



# Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3007  
(916) 228-3070 – Fax (916) 228-3079

9:00 a.m.

Tuesday, May 28, 2019

SPECIAL MEETING OF THE GOVERNING BOARD  
10545 Armstrong Ave – Rooms #384-385  
Mather, CA 95655-4102

The Board will convene in open session at 9:00 a.m.

Call to Order

Chairperson

Roll Call of Member Agencies

Secretary

## Primary Board Members

Chris Costamagna, Chairperson

Deputy Chief, Sacramento Fire Department

Mike McLaughlin, Vice Chairperson

Fire Chief, Cosumnes Fire Department

Chad Wilson, Board Member

Division Chief, Folsom Fire Department

Tyler Wagaman, Board Member

Assistant Chief, Sacramento Metropolitan Fire District

**AGENDA UPDATE:** An opportunity for Board members to (1) reorder the agenda; and (2) remove agenda items that are not ready for presentation and/or action at the present Board meeting.

**PUBLIC COMMENT:** An opportunity for members of the public to address the Governing Board on items within the subject matter jurisdiction of the Board. Duration of comment is limited to three (3) minutes.

**RECESS TO CLOSED SESSION: Approximately 2 hours (9:00 – 11:00 a.m.)**

### 1. CONFERENCE WITH LABOR NEGOTIATOR\*

Pursuant to Government Code Section 54957.6

District Negotiator(s)

Counsel, Lindsay Moore

Employee Organization(s)

Kylee Soares, Deputy Director, Operations

Teamsters Local 856

Teamsters Local 150

### 2. PERSONNEL ISSUES\*

Pursuant to California Governing Code Section 54957

a. Discipline/Dismissal/Release (2 matters)

b. Public Employee Appointment: Interim Executive Director

### 3. CONFERENCE WITH LEGAL COUNSEL: Anticipated Litigation\*

a. Pursuant to California Government Code Section 54956.9(b)

The Board will meet in closed session to discuss significant exposure to litigation.  
Two (2) potential cases

b. Pursuant to California Government Code Section 54956.9(a)

The Board will meet in closed session to discuss one (1) case of pending litigation  
Sacramento Regional Public Safety Communications Center v. Tyler Technologies, Inc.  
Case No. 2:18-cv-01792-KJM-KJN

**RECONVENE TO OPEN SESSION: Begins at 11:00 a.m.**

00116165.3

\* INDICATES NO ATTACHMENT

**CONSENT AGENDA:** Matters of routine approval including, but not limited to Board meeting synopsis, payroll reports, referral of issues to committee, other consent matters. Consent Agenda is acted upon as one unit unless a Board member requests separate discussion and/or action.

- |   |      |     |
|---|------|-----|
| 1. Board Meeting Synopsis (May 19 and May 23, 2019) | Page | 4-7 |
|---|------|-----|

PROPOSED ACTION: Motion to Approve Consent Agenda

**ACTION ITEMS:**

- |  |      |      |
|--|------|------|
| 1. Approval of Interim Executive Director Retired Annuitant Contract | Page | 8-15 |
|--|------|------|

**DISCUSSION/POSSIBLE ACTION:**

None.

**INFORMATION:**

- |                                 |      |       |
|---------------------------------|------|-------|
| 1. Communications Center Report | Page | 16-21 |
| 2. Closed Service Requests      | Page | 22    |

**CENTER REPORTS:**

1. Deputy Director (Soares)\*
2. Deputy Director (House)\*
3. Medical Director (Dr. Mackey)\*

**CORRESPONDENCE:**

None.

**ITEMS FOR DISCUSSION AND POTENTIAL PLACEMENT ON A FUTURE AGENDA:**

**BOARD MEMBER COMMENTS:**

**ADJOURNMENT:**

The next scheduled Board Meeting is June 11, 2019.

Location: 10545 Armstrong Ave, Mather, CA 95655-4102  
Time: 9:00 a.m.  
Distribution: Board Members, Alternates, and Chiefs  
Posted at: 10230 Systems Parkway, Sacramento, CA 95827  
[www.srfecc.ca.gov](http://www.srfecc.ca.gov)  
10545 Armstrong Ave, Mather, CA 95655-4102

**DISABILITY INFORMATION:**

In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the Executive Director's Office at (916) 228-3070. Notification at least 48 hours prior to the meeting will enable the Center to make reasonable arrangements to ensure accessibility to this meeting.

00116165.3

*\*INDICATES NO ATTACHMENT*

**POSTING:**

This is to certify that on May 24, 2019, I posted a copy of the agenda:

- at 10230 Systems Parkway, Sacramento, CA 95827
- on the Center's website which is: [www.srfec.ca.gov](http://www.srfec.ca.gov)
- 10545 Armstrong Ave, Mather, CA 95655-4102



Clerk of the Board

00116165.3

*\*INDICATES NO ATTACHMENT*

# SPECIAL GOVERNING BOARD MEETING

May 23, 2019

## GOVERNING BOARD MEMBERS

Deputy Chief Chris Costamagna	Sacramento Fire Department
Assistant Chief Tyler Wagaman	Sacramento Metropolitan Fire District
Deputy Chief Paul Zehnder	Cosumnes Community Services District
Division Chief Chad Wilson	Folsom Fire Department

## GOVERNING BOARD MEMBERS ABSENT

## COMMUNICATIONS CENTER MANAGEMENT

Kylee Soares	Deputy Director – Operations
Diane House	Deputy Director - Administration

## OTHERS IN ATTENDANCE

Lindsay Moore	Counsel, SRFECC
Janice Parker	Administrative Analyst, SRFECC

The meeting was called to order and roll call taken at 1:06 p.m.

