

**Dakota Communications Center (DCC)  
Board of Directors  
Minutes of Meeting: 08/11/2011**

**Members Present:** Apple Valley – John Bergman; Burnsville – Mary Sherry; Eagan – Gary Hansen; Farmington – Todd Larson; Hastings – Mike Slavik; Inver Grove Heights – George Tourville; Lakeville – Laurie Rieb; Mendota Heights – Ultan Duggan; Rosemount – Jeff Weisensel; South St. Paul – Beth Baumann; West St. Paul – Jim Englin

**Members Absent:** Dakota County – Liz Workman

**Alternates Present:** Dakota County – Tom Egan

**Others Present:** DCC – Diane Lind, Jen Hildebrandt; West St. Paul PD – Bud Shaver; Farmington Fire – John Powers; Gallagher Benefits Services – Sue Frick; Dakota County – BJ Battig; Executive Committee Chair – Dave Osberg

**Call the Meeting to Order:** There being a quorum Chair Tourville called the meeting to order at 8:00 am.

**Roll Call:** Members in attendance are noted above.

**Pledge of Allegiance**

**1. Announcements**

None

**2. Additions to Final Agenda**

Sherry (Burnsville) requested the addition of a Beyond the Yellow Ribbon discussion. Tourville (Inver Grove Heights) added the topic to item #9, miscellaneous.

***Consent Agenda***

**3.**

- a. **Approve the minutes of the Board meeting of May 19<sup>th</sup>, 2011.**
- b. **Adopt and ratify the Executive Committee's approval of paid claims.**
  - i. **April 1<sup>st</sup> – 30<sup>th</sup>, 2011**
  - ii. **May 1<sup>st</sup> – 31<sup>st</sup>, 2011**
  - iii. **June 1<sup>st</sup> – 30<sup>th</sup>, 2011**
- c. **Approve financial reports.**
  - i. **April, 2011**
  - ii. **May, 2011**
  - iii. **June, 2011**
- d. **Receive Report on Contracts and Service Agreements executed by Executive Director between the dates of May 19<sup>th</sup>, 2011 and August 3<sup>rd</sup>, 2011.**

**Discussion:**

Lind informed members that there was a typo identified in the minutes that had been corrected.

**Action:** Motion by Sherry (Burnsville) to approve the consent agenda. Second by Rieb (Lakeville). Motion passed unanimously.

### ***Regular Agenda***

#### **4. Rice County Feasibility Study**

##### **Discussion:**

Lind (DCC) introduced Melissa Reeder, Rice County IT Director and project manager of the Rice County Feasibility Study. Lind reported that per direction at the May Board of Directors meeting, staff and Reeder were presenting a scope of work for review and consideration. Lind stated that the project was originally divided into three areas. The first was technology, the second was governance and the third was operations. Lind stated that the decision was to create a scope of work for the first portion of the study, technology because there were some possible obstacles that if not overcome, could prevent the project from continuing. Lind explained that the Statewide Radio Board would have to allow the Southeast radio region on the Metro Region and that there would also be some phone work needed with Qwest and State Patrol. Lind commented that the work group felt there was a need to make sure the technology piece was attainable before moving on to governance and operational issues.

Reeder (Rice County) reiterated that the project was going to be looked at in a phase approach which would allow the workgroup to come back before the Board with smaller reports. Reeder added that after each report the workgroup would ask for approval to continue.

Tourville (Inver Grove Heights) commented that he thought the consortium felt it was a good opportunity and a good idea to look at it. Osberg (Executive Committee) agreed stating that the Executive Committee recommended approval with little to no discussion. Sherry (Burnsville) complimented that the scope of work appeared to be very thought out and well structured. Reeder (Rice County) informed members that Rice County would be engaging PSC Alliance to do the majority of the technology evaluations and it would be paid for by Rice County.

**Action:** Motion by Slavik (Hastings) to approve the scope of work as presented. Second by Larson (Farmington). Motion passed unanimously.

