

**Dakota Communications Center
Board of Directors
Meeting Minutes: 08/15/2019**

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

Members Absent: Apple Valley – John Bergman; Inver Grove Heights – George Tourville;

Alternates Present:

Others Present: DCC – Tom Folie, Jen Hildebrandt; Executive Committee – Mark McNeill, Justin Miller, Matt Smith

1. Call the Meeting to Order

There being a quorum, Vice-Chair Weisensel called the meeting to order at 8:08am

2. Pledge of Allegiance

3. Roll Call

Members in attendance are noted above

4. Approve Agenda

Discussion:

Action: No discussion. Motion to approve agenda as presented by Duggan (Mendota Heights).
Second by Hoyt (Farmington).

CONSENT AGENDA

5. a. Approve minutes from regular board meeting dated May 16th, 2019

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

- April 1st – 30th, 2019
- May 1st – 31st, 2019
- June 1st – 30th, 2019

c. Approve Financial Report

- May, 2019 Unaudited Financial Report
- June, 2019 Unaudited Financial Report

d. Executed contracts between May 1st and July 31st, 2019

e. Authorize Executive Director to Approve 2020 Ancillary Benefits within adopted budget

Discussion:

No discussion.

Action: Motion to approve the Consent Agenda as presented by Duggan (Mendota Heights). Second by Vitelli (West St. Paul). Motion passed unanimously.

REGULAR AGENDA

Action Items

6. LELS 336 Dispatchers Collective Bargaining Agreement

Discussion:

Folie (DCC) noted that while agenda items 6 and 7 needed to be voted on separately, he felt it better to present them at the same time. Folie noted that negotiations with both unions were completed in just a

few meetings. Folie reviewed contract changes as the result of negotiations with members and reported that both unions had voted to approve the presented contract. Folie thanked Executive Committee Chair Mark McNeill and Legal Counsel Kevin Rupp for their participation in negotiations.

Duggan (Mendota Heights) asked if there had been any discussion on the impact agreed-to changes might have. Folie (DCC) confirmed stating that the Executive Committee raised the same question. Folie noted that pending negotiations were considered when approving the budget and as such, no additional budget changes are needed.

Weisensel (Rosemount) commented that he was curious as to the wage increase trend over the past five years and what data was used in helping to determine what is acceptable. Folie (DCC) provided the wages increases dating back to 2014. Folie (DCC) explained that a number of factors were used in determining what wage increase was acceptable. The first was wages agreed to in other already-approved publicly available contracts. The second was HR, League of MN Cities forecasts provided by area and member agencies and our legal counsel's experience. Folie explained that the DCC budget and contracts are usually completed in advance of other agencies so in many cases, a forecast is all that is available. Folie said another factor was Metro area PSAPs as that was who the DCC competes with for talent. In negotiations, labor attorney Kevin Rupp noted that 3% seemed to be the going rate. Weisensel (Rosemount) referred to the Consumer Price Index being at 1.5% and questioned if DCC was running higher than it should. Folie (DCC) assured that much research had been done in preparation for negotiations and area agencies were trending towards 3% and it was important to stay competitive. As such, the negotiations team felt a 3% increase was acceptable. McNeill (Executive Committee Chair) agreed that what he had seen in surveys was that 3% was what was being budgeted for by many agencies.

Hansen (South St Paul) suggested that if hiring issues continued, there may be the need for a review of the compensation structure to bring hiring rates to a more competitive level. Folie (DCC) acknowledged and reminded members that the Executive Director also had the ability to start new hires at a higher wage if the candidate warranted.

Weisensel (Rosemount) suggested a follow-up matrix showing a trend line and where the DCC falls in comparison. Folie (DCC) agreed and asked if using the LELS group would be acceptable. Weisensel (Rosemount) confirmed that something similar would be fine.

Balsanek (Hastings) asked if demographics had anything to do with the hiring issue. He also asked approximately how many of DCC employees were from the Dakota County area. Folie (DCC) noted that about 2/3rds of staff were from within the Dakota County area and that demographics might have something to do with it. Folie added that things might change if the DCC were on a commuter line.

Volk (Lakeville) asked when input from the Board of Directors was solicited in anticipation of negotiations. Folie (DCC) responded that budget approval was usually when staff reported on upcoming negotiations. Folie cautioned, however, that the DCC budget process was much earlier than partnering and neighboring budget processes which made it difficult to provide much data prior to negotiations. Weisensel (Rosemount) – commented that the general process has been that directors give broad direction and leave it to the working group to go through and bring back to the Board for consideration if there was anything unusual. Weisensel added that he didn't think the Board needed to get that deep into the process. Volk (Lakeville) acknowledged and noted that she was use to a slightly different process and it just seemed that the DCC Board was addressing topics after-the-fact. Vitelli (West St. Paul) commented

that approving the budget was how the Board set their limits and it was up to staff to stay within those limits. Holberg (Dakota County) commented that there had previously been a discussion about part-time employment and asked if that had been discussed in negotiations. Folie (DCC) acknowledged that there was a bit of an internal struggle with part-time. Folie noted that Edina was the only local agency the DCC was aware of that currently offers part-time positions. Folie noted that the topic had not been discussed in negotiations.

