

**Dakota Communications Center
Executive Committee
Meeting Minutes: 12/05/2018**

Members Present: Tom Lawell – Apple Valley; Matt Smith – Dakota County; Dave Osberg – Eagan; David McKnight – Farmington; Melanie Mesko-Lee – Hastings; Justin Miller – Lakeville; Mark McNeill – Mendota Heights; Logan Martin – Rosemount; Joel Hanson – South St. Paul;

Members Absent: Dana Hardie – Burnsville; Joe Lynch – Inver Grove Heights; Ryan Schroeder – West St. Paul

Alternates Present: BJ Jungmann – Burnsville; BJ Battig – Dakota County

Others Present: Tom Folie, Cheryl Pritzlaff, Jen Hildebrandt – DCC; Lakeville Fire Chief Mike Meyer – Fire/EMS Operation Committee; Dakota County Employee Relations Director – Andy Benish

1. Call the Meeting to Order

Recognizing a quorum, Chair McNeill called the meeting to order at 3:00pm.

2. Roll Call

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

3. Approve Agenda

Discussion:

No Discussion

Action: No action.

CONSENT AGENDA

4.

- a. **Approve minutes from the October 3rd, 2018 Executive Committee meeting.**
- b. **Approve paid claims.**
 - **September 1st – 30th, 2018**
 - **October 1st – 31st, 2018**
- c. **Receive Financial Reports**
 - **Unaudited September, 2018 Report**
 - **Unaudited October, 2018 Report**
- d. **Executed Contracts**
- e. **Executive Committee 2019 Meeting Schedule**
- f. **Operations Committee Meeting Minutes**

Discussion:

Chair McNeill pulled consent agenda item 4e for separate discussion.

Action: Motion by Osberg (Eagan) to approve the consent agenda, with the exception of item 4e. Second by Mesko-Lee (Hastings). Motion passed unanimously.

4e.

Discussion:

Chair McNeill referred to the proposed 2019 meeting schedule, identifying the January 2nd and July 3rd meetings in particular, and asked the group if there was any interest in rescheduling those meeting dates as part of the schedule approval since they were so close to the holidays. Consensus agreed to keep the schedule as-is and cancel or reschedule as needed.

Action: Motion by Martin (Rosemount) to approve the proposed 2019 meeting schedule. Second by McKnight (Farmington). Motion passed unanimously.

REGULAR AGENDA

Action Items

5. Non-Union Personnel Compensation Study

Discussion:

Folie (DCC) reminded the group that at the previous meeting in October, he presented this item for consideration and group consensus was to table the item to allow him additional time to show how he arrived at the proposal. Folie added that he was informed later in October that Dakota County offered assistance and would not need to continue with the original proposal.

Smith (Dakota County) introduced Andy Benish, Dakota County Director of Employee Relations to join him to discuss services that the County could assist in providing based on opinions expressed in the Winbourne study.

Benish (Dakota County Employee Relations) reported that after discussions with Matt Smith and BJ Battig, and upon receipt of information from Director Folie, the County felt they would be able to provide some support to DCC staff in a number of areas that included:

1) A one-stop resource for human resource-related questions.

Folie (DCC) clarified that when the DCC was first organized, all HR efforts were developed by an HR Task Force made up of the HR Directors from the five previous PSAPS. Folie noted that only two of the original members were still with the membership and response was becoming more and more difficult to obtain when needed. Folie noted that this could be an extremely beneficial resource to DCC staff. Miller (Lakeville) agreed stating that one source of contact would be better than trying to obtain feedback from numerous organizations with different philosophies.

2) Compensation

Benish noted that Dakota County would be very willing to administer the Compensation Structure efforts including development and ensuring Pay Equity.

3) Recruitment & Screening

Benish commented that the County was using a program called NEOGOV to help administer and track recruitment. Benish noted that this product was used widely by other entities in the metro area and worked very well. Benish stated that the possibility of including the DCC in the County NEOGOV program could be investigated to assist in Recruitment & Screening.

4) Training & Retention

Benish closed stating that County personnel would be willing to meet with DCC staff to investigate how the County could assist and/or improve training and retention efforts at the DCC.

