

**Dakota Communications Center
Executive Committee
Meeting Minutes: 04.02.08**

Members Present: Tom Lawell – Apple Valley; Craig Ebeling – Burnsville; Peter Herlofsky – Farmington; Dave Osberg – Hastings; Joe Lynch – Inver Grove Heights; Jim Danielson – Mendota Heights; Jamie Verbrugge – Rosemount

Members Absent: Don Gudmundson – Dakota County; Tom Hedges – Eagan; Steve Mielke – Lakeville; Stephen King – South St. Paul

Alternates Present: Tom Vonhof – Lakeville; Mike Messerich – South St. Paul

Others Present: Kent Therkelsen, Diane Lind, Jen Hildebrandt – DCC; John Roszak – Ratwik, Roszak & Maloney, P.A.

Call the Meeting to Order: Chair Verbrugge called the meeting to order at 1:35 p.m.

1. Announcements

2. Additions to the Agenda

Chair Verbrugge moved item 6 to the beginning of the Regular Agenda.

Consent Agenda

3.

- a. Approve minutes from the February 6th, 2008 Executive Committee meeting.
- b. Approve January and February, 2008 Paid Claims.
- c. Receive February, 2008 Financial Report.
- d. Receive Minutes from Operations Committees.
 - o Fire/EMS Minutes from February 12th and March 11th.
 - o Law Enforcement Minutes from February 7th and March 6th.
 - o Joint Ops Minutes from February 28th and March 27th.

Discussion:

No discussion.

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

Regular Agenda

4. VHF Paging Agreement with Dakota County.

Discussion:

Therkelsen (DCC) reminded members that the DCC was created at the same time the County was formalizing the 800 MHz infrastructure. At the time the County effort was not scoped to include the VHF Voice Paging or Fire Alerting Systems. However, when the 800 MHz system contract went out and was signed, it was decided to include the VHF Paging System with the Motorola agreement as it was more efficient to do so. Therkelsen added that the system was since activated. Therkelsen stated that funds for the system were allocated as part of the 2006 Capital projects budget. Therkelsen then stated that staff was asking the Executive Committee to consider and recommend a cost share agreement between the DCC and the County. In the

agreement the DCC would pay the County for the initial construction cost of the system. Therkelsen clarified that the agreement would allow for general maintenance and support. Therkelsen stated that the cost for the initial construction was just over \$894,000 and that the DCC would pay for the ongoing support. Therkelsen acknowledged that the County would maintain the title to the equipment. Therkelsen acknowledged that the budget allowed for \$821,281 but did not include about 36,000 cost in VHF antennas or \$37,000 installation costs incurred by the County. Therkelsen assured that the costs would be within the overall Capital Projects budget. Therkelsen stated that the cost to support the system was estimated at about \$62,000 per year, which included technical and overhead costs and that the system would be going off warranty by November, 2008. Therkelsen closed stating that an agreement had already been drafted and reviewed by Legal Counsel and was included in the packet for consideration and recommendation.

Action: Motion by Ebeling (Burnsville) to recommend approval of the VHF Paging Cost Share Agreement between the DCC and Dakota County. Second by Osberg (Hastings). Motion passed unanimously.

5. Executive Committee Chair Replacement.

Discussion:

Chair Verbrugge (Rosemount) informed members that the last time the Chair position was filled the Committee used a nominating committee made up of Craig Ebeling (Burnsville), Tom Hedges (Eagan) and Steve Mielke (Lakeville). Verbrugge then asked members what process they would like to use to replace him as he was leaving his position as City of Rosemount Administrator. Ebeling (Burnsville) commented that the members of the previous nominating committee reconvened to discuss the best option and decided to speak with Vice Chair Osberg (Hastings) and ask that he fill the Chair position. Ebeling added that Osberg agreed to complete the term as Chair. Ebeling then stated that if members agreed that the nominating committee was still in existence, they would recommend that reasonable progression would be for Osberg to fill the position of Chair through the end of the term, 2009. Ebeling also stated that the nominating committee would recommend Joe Lynch (Inver Grove Heights) be seated as the Vice Chair for the rest of the term. Therkelsen (DCC) informed members that the bylaws stated that the election was required at the first meeting following the vacancy.

