

**Dakota Communications Center (DCC)
Board of Directors
Minutes of Meeting: 12/14/2017**

Members Present: Burnsville – Bill Coughlin; Dakota County – MaryLiz Holberg; Eagan – Gary Hansen; Hastings – Joe Balsanek; Inver Grove Heights – George Tourville; Lakeville – Colleen LaBeau; Mendota Heights – Ultan Duggan; South St. Paul – Lori Hansen; West St. Paul – Dick Vitelli

Members Absent: Apple Valley – John Bergman; Farmington – Jason Bartholomay; Rosemount – Jeff Weisensel

Alternates Present: Apple Valley – Clint Hooppaw; Farmington – Todd Larson

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

1. Call the Meeting to Order:

There being a quorum, Chair Tourville (Inver Grove Heights) called the meeting to order at 8:02 am.

2. Pledge of Allegiance

3. Roll Call

Members in attendance are noted above.

4. Approve Agenda

Discussion: None

Action: Motion by Duggan (Mendota Heights) to approve the agenda as presented. Second by Coughlin (Burnsville).

CONSENT AGENDA

5.

- a. **Approve minutes from the regular Board meetings dated August 17th and October 12th, 2017**
- b. **Adopt and ratify the Executive Committee's approval of paid claims:**
 - **July 1st – 30th, 2017**
 - **August 1st – 31st, 2017**
 - **September 1st – 30th, 2017**
 - **October 1st – 31st, 2017**
- c. **Approve Financial Reports**
 - **July, 2017**
 - **August, 2017**
 - **September, 2017**
 - **October, 2017**
- d. **Approve 2018 Ancillary Benefits**
- e. **Approve the 2018 Non-Union Wage Increase**
- f. **Approve the 2018 Board of Directors Meeting Schedule**

- g. **Receive Executed Contracts/Agreements – October 25th – November 20th, 2017**
- h. **Approve Modifications to the Administrative Policies & Procedures**

Discussion:

Motion by Duggan (Mendota Heights) to approve the consent agenda as presented. Second by Coughlin (Burnsville).

Further Discussion:

Holberg (Dakota County) noted that there may be a conflict with the October meeting being during MEA. The group agreed to proceed with the schedule as presented.

Motion passed unanimously.

REGULAR AGENDA

Action Items

6. Dispatch Supervisor's 2018 – 2019 Union Contract

Discussion:

Folie (DCC) reminded members that while the DCC had reached a tentative agreement with the dispatch union in August, the supervisory union filed for mediation because they wanted pay differential. Folie added that when mediation took place, the supervisors also noted wage compression between the top of the dispatch wage scale and bottom of the supervisor scale. Folie noted that the DCC did not agree to the differential, but did agree that there were compression concerns. As such, the supervisor compensation schedule was adjusted to bring the bottom of the scale up. Once that was done, the supervisors agreed to the contract excluding the differential. Folie noted that the contract terms were basically identical to the dispatch contract.

Action: Motion by Larson (Farmington) to approve the Dispatch Supervisor's 2018 – 2019 Union Contract as presented. Second by Vitelli (West St. Paul). Motion passed unanimously.

7. OverComp Policy Modifications

Discussion:

Folie (DCC) explained that the DCC had a staffing overcomp policy in place since 2011 or 2012. Folie detailed that while authorized dispatch staffing was 52, the policy allowed for hiring of two additional positions in the event there was an anticipated departure. Folie assured that DCC staffing turnover was one of the lowest in the metro. However, he was concerned about the current staffing level. Folie noted that while staff was able to identify good candidates in the hiring process, the 6 – 8 month training time significantly delayed the ability to alleviate staffing issues when someone left. Folie stated that the Executive Committee had endorsed a request to modify the overcomp policy to allow for hiring as the budget allowed regardless of an anticipated opening. Folie continued stating that the Executive Committee recommended removal of the last sentence in the policy statement to allow the flexibility requested by staff. Folie noted that when 2019 budget discussions come around, staff would be requesting an increase of the authorized staffing level to 54.

Vitelli (West St. Paul) asked what was causing the turnover. Folie (DCC) noted that the DCC experience was not unique among 911 centers. He reiterated that the DCC turnover was one of the lower in the metro area. Folie stated that turnover at the DCC were either during first year probation/training issues or people leaving to pursue other careers entirely.

