

Dakota Communications Center (DCC)
Board of Directors
Minutes of Meeting: 05/17/2018

Members Present: Dakota County – MaryLiz Holberg; Eagan – Gary Hansen; Hastings – Joe Balsanek; Inver Grove Heights – George Tourville; Lakeville – Colleen LaBeau; Rosemount – Jeff Weisensel; South St. Paul – Lori Hansen

Members Absent: Apple Valley – John Bergman; Burnsville – Bill Coughlin; Farmington – Jason Bartholomay; Mendota Heights – Ultan Duggan; West St. Paul – Dick Vitelli

Alternates Present:

Others Present: DCC – Tom Folie, Cheryl Pritzlaff, Jen Hildebrandt; Executive Committee Chair – Heather Johnston; Executive Committee Member – Mark McNeill

1. Call the Meeting to Order:

There being a quorum, Chair Tourville (Inver Grove Heights) called the meeting to order at 8:07am.

2. Pledge of Allegiance

3. Roll Call

Members in attendance are noted above.

4. Approve Agenda

Discussion:

Action: Agenda was not approved.

CONSENT AGENDA

5.

- a. **Approve minutes from the regular Board meeting on February 15th, 2018.**
- b. **Adopt and ratify the Executive Committee's approval of paid claims:**
 - **December 1st – 31st, 2017**
 - **January 1st – 31st, 2018**
 - **February 1st – 28th, 2018**
 - **March 1st – 31st, 2018**
- c. **Approve Financial Reports**
 - **Year-End, 2017 Audited Financial Report**
 - **February, 2018 Unaudited Financial Report**
 - **March, 2018 Unaudited Financial Report**
- d. **Executed Contracts**
- e. **Monetary Limit**
- f. **Participation on LOGIS Insurance Pool for 2019**
- g. **Responsible Authority for Data Practices**

Discussion: None

Action: Motion by Weisensel (Rosemount) to approve the consent agenda. Second by Holberg (Dakota County). Motion passed unanimously.

REGULAR AGENDA

Action Items

6. Advance Resignation Notice Policy

Discussion:

Folie (DCC) noted that consideration of an advance resignation notice policy came out of a discussion at the budget workgroup. Folie explained that given recent staffing level concerns, a member of the workgroup suggested implementation of a policy that would award a lump sum for early notice of intent to separate from DCC employment. Folie noted that the DCC staffing level was currently at 42 and with a normal compliment of 52 dispatchers, that was significant. Folie reported that overtime and the schedule rotation were probably the two biggest complaints from the dispatch group. Folie assured that staff was working to address these concerns through hiring and also a dispatch committee that was entertaining different schedule options. Folie noted that an advance resignation notice policy could really save on overtime costs. Folie then recapped the proposed policy that, if approved, would be added to the administrative policies and procedures document effective June 1st, 2018.

Holberg (Dakota County) asked if there was any idea how many times this may be used during a year. Folie (DCC) responded stating that it was believed this would be used by primarily retiring employees and that was currently averaging about two a year. Holberg (Dakota County) commented that would probably cost under \$5,000. Folie (DCC) agreed and stated that it could potentially save more in overtime and staff frustration as a result of the overtime.

Action: Motion by Hansen (South St. Paul) to approve the Advance Resignation Notice Policy as presented. Second by Hansen (Eagan).

Further Discussion:

LaBeau (Lakeville) commented that she liked the idea of the policy but cautioned that advance notification from a frustrated or disgruntled employee may not be what the DCC wants. LaBeau then asked if there was any concern about that and anything in the policy that gave employer the right to refuse. Folie (DCC) responded that he didn't think the proposed policy required Executive Director approval. Folie noted that it was a good idea and could be worked into the policy.

Friendly Amendment:

Hansen (South St. Paul) amended her original motion to include giving the executive director the right to refuse entering into the agreement. Hansen (Eagan) agreed with the amendment to the motion. Motion passed unanimously.

