

**Dakota Communications Center (DCC)**  
**Board of Directors**  
**Minutes of Meeting: 05/15/2014**

**Members Present:** Apple Valley – John Bergman; Burnsville – Bill Coughlin; Dakota County – Mike Slavik; Eagan – Gary Hansen; Inver Grove Heights – George Tourville; Mendota Heights – Ultan Duggan; South St. Paul – Beth Baumann; West St. Paul – Dick Vitelli

**Members Absent:** Farmington – Jason Bartholomay; Hastings – Joe Balsanek; Lakeville – Kerrin Swecker; Rosemount – Jeff Weisensel

**Alternates Present:**

**Others Present:** DCC – Diane Lind, Cheryl Pritzlaff, Jen Hildebrandt; Executive Committee Chair – Steve King; DCC Fiscal Agent – Dennis Feller

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

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

**2. Pledge of Allegiance**

**3. Roll Call:**

Members in attendance are noted above.

**4. Approve Agenda:**

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

**CONSENT AGENDA**

**5**

- a. **Approve minutes from the regular Board meeting dated February 20<sup>th</sup>, 2014.**
- b. **Adopt and ratify the Executive Committee's approval of paid claims:**
  - **January 1<sup>st</sup> – 31<sup>st</sup>, 2014**
  - **February 1<sup>st</sup> – 28<sup>th</sup>, 2014**
  - **March 1<sup>st</sup> – 31<sup>st</sup>, 2014**
- c. **Approve Financial Report**
  - **Audited 2013 Financial Report**
  - **March, 2014 Unaudited Financial Report**
- d. **Receive Report on Contracts & Service Agreements Executed by Executive Director between February 20<sup>th</sup>, 2014 and May 15<sup>th</sup>, 2014.**
- e. **Statutory Tort Limit**
- f. **2014 CIP Budget Amendment**

**Discussion:**

Chair Baumann (South St. Paul) informed members that Item 5 c included January and February, 2014 financial reports that would not be included for consideration. The first financial report of the year was March, 2014, which was attached.

**Action:** Motion by Tourville (Inver Grove Heights) to approve the Consent Agenda with noted modification. Second by Duggan (Mendota Heights). Motion passed unanimously.

## ***REGULAR AGENDA***

### ***Action Items***

#### **6. 2015 Budget**

##### **Discussion:**

Lind (DCC) introduced Fiscal Agent Dennis Feller who was invited to the table to participate in the 2015 Budget discussion. Lind stated that the 2015 budget was developed with the intention to remain as fiscally responsible as possible while still maintaining a high level of service. Lind acknowledged that there were some technology improvements that impacted the budget but that the overall belief was that the budget met the fiscal responsibility to member agencies and tax payers. Lind then reviewed the 2015 budget PowerPoint presentation with members.

Tourville (Inver Grove Heights) referred to the Dispatch Radio Consoles expense of \$1,773,478 and asked for clarification. Lind (DCC) responded that the ARMER Radio System was upgrading its backbone and as part of that, the interface with the radio infrastructure would change. Lind stated that these changes required the DCC and other agencies not currently on the MCC7500 consoles to upgrade as the current Gold Elite consoles would no longer work. Lind explained that prior to DCC doors opening in 2007, the consortium had to decide if they wanted to install the stable Gold Elite consoles or the new MCC 7500. Lind stated that the decision was to go with the Gold Elite consoles with the understanding that they would eventually need to be replaced. Lind assured that the decision was a good one because the agencies who installed the MCC 7500 consoles encountered major initial issues. Bergman (Apple Valley) asked what the life expectancy of the MCC 7500 was. Lind (DCC) responded that it was approximately ten years but Motorola was really a single source vendor so any changes could decrease that. Hansen (Eagan) commented that it sounded as though this was an unfunded mandate and asked if there were any funding mechanisms being explored. Lind (DCC) confirmed but commented that there were issues associated with the one option discussed. Lind clarified stating that there had been a bill brought forward that was not supported by the PSAPs because the recommended funding mechanism was the 911 fees. Lind stated that per statute, the only portion of 911 fees that could be used were rebates back to the PSAPs so it was essentially taking out of one pocket and putting it in the other. Lind assured that area PSAPs had been pushing Jackie Mines at State Electronic Communications to revisit 911 fees as Minnesota had some of the lowest 911 taxes. Lind added that the taxes were also based on landline phones so the funding was decreasing rapidly. Lind further explained that there was a provision for cell phones, however it was a voluntary fee that the cell phone companies gave and there was no central tracking database so the State had to rely on what the cell phone companies were reporting. Lind added that VOIP was not recognized as a telephone system so they didn't count. Baumann (South St. Paul) recapped that the push back was primarily to reconsider 911 fee increases. Lind (DCC) confirmed.

