

**Dakota Communications Center  
Executive Committee  
Meeting Minutes: 10/05/2016**

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

**Members Absent:** Matt Smith – Dakota County; Melanie Mesko-Lee – Hastings; Joe Lynch – Inver Grove Heights; Matt Fulton – West St. Paul

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

**Others Present:** Cheryl Pritzlaff, Jen Hildebrandt – DCC; Mike Meyer – Fire/EMS Ops Sub-Committee Chair

**1. Call the Meeting to Order**

Chair Miller (Lakeville) called the meeting to order at 3:02p.m.

**2. Roll Call**

Members in attendance are noted above.

**3. Approve Agenda**

**Discussion:**

**Action:** Motion by Johnston (Burnsville) to approve the October 5<sup>th</sup>, 2016 agenda. Second by McNeill (Mendota Heights). Motion passed unanimously.

**Consent Agenda**

**4.**

- a. **Approve minutes from the August 3<sup>rd</sup> Regular Executive Committee meeting and August 26<sup>th</sup>, Special Executive Committee meeting.**
- b. **Approve paid claims.**
  - **July 1<sup>st</sup> – 31<sup>st</sup>, 2016**
  - **August 1<sup>st</sup> – 31<sup>st</sup>, 2016**
- c. **Receive financial reports & recommend approval.**
  - **July, 2016 Unaudited Financial Report**
  - **August, 2016 Unaudited Financial Report**
- d. **Receive report on contracts and agreements executed between July 27<sup>th</sup> and September 28<sup>th</sup>, 2016.**
- e. **Receive operations committee meeting minutes**
  - **August Law Enforcement Operations Sub-Committee Meeting**

**Discussion:**

None

**Action:** Motion by Osberg (Eagan) to approve the consent agenda with the correction to the meeting month of the Law Enforcement Operations Sub-Committee meeting. Second by Johnson (Rosemount). Motion passed unanimously.

**Regular Agenda**

**Action Items**

**5. 2017 Non-Union Wage Increase**

**Discussion:**

Pritzlaff (DCC) explained that it each year the Board of Directors takes formal action on non-

union staffs wage increases. Pritzlaff added that at their May, 2015 meeting the Board approved

Executive Committee recommendation that non-union personnel receive the same general wage increase as union-represented personnel receive per union contract. Pritzlaff reported that 2017 was the second year of a 2-year union contract that identifies a 2.5% wage increase effective 1/1/2017. Pritzlaff assured that this increase was accounted for in the 2017 approved budget and stated that if recommended, the item would be put on the October 20<sup>th</sup> Board of Directors' agenda for consideration.

**Action:** Motion by Lawell (Apple Valley) to recommend approval of a 2.5% wage increase for non-union DCC staff effective January 1<sup>st</sup>, 2017. Second by Johnson (Rosemount). Motion passed unanimously.

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

#### **6. Interim Director Update**

##### **Discussion:**

2017 Board appointment reminder – Pritzlaff (DCC) reminded members that the Cities of Farmington, Hastings, Inver Grove Heights, Mendota Heights, Rosemount, South St. Paul and West St. Paul would need to officially designate DCC Board Representation at their first council meetings in 2017. Pritzlaff added that Apple Valley, Burnsville, Dakota County, Eagan and Lakeville may also need to make Board Representation designations in the event a current Director or Alternate is leaving elected office or because of the organizations governing board appointment practices.

Miller (Lakeville) noted that Lakeville's representation would be changing.

Johnston (Burnsville) noted that Burnsville representation would remain the same.

Osberg (Eagan) noted that Eagan representation would remain the same.

Lawell (Apple Valley) noted that Apple Valley representation would remain the same.

Officer sit-alongs and call handling update – Pritzlaff (DCC) reminded that the call handling process discussion had been tabled until the consortium could do some officer sit-alongs and administer a survey collecting feedback from both responders and dispatchers. Pritzlaff noted that DCC staff hosted approximately 58 responders through command staff sit-alongs, each lasting anywhere from four to eight hours during the month of September. Pritzlaff added that the survey requesting feedback had been sent out to dispatchers, but was uncertain if it had been sent to member agencies yet because there was a bit of a debate whether or not it should be held until after the chiefs' conference. Pritzlaff stated that verbal feedback from the responders was very interesting; many stating their sit-alongs were quite eye-opening. Pritzlaff stated that she anticipates some good feedback but questioned if all agency representatives clearly understood the intent of the effort.

Johnston (Burnsville) asked if there had been any take away yet. Pritzlaff (DCC) responded that the sit-alongs sparked numerous questions and some of the responders even brought their MDCs in to compare what dispatch was seeing to what they were seeing to help get a full picture. Pritzlaff stated that one take-away was the possible need for a LOGIS MDC refresher course for the responders. Pritzlaff clarified that while the DCC staff wasn't real familiar with MDCs, there had been a couple of times where responders with MDCs stated that "they didn't know the MDC could do that". Pritzlaff stated that the goal was to have representatives sit with call-takers and dispatchers, but some of the representatives actually came back requesting to also sit with info and fire. Pritzlaff expressed her belief that the opportunity was very well received by both dispatch staff and member agency participants.

