

**Dakota Communications Center  
Executive Committee  
Regular Meeting Minutes: February 5<sup>th</sup>, 2020**

**Members Present:** Tom Lawell – Apple Valley; Matt Smith – Dakota County; Dave Osberg – Eagan; David McKnight – Farmington, Dan Wietecha – Hastings; Joe Lynch – Inver Grove Heights; Justin Miller – Lakeville; Mark McNeill – Mendota Heights; Joel Hanson – South St. Paul; Ryan Schroeder – West St. Paul

**Members Absent:** Melanie Mesko-Lee – Burnsville; Logan Martin – Rosemount

**Alternates Present:** BJ Battig – Dakota County

**Others Present:** Tom Folie, Cheryl Pritzlaff, Jen Hildebrandt – DCC; Jerilyn Erickson – DCC Fiscal Agent, Lakeville; Helen Brosnahan – DCC Legal Counsel, Dakota County; Justin Elvestad – Fire/EMS Ops Sub-Committee Chair; Bryan Schafer – Law Enforcement Ops Sub-Committee Chair

**1. Call to Order**

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

**2. Roll Call**

Recognizing new faces at the table, Chair McNeill requested introductions.

**3. Approve Agenda**

**Discussion:** Chair McNeill noted that there was a modified agenda reflecting the removal of executed contracts and agreements as there were none since the last meeting.

**Action:** Motion by Hanson (South St. Paul) to approved the modified agenda. Second by McKnight (Farmington). Motion passed unanimously.

**CONSENT AGENDA**

**4. Consent Agenda – Executive Committee Chair**

- a. **Approve Minutes from the November 6<sup>th</sup>, 2019 regular meeting**
- b. **Approve paid claims**
- c. **Receive Unaudited Financial Report**
- d. **Receive Operations Committee Meeting Minutes**
- e. **Designate Depositories & Financial Institutions**
- f. **Designate Legal Newspaper**

**Discussion:** Osberg (Eagan) referred to the updated recommendation for the legal newspaper designation and asked for clarification. Folie (DCC) clarified that the DCC had only received one of the requested responses as of the time of issuance of the packet. Since that time, the DCC also received a quote from St. Paul Pioneer Press. Folie explained that the costs incurred by the DCC for legal postings were expected to be nominal if any, but that the recommendation was to go with the cheapest quote as it also had the largest circulation of 170,663.

Schroeder (West St. Paul) commented that West St. Paul was also going with Pioneer Press and the experience had been very favorable. Folie (DCC) added that 2020 was the first year of formalizing the action through resolution.

**Action:** Motion by Miller (Lakeville) to approve the Consent Agenda as presented. Second by Hanson (South St. Paul). Motion passed unanimously.

## **5. Board Designation of Authority to Pay Claims**

**Discussion:** Folie reminded that in the previous year he met with the chairs of the Executive Committee and Board of Directors to continue governance and operational streamlining efforts. Folie noted that one topic during the discussion was how claims were being paid. In follow up with then-DCC Legal Counsel, Jay Stassen, his opinion was that current approval process for claims payments was not meeting the statutory requirements. Folie clarified that there were two options. The first would be to hold more frequent Board meetings to approve pending claims, and the second would be Board delegation to pay claims. Folie assured that delegation to pay claims was fairly common across the County and the DCC met all four requirements of payment delegation:

- a. Internal account and administrative control procedures.
- b. Regular and frequent review of administrative official actions.
- c. Undergo an annual audit of financial statements.
- d. Adopt a resolution authorizing a specified administrative official to pay claims that meet the standards adopted.

Folie explained that before action was taken on this item, he also wanted to provide members with information on the DCC purchasing policy, the next topic on the agenda, as the decision to designate authority to pay claims would also impact the DCC purchasing policy.

## **6. DCC Purchasing Policy**

**Discussion:** Folie informed members that the last time the DCC Purchasing Policy had been updated was in 2010. Folie explained that it was in need of updating because statutory limits for contracting had been changed. Folie added that if the authority to pay claims as discussed in Item 5 was adjusted, the current policy would also need to be altered.

