



Sacramento Regional Fire/EMS Communications Center
10230 Systems Parkway, Sacramento, CA 95827-3006
www.srfecc.ca.gov

9:00 a.m.

Tuesday, December 14, 2021

REGULAR MEETING OF THE GOVERNING BOARD OF SRFECC
10545 Armstrong Ave – Room #385
Mather, CA 95655-4102

Public Remote Access at:

[Join Microsoft Teams Meeting](#)

[+1 916-245-8065](tel:+19162458065) United States, Sacramento (Toll)

Conference ID: 950 282 072#

[Local numbers](#) | [Reset PIN](#) | [Learn more about Teams](#) | [Meeting options](#)

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

Call to Order

Chairperson

Roll Call of Member Agencies

Clerk of the Board

Primary Board Members

Chris Costamagna, Chairperson

Tyler Wagaman, Vice Chairperson

Troy Bair, Board Member

Chad Wilson, Board Member

Deputy Chief, Sacramento Fire Department

Deputy Chief, Sacramento Metropolitan Fire District

Deputy Chief, Cosumnes Fire Department

Division Chief, Folsom Fire Department

Pledge of Allegiance

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.

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Please Note:

The Public's health and well-being are the top priority for the Board of Directors ("Board") of Sacramento Regional Fire/EMS Communications Center and therefore, because of the potential threat of COVID-19 (Coronavirus), public access to this meeting will be available through the link set forth above.

PRESENTATION:

None

* INDICATES NO ATTACHMENT

CENTER REPORTS:

- 1. Medical Director Dr. Mackey*

RECESS TO CLOSED SESSION:

- 1. CONFERENCE WITH LABOR NEGOTIATOR*

Pursuant to Government Code Section 54957.6

Center Negotiator(s) Lindsay Moore, Counsel
Ty Bailey, Executive Director
Employee Organization(s) Teamsters Local 150
Teamsters Local 856
Unrepresented Administrators

- 2. PERSONNEL ISSUES*

Pursuant to California Governing Code Section 54957

a. Employee Evaluation: Executive Director
Deputy Director
Operations Manager
b. Public Employment: Executive Director
Medical Director
Deputy Director
Operations Manager

- 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

RECONVENE TO OPEN SESSION AT ESTIMATED TIME: 11:00 a.m.

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 (November 9, 2021) Page 5
- 2. Special Board Meeting Synopsis (November 9, 2021)
- 3. Final Peraton Letter of Credit Amendment

PROPOSED ACTION: Motion to Approve Consent Agenda

ACTION ITEMS:

- 1. Approval of Contract for Operations Manager Services*
- 2. Approval of Contract for Chief Executive Director Services between Sacramento Fire Department and SRFEC*
3. Approval of Quotation for Automatic Call Distribution (ACD) Page 22
a. Staff Report - ACD
- 4. Approval of New Board Policy 2.008 - Employment of Family Members and Persons with Personal Relationships Page 28
- 5. Approval of updated Board Policy 2.001 – Chief Executive Director – Duties And Responsibilities Page 31
- 6. Election/Reelection of Board Chairperson*

* INDICATES NO ATTACHMENT

7. Election/Reelection of Board Vice Chairperson*

DISCUSSION/POSSIBLE ACTION:

None

INFORMATION:

- | | |
|--|---------|
| 1. Communications Center Statistics | Page 34 |
| 2. Financial Reports | Page 39 |
| a. Monthly Credit Card Usage Statement | |
| b. Budget to Actuals | |
| c. Umpqua Lease Update | |
| 3. Recruitment Update | Page 47 |
| 4. PAD Update | Page 48 |
| 5. Project Update | Page 49 |

CENTER REPORTS:

1. Executive Director Bailey*
2. Deputy Director House – Administration*
3. Operations Manager Todd – Operations*

CORRESPONDENCE:

None

ITEMS FOR DISCUSSION AND POTENTIAL PLACEMENT ON A FUTURE AGENDA:

None

BOARD MEMBER COMMENTS:

ADJOURNMENT:

The next scheduled Board Meeting is January 11, 2022.

Location: 10545 Armstrong Ave, Mather, CA 95655-4102

Time: 9:00 a.m.
Board Members, Alternates, and Chiefs

Posted at: 10230 Systems Parkway, Sacramento, CA 95827
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.

* INDICATES NO ATTACHMENT

POSTING:

This is to certify that on December 10, 2021, a copy of the agenda was posted:

- at 10230 Systems Parkway, Sacramento, CA 95827
- at 10411 Old Placerville Rd – Suite #210, Sacramento, CA 95827
- on the Center's website which is: www.srfecc.ca.gov
- 10545 Armstrong Ave, Mather, CA 95655-4102

A handwritten signature in black ink that reads "Marissa Shmatovich". The signature is written in a cursive, flowing style.

Clerk of the Board

REGULAR GOVERNING BOARD MEETING

November 9, 2021

GOVERNING BOARD MEMBERS

Deputy Chief Chris Costamagna	Sacramento Fire Department
Deputy Chief Adam Mitchell	Sacramento Metropolitan Fire District
Division Chief Chad Wilson	Folsom Fire Department
Deputy Chief Troy Bair	Cosumnes Community Services District

GOVERNING BOARD MEMBERS ABSENT

COMMUNICATIONS CENTER MANAGEMENT

Ty Bailey	Executive Director
Diane House	Deputy Director – Administrative
Julee Todd	Operations Manager

OTHERS IN ATTENDANCE

Lindsay Moore	Counsel, SRFEC
Marissa Shmatovich	Executive Assistant, SRFEC
Chief Scott Williams	Assistant Chief, Sacramento Fire Department
Dr. Kevin Mackey	Medical Director, SRFEC

NOTE: Because the Governor declared a State of Emergency to exist in California as a result of the threat of COVID-19 (aka the Coronavirus) attendance by the public at this meeting was by telephonic means only and was made accessible to members of the public solely through the link set forth below.

Join Microsoft Teams Meeting

+1 916-245-8065 United States, Sacramento (Toll)

Conference ID: 950 282 072#

The meeting was called to order and roll call taken at 9:02 a.m.

1. The Pledge of Allegiance was recited.
2. There were no agenda updates.
3. There was no public comment.
3. Richardson & Sons presented the FY20/21 Financial Audit outcome and findings. Report enclosed.
4. Dr Mackey
 - a. Participated in EMS Leadership Forum in Dallas, addressing workforce shortages. EMS workforce shortages are common across the country, with two of the highlighted reasons as no upward mobility and substandard pay.
 - b. Completed COVID booster and Flu Vaccine clinic at Dispatch
 - c. Partnering with SFD to administer Moderna booster clinic for City of Sacramento
 - d. MIH Medical Director, with official MIH kickoff on 11/15
 - e. Fire Academy teaching, in partnership with SFD and FFD
 - f. Tourniquet case review
 - g. Quality Assurance review, with face-to-face case reviews in fire houses

5. CLOSED SESSION:

1. CONFERENCE WITH LABOR NEGOTIATOR*

Pursuant to Government Code Section 54957.6

Center Negotiator(s) Lindsay Moore, Counsel
Ty Bailey, Executive Director

Employee Organization(s) Teamsters Local 150
Teamsters Local 856
Unrepresented Administrators

2. PERSONNEL ISSUES*

Pursuant to California Governing Code Section 54957

- a. Employee Evaluation: Executive Director
- b. Employee Evaluation: Medical Director
- c. Employee Evaluation: Deputy Director of Administration
- d. Employee Evaluation: Deputy Director of Operations

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

Closed session was convened at 9:37 a.m.