1. There were no agenda updates.
2. There was no public comment.
3. The Pledge of Allegiance was recited

### 4. CLOSED SESSION:

Closed session was convened at 1:06 p.m.

#### 1. CONFERENCE WITH LABOR NEGOTIATOR\*

Pursuant to Government Code Section 54957.6

District Negotiator(s)	Diane House, Deputy Director, Administration
Employee Organization(s)	Kylee Soares, Deputy Director, Operations Teamsters Local 150

#### 2. PERSONNEL ISSUES\*

Pursuant to California Governing Code Section 54957

- a. Discipline/Dismissal/Release (2 matters)
- b. Public Employee Appointment: Interim Executive Director

#### 3. CONFERENCE WITH LEGAL COUNSEL: Anticipated Litigation\*

- a. Pursuant to California Government Code Section 54956.9(a)

The Board will meet in closed session to discuss one (1) case of pending litigation Sacramento Regional Public Safety Communications Center v. Tyler Technologies, Inc. Case No. 2:18-cv-01792-KJM-KJN

### 5. OPEN SESSION:

Open session was re-convened at 2:27 p.m.

The Board met in closed session and received an update regarding negotiations. Direction

was given; no action was taken.

During closed session the Board received an update regarding two separate personnel issues.

Regarding 2a., Discipline/Dismissal/Release (2 matters) - no action was taken, but direction was given.

Regarding 2b., Public Employee Appointment: Interim Executive Director – This item will be placed on the May 28<sup>th</sup> Board Meeting agenda for Board action.

During closed session the Board received an update regarding anticipated litigation; no action was taken.

The meeting of the Governing Board was adjourned at 2:27 p.m.

The next regularly scheduled Board Meeting is Tuesday, May 28, 2019, at 9:00 a.m., at Metro Headquarters, 10545 Armstrong Ave – Rooms #320, Mather, CA 95655-4102.

Respectfully submitted,



Janice Parker  
Clerk of the Board

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Chris Costamagna, Chairperson

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Mike McLaughlin, Vice Chairperson

# SPECIAL GOVERNING BOARD MEETING

May 19, 2019

## GOVERNING BOARD MEMBERS

Deputy Chief Chris Costamagna	Sacramento Fire Department
Assistant Chief Tyler Wagaman	Sacramento Metropolitan Fire District
Chief Mike McLaughlin	Cosumnes Community Services District
Division Chief Chad Wilson	Folsom Fire Department

## GOVERNING BOARD MEMBERS ABSENT

## COMMUNICATIONS CENTER MANAGEMENT

Kylee Soares	Deputy Director – Operations
Diane House	Deputy Director - Administration

## OTHERS IN ATTENDANCE

Lindsay Moore	Counsel, SRFECC
Janice Parker	Administrative Analyst, SRFECC

The meeting was called to order and roll call taken at 10:07 a.m.

1. The Pledge of Allegiance was recited.
2. There were no agenda updates.
3. There was no public comment.

### 4. CLOSED SESSION:

#### 1. CONFERENCE WITH LEGAL COUNSEL: Anticipated Litigation\*

- a. Pursuant to California Government Code Section 54956.9(a)

The Board will meet in closed session to discuss one (1) case of pending litigation  
Sacramento Regional Public Safety Communications Center v. Tyler Technologies, Inc.  
Case No. 2:18-cv-01792-KJM-KJN

Closed session was convened at 10:08 a.m.

### 5. OPEN SESSION:

Open session was re-convened at 11:50 a.m.

The Board discussed anticipated litigation, direction was given; no action was taken.

The meeting of the Governing Board was adjourned at 11:51 a.m.

The next regularly scheduled Board Meeting is Tuesday, May 28, 2019, at 9:00 a.m., at Metro Headquarters, 10545 Armstrong Ave – Rooms #320, Mather, CA 95655-4102.

Respectfully submitted,



Janice Parker  
Clerk of the Board

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Chris Costamagna, Chairperson

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Mike McLaughlin, Vice Chairperson

**AGREEMENT FOR SERVICES  
BETWEEN THE  
SACRAMENTO REGIONAL PUBLIC SAFETY COMMUNICATIONS CENTER  
AND  
MARC BENTOVOJA,  
RETIRED ANNUITANT  
(Interim Executive Director)**

This Agreement (“Agreement”) for the services of Interim Executive Director is by and between the Sacramento Regional Public Safety Communications Center, a joint powers authority organized and existing under the laws of the State of California (“Center”) and Marc Bentovoja (“Annuitant”) (together, they are referred to as “Parties,” and individually, as a “Party”).

**I. SPECIAL RESOLUTIONS OF THE CENTER**

- A. Marc Bentovoja is a retired annuitant receiving CalPERS benefits.
- B. Annuitant is deemed by the Center to possess specialized skills.
- C. The position of Interim Executive Director will be for a limited duration, to fill the position during the leave of the incumbent and, if necessary, while the Center recruits a permanent Executive Director and/or until the temporary need for services ends.
- D. Marc Bentovoja wishes to remain, and will remain, a retired annuitant during the entire term of this Agreement, pursuant to Government Code sections 21220, et seq.
- E. Center shall enroll Marc Bentovoja with the California Public Employee Retirement System (CalPERS) solely for the recordkeeping purposes of CalPERS, pursuant to Government Code section 21220.

