

**Dakota Communications Center (DCC)
Board of Directors
Minutes of Meeting: 10/17/2013**

Members Present: Dakota County – Mike Slavik; Eagan – Gary Hansen; Farmington – Jason Bartholomay; Hastings – Joe Balsanek; Inver Grove Heights – George Tourville; Lakeville – Kerrin Swecker; Mendota Heights – Ultan Duggan; Rosemount – Jeff Weisensel; South St. Paul – Beth Baumann; West St. Paul – Dick Vitelli

Members Absent: Apple Valley – John Bergman; Burnsville – Bill Coughlin;

Alternates Present: Burnsville – Mary Sherry

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

1. Call the Meeting to Order:

There being a quorum Chair Tourville called the meeting to order at 8:00 am.

2. Roll Call:

Members in attendance are noted above.

3. Approve Agenda:

Action: Motion by Duggan (Mendota Heights) to approve the agenda. Second by Vitelli (West St. Paul). Motion passed unanimously.

CONSENT AGENDA

4a. Approve the minutes of the regular board meeting on May 16th, 2013.

b. Adopt and ratify the Executive Committee's approval of paid claims.

- July 1st – 31st, 2013

- August 1st – 31st, 2013

c. Approve Financial Reports.

- July, 2013

- August, 2013

d. Receive Report on Contracts & Service Agreements Executed by Executive Director between the dates of August 15th and October 17th, 2013.

Discussion:

Duggan (Mendota Heights) requested clarification on the large difference in claims paid between August and September. Lind (DCC) explained that that was due largely to staff holding the Lease payment for clarification from Dakota County.

Action: Motion by Slavik (Dakota County) to approve the consent agenda. Second by Sherry (Burnsville). Motion passed unanimously.

REGULAR AGENDA

Action Items

5. Non-Union Personnel 2014 Wage Increase

Discussion:

Lind (DCC) reported that the DCC JPA and Bylaws direct that staff is to bring yearly staff wage adjustments before the Board of Directors for consideration. Lind explained that there were only five non-union employees that this annual wage adjustment would impact. Lind stated that in reviewing DCC comparables and member agency preliminary information, staff had requested a 2% increase for 2014. Lind further requested consideration of a 3% performance increase effective 2/27/2014 contingent on a positive performance evaluation for the Operations Director. Lind clarified that the Operations Director was the only employee besides herself that was not placed on the step wage structure. Lind added that the Executive Committee received this request at their October 2nd meeting and recommended approval.

Action: Motion by Duggan (Mendota Heights) to approve the staff proposal for a 2% step increase in 2014 for non-union personnel wage increases and a 3% performance increase effective on the anniversary date of the Operations Director contingent of a positive performance evaluation. Second by Swecker (Lakeville). Motion passed unanimously.

6. Executive Assistant Job Description Review

Discussion:

Lind (DCC) informed members that DCC staff was reviewing position job descriptions as they hadn't been reviewed since 2006. Lind stated this was in preparation for an upcoming required Pay Equity report and since the Executive Assistant position had changed the most, it was the first position to be reviewed. Lind explained that as the DCC has matured as an organization, the Executive Assistant position has evolved to include the majority of the human resource responsibilities in the organization and it was important these responsibilities be reflected in the position description. Lind informed members that staff would also be reviewing the Dispatch and IT position descriptions in the near future.

Action: Motion by Bartholomay (Farmington) to approve the modified Executive Assistant Job Description as presented by staff. Second by Hansen (Eagan).

Further Discussion:

Duggan (Mendota Heights) asked for clarification on what is involved in the management of the court subpoena process. Lind (DCC) explained that dispatch staff was regularly subpoenaed to appear in court and testify that audio being presented as evidence was true and accurate. Lind stated that when the subpoenas came into the Center, the Executive Assistant accepted them, presented them to the Dispatcher and also to the scheduling supervisor to get the dispatcher off the schedule. Lind added that the Executive Assistant monitored the weekly court schedules for cancellations and reported any cancellations or continuances to all impacted parties. Duggan (Mendota Heights) commented that it sounded like an important process and asked who the backup was. Lind (DCC) responded that in the Executive Assistant's absence, the Operations Director took over that role.

Tourville (Inver Grove Heights) asked if there was any feedback from the Executive Committee on this item. McKnight (Executive Committee Chair) responded that there was no discussion on this item.

