

**Dakota 911
Board of Directors
Meeting Minutes: November 9th, 2023**

Members Present: John Bergman – Apple Valley; Mike Slavik – Dakota County; Mike Supina – Eagan; Nick Lien – Farmington; John Murphy – Inver Grove Heights; John Bermel – Lakeville; Joel Paper – Mendota Heights; Jeff Weisensel – Rosemount; Lori Hansen – South St. Paul; Pat Armon – West St. Paul

Members Absent: Cara Schulz – Burnsville; Jen Fox – Hastings

Alternates Present:

Others Present: Logan Martin – Executive Committee Chair; Heidi Hieserich, Brent Anderson, Jen Hildebrandt – Dakota 911; Julie Stahl, Laura Miller – Dakota 911 Fiscal Agent; Dain Olson – Dakota 911 Legal Counsel, Dan Wietecha, Lynn Gorski, Matt Smith – Executive Committee

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

X	Apple Valley	John Bergman	Clint Hooppaw
	Burnsville	Cara Schulz	Dan Gustafson
X	Dakota County	Mike Slavik	MaryLiz Holberg
X	Eagan	Mike Supina	Gary Hansen
X	Farmington	Nick Lien	Steve Wilson
	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	Todd Podgorski
X	West St. Paul	Pat Armon	Julie Eastman

4. Approve Agenda

Discussion:

Chair Weisensel (Rosemount) noted that item #2 on the agenda should be Pledge of Allegiance.

Action: Motion by Slavik (Dakota County) to approve the agenda. Second by Bermel (Lakeville). Motion passed.

CONSENT AGENDA

5. Consent Agenda – Board of Directors Chair

- a. Approve minutes from the September 28th, 2023 regular meeting.
- b. Adopt and ratify July, August, September 2023 paid claims.
- c. Receive Unaudited September 2023 Financial Report.
- d. Receive executed contracts and agreements report.
- e. Consider 2024 depository appointment resolution.
- f. Approve audit engagement agreement.
- g. Approve 2024 meeting schedule.
- h. Approve 2023-2024 general fund budget amendment for ERP costs.
- i. Approve 2023 general fund budget amendment.
- j. Approve 2023 budget amendment for NG911 funding receipt.
- k. Approve 2023 capital budget amendment.
- l. Approve Criminal Justice Network (CJN) services agreement.

Discussion:

No discussion.

Action: Motion by Bergman (Apple Valley) to approve the consent agenda. Second by Supina (Eagan).

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

Motion passed.

REGULAR AGENDA

Action Items

6. Approve LELS Local 336 Public Safety Telecommunicator contract

Discussion:

Hieserich (Dakota 911) acknowledged that while items 6 and 7 on the agenda would be voted on separately, her summary report would address both items.

Hieserich summarized that staff felt both negotiation efforts were successful. Hieserich noted that most union-represented staff would be seeing a 10 – 14% increase over the 2-year contract term. Hieserich added that the compensation structure was modified to include an additional 3% on the top wage step for both union positions. Hieserich noted that the increased wages would move Dakota 911 union staff from the bottom of the metro area 911 telecommunicator wage market to the upper 25%. Hieserich clarified that this was based on current contracts, some of which were due to be negotiated soon. Hieserich continued stating that other contract modifications included the addition of a 12th holiday for Juneteenth, a \$1/hour increase to trainer pay, insurance improvements that maintained or decreased premium costs on some plans, and an increase of telecommunicator PTO roll-over limits to match current supervisory roll-over limits.

Hieserich noted that while the group would be voting on approval of the union contracts, she also wanted to provide a plan update on how the contracts would impact non-union staff. Hieserich explained that typically, the non-union personnel received the same wage increases as the union personnel. Hieserich noted that Dakota 911 non-union personnel would receive the same 6.5% cost of living adjustment in 2024, with 4% in January and 2.5% in July, and the same 3.5% increase in January 2025. Hieserich clarified that non-union personnel did not, however, receive the market adjustment that the telecommunicator groups received in September of 2023, nor would there be added adjustments to the non-union top wages on the compensation structure. Hieserich acknowledged that there would be some compression issues that would need to be looked at as part of the next compensation study. Hieserich noted that non-union personnel typically received the same cost of living increase as union personnel, that no action was required from the Board.

