

**Dakota 911
Board of Directors
Meeting Minutes: May 18th, 2023**

Members Present: Mike Slavik – Dakota County; Nick Lien – Farmington; Jen Fox – Hastings; John Murphy – Inver Grove Heights; John Bermel – Lakeville; Joel Paper – Mendota Heights; Jeff Weisensel – Rosemount; Pat Armon – West St. Paul

Members Absent: John Bergman – Apple Valley; Cara Schulz – Burnsville; Mike Supina – Eagan; Lori Hansen – South St. Paul

Alternates Present: Gary Hansen – Eagan; Todd Podgorski – South St. Paul

Others Present: Logan Martin – Executive Committee Chair; Heidi Hieserich, Brent Anderson, Jen Hildebrandt – Dakota 911; Jerilyn Erickson – Dakota 911 Fiscal Agent; Dain Olson – Dakota 911 Legal Counsel

1. Call to Order

Recognizing a quorum Chair Weisensel (Rosemount) called the meeting to order at 8:01 am.

2. Pledge of Allegiance

3. Roll Call

	Apple Valley	John Bergman		Clint Hooppaw
	Burnsville	Cara Schulz		Dan Gustafson
x	Dakota County	Mike Slavik		MaryLiz Holberg
	Eagan	Mike Supina	x	Gary Hansen
x	Farmington	Nick Lien		Steve Wilson
x	Hastings	Jen Fox		Mary Fasbender
x	Inver Grove Heights	John Murphy		
x	Lakeville	John Bermel		Dan Wolter
x	Mendota Heights	Joel Paper		Stephanie Levine
x	Rosemount	Jeff Weisensel		Paul Theisen
	South St. Paul	Lori Hansen	x	Todd Podgorski
x	West St. Paul	Pat Armon		Julie Eastman

4. Approve Agenda

Discussion:

Action: Motion by Weisensel (Rosemount) to approve the agenda. Second by Fox (Hastings). Motion passed.

CONSENT AGENDA

5. Consent Agenda – Board of Directors Chair

- a. Approve Minutes from the February 16th, 2023 regular meeting.
- b. Adopt and Ratify January, February and March, 2023 Paid Claims.
- c. Receive Audited 2022 Year End Financial Report.
- d. Receive Unaudited March, 2023 Financial Report.
- e. Receive Contracts and Agreements Executed between January 25th and April 27th, 2023.
- f. Consider Monetary Limit.

Discussion:

Slavik (Dakota County) referred to item 5a and requested his “small cities” comments under other business be corrected to reflect “small cities and townships”.

Action: Motion by Slavik (Dakota County) to approve the consent agenda with requested corrections to item 5a. Second by Bermel (Lakeville).

	Apple Valley
	Burnsville
Aye	Dakota County
Aye	Eagan
Aye	Farmington
Aye	Hastings
Aye	Inver Grove Heights
Aye	Lakeville
Aye	Mendota Heights
Aye	Rosemount
Aye	South St. Paul
Aye	West St. Paul

Motion passed.

REGULAR AGENDA

Action Items

6. 2024 Operating and Capital Budget

Discussion:

Hieserich (Dakota 911) reported that Dakota 911 staff began drafting the 2024 operating and capital budget in February. Hieserich added that the Budget Review Workgroup, made up of Executive Committee members Logan Martin, Dan Wietecha and Ryan Garcia, Dakota 911 Fiscal Agent representatives Jerilyn Erickson, David Lang and Laura Miller, and herself reviewed the draft copy on April 6th. Hieserich continued stating that the Executive Committee reviewed the recommended 2024 Operating and Capital Budget at their May 3rd meeting, and recommended adoption as presented. Hieserich thanked members of the workgroup, specifically Dakota 911 Fiscal Agent representatives Erickson, Lang and Miller for all their support and guidance through her first Dakota 911 Budget effort.

Hieserich (Dakota 911) reported that the proposed 2024 Operating and Capital Budget reflected \$11,184,028 in general fund expenditures and \$583,500 in capital expenditures for a total proposed budget of \$11,767,528. Referring to the operating budget, Hieserich noted that contractual expenses made up \$2,551,487 of the budget, and 80% of those expenses were attributed to technology services, building maintenance and equipment maintenance.

Hieserich (Dakota 911) acknowledged that personnel expenses continued to be the largest part of the operating budget and reflected increased staffing levels, and anticipated benefits and wage increases.

