

**Dakota 911
Executive Committee
Meeting Minutes: September 3, 2025**

Members Present: Tom Lawell – Apple Valley; Dianne Miller – Eagan; David Chanski – Farmington; Dan Wietecha – Hastings; Kris Wilson – Inver Grove Heights; Justin Miller – Lakeville; Logan Martin – Rosemount; Ryan Garcia – South St. Paul

Members Absent: Gregg Lindberg – Burnsville; Heidi Welsch – Dakota County; Cheryl Jacobson – Mendota Heights; Nathan Burkett – West St. Paul

Alternates Present: BJ Jungmann – Burnsville; David McKnight – Dakota County; Sarah Alig – Eagan

Others Present: Kelly Torkelson – Mendota Heights; Jason Bivens – 911 Authority; Apple Valley Fire Chief Nelson – Fire/EMS Operations Sub-Committee Chair; Rosemount Police Chief Dahlstrom – Law Enforcement Operations Sub-Committee Chair; Julie Stahl – Dakota 911 Fiscal Agent; Dain Olson – Dakota 911 Legal Counsel; Heidi Hieserich, Brent Anderson, Jen Hildebrandt – Dakota 911

1. Call to Order

Recognizing a quorum, Chair Wietecha (Hastings) called the meeting to order at 3:01pm.

2. Roll Call

3. Approve Agenda

Discussion:

Action: Motion by Martin (Rosemount) to approve the agenda. Second by McKnight (Dakota County). Motion passed.

CONSENT AGENDA

4. Consent Agenda – Executive Committee Chair

- a. Approve minutes of April 29, 2025 regular meeting
- b. Approve April, May, June, 2025 paid claims
- c. Recommend approval of June 2025 unaudited financial report
- d. Receive contracts and agreements executed between April 22 and August 27, 2025.
- e. Receive operations committee meeting minutes

Discussion: No discussion.

Action: Motion by Miller (Lakeville) to approve the consent agenda. Second by Martin (Rosemount). Motion passed.

REGULAR AGENDA

Presentation

5. 911 Authority, LLC – 2025 Staffing and Compensation Study

Discussion:

Hieserich (Dakota 911) introduced the agenda item reminding members that governance had requested that a compensation study be administered every 3 – 5 years. Hieserich assured that while administration performed an informal evaluation annually, it had been four years since the prior formal study. Hieserich added that this 2025 study included a comprehensive staffing review to support long-range staffing plans. Hieserich continued stating that she and staff has been working very closely with 911 Authority over the summer, and 911 Authority representative Jason Bivens was present to provide a high-level review of 911 Authority findings, along with a series of recommendations. Hieserich clarified that staff was not requesting any action at this meeting. Hieserich turned the meeting over to Jason Bivens, 911 Authority.

Jason Bivens (911 Authority) reviewed a PowerPoint presentation recapping 911 Authority findings and recommendations.

Miller (Lakeville) referred to public safety telecommunicator staffing levels and acknowledged that they were below what was authorized. Miller asked if shifts were fully staffed. Hieserich (Dakota 911) explained that shifts were typically staffed to meet minimums. Hieserich cautioned, however, that the coverage often required overtime. Hieserich also explained how the identified minimums had not changed for years, and were not enough, as reiterated in the report. Miller (Lakeville) inquired, if staffing levels were at full authorization, that would equate to more people on the floor per shift. Hieserich (Dakota 911) confirmed. Bivens (911 Authority) stressed that minimum staffing levels did not equal ideal staffing levels.

Hieserich (Dakota 911) referred to the staffing recommendation to create IT Specialist I, II and III and clarified that creating a tiered specialist group did not mean she would be recommending putting staff in the positions. It simply allows for future growth when needed.

Wilson (Inver Grove Heights) referred to the Managers and Directors wage range comparison and asked if that was current with proposed modifications. Hieserich (Dakota 911) clarified that her interpretation of the intent of this slide was simply to provide a visual that reflected compressions issues. Hieserich stated that the visual displayed director positions today and how adding recommended manager positions would further impact that compression.

Jungmann (Burnsville) referred to 911 Authority's use of "state data" in considering comparable positions and asked for clarification. Bivens (911 Authority) clarified that there were a couple hybrid positions in the Dakota 911 organization, technical support and administrative, that simply didn't have comparable positions at comparable organizations. Bivens noted that when that occurred, 911 Authority used data from state database to drive recommendations.

Miller (Lakeville) referred to the market comparable slide for the directors and asked for clarification on the 911 center market range. Bivens (911 Authority) explained that the

slide displayed the comparable and included a 20% premium. Bivens explained, however, that actual comparables were at about 10%.

Members of the committee expressed some confusion related to the rationale for the 20% premium identified in the Director comparison slide. Bivens (911 Authority) noted that while director positions in organizations oversee numerous roles and tasks, there are typically departments that manage the administration of the varying areas within the organization. Bivens acknowledged that Dakota 911 differed, in that there were no departments, resulting in the director's position taking on much of the administrative burden.