Action: Motion by Verbrugge (Rosemount) to forward the recommendation from the nominating committee of Dave Osberg as Chair and Joe Lynch as Vice Chair for the 2008 – 2009 term to the May meeting for further consideration and appointment. Second by Herlofsky (Farmington). Motion passed unanimously.

6. Collective Bargaining Update

Discussion:

John Roszak (Ratwik, Roszak and Maloney, P.A.) was present to update members on how the collective bargaining was progressing. Roszak stated that mediation had begun and was scheduled to continue on April 15th. Roszak informed that one significant issue impeding efforts to arrive at an agreement was the current DCC compensation policy regarding evaluation criteria, wage range, general adjustment and performance pay. After much discussion and consideration members agreed that the Board should be made aware of the issue and the views of the Executive Committee. The Board could then give direction on how the bargaining team would proceed in negotiations.

Action: No action. Update only.

7. Confirm May Meeting Update

Discussion:

Chair Verbrugge acknowledged that the May Executive Committee meeting conflicted with a City Administrator spring conference. Therkelsen (DCC) stated that April 30th was a potential alternate date as it would fit well with the budget calendar.

Action: Motion by Danielson (Mendota Heights) to move the May 7th meeting up to April 30th at 1:30 pm in the DCC Training Room to avoid the conflict and to allow for DCC Staff to present the preliminary budget prior to May 1st. Second by Lynch (Inver Grove Heights). Motion passed unanimously.

8. Director's Report**a. 2009 Budget****Discussion:**

Therkelsen (DCC) informed members that staff had been meeting weekly with the fiscal agent to assemble the 2009 proposed and 2010 preliminary operating budget. Therkelsen added that the proposed budget would be part of the April 30th meeting and would be distributed in advance of the meeting for review. Therkelsen reminded members that although the budget was not required to be adopted by the Board until their September meeting, the goal was to have it to the Board for adoption at their July meeting.

Action: No action. Update only.

b. Technology Update**Discussion:**

Therkelsen (DCC) acknowledged that members had been receiving a lot of information on the recent technical challenges the DCC was experiencing.

9-1-1 Telephone System – Therkelsen (DCC) Stated that the provider was being very responsive but that it was tough dealing with software driven issues as the problem needed to be isolated and the fix needed to be built and then tested before implemented. Therkelsen then recapped the 9-1-1 Telephone System issues and opened the floor to questions.

Verbrugge (Rosemount) asked what types of calls ended up in the abandoned call cue.

Therkelsen (DCC) responded that hang-ups, cell phone mishaps, etc. Verbrugge (Rosemount) and Lawell (Apple Valley) both commented that they had received calls regarding telephone mishaps. Therkelsen (DCC) responded that the experience had been a real learning opportunity in terms of what could be handled differently in the future. Lawell (Apple Valley) commented that before the facility went live members felt very strongly that if the technology wasn't ready, the facility should not open. Lawell then questioned what happened in the testing process of the phones. Lawell also commented that the issue now was to restore trust in the system.

Therkelsen (DCC) commented that there was a written acceptance piece of the testing plan and that the system was tested in accordance. Therkelsen assured that the test was extensive and rigid and that the system performed. Therkelsen added that the vendor stated this was the first they had experienced these problems nation-wide or even world-wide in their applications.

Therkelsen (DCC) reminded members of a fairly lengthy discussion regarding the fact that the phone system was new technology that would allow for future improvements. Therkelsen also stated that the system was performing correctly until almost 2 months into service. Therkelsen (DCC) acknowledged that there was a need to regain confidence. Verbrugge (Rosemount) commented that it appeared as though the problems were localized to Apple Valley and asked if there was anything indicating the problem is from origination of the calls. Therkelsen (DCC) responded that there was nothing indicating that. Ebeling (Burnsville) commented that the experience highlighted the importance of good communications between staff and police/fire chiefs on issues to counter attempts to create controversy. Verbrugge (Rosemount) commented that DCC staff was very open about describing the problem and identifying the process for fixing the problem. Therkelsen (DCC) commented that staff was continuing daily conference calls with Plant CML trying to keep tabs on the system.

