

Dakota Communications Center (DCC)
Board of Directors
Minutes of Meeting: 07.17.08

Members Present: Apple Valley – John Bergman; Burnsville – Elizabeth Kautz; Eagan – Mike Maguire; Hastings – Mike Slavik; Inver Grove Heights-George Tourville; Rosemount – Mike Baxter; West St. Paul – Darlene Lewis

Members Absent: Dakota County – Nancy Schouweiler; Farmington – Kevan Soderberg; Lakeville – Laurie Rieb; Mendota Heights – Ultan Duggan; South St. Paul – Beth Baumann

Alternates Present:

Others Present: DCC - Kent Therkelsen, Diane Lind, Jennifer Hildebrandt; Executive Committee Chair – Dave Osberg; City of Lakeville – Fiscal Agent Dennis Feller

Call the Meeting to Order: There being a quorum Chair Kautz called the meeting to order at 8:02 AM.

Roll Call: Members in attendance are noted above.

1. Announcements:

No announcements

2. Additions to Agenda:

No additions

CONSENT AGENDA

3.
 - a. **Approve Minutes from Regular Board meeting of June 19th, 2008.**
 - b. **Adopt and Ratify Executive Committee's Approval of 05/01/2008 – 05/31/2008 paid claims.**
 - c. **Acknowledge Receipt of the May 2008 Financial Report.**
 - d. **Acknowledge Receipt of the 2007 Annual Report.**

Discussion:

No discussion.

Action: Motion by Tourville (Inver Grove Heights) to approve the consent agenda. Second by Lewis (West St. Paul). Motion passed unanimously.

REGULAR AGENDA

4. 2009 and Preliminary 2010 Budget

Discussion:

Therkelsen (DCC) reviewed the 2009 and Preliminary 2010 Budget presentation and stated that he could field questions throughout the presentation.

Performance Standards - Lewis (West St. Paul) asked if language barriers had any effect on the call performance standards. Therkselen (DCC) confirmed that language barriers could impact

the call taker. Lind (DCC) informed that the MESB contracted with a national translation service providing a language line to state PSAPs. Lind clarified that once the call taker discovered the language barrier, they would conference in a staff member from the language line who would assist in determining the language. Once determined the call would then be forwarded to the appropriate translator. Lind stated that it could take 30 seconds to 1 minute just to determine the language or dialect needed. Lind informed members that this service was paid for by the state and cost the DCC nothing. Therkelsen (DCC) added that there were a couple dispatchers on staff who fluently spoke Spanish.

Performance Standards - Kautz (Burnsville) commented that many younger residents no longer had land lines and were only using cell phones. Kautz added that this, too, delayed call processing affecting performance standards. Kautz stated that there were points throughout most cities that were "dead" and with many residents electing not to have landlines, members were presented with a policy decision at their respective agencies when wireless providers came into the cities to offer services. Lind (DCC) stated that the high use of cell phones has resulted in multiple calls on many incidents. Lind continued that another issue presented was when residents called 9-1-1 from a chain restaurant or store as they probably didn't have specific addresses to provide dispatchers, often causing processing delays. Lewis (West St. Paul) asked if there was a way to collect performance standard data based on landline versus cell phone. Therkelsen (DCC) responded that he was not sure staff had a distinction in terms of call pickup but that maybe it could be done in the call creation portion of the standards. Lewis (West St. Paul) added that it may be good education for the general public that cell phones may take longer.

Fund Balance – Maguire (Eagan) clarified that the incoming funds were a steady and predictable resources designed on a monthly basis. Kautz (Burnsville) confirmed. Tourville (Inver Grove Heights) asked if anyone knew what state statute was. Kautz (Burnsville) responded that there was no requirement recommendation but that many municipal governments strive for a fund balance equal to about 32% of the operating fund.

