

**Dakota 911
Board of Directors
Meeting Minutes: February 15th, 2024**

Members Present: John Bergman – Apple Valley; Mike Slavik – Dakota County; Mike Supina – Eagan; Nick Lien – Farmington; Jen Fox – Hastings; 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

Alternates Present:

Others Present: Dan Wietecha, Lynn Gorski – Executive Committee; Heidi Hieserich, Brent Anderson, Jen Hildebrandt – Dakota 911; Julie Stahl – 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

X	Apple Valley	John Bergman	Clint Hooppaw
	Burnsville	Cara Schulz	Dan Gustafson
X	Dakota County	Mike Slavik	Bill Droste
	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:

Hieserich (Dakota 911) requested the addition of item 8.5, Appointment of Board of Directors Chair and Vice-chair for the 2024 – 2025 term.

Action: Weisensel (Rosemount) approved the agenda with noted addition.

CONSENT AGENDA

5. Consent Agenda – Board of Directors Chair

- a. **Approve minutes from the November 9th, 2023 regular meeting.**
- b. **Adopt and ratify October, November, December 2023 paid claims.**
- c. **Receive and adopt executed contracts and agreements report.**
- d. **Approve resolution 2024-001 designating the 2024 official newspaper.**
- e. **Approve LELS Local 336 Lead Training Officer Memorandum of Agreement renewal.**
- f. **Approve resolution 2024-002 authorizing signing of Dakota County Attorney’s Office Consent and Confirmation Waiver.**
- g. **Approve governance and finance policy revisions.**
- h. **Approve resolution 2024-003 authorizing signing of the First Amendment to Financial Services agreement.**
- i. **Authorize submittal of the pay equity report.**

Discussion:

Armon (West St. Paul) inquired if the contracts and agreements identified in consent agenda item 5c were accounted for in the approved budget. Hieserich (Dakota 911) noted that the Lumen invoice was part of the 911 system migration and allowed for a 4th URI to provide additional call routing contingency options. Hieserich noted that this was not in the approved budget, however, the cost of \$14k would be covered by State of Minnesota funding appropriation. Hieserich then referred to the CJN expense of \$5,000 and noted that the item was not in the approved 2024 budget. Hieserich explained that CJN notified Dakota 911 after 2024 budget approval that they were going to start charging for CJN-related services.

Directors Supina (Eagan), Fox (Hastings) and Hansen (South St. Paul) arrived.

Action: Motion by Armon (South St. Paul) to approve the consent agenda. Second by Lien (Farmington).

Aye	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
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Motion passed.

REGULAR AGENDA

Action Items

6. 2024 Goals & Objectives

Discussion:

Hieserich (Dakota 911) recapped how past practice included annual identification of goals for presentation at the first governance meeting. Hieserich presented 2024 Dakota 911 goals and objectives for consideration.

Bermel (Lakeville) referred to the goal to improve business efficiency through process and technology, specifically the training and policy management platform, and asked if that was an off-the-shelf product or an in-house effort. Hieserich (Dakota 911) clarified that that it was an off-the-shelf product called PowerDMS, which was a NeoGov tool focused on public safety management.

Armon (West St. Paul) referred to the goal to make Dakota 911 a great place to work and asked how long the pre-employment effort took once a candidate was selected. Hieserich (Dakota 911) explained that while the process varied based on several factors, it typically took about 5 weeks to satisfy the pre-employment effort and have new hires on staff.

Lien (Farmington) referred to the goal to Improve operational efficiency and emergency response, specifically the citizen web- reporting of non-emergency calls and asked if that would be for something like debris in the road. Hieserich clarified that Dakota 911 would still prefer a call to report a hazard like this. Fox (Hastings) asked if staff envisioned web reporting to replace text-to-911. Hieserich advised that web reporting would not replace text-to-911. It will be used to offer another option for individuals to make low priority requests for service and report needs. Hieserich shared a couple use case example, such as tow companies calling to report private tows or burn permits. .