Open session was reconvened at 11:11 a.m.

- 1. Direction was given to legal counsel; no formal action was taken.
- 2. Direction was given to legal counsel; no formal action was taken.
- 3. The Board received an update; no formal action was taken.

7. 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.

A motion was made by Chief Wilson and seconded by Chief Bair to approve the consent agenda and Board Meeting minutes (September 14, 2021).

AYES: Sacramento Fire Department, Sacramento Metro, Folsom Fire, Cosumnes Services District

NOES:

ABSENT:

ABSTAIN:

Motion passed.

8. ACTION ITEMS:

1. Approval of Managed Services Contract with Direct Technologies

A motion was made by Chief Wilson and seconded by Chief Bair to approve the Managed Services Contract with Direct Technologies.

AYES: Sacramento Fire Department, Folsom Fire, Cosumnes Services District

NOES:

ABSENT:
ABSTAIN:

Motion passed.

2. Approval of Peraton Letter of Credit Amendment

A motion was made by Chief Bair and seconded by Chief Wilson to approve the Peraton Letter of Credit Amendment.

AYES: Sacramento Fire Department, Folsom Fire, Cosumnes Services District
NOES:
ABSENT:
ABSTAIN:

8. DISCUSSION/POSSIBLE ACTION:

None

9. INFORMATION:

None

10. CENTER REPORTS

1. Executive Director Bailey

ED Bailey opened with a sincere thank you to DD House and the finance team for completion of audit. The Center completed Telestaff go live in November. Thank you to Marissa Shmatovich and Operations for collaborative work on project completion.

Bailey also shared the transition for the Executive Director position began.

The Center and the CAD team completed the first phase of CAD training for CAD build team, with additional training taking place over the coming weeks.

ED Bailey concluded with congratulations to Academy 21-2 that graduated on 10/29/21. The graduates are now in call taker training. Thank you to Training Supervisor Quintard and trainers for the success of this academy. The Center expects higher success rates moving forward and plans for another academy January 2022.

2. Deputy Director House

DD House opened with a CAD Project update: go-live remains on track for 9/2022. CAD File Data maintenance training has shown great progress in the system. Some previous identified gaps are already resolved, and anticipate additional resolutions.

SETNA Funds: receive funds from CALOES 911 branch. Center's allotment was frozen due to the state's decision to move from on-prem phone system to cloud based phone handling. Other agencies were received residual funding through SETNA without upgrading, so the Center has upgraded their request and the state promising that monitors and ACD will be covered. DD House will still push for additional funding for other items on the allotment list.

AT&T ACD updated quote has been reduced to \$75k, but if SETNA funding approved that would go direct to CalOES for funding

Community Relations: thank you to all agencies in welcoming Amy Wolfe into community relations

DD House closed with commendation to Cierra and Chia for their incredible work and the improvements to the financials over the years.

3. Operations Manager Director Todd

OM Todd began by sharing a training update: Congratulations to Sarah Rodriguez for sign off on Main Dispatch. There are two additional dispatchers in CRO training, and pod training has begun and is going well.

Text to 911 platform change has been postponed through OES, with no new go-live date determined.

CAD Data File Maintenance has begun, with Radio Failure Plan Training upcoming.

The Center has scheduled a deep console cleaning for late November.

OM Todd also expressed thanks to Dispatcher Wolfe for her work on Community Relations and educational events.

The Center's staffing is currently at 6 supervisors with 1 out medical until 12/1/21, 13 Dispatcher 2 with 4 out medical, 12 Dispatcher 1, and 8 recruits in call taker training.

OM Todd concluded with service anniversaries:

Lynn Walker: 22 years

Amy Wolfe: 19 years

Marlo Swett: 8 years

Denise Tackett: 8 years

Theresa Miller: 8 years

Jennifer Rooke: 8 years

10. **CORRESPONDENCE:**

None.

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

1. Schedule mid-year budget workshop following December 14, 2021 board meeting
 - a. The Board is in support of this workshop.

14. **BOARD MEMBER COMMENTS:**

Chief Mitchell

Chief Mitchell opened with congratulations to the academy. He visited the Center, saw the new training plan and commended the Center for their innovative thinking to resolve staffing. He continued with thanks and praise on completing the audit, commenting that it shows the Center is committed to being fiscally responsible. Chief Mitchell commented that the community involvement will pay dividends and thanked the Center for the hard work on outreach. He concluded that the board truly sees the hard work at the center and thanked all for their contributions.

Chief Wilson

Chief Wilson opening with appreciation for fiscal responsibility as reflected in the audit. He congratulated the Center on Telestaff implementation, as it will prove to be a helpful tool. Chief Wilson also thanked the group for the CAD training, and asked that the Center notify the board if there is

anything additional needed to keep forward momentum on the CAD project. He wished congratulations to the academy, and thanked Training Supervisor Quintard for the work to make that happen. Chief Wilson concluded with excitement regarding the CalOES allotment, and looks forward to the outcome.

Chief Bair

Chief Bair thanked all for continued effort and hard work. He appreciated the documentation of the financial audit and expressed gratitude to all at the Center.

Chief King

Chief Costamagna shared that it was wonderful to visit and continue to receive good news.

14. ADJOURNMENT:

The meeting was adjourned at 11:28 p.m.

Respectfully submitted,



Marissa Shmatovich
Clerk of the Board

Chris Costamagna, Chairperson

Tyler Wagaman, Vice Chairperson

SPECIAL GOVERNING BOARD MEETING

November 9, 2021

GOVERNING BOARD MEMBERS

Deputy Chief Chris Costamagna	Sacramento Fire Department
Deputy Chief Troy Bair	Cosumnes Community Services District
Deputy Chief Adam Mitchell	Sacramento Metropolitan Fire District
Deputy Chief Chad Wilson	Folsom Fire Department

GOVERNING BOARD MEMBERS ABSENT

Deputy Chief Chris Costamagna	Sacramento Fire Department
Deputy Chief Tyler Wagaman	Sacramento Metropolitan Fire District

COMMUNICATIONS CENTER MANAGEMENT

Ty Bailey	Executive Director
Diane House	Deputy Director – Administrative
Julee Todd	Operations Manager

OTHERS IN ATTENDANCE

Lindsay Moore	Counsel, SRFEC
Marissa Shmatovich	Executive Assistant, SRFEC
Amy Wolfe	Dispatcher, SRFEC
Assistant Chief Scott Williams	Sacramento Fire Department

NOTE: Because the Governor declared a State of Emergency to exist in California as a result of the threat of COVID-19 (aka the Coronavirus) attendance by the public at this meeting was by telephonic means only and was made accessible to members of the public solely through the link set forth below.

Public Remote Access at:

Join on your computer or mobile app

[Click here to join the meeting](#)

Or call in (audio only)

[+1 916-245-8065,,316368707#](#) United States, Sacramento

Phone Conference ID: 316 368 707#

[Find a local number](#) | [Reset PIN](#)

The meeting was called to order and roll call taken at 11:28 a.m.

