

**Dakota Communications Center (DCC)**  
**Board of Directors**  
**Minutes of Meeting: 05/16/2013**

**Members Present:** Apple Valley – John Bergman; Dakota County – Mike Slavik; Eagan – Gary Hansen; Hastings – Joe Balsanek; Inver Grove Heights – George Tourville; Mendota Heights – Ultan Duggan; West St. Paul – Dick Vitelli

**Members Absent:** Burnsville – Bill Coughlin; Farmington – Jason Bartholomay; Lakeville – Kerrin Swecker; Rosemount – Jeff Weisensel; South St. Paul – Beth Baumann;

**Alternates Present:**

**Others Present:** DCC – Diane Lind, Jen Hildebrandt; DCC Fiscal Agent – Dennis Feller; Executive Committee Chair - David McKnight

**1. Call the Meeting to Order:**

There being a quorum Chair Tourville called the meeting to order at 8:02 am.

**2. Roll Call:**

Members in attendance are noted above. Chair Tourville called for introductions for new West St. Paul representative, Director Vitelli. Introductions were made.

**3. Approve Agenda:**

**Action:** No action taken.

**CONSENT AGENDA**

- 4a. Approve the minutes of the regular board meeting on February 21<sup>st</sup>, 2013.**
- b. Adopt and ratify the Executive Committee's approval of paid claims.**
  - January 1<sup>st</sup> – 31<sup>st</sup>, 2013
  - February 1<sup>st</sup> – 28<sup>th</sup>, 2013
  - March 1<sup>st</sup> – 31<sup>st</sup>, 2013
- c. Approve Financial Reports.**
  - 2012 Audited Year End
  - January, 2013 Unaudited Financial Report
  - February, 2013 Unaudited Financial Report
  - March, 2013 Unaudited Financial Report
- d. Receive Report on Contracts & Service Agreements Executed by Executive Director between the dates of February 21<sup>st</sup> and May 16<sup>th</sup>, 2013.**
- e. Statutory Tort Limit**
- f. Lease Addendum**

**Discussion:**

Slavik (Dakota County) reported that his agency on page five of the February 21<sup>st</sup> meeting minutes was stated as Hastings and should now be Dakota County.

**Action:** Motion by Slavik (Dakota County) to approve the consent agenda with the identified correction to the February 21<sup>st</sup>, 2013 meeting minutes. Second by Duggan (Mendota Heights). Motion passed unanimously.

## **REGULAR AGENDA**

### **5. Refund 2012 Excess Fund Budget**

#### **Discussion:**

Lind (DCC) reported that 2012 revenues exceeded expectation and 2012 expenditures came in under estimates resulting in an 18% fund balance. Lind reminded members that per policy, the DCC fund balance was not to exceed 14% and as such, members would be seeing a \$289,295 refund.

Lind explained that Mass Telephone Notification, 911 Fees, Interest Income and other miscellaneous revenues from grants accounted for a \$52,330 overage on estimated 2012 revenues. Lind added that unfilled personnel positions and savings on facility maintenance, professional services, contract equipment repair, phone services, LOGIS fees and schools, conferences and training accounted for lower than estimated 2012 expenditures. Lind directed attention to page 91 of the agenda packet stating that members would see their jurisdiction's percent of the refund.

McKnight (Executive Committee Chair) reported that there was no discussion on this topic at the Executive Committee meeting.

**Action:** Motion Duggan (Mendota Heights) to approve the 2012 fund balance refund as presented. Second by Bergman (Apple Valley).

**Further Discussion:** Hansen (Eagan) commented that he appreciated the detailed explanation of financial reasons for the refund.

Motion passed unanimously.