Armon (West St. Paul) commented that he fully supported the compensation package improvements which were necessary to put Dakota 911 in a better position amongst its competition. Hieserich (Dakota 911) thanked Armon and the group for their support.

Action: Motion by Armon (West St. Paul) to approve the LELS Local 336 2024-2025 Public Safety Telecommunicator contract. Second by Bermel (Lakeville).

Aye	Apple Valley
	Burnsville
Aye	Dakota County
Aye	Eagan
Aye	Farmington
	Hastings
Aye	Inver Grove Heights
Aye	Lakeville
Aye	Mendota Heights
Aye	Rosemount

	South St. Paul
Aye	West St. Paul

Motion approved.

7. Approve the LELS Local 368 Public Safety Telecommunicator Supervisor contract.

Discussion:

Action: Motion by Bergman (Apple Valley) to approve the LELS Local 368 2024-2025 Public Safety Telecommunicator Supervisor contract. Second by Slavik (Dakota County).

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

Motion passed.

8. Receive Board of Directors Chair and Vice-chair Nominations

Discussion:

Hieserich (Dakota 911) reminded members that the JPA called for Dakota 911 Board of Directors Chair and Vice-chair appointments at the first meeting of even-numbered years, with appointment at the close of that meeting. Hieserich continued, stating that nominations were to be made at the last meeting of the year prior. Hieserich noted that current Chair Weisensel and Vice-chair Slavik were eligible for appointment to second terms.

Nomination slate by Bermel (Lakeville), Director Weisensel for Chair and Director Slavik for Vice-chair.

Hearing no other nominations, Chair Weisensel closed nominations.

Director Hansen (South St. Paul) joined the meeting.

Votes were taken in support of the nominations which would be formalized at the February, 2023 meeting.

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

Action: Motion Passed.

Information Updates/Discussion Items

9. LELS Local 336 Memorandum of Agreement – Part-time Public Safety Telecommunicator Trial.

Discussion:

Hieserich (Dakota 911) reported that great progress was made since the last meeting in exploring the addition of part-time public safety telecommunicator positions. Hieserich stated that the effort had gained momentum and received support of the Public Safety Telecommunicator union, with the signing of the attached Memorandum of Agreement. Hieserich explained that the MOA reflected a two-year part-time public safety telecommunicator position trial that could be vacated by Dakota 911 at any time. Hieserich explained that there was an opportunity for Dakota 911 to tap into telecommunicators who enjoyed the career, but who could not meet the demands of shift work and a full-time position that came with required overtime. Hieserich speculated that Dakota 911 may be able to pull back some former Dakota 911 employees and tap other experienced public safety telecommunicators. Hieserich commented that not many centers in the metro area were hiring part-time and Dakota 911 may benefit from being the first. Hieserich noted that the part-time public safety telecommunicator trial would not allow full-time staff to transfer to part-time status due to current staffing situations, but that may be a future consideration. Hieserich added that the position would require the employee to work an average of 14 – 29 hours per week and would not be benefits eligible. Hieserich noted that this was not an action item, but she wanted to share the progress of the effort with members and offer an opportunity for questions.

Supina (Eagan) asked if this group was covered by the public safety telecommunicator contract just voted on. Hieserich confirmed.

