

**Dakota Communications Center
Executive Committee
Meeting Minutes: 11/02/2011**

Members Present: Tom Lawell – Apple Valley; Craig Ebeling – Burnsville; Tom Hedges – Eagan; David McKnight – Farmington; Dave Osberg - Hastings; Steve Mielke – Lakeville; Dwight Johnson – Rosemount; Steve King – South St. Paul; Sherrie Le – West St. Paul

Members Absent: Brandt Richardson – Dakota County; Joe Lynch - Inver Grove Heights; John Mazzitello – Mendota Heights

Alternates Present: BJ Battig – Dakota County

Others Present: Diane Lind, Cheryl Pritzlaff, Jen Hildebrandt - DCC

Call the Meeting to Order: Chair Osberg called the meeting to order at 1:36 pm.

1. Announcements

None

2. Additions to the Agenda

None

Consent Agenda

3.

- a. **Approve minutes from the October 5th, 2011 Executive Committee Meeting.**
- b. **Approve September 1st – 31st, 2011 Paid Claims.**
- c. **Recommend approval of September, 2011 Unaudited Financial Reports.**
- d. **Receive Minutes from Operations Committees.**
 - **Law Enforcement Operations Committee Meeting – October 6th, 2011.**
 - **Fire/EMS Operations Committee Meeting – October 27th, 2011.**
- e. **Receive Report on Contracts & Service Agreements Executed by the DCC Executive Director between the dates of October 5th, 2011 and November 2nd, 2011.**

Discussion:

Action: Motion by Johnson (Rosemount) to approve the consent agenda. Second by McKnight (Farmington). Motion passed unanimously.

4. Executive Director's Report

Discussion:

CAD/RMS – Lind (DCC) informed members that she would be meeting with LOGIS and Motorola on November 3rd. Lind reported that DCC staff had been encountering issues with the CAD update that were causing concerns about making the November 15th go live. Lind stated that staff had been receiving feedback from responders that they were also encountering issues in MDC training. Lind stated that all concerns would be reviewed on the 3rd with LOGIS and Motorola. Lind added that if the issues could not be resolved prior to go-live, a discussion on alternate dates would be in order. Lind informed members that there was a meeting scheduled for Tuesday, November 8th that would include DCC staff as well as members of the Operations Committee. Lind assured that all parties would be updated on the progress in addressing the identified issues as well as any possibly changes to the go-live date. Lind commented that staff was still very confident that the system was the best option, there simply needed to be some additional fixes prior to going live. Lind stated that she had visited with some of the Operations Committee members to discuss any possibly impacts of delaying the go-live date. Battig (Dakota County) asked for a reminder on what agencies preceded the DCC in going live on the new CAD system. Lind (DCC) responded that the DCC would be the first. She clarified that there was another group that

was originally slated to go live first but they experienced some RMS issues that delayed them. Lind assured that the RMS issues did not impact the DCC. Lind acknowledged that with being the first site to go live the DCC was experiencing all the little bugs that are normally identified by the first group. Lind clarified that the little bugs were in addition to some other bigger concerns that were causing consideration of delaying the go live date. Lind assured that there would be a demand for stability before going live.

Negotiations update – Lind (DCC) reported that the group would see a tentative agreement between the DCC and the Dispatchers' Union at the December meeting. Lind speculated that there would be the need for a brief special meeting of the Board in December to ratify the agreement. Lind (DCC) informed members that DCC representation would be meeting with representatives from the Supervisory Union on Monday, November 14th at 10:00 am. Osberg (Hastings) stated that he would be unable to attend that first meeting but would plan on subsequent meetings.

Mass Telephone Notification System – Lind (DCC) reported that a test call of the Everbridge mass telephone notification system had taken place the evening of November 1st and that there were some issues. Lind reminded members that the call was advertised and intended to take place starting at 6:00 pm with an end time of no later than 9:00 pm. Lind stated that staff had been led to believe the calls would end much earlier than that. Lind explained that the test call continued into late evening with some residences receiving the call as late as 10:30 pm. Lind continued explaining that the system had a built-in override that did not allow for the stop time of 9:00 pm. Lind added that there was also an automated message at the beginning of the DCC recorded message that staff was unaware would be part of the notification and that was not received well by residences. Lind assured that staff was working with Everbridge to identify exactly what happened and to make sure it did not happen again. Lind acknowledged that Troy Ruby, Jen Hildebrandt, Cheryl Pritzlaff and herself had been fielding many phone calls about the message and that although most residents were very understanding, there were some who were upset. Battig (Dakota County) speculated that it sounded as though there had been a lot of staff time and energy exhausted as a result of these issues and asked if that was part of the discussion. Lind (DCC) assured that the discussion would be held. Osberg (Hastings) commented that it seemed that when 9:00 pm came around, it would be common sense to stop calling. King (South St. Paul) stated that his assistant received an email early in the night but then received a call late in the evening. Lind (DCC) stated that another issue being addressed was the fact that only the primary numbers were supposed to be contacted and it sounded as though all contact points had received the message. Lawell (Apple Valley) asked if CodeRed provided the self-registered numbers and if those numbers were contacted as part of the test. Lind (DCC) responded that the numbers self-registered through the CodeRed system had not been transferred to the Everbridge system yet but that many people attending the Fire Station open houses in October had the opportunity to self-register through the new site as dispatchers had lap-tops with them to allow for the self registration. Lawell (Apple Valley) asked if this was part of the new system. Lind (DCC) clarified that the mass telephone notification system through Everbridge was provided at no charge as it came in conjunction with the paging that the DCC entered into a contract with Everbridge for earlier in the year. Lind reminded members that the paging piece was important to the DCC as Everbridge had the ability to work with Motorola and LOGIS through the CAD system. Johnson (Rosemount) reported that he received both a call and a text and the text clearly identified that it was a test of the system. Lawell (Apple Valley) asked how the calls finally got stopped. Lind (DCC) responded that the shut off was manual. Lind explained that part of staff frustration was the fact that an Everbridge engineer walked staff through the setup of the test to ensure it had been done right.

Action: No action. Update only.

5. Miscellaneous

Discussion:

None

Action:

6. Work Session

Discussion:

Action: No action. Work session began at close of regular meeting.

Adjourn

Action: Regularly scheduled meeting closed by acclamation at 1:54 pm. Members moved into work session at that time.

Next Regular Meeting:

December 7th, 2011

1:30 pm – 3:30 pm

Location: DCC