

**Dakota 911
Board of Directors
Meeting Minutes: November 21st, 2024**

Members Present: John Bergman – Apple Valley; Cara Schulz – Burnsville; Mike Supina – Eagan; Nick Lien – Farmington; Jen Fox – Hastings; John Bermel – Lakeville; Joel Paper – Mendota Heights; Jeff Weisensel – Rosemount; Lori Hansen – South St. Paul; Pat Armon – West St. Paul

Members Absent: Mike Slavik – Dakota County; John Murphy – Inver Grove Heights

Alternates Present: Bill Droste – Dakota County

Others Present: Dan Wietecha – 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 8:00 am.

2. Pledge of Allegiance

3. Roll Call

X	Apple Valley	John Bergman		Clint Hooppaw
X	Burnsville	Cara Schulz		Dan Gustafson
	Dakota County	Mike Slavik	x	Bill Droste
X	Eagan	Mike Supina		Gary Hansen
X	Farmington	Nick Lien		Steve Wilson
	Hastings	Jen Fox		Mary Fasbender
	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: No discussion.

Action: Motion by Weisensel (Rosemount) to approve the agenda as presented. Second by Bermel (Lakeville).

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

CONSENT AGENDA

5. Consent Agenda – Board of Directors Chair

- a. Approve minutes from the September 19, 2024 regular meeting.
- b. Adopt and ratify July, August & September, 2024 paid claims.
- c. Receive September 2024 Unaudited Financial Report
- d. Receive Contracts and Agreements executed between August 28th and October 30th, 2024
- e. 2025 Depository Appointment
- f. 2024 Audit Engagement Agreement
- g. 2025 Meeting Schedule
- h. 2025 Employee Handbook Updates
- i. Dakota County Legal Services Agreement

Discussion: No discussion.

Action: Motion by Schulz (Burnsville) to approve the consent agenda. Second by Paper (Mendota Heights).

Aye	Apple Valley
Aye	Burnsville
Aye	Dakota County
Aye	Eagan
Aye	Farmington
Aye	Hastings
	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. Executive Director Performance Evaluation

Discussion:

Wietecha (Executive Committee Chair) reported that the annual Dakota 911 Executive Director Performance Evaluation had been completed. Wietecha recapped the process stating that similar to previous years, executive committee members were tasked with engaging their governance representatives and chiefs to prepare one consolidated response. Wietecha applauded the increased agency response from 7 in 2023 to 11 in

2024. Wietecha explained that the workgroup tasked with evaluating Director Hieserich's performance, made up of himself, Farmington Administrator Gorski, and South St. Paul Administrator Garcia, reviewed the compiled feedback with Director Hieserich and then presented findings at the November 6th Executive Committee, where the recommendation was to receive and approve the report.

Wietecha reported that the findings of the feedback reflected an overall score of 4.73 on a scale of 1-5, and membership across the board was very pleased with Heidi and her team. Referring to strengths noted in the evaluation, Wietecha stated that Hieserich scored a perfect 5/5 score for job knowledge. Wietecha reported that Hieserich's communication and interpersonal skills also scored very high. Wietecha commented that it was very clear that Hieserich cared about the organization and held herself accountable for its performance. Wietecha referred to possible areas for development, noting that Dakota 911 should consider succession planning. Wietecha added that it may be time to review metrics being reported to consider a refresh. Finally, Wietecha noted that the group encouraged continued advancement of the organization. Wietecha reminded members that a few years prior, governance directed replacement of the merit pay scale with a step structure. As such, in accepting and approving the report, governance would also be authorizing Hieserich's movement to the next step of the compensation structure.

Bermel (Lakeville) commented that he agreed with the report and appreciated the hard work and transparency. He thanked Director Hieserich for another great year.

Hieserich (Dakota 911) thanked the membership for participating in the annual evaluation as their feedback was important and very helpful.

Weisensel (Rosemount) commented that there were a lot of good items and topics coming through on the agendas and complimented the Director's goals and efforts.

Armon (West St. Paul) commended governance hiring of Director Hieserich.

Action: Motion by Bergman (Apple Valley) to receive and approve the Executive Committee's 2024 Executive Director Performance Evaluation Report. Second by Supina (Eagan).

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

Aye	Mendota Heights
Aye	Rosemount
Aye	South St. Paul
Aye	West St. Paul

Motion passed.