Paper (Mendota Heights) asked what level of experience an ideal candidate needed and how much training would be required. Hieserich (Dakota 911) explained that to qualify, a candidate must have two years of experience or prior completion of the

Dakota 911 public safety telecommunicator training program. Hieserich explained that part-time PSTs would primarily be trained and utilized as call takers which would reduce the training time required. Hieserich explained how Dakota 911 was a 2-stage dispatch center made up of call-takers and dispatchers. The call-takers took incoming calls, supported the caller, and collected information, while the dispatcher managed radio communications with responders. Hieserich further explained that Dakota 911 full-time public safety telecommunicators were fully trained to satisfy both positions. Training for part-time staff would really depend on their individual background and experience level. Hieserich noted that if the candidate already obtained the right skill set, there would be added opportunity to get them cross-trained on both stages. Hieserich acknowledged there would be trial and error along with risk in trialing part-time positions but also opportunity.

Murphy (Inver Grove Heights) asked if part time positions would be eligible for retirement benefits. Hieserich (Dakota 911) noted that part-time positions would be eligible to contribute to PERA and Deferred Compensation.

Weisensel (Rosemount) asked if there would be any future consideration to benefits eligibility. Hieserich (Dakota 911) responded that there may be pro-rated benefits eligibility considerations down the road.

Bergman (Apple Valley) asked how PTO accruals would work. Hieserich (Dakota 911) explained that the way the program was rolling out, part-time employees would have the opportunity to pick schedules that worked for them. Hieserich noted that the logic was that this would allow the employee to pick shifts around scheduled time off. Hieserich clarified that there would still be leave accrual, but the accrual rate would be much less than a full-time position due to the flexibility built into the program.

Hansen (South St. Paul) asked if part-time employees could pick up more hours. Hieserich (Dakota 911) confirmed stating that it was up to that employee, and Dakota 911 would be monitoring hours worked on a regular basis to ensure average weekly targets were met. Hieserich noted that the part-time 14-hour minimum was necessary to remain a public employee, and the 29-hour maximum was the benefits eligible threshold.

Armon (West St. Paul) asked when the program was scheduled to be rolled out. Hieserich (Dakota 911) noted that the goal was to collect governance feedback and support and roll the program out as soon as the week of November 13th, 2023. Armin (West St. Paul) noted that he appreciated the 2-year trial and asked about current staffing levels. Hieserich (Dakota 911) noted that current staffing was at 41, which was 13 short of the authorized 54.

Bermel (Lakeville) commented that there must be significant overtime and asked if part-time positions would be able to pick up hours that would alleviate that. Hieserich (Dakota 911) confirmed stating that overtime was taxing on staff and this program would provide part-time employees their schedule options 6 – 8 weeks in advance. Hieserich continued, stating that part-time employees would also be offered short-notice opportunities after full-time employees had the opportunity to pick them up.

Bermel (Lakeville) inquired how hours worked would be monitored. Hieserich (Dakota 911) assured that staff would be monitoring hours worked every pay period but would review averages every 6 months. Bermel (Lakeville) commented that he thought this was a great idea. Hieserich (Dakota 911) noted that the staff was very optimistic.

Lien (Farmington) asked if the public safety telecommunicators were part of the General/Coordinated PERA plan. Hieserich (Dakota 911) confirmed and assured that she would keep governance apprised of how the part-time trial was going.

Action: No action.

10. Executive Director Report

Discussion:

911 phone system migration – Hieserich (Dakota 911) reported that the 911 phone system migration that was previously delayed due to technical delays was back on track for completion on November 29th.

Microsoft Office 365 – Hieserich (Dakota 911) informed members that all staff had been moved to Office 365 to improve communications and efficiencies among the team.

Administrative/Non-emergency Telephone System Improvements – Hieserich (Dakota 911) referred to the outages reported at the previous meeting and assured that staff was continuing to identify solutions for redundancy improvement solutions.

Logging Recorder – Hieserich (Dakota 911) informed members that the project to replace the current audio logger was scheduled to begin in early 2024.

Policy Updates – Hieserich (Dakota 911) noted that staff was working to review several internal policies, a report of which would be provided in the first quarter of 2024.

