

**Dakota Communications Center
Executive Committee
Meeting Minutes: 02.06.08**

Members Present: Tom Lawell – Apple Valley; Craig Ebeling – Burnsville; Don Gudmundson – Dakota County; Tom Hedges – Eagan; Peter Herlofsky – Farmington; Dave Osberg – Hastings; Steve Mielke – Lakeville; Jamie Verbrugge – Rosemount; Stephen King – South St. Paul;

Members Absent: Joe Lynch – Inver Grove Heights; Jim Danielson – Mendota Heights

Alternates Present: Karen Divina – West St. Paul

Others Present: Kent Therkelsen – DCC, Diane Lind – DCC, Jen Hildebrandt – DCC; Teresa Daly, Mary Kloehn – Navigate Forward

Call the Meeting to Order: Chair Verbrugge called the meeting to order at 1:38 p.m.

1. Announcements

2. Additions to the Agenda

- a. Chair Verbrugge (Rosemount) commented that item 6 of the agenda would be moved to the head of the agenda.

Consent Agenda

3.

- a. Approve minutes from the January 2nd, 2008 Executive Committee meeting.
- b. Approve December, 2007 Paid Claims.
- c. Receive December, 2007 Financial Report. (In April with January and February)
- d. Receive Minutes from Operations Committees.

Discussion:

No discussion.

Action: Motion by Ebeling (Burnsville) to approve the consent agenda. Second by Herlofsky (Farmington). Motion passed unanimously.

Regular Agenda

4. Collective Bargaining Update.

Discussion:

Osberg (Hastings) updated the group on the status of the collective bargaining meetings stating that on Friday, February 1st Diane Lind, John Roszak and Osberg met with union representation. Osberg stated that there were approximately 14 items left on the list for discussion and that the union was going to file for mediation.

Action: No action. Update only.

5. Director's Report

Discussion:

Therkelsen (DCC) distributed performance measure handouts and commented that in the first month of operations, DCC dispatch processed 29,788 incidents through the CAD system. 93% of those incidents were Law Enforcement related. Therkelsen commented that staff was looking closely at the 3 zones to ensure that adequate staffing was assigned to each zone as staff was noticing that Zone 3 was the busiest law zone with about 39% of the calls. Therkelsen (DCC) informed members that the most consistent service issue was related to fire paging. Therkelsen clarified that there were two issues with fire paging:

1. Performance of the paging system.
2. The process of getting calls dispatched.

Therkelsen assured that efforts were underway to resolve issues and added that there were a couple of changes that had already been implemented to improve this service. Mielke (Lakeville) asked if PSC was being responsive to needs. Therkelsen (DCC) responded that PSC was being responsive to needs but that there was some misunderstanding as PSC is contracted by the DCC and all pager issues should be reported to the DCC, not PSC Alliance.

Therkelsen (DCC) commented that in looking at the performance measure reports, members would see that the DCC is not yet where staff wanted to be on process times. Therkelsen added that Priority 1 dispatch calls were taking longer than they should, which is a priority for the supervisory staff. Lawell (Apple Valley) commented that he had heard there was over paging going on and asked if there was also under paging issues. Therkelsen (DCC) responded that there had been some problems in Lakeville and Farmington, which were traced to a faulty antenna at the Fairfield site. Therkelsen added that there were widespread issues in the City of Hastings that were being worked on. Therkelsen commented that pagers going off unexpectedly was a much larger issue than under paging at this time.

Therkelsen (DCC) commented that when the project got underway, the decision was made to build the County VHF paging program parallel to the 800 MHz program but reminded members that when the system bidding took place, membership found it was advantageous for the VHF system to be built as part of the 800 MHz project through Motorola. Therkelsen added that the DCC budgeted for the capital cost involved in the VHF paging network but was in discussion with the County about the concept of transferring ownership of the system to the County as it seemed to be a better fit in terms of the radio network as the DCC didn't have staff or internal expertise to deal with a network like that. Therkelsen stated that staff was working with attorneys to develop an agreement to bring to the Executive Committee and Board for consideration of transfer of ownership in March.

