

**Dakota Communications Center
Board of Directors
Meeting Minutes: 05/16/2019**

Members Present: Burnsville – Cara Schulz; Dakota County – MaryLiz Holberg; Eagan – Gary Hansen; Farmington – Joshua Hoyt; Hastings – Joe Balsanek; Inver Grove Heights – George Tourville; Lakeville – Michelle Volk; Mendota Heights – Ultan Duggan; Rosemount – Jeff Weisensel; South St. Paul – Lori Hansen

Members Absent: Apple Valley – John Bergman; West St. Paul – Dick Vitelli

Alternates Present:

Others Present: DCC – Tom Folie, Cheryl Pritzlaff, Jen Hildebrandt; Executive Committee – Mark McNeill, Justin Miller, Dave Osberg, Matt Smith, Logan Martin, David McKnight; Fiscal Agent – Jerilyn Erickson; Dakota County – BJ Battig

1. Call the Meeting to Order

There being a quorum, Chair Tourville called the meeting to order at 8:01 am

2. Pledge of Allegiance

3. Roll Call

Members in attendance are noted above

4. Approve Agenda

Discussion:

Action:

CONSENT AGENDA

5. a. Approve minutes from regular board meeting dated February 21st, 2019

b. Adopt and ratify the executive committee's approval of paid claims

- **January 1st – 31st, 2019**
- **February 1st – 28th, 2019**
- **March 1st – 31st, 2019**
- **April 1st – 30th, 2019**

c. Approve Financial Report

- **Year-end 2018 Audited Financial Report**
- **February, 2019 Unaudited Financial Report**
- **March, 2019 Unaudited Financial Report**

d. Executed contracts between January 30th and May 1st, 2019

e. Monetary Limit

Discussion:

No discussion.

Action: Motion by Hansen (Eagan) to approve the consent agenda as presented. Second by Duggan (Mendota Heights). Motion passed unanimously.

REGULAR AGENDA

Action Items

6. Governance Resolution

Discussion:

Executive Committee Chair, Mark McNeill introduced Lakeville City Administrator, Justin Miller, stating that Miller would be presenting item #6 on behalf of the Executive Committee.

Miller (Executive Committee) reviewed the history of the governance transition discussion dating back to 2015. Miller acknowledged that while discussions had taken a hiatus for a period of time after Director Lind announced her retirement and until Director Folie could get acclimated to his position, they resumed in 2017.

Miller explained DCC staff was alerted that, if audited, the DCC may not be compliant with an FBI regulation requiring any access to FBI CJIS data, and staff with that access, be overseen by a law enforcement agency. This discussion rekindled discussions about DCC Governance, and at their February 2018 meeting, the DCC Board of Directors made a motion requesting the Dakota County Board of Commissioners direct the County Manager to begin discussions with the DCC Executive Committee and Executive Director about development of a possible governance transition plan. Miller continued, stating that shortly thereafter, the DCC entered into a Management Control Agreement with Dakota County Sheriff's Office for oversight of DCC access to FBI CJIS data to ensure compliance, and the executive committee felt it was a good time to revisit the entire DCC operations.

Miller informed members that after the action at the February 2018 meeting, the County conducted a study of similarly situated centers both state and nation-wide. Miller noted that the findings of the study were that the DCC governance was unique, especially in the State of MN, where most dispatch centers were run by their counties. Miller reiterated that the executive committee felt there was need for a formal discussion at the county level to consider taking over management and operational control of the DCC.

Miller referred to the proposed resolution acknowledging that the JPA's complexities were necessary at start-up, but now, more than ten years later, it was no longer needed. On the contrary, it wasn't efficient as staff worked diligently to push actions through numerous members of a variety of advisory and governing bodies resulting in delayed issue resolution. Miller clarified points a through e of the resolution with members stating that each were important items that the executive committee didn't want to lose sight of.

Tourville (Inver Grove Heights) recognized the members of the executive committee in attendance to support the recommendation, and requested introductions.

