

**Dakota Communications Center
Board of Directors
Minutes of Meeting: 06.18.09**

Members Present: Burnsville – Elizabeth Kautz; Dakota County - Thomas Egan; Eagan – Cyndee Fields; Farmington – Todd Larsen; Hastings – Mike Slavik; Inver Grove Heights – George Tourville; Lakeville – Laurie Rieb; Mendota Heights – Ultan Duggan; Rosemount – Bill Droste; West St. Paul – Darlene Lewis

Members Absent: Apple Valley – John Bergman; South St. Paul – Beth Baumann

Others Present: Executive Committee Chair – Dave Osberg; City of Eagan – Paul Bakken, Tom Hedges; DCC – Kent Therkelsen, Diane Lind, Jay Stassen, Dennis Feller.

Call the Meeting to Order: There being a quorum Chair Kautz called the meeting to order at 08:00 a.m.

Roll Call: Members in attendance are noted above.

1. Announcements:

Apple Valley will not be in attendance today. Neither the member nor alternate is available today. Dakota County will be represented by their alternate Thomas Egan

2. Additions to the Agenda:

None

3. Consent Agenda:

- a. Approve the minutes of the regular Board meeting of April 16th, 2009 and the special Board meeting of May 21, 2009.
- b. Adopt and ratify the Executive Committee's approval of 03/01/2009-03/31/2009 and 04/01/2009 – 04/30/2009 paid claims
- c. Approve the March, 2009 and April, 2009 financial reports.
- d. Receive Employee Handbook modifications
- e. Approve Employee Benefits Summary modifications
- f. Approve Employee compensation Policy modifications
- g. Receive Financial Statement of Year Ending December 31, 2008

Discussion:

Duggan (Mendota Heights) requested items 3a and 3d be removed from the consent agenda for corrections.

Action:

Action to approve the consent agenda with items 3a and 3d removed for corrections was made by Droste (Rosemount). Second by Rieb (Lakeville). Motion passed.

3a Discussion:

Duggan (Mendota Heights) brought the following corrections to the attention on the members.

3a should reflect the following corrections:

- Minutes from the 04.16.09 meeting, page 3 paragraph 2 should be corrected to reflect Duggan's affiliation with Mendota Heights not Inver Grove Heights as noted.
- Minutes from the 05.21.09 meeting, page 3, paragraph 2 sentence 2 change "voices" to "voiced" to maintain correct tense. Page 3, paragraph 4, sentence 3 "posted" should read "posed." Page 4, last paragraph, last word should read "kids" should read "kinds."

Action:

Motion was made by Duggan (Mendota Heights) to accept 3a with corrections as outlined above. Second by Tourville (Inver Grove Heights). Motion passed.

3d Discussion:

The DCC Employee Handbook, Section 11 should reflect the reporting of arrest or charges in addition to convictions to their supervisor.

Action:

Motion was made by Duggan (Mendota Heights) to add the word changes to the language. Second by Droste (Rosemount). Motion carried.

4. Proposed 2010 Operating and Capital and 2011 preliminary budget**Discussion:**

Therkelsen (DCC) presented the budget to the Board. It is DCC's 5th budget year, but only the 2nd budget as a consolidated PSAP to be considered by the Board. Operational experience has allowed the DCC to budget with greater certainty as expenses move from conceptual to reality. Therkelsen (DCC) reviewed the progress made towards both the operational and fiscal efficiencies that were desired by members when the DCC was created. Examples cited include expenditures that are well below the estimates of PSAP operations without consolidation, faster emergency call processing times and better management of surge activities due to the staff flexibility on the floor at any given time. Additionally, the DCC provides have a single point of coordination for multi jurisdictional events, a county wide fire alerting system and county wide outdoor warning system (siren) activation. Therkelsen (DCC) stated that he believes this budget provides the necessary resources to provide the critical public safety services at a high level while at the same time reflecting the fiscal realities facing member agencies. Total member fees are held to a zero dollar increase from 2009 to 2010. Therkelsen (DCC) thanked DCC staff members Jenny Hildebrandt and Diane Lind who were heavily involved in the budget development process, assisted greatly by fiscal agency, Dennis Feller (Lakeville).

The DCC's JPA requires the Board to adopt an operating budget by September 1st each year. Failing to do so, the current budget is deemed approved for next year's budget. Also under the

By-laws, today's vote on this budget is weighted by the 2009 budget allocation for each member with a simple majority of the weighted votes needed for approval.

