

**Dakota Communications Center
Board of Directors
Regular Meeting Minutes: February 20th, 2020**

Members Present: John Bergman – Apple Valley; Mike Slavik – Dakota County; Gary Hansen – Eagan; Joshua Hoyt – Farmington; Joe Balsanek – Hastings; George Tourville – Inver Grove Heights; Jeff Weisensel – Rosemount; Dick Vitelli – West St. Paul

Members Absent: Cara Schulz – Burnsville; Michelle Volk – Lakeville; Ultan Duggan – Mendota Heights; Lori Hansen – South St. Paul

Alternates Present:

Others Present: Logan Martin – Executive Committee Chair; Mark McNeill, Matt Smith – Executive Committee; Helen Brosnahan – DCC Legal Counsel; Tom Folie, Cheryl Pritzlaff, Jen Hildebrandt – DCC

1. Call to Order

Recognizing a quorum, Chair Tourville (Inver Grove Heights) called the meeting to order at 8:01am.

2. Pledge of Allegiance

3. Roll Call

Members and staff in attendance are noted above. Recognizing some new faces, Chair Tourville called for introductions.

4. Approve Agenda

Discussion:

No discussion.

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

CONSENT AGENDA

5. Consent Agenda – Board of Directors Chair

- a. **Approve minutes from the November 14th, 2019 regular meeting**
- b. **Adopt and ratify paid claims**
- c. **Approve unaudited financial report**
- d. **Approve resolution designating 2020 depository**
- e. **Approve resolution designating 2020 official newspaper**

Discussion:

No discussion.

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

6. Approve resolution delegating authority to pay claims**Discussion:**

Folie (DCC) noted that items 6 and 7 were very closely related and as such, he was going to present the information for both before requesting motions for either. Folie then reviewed a presentation detailing the history of how claims were paid, reviewed and approved, as well as the key points of the revised purchasing policy, both of which were being recommended for approval.

Weisensel (Rosemount) inquired how the proposed policies aligned with Dakota County policies. Folie (DCC) clarified that the policies were not directly aligned with Dakota County policies and if, down the road the County were to take over DCC control, the actual Dakota County policies would be implemented. Folie further clarified that the presented policies were more aligned to the current policies of DCC Fiscal Agent, City of Lakeville. Slavik (Dakota County) added that the main difference was likely the threshold between the DCC Executive Director and the Dakota County Administrator, with the County Administrator having a higher authority for payment of expenses. Folie (DCC) further explained that the 20,000 limits identified in the purchasing policy were directly related to what City Managers/Administrators were allowed to pay according to statutory municipality limits. Folie added that because the majority of DCC membership was municipalities, the policy reflects those limits which are lower than what a county administrator may be authorized to pay. Brosnahan (DCC Attorney) agreed with the explanation and added that the contract was written similar to what the Drug Task Force contract would reflect, more in line with municipality limits than county limits.

Weisensel (Rosemount) referred to the increased limit for when a PO must be issued from \$500 to \$1,000 and inquired if there was a significant number of POs that were issued between those two amounts. Folie stated that there were very few and the language was not changed from the Lakeville language.

Slavik (Dakota County) asked if there was a rough estimate on the percentage of claims that would fall under the 20,000 administrative authority limit. Folie (DCC) responded that while he did not have a percentage, it would not be many but that there were typically a few at every meeting. Folie added that those few, of course, would trigger the need for another meeting.

Hoyt (Farmington) referred to the purchasing authority limits, in particular anything over the \$20,000 threshold and asked if there was any concern related to timeliness of

getting contracts or purchases finalized considering the Board meeting frequency. Hoyt questioned if the Board meeting frequency would negatively impact the effectiveness of the purchasing policy. Folie (DCC) assured that most everything in excess of that was already being prepared and there was rarely anything above the limit that would “sneak up on us” without qualifying as an emergency purchase. Tourville (Inver Grove Heights) added that if there was anything, it would likely be accounted for in the capital budget already. Weisensel (Rosemount) commented that he would be interested to better understand how the state would look at it. Weisensel speculated that if the purchase was already approved in the budget, and within the approved amount, the expenditure would already have been approved no matter what the cost was.

Action: Motion by Vitelli (West St. Paul) to approve Resolution 2020-003, Delegating Authority to Pay Claims, as presented. Second by Hoyt (Farmington). Motion passed unanimously.

7. Approve revised purchasing policy

Discussion:

See above.

Action: Motion by Vitelli (West St. Paul) to adopt the revised purchasing policy as presented. Second by Hoyt (Farmington). Motion passed unanimously.

