

**Dakota Communications Center
Executive Committee
Meeting Minutes: 08.15.07**

Members Present: Tom Lawell – Apple Valley; Craig Ebeling - Burnsville; Tom Hedges – Eagan; Joe Lynch - Inver Grove Heights; Steve Mielke – Lakeville; Jim Danielson - Mendota Heights

Members Absent: Brandt Richardson - Dakota County; Peter Herlofsky Jr. - Farmington; Dave Osberg - Hastings; Jamie Verbrugge – Rosemount; Stephen King - South St. Paul; Arbon Hairston - West St. Paul

Alternates Present: Don Gudmundson – Dakota County; Melanie Mesko Lee - Hastings

Others Present: Lisa Shadick – Farmington; Kent Therkelsen - DCC; Diane Lind - DCC; Jennifer Hildebrandt – DCC; BJ Battig – Dakota County; Jeff Nelson – PSC Alliance; Lou Breimhurst – Dakota County Consultant

Call the Meeting to Order: Chair Mielke started the meeting at 3:09 p.m.

1. **Announcements**
2. **Additions to the Agenda – none.**

Consent Agenda

3.
 - a. Approve minutes from the July 11th, 2007 Executive Committee meeting.
 - b. Approve June, 2007 Paid Claims.
 - c. Receive June, 2007 Financial Report.
 - d. Receive Minutes from Operations Committees

Discussion:

Action: Motion by Lynch (Inver Grove Heights) to approve the consent agenda. Second by Danielson (Mendota Heights). Motion passed unanimously.

Regular Agenda

4. **Subscriber Agreement with Dakota County for participation in countywide public safety communications subsystem. Receive report and make recommendation to Board of Directors.**

Discussion:

Therkelsen (DCC) informed the group that this agreement governs participation on the countywide 800 MHz subsystem and that it is almost identical to what the Cities have received. Therkelsen added that the DCC relates to the subsystem much like a member City and would be assessed for 23 subsystems, 8 portables and a small handful of desktop transmit systems. He assured that the fees fall within the budgeted amounts and that the agreement had been reviewed on behalf of the DCC by the Campbell Knutson law firm and found to be in order.

Therkelsen (DCC) directed attention to a handout that was distributed at the meeting stating that page 7 of the agreement had a revision since the agenda packet was distributed. He

informed that if the Executive Committee recommended approval, the recommendation would be brought to the Board of Directors on August 16th for consideration.

Danielson (Mendota Heights) asked for clarification on the fees. Therkelsen (DCC) responded that the cost per radio was \$352.82. He added that the regional fees per radio were not being charged for 2008. Ebeling (Burnsville) further clarified that each console would be assessed \$352.82. Therkelsen (DCC) confirmed. Mielke (Lakeville) asked if that fee also applied to the two dispatch training consoles. Therkelsen (DCC) confirmed and reminded that the training stations had a secondary function of use for major events so they would be available for use at all times. Therkelsen also noted that there were 6 additional work stations in the data room that were equipped for use in the event dispatch needed to evacuate the center due to weather but added that DCC Staff and Dakota County were discussing the possibility of those stations being viewed similar to cache radios; held for emergency purposes but tested periodically. Mielke (Lakeville) asked for clarification on the talk group concept. Therkelsen (DCC) responded that fleet maps had been developed for both Law Enforcement and Fire/EMS. He continued that both groups were asked what talk groups they felt needed to be actively monitored by the DCC. These talk groups would appear on the dispatch screens and would be constantly monitored. All other talk groups would be monitored on an as needed basis.

Mielke (Lakeville) asked if all cities had approved the agreement at this point. Battig (Dakota County) clarified that he had about ½ of the agreements back and completed and the other ½ were still in process.

Action: Motion by Lawell (Lakeville) to recommend approval of subscriber agreement with Dakota County for participation in countywide public safety communications subsystem. Second by Ebeling (Burnsville). Motion passed unanimously.

5. Agreement with Stanton Group to provide certain HR benefit administration services to the DCC. Receive report and make recommendation to Board of Directors.