Smith (Dakota County) commented that the belief was that County and DCC staff could meet to work out a potential Memorandum of Understanding that would help clarify what the County would assist with.

Osberg (Eagan) commented that he was confused as the action item was Non-Union Personnel Compensation Study, and the discussion was revolving around development of an MOU for services. Osberg then asked if the group was going to be presented with anything for consideration of Non-Union Compensation modifications. Benish (Dakota County Employee Relations) responded that the County was prepared to discuss the Executive Director compensation topic but was not yet prepared to discuss the rest of the non-union compensation structures.

Osberg (Eagan) expressed frustration with DCC staff that the agenda packet did not reflect what the discussion was revolving around and that there was no supporting information in the packet about either the item nor the discussion at hand.

Folie (DCC) acknowledged stating that at the end of the October meeting, the non-union personnel compensation discussion was tabled as he needed to show his work. Folie stated that upon request for clarification, he was told not to continue that effort. It was his belief that the effort was going to be administered by County staff with compensation expertise. Folie added that he thought this item and item 6 discussions on governance have become intermingled, and that staff hadn't been involved in those discussions.

Osberg (Eagan) noted that he was under the impression the group was going to hear from the County on follow-up from the previous meeting on this topic.

Smith (DCC) commented that his take away from the previous meeting, was the question if the County was willing to explore possible avenues of assistance, including compensation studies, etc.

Osberg (Eagan) commented that his frustration was with how "sloppy" the packet was.

Action: Motion by Miller (Lakeville) to direct DCC Staff to work with County Staff to prepare a memorandum of understanding for services for review at the next Executive Committee meeting. Second by Osberg (Eagan). Motion passed unanimously.

6. Continuation of Discussion of DCC Governance Model

Discussion:

Miller (Lakeville) commented that he appreciated that the item had been kept on the agenda as requested. Miller acknowledged that the majority of discussion revolving around DCC governance had been taking place at the Managers meetings. Miller suggested the greater discussion continue at that level.

Osberg (Eagan) asked if the Board of Directors was expecting a report at their next meeting. Folie (DCC) confirmed that the Board would want an update and may be discussing the report from the Office of Performance & Analysis at their next meeting which was February 21st, 2019. Smith (Dakota County) confirmed that he had people from the OPA scheduled to attend that meeting.

Miller (Lakeville) commented that he was comfortable with the track that the discussion was on and that discussion would be the next step from the DCC perspective.

McNeill (Mendota Heights) recapped stating that this topic would be deferred to discussion at the County Managers level.

Action: No action.

Information Updates/Discussion Items

7. Executive Director Report

Discussion:

Winbourne Report – Folie (DCC) reported that the Winbourne Report sparked some questions from the group that the Winbourne representative could not answer at the time. Folie noted that he had since received some responses to those questions that he shared.

Are there examples of centers that have successfully standardized their procedures? Folie (DCC) summarized the response as different centers cannot easily be compared. Folie noted this didn't seem to be much of an answer. Folie referred to Hennepin County as an example of an agency that had standardization amongst their agencies. Folie stated that when members joined, they had to conform to an existing standardized practice. Folie explained that having come from a consolidation, member agencies expected customization on some things but had largely standardized. Folie commented that a decade later, customization was still expected and not entirely a bad thing.

Are there any existing studies on 311 centers reducing the need for 911 staffing? Winbourne reported that they could find no studies on 311 reducing 911 staffing directly. Winbourne's answer noted that the City of Denver transferred 15% of all their 911 calls to the 311 center. Assuming the public could be educated to call 311 directly in those incidences then 911 staffing could be reduced. Folie added that there may not be a savings as staffing would be needed for a 311 center and a study would need to be undertaken to determine actual costs and any expected savings.

Budget – Folie (DCC) reported that the budget was looking good having come in \$163,000 under budget as of the end of October just in personnel costs. Folie noted that considering the overtime was at 126%, staff was pleased. Folie added that there were no known big expenses coming up before the end of the year.

Capital Projects – Folie (DCC) informed members that the budget reflected having only spent about ½ of what was expected for 2018 capital items as some of the projects were delayed and being carried over into 2019.