8. Approve expedited supervisor promotion

Discussion:

Folie (DCC) informed members that one of the dispatch supervisors was currently out on military deployment and was not expected back until October or November of 2020. Folie added that a second supervisor has submitted their letter of intent to retire at the end of May. Folie explained that the desire was to promote the retiring supervisor’s successor in March, allowing necessary time to get them trained in. Folie noted that because of the deployment, it was believed that this would not only be budget-neutral, but could potentially save in overtime expenses during the new supervisor’s training. Folie noted that he was asking for Board approval as this would be an increase to the dispatch supervisor staffing level, beyond what was approved, for a period of approximately 3 months.

Action: Motion by Slavik (Dakota County) to authorize the Executive Director to move the promotion date up to March 1st as requested. Second by Vitelli (West St. Paul). Motion passed unanimously.

9. Video Wall Update, and modification of November 2019 motion

Discussion:

Folie (DCC) reminded members that in November, action was made to authorize the Executive Director to engage Tierney Brothers for the Video Wall purchase after the first

of the year, 2020, and to direct the Executive Director to further investigate and engage other TV alternatives. Folie explained that this was in an effort to get this project going as quickly as possible in 2020, without having to wait for the February meeting. Folie commented that the effort did not go as smoothly as hoped, and Tierney Brothers did not come out to assist for site preparation consultation in December saying this would be done upon signing of the contract. Folie examine other vendors on the state cooperative purchasing venture and identified an alternative vendor, Z-Systems. Folie noted that Z-Systems had been great to work with and although the video wall would not have all the same “bells and whistles”, it would do exactly what the DCC needed for approximately \$87,000 less than the first quote. Folie cautioned, however, that there was the need to ensure the wall was capable of holding the 1,200 – 1,800 pounds of equipment, so that may come in at an added expense that could certainly be covered on the anticipated \$87,000 in savings. Folie assured that Dakota County Facilities staff was working with the DCC facility architect to address this weight-bearing question.

Folie (DCC) noted that after much research the DCC had opted to go with the Hulu streaming service for the TV alternative. Folie noted that the monthly cost is in the neighborhood of \$70/month for unlimited screens. Other services required multiple accounts to cover all of the TV needs in the facility.

Folie (DCC) reminded the group that the original motion made on November 14th, 2019 stated: Motion by Vitelli (West St. Paul) to authorize the Executive Director to engage Tierney Brothers as recommended. Motion further to direct the Executive Director to further investigate and engage other TV alternatives. Second by Duggan (Mendota Heights). This motion passed unanimously.

Action: Motion by Balsanek (Hastings) to amend the first part of the motion made at the November 14th, 2019 meeting to authorize the Executive Director to engage services for video wall installation not to exceed \$200,000, resulting in substantial savings. Second by Hansen (Eagan). Motion passed unanimously.

Action: Motion by Hoyt (Farmington) to approve the amended November 14th, 2019 motion to authorize the Executive Director to engage services for video wall installation not to exceed \$200,000, resulting in substantial savings. Second by Bergman (Apple Valley). Motion passed unanimously.

10. Election of Chair and Vice-Chair

Discussion:

Folie (DCC) noted that officer elections are held at the first meeting of every even-numbered year. The Board was required to designate a Chair and Vice-Chair for a two year term. Folie explained that a restriction was that the appointees could not serve more than two consecutive terms. Folie clarified that when previous chair Baumann left

public service, Director Tourville stepped in to complete her term. Because of this, Tourville would be eligible for a second official appointment if members saw fit.

Action: Motion by Vitelli (West St. Paul) to appoint Inver Grove Heights Mayor George Tourville to the seat of DCC Board of Directors chair for the 2020 – 2021 term. Motion further to appoint Rosemount Councilmember Jeff Weisensel to the seat of DCC Board of Directors vice-chair for the 2020 – 2021 term.

Further Discussion: Directors Tourville and Weisensel agreed to accept the appointments if deemed acceptable by the group.

Motion passed unanimously.

11. Governance Report

Discussion:

Folie (DCC) commented that there wasn't much to report for the February meeting as the findings from the Dakota County OPA study would not be available until the April Executive Committee Meeting and ultimately the May Board of Directors meeting.

Folie (DCC) reported that the Executive Committee had decreased their meeting frequency in 2020 in an effort to address some desired governance streamlining efforts.

Smith (Executive Committee) referred to the OPA study and reminded the group that the first study was focused on looking at governance of call centers around the Country, and this second study would be a deeper dive effort focused more on the 7 metro counties.

Slavik (Dakota County) commented that when the County Board received the resolution and presentation in August, it did not go very well. Slavik noted that the approach was perceived to be adversarial and was not taken well. Slavik recalled his prior participation on the Board as both a Hastings Councilmember and then a Dakota County Commissioner and noted, at that time, there was a workgroup made up of himself, Gary Hansen and Ultan Duggan who were tasked with reviewing the member fees as the result of Eagan's disapproval of how they were being calculated. Slavik noted that after a number of meetings, a compromise was reached to use a three year average. Slavik acknowledged that up until he left the DCC Board, member fees was still a controversial topic and member agencies had begun efforts that resulted in paying either more or less of their share.

