

Dakota Communications Center (DCC)
Board of Directors
Minutes of Meeting: 05.15.08

Members Present: Apple Valley – John Bergman; Burnsville – Elizabeth Kautz; Eagan – Mike Maguire; Inver Grove Heights-George Tourville; Lakeville-Laurie Rieb; Mendota Heights – Ultan Duggan; Rosemount – Mike Baxter; South St. Paul – Beth Baumann; West St. Paul – Darlene Lewis

Members Absent: Dakota County – Nancy Schouweiler; Farmington – Kevan Soderberg; Hastings – Mike Slavik

Alternates Present: Dakota County – Tom Egan

Others Present: DCC - Kent Therkelsen, Diane Lind, Jennifer Hildebrandt; Executive Committee Chair – Dave Osberg

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.

1. Announcements:

No announcements.

2. Additions to Agenda:

No additions to the agenda.

CONSENT AGENDA

- 3. a. Approve Minutes from Regular Board meeting of April 17th, 2008.**
- b. Adopt and Ratify Executive Committee's Approval of 03/01/09 – 03/31/08 paid claims.**
- c. Approve the March 2008 Financial Report.**

4. Tort Limit

Discussion:

Lewis (West St. Paul) commented that the March financial report didn't reflect the comments or footnotes addressing significant budget variations. Lewis requested these be added to financial reports going forward. Therkelsen (DCC) acknowledged the request and agreed to forward the request to the fiscal agent.

Action: Motion by Lewis (West St. Paul) to approve the consent agenda. Second by Bergman (Apple Valley). Motion passed unanimously.

REGULAR AGENDA

5. Navigate Forward

Discussion:

Kautz (Burnsville) suggested visiting the possibility of decreasing the frequency of meetings as the Board has seen a decline in the number of policy items to address at the meetings now that we are operational.

Therkelsen (DCC) reminded members that at the March 13th strategic planning meeting facilitated by Navigate Forward members were told that there would be a follow up meeting to discuss the information gathered by Navigate Forward. This meeting was attended by Board of Directors Chair Elizabeth Kautz, Executive Committee Chair Dave Osberg, Executive Director Kent Therkelsen and Teresa Daly and Mary Kloehne from Navigate Forward. Therkelsen informed members that at the meeting Navigate Forward proposed a 3 phase follow through involving participation from the Board, Executive Committee, Operations Committee and DCC Staff as discussed at the strategic planning session. Therkelsen added that at the meeting Navigate Forward recommended they participate in some of these phases. Therkelsen then informed members that chair Kautz, chair Osberg and himself felt that there was ample ability within the consortium to facilitate some of the meetings internally and requested Navigate Forward revisit their recommendation. Baumann (South St. Paul) agreed with the feeling that some of the facilitation could come from within the consortium. As a result Navigate Forward presented a modified proposal detailing the 3 recommended phases and how Navigate Forward could assist.

Therkelsen (DCC) stated that the first recommended step was to convene two action teams. The first team would work to fine tune the Vision Statement. Navigate Forward felt this group could complete this task in one meeting. Therkelsen informed members that at the March 13th Strategic Planning meeting members Soderberg and Duggan volunteered to participate on this team. The second team would work through the Board-Staff linkage policies. Navigate Forward felt this group may need a number of meetings to complete this task and suggested Navigate Forward attend the first meeting to get the group headed in the right direction. Therkelsen informed members that at the March 13th Strategic Planning meeting member Kautz volunteered to participate on this team. Member Baumann (South St. Paul) agreed to be the second Board member on this team. Therkelsen also informed members that Navigate Forward's participation in this phase would cost approximately \$700.

Therkelsen (DCC) stated that the second recommended step was to schedule a two to three hour meeting with representatives from the Board, the Executive Committee, the Operations Committee and Staff to further refine tune the outcomes and measures under each success area. In addition, determine any executive limitation. Therkelsen informed members that Navigate Forward recommended their participation in this meeting at a cost of \$2,500.

Therkelsen (DCC) stated that the third recommended step was to convene an action team to actually create the policies. Navigate Forward agreed that the facilitation of this step could be handled internally. Therkelsen informed members that members Baxter, Kautz, Maguire and Schouweiler volunteered to participate on this team.

Therkelsen (DCC) stated that the full cost of the continued facilitation by Navigate Forward totaled \$3,200, which was within the budget. Kautz (Burnsville) commented that staff would

need direction from the Board of Directors to move forward with organizing and coordinating the task force meetings.

Maguire (Eagan) requested a timeline be applied to the process. Kautz (Burnsville) agreed and added that once policies were put in place, membership could hopefully decrease meeting frequency to a quarterly basis.

Duggan (Mendota Heights) requested that once the meeting schedule was developed, it be forwarded to all board members. Therkelsen (DCC) agreed.

Kautz (Burnsville) directed staff to move forward on the process.

6. Executive Director's Report

Discussion:

Therkelsen (DCC) directed attention to a handout that was sent out after the agenda packet stating that there had been a number of topics that had arisen recently that members may be interested in. Therkelsen directed attention to item number three on the handout and addressed the 9-1-1 system status.