Vitelli (West St. Paul) referred to the fire paging system anticipated for replacement in 2018 and asked if there was money being allocated to that expense in the CIP. Lind (DCC) confirmed.

Slavik (Dakota County) commented that he read that at some point the consortium might be looking to bond for possible equipment improvements in the future. Slavik then asked if there would be debt service in 2018. Feller (Fiscal Agent) explained that there would be an estimated \$500,000 debt service and that it was already identified in the budget as a place holder. Feller

commented that he would currently recommend short-term leasing of some of the equipment. Feller explained that the last LOGIS payment was scheduled for 2018 and if the decision were to issue short-term, it would blend really nicely. Feller added that while the presentation only displayed a five year plan, staff also had a ten year plan that showed equipment replacement dropping off significantly after 2020. Feller stated that theoretically speaking, the DCC could be debt free by 2021. Tourville (Inver Grove Heights) commented that he thought looking at short-term leasing was good advice as the people using the services at the time would be paying for it.

Tourville (Inver Grove Heights) referred to the Computer Aided Dispatch (CAD) events and asked if the cost per event was ever compared to neighboring or comparable agencies. Feller (Fiscal Agent) responded that the question came up a couple of years prior when discussion member fees and at that time, Staff compared the DCC with comparables like Ramsey, Anoka and Carver County and the primary issues was that with the DCC, the costs you see are exactly what it costs. Feller stated that in other cities, expenses for IT, the building, and other services were built-in elsewhere. Feller commented that the DCC entity tells the real true cost and compared to any other agencies it would not be consistent as they would be fragmented. Hansen (Eagan) acknowledged stating it would be an "apples to oranges" comparison. Feller (Fiscal Agent) confirmed but stated that one outcome of the study was specifically related to the personnel piece and staff was able to drill back into the costs associated and make comparisons. Feller stated the outcome of that was the determination that DCC personnel costs were very comparable to other organizations in both cost per unit, pay structure and call volume for assigned dispatchers.

Baumann (South St. Paul) commented that the Executive Committee recommended approval of the presented budget at their May 7<sup>th</sup> meeting and asked Executive Committee Chair, Steve King to recap the discussion at the meeting. King (Executive Committee Chair) reported that reports were that the meeting was strangely calm. However, the group tasked themselves to review the replacement methodology to ensure they weren't just replacing things because their time was up. Lind (DCC) agreed stating that so much of the equipment was under contract with not much negotiation ability that there was a bit of frustration that there wasn't much manipulation that could be done of the budget. Lind referred to wages and stated that across the metro area, the DCC wages were the middle of the middle and that evaluation was done approximately every two years. Lind stated that the Executive Committee looked at the phone system and other fixed expenses and asked staff to bring the associated costs back to the next Executive Committee meeting for review. Lind stated that the Executive Committee had no issue with recommending approval of the budget.

Hansen (Eagan) referred to the member allocations and said it didn't appear as though there were any significant changes. Lind (DCC) confirmed.

Demuth (Rosemount) asked if approved, how the 3.2% increase would be communicated to member agencies. Lind (DCC) responded that the budget document presented would be sent out to the Administrators and Managers as well as the Chiefs. Lind stated that could be as soon as later that day if approved. Demuth (Rosemount) clarified that she would not have voting authority as she was not identified as either the primary or alternate representative for Rosemount. Lind (DCC) confirmed.

Vitelli (West St. Paul) referred to the reported \$28 per Computer Aided Dispatch (CAD) event and asked if there was a historical record of what that cost was. Feller (Fiscal Agent)

commented that he did not have that information with him at the meeting but that it could be provided to the group.

**Action:** Motion by Duggan (Mendota Heights) to approve the 2015 Operating and Capital budget as presented. Second by Vitelli (West St. Paul). Motion passed unanimously.

## **7. Equipment Disposal**

### **Discussion:**

Lind (DCC) commented that as some of the equipment, primarily computers, have met their end of life and been replaced, the time has come to consider disposal options. Lind stated that because the DCC computers fall under the Department of Defense regulations on handling of equipment, they would have to be destroyed. Lind added that the vendor recommended by some of the member IT Directors was Aero Global Assets who was also on the State contract. Lind stated that Aero Global Assets would charge the DCC for the trip but then reimburse for any parts that they could reclaim. Lind speculated that the expense would be under \$1000.