7. Audio/Data Logging Solution Contract

Discussion:

Hieserich (Dakota 911) reported that replacement of the audio/data logging solution was a key 2024 project that began with a competitive procurement process mid-year. Knowing that audio/data logging solutions offered so much more than just recording capabilities, staff was looking for a quote that offered strong analytics and Artificial Intelligence (AI)- assisted support for the quality assurance process. Hieserich stated that after receiving 4 proposals ranging from \$159,000 for very basic recording capabilities to \$567,000 for robust recording with a full analytics suite, staff identified Revcord, a Northland and Companies solution, as the contract of choice. Hieserich explained that Northland and Companies was local to Burnsville, and was well-known across the country, and in Minnesota where they provide support to several other Public Safety Answering Points (PSAPs). Hieserich noted that she trusted the feedback received from partnering PSAPs. Hieserich added that Dakota 911, and her direct prior experience with Northland and Companies, further supported the decision to recommend Revcord for the Audio/Data Logging Solution.

Hieserich informed members that audio/data logging was a critical system that needed to be up and running 24/7. Hieserich noted that staff looked forward to implementing the system which offered robust capabilities. Hieserich detailed how Dakota 911 currently aimed to achieve a 2% quality assurance review standard but was barely achieving 1%, and that this was only including medical calls. Hieserich stated that the AI assisted quality assurance solution proposed would assist staff to screen nearly 100% of calls for certain criteria, including key words or phrases, required information, or use of key words. Hieserich reported that the cost for the proposed contract is \$449,000, \$130,000 of which was attributed to AI, which was eligible for one-time NG911 appropriations.

Lien (Farmington) referred to the 4 proposals and inquired about the spread in quoted costs. Hieserich (Dakota 911) explained that the proposal on the low end of the range offered no quality assurance or analytics capabilities, while the other three proposals offered varying levels of AI and QA all came in with a higher quote. Lien (Farmington) commented that it seemed to be an “apples to oranges” comparison. Hieserich (Dakota 911) confirmed, stating that the proposal at the high end of the spectrum of \$567,000 offered a robust analytics package, but no artificial Intelligence support. Hieserich stated that staff strongly believed the Northland and Companies Revcord product offered the best value.

Droste (Dakota County) referred to the \$130,000 identified for NG911 appropriations and asked if AI was the only technology allowed for use of appropriations. Hieserich (Dakota 911) clarified that AI was not the only allowed technology. Hieserich explained that appropriations could be used for any state-approved new technology that enhanced service delivery. Hieserich added that she specifically inquired if the AI portion of this audio/data effort would be eligible.

Action: Motion by Fox (Hastings) to approve resolution 2024-006 authorizing Dakota 911 to enter into a contract with Northland and Companies for audio/data logging services. Second by Hansen (South St. Paul).

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

Motion passed.

8. Seculore Cybersecurity Services

Discussion:

Hieserich (Dakota 911) commented that another 2024 strategic objective was to build a cybersecurity program. Hieserich reported that after soliciting quotes and using a competitive process, staff had identified Seculore as the provider of choice. Hieserich explained that Seculore specialized in the public safety industry and offered three components:

- Cyber Benchmark – used to evaluate agency needs and vulnerabilities,
- Overwatch – a 24/7 monitoring service, and
- Cyber Incident Response – support in the event of an incident

Hieserich noted that if approved, Seculore would need to be vetted through the MN BCA vendor screening program. Hieserich commented that because the State was reporting this process could take several months, Dakota 911 had been allowed to work

through some of the requirements with the vendor in hopes of expediting the process, which was expected to be pushed into 2025.

Fox (Hastings) referred to the \$51,000 cost for the package and asked if it was an annual expense. Hieserich (Dakota 911) clarified that approximately \$35,000 of the cost would be an annual expense which was already in the approved 2025 budget and anticipated for future budgets. Fox (Hastings) acknowledged that improved cybersecurity had been talked about for years now and she was pleased to see it moving forward.

Action: Motion by Fox (Hastings) to approve resolution 2024-007 to enter into a contract with Seculore for cybersecurity services. Second by Supina (Eagan).

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

Motion passed.

Information Updates/Discussion Items

9. 2025 Health Insurance memorandums of Agreement

Discussion:

Hieserich (Dakota 911) reminded members that Dakota 911 participated in the LOGIS Health Insurance Pool and was subject to any changes made within the pool. Hieserich recapped plan changes for 2025, including discontinuation of two plans Dakota 911 was currently offering, due to compression and lack of participation. To bridge the gap, Dakota 911 added a new higher deductible HSA plan. Hieserich continued, stating that premium changes reflected an employee/employer share of premium increases and a defined HSA contribution toward the new plan, all to maintain reasonable costs to employees. Hieserich assured that all the noted changes were within budget.

