

**Dakota 911
Board of Directors
Meeting Minutes: May 21, 2026**

Members Present: John Bergman – Apple Valley; Mike Slavik – Dakota County; Mike Supina – Eagan; Nick Lien – Farmington; Dave Pemble – Hastings; John Bermel – Lakeville; Paul Theisen – Rosemount; Lori Hansen – South St. Paul; Pat Armon – West St. Paul

Members Absent:

Cara Schulz – Burnsville; Tony Scales – Inver Grove Heights; John Maczko – Mendota Heights;

Alternates Present:

Others Present: Dan Wietecha – Executive Committee; 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 Slavik (Dakota County) 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
X	Eagan	Mike Supina	Gary Hansen
X	Farmington	Nick Lien	Steve Wilson
X	Hastings	Dave Pemble	Mary Fasbender
	Inver Grove Heights	Tony Scales	John Murphy
X	Lakeville	John Bermel	Dan Wolter
	Mendota Heights	John Maczko	Stephanie Levine
X	Rosemount	Paul Theisen	TBD
	South St. Paul	Lori Hansen	Todd Podgorski
X	West St. Paul	Pat Armon	Doug Fromm

4. Approve Agenda

Discussion:

No discussion.

Action: Motion by Pemble (Hastings) to approve the agenda as presented. Second by Bergman (Apple Valley).

Aye	Apple Valley	John Bergman	Clint Hooppaw
	Burnsville	Cara Schulz	Dan Gustafson
Aye	Dakota County	Mike Slavik	Bill Droste
Aye	Eagan	Mike Supina	Gary Hansen
Aye	Farmington	Nick Lien	Steve Wilson
Aye	Hastings	Dave Pemble	Mary Fasbender
	Inver Grove Heights	Tony Scales	John Murphy
Aye	Lakeville	John Bermel	Dan Wolter
	Mendota Heights	John Maczko	Stephanie Levine
Aye	Rosemount	Paul Theisen	TBD
	South St. Paul	Lori Hansen	Todd Podgorski
Aye	West St. Paul	Pat Armon	Doug Fromm

Motion passed.

CONSENT AGENDA

5. Consent Agenda – Board of Directors Chair

- a. Approve minutes from the regular meeting February 19, 2026.
- b. Adopt and ratify January, February, March 2026 paid claims.
- c. Receive March 2026 Unaudited Financial Report.
- d. Accept 2025 audited financial statement and executive governance summary.
- e. Received Contracts and Agreements executed between January 28 and April 29, 2026.
- f. Authorize signing of the liability coverage waiver form not waiving monetary limits for the 6/26/2026-6/26/2027 coverage period.
- g. Approve resolution 2026-003.

Discussion: No discussion.

Action: Motion by Lien (Farmington) to approve the consent agenda. Second by Bermel (Lakeville).

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

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

Motion passed.

REGULAR AGENDA

Action Items

6. 2027 Medical Insurance

Discussion:

Hieserich (Dakota 911) reminded members that Dakota 911 was a member of the LOGIS Medical Insurance Pool, which went out for RFP in March. Hieserich noted that the results of the RFP would not be available to Dakota 911 until early-mid June. Hieserich noted that parallel to the pool effort, Dakota 911 published an RFP as a stand-alone entity. Hieserich commented that the results of both RFPs would be available to Dakota 911 early to mid-June, and the LOGIS Pool required participation commitment by July 15th. Recognizing that the effort timeline did not align with the governance timeline, staff was requesting authorization of the Dakota 911 Executive Director to enter into agreements for medical insurance coverage. Hieserich assured members that staff was taking this time to evaluate other pool options and possible strategic partnerships so when the results of the RFPs were received, staff would be prepared to make an educated decision whether continued participation in the LOGIS Pool was still the best fit for Dakota 911.

Slavik (Dakota County) commented that he assumed staff would provide an update to governance in the September meeting. Hieserich (Dakota 911) confirmed.

Action: Motion by Lien (Farmington) to approve resolution 2026-004 authorizing the Dakota 911 Executive Director to enter into agreements for medical insurance coverage. Second by Bermel (Lakeville).