Therkelsen (DCC) stated that today's desired action is for the Board to receive the budget, discuss and, if necessary give direction to staff for further revisions and define the future steps necessary for the adoption of the budget if it is not adopted today.

Therkelsen (DCC) informed that Board that Farmington City Administrator Peter Herlofsky and West St. Paul City Manager John Remkus participated in the budget development process on behalf of the Executive Committee. The budget proposal was included in the Executive Committee meetings in their May and June meetings. In June, the Executive Committee voted unanimously to forward today's proposed budget to the Board with their recommendation of approval.

Therkelsen (DCC) reviewed the progress made towards the fiscal and operational objectives established with the signing of the JPA. Progress has been made in the 9-1-1 call answering times. The *de facto* national standard as outlined by the National Emergency Number Association (NENA) requires 90% of the calls be answered within 10 seconds. Currently we are at 88.5% of calls answered within 10 seconds. DCC average call pick up time is 5 seconds. While short of the goal, continuous progress towards the 90% mark is occurring. The newness of the telephone system and newness of staff and procedures impacted the reaching of this goal. The technology issues encountered the first quarter of 2008 also impacted overall call answering times.

Therkelsen (DCC) reviewed "total process time" which is the time elapsed from the call pick up to the time it is assigned to a responder in the field. The comparisons from pre-consolidation to post consolidation show an improvement of 14% in processing time for the highest priority law enforcement calls and 21% for the highest priority fire calls. Emergency Medical Dispatch (EMD) incidents are not included in the comparison as the protocol was only used in one of the five prior PSAPs and also because the EMD protocol inherently adds time to the process.

Budget highlights were presented by Therkelsen (DCC). Handouts included the capital project fund spread sheet from 2010 through 2022. 2008 budget year was reviewed with savings recognized. Projected PSAP costs for the 5 PSAPs versus the DCC were reviewed. From 2008 through 2011, the DCC expenditures are projected to be \$3.9 million lower than the projected costs of PSAP service without consolidation.

The DCC currently has a fund balance of \$2.8 million. During last year's budget adoption the Board adopted a fund balance which included a fund balance goal between 8.5% and 10% of annual operating budgets. Therkelsen (DCC) stated that staff is recommending \$1.6 million from the undesignated fund balance to the general fund over the next three years to reduce member assessments and bring the fund balance into the policy defined range. By 2013 we believe the fund balance will be within the designated amounts. Several options for member fees were discussed by the Budget Sub-committee. The three year allocation (2010-2012) was deemed the best of the options for providing the members with immediate impact but also avoiding a large budget increase in 2013 when the allocation is not included.

Therkelsen (DCC) stated that for the 2010 budget, the DCC is proposing a wage freeze for all DCC positions. Non-bargaining unit staff has been advised of the wage freeze and the matter will be included in negotiations with the bargaining unit this fall.

Contractual agreement amounts were reviewed by Therkelsen (DCC). CodeRed (Mass Telephone Notification System) is a new line item. The fiscal agent line item was increased as with actual experience, the DCC has determined that the services required greatly exceed what was projected before the contract was established.

Staffing levels were discussed. Project RETAINS from APCO was used as tool to determine staffing allocations. The formula confirmed current staffing levels as appropriate for -work load and performance goals. While the staff allocation has been constant since 2008, Therkelsen (DCC) reminded the Board that this is a reduction of 6.25 from non-consolidated centers. Staffing also reflects the service model used at the DCC.

Kautz (Burnsville) confirmed with Osberg (Hastings) that the Executive Committee reviewed and recommended the budget be forwarded to the Board. Osberg (Hastings) confirmed the budget had been reviewed twice by the Executive Committee. Fields (Eagan) requested the budget vote be delayed for one month for further evaluation. She distributed a letter from Mayor Maguire specifically that the funding allocations be reviewed. Councilmember Bakken (Eagan) expressed their concerns regarding the impact to selected communities based on the new funding formula. He further stated that the transition from the original activity assumptions to the current reality was too slow in the view of the City of Eagan. He acknowledged the merit in smoothing the effects of spikes in activities, but was concerned about its impact. Continued discussion was held regarding the process to evaluate the funding formula. Kautz (Burnsville) asked if the budget was in question or just the funding formula. Fields (Eagan) assured the Board that the budget was not in question, only the funding formula. Stassen (Dakota County) clarified the procedural methods needed to rescind the funding formula versus amending the formula. Further discussion ensued regarding Roberts Rule of Order as it applies to rescinding versus amending action taken by the Board.