Workstation Replacement – Folie (DCC) commented that while staff had received the go-ahead from the Board, the Xybix contract had not yet been received. Folie suggested that there would be no payment until 2019 because of this. Folie added that the original anticipated start date was January 22, 2019 but that he didn't believe that date would be met. Folie speculated that it would be February or March. Folie then noted that during those months, the DCC Training Room would be used for storage so all meetings would need to be relocated. Lawell (Apple Valley) offered meeting space at Apple Valley City Hall. Hildebrandt will work with Apple Valley to make necessary arrangements.

Mesko-Lee (Hastings) asked if there would be any additional capital budget impacts due to the delayed projects. Folie (DCC) responded that there shouldn't be as EFD was the only large project anticipated for 2019 and not related to any delayed project.

Constructive Receipt – Folie (DCC) informed members that an IRS rule states that if an employee can cash out any paid time off hours during a year, they have constructively received that compensation and should be taxed on it when earned. Folie noted this was presenting an issue because the DCC allows staff to cash out up to 100 hours. Folie explained that after discussions with the DCC labor attorney, three options were identified. 1) Eliminate the cash-out allowance, 2) Require a cash-out, 3) Require staff to make an irrevocable selection by the end of the year for the following year. Folie stated that the Unions seemed to be in favor of option 3, so staff was working on development of a memorandum.

On-Call Policy – Folie (DCC) requested feedback on consideration of an on-call policy. Folie noted that this would be in an attempt to address the forced overtime that staff had been

experiencing and the difficulties encountered with forcing personnel in on their days off. Folie gave a brief recap of the policy staff was considering. Osberg (Eagan) asked if staff was thinking this would be put into place for 2020 since it is an unbudgeted item. Folie (DCC) responded that he was hoping for something in place for the summer of 2019. Folie commented that he would like to keep it out of the collective bargaining agreement to speed it along. Osberg (Eagan) acknowledged saying that DCC legal counsel couple probably help with that and that it sounded like a creative solution.

Miller (Lakeville) asked if there was a specific shift that staff was struggling to call people back. Folie (DCC) confirmed that it was most often weekend shifts. Miller then asked if an evaluation had been done on if the number of people in each shift was appropriate. Folie (DCC) responded that staff will be looking at this for the next bid. Folie stated that the current bid had already been done when the Winbourne study came out but that one schedule modification had been made to offer different shift lengths and rotations. Folie acknowledged the DCC had already seen a decrease in overtime as a result. Miller noted that in looking at the information it seemed as though there could be adjustments. Pritzlaff (DCC) commented that one thing that members didn't see in the study was that while it seemed as though staffing levels during the later hours could be modified to allow for more staffing mid-day, radio traffic picked up significantly as did the need for TAC channels.

McNeill (Mendota Heights) asked if all staff would be subject to the call-back policy. Folie (DCC) confirmed that the thought was to have it be 12 hour on-call shifts, 6am to 6pm and 6pm to 6am generally Friday through Sunday as needed. Dispatchers could volunteer for their on-call shifts and be paid accordingly. If called back, however, they would receive the overtime, not additional on-call pay. Lawell (Apple Valley) commented that it would basically be compensation to remain fit-for-duty and ready to come in if needed. Once they came in, they were no longer receiving on-call pay but they would be subject to overtime. Folie confirmed.

January 2nd Executive Committee Meeting – Folie (DCC) informed members that staff didn't foresee any action items for the January meeting and asked how the group wanted to proceed. McNeill asked if the group was comfortable with cancelling the January 2nd, 2019 meeting unless something came up in the meantime. General consensus agreed.

Action: No action. Update only.

OTHER BUSINESS

8. Executive Director Evaluation & Wage Recommendation

Discussion:

Chair McNeill excused staff from the room for closed discussion.

Action: Motion by Miller (Lakeville) to recommend approval of a 2% lump sum retroactive to the director's anniversary date. Motion further to recommend a 3% increase on current base salary as of January 1st, 2019. Motion finally that the County will help strategize future salary increases. Second by Mesko-Lee (Hastings). Motion passed unanimously.

ADJOURN

Action: Meeting adjourned by acclamation at 4:29pm.

Next Regular Meeting:

February 6th, 2019
3:00pm
REGENT ROOM – APPLE VALLEY CITY HALL
Training Room