Holberg (Dakota County) noted that one piece that was missing from the narrative, but important for those new directors on the board, was that prior to the push for county control, there was another plan that would have restructured governance to address the need for more efficiency. Holberg reminded that it included a recommended representative rotation. Miller (Executive Committee) acknowledged stating that while he didn't think anything had been formally voted on, there had been discussions about a hybrid committee made up of administrators/managers and fire/law chiefs. Miller noted that he did not believe this topic had been further discussed in light of the county control topic, and that redoing the DCC governance structure would not address all the issues causing consideration of county control.

Weisensel (Rosemount) referred to the study administered by county staff and asked for a brief overview. Smith (Executive Committee) reported that county staff looked at how call centers were organized, governed and financed in Minnesota and around the county. Smith acknowledged that the most common model was county-run and financed, but across the country, there were other centers governed by a JPA. Smith commented that one thing looked at were how the other JPAs were paid for and it was determined that the way the DCC was allocating costs, according to call volume, was the most common practice. Smith noted that the main question was how the \$9,000,000 cost would move from member organizations to the county side of the ledger. Smith noted that there was no guarantee that tax payers would be better off with the center under county control. Smith acknowledged that while management, as it stood, was challenging, it was working. Smith added that at this point, as the County Manager, he could not recommend to his Board of Commissioners that Dakota County take over the DCC operation.

Weisensel (Rosemount) commented that he was hearing that things were running well and fairly efficiently and with a county that was run as efficiently administratively as Dakota, it should be able to take on the DCC operation and maybe make it even better. Weisensel commented that it seemed the issue was at a political level, with the Board not wanting to increase their levy. Hansen (Eagan) agreed and asked if the Board of Directors had seen the evaluation the County administered. Tourville (Inver Grove Heights) responded that the board directed the executive committee to do that. Tourville noted that Director Vitelli from West St. Paul felt strongly that the county should take over DCC control as soon as possible. Hansen (Eagan) acknowledged that wasn't going to happen, but if there were efficiencies to be gained, it was well worth the discussion. Hansen added that the resolution was well-written and he would like to see formal consideration by the county.

Acknowledging additional questions on details of the resolution, Tourville (Inver Grove Heights) and Miller (Executive Committee) reminded that the resolution was a request for formal consideration and that there were much more in-depth conversations to be had if the discussion were to continue. Weisensel (Rosemount) commented that he didn't think much more could be done until the county responded. Hansen (Eagan) commented that an immediate response of "no" was not acceptable and there needed to be some discussion on the topic.

Duggan (Mendota Heights) suggested that there should be the option of returning to JPA control in the event members were not happy. Duggan added that section A) of the resolution should state "cities will honor their commitments towards debt payments for the DCC building, scheduled to be fully paid in or by 2022".

Action: Motion by Duggan (Mendota Heights) to approve proposed resolution with modification of section A) to state "cities will honor their commitments towards debt payments for the DCC building, scheduled to be fully paid in or by 2022". Second by Hansen (Eagan).

Further Discussion:

Volk (Lakeville) asked if there was anything precluding the county determining they wanted to charge the cities. Volk noted that the cities had been paying for the operation all along and there wasn't much accountability in moving it to county control. Volk voiced concern over how cities would get resolution on issues if they weren't actually contributing to the costs. Tourville (Inver Grove Heights) acknowledged the concern and assured it should be part of the discussion with the county. Tourville reiterated that the resolution was a request for conversation. Volk (Lakeville) noted that as the vote was taken, she would vote in favor because she was representing the City of Lakeville and that was what they wanted.

However, as an individual councilmember, she was not in favor of the resolution and she felt it important to realize that individual councilmembers may not agree with it.

Hoyt (Farmington) suggested that the option to return to JPA control be on the same timeline as the transition to full county control. Tourville (Inver Grove Heights) acknowledged and assured the executive committee would work diligently to address the concerns expressed by members.

Holberg (Dakota County) referred to one of the reasons for request for county control being inconsistencies on how members were using DCC services to “skew” their fees. Holberg questioned how that would be different if the County took over control and paid for everything. Holberg questioned if member agencies would use the services to a much fuller extent if they didn’t have to help pay for them. Miller (Executive Committee) clarified that the number of calls wouldn’t be changing and that there was a whole litany of issues, including officer safety, revolving around agencies “working the system”. Holberg (Dakota County) acknowledged and reiterated that it could work the other way, too.