Therkelsen (DCC) informed members that the DCC had been working through performance problems with two of our core dispatch technology systems recently. The CAD system Printrak had 3 unplanned downtimes. Therkelsen stated that when this happened, dispatchers went to a paper & pencil. to continue the documentation of incidents. Therkelsen assured that he had been contacted by both the LOGIS network manager and Executive Director stating that they recognized the gravity of the issue and the fact that the DCC was underserved. Ebeling (Burnsville) stated that he heard that the technicians were away working on another site and that possibly there was a back up technician working when this happened. Therkelsen (DCC) commented that he was not aware of that but that he would follow up. Ebeling (Burnsville) asked if there was anything that LOGIS needed to change in their operations. Therkelsen (DCC) responded that the Executive Director of LOGIS committed to follow up with a written summary of the issues, what LOGIS staff learned from the situation and what steps they will implement to help avoid these issues in the future.

Therkelsen (DCC) informed members that there had been a couple of unexpected downtimes on the 800 MHz radio consoles that happened in the same timeframe as the CAD downtimes. Therkelsen commented that the downtimes were related to a planned upgrade to the metro area regional 800 MHz (ARMER) system, the first upgrade since the system went on line.

Therkelsen stated that the 45 minute shut down was planned for January 29th and that DCC staff was ready but about 8 hours before the planned shutdown, there was an unexpected shut down, that had something to do with electricians working at the Roseville site switching a UPS system. Therkelsen added that the consoles were down for about 10 minutes. Therkelsen continued that on 1/30 there was another upgrade related outage. The DCC radio console system is backed up by alternate radios in the event of a console outage.

Therkelsen (DCC) stated that if we were a user that had been on the system for a number of years and these outages would have taken place, it would have been a surprise as the system just doesn't go down. Therkelsen clarified that the field user radios did not go down and that communications between field users remained intact. Mielke (Lakeville) asked what communications went out to the operations committees to make users aware of these outages. Therkelsen (DCC) responded that the information provided at this meeting would be included as a follow up to the operations committees and that planned downtimes were communicated very promptly. Lawell (Apple Valley) commented that the information wouldn't get to the end users for up to one month and asked if users could get that information sooner. Therkelsen (DCC) responded that staff could provide the information as soon as it was related to them.

Therkelsen (DCC) informed members that there would be no financial reports because the fiscal agent was closing the books and going through an audit process.

Therkelsen (DCC) commented that members would see some significant overtime expenditures for the 1st quarter of 2008 as when the DCC opened its doors staffing was down by 4 dispatchers. Therkelsen added that since that time 2 more dispatchers resigned for personal reasons and 2 dispatchers were on medical leave. Therkelsen stated that staff was in the final processing stages of making 4 job offers and that there would be an ad in the next two Sunday papers for additional dispatch positions.

Mielke (Lakeville) asked if the priority 1 call percentages weren't where staff wanted them to be due to the newness of the operation or due to staffing shortages or other. Therkelsen (DCC) responded that he felt it was a combination of reasons stating that it was partially staffing but more of a workflow issue as in the previous centers, dispatchers would take the call and send resources, not take the call and then relay the information to the dispatcher. Therkelsen (DCC) acknowledged that one significant issue was the fact that every agency had customized processes. Therkelsen stated that on the Fire side, there were many different incident protocols that were proving trying for the dispatchers to keep straight. Lind (DCC) commented that over the past month, staff had been looking at statistics on a weekly basis and the stats were slowly improving. Lind added that EMD and the addition of all the new agency response policies and procedures was slowing call processing a bit. Therkelsen (DCC) assured that staff was watching the trend very carefully and would act accordingly.

Therkelsen (DCC) commented there was a media day scheduled for Thursday, February 7th that the police and fire chiefs had been invited to with the hopes that they could peruse the dispatch floor, see the process and ask questions. Therkelsen added that channel 4 would be at the DCC early that morning taking live shots for their early morning news. Lawell (Apple Valley) asked if staff was still comfortable with the amount of savings the consolidated center was anticipated to have. Therkelsen (DCC) responded that he felt it was still early to lock in on a specific number but that he was very comfortable with the concept of this being a long-term money saver. Therkelsen stated that when the savings would be seen was questionable as for the next number of years, 25% of current costs go towards servicing the debt that was necessary to build and equip the facility.

