

**Dakota Communications Center
Executive Committee
Meeting Minutes: 04/03/2019**

Members Present: Melanie Mesko-Lee – Burnsville; Dave Osberg – Eagan; David McKnight – Farmington; Joe Lynch – Inver Grove Heights; Justin Miller – Lakeville; Mark McNeill – Mendota Heights; Joel Hanson – South St. Paul; Ryan Schroeder – West St. Paul

Members Absent: Tom Lawell – Apple Valley; Matt Smith – Dakota County; Julie Flaten – Hastings; Logan Martin – Rosemount

Alternates Present: BJ Battig – Dakota County

Others Present: Tom Folie, Jen Hildebrandt – DCC; Lakeville Fire Chief Mike Meyer – Fire/EMS Operation Committee

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.

3. Approve Agenda

Discussion:

No Discussion

Action: Motion by Miller (Lakeville) to approve the agenda. Second by Hanson (South St. Paul). Motion passed unanimously.

CONSENT AGENDA

4.

- a. **Approve minutes from the March 6th, 2019 Executive Committee meeting.**
- b. **Approve paid claims.**
 - **February 1st –28th, 2019**
- c. **Receive February, 2019 Unaudited Financial Report**
- d. **Liability coverage**

Discussion:

No discussion.

Action: Motion by McKnight (Farmington) to approve the consent agenda. Second by Miller (Lakeville). Motion passed unanimously.

REGULAR AGENDA

Action Items

5. Governance Report and Proposed Resolution

Discussion:

McNeill (Mendota Heights) reminded members that a workgroup made up of Tom Folie, Justin Miller, Dave Osberg, Mike Meyer, Bryan Schafer and himself convened the previous week to review and modify a draft resolution formally asking Dakota County to discuss ownership and management of Dakota Communications Center. McNeill explained that the intent was to present the resolution to the Board of Directors with a recommendation the Board consider and

approve it. McNeill deferred to Justin Miller to review some of the points in the resolution with the group.

Miller (Lakeville) briefly reviewed the resolution, specifically five main points including:

1. Cities would honor their commitments towards debt payments for the DCC building, scheduled to be completed in 2022.
2. Cities would continue to pay operational and capital expenses over the next five years with Dakota County's proportional share gradually being increased/phased in over those five years based on the existing cost-sharing formula.
3. Management of the DCC would be at the discretion of the Dakota County Board of Commissioners.
4. Current service levels would be maintained and evaluated by a joint police and fire departments user group.
5. Existing bargaining units, labor agreements and non-union staff would be allowed to remain in place, as was the practice when the DCC was created.

Miller explained that the intent was to get something before the DCC Board and ultimately the County for public discussion.

McNeill (Mendota Heights) opened discussion to the group.

McKnight (Farmington) asked if there were any details discussed on the 5-year funding transition. Miller (Lakeville) responded stating that the resolution was just the starting point and details would need to be worked out.

Schroeder (West St. Paul) asked for clarification on when the five years would begin. Miller (Lakeville) stated that nothing had been specified but he believed it would likely not be until 2020 at the earliest. Schroeder then asked when the proposed resolution would be presented to the Board of Directors. Folie (DCC) confirmed the next Board meeting would be May 16th.

Miller (Lakeville) encouraged members to visit with their Board representatives prior to the meeting and also consider attending the May 16th Board meeting in support of the proposed resolution. Osberg (Eagan) suggested members consider having a bit more in-depth conversation about this topic than they would normally have with their Board representatives.

Action: Motion by Osberg (Eagan) to approved the proposed resolution. Second by Schroeder (West St. Paul). Motion passed unanimously.

Information Updates/Discussion Items

6. Executive Director Report

Discussion:

Workstations – Folie (DCC) reported that the workstation effort had been finalized and invited members to participate in a tour after the meeting. Folie commented that staff seemed to be pleased with the final product.

911 Apps and PSAPs – Folie (DCC) noted that a couple of weeks prior, a Dakota County officer reported that a new product was being put in one of a member city's schools in the form of a "panic button" that would send an automatic notification to member Law and Fire that there had been an incident. Folie commented there was a pre-recorded 911 call notifying responders of an incident at the location. The officer indicated that the button was only to be used in the event of a large-scale event like a 3Echo/Active Shooter. Folie explained that when activated, the DCC would have no information other than the pre-recorded notification so there would be no option other than sending full 3Echo response. Folie noted that this is not the only application that the DCC is encountering. Folie continued stating that he was aware of an

application that would be available to employees in an Eagan corporate setting that would notify other employees and Eagan Police of an event. Folie noted, however, the application was not designed to notify dispatch centers and therefore the DCC would not be receiving a notification. Folie then referred to something similar currently being considered in Ramsey County where anyone trained to respond to a medical would be notified if they were within a certain radius of a medical incident. Folie cautioned that sending responders into a situation like that could potentially be dangerous as the medical may be secondary to a larger event. Folie expressed concern over the lack of oversight regarding the development of applications that enlisted assistance from public safety entities. With many developers and applications, the situation could easily become chaotic for Police/Fire/EMS and 911 centers. Folie encouraged members to use caution in considering these applications and discussions would be had in the operations committees. Folie said there was little in the way of guidance from the national public safety organizations in addressing concerns.

Mentor Program/Training Academy – Folie (DCC) acknowledged that the DCC would be starting a group of new hires on April 15th and asked Jen Hildebrandt to provide some information on efforts staff has been making to better engage new hires in an effort to retain them.

Hildebrandt (DCC) reported that in a recent study done by TrainHR, 58% of employer responded that their onboarding process was focused more on paper and process than people. Hildebrandt noted that staff had acknowledged falling into this group and is committed to improving the overall onboarding experience. Hildebrandt reported that the most successful new hire experience was when the DCC started a group of 6 – 7 new hires at one time. This allowed for some comradery, being able to have discussions and work together through training. Hildebrandt noted that the DCC would be starting 9 new hires on April 15th and was very hopeful to have a similar experience. In addition, the first five weeks of classroom, referred to as “training academy” would include orientation, a family event, and other opportunities to engage the employee and their family early. Hildebrandt commented that one step being taken was the implementation of a mentor program. Hildebrandt clarified that the mentors would be support for the new hires to chat with about anything/everything outside of the training and evaluating group.

OTHER BUSINESS

Miller (Lakeville) asked for an update on the recent phone outage. Miller expressed surprise by the number of people who try to reach the DCC through the administrative lines. Folie (DCC) acknowledged stating that while “911 for all” is encouraged, not all agencies support it and some citizens still are uncomfortable calling 911 for a general request. Folie added that the alarm companies all call the administrative line since they are frequently located out of the area. Folie noted frustration in dealing with phone companies when trying to trouble shoot issues. Folie said the DCC was looking into a federal program that would require expedited work by the phone companies on DCC lines. The cost per line was minimal. Folie noted that in the end, it was determined that the issue was actually with Century Link and once identified, Century Link addressed it immediately.

Hearing no other business, McNeill (Mendota Heights) encouraged members to participate in the tour after the meeting.

ADJOURN

Action: Motion by Mesko-Lee (Burnsville) to adjourn. Second by McKnight (Farmington). Motion passed unanimously. Meeting adjourned at 3:25pm.

Next Regular Meeting:

May 8th, 2019

3:00pm
DCC
Training Room