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

Motion passed.

7. 2027 Operating and Capital Budget

Discussion:

Hieserich (Dakota 911) detailed the budget process timeline, and thanked Executive Committee members, Hastings Administrator Wietecha, South St. Paul Administrator Garcia, Dakota County Deputy County Manager McKnight, Lakeville Administrator Miller and West St. Paul Administrator Burkett for their participation on the 2027 Operating and Capital Budget workgroup. Hieserich added that the Executive Committee recommended approval of the proposed budget at their May 6th, 2026 meeting.

Operating and Capital Budget – Total Cost of Service

Hieserich noted that the total combined 2027 operating and capital budget of \$14,500,000 consisted of approximately \$13,700,000 in operating costs and \$847,000 in capital costs. Hieserich noted that Personnel expenses made up approximately 74% of the overall budget, while approximately 20% made up other charges and services. The remaining approximate 6% was attributable to capital.

Hieserich referred to personnel costs, reflecting a 3.8% increase overall from the 2026 amended budget, stating that there were two key points she wanted to draw attention to.

1. Health Insurance - a large portion of personnel cost was attributable to uncertainties related to health insurance. Hieserich clarified that the budget allowed for a 23% increase in health insurance costs and anything over that would need to be covered by fund balance.
2. Staffing Adjustments – realizing that the targeted staffing levels were not likely attainable, adjustments were made to staffing. Hieserich assured that the target by 2029 was still to be at an average of 60 PSTs. It just didn't seem realistic to budget dollars for a target staffing number that staff did not think was attainable. As such, the 2026 target was adjusted down from 58 to 53, the 2027 target was adjusted down from 60 – 56, the 2028 target was adjusted down from 60 to 58 and the 2029 target remained 60. In addition, the decision was made to delay budgeting for the IT Manager leadership position to 2028 pending further insight from the upcoming IT/CAD needs assessments.

Armon (West St. Paul) asked if the upcoming IT/CAD assessments didn't support the need for the IT leadership position sooner than later. Hieserich (Dakota 911) stated that if the assessments determined that CAD should be brought in-house, the IT staffing needs would look much different. Because of that, she believed it was best to wait for the independent consultant needs assessment before making a staffing decision.

Armon (West St. Paul) asked what IT staffing looked like for Dakota 911 currently.

Hieserich (Dakota 911) clarified that currently, Dakota 911 had two full-time dedicated Technical Support staff who wore many hats. This team handled a wide variety of front-line technical needs. Hieserich added that Dakota 911 received multiple levels of technical support from LOGIS. Hieserich acknowledged the need for added support in IT, but she wanted to be confident in what that looked like before requesting it in the budget.

Pemble (Hastings) referred to the adjusted staffing numbers and asked if consideration had been given to movement due to retirements, separations and promotions. Hieserich (Dakota 911) acknowledged that Dakota 911 had some known upcoming staffing movement that was considered in staffing adjustment considerations.

Lien (Farmington) referred to current telecommunicators and questioned how much of their job satisfaction would be based on missing targeted staffing levels. Hieserich commented that she believed staffing level adjustments as reflected in the budget would be generally supported. Hieserich acknowledged there had been mixed feedback but at the end of the day it comes down to working within the constraints of training capabilities. Hieserich noted that Dakota 911 continued to encourage participation on the training team. Growing the team with qualified trainers would strengthen training efforts and result in greater hiring accomplishments. Hieserich added that it was a balance, ensuring floor coverage while committing resources to the training team.

Armon (West St. Paul) inquired about recent experience related to mandatory overtime. Hieserich (Dakota 911) noted that mandatory overtime was just part of the industry and was always a work in progress. Hieserich stated that overtime was a recurring item on the labor management committee agenda. Hieserich noted that staff worked closely with this committee, made up of PSTs to support overtime needs. Armon (West St. Paul) then asked about short-notice overtime. Hieserich (Dakota 911) acknowledged that there was short-notice overtime and that hearing the desires of staff through their labor management committee, short-notice overtime was typically covered by shift extensions, striving to protect days off. Hieserich acknowledged this was a constant work in progress and assured that this was an industry-wide issue, not localized to Dakota 911. Hieserich added that there were a number of contributing factors and this topic would remain a priority.

