

**Dakota Communications Center (DCC)**  
**Board of Directors**  
**Minutes of Meeting: 05/21/2015**

**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; South St. Paul – Beth Baumann

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

**Alternates Present:** Vanessa DeMuth - Rosemount

**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 8:01 am.

**2. Pledge of Allegiance**

**3. Roll Call:**

Members in attendance are noted above.

**4. Approve Agenda:**

**Discussion:**

None

**Action:** Motion by Larson (Farmington) to approve the agenda. Second by Slavik (Dakota County). Motion passed unanimously.

***CONSENT AGENDA***

**5. Approve Consent Agenda**

**a. Minutes from the regular Board meeting on February 19<sup>th</sup>, 2015.**

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

- January 1<sup>st</sup> – 31<sup>st</sup>, 2015
- February 1<sup>st</sup> – 28<sup>th</sup>, 2015
- March 1<sup>st</sup> – 31<sup>st</sup>, 2015

**c. Approve Financial Reports**

- 2014 Year-End Audited Financial Report
- January, 2015 Unaudited Financial Report
- February, 2015 Unaudited Financial Report
- March, 2015 Unaudited Financial Report

**d. Receive report on Contracts and Service Agreements executed by the Executive Director between January 28<sup>th</sup> and April 29<sup>th</sup>, 2015.**

**e. Statutory Tort Limit**

**Discussion:**

None

**Action:** Motion by Balsanek (Hastings) to approve the consent agenda. Second by Coughlin (Burnsville). Motion passed unanimously.

**REGULAR AGENDA**

**Action Items**

**6. 2016 Operating and Capital Budget**

**Discussion:**

Lind (DCC) referred to the 2016 proposed budget and thanked Dave Lang (fiscal agent representative), Dave McKnight, Dwight Johnson and Matt Fulton (executive committee workgroup representatives), Dennis Feller (volunteer) and DCC Administrative Staff for their contributions to the development of the budget. Lind then reviewed a PowerPoint presentation with members.

Baumann (South St. Paul) referred to the decrease of \$24,014 in Other Operational expenses and asked for clarification. Lind (DCC) explained that staff purchased brochures on a bi-yearly basis. Lind added that staff took full advantage of in-house training opportunities and decreased general supply and paper decreases that allowed for the savings. Lind also stated that there would be some decreases in costs for conferences that staff normally attended due to where they were located.

Balsanek (Hastings) referred to the video screens and asked how quickly staff was able to get them replaced. Lind (DCC) responded that the replacement could happen within 48 hours and that staff could do without one for that period of time as there were four of them on the dispatch floor.

DeMuth (Rosemount) referred to future initiatives and asked for clarification on the risks involved in not having the CAD to CAD interface with Health East. Lind (DCC) explained that the more manual a process was, the greater the risk was for human error. Lind stated that when medicals came in for many of the member agency areas, CAD to CAD was not available, requiring phone calls with verbally relayed information from center to center before the information could be dispatched. Lind stated that having the ability of an electronic push would eliminate that risk of human error.

Duggan (Mendota Heights) referred to the 10 year CIP and asked if there had been any calculating done on how the 2018 increase of \$1,400,000 would impact the member cities. Lind (DCC) responded that the funds for the anticipated costs were currently being held in CDs and that the \$395,000 that was assessed yearly should cover the expense.

Balsanek (Hastings) referred to the 9% of personnel costs relating to administration and asked how that compared to other centers. Lind (DCC) responded that the 9% was median range. Lind explained that some of the larger centers like Ramsey, Minneapolis and Hennepin were much higher while Washington was lower. Lind acknowledged that Washington County operated under a different model. Balsanek (Hastings) commented that it was not "apples to apples" and that he thought the 9% was very appropriate.

Baumann (South St. Paul) referred to the building costs and asked for additional clarification. Lind (DCC) responded that 2% of the actual lease cost went toward the capital fund that Dakota County held for building maintenance. Lind stated that each year, DCC and Dakota County staff met to discuss what the upcoming five to 10 years looked like and to ensure the fund would be able to cover the expenses. Lind clarified that the fund was used specifically for the Roof, air handlers, the boiler, the parking lot, and any other structurally related expenses. Lind commented that looking into the foreseeable future, no additional expenses were anticipated. Lind cautioned that the fund in the CIP did not address smaller expenses, but that a separate fund was used to pay for expenses such as UPS battery replacement or anything else that was on a regular maintenance schedule.