**II. HOURS OF WORK**

- A. Annuitant’s first day of work is May 28, 2019.
- B. Under no circumstances shall Annuitant be compensated for work in excess of nine hundred sixty (960) hours in one (1) fiscal year.
  - 1. One full day of service shall be recorded as eight (8) hours.
  - 2. A half day of service shall be recorded as four (4) hours.
- C. Annuitant shall submit to the Board, at the end of each month, a schedule of hours worked in that month.



1. The submission shall document whether the work was:
  - a. Completed on site or remotely; and
  - b. In either full day or half day increments.
- D. Center shall report to CalPERS, on a monthly basis, the pay rate and hours worked by Annuitant.

### **III. COMPENSATION**

- A. Annuitant shall be paid Eighty-Nine Dollars and Sixty-Nine Cents (\$89.69) per hour.
  1. A full-day of service (eight hours) is Seven Hundred Seventeen Dollars and Fifty-Two Cents (\$717.52).
  2. A half-day of service (four hours) is Three Hundred Fifty-Eight Dollars and Seventy-Six Cents (\$358.76).
- B. The rate has been established pursuant to Government Code sections 21220, et seq.

### **IV. PROFESSIONAL DUTIES AND RESPONSIBILITIES**

Annuitant shall perform the duties and responsibilities set forth in the job description which is attached hereto as Appendix "A."

### **V. HEALTH/WELFARE BENEFITS AND LIABILITY INSURANCE**

- A. Except as expressly required by law, Annuitant shall not receive any benefits, incentives, compensation in lieu of benefits, or any other forms of compensation in addition to the rate set forth in Section III above.
- B. Annuitant shall be covered as an employee of the Center under the Center's general liability, property, and automobile insurance policies for any claims covered by the Center's insurance policies, which arise out of, or are related to, Annuitant's performance of his duties under this Agreement.

### **VI. TERMINATION OF AGREEMENT**

This Agreement may be terminated prior to its normal expiration date by:

- A. Mutual agreement of the Parties.

**B. Center's Option:**

1. The Center shall have the right to terminate this Agreement at any time, effective upon personally served written notice to Annuitant.
  - a. Center shall pay Annuitant for the days of service actually rendered by Annuitant prior to termination.
  - b. Center shall not be liable for any lost profits which might have been made by Annuitant had the Agreement not been terminated or had Annuitant completed the services envisioned by this Agreement.
  - c. Upon such notice, Annuitant shall immediately cease rendering services pursuant to this Agreement.

**C. Annuitant's Option:**

1. Annuitant shall have the right to terminate this Agreement upon giving at least thirty (30) calendar days' written notice.
2. Center shall pay Annuitant for the days of service actually rendered by Annuitant prior to termination of this Agreement.

**VII. GENERAL PROVISIONS**

- A. This Agreement is the full and complete Agreement between the Parties.
  1. This Agreement can be changed or modified only in writing, signed by the Parties or their successors in interest to this Agreement.
  2. If any Board policy, regulation, etc. is inconsistent with this Agreement, this Agreement shall prevail.
- B. Should any term, condition, covenant, or provision of this Agreement be held by a court of competent jurisdiction to be invalid, void, or unenforceable, the remaining provisions shall continue in full force and effect, unless to do so would frustrate the intent and purpose of this Agreement.
- C. This Agreement shall be construed in all respects and in accordance with and governed by the laws and decisions of the State of California. Venue shall be in El Dorado County.
- D. This Agreement shall ensure to the benefit and be binding upon the heirs, administrators, successors, and assigns of the Parties hereto.

IN WITNESS HERETO, we affix our signatures to this Agreement as the full and complete understanding of the relationships between the Sacramento Regional Public Safety Communications Center and Marc Bentovoja.

**BOARD OF DIRECTORS**

By: \_\_\_\_\_

\_\_\_\_\_ Date

**ACCEPTANCE**

I accept this offer of employment and agree to comply with the conditions of this offer and to fulfill all of the duties of employment of Interim Executive Director with the Sacramento Regional Public Safety Communications Center.

By:  \_\_\_\_\_  
Marc Bentovoja

\_\_\_\_\_ 5-17-2019  
Date

**APPENDIX “A”**

Job Description

## **JOB DESCRIPTION AND MINIMUM QUALIFICATIONS**

### **POSITION SUMMARY:**

This is a contractual, at-will position that is exempt under the guidelines of the Fair Labor Standards Act (FLSA) and is not represented by an employee bargaining unit. The incumbent serves as the executive officer for the fire and emergency medical systems communications center that provides services for participating fire agencies primarily serving the County of Sacramento under the general direction of the Governing Board.

### **KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

The Executive Director should possess the following specific knowledge and abilities:

#### Knowledge of:

- The principles and practices of public administration, financial management, and personnel management.
- Regulatory agencies, laws, regulations, and policies that pertain to a public emergency communications agency.
- Complex computer, radio and telephone systems relating to public safety dispatching systems.