Supina (Eagan) referred to the goal to improve operational efficiency and emergency response, specifically the objective of preparing staff for next-generation 911 technology and asked if there were any other centers currently using the citizen reporting technology.. Hieserich (Dakota 911) confirmed stating that there was a PSAP in Colorado by the name of Jefcomm that implemented web reporting with great success in reducing non-emergency call volume. Hieserich noted that there were three PSAPs in the LOGIS CAD consortium that are interested in the capability and working with Dakota 911 on the project. .

Weisensel (Rosemount) referred to the goal to improve operational efficiency and emergency response, specifically increasing the population reached with mass

notifications, and questioned what Dakota 911 felt would be satisfaction of outreach improvements. Hieserich (Dakota 911) explained that staff were currently relying on citizen notifications that require citizens to register for notifications, which included an estimated 2 – 3% of the Dakota County population. Hieserich added that when IPAWS notifications, specifically wireless emergency alerts (WEA), are used, closer to 90% of the intended population is notified. Hieserich noted that through a community engagement push to register for the mass telephone notification system, and an increased use of WEA, she felt confident the outreach would improve. Paper (Mendota Heights) inquired if municipalities could assist with the community outreach effort, maybe in the form of a message at council meetings. Hieserich (Dakota 911) confirmed, stating that support in relaying the message and sharing information or resources on member websites would help.

Lien (Farmington) referred to the goal to improve business efficiency through process and technology enhancements, specifically the audio/data replacement and asked what the current retention policy was. Hieserich (Dakota 911) stated that this depends on the type of data. Hieserich noted that Dakota 911 retained 911 call data for six months. Lien asked how the data was stored and if it was used in investigations. Hieserich (Dakota 911) explained that the data is housed on premises and confirmed that it was often used in investigations. Member agencies submit a request for data and then retain any data related to an investigation in their respective agencies. Hieserich added that the current practice for members requesting data was cumbersome and she looked forward to improved data sharing opportunities that would streamline experiences for Dakota 911 and membership.

Supina (Eagan) referred to the goal to improve operational efficiency and emergency response, specifically preparing staff for next-generation 911 technology involving video and images and asked what sort of images/video would be beneficial. Hieserich (Dakota 911) advised the team plans to identify use cases where video in the PSAP would be helpful and suggested a scenario where an image of a missing person or visual of a fire may help to expedite efforts and improve response levels.

Lien (Farmington) also referred to use of images/video and questions privacy concerns. Hieserich (Dakota 911) acknowledged this would be a concern and emphasized that Dakota 911 needed to have clear guidelines in place to protect staff and citizens. Hieserich clarified that images/video would be requested by Dakota 911 and that the public does not currently have the option to send images or stream video to 911 without Dakota 911 requesting it.

Armon (West St. Paul) referred to the goal to make Dakota 911 a great place to work, specifically the reference to a regional peer support program and asked what the region consisted of. Hieserich (Dakota 911) clarified that it would be the 10-county metro area.

Lien (Farmington) referred to supporting team resiliency and asked about recent experience. Hieserich (Dakota 911) explained that there needed to be an improved work balance that would allow Dakota 911 the ability to support staff needs.

Action: Motion by Bergman (Apple Valley) to receive and adopt the 2024 Goals & Objectives. Second by Bermel (Lakeville).

Aye	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

7. Approve the addition of a Training & Development Manager position.

Discussion:

Hieserich (Dakota 911) reported that she was requesting the addition of a training and development manager position to the organizational structure. Hieserich (Dakota 911) commented that training and development is critical to the success of the organization and that the program requires dedicated support. She reminded that the State of Minnesota was currently working on a public safety telecommunicator certification requirement, and this role would help to ensure compliance with standards. Hieserich explained that this position would be accountable to design and deliver training, evaluate team needs, and track and monitor compliance. Hieserich explained that the position would oversee training of 12+ public safety telecommunicators a year, and continuing education of all staff. Hieserich referred to budgetary impact and pointed out that the 2024 budget included funding for a supervisory level position to support training. The change to training program manager would have a budgetary impact of \$10-12k per year more than originally budgeted, however, because the position will be exempt, the additional costs in salary would be comparable to the costs incurred by supervisory overtime. Bergman (Apple Valley) inquired if this would be an internal opportunity. Hieserich (Dakota 911) clarified that the opportunity would be posted internally and externally.

