

Dakota Communications Center (DCC)
Board of Directors
Minutes of Meeting: 02.21.08

Members Present: Dakota County – Nancy Schouweiler; Eagan – Mike Maguire; Farmington – Kevan Soderberg; Hastings – Mike Slavik; Inver Grove Heights-George Tourville; Lakeville-Laurie Rieb; Rosemount – Mike Baxter; South St. Paul – Beth Baumann; West St. Paul – Darlene Lewis

Members Absent: Apple Valley – TBD; Burnsville – Elizabeth Kautz; Mendota Heights – Ultan Duggan

Alternates Present: Apple Valley – John Bergmann; Burnsville – Charlie Crichton

Others Present: DCC - Kent Therkelsen, Diane Lind, Jennifer Hildebrandt; Executive Committee Chair – Jamie Verbrugge; Navigate Forward – Teresa Daly

Announcements:

Burnsville alternate Charlie Crichton introduced himself.

As Chair Kautz was unable to attend the meeting and with the loss of Vice-Chair Erickson, the group elected representative Tourville to chair the meeting.

Action: Motion by Soderberg (Farmington) to elect Inver Grove Heights Mayor George Tourville as chair of the February 21st, 2008 meeting as neither the Chair or Vice-Chair were present. Second by Rieb (Lakeville). Motion passed unanimously.

Therkelsen (DCC) informed members that flowers had been sent to the church for Bob Erickson's funeral on behalf of the DCC Board, Executive Committee and Staff. Chair Tourville (Inver Grove Heights) commented that thoughts and prayers were with the Erickson family and the Apple Valley Board in the loss of councilmember Erickson.

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

Roll Call: Members in attendance are noted above.

Additions to Agenda:

No additions to the agenda but Executive Director Therkelsen (DCC) requested item 5E be moved to the top of the regular agenda. Chair Tourville (Inver Grove Heights) acknowledged.

Action: Motion by Lewis (West St. Paul) to approve the agenda with the above modification. Second by Schouweiler (Dakota County). Motion passed unanimously.

CONSENT AGENDA

3.
 - a. **Approve Minutes from Regular Board meeting of January 17th, 2008.**
 - b. **Adopt and Ratify Executive Committee's Approval of 12/01/07 – 12/31/07 paid claims.**

Discussion:

Therkelsen (DCC) informed members that the December and January Financial reports would not be available until April as the fiscal agent had recommended financial reports be held until after the DCC audit had been completed.

Action: Motion by Bergmann (Apple Valley) to approve the consent agenda. Second by Soderberg (Farmington). Motion passed unanimously.

REGULAR AGENDA

4. Collective Bargaining Update

Discussion:

Therkelsen (DCC) informed members that the non-supervisory dispatch staff was represented by LELS and was in the midst of negotiations for their 2008 agreement. Therkelsen added that the DCC team participating in the negotiations was made up of Legal counsel John Roszak, Hastings City Administrator Dave Osberg and DCC Operations Director Diane Lind.

Lind (DCC) informed members that there were some negotiating items that were in deadlock and that LELS had filed for mediation. Lind noted that the mediation should take place the second week of March and that Legal Counsel Roszak was very pleased with the mediator that had been assigned.

Action: No action. Update only.

5. Executive Director Report.

5a. Service Issues/Performance Measures

Discussion:

Therkelsen (DCC) informed members that staff was still very much in implementation mode and that a lot of learning had taken place over the past number of days since going live. Therkelsen acknowledged that there was still learning to be done but that the sense was that things were starting to settle in to a point that staff and users were a bit more comfortable.

Therkelsen (DCC) stated that in the last DCC update staff shared some operational statistics. Therkelsen reminded members that DCC staff was averaging 1,000 incidents per day and that about 93% of them were law enforcement related. Therkelsen stated that the remaining 7% was divided between emergency medical and fire. Therkelsen informed members that the 3 zones were a bit unbalanced and although staff was watching that very closely, it was too early to draw

conclusions. Tourville (Inver Grove Heights) asked how the percentages worked in comparison to population of the zones. Therkelsen (DCC) responded that the zones were established by looking at historical data and that there wasn't much variation in population.

Therkelsen (DCC) informed members that in the first month of operations Fire East had 57% of the fire calls and Fire West had 43% of fire calls.

5b. VHF Fire Paging System

Discussion:

Therkelsen (DCC) commented that fire paging had proven to be the most consistent issue in the first weeks of operation. Therkelsen (DCC) informed members that members, DCC staff, County staff and PSC Alliance had been investigating the issues and discovered that there was a bad VHF antenna on the Fairfield Tower. Therkelsen assured that the antenna was replaced and there were noted coverage improvements. Therkelsen also informed that there had been reports of significant dead spots within the City of Hastings and that PSC Alliance had noted an electrical interference near the fire department. Therkelsen assured that there had been some intense paging testing in Hastings that had good results in 73 of the 75 areas tested.