Equipment Maintenance – Lewis (West St. Paul) asked if the equipment maintenance costs were anticipated to increase each year. Therkelsen (DCC) responded that the costs should stabilize but staff would then start looking at replacement costs. Kautz (Burnsville) commented that she would like to look at bonds or putting money away for replacement costs. Kautz then asked if the interest being received on the equipments bonds could be shifted to a capital equipment fund. Fiscal Agent Dennis Feller (City of Lakeville) clarified that the interest income is required by law to be use for debt service on the bonds. Kautz (Burnsville) commented that this topic should be addressed at the policy level. Feller (City of Lakeville) commented that in looking at the Capital Projects fund rebate there was about \$700,000 that would go back to the members leaving about \$450,000 for capital expenditures. Feller continued that staff took the asset acquisitions and tried to assign a life cycle to them. Feller stated that some cycles would be 10 years and some would be 4 to 5 years. Feller continued that the \$450,000 should get members through the end of the bond issue and once mature, members could make the policy decision to either incur more debt or set additional funds aside. Feller added that the balance should also address the three previously mentioned technology enhancements. Kautz (Burnsville) directed Executive Committee Chair Osberg to add this discussion to an upcoming Executive Committee meeting.

Kautz (Burnsville) asked if the DCC had any Gold Key stock. Feller (City of Lakeville) responded that the DCC did not. Tourville (Inver Grove Heights) asked if the DCC was locked in for a period of time on support services for our major technology. Kautz (Burnsville) confirmed but clarified that it should be looked at for the future. Therkelsen (DCC) commented that when the major technology proposals were received they included future years support proposals but it still needed to be negotiated and agreed to.

Bergman (Apple Valley) informed members that at a recent Apple Valley city council meeting people were asking if centralizing dispatch would show saved money in the future. Bergman commented that there should be some sort of information reflecting the savings. Kautz (Burnsville) acknowledged the comment. Maguire (Eagan) responded that cost efficiencies were not only operational but also 800 MHz transition and interoperability related. Kautz (Burnsville) confirmed and reminded members that any startup business would require this level of investment at the beginning. Kautz (Burnsville) added that the goal was to provide efficient services at less cost. Osberg (Executive Committee Chair) added that the deferred cost for members who had PSAPs would not be incurred. Kautz (Burnsville) continued that was the piece that drove members to say the consortium needed to centralize this service because the cost was so astronomical for all agencies. Tourville (Inver Grove Heights) commented that if members were not to consider the service and technology of the investment but rather look at it dollar for dollar there would be no savings so it had to be part of the equation. Maguire (Eagan) suggested that if members didn't have a PSAP previously they would have seen those costs in their JPA anyway.

Maguire (Eagan) thanked staff for the presentation. Maguire then questioned if the 9 transitional dispatchers were personally identified in the budget document. Therkelsen (DCC) clarified that the 9 transitional staff not specifically identified and reminded the Board that one of the policy positions the Board took between the implementation of the JPA and January 2006 was that any downsizing would be through normal attrition. Kautz (Burnsville) stated that the staffing numbers were a common topic at the Executive Committee meetings. Osberg (Hastings) confirmed.

Kautz (Burnsville) suggested reminding the City Councils that in 2006 the Board decided to take the Dakota County start-up subsidy as an accelerated, front-end loaded distribution, and made the decision as the County ramped down on contribution that member contributions would ramp up but then stabilize. Bergman (Apple Valley) commented that would be a good piece to promote. Tourville (Inver Grove Heights) questioned if it was the County's decision to front load the subsidy. Kautz (Burnsville) responded that the decision to front load was a combined conscientious decision. Osberg (Hastings) confirmed.

Action: Motion by Maguire (Eagan) to adopt the 2009 and projected 2010 budget. Second by Slavik (Hastings). Motion passed unanimously.