Lien (Farmington) referred to overtime and asked if staff had a rough percentage of employees who actually enjoyed the overtime. Anderson (Dakota 911) suggested 20% picked up the majority of overtime but he wasn't sure if that was because they enjoyed it or had other motivations. Anderson explained that known overtime was posted a couple of months in advance and anything that wasn't voluntarily picked up was assigned. Anderson commented that another estimated 20% didn't sign up for overtime at all, and in doing so knew that they would potentially be assigned. Lien (Farmington) commented that there may be decreased risk of upsetting the 20% who liked the overtime.

Supina (Eagan) commented that it made sense to adjust staffing levels to reality. Supina referred to the current 2026 budget and asked how the turnover matched up with the proposed 2026 information. Hieserich (Dakota 911) commented that she appreciated the question and that it was hard to gauge. Hieserich clarified that the gauged moved frequently. Hieserich offered that between issuance of the packet and today, three trainees resigned. Hieserich commented that she was optimistic.

Armon (West St. Paul) referred to Minnesota Paid Leave and asked how that was impacting staffing levels. Hieserich (Dakota 911) commented that staffing levels were definitely being impacted by leave, and that Dakota 911 seemed to be experiencing more intermittent and restricted schedules than what was anticipated. Hieserich acknowledged that there wasn't a lot of data to draw on at this time, but as of today staffing was estimated to be down 1 FTE as the result of a couple restricted work schedules. Hildebrandt (Dakota 911) commented that there had been a significant administrative impact, managing paid leave process. Hildebrandt also reminded members that Minnesota Paid Leave applied to the majority of employers across the state, with no flexibility for public safety organizations that required "butts in the seats" to provide the necessary level of service. This also impacted staffing levels resulting in overtime, often forced as the result of unknown intermittent leave and schedule restrictions.

Other Charges & Services:

Hieserich (Dakota 911) reported that while the other charges and services portion of the budget reflected a reduction of \$150,000 for one-time study/consulting and an 11% reduction to HR services determined not to provide a strong return on investment, it also reflected a 4% increase on building expenses and a 12% increase to software and data processing, which included AI/QA, live guidance and live 911 call streaming.

Bermel (Lakeville) referred to the increasing LOGIS costs and asked how staff opinion on value of the support. Hieserich (Dakota 911) commented that right now, she thought it was fair. Hieserich clarified that some of the increase was the result of Dakota 911-initiated added technology and integrations. Hieserich referred to the value of the consortium and commented that she didn't know yet, and that was one of the reasons for the upcoming assessments, particularly CAD. Hieserich commented that for now, Dakota 911 believed it was in good hands and appreciated the partnership. It was just necessary to do a full scale evaluation to ensure membership in the consortium continued to be the answer for this organization.

Hieserich referred to the building repair and maintenance cost center and clarified that while this was sometimes referred to as a capital expense, the cost center was funded for expenses related to repair and maintenance of current facility structure, systems and building components, not expansion or enhancements. Hieserich continued stating that the cost center balance was projected to be \$1,400,000 by the end of 2026, but the

outlook reflected a negative balance by 2039. Hieserich recapped that Dakota County managed this fund and determined annual contributions. Hieserich reported that some notable 2026-2027 major projects included energy upgrades, carpet replacement, boiler and pump replacement, cooling unit and building envelope repairs.

Fixed Cost Funding Breakdown in Operating Budget:

Hieserich (Dakota 911) reported that 82% of the costs in operating budget were variable and 18% were fixed. Acknowledging that Dakota County contributes 50% of fixed costs after application of revenues and state 911 funds, the end result was 40% covered by Dakota County, 25% covered by 911 funding and MTNS revenue, and 35% covered membership.