#### **5. Benefits**

##### **a. Health**

##### **Discussion:**

Lind (DCC) informed members that staff had been working with Sue Frick and Gallagher Benefit Services to evaluate health care plans and costs for 2012. Lind reported that 2012 was the first year joining the LOGIS pool reflected lower health care costs than a stand alone plan. Lind informed members that joining the LOGIS pool allowed the DCC some flexibility maybe not available in the stand alone approach. Lind clarified Stating that the DCC currently offered two tier plans for either single or family and the recommendation was to add two addition tiers, single plus spouse and single plus children. Lind added that staff had also recommended removing the co-pay plan and offering an additional HRA. Lind commented that the DCC was

trying to get people into the high deductible plans where then took more ownership of their health care services received and associated costs.

Lind (DCC) informed members that when the DCC benefits were original put together, the premiums were split based on a 75/25% and since that time the increases had been covered 100% for single coverage and shared 50/50% for family coverage. Lind commented that 2012 was a good time to reevaluate the offerings as well as the cost sharing method because over the past few years, and with the addition of the two new tiers, the premium shares were becoming convoluted. Lind reported that the recommendation supported by the Executive Committee was to have the employee pay \$25 of the single premium. Lind reviewed the recommendation that was in the packet with members. Lind also informed members that in an effort to encourage employees into the higher deductible plans, the DCC was recommending an increase to the 2500/5000 HRA and HSA contributions.

Lind (DCC) reported that the 2012 budget line item for health insurance was \$520,092 and that the estimated 2012 health insurance costs, based on current enrollment numbers, was expected to be approximately \$470,686 which was \$49,406 under budget. Lind cautioned that the numbers could fluctuate based on enrollment.

Englin (West St. Paul) asked who set the percentage of coverage after reaching the deductible and who set the deductible amount. Englin commented that he was unclear on how the process went and was wonder if a number of different plans were compared. Frick (Gallagher) responded that Gallagher worked with each client to determine the best options for them. Frick continued stating that the 100% coverage post-deductible was much easier to communicate to employees and is what the DCC has offered in the past. Frick added that in the LOGIS pool, there had been one high deductible plan in the past that then shared costs on an 80/20% split but that there was very little participation. Englin (West St. Paul) then asked if the 100% coverage plans were more expensive. Frick (Gallagher) confirmed that those plans could be a little more expensive because the out of pocket maximum was normally higher. Tourville commented that it was good news that the DCC could provide a very good program, keep employees happy and save money all at the same time.

## **b. Dental**

### **Discussion:**

Lind (DCC) informed members that the recommended move to the LOGIS pool for health benefits voided the dental rate guarantee with HealthPartners resulting in verbal communication that the dental rate would go up 30% for 2012, which was over budget. Lind stated that as a result, Gallagher had requested quotes from Delta Dental and Lincoln financial. Lind clarified that dental rates were traditionally not available until October and that staff had requested that the Board authorize the Executive Director to evaluate quotes upon receipt and enter into an agreement with a provider not to exceed the budgeted amount of \$32,844. Lind assured that if staff encountered anything unusual, the information would be brought back to the Board for further consideration.

Larson (Farmington) asked what the budget increase. Lind (DCC) reported that the increase was zero percent.

### **c. Ancillary**

#### **Discussion:**

Lind (DC) informed members that Life and Long-term Disability were being offered by Lincoln financial and that 2012 would be year two of a 3 year rate guarantee. Lind added that Short-term Disability was also provided by Lincoln and was in year two of a two year rate guarantee but Short-term Disability was an optional benefit to employees and self funded by the employees. Lind stated that Life and Long-term Disability were estimated to come in within budget.

**Action:** Motion by Baumann (South St. Paul) to approve 2012 health, dental and ancillary benefits as presented by staff. Second by Duggan (Mendota Heights). Ayes: Bergman – Apple Valley, Sherry – Burnsville, Larson – Farmington, Slavik – Hastings, Tourville – Inver Grove Heights, Rieb – Lakeville, Duggan – Mendota Heights, Weisensel – Rosemount, Baumann – South St. Paul; Nays: Englin (West St. Paul)

## **6. Funding Formula Discussion**

#### **Discussion:**

Lind (DCC) informed members that Director Englin had requested a review of three items associated with the funding formula. Lind added that Director Englin provided an example of a possible funding formula as developed by the West St. Paul finance director. Lind reported that the three items identified had been discussed at the Executive Committee meeting on August 3<sup>rd</sup> and the decision was to review the entire process. Lind clarified that the Committee decided to review the entire process at their October 5<sup>th</sup> meeting. Lind added that prior to the October 5<sup>th</sup> meeting, staff would be working with Dakota County to pull as much information as possible for the evaluation. Lind stated that the evaluation would include a review of what each city considered a CAD event and how that could be better standardized.