Folie stated that the current policy provided that the Executive Committee would approve claims at their monthly meetings. It also gave the Executive Director partial delegation to pay claims. Folie noted that sometime in 2007, governance changed from approving claims for payment to approving paid claims and there was nothing in the minutes to indicate the reason for the change.

Folie reported that using DCC Fiscal Agent, City of Lakeville's purchasing policy, necessary changes were made as were threshold levels. Folie noted that the updated policy had been reviewed by Member Justin Miller, DCC Fiscal Agent

Representative Jerilyn Erickson, and Dakota County Representative BJ Battig as members of the review committee. Folie added that DCC Legal Counsel Helen Brosnahan had also reviewed the proposed policy and made some modifications that were all accepted by the review committee.

Folie noted that given the information for Items 5 and 6, Staff was requesting the Executive Committee recommend approval of the Resolution to Delegate Authority to Pay Claims, and also recommend approval of the proposed purchasing policy.

**Action:** Motion by Osberg (Eagan) to recommend approval of the Resolution to Delegate Authority to Pay Claims as presented. Second by Lawell (Apple Valley). Motion passed unanimously.

**Action:** Motion by McKnight (Farmington) to recommend adoption of the revised purchasing policy as presented. Second by Smith (Dakota County). Motion passed unanimously.

## **7. Supervisor Promotion**

**Discussion:** Folie (DCC) informed members that a supervisory promotion process concluded at the end of July, 2019 with a list of qualified candidates. Recognizing the pending retirement of Supervisor Doris Lake, the DCC reached out to the runner-up on the July 2019 list and they have accepted. Folie noted that while Doris Lake is not scheduled to retire until May, Staff was requesting the authority to make the promotion effective March 1<sup>st</sup>, 2020. Folie explained this would allow for some overlap which would be necessary to get Pascale Smith up to date on the expectations of the supervisory position. Folie assured that there would be no budget impact as one of the current supervisors was currently deployed and would be until the end of the year, 2020. Folie speculated that there would be some overtime savings with moving the effective date of Smith's promotion up to March 1<sup>st</sup>. Folie noted that he needed to obtain Board approval for this early promotion as it would temporarily exceed the authorized dispatch supervisor staffing level.

**Action:** Motion by Lawell (Apple Valley) to recommend the Board authorize the Executive Director to move the promotion date up to March 1<sup>st</sup> as requested. Second by Miller (Lakeville). Motion passed unanimously.

## **8. DCC Executive Committee Chair and Vice-chair Elections**

**Discussion:** McNeill (Mendota Heights) reminded members that Heather Johnston was the designated Chair for the 2018 – 2019 term and that he stepped in as Chair recognizing the departure of Johnston mid-term. McNeill noted that past practice was that the vice-chair would move into the seat of Chair and that current vice-chair Logan Martin, while not in attendance, had agreed to do that unless anyone else wanted the appointment.

**Action:** Osberg (Eagan) recommended appointment of Rosemount City Administrator Logan Martin to the position of DCC Executive Committee Chair for

the 2020 – 2021 term. Second by Lawell (Apple Valley). Motion passed unanimously.

**Further Discussion:** McNeill (Mendota Heights) noted that the vice-chair position also needed to be appointed and asked if anyone was interested. Hearing no response, McNeill noted that Melanie Mesko-Lee, while not in attendance, had agreed to sit as DCC Executive Committee Vice-Chair if no one else wanted the appointment.

**Action:** Miller (Lakeville) recommended appointment of Burnsville City Manager Melanie Mesko-Lee to the position of DCC Executive Committee Vice-chair for the 2020 – 2021 term. Second by McKnight (Farmington). Motion passed unanimously.

## 9. 2020 Goals

**Discussion:** McNeill (Mendota Heights) reminded members that the group had requested the Executive Director identify goals for himself and the DCC organization for 2020. McNeil noted that Folie and he sat down to review the identified goals which Folie was going to present to members.

