

**Dakota Communications Center  
Executive Committee  
Meeting Minutes: 06.04.08**

**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; Jim Danielson – Mendota Heights; John Remkus – West St. Paul

**Members Absent:** Joe Lynch – Inver Grove Heights; Stephen King – South St. Paul

**Alternates Present:** Emmy Foster - Rosemount

**Others Present:** Kent Therkelsen, Diane Lind, Jen Hildebrandt, John Sutton, Matt Brandenburg – DCC; Jeff Nelson, Brian Kyllonen – PSC Alliance; Joe Madigan, Larry Erickson, Bill Snoke – Allina; Frank Jarman, Steve Barker, Tim Fuller – PlantCML; Paul Mraz, Cliff Woodbury - IES

**Call the Meeting to Order**

Chair Osberg called the meeting to order at 1:35 p.m.

**1. Announcements**

No announcements. Chair Osberg (Hastings) requested introductions as there were many guests present at the meeting.

**2. Additions/Modifications to the Agenda**

No additions. Chair Osberg (Hastings) requested that agenda item 5 discussion be held until after the DCC 9-1-1 Telephone update.

**Action:** Motion by Danielson (Mendota Heights) to approve the agenda with modifications. Second by Ebeling (Burnsville). Motion passed unanimously.

*Consent Agenda*

**3.**

- a. **Approve minutes from the April 30<sup>th</sup>, 2008 Executive Committee meeting.**
- b. **Approve April, 2008 Paid Claims.**
- c. **Receive April, 2008 Financial Report.**
- d. **Receive Minutes from Operations Committees.**
  - o **Fire/EMS Minutes from May 13<sup>th</sup>.**
  - o **Law Enforcement Minutes from May 1<sup>st</sup> - CANCELLED.**
  - o **Joint Ops Minutes from May 1<sup>st</sup> and May 29<sup>th</sup>**

**4. Received DCC Financial Statement for Year Ended December 31, 2007.**

**Discussion:**

No discussion.

**Action:** Motion by Mielke (Lakeville) to approve the consent agenda. Second by Herlofsky (Farmington). Motion passed unanimously.

*Regular Agenda*

**5. 2009 DCC Operating, Capital and Debt Service Budget. Consider Approval and recommendation to Board of Directors.**

**Discussion:**

Chair Osberg (Hastings) reminded members that the committee had seen the budget at their previous meeting but decided to hold any action for one month so member finance directors would get an opportunity to look at it. Therkelsen (DCC) stated that the budget had been sent to the member finance directors and staff had not received any inquiries since that time.

Lawell (Apple Valley) asked how software support had been budgeted for 2009. Osberg (Hastings) commented that the software budget was one of the more significant adjustments from 2008 to 2009. Therkelsen (DCC) added that the budget had been prepared with the assumption of warranty periods ending as agreed to by the original contracts, which would be conservative. Therkelsen clarified that the radio console system was not off warranty until the last day of 2008 and the phone warranty is scheduled to end in October of 2008.

**Action:** Motion by Herlofsky (Farmington) to recommend approval of the 2009 DCC Operating, Capital and Debt Service Budget. Second by Danielson (Mendota Heights). Motion passed unanimously.

**6. Medical Direction Agreement with Allina hospitals and Clinics. Receive Reports and Consider Approval of Agreement for Medical Direction Services with Allina Hospitals and Clinics.**

**Discussion:**

Lind (DCC) informed members that in April of 2006 the executive committee endorsed emergency medical direction (EMD) as provided through Priority Dispatch. Lind added that part of the program was quality assurance and that Priority Dispatch recommended a medical director be available to assist in that part of the program. Lind (DCC) informed members that Allina had previously been assisting Burnsville, Dakota County Sheriff's Office, Hastings and ALF in their medical direction needs.

Lind (DCC) stated that the agreement distributed with the agenda packet would contract Allina to provide the emergency medical direction. Lind added that the contract would allow for 16 hours of ongoing medical education per employee per year. Lind informed members that the total yearly cost was \$3,600, which would be prorated for 2008. Lind stated that if recommended the agreement would be brought to the board at their June 19<sup>th</sup> meeting for approval. If approved the agreement would go into effect on July 1, 2008. Lind assured that the agreement had been reviewed by the Dakota County Attorney's Office and was found to be in order.

