

**Dakota Communications Center  
Executive Committee  
Meeting Minutes: 04/06/2016**

**Members Present:** Tom Lawell – Apple Valley; Heather Johnston – Burnsville; Dave Osberg – Eagan; David McKnight – Farmington; Melanie Mesko-Lee – Hastings; Justin Miller – Lakeville; Mark McNeill – Mendota Heights; Dwight Johnson – Rosemount; Steve King – South St. Paul

**Members Absent:** Brandt Richardson – Dakota County; Joe Lynch – Inver Grove Heights; Matt Fulton – West St. Paul

**Alternates Present:** BJ Battig – Dakota County

**Others Present:** Diane Lind, Jen Hildebrandt - DCC

**1. Call the Meeting to Order**

Chair Miller (Lakeville) called the meeting to order at 3:01p.m.

**2. Roll Call**

Members in attendance are noted above.

**3. Approve Agenda**

**Discussion:**

Chair Miller (Lakeville) adjusted the layout of the agenda per staff request. Item 5 was moved to a discussion item and Item 7 was moved to the end of the agenda.

**Action:** Motion by Osberg (Eagan) to approve the agenda. Second by Johnston (Burnsville). Motion passed unanimously.

**Consent Agenda**

**4.**

- a. **Approve Minutes from the March 2<sup>nd</sup>, 2016 Executive Committee Meeting.**
- b. **Approve Paid Claims.**
  - **February 1<sup>st</sup> – 29<sup>th</sup>, 2016**
- c. **Receive report on contracts and agreements executed between February 24<sup>th</sup> and March 30<sup>th</sup>, 2016.**
- d. **Joint Operations Committee Meeting Minutes – MEETING CANCELLED**
- e. **Statutory Tort Limit**

**Discussion:**

None

**Action:** Motion by Johnston (Burnsville) to approve the consent agenda. Second by McKnight (Farmington). Motion passed unanimously.

**Regular Agenda**

*Action Items*

**5. Executive Director Replacement process**

**Discussion:**

Lind (DCC) reminded members that at the March 2<sup>nd</sup> meeting, staff was directed to solicit proposals from identified executive search firms across the country to assist in the executive director replacement process. Lind added that a workgroup made up of Matt Fulton, Tom Lawell, Melanie Mesko-Lee and Justin Miller was then tasked with reviewing responses and

making a recommendation on which firm they felt would be the best fit for the current need. Lind reported that on March 3<sup>rd</sup>, the request was sent out to six agencies, three of which responded with proposals.

Lind (DCC) reported that on March 30<sup>th</sup>, the workgroup met with DCC staff Diane Lind and Jen Hildebrandt to review the responses and develop a recommendation for consideration. Lind informed members that after a thorough review, the workgroup identified The Mercer Group as the firm best suited to address the needs of the consortium. Lind explained that the Mercer Group had both a local and national presence, had vast in executive searches in the 911 field and was the lowest cost.

Osberg (Eagan) asked who at Mercer had been identified as the lead. Lind (DCC) responded that Jim Mercer was identified as lead.

Lind (DCC) reviewed the anticipated schedule with the group stating that it would begin with a kickoff meeting where The Mercer Group would interview members and staff. They would then compile the profile, do a first round of screening, assist with the interview and placement process. Lind stated that it looked as though the consortium was looking at a placement sometime in August – September timeframe.

Miller (Lakeville) confirmed that if the group endorsed proceeding with The Mercer Group, he would work with staff to reach out to them and get the process started. Miller added that he had been contacted after the submittal deadline by Richard Fursman who stated that were simply to busy to submit a proposal for the project.

**Action:** Motion by Johnston (Burnsville) to approve engagement of The Mercer Group as the Executive Search Firm tasked with facilitating the DCC Executive Director replacement process. Second by McKnight (Farmington). Motion passed unanimously.

## **6. Emergency Fire Dispatching**

### **Discussion:**

Lind (DCC) reminded members that in May of 2013, DCC staff, on behalf of member fire agencies, requested consideration of approval to implement Emergency Fire Dispatch (EFD) at the DCC. Based on the discussion, implementation was approved with the caveat that it would be almost entirely funded by grant dollars the member agencies would be applying for. Lind stated that after two attempts going into 2016, grant requests had been denied, and member fire agencies had requested the inclusion of EFD costs in the DCC 2017 budget. Lind clarified that the 2017 budget impact was estimated to be approximately \$210,000 with an additional \$23,000 in yearly licensing fees.