### **6. 2014 Budget**

#### **Discussion:**

Lind (DCC) informed members that although the budget was being presented staff was not requesting formal adoption until better CAD information was received. Lind stated that since inception the DCC had been guided by a desire for fiscal responsibility and providing a high level of service. Lind added that organization objectives for service and cost containment were the basis for the proposed 2014 budget. Lind reminded members that the budget being presented included preliminary un-negotiated CAD costs. Lind thanked Joe Lynch, Justin Miller and Steve Mielke for participating on the Executive Committee Budget Workgroup. Lind then reviewed the Proposed 2014 Operating and Capital Budgets presentation with members.

Tourville (Inver Grove Heights) referred to Contract Data Processing expenses and reminded members that the numbers presented were worst case scenario as no CAD negotiations has taken place yet. Tourville then asked if there was usually a better outcome. Feller (DCC Fiscal Agent) confirmed that the costs were based on estimated numbers provided by LOGIS from the two

potential vendors. Feller then stated that once a final vendor was selected LOGIS would negotiate the contract. Feller stated that it was very unlikely that costs would go up as almost always prices decreased after negotiations.

Slavik (Dakota County) referred to the capital projects console replacement expense and asked if consoles would be replaced at that time anyway. Lind (DCC) responded that the replacement would likely be able to be pushed out two to three years. Lind stated that through discussions with Motorola, it sounded as though Motorola believed some equipment rebates would be available because there were other agencies across the Country who were looking for the Gold Elite consoles.

Bergman (Apple Valley) referred to the 2015 consoles expenditure and asked if it was expense was in addition to the identified member fees. Feller (DCC Fiscal Agent) clarified that the cost to cover that expense was already allowed for in the budget.

Hansen (Eagan) asked if the console replacement was an unfunded mandate. Lind (DCC) confirmed and added that there would also be state tax. Lind stated that the affected PSAPs had requested information on potential grants and were also looking at pending legislation on the state taxes. Lind stated that there was currently a compromise bill that had moved forward but was not supported by state PSPAs that would allow state taxes to be paid by PSAP 911 reimbursements which was basically still an expense to the PSAPs. Lind reported that there were also some issues with the newer Motorola consoles. Lind explained that Washington County had three of the consoles shut themselves down and Motorola was unable to determine the reason. Hansen (Eagan) asked if PSAPs had been in contact with their local legislature. Lind (DCC) confirmed stating that PSAPs were working through the MESB lobbyists. Tourville (Inver Grove Heights) suggested working with Dakota County legislation and lobbyists to relay the message opposed to the use of 911 refunds for paying state taxes on the consoles.

Bergman (Apple Valley) asked for clarification on what large expense was happening in 2018 to increase capital. Lind (DCC) explained that in 2018 there would be a change to the fire VHF paging infrastructure. Lind commented that PSAPs were watching it very closely. Lind explained that VHF pagers had been around for 30 or more years as the NFPA and ISO only recognized VHF as legitimate paging for fire departments because of its closed-loop system controlled by member agencies. Lind stated that the vast majority of fire departments also relied on alpha-numeric pagers and Active 911. Lind acknowledged that the anticipated expense was still five years out and the hope was that technology would improve enough to allow for other considerations by the NFPA and ISO. Lind stated that if that were to happen, there would still be the need for something, but it would not likely be a \$980,000 expense. Hansen (Eagan) clarified that the 2018 increase to capital costs was based on an anticipated expenditure, not a state mandate. Lind (DCC) confirmed.

Slavik (Dakota County) asked for clarification on debt issuance. Feller (DCC Fiscal Agent) commented that in 2018, based on the current member fee structure, the budget and long range plan would be a stable membership levy for equipment. Feller stated that for 2018, there would be two options. The first would be to issue 1,000,000 of debt and the second would be levy a 1,000,000 assessment to members. Feller reminded that in 2007 the option was that all members

would participate in the debt issuance. To do that, every single city council had to resolve full faith and credit to payment of their share of debt. Feller acknowledged that 2018 was far enough away so cities will have the option of taking an assessment or participating with other DCC members and issue one piece of debt. In meantime, by the time membership gets to 2018, there may be tech changes or ISO ratings which may allow the expense to be pushed to subsequent years. Tourville (Inver Grove Heights) directed member attention to page 99 for further clarification.