Hansen (Eagan) asked if there were any training opportunities that the Executive Assistant participated in to help ensure sound performance. Lind (DCC) confirmed stated that the Executive Assistant was a member of both the BUG and TUG forums that included other human resource representative from the area. Lind added that Hildebrandt attended regular meetings, trainings and webinars as well as a Human Resource class that she recently completed. Hansen (Eagan) asked if there was a certificate or anything received from the class. Hildebrandt (DCC) confirmed stating that the class was a four month Public Sector HR Essentials Program offered through the International Public Management Association for Human Resources. Hildebrandt stated that she received her certification the end of September. Lind (DCC) added that Hildebrandt also received a compliment from her instructor stating that her responses were some of the most complete and cogent he had received through all his sessions.

Motion passed unanimously.

7. 2014 Board of Directors Meeting Schedule

Discussion:

Lind (DCC) reminded members that the DCC Board of Directors had a quarterly meeting schedule which resulted in four meetings a year unless a special meeting was called. Lind stated that staff was recommending a continued quarterly meeting schedule for 2014 and noted that as in past years, the November meeting date was moved up one month to allow for any possible benefit approvals prior to open enrollment.

Action: Motion by Duggan (Mendota Heights) to approve the 2014 Board of Directors meeting schedule as presented. Second by Balsanek (Hastings). Motion passed unanimously.

Information Updates/Discussion Items

8. Executive Director Update

Discussion:

CAD – Lind (DCC) reported that member agencies and other metro area LOGIS members underwent a hardware refresh on October 9th. Lind stated that this event allowed DCC staff to test the continuity of operations plan, using paper and pencil for ten hours. Lind commented that call takers wrong the information on paper and then it was delivered to the dispatchers. Lind complimented staff and responders stating it went very well. Lind speculated that it was maybe more of a challenge for some of the Law Enforcement folks, not having access to CAD for that long. Lind stated that after the event, staff worked hard to transfer all the information into the CAD system. Lind stated that staff was still working with LOGIS and Motorola to resolve a few minor glitches.

Tri-Tech – Lind (DCC) informed members that LOGIS hoped to have the contract with Tri-Tech signed by the end of October. Lind stated that DCC Legal Counsel Jay Stassen was reviewing all the information and it had been confirmed that all the DCC-identified concerns had been addressed. Lind added that Ramsey County was about six months ahead of the DCC and was reporting that their conversion was going well. Swecker (Lakeville) asked Lind to let members know what the Ramsey County conversion was completed. Lind (DCC) confirmed.

Dispatch & Supervisor Contract Negotiations – Lind (DCC) reported that the dispatch tentative agreement had been completed but had not yet been presented to the Executive Committee. Lind added that the Dispatch Supervisors tentative agreement had been completed and presented to the Executive Committee at their October 2nd meeting but was tabled pending some follow up information on one of the items. Lind stated that the information and both tentative contracts would be brought back to the Executive Committee at their November 6th meeting, so there may be the need for a special Board of Directors meeting after that time. Lind reported that the tentative agreement included a two-year contract with 2% increases each year. Lind assured that the contract seemed to be in line with what staff was seeing from the other dispatch centers in the area. Swecker (Lakeville) asked for clarification on the process. Lind (DCC) stated that the tentative agreement went to both the Dispatch staff and the Executive Committee for ratification at the same time and that the Dispatcher voting was open until the end of the week. When asked by Chair Tourville (Inver Grove Heights) how this seemed to compare to member agency increases, Weisensel (Rosemount) commented that it seemed high. Swecker (Lakeville) reminded members of the current staffing level concerns and the need to get the right folks in these positions. Swecker stated it was a good time to show they are important and also maybe aid in recruiting good candidates. Tourville (Inver Grove Heights) asked who the comparables were. Lind (DCC) responded that the comparables were Washington County, Hennepin County, Ramsey County, St. Paul and Minneapolis as identified by an arbitrator early on.

Shared Telephone System – Lind (DCC) reported that the group effort being spearheaded by the MESB to evaluate the possibility of a shared telephone system was continuing. Lind (DCC) added that the week of October 21st there would be two full-day manufacturer evaluations. Lind stated that some of the costs came in higher than expected to the group hoped to clarify the costs and possibly bring them down after visiting with the manufacturers and vendors. Lind informed members that the possibility of a shared telephone system was appealing because it would allow for shared overflow plans. Lind clarified that that meant if an agency experienced a large storm, they could identify where overflow calls would be routed to possibly eliminating residents receiving busy signals. Lind acknowledged although this would be a new venture for the metro area and Minnesota, it was being done in other parts of the County. Lind stated that the participating agencies brought their IT staffs together to discuss the venture and it was recommended that the agencies contact the State about available dark fiber under the public safety umbrella. Lind stated that once the costs had been evaluated, an update would be brought back to the group. Tourville (Inver Grove Heights) commented that members would likely receive an update at an upcoming HIPAA meeting and encouraged members to push for dark fiber versus lit fiber, which is what the cable companies were pushing for. Lind (DCC) stated that the DCC was invited to participate in some of the study groups in Burnsville and Eagan. Tourville (Inver Grove Heights) clarified that there were five vendors but only 2 manufactures so some of the vendors were proposing the same equipment. Lind (DCC) confirmed.