7. 2019 Operating & Capital Budget

Discussion:

Folie thanked DCC staff members Jen Hildebrandt and Cheryl Pritzlaff for their efforts on the 2019 operating and capital budget. Folie also thanked DCC Fiscal Agent representatives Jerilyn Erickson and David Lang for their direction and oversight of the budget. Finally, Folie thanked Executive Committee members Heather Johnston, Mark McNeill and Ryan Schroeder for their participation on the workgroup tasked with preliminary review of the proposed budget. Folie then provided a review of the budget, focusing on any new and/or significant changes.

Wages – Folie noted that as negotiated with the unions, the 2019 wages reflected a 3% increase. Folie noted that personnel costs accounted for 71% of the DCC operating budget.

Emergency Fire Dispatch – Folie reported that the Fire/EMS discipline had been pushing for a number of years to get EFD added to the list of tools the DCC used to provide member services. Folie noted that the Fire/EMS discipline had also attempted multiple times to obtain a grant to help funding of this product, but all attempts were unsuccessful. Folie stated that the cost for the addition of EFD would be approximately \$54,000 in operating funds and \$160,000 in capital funds. Folie noted that in following years, the impact would be approximately \$14,000 in ongoing certifications.

Staffing Level – Folie noted that the 2019 budget reflected an increased staffing level by one full-time dispatch position.

Caller Location Improvements – Folie reported that caller location improvement costs were added to the LOGIS line item. Folie clarified that it was not yet determined if that would be done through LOGIS or not. Folie explained that DCC Staff was investigating Rapid SOS which was a cell location that allowed pinpoint location of a caller. Folie noted that caller location improvements were extremely important.

Other - Folie acknowledged that now, 11 years into operation, some smaller expenses were presenting, like appliance replacements, etc.

Psychological Testing – Folie reminded members that they had approved implementation of psychological testing effective immediately. Folie stated that this was added as a line item in the proposed budget.

Folie (DCC) referred to the capital budget and noted there was not much there for 2019 outside of the EFD and purchase of new backup disaster laptops.

Folie (DCC) referred to revenues and noted that outside of member and 911 fees, revenues remained static.

Folie (DCC) referred to member fees and reminded that they were calculated on a rolling average of 911 calls excluding self-initiated premise checks, traffic detail, and follow-up. Folie noted that the overall budget increase was 3.63% and the Executive Committee recommended approval as presented at their May 9th meeting.

Holberg (Dakota County) referred to page 68 of the packet and asked for clarification on what made up the estimated 6.3% personnel increase. Erickson (Fiscal Agent) responded stating that it was calculated off the estimated 2018 budget and was attributable to the added FTE, benefit cost increases and negotiated wage increases. Erickson confirmed that because the increase was calculated on the estimated 2018 budget, it could potentially be a higher increase.

Hansen (Egan) referred to the budget cover memo and noted that it stated a 2.6% overall budget increase. Folie (DCC) clarified that it was actually 3.6%.

Weisensel (Rosemount) asked what the DCC determined the need for increased staffing. Folie (DCC) responded that at the February Board meeting, it was suggested staff consider an inflationary increase. Folie noted that the DCC staffing level had not been increased since inception while the County population had increased by over 20,000. Folie noted that in addition, DCC staff had been taking on more tasks like doing warrants for the jail, sending out mass telephone notifications for member agencies, etc. Folie noted that overall, staff had become increasing more busy. Folie stated that, along with review of the statistics suggested the need for

additional staffing. Folie acknowledged, however, that it would be nice to hear from the consultant who was administering the operational study. Folie assured that there were complex formulas out there, but what he did was take the 2019 calls based on the number of dispatchers in comparison to 2017 data and the increase was significant. Folie noted that he would be relying on the operational study to help determine the need. Weisensel (Rosemount) suggested that while there may be the need for additional staffing, technology had to have improved.