Duggan (Mendota Heights) asked if, when the discussion was held, the entire DCC Board would be participating or if there would be a workgroup that represented them. Miller (Executive Committee) responded that the executive committee and county manager would visit about how this would be handled and bring it back to the Board for further consideration. Miller added that the executive committee had a sub-committee that was currently representing the group.

Ayes: Burnsville – Schulz, Eagan – Hansen, Farmington – Hoyt, Hastings – Balsanek, Inver Grove Heights – Tourville, Lakeville – Volk, Mendota Heights – Duggan, Rosemount – Weisensel, South St. Paul – Hansen

Abstain: Dakota County – Holberg

Nays: None

Absent: Apple Valley, West St. Paul

7. 2020 Operating and Capital Budget

Discussion:

Folie (DCC) recapped the budget development process stating that the final staff recommendation was reviewed by an executive committee workgroup made up of Mark McNeill, Matt Smith and Logan Martin prior to presentation to the Executive Committee at their May 8th, 2019 meeting. Folie added that after a couple modifications, the Executive Committee recommended adoption.

Duggan (Mendota Heights) suggested that while the member fees showed a dollar amount increase/decrease, it may be beneficial to also show the percentage increase/decrease. Staff acknowledged.

Hoyt (Farmington) referred to increasing call volumes and encouraged staff to keep a very tight plan on recruitment and retention. Hoyt added that there was a continued push for statistics and times started with the incoming call.

Action: Motion by Duggan (Mendota Heights) to adopt the 2020 operating and capital budget as presented, but with the inclusion of percentage increase/decrease on the member fees page going forward. Second by Hoyt (Farmington).

Further Discussion:

Tourville (Inver Grove Heights) suggested the presented budget be updated with the percentages requested in the motion and redistributed.

Motion passed unanimously.

8. 2019 Capital Budget Adjustment**Discussion:**

Folie (DCC) informed members that in 2018, staff started working on efforts to implement a PSAP abandonment device. However, when the provider arrived, they realized the DCC had three lines coming in, not one. Folie noted that after attempting repeatedly to negotiate costs, the state contract provider would not relent since it was an agreed on price with the State. Folie noted that it remained worthwhile even with the cost coming in at about 3 times as much as anticipated. Folie reminded that without the abandonment device, any needed emergency change could take 45 minutes to 1 hour. Folie requested consideration of a 2019 capital budget adjustment in the amount of \$14,000 for installation of three abandonment device switches.

Folie (DCC) reported that when the floor remodeling was done, it was realized that the DCC was out of ports. Folie clarified that ports were needed for various things such as traffic camera access. Folie added that the Wi-Fi access points were 4 – 5 years old and in need of replacing and the firewall needed upgrading. Folie requested consideration of a 2019 capital budget adjustment increasing the budgeted amount by \$8,048 for information technology expenses.

Folie commented that the capital budget had adequate funding, but he could not go over in the individual line items which necessitated the adjustments by resolution. Hansen (Eagan) clarified that without the amendments, the work could not be done. Folie (DCC) confirmed.

Duggan (Mendota Heights) asked what percentage of the overall budget the requests equated to. Erickson (Fiscal Agent) responded that it was nominal.

Action: Motion by Hansen (Eagan) to approve proposed resolutions 2019-02, amendment of 2019 capital budget in the amount of \$14,000 for installation of three abandonment device switches, and 2019-03, amendment of 2019 capital budget in the amount of \$8,048 for information technology expenses. Second by Hansen (South St. Paul).

Further Discussion:

Hansen (South St. Paul) asked if there was no leeway for the executive director to pay for a capital cost without having to get a budget amendment. Hansen expressed concern over waiting to get approval for something like this. Folie (DCC) agreed with the concern and clarified that within the operating budget, he had some flexibility. However, within the capital budget, he could not spend more than what was approved by budget line item unless the expenditure was an emergency. Folie (DCC) expressed a desire to get some additional flexibility in the capital budget should the JPA ever be re-written.

