

**Dakota Communications Center (DCC)
Board of Directors
Minutes of Meeting: 08/21/2014**

Members Present: Apple Valley – John Bergman; Burnsville – Bill Coughlin; Dakota County – Mike Slavik; Eagan – Gary Hansen; Farmington – Jason Bartholomay; Hastings – Joe Balsanek; Mendota Heights – Ultan Duggan; Rosemount – Jeff Weisensel; South St. Paul – Beth Baumann;

Members Absent: Inver Grove Heights – George Tourville; Lakeville – Kerrin Swecker; West St. Paul – Dick Vitelli

Alternates Present: Inver Grove Heights – Dennis Madden

Others Present: DCC – Diane Lind, Cheryl Pritzlaff, Jen Hildebrandt; Executive Committee Chair – Steve King

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.

Prior to addressing the agenda, Chair Baumann recognized the recent loss of Mendota Heights Police Officer Scott Patrick and offered condolences on behalf of the DCC Board of Directors to Mendota Heights and West St. Paul. Bergman (Apple Valley) recognized the DCC dispatch staff also stating that they were instrumental in the efforts. Bergmann added that as an observer, he thought the St. Paul spokesperson also did a great job. Bergman complimented all parties involved stating it was a job very well done. Duggan (Mendota Heights) thanked members of the Board for their kind words and stated that tragic events like this really remind people that as great as each member city is, they are made better by their neighboring partners. Duggan thanked members for their support. Baumann (South St. Paul) closed stating that the staff at the DCC did a great job.

4. Approve Agenda:

Discussion:

None

Action: Motion by Duggan (Mendota Heights) to approve the agenda as presented. Second by Hansen (Eagan). Motion passed unanimously.

CONSENT AGENDA

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- a. **Approve minutes from the regular Board meeting dated May 15th, 2014.**

- b. Adopt and ratify the Executive Committee's approval of paid claims:**
 - **April 1st – 30th, 2014**
 - **May 1st – 31st, 2014**
 - **June 1st – 30th, 2014**
- c. Approve Financial Report**
 - **April, 2014 Unaudited Financial Report**
 - **May, 2014 Unaudited Financial Report**
 - **June, 2014 Unaudited Financial Report**
- d. Receive Report on Contracts & Service Agreements Executed by Executive Director between May 15th and August 21st, 2014.**

Discussion:

Chair Baumann (South St. Paul) informed members that Director Duggan pointed out some grammatical errors in the minutes that were being considered. Weisensel (Rosemount) added that Vanessa DeMuth was present at the May meeting but was not identified on the minutes.

Action: Motion by Duggan (Mendota Heights) to approve the Consent Agenda with noted modifications. Second by Bergman (Apple Valley). Motion passed unanimously.

REGULAR AGENDA

Action Items

6. 2015 Health Benefits

Discussion:

Lind (DCC) reported that the 2015 Health Insurance increase was 10.5% plus an additional .1% for Ways2Save notifications. Lind stated that the plan detail was discussed in detail at the August 6th Executive Committee.

Lind informed members that the recommendation presented to the Executive Committee reflected the addition of a 4000/8000 High Deductible plan and a shared premium increase split between employee and employer. Lind stated that after discussion, the Executive Committee requested the recommendation be brought back to the HR Task Force for consideration of some minor adjustments that would bring the recommendation under budget. Lind assured that the recommendation had been brought back to the HR Task Force and that discussions were currently being held to create a recommendation for consideration by the Executive Committee at their September 3rd meeting. Lind reported that the Executive Committee requested the Board of Directors authorize them to oversee and approve the recommendation once brought back from the HR Task Force in September. King (Executive Committee Chair) stated that a number of new ideas were presented at the Executive Committee meeting but it was soon realized that review of the plan details was better left to DCC Staff at the direction of the professionals on the HR Task Force. King assured that any plan approved would stay within the identified budget. Weisensel (Rosemount) asked if there was any buy-in commitment from the individuals. Lind (DCC) confirmed stating that based on the proposed plan with Executive Committee suggested changes, the buy-in for single coverage started at about 10% and went down from there. Hildebrandt (DCC) explained that based on that same recommendation, the employee buy-in on the most costly plan was at approximately 10% and then went down from there. Hildebrandt explained that the intent was to tier the single plan participation costs from the more costly plan down to the cost plans in an effort to entice employees to move to the higher deductible plans

and ultimately phase the more costly plan out. Hildebrandt cautioned that the efforts were cautions as there were a number of participants currently in the plan and staff hoped to maintain the rapport with the union as there was currently no insurance language in the contract other than a “me too” clause. Weisensel (Rosemount) commented that he agreed with the effort toward phasing out the more costly plan. Baumann (South St. Paul) acknowledged the learning curve that went along with high deductible health plans.

Action: Motion by Slavik (Dakota County) to authorize the Executive Committee to approve a 2015 health insurance plan within the identified budget of \$637,296 at their September 3rd, 2014 meeting. Second by Duggan (Mendota Heights). Motion passed unanimously.