Chanski (Farmington) asked if 911 Authority had seen other public safety joint powers organizations like Dakota 911 where director positions may have 20% premiums as noted in the report. Bivens (911 Authority) confirmed, stating that it varied from 18 – 28%.

Members of the committee further questioned the visual aid and how to interpret what they were looking at. Hieserich (Dakota 911) acknowledged the confusion and assured the group that the slide intended to be a conversational piece. Hieserich stated that she would digest the information and bring any recommendations forward in November.

Martin (Rosemount) commented that he didn't recall the 20% premium piece from the 2021 study, but it seemed as though this aid really displayed how lack of action in 2021 feels like the organization has some catch up to do. Hieserich (Dakota 911) assured that there would not be a wage increase recommendation for 20%. Hieserich did, however, recognize that the position(s) should be competitive.

Miller (Lakeville) referred to the recommended scheduling modifications and commented that those seemed to be within the executive director's expertise. Miller asked staff if scheduling recommendations were being considered. Hieserich (Dakota 911) assured that yes, administration was considering all scheduling recommendations.

Garcia (South St. Paul) asked if there was analysis done on potential overtime reduction as it related to the recommended scheduling modifications. Bivens (911 Authority) confirmed, and stated that with some of the recommended schedules, both overtime and FTE levels could be decreased. Hieserich (Dakota 911) advised that this data would be part of any proposed recommendations concerning staffing and scheduling. Hieserich added that because there is an overtime consideration included in the calculated authorized staffing count, the closer the organization gets to authorized staffing, the more costs do down. Hieserich noted that there seemed to be significant savings in implementing the Pitman schedule.

Dahlstrom (Law Enforcement Operations Sub-committee) commented that there is a real love/hate relationship with the Pitman schedule model, particularly for the overnight crew.

Torkelson (Mendota Heights) referred to the staffing turnover data and asked if there was data on where people who were leaving the organization were going. Hieserich (Dakota 911) confirmed and stated that people leaving Dakota 911 were not leaving for

other area dispatch centers. They usually left for another public safety service like police or fire, or they were leaving public safety altogether.

Wilson (Inver Grove Heights) referred to the 911 Authority recommendations and asked what the anticipated timeline was for consideration/implementation of any changes. Hieserich (Dakota 911) noted that she would be reviewing and considering the report recommendations, but in an early level assessment, the impact of the recommendations in the report is minimal. Hieserich added that most of what was covered in the report was already recognized in budgeting and growth forecasting, so she was optimistic that the organization was in good shape. Hieserich referred to the timeline and noted that she was not yet certain what that looked like. Hieserich explained that she needed to develop a strategy that prioritized recommendations with the greatest need. Wilson (Inver Grove Heights) asked when union contracts were coming up. Hieserich (Dakota 911) clarified that negotiations were currently underway.

Hearing no more questions for 911 Authority, Jason Bivens left the meeting. Hieserich (Dakota 911) assured members that she would be taking the report, interpreting the data and coming back to the November committee meeting with follow-up thoughts and considerations. Hieserich commented that there were no real surprises in the staffing portion of the study other than the amount of savings associated with scheduling changes. Hieserich continued stating that many of the details in the report have been discussed with staff over the last couple of years and have contributed to planning and budgeting. Hieserich reiterated that she was confident the organization was in good shape.

Lawell (Apple Valley) referred to comparable and asked if Dakota 911 had a list of comparables that it used for compensation considerations. Hieserich (Dakota 911) confirmed.

Action: No action.

Action Items

6. Vice Chair Appointment

Discussion: Hieserich (Dakota 911) informed members that the committee selects a new chair and vice-chair every even-numbered year. Recognizing Lynn Gorski's departure, Hieserich noted that the committee needed to fill the vice-chair seat for the remainder of the 2024-2025 term.

Miller (Lakeville) asked if the assumption was that the vice-chair would assume the chair position next term. Hieserich (Dakota 911) commented that while that isn't required, it did appear to be a common occurrence.

Wietecha (Hastings) opened the floor for volunteers or nominations.

Garcia (South St. Paul) volunteered.

Action: Motion by Miller (Lakeville) to appoint Ryan Garcia as Executive Committee Vice-chair for the remainder of the 2024-2025 term. Second by Martin (Rosemount). Motion passed.

7. LELS Local 368 Public Safety Telecommunicator Supervisor Contract Approval Discussion:

Hieserich (Dakota 911) informed members that the public safety telecommunicator group voted down the proposed 2026-2027 LELS 336 collective bargaining agreement, so administration was hopeful that it would be on the November, 2025 agenda.

