

**Dakota Communications Center
Executive Committee
Meeting Minutes: 11.05.08**

Members Present: Tom Lawell – Apple Valley; Craig Ebeling – Burnsville; Do Gudmundson – Dakota County; Tom Hedges – Eagan; Dave Osberg – Hastings; Steve Mielke – Lakeville; Jim Danielson – Mendota Heights; Rosemount – Dwight Johnson; Stephen King – South St. Paul; West St. Paul – John Remkus

Members Absent: Peter Herlofsky – Farmington; Joe Lynch – Inver Grove Heights;

Alternates Present: Robin Roland - Farmington

Others Present: Kent Therkelsen, Diane Lind, Jen Hildebrandt – DCC; BJ Battig – Dakota County

Call the Meeting to Order

Chair Osberg called the meeting to order at 1:33 p.m.

1. Announcements

2. Modifications to/Approval of the Agenda

Therkelsen (DCC) requested BJ Battig with Dakota County be added to the agenda to review 2008/2009 800 MHz fees. Chair Osberg (Hastings) added 2008/2009 800 MHz Fees to the item #7, miscellaneous fees.

Consent Agenda

3.

- a. **Approve minutes from the October 1st, 2008 Executive Committee meeting.**
- b. **Approve September, 2008 Paid Claims.**
- c. **Receive September, 2008 Financial Reports.**
- d. **Receive Minutes from Operations Committees.**
 - o **Fire/EMS Minutes from October 14th.**
 - o **Law Enforcement Minutes from October 2nd.**

Discussion:

No discussion.

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

Regular Agenda

4. Automatic Vehicle Location

Discussion: Osberg (Hastings) reminded members that this item had been tabled at the previous meeting to allow members to go back to their chiefs for additional feedback. Therkelsen (DCC) stated that the only addition to the item since the previous meeting was DCC's request for members to make the DCC aware of their intentions. Therkelsen directed

attention to the supporting document that reflected member intentions and assured this was a non binding request. Therkelsen added that after LOGIS reviewed the Motorola proposal it was determined that LOGIS already had many of the items listed on the Motorola quote, dropping the cost from a one-time expense of \$96,000 to \$52,700. Therkelsen stated that if endorsed by the Executive Committee the recommendation would be forwarded to the December Board of Directors meeting for consideration.

Action: Motion by Danielson (Mendota Heights) to recommend approval of the Automatic Vehicle Location recommendation. Second by King (South St. Paul).

Further Discussion: Ebeling (Burnsville) asked for clarification on the dates in the recommendation. Osberg (Hastings) clarified that the commitment was due by December 31st, 2008 and installation was to be completed by February 28th, 2009. Therkelsen (DCC) commented that members may want to consider extending those dates as the recommendation would not be presented to the Board of Directors until mid-December.

Chair Osberg (Hastings) asked Danielson (Mendota Heights) and King (South St. Paul) if they wanted to modify their motion to recommend deadline extensions to February 28th, 2009 for commitment and April 28th for installation. Both agreed.

Revised Action: Motion by Danielson (Mendota Heights) to recommend approval of the Automatic Vehicle Location recommendation extending deadlines to February 28th, 2009 for intention and April 28th, 2009 for installation. Second by King (South St. Paul). Motion passed unanimously.

5. DCC Call Processing and Measurements

Discussion:

Therkelsen reviewed the workflow process handout with members.

Osberg (Hastings) asked if the industry could calculate additional staff needed to meet a certain standard. Osberg also asked if there was a correlation between goals and staffing needs.

Therkelsen (DCC) responded that there are models out there but that there were other factors that were not allowed for such as times. Therkelsen added that agencies across the nation are really struggling to find standards. Lind (DCC) continued that DCC staff had recently received calls from other agencies visiting the DCC website wanting to better understand how the DCC standards were determined.

Lawell (Apple Valley) referred to the 911 call pickup performance graph and asked why a call would take longer than 20 seconds. Therkelsen (DCC) clarified that there were many variables including the number of staff currently on duty, surges in activity, etc. Therkelsen assured that DCC staff was striving to answer calls in less than 20 seconds but reality was that even in previous centers, there were calls that rang longer than 20 seconds. Therkelsen reminded members that approximately 3% of all calls go to the in queue message and although staff and member agencies wanted it to be 0%, he wasn't sure there was a system out there that could satisfy that desire with limited resources.

Ebeling (Burnsville) referred to the call creation slides and asked if the creation time included the time it took to identify the incoming call. Therkelsen (DCC) confirmed that call creation is from the moment the call is picked up. Ebeling asked for clarification on the "ring to ding" comments he has been hearing. Therkelsen (DCC) clarified that ring to ding was from the time the call started ringing into the center to the time the call is sent out to responders. Therkelsen added that there are a number of items that need to be verified in that period of time including the address, phone number, caller's name, what is happening, etc. Therkelsen reminded members that over 40% of incoming calls are from cell phones, requiring manual entry of the

information that normally auto-populates for land lines. Therkelsen commented that cell phone calls also slow the process significantly because many wireless callers don't know where they are at.

Gudmundson (Dakota County) requested examples of priority 2 and priority 3 calls. Lind (DCC) clarified that a priority 2 is an after the fact theft or a traffic accident with no injuries and not blocking traffic. Lind further clarified that priority 3 would be a barking dog or some other incident with less urgency.

Lawell (Apple Valley) asked if dispatchers confirmed to callers that help was on the way. Lind (DCC) confirmed that call takers did assure callers, especially calls requiring EMD.