VHF Fire paging – Therkelsen (DCC) updated that staff was encouraging Fire/EMS members to detail all issues they have with the paging system. Therkelsen informed that all Burnsville and ALF pagers had been reprogrammed as there were concerns that their tones were too close to other community tones, hence causing problems. This reprogramming seemed to have helped but did not completely resolve the issue. Therkelsen added that PSC Alliance was working closely with the Fire/EMS Ops Committee to resolve these issues. Therkelsen assured that the problem was pagers activating when they shouldn't, not pagers not activating when they should.

CAD System – Therkelsen (DCC) confirmed that there had been no unexpected downtime since the issues in February. Therkelsen added that staff had been working with LOGIS to install a dedicated T1 circuit from the DCC to the LOGIS backup site in Brooklyn Center. Therkelsen clarified that this capability will provide a more immediate fail-over to the back up system in many scenarios that could otherwise cause loss of service.

800 MHz system – Therkelsen (DCC) assured that no 800 MHz downtimes were related to the DCC building or system. Therkelsen added that MNDOT agreed to better communicate any downtime that the system may experience in the future.

Sirens – Therkelsen (DCC) commented that a siren test had just finished up at the beginning of the meeting. Therkelsen explained the process of setting off sirens due to the 5 different radio systems the different agency sirens were operating off of requires close to 10 minutes of process time. Therkelsen commented that this was recognized as an issue early on and that capital projects money had been allocated to assist cities in moving to a standard radio platform. Therkelsen added that there was a lot of coordination needed to make this happen and that it would not take place until after storm season. Therkelsen informed members that because siren activation was successful in all of the communities, agencies needed to start looking at each individual siren to ensure the siren itself wasn't faulty. Lind informed members of the results. Therkelsen also stated that staff was speaking with PSC Alliance about conditional testing.

Action:

c. Performance Measures

Discussion:

Therkelsen (DCC) presented a number of statistical handouts and reviewed each individually for the group.

In reference to call answer times, Verbrugge (Rosemount) asked how staff went back to ascertain causes if they noticed a spike in call times. Lind (DCC) responded that staff had the ability to run reports by hour of day and day of week so they would be able to see if there was possibly a spike in activity. Therkelsen (DCC) stated that the statistics were compared to the performance measures and if something doesn't match up, staff could run the reports necessary to locate the cause. Lind (DCC) added that the cause would then be looked at to see if there was a procedural change needed. Ebeling (Burnsville) asked what calls were considered Administrative. Therkelsen (DCC) responded that those numbers included Admin office calls and 10-digit calls. Danielson (Mendota Heights) asked where the 85% performance standard came from. Therkelsen (DCC) responded that it was a bit of intuition from predecessor agencies, but that national or regional standards are not clear. Lawell (Apple Valley) asked for clarification on how to find the call pick up to call dispatch time. Messerich (South St. Paul) stated that members would have to add the call ring time, creation time and dispatch time together to get the total process time. Ebeling (Burnsville) asked if splitting Law and Fire calls would reflect shorter Fire times. Therkelsen (DCC) commented that would be the assumption. Therkelsen also stated that staff was looking at splitting fire and medical calls.

Action: No action. Update only.

9. Miscellaneous

Discussion:

Verbrugge (Rosemount) requested staff check with West St. Paul to see who would be participating in Executive Committee meetings for West St. Paul.

Osberg (Hastings) thanked Verbrugge (Rosemount) for his service to the DCC Executive Committee over the last 5 years.

Action: No action. Update only.

10. Adjournment

Action: Motion by Osberg (Hastings) to adjourn. Second by Lynch (Inver Grove Heights). Motion passed unanimously. Meeting adjourned at 3:19 pm.

Next Regular Meeting:

Wednesday, April 30th, 2008

1:30 pm – 3:00 pm

Location: DCC

2860 160th Street W

Rosemount, MN 55068