Hansen (Eagan) referred to the decrease in members fees for Dakota County and asked why it was so significant. Lind (DCC) explained that Dakota County found that their parks and trails people were creating CAD calls every time they checked on a park. Lind added that the County was also pulling CAD calls for many things other members were not. Feller (DCC Fiscal Agent) directed attention to pages 104 and 105 of the packet stating that each CAD call cost member agencies approximately \$25.

Lind (DCC) stated that staff was not requesting approval of the budget until after the CAD/Mobiles determination was made with known costs. Tourville (Inver Grove Heights) suggested members review the budget document with their Administrator and identify a plan for presentation to their Councils. Tourville added that there were some minor operational changes that could be made by member agencies that could reflect significant CAD cost savings. Tourville clarified that each agency had the ability to set policies knowing how CAD costs were charged.

Tourville (Inver Grove Heights) reiterated that the Proposed 2014 Operating and Capital Budgets was presented for review only at this time with official action at the August meeting.

**Action:** No action.

## **7. CAD Software Acquisition**

### **Discussion:**

Lind (DCC) reported that the CAD Software Acquisition was something that had been discussed for a number of months. Lind recapped that the main discussion was whether or not the DCC consortium should stay with LOGIS for CAD/Mobiles or bring a product in-house. Lind stated that the direction was that membership was to continue participating on the LOGIS CAD/Mobile RFP Committee until a product was identified at which time members could determine whether or not it was feasible to bring a product in-house. Lind stated that at the last Executive Committee meeting DCC Legal Counsel, Jay Stassen, presented a memo that that addressed identified needs to protect the DCC Consortium. Lind stated that most of the discussion was not about addressing the concerns and desired items in a contract, but more on how it was presented. Lind stated that LOGIS was a partner and the consortium needed to have the ability to address concerns and provide guidance that would benefit the whole LOGIS consortium. Lind stated that the decision at the Executive Committee level was to endorse the DCC Executive Director and DCC Legal Counsel creating a letter addressing the points in the memo as a benefit to the whole LOGIS membership and then also meet with LOGIS representation to review the items desired in an upcoming CAD contract. Lind stated that the direction was to protect all LOGIS members. Lind stated that some things identified were the need for clear financial obligations

that included transferrable licenses at no additional expense. Lind continued stating that LOGIS needed to get longer testing and performance periods after each PSAP went live with extended payment schedules. Lind stated that with the assistance of legal counsel she was formulating the letter to present to LOGIS for consideration as the process moved forward. McKnight (Executive Committee Chair) commented that there had been a lengthy discussion at the Executive Committee level and the desire was to present a letter written to protect not only the DCC but all members of the LOGIS consortium.

Tourville (Inver Grove Heights) acknowledged the very complicated situation.

Duggan (Mendota Heights) referred to page 109 and asked for clarification on the 3<sup>rd</sup> bullet on the page. Lind (DCC) clarified that if performance did not meet the requirements, members would have the ability to duplication the system on another server to accommodate the work load. Duggan (Mendota Heights) referred to the 4<sup>th</sup> bullet regarding the transfer of system license. Lind (DCC) responded stating that much like the MDC licenses the consortium would like the ability to transfer software license if the desire were to bring a product in-house. Duggan (Mendota Heights) asked what sort of a commitment was involved. Lind (DCC) explained there would be a five year financial commitment. Duggan (Mendota Heights) referred to the last bullet on page 110 and suggested proofing as there appeared to be a typo.

**Action:** Motion by Hansen (Eagan) to direct the Executive Director to work with DCC Legal Counsel to formulate a letter detailing the concerns identified in the Legal Counsel memo and also meet with LOGIS representation in an effort to have the concerns addressed in contract negotiations. Second by Duggan (Mendota Heights).