Discussion:

Therkelsen (DCC) informed the group that the request for recommendation revolved around the HR responsibilities at the DCC since January 1st when the dispatch centers consolidated. Therkelsen reminded that there were compensation and benefit plans that were handled through policies that were approved by the Board of Directors in the summer of 2006 and that those policies were created by the HR Task Force with the help of Stanton Group. Therkelsen reminded the committee that in the JPA and budget documents that there was reference to outsourcing certain services to eliminate the need for multiple departments. He added that as the DCC became operational Staff discussed HR issues with the HR Task Force, who recommended that Staff analyze what could be done internally and what services may need to be contracted out. Therkelsen informed the group that the single biggest challenge that Staff felt they faced was benefits administration, which included inquiries from employees on benefits, transactions, etc. He added that the Executive Assistant had done a great job responding to the issues but that it was overwhelming in terms of work load and expertise. After discussing this further with the HR Task Force, it was suggested that benefits administration be outsourced. After attempting to make contact with some suggested vendors, and receiving no responses, Staff requested Stanton Group to assist in soliciting quotes on the DCC's behalf. After sourcing quotes, Stanton Group presented their findings to DCC staff and based on this evaluation of costs and features, Therkelsen commented that Staff was recommending that Stanton Group provide Benefit Administration services to the DCC. He then directed attention to the matrix that was developed by Stanton Group and provided in the agenda packet. Therkelsen clarified that there was a mistake on the top line of the matrix and the Corporate Health Systems and SOMI titles should be switched around.

Therkelsen (DCC) noted that Staff liked the fact that Stanton Group provided a more comprehensive array of services including a help desk, which was available during business hours. Therkelsen added that Stanton Group would handle DCC benefits administration, transaction management and services, online enrollment, consolidated billing, COBRA administration and a help desk where employees could call for assistance. Therkelsen assured that Staff was also in the process of checking references but that they felt comfortable with Stanton Group as they also act as DCC benefits consultant and have a very solid knowledge of DCC benefits packages. Therkelsen informed that based on estimates provided there would be a 1-time fee of \$1,000 for set up and then the cost would be \$6 per month per employee for benefits administration and \$4 per month per employee for help desk access and that those numbers would calculate out to an estimated cost of \$7,680 in annual fees. He reminded that the 2007 DCC budget allocated \$50,000 for HR consulting and outsourcing, the 2008 DCC budget allocated \$55,000 and the only other cost expected in that category would be some job evaluation services and pay equity work. Therkelsen closed stating that Staff felt this would be a great value to the DCC organization.

Lawell (Apple Valley) asked how many employees this was based on. Therkelsen (DCC) responded that it was calculated based on 64 employees. Danielson (Mendota Heights) asked if Stanton Group provided benefits administration for other municipal entities. Therkelsen (DCC) responded that references were being checked and that he didn't know at the time. Lynch (Inver Grove Heights) asked if the DCC intended to retain Stanton Group for other services in the future. Therkelsen (DCC) responded that staff had been very satisfied with the broker services that Stanton Group had provided and that he understood the concern about them sourcing quotes on our behalf since they were also providing a quote but the fact was that they were the DCC's broker and staff was unable to obtain quotes independently. Lawell (Apple Valley) agreed with the concern but noted that the more he thought about it Stanton Group provided an explanation and would probably be in a very good position to answer question about DCC benefits administration. He further pointed out that Stanton does not provide the actual benefits but simply consults with organizations to assist them in securing benefits. Mielke (Lakeville) continued that the difference was only \$.50/employee. Therkelsen (DCC) acknowledged and added that Stanton Group's pricing included COBRA administration and Help Desk services and that they were the only company offering the help desk service. Mielke (Lakeville) asked for clarification on the purpose of the help desk. Therkelsen (DCC) clarified that the help desk provided direct contact that employees could use as a one-call resource for assistance on benefits and understanding on transactions. Danielson (Mendota Heights) added that the other option was to have the Executive Assistant provide that assistance.