#### Ability to:

- Accomplish the essential functions specified in this job description.
- Recognize the need for the establishment of new or revised policies, procedures, and methods of operation to better maintain an effective public safety communications center.
- Work with the Governing Board, member agencies contracting agencies, other appropriate agencies and groups and the general public in a positive manner.

### **ESSENTIAL FUNCTIONS:**

The statements contained herein reflect general details as necessary to describe the principle functions of this job, the level of knowledge and skills typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements.

- Manage the communications center in an effective and efficient manner within the policy parameters established by the Governing Board.
- Develop and propose goals, objectives and strategies for consideration by the Governing Board.
- Implement administrative, operational and technical procedures that support the goals, objectives and strategies and policies approved by the Governing Board.
- Develop and propose preliminary and final budgets for consideration by the Governing Board.

- Implement financial procedures that support budgets approved by the Governing Board.
- Ensure compliance with laws, regulations and policies pertaining to the communications center.
- Participate in Governing Board meetings and provide comprehensive and timely reports to the Governing Board.
- Hire, counsel, discipline and terminate employees in accordance with accepted management practices, Board-adopted Position Authorization Document, and communications center policy.
- Provide general supervision of and review work completed by the Deputy Director, Technical Systems Manager and administrative staff for quality control and compliance with policies.
- Interpret policy parameters for and work with the communications center's legal counsel on labor, contractual and other legal issues.
- Advise and confer with members of the Governing Board and with the staff and governing bodies of member agencies.
- Coordinate the communications center's operational and technical procedures with appropriate agencies and groups, including the Member Agency Chiefs, the Sacramento County Fire Chiefs Association, the Communications Task Force Group, the Systems Management Group and the Geographic Information Systems Committee. This coordination excludes communications center policy and budget matters.
- Represent the communications center with other public agencies and the community at large.

**MINIMUM QUALIFICATIONS:**

Offers of employment are contingent upon successful completion of a background investigation and a physical examination to include a drug screen.

**EDUCATION/EXPERIENCE:**

Any combination of training and experience that could likely provide the required knowledge and abilities may be qualifying. A typical way to obtain this would be:

Education/Training:

A Bachelor's Degree from an accredited college or university in public or business administration, fire service management, criminal justice or closely related field is required. A masters or higher degree in the same fields is preferred but not mandatory.

Experience:

A minimum of five years' experience in a public emergency fire communications agency, including at least two years at the managerial level with budgeting and planning experience is required.

**PERSONAL QUALITIES:**

The incumbent needs to possess the highest qualities of leadership and integrity.

**PHYSICAL REQUIREMENTS:**

- Physical abilities must be commensurate with essential functions of the position.

- No person shall pose a direct threat to themselves or to the health and safety of other individuals in the work place, or to the public they serve.

**LICENSE:**

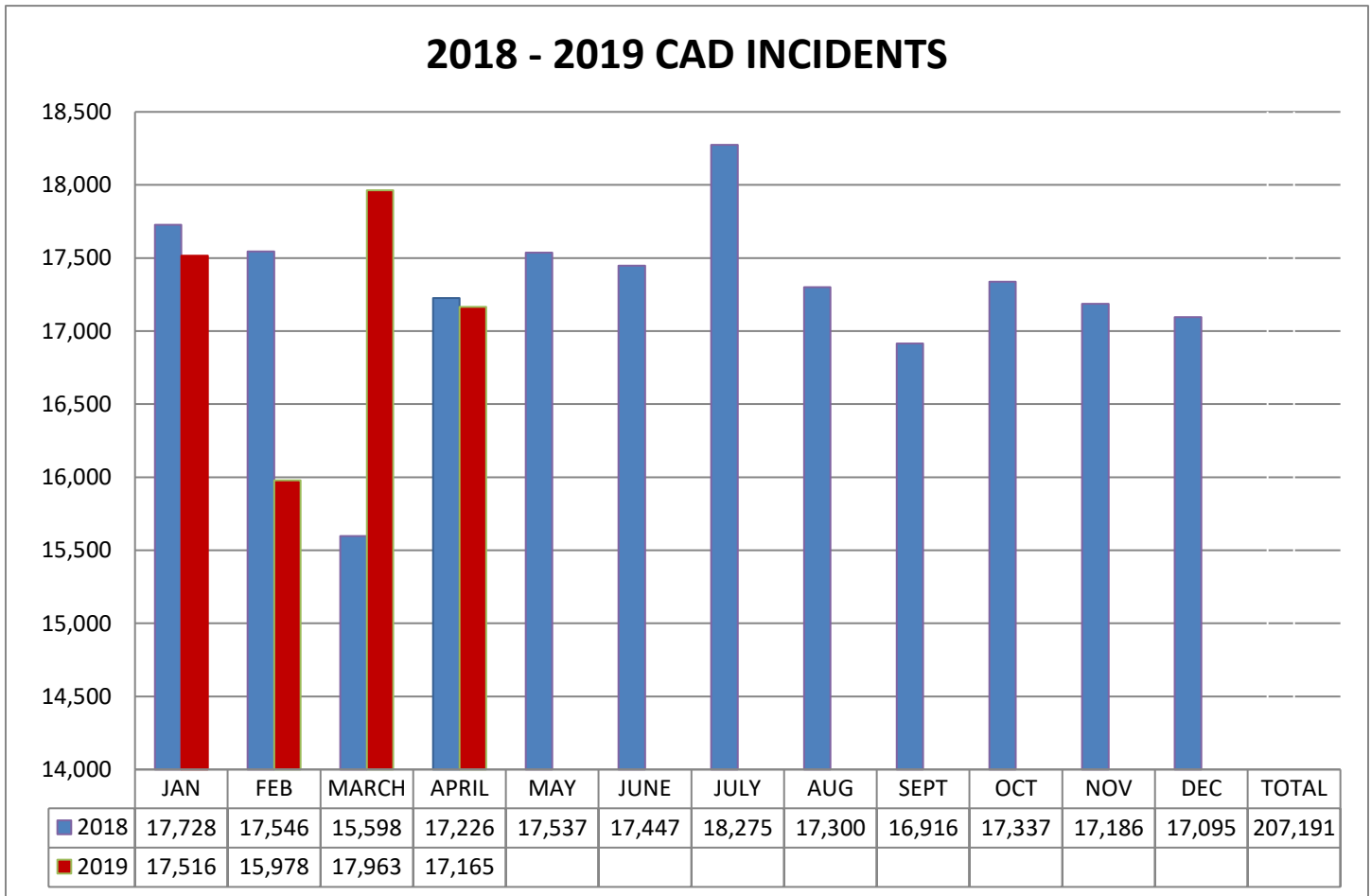
- Possession of, and ability to maintain, a current valid California Driver's License, Class C is a condition of employment.

