

Dakota Communications Center (DCC)
Board of Directors
Minutes of Meeting: 07.19.07

Members Present: Apple Valley – Bob Erickson; Burnsville – Elizabeth Kautz; Dakota County-Nancy Schouweiler; Eagan – Mike Maguire; Hastings – Ed Riveness; Inver Grove Heights-George Tourville; Lakeville-Laurie Rieb; Rosemount – Bill Droste; West St. Paul – Darlene Lewis

Members Absent: Mendota Heights – Ultan Duggan; South St. Paul – Beth Baumann

Alternates Present: Farmington - Dave McKnight

Others Present: DCC - Kent Therkelsen, Diane Lind, Jennifer Hildebrandt; Fiscal Agent – Dennis Feller; Fire/EMS Ops Committee Chair – Scott Nelson; Dakota County – BJ Battig.

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

2. Roll Call: Roll was called. Members in attendance are noted above.

CONSENT AGENDA

- 3a. Approve Minutes from Regular Board meeting of May 17th, 2007.**
- b. Adopt and Ratify Executive Committee's Approval of 04/01/07 – 04/30/07 and 05/01/07 – 05/31/07 Paid Claims.**
- c. Approve April and May, 2007 Financial Reports.**
- 4. Receive DCC Financial Statements for the year ended December 31, 2006.**

Discussion:

Erickson (Apple Valley) noted a typo in item 6 of the May 17th minutes.

Action: Motion by Erickson (Apple Valley) to approve the consent agenda with corrections to the May 17th minutes. Second by Lewis (West St. Paul). Motion passed unanimously.

REGULAR AGENDA

5. Consider approval of proposed 2008-09 DCC Operating and Capital Budgets.

Discussion:

Therkelsen (DCC) reminded the Board that the JPA required budget presentation to the Executive Committee by May and Board adoption by September. The Executive Committee reviewed the proposed budget at their May meeting and directed staff to make modifications. The Executive Committee approved the modified budget at their June 6th

meeting and directed that it be presented to the Board of Directors at their next meeting with a recommendation for approval. If approved Therkelsen informed that written statements advising members of their 2008 adopted and 2009 preliminary fees could be sent out. Therkelsen then directed attention to the slide presentation for an overview of the recommended budget.

2007 Budget Forecast – Therkelsen (DCC) reviewed the 2007 budget forecast and stated that the ending fund balance was anticipated to be approximately \$800,012. He then offered some potential fund balance designations such as reserves for equipment replacement, unanticipated expenses and attrition assumptions or possibly to reduce 2009 member assessments but added that staff recommended the balance be left undesignated due to the uncertainties ahead.

2008 Expenditures – Therkelsen (DCC) reviewed the 2008 expenditures in detail. He noted that personnel costs accounted for approximately 70% of the budget and then explained how staff had arrived at the dispatch staffing assumptions as presented in the letter from the Executive Director to the Board of Directors, which was located at the end of the budget item. Chair Kautz (Burnsville) reminded members that the Board had to remember that one of the biggest driving factors in the consolidation was to continue to deliver service at or better than the current level. In addition, she appreciated that DCC staff intended to watch the staffing levels as the procedures became more efficient under one roof as another driving factor was the desire to reduce costs. Kautz requested a report back from the Executive Director. Erickson (Apple Valley) also reminded members that until the centers are consolidated and operating under one roof, no one will know what the correct staffing level is.

Therkelsen (DCC) acknowledged chair Kautz's request and assured that DCC staff intended to report back monthly. He added that there were some positions such as IT Staff that needed to be hired into the facility that would normally be supported by City staff. Kautz (Burnsville) suggested talking with the Technical Workgroups to see if the Cities could loan services to the DCC. Erickson (Apple Valley) commented that with the new equipment and the necessary training, it may not be that easy. Therkelsen (DCC) clarified that DCC staff was in the middle of hiring the 2 IT Technicians as approved in the budget. He assured that staff was meeting periodically with the IT Directors from the various cities for strategic direction. Therkelsen clarified that the DCC Techs would be primarily workstation specialists but that there was the possibility of capturing some benefit from housing the 2 Dakota County radio Technicians in the new facility.