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

6. ACTION ITEMS:

1. Authorization of Promotional Exam for Dispatch Supervisor by Jack Clancy & Associations

A motion was made by Chief Mitchell and seconded by Chief Wilson to authorize the Promotional Exam for Dispatch Supervisor by Jack Clancy & Associations

AYES: Sacramento Fire Department, Folsom Fire, Cosumnes Services District

NOES:

ABSENT:

ABSTAIN:

7. ADJOURNMENT:

The meeting was adjourned at 11:32 a.m.

Respectfully submitted,



Marissa Shmatovich
Clerk of the Board

Chris Costamagna, Chairperson

Tyler Wagaman, Vice Chairperson

**AMENDMENT No. 9 to the SRFECC
AMENDED AND RESTATED
SOFTWARE LICENSE AND SERVICES AGREEMENT**

This Amendment No. 9 to SRFECC AMENDED AND RESTATED SOFTWARE LICENSE AND SERVICES AGREEMENT dated March 29, 2019 (the "Agreement") for Computer Aided Dispatch System ("CAD") upgrade services is made and entered between the Sacramento Regional Fire/EMS Communications Center ("Center" or "Customer") and Peraton.

Customer and Peraton agree and recognize they have executed the following contract Amendments:

1. Amendment 1- CommandPoint® Hardware in the amount of \$512,171.00.
2. Amendment 2 - Fit/Gap Process for CommandPoint® CAD in the amount of \$199,381.00.
3. Amendment 3 - Payment Schedule to provide for milestone payments (no change in price).
4. Amendment 4 - Letter of Credit in the amount of \$25,000.00.
5. Amendment 5- Revision to the Payment Milestones and Schedule (no change in price).
6. Amendment 6 - Revision to the Payment Milestones and Schedule (no change in price).
7. Amendment 7 - Replace the CommandPoint® CAD Oracle database to Microsoft SQL Server (no change in price).
8. Amendment 8 – Five (5) Year Maintenance Agreement (Year 1 payment 274,471.00, which increases annually by 5%)

1. **SCOPE OF AMENDMENT**

- a. Peraton shall provide the Letter of Credit ("LOC") in a mutually agreeable form, in the amount of \$1,720,046.00 at a mutually agreeable time. Such LOC shall be in effect for one (1) year.
- b. The form of the LOC shall be in substantially the form set forth in Exhibit "A" to this Agreement.
- c. Notwithstanding the language in the LOC, the Center agrees that it will not draw down on the LOC prior to giving Peraton a Notice of Default and an opportunity to cure the default within thirty (30) days in accordance with clause 2(c) of Exhibit 2 to the Agreement.
- d. In the unexpected event that the LOC expires prior to Final Acceptance, Peraton will promptly work to have a replacement Letter of Credit under substantially similar terms to be issued prior to the expiration of the LOC or as soon as practicable.

2. **PRICE AND PAYMENT**

Peraton shall invoice the Center in an amount not to exceed \$25,000.00.

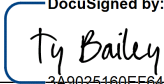
**AMENDMENT No. 9 to the SRFECC
AMENDED AND RESTATED
SOFTWARE LICENSE AND SERVICES AGREEMENT**

All other Terms and Conditions of Amendment, except as specifically changed hereby, shall remain in full force and effect.

IN WITNESS WHEREOF, the Parties hereto have executed this amendment, the day and year written below.

**Sacramento Regional Fire/EMS
Communications Center**

Peraton:

DocuSigned by:

3A9025160EF64E1...

Signature of Authorized Representative

Cynthia C. Williams
Contract Administrator

Ty Bailey

Printed Name

Date

Executive Director

Title
11/10/2021

Date

Attachment: Letter of Credit

**AMENDMENT No. 9 to the SRFECC
AMENDED AND RESTATED
SOFTWARE LICENSE AND SERVICES AGREEMENT**

Exhibit "A"

To: Sacramento Regional Fire/EMS Communications Center
10230 Systems Parkway
Sacramento, CA 95827

DEAR SIR/MADAM:

WE HEREBY ISSUE OUR IRREVOCABLE LETTER OF CREDIT IN YOUR FAVOR.

BENEFICIARY:

Sacramento Regional Fire/EMS Communications Center
10230 Systems Parkway
Sacramento, CA 95827

ACCOUNT PARTY:

Peraton Corp.
12975 Worldgate Drive, Suite 700
Herndon, Virginia 20170-6008

DATE OF EXPIRY:

PLACE OF EXPIRY: AT OUR COUNTERS

AMOUNT: USD \$1,720,046.00

APPLICABLE RULES: UCP LATEST VERSION

Ladies and Gentlemen:

We hereby establish and issue, at the request of Peraton Holdings Corp. and on behalf of Peraton Corp., in favor of Beneficiary an irrevocable letter of credit in the amount of One Million Seven Hundred Twenty Thousand, Forty-Six Dollars (USD \$1,720,046.00) lawful money of the United States of America. Beneficiary may draw upon this letter of credit, at any time from time-to-time, by delivering a Letter of Credit Notice, in the form set forth below (a "Notice"), which Notice shall specify the amount (the "Draw Amount") to be drawn and the Bank account (the "Bank Account") to which the Draw Amount should be delivered and shall be signed by an official designated and duly authorized by Beneficiary, to Issuing Bank at the address listed below, or to such other address as Issuing Bank shall notify Beneficiary in writing by certified mail. Promptly after the delivery of each Notice, Issuing Bank hereby covenants and agrees to deliver, by wire transfer of

immediately available funds, the Draw Amount to the Bank Account.

In addition to the notice described in the previous paragraph, Beneficiary shall present (a) Beneficiary's sight draft(s), in the form attached hereto, bearing the clause "Drawn under _____ Bank Irrevocable Letter of Credit No _____" and dated the date of presentation to Issuing Bank; and (b) Beneficiary's written certificate, in the forms attached hereto signed by an authorized representative of Beneficiary.

Issuing Bank hereby irrevocably agrees that drafts drawn in compliance with the terms hereof and received by Issuing Bank before 4:00 p.m. New York, New York time, on any Business Day shall be honored on the third following Business Day by wire transfer of immediately available funds to any account designated by Beneficiary. As used in this Irrevocable Letter of Credit, the term "Business Day" means a day other than a Saturday, Sunday, or other day on which banking institutions in the State of New York are authorized or required by law to close, and a day on which payments may be effected on the Fedwire payment system.

All drafts, certificates, notices, and other communications to Issuing Bank in connection with this Irrevocable Letter of Credit shall be addressed to us at Issuing Bank's offices at

This Irrevocable Letter of Credit shall expire absolutely at 5:00 p.m., New York, New York time, on [DATE]_____. There shall be no automatic renewals or automatic extensions of this Irrevocable Letter of Credit.

Partial drawings shall be permitted hereunder upon the submittal of a sight draft(s) and certificate by Beneficiary to Issuing Bank as described above. The aggregate amount available under this Irrevocable Letter of Credit at any time shall be the face amount of this Irrevocable Letter of Credit, less the aggregate amount of all partial drawings previously paid to the Beneficiary at such time.

All drawings under this Irrevocable Letter of Credit will be paid with funds of the Issuing Bank without any requirement that the Beneficiary or the Issuing Bank make prior claims against the Account Party.