Tourville (Inver Grove Heights) reiterated that the Executive Committee would do the evaluation and then report their findings to the Board. Osberg (Executive Committee Chair) confirmed and said that the Executive Committee had set aside the afternoon of October 5<sup>th</sup> for a work session.

Sherry (Burnsville) commented that the Board of Directors was also scheduled to meet in October and asked how much detail they should expect to received. Sherry commented that she would like enough time to review the information and meet with her operations groups to evaluate the findings. Osberg (Executive Committee Chair) responded that he could not say how much information would be presented at the October Board meeting and that he wasn't sure the process would even be completed in the one meeting. Osberg stated that he suspected there would be a report at the October 20<sup>th</sup> Board meeting.

Englin (West St. Paul) recapped that at the previous Board meeting West St. Paul had addressed their concerns related to the funding formula. Englin reiterated that West St. Paul fully expected to pay for services used. Englin added that West St. Paul was not asking to go back to a funding formula based solely on population. Englin stated that he understood that West St. Paul generated more calls than what their population would normally sustain. Englin then addressed

the three areas of concern as well as a sample formula. Englin commented that West St. Paul felt if a funding formula was based strictly on the basis of total calls, and those calls could be influenced by what an agency considered a CAD call, the formula became skewed. Englin then stated that if a member agency were to change the way they operated in an effort to put less strain on the system, and there wasn't a corresponding decrease in the budget, the other agencies would have to pick up the slack. Englin stated that a percentage as the sole basis was then invalid if all agencies weren't counting cad events the same way. Englin informed members that West St. Paul was proposing a system similar to sewer and water systems where the costs in Dakota County were split between hard costs and operations costs. Englin clarified that the hard costs calculations would be based on population and the operational costs would be charged on a per call basis. Englin explained that by doing that, member agencies could change the way they wanted to do CADS and it wouldn't impact the calculation. Englin acknowledged concerns associated with changing the funding formula for the third time in only five years.

Englin (West St. Paul) stated that the second concern was the overall cost of the DCC. Englin commented that after having done a broad review of other communications centers in the area, West St. Paul was finding that the DCC was costing 30% more than the other centers. Englin acknowledged the original decision for the building was to build for the future. Englin commented that while he appreciated and understood that, he was still struggling with why the cost for the DCC was so much greater than other centers. Englin also cautioned that the personnel expenses were greater at the DCC

Englin (West St. Paul) continued stating that the final item that West St. Paul was concerned about was the lack of a refund policy. Englin stated that the past year reflected \$800,000 in surplus and that West St. Paul felt there would be another surplus at the end of the current year based on personnel costs based on the belief that the center wouldn't have a full complement of dispatchers by the end of the year. Englin commented that there needed to be a coordinated refund policy and that the lack of one was not acceptable. Englin explained that an \$800,000 equated to approximately \$60,000 for West St. Paul and he felt there should be a simple policy that gives each member community the ability to determine what they wanted to do with those funds. Englin referred to a refunding mechanism that would allow member communities to decide if they wanted to buy down their member fees, keep the funds on account or take the funds back for the community with the understanding there would be a large capital purchase in the future.

Englin (West St. Paul) complimented Executive Director Lind for being tremendously responsive to requests from West St. Paul staff for information since the last Board meeting. Englin commented that Lind's assistance had been top notch. Englin then stated that the Executive Committee had agreed to take this discussion and that he was very pleased to hear that. Englin clarified that West St. Paul was not proposing revisiting the 2012 budget, but that the process be done looking forward to the 2013 budget.

