

Dakota Communications Center (DCC)
Board of Directors
Minutes of Meeting: 06.19.08

Members Present: 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: Apple Valley – John Bergman; Burnsville – Elizabeth Kautz; Dakota County – Nancy Schouweiler; Farmington – Kevan Soderberg; Hastings – Mike Slavik

Alternates Present: Dakota County – Tom Egan; Burnsville – Charlie Crichton

Others Present: DCC - Kent Therkelsen, Diane Lind, Jennifer Hildebrandt; Executive Committee Vice-Chair – Joe Lynch; Ratwik, Roszak & Maloney – John Roszak

Call the Meeting to Order: There being a quorum Vice Chair Tourville called the meeting to order at 8:03 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 May 15th, 2008.**
 - b. Adopt and Ratify Executive Committee's Approval of 04/01/08 – 04/30/08 paid claims.**
 - c. Approve the April 2008 Financial Report.**
- 4. Receive DCC Financial Statement for Year Ending December 31st, 2007.**

Discussion:

Action: Motion by Lewis (West St. Paul) to approve the consent agenda. Second by Egan (Dakota County). Motion passed unanimously.

REGULAR AGENDA

5. Medical direction agreement with Allina Hospitals and Clinics.

Discussion:

Lind (DCC) reminded members that in April of 2006 the Board approved EMD as provided through Priority Dispatch as a standard for dispatching medical emergencies. Included in the service was a quality assurance piece. Not included in the Priority Dispatch offerings but highly

recommended was that each agency have a medical director available to answer questions as needed. Lind (DCC) informed members that Allina provided medical direction services to ALF, Burnsville and Hastings. Lind added that Allina also allowed for 16 hours of continuing education for the dispatchers.

Lind (DCC) informed members that if approved the cost for 2008 would be \$1,800 and for 2009 it would be \$3,600 which was \$300 per month. Lind assured that the County Attorney had reviewed the agreement and found it to be in order. Lind stated that staff recommendation for approval was endorsed by the Executive Committee at their June 4th meeting.

Duggan (Mendota Heights) commented that on page three of the agreement, item F should start with the work "Serve" instead of "Service".

Duggan (Mendota Heights) asked if the agreement laid out a timeline for promptness of reporting. Lind (DCC) responded that it did not but assured that questions/concerns were currently addressed very promptly.

Duggan (Mendota Heights) commented that on page three, he felt item G was a very broad statement. Duggan asked what it covered and if it gave disciplinary authority to Allina. Lind (DCC) clarified that as the medical director, Allina would have the responsibility of reviewing material if there is an issue and give direction based on the seriousness of the situation. Lind assured that the DCC would retain disciplinary authority.

Action: Motion by Duggan (Mendota Heights) to approve the agreement for Medical Direction Services with Allina Hospitals and Clinics. Second by Rieb (Lakeville). Motion passed unanimously.

6. Consideration of closed session to discuss final positions for arbitration.

Discussion:

Vice Chair Tourville (Inver Grove Heights) informed members that Labor Attorney John Roszak (Labor Attorney from Ratwik, Roszak and Maloney) would give a brief update on where the labor negotiations were. Tourville clarified that if members chose to get into discussion over the update they would be considering a closed session. Roszak (Labor Attorney) gave a brief update on union contract negotiations. Members asked for a couple points of clarification but no further discussion ensued.

Action: No action. Information only.

7. Executive Director Report

Discussion:

9-1-1 System Status – Therkelsen (DCC) informed members that the telephone system locked up on June 8th for about 1 ½ to 2 hours. Therkelsen stated that staff was unable to receive any incoming calls. Therkelsen assured that as soon as staff became aware of the issue they contacted Qwest who initiated condition three routing, transferring calls to an alternate PSAP. Therkelsen stated that since that time PlantCML isolated the problem to an area of the software but was having trouble finding the thread that triggered the condition that caused the lock up.

Therkelsen (DCC) added that on June 18th PlantCML identified the trigger and developed the fix but was conducting some additional tests, which could require up to two weeks in order to simulate all possible circumstances. Therkelsen assured that there had been no repeats of the failure and that staff had tightened the notification thresholds on the system monitoring service provided by PlantCML. Therkelsen added that staff was continuing daily conference calls with Plant CML and IES.

Therkelsen (DCC) informed members that four days prior to the lock up staff from PlantCML and IES had attended the Executive Committee meeting to assure that they were working to stabilize the system.

Therkelsen (DCC) stated that the DCC is a large center and a site that PlantCML and IES hoped to ultimately be a point of reference for them. Therkelsen informed members that DCC Staff had been working with PlantCML on the possibility of extending warranties but the first priority was to stabilize the system. Therkelsen added that he had formally followed up in writing to express dissatisfaction and the expectations for corrective action. Therkelsen continued that on June 23rd Staff would be meeting with legal counsel to discuss what legal remedy thresholds were available.