This Irrevocable Letter of Credit sets forth Issuing Bank's undertaking in full, and such undertaking shall not be modified, amplified, or limited by the provisions of any other document referred to herein (except by an Amendment as described above, and the Uniform Customs, as hereinafter defined), nor shall any reference be deemed to incorporate any such document herein.

Except so far as otherwise expressly stated herein, this Irrevocable Letter of Credit is subject to Uniform Customs and Practice Documentary Credits (2007 Revision), International Chamber of Commerce, Publication No. 600 (the "Uniform Customs"); and as to matters not governed by the Uniform Customs, the Laws of the State of New York. Notwithstanding Article 36 of the Uniform Customs, if this Irrevocable Letter of Credit shall be properly drawn upon by Beneficiary prior to its expiration

date during an interruption of business as described in Article 36, then Issuing Bank shall be specifically authorized and agree to effect payment in accordance with such drawing, so long as the Irrevocable Letter of Credit is drawn on within ten (10) Business Days of Issuing Bank's resumption of business. In addition, notwithstanding anything contained in Article 36 of the Uniform Customs to the contrary, this Irrevocable Letter of Credit is intended to and shall remain in full force and effect until it expires in accordance with its terms.

Very truly yours,

[Issuing Bank]

[Name]

DRAFT

**FORM OF
LETTER OF CREDIT NOTICE**

[Name of Lender]
[Address of Lender]
[City, State, Zip Code]

Re: Irrevocable Letter of Credit No. _____

Dear Sir or Madam,

You are hereby notified, and the undersigned hereby certifies, that the undersigned is an official designated and duly authorized by Sacramento Regional Fire/EMS Communications Center (the "Center") to deliver this notice that the amount of _____ USD Dollars (the "Draw Amount") is due from _____ ("Applicant"), to the Center pursuant to the terms of the Letter of Credit No. _____.

Pursuant to that certain Irrevocable Letter of Credit referenced above, we hereby request that you deliver payment of the Draw Amount to the bank account listed below by wire transfer of immediately available funds:

Name of Bank Account: Umpqua Bank

Account Number: 9813928364

ABA Routing Number: 123205054

Reference: _____

Name of Contact: _____

Telephone Number: _____

Facsimile Number: _____

Please confirm receipt of this Notice and the Federal Reserve wire confirmation number of the delivery of the Draw Amount by sending a facsimile to the person at the number listed below.

Sincerely,

Sacramento Regional Fire/EMS Communications Center

Signature: _____

Date: _____

Name: Diane House

Title: Deputy Executive

Director

DRAFT

FORM OF BENEFICIARY CERTIFICATE

IRREVOCABLE LETTER OF CREDIT NO. _____

DATED AS OF _____

ISSUING BANK: _____

FACE AMOUNT: USD \$1,720,046.00

The above-referenced Letter of Credit contains the following clause:

We hereby establish and issue, in favor of Beneficiary, an irrevocable letter of credit in the amount of One Million Seven hundred twenty thousand forty-six Dollars (USD \$1,760,046.00) lawful money of the United States of America. Beneficiary may draw upon this letter of credit, at any time from time-to time, by delivering a Letter of Credit Notice, in the form below (a "Notice"), which Notice shall specify the amount (the "Draw Amount") to be drawn and the Bank account (the "Bank Account") to which the Draw Amount should be delivered and shall be signed by an official designated and duly authorized by Beneficiary, to Issuing Bank at the address listed below, or to such other address as Issuing Bank shall notify Beneficiary in writing by certified mail. Promptly after the delivery of each Notice, Issuing Bank hereby covenants and agrees to deliver by wire transfer of immediately available funds, the Draw Amount to the Bank Account."

BENEFICIARY

Sacramento Regional Fire/EMS Communications Center

Signature: _____

Date: _____

[Print Name: —Diane House](#)
[Deputy Director](#) [Title: Executive Director](#)

FORM OF SIGHT DRAFT

DRAWN UNDER: _____
LETTER OF CREDIT NO. _____
(Issuing Bank)

DATED _____

For the Account of Peraton Corp.
DRAW DOWN DATE: _____

At sight, Pay to the Order of: Sacramento Regional Fire/EMS Communications Center, as
Beneficiary
USD _____

By wire transfer of immediately payable funds:

To: Umpqua Bank
To credit Account Number: 9813928364
ABA Routing Number: 123205054

I certify that the amount of the draft is payable.

BENEFICIARY:
Sacramento Regional Fire/EMS Communications Center

By: _____
Diane House [insert name], Deputy
Executive Director

Sacramento Regional Fire / Addition of ACD Functionality and Configuration

Sacramento Regional Fire
 10230 Systems Parkway, Sacramento, CA 95827
 Diane House
 (916) 228-3059
 dhouse@srfecc.ca.gov



Date 11/3/2021

Summary Sacramento Regional Fire

Item	Cost
Systems	\$62,607.00
System Discount	(\$16,835.00)
System Total	\$45,772.00
Tax Rate on Systems .0875	\$4,005.05
Services	\$36,690.00
Services Discount	(\$8,100.00)
Services Total	\$28,590.00
Maintenance	Included with intact service agreement
Total:	\$74,362.00

Configuration Parameters - Sacramento Regional Fire

Site Configuration

PowerOPS	1
VIPER ACD	1

Systems

VIPER	\$56,480.00
PowerOps Hardware	\$2,225.00
Third Party Solutions	\$942.00
Third Party Solution	\$2,960.00

Professional Services

Installation	\$23,520.00
Training Cutover Support	\$2,265.00
CCS Training	\$8,990.00
Project Management Services	\$1,915.00

Maintenance

PowerOps Maint Services	\$0.00
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Model #	Description	Qty	Selling Price	Total
VIPER				
	912850 VIPER Integrated ACD (Per Position)	19	\$2,275.00	\$43,225.00
912890/BB	Media Kit Prebuilt Building Block	1	\$75.00	\$75.00
911SIP	9-1-1 Ingress via SIP - License per position	13	\$375.00	\$4,875.00
912716/S	Cisco Stacking module for C2960-X	2	\$1,265.00	\$2,530.00
E10642	PowerOps Client Access License	1	\$5,700.00	\$5,700.00
P10035	PowerOps Software Media	1	\$75.00	\$75.00
			Subtotal	\$56,480.00

PowerOps Hardware

914102/BB	IWS Workstation Prebuilt Building Block	1	\$2,225.00	\$2,225.00
			Subtotal	\$2,225.00

Installation

	950104 Professional Services (per Day)	10	\$2,000.00	\$20,000.00
	960575 Living Expense per Day per Person	7	\$265.00	\$1,855.00
	960580 Travel Fee per Person	1	\$1,665.00	\$1,665.00
			Subtotal	\$23,520.00