Tourville (Inver Grove Heights) commented that there was a refund policy in place but that it sounded as though there may be some needed refinements. Tourville stated that the Executive Committee and Executive Director Lind would be working to compile information for discussion

at their October 5<sup>th</sup> meeting and that members could look forward to a report at their October 20<sup>th</sup> meeting.

Hansen (Eagan) commented that if the decision was to include population as a factor in the funding formula, the population numbers needed to be revisited. Lind (DCC) assured that was part of the process and commented that the numbers posted through the League of MN Cities did not match the numbers posted by the Census Bureau. Lind added that communities like Mendota Heights and West St. Paul offered services to neighboring communities, which would have to be taken into account also. Hansen (Eagan) then asked for clarification on the relative weighting between CAD and population. Englin (West St. Paul) responded that was something that the Executive Committee would have to determine based on fixed and variable costs.

Baumann (South St. Paul) clarified that the topic was not going to be discussed further until the Executive Committee had an opportunity to review the information and present a report. Tourville (Inver Grove Heights) Confirmed.

Osberg (Executive Committee Chair) commented that the Executive Committee may not even take the West St. Paul example into consideration as the discussions are based on a higher level of public policy. Englin (West St. Paul) agreed

Baumann (South St. Paul) commented that rebate modifications could be visited at the October meeting as that was a stand alone item. Osberg (Executive Committee Chair) assured that the item was on the list of topics to discuss at the October 5<sup>th</sup> work session.

**Action:** No motion. Discussion only.

## **7. Executive Director Performance and Goals**

### **Discussion:**

Osberg (Executive Committee Chair) referred to the material in the packet stating it was a compilation of comments received from the Executive Committee members and Executive Director Lind several weeks prior. Osberg commented that Executive Director Lind had been through a lot over the past 12 to 18 months that involved a performance review as she transitioned to the position of Executive Director. Osberg stated there was no action needed. Osberg then stated that it may be good timing for the Board of Directors to start thinking about DCC goals both short-term and long-term.

Baumann (South St. Paul) acknowledged the thoughts in the handout but clarified that they weren't really goals because nothing was measurable. Baumann then offered to help convert the information into goals. Directors Duggan and Tourville offered to assist Baumann with the conversion stating they would be completed by the October meeting.

Tourville (Inver Grove Heights) asked members how Lind's DCC reports at the Council meetings were going. Baumann (South St. Paul) responded that it went great and Lind was well received. Baumann added that it was good for the Council to put a face with the name. Larson (Farmington) agreed stating that Lind did a great job in Farmington. Lind (DCC) stated that she was about three quarters of the way through the meetings.

**Action:** No action. Update only.

## **8. Executive Director Report**

### **Discussion:**

CAD/RMS – Lind (DCC) updated that the DCC was still planning on going live with the new cad system as of November 15. Lind informed members that the DCC would not only be doing dispatcher CAD training at the DCC but would also be hosting MDC training for Law Enforcement and Fire agencies. Lind stated that computers would be set up in the Training Room so dispatchers and responders could see and touch the system prior to going live. Lind stated that there was some additional cabling work being done in the Training room that was being funded through a Dakota County grant.

10<sup>th</sup> paging site – Lind (DCC) reported that he tenth site, located in Welch, was up and running. Lind stated that the cost was \$80,275 which was \$44,000 under budget.

Public Education – Lind (DCC) informed members that DCC staff would be participating in the “Ring of Fire” at the upcoming Dakota County fair. Lind clarified that the Ring of Fire was the public education event being hosted by Dakota County fire agencies on Saturday, August 13<sup>th</sup>. Lind added that DCC staff had been participating in law enforcement safety camps across the County over the summer and that staff appreciated any opportunity to get out and educate the public.

