

Dakota Communications Center (DCC)
Board of Directors
Minutes of Meeting: 02/21/2019

Members Present: Burnsville – Cara Schulz; Dakota County – MaryLiz Holberg; Eagan – Gary Hansen; Farmington – Joshua Hoyt; Inver Grove Heights – George Tourville; Lakeville – Michelle Volk; Rosemount – Jeff Weisensel; West St. Paul – Dick Vitelli

Members Absent: Apple Valley – John Bergman; Hastings – Joe Balsanek; Mendota Heights – Ultan Duggan; South St. Paul – Lori Hansen

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

Others Present: DCC – Tom Folie, Cheryl Pritzlaff, Jen Hildebrandt; Executive Committee – Chair Mark McNeill, Dave Osberg, Justin Miller, Emmy Foster

1. Call the Meeting to Order:

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

2. Pledge of Allegiance

3. Roll Call

Members in attendance are noted above.

4. Approve Agenda

Discussion: None

Action: Motion by Weisensel (Rosemount) to approve the minutes as presented. Second by Hansen (Eagan). Motion passed unanimously.

CONSENT AGENDA

5.

- a. **Approve minutes from the regular Board meeting on October 18th, 2018.**
- b. **Adopt and ratify the Executive Committee's approval of paid claims:**
 - **September 1st – 30th, 2018**
 - **October 1st – 31st, 2018**
 - **November 1st – 30th, 2018**
 - **December 1st – 31st, 2018**
- c. **Approve Financial Reports**
 - **September, 2018 Unaudited Financial Report**
 - **October, 2018 Unaudited Financial Report**
 - **November, 2018 Unaudited Financial Report**
- d. **Executed Contracts between September 26th, 2018 and January 30th, 2019**
- e. **Dakota County Facilities Management Space Lease Amendment**
- f. **Non-Union Personnel Compensation Study**
- g. **2019 Official Newspaper Designation**
- h. **2019 Depository Agent Designation**

Discussion: None

Action: Motion by Vitelli (West St. Paul) to approve the consent agenda. Second by Weisensel (Rosemount).

Further Discussion: Director Petschel (Mendota Heights) noted that she would have to abstain from voting on 5a. Motion passed.

REGULAR AGENDA

Action Items

6. Memorandum of Understanding between Dakota Communications Center and Dakota County for HR Services.

Discussion:

Folie (DCC) informed the group that since inception DCC staff had relied on the HR Directors from the previous five PSAPs as a resource for AdHoc personnel and HR questions. Folie noted that, for a number of reasons, this was proving more and more difficult and recent governance discussions have led to conversations revolving around how the County could assist the DCC. Folie stated that three main areas rose to the top: NeoGov, Job Classification and Compensation Analysis, and Resource for AdHoc Personnel Questions. These three areas were all included in the Memorandum of Understanding presented in the packet.

Folie drew attention to a couple key areas of the MOU:

1. The MOU allowed for these services but did not mandate them.
2. The MOU identified a \$94/hour charge. Folie noted that it was believed there would be no charges incurred unless
 - a. The request required significant dedicated time.
 - b. The requested resulted in costs incurred by the County that were above and beyond normal expenditures.

Folie noted that the Job Classification and Compensation Analysis may be a project that would result in costs. Folie noted, however, that it would be 3 – 5 years before another analysis would be done.

Folie noted that the use of NeoGov may be something that incurred additional costs, but County staff did not believe it would.

Folie confirmed that Attorney Roger Knutson reviewed the MOU given the conflict of interest using Dakota County Attorney's Office staff and expressed no concerns. Folie added that there was no anticipated budget impact.

McNeill (Executive Committee Chair) confirmed that the Executive Committee had recommended approval of this MOU.

Weisensel (Rosemount) asked what might be a scenario where Dakota County would decline to provide a service. Folie (DCC) noted that if there was a potential conflict of interest, the County may decline to provide the service. Folie speculated that having the County administer the Job Classification and Compensation Analysis was a potential conflict of interest since they are also a member paying a portion of the bill but there was no immediate concern.