SRFECC is an equal opportunity employer through Affirmative Action. The Immigration Reform and Control Act requires US Citizenship or authorization to work in the US. Documentation must be presented at the time of hire. Special testing arrangements may be made to accommodate disabilities.

SRFECC does not discriminate on the basis of race, religion, color, sex, age, national origin, disability or any other characteristic prohibited by federal, state or local law.

# CAD Incidents - APRIL, 2019

**Total number of CAD incidents entered for April: 17,165**

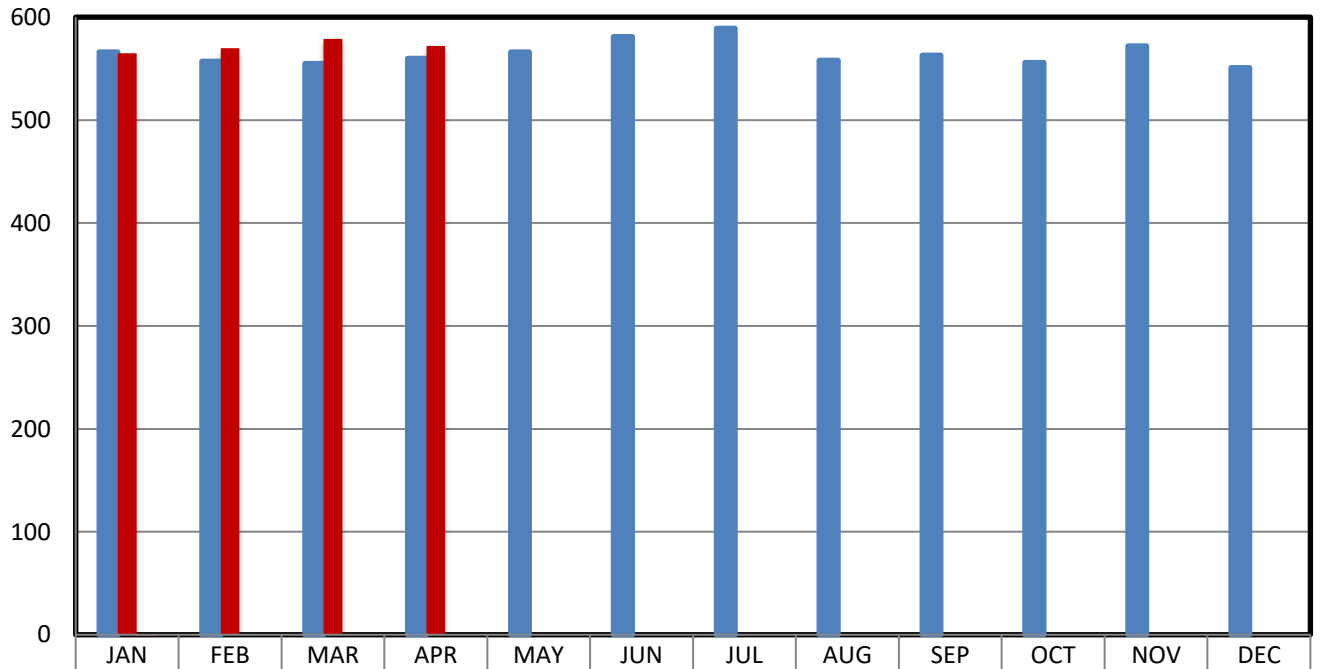




# CAD Incidents - APRIL, 2019

*Average number of CAD incidents entered per day for April: 572*

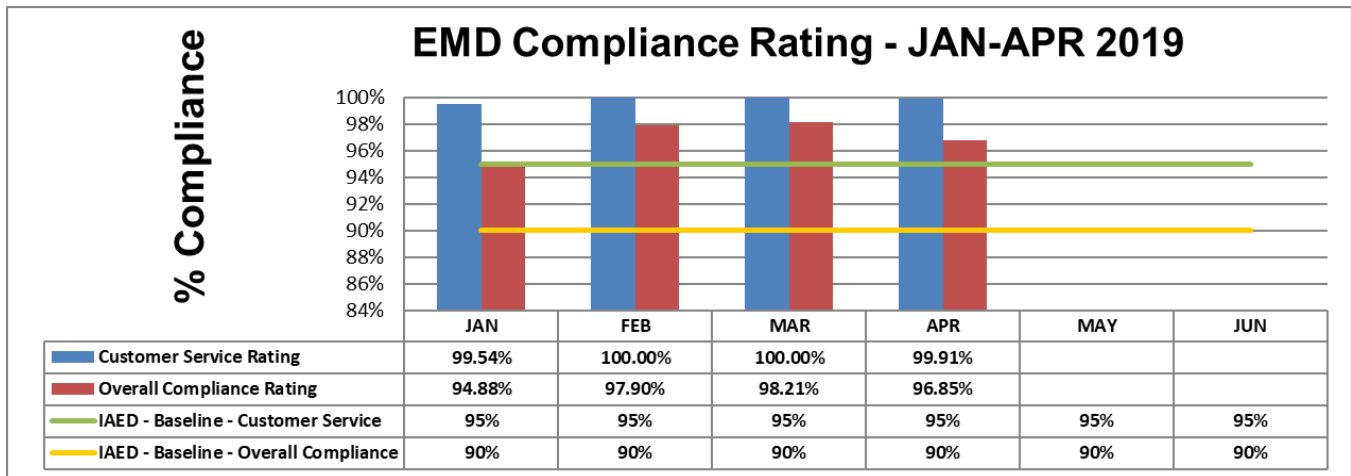
## Average Number of Incidents Per Day



	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
■ 2018	566	557	555	560	566	581	589	558	563	556	572	551
■ 2019	565	570	579	572								
■ % CHANGE	-0.18%	2.28%	4.15%	2.10%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

## Emergency Medical Dispatching (EMD) Compliance Scores

- Customer Service Score Average\* (Baseline Requirement of 95%)
  - Overall Customer Service Score – APR: 100%
  - Overall Customer Service Score – JAN to APR: 99.91%
  
- Overall Compliance Score Average\* (Baseline Requirement of 90%)
  - Overall Compliance Score – APR: 95.93%
  - Overall Compliance Score – JAN to APR: 96.85%