Union – Lind (DCC) reported that administration was scheduled to begin negotiations with LEELS and the dispatcher union the week of August 15<sup>th</sup>. Lind stated that there were approximately eight discussion items on the union list. Lind added that the DCC had been notified that the dispatch supervisory group would be voting to unionize. Lind stated that the supervisory group stated they wanted assurances of yearly wage increases and yearly range movement. Without this, they would be taking a vote to unionize. Lind commented that she was very disappointed but that she hoped this wouldn't change the working relationship between the DCC and its supervisors. Bergman (Apple Valley) asked what that meant to DCC operations if the supervisors were to unionize. Bergman commented that if the supervisors unionized, there would only be a few employees who weren't represented. Lind (DCC) responded that whatever happened shouldn't impact operations at all because DCC personnel are considered essential employees. Bergman (Apple Valley) questioned the possibility of friction. Lind (DCC) responded that all but one of the supervisors came from union shops previously and were used to being represented and maintaining their relationship with administration. Bergman (Apple Valley) asked why the dispatcher union would be asking for a one year contract. Lind (DCC) responded that she believed dispatchers were seeing awards coming in at 0% or ½% across the metro area and they didn't want to get locked into a two year contract with the wage increases this low.

Personnel – Lind (DCC) reported that the DCC was at full staffing plus one of the overcompensation positions. Lind stated that she filled the one overcompensation position because administration had received verbal notification from one of the dispatchers that they were planning on retiring in October. Lind acknowledged that the DCC has several people who

would be going out on family leave over the next several months but that staffing levels were looking good. Duggan (Mendota Heights) asked if there was any staff feedback on finally being at full staffing. Lind (DCC) responded that staff had anxiously awaited full staffing. Lind added that DCC dispatchers had been having a tough summer as there had been many very tough calls, mostly related to suicides. Lind (DCC) assured that the supervisory staff was watching that and had been in contact with stress debriefing groups asking for guidance. Lind added that member agencies always invited dispatch staff to critical stress debriefings. Lind (DCC) then reported that over the past three weeks, dispatch staff had received three cardiac arrest calls and all three victims were saved, in part, by EMD directions given by the dispatcher.

**Action:** No action. Update only.

## **9. Miscellaneous**

### **a. Beyond the Yellow Ribbon - Sherry**

#### **Discussion:**

Sherry (Burnsville) informed members that she was interested in discussing the possibility of the DCC being involved in the Beyond the Yellow Ribbon initiative. Sherry referred to the difficulty in getting the word out to citizens. Tourville (Inver Grove Heights) responded that member administrators and mayors were working on the initiative. Larson (Farmington) commented that Farmington was talking about the initiative at all public events and posted information on the City website but there were still people who were not aware of the initiative. Sherry (Burnsville) asked members if there was an interest in incorporating the information into DCC material and asked what that might look like. Larson (Farmington) responded that he didn't know how that would be done. Larson added that the City of Farmington promoted the initiative but had not actual involvement. Larson added that the Farmington opened their City Hall for use for Beyond the Yellow Ribbon events. Egan (Dakota County) informed members that the Human Services Advisory Committee adopted the initiative as on project it was undertaking and that Lisa Thompson was the contact. Egan added that the Advisory Committee was working on how to get the word out to citizens. Tourville (Inver Grove Heights) commented that the Yellow Ribbon initiative was very unique to each city. Duggan (Mendota Heights) asked if they were planning on being at the State Fair. Tourville (Inver Grove Heights) confirmed. Baumann (South St. Paul) suggested the DCC simply make Dispatch staff aware that the program is available so in the event the dispatcher sees fit, they can recommend contact with a representative from the program. Tourville (Inver Grove Heights) agreed and requested members cities provide contact information to the DCC. Lind (DCC) agreed that staff could compile a list for dispatcher to refer to.

Tourville (Inver Grove Heights) commented that one thing the HIPP group was looking at was public safety and that Dave McKnight was the law enforcement facilitator and he was the Fire facilitator. Tourville stated that there was a meeting scheduled for September 9<sup>th</sup> where they would be reviewing items on the HIIP initiative and if there was anything that impacted this group, the information would be forward to the DCC to share with members.

**Action:** No action. Update only.

## **Adjourn**

**Action:** Motion by Bergman (Apple Valley) to adjourn. Second by Baumann (South St. Paul). Motion passed unanimously. Meeting adjourned at 9:07am.

**Next Meeting:**

**Regular Meeting  
October 20<sup>th</sup>, 2011  
8:00 am  
Location: DCC**