LaBeau (Lakeville) expressed concern over exhaustion with the low staffing level. Tourville (Inver Grove Heights) commented that the staffing level identified at start-up may not have been right either so the operational evaluation results would be interesting. Weisensel (Rosemount) asked if the study would be able to determine the percentage of events that were high stress. Folie (DCC) acknowledged that not every event was the same and that he felt that information was something staff could obtain from current data.

Discussion continued about resources being engaged for potential employment candidates. Hildebrandt (DCC) confirmed that DCC staff had reached out to area high schools as well as colleges and would be entertaining the idea of participating in career fairs. Weisensel (Rosemount) noted that the Rosemount Youth Commission visited the DCC and had many good questions.

Action: Motion by Hansen (South St. Paul) to approve the 2019 Operating and Capital Budgets as presented. Second by LaBeau (Lakeville). Motion passed unanimously.

8. Management Control Agreement & Memorandum of Understanding

Discussion:

Folie (DCC) reminded members that FBI security rules required governmental non-criminal justice agencies to have a management control agreement with a law enforcement agency. Folie thanked members for getting the proposed MCA through legal review and to their councils for approval so quickly. Folie commented that the DCC also had to sign the MCA along with a memorandum of understanding with the Sheriff's Department. Folie noted that DCC staff was heavily involved in the preparation of the documents and had no real concerns with them. Folie noted that the Executive Committee recommended the Board authorize the Executive Director to sign the Management Control Agreement and Memorandum of Understanding with the Dakota County Sheriff's Office.

Action: Motion by Balsanek (Hastings) to authorize the Executive Director to sign the Management Control Agreement and Memorandum of Understanding with the Dakota County Sheriff's Office. Second by Hansen (Eagan). Motion passed unanimously.

9. VHF Contingency Funding Request

Discussion:

Folie (DCC) recapped that the VHF replacement project, also known as fire paging, had been approved in February, 2018. Folie noted that the costs came in \$63,000 under budget. However, as work began Motorola discovered that two of the 10 sites were different and may need additional equipment. Folie requested consideration of an additional \$10,000 of contingency funds to cover this potential expense. Folie assured that this would not be spent if not needed and added that there may be the ability to reuse some equipment already in-house.

Action: Motion by Holberg (Dakota County) to approve use of contingency funds not to exceed \$10,000 to cover the possible added expense for additional equipment for the VHF replacement project. Second by Hansen (South St. Paul). Motion passed unanimously.

10. Delegate Authority to Award and Contract Workstation Replacement Project RFP Discussion:

Folie (DCC) noted that the Workstation Replacement Project in the 2018 capital project was underway. Folie reminded that any project over \$50,000, whether in the budget or not, had to be approved by the Board. Folie stated that staff was hoping to award the project in June or July and continue efforts to get the project done as timely as possible. Folie commented that with the next Board meeting not being until August, staff was requesting the Board authorize the Executive Committee to approve a contract. Folie clarified that this was going to be quite a complex project with numerous considerations including planning and material fabrication and it would be important to keep it on track.

Tourville (Inver Grove Heights) questioned if the Board wanted to delegate authority to the Executive Committee or approve up to a certain amount, which was what councils did regularly. Johnston (Executive Committee Chair) clarified that the \$325,000 amount was already clear in the budget and could not be exceed. Johnston added that normally when councils approved up to amounts, final bids were already in hand so this was a bit different. Folie (DCC) agreed stating if the bids exceed the \$325,000 budget, staff would have to go back out for bid. McNeill (Mendota Heights) suggested there was always the ability to call a special meeting if needed.

Holberg (Dakota County) asked if there was any concern in doing the workstation replacement project prior to getting the findings from the operational consultant. Folie (DCC) acknowledged that the consultant was not asked to look at the layout of the floor. However, there could be the possibility that a recommendation they were to make, would impact floor operations. Tourville Folie (DCC) assured that the consulting form would be contacted prior to making any contract decisions.