Hansen (Eagan) referred to the commuter line comment and asked if there was the potential for current employees to want to get to the DCC by bus. Folie (DCC) responded that he believed there may be some interest and potentially more interest in open positions were that the case. Hansen (Eagan) suggested consideration of an interest survey. Hildebrandt (DCC) reminded that the DCC staffed 66 employees and there weren't normally more than 8 – 15 people in the center at one time. Of those employees, a small percentage would probably be interested in taking the bus. However, for future recruiting, having commuter line options would be a huge benefit in attracting talent.

Schulz (Burnsville) asked how big of an issue child-care was for recruiting and retaining staff, and absenteeism. Schultz noted that Burnsville was discussing with local businesses the idea of subsidizing a contract with a private daycare provider for services. Schulz noted that similar out-state efforts found that doing this eliminated some of the absenteeism and drew much interest in recruiting. Schulz added that the costs of subsidizing child-care like this far outweighed the costs associated with staffing issues due to child-care and might be something the center should consider. Hildebrandt (DCC) acknowledged that past Board members and LE Ops members had suggested this in the past. Hildebrandt noted that while it was mostly "in jest", there was something to that as calling in due to child care issues was part of the OT issue. Hildebrandt acknowledged that having the ability to offer daycare services could potentially be a big employment draw. Folie (DCC) agreed and reminded that Staff had been working diligently to improve hiring, training and retention efforts. Folie advised that the DCC was currently at full staff, and had been there since May.

Action: Motion by Hansen (Eagan) to approve the LELS 336 Dispatchers 2020 – 2021 Collective Bargaining Agreement as presented. Second by Vitelli (West St. Paul). Motion passed unanimously.

7. LELS 368 Supervisors Collective Bargaining Agreement

Action: Motion by Duggan (Mendota Heights) to approve the LELS 368 Supervisors 2020 – 2021 Collective Bargaining Agreement as presented. Second by Hansen (South St. Paul). Motion passed unanimously.

8. Non Union 2020 Medical Insurance Premium Split

Discussion:

Folie (DCC) reported that this item reflected the already-approved medical splits for the union personnel and was asking for the same to apply to non-union personnel. Folie added that the splits were the same as what was in place for 2018 and 2019.

Action: Motion by Vitelli (West St. Paul) to approve the Non-union 2020 medical insurance premium split as presented. Second by Hoyt (Farmington). Motion passed unanimously.

9. Governance

Discussion:

McNeill (Executive Committee Chair) reminded the group that the DCC resolution approved in May, had been presented to the Dakota County Board of Commissioners. McNeill noted that the Board of Commissioners convened and considered the resolution at a recent meeting. McNeill noted that also in attendance from the DCC consortium were Executive Director Folie, Lakeville Administrator Justin Miller, himself, County Administrator Matt Smith and Commissioner Holberg. McNeill acknowledged that Administrator Smith provided the Commissioners with a good packet that detailed conversations and efforts that led up to the resolution.

McNeill (Mendota Heights) reported that the County Board seemed to narrow the conversation down to two areas of concern. The first was the acknowledgement that current DCC governance was clunky and needed to be addressed. The second was the costs associated with running the DCC.

McNeill noted that Commissioners reminded that there had been a workgroup tasked with streamlining internal governance, but efforts were put on hold in 2017. Commissioners also referred to the Winbourne report, recollecting that there was the perception of operational issues and that members were looking to pass that off on the County. McNeill added that the County was clearly not interested in taking over full funding of the operations.

McNeill noted that the Executive Committee was asking the Board of Directors how they would like them to proceed given this feedback. McNeill suggested that efforts be directed toward streamlining internal governance and once completed, the group immediately discuss funding and what that might look like.

Holberg (Dakota County) noted that the components of the resolution didn't allow for much innovation or change, and the Board of Commissioners was interested to see if there could be more internal efficiencies. Holberg suggested there could be something in-between that would include more efficient operation of the DCC internally, with lower costs. Holberg noted that the County was not currently interested in taking over total control of the operation.

Vitelli (West St. Paul) commented that he felt this effort should continue to be pursued. Vitelli acknowledged that it wouldn't be free and he would like to see what the difference might look like to the end tax payer. Vitelli suggested if the costs were spread out over the county that might look different on individual taxes.