Tourville (Inver Grove Heights) recapped that this type of agreement was not atypical, and thanked the County for stepping up to assist in this area of operations.

Action: Motion by Hansen (Eagan) to approve the Memorandum of Understanding as recommended. Second by Weisensel (Rosemount). Motion passed unanimously.

7. Emergency Fire Dispatch (EFD)

Discussion:

Recognizing new representatives on the Board, Folie (DCC) took a moment to explain EFD and recap EFD discussions leading up to this meeting. Folie commented that EFD was a series of scripted protocols used by dispatchers that recommended response levels based on responses provided by callers. Emergency Medical Direction (EMD) had been used by the DCC for a number of years already, and the recommended EFD product was very similar, but for fire agencies. Folie added that the EFD product also came from the same provider so staff training should be fairly easy. Folie noted Dakota County Fire agencies believed use of EFD would improve response levels resulting in better incomes and increased safety.

Folie informed members that after a number of years of discussion among the fire agencies, recommendation was made for implementation in 2017, based on 90% of the funding being covered by grants. Folie stated that after multiple attempts, the fire agencies were unsuccessful in getting the grants, so in 2018, it was approved at full cost for 2019 implementation.

Hoyt (Farmington) referred to the denied grants and asked where the applications were lacking that led to denials. He also asked if there may be future grant potential. Folie (DCC) admitted not knowing much about the fire grant process as it was handled by member agencies. Folie commented that it was his understanding that while the grant request was deemed worthy, it simply did not rise to the need other applications had. Tourville (Inver Grove Heights) noted that it was his understanding that other applications likely were in greater need of funding for their efforts than Dakota County agencies.

Folie (DCC) referred to costs stating that the Capital Cost would be \$153,715 and the operating cost would be \$29,685 for a total project cost of \$183,400. Folie reiterated that this sole-source vendor was also the same provider of currently used EMD.

Weisensel (Rosemount) asked if EFD was taking over for EMD, or if it was supplemental. Folie (DCC) clarified that EMD was for Medical direction and EFD was for Fire direction so it would be supplemental. Weisensel (Rosemount) asked how much the DCC paid for the EMD product. Folie (DCC) stated that it was an annual maintenance cost of just under \$15,000. Weisensel (DCC) asked how long staff anticipated training and how long the project would take to get up and running. Folie (DCC) explained that there was a lot of coordination needed on the backside to get everything up and running with member agencies, so staff goal was to have EFD up and running by the end of the year.

Action: Motion by Schulz (Burnsville) to direct staff to proceed on implementing Emergency Fire Dispatch as recommended. Second by Vitelli (West St. Paul). Motion passed unanimously.

Information Updates/Discussion Items

8. DCC Governance

Discussion:

Folie (DCC) noted that the February of 2018 meeting there was a recommendation to have the Executive Committee work with the County Manager on a possible governance transition plan. Folie stated that since that time, the County had their Office of Performance and Analysis administer a lengthy study in an effort to gauge how other PSAPS across the nation were run and paid for. Folie noted that continuance of the discussion had stalled since October as there was no December meeting. Folie noted that given the desire to get new representatives in and up to speed before proceeding, there was a desire expressed to make sure the Board was still on board with continuing this effort. Folie noted that there was a meeting scheduled for February 27th to further discuss this topic. The meeting includes several members of the Executive Committee, three fire representatives, the Sheriff, two police representatives and the DCC Executive Director.

McNeill (Mendota Heights) reiterated that the February 27th meeting would include five City Administrators/Managers to complete the group of 12. Acknowledging the new representatives, McNeill recapped that the current governance structure was very clunky and after 11 years of operations, there may be a way to streamline and improve that structure. McNeill noted that a Subcommittee began looking at this in 2015 and 2016 and then put it on hold through the Executive Director replacement effort. McNeill noted that the topic was reopened to a greater capacity in 2017 when a suggestion was made that the County take over control of the DCC. Holberg (Dakota County) asked if this meeting on February 27th was a one-time meeting. McNeill (Mendota Heights) responded that it would be as many meetings as needed to progress the topic.