Folie (DCC) noted that there were a number of goals identified including:

*a. Creation of a QA/QI Program by the end of the year.*

Folie explained that the supervisor for the position would be identified by the end of 1<sup>st</sup> quarter and the training of the supervisor would be completed in 2<sup>nd</sup> quarter with completion of the creation by the end of 2020.

*b. Increase interaction and understanding of Dakota County Public Safety agencies through ride and sit-alongs.*

Folie (DCC) explained that some agencies were really good at getting their new staff in to sit on the dispatch floor and the goal was to make this a regular occurrence with all member agencies. Folie stated that with increased staffing levels, the desire was to also get DCC staff out with responders whenever possible.

*c. Assessment and improvement of the DCC Culture*

Folie (DCC) noted that this was an ongoing effort. Folie noted that a baseline survey would be completed by the end of 1<sup>st</sup> quarter. Folie added that an empty support animal visit program was anticipated to be in place by September 1<sup>st</sup>, 2020. Folie also stated that the DCC would be hosting mental health resiliency training in April that some outside agencies would be attending along with DCC staff.

*d. Continuity of Operations Testing*

Folie (DCC) noted that while the internal COOP was tested almost every year, the goal was to do a full-scale test with Ramsey County before the end of the year.

*e. Review of Performance Factors and Statistics by DCC Staff and Operations Sub-committees with suggested changes by the end of August.*

*f. Create an internal statistics review group that will begin efforts in March, 2020.*

Folie (DCC) commented that when the need for statistics was first discussed, there were no identified standards. As such, the consortium made some up. Folie explained that the standards needed to be reviewed, and if determined valid, efforts needed to be expedited to determine why they weren't being met.

*g. COM-L Supervisor certification by end of 2<sup>nd</sup> quarter, 2020.*

*h. Supervisory Training by the end of the year.*

Folie (DCC) Commented that with the addition of some new supervisors over the past year, the supervisory group was due for a group training.

*i. Improve communication with dispatchers by semi-monthly updates.*

Folie (DCC) commented that HR Coordinator Jen Hildebrandt did a great job providing weekly updates on pertinent information, and monthly newsletters. However, he (Folie) hoped to improve operational communications with staff.

*j. Executive Committee and Board of Directors updates during non-meeting months.*

*k. ENP Designation – Emergency Number Professional*

Osberg (Eagan) asked for clarification on what the ENP Designation goal was. Folie (DCC) explained that it was a NENA director-level designation after displaying your substantial knowledge of “everything dispatch centers”.

Smith (Dakota County) referred to the staff training and mental health goal and asked if resources had been identified. Folie (DCC) confirmed stating that the main training was already scheduled for the spring training and was a course specifically developed for the dispatch group through Century College. Folie noted that a similar Fire/EMS training had been attended by a DCC dispatcher who reported it being a great experience. Smith (Dakota County) noted that Dakota County resources could be engaged if future training opportunities were desired.

**Action:** No action. Update only.

## **10. Governance Report**

**Discussion:** Smith (Dakota County) reported that the County Office of Performance Analysis was continuing efforts on the review. Battig (Dakota County) added that the OPA was reporting success working with some of the metro area psaps to clarify expenses that were previously difficult to break down out of varying budgets due to agency practices. Battig commented that OPA was still on track for an end of 1<sup>st</sup> quarter report. Smith (Dakota County) commented that it was feasible to expect to see this report on the April 29<sup>th</sup> meeting agenda. Smith added that the Chair of the County Board of Commissioners, Mike Slavik had appointed himself to the DCC Board of Directors for this term as he would like to get this addressed and see some results this year.