Therkelsen (DCC) updated that due to all of the issues the DCC had been experiencing staff had taken the initiative to reach out to other PlantCML customers in North America. Therkelsen stated that through dialogue with these colleagues a spreadsheet of issues had been started with the intention of presenting to PlantCML jointly. Therkelsen informed members that in North America there were approximately 6500 PSAPs and of them, 4000 were PlantCML customers. Of those 4000 customers, there were 94 active Patriot Systems and of those 94 systems, 5 have 21 or more positions. Therkelsen commented that this was a small slice of the numbers but accounted for a large number of seats.

Baumann (South St. Paul) asked if there were any consequences for service level measures built into the contract? Therkelsen (DCC) responded that there were milestones for payments but the last milestone was 45 days after uninterrupted service, which happened immediately. Therkelsen clarified that PlantCML had provided a proposal for additional warranty and system monitoring services in response to our recent issues. He added that the proposal is being evaluated, but the DCC is more focused on stabilizing the system at this time. Egan (Dakota County) asked if the DCC had any liquidated damages/provisions in our contract with IES. Therkelsen (DCC) assured that would be part of the conversation on June 23rd.

Duggan (Mendota Heights) asked if staff was comfortable with the level of service provided during the downtime. Therkelsen (DCC) responded that staff had always felt the response was adequate. Therkelsen clarified that there had been a glitch in the process that could have sped up recover by about 30 minutes. Therkelsen also reiterated that measuring the product by how responsive PlantCML and IES were to problems was secondary to avoidance and prevention of problems. Duggan (Mendota Heights) asked how many calls were lost or redirected during the downtime. Lind (DCC) responded that there were 66 logged calls that went into the abandoned cue and recovered right away. Lind clarified that of those 66 calls approximately 20 were DCC

staff calling 911 and admin lines running tests. Lind assured that all calls were returned and in some cases dispatchers started response before making contact.

Lind commented that the Condition Three routing through Ramsey County worked very well. Ramsey County took several calls for the DCC and radioed them back to staff. Lind clarified that it took 1 to 1 ½ minutes from time of call receipt to time of dispatch.

Maguire (Eagan) asked what the options were if at some point members felt this system wasn't working? Therkelsen (DCC) responded that staff was asking DCC consultant, PSC Alliance, the same question. Therkelsen continued that there would be significant legal, operational and economic issues in changing platforms. Therkelsen speculated that an interim option might be installation of a previous version of the PlantCML system.

Therkelsen (DCC) reminded members that the Sentinel Patriot system was chosen for the ability to integrate the 911 and administrative system and for the ability to migrate to a next generation system. Therkelsen added that PSC Alliance was very clear that the technology this system was using was going to eventually be the path the US would be going for 9-1-1 service. Therkelsen stated that Eden Prairie recently went live with a competing system and was experiencing a high level of frustrations. Maguire (Eagan) commented that in terms of options, members were invested in a system that uses the technology that both users and vendors (current and other) were also trying to transition to. Maguire added that the market would have glitches as the industry tried to move to the next generation. Therkelsen (DCC) agreed with Maguire's comments.

Tourville (Inver Grove Heights) commented that 18 months ago there were four vendors and currently there are 2.5. Tourville continued that PlantCML upset a lot of people in terms of the merger they recently went through and users were seeing less and less bids across the US. Tourville stated that PSAPs like the DCC go out for bids and receive only one back. Tourville added that the DCC was caught in the technology piece that was discussed in many previous board meetings and there really isn't anyplace to go. Baxter (Rosemount) added that the consultants were the experts, the problem was systemic and the DCC was relying on the manufacturers to correct the problem. Baxter asked if staff had investigated having PSC Alliance or another consultant do a full scale analysis. Therkelsen (DCC) responded that staff had not specifically asked about that but it was a topic of conversation. Therkelsen added that one of DCC's consultants previously managed 9-1-1 services for Qwest and is extremely fluent in this type of technology and service. Therkelsen commented that he has been a huge asset as he is much better equipped to get to the root of the issue and hold the vendor accountable.

Lewis (West St. Paul) asked about a timeline for the issues list being compiled by the DCC and the other comparable size customers. Lewis also asked if there would be a lot of different issues. Therkelsen (DCC) responded that there were already a couple common issues on the list but there were also issues new to the DCC.

Therkelsen (DCC) commented that there was a high likelihood that the root cause of the system failure on June 8th would be identified in the next few days, leading to a solution, but the

concern was it will take a long time before staff and membership would be comfortable with the system in view of the issues history.

Egan (Dakota County) clarified that staff was not satisfied with the system performance, either. Therkelsen (DCC) confirmed and stated that 90% was not good enough and 98% wasn't good enough.

Therkelsen (DCC) commented that he was concerned with some of the comments he had heard about dissatisfaction with the 9-1-1 service and clarified that a vast majority of issues had been successfully processed but staff was not accepting that as the standard. Therkelsen assured that shortly after going into service, member agencies were reporting being bounced around trying to contact the 24 hour supervisory line. Since then, that issue was fixed but staff is seeing some residual from these sort of issues. Therkelsen (DCC) assured that the compliment/complaint ratio had improved noticeably in the last 6 weeks.