Weisensel (Rosemount) asked if the Executive Committee was looking for affirmation of past direction. McNeill (Mendota Heights) confirmed that with discussions to date, and new representation in place, the Executive Committee would like the Board to reaffirm that it was still in support of continuance of this effort. Tourville (Inver Grove Heights) reminded the group that no changes could be made until recommended to and approved by the Board.

Schulz (Burnsville) noted that while Burnsville broadly supported the effort, the “devil was in the details”. Schulz clarified stating that Burnsville was supporting of the discussion, but not yet supportive 100% of the idea or outcome, particularly concerns related to the fire service more than law service. Tourville (Inver Grove Heights) agreed that was likely the same for all agencies.

Vitelli (West St. Paul) asked who was all involved in the February 27th meeting. While staff did not have the list readily available, it was agreed that a list would be sent out to the group.

Weisensel (Rosemount) commented that the DCC was consolidated recognizing the opportunity to come together as a County effort and potentially save money in doing so. Weisensel noted that that there was also an attempt to streamline efforts and recognize some efficiencies in doing so. Weisensel noted that if the most efficient delivery would be through the County, Rosemount would probably support it, but he also agreed with the concerns over the details.

Holberg (Dakota County) reminded the group that the sub-committee that was formed a couple years prior had developed a way to streamline governance that was agreed upon previously.

Holberg noted that when the management of FBI data presented itself, and it was decided that the Sheriff's Department would provide the Law Enforcement oversight the DCC needed, that seemed to mushroom into the County taking over total control of the DCC.

Hansen (Eagan) commented that the way the DCC was originally structured had served its purpose for ten years and it was now time to take the next step. Hansen suggested it was time to formalize things and bring it back for recommendation.

Upon request for a summary of the February 27th meeting, McNeill (Executive Committee Chair) suggested that the desire was to bring a final product recommendation to the group at their May meeting. Tourville (Inver Grove Heights) acknowledged. Weisensel (Rosemount) commented that he was assuming there would be points of agreement and points needing further discussion and if a final product was not able to be presented in May, consideration would be given to at least a progress report. McNeill (Executive Committee Chair) acknowledged.

Action: No action. Discussion only.

9. Executive Director Report

Discussion:

Folie (DCC) provided an update on pertinent topics currently in discussion:

Staffing – Folie noted that staffing was still an issue at the DCC and among all PSAP circles. Folie reported that staff had interviewed 34 candidates mid-February and was very pleased to have identified up to 16 candidates who will be continuing in the process. Folie added that one reassuring point was during a webinar he, Pritzlaff and Hildebrandt recently attended, most of the recommendations made were already being used or were in the works for implementation with this current group of candidates.

Constructive Receipt – Folie noted that a discussion took place in November – December, 2018 about constructive receipt. Folie explained the requirements of constructive receipt and noted that it may also impact member agencies. Folie noted that there was no budget impact, but that a practice had to be adjusted to ensure the DCC was adhering to IRS regulations.

Workstation Replacement Project – Folie explained that the reason the group was meeting at the Steeple Center in Rosemount was because the DCC Training Room was filled with workstation equipment. Folie noted that the dispatch center was a mess with carpet and workstation replacements well underway. Folie confirmed that the project was on track to be completed by Mid-March. Weisensel (Rosemount) asked if there were any replacement pieces/parts purchased so if the consoles were discontinued, the DCC would not have to replace them due to inability to locate replacement parts. Folie (DCC) responded that there was always a risk, and it included how old the console design was when you purchased it. Folie noted that the previous console issues were related in part to failing hydraulics. Folie stated that DCC staff had been reassured that the new consoles were almost bullet proof and came with a strong warranty of 5 years.