*\*Effective Emergency Medical Dispatch (EMD) practices are based on the consistent use of medically approved dispatch protocols. EMD or the Medical Priority Dispatching System (MPDS) is in part based on published standards of the International Academy of Emergency Dispatch (IAED) in consultation with the National Association of EMS Physicians (NAEMSP), the American Society for Testing and Materials (ASTM), the American College of Emergency Physicians (ACEP), the U.S. Department of Transportation (USDOT), the National Institutes of Health (NIH), the American Medical Association (AMA), and more than 30 years of research, development, and field testing throughout the world. Overall, the dispatch protocols are established by the IAED Board of Fellows, which is also responsible for setting the accreditation process of the International Academy. Per IAED, the Quality Improvement/Assurance standards require a consistent, cumulative MPDS incident case review of at or above the stated baseline percentage.*

# SRFECC Telephony Performance Measure April 2019

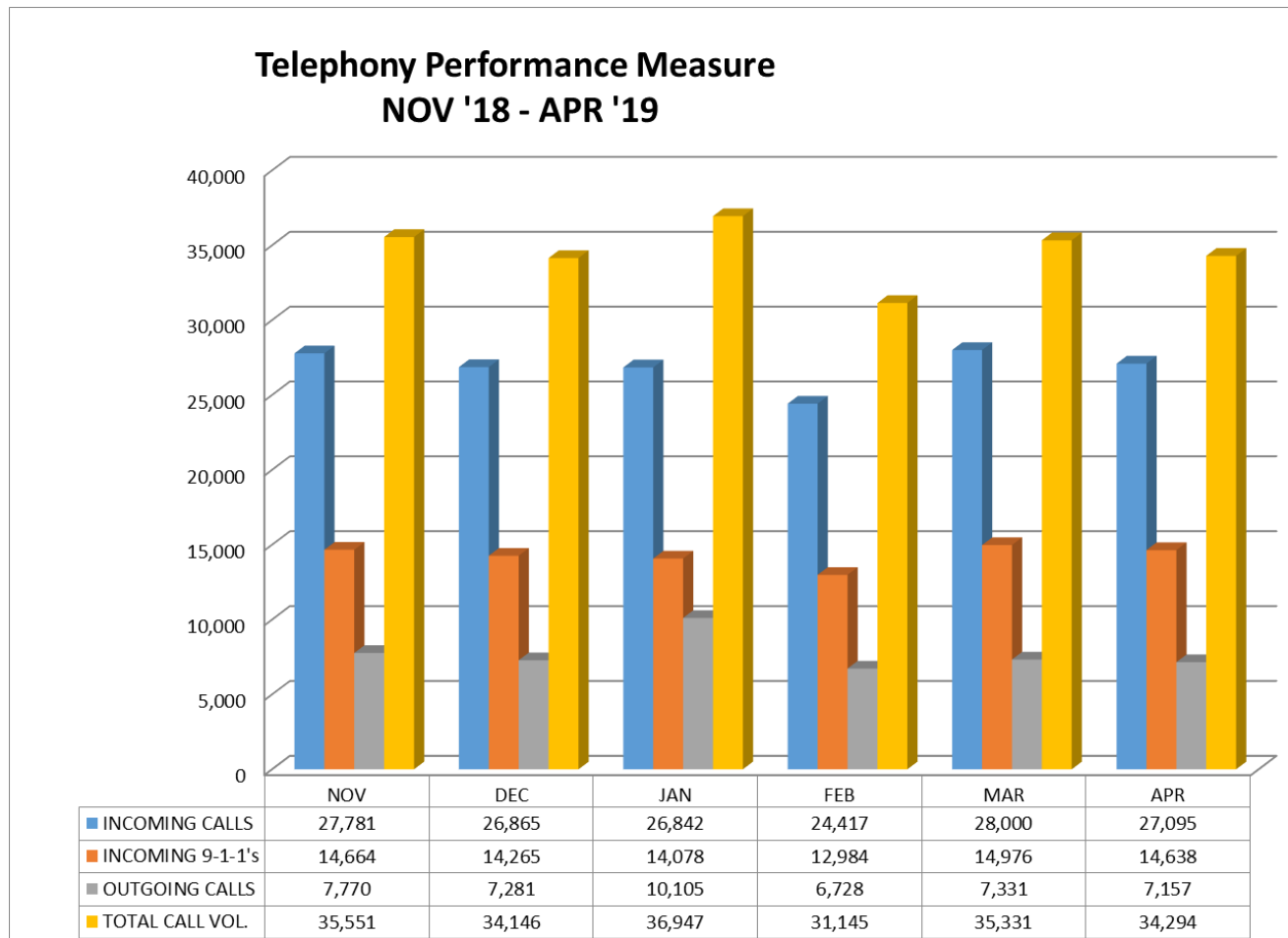
The following data is the telephony performance measures for the Sacramento Regional Fire/EMS Communications Center (SRFECC) during the month of April, 2019 for all incoming and outgoing calls to and from the Center on 9-1-1 lines, Seven-Digit Emergency (7DE) lines, Allied Agencies (i.e. Sacramento Police Dept.), Alarm Company lines, as well as Seven-Digit Administrative lines.