Action: Motion by Holberg (Dakota County) to approve contract engagement within the already approved \$325,000 budget amount. Second by Hansen (South St. Paul). Motion passed unanimously.

Information Updates/Discussion Items

11. DCC Governance

Discussion:

Folie (DCC) noted that there wasn't much of an update on this item yet. Folie reminded that after the last meeting, Matt Smith started working with the County Office of Planning and Analysis to collect information. Folie commented that this included a conversation with the operational study consultant.

Johnston (Executive Committee Chair) agreed stating that the discussion was currently pending findings of the OPA.

Holberg (Dakota County) speculated that the findings report would come out in the fall. Holberg questioned if the consortium should act on the strategic planning effort that was discussed at length prior to this topic putting that on hold. Holberg also noted that she would be surprised if this discussion would result in any real changes before the end of 2019. Folie (DCC) acknowledged that continuation of the strategic planning effort that was an option, but reminded members that he was told to hold off on that so currently, staff was not working on that effort.

Folie (DCC) reminded that staff was due for a funding mechanism review also, as directed to be done every five years, but that was also put on hold for the governance discussion.

Action: No action. Update only.

12. Executive Director Report

Discussion:

Staffing – Folie (DCC) noted that this has been discussed already but added that staff was considering the addition of part-time positions.

Operational Review – Folie (DCC) stated that the third party operational review was expected to be done with a report by late summer.

Workstation Replacement Project – Folie (DCC) noted that six vendors attended the vendor conference the previous week and bids were expected by Friday, May 25th.

Text – to – 911 – Folie (DCC) reported that the DCC had previously been set up as a default agency. Folie stated that there had been a new development requiring default locations to be changed. Folie commented that it would require an outage of 911. Folie assured that during this outage, calls would be transferred elsewhere. Folie also assured that there would be more to come as staff received more information and that the State was pushing to have this completed by the end of 2018.

Fire Emergency Activation Button – Folie (DCC) reported that the Fire/EMS group requested their emergency buttons be activated for use as needed. Folie stated that this was done in April and while it was working OK, there had been several inadvertent activations where the agencies weren't clear on the follow-up procedure.

CAD-to-CAD – Folie (DCC) commented that the DCC was always working to improve service and one improvement that was currently underway was the implementation of CAD-to-CAD with the Allina and HealthEast ambulance services. Folie reported that Allina was using the same TriTech CAD product which allowed this improvement to be put into place a number of weeks back. Folie noted that while the dispatchers loved the efficiencies, when Rice/Steele came on board there were issues because their mapping was different. Folie noted that it should be back up and running in the near future. Folie stated that staff was hoping for the same experience with HealthEast. However, they were not on the same CAD system so it would take a bit longer.

National Telecommunicator Week – Folie (DCC) reported that National Telecommunicator Week, April 9th – 13th, was very successful. Folie reported that 21 employees were issued awards and/or commendations. Folie thanked the Dakota Fire Chiefs for filling DCC fridges with frozen custard. Folie also thanked the City of Eagan for lighting the Sperry Tower in gold in honor of the dispatchers.

Action: No action. Update only.

OTHER BUSINESS

13. Member Community Highlights

Discussion:

Tourville (Inver Grove Heights) noted that Inver Grove Heights hoped to break ground for their new fire hall in the next couple of months.

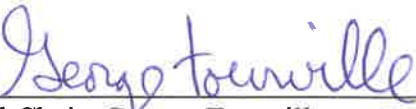
Hansen (South St. Paul) noted that South St. Paul had two very large piles of good dirt if partner cities had any need for it.

Action: No action.


ADJOURN

Action: Motion by Balsanek (Hastings) to adjourn. Second by Holberg (Dakota County).
Motion passed unanimously. Meeting adjourned at 9:08.

Next Meeting:
August 16th, 2018
8:00 am
Location: DCC




Board Chair, George Tourville



Date



Executive Director, Tom Folie



Date