

**Dakota Communications Center (DCC)**  
**Board of Directors**  
**Minutes of Meeting: 08.16.07**

**Members Present:** Apple Valley – Bob Erickson; Burnsville – Elizabeth Kautz; Eagan – Mike Maguire; Farmington – Kevan Soderberg; Inver Grove Heights-George Tourville; Lakeville-Laurie Rieb; Rosemount – Bill Droste; West St. Paul – Darlene Lewis

**Members Absent:** Hastings – Ed Riveness; Mendota Heights – Ultan Duggan; South St. Paul – Beth Baumann

**Alternates Present:** Dakota County – Mike Turner; Mendota Heights – Sandra Kresbach; Rosemount - Mark DeBettignies

**Others Present:** DCC - Kent Therkelsen, Diane Lind, Jennifer Hildebrandt; Dakota County – BJ Battig; Lakeville – Steve Mielke

**1. Call the Meeting to Order:** There being a quorum, Chair Kautz called the meeting to order at 8:00 AM.

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

**Announcements:**

Therkelsen (DCC) welcomed the group to the new facility and offered a tour immediately following the meeting for anyone interested.

**Additions to Agenda:**

Maguire (Eagan) requested an opportunity to update the group on Eagan's recent reverse 9-1-1 experience. Kautz (Burnsville) added the request to the agenda as a miscellaneous item.

**Approval of Agenda:**

**Action:** Motion by Erickson (Apple Valley) to adopt the agenda with additions. Second by Soderberg (Farmington). Motion passed unanimously.

**CONSENT AGENDA**

- 3a. Approve Minutes from Regular Board meeting of July 19<sup>th</sup>, 2007.**
- b. Adopt and Ratify Executive Committee's Approval of 06/01/07 – 06/30/07 Paid Claims.**
- c. Approve June, 2007 Financial Reports.**

**Discussion:**

Lewis (West St. Paul) requested consent agenda item 3C be pulled for discussion. Kautz (Burnsville) acknowledged.

**Action:** Motion by Lewis (West St. Paul) to approve items 3a and 3b on the consent agenda. Second by Maguire (Eagan). Motion passed unanimously.

**Further Discussion:**

Lewis (West St. Paul) commented that on item 3C, the financial report, two items were running way over budget and requested clarification.

Use of Personal Auto/Travel Expenses

Therkelsen (DCC) clarified that due to much travel between the DCC temporary office and the 5 PSAP locations, the costs were up. He added that dispatch supervisors were driving their own cars to many meetings but that the expense should even out once all centers were consolidated.

Miscellaneous Expenses

Therkelsen (DCC) clarified that the miscellaneous expenses were almost entirely attributable to the JPA that was signed by the DCC and the 5 PSAP hosts prior to the transition of control of the centers. He added that these expenses were not specifically budgeted items and that the DCC was paying approximately \$10,000 a month for those on those agreements. Therkelsen assured that the last payment should be made in October or November and that total expenses were running at about 50% so Staff was confident the expense was manageable.

Kautz (Burnsville) requested that when there is an expense that is running way over budget it be noted in the narrative at the end of the report. Lewis (West St. Paul) requested that it be noted with an asterisk (\*) and followed by a footnote at the bottom of the page. Therkelsen (DCC) assured that he would have that discussion with the fiscal agent for future financial reports.

**Action:** Motion by Lewis (West St. Paul) to approve Consent Agenda item 3c. Second by Soderberg (Farmington). Motion passed unanimously.

***REGULAR AGENDA***

**4. Subscriber Agreement with Dakota County for Participation in countywide public safety communications subsystem. Receive Recommendation and Consider Approval.**

**Discussion:**

Therkelsen (DCC) reminded the group that the subscriber agreement was a required legal agreement between the DCC and Dakota County. This agreement allowed the DCC to operate on the 800 MHz subsystem. He added that it is essentially the same agreement that the member agencies had received for consideration and approval. Therkelsen (DCC) noted that the DCC would be operating 23 radio dispatch consoles, 8 portables and a small number of other stations that would be charged service fees. He added that the 2007 fee per radio was \$352.82 per year.

Therkelsen (DCC) commented that the Executive Committee discussed this item the previous day, noted that the funding was allowed for in the budget and voted to recommend approval of the agreement.

Mielke (Executive Committee Chair) added that the Executive Committee had the discussion of 21 work stations vs 23 work stations and that it was clarified to them that 2 stations were to be used for training and backup purposes. He continued that the Committee questioned the possibility of those two stations being treated differently since they were not active most of the time. Kautz (Burnsville) asked if Campbell, Knutson could look at suggesting language for that situation to the County. Mielke (Executive Committee Chair) acknowledged that they could if necessary. He noted that the Executive Committee suggested those 2 stations be treated similar to the cash radios but that they didn't want to hold up the agreement. Kautz (Burnsville) clarified that the recommendation would then be to adopt the agreement and direct staff to work on that particular item and then bring it back for ratification if the change was possible. Mielke (Lakeville) responded that the Committee did not want to hold the item up but that yes, if a change was possible, to bring it back for ratification. Kautz (Burnsville) agreed that would be a wise decision.