**Action:** Motion by Duggan (Mendota Heights) to authorize DCC staff to engage the services of Aero Global Assets and have out of service DCC computer equipment destroyed. Second by Hansen (Eagan). Motion passed unanimously.

## ***Information Updates/Discussion Items***

### **8. Executive Director Report**

#### **Discussion:**

CAD – Lind (DCC) reported that the Computer Aided Dispatch (CAD) project was moving forward and the three DCC supervisors had been at LOGIS all week learning how to configure the new system. Lind stated that at time of “go-live”, metro area TriTech users would have CAD to CAD interfaces. Lind stated that this would be especially beneficial as far as Allina goes as they would also have the TriTech product and it was anticipated that response times would decrease. Lind referred to those agencies that were in the HealthEast response area and stated that the DCC, LOGIS and some of the area EMS/Fire had recently met with HealthEast and proposed a Computer Aided Dispatch (CAD) interface. Lind reported that the response was very favorable and that HealthEast would be looking at a \$50,000 - \$80,000 expense to make that happen as HealthEast currently did not have a Computer Aided Dispatch (CAD) product. Lind stated that if the interface with HealthEast was not ready by “go-live” it would be ready shortly thereafter. Lind informed members that currently, South Metro Fire representative Mark Erickson and DCC Supervisor Rose Kruchten were working with HealthEast looking at Active 911 and the possibility of sending Computer Aided Dispatch (CAD) calls to the HealthEast mobile devices in an effort to improve communications short-term.

Telephone – Lind (DCC) updated members on the ongoing effort of a shared phone system in the metro area. Lind stated that what started with ten agencies has now been broken down into phases. Lind explained that the Hennepin group, consisting of five agencies would be going first as some of them needed their system in place by November. Lind stated that Carver and Ridgeview Medical would be the second phase as they already had an IP network between the two of them. Lind continued stating that the DCC would likely be going with Ramsey as the third phase, but that no final costs had been received yet. Lind stated that currently the DCC and Ramsey were the most stable group and the desire to transition with Ramsey was because of the additional backup capabilities it offered. Lind stated there was a full redundant backup location

in Arden Hills and that there would also be servers at both the DCC and Ramsey County making the backup circular. Lind acknowledged that the ultimate goal would be to have all ten agencies linked together but the phases were set up to avoid any significant interruptions. Lind assured that costs associated would be brought back to the group for consideration as soon as available and it appeared as though the costs would be within the identified budget.

Audio Logger – Lind (DCC) referred to this line item in the Capital Improvements Budget discussed previously and stated that staff had been working with the University of Minnesota, State Patrol, Ramsey County and Washington County on a possible shared system. Lind stated that it could be done and that the group was working to get the pieces in place for future consideration.

Community Involvements – Lind (DCC) informed members that DCC staff had involvement in a number of member community events and groups. Lind stated that one of these groups was 360 Communities where there had been meetings in an attempt to bring some of the issues related to domestic violence full circle. Lind stated that the committee was working to review domestic abuse calls from the time the phone rang until the time the case cleared the Dakota County court. Lind stated that the 360 Communities efforts were looking to see what sort of assistance they could give. Lind stated that the preliminary ground work was being put in place and meetings were continuing to move forward. Lind then referred to Century College stating that they were putting together a pilot project with the DCC, Ramsey County and Washington County in an attempt to offer a nine month program of dispatching education basics. Lind speculated that some good candidates would likely come out of that program with some of the fundamentals, including the NCIC Certification. Lind referred to an upcoming Burnsville 3 Echo Drill reporting that coming up in September, after Burnsville Center doors close, there would be an active shooter drill in the center that would include approximately 3 scenarios with 60 officers from within Dakota County, Fire and EMS personnel and also dispatch staff. Lind recapped stating that in addition to participating in the 360 Communities, the Century College pilot, and the Burnsville 3 Echo Drill, the DCC was also hosting regular Citizen Academy tours and numerous Scouts groups and participated in the yearly fire department open houses. Lind thanked member agency Chiefs for always including DCC staff in these events.

Prairie Island – Lind (DCC) informed members that a full scale exercise was coming up on July where staff from federal government would be coming out to monitor a radiological drill. Lind stated that part of that included sitting with dispatch staff who had all been trained. Lind stated that staff was currently going through monthly drills and the frequency would soon escalate to bi-weekly and then weekly until the time for the full scale drill. Lind commented that the last drill reflected zero DCC staff deficiencies.