Therkelsen (DCC) commented that staff was hearing a lot of comments that line-level personnel from some agencies weren't aware of a lot of the discussions/decisions that were made in the

18 months prior to becoming operational. Therkelsen stated that the DCC bears some responsibility and added that staff was aware of the issue and working to respond to this need. One step staff was taking was developing a user group for officers on the street to meet face-to-face with DCC staff and talk about issues. Therkelsen continued that staff assigned a liaison to each agency to better streamline issues. Finally, Therkelsen stated that the minutes will be going out in draft form to the committees sooner than with the agenda packets to speed up the communications process.

Action: No action. Update only.

6. Strategic Planning

Discussion:

Teresa Daly (Navigate Forward) was present to do a pre-strategic planning meeting with the Executive Committee and find out exactly what the Executive Committee needed to take away from the meeting in March. Members introduced themselves and then participated in a number of small group activities that allowed Teresa to take away what she needed to develop the strategic planning meeting which was scheduled for March 13th at 7:30 am in the DCC Training Room. Board member and Executive Committee members were requested to participate in the meeting. Alternates were not requested to attend.

Action: No action. Update only.

7. Miscellaneous

Discussion:

Herlofsky (Farmington) commented that with the recent notice of ICMA awards looking for nominations, maybe the DCC be nominated for an award. Herlofsky commented that if members thought it was a good idea, the group search for someone who would be willing to pull the nomination together. Mielke (Lakeville) asked when the nomination was due. Verbrugge (Rosemount) responded that it was due March 14th and maybe an intern at one of the agencies could assist. Osberg (Hastings) suggested calling Jack Ditmore for assistance. Mielke (Lakeville) suggested that Brian at the City of Lakeville look into this for the membership.

Verbrugge (Rosemount) reminded that the March 13th meeting started at 7:30 am and that only members of the Board and Executive Committee, along with the Ops Committee Chair were to be attending. Verbrugge clarified that alternates did not need to participate unless the member for their agency was unable to attend.

Lawell (Apple Valley) revisited the performance measures handout and asked if trying to calculate the amount of time required from receipt of call to dispatch, members would add all the numbers together. Therkelsen (DCC) clarified that the numbers were summarized but yes, the numbers would be added together. Lind (DCC) added that right now the time was almost 3 minutes and staff was working to get that down to 1 ½ - 2 minutes. Lind commented that the call creation time is the biggest lag in time. Mielke (Lakeville) asked how those times compared to the individual PSAPS prior to consolidation. Therkelsen did not have that information at hand but commented that it was not a huge difference. Lawell (Apple Valley) commented that when the centers were independent, the dispatch received the call, started the equipment and then captured the rest of the information. Therkelsen (DCC) responded that call takers were trying to get the information up front and then provide it to the dispatcher. Therkelsen then stated that the fire group stated they didn't want the dispatcher to worry about every little detail in the first page. They wanted the details after the first truck went in service. Therkelsen (DCC) also stated that staff would look into separating the law enforcement performance measure reports from the fire reports as on the law enforcement side, interviews often take longer, which could be skewing the numbers. Lind (DCC) added that with the addition of EMD, the fire side of the

call was taking longer as dispatchers were not as familiar with the process. Lawell (Apple Valley) asked if EMD was online yet. Lind (DCC) responded that some dispatchers were still using flip cards and that staff was working on getting the EMD computerized.

Therkelsen (DCC) commented that the most consistent compliments from users was on the law enforcement side when major events were taking place as the dispatchers were doing a really nice job moving resources around and taking care of needs.

Operations Committee Chair Update – Therkelsen (DCC) informed members that John Powers (Farmington) had been elected in January, 2008 to a 2 year term as Fire Ops Chair and Chief Bob Hawkins (Burnsville) had one year left on his term as Law Ops Chair.

Action: No Action. Update Only.

8. Adjournment

Action: Motion by Mielke (Lakeville) to adjourn. Second by Verbrugge (Rosemount). Motion passed unanimously. The meeting adjourned at 3:25 pm.

Next Regular Meeting:

Wednesday, March 5th, 2008

1:30 pm – 3:00 pm

Location: DCC

2860 160th Street W

Rosemount, MN 55068