Action: No action. Update only.

10. Data Governance Policy

Discussion:

Hieserich (Dakota 911) reported that she had been involved in several conversations throughout the year involving data requests and data ownership and that it was apparent that the consortium was not on the same page as to who is accountable for decisions related to release of data. As such, she worked with legal counsel to draft the policy included in the packet. Hieserich explained that the drafted policy detailed how requests were currently being handled, so there was no suggested change. Hieserich acknowledged that data ownership in a shared effort was complex and confusing, and while some data was owned by Dakota 911, most of the time the data was shared with the responding agency. Hieserich explained how the current practice was to defer all requests to the responding agency to handle according to their release policy, unless the request was clearly for public summary data. Hieserich reported that members could expect more conversations in months and years ahead, and that the intent of the draft was to ensure all stakeholders understand Dakota 911's position and practice.. Hieserich assured that she had also shared the draft policy at the Executive Committee and Chiefs meeting, hoping to spark conversation and collect feedback.

Bermel (Lakeville) referred to the piece of the reference to Dakota 911 releasing information that is "clearly public" and asked if there was a mechanism to notify a member agency that a request had been received. Hieserich (Dakota 911) responded that there was not currently a mechanism in place, but it was a good point that would need to be considered. Hieserich clarified that the reference to "clearly public" was requests for summary call data with no identifying member agency involvement.

Supina (Eagan) asked for an example in which a data request be for non-public data and referred to the controlling agency. Hieserich (Dakota 911) assured that any request that was related to a specific incident would be referred to the responding agency. Hieserich added that Dakota 911 would not provide anything until it was requested by the responding agency. At that point the information would be released back to the responding agency directly for redaction and release per that agency's policy.

Armon (West St. Paul) inquired how often Dakota 911 received requests, and who requests typically came from. Hieserich (Dakota 911) estimated that public summary requests were not received very often, maybe every couple of months, and typically come from the media.

Bermel (Lakeville) referred to artificial intelligence and suggested how increased capabilities may come with increased data requests. Olson (Legal Counsel) acknowledged that as functionality expands, there would be the potential for increased data requests. Olson referred to encryption of radio transmissions and suggested that may also increase requests for data.

Lien (Farmington) asked if there was anything that spelled out who owned the data that was generated from a data request. Lien referred to the artificial intelligence company

and asked if there was any thought to ownership of the data available as the result of the availability of that technology. Hieserich (Dakota 911) clarified that if the tool suggested protocols and guidance, she would expect that data to be of possible concern. Hieserich referred to the AI tools specifically proposed for Dakota 911 and said they were meant to be an assistive tool. Olson (Legal Counsel) noted that “ownership” in this context wasn’t talking about intellectual property, but more “control” and “responsibility”. Olson further explained how under the Government Data Practices Act, if someone requests data, there is an obligation to respond. Because Dakota 911 isn’t equipped to filter/remove/redact data if a request is made about a specific incident, the shared effort would result in the member agency with the filter/remove/redact capabilities responding to the request. Hieserich reiterated that she was not looking for action but hoping that sharing of the draft policy would capture and report current practice and initiate conversation for future development.

Action: No action. Information only.

11. Dakota 911 Project and Goals Update

Discussion:

Hieserich (Dakota 911) referred to the narrative project and goals update provided in the packet and provided a brief status report (see attachment).

Action:

12. Executive Director Report

Discussion:

Staffing Update – Hieserich (Dakota 911) reported that the gross staffing level was at 54 of the authorized 55, which was an improvement from the previous year. Hieserich reported a net staffing of 43 and noted that staff were looking forward to a few telecommunicator trainees nearing completion of their training. Hieserich stated that the part-time staff provided a full-time equivalent of 1.5-2 FTEs. Hieserich referred to the supervisory staffing level and reported that the supervisory team had been hit hard this year with 3 on leave and 1 pending retirement.

Paper (Mendota Heights) recognized that the part-time effort was approaching 1-year and asked if adding part-time positions had been deemed successful. Hieserich (Dakota 911) confirmed stating while the effectiveness of part-time positions was still being evaluated and may need minor adjustments, the positions add value to the organization.

State/ECN Updates – Hieserich (Dakota 911) shared that the state ECN Director position and 911 program manager positions were still vacant and noted the slow progress on state initiatives over the last year.