RapidSOS – Folie reported that staff was extremely excited about RapidSOS having gone live on December 5th. Folie demonstrated how RapidSOS had the ability to pinpoint the location of a cellphone caller as close as a location in a building. Folie noted that past capabilities were sometimes only as good as within miles of the nearest cell tower. Without the caller giving an actual location, response was crippled. Folie acknowledged that staff had used RapidSOS a

number of times already, but clarified that it was only specific to cellular service and some cellular devices. Folie noted that Android had been providing information to RapidSOS for some time already but Apple phones were more dependent on version updates.

2020 Budget – Folie noted that the 2020 budget was being worked on and scheduled to be presented at the May meeting.

Goals – Folie recapped a number of goals with the group, not in any specific order:

1. Workstation project completion
2. HealthEast CAD to CAD
3. Addition of another Administrative Supervisor assigned to QA (for 2020)
4. On-call Policy
5. Retention Plan and Monitoring System
6. Review and possible restructure of schedules based on workload
7. Implementation of the CenturyLink PSAP abandonment devices
8. Reworking of the DCC website
9. Twitter social media presence
10. Move to plain language among law enforcement agencies
11. Review of Capital Budget
12. COM-L (Communications Leader) Training

Weisensel (Rosemount) referred to goal #7 and asked if that was a one-time charge. Folie (DCC) confirmed.

Action: No action. Update only.

OTHER BUSINESS

10. Executive Director Appraisal

Discussion:

Chair Tourville excused all guests and staff not representing the Board of Directors with the exception of Executive Committee Chair McNeill and DCC HR Coordinator Hildebrandt.

Hildebrandt (DCC) distributed a copy of the Appraisal while McNeill (Executive Committee Chair) represented the process and findings to the group. McNeill noted that all 12 of the City and County Administrators and Managers participate in this process and they are requested to visit with their Board, Fire and Law Enforcement members and submit one final appraisal for their agency. McNeill reported that the findings of the evaluation were a score of 4.11. McNeill clarified that was an excellent rating.

Much discussion revolved around the tool used in the process and how it might be improved for future evaluations. The Board of Directors suggested this discussion include the Executive Director as that position was likely the best person to identify the subjective and objective pieces that should be included in the evaluation.

Action: The Board of Directors acted on both items 10 and 11 in one motion.

11. Executive Director Merit Increase

Discussion:

Along with the discussion about improving the appraisal tool came discussion on sustainability of a compensation structure that provided both a general and merit increase. The Board of Directors suggested this structure also be considered and improved for future evaluations.

Action: Motion by Hansen to approve the Executive Director Appraisal and the resulting recommendation for a lump sum payment in the amount of 2% of annual income retro-active to the anniversary date of October 10th, 2018. Second by Hooppaw (Apple Valley).

Ayes: Apple Valley, Burnsville, Dakota County, Eagan, Farmington, Inver Grove Heights, Lakeville, Mendota Heights, West St. Paul

Nays: Rosemount

Motion passed.

12. Community Highlights

Inver Grove Heights – Police Chief Schnell left for the Department of Corrections.

Rosemount – Police Chief Scott will be retiring and moving into the private sector.

Director Wiesensel (Rosemount) welcomed the group to the Steeple Center and gave a brief overview of the facility stating that there was music and arts on the upcoming calendar that they were all welcome to attend and enjoy.

ADJOURN

Motion by Vitelli (West St. Paul) to adjourn. Second by Hansen (Eagan). Motion passed unanimously. Meeting adjourned at 9:32am.

Next Meeting

May 16th, 2019

8:00am

Dakota Communications Center

2860 160th Street W

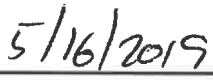
Rosemount, MN 55068



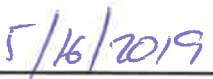
Chair, DCC Board of Directors



Executive Director, DCC



Date



Date