Capital Fund Projections:

Hieserich (Dakota 911) reported that the budget reflected \$847,121 in total capital expenditures for 2027. Hieserich detailed that \$170,000 was for a much needed data wall replacement. Hieserich reminded members that a CAD to CAD data sharing opportunity continued to be a top regional priority, so \$100,000 was set aside if that opportunity were to come to fruition in 2027. Hieserich then referred to a \$500,000 expense that was earmarked for expansion/remodel space programming. Hieserich commented that this was added to the 2027 projections as part of the 2026 budgeting effort, and while she thought the effort would be further along at this point, there were potential impacts to Dakota County Radio Services and Dakota County Facilities who also housed out of the facility. Efforts continued toward shorter-term solutions for Dakota 911 expansion needs. Looking forward, Hieserich acknowledged an estimated \$460,000 workstation furniture replacement in 2028, an estimated \$3,000,000 CAD replacement in 2028, an estimated \$3,000,000 console replacement in 2029, and a \$350,000 logging replacement in 2030-2031.

Supina (Eagan) referred to the 2031-2034 capital expenditures of approximately \$300,000 and commented that besides for the CAD costs, the expenses seemed minimal. Hieserich (Dakota 911) agreed, stating CAD was the main expense, and supplement expenses were standard replacements of firewalls/switches, etc.

Slavik (Dakota County) commented that he heard the Executive Committee was conversing about capital costs as they relate to congressional capital spending, and that there may be more value to membership in an organized group pursuing of is a bigger ticket item than some of the individual requests. Slavik inquired as to what that effort might look like. Hieserich (Dakota 911) commented that this topic was on the radar for continued conversations. Hieserich commented that it may make sense to get in 2028 budget discussions so if it is denied, it could be requested again for 2029. Hieserich stated that while a plan wasn't in place yet, she would likely be reaching out to governance chairs in an effort to formulate a plan that may be facilitated with the support of finance and the budget workgroup. Slavik suggested that because the timing

is hit or miss, and the deadlines can be as short as 1 week, conversations should maybe start sooner than later. Recognizing the quarterly governance meetings, Wietecha (Executive Committee Chair) agreed that it made sense to start talking about it late 2026 to ensure everything was in order in anticipation of the opportunity.

Total Revenue:

Hieserich (Dakota 911) noted that the total overall revenue of \$14,500,000 broke down into \$13,600,000 operating revenue and \$900,000 capital revenue. Hieserich detailed that 84% of 2027 total revenues would come from member fees, 9% from State 911 fees and grants, 6% from capital contributions, and the remaining 1% from other sources.

Annual operating expenses v annual revenue:

Hieserich (Dakota 911) noted that revenues were slated to cover 98.8% of expenses and the remaining operating gap of \$161,747 would be covered by fund balance.

Fund Balance Outlook:

Hieserich (Dakota 911) reminded members that the JPA targeted a fund balance between 8.3 and 14%. Hieserich stated that the high-level fund balance projections based on projected member fee increases over the next five years had 2027 at the highest balance of 20.2% trending downward to just under 10% in 2031.

Slavik (Dakota County) asked if the higher fund balance numbers were partially attributable to capital contributions. Hieserich (Dakota 911) clarified that this was operating budget only.

2027 Member Fees:

Hieserich (Dakota 911) noted that all the information detailed in the packet and this presentation resulted in the proposed 2027 member fees.

Armon (West St. Paul) commented that while West St. Paul understood the fees were determined by a formula that the consortium agreed to, West St. Paul had continued concerns related to the funding formula and resulting cost allocation.

Slavik (Dakota County) thanked staff, members of the budget committee, the fiscal agency and the administrators and managers for all the time and effort put into this budget. Slavik noted that it was particularly nice to see a wide variety of participants on the budget workgroup, ranging from some of the larger members to some of the smaller members.

Action: Motion by Hansen (South St. Paul) to approve the Resolution 2026-005 adopting the 2027 operating and capital budget. Second by Pemble (Hastings).