Battig (Dakota County) commented that there was talk about the data room stations that were back-up and that because those stations were functioning similar to cache radios, and would be used only in the event of emergency, they would not be billed out unless used. Battig also noted that in Appendix A of the agreement, there is verbiage that the agreement would be amended from time to time, which would allow for some flexibility to discuss accommodation of this request. Battig then referred the group to article 3.7 of the agreement, which spoke to how billing worked. Mielke (Executive Committee Chair) agreed with Battig stating that Appendix A did allow for infrequent use so it may be more of a monitoring and reporting function than language agreement issue. Therkelsen (DCC) noted that Appendix A was received after packet distribution and that it did not get distributed. He assured that it would be distributed by the end of the day.

Therkelsen (DCC) informed that there was a handout that reflected a change to page 7 of the agreement. He clarified that there was highlighted material on the page 7 members received and that the handout was what would be replacing that area of the agreement. DeBettignies (Rosemount) clarified that if a radio was not turned on, it would not be billed for that month but if it was as much as turned on, it could be billed for that month. Therkelsen (DCC) confirmed. Turner (Dakota County) informed that he served on the MESB Board and that special situations were handled differently and that there seemed to be some special situations involved in this agreement.

Kresbach (Mendota Heights) referred to article 2.2 of the agreement. She requested clarification on the 95% coverage. Therkelsen (DCC) clarified that the 95% was essentially an engineering standard and that there wasn't a system out there that provided 100% coverage. He added that the 95% was a minimum and that coverage was probably well above that. Battig (Dakota County) further clarified that the 95% was a standard minimum across the metro region.

Battig (Dakota County) noted that Dakota County was conducting drive testing to verify at least 95% coverage and that the testing should be complete by the end of the week. Kresbach (Mendota Heights) asked if that meant coverage would not be below 95%. Battig (Dakota County) responded that there would be 5% of the County that would not have coverage and that 5% was made up of areas where there were ravines, cliffs, etc. He added that in September, each agency would be getting 6 radios to take into their jurisdictions and identify where there may be poor coverage. That lack of coverage would then be documented and used in training of staff so everyone was aware of where those areas were and how to deal with them. Battig then clarified that coverage was guaranteed to be at least 95%.

**Action:** Motion by Tourville (Inver Grove Heights) to approve the Subscriber Agreement with Dakota County for participation in countywide public safety communications subsystem with the understanding that as changes are made, those changes would be brought back through the Board for ratification. Second by Erickson (Apple Valley). Motion passed unanimously.

#### **5. Agreement with Stanton Group to provide certain HR Benefit Administration Services to the DCC. Receive recommendation and Consider Approval.**

**Discussion:**

Therkelsen (DCC) noted that Item 5 had been revised since the Executive Committee meeting and that it was available in handout form.

Therkelsen (DCC) reminded the group that the DCC had compensation and benefits policies that were developed with the help of the HR Managers and adopted in August of 2006 by the Board. He reminded that the JPA article 5 discussed services and declared that the DCC would not have a stand alone HR function but that the Board had the power to contract for services including legal, financial and HR. Therkelsen commented that the HR Task Force recommended monitoring of HR duties and then review of what DCC Staff felt could be reasonably handled internally and what might need outside assistance.

Therkelsen (DCC) informed the Board that Staff acted as directed and found that there was a niche of HR Administration that was rather challenging for Staff based on capacity as well as the highly technical and regulated world of HR. He added that Staff struggled at times to provide the fast/accurate answers that employees were looking for. With that information, the HR Task Force recommended DCC Staff seek help by outsourcing benefits administration.

Therkelsen (DCC) noted that DCC Staff spoke with benefits consultant Stanton Group and requested a quote for services. However, after receiving the quote, legal counsel suggested Staff seek additional quotes as the services being offered differed too much from the current consulting scope of work. He added that after unsuccessful attempts to obtain quotes from vendors suggested by HR Task Force members, Staff was informed

that it was possible quotes were not being sent out because they were not working through a broker. At that time Stanton Group offered to assist in obtaining quotes.

Therkelsen (DCC) noted that after receiving two additional quotes, Stanton Group consolidated their findings and reported back to staff. Therkelsen then directed member attention to the agenda attachments and noted that based on 3 main points 1) Current Relationship, 2) Stanton's familiarity with the DCC current benefits and 3) Help Desk, DCC Staff recommended pursuing an agreement with Stanton Group.