Armon (West St. Paul) asked if there were concerns that the position wouldn't always be busy. Hieserich (Dakota 911) noted that she was confident this position would require full time focus and emphasized the amount of continuous work involved.. Hieserich explained how staffing challenges were industry-wide; and how Dakota 911's

experience reflected a 20% staffing turnover on average. Hieserich acknowledged that while there may be ebbs and flows related to new hire efforts, there was so much to do with continuing education that she was confident this position would have plenty to focus on.

Bermel (Lakeville) commented that he was encouraged to see such an investment in training. Bermel noted that devoting someone to this position full time might allow for imagination on how Dakota 911 training opportunities could be used as a model for other centers. Hieserich (Dakota 911) acknowledged and agreed that there was much to do and great opportunity.

Action: Motion by Bermel (Lakeville) to approve the addition of a Training & Development Manager position. Second by Slavik (Dakota County).

Aye	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

8. Executive Director Performance Evaluation

Discussion:

Hieserich (Dakota 911) reported that this annual effort began in December, 2023 with collection of feedback through member agency representation. Hieserich noted that feedback was compiled and reviewed by a workgroup made up of Executive Committee members Logan Martin, Dave Wietecha, and Lynn Gorski. The workgroup then reviewed feedback with Hieserich, reported findings and experience with the Executive Committee.

Wietecha (Hastings) reported that the report of the workgroup, supported by the Executive Committee, reflected that the consortium was very fortunate to have Heidi Hieserich at the helm. Wietecha noted that Hieserich joined Dakota 911 in January 2023, learned quickly, and has made some positive recommendations and improvements through her first year. Wietecha noted that Hieserich’s demonstrated leadership is greatly appreciated and the Executive Committee was recommending adoption of the performance evaluation report, and implementation of the associated

wage increase. Wietecha reminded that the Executive Director position was not tied to a step system so the wage movement would be to the next step of her compensation structure.

Slavik (Dakota County) noted that Hieserich’s efforts were very noticeable, and thanked Hieserich for her great work this first year. Weisensel (Rosemount) echoed Slavik’s comments. Hieserich (Dakota 911) thanked members for their support over the past year.

Action: Motion by Armon (West St. Paul) to adopt the 2023 Executive Director Performance Evaluation Report and approve the associated wage increase. Second by Hansen (South St. Paul).

Aye	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

8.5. Appointment of Board of Directors Chair and Vice-chair for the 2024 – 2025 Term.

Discussion:

Hieserich (Dakota 911) reminded members that nominations for Dakota 911 Board of Directors Chair and Vice-chair for the 2024 – 2025 term were accepted at the November 9th, 2024 meeting. Hieserich added that current Chair Weisensel was the only nomination for Chair and current Vice-chair Slavik was the only nomination for Vice-chair. Hieserich stated that appointments would begin at the close of the current meeting.

Action: Motion by Fox (Hastings) to re-appoint Chair Weisensel and Vice-chair Slavik to their Dakota 911 Board of Director chair positions for the 2024-2025 term. Second by Supina (Eagan).