Mielke (Lakeville) asked what kind of reporting was available. Therkelsen (DCC) responded that Stanton Group provided reporting on all employee requests and additional assistance, status changes made, COBRA activity, Termination, etc. He added that the reporting would be provided on a monthly basis.

Mielke (Lakeville) asked if any of the cities were given the chance to handle the benefits administration for the DCC. Therkelsen (DCC) responded that the offer was not specifically made but that the HR Task Force, which was made up of the HR Managers from the 5 PSAP locations made the recommendation to outsource the service.

Mielke (Lakeville) acknowledged the concern that this may be a potential conflict of interest issue. Lawell (Apple Valley) asked if Stanton Group was up front about their intention to quote on the services. Therkelsen (DCC) confirmed. Lawell (Apple Valley) commented that if Stanton Group was up front with the fact that they intended to provide a quote, it was probably ok. Lynch (Inver Grove Heights) commented that in this situation, it may be explainable but it could open the DCC up to issues in the future. Mielke (Lakeville) asked if SOMI or Corporate Health

knew that Stanton Group was going to be bidding. Therkelsen (DCC) responded that he wasn't sure. Mielke (Lakeville) then asked how the group would feel if that was not disclosed to the other companies. Ebeling (Burnsville) responded that it was professional services and not really a bidding process. Lawell (Apple Valley) acknowledged that thought but suggested it was more a matter of transparency. Hildebrandt (DCC) clarified that Stanton Group had provided their costs and then Legal Counsel suggested that quotes be obtained from a couple other groups as well. That is when SOMI and Corporate Health were approached. Hedges (Eagan) commented that he agreed with Ebeling and how he stated that it was really not a bidding process and that he was comfortable with Therkelsen looking into the concerns and then reporting back to the group. Ebeling (Burnsville) commented that Hildebrandt's comments shed some light on the subject and that maybe it should be pushed back to Dakota County Attorney's Office to confirm that Stassen was ok with how the process was handled. He added that the comparison wasn't really a fair one because two of the companies weren't providing one of the key services requested. Mielke (Lakeville) asked if any other firms had been contacted. Therkelsen (DCC) responded that only Stanton, SOMI and Corporate Health had been contacted.

Action: Motion by Ebeling (Burnsville) to recommend authorization of Executive Director to develop and execute an agreement with Stanton Group for certain HR benefit administration services. Second by Hedges (Eagan).

In Favor: Apple Valley, Burnsville, Dakota County, Eagan, Hastings, Lakeville & Mendota Heights
Opposed: Inver Grove Heights

Further Discussion:

Lynch (Inver Grove Heights) commented that he was troubled that the broker was also providing a quote for this additional service and that it may cause problems with other situations down the line. Mielke (Lakeville) asked how long the agreement would be for. Therkelsen (DCC) responded that it would be for 1 year. Mielke (Lakeville) commented that there would be the opportunity to revisit the agreement down the road.

Ebeling (Burnsville) suggested that maybe there was a need to define some solicitation procedures. Mielke (Lakeville) responded that there was a purchasing policy already in place and that maybe it could be checked prior to the Board meeting. Therkelsen (DCC) acknowledged. Ebeling (Burnsville) suggested that maybe there should be language added in the policy that addresses circumstances like this. He added that he didn't think it was a big concern but that it was not quite right and should be addressed in a policy. Lynch (Inver Grove Heights) agreed and commented that maybe it needed to be clarified when the broker is also a potential other service provider and how that would be handled. Mielke (Lakeville) clarified that the intent was always to hire Stanton and that it was the attorney that suggested obtaining additional quotes. Therkelsen (DCC) confirmed stating that Stanton was the desired provider because of their familiarity with the DCC products and also because of their already proven service. Lawell (Apple Valley) suggested a follow up motion to direct legal counsel to review the process that took place and make sure there were no improprieties. Therkelsen (DCC) commented that he was happy to make that call but that the process was on Legal Council recommendation. Mielke (Lakeville) agreed that having the attorney's office review the process and confirm that it was handled appropriately would be a good idea.

