reminded members that they had seen a preliminary 2010 budget holding member fees at a fairly flat rate. Therkelsen added that in 2009 members felt an impact from the declining Dakota County Startup Subsidy. Therkelsen stated that staff is very confident 2010 will be much flatter. Therkelsen stated that as staff approaches the 2010 budget, we are very aware of situations members are facing in their own jurisdictions. Therkelsen added that members will start seeing budget information very soon as staff is required to have the first budget draft to the Executive Committee by May 1st with adoption by the Board by September 9th. Therkelsen clarified that the past two years, the budget had been adopted by July.

DCC Updates – Therkelsen (DCC) reminded members that he is prepared to present DCC updates to member City Councils at either a regular meeting or a workshop and if anyone is interested, to please make arrangements with Jenny Hildebrandt at jhildebrandt@mn-dcc.org or 651/322-8660.

New Board Members – Therkelsen (DCC) reported that there was a new board member orientation on Tuesday, February 17th and there were 3 participants.

Governor Regional Work Group to Study Enhancements in 911 Consolidations – Therkelsen (DCC) informed members that a Governor's executive order came out recently listing several membership categories including the Executive Director from the DCC. Therkelsen added that Mayor Maguire from Eagan was nominated by the League of MN Cities to participate also. Therkelsen commented that this order created a stir among some of the dispatch staff at the DCC who were thinking the DCC is up for further consolidation, which is not true.

APCO Peer Evaluation – Therkelsen (DCC) reported that DCC staff invited a peer group from PSAPs across the country to come in and do a review and evaluation of the DCC after one year of service. Therkelsen added that it gave us an opportunity to get some outside eyes looking at our processes. Therkelsen stated that Operations Director Lind handled the review and it sounded as though a number of representatives from the DCC and membership were interviewed as part of the review. Therkelsen added that staff anticipated receiving the evaluation in the next week or so. The evaluation will be shared with the Board and other stakeholders.

Public Safety Answering Point recognition – Therkelsen (DCC) informed members that every March or April The MN Chapter of APCO recognizes a PSAP for handling a significant event very well. Therkelsen continued that the DCC will be recognized this year for our handling of the December 22nd Burnsville fire at Burncliff and staff hoped to have something in writing available for members in the near future.

Action: No action. Update only.

8. Miscellaneous.**Discussion:**

Egan (Dakota County) informed members that with the retirement of Commissioner Turner, he was appointed as one of the Dakota County representatives on the Metropolitan Emergency

Services Board (MESB). Egan added that with Commissioner Gaylord, Dakota County will have strong representation for quite some time.

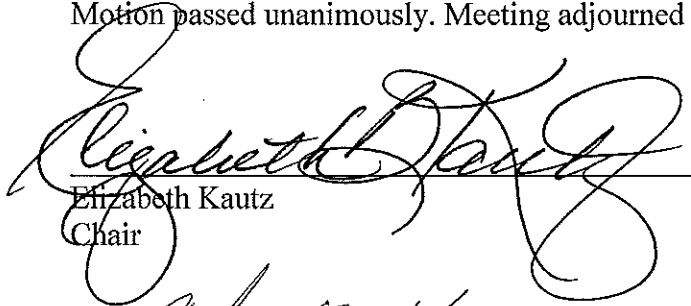
Hansen (Eagan) thanked Executive Director Therkelsen for the new member orientation. Hansen stated he would be succeeding Mayor Maguire on the DCC Board of Directors.

Duggan (Mendota Heights) suggested consideration of introductions. Kautz (Burnsville) agreed. Introductions ensued.

Action: No action. Update only.


9. Adjourn

Action: Motion by Tourville (Inver Grove Heights) to adjourn. Second by Rieb (Lakeville). Motion passed unanimously. Meeting adjourned at 8:48am.



Elizabeth Kautz
Chair

4/16/09
Date



Kent Therkelsen
Executive Director

4/16/09
Date

Next Meeting:
Thursday, April 16th, 2009
8:00 am
Location: DCC