Regional Updates – Hieserich (Dakota 911) reiterated how data sharing and CAD to CAD was still a regional priority. Hieserich added that the region was still exploring possible solutions available through State contract. Hieserich reported that the State was offering 2 different NG911 mapping platforms, both of which come with functionality that could support interoperability and data sharing. Hieserich reminded how RapidDeploy, one of the platforms being offered, was already used by Dakota 911. Hieserich advised that she was engaged in the State effort and was hoping there would be some associated State funding.

School Mapping – Hieserich (Dakota 911) reminded that the State had awarded \$7,000,000 to schools in the 7 regions and staff was looking forward to learning more about how this mapping might enhance PSAP support of member agency response. Bermel (Lakeville) asked if the money was for one-time initial mapping or if there was anything earmarked for future school facility improvements that may impact their layouts. Hieserich (Dakota 911) noted that while she wasn't clear on all the details yet, typically this is a one-time funding and future costs would be covered by the school district.

Armon (West St. Paul) asked if private schools would be receiving any of the funding. Hieserich (Dakota 911) noted that she was uncertain but would follow up.

Statistics – Hieserich (Dakota 911) informed members that an error going back several years had been identified in the data received on call answering times. Hieserich noted that while the error would result in a very small 1-2% adjustment to call answer times she wanted to assure members that there had not been a decrease in service. She informed members that staff would work with Motorola to validate reporting configuration.

Weisensel (Rosemount) asked if staff intended to go back and update past data. Hieserich (Dakota 911) noted that she could not go back more than 1 year as that was when the system was upgraded. Consensus did not support the need for correcting previous reports.

911 for All – Hieserich (Dakota 911) reported that conversations had begun at varying levels of governance about the existing public “911 for all” message. Hieserich shared concerns about the messaging, noting it isn't consistent with the national nor neighboring agency messaging on the use of 911. Hieserich commented that not only did it make 911 triage difficult but it also invites unnecessary risk of call processing delays and misrouted calls in a call capacity situation. Hieserich shared that she had discussed with the executive and operations committees, and shared concerns at a recent Dakota County chiefs meeting. Hieserich added that she would be attending a city managers meeting in December to discuss the idea of moving away from the “911 for all” message. She commented that these discussions have so far supported the need for adjusting the County's approach to 911 public education.

Droste (Dakota County) commented that he didn't like the "911 for all" messaging nor the County deviation from standards on outdoor warning siren activation. Droste applauded discussion about consistency with national and metro-wide practices and standards.

Bergman (Apple Valley) agreed that it was time to revisit the topic and asked if there were statistics on 911 v. non-emergency calls. Hieserich (Dakota 911) noted that there was no way to differentiate between actual emergency and non-emergency calls coming in on 911 without in depth analysis. Hieserich commented that there are a lot of non-emergency calls coming in on 911. Hieserich referred to police department lobby phones, many of which were programmed to call 911 or have signage directing the public to call 911 for dispatch and noted that she was already working with some member agencies to get those calls rerouted to the non-emergency line.

Weisensel (Rosemount) recalled that the original promotion of "911 for all" was because it was the same people answering the phone, and it was simpler for residents.

Weisensel acknowledged that time has proven that to be wrong. Hieserich (Dakota 911) noted that she was hearing similar feedback. Hieserich (Dakota 911) stated that the next step would be to ensure the consortium agrees and then develop a communication plan that the members could support. Hieserich reiterated that the message was not to discourage use of 911, but to promote the use of the non-emergency contact options as well.

Bermel (Lakeville) commented that he supported the change. Bermel asked if the guidance would be to call the non-emergency line or to call the local police department.

Hieserich (Dakota 911) clarified that the guidance would be to use the 24x7 non-emergency 322-2323 number in place today using either the 651 or the 952-area code.

Supina (Eagan) asked if there was a way to call 911 and then offer an option for emergency or non-emergency. Hieserich (Dakota 911) noted that doing that would tie up 911 lines and add delays to the processing of emergency calls. Hieserich committed to working on a communication plan with intent to bring it back to the BOD for input in February.

BOD Appt Reminder – Hieserich (Dakota 911) reminded members that Board appointments for any representation changes were due in January 2025.

Action: No action. Update only.

OTHER BUSINESS

ADJOURN

Action: Motion by Armon (West St. Paul) to adjourn. Second by Droste (Dakota County). Motion passed. Meeting adjourned at 9:06am

**Next Regular Meeting:
February 20th, 2025**

8:00am
Dakota 911 Training Room
2860 160th Street W, Rosemount, MN 55068



Jeffery D. Weisensel, Board of Directors Chair

2/20/25
02/20/2025



Heidi Hieserich, Executive Director

2/20/25
02/20/2025