

**Dakota Communications Center (DCC)**  
**Board of Directors**  
**Minutes of Meeting: 02/16/2017**

**Members Present:** Burnsville – Bill Coughlin; Dakota County – MaryLiz Holberg; Eagan – Gary Hansen; Hastings – Joe Balsanek; Inver Grove Heights – George Tourville; Rosemount – Jeff Weisensel; South St. Paul – Lori Hansen; West St. Paul – Dick Vitelli

**Members Absent:** Apple Valley – John Bergman; Farmington – Jason Bartholomay; Lakeville – Colleen LaBeau; Mendota Heights – Ultan Duggan

**Alternates Present:** Apple Valley – Clint Hooppaw; Mendota Heights – Liz Petschel

**Others Present:** DCC – Tom Folie, Cheryl Pritzlaff, Jen Hildebrandt; Executive Committee Chair – Justin Miller

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

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

**2. Pledge of Allegiance**

**3. Roll Call:**

Members in attendance are noted above. Chair Tourville called for introductions.

**4. Approve Agenda:**

**Discussion:**

**Action:** Motion by Vitelli (West St. Paul) to approve the agenda as presented. Second by Holberg (Dakota County). Motion passed unanimously.

**CONSENT AGENDA**

**5**

- a. **Approve minutes from the regular Board meeting dated October 20<sup>th</sup>, 2016.**
- b. **Adopt and ratify the Executive Committee's approval of paid claims:**
  - **September 1<sup>st</sup> – 30<sup>th</sup>, 2016**
  - **October 1<sup>st</sup> – 31<sup>st</sup>, 2016**
  - **November 1<sup>st</sup> – 30<sup>th</sup>, 2016**
  - **December 1<sup>st</sup> – 31<sup>st</sup>, 2016**
- c. **Approve Financial Report**
  - **September, 2016 Unaudited Financial Report**
  - **October, 2016 Unaudited Financial Report**
  - **November, 2016 Unaudited Financial Report**
- d. **Receive Report on Contracts & Service Agreements Executed by Executive Director between September 28<sup>th</sup>, 2016 and January 25<sup>th</sup>, 2017.**
- e. **2017 Legal Newspaper Designation**

**Discussion:**

None

**Action:** Motion by Hansen (Eagan) to approve the consent agenda with two grammar corrections in item 5a. Second by Balsanek (Hastings). Directors Petschel (Mendota Heights) and Hansen (South St. Paul) abstained from the vote. Motion passed.

## ***REGULAR AGENDA***

### ***Action Items***

#### **6. Emergency Fire Dispatch (EFD)**

##### **Discussion:**

Folie (DCC) informed members that Emergency Fire Dispatch (EFD) was a series of protocols/questions used to aid dispatchers in determining fire response and response levels. Folie added that no matter the experience level, all dispatchers should arrive at the same end result. Folie also added that EFD offered the dispatcher the ability to provide callers with prearrival instructions.

Folie (DCC) reminded that dating back a number of years, the Fire discipline had been working to get EFD added to the series of tools DCC staff used in daily operations. Folie stated that part of that effort included repeated attempts for grant funding. Folie informed members that prior to 2017 budget discussion, an EFD quote had been obtained identifying a cost of approximately \$187,000. Folie continued stating that it was anticipated that if the grant was received, it would be up to 90% of the expense so the additional 10% (approximately \$18,000) was included in the DCC 2017 budget. Folie clarified, however, that the Executive Committee tabled discussions on EFD implementation to the January, 2017 meeting to allow time to evaluate Tri-Tech provided protocols and allow time for the grant process.

Folie reported that the repeated attempts for grant funding were unsuccessful, and if EFD were to be implemented in 2017, it would have been at the cost of \$187,000. Folie stated that based on this information, the Executive Committee recommended tabling the EFD implementation discussion to the 2019 budget process. Folie noted, however, that the Executive Committee also recommended the authorization of DCC staff to use up to \$18,000, currently in the 2017 budget, to help improve the protocols currently being used in the TriTech system. Folie noted that it was not likely those funds would be used.

Weisensel (Rosemount) referred to the current protocol enhancements and asked if staff felt they would improve statistics. Folie (DCC) responded that use of any protocols would likely take more time. Folie explained that use of EFD would afford the DCC an additional 30 seconds in processing time under the NFPA standard. Folie stated that staff was uncertain at this time if use of protocols would improve DCC processing times. Folie commented that the advantage for the DCC would be giving the inexperienced dispatcher a set of questions that would help them arrive at the same response and response level as a more veteran dispatcher.

Balsanek (Hastings) asked if the grant denials were because funds ran out or something else. Folie (DCC) responded stating that different fire members and the DCC had been applying for a grant to fund this effort dating back to 2013. Folie stated that it was his understanding that the request for EFD funding was simply not scoring high enough to qualify. Folie stated that members did not expect that to change, so the assumption was EFD discussions in the 2019 budget would include consideration of the consortium having to fully fund the expense.