Therkelsen (DCC) stated that a subcommittee had been formed to deal specifically with paging issues. This subcommittee had its first meeting on February 6th and was scheduled for a second meeting on February 26th. Therkelsen commented that at their first meeting the group established a uniform way of documenting concerns which would assist in establishing if the problems were with the system, the equipment, the environment or procedures. Therkelsen commented that the high number of pager issues were contained within a fairly concentrated number of pagers. Baxter (Rosemount) commented that in talking with his Police and Fire Chiefs, he had heard about the pager issues but was assured that DCC staff was being very responsive. Baxter commented that if the same problems were happening in 6 months, members might not be as understanding and suggested setting a benchmark timeframe. Therkelsen (DCC) acknowledged the suggestion and assured that these pager issues were the number 1 priority for staff and PSC Alliance and that staff was pressing daily to get the issues resolved as staff had pledged to get results as soon as possible. Therkelsen added that as staff learned more, the solutions may start to suggest themselves. Maguire (Eagan) commented that it was good to hear that the committees and staff were on the same page and that it was important the Board members communicate this information back to their agencies. Tourville (Inver Grove Heights) added that if there were severe problems, the Board members would be hearing about it. Soderberg (Farmington) commented that the Farmington Fire Chief was pleased with the expanded pager service area.

5c. Recent CAD and Console Outages

Discussion:

Therkelsen (DCC) commented that there were some recent CAD and Console outages that has caused some problems and wanted to update members. Therkelsen stated that the challenge was that both the CAD system and the Motorola console system were described as 99.999% reliable with little or no downtime; especially unplanned down time. Therkelsen then stated between

January 22nd and February 5th, the DCC experienced 3 unplanned downtimes with the CAD system. Therkelsen clarified that when the CAD system went down, dispatchers didn't have the ability to enter call data into the computer and had to go to paper and pencil. Therkelsen reported that he had received a letter from the Executive Director of LOGIS summarizing the issues. The letter addressed what happened in each incident, what LOGIS staff learned from the incident and what was being done to ensure it wouldn't happen again. Therkelsen informed that the letter stated that all 3 outages were unrelated to each other. Therkelsen added that LOGIS representatives would be attending the next Full Ops Committee meeting to provide a report on the outages.

Therkelsen (DCC) stated that the LOGIS CAD backup is best characterized as a "warm" backup as opposed to a "hot" backup system. While the current backup provides full functionality, it does require manual intervention to initiate. Therkelsen clarified that LOGIS estimated a 2 hour process to get the backup running but assured that LOGIS was exploring the possibility of a hot back-up environment, which was not available when the current CAD system was procured. Therkelsen commented that he had reminded LOGIS that after the first full year of service the CAD needs would be reevaluated and that the need for a hot backup was very high on the list. Tourville (Inver Grove Heights) asked if outages and downtimes were addressed in the agreement with LOGIS. Therkelsen (DCC) confirmed that planned outages were addressed.

Therkelsen (DCC) commented that during this same period of time, the dispatch consoles had a small handful of outages. Therkelsen clarified that when the consoles go down, only DCC staff is affected and that field users still have functional radios. Therkelsen (DCC) stated that staff had been made aware of an upgrade that MNDOT had planned. This upgrade would have been the first since 2000 but 7 hours before the scheduled 40 minute downtime, the system crashed. Therkelsen assured that there was a 2 level back up. The first level was just an icon click on the console that changed the consoles to the radio antennas on the roof. The second was going to handhelds, which is what was scheduled with the upgrade. Therkelsen acknowledged that this was unfortunate and that agencies who had been using the system for a period of time would have thought the outage was odd but DCC staff became concerned because of the other recent outages. Therkelsen assured that an agency notification process had been implemented.

5d. Media Event

Discussion:

Therkelsen (DCC) updated that DCC staff took advantage of an opportunity in early February to invite the member police and fire department chiefs to visit and observe the dispatch floor without a meeting obligation. Therkelsen stated that this was a scheduled media day as staff had requests from various media to come out and see the facility. Therkelsen commented that there was a very small media turnout but that the event did allow chiefs to observe, ask questions and better familiarize themselves with the dispatch process.

5e. Teresa Daley

Discussion:

Therkelsen (DCC) introduced Teresa Daly with Navigate Forward. Teresa informed members that her company had been retained to facilitate the March 13th Strategic Planning meeting. Teresa reminded that the meeting was scheduled from 7:30 – 11:30 am in the DC training room and that the purpose was to get the Board and Executive Committee primary members, along with the Law Enforcement and Fire/EMS chairs together and look at a number of things including the role of the Board going forward and setting some strategic priorities. Teresa commented that until now, the role of the Board was start-up and now that the DCC was up and running, and the staff structure was in place, the role needed to be revisited. Teresa stated that after the meeting, she and her partner Mary Kloehn would compile the information taken from the meeting and then present it back to the group for review and approval at a following Board meeting.