## Summary of Information

During the month of April, 2019 dispatch staff processed **27,095** incoming calls and **7,157** outgoing calls for a total call volume of **34,294**.

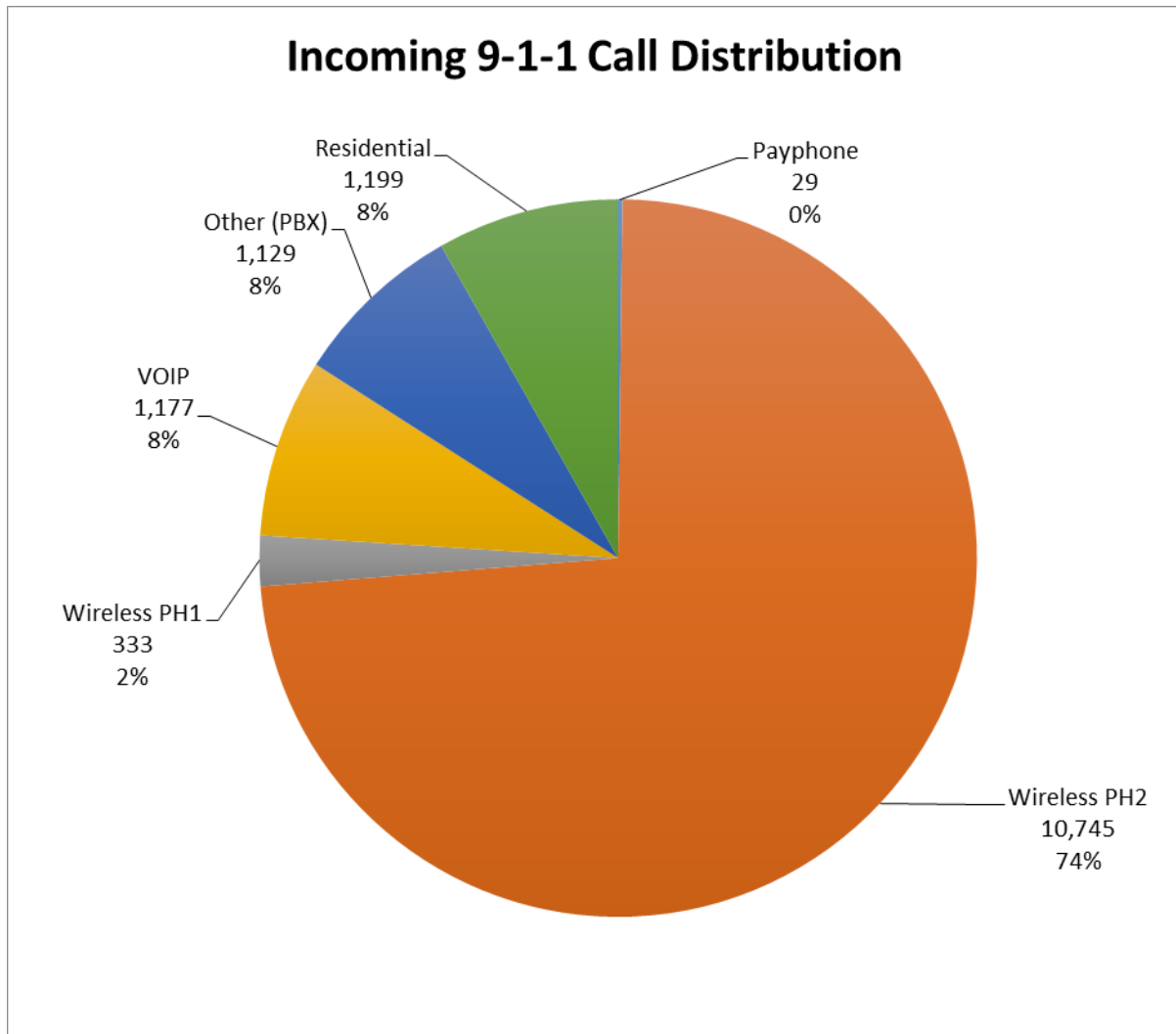
## Detailed Breakdown of Information – Incoming Lines