Motion passed unanimously.

## **8. Fire Dispatch Protocol**

### **Discussion:**

Lind (DCC) informed members that the Burnsville Fire Department presented a desire to have the DCC dispatch staff certified in Emergency Fire Dispatch (EFD) through Priority Dispatch. Lind clarified that Priority Dispatch was the vendor who also provided the Emergency Medical Dispatch (EMD) companion software. Lind stated that the request was presented to and approved by the Fire/EMS Operations Sub-Committee at their February meeting with the caveat that implementation costs, including initial training, would be covered by grant dollars. Lind stated that the recommendation was then brought before the Joint Operations Committee at their March meeting and after some discussion, the Joint Operations Committee endorsed the recommendation, again based on the agreement that members of the Fire/EMS group would apply for and receive grants to cover implementation costs including training. Lind stated that the proposal endorsed by the Executive Committee was to proceed with pursuit of grant money to cover installation and up front training costs, followed by implementation and training only after funds have been secured for those expenses. Lind stated that the installation cost was estimated to be approximately \$135,000, not including initial training costs. Lind commented that this product was important to the Fire Departments and staff was hopeful it would positively impact call processing times.

Bergman (Apple Valley) referred to the \$11,000 in yearly maintenance costs and asked for clarification. Lind (DCC) responded that they would be covered by DCC membership but that staff believed the funds to cover that expense could come out of the training budget. Bergman (Apple Valley) then asked about the likelihood of equipment changes needed years down the road and potential associated expenses. Lind (DCC) explained that much like EMD, the product was strictly software and the \$11,000 would cover software upgrades going forward. Lind added that LOGIS had confirmed that there was available space on the server for the product.

Tourville (Inver Grove Heights) commented that the Fire Departments were pretty keyed into this product being advantageous to the consortium and applauded them for pursuing grants for the funding. Lind (DCC) reported that grant application periods were May – June and that the item would likely be back on the August or October agenda as an update.

Duggan (Mendota Heights) asked what other organizations had implemented EFD. Lind (DCC) responded that EFD had been in use across the County for approximately seven years. Lind added that Washington County was doing EFD through a different vendor and Minneapolis was looking at implementing it. Lind stated that Los Angeles and Chicago were both using EFD, which provided standardized questions for dispatchers to ask as an aid in determining level of response.

Tourville (Inver Grove Heights) commented that implementation of EFD would make both Dispatch and Fire Departments more efficient.

**Action:** Motion by Slavik (Dakota County) to proceed with efforts to implement Emergency Fire Dispatch by applying for grants to cover implementation costs to include initial training expenses. Second by Duggan (Mendota Heights). Motion passed unanimously.

## **9. Executive Director Update**

### **Discussion:**

EOC Equipment/Exercise – Lind (DCC) informed members that Dakota County would be sponsoring an EOC exercise at the DCC the following week. Lind stated it would be an opportunity to test the new equipment installed in the Training Room and allow elected officials and other agency employees to see what the EOC looked like. Lind reminded members that the DCC Training Room was now the backup EOC for the County and this was an opportunity to practice use of the room. Lind added that Dakota County had additional grant money available that they have used to better equip the DCC Training Room in its backup EOC capacity at no cost to the DCC or its members.

Active Shooter – Lind (DCC) addressed the increased active shooter incidents in schools and businesses country wide and the need for implementation of an active shooter protocol. Lind stated that through staff and Law Enforcement, Fire and EMS efforts, DCC Active Shooter protocol training had been administered to all DCC staff. Lind clarified that the Active Shooter Training was based on the 3Echo protocol used by Law Enforcement and Fire/EMS. Lind thanked Burnsville PD and Fire, Lakeville PD, Mendota Heights PD and South Metro Fire as well as Dakota County EMS for their participation in development of the protocol which is the first of its kind in the metro area. Lind stated that the DCC has been requested to share the

protocol with other PSAPs in the area for use and training of their staff as well. Special thanks to members of the MAAG team, DCC Supervisors Rose Kruchten and Doris Lake and DCC Dispatcher Rachel Keeler for their efforts on this well received training.