Tourville (Inver Grove Heights) asked if there was any feedback from the fire group. Folie (DCC) confirmed stating they were disappointed, but they understood that the 90% expense that was not accounted for in the current budget was too much. Folie stated that the fire group would

continue to push for EFD implementation when the 2019 budget discussion came back up. Folie added that the fire group was onboard with trying to enhance current protocols in the interim.

Vitelli (West St. Paul) clarified that the recommendation to allow for use of up to \$18,000 was in the current budget. Folie (DCC) confirmed, but clarified that it would need to be reallocated as it was currently designated as an EFD expense.

**Action:** Motion by Vitelli (West St. Paul) to table EFD consideration to the 2019 budget process. Motion also to approve use of up to \$18,000, which is already in the budget, to cover any possible expenses associated with modification to current protocols in the TriTech system. Second by Balsanek (Hastings). Motion passed unanimously.

## **7. Chair Nominations & Appointment**

### **Discussion:**

Tourville (IGH) reported that South St. Paul Mayor Baumann did not seek reelection. Tourville noted that Baumann was entering the second year of her 2-year term as DCC Board of Directors Chair, so there was a need for a replacement to complete the term. Tourville then opened the floor to nominations.

**Nomination:** Vitelli (West St. Paul) nominated George Tourville to the seat of DCC Board of Directors Chair for the second year of the current 2016 – 2017 term. Second by Coughlin (Burnsville).

**Action:** Motion by Balsanek (Hastings) to close nominations. Second by Coughlin (Burnsville).

### **Further Discussion:**

Tourville (Inver Grove Heights) commented that he would be willing to sit as Chair for the remainder of the term if it was the pleasure of the Board.

Motion passed unanimously.

## **8. Vice Chair Nominations & Appointment**

### **Discussion:**

Tourville (IGH) reported that Mendota Heights representative, Ultan Duggan, would continue on the Board, but was looking to step down from his appointment as vice-chair. Tourville clarified that 2017 would be the second year of Duggan's 2-year term as DCC Board of Directors Vice-Chair, so there was a need for a replacement to complete the term. Tourville then opened the floor to nominations.

**Nomination:** Weisensel (Rosemount) self-nominated for the seat of DCC Board of Directors Vice-Chair for the second year of the current 2016-2017 term. Second by Coughlin (Burnsville).

Hearing no other nominations, Tourville recognized the motion on the table. Motion passed unanimously.

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

## **9. Executive Director Update**

### **Discussion:**

CAD Stability – Folie (DCC) reminded members that there had been some CAD stability issues that the DCC had been addressing over the past number of months. Folie assured that while this was not atypical, the issues were being address. Folie clarified that there were two efforts currently underway, Fiber Redundancy and Alternate Connection.

Folie referred to Fiber Redundancy and noted that when he first started at the DCC there was one location where fiber came into the facility. Folie stated that there are now two locations where fiber is coming onto the building and it was expected that would be up active in the next few weeks. Folie noted that while fiber redundancy into the building was finishing up, another effort that was taking longer was redundancy to the State and LOGIS. Folie explained that the current fiber connection went through the Western Service Center in Apple Valley and there was a need for an alternate path. Folie assured that efforts were well underway but there were numerous participants in the discussion including DCC, Dakota County, MNIT and LOGIS. Folie stressed the importance of this alternate path noting past issues experienced with the Western Service Center connection and also the fact that if the connection were to drop, it meant dispatch staff was on paper and pen w/o recommendations. Folie stated that in working with MNIT and Dakota County IT, it was reported that this redundant path could cost \$24,000/year, which the DCC was not prepared for. Folie stated that discussions were still underway and he would be able to report further at the next meeting.

Folie referred to Alternate Connection effort stating that LOGIS suggested use of a Virtual Desktop Infrastructure solution (VDI). Folie explained that while staff was currently testing this option at three DCC consoles, there were pros and cons. Folie noted that the primary con was a lag time but if LOGIS was able to correct that, it was likely the direction staff would go.

Weisensel (Rosemount) referred to the UPS system in place and asked why that wasn't helping. Folie (DCC) noted that while there were currently multiple different redundancies in place, they all took a brief moment to switch over and it was that slight break that the CAD system could not tolerate. Folie assured that staff and LOGIS were working with TriTech to address this unfortunate program aspect.

Petschel (Mendota Heights) speculated that the CAD software was likely being used in other locations and asked if an attempt had been made to reach out to those organizations to see what they are doing to address some of these glitches. Folie (DCC) acknowledge the questions and stated that San Antonio was using TriTech and also hosting for Bexar County. Folie stated that Bexar County was using Citrix to connect but TriTech recommended the DCC consider sticking to the VDI option. Folie assured that if VDI didn't resolve the problem there would be a need to reach out to other agencies in an attempt to find resolution.