7. 2015 Dental and Ancillary Benefits

Discussion:

Lind (DCC) reminded members that dental and ancillary benefits were traditionally handled a bit differently. Lind explained that dental and ancillary benefit information was not normally received until later in the year and due to the timing needs of open enrollment, past practice was to authorize the Executive Director to enter into contracts with providers within the identified budget. Lind stated that preliminary reports reflected cost decreases if the DCC were to move ancillary benefits to Mutual of Omaha. Lind stated that staff was still reviewing the comparable information and engaging references but if everything looked good, the intent was to take advantage of the price decrease and move providers. Weisensel (Rosemount) asked what the anticipated increases were. Hildebrandt (DCC) responded that preliminary reports were that the DCC could expect a 3 – 4% increase on dental insurance and if the decision were to move ancillary benefit providers the DCC would recognize an approximate 7% decrease in costs. Duggan (Mendota Heights) asked what the pricing looked like in comparison to the previous couple of years. Hildebrandt (DCC) responded that she didn’t have the comparables available but that she would share that information with members if desired. Duggan (Mendota Heights) confirmed. Weisensel (Rosemount) commented that going forward it would be nice to see a trend line supporting the information. Hildebrandt (DCC) acknowledged that information and trend line would be shared with members as soon as rate information was finalized.

Action: Motion by Duggan (Mendota Heights) to authorize the DCC Executive Director to evaluate rates and make 2015 ancillary insurance determinations based on approved 2015 budget. Second by Bergman (Apple Valley). Motion passed unanimously.

Information Updates/Discussion Items

8. Executive Director Report

Discussion:

PERA – Lind (DCC) reported that the employee and employer contributions were scheduled to increase by .25% in 2015.

Shared Phone System – Lind (DCC) informed members that they could expect a more thorough presentation on this topic at their October meeting but just an update that it appeared as though the phone proposal would be for a stand-alone system. Lind explained that after two years of discussions about possibly sharing a phone system and entering into the agreement in phases, there were some issues that were causing concern. Lind stated that the group that entered into

the agreement with Hennepin County was experiencing some cost overruns, unanticipated costs and networking issues. Lind assured that a stand-alone system could still be purchased off the same contract and then partnered as everything stabilized. Lind stated that Ramsey County seemed the most natural partner for the DCC and that further information would be brought back to the October meeting. Lind added that the DCC consultant would also be available for any questions.

Text to 911 – Lind (DCC) recognized the article that was in the Minneapolis Star Tribune recently and stated that while the reports are that Text to 911 was only months out, it was looking like it would be mid-2015. Lind explained that there were currently two vendors, Intrado and TCS, being tested in St. Louis County and also southern Minnesota. Lind stated that once it was determined which operations is best, state-wide PSAPS will ask the State of Minnesota to designate that one vendor as the Text to 911 provider for the entire State. Lind commented that this single state-wide designation would allow for one protocol and no concerns if a text to 911 call ever needs to be transferred. Weisensel (Rosemount) asked how difficult it would be to change the vendor at a future point in time. Lind (DCC) responded that it wouldn't be difficult and would be pretty seamless for the dispatch staff. Weisensel (Rosemount) commented that flexibility was good. Lind (DCC) agreed stating that it would be a matter of an RFP and evaluation of responses).

Prairie Island Drill – Lind (DCC) reported that as part of the regular Prairie Island drill, the DCC had two evaluators sitting with staff on the dispatch floor on July 29th for a wide-scale drill. Lind commented that the drill went very well for the DCC stating that the FEMA evaluator said the DCC did everything right and there would be no need for remedial training as there were no deficiencies. Lind stated that the state evaluator echoed those assurances. Lind continued stating that the written report was expected in the next few weeks. Slavik (Dakota County) commented that as the Commissioner participating in the drill, he wanted to say that the DCC staff did an amazing job and when he met with the officials they said that the dispatch staff and sheriff's department did exactly what they were supposed to and were top notch. Slavik congratulated and thanked the DCC for their hard work.

Radio Updates – Lind (DCC) directed attention to a handout, a letter from the Committee on Energy and Commerce, regarding Motorola proposal practices. Lind stated that this was just something that the DCC was watching. Lind did assure that the Motorola staff in Minnesota was good to work with, always notifying when discounts were coming, etc. Lind stated that the DCC and consultants has been working with Motorola recently discussing the 1.77 million dollar console transition coming up in 2015. Lind stated that Motorola was compiling their final numbers and then staff would sit down with them and review each line item to identify what was or was not needed in an effort to contain costs. Lind added that there was also consideration being given to buy-back of the current consoles as well as end of year savings. Lind stated that preliminary information was reflecting costs to be well within the approved budget. Weisensel (Rosemount) asked how much Motorola business represented DCC purchasing volume. Lind (DCC) responded that it was approximately 25 – 35%. Lind reminded that because the County maintained the radio sites, there were other radio costs charged to member agencies by the County that were not DCC expenses. Duggan (Mendota Heights) asked if there was an

expectation of response from the DCC. Lind (DCC) clarified that there was not, the letter was a copy for members as information only.