Lind (DCC) reported that at their May 6<sup>th</sup> meeting, the Executive Committee recommended approval of the budget as presented.

**Action:** Motion by Duggan (Mendota Heights) to approve the 2016 proposed budget. Second by Bergman (Apple Valley). A vote was called:

**Ayes:** Bergman (Apple Valley), Coughlin (Burnsville), Slavik (Dakota County), Hansen (Eagan), Larson (Farmington), Balsanek (Hastings), Duggan (Mendota Heights), Demuth (Rosemount), Baumann (South St. Paul)

**Nays:** None

**Absent:** Inver Grove Heights, Lakeville, West St. Paul

## **7. Health Insurance Pool Participation**

### **Discussion:**

Hildebrandt (DCC) informed members that the DCC was currently a participant in the LOGIS health insurance pool and had been since 2012. Hildebrandt explained that participation in the pool prior to 2012 was reviewed each year and that it did not make sense to join until 2012 when it allowed for a 16% health insurance rate decrease. Hildebrandt stated that in 2014, when discussing the 2015 insurance rates, it was noted that while the DCC had a very favorable claims loss ratio of 62%, participation in the LOGIS pool still resulted in an 11.5% rate increase. As a result, the Executive Committee requested that going forward participation in the LOGIS pool be considered on a yearly basis.

Hildebrandt (DCC) reported that in evaluating participation for 2016, it was determined that 2016 would not be the year to leave the LOGIS pool for the following factors:

1. DCC claims loss ratio was very high at 120%.
2. Area co-ops had a non-compete clause so providers would not quote rates to participants in the LOGIS pool without first leaving the pool.
3. There is great rate increase protection in participating in a pool of 40 entities with 6,000 participants.
4. As a member of the LOGIS pool, the DCC received other free administrative services that would otherwise cost.
5. If the DCC were to leave the LOGIS pool, it would be considered a small employer and as such, if the healthcare reform were to continue as anticipated, rates would be bid by age per participant.

6. The LOGIS Pool was to be discussing self-funding and also banding within the pool for 2017.
7. Once an agency departed from the LOGIS pool, they could not return.

Hildebrandt stated that after considering all of the factors and consulting with representatives from the HR Task Force, staff felt strongly that 2016 was not the year to consider leaving the LOGIS health insurance pool. Hildebrandt reported that the Executive Committee agreed and at their May 6<sup>th</sup> meeting, recommended the DCC continue participation in the LOGIS Health Insurance Pool for 2016.

Bergman (Apple Valley) thanked Hildebrandt for the information.

Coughlin (Burnsville) asked if this consideration was something that would be brought before the Board of Directors on a yearly basis. Lind (DCC) confirmed that this item could become part of the yearly consideration process.

**Action:** Motion by Hansen (Eagan) to continue participation in the LOGIS Health Insurance Pool for 2016. Second by Slavik (Dakota County). Motion passed unanimously.

## **8. Disposal of DCC Assets**

### **Discussion:**

Lind (DCC) reminded members that the State of Minnesota required replacement of the DCC Gold Elite radio consoles with the MCC7500 consoles by 2016. Lind assured that had been done and that everything was working fairly smoothly. Lind stated that that time had come to destroy of the Gold Elite consoles and Dakota County Radio Services representative Ron Jansen had suggested there may be a secondary market for the replaced CEBS. Lind stated that while staff was exploring resale of the CEBS, there was the need for appropriate disposal of the hard drives per FBI regulation. Lind stated added that a company had been identified through the State contract and that staff was requesting authorization to dispose of the hard drives accordingly.

Hansen (Eagan) clarified that all security guidelines for destroying of data would be followed. Lind (DCC) confirmed and added that all data would be purged by shredding which was within the guidelines.

**Action:** Motion by Larson (Farmington) to authorize DCC personnel to purge data, explore resale options and dispose of DCC Gold Elite console assets as identified. Second by Balsanek (Hastings). Motion passed unanimously.

## **9. Executive Director Performance Review Process**

### **Discussion:**

Baumann (South St. Paul) reminded members that at their February meeting, they directed the Executive Committee to identify a process that would streamline the executive director performance review process. Baumann stated that the Executive Committee worked with DCC staff and members of the HR Task Force to arrive at a recommended process.