Training Cutover Support

	950500 Post-Cutover Services	1	\$2,000.00	\$2,000.00
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	960575 Living Expense per Day per Person	1	\$265.00	\$265.00
			Subtotal	\$2,265.00
CCS Training				
P10088	ACD CCS Training	3	\$2,000.00	\$6,000.00
	960575 Living Expense per Day per Person	5	\$265.00	\$1,325.00
	960580 Travel Fee per Person	1	\$1,665.00	\$1,665.00
			Subtotal	\$8,990.00
Project Management Services				
	950510 Project Management Services	1	\$1,915.00	\$1,915.00
			Subtotal	\$1,915.00
Third Party Solutions				
Q10236	WALL MOUNT, UNIVERSAL, TILT, 46" to 90"	1	\$190.00	\$190.00
25795064	4 BUNDLE RISER CABLE RWBG - MOQ 5,000ft	0.2	\$985.00	\$197.00
99981341	MINICOM POSITION KIT (see kit tab for parts)	1	\$115.00	\$115.00
26049616	22" Monitor	1	\$360.00	\$360.00
26334029	25 FT DISPLAY PORT TO HDMI ADAPTER CABLE	2	\$40.00	\$80.00
			Subtotal	\$942.00
PowerOps Maint Services				
E10643	PowerOps Maintenance Year 1	1	\$0.00	\$0.00
E10648	PowerOps Renewal Year 3rd Party Year 2	1	\$0.00	\$0.00
E10648	PowerOps Renewal Year 3rd Party Year 3	1	\$0.00	\$0.00
E10648	PowerOps Renewal Year 3rd Party Year 4	1	\$0.00	\$0.00
E10648	PowerOps Renewal Year 3rd Party Year 5	1	\$0.00	\$0.00
			Subtotal	\$0.00
Third Party Solution				
Q13216	NEC V554 V Series - 55" Class (55" viewable) LED	1	\$2,960.00	\$2,960.00

Subtotal	\$2,960.00
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Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3007

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STAFF REPORT

DATE: December 2, 2021

TO: Governing Board

FROM: J. Todd, Operations Manager

PREPARED FOR PRESENTATION AT: December 14, 2021 Board Meeting

REFERENCE AGENDA ITEM: Request for approval - Automatic Call

Distribution Quote from AT&T

EXECUTIVE SUMMARY

Automatic call distribution while on the surface appears to be workload distribution; it is that and much more. While call volume has increased the amount of ringing on the dispatch floor has also increased.

Ringing phones increase stress levels unnecessarily. A dispatcher can only handle one call at a time, they are aware that there are additional incoming calls based on other signals. A glance at the phone monitor can tell you that additional calls are coming in.

Having the ability to allow for different roles in the phone system will further allow radio dispatchers to focus on imperative radio traffic and ensure the best outcomes for unit and patient safety, without the pressure of the phone ringing.

The need is to continue to separate the role of call taker and radio for unit and citizen safety, ACD is a pivotal piece in allowing that to occur while decreasing stress and anxiety.

ACD will also reduce answer time, as the human element of a call taker reaching and manually answering the call is no longer a delay.

A supervisor role will be utilized within the system to standardize the how/when the supervisor answers the phone. Freeing the supervisor up as much as possible to oversee operations.

ACD will avail further analytics that to be used with ECaTS to streamline operations and staffing needs.

Lastly, work load distribution, often times the perception of answer order is tied to seniority. ACD will be built and implemented to ensure more even distribution of workload.



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FISCAL IMPACTS

\$74,362 is a discounted price from the previous \$108,775.11. The discount is valid until 12/15/2021. There is no fiscal impact as OES is in process of reimbursing us for the NICE Logger in the amount of \$105,000.

ATTACHMENTS

AT&T Automatic Call Distribution Quote from AT&T.

RECOMMENDATION

Approve AT&T quote and proceed with implementation of ACD

SACRAMENTO REGIONAL FIRE/EMS COMMUNICATIONS CENTER

BOARD POLICY

POLICY:

TITLE: EMPLOYMENT OF FAMILY MEMBERS AND PERSONS WITH PERSONAL RELATIONSHIPS

ADOPTED: 12/14/2021

REVISED: 12/14/2021

The Sacramento Regional Fire/EMS Communications Center (“SRFECC” or “Center”) is committed to securing and retaining the best qualified staff. In the pursuit of this goal, it is the Center’s objective to avoid the appearance, as well as the actual presence, of favoritism and bias involving “family members” and/or personal relationships (“nepotism”).

Definitions

1. The term “nepotism” includes:

The practice of an employee using their influence or power to aid or hinder another in the employment setting because of a family and/or personal relationship.

2. The term “family member” includes:

Individuals who are related by blood, marriage, domestic partnership, or adoption, including the following:

- | | |
|------------------------|--|
| 1. Spouse | 9. Brothers |
| 2. Domestic Partner | 10. Sisters |
| 3. Parents | 11. Aunts |
| 4. Grandparents | 12. Uncles |
| 5. Great-Grandparents | 13. Nieces |
| 6. Children | 14. Nephews |
| 7. Grandchildren | 15. Similar family of the Individual’s |
| 8. Great-Grandchildren | Spouse or Domestic Partner |

3. The term “manager or supervisor” includes:

Any employee, regardless of job description or title, having authority in the interest of the employer to hire, transfer, supervise, suspend, layoff, recall, promote, discharge, assign, reward or discipline other employees, or to adjust their grievances, or effectively recommend this action, if, in the connection with the foregoing, the exercise of this authority is not of a merely routine or clerical nature, but required the use of independent judgment.

4. The term “personal relationship” includes:

Individuals who are in a romantic relationship.

Employee Selection Process

No Board members, the Chief Executive Director, or any other personnel shall participate in the selection and hiring process when the candidate for employment is a “family member” or there is a “personal relationship” with the candidate.

Employment Decision

No Board members, the Chief Executive Director, or any other personnel shall participate in, or take action on, an employment decision, including but not limited to discipline or promotion, that involves a Family Member or a Personal Relationship.

Management and Supervision of Family Members/Individuals in Personal Relationship

No employee or applicant for employment shall be placed in a position for which his/her family member or an individual they have a Personal Relationship with serves as the manager or supervisor, exercising management, supervisory, evaluation, or promotion responsibilities.

Personal Relationship

On a case by case basis, the Center will consider the effect of a personal relationship on the appointment of a person to a position in the same department or facility as an employee with whom that person maintains a personal relationship. A key component of the Center’s analysis will be whether the relationship has the potential to create: 1) an adverse impact on the supervision, safety, security, or morale of other employees;

or 2) a conflict of interest for the involved individuals that is greater because of their relationship than it would be for another person.

An employee must notify his/her supervisor, within ten (10) calendar days of any change in his/her circumstances that may constitute a violation of this policy. Failure to provide the required notice to the Center may result in employee discipline, up to and including termination.

Legal Conflicts of Interest

This policy does not relieve a Board member from the conflict of interest provisions found in the Government Code at 1090 *et seq.* These sections preclude the Board from taking action on any contract in which a Board member has a financial interest.

This policy does not modify the requirements set forth in Government Code section 87100 *et seq.* These sections prohibit a public official from making, participating in making, or attempting to use his/her official position to influence a governmental decision in which he/she knows or has reason to know he/she has a financial interest.