Action: Motion by Lawell (Apple Valley) to have Dakota County Attorney's Office review the procedures and protocols that were followed by DCC Staff while obtaining quotes and provide an opinion on the appropriateness.

Further Discussion: Therkelsen (DCC) commented that he was not certain, given the Board meeting was the following morning, that he would be able to obtain that opinion prior to the Board meeting. He then asked for further direction. Lawell (Apple Valley) responded that the opinion be brought back to the next Executive Committee meeting. Ebeling (Burnsville)

suggested approval be made subject to approval by legal counsel. Lawell (Apple Valley) agreed to revise his motion.

Action: Motion by Lawell (Apple Valley) to recommend approval of the Benefits Administration agreement with Stanton Group for 1 year subject to review and approval by legal counsel. Second by Lynch (Inver Grove Heights). Motion passed unanimously.

Mielke (Lakeville) commented that the Board action should be the same.

6. Director's Report – Update Only, No Action.

Discussion:

Facility – Therkelsen (DCC) updated that administrative staff would be occupying the new facility on Friday, August 17th and that the Technical Support Specialists would follow 10 days later. He added that there was still a lot of work taking place to get to the point where dispatch could occupy. Xybix workstation installation was completed but the installers would return to synch up all the pieces in the workstation after Motorola and IES installed their pieces. Motorola consoles were delivered and installations would begin on Monday, August 20th. 911 and administrative phone equipment will ship on September 13th.

Bldg Dedication – Therkelsen (DCC) commented that discussions had begun regarding building dedication and that since the building was a Dakota County project, there had to be joint planning. He added that Staff was anticipating the dedication would be the 2nd half of October because the building would be pretty much completed but the dedication could be done without interruption of PSAP operations.

Dakota County Legislative Delegation – Therkelsen (DCC) noted that the Dakota County Legislative Delegation would be stopping by the DCC to tour the new facility on Thursday.

Mielke (Lakeville) asked what was going on with Grand Opening. Therkelsen (DCC) responded that County tradition is a building dedication that would be made up of basically the same group of people that was at the ground breaking, which included the County Board, County Staff, and DCC Board, Executive Committee and Operations Committee members. He stated that preliminary discussion has considered including the general public and a strong presence from our public safety agencies. He then stated that a secondary event is likely that would be directed toward DCC employees and public safety and emergency responders. Therkelsen (DCC) noted that Staff was starting to get requests from outside agencies for tours of the building so word was getting around.

Staffing – Therkelsen (DCC) commented that the two Technical Support Specialists would begin employment on August 27th and that the desire was to have them participate in installations. He added that there were 3 dispatch supervisor positions open and 19 current dispatchers submitted applications for the positions that were to be filled in September.

Storms – Therkelsen (DCC) commented that several members had local impact due to weather the previous weekend. He added that there was significant impact on to the Apple Valley, Dakota County and Lakeville PSAPs. Therkelsen informed that Apple Valley was restored fairly quickly but that Dakota County had a tower hit by lightning in Coates and had diminished radio service in the southern part of the county for 3 days. He also commented that Lakeville lost a CPU at one of their consoles, radio frequencies and several phones and was non-functional for a period of time. In keeping with the JPA, repair decisions and cost allocation will be discussed by Lind and management at the various PSAPs. Mielke (Lakeville) thanked Apple Valley for assisting Lakeville while they were down.

Nelson (PSC Alliance) provided an assessment on the new 800 MHz system stating that the 9 sites handled the storm well even while going to generator power at various sites.

Mielke (Lakeville) asked if there was any concern about how close the tower in Empire is to the new DCC facility. Nelson (PSC Alliance) responded that there had been a lot of time spend on grounding at the new facility. He informed that the connection was a fiber optic connection with a glass link so lightning would have to go through about 300 feet of glass. In addition, there was no copper or wire put in between the structures except for the grounding itself.