Tourville (Inver Grove Heights) commented that members appreciated the email updates when there are telephone issues.

Lewis (West St. Paul) voiced concern that once a perception is out there, it is difficult to overcome. Baumann (South St. Paul) speculated that it was the more routine calls that people seemed to be frustrated with because they were no longer getting someone in their own city and there are more questions. It is out of the comfort zone.

Service Issues and Quality Assurance – Therkelsen (DCC) commented that at the recent NENA conference he attended all encounters with consolidated center representatives alluded to the fact that it took a good year to really stabilize an operation this large. Therkelsen then gave context to how staff was working to stabilize the operations of the DCC.

Recognizing the input and advice of members is a critically important resource. Staff put processes into place when doors were open to ensure feedback. At the 6 month marker, staff was taking a more systemic look at policies related to those processes. Therkelsen clarified that there are four ways staff was receiving feedback from member agencies:

1. On duty shift supervisor – All members have access to the 24 hours On-Duty Shift Supervisor and were encouraged to call any time with issues. The supervisors log that contact and it is reviewed daily by management and weekly in the supervisor meetings. Therkelsen clarified that there were problems with this line in the 1st month or so, but those have been resolved.
2. Liaisons – Each agency has a supervisor liaison assigned to them. Supervisors are expected to be proactive through contact with agency liaisons. This information is also logged in liaison folders and reviewed at supervisor meetings.
3. 800 MHz User Group – This group not only deals with PSAP concerns but also Radio Services. These participants are non-supervisory line officers as the intent was to have the day to day users participate.

4. Operations Committee – This committee has been meeting since inception of the JPA. They are an advisory group also charged with unifying responder procedures.

Therkelsen (DCC) added that field user and citizen surveys were another method of feedback staff was working to obtain. Therkelsen stated that staff was currently working with the CAD system to produce a mailing list for every 250th caller. Therkelsen clarified that the survey asked very basic questions and the information obtained from the surveys would be used to establish a service benchmark. Lewis (West St. Paul) asked who would be designing the surveys and compiling the information obtained from the surveys. Therkelsen (DCC) responded that all work on the surveys had been done by staff so far. Therkelsen stated that the questions on the surveys were very transparent and that all information gathered would be shared with membership. Therkelsen added that the survey information would be brought to the next board meeting.

Therkelsen (DCC) assured members that staff was feeling good about the DCC's progress considering the time it takes to build a culture involving multiple member cooperation. Therkelsen requested Board members reinforce using established procedures to report issues. Therkelsen stated he had participated in a couple of meetings where agency representatives have referenced incidents not previously reported to the DCC. Therkelsen reminded that staff could not resolve issues that were not being brought to their attention.

Therkelsen (DCC) informed members that looking at the CAD and 9-1-1 activity CAD was running about 7-8% higher than one year ago and 9-1-1 activity was running about 19% higher than one year ago. Duggan (Mendota Heights) asked if the group should review the current public relations efforts, particularly with respect to the broader use of 9-1-1. Maguire (Eagan) suggested staff provide an assessment of current public relations efforts including a recommendation on if and how it should be added to. Lind (DCC) reminded members that for any response, citizens should call 9-1-1.

Budget Schedule – Therkelsen (DCC) informed members that the proposed budget was originally intended to be brought before the group at this meeting as it was recommended for consideration by the Executive Committee at their June meeting but in the absence of the Board chair it was decided the budget discussion would be held until the July meeting.

Vice Chair Tourville (Inver Grove Heights) directed attention to a handout that was distributed. Tourville clarified that the handout provided names and contact information of each agency membership at the operations committee level. Tourville reiterated Therkelsen's request to direct inquiries through the membership.

Action: No action. Information only.

8. Miscellaneous

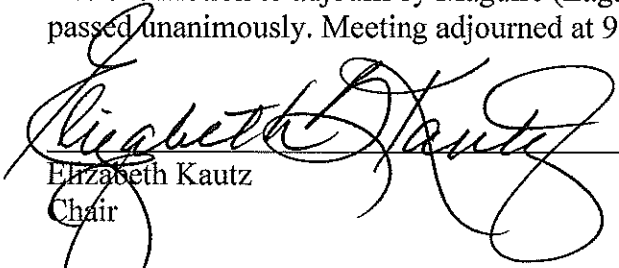
Discussion:

No miscellaneous discussion.

Action:

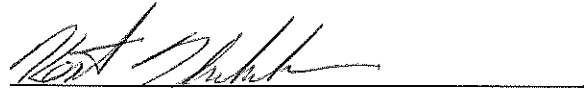
9. Adjourn

Action: Motion to adjourn by Maguire (Eagan). Second by Duggan (Mendota Heights). Motion passed unanimously. Meeting adjourned at 9:23 a.m.


Elizabeth Kautz
Chair

7/17/08
Date

ATTEST


Kent Therkelsen
Executive Director

7/17/2008
Date

Next Meeting:
Thursday, July 17th, 2008
8:00 am
Location: DCC