- **9-1-1 Emergency lines: 14,638**
- **“Seven-Digit” Emergency lines (7DE): 3,848**
- **Allied Agency/Alarm Companies: 3,171**
- **Non-Emergency/Administrative (7DA) lines: 5,459**



# SRFECC Telephony Performance Measure April 2019

The following data represents incoming call distribution according to class of service.  
April totals: **14,638** incoming 9-1-1 calls:



# SRFECC Telephony Performance Measure April 2019

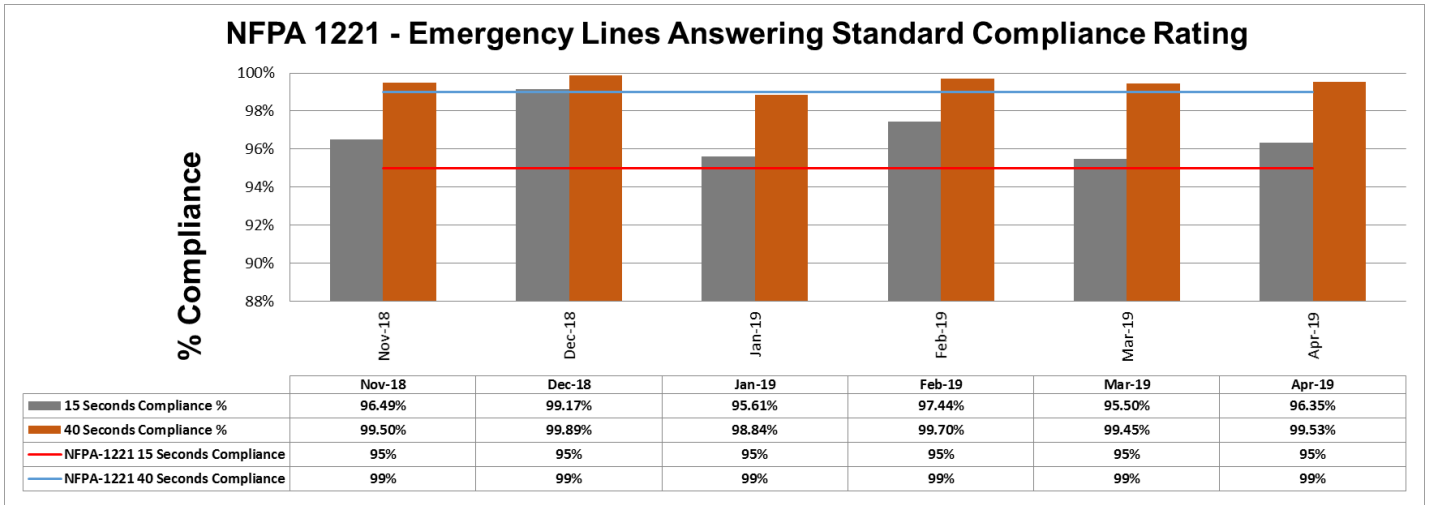
## Emergency Lines Answering Standard: NFPA-1221 (2016 Edition)

According to NFPA-1221 (2016 ed.), Chp. 7, Sec. 7.4 – Operating Procedures:

**Rule 7.4.1:** *“Ninety-five percent of alarms received on emergency lines shall be answered within 15 seconds, and 99 percent of alarms shall be answered within 40 seconds.”*

NFPA-1221 (2016 ed.) recommends that all calls received on emergency lines shall be answered within 15 seconds 95% of the time and 99% percent of emergency lines shall be answered within 40 seconds – In April, the dispatch team answered all calls on emergency lines within 15 seconds **96.35%** of the time and answered within 40 seconds **99.53%**.

The following chart represents the Emergency Lines Answering Standard under NFPA-1221 (2016 ed.), Chapter 7, Section 7.4 – Operating Procedures, Rule 7.4.1 for identifying the 2017-2019 compliance performance ratings.



# Opened vs. Closed Service Requests per Category

Date range 04/01/2019 - 04/30/2019

Category	Opened SRs	Closed SRs	Total (Opened - Closed)
CAD	12	21	-9
Communications	6	2	4
Email	8	10	-2
Facility	0	2	-2
GIS	16	12	4
Hardware	7	12	-5
Information Only	1	1	0
Intrado Phone System	3	3	0
Operations	3	2	1
Profile	1	2	-1
Software	7	12	-5
<b>Total</b>	<b>64</b>	<b>79</b>	<b>-15</b>

**Service Requests Closed in April**