Jungmann (Burnsville Fire) informed members that EFD was a protocol, much like EMD (Emergency Medical Dispatch) that gave dispatchers the tools needed to standardize handling of fire calls ask the correct questions, determine the severity of the call and provide pre-arrival information to callers and responders to ensure correct response. Jungmann stated that while member fire departments were still attempting to obtain grants for the upfront costs associated with EFD, the Fire/EMS Operations Committee was requesting consideration of approving the addition of EFD to the services offered by the DCC and put the estimated \$210,000 into the 2017 budget. Lind (DCC) reported that there were currently two grant applications out for consideration. Jungmann (Burnsville) stated that while he was not the chair of the Fire/EMS Operations Committee and could not speak on the committee's behalf, as the Burnsville Fire Chief, he felt the addition of the service would be invaluable in helping standardize fire processing and getting appropriate response to calls. Jungmann stated that Burnsville Fire had to turn off their auto-aid because of the number of fire calls that were coded as "structure". Jungmann stated there was no fault, it was simply the fact that there was nothing scripted for

the dispatch staff to use and based on that and what the caller provided, determining actual response needs without the help of a scripted protocol was extremely difficult. Jungmann commented fire-related call volume was 3% and approximately 90% of those calls were coded as "structure fire" resulting in some form of auto-aid, requiring additional response to calls that often was not necessary. Jungmann stated that through the use of EMD, percentage of correct coding of calls was in the high 90s.

Johnston (Burnsville) asked what the product was and if it was essentially just prompts. Jungmann (Burnsville Fire) clarified that it was just like EMD where the software came up when a call was launched and it guided the dispatcher through the questions to ask allowing them the tools to correctly code the call type and provide possible pre-arrival instructions. Jungmann stated it provided prompts and scripts for the dispatcher to use, and also prioritized the calls, helping with call management. Johnston (Burnsville) asked for clarification on what type of training dispatchers currently received. Lind (DCC) responded that they did practice calls with their trainers and reviewed a power point presentation developed by the Fire Departments a few years prior. Lind stated that each year, dispatch staff received spring and fall training, one of which was dedicated to fire, but usually geared toward a specific topic.

King (South St. Paul) asked if implementation of EFD was fully supported by the fire operations sub-committee. Jungmann (Burnsville) responded stating that most supported the request but that he was not sure it was unanimous. Jungmann stated that some don't always voice if they disagree. Lind (DCC) agreed stating that she believed while the majority were in favor, it was not unanimous.

Osberg (Eagan) asked if this item was in the 2016 budget. Lind (DCC) clarified that it was not. Lind explained that the topic was being presented for consideration to determine whether or not this was a platform that the consortium felt was important to implement, with or without the funding so the budget could fully represent what costs would be coming in 2017. Lind stated that the inclusion of the EFD costs accounted for approximately .8% of the estimated 3.5% increase in the 2017 budget. Osberg (Eagan) asked if there would be any consequences if action on this item was deferred and included as part of the budget discussion. Lawell (Apple Valley) stated that it was a circular issue where if the budget was developed without the anticipated expenses, staff would have been asked why it wasn't included in the budget. Lawell stated that he didn't believe the intent was actually to get a vote on whether or not to implement EFD as much as it was to hear from everyone in an effort to determine if it was a high enough priority to implement given the possibility that a grant may not be awarded to help cover the expense. Lawell continued stating that the budget workgroup had concerns over the cost and wasn't quite on board. Lawell added that the grant decision would not be made known by the time the budget would be acted on.

Miller (Lakeville) commented that in speaking with his Fire Chief who was also the Fire/EMS Operations Sub-Committee Chair, he felt it would be a good idea to table the discussion and get the Fire/EMS Chair in to speak on behalf of the sub-committee.

Lawell (Apple Valley) commented that the cost seemed quite high and asked what the consortium paid for EMD. Lawell also asked if there were alternate providers. Lind (DCC) responded that the Fire/EMS group had only obtained one quote as this product being discussed was a companion protocol to the current EMD product from the same provider. Lind stated that there would be hardware cost savings and it was believed this was the best product with the most experience and cleanest program. Lind stated that EMD was implemented in 2007 for approximately \$141,000.

Johnson (Rosemount) asked for clarification on the division of the estimated costs between the

operating and capital budgets. Lind (DCC) explained that \$49,000 was primarily training expenses that would be tied to the operating budget while the remaining costs would be primarily capital.

Johnson (Rosemount) commented that coming from an agency with a smaller fire department, and sitting on the budget workgroup, he was skeptical. However, having visited about it with his fire chief, he had been swayed and is now neutral and maybe even in favor of this added protocol. Johnson encouraged members to have the conversation with their chiefs prior to the next executive committee meeting.

Johnston (Burnsville) commented that in response to the question, "is this a high priority item?" she wasn't sure. But she did feel it could be tabled until the budget meeting. Miller (Lakeville) agreed and stated that it would be brought back to the May meeting when the budget was presented.

Battig (Dakota County) referred to the hardware and server equipment and asked if there were other capital costs that would be incurred to support the system. Lind (DCC) responded that the only capital expense was the software as the current EMD server was capable of supporting the capacity needs of both EMD and EFD.

**Action:** No action. Item tabled to May meeting.

### *Information Updates/Discussion Items*

#### **7. Executive Director Update**

##### **Discussion:**

CAD: Lind (DCC) reported that on April 11<sup>th</sup>, staff would start their 6 weeks of dispatch training on the new TriTech CAD system. Lind added that the DCC, while not involved in MDCs, was hosting several Fire and Law MDC sessions to help member agencies save some time and money by not going to LOGIS. Lind confirmed that June 1<sup>st</sup> was still the expected go-live date and everything seemed to be on schedule. Lind stated that Minnetonka had gone live the previous week and was reporting very good things with minimal issues.