Aye	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

Information Updates/Discussion Items

9. Budget Process Report

Discussion:

Hieserich (Dakota 911) recapped the 2025 budget process stating that Dakota 911 staff was currently working with the Dakota 911 fiscal agent to prepare the preliminary budget. Hieserich stated that the Executive Committee Budget Review Workgroup would convene the first week in April to do a thorough review of the preliminary budget in anticipation of presentation at the April 24th Executive Committee meeting. Hieserich added that the preliminary budget would be modified as directed by the Executive Committee, and a proposed 2025 budget document would be provided to the Board of Directors at the May meeting. Hieserich stated that Executive Committee members Wietecha (Hastings), Gorski (Farmington), Miller (Eagan) and Jacobson (Mendota Heights) would be joining her and the Dakota 911 Fiscal Agent on the 2025 Budget Review Workgroup.

Action: No action. Update only.

10. Executive Director Report

Discussion:

Outage review – Hieserich (Dakota 911) referred to the February 8th event when all Dakota 911 phones went down shortly before 6:00pm. Hieserich reported that the outage, which was reportedly triggered by weather-related experiences in Wisconsin, also took down LeSueur, Martin, and Murray Counties public safety answering points. Hieserich stated that the reroute of 911 traffic to the secondary 911 circuit (fiber) also failed, so the contingency plan of routing 911 call traffic to Ramsey County was immediately implemented. Hieserich assured that Dakota 911 received immediate support from regional and state authorities, including the Department of Public Safety leadership. She advised that the Emergency Communications Network announced plans to bring in a third-party to evaluate the outage event and capture lessons learned and future improvements. Hieserich informed members that an added complication was staff dealing with suspicious call activity, which begged the question of the experience being a malicious attack. Hieserich noted that because of that concern, the BCA Fusion Center was also contacted for immediate support. Hieserich noted that there was still much to work through and assured membership they would receive an update on the root cause analysis reports in coming months.

Weisensel (Rosemount) cautioned that there were still a lot of unanswered questions, and reminded the group that staff would update as soon as information was available.

Bermel (Lakeville) acknowledged that Dakota 911 staff did what they needed to do to get through the experience. Bermel then referred to the switch-over to the backup and asked if that physical contingency plan was ever tested. Hieserich (Dakota 911) noted that to date, she was not aware of previous or regular exercises to test this and agreed that this was an area for improvement. She shared that discussions were already underway to support contingency planning testing with Dakota 911 partners. Hieserich pointed out that this was identified as a strategic objective for the year.

Murphy (Inver Grove Heights) commented that he had no doubt the Dakota 911 team would figure this out, and that he looked forward to the report. Murphy asked if, in the initial few moments, how far up the chain an outage of this magnitude goes. Hieserich (Dakota 911) responded that it was not defined, but this experience was quickly escalated to the regional and state levels. Hieserich continued stating that due to initial concerns that this outage could be related to a possible malicious attack, the BCA was engaged early into the incident. Hieserich commented that the support system for PSAPs experiencing an outage of this scale is broken and in need of improvement.

Supina (Eagan) referred to the weather-related trigger in Wisconsin and asked how that could impact Dakota 911 and other PSAPs in this area. Hieserich (Dakota 911) commented that the answer to this question was one of the unknowns related to networking. Hieserich explained that the routing of 911 calls is a complex matter. Hieserich stated that it appears the local impact had more to do with the last mile delivery and the call handling solution platform provider. Supina (Eagan) referred to the fiber failover failure and asked if this impacted the other PSAPs involved. Hieserich (Dakota 911) confirmed stating all four PSAPS experienced complete failure like Dakota 911 and are on the same call handling platform provided by Motorola. Supina (Eagan) noted that he was glad to hear that the State of Minnesota was also looking into this independently.

Slavik (Dakota County) noted that he was encouraged to hear the level of attention given to the outage, and Dakota 911's continual pursuit of preparedness. Slavik referred to the governance communication plan and suggested that MESB representatives received an in-depth communication considerably earlier than what Dakota 911 membership received. Slavik questioned if notifications could be made sooner. Hieserich (Dakota 911) noted that there is no communication plan in place today and acknowledged this is a gap that has been identified. Hieserich recapped that in addition to a County-wide emergency notification to all stakeholders, governance and operations groups were sent follow-up notification offering a high level explanation about 1 hour after calls were stabilized. Slavik (Dakota County) acknowledged that staff were busy, and it was comforting to know the operations groups were immediately notified.