King (South St. Paul) recapped the most recent process stating that it started in October of 2014 and results were presented to the Board of Directors at their February, 2015 meeting. However, along the way a number of opportunities for improvement had presented themselves and direction was received from the Board of Directors to work through the process and also recommend a salary adjustment. King clarified that the salary adjustment would be discussed at the end of the meeting, after excusing the executive director from the room. King stated that a workgroup developed a list of ideas for consideration. King informed members that the workgroup was made up of:

Executive Committee: Steve King, Dave Osberg, Justin Miller and Matt Fulton

DCC Staff: Diane Lind and Jen Hildebrandt

HR Task Force: Jill Hansen, Brenda Wendtlandt, Ray Kennedy

#### Workgroup Recommendations:

1. Recommend enlisting the assistance of an ad-hoc Human Resources committee for review and freshening of the evaluation criteria currently incorporated in the performance Rating.
2. Recommend enlisting the assistance of an ad-hoc Human Resources committee for review and possible modification of the Operations Director performance evaluation process including obtaining feedback from member agency Police and Fire Chiefs.
3. Recommend enlisting the assistance of Ray Kennedy (Dakota County Compensation Administrator) or other similarly situated professional expertise for periodic rebalancing of the open ranges used in the DCC compensation plan. This may be done every 3 – 5 years or as deemed necessary.
4. Recommend approval of the following performance evaluation timing:
  - October: Executive Committee prepares ratings and shares results with the Executive Director
  - October: Executive Director prepares a responsive work plan with goals and objectives for the following year.
  - Early November: All information is forwarded to the Board of Directors early November, in time for a special November meeting.
5. Recommended authorization of non-union personnel general wage increases at their November special meeting, but not before union wage negotiations are finalized for the same year. Further recommendation that all non-union personnel receive the same general wage increase on January 1<sup>st</sup> as the union represented personnel.
6. Recommend award of Executive Director and Operations Director performance adjustment within the Salary Range for the position be effective as of the incumbent's anniversary date and based on the incumbents current wage.
7. Recommend periodic review of executive director wage range using the following comparables:
  - Substantially similar Communication Center Executive Director positions
  - City Administrator/Manager positions in Dakota County.

- Police and Fire Chief positions in Dakota County.
- 8. Recommend the Executive Committee assume the responsibility for tendering compensation adjustment recommendations at the same time that it forwards the results of its performance ratings. Approval of the adjustment, however, would remain with the Board of Directors as acted on at the November special meeting.
- 9. Recommend administration of a 360 degree process for the Executive Director outside of the performance evaluation process as the 360 degree process is intended to be used as an instrument for coaching and personal professional development.
- 10. Recommend the Board of Directors hold a strategic planning process as it is believed that there is a need for greater clarity from the Board as to its goals and measurable objectives, which would aid in the process of evaluating the Executive Director performance. Recommend further to use a capable consultant to aid in the process.

Let it be noted that the Executive Director terms and conditions of employment are not addressed by formal contract, in contrast with their predecessor.

Baumann (South St. Paul) acknowledged that if the recommendations were approved, the Board of Directors would be looking at a special meeting in November. King (Executive Committee) confirmed.

Baumann (South St. Paul) referred to the 360 degree process and reminded members that the topic had been discussed at the previous meeting. Baumann then commented that she felt it would be a good idea and added that the original discussion was that the Board of Directors, and key people from the Executive Committee and DCC staff be involved. Larson (Farmington) agreed and suggested a half day during the week. Balsanek (Hastings) also agreed. Baumann (South St. Paul) reminded members that there would be a cost for a facilitator and that a recommendation to have Springstad as the facilitator was made. Larson (Farmington) offered the Farmington City Hall Training Room. Bergman (Apple Valley) supported use of the recommended facilitator but encouraged going out for bid in the future.

**Action:** Motion by Duggan (Mendota Heights) to approve the recommendations as presented. Second by Hansen (Eagan).

**Further Discussion:** Hansen (Eagan) asked about the need for a special meeting and asked if the October meeting could be pushed back. Lind (DCC) acknowledged that the October meeting could be pushed back to November. However, action would then need to be taken in August to authorize staff to engage providers for 2016 benefits that were at or under authorized budget because open enrollment needed to start in November. Hansen (Eagan) commented that had been done in the past. Baumann (South St. Paul) agreed and stated that it could be done in August and asked members to keep the possibility of a November meeting in mind.

**Action:** Coughlin (Burnsville) to direct the Executive Committee to engage Springstad representation for facilitation of the strategic planning. Motion further that if the identified

representative is not available, to solicit proposals, compile a list of suggested vendors and make recommendation. Second by Duggan (Mendota Heights).