Hieserich (Dakota 911) explained how Dakota 911 staffing levels had remained unchanged since 2011, even though member agency public safety teams had grown and calls for services had increased by 34%. Hieserich also explained that while Dakota 911 was still meeting standards, call processing times supporting post-dispatch and pre-arrival efforts had increased by 95%.

Hieserich (Dakota 911) commented that Dakota 911 staffing retention was tracking at 80% over a period of 5 years. As a result, Dakota 911 has not been able to achieve the net staffing target of 54 public safety telecommunicators which increases the workload and overtime expectations on staff. The targeted staffing level reflected in the budget was increased to 65 by 2027 accommodate for turnover and support achieving the current net staffing goal of 54., Hieserich acknowledged that it would take time to attain these staffing targets due to challenges with training capacity and the degree of progress needed. The end result would be a decrease in overtime costs and an increase in staffing satisfaction.

Hieserich noted that the proposed budget reflected a 12 – 13% increase for benefits. Hieserich explained that this was reflective of a 9.5% rate cap guarantee plus anticipated movement as the result of Dakota 911 claims experience. Bermel (Lakeville) inquired if Dakota 911 was part of an insurance pool. Hieserich (Dakota 911) confirmed that Dakota 911 was a member of the LOGIS Insurance Pool.

Lien (Farmington) referred to the insurance experience and asked for clarification on what “poor experience” meant. Hildebrandt (Dakota 911) explained how participating in an insurance pool benefited groups, particularly those who had claims experience that exceeded premiums paid. Hildebrandt continued explaining that in an effort to maintain the integrity of the pool, all groups were placed in rating “bands”, and those groups with higher claims experience were placed in a band that would ultimately be responsible for a greater percentage of the renewal costs than those groups with low claims experience. Hildebrandt noted that Dakota 911 employee claims experience over recent years had been higher than many other groups in the pool and as such, the

budget anticipated Dakota 911 placement in a higher premium band. Hildebrandt noted, however, that the actual increase would not be known until mid-year.

Weisensel (Rosemount) commented that there were other pools and organized groups available to participate in, outside of the LOGIS Insurance Pool. Slavik (Dakota County) noted that there were certain organizations in the metro area that were part of the Dakota County insurance pool and asked if Dakota 911 had ever considered joining that pool. Hildebrandt (Dakota 911) explained that Dakota 911 had not been a member of an insurance pool until approximately 2016 when it proved to be beneficial. At that time, there were a couple known pools and it was determined that the LOGIS Insurance Pool would be the best option. Hildebrandt assured that pool participation was considered regularly, but this was the first Dakota 911 had been made aware of a Dakota County Insurance Pool option. Hildebrandt noted that to maintain the integrity of the LOGIS Insurance Pool, member organizations were committed to pool participation for the length of the provider rate guarantee, which was currently through 12/31/2024.

Armon (West St. Paul) asked if staff knew what the population growth had been over the identified period of time. Anderson (Dakota 911) commented that based on data that was already a couple years old, the county growth was approximately 45,000.

Paper (Mendota Heights) asked for clarification on what post-dispatch instructions were. Hieserich (Dakota 911) explained that after a call is pushed to be dispatched, the call taker remains on the line and provides pre-arrival directions until help arrives. Hieserich clarified that this may be something like CPR instruction in the case of a medical.

Bermel (Lakeville) referred to Text-to-911 and asked if that had a significant impact on call volume. Hieserich (Dakota 911) responded saying text-to-911 had minimal impact, but with Next-Generation 911 on the horizon, text-to-911 and other forms of devices, including wearable and vehicle devices, were expected to increase the level of experience.

Hansen (Eagan) referred to staffing turnover and asked if staff had been able to compare Dakota 911 experience to other centers. Hieserich (Dakota 911) confirmed stating that while Dakota 911 was perpetually understaffed at an 80% retention rate, the Dakota 911 turnover rate of 20% was coming in better than industry average of 30%. Hieserich added that this experience was very common and typical of Emergency Communications Centers.

Podgorski (South St. Paul) referred to overtime and asked if staff were able to identify how much of the overtime was voluntary and how much was forced. Hieserich (Dakota 911) noted that it was difficult to determine because there is an incentive for staff to volunteer for overtime before it becomes necessary to "force". The amount of overtime hours worked are considered when assigning mandatory shifts to staff, so there is

constant pressure to volunteer for overtime. Anderson (Dakota 911) added that while there was no actual percentage available, people were forced monthly. Anderson added that there was also the short notice overtime which was typically covered by forced shift extensions. Anderson noted that a 10-hour shift could easily become a 14 or 16 hour shift due to unscheduled call-ins which forced coverage. Hieserich (Dakota 911) noted that the average number of overtime hours was 200 per telecommunicator per year.