Larson (Farmington) noted that it probably didn't help that the private market was coming back. Folie (DCC) agreed.

LaBeau (Lakeville) asked if there was a staffing level escalator built into the budget process to accommodate a growing population. Folie (DCC) responded that the current authorized staffing level of 52 was what it had been since 2007 when the doors opened. Folie noted that the County population has grown significantly in that same timeframe and it was time to revisit the authorized staffing level.

Action: Motion by Hansen (Eagan) to approve the proposed modification to the Staffing Overcomp Policy. Second by Duggan (Mendota Heights). Motion passed unanimously.

8. BCA – CJDN Agreement

Discussion:

Folie (DCC) reported that the BCA required all PSAPs to have an agreement in place for access to FBI data. Folie added that those contracts were good for five years and the last contract was signed in 2012. Folie noted that the 2017 contract is identical to the 2012 contract with one exception stating that the BCA had to administer backgrounds on vendors. Folie assured that the County Attorney had reviewed and approved of the contract.

Action: Motion by Holberg (Dakota County) to approve signing of the contract. Second by Vitelli (West St. Paul). Motion passed unanimously.

9. FBI-CJIS Management Control Agreement

Discussion:

Folie (DCC) reported that this discussion had been going on for quite a while, since the DCC heard the Anoka County PSAP hadn't passed their BCA audit because they didn't have a management control agreement (MCA) in place with a law enforcement agency. Folie reminded members that the FBI had a security rule requiring law enforcement oversight of any access to FBI information, from creation to deletion. Folie assured that this topic had been discussed extensively with the Executive Committee and the recommendation was to enter into an agreement with Sheriff's Office as the law enforcement agency who would provide oversight to the DCC. Folie clarified that this would also require that each member police department would need something in place authorizing the Sheriff's Office to act on their behalf in this capacity. Folie noted that the Sheriff agreed to doing this temporarily while he evaluated the amount of staff time it would take to administer. Folie (DCC) explained that he didn't think it would take a lot of time other than an occasional audit of DCC actions. Folie added that he was pushing for the use of an agreement identical to the agreement provided in the FBI manual, and that was exactly what the Sheriff's Office already had in place with their IT staff so he wasn't concerned about that being an issue. Folie stated that the County Attorney was working on the document and noted that the JPA may also need to be revisited as a result.

Folie (DCC) informed members that the DCC had undergone a BCA audit a couple months prior and had been put on notice that an MCA would need to be in place. Folie acknowledged that staff had not been given a timeline, but wanted this in place by 2nd quarter of 2018 when the FBI comes to town to administer the BCA audit. Folie explained that as part of the BCA audit, the FBI selected 10 – 15 member agencies and he wouldn't be surprised if the DCC was one of them.

Action: Motion by Vitelli (West St. Paul) to approve entering into a Management Control Agreement with the Sheriff's Office as presented. Second by Coughlin (Burnsville). Motion passed unanimously.

10. Board of Directors Chair & Vice-Chair Nominations

Discussion:

Folie (DCC) noted that the bylaws called for election of Board Chair and Vice-Chair at the first meeting of each even-numbered year. Folie reminded that George Tourville was finishing year two of Chair Baumann's appointment and was willing to sit for another term if the group saw fit. Folie added that Jeff Weisensel also offered to sit as Vice-Chair. Folie reiterated that the appointments would take place at the February, 2018 meeting and would go into effect at the close of that meeting.

Action: No action.

Information Updates/Discussion Items

11. Strategic Planning Update

Discussion:

Miller (Executive Committee Chair) – Updated that the Executive Committee was continuing discussions on this topic. Miller noted that while he didn't have any firm update to provide yet, he, Eagan City Administrator Osberg and Burnsville Manager Johnston had formed a sub-committee to open discussions with County Administrator Smith about possible governance options. Miller assured at some point there would be the need to come back to the Board and respective councils for any recommended modification discussions.

Tourville (Inver Grove Heights) noted that JPA modifications had been discussed previously but were put on hold as the Management Control Agreement opened discussions about restructuring. Tourville reminded that at the time, it was the desire of the Board of Directors to continue quarterly meetings. Tourville thanked the Executive Committee for their efforts on this topic.

Action: No action. Update only.