Tourville (Inver Grove Heights) reminded members that Dakota County was currently working to improve fiber links with the Cities and it was imperative that the DCC connection was included in that. Tourville noted that no metro cities were included in the Broadband legislation it would be important for member agencies to recognize the importance of this backbone structure and support paying the fee to make it happen. Tourville noted that he believed it was currently on a five-year plan but encouraged that it be expedited. Holberg (Dakota County) commented that she thought this was being led by the CDA and there were numerous discussions that were currently being held as part of the effort. Holberg suggested an update/presentation may be in order at an upcoming meeting. Tourville (Inver Grove Heights) noted the suggested and stated that he thought members were receiving it at the City level. Tourville reiterated that the emergency services aspect needed to be kept in the forefront of this discussion.

Statistics – Folie (DCC) reported that when he started with the DCC in October, standards were not being met. Folie noted that further investigation revealed a clear point in time when performance seemed to drop and that was when the new phone system was put into place. Folie explained that staff was able to determine a few things. The first was that the reports pulling from the phone system were providing times that included the time it took a call to process through the carrier. Folie assured this was fixed and statistics were looking much better as a result. The second was that the report pulling CAD processing times was adding times ranging from seconds to many minutes onto calls. Folie noted that this too had been corrected, but the impact was not significant because the third issue identified was that the NFPA standard had also changed. Folie stated that the monthly statistics report had been modified to reflect not only percentages/averages on some of the pieces, but also raw numbers. Folie clarified that in January, there were 12 structure fires. Two of them took longer than the 64 seconds, resulting in DCC average performance dropping below the 90%. Folie noted that staff felt strongly that the added information would provide much needed context to the report.

Folie (DCC) acknowledged that statistics was a never ending battle because since January statistics were reported, staff found that some calls previously being included, didn't need to be. Folie assured that the statistics being reported for 2017 should be fairly accurate and that staff would continue to look for ways to improve the process.

Weisensel (Rosemount) asked if staff went back and revised all the previous reports. Folie (DCC) responded that the time it would take to do that would be exhaustive and it was not staff's intent to do at this time. Folie stated that the new reporting went into effect January, 2017. Weisensel (Rosemount) acknowledged and suggested any comparisons to previous years keep in mind the fact that the reports were pulling skewed information prior to 1/1/2017. Folie (DCC) noted.

2018 budget – Folie (DCC) Informed members that the intent was to make the 2018 budget presentation at the May meeting. Folie stated that the portions of the budget that DCC staff was responsible for were completed and sent to the fiscal agent earlier in the week for further processing. Folie stated that the intent was to get the Executive Committee budget workgroup involved in review in March or April, prior to May formal presentation.

Weisensel (Rosemount) asked if there was any sense of what the increase/decrease would be. Folie (DCC) responded that there really wasn't yet because personnel expenses were the majority of the budget and finance handled that portion of the budget. Folie noted that while there were some things removed from the CIP, there were also a couple of additions, an operational audit estimated at \$35,000 and a CAD application cost increase estimated at \$60,000.

Strategic Planning – Folie (DCC) reminded members that approximately 18 months prior, strategic planning efforts started. Folie noted that the first phase of the effort was review of the governance structure which was tabled when Diane Lind gave her notice to retire. Folie announced that effort had started up again and the workgroup was scheduled to start meeting the following week. Folie recapped stating that discussions included replacing the Executive Committee and Operations Committees with one hybrid group made up of representation from all three groups. Folie stated that the workgroup speculated that this would streamline governance operations and help to expedite efforts. Folie explained that each agency would be represented in some capacity on the committee. Folie noted that this was appealing because staff was spending much time preparing for all the different meetings. However, Folie noted that one

concern would be continuing an open line of communications with the Fire and Law Enforcement groups.

Weisensel (Rosemount) noted that when strategic planning was first discussed, there were other items identified to be addressed including “next steps”. Folie (DCC) noted that the main topic at this time was Governance and that the other topics, Governance, Finance and Technology would follow once the Committee was put into place.

Miller (Executive Committee) noted that the Governance discussion was far along when the decision was made to wait on proceeding until the new director was in place. Weisensel (Rosemount) noted some considerations like inclusion of other entities in the consortium, use of DCC technology storage space by member agencies, etc.

Hansen (Eagan) stated that he thought there was also discussion about switching the Board of Directors meeting frequency to annually or semi-annually. Miller (Executive Committee) confirmed. Tourville (Inver Grove Heights) acknowledged the decreased meeting structure suggestion and suggested consideration of how the Board would maintain communications with the Fire and Law Enforcement groups.

Vitelli (West St. Paul) commented that as the elected officials responsible for the operation, an annual or semi-annual meeting may not be enough.

Staffing – Folie (DCC) reported that the DCC dispatch floor was fully staffed for the first time in some time. Folie clarified that three dispatchers were new hires and would be in training for a number of months yet. Folie added that the DCC recently accepted a letter of intent to retire from a long-term dispatcher.

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

***OTHER BUSINESS***

None

**Adjourn**

**Action:** Motion by Petschel (Mendota Heights) to adjourn. Second by Hansen (South St. Paul). Motion passed unanimously. Meeting adjourned at 8:49am.

**Next Meeting:  
May 18<sup>th</sup>, 2017  
8:00 am  
Location: DCC**

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George Tourville, Board Chair

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Date

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Tom Folie, Executive Director

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Date