Dr. Erickson (Allina) introduced himself, Dr Madigan and Bill Snoke and gave a brief background on Allina.

Gudmundson (Dakota County) commented that the County had been very pleased with the services they received from Allina when they had their PSAP. Osberg (Hastings) agreed. Mielke (Lakeville) commented that he appreciated the thoroughness of the agreement.

**Action:** Motion by Ebeling (Burnsville) to recommend approval of the Allina Medical Direction Services agreement as presented. Second by Herlofsky (Farmington). Motion passed unanimously.

**7. DCC 9-1-1 Telephone System. Receive report on status of 9-1-1 system and provide direction to staff.**

**Discussion:**

Therkelsen (DCC) reported that he was pleased to report the DCC 9-1-1 telephone system had been operating very smoothly for the past month but added that due to the issues that the DCC had experienced the first four months of operation, representatives from IES, located in Hutchinson, MN and PlantCML, located in Temecula, CA were present to assist with the status report. Therkelsen clarified that IES had the contractual obligation to the DCC and was who DCC staff contacted when issues presented themselves. If needed, IES would then contact PlantCML who was the equipment provider.

Therkelsen (DCC) revisited the process that DCC staff, with the assistance of PSC Alliance, underwent in securing the telephone system. Therkelsen stated that the RFP was published in March of 2006. He stated that the RFP described the technical and operational requirements for the new system, including two significant, but somewhat unusual system requirements.

- 1) The ability to work with existing traditional metro 9-1-1 and Next generation capable.
- 2) An integrated 9-1-1 and administrative system.

Therkelsen stated that staff received 4 proposals. One proposal was disqualified for failure to meet the deadline and the other was disqualified for failure to meet specifications laid out in the RFP. Therkelsen then stated that the two final companies proposed the same platform so it came down to cost. Therkelsen informed members that the IES proposal was \$100,000 less than the Verizon proposal.

Therkelsen reminded members that both the Executive Committee and Board held discussions about this technology being new and that there may be some technical implications.

Therkelsen clarified that both groups felt the benefits of a next generation capable system outweighed the concerns about the possibility of minor technical implications. Therkelsen then reintroduced the representatives from IES and PlantCML.

Tim Fuller, Frank Jarmin, Steve Barker, Paul Mraz and Cliff Woodbury reviewed the slide show from the agenda packet addressing IES and PlantCML backgrounds and the issues specific to the DCC. Representatives then opened the discussion to questions. Osberg (Hastings) asked if the Patriot Sentinel system was the system going into the New York City PSAP. Fuller (PlantCML) clarified that it was not and that their call flow process was very different than the DCC's. Fuller added that PlantCML had recently been awarded contracts with the cities of Los Angeles and Chicago.

Mielke (Lakeville) asked PlantCML if the gateway problem addressed in the presentation was unique to the DCC installation. Barker (PlantCML) responded that this was not a unique problem. Mielke then asked where the gateway problem fit into the warranty and if the new equipment installed would be subject to an extended warranty. Barker (PlantCML) responded that the gateway issue was covered under the software portion of the warranty and that it was a blanket coverage that went for 1 year. Therkelsen (DCC) informed members that the warranty would be ending in September.

Ebeling (Burnsville) asked if the abandon call que was unique to the DCC system. Barker (PlantCML) responded that the issue had presented at another site the same week.

Ebeling (Burnsville) commented that although membership went into the purchase of this equipment with knowing it was fairly new technology, it was distressing. Ebeling reiterated Mielke's comment about an extended software maintenance period. Fuller (PlantCML) commented that it was not uncommon for a glitch to pop up a year into a software program. Fuller also responded to both Mielke's and Ebeling's comments stating that they were certainly willing to discuss the possibility of an extended warranty but informed members that the DCC installation was one of the more complex installations of the 60 locations currently using

Sentinel Patriot.

Lawell (Apple Valley) commented that Apple Valley was one of the communities most affected by the issues and that although he understood the complexity of the installation he never thought the piece that would fail would be the presentation of 9-1-1 calls. Lawell added that there was a need for reestablishment of trust. Fuller (PlantCML) acknowledged the concern.