Information Updates/Discussion Items**9. Executive Director Report****Discussion:**

Health East CAD to CAD – Folie (DCC) reported that Health East CAD to CAD had been implemented as of May 1.

Retirements/Hirings – Folie (DCC) informed members that long-time dispatcher Dawn Anderson retired the end of April. Folie added that since the last Board meeting, staff had worked diligently to evaluate and improve the hiring and training program. Folie reported that 9 new hires had started classroom training in April, and three additional new hires would be starting classroom on May 20th. Folie explained that the onboarding process had been modified and preliminary feedback coming in from new hires and current dispatchers alike was very positive and supportive of efforts. Folie credited DCC staff Jen Hildebrandt, Rachel Keeler and Tara Shoemaker for their efforts, stating that the new onboarding process included orientation, a family academy, and a new mentoring program. Folie then asked Jen Hildebrandt to give a quick overview on the mentoring program.

Hildebrandt (DCC) reported that a recent study done by TrainHR reflected that 58% of respondents felt their onboarding process was more about paper and process than the people. Hildebrandt explained that in a job like dispatching, where employees undergo intense training and rotating shifts, it was important to engage the people and keep them engaged. Hildebrandt explained that it was important to give the new hires the opportunity to introduce their family members to the new work environment and expectations of the position they were hired for, and it was also very important to give the new hires a resource, outside of their trainers and supervisors, where they could go for encouragement. Hildebrandt noted that this group of new hires brought their families in for a Family Academy, allowing them a tour and over view of the DCC and expectations of the position. Hildebrandt added that a small group of current DCC dispatchers had volunteered to participate in the mentoring program and was tasked with reaching out to the new hires to engage and encourage them on an emotional level, separate from training. Hildebrandt commented that both the Family Academy and the Mentoring Program was well received.

NTW – Folie (DCC) informed members that April 14th – 20th was National Telecommunicators’ Week and that many of their responding agencies recognized the dispatchers through kind messages and treats. Folie added that the Sperry Tower in Eagan was lit up on April 17th in honor of the dispatchers. Folie thanked members for their continued support of DCC staff and the important work they do.

Workstations Project – Folie (DCC) noted that the workstation project had been finalized and invited members to stay around after the meeting for a tour of the dispatch floor.

Action: No action. Update only.

OTHER BUSINESS

10. Community Highlights

Discussion:

Duggan (Mendota Heights) noted that the Mendota Heights Fire Department was undergoing a major expansion.

Schulz (Burnsville) noted that the Burnsville Police Department recently named Tonya Schwartz as their new police chief.

Tourville (Inver Grove Heights) noted that Inver Grove Heights just swore in their new police chief, Melissa Chiodo. Tourville added that construction of a new fire hall near the Hwy 52/55 split was underway, and the new smart center construction was scheduled to begin in the spring of 2020 near the fire hall.

Hansen (Eagan) informed members that work was underway on the new 14 story 4-star hotel by the Vikings training facility.

Balsanek (Hastings) reported that Hastings was accepting applications for the vacant city administrator position.

Action: No action. Update only.

ADJOURN

Action: Motion by Hansen (South St. Paul) to adjourn. Second by Duggan (Mendota Heights). Motion passed unanimously, meeting adjourned at 9:16am.

Board Members

<i>Apple Valley</i>	John Bergman	<i>Inver Grove Heights</i>	George Tourville (Chair)
<i>Burnsville</i>	Cara Schulz	<i>Lakeville</i>	Michelle Volk
<i>Dakota County</i>	MaryLiz Holberg	<i>Mendota Heights</i>	Ultan Duggan
<i>Eagan</i>	Gary Hansen	<i>Rosemount</i>	Jeff Weisensel (Vice)
<i>Farmington</i>	Joshua Hoyt	<i>South St. Paul</i>	Lori Hansen
<i>Hastings</i>	Joe Balsanek	<i>West St. Paul</i>	Dick Vitelli

NEXT REGULAR MEETING


August 15th, 2019

8:00am

Dakota Communications Center

2860 160th Street W

Rosemount, MN 55068


George Tourville, Board of Directors Chair

8-15-19
Date


Tom Folie, Executive Director

8/15/2019
Date