Consoles: Lind (DCC) reminded members that in May of 2015, staff asked for authorization to dispose of the gold elite radio consoles that were no longer in use. Lind stated that in working with a center out of Salt Lake City, UT, staff was able to sell those radio consoles for \$25,000.

Battig (Dakota County) asked if Anoka was on TriTech. Lind (DCC) confirmed stating that Anoka County had experienced a few more issues but it sounded as though they were more infrastructure related. Lind stated that Anoka was making quite a jump from a homegrown system that was 20+ years old to an actual CAD system. Lind added that the fiber wasn't built out as needed, the towers were not prepped for MDCs, etc. Lind stated that in the end, theirs, too, was successful, it just took longer to work through their issues.

Facilities: Lind (DCC) reported that Aggregate Industries would not be mining the property between Hwy 3 and the DCC facility for several years, contrary to what was originally relayed to DCC staff. Lind stated that they would continue to mine the property to the south of the facility which was a bit less of a concern due as it was further away and didn't have a large gas line to contend with.

Weather: Lind (DCC) notified members that the week of April 11<sup>th</sup> was Sever Weather Awareness Week and sirens would be activated accordingly.

Lind (DCC) referred to the snow storm the previous week and stated that staff was extremely busy during the evening commute. Lind complimented staff efforts during the event.

Staffing: Lind (DCC) reported that the week of April 11<sup>th</sup> was National Telecommunicator Week and that she would be handing out some awards to DCC individuals on Thursday, April 14<sup>th</sup> at 5:00pm for above and beyond performance. Lind added that employees would be receiving years of service pins at that same time. Lind commented that in the dispatch world normal longevity was 3 – 5 years. Lind stated that two people would be receiving 30 year pins, one would be receiving a 25 years pin, and two would be receiving 15 years pins.

Awards: Lind (DCC) reported that Dispatch Supervisor Rose Kruchten would be receiving an award at the Dakota Police Chiefs event scheduled for Thursday April 7<sup>th</sup> for her efforts on the CAD implementation project. Lind stated that Kruchten was selected for her dedication and commitment to the project and to our member agencies.

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

## **8. 2017 LOGIS Pool Participation**

### **Discussion:**

Hildebrandt (DCC) commented that while the intent when the packet was distributed was to discuss participation in the LOGIS health insurance pool in 2017, there was simply not enough information to request action yet. Instead, Hildebrandt briefly recapped the information provided in the packet.

Hildebrandt (DCC) reported that DCC staff met with Gallagher Benefits Services, DCC benefits broker, to discuss 2015 claims experience, 2017 LOGIS pool participation, and consideration of implementation of a wellness platform. Hildebrandt informed members that DCC claims experience for 2015 came in very high at 158.29%. Hildebrandt explained that basically that meant claims significantly exceeded funding. Hildebrandt stated that normally, information like this would drive continued participation in a pool for protection, as could likely be the case. However, timing was now an added issue because 2016 was the last year of the rate cap and the pool was going out for bids. Hildebrandt clarified that the pool was considering self-funding and banding within the pool, which could result in very high rates. Hildebrandt assured that the DCC was working closely with the broker and the HR Task Force, reviewing any/all possible options. Hildebrandt added that Broker representation would be present at the May meeting to further discuss this topic.

Hildebrandt stated that staff met with the HR Task Force the day prior to this meeting to share claims experience information and also receive a demonstration on a technology platform dedicated to wellness. Hildebrandt reported that while the demonstration was very well received, the end concern was that the DCC culture needed to improve prior to making any sort of investment in a product like this. Additionally, the costs associated with this platform were not something that staff nor the task force could currently support. Hildebrandt stated that staff would continue wellness efforts and intended to share claims experience with staff.

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

## **9. Interim Director Discussion**

### **Discussion:**

Lind outlined the options for an interim executive director. The most common is to have the operations director become the interim director. Another option is to hire an interim director. The third option is to have the H.R.Coordinator/Executive Assistant handle the daily administrative business of the DCC with the Operations Director handling all the operational duties. At a previous meeting, it was asked if the former director would or could return for

several months. As the former director is otherwise employed, this is not an option, per the former director.

Discussion continued about the separation of duties. It was noted that there needed to be one person in charged that would make final decisions regarding the daily operations. That person was designated as the Operations Director. The HR Coordinator will be charged with handling additional business administration with the Operations Director focused on the activity of the dispatch floor and committees.

**Action:** Motion was made by Johnston (Burnsville) to appoint Operations Director Cheryl Pritzlaff as interim director. Second was made by Mesko-Lee (Hastings). Motion passed.

## **OTHER BUSINESS**

None

## **Adjourn**

**Action:** Motion by to adjourn. Second by. Motion passed unanimously. The meeting adjourned at pm.

### **Next Regular Meeting:**

May 11<sup>th</sup>, 2016

3:00pm

Apple Valley Municipal Center

McIntosh Training Room