NG911 Funding – Hieserich (Dakota 911) noted that Dakota 911 had received \$304,000 in state funding to support Next Generation 911 readiness. Hieserich noted that staff was still evaluating potential projects for funding, there were some clear priorities, which included cyber security prevention and mitigation, and operational efficiencies related to non-emergency calls. Hieserich referred to the cyber security item and stated it was a top priority and staff was focusing on the vulnerability assessment done by the State of

Minnesota in 2022. Hieserich referred to the non-emergency call efficiencies stating that staff was considering web-based reporting, artificial intelligence-assisted call triaging, and a future possibility of remote call-taking. Hieserich noted that a web-based option for non-emergency reporting offered a great opportunity for reduced call volume. Hieserich explained that this reporting would integrate directly into the Dakota 911 Computer Aided Dispatch (CAD) system for monitoring and processing. Hieserich noted that there is enough interest among the CAD consortium partners that LOGIS is considering supporting, and possibly funding through development funding avenues.

Armon (West St. Paul) referred to the web-based reporting and asked for an example. Hieserich (Dakota 911) noted that Dakota 911 received approximately 400 tow requests a month. Hieserich noted these requests could be web-based, freeing up call taker time to focus on emergency calls. Hieserich continued, stating that there may also be the possibility of incorporating artificial intelligence-assistance for calls coming in on the non-emergency lines. Hieserich informed members that JeffCom out of Colorado presented at APCO and NENA reporting they had seen a 40% reduction in call volume on the incoming administrative lines. Hieserich noted that there was much to learn yet with these capabilities and anything artificial intelligence-related would need to be very clean and simple. Bermel (Lakeville) agreed, stating that Dakota 911 needed to continue to make customer service a high priority. Hieserich (Dakota 911) agreed, stating that before any decisions were made, member agencies would have an opportunity to learn more.

Training Program Improvements/Training Platform – Hieserich (Dakota 911) noted that staff was moving forward with a product that would help manage the Dakota 911 training platform with analytics and compliance tracking. Hieserich noted that the program was cloud-based and would offer added transparency to this very important program.

General Updates

MESB Metropolitan Emergency Services Board (MESB) – Hieserich (Dakota 911) reported that the MESB was amid a cost study, looking to identify statewide ARMER system and communication center costs. Hieserich noted that Dakota 911 would be meeting with the MESB the week of November 13th, 2023 as part of the MESB effort to engage all centers in the region. Hieserich noted that once the study came out, she would share information with the membership.

HR Services – Hieserich (Dakota 911) informed members that Dakota County had notified Dakota 911 that it did not intend to renew the HR support contract currently in place in 2024. Hieserich noted that while Dakota 911 labor counsel provided the “heavier lift” support, and Dakota County resources were used only occasionally. Hieserich noted that costs for this relationship were nominal at approximately \$300 in

2022. Hieserich noted that she had already had contact with a couple of member agencies who might be willing to fill this need in 2024.

Paper (Mendota Heights) referred to the \$300 incurred and commented that it seemed odd that Dakota County couldn't continue that relationship for what seemed to be a very minimal need. Smith (Dakota County Manager) explained that Dakota County had similar contracts with numerous entities, and while Dakota 911 billings were minimal, others were not. Smith continued stating it was his recommendation to sever agreements of this nature across the board to lighten the load on staff. Smith added that this recommendation was driven by some of the same experiences all agencies were facing with decreased staffing and increasing internal recruiting, hiring, contract, employee relations, discipline, and compensation needs. Smith also noted that Dakota 911 compensation structures were no longer comparable to the county structure and were more like city models.

Weisensel (Rosemount) commented that he recalled the County noting that it may be able to support some of the operational efficiencies noted in historical funding discussions, but now he was hearing that may not be an option any longer. Smith (Dakota County) asked that members not assume that this recommendation was connected to the funding discussions in any way. The recommendation to the County Board would be on all employee relations agreements the County was involved in, not just Dakota 911.