**Action:** No action. Update only.

## **11. Executive Director Report**

**Discussion:** Emergency v Non-emergency line statistics – Folie (DCC) noted that there was the need for clarification on the difference between the reported statistics for these two lines. Folie noted that the Emergency line is incoming 9-1-1 calls and the Non-emergency line was the 10-digit admin line. Folie explained that it was practically impossible to break these calls down because there is no way to identify where calls were coming from. As a result, Folie acknowledged that the 9-1-1 calls coming in from the public will chronically be under-represented because those who choose to call the 10-digit number are grouped in with alarm calls, calls from member agencies and after-hour rollovers from member lobbies.

**Budget Committee Workgroup** – Folie (DCC) noted that staff was looking for volunteers to sit on the budget review committee and review the budget prior to presentation to the Executive Committee. Folie stated that he was looking to schedule a meeting the week of April 13<sup>th</sup> and usually the chair participated. McNeill (Mendota Heights) speculated that Martin and Mesko-Lee might want to sit on the committee, being the incoming chair and vice-chair. Matt Smith also offered to participate. Folie (DCC) noted that he would have staff send out a Doodle Poll to identify a date.

Packet Layout – Folie (DCC) commented that at the last meeting, he had received some feedback on the current agenda packet layout. Folie added that since that time he had worked to modify the backgrounds and he was asking if that was what the group was looking for or if there was anything they wanted to see differently going forward. Hearing no response, Folie noted that he would continue with this format assuming no news was good news.

EFD Statistics – Folie (DCC) informed members that January – October 2020, before EFD, the center was averaging about 70% of structure fires meeting the “ring to ding” standard of 64 seconds. Folie noted that the first month of using EFD, that percentage went down to 10%. Folie admitted that while he expected the drop, he didn’t think it would be that significant. Folie then reported that the second month using EFD returned an improved experience of 18% so it appeared as though stats were heading the right direction. However, stats for January came in at the 5-6% range which was very concerning. Folie identified topics needing further review including breaking all the contributing segments down. This included ring time, location time before protocols, EFD time to final call, and then send to dispatcher to dispatching. Folie assured that the DCC had the vendor, Priority Dispatch out the previous week and the stated that “protocol processing time” was going well at about 47 seconds. While this is good news, it doesn’t explain the low overall statistic. Another point is that the current 64 second standard should probably be dropping to 60 seconds. Folie added that calls where there was no specific address location given should be segmented out and not counted as much time is spent attempting to get a valid location. Folie assured that DCC staff was already working with some of the fire chiefs to take a deeper dive into the issue, parsing stats out to get a better understand of true experience. Folie stated that the statistics being current reported

were looking far worse than what the experience truly was and it is his job to come back and explain why. Folie did remind members that a positive was that through use of EFD, dispatchers were able to get a better determinate cost meaning less large trucks going code 3 down the street. Folie then asked if members were receiving any comments from their council members. Hearing no response, Folie assured there would be more to come on this topic.

Video Wall – Folie (DCC) noted that at the November Board meeting, after receiving approval to enter into an agreement on the video wall in January, 2020, a Board member cautioned stating that the vendor the DCC intended to go with was historically not very good on following up. Folie noted that when he contacted the vendor to come out in December to discuss steps needing to be taken leading into January, they would not come out for discussion without a signed contract. Folie stated he then went back to the proper purchasing site and made contact with a couple other vendors. Folie noted that while the wall may not have all the same bells and whistles, he was certain the DCC would get what it needed for much less money. Folie noted that he was waiting on an architect to come out and confirm the wall was structurally sound enough to hold the approximate 1 ton of equipment that would be mounted on it.

### **OTHER BUSINESS**

McNeill (Mendota Heights) thanked previous chair Justin Miller, Executive Committee members, DCC staff and Jerilyn Erickson for the support he received during his appointment as Chair of the Executive Committee.

### **ADJOURN**

**Action:** Motion by McNeill (Mendota Heights) to adjourn. Second by Miller (Lakeville). Motion passed unanimously. Meeting adjourned at 3:39pm.

**Next Regular Meeting:  
April 29<sup>th</sup>, 2020  
3:00pm  
DCC Training Room**