Public Information – Therkelsen (DCC) commented that copy for newsletters had been submitted to all cities and the county and that Staff would appreciate assistance in publishing the material. Therkelsen added that the intent was to assure citizens that this would be a good service and the transition would be handled in an orderly fashion. Therkelsen also informed that Staff was asking for a DCC link on the City sites.

Council Meetings – Therkelsen (DCC) informed the group that he would be attending a Rosemount Council meeting that evening to update them on the DCC and provide an overview of the budget. He offered the same presentation to all interested councils.

Bridge Collapse – Therkelsen (DCC) noted that several DCC dispatched agencies had been requested to assist with the bridge collapse. He noted that early indications were that the 800 MHz system managed the traffic very well but that there would be a report on official statistics at an upcoming meeting.

Contract Negotiation Session – Therkelsen (DCC) stated that the first contract negotiation session with LELS was scheduled for Wed, August 22nd at the DCC and that negotiations committee member Dave Osberg (Hastings) had offered to attend on behalf of the Exec Comm. Therkelsen (DCC) continued that DCC Staff had met with labor counsel to analyze the initial proposal. He noted that updates would be provided as available.

Mielke (Lakeville) commented that some of Lakeville's emergency responders were going through some reality checks questioning that they would still really be safe once their dispatchers consolidate to one large facility. Mielke added that it is a natural fear that deserves some kind of response and that anything Staff could do to soften the blow would be greatly appreciated. Therkelsen (DCC) responded that he hoped as training proceeded users would develop a comfort level. He acknowledged that the first responders were being asked to function in a slightly different model but that inherent in our move to a consolidated model. He assured the committee that field user confidence in the DCC is a top priority with staff.

Lawell (Apple Valley) asked about a PrinTrak software issue that he heard calls were being dropped. He noted that the testing of these systems was very important and that they needed to be debugged prior to moving in. Therkelsen (DCC) assured that the problems seemed to be in the two psap locations who recently implemented. He added that some of the issues were specific to the two locations and not experienced at all in the other 3 locations but that he understood the concern about testing and assurances.

Action: Update only, no action.

7. Miscellaneous

Discussion:

Hedges (Eagan) – informed the group that on the previous Monday there was an emergency council meeting at 7:00. At the meeting the council made a decision to use reverse 9-1-1 to send a message to the entire community so all citizens would get a message that would be

consistent. He added that the contract could handle 2000 calls a minute, which meant 60,000 houses should be reached in ½ hour. At 8:00 – 8:30 the council directed the Police Chief to send the message but there was a glitch in the system and people were still getting calls 2.5 hours later.

Hedges commented that the service didn't serve exactly what was desired and the mayor was not excited about reverse 9-1-1 until glitches could be worked out. Hedges assured the glitches were with the vendor and not staff. Hedges added that Eagan had good success with the reverse 9-1-1 system but he was mentioning it at the request of the mayor. Mielke (Lakeville) commented that there were 2 or 3 options that were being discussed for implementation. Hedges (Eagan) acknowledged and said that the system failed Eagan on Monday so it wasn't a political issue. Therkelsen (DCC) added that since the Eagan system was procured a lot has happened in that market and if it was the desire of the consortium to proceed towards a system there would be more choices available. Hedges (Eagan) reiterated that from a staffing level, Eagan advocated the system.

Mielke (Lakeville) commented that one of the duties of the Executive Committee was to perform an evaluation of the Executive Director. In working with the Board of Directors chair and the HR Managers, the Executive Committee Chair was preparing an outline of an evaluation that would include feed back from the chair and vice chair of both the Board and Executive Committee also the Ops chairs. This would culminate in a report to the Executive Committee. This would be ongoing and results would be presented in the future. Mielke requested thoughts, concerns, issues be brought to his attention.

8. Adjournment

Action: Motion by Hedges (Eagan) to adjourn the meeting. Second by Danielson (Mendota Heights). Motion passed unanimously. Meeting adjourned at 3:19 pm.

Next Regular Meeting:

Wednesday, September 5th

2:00 pm – 4:00 pm

Location: DCC

2860 160th Street W

Rosemount, MN 55068