Weisensel (Rosemount) commented that it seemed to be a given that there would be efficiencies if the county were to take over the operations. Weisensel acknowledged that there needed to be more "meat" on the framework of the resolution.

Holberg (Dakota County) suggested the group move forward on internal streamlining of governance based on originally proposed in 2017. Holberg commented that would show a good first step.

Weisensel (Rosemount) asked if the County would be receptive to a joint operations where they may provide more resources. If so, that might be something that could progress. Holberg (Dakota County) reiterated that the ongoing governance issues could be addressed in short-order by an internal streamlining effort. Holberg noted that the issue of funding was a longer-term conversation. Holberg

agreed that the County should probably do a per-capita analysis and cost differential on how the DCC operations and what the cost might be per tax-payer. Holberg also suggested a matrix comparing DCC to other organizations. Weisensel (Rosemount) commented that the DCC operations was probably more equipment intensive than others. Holberg (Dakota County) acknowledged and added that maybe even adding a customization matrix as noted by the OPA. Holberg questioned if member responding agencies would even be willing to operate at a customization level of 1 or 2 vs. the 8-rating that the DCC currently had. Holberg noted this was all information that should be part of the study. Vitelli (West St. Paul) acknowledged that each agency wanted their autonomy, and that can't be a unique desire. Vitelli reiterated that he would like to see the numbers.

Smith (Dakota County) noted that this sort of analysis would be complex. Smith stated that there had been some work already completed. Smith explained that in looking at County take-over of the operation, this would take months to complete a thorough analysis. Holberg (Dakota County) acknowledged and noted that maybe an update or continuing discussion could be held at the next meeting.

Duggan (Mendota Heights) suggested review of the current roles of the fire/police/administrators and board members and determine future roles in governance.

Schulz (Burnsville) commented that Burnsville supported a dual-track effort. Schulz noted that Burnsville sensed that the County was not joyous about the idea, including the issue of Dakota County taxes going up. Schulz commented that Burnsville supported collecting the information to continue conversations with the county, but to also work to change internal governance if the county is not willing to take over control, and determine what funding might look like in that capacity moving forward.

Hoyt (Farmington) commented that if the long-term goal was for the County to take over DCC operations, then the County should develop what that might look like. Hoyt added that in the meantime, efforts needed to be focused on looking at internal operations and what they should look like assuming the county is not taking over. Hoyt noted that he was confused on the funding discussion as public safety costs were public safety costs, no matter who charged them. Hoyt noted that it was more a matter of what percentage each agency was paying. Vitelli (West St. Paul) and Schulz (Burnsville) expressed agreement with Hoyt's comments.

Hansen (South St. Paul) noted that there were some cities with many calls but lower tax base. Hansen noted that it would be more palatable if that were spread out, which was why she thought the discussion revolved around the county taking over.

Hansen (Eagan) noted that in private conversations with commissioners, the need for operational efficiencies overall was acknowledged. Hansen noted that if there was a way to operate less expensively, it needed to be investigated.

McNeill (Executive Committee Chair) recapped that the County needed to provide information that included what the operation would look like if the County took over. McNeill added that DCC members needed to work on what DCC governance would look like if the County did not take over, including possible funding formula discussions that may include going back to the County. Weisensel (Rosemount) agreed, noting that there needed to be two tracks, one "current run state" and one "future run state" and the costs and efficiencies that may contribute to each.

Action: No action. Update only.

Information Updates/Discussion Items

10. Executive Director Report

Discussion:

Folie (DCC) provided a mid-year update on organizational goals.

Workstations – Folie reported that the workstations installation was completed in March and was anticipated to come in under the approved \$400,000 with just one vendor's invoice outstanding.

HealthEast CAD to CAD – Folie informed members that CAD to CAD had improved operations and communications between the DCC and HealthEast. Folie applauded HealthEast for helping addressing the need and taking on most of the funding.

New Supervisor – Folie reported that Andy Schoo had been promoted and would be starting in September. Folie thanked Burnsville Police Chief Schwartz and Farmington Fire Chief Elvestad for their assistance in this promotional process. Folie noted that another supervisor was being deployed in October for one year, so this new supervisor should be fully trained in time for that. Folie commented that the addition of a supervisor position was in response to the Winbourne Study.

Supervisory QA/QI Appointment – Folie noted that while the new supervisor position had been filled, appointment of one of the supervisors to the QA/QI assignment may take longer than hoped due to the military deployment of a partnering supervisor.

Retention & monitoring – Folie noted that Jen Hildebrandt had been working on retention and monitoring efforts to help track staffing issues and identify potential issues. Folie applauded staff efforts as DCC was at full-staff, while other agencies were struggling.

Schedule Review – Folie informed members that a new software scheduling program would be in place by the end of the year. Folie noted that this program will alleviate much time currently spent on scheduling, and would be much more user friendly. It is hoped that an examination of the demands can be aligned to our schedule.