Duggan (Mendota Heights) asked if the increased expenditure proposed for fiscal agent services reflected a broader scope of duties. Therkelsen (DCC) responded that the scope is not increased and that the increase reflects the actual work required of the fiscal agent. Kautz (Burnsville) added that she believes that fiscal agent Feller has done an excellent job.

Duggan (Mendota Heights) asked if there could be a conflict of interest on the allocation issue with the DCC's contracted attorney being employed by Dakota County. Therkelsen (DCC) responded that the attorney is not advising on what the policy decision would be, but simply the legal steps required with the various alternatives. As in previous instances, the DCC would expect our attorney to declare a conflict if he felt one existed.

Action:

Duggan (Mendota Heights) offered a motion that the Board appoint a task force to evaluate the funding formula. The task force would consist of representatives from the Board of Directors,

the Executive Committee and the DCC. Lewis (West St. Paul) seconded the motion. Motion carried.

Action:

Motion made by Tourville (Inver Grove Heights) to adopt the 2010 budget as presented. Seconded by Rieb (Lakeville). Roll call vote resulted in unanimous approval.

The funding allocation work group was assigned. The work group will be chaired by Eagan City Administrator Tom Hedges. The work group will report back to the Board at the next meeting. The work group will consist of:

Board of Directors:

Commissioner Nancy Schouweiler, Dakota County
Council Member Gary Hansen, City of Eagan
Council Member Mike Slavik, City of Hastings
Council Member Ultan Duggan, City of Mendota Heights

Executive Committee:

Craig Ebeling, City of Burnsville
Tom Hedges, City of Eagan
Peter Herlofsky, City of Farmington
Joe Lynch, City of Inver Grove Heights
Steve Mielke, City of Lakeville
John Remkus, City of West St. Paul

Others:

Dennis Feller, DCC Fiscal Agent
BJ Battig, Dakota County Homeland Security
Kent Therkelsen, DCC

5. APCO MAAP Report

Lind (DCC) reported on the results of the MAAP review. The executive summary and the staff review/recommendations were provided as handouts. The MAAP team felt the DCC has done a remarkable job in its short history. They remarked that the DCC was far ahead of where they anticipated we would be at this time in our history, but also provided many recommendations for service refinement/improvement. The primary focus areas were customer service, operations and governance. MAAP's method of evaluation included interviews, document review and observations. Their recommendations have been reviewed by the supervisory staff. The DCC will be present a more in depth review with the Operations Committees at their next meetings and will engage the Operations Committee in the follow-up process.

Action: No action. Update only.

6. Executive Director's Report

Therkelsen (DCC) advised that the Annual Report and Financial Reports have been completed and are available. The LOGIS public safety software suite evaluation process is continuing. Dakota County public safety is well represented with 10 of the 22 evaluators from the DCC and member agencies. LOGIS anticipates a recommendation will be presented to their board at their October meeting.

Therkelsen (DCC) also advised the Board that Aggregate Mining is preparing to begin gravel mining operations on the property to the west of the DCC. The County has advised that they are considering the purchase of a strip of land adjacent to the DCC in order to provide a buffer between their property and the mining operations. Therkelsen (DCC) stated that he had spoken with the DCC's technical consultant about possible impact. While we will have to closely monitor for possible impacts, we do not anticipate significant problems at this time.

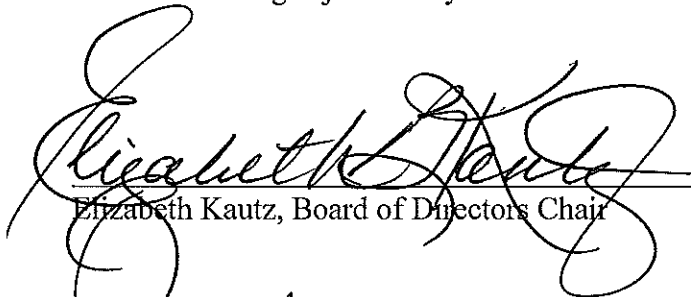
Action: No action. Update only.

7. Miscellaneous

None

8. Adjourn

Action: Meeting adjourned by acclamation at 09:25 am.



Elizabeth Kautz, Board of Directors Chair

8/20/09
Date



Kent Therkelsen, Executive Director

8/20/09
Date

Next Meeting
Thursday, August 20th
8:00 am
DCC Training Room