Slavik noted that he was likely more amenable to working towards a common solution than some of his colleagues, and from his point of view, there were four components.

1. Many of those representatives at the table who had been with the consortium for a while will recall their City Administrators stating that the Joint Powers Agreement was

the right thing to do. It would allow for improved technology and it would save money. Slavik noted that some of those same individuals are now saying they aren't comfortable with the costs. Slavik reminded the group that under the JPA, one entity can't drive how things were going to be and have total resolution.

2. Evaluate what DCC peers do. Slavik reminded that group that this was much larger than just looking at 911, through this Board and Executive Committee. Our peers might pay more to the dispatch center, but what else do they pay for that the cities in their county do not? At the end of the day, the study will likely show that Dakota County as a whole may pay less on 911, but more on other things. This needs to be taken into consideration.

3. Impact on what is done in the rural areas. Slavik noted that there is the belief that because the rural areas are paid for via Dakota County member fees, and resident assessments paid to the County potentially help pay for those costs, cities are ultimately paying more than what they should have to be paying.

4. Slavik commented that he would love to see if there is value in, not just the DCC governance, but having a working group of County and City representation come together to have this conversation more holistically. If there is a discussion about a more effective way to run the organization, all parties should be at the table for the discussion.

Slavik (Dakota County) commented that he hoped the group could "prime the pump" a bit and convene policy makers, elected officials and staff in an attempt to identify a solution and suggested that the mayor/manager meetings might be a good place for the discussion.

Tourville (Inver Grove Heights) credited Slavik for his well-stated comments. Tourville acknowledged that it was a good review of how the consortium had gotten to this point. Tourville apologized as chair as when the resolution was brought forward, what he expected to be a governance discussion update, ended up reflecting negatively on the DCC group, which he took personally. Tourville noted that if there was as much negative going on with the DCC as what was stated, it would be all over the news. Tourville then noted that as a result, he, Executive Committee Chair Mark McNeill and Executive Director Tom Folie came together to revisit the outcome. Tourville exclaimed that the DCC does a lot and is very good at it. Tourville agreed that there was a whole lot more County contribution that needed to be considered. Tourville also agreed that there should likely be a taskforce made up of all parties, including staff. Tourville commented that he didn't want to go back to pre-DCC with different PSAPS. Tourville added that the message quickly got misconstrued to say that the members felt the County should take over the operation.

Slavik (Dakota County) noted that he was optimistic that there was a happy middle ground that everyone could accept, but it would take work and must include all interested parties. Slavik reminded that the DCC does a lot, and 911 is a demand

service. Tourville (Inver Grove Heights) agreed stating that the people need it, members need it, and it is run very efficiently. Tourville acknowledged that there had been some hiccups along the way, but not to the point to infer that it isn't run right nor governed poorly. We are at a point where we can go forward and need to go forward and make it work better.

Weisensel (Rosemount) commented that at the time the DCC was coming together, he saw from the outside that it was an evolution to where a larger entity would take it over at some point. Weisensel noted that in his opinion, that seemed more efficient. Weisensel added that under the county umbrella, he felt it would be less expensive. Weisensel commented that he was looking forward to Slavik's participation in the discussion.

Action: No action. Update only.

12. 2020 Goals

Discussion:

Folie (DCC) reviewed a presentation with members stating that staff had worked to compile goals for 2020 and he wanted to give a brief overview of what those goals were.

Tourville (Inver Grove Heights) referred to the DCC Culture goal and commented that he had shared an article with Jenny Hildebrandt from the DCC titled "How Behavioral 'nudges' can reduce burnout among 911 dispatchers". Tourville recapped how the article referred to a shortage of people willing to work high-stress jobs answering 911 emergency calls, and the toll it was taking on emergency operations.

Weisensel (Rosemount) commented that he felt the goals identified were more of a "task-list" that focused on operations and efficiencies. Weisensel noted that organizational goals should be able to be supported by a metric that identified an increase, decrease or maintenance of service level. Hoyt (Farmington) agreed stating that he was surprised not to have seen something related to staff development and retention. Hoyt noted that training should increase over time and there should be a well-developed ongoing employee development program in place. The challenge is to continue to improve and establish measurable goals every year. Hoyt added that even if staffing isn't increasing, quality and efficiencies should reflect improvement. Folie (DCC) acknowledged that improved staffing efforts and development was an ongoing effort that should have been listed. While it is still too early to tell, there is some indication that past years efforts are having an impact. Folie stated that as of February, 2020, the DCC had four new hires in dispatch training compared to 12 in 2019.