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

#### **10. Executive Director Report**

##### **Discussion:**

Technology – Lind (DCC) reported that the radio consoles were in and had been accepted with no breaks in service. Lind acknowledged there had been a few hiccups with audio and paging, but they were resolved very quickly.

Phones – Lind (DCC) informed members that the cutover to the new phone system was scheduled for July 29<sup>th</sup> at 3:00 am. Lind stated that June and July would see much training of staff and the hope was that this cutover would go as smoothly as the console cutover.

CAD – Lind (DCC) stated that the CAD go-live date was still scheduled for March, 2016 and that the Tri-Tech configuration was far ahead of schedule thanks to DCC staff Rose Kruchten, Vicki Nelson and Brent Anderson as well as member Police and Fire agencies.

Audio Logger – Lind (DCC) reported that the RFP for the Audio Logger was still in process and that it was being given considerable time as there was the need to also look at text, photo and video to 911 recording features. Lind commented that she hoped to have a recommendation ready for the August Board of Directors meeting.

Staffing – Lind (DCC) informed members that two DCC employees, Dawn Anderson and Kellie Bailey assisted with out-of-hospital births. Lind stated that Dawn delivered a baby boy and Kellie delivered a baby girl and all reports were that both were doing well. Lind added that Dispatcher Tiffany Gleason received a Certification of Appreciation from Rosemount for handling of a diabetic party who was very confused, on the road, and unable to describe where their location was. Lind stated that working with the phone company, the caller and responders, Tiffany was able to assist in locating the caller with 45 minutes.

##### **Recent Inquiries**

Public Utilities Commissioner – Lind (DCC) reported that she had received a call from a Public Utilities Commissioner regarding how the DCC handled calls to solar farms. Lind stated that she reviewed the addressing process with them. Lind then stated that in visiting with the MESB, she mentioned the call and questioned why they would have called the DCC. The MESB responded that the DCC had a reputation for doing things right.

Expert Witness for 911 Services - Lind (DCC) informed members that she had recently been contacted by an expert witness for 911 services who was working on a lawsuit in Florida and asked how the DCC handled cautions on specific addresses. Lind stated that she walked through the process and procedure at the DCC. The witness then asked for the DCC opinion whether or not the specific topic would be a technology issue or employee issue, and stated that he wanted to ask an agency who knew what they were doing.

Lind (DCC) commented that both comments really supported that the DCC was a leader in the industry.

Duggan (Mendota Heights) asked if the DCC could produce a list of assisted living homes in communities that were six or fewer residents. Lind (DCC) responded that was not available unless the Fire or Police Department had asked the home to be flagged. Lind clarified that there would be greater abilities with the new TriTech system.

Legislative Update – Lind (DCC) reported that the public safety bill to increase 911 fees passed with both the house and the senate.

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

**OTHER BUSINESS**

**11. Executive Director Wage Increase Recommendation**

**Discussion:**

Baumann (South St. Paul) commented that given the information presented by the Executive Committee, the next step was to discuss a salary adjustment for the Executive Director.

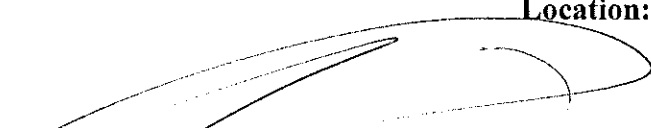
King (Executive Committee) reported that there was nothing in the evaluation that would preclude the Executive Director from moving forward in their wage range. King added that there had been a “spotty” record of making the adjustments in the past. King also stated that the Operations Director received a 4% increase for their 2015 performance increase.

**Action:** Motion by Duggan (Mendota Heights) to authorize a 4% performance increase effective retro-active to the executive director’s anniversary date. Second by Hansen (Eagan). Motion passed unanimously.

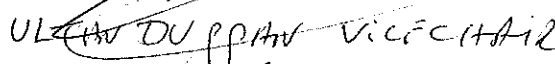
**Adjourn**

**Action:** Motion by Slavik (Dakota County) to adjourn. Second by Coughlin (Burnsville). Motion passed unanimously. Meeting adjourned at 9:19 am.

**Next Meeting:**  
**August 20<sup>th</sup>, 2015**  
**8:00 am**  
**Location: DCC**

  
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Beth Baumann, Board Chair

8 - 20 - 15  
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Date

  
\_\_\_\_\_  
Dianne Lind, Vice Chair

  
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Executive Director, Diane Lind

8 - 20 - 15  
\_\_\_\_\_  
Date