Therkelsen (DCC) informed that Performance Measures were also being presented for approval at the meeting as they provide clear and measurable outcomes that would assist in evaluating DCC effectiveness and assist the board in future staffing decisions. Three of the measures are quantitative in nature, measuring specific processes and outcomes. Three others are more subjective in nature, targeted at determining public and member satisfaction with DCC organizational performance and service delivery. Discussion followed on the origins of the DCC proposed measures and the practices in place at current DCC PSAPs and beyond. Operations Director Diane Lind presented an overview

of the 6 proposed measures. She reported that although there are not a great deal of national standards available, the National Emergency Number Association (NENA) and the Association of Public Safety Communications Officials (APCO) do provide some guidance.

9-1-1 call pick-up time, CAD ticket creation time and Priority 1 dispatch times were based upon the current experience of member PSAPs as well as the information from other agencies, NENA and APCO. The Board was reminded that with the ubiquitous nature of wireless communications, it is not uncommon to get several dozen 9-1-1 wireless calls on the same freeway incident. Lind (DCC) pointed out that lower priority calls often require more time to determine the proper response level due to the need for dispatcher to ask more questions than for many emergency-Priority 1- type events.

Droste (Rosemount) asked if member agency personnel would be involved in determining the evaluation criteria for the satisfaction surveys. Therkelsen (DCC) responded that the survey has not been designed as yet, but that we would definitely use member input in the design. He also pointed out that in the implementation of the satisfaction surveys the DCC is not establishing satisfaction goals, but establishing a baseline that will be used to determine trends in customer satisfaction.

After additional general discussion and questions, Chair Kautz (Burnsville) then requested questions and discussion on performance measures be held until that agenda item was presented.

2008 Revenues – Therkelsen (DCC) commented that there was a \$47,460 increase in DCC 2008 revenues. He added that although there is a slight decrease in the aggregate total of member fees 11 of the 12 members' fees would not reduce due to the reduction in the Dakota County "Start-Up" subsidy.

Debt Service Fund – Therkelsen (DCC) noted that the debt service fund reflected the Public Safety Revenue Bond issue that was settled on May 3rd, 2007. He reminded that the bond provided \$6,630,000 for funding of capital procurements including but not limited to equipment, technology and LOGIS conversion expenses. Therkelsen added that dispatch chairs and portable radios for the DCC were missed in the original Capital Expenditures budget and that they would also be covered by this fund. Finally, Therkelsen stated that additional future enhancements desired by the Operations committees were Automatic Vehicle Location, a CAD Interface for EMS reporting software and a Community Notification System, but none of the three would be acted on without prior authorization from the Executive Committee and Board.

Proposed 2008 Member Fees – Maguire (Eagan) asked for clarification on how the member fees and debt service were proportioned. Therkelsen (DCC) clarified that the operating budget percentages were straight forward and revolved more around dispatch activity than population. He added that the formula used was subject to annual review and adjustment by the Board. Kautz (Burnsville) added that it was a very big discussion when the cities were looking at how the fees should be allocated. She stated that the

Board felt PSAP utilization was more important than population. Kautz (Burnsville) reminded members that when reporting back to their councils, each had to make sure to include the historical record in conversation. Tourville (Inver Grove Heights) commented that there may be no savings, but the consortium would progress with the technology and the service would be better. Kautz (Burnsville) added that all cities would have had to eventually transition to 800 MHz and the building of that individually at the city level would have been an enormous expense. Erickson (Apple Valley) agreed and stated that the costs being discussed in this budget included transition to 800 MHz. If those numbers would have been put into the individual budgets, those budgets would have gone through the roof. Therkelsen (DCC) also commented to Maguire's question stating that the debt service calculation of fees was handled slightly different including some rounding and some interest. He added that members agreed to a locked amount for 7 years.

Tourville (Inver Grove Heights) suggested a comparison be done that reflected what member fees were using the current dispatch activity calculation opposed to what member fees would be using a calculation based on population. Kautz (Burnsville) agreed and requested DCC staff have that available as an information report at the next Board meeting.