Fixed Cost Evaluation with County – Hieserich (Dakota 911) reported that the Executive Committee recently revisited discussions that started a few years back when the County agreed to increase its contribution toward fixed costs. Hieserich noted that the JPA called out that the County agreed to evaluate increasing those fixed cost contributions in 2025. Hieserich stated that the Dakota 911 2025 budget was on a very tight timeline, starting in January 2024 and members had not been contributing to the capital fund since 2021. Hieserich stated that the budget would need to reflect what member contributions were going to be. Hieserich stated that the Executive Committee agreed that the funding group may need to reconvene to develop a recommendation for consideration for the 2025 budget. Hieserich acknowledged, however, that the county Board would also need to have this discussion before it progressed too far. Hieserich noted that there was no action requested at this meeting. Just notice that the group will be reconvening soon. Slavik (Dakota County) reminded the group that there were two separate committees, an original governance committee and then a finance committee formed in 2020. Slavik noted that the finance committee in 2020 had the Chief Messerich (South St. Paul), Commissioners Slavik and Holberg, County Manager Smith, Executive Committee Chair Martin and Fire Chief Elvestad. Slavik asked if the group reconvening was the original group. Weisensel (Rosemount) noted that he recalled representation being two Directors, 2 Administrators and 2 Ops members. Hieserich (Dakota 911) noted that this discussion started on November 1st, after the operations committee meetings so it had not been shared at the operations committee level yet. Hieserich noted that staff was a little confused on the history of this topic and

that there wasn't much documentation internal to Dakota 911 administration. Hieserich stated that trying to nail down who was even on the committee was proving problematic. Hieserich referred to a memo from fiscal agent representative David Lang and noted that the fiscal agent was still working to determine the context of the memo. Hieserich added that she had some offline discussion that was able to identify some documentation, but that was about it. Weisensel (Rosemount) noted that enough had been developed to identify a bottom-line number for which the County was going to work toward 50% oof. Smith (Dakota County) noted that he would be willing to track down some correspondence that might bring some clarity. Smith noted that previous Fiscal Agent representative Jerilyn Erickson had worked with the Executive Committee to pencil out which items were fixed, and which were variable. Smith continued that the 2024 budget included 50% of that last increment. Smith agreed to do some research and provide findings to staff. Hieserich (Dakota 911) noted that this effort may begin before the next governance meeting and asked if the group was amenable to receiving a status update via email before the February governance meeting. Hieserich cautioned that if that the group did not want that, the result may be the capital budget being delayed. Weisensel (Rosemount) commented that he thought an email communication identifying the workgroup members and status would be sufficient. Weisensel then asked the group if anyone wanted representation in addition to the Board Chair and Vice-chair. Consensus agrees with Supina's (Eagan) recommendation to stick with the Board Chair and Vice-Chair.

Staff Training – Hieserich (Dakota 911) reported that staff recently had fall training. Hieserich thanked Burnsville Fire Department for participation in the training, noting that it was well-received. Hieserich added that in the training she and Operations Director Anderson had the pleasure of issuing 22 awards of merit to their team. Hieserich stated that this recognition effort would continue to be part of all spring and fall training moving forward.

Action: No action.

OTHER BUSINESS

11. Dakota County Updates

Discussion:


Slavik (Dakota County) referred to an email he sent to the membership in October reporting that the County Board had revisited it's request of the consortium to consider opening the JPA to small cities and townships representation and stated that request had been taken off the table. Slavik apologized to the group for the misunderstanding.

Action: No action.

ADJOURN

Action: Motion by Supina (Eagan) to adjourn. Second by Bermel (Lakeville). Motion passed. The meeting adjourned at 8:57am.

Next Regular Meeting:
February 15th, 2024
8:00am
Dakota 911 Training Room
2860 160th Street W, Rosemount, MN 55068



Jeffery D. Weisensel, Board of Directors Chair

02/15/2024
02/15/2024



Heidi Hieserich, Executive Director

2/15/2024
02/15/2024