Therkelsen (DCC) informed the group that the approximate cost for the service would be \$7680/year and that there would be a 1-time \$1,000 set-up charge. He noted that the 2007 budget allowed \$50,000 for HR services and the 2008 budget allowed \$55,000. Therkelsen also informed that the Executive Committee received the report and recommendation the previous day and ultimately concurred with the recommendation but also directed staff to have legal counsel review the quote process and provide an opinion on how it was handled as there were concerns that the broker was also a quote provider.

Therkelsen (DCC) clarified that the recommendation from the Executive Committee was that the Board approve recommendation of Staff and authorize the Executive Director to execute an agreement contingent upon review of quote solicitations by legal counsel. Therkelsen added that after speaking with Legal Counsel, it was suggested that there be a meeting with Stanton Group to ensure that other providers were informed that Stanton Group had also provided a quote and that comparable service quotes were requested.

Kautz (Burnsville) commented that she was pleased to see that the Executive Committee recognized the possible conflict of interest. Maguire (Eagan) asked if member agencies were given the opportunity to bid on the process. Therkelsen (DCC) confirmed and added that it was the HR Task Force who recommended outsourcing the service stating that it would probably be a burden on any of them. Tourville (Inver Grove Heights) commented that many members probably have some sort of an association with Stanton Group currently.

Kresbach (Mendota Heights) asked what the duration of the contract would be. Therkelsen (DCC) clarified that it would be a 1 year agreement. Kresbach (Mendota Heights) commented that it would probably be acceptable to start with Stanton Group and then review in 1 year.

Mielke (Lakeville) commented that the agreement would be for professional services and that it was not a bid process. He added that other quotes were researched to make sure Stanton Group prices were competitive. Staff found that the prices were competitive and the Executive Committee was comfortable with looking at this process as professional service. Mielke continued stating that the main concern was that the other providers knew Stanton Group was part of the quote process and that they were given the same information that Stanton Group had to prepare an accurate quote.

**Action:** Motion by Maguire (Eagan) to approve the Benefits Administration with Stanton Group for 1 year subject to review and approval by legal counsel. Second by Soderberg (Farmington). Motion passed unanimously.

## **6. Miscellaneous**

### **Discussion:**

Reverse 9-1-1 Update:

Maguire (Eagan) commented that the City of Eagan was dealing with ramifications of the recent wind storm and that he wanted to update the members on how the reverse 9-1-1 storm notification worked. Maguire commented that reverse 9-1-1 has worked very well for Eagan in the past but that it had not been used for a time-sensitive matter until this storm.

Maguire (Eagan) continued stating that on the previous Monday morning the Eagan City Council authorized City Staff to use the service for an update on what the City/Citizen responsibilities were for clean-up. He added that the call was programmed to go out at 8:30 in the evening but that initial reports were that it took 5.5 hours to complete the calls, which meant Eagan citizens were still getting calls at 1:30 the next morning. Maguire clarified that prior to the City Council meeting they were informed that it really only took 2 hours, which was slightly more acceptable but that it was not acceptable in terms of the timely notification that was sold to the City as they were told the system could handle 2,000 calls/minute. Maguire added that Eagan City staff was told there was a glitch in the system and that they were working to find out what the problem was but that the result of the glitch was that the Eagan City Council was going to be considering the use of the system and give direction to continue to use the service only for things not time sensitive until there was a better handle on what happened.

Maguire (Eagan) informed that he was sharing the experience with the group because he knew reverse 9-1-1 was on the list of options for consideration. Kautz (Burnsville) noted that Burnsville had Frontier, Qwest and Comcast and was looking into the same kind of option in data as well as voice. Maguire (Eagan) clarified that he could only comment on voice.

Therkelsen (DCC) reminded the Board that this type of outbound Community notification system had been discussed at the operations level and was one of 2 enhancements contingent on where core technology implementations ended up. He added that if there was budget available specifications would be developed and presented to the Board for approval before any decision was made. He added that there were a number of new entrants to reverse 9-1-1 notification since Eagan's implementation. Erickson (Apple Valley) asked if the system had a way of identifying people with no land lines. Maguire (Eagan) was not sure and deferred to Therkelsen who responded that the system would not go out and find those wireless phones but that people could register to get those calls.

Inver Grove Heights Fire Chief:

Tourville (Inver Grove Heights) informed the group that Inver Grove Heights hired their first full-time fire chief, Judy Smith-Thill and that they were very excited. He added that Judy would be participating in the Operations Committee meetings going forward.

**Action:** No Action. Information Only.

### **Executive Directors Report**

Facility – Therkelsen (DCC) informed that DCC Admin staff would be taking occupancy of the new facility on Friday and that he, Lind and Hildebrandt would be moving in on Friday. Therkelsen added that the mailing address would be changing effective August 27<sup>th</sup>.