Preliminary 2009 Budget Proposal – Therkelsen (DCC) noted that the preliminary 2009 budget was presented for information and discussion purposes using the same assumptions for personnel as the 2008 budget. He cited a 3.6% increase over 2008 and suggested members take note of the large decline in Dakota County Start-up subsidy for 2009. Therkelsen (DCC) clarified that although the total 2009 fee summary increase was modest it translated significantly to the individual members due to the subsidy drop.

Kautz (Burnsville) opened the floor to members asking if there were any questions on the Operating Fund or Debt Service Fund.

Kautz (Burnsville) asked members to think about the community notification piece of the Capital Expenditures Future Enhancements that the Operations Committees would like to see stating that she would like to see that options be move further up the future enhancements desired list. Droste (Rosemount) commented that before any decisions were made there needed to be some costs associated to the enhancements. Erickson (Apple Valley) acknowledged that community notification had a lot of potential but suggested waiting until the DCC was operational to allow for a comfort level that there won't be any additional needs. Therkelsen (DCC) clarified that the projected \$800,012 operating fund was not where staff proposed the funding come from for completing the future enhancements, but rather the capital projects fund. He added that the enhancements are open for further discussion as the capital projects funding allows.

Action: Motion by Maguire (Eagan) to adopt the 2008-09 Operating and Capital Budgets as presented. Second by Tourville (Inver Grove Heights). Motion passed unanimously.

6. Consider approval of interface from DCC CAD to Fire Records Management System and extension of records conversion assistance deadline.

Discussion:

Therkelsen (DCC) reminded the members that 1 year ago the Board approved a CAD records mobile interface policy that dictated what platforms would be used and how they would interface into the DCC CAD system. At that time, the Board also approved 100% funding of an interface from CAD to the Fire agency systems. The most developed system at that time was the Vision FIRE RMS product which was in use by three DCC dispatched fire agencies and thought at that time to be the default choice. The Board also approved paying 50% of local agency costs for conversion of historical information into the fire records management system. It was impossible to calculate costs at that time because the consortium didn't know what the platform would be or which cities would want to convert.

In early 2007, the Fire/EMS Operations Committee formed a Fire Records Sub-committee to investigate Fire RMS options, with a goal of identifying a single solution to recommend to all Dakota County Fire Agencies. This Sub-committee was chaired by Burnsville Fire Chief Harklerode. Therkelsen (DCC) thanked Chiefs Harklerode, Chief Nelson (Lakeville) and Chief Wassmund (Apple Valley) for all the work they put into this sub-committee. Chief Nelson was present to answer any questions.

Therkelsen (DCC) informed the board that after much research, the Sub-committee recommended that ImageTrend be designated as the common records interface for the Fire RMS. Therkelsen added that the Fire/EMS Operations Committee and Dakota endorsed the recommendation. He clarified that the only affect this has on the DCC is allowing for creation of an interface. Local agencies were still responsible for procurement and on-going costs associate with their Fire RMS systems.

Therkelsen (DCC) noted that in the budget that was adopted in 2006, \$60,000 was allowed for the Fire Records interface. He added that ImageTrend had quoted a cost of \$53,400 for the Fire interface and an additional \$53,400 for the EMS interface. Therkelsen then stated that ImageTrend offered to do a combined interface of the Fire and EMS programs for a total of \$80,000. Therkelsen commented that after analyzing the budget, DCC staff felt the \$80,000 could be accommodated as other procurements to date were coming in under budget. Therkelsen informed members that the Executive Committee approved 1) ImageTrend as the interface, 2) Staff recommendation to combine the Fire and EMS interfaces, and 3) Staff recommendation to extend the deadline for DCC dispatched fire agencies to declare intention to migrate to the recommended platform and remain eligible for DCC support of 50% of conversion costs to December 31, 2007. Therkelsen clarified that the action before the Board was to authorize the DCC to enter into an agreement with ImageTrend to build an interface for CAD. Additional Action being requested was to extend the deadline for fire agencies to declare intent to December 31st, 2007. Chair Kautz (Burnsville) addressed the members of the Board stating that this item has been on the agenda previously and that the task groups had worked very hard. She added that the Executive Director felt there was room

in the capital procurements budget to cover the additional \$20,000 that was not originally budgeted for which would mean there would be no increase in the budget. Erickson (Apple Valley) commented that doing anything other than approving the motion would just send everyone back to the drawing board.