Abandonment Devices –Folie commented that the devices had been installed and how, if staff had to evacuate the building, transfer of calls to the Backup location would be at the flip of a switch. This is in comparison to the previous call to Century Link that could take 45 minutes or more to complete the transfer process. Folie noted that Ramsey County was the current DCC off-site backup location.

Website Review – Folie commented that the DCC website was in need of an upgrade and one main effort would be to make it mobile-friendly. Folie stated the intent was to have this completed by the end of the year.

Social Media – DCC is now on Twitter at Dakota Comm 911

Plain Language Radios – Folie informed members that as of August 1st, DCC police departments had moved to the use of plain language instead of 10-codes. Folie noted this was a nationwide push as 10-codes were not standard across agency borders, which caused much confusion.

Capital Adjustments – Folie noted that the consortium would need to have a philosophical discussion on whether or not it was open to incurring debt. If so, the capital funding may not need to be funded to the extent it currently is.

COML – Folie commented that the DCC was looking to train another supervisor as a COML. A COML is a leader trained to facilitate large scale event communications. Folie noted that the DCC currently had two COMLs, and this training was a succession effort.

ASAP to PSAP – Folie noted that ASAP to PSAP allowed alarm companies to feed information into the CAD system via an interface, alleviating incoming call loads and administration efforts. Folie noted that the good news was that LOGIS may be offering this ability through their development funding. Folie noted that the BCA needed to do some work before ASAP to PSAP goes online. Ramsey County would be first in line, followed closely by the LOGIS agencies.

Floor Remodel Budget – Folie reiterated that the workstation effort was expected to come in under the approved budget.

Guardian Tracker – Folie explained that Guardian Tracker was a performance management tool used to help engage staff. Folie commented that this program was currently in use by Burnsville, Eagan and Rosemount and came highly recommended. Folie commented that Guardian Tracker should be in place in September.

Recognition –Folie informed members that Jen Hildebrandt was awarded the Patriotic Employer Award from the Department of Defense. Folie explained that employee Kristina Larson had returned from assignment that kept her away from work for over one year and had nominated Jen Hildebrandt for all of her assistance.

Backup Facility – Folie informed members that the DCC’s backup is currently Ramsey and the DCC is currently backup for Ramsey and Rice/Steele. Folie noted that there had been preliminary discussions about a shared backup location.

Pennington County – Folie noted that Pennington County had reported having the ability to chat and send video to 911. Folie clarified that ability was through an APP and while it may be an option in the future, there was currently no reason to entertain it. Folie noted that NextGen 911 was still on the horizon and it didn’t make sense to engage all the different apps out there at this time when the functionality is expected to be a part of NG911.

October/December meetings – Folie asked if there was any interest in combining the October and December meetings into one meeting in November. Group consensus supported this idea. Hildebrandt will send a new invitation out for November 14th.

Action:

OTHER BUSINESS

11. Community Highlights

Discussion:

Apple Valley – NA

Burnsville – Rapid development in process. Eliminated building height caps. Tasking a citizen commission to review city code and redo in plain language. This will take 2 years followed by 1 year to go through all the approvals. Art and All that Jazz is this coming Saturday.

Dakota County – Approved \$1.3 million for the inclusion of a full basement and additional office space in the smart center.

Eagan – Vikings excitement including new hotel. 7 stories of the 14-story hotel are up.

Farmington – All quiet after a successful County Fair

Hastings – Air force Band is coming to the pavilion on the 28th. Chicago is coming in concert on September 6th. Hired new City Administrator who will be starting the first week in October.

Inver Grove Heights – NA

Lakeville – Life is good in Lakeville

Mendota Heights – Nothing to report.

Rosemount – Leprechaun Days were a success as always. Food Truck Fest is September 21st. Mikael Dahlstrom was formally appointed to Chief of Police and John Winters was promoted to Commander.

SSP – Dealing with some library issues.

West St. Paul – Continuing efforts on Robert Street and very much looking forward to completion.

Action: No action. Update only.

ADJOURN

Action: Motion by Balsanek (Hastings) to adjourn. Second by Vitelli (West St. Paul). Motion passed unanimously, meeting adjourned at 9:27am.

Board Members

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

NEXT REGULAR MEETING

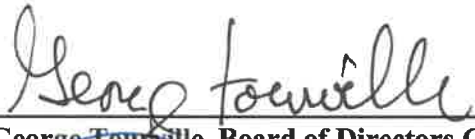
November 14th, 2019

8:00am

Dakota Communications Center

2860 160th Street W

Rosemount, MN 55068



George Tourville, Board of Directors Chair

Date



Tom Folie, Executive Director

Date

11/14/2019