Hieserich (Dakota 911) informed members that the supervisor group agreed to the proposed 2026-2027 LELS 368 collective bargaining agreement. Hieserich recapped items in the agreement, including adding a 4th step to the current 3-step compensation structure, which increased the top of that scale by 4.2% in 2026 and 3% for 2027, resulting in an overall 7.2% increase over 2 years. Hieserich noted that the contract also included an increase of the longevity stipend from \$1,000 to \$1,200, which was a minor budget impact of approximately \$1,400 annually. Hieserich noted that this would be the first longevity stipend increase since it was put in place in 2022. Wilson (Inver Grove Heights) clarified that the longevity payment was at 10 years of service and then annually after that. Hieserich (Dakota 911) confirmed. Hieserich added that there was also a non-impacting change to the HCSP. Miller (Lakeville) referred to the PTO carry-over limit of 600 hours and commented that it was high. Hieserich (Dakota 911) agreed but noted that it's difficult to change once it is in contract.

Action: Motion by McKnight (Dakota County) to recommend approval of the 2026-2027 LELS 368 collective bargaining agreement. Second by Miller (Lakeville). Motion passed.

Information Updates/Discussion Items

8. Emergency Alerts and Stakeholder Notifications

Discussion:

Hieserich (Dakota 911) explained that emergency alerting could be extremely confusing. Hieserich stated that not only are there many variables to consider, but there were also many factors that contributed to experience when an alert is pushed out. Hieserich detailed how there were three types of emergency alerts, FEMA and IPAWS, which were both WEA (Wireless Emergency Alerts), and then Public Safety Notifications. Hieserich noted that WEAs were geo-targeted alerts using the emergency broadcast system, for a specific period. During that time, if you are in or enter that broadcast area, you will receive the alert. Hieserich noted that public safety notifications go to phone numbers in subscriber databases, when that phone number is associated with a specific address within a target notification area. Hieserich noted that because of the complexities associated with WEA and Public Safety Notifications, Dakota 911 had made website modifications that offered an alerts tab where members could refer citizens to in the event of questions or concerns.

Miller (Lakeville) inquired who made the call on whether the message was a WEA or public safety notification. Hieserich (Dakota 911) advised that it was a collaboration that

Dakota 911 supervisors would guide the agency through, but at the end of the day, the responder made the final call. Dahlstrom (Law Enforcement Operations Sub-committee) noted that Rosemount had found these notifications incredibly successful in recent months. Hieserich (Dakota 911) commented that while complex, these notifications were reaching many more people than the previous 3% experience.

Hieserich (Dakota 911) commented that also because of complexities related to these large-scale notifications, including device technology, cell carrier issues, and operational and platform technical difficulties, Dakota 911 had implemented a stakeholder notification protocol that would alert members of governance in the event something were to go wrong. Hieserich reflected on an experience a couple months prior when an alert that was notified to a specific area, was cancelled via a county-wide default message that caused confusion. Hieserich noted that Hennepin County just had a similar experience. Hieserich explained that in the event of a failure or situation, the chiefs and sheriff group, and law enforcement operations committee primaries and secondaries would be notified as promptly as possible. The intent is that those groups would take and spread the word to stakeholders.

Action: No action. Update only.

9. 2025 Goals and Objectives Update

Discussion:

Hieserich (Dakota 911) referred to the narrative version of updated 2025 Goals and Objectives that was included in the packet, and unless there were any questions, suggested people refer to that out of respect for time.

Action: No action. Update only.

10. Executive Director Report

Discussion:

Staffing Update – Hieserich (Dakota 911) reported that Dakota 911 telecommunicator staffing was at a gross staffing level of 52, of the authorized 55 FTE. Hieserich continued, stating that net staffing was at 46 with several telecommunicators in training. Hieserich noted that average staffing was tracking at 51 FTEs for the year. Hieserich noted that Dakota 911 had one PST scheduled to start in October and had interviews coming up in a couple weeks with targeted start dates in Q1 2026.

Wilson (Inver Grove Heights) clarified that the gap between gross and net was telecommunicators on leave and in training. Hieserich (Dakota 911) confirmed.

911 Public Messaging – Hieserich (Dakota 911) commented that this initiative had been gaining momentum over the recent few meetings, and after hiring the City of Eagan to support the effort, three videos and much social media content had been created. Hieserich noted that over the coming weeks, members could expect to see Dakota 911 posts and share material with our public safety partners. Hieserich noted that staff was

very excited to start educating staff on the use of the nonemergency number and online reporting options.

Martin (Rosemount) referred to the statewide career marketing campaign and asked if that was still going on. Hieserich (Dakota 911) noted that it was still there but had not been actively promoted as the result of some leadership changes with the state over the last year.

CAD to CAD Grant Funding – Hieserich (Dakota 911) informed members that Hennepin County had submitted for grant funding that would accommodate CAD to CAD.

Indoor School Mapping Update – Hieserich (Dakota 911) reminded members that the \$7,000,000 to support indoor mapping of schools was still being divided among the seven regions in the state. Hieserich noted that the MESB was working on procurement and RFP selection which should wrap up mid-2026.

Action: No action. Update only.

OTHER BUSINESS

ADJOURN

Action: Motion by Jungmann (Burnsville) to adjourn. Second by Wilson (Inver Grove Heights). Motion passed. The meeting adjourned at 4:29pm.

NEXT REGULAR MEETING

November 5, 2025

3:00pm

Dakota 911 Training Room