Armon (West St. Paul) clarified that on average, each telecommunicator would have overtime at least once a month. Hieserich (Dakota 911) confirmed adding that that also resulted in denied time off requests. Hieserich continued stating that time off requests were denied because Dakota 911 didn't have the staffing to cover the request.

Bermel (Lakeville) referred to staffing turnover and asked if departures were expected or unexpected. Hieserich (Dakota 911) noted that while there was an occasional anticipated departure, the majority of departures were unexpected. Weisensel (Rosemount) noted that Dakota 911 was in constant hiring mode. Hieserich (Dakota 911) confirmed.

Lien (Farmington) referred to the cost of training and suggested that be added to the data going forward. Hieserich (Dakota 911) agreed and commented that it takes approximately 6 months to train so that is an added significant expense and strain on staff.

Armon (West St. Paul) referred to wage increases and commented that he assumed some of the comparable metro-wide organizations were also in their 2024 budgeting cycles and depending on those efforts, Dakota 911 may just be "treading water".

Slavik (Dakota County) noted that 1 ½ years prior he expressed concerns related to wage competitiveness at which time the report was that Dakota 911 wages were ok. Slavik noted that may have been because it was mid-contract. Slavik noted that he totally supported the staffing direction proposed and suggested a future slide that displayed reasons why people were leaving would be beneficial.

Bermel (Lakeville) referred to union contracts and asked how long they were for. Hieserich (Dakota 911) noted that historically Dakota 911 contracts were for 2 years. Anderson (Dakota 911) commented that the contract length was negotiable.

Murphy (Inver Grove Heights) inquired if Dakota 911 performed job satisfaction surveys. Hieserich (Dakota 911) confirmed stating that 2023 would be year three of an annual employee engagement survey.

Bermel (Lakeville) asked if there was any sort of plan going into negotiations that displayed Dakota 911 efforts and how the organization planned to get there. Hieserich

(Dakota 911) responded that the goal was to remain competitive and to do that, she felt Dakota 911 needed to be in the top 5. Hieserich noted that current recommendations were to take urgent action to get caught up and then make a plan for moving forward. Hieserich commented that goal was a moving target and is currently tough to predict. Hieserich reiterated that when all is said and done among metro area centers, Dakota 911 may still not end up in the top 5, at which point there may need to be added discussion.

Podgorski (South St. Paul) asked if Dakota 911 offered any sort of retention incentive. Hieserich (Dakota 911) clarified that the only added financial benefit was a longevity disbursement at 10 years and beyond.

Armon (West St. Paul) commented that it was clear the consortium needed to be proactive sooner than later.

Weisensel (Rosemount) recapped that the desire of the group was to target being in the top five.

Hieserich (Dakota 911) referred to capital expenditures and noted that \$583,500 was budgeted for capital expenses in 2024 with key initiatives being audio logger replacement and data analytics/integration upgrades.

Bermel (Lakeville) referred to 2027 and the estimated \$3,000,000 in Computer Aided Dispatch expenses and asked what the CAD life expectancy was and if the consortium was putting any funding aside for that anticipated expenditure. Hieserich speculated the life expectancy was 7 – 10 years and commented that there wasn't anything being put aside for the expenditure. Hieserich noted that debt issuance would be necessary for that expense. Hieserich acknowledged that there was more conversation needed around the whole capital expenditures topic knowing that the County has expressed a willingness to take on an increased share of fixed costs. Slavik (Dakota County) agreed that discussions were still up in the air. Slavik suggested continued discussions with the funding workgroup or Executive Committee regarding building up the capital fund in case the County didn't agree to take that over. Slavik clarified that there was a need for a Plan B. Martin (Executive Committee Chair) assured that the Executive Committee was ready to re-engage those conversations sooner rather than later. Martin added that the hope and expectation was that the County would take on more than their agreed to 50%, and if that happened, the fund was in good shape.

Armon (West St. Paul) referred to the public safety bill that was currently in legislature and asked if there was any money proposed for 911 expenses. Hieserich (Dakota 911) confirmed stating that there was a proposed \$7,000,000 in a bill for additional 911 funding that was expected to be disbursed later in 2023. Hieserich cautioned that she

had no details on how the funds would be disbursed and that she would share details as soon as she knew more.