Support Techs - Therkelsen (DCC) informed that the two DCC Support Techs would be starting employment on August 27<sup>th</sup>.

Xybix – Therkelsen (DCC) noted that the workstations were installed and that the installers would be coming back to optimize after other installations were completed.

Motorola – Therkelsen (DCC) informed that all Motorola equipment was on site and would be starting installation the following week. He added that the Phone system would be shipping on September 13<sup>th</sup> and that installation would begin soon after that.

Building Dedication – Therkelsen (DCC) acknowledged that as the DCC facility was a Dakota County owned building, they were planning on having a building dedication but that no dates had been set. He added that the DCC was proposing the 2<sup>nd</sup> or 3<sup>rd</sup> week of October, which would be just prior to Dispatch move-in.

Dakota County Legislative Delegation – Therkelsen (DCC) informed that the Dakota County legislative delegation would be touring the facility and receiving a CJIN demonstration later in the day.

Supervisory Promotional Process – Therkelsen (DCC) updated that 19 applications had been received from current dispatchers across the PSAPs for 3 internal supervisory position promotions. He added that Staff planned to have these 3 supervisors in place by mid-September.

Storms – Therkelsen (DCC) informed the Board that there was significant impact on the Apple Valley, Dakota County and Lakeville dispatch centers due to the recent storms. All three systems experienced functional loss of their technology. Therkelsen continued that Apple Valley was able to get their operations restored rather quickly but Dakota County had a lightning hit to their Coates tower and lost service in the southern portion of the County. He added that Lakeville had the most significant damage due to lightning blowing out their equipment but that Staff responded very well. He added that some

Lakeville dispatchers were relocated to the AV center. Therkelsen assured that DCC Staff was in contact with all PSAPs and assessing damage to determine cost allocations.

Kautz (Burnsville) thanked Lakeville and Apple Valley for their cooperation during the storms.

Erickson (Apple Valley) asked how the new facility would fair in storms. Therkelsen (DCC) responded that the footprint of the building was designed to withstand a very high level tornado. Erickson (Apple Valley) then asked about lightening strikes. Therkelsen (DCC) responded that the tower was very close to the building but that grounding had evolved tremendously and that all connections were fiber which placed risk of hits very close to 0%.

Public Information Therkelsen (DCC) informed the group that DCC Staff had recently started meeting with communications directors from the different cities to discuss how the DCC should handle public notification. He added that all cities had been provided with copy that Staff was hoping would be considered for upcoming newsletters. He also noted that the DCC was asking for web links on City sites and that Staff was entertaining the possibility of possible cable public service announcements. Therkelsen (DCC) noted that there was also a brochure that was distributed at National Night Out.

Bridge Collapse – Therkelsen (DCC) informed that there were requests for response by several agencies including the Sheriffs' Water Patrol, Special Operations Team, etc. Therkelsen noted that there were no final reports yet but that the 800 MHz system performed very well during the event.

Contract Negotiations – Therkelsen (DCC) noted that the 1<sup>st</sup> session of negotiations was in one week and that there would be a team of DCC Staff, Labor Consultant John Roszak and Executive Committee members present to participate.

Maguire (Eagan) asked if the go-live date was still holding. Therkelsen responded that there was a 3-step phase-in starting in mid November but that Staff would know more in the weeks to come. He emphasized that the mid November schedule is best case scenario, with many dependencies on facility, equipment and training projects.

Tourville (Inver Grove Heights) requested the 911 brochure be sent out via email.

Droste (Rosemount) asked who sets off the storm sirens. Turner (Dakota County) commented that he had requested a response to the same thing from Hastings staff. Droste (Rosemount) voiced concerns about how often the sirens go off and how people are ignoring them. Turner (Dakota County) clarified that the policy was set by the Dakota County Board. Erickson (Apple Valley) agreed about the concern and added that he has received complaints that the Cities don't set those policies. Mielke (Lakeville) commented that the managers group had the emergency management staff come out and talk about that specifically and that it was his understanding that in Dakota County it was set up as a warning telling people to pursue further information on the weather. He added

that Emergency Management staff was convinced it was better than what other jurisdictions are doing but that it should be better advertised. Maguire (Eagan) commented that he seemed to recall the suggestion that because of the countywide concern that Cities have the ability to deploy sirens regionally and that it was at the call of the patrol commander in communications with the weather service. In addition, sirens were more to alert citizens who were outside.

**Action:** No action. Information only.

## **7. Adjourn**

**Discussion:**

**Action:** Adjournment by acclamation.

**Next Meeting:**  
**Thursday, September 20<sup>th</sup>, 2007**  
**8:00 am**  
**Location: DCC**