National Center for Missing and Exploited Children (NCMEC) – Lind (DCC) passed around an award the DCC received from NCMEC for becoming a partner to NCMEC. Lind stated that this was an award that the DCC was very proud of because the DCC was only one of three agencies in the State who had taken the time to do the staff training and policy/procedure restructuring involved to receive the award. Lind explained that each member of DCC dispatch had to undergo eight hours of online training and pass a test. Lind stated that the supervisors had ten hours of training and she had to attend the administrator course which was one of the best trainings she had ever been a part of. Lind reported that the award was presented at the National APCO Conference in front of approximately 3000 attendees and was accepted by Supervisors Tara Shoemaker and Troy Ruby on behalf of the DCC. Lind commented that she was very proud of the award which was a reflection on the commitment of the dispatch staff to uphold excellent standard. Baumann (South St. Paul) agreed that the consortium should be very proud of the DCC staff and this award and that it was important for the Board, as advocates, to share this sort of information to the attention of member communities. Baumann stated that she appreciated the efforts put forth by staff to attain this partnership. Lind (DCC) agreed and informed members that all the training of staff, her travel and lodging, etc. was covered by NCMEC. Weisensel (Rosemount) asked if there was some sort of public relations release that could be forwarded to member agencies. Lind (DCC) responded that there was not but that something could certainly be put together. Duggan (Mendota Heights) asked if there was any information that Lind took from her training that might be shared with member agencies. Lind (DCC) stated that she would revisit her training and forward anything that might be of interest to members including playground safety, etc. Lind informed members that all Chief Law Enforcement officers could apply to go to the training which would be totally covered by NCMEC.

Officer Involved Shooting – Lind (DCC) informed members that she would like to share some information from the dispatch side of the recent officer involved shooting. Lind stated that first and most importantly, the DCC extended its sympathy to the Mendota Heights Staff. Lind stated that when the shooting came in, the time from when the officer called the stop in to the time of the shooting was 1 minute and 53 seconds. Lind stated that the dispatchers did a phenomenal job and having been through active shooter training, put their skills into place, divided up the work that needed to be done and took care of business and each other. Lind stated that staff triaged calls answering incoming 911 calls within 4 seconds and administrative calls within 3 seconds. Lind stated that there were ten dispatchers on duty at the time and they handled 577 phone calls in the first two hours and 757 calls within the first 4 hours. Lind acknowledged that while non-emergency calls were either asked to call back the next day or were put on hold, all emergency calls were handled swiftly. Lind stated that dispatch staff that was not currently on duty came in and assisted and those scheduled to work later in the day came in early to assist their partners. Lind reiterated how well staff took care of each other and the responders on the road. Lind added that the Critical Incident Stress Management team came in to sit with dispatchers on their breaks and ensure they were OK. Lind stated that after the day of the shooting, staff directly involved in the incident was invited to the debriefing. Lind thanked South St. Paul Lieutenant Brian Wicke for making sure that the Dispatch staff was included in the funeral procession. Lind thanked Brian Sturgeon for keeping the DCC in the loop as incident commander. Lind thanked

Dan Scheuerman for ensuring DCC staff had a van to get to the funeral and was included in the procession as members of Dakota County Law Enforcement. Lind then referred to the PSAP Community and member agencies and commented that the level of support was overwhelming as staff received visits, treats, cards, meals, etc. Lind also stated that there were 14 troopers on scene the day of the incident and 9 K9 officers. Lind commented that these were all things that the public doesn't see, but really helped efforts. Weisensel (Rosemount) commented that people didn't realize the amount of training that goes into preparation for and handling of this sort of event. Weisensel congratulated DCC staff for continuing to exhibit what the original intent of the DCC effort was, to be innovative and collaborative. Duggan (Mendota Heights) asked how many people were normally staffed during the time of the shooting. Lind (DCC) stated that the DCC was operating on normal staffing levels of 10 dispatchers at the time. Duggan (Mendota Heights) asked how many calls staff normally took during this time of day. Lind (DCC) responded that they took 10 – 20 calls an hour normally. Lind (DCC) also informed members that a community notification was sent out to homes around the church and parade route informing them of parking restrictions during the funeral and also inviting them to stand on the procession route. Duggan (Mendota Heights) stated that it was amazing.

Action: None. Update only.

OTHER BUSINESS

9. Miscellaneous

Discussion:

Duggan (Mendota Heights) asked what the number of incoming landline phone calls was vs incoming cell phones calls. Lind stated that landlines made up approximately 30% of incoming calls while cell phones made up the other 70%. Lind stated that another 5% could be taken out of the landline percentage and applied to VOIP calls.

Action: None.

Adjourn

Action: Motion by Duggan (Mendota Heights) to adjourn. Second by Bergman (Apple Valley). Motion passed unanimously. Meeting adjourned at 8:43am.

**Next Meeting:
October 16th, 2014
8:00 am
Location: DCC**

Ultan Duggan, Board Vice-Chair

Date

Executive Director, Diane Lind

Date