Action: Motion by Bermel (Lakeville) to approve resolution 2023-004 adopting the 2024 Operating and Capital Budget as presented. Second by Fox (Hastings).

Item #6 - 2024 Operating and Capital Budget

Resolution 2023-004

Resolution Adopting the 2024 Operating and Capital Budget

	Vote	Ayes	Nays	
Apple Valley		0.00%	0.00%	
Burnsville		0.00%	0.00%	
Dakota County	Aye	6.72%	0.00%	
Eagan	Aye	15.87%	0.00%	
Farmington	Aye	3.89%	0.00%	
Hastings	Aye	6.26%	0.00%	
Inver Grove Heights	Aye	9.63%	0.00%	
Lakeville	Aye	11.60%	0.00%	
Mendota Heights	Aye	3.16%	0.00%	
Rosemount	Aye	4.88%	0.00%	
South St. Paul	Aye	7.04%	0.00%	
West St. Paul	Aye	7.14%	0.00%	
Total		76.19%	0.00%	76%

Motion approved.

Information Updates/Discussion Items

7. Financial Reporting

Discussion:

Hieserich (Dakota 911) noted that Dakota 911 Fiscal Agent, City of Lakeville, was inquiring if governance had any desire to decrease unaudited financial reporting frequency from monthly to quarterly. Hieserich added that Lakeville was also seeking feedback on any desired changes to the information provided in the reports.

Erickson (Dakota 911 Fiscal Agent) noted that Dakota 911 activity was constant with little variability in revenues.

Armon (West St. Paul) asked how much work it was to produce monthly reports. Erickson noted that the effort was not significant, and the fiscal agent would still go through the analysis. But if the information wasn't reviewed monthly, maybe it should decrease to quarterly. Martin (Executive Committee Chair) noted that the Executive

Committee supported decreasing the frequency to quarterly. Murphy (Inver Grove Heights) agreed as did Hansen (Eagan).

Weisensel (Rosemount) recapped that the group consensus was to decrease reporting frequency and there were no desired changes to the information provided in the reporting.

Action: No action. Report only.

8. Executive Director Report

Discussion:

911 System Upgrade – Hieserich (Dakota 911) informed members that Dakota 911 would be moving to a cloud-hosted 911 system this summer of 2023 and there were no anticipated interruptions to service.

Encryption of Law Mains – Hieserich (Dakota 911) deferred to Operations Director Anderson for this report. Anderson (Dakota 911) reported that right now, law enforcement was on track to encrypt law channels by September of 2023. Anderson noted that the BCA had brought forward concerns about adherence to FBI requirements stating that non-criminal justice agencies should not have access to criminal justice information. This would result in significant interoperability concerns between law and fire partners. Anderson stated that in working with the operations committees, the tentative decision was to allow fire access to all law main channels, except for the info channel, which is where criminal justice information is communicated.

Anderson acknowledged that if this approach were to become an issue, the operations committees understood there may need to be further adjustments. However, this will help to maintain interoperability, which is vitally important to both groups.

Metro Region CAD to CAD RFP – Hieserich (Dakota 911) shared that the Metro Emergency Services Board had a CAD to CAD request for proposal underway and while cost implications are unknown, that information would be learned soon. Hieserich noted that the intent was to support interoperability at the emergency communication center level and improve situational awareness for all. Hieserich noted that the need for a situational awareness and collaborative platform was prioritized after the 2020 civil unrest and that the goal would be to have a metro platform that all emergency communications centers are connected to.

Legislative 911 Funding Update – Hieserich (Dakota 911) reiterated that this topic, already discussed in the budget item, would likely have more updates available at the September meeting.

911 Telecommunicator Certification Requirements – Hieserich (Dakota 911) deferred to Dakota 911 Operations Director Anderson for this update. Anderson (Dakota 911)

informed members that there was an effort underway to implement 911 telecommunicator certification requirements, similar to the post-board. Anderson explained that the effort would include the formation of a committee made up of 23 – 24 representatives from the State, public safety, fire, and law organizations. The committee would be tasked with setting rules, standards and objectives of the certification itself. Anderson commented that there were no specifics of what the requirements of the certification would be yet, but little impact is expected for Dakota 911. This certification would be a formality for Dakota 911, as the organization already adheres to all local and national training standards. Anderson speculated this could prove to be more challenging for some PSAPs that do not have the resources Dakota 911 has. Anderson explained that the next step would be to push the draft out to participants this coming summer with a request for feedback. Hieserich added that there are close to 40 states with 911 training certification already in place.