Osberg (Hastings) questioned the 911 all-response method. Therkelsen (DCC) responded that that he felt the all response approach to 911 was a sound decision. Therkelsen added that the same people were answering the phone whether 911 or 10-digit. He also informed the committee that of the approximate 30,000 incoming calls answered at the DCC each month, 55% are on the 10-digit line, indicating good public awareness of that number. Therkelsen stated that if the DCC did anything, it may be in an effort to better advertise the 10 digit number but clarified that if calls come in on the 10-digit number, their address does not automatically populate to CAD, which could further delay processing times and increase the error rate. Therkelsen acknowledged that the question is always open but 911 all response is consistent with the MESB. Ebeling (Burnsville) asked if the auto populating of the address is quick. Therkelsen (DCC) confirmed and added that once it is populated, the dispatcher gives a command to accept the address. Therkelsen continued at that point it verifies the address against the CAD database. Therkelsen clarified that wireless and VOIP calls take longer because the screen gives a latitude and longitude opposed to an actual street location.

Ebeling (Burnsville) questioned if there is better software on the market that could enhance processing. Therkelsen (DCC) responded that staff felt software is part of the issue. Therkelsen continued that fire services are not generally the target group for CAD development but assured that is changing. Therkelsen added that staff was going to be starting the review process for CAD software. Therkelsen stated that single agency dispatch is by nature less complicated than multi-agency dispatch. Therkelsen continued that the dispatchers are working for a number of agencies with many internalized processes/protocols. Therkelsen (DCC) assured members that staff was currently working with the fire chiefs to get a more standardized fire call process.

Lawell (Apple Valley) commented that most agencies had volunteer firefighters with inherent delays while staff is arriving at the station. Lawell reiterated the need to get rigs on the road quicker. Lawell referred to the EMD process taking so long to get to the determinate code. Ebeling (Burnsville) commented that in Burnsville the medics loved EMD because it saved red lights and fire response. Ebeling acknowledged that Burnsville medics were very committed to EMD but added that he was not sure it could be individualized. Lawell (Apple Valley) responded that paid on-call firefighters can receive the code and then head to the incident. For those agencies with volunteer firefighters, that is not the case. Therkelsen (DCC) acknowledged that the EMD Questions did take time but the decision to provide EMD was a deliberate and conscious decision made through the recommendation process. Therkelsen added that EMD is a national protocol. Therkelsen stated the system didn't allow for a lot of customization but informed members there are agencies that go on all medicals and agencies that go on very few. Lawell (Apple Valley) asked if the questions were required even when sending law enforcement. Lind (DCC) confirmed but stated that there were varying responses and that the more serious the situation, the faster the system prompts the dispatch to responders. Remkus (West St. Paul) commented that it seems as though there is still time to get rigs going. Therkelsen (DCC)

assured that a work group made up of Fire/EMS Operations Committee members and DCC staff had come together to study the workflow process and make process recommendations.

Ebeling (Burnsville) thanked Therkelsen for the presentation stating it was very educational.

Action: No action. Update only.

6. Executive Director's Report

Discussion:

911 Update – Therkelsen (DCC) reported that staff was continuing to discuss warranty remedies with IES. Therkelsen added that nonexclusive hold was working as requested but there was still an outstanding issue on system documentation. Therkelsen reported that IES agreed to meet and define what the call flow testing would look like. Therkelsen stated that the big issue still in discussion was warranty terms. Therkelsen added that IES was installing a major service pack on the system on 11/6 that would be non-service impacting.

Labor Update – Therkelsen (DCC) informed members that final briefs were due to the arbitrator on November 14th with an award expected within 30 days after that. Therkelsen stated that members Osberg, Mielke and Lawell would be meeting the week of November 10th to develop a recommendation for the 2009 general and performance adjustments for non represented union employees.

LOGIS – Therkelsen (DCC) stated that at their October meeting the LOGIS Board requested a recommendation from staff to begin a CAD mobile RFP. Therkelsen stated that LOGIS intended to publish the RFP in February and get responses back in March.

Action:

7. Miscellaneous

Discussion:

Osberg (Hastings) updated that the Executive Committee chair, Joint Ops chairs and Executive and Operations Directors would begin meeting on a bi-monthly basis.

Osberg (Hastings) updated that the Board and Committee chairs would be meeting in the near future to discuss the Executive Director's performance evaluation.

Battig (Dakota County) informed members that at the beginning of 2008 800 MHz operations, members were working off estimated operating budgets. Battig updated that after meeting with Dakota County financial service folks it appeared as though Dakota County would not need to invoice member cities for the last two months of the year as the County had received enough reimbursement to cover year end anticipated expenses. Battig (Dakota County) stated that Dakota County had just wrapped up negotiations with Motorola for post warranty support, which came in favorably. Battig continued that although staff informed agencies to allow for \$400/radio in costs they were hoping it would be around \$300/radio. Battig continued that Dakota County would be sending out a letter in a couple weeks wrapping up 2008 fees and announcing planned 2009 billing.

Action: No action. Updates only.

8. Adjournment

Action: Motion by Ebeling (Burnsville) to adjourn. Second by Lawell (Apple Valley). Motion passed unanimously. Meeting adjourned at 3:11pm.

Next Regular Meeting:

Wednesday, December 3rd, 2008

1:30 pm – 3:00 pm

Location: DCC

2860 160th Street W

Rosemount, MN 55068