Miller (Lakeville) asked if there had been a sense from officers that there was a desire to change responder handling. Pritzlaff (DCC) responded that some of the officers were very surprised at how dispatchers had to call multiple times on the radio before being acknowledged.

Pritzlaff added that it was her belief that responders who participated in the effort better understood why the two-stage dispatch process was the only way to run the operation.

Johnson (Rosemount) asked if every agency participated. Pritzlaff (DCC) responded that she believed they did, however some sent numerous representatives while others maybe send one or two. Pritzlaff commented that she had been approached earlier in the day by a responder who requested to do a sit-along, even though the exercise timeline had already passed. Pritzlaff stated that the responder simply wanted to engage. Pritzlaff added that a Burnsville officer was headed to court earlier in the day and dropped off dilly bars as they passed through to express their appreciation for the dispatch staff.

Osberg (Eagan) asked if there had been any consideration of dispatchers doing ride-alongs with the responders. Pritzlaff (DCC) assured that ride-alongs were part of new hire training and each new hire was sent on two law enforcement and one fire ride-along. Pritzlaff added that ride-alongs were also part of on-going training and done whenever staffing levels allowed. Pritzlaff noted that one dispatcher was currently in Eagan on a ride-along. Pritzlaff added that not only did staff do ride-alongs as efforts were made each summer to get some staff out on the County Boat to better learn about landmarks and other markers along the river.

Standardized Training – Pritzlaff (DCC) reported that the MESB and metro-area PSAPS were continuing efforts towards standardized training in the metro that would eventually be proposed state-side. Pritzlaff detailed a few modifications that were still being made that would include standardized training on the ARMER radio system, NIMS (National Incident Management System) and ICS (Incident Command System). Pritzlaff commented that the effective date for metro-wide implementation was anticipated to be January 1<sup>st</sup>, 2017.

## **OTHER BUSINESS**

Tom Folie – Miller (Lakeville) reminded the group that Tom Folie would begin his employment as DCC Executive Director on Monday, October 10<sup>th</sup>. Miller thanked Cheryl Pritzlaff and Jen Hildebrandt for all their work and picking up the slack over the past few months. Miller commented that he was sure everyone was looking forward to Folie joining the DCC staff.

Johnston (Burnsville) asked if there should be an effort to set some goals for Folie. Johnston referred to numerous discussions from the group on what they wanted to see from a future executive director. Miller (Lakeville) acknowledged and stated that he would be meeting with Folie shortly after he started. Johnston (Burnsville) offered to compile a document on behalf of the group. Osberg (Eagan) volunteered to work with Johnston on the effort.

CAD Outages – Lawell (Apple Valley) referred to some outages experienced over the weekend and asked for a brief explanation of what happened. Pritzlaff (DCC) noted that the DCC had experience a series of brief outages on Saturday that were reportedly due to some network glitches at the Western Service Center. Pritzlaff commented that Kevin Pikkaraine from LOGIS had sent out a communication explaining what had happened and that she would forward that to the group immediately following the meeting. Pritzlaff confirmed that the outages were quite brief and didn't impact all the consoles at one time. Pritzlaff noted that there was actually an officer doing a sit-along which was a good thing because they were able to witness the efforts that go into responding to events like this.

Battig (Dakota County) noted that he had recently convened a meeting of DCC, LOGIS and County staff to address fiber connectivity. Battig reminded the group that back in June, some concerns about the backup fiber routing between DCC and LOGIS had been expressed. Battig explained that the connectivity that leaves the DCC currently runs through the radio tower to transportation and then to a connection on 160<sup>th</sup> street where it splits. One portion of the split runs to Western Service Center and the other portion of the split runs to Dakota County

Technical College. Battig noted that the fiber from DCTC routed back to Western Service Center, so there was redundancy, to Western Service Center, but it ended there with no further redundancy from there back to the State nor LOGIS. Battig noted that the effort of the group in the meeting was to review the current layout and take a series of actions. The first was for the County to work towards installing fiber link from 160<sup>th</sup> directly into the DCC so there was more than one route out of the DCC facility. Battig noted this would come at a cost of approximately \$10,000, but the conduit was already in place. The second action would be to look at the switches in the DCC facility and ensure there was also redundancy at the switches. Battig noted that LOGIS staff was working on that action. Battig added that county IT staff was working on agreements for use of the county fiber between the DCC and Western Service Center and between DCC and DCTC. Battig assured that would be brought back before the group for consideration when finalized. Battig commented that the third action being taken was LOGIS looking at working with MNIT (Minnesota IT Services) to have redundant fiber connectivity from DCTC back to the State. Battig explained that some of the paths between DCTC and the State were physical, individual fiber and others were shared and logical pathways. Battig clarified that the two fibers on the DCC campus were actual strands dedicated to DCC connection to both the Western Service Center and DCTC, but from there, the connectivity was through MNIT back to LOGIS.

### **Adjourn**

**Action:** Motion by McKnight (Farmington) to adjourn. Second by Johnston (Burnsville). Motion passed unanimously. The meeting adjourned at 3:22pm.

### **Next Regular Meeting:**

November 2<sup>nd</sup>, 2016

3:00pm

Dakota Communications Center  
Training Room