Hieserich (Dakota 911) noted improving contingency plans was identified as a 2024 strategic priority.

Weisensel (Rosemount) commented that he didn't think there could be tabletop that could have envisioned this perfect storm of events. Weisensel noted that he was looking forward to the report and hoped efficiencies at all levels could be expedited. Hieserich (Dakota 911) noted that the formal 3rd party evaluation would likely be months out, but she was hoping to receive the root cause analysis in the next few weeks.

Lien (Farmington) referred to the malicious attack and asked if that denial of service was on one number or multiple. Hieserich (Dakota 911) explained that the experience, which originated at a residence in Lakeville, was related to three numbers and thousands of calls. Hieserich continued explaining that while the level of calls may not be enough to overwhelm the system, the malicious activity was concerning.

Armon (West St. Paul) asked if the formal report, when it comes out, would be an agenda item. Hieserich (Dakota 911) confirmed. Armon asked if the malicious calling was being referred for prosecution. Hieserich (Dakota 911) noted that it was currently an active investigation.

Project Updates – Hieserich (Dakota 911) noted that three projects that staff was currently working on included procurement of an audio/data logger, development of a citizen web reporting system, and creation of a statewide data sharing initiative (CAD to CAD).

Slavik (Dakota County) referred to the LOGIS consortium CAD effort and asked who the participants were. Hieserich (Dakota 911) explained the group included Dakota 911, Bloomington, Rice/Steele, and Metro Transit.

General Updates – Hieserich (Dakota 911) reported that Dakota 911 fixed cost discussions would be part of the 2025 budget discussion and she was working to reconvene the funding workgroup to reactivate those conversations.

Staffing Updates – Hieserich (Dakota 911) reported that Dakota 911 staffing was currently at 50 FTEs, 8 of which were in training and 1 of which was on leave. Hieserich continued reporting that the part-time pilot program was going well with four former Dakota 911 employees returning to part-time employment status. Hieserich noted that staff would continue to monitor this program experience. Hieserich acknowledged that six of the eight in training were very early in their training. Hieserich noted that the intent was to get this group trained on phones so they could begin contributing to staffing levels in April. Hieserich acknowledged the group would need to return to radio training later in the summer. Hieserich noted that Dakota 911 staffing was a priority.

Weisensel (Rosemount) questioned if the Public Safety Telecommunicator (PST) goal was 59. Hieserich (Dakota 911) confirmed that 59 is the staffing target for 2024 which is anticipated to average a budgetary impact of 55.

Action: No action.

OTHER BUSINESS

11. Discussion:

Weisensel (Rosemount) referred to the May 16th Board of Directors meeting and noted that he had a conflict. Weisensel asked if Vice-chair Slavik would be available or if the group would be open to moving the meeting to May 23rd. Slavik (Dakota County) noted that he would be at the May 16th meeting but would also be open to a date change. Murphy (Inver Grove Heights) noted that he didn't have an issue with changing the date, but he would not be able to attend.

Action: No action. Group consensus agreed to change the May 16th meeting to May 23rd.

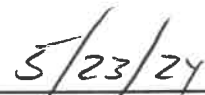
ADJOURN

Action: Motion by Weisensel (Rosemount) to adjourn. Second by Lien (Farmington). Motion passed. Meeting adjourned at 9:19am.

Next Regular Meeting:
May 23rd, 2024
8:00am
Dakota 911 Training Room
2860 160th Street W, Rosemount, MN 55068



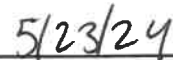
Jeffery D. Weisensel, Board of Directors Chair



05/23/2024



Heidi Hieserich, Executive Director



05/23/2024