Legislative Updates – Lind (DCC) directed attention to the legislative update handout, specifically house file 669. Lind informed members that although a house-keeping item, file 669 would bring 911 administration under a new umbrella of emergency communications, overseen by the State Radio Board. Lind encouraged member representation on the Board to allow monitoring of 911 funding. Hansen (Egan) asked if there was a companion bill at Senate. Lind (DCC) confirmed stating it was virtually the same thing. Tourville (Inver Grove Heights) asked who in Dakota County was on that Board. Slavik (Dakota County) commented that he believe Commissioner Egan was on the Board.

Other legislation was a bill for PERA that would give dispatchers early retirement at age 55.

**Action:** No action, Update only.

## **10. Executive Director's 2013 Performance Goals**

### **Discussion:**

Tourville (Inver Grove Heights) distributed a copy of the Executive Director's 2013 performance goals stating that this topic was a personnel issue and as such, the material was not included in the packet distribution. Tourville reminded members that the Executive Director was the only employee of the Board of Directors. Tourville then reminded members that Directors Baumann, Duggan and Tourville were on a committee identified to meet with Director Lind and develop her performance goals. Tourville stated that he and Baumann met with Lind three times to develop the goals presented to members. Tourville clarified that there was no action needed at this meeting as members just received the goals but requested members review the goals as approval would be requested at the next Board of Directors meeting.

Bergman (Apple Valley) commented that he assumed that much influence on the goals came from the Police and Fire agencies. Bergman then stated that he thought it was crucial for those members to be active participants in the Executive Directors goal setting process. Tourville (Inver Grove Heights) agreed but clarified that the Operations Committee did not run the DCC, the Board of Directors did and the Executive Director reported to the Board.

McKnight (Executive Committee Chair) reminded members that the goals for 2013, based on the 2012 performance evaluation and there needed to be more efficiency in the process for financing and compensation reasons.

Duggan (Mendota Heights) stated that identified goals were put into place as they were measurable.

**Action:** No action. Action tabled until August, 2013 meeting.

## **11. Miscellaneous**

### **Discussion:**

Hansen (Eagan) recognized that there were four agencies not represented and reminded of the importance of having representation at meetings. Slavik (Hastings) commented that it seemed as though the May meeting, which was where the budget was presented, historically had poor attendance. Slavik questioned possible conflicts with a May meeting date that may continue. Lind (DCC) acknowledged stating that DCC staff had heard from three representatives stating they had other conflicts.

Balsanek (Hastings) voiced concerns about the direction to call 911 for any response as people were still reluctant to call 911. Balsanek then asked what efforts were being taken to get that word out. Tourville (Inver Grove Heights) responded that there were different factors that included the age of the population, etc. Tourville commented that different agencies were taking different steps to address this concern and that there was an effort in process that was looking at sorting through the issue and educating residents. Tourville stated that many agencies were able to provide information electronically through their websites. Tourville then stated that the Consortium previously considered a possible non-emergency phone line option but that it proved to be very expensive. Balsanek (Hastings) commented that he could not recall if there had been any sort of press release. Tourville (Inver Grove Heights) commented that the City of Lakeville did an update on the DCC and what services it offered through their local cable group which could potentially be shared with other agencies in the County. Tourville reminded that although a combined effort was needed, it was each individual agency's responsibility to promote the directive via whatever methods they had available to them.

**Action:** No action. Discussion only.

### **Adjourn**

**Action:** Motion by Duggan (Mendota Heights) to adjourn. Second by Hansen (Eagan). Motion passed unanimously. Meeting adjourned at 9:33 am.

**Next Meeting:**  
**August 15<sup>th</sup>, 2013**  
**8:00 am**  
**Location: DCC**