5. Public Information Update.

Discussion:

Therkelsen (DCC) reminded members that at the June meeting staff was asked how public communication was going and directed to report back to the Board in July. Therkelsen commented that staff relied heavily on members to help spread the DCC's message. Therkelsen continued that in the first 6 months of 2008 911 calls were up almost 22% and events were up 7.2%, confirming that the message of broadened 9-1-1 use was being received. Therkelsen (DCC) directed attention to a handout stating that member websites were relaying different messages about how to use 9-1-1. Kautz (Burnsville) reminded members that the group had discussed putting a link on member websites to the DCC website a while back. Kautz asked Therkelsen if staff planned to give brochures out to members for National Night Out. Therkelsen (DCC) agreed to follow up with Law Enforcement agencies.

Therkelsen (DCC) informed members that the facility was available for Citizen Academies and staff was going to encourage school groups to come to the facility for their field trips. Bergman (Apple Valley) asked if the direction was to put a link on member websites. Kautz (Burnsville) confirmed and directed staff to forward written requests to member communications directors. Baxter (Rosemount) commented that if the goal was to have a presence in all of Dakota County staff should consider being involved in the local parades.

Action: Motion by Maguire (Eagan) to receive the Public Information update. Second by Bergman (Apple Valley). Motion passed unanimously.

6. Executive Director Report

Discussion:

Annual Report – Therkelsen (DCC) reported that the first annual report was available and would to members and would also be sent out to agencies in the next couple of days.

Telephones – Therkelsen (DCC) informed members that there had been no service impacting issues since June 8th but a letter to the Chief Operating Officer of IES describing what our concerns and expectations had been sent out. Therkelsen assured that staff was continuing discussion with counterparts nationally sharing the system. Therkelsen stated that members could anticipate an extension of services.

July 10th Storm – Therkelsen (DCC) reported that typically storms cut a path across part of a county but this storm was county wide and required alerting of all siren groups. Therkelsen stated that additional staff came in to assist in dispatching but that the event was overwhelming as 290 calls came in over one hour with the creation of 225 CAD events. Therkelsen assured members that staff had been discussing surge activity policy with members and that principals were in place but that staff learned a lot from the storm and would be better prepared in the future. Therkelsen (DCC) informed members that there were reports of some siren malfunctions due to some console modifications the previous day.

Surveys – Therkelsen (DCC) directed attention to two surveys. The first was a public survey that was being sent out monthly to every 200th CAD caller. Therkelsen stated that staff had just begun to receive those surveys back and would provide an update at the next meeting. Therkelsen stated that the second survey was an online survey being distributed to member Law

Enforcement and Fire/EMS agencies through SurveyMonkey. Therkelsen stated that this survey, too would be distributed monthly to about 1/6th of each agency's staff so everyone would receive it twice a year.

Contract Arbitration – Therkelsen (DCC) informed members that contract arbitration was scheduled for October 2nd at the DCC. Therkelsen stated the attorney would be looking for input from the Board Chair and others. Osberg (Executive Committee Chair) commented that based on his experience it would take 2-3 weeks to submit written briefs, followed by a 30 day period of time the arbitrator would have to issue the award. Osberg stated staff could be looking at December 1st.

Strategic Planning Process – Therkelsen (DCC) commented that staff was looking for a board member to replace Mayor Soderberg on the Mega-end Statement task team. Therkelsen clarified it would involve 1 meeting in August and currently had Ultan Duggan and Kent Therkelsen on the team. Maguire (Eagan) offered to participate.

Action: No action. Information only.

7. Miscellaneous

Discussion:

No miscellaneous discussion.

Action:

8. Adjourn

Action: Motion to adjourn by Tourville (Inver Grove Heights). Second by Bergman (Apple Valley). Motion passed unanimously. Meeting adjourned at 9:32am.


Elizabeth Kautz
Chair

8/21/2008
Date

ATTEST


Kent Therkelsen
Executive Director

8/21/2008
Date

Next Meeting:
Thursday, August 21st, 2008
8:00 am
Location: DCC