12. Executive Director Report

Discussion:

2018 Goals/WorkPlan – Folie (DCC) noted that he had worked on developing a 2018 work plan that includes some goals that he wanted to share with the group:

1. Administer an Operations Study – Engage an outside consultant to evaluate operations and identify what the organization was doing right or wrong, Also, help evaluate what other things the organization could or should be pursuing.
2. Bring 911 answer times into compliance with standards – While staff was working effortlessly to bring call times within standard, there wasn't much progress being made. Folie informed members that prior to the installation of the new phone system, the standards were being met. Efforts need to continue to identify if the issues are internal to operations or associated with the new phone system. Tourville (Inver Grove Heights) questioned if it was as simple as there not being an adequate staffing level. Folie (DCC) noted that becomes more likely as we try additional things without seeing an improvement. Folie noted that the highest call volume was between 10am and 9pm and it would be nice to have the ability to staff those hours higher.

3. COOP Plan Evaluation – The current plan is not great. Right now if staff were to have to evacuate the floor, they would relocate to the Data Room. If they had to evacuate the building, they would relocate to Ramsey County. Folie stated that staff was not sure Ramsey would be adequately equipped to help in this situation. Folie noted that he had been talking with the Sheriff on some possibilities and would report as he knew more.
4. PSAP abandonment device – Currently, if staff were to have to evacuate the building they would have to call the phone companies and initiate a line transfer that could take up to 1 hour. Folie explained that an abandonment device would do this at the flip of a switch. Folie noted that this would be a very reasonable price to help ensure the best service possible in the event of a dispatch floor evacuation. Tourville (Inver Grove Heights) asked if the DCC was the backup for any neighboring agencies. Folie (DCC) confirmed stating that the DCC was the backup for Washington County and had also tested their abandonment device rollover to the DCC. Folie added that the State required a plan be in place and filed with the State by March, 2018.
5. Workstation Replacement – The workstations have been listed in the CIP for replacement in 2018. Folie noted that the current stations were falling apart and the vendor is no longer able to supply replacement parts. Folie reported that staff began working with a consultant earlier in the week who was confident this effort could be completed by May of 2018.
6. CAD to CAD with private EMS partners – Folie explained that current practice was to call Allina and/or HealthEast when a service is needed. Folie noted that Allina had the same CAD system in place and efforts were very close to eliminating the phone call and replacing it with a CAD entry that would push to Allina immediately. Folie noted that the HealthEast effort was a bit further out.
7. Communications Improvement – Folie commented that he wanted to improve communications between the DCC, it's member agencies and other partners. Folie specifically noted that he wanted to ensure DCC staff heard about things from management before getting it off the street.

Department of Revenue - Folie (DCC) stated that the Department of Revenue recently administered a sales tax audit of the DCC for 2013 – 2016 and it resulted in findings that the DCC had missed sales tax totaling approximately \$2100. Folie noted that both he and the Executive Committee were in agreement with recommendation from the fiscal agent to pay this which includes the associated penalties of approximately \$300 and close the audit.

Fall Training – Folie (DCC) reported that Mark Erickson from South Metro Fire taught a fantastic training session during dispatch fall training on the US National Grid. Folie clarified that use of National Grid helped staff identify locations of people in large parks, etc. Folie reported that staff almost immediately put this new skill to use in helping responders locate a dead body in a large Eagan park.

Staffing/Hiring – Folie (DCC) reported that the DCC dispatch staffing level was down 4, with 6 new hires in training so the schedule was really scarce. After some additional discussion on position requirements, psychological evaluations, etc, LaBeau suggested reaching out to Career Fairs at the high schools and community colleges in the area. Duggan (Mendota Heights) also suggested DCC make member agencies aware of vacancies. Pritzlaff (DCC) explained that while the DCC was able to entertain some EMS and other high school classes, FBI/BCA regulations did not allow tours on the floor so the most the DCC could do was bring the groups into the

training room and do a presentation which was not as impactful as allowing the students to actually hear some of the life and death calls.

Text to 911 – Folie (DCC) reported that the Text to 911 go live was pushed to media with little to no notice to the local PSAPS. Folie added that much of the information represented to residents was inaccurate. Folie clarified that if someone in Dakota County were to text 911 today, their text would likely be received by Hennepin County Sheriff's Office and then relayed to the DCC. Folie added that texting does not allow for accurate location nor can you send pictures or video. Folie assured that efforts were underway to get the DCC up and running, but that it wasn't anticipated to be in place locally until Spring of 2018.