Mielke (Lakeville) asked for clarification on how the DCC system differed from other larger systems. Fuller (PlantCML) responded that all systems were different but it seemed as though the mid-sized agencies, such as the DCC, were generally much more complicated as they had multiple zones within the psap, which meant there were many more points the system needed to touch. Mielke (Lakeville) commented that he would like this issue at a later date. Jarmin (PlantCML) clarified that there wasn't necessarily a better process. Fuller (PlantCML) concurred.

Hedges (Eagan) commented that the DCC was a merging of a number of cultures and each city had its own best practice. Hedges acknowledged that there would always be a certain amount of filtering of service concerns going on, which was an obvious challenge. Hedges then asked the IES and PlantCML representatives if they had any experience with how long it would take to stabilize. Fuller (PlantCML) responded that each center was different but that it could take a fairly long time. Jarmin (PlantCML) agreed stating it was very common and that the goal is to finetune for the future. Jarmin added that it would be a continuous molding of the entire product. Fuller (PlantCML) assured that in order to be successful, psaps needed to provide systems that allowed for operational efficiency. Therkelsen (DCC) commented that there had already been one significant call flow change that helped improve Priority 1 dispatch times an average of 38 seconds from January to May.

Therkelsen (DCC) reminded members that the closest thing to a national standard staff could find was 90% of 9-1-1 calls picked up within 10 seconds and 95% of 9-1-1 calls picked up within 20 seconds.

Osberg (Hastings) asked how close "next generation" was. Fuller (PlantCML) responded that different vendors would have different responses. Fuller clarified that one of the foundations for success was to provide an easy migration pack and minimize forklift changeouts. Osberg then asked if the issue would lend itself to a user group of Sentinel Patriot users. Fuller responded that was fast approaching as the installation numbers increase.

Mielke (Lakeville) referred to two system enhancements that DCC staff was currently investigating, Reverse 9-1-1 and AVL, and asked if there were any inherent dangers in looking at those enhancements. Fuller (PlantCML) responded that they had not yet been involved in the AVL realm but that reverse 9-1-1 had been around for quite some time.

Chair Osberg (Hastings) thanked the representatives from PlantCML and IES for attending and summarized that staff would address call flow and the warranty issues at a future meeting.

**Action:**

No action. Update only.

## **8. Collective Bargaining Update**

**Discussion:**

Therkelsen (DCC) informed members that the negotiations committee had meet earlier in the week to discuss final positions for binding arbitration. Therkelsen added that both he and Ray Kennedy from Dakota County participated in the meeting to reiterate how the membership had arrived at the current wage structure. Therkelsen directed attention to two documents addressing the DCC's final position which was due by June 20<sup>th</sup>. Therkelsen then stated that

shortly there after the union and DCC will receive a list of arbitrators. Therkelsen opened the floor to specific questions. Further discussion ensued.

**Action:** Motion by Mielke (Lakeville) to recommend the final positions as presented for approval by the board at their June 19<sup>th</sup> meeting. Second by Gudmundson (Dakota County). Motion passed unanimously.

**Additional Discussion:**

Mielke (Lakeville) applauded the hard work of the Executive Committee Chair, the Operations Director and then Executive Director.

**9. Director's Report**

**Discussion:**

Therkelsen (DCC) informed members that he would be at the NENA conference the week of June 9<sup>th</sup>.

**Action:** No action.

**10. Miscellaneous**

**Discussion:**

July 2<sup>nd</sup> Meeting – Chair Osberg (Hastings) asked members if there would be any problem with attendance at the July 2<sup>nd</sup> meeting. Members confirmed they would be available but agreed that if there wasn't a large agenda, Chair Osberg would have discretion over cancelling the meeting.

**Action:** Motion by Herlofsky (Farmington) to authorize the Executive Director to approve paid claims as needed in the absence of a July Executive Committee meeting. Second by Remkus (West. St. Paul). Motion passed unanimously.

**11. Adjournment**

**Action:** Motion by Ebeling (Burnsville) to adjourn the meeting at 3:29. Second by Gudmundson (Dakota County). Motion passed unanimously. Meeting adjourned at 3:29 pm.

**Next Regular Meeting:**  
Wednesday, July 2<sup>nd</sup>, 2008  
1:30 pm – 3:00 pm  
Location: DCC  
2860 160<sup>th</sup> Street W  
Rosemount, MN 55068

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