Action: Motion by Erickson (Apple Valley) to authorize DCC Staff to enter into an agreement with ImageTrend to build an interface for CAD. Also, to extend the deadline of fire agencies declaring their intent to migrate to the recommended platform and remain eligible for DCC support of 50% of conversion costs to December 31st, 2007. Second by Schouweiler (Dakota County) Motion passed unanimously.

7. Consider Approval of DCC Performance Measures.

Discussion:

Therkelsen (DCC) acknowledged previous discussions about the presented performance measures and added that both the Full Operations Committee and the Executive Committee endorsed the measures. Therkelsen added that the Executive Committee felt the staff plan to survey every 100th contact was ambitious and may be difficult to manage. They suggested adjusting that number as needed.

Action: Motion by Droste (Rosemount) to approve the performance measures as presented. Second by Erickson (Apple Valley).

Additional Discussion:

McKnight (Farmington) noted that he felt the measures were straight forward and that he would be comfortable with providing them to the community as it would show that staff was holding themselves accountable. Tourville (Inver Grove Heights) acknowledged staff for compiling the information and added that it was a great starting point that could be built on if needed.

Kautz (Burnsville) also commented that these measures could wind up being the nationwide standard. Lewis (West St. Paul) added that citizens would want to know how long it would be before a responder arrived at their house. Kautz (Burnsville) agreed and stated that if this was presented to the public, it would be beneficial if citizens were assured that 7 seconds was equal to 2 rings of the phone. Therkelsen (DCC) reminded that as the DCC transitions to the next generation of 9-1-1 technology, the delay between caller dialing and PSAP phone ringing will be reduced, further improving call pick-up times.

Motion passed unanimously.

8. Consider Approval of DCC Mission Statement.

Discussion:

Therkelsen (DCC) informed that staff felt it was time to come together and develop a clear mission statement that declared DCC service values to staff, member agencies and

the public. He added that Operations Director Lind met with a small group of representatives from DCC dispatch staff to develop the mission statement. Therkelsen continued that the only direction given was to keep it short and focused on DCC service values. The PSAP Managers and the Executive Committee reviewed and endorsed the Mission Statement as presented for comments and questions by the Board.

Maguire (Eagan) Commented that he thought the statement was fine. However, his personal preference would be to state that the protection of public safety was first and foremost, reflecting the DCC's fit into the overall public safety mission of local and county government. Erickson (Apple Valley) responded that he was comfortable with the mission statement as presented. He added that the committee put a lot of work into it and he didn't feel it was necessary to change it. Droste (Rosemount) commented that although he agreed with Erickson's thought, it needed to be stated and then restated. He added that starting with the public safety comment in the statement was a good idea. Kautz (Burnsville) suggested sending the Operations Director back to the mission statement committee with a recommendation. Schouweiler (Dakota County) agreed with Kautz's suggestion. She noted that giving staff direction requesting more emphasis and then letting the committee develop the statement would be a consideration of the committee's work.

Action: Motion by Maguire (Eagan) to direct staff to convene another meeting with the mission statement committee and request modification of the mission statement to add the following suggested language: *The mission of Dakota Communications Center is to serve and protect public safety by providing a vital information link between the community and its public service responders.* Once modified, the statement would be brought back to the Board for final approval. Second by Schouweiler (Dakota County). Motion passed unanimously.

9. Receive report on DCC/800 MHz Transition Plan – Update Only, No Action.

Discussion:

Therkelsen (DCC) updated that DCC and Dakota County Staff had been meeting on a weekly basis to develop a plan for transitioning to the 800 MHz network and into the new facility. Therkelsen referred to the Transition Plan as provided in the agenda packet.