Member	Vote	Ayes	Nos
Apple Valley	Aye	9.06%	
Burnsville			
Dakota County	Aye	16.84%	
Eagan	Aye	14.05%	
Farmington	Aye	3.39%	
Hastings	Aye	5.07%	
Inver Grove Heights			
Lakeville	Aye	11.07%	
Mendota Heights			
Rosemount	Aye	4.40%	
South St. Paul	Aye	5.60%	
West St. Paul	Aye	7.00%	
Total:		76.48%	0%

Motion passed.

Information Updates/Discussion Items

8. 2026 Goals and Objectives Update

Discussion:

Hieserich (Dakota 911) reported that in consideration of everyone's time, she was going to defer her update to the material in the packet, with the exception of two quick items in goals two and four.

Goal 2 – Hieserich (Dakota 911) informed members that the objective to implement AI/QA and live guidance would experience delays primarily due to staffing/resource constraints. Hieserich noted that QA/QI supervisor recently left Dakota 911 and she was not comfortable with the impact a QA/QI assignment and resulting promotion would have on telecommunicator resources.

Goal 4 – Hieserich (Dakota 911) commented that aligning the IT study with the LOGIS RFI study was extremely important, and because the LOGIS RFI project was taking longer than anticipated, completion of some of some of the 2026-2027 action items in this goal would also experience delays.

Slavik (Dakota County) commented that he appreciated receiving quarterly goals updates.

Action: No action. Update only.

9. Executive Director Report

Discussion:

PST Staffing Update – Hieserich (Dakota 911) reported that gross staffing was at 48 as of today, with net staffing at 43. Hieserich added that staffing was still averaging 50 PSTs, and efforts were still targeting an average of 53 in 2026. Hieserich noted that that part-time staffing was down to 2 after having lost a couple.

Supina (Eagan) referred to the part-time positions and asked if that was playing out as anticipated. Hieserich (Dakota 911) commented that staff needed to keep working on this as there were some improvement to that part-time program that could be made. Theisen (Rosemount) asked what the expectations of the program were. Hieserich explained that part-time employees needed to satisfy 14 hours a week, which was difficult when it was secondary employment, and also needed to satisfy some weekend hours expectations. Hieserich commented that staff was working to balance part-time position expectations that didn't negatively impact full-time employee perception.

PST PERA Pension Update – Hieserich (Dakota 911) noted that she was happy to share that the PST PERA pension had been signed by the governor this week. This separates PSTs and probation officers into a different PERA plan. Benefits of this new plan include a retirement age decrease from 66 to 60 and an early retirement option of age 55.

Slavik (Dakota County) commented that it was so rare that a change like this didn't financially impact the government entity. Slavik explained that with this plan, the employee is contributing more. Hieserich (Dakota 911) confirmed that the employee contributions would be increasing. Hieserich commented that Dakota 911 did not anticipate any mass retirement as this new plan didn't really recognize past service credit. So, employees who had been in the industry for years would not likely benefit from this.

CAD to CAD – Hieserich (Dakota 911) reiterated that funding had been earmarked in the approved budget for this regional effort that the MESB was also working to secure legislative funding, and that Hennepin County had submitted for a grant and congressional funding.

Slavik (Dakota County) welcomed Rosemount Councilmember Theisen to the Board. Theisen – Theisen (Rosemount) noted that he would be replacing Rosemount Mayor Weisensel as the primary representative for Rosemount.

Slavik (Dakota County) commented that the Dakota 911 Board meetings had always run pretty efficiently and there may be some changes to the formality of action items for upcoming meetings.

Action: No action. Report only.

OTHER BUSINESS

ADJOURN

Action: Motion by Bermel (Lakeville) to adjourn. Second by Supina (Eagan). Motion passed. Meeting adjourned at 9:07am.

Next Regular Meeting:
September 17, 2026
8:00am
Dakota 911 Training Room
2860 160th Street W, Rosemount, MN 55068



John Bermel, Board of Directors Vice-chair

9/17/2026
09/17/2026



Heidi Hieserich, Executive Director

9/17/2026
09/17/2026