Motorola Service Contract – Lind (DCC) informed members that much like the shared phone system, the DCC was participating in a review of Motorola service contracts. Lind stated that the service contracts were expensive and continued to increase every year. Lind stated that the joint effort met with Motorola in an attempt to determine if prices could be brought down if there were a joint venture under one contract. Lind stated that Ron Jansen from Dakota County Radio Services was the radio backbone guru and was working to ensure everything Dakota County

would need would be included in the contract. Lind stated this was the first time the metro area communications centers and radio technicians had gotten together to consider a joint venture. Lind acknowledged that there were very few providers out there and that the effort was to at a minimum, hold Motorola accountable for their charges, especially the administrative charges being assessed to all centers. Duggan (Mendota Heights) asked what the alternative might be. Lind (DCC) responded that there were a couple of different providers who were Motorola certified and that the option of continuing with Motorola was still there.

Active Shooter –Lind (DCC) stated that although the DCC hoped to never have a mass casualty event, it was necessary to be prepared. Lind (DCC) commented that dispatch staff spent two days with Inver Grove Heights going through active shooter training, on scene. Lind added that staff had also participated with Lakeville responders in a recent active shooter training in the Lakeville school system that also involved the teaching staff. Lind stated one of the teachers commented that it was one of the best trainings they had ever received. Lind added that staff would be working with Burnsville over the next couple of weeks also. Lind reported that after having done a presentation on DCC efforts to prepare the Center for a mass casualty event to the metro-wide EMS Committee, staff was asked to bring the presentation to the state-wide conference in spring, 2014. Lind stated that it sounded as though the DCC was the only communications center to have sat down with responders, written a plan, trained staff and then presented the training to member Law and Fire/EMS personnel.

Fire Prevention Week – Lind (DCC) informed members that 18 DCC staff members participated in nine Fire open houses over the past week. Lind commented that it was nice for staff to get out and meet the citizens and thanked member Fire/EMS Departments for always inviting the DCC to their events.

Board Appointments – Lind (DCC) updated that agency Administrators/Managers would be receiving a letter in the next couple of weeks reminding that Board Appointments needed to be made at the first Council/Commission meeting of 2014. Lind stated that specifically, Apple Valley, Burnsville, Dakota County, Eagan and Lakeville needed to make official primary and alternate appointments and any other agencies making representation changes would need to send those changes to the DCC. Lind reminded that the appointments were for two year terms and the commitment was quarterly meetings.

Board of Director Chair Appointment – Lind (DCC) reminded members that also in the beginning of 2014 the Board of Directors would need to appoint a Chair and Vice-Chair. Lind stated the appointment would take effect at the end of the first meeting of the Board of Directors in 2014. Lind stated that Mayor Tourville was completing his second term and was not eligible for appointment. Lind added that Vice-Chair Baumann would be eligible for appointment to the position of Chair. Baumann (South St. Paul) commented that she would be interested in the position.

Action: No action. Update only.

OTHER BUSINESS

9. Miscellaneous

Slavik (Dakota County) asked for a staffing update given the two overcomp positions. Lind (DCC) informed members that staffing was still down two positions with four new hires in training. Lind stated that the DCC turnover rate was hanging at about 10%, which was good as other metro-area communication centers were reporting 10 – 12%. Lind stated that nationwide, the reports were coming in at about 18% turnover. Lind stated that new hires were coming in and finding the job much more difficult than anticipated and emotionally taxing. Lind stated that there would be another hiring process starting the beginning of November to fill open positions.

Tourville (Inver Grove Heights) asked if staff was confident there would be the need for a special meeting before the end of the year. Lind (DCC) confirmed and stated that a survey would be sent out to determine when might be the best day for a special meeting.

Duggan (Mendota Heights) stated that he was pleased to report that Mendota Heights had officially received a AAA rating, which didn't happen very often. Duggan stated that credit should be given to all the citizens of Mendota Heights for their contributions to this effort.

Action: None

Adjourn

Action: Motion by Duggan (Mendota Heights) to adjourn. Second by Slavik (Dakota County). Motion passed unanimously. Meeting adjourned at 8:31am.

Next Meeting:
Special Meeting TBD
Location: DCC