Therkelsen (DCC) noted that the plan that had been established was a 3-phase transition that would start approximately 11/1 and conclude 11/22. Therkelsen suggested members not focus on the dates as much as the sequencing and intervals as dates could fluctuate due to vendor performance, certificate of occupancy, etc. Therkelsen added that BJ Battig (Dakota County Risk Management) was in attendance to assist in answering questions.

Battig (Dakota County) commented that coverage testing of the 800 MHz network would begin the following Monday and that the network was coming together and becoming a reality. Battig added that DCC and Dakota County staff had been working very hard to ensure that members are being given enough time to be phased in. He assured that there

is a primary plan and a secondary plan and the consortium is ready to move. Kautz (Burnsville) asked if everything will be working once the facility is occupied. Battig (Dakota County) responded that the network would be integrated into the region by 10/01. That meant regional users such as the State Patrol, MNDOT, etc would essentially be the test users for the member police, fire and EMS agencies prior to member migration. Battig assured that it would provide a good base where issues could be caught and dealt with prior to DCC member migration.

Schouweiler (Dakota County) commented that she had recently returned from the National Association of Counties conference and that there were many large counties across the country were just now talking about interoperability and Dakota County was actually already there. Erickson (Apple Valley) added that the Dakota County joint operation alone was amazing to many people. Kautz (Burnsville) agreed that it was very exciting. She also recommended members request ride-alongs to understand how the system worked. Battig (Dakota County) confirmed that after 10/01, radios would be issued to officers in all communities to start testing buildings and areas of the county that they felt coverage may be a concern. Battig also reminded members that the individual community subscriber agreements were working their way through the City Councils. He added that the actual DCC subscriber agreement would be brought to the August Board meeting.

Action: Motion by Maguire (Eagan) to receive the report on the DCC/800 MHz Transition Plan. Second by Lewis (West St. Paul). Motion passed unanimously.

10: Miscellaneous

Discussion:

Therkelsen (DCC) gave a brief Executive Director update.

Facility – There was a handout presented with some recent facility photos on it.

Therkelsen noted that the project is still on schedule and under budget and that the tentative administrative move in date was August 17th. He added that most of the project is in “finishing” stages and that the first major installation of DCC equipment, workstation consoles, would be starting the following Monday. Therkelsen commented that staff was hoping to start holding Board meetings at the new facility as soon as next month.

Kautz (Burnsville) suggested scheduling tours for the City Council members. Therkelsen (DCC) responded that in addition to tours, staff was working with the County on a date for the building dedication. Kautz (Burnsville) asked who was handling communications for the DCC. Therkelsen (DCC) responded that there is a task force made up of the municipal communications directors that is meeting on July 31st to discuss a strategy for communications and the grand opening. He added that there is a brochure that will be going out to citizens on National Night Out. Lewis (West St. Paul) requested an invite be sent out to the Governor as she had briefly discussed the DCC with him and he said he would like to attend.

Staffing – Therkelsen (DCC) noted that there were 38 applications received for the DCC IT Technician positions. He added that the IT Managers from several of the Cities and the County had assisted in interviewing applicants on July 12th. They then recommended 4 finalists who would be interviewed over the next couple of days. Therkelsen informed that the goal was to have the IT Technicians move into the building with administrative staff mid-August.

Executive Director performance review – Therkelsen (DCC) reminded members that the JPA requires the Executive Committee do a performance review of the Executive Director after one year of employment and report their findings back to the Board. The Executive Committee Chair had discussed this topic with the Board Chair and it was decided that there would be an evaluation form created using input from the Operations Committee Chairs, the Executive Committee and the Board. Kautz (Burnsville) stated that the intent was to look at deliverables and what expectations were being met, not met and exceeded. She added that the form would address leadership and communication specifics. Maguire (Eagan) commented that after Mielke and Kautz developed the form, it could maybe be sent out to Board members via email for input. Kautz (Burnsville) confirmed.

Action: No Action.

Adjourn

Action: Motion by Schouweiler (Dakota County) to adjourn. Second by McKnight (Farmington). Motion passed unanimously. Meeting adjourned at 9:50 am.

**Next Meeting:
Thursday, August 16, 2007
8:00 am
Location: TBD**