Duggan (Mendota Heights) referred to the current publicity the Minneapolis PSAP was getting and asked for some comments on that. Lind (DCC) commented that she had received calls from Kare11 News asking for background information on what the DCC stats looked at and why. Lind commented that Minneapolis was in an unusual situation at the moment because they were transitioning from identified call-taker and dispatcher positions to cross training all of their personnel as the DCC current currently does. Lind added that in some of the reports with the shots of the Minneapolis dispatch floor were a bit deceiving because they only showed a couple people working at the time. Lind stated that those were the call takers and what people didn't

see what that there was another area where the dispatchers sat. Lind stated that she couldn't really comment on the staffing level issues but stated that Minneapolis was currently operating on an older phone system so they simply didn't have the ability to obtain some of the statistics the DCC was able to get. Vitelli (West St. Paul) commented that the Kare11 report was disconcerting. Lind (DCC) acknowledged and stated that the longest wait reported by the DCC was 64 seconds when there was a major accident on the freeway and the center was inundated with calls for a brief period of time. Lind stated that the DCC had recently gone to automatic call distribution a couple of months back and the statistics were reflecting that 0% of calls were taking over 30 seconds to answer. Lind acknowledged that there were four or five calls that went over but that calculated to a fraction of 1%. Lind added that the DCC also pulled up call times by individual dispatcher to identify any needed training. Hansen (Eagan) commented that the information was favorable and it was good to stay out of the news from that perspective. Lind (DCC) agreed stating it was difficult to watch because at any given point in time, that could be the DCC. Lind acknowledged that as far as the news went, invisible was good.

Potential Bills in Legislature – Lind (DCC) informed members that the PERA bill previously discussed had not gotten out of either the House or Senate so it was currently considered “dead”. Lind commented that since that time, the DCC had received requests from Rosemount and Farmington representatives asking if they could come for a tour and possibly sit with dispatch staff to discuss possible global issues relating to 911 dispatching.

Facilities – Lind (DCC) reported that the Dakota County solar panel project on the berm to the north of the building was still in process and just waiting for delivery of the panels to be installed on the framework which was already up.

Aggregate Industries – Lind (DCC) stated that Aggregate Industries would be mining gravel on the far side of the campus and running a conveyor belt across the back of the property, across Hwy 3. Lind stated that there were some concerns about potential impacts on DCC operations but she had been able to see the contract between the County and Aggregate Industries and it explicitly addressed provisions for vibration and dust issues that may negatively impact the DCC. Lind stated that while there were no anticipated issues, this item was remaining on staff radar. Duggan (Mendota Heights) asked about filter quality and if there was a way to monitor that. Lind (DCC) confirmed and stated that Dakota County Facilities took regular steps to evaluate filters on a monthly basis as there was a way to measure filter efficiency. Lind added that results were documented monthly and changed out at least every 6 months.

Slavik (Dakota County) referred to the overtime budget and asked that a regular staffing update be added to the agency. Lind (DCC) acknowledged and reported that the DCC dispatch staffing level was 52 FTE plus 2 over comp positions. Lind stated that staffing was currently at 50 and two of them were in training resulting in the schedule being covered by 48 fully trained dispatchers. Lind stated that three more resignations were anticipated yet this year, one due to entrance in the military and two due to family relocations. Lind stated that staff had just finished interviews that resulted in identification of nine potential candidates for back grounding. Lind noted that the pre-employment and training time was long and that staff was hoping to get new hires started as quickly as possible. Duggan (Mendota Heights) asked if staff administered exit interviews. Lind (DCC) confirmed and stated that the results had been very positive. Lind commented that she had done one the day prior to the meeting and the comment was that DCC personnel made it look so easy and it was really much more difficult than anticipated.

**Action:** None. Update only.

***OTHER BUSINESS***

**8. Miscellaneous**

**Discussion:**

Chair Baumann (South St. Paul) presented Inver Grove Heights Mayor George Tourville with a plaque of appreciation for his service to the Board of Directors as Chair from 2010 through 2013.

In response to conversation about having Executive Director Lind participate in member agency work sessions, Chair Baumann (South St. Paul) confirmed that this topic had been identified in the Directors work plan. Baumann stated that with this item becoming a larger portion of everyone's budget, it would be good to have DCC representation at these budget meetings.

**Action:** None.

**Adjourn**

**Action:** Motion by Vitelli (West St. Paul) to adjourn. Second by Slavik (Dakota County). Motion passed unanimously. Meeting adjourned at 8:57 am.

**Next Meeting:  
August 21<sup>st</sup>, 2014  
8:00 am  
Location: DCC**

\_\_\_\_\_  
Beth Baumann, Board Chair

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Date

\_\_\_\_\_  
Executive Director, Diane Lind

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Date