Weisensel (Rosemount) asked where the certification would take place. Anderson (Dakota 911) responded that it would likely be built into training programs. Weisensel (Rosemount) asked if this was unfunded. Anderson (Dakota 911) noted that it was looking like that but still a bit premature to know.

Bermel (Lakeville) asked if, similar to post-board, there would be mandated policies. Anderson (Dakota 911) noted that there would likely be best practices, but he was not certain if the group would push for mandated policies. Anderson added that the information would likely be pushed out via the Statewide Emergency Communications Board.

Recruitment - Anderson (Dakota 911) reported that the Minnesota Emergency Communications Network was going to be pushing out a public safety telecommunicator recruitment video by the end of June. In addition, Minnesota had purchased advertisement space across all types of media to help drive recruitment efforts. Anderson reported that in the metro area alone, there were approximately 60 Public Safety Telecommunicator position vacancies. Hieserich (Dakota 911) commented that this is why it is so important for Dakota 911 to remain competitive when it comes to recruitment and retention.

Armon (West St. Paul) asked what the minimum requirements were to become a telecommunicator. Anderson (Dakota 911) noted that an applicant needed to be 18 and have a high school diploma or GED. Anderson noted that there are no education requirements specific to 911 telecommunications currently in place. Hieserich (Dakota 911) noted that the state and region had seen different programs pop up over the years, but none of them proved to be successful enough to stick around. Hieserich continued stating that the certification effort was a step in the right direction. Hieserich agreed that there was a need for development of formal education in the industry. Weisensel (Rosemount) commented that unless you have a certification board you don't really

have a standard to teach to. You have an idea but not necessarily the “path”. Weisensel acknowledged that if it was easy it would already be in place.

Staffing Update – Hieserich (Dakota 911) reported that the current telecommunicator staffing level was 53, with 7 in training and 1 on leave, for a net of 45 employees covering the 24/7 schedule.

Action: No action. Update only.

OTHER BUSINESS

Slavik (Dakota County) noted that in follow-up to his report at the February meeting, he wanted to inform members that Dakota County would be undergoing a complete analysis of every single cost-share effort between Dakota County Cities and Dakota County. This analysis will be compared to peer City/County cost shares in an effort to determine if current practice as a whole was comparable to peer governance groups. Slavik noted that this effort would be a holistic review in an effort to ensure that Dakota County is being a good partner. Slavik referred to the SCALE model used by Scott County and suggested this was a necessary effort that might help satisfy some of the discussions taking place about Dakota County overall cost-sharing practices.

Slavik (Dakota County) also reminded that Dakota County had begun conversations with rural small cities and townships regarding the large tax increases area cities had to impose to help cover law enforcement efforts in rural Dakota County. Slavik acknowledged some inequities internal to the county that needed to be addressed. Slavik noted that while there were four options being considered, there was one that kept coming back for further conversation. Slavik noted that the idea was for small cities and townships to start paying their own 911 fees. Under this, the small cities and townships coalition would have one representative on the JPA. Erickson (Dakota 911 Fiscal Agent) asked if there had been any discussion on the methodology of fees. Slavik responded stating it might be based on population, increasing based on a 3-year average. Slavik reminded the Board that over 50% of the county is farmland so while there are other efforts out there, the comps currently being considered were Scott County and Olmsted County.

Hieserich (Dakota 911) informed members that this would be Jerilyn Erickson's last meeting as she would be retiring in July. Erickson (Dakota 911 Fiscal Agent) noted that she had a fantastic team in David Lang and Laura Miller. Erickson thanked the group for all the support received through the years. Slavik (Dakota County) expressed gratitude for the outstanding job Erickson and all of City of Lakeville Finance did for Dakota 911 through the years.

ADJOURN

Action: Motion by Armon (West St. Paul) to adjourn. Second by Paper (Mendota Heights). Motion passed. Meeting adjourned at 9:39am.

Next Regular Meeting:
September 21st, 2023
8:00am
Dakota 911 Training Room
2860 160th Street W, Rosemount, MN 55068



Jeffery D. Weisensel, Board of Directors Chair

9.28.23

09/28/2023



Heidi Hieserich, Executive Director

9-28-23

09/28/2023