Teresa stated that there would be 3 segments

- 1) Information Gathering – an opportunity for facilitators to gather information from the participants. Teresa stated that she had already participated in an Executive Committee meeting and gathered information from that group and that the next step was to conduct a short interview with each Board member. Teresa clarified that there would be questions that would be sent to members ahead of time and that the interviews would be conducted over the phone and would last anywhere from 15 – 30 minutes.
- 2) Retreat – the gathering of members to discuss the material compiled in the information gathering. Navigate Forward will compile the information from the Executive Committee meeting and Board telephone interviews and group it into major themes. The themes would then be the topics of discussion at the retreat.
- 3) Presentation – Navigate Forward will take the retreat discussion, compile it and then present it to the group at a later Board meeting for consideration and approval.

Teresa circulated a sign-up sheet for the telephone interviews and commented that either her or her partner Mary would be contacting members at their requested time and conduct the interview.

5f. DCC/Agency Communications

Discussion:

Therkelsen (DCC) stated that as the DCC is an organization owned and governed by member organizations staff really relied on membership communications. Therkelsen reminded that the first level of core communications with users was through the operations committees, which served as a discussion forum but was typically intended to be a higher strategy policy level. Therkelsen added that in order to supplement the higher level of communications, staff established radio users groups with both the Law Enforcement and Fire/EMS Committees. These user groups were made up of field users and was where staff and users could come together and discuss what they were experiencing and what could be tweaked to work for both the DCC and the end users. Therkelsen acknowledged that there had been some nice progress made on the Law Enforcement side and was hoping that the same would happen with the Fire/EMS group.

Therkelsen (DCC) continued that in addition, staff had designated a supervisor to each agency as a DCC liaison and requested each agency also designate a liaison. Therkelsen clarified that the desire was to keep a clean stream of communication between each agency and the DCC through these liaisons.

Therkelsen (DCC) also informed that there was a 24/7 supervisor on duty and that agencies could call them with issues/concerns anytime.

5g. Operations Committee Update – Election Results

Discussion:

Therkelsen (DCC) informed members that Fire Marshal John Powers from Farmington would be the Fire/EMS Committee Chair for 2008- 2009. Therkelsen commented that Chief Nelson from Lakeville did a great job during the implementation process. Therkelsen reminded that Burnsville Police Chief Hawkins would continue as Law Enforcement Ops Committee chair through 2008.

Action: No action. Update only.

6. Miscellaneous

Discussion:

Tourville (Inver Grove Heights) informed members that Dakota County was establishing a fire marshal group which would be separate from the Fire/EMS and Police groups.

Tourville (Inver Grove Heights) asked if Apple Valley alternate Bergmann would now become the DCC Board primary member. Bergmann (Apple Valley) stated that he would like to continue and that it would be presented at the Apple Valley Council meeting the following week for discussion.

Therkelsen (DCC) stated that a new Vice-Chair would need to be formally selected to complete the two year term.

Bergmann (Apple Valley) stated that the Erickson family asked that he pass on their thanks.

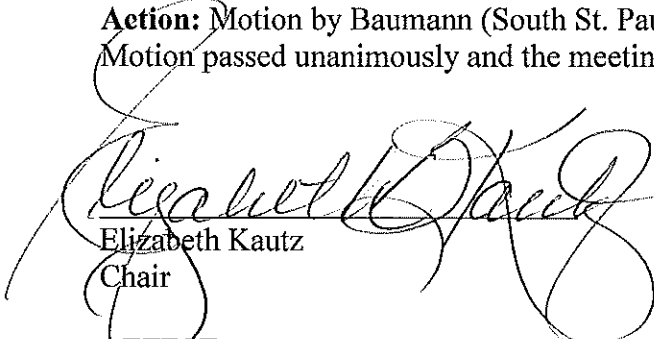
Therkelsen (DCC) informed members that the only items he had on the agenda for the March meeting were a couple legal issues that were not yet confirmed. Therkelsen stated that he needed to speak with the Board chair as the March Board meeting may not be necessary. Therkelsen stated he would let members know after speaking with the Chair Kautz.

Soderberg (Farmington) stated that both he and his alternate would be unavailable to attend the April 17th meeting.

Action: No action.

7. Adjourn

Action: Motion by Baumann (South St. Paul) to adjourn. Second by Soderberg (Farmington). Motion passed unanimously and the meeting adjourned at 8:56am.


Elizabeth Kautz
Chair

Date

5/15/08

ATTEST


Kent Therkelsen
Executive Director

Date

5/15/08

Next Meeting:
Thursday, March 20th, 2008
8:00 am
Location: DCC