Legal Reference

Government Code section 1090 *et seq.*, Conflict of interest; Contracts, Sales and Purchases

Government Code section 87100 *et seq.*, Public Officials; State and Local; Financial Interest

SACRAMENTO REGIONAL FIRE/EMS COMMUNICATIONS CENTER

BOARD POLICY

POLICY: 2.001

TITLE: Chief Executive Director

ADOPTED: 1/31/2017

REVISED: 12/14/2021

1. Employment of Chief Executive Director
 - A. The Board of Directors shall employ a Chief Executive Director.
 - i. The Chief Executive Director shall be an employee of a Member Agency, in a position of Assistant Chief or higher.
 - ii. On a rotational basis each Member Agency shall have the right to have an employee serve as the Chief Executive Director (“Appointing Agency”). The rotation shall be as follows:
 - First: Sacramento Metropolitan Fire District
(Note: Appointment made from 2019-2021)
 - Second: City of Sacramento
(Note: Appointment made from 2022-2024)
 - Third: Cosumnes Community Services District
 - Fourth: City of Folsom
 - iii. The Board of Directors Chair shall not be the Board Member of the Appointing Agency.
 - B. The Chief Executive Director shall be employed pursuant to the terms of an Agreement between the Center and the Appointing Agency, for a term not to exceed two years, unless the Board of Directors and the Appointing Agency agree to an extension.
 - i. The Appointing Agency shall be reimbursed by the Center for the total compensation of the Chief Executive Director (excluding unfunded liability costs).

- ii. The intent of the Board is to have the term of the Agreement for Chief Executive Director coincide with the fiscal year calendar.
- C. The incoming Chief Executive Director shall coordinate a transition plan with the existing Chief Executive Director, including overlapping services before the beginning of the first day of service pursuant to the Contract between the Center and Agency. The Center shall not be responsible for the reimbursement of any overlapping services performed by the incoming Chief Executive Director.

2. Duties of Chief Executive Director

In addition to the more specifically described duties in the Chief Executive Director job description, the Chief Executive Director shall generally:

- A. Attend all regular and special meetings of the Board unless there is good cause for absence.
- B. Prepare an annual budget for consideration and approval by the Board of Directors.
- C. Consistent with the budget presented to and adopted by the Board:
 - Implement the policies of the Board of Directors;
 - Provide day-to-day leadership for the SRFECC;
 - Plan the short, medium and long term work of the SRFECC;
 - Communicate the goals and objectives of the Board of Directors to the community;
 - Manage the SRFECC budget;
 - As approved in the adopted budget:
 - employ assistants and other employees deemed necessary for the proper administration of the SRFECC and the proper operation of the works of the SRFECC;
 - incur expenses and enter into contracts on behalf of the SRFECC as set forth in Board Policy 3.017. All contracts will be submitted to the Board within thirty (30) days after execution;
 - Establish and maintain a motivating work climate for SRFECC employees;
 - Maintain effective working relationships with all persons entitled to the services of the SRFECC;

- Facilitate constructive and harmonious relations with the Board of Directors.
- D. Have authority over, and directs the work of, all employees. This includes the power to impose appropriate discipline, up to and including termination.
- E. Have general charge, responsibility and control over all property of the SRFECC.
- F. Delegate authority at his/her discretion.
- G. Prepare a “Personnel Procedures Manual” that is consistent with this Manual of Policies.



Sacramento Regional Fire/EMS Communications Center

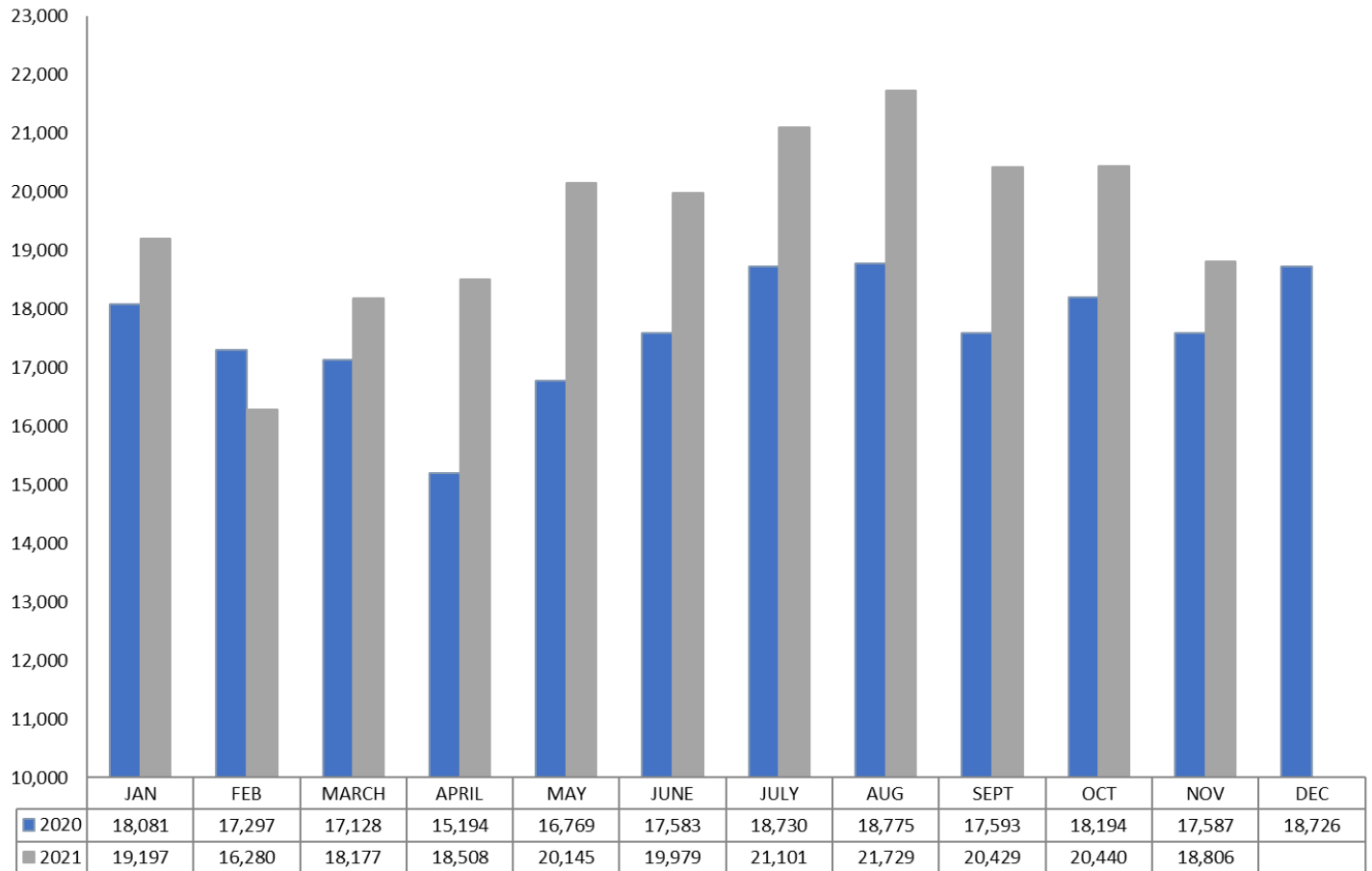
10230 Systems Parkway, Sacramento, CA 95827-3006