Redundant Fiber Connection – Folie (DCC) informed members that the redundant fiber connection was finally completed on November 29th. Folie clarified that this connection allowed for an alternate route to the State without going through the Western Service Center.

Member and Citizen Appreciation – Folie (DCC) noted that Eagan Police Chief McDonald was down to thank staff for efforts in a pursuit. Folie added that Farmington Scout Troop 9117 delivered popcorn to the DCC in recognition of being a hometown hero.

DCC Anniversary – Folie (DCC) reminded members that while January 1, 2017 was the official 10-year anniversary of DCC operations, December 27 – 29th were the dates when dispatchers started relocating to the DCC Empire facility. Folie noted that while there wasn't any funding allocated to any sort of 10-year celebration, he was planning a small internal effort for staff.

Action: None.

13. Director Appointment Reminders – Apple Valley, Burnsville, Dakota County, Eagan, Lakeville

Discussion: Folie (DCC) reminded members that Apple Valley, Burnsville, Dakota County, Eagan and Lakeville needed to make official Board appointments at their first Council meeting of 2018. Folie asked that appointments be relayed to Jen Hildebrandt at the DCC.

Action: None.

OTHER BUSINESS

Community Announcements

Mendota Heights – Sibley School was selected to represent MN at a July 4th celebration at Washington DC.

Inver Grove Heights – Police Chief Paul Schnell started on Monday.

Before Executive Director Folie and Operations Director Pritzlaff were excused for Items 14 and 15 discussion, Chair Tourville asked Folie for some feedback on how he felt the year had gone. Folie (DCC) responded that he had learned a lot and it had been a very interesting year. Folie noted that governance discussions seemed to be the biggest part of his year. Folie added that in talking with the member Chiefs, it seemed as though the funding formula seemed to be “broken”. Folie stated that he was glad to have started those discussions and he looked forward to continuance of that topic. Folie noted the DCC had great employees who were doing a fantastic job.

Folie & Pritzlaff were excused from the meeting.

14. Executive Director Appraisal

Discussion: Miller (Executive Committee Chair) reviewed the performance evaluation administered by member agency Executive Committee members on Tom Folie for the past year stating that overall, the group felt that Tom had done a very good job. Miller recapped how the evaluation could result in merit wage increases. Miller assured that after the results of the evaluation were compiled, he met with Tom prior to the Executive Committee meeting where results and potential goals were discussed and recommendation was made.

Action:

15. Executive Director Performance Wage Increase

Discussion:

Miller (Executive Committee Chair) noted that the performance evaluation could result in up to 3% merit increase. Miller added that the Executive Committee was recommending consideration of a 2% merit increase effective retroactive to Folie's anniversary date of 10/10/2017.

Action: Motion by Duggan (Mendota Heights) to approve recommendation to award a 2% merit increase to Folie's current wage, effective October 10th, 2017. Second by Coughlin (Burnsville).

Further Discussion: Holberg (Dakota County) noted that in the event the wage range were revisited, she would be interested in seeing how the range of the DCC director compared to other PSAP directors. Balsanek (Hastings) agreed and cautioned that staff compare apples to apples. Hildebrandt (DCC) acknowledged stating that many agencies were run under the Sheriff's Department, by a position that might be more comparable to the Operations Director. However, staff would endeavor to include comparable PSAP directors.

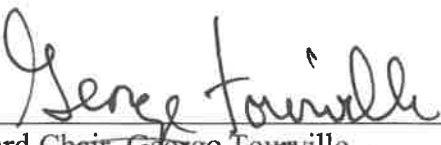
Tourville (Inver Grove Heights) requested the Executive Committee Chair put the goals discussed to paper.

Motion passed unanimously.

ADJOURN

Action: Motion by LaBeau (Lakeville) to adjourn. Second by Coughlin (Burnsville). Meeting adjourned at 9:03am.

**Next Meeting:
February 15th, 2018
8:00 am
Location: DCC**



Board Chair, George Tourville

2-15-18
Date



Executive Director, Tom Folie

2-15-18
Date