Therkelsen (DCC) informed members that on Monday, May 5th and Tuesday, May 6th staff had experienced some new issues with the telephone system. Therkelsen stated that on Monday the 5th staff lost the ability to pick up calls for about seven minutes affecting four incoming calls and on Tuesday the 6th staff lost the ability to pick up calls for about two minutes affecting two incoming calls. . Therkelsen clarified that calls were presenting themselves but staff was unable to actually receive the calls and both times the system was able to clear itself without the assistance of external support. He added that once cleared, staff was able to retrieve the calls and make return contact. Therkelsen stated that the missed calls on Monday involved cell phone hang-ups and one animal complaint in Rosemount. He added that one of the missed calls on Tuesday was returned with no answer so staff sent officers who found it was a medical where the gentleman fell but did not need transport.

Therkelsen (DCC) stated that when the issue first arose, staff immediately contacted the vendor IES and when he and Operations Director Lind arrived at the DCC on Tuesday morning, there was correspondence addressing the issue waiting for them. Therkelsen assured that since the problem presented themselves DCC and IES staff had been meeting on an almost daily basis and IES technicians had been on site determining what the cause of the problems was. Therkelsen informed members that IES found both a configuration problem that was corrected immediately and another issue that required a software patch. Therkelsen added that IES felt the configuration issue that was fixed immediately would further minimize the risk of this issue presenting itself again but they were also working to install the software patch in the immediate future. He stated that there had been no further problems since the May 5th & 6th incidents but that staff was still very concerned. Therkelsen then informed members that he had invited IES representatives to speak at the June Executive Committee meeting to brief committee members on the history of the product and what steps were being taken to ensure 100% system reliability.

Therkelsen (DCC) acknowledged that the service response had been very good but that it was made clear to IES that good response to issues was not sufficient.

Duggan (Mendota Heights) asked if the costs incurred were under warranty. Therkelsen (DCC) confirmed. Kautz (Burnsville) asked if IES had installed larger systems anywhere else. Therkelsen (DCC) responded that IES serviced the majority of the 87 counties in Minnesota but that the DCC was the largest system installation of the newer technology in Minnesota. Therkelsen added that Allegheny County Pennsylvania with 80 positions and Rapid City, South Dakota were two of the larger installations.

Lewis (West St. Paul) asked if any of the problems were being shared with other IES clients. Therkelsen (DCC) responded that staff has been in contact with some other IES clients but experiences have been variations of the issues. Therkelsen stated that staff had asked for a full client list of all sentinel patriot users with the intent of generating a conference call to discuss similar issues.

Maguire (Eagan) – asked for clarification on system back up options during the downtime. Therkelsen (DCC) clarified that the system had a couple of different back ups. The first would not have been effective in these situations as it is a rollover to internal administrative lines. Therkelsen continued that the other was called condition 3 rerouting where Qwest could roll over communications to another center. Therkelsen commented that this process normally took about 20 minutes. Therkelsen stated that the goal of next generation systems was to reroute calls without any external intervention.

Therkelsen (DCC) directed attention to another handout that provided members with 9-1-1 call data information. Kautz (Burnsville) requested Therkelsen and Executive Committee chair Osberg present the idea of redirection of telephone calls to the agency if the DCC were experiencing technical difficulties.

Duggan (Mendota Heights) asked if the phone system allowed for a messaging system as he felt some sort of message would be better than continued ringing with no answer. Therkelsen (DCC) responded that this option was being worked on. Tourville (Inver Grove Heights) asked if the telephone contract allowed for extended warranty if issues arose. Therkelsen (DCC) responded that was not sure and that the final milestone payment was after 45 days of stable service, which was met on February 5th.

7. Miscellaneous

Discussion:

Lewis (West St. Paul) asked how the DCC was preparing for larger call intake with storm season approaching. Therkelsen (DCC) responded that there were two steps being taken. The first step was technical and involved installation of fiber, a dedicated T-1 and optimization of weather warning sirens. Therkelsen added that staff recently presented an extraordinary demand policy to the operations committee. Therkelsen clarified that the policy included a greater level of resource management by field commanders and allowing staff self initiated call back.

Baumann (South St. Paul) – informed members that South St. Paul and West St. Paul had been approached by the Republican National Convention regarding mutual aid. Baumann requested an update from staff of if they had been contacted and how they were planning to respond. Lind (DCC) responded that Ramsey County originally thought they could handle the call influx but recently changed their mind and was in the process of addressing the needs. Lind updated that Ramsey County was looking for volunteers from other PSAPs in the area to send staff in to help cover calls. Lind added that the Republican National Convention would be looked at as its own city for the purpose of incident management. Lind also added that Allina had approached the DCC questioning if they could use the small training room to help facilitate their needs. Lind commented that staff would provide further updates as they had them.

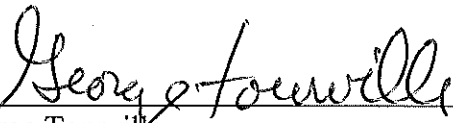
Lewis (West St. Paul) informed members that West St. Paul would be celebrating West St. Paul days this coming weekend. Lewis invited members to participate in the festivities.

Baumann (South St. Paul) informed members that Chief Messerich was retiring. Baumann complimented Chief Messerich stating he would be missed. Baumann added that she was confident newly appointed Chief Dan Vujovich would be a good replacement.

Action: No action. Information only.

8. Adjourn

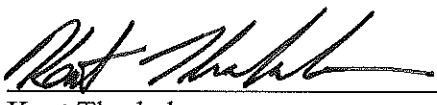
Action: Meeting adjourned at 8:53 a.m. by acclamation.



George Tourville
Vice Chair

6/19/08
Date

ATTEST



Kent Therkelsen
Executive Director

6/19/08
Date

Next Meeting:
Thursday, June 19th, 2008
8:00 am
Location: DCC