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CAD Incidents November 2021

Total number of CAD incidents entered for NOVEMBER: 18,806

Number of CAD Incidents Per Month





Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3006

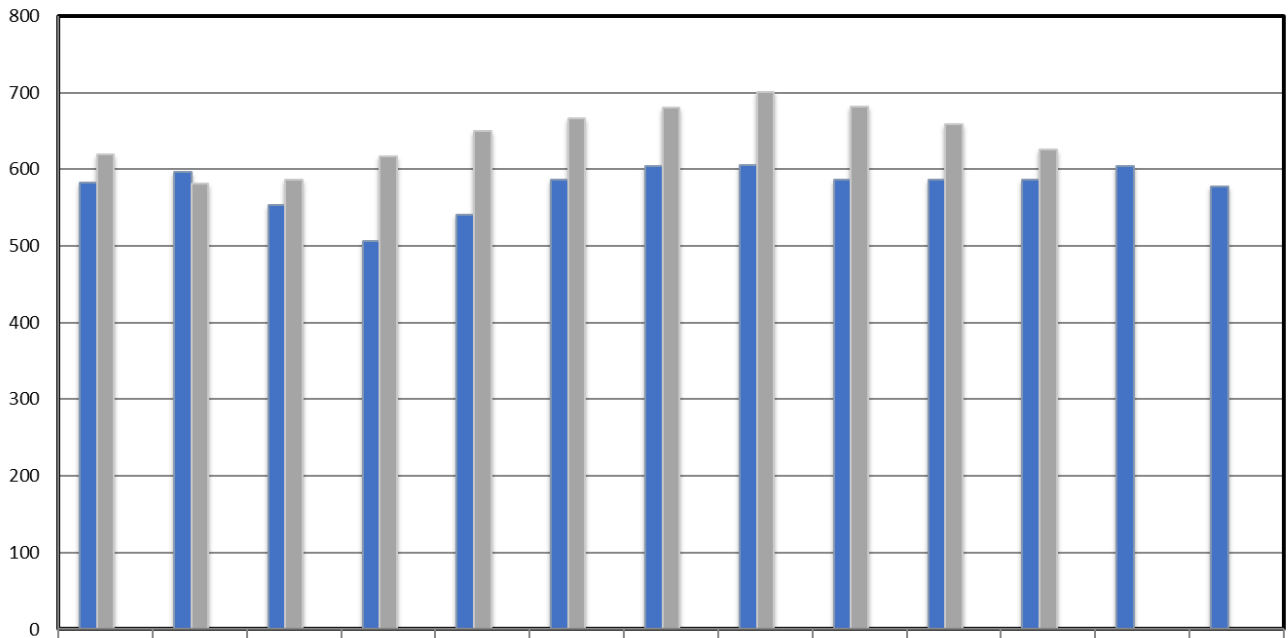
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CAD Incidents

November 2021

Average number of CAD incidents entered per day for November: 626

Average Number of Incidents Per Day



	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YEARLY AVERAGE
■ 2020	583	596	553	506	541	586	604	605	586	586	586	604	578
■ 2021	619	581	586	617	650	666	681	701	681	659	626		
■ % CHANGE	6.17%	-2.52%	5.97%	21.94%	20.15%	13.65%	12.69%	15.86%	16.21%	12.46%	6.83%		



Sacramento Regional Fire/EMS Communications Center

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Telephony Performance Measure November 2021

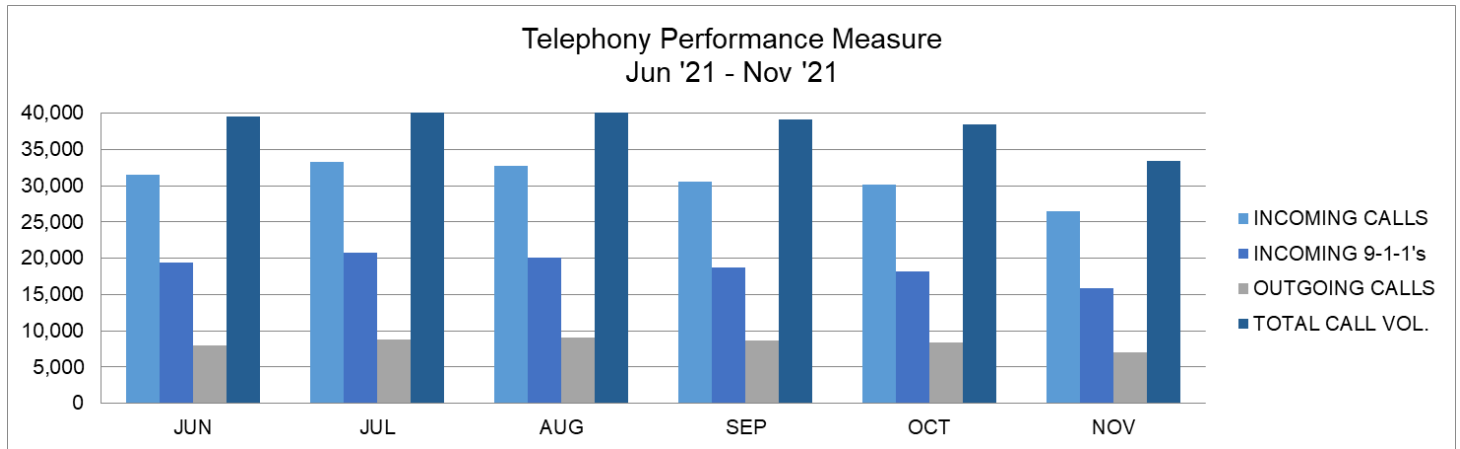
The following data is the telephony performance measures for the Sacramento Regional Fire/EMS Communications Center (SRFECC) during the month of November 2021 for all incoming and outgoing calls to and from the Center on 9-1-1 lines, Seven-Digit Emergency (7DE) lines, Allied Agencies (i.e. Sacramento Police Dept.), Alarm Company lines, as well as Seven-Digit Administrative lines.

Summary of Information

During the month of November 2021, dispatch staff processed **26,405** incoming calls and **6,953** outgoing calls for a total call volume of **33,358**.

Detailed Breakdown of Information – Incoming Lines

- **9-1-1 Emergency lines: 15,828**
- **“Seven-Digit” Emergency lines (7DE): 4,473**
- **Allied Agency/Alarm Companies: 3,038**
- **Non-Emergency/Administrative (7DA) lines: 3,313**