Tourville (Inver Grove Heights) added that a primary goal was to maintain and improve answer times each year. May not be better than last year, but the goal should always

be to improve. Bergman (Apple Valley) agreed that certainly efficiencies were important and necessary in this line of work. Bergman cautioned how established internal improvement goals, unmet, easily drew negative media attention. Vitelli (West St. Paul) acknowledged the concern and noted that it was all about how the information is shared. If we set an internal goal, it didn't need to be publicized. Weisensel (Rosemount) added that there should be some transparencies, and goals should be reasonable with valid standards. Also, if the report is that the center isn't meeting a goal, what action is being taken to correct it. Weisensel noted that it was all about how information was shared outside of the organization.

Slavik (Dakota County) commented that at one point, the DCC Board had identified five objectives. Slavik noted that it seemed like the goals listed were more what needed to be done. Slavik stated that the objectives were a list of priorities and where the director was going with leadership. Slavik agreed that he was more comfortable with goals that were measurable. Slavik commented that it seemed as though two lists were taken and consolidated over the past number of years.

Balsanek (Hastings) noted that the annual report reflected some great positive stories. However, he was never privileged to complaints. Balsanek asked if the DCC tracked inquiries or concerns submitted by members or the public. Folie (DCC) assured that incoming inquiries were documented and reported at the end of the monthly statistics. Weisensel (Rosemount) added that dispositions on the outcome of the investigation of all complaints were also identified. Folie added that the number of inquiries had decreased significantly over the past number of years.

Action: No action. Update only.

13. Executive Director Report

Discussion:

Emergency v non-emergency line statistics – Folie (DCC) informed members that the statistic reflecting emergency vs. non-emergency calls would always disproportionately reflect calls coming in on the non-emergency lines. Folie explained that alarm companies and member agencies called the non-emergency lines. Folie added that when police lobbies were closed in the evening, those lines were rolled over to the DCC non-emergency lines also. Folie stated that the statistic was possibly a bit misleading so he wanted to provide some clarification to the group.

2021 Budget Process – Folie (DCC) noted that the 2021 budget process was in full-swing and members could expect to receive the budget for consideration of adoption at their May meeting. Folie added that a couple of capital items would move to 2021 from later years but would be used for less costly hardware refreshes rather than new purchases. This would better position the DCC for future changes. Folie also noted that our facility costs would likely come in about \$40,000 higher due to significant snowfalls

and various repairs. Dakota County Facilities felt that 2019 should be seen as an anomaly and future budgeting should not be adjusted based on this.

Agenda Packet Backgrounds – Folie (DCC) referred to the new template for the agenda backgrounds and asked what members thought of the layout. Vitelli (West St. Paul) suggested the agenda reflect what page an item number is on and that the packet reflect page numbers. Staff noted.

Folie (DCC) thanked outgoing Executive Committee Chair Mark McNeill for his service and counsel during his term. Folie also congratulated Logan Martin (Rosemount) on his election as the Executive Committee Chair and Melanie Mesko-Lee's (Burnsville) election as Vice Chair.

Folie (DCC) announced that LynAnn Vossberg was selected as the Dakota Communications Center Dispatcher of the Year for 2019. In addition to her great work, she is an outstanding person.

Action: No action. Update only.

14. Community Highlights

Discussion:

Tourville (Inver Grove Heights) noted that the Mayor/Manager meeting will be the 3rd Friday in March in Inver Grove Heights and the topic would be the Dakota County Smart Center.

McNeill (Executive Committee) reported that earlier in the week Mendota Heights swore in a former DCC dispatcher, Jared Powell. McNeill commented that Powell had excellent training and a number of DCC employees were in attendance for the event.

Weisensel (Rosemount) noted that the Rosemount Home & Business Expo was scheduled for Saturday, March 14th from 9 – 3 at the Rosemount Community Center.

Hansen (Eagan) reported that development on the Vikings property was continuing with an expectation that the hotel would be opening this summer or fall. Hansen added that construction of a multi-family dwelling was underway as was a 36,000 fitness center on the same property. Hansen also noted that the MVTA and Dakota County Regional Chamber co-hosted an event, inviting businesses in the area to attend and provide input on optional transit routes for employees at the new property.

Tourville (Inver Grove Heights) thanked Executive Committee previous and current chairs Mark McNeill and Logan Martin, along with all the other members of the Executive Committee for their efforts. Tourville also welcomed Helen Brosnahan as DCC legal counsel from the County Attorney's Office.

Action: No action. Update only.

ADJOURN

Action: Motion by Weisensel (Rosemount) to adjourn. Second by Vitelli (West St. Paul). Motion passed unanimously. Meeting adjourned at 9:20am.

Next Regular Meeting:

May 21st, 2020


8:00am

DCC Training Room

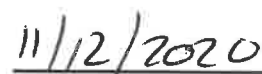


George Tourville, Board of Directors Chair

11/12/2020



Tom Folie, Executive Director



11/12/2020