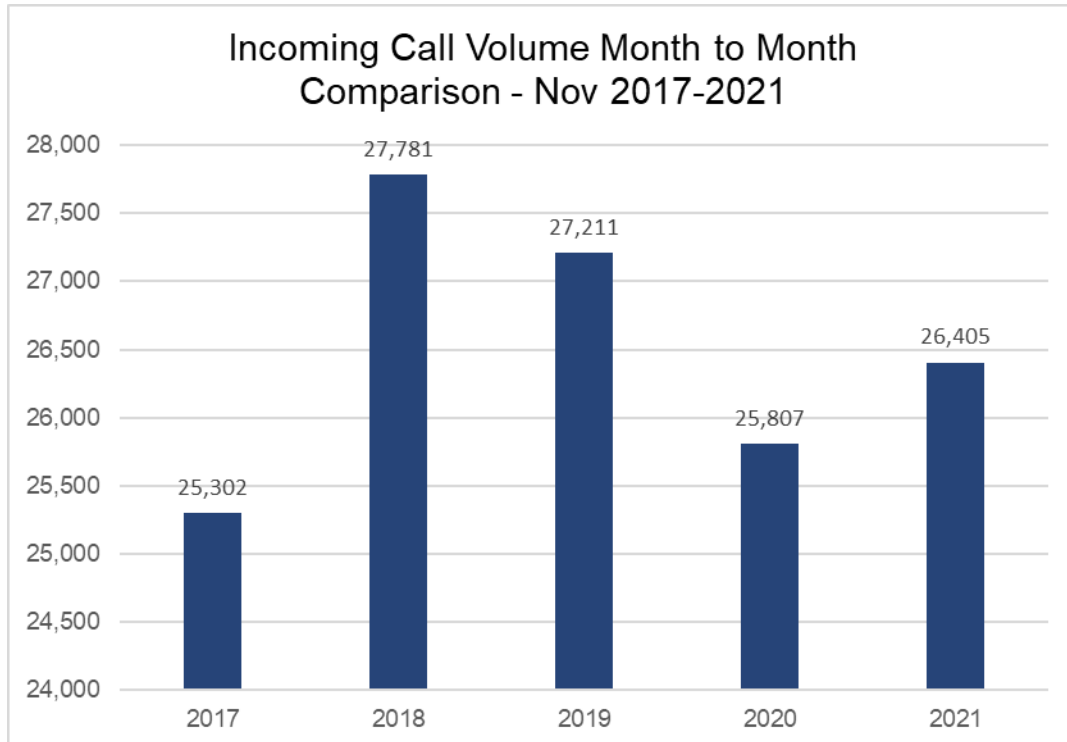


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The following data represents incoming call comparisons for the same month over a 5 year time period:





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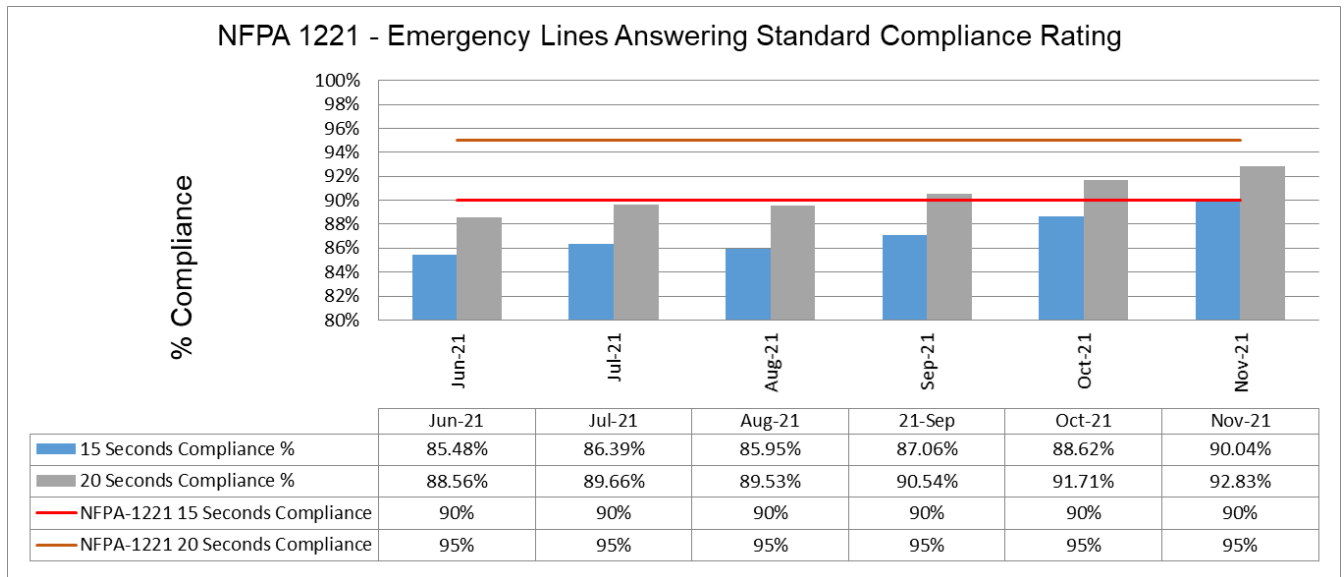
Emergency Lines Answering Standard: NFPA-1221 (2019 Edition)

According to NFPA-1221 (2019 ed.), Chp. 7, Sec. 7.4 – Operating Procedures:

Rule 7.4.1: “Ninety percent of events received on emergency lines shall be answered within 15 seconds, and 95 percent of alarms shall be answered within 20 seconds.”

NFPA-1221 (2019 ed.) recommends that all calls received on emergency lines shall be answered within 15 seconds 90% of the time and 95% percent of alarms shall be answered within 20 seconds – In November, the dispatch team answered all calls on emergency lines within 15 seconds 90.04% of the time and answered within 20 seconds 92.83% of the time.

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





Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3006

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Executive Monthly Credit Card Usage Report FY 21-22

Reporting Month: October 2021

Last 4 of card	Last Name	Status	Credit Limit	Monthly Usage	Approvals		
					Employee	DD	ED
0827	Shmatovich	Open	\$ 5,000.00	\$ 1,032.79	^{DS} MS	^{DS} DA	^{DS} TB
0835	Vargo	Open	\$ 5,000.00	\$ 928.08	^{DS} CV	^{DS} DA	^{DS} TB
6115	Mackey	Open	\$ 1,500.00	\$ -			
9507	Bailey	Open	\$ 5,000.00	\$ 3,030.01	^{DS} TB	^{DS} DA	^{DS} TB
		Total:	\$ 16,500.00	\$ 4,990.88			

Monthly Activity: October 2021

New/Closed Accounts Added: None

Cards Reported Lost or Stolen: None

Disputed Transactions: None

Changes in Authorization Limits: None

Monthly Liability: \$16,500.00



Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3006

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FY 21-22			
Total Monthly Credit Card Usage			
July	\$	5,809.44	January
August	\$	3,312.50	February
September	\$	1,766.85	March
October	\$	4,990.88	April
November			May
December			June

I certify I have reviewed and approved the monthly credit card transactions and activity as reported. These are legitimate expenses incurred solely for the benefit of SRF ECC business. I also certify that no alcoholic beverages, tobacco products, gift cards or gift certificates were purchased.

DocuSigned by:

Ty Bailey
3A9025160EF64E1...

11/9/2021

Executive Director Signature

Date



Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3006

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FY 21/22 Budget to Actuals Report

Month End October 2021

Page 1 of 3

GL Account	Description	FY 21/22 Budget	Oct-21 Actual	FY 21/22 YTD Actual	FY 21/22 YTD Budget	YTD Variance Bud - Act	YTD Var % Bud - Act	Budget Remainder
EMPLOYEE-RELATED EXPENSES								
5010	Base Salaries and Wages	4,106,745	273,306	1,086,051	1,368,915	282,864	21%	3,020,694
5020	Overtime	209,000	91,639	272,842	69,667	(203,176)	(292%)	(63,842)
5030	Overtime - FLSA	124,331	4,397	17,708	41,444	23,736	57%	106,623
5040	Uniform Allowance	48,600	111	18,306	23,900	5,594	23%	30,294
5050	Night/Admin Shift Differential	78,831	3,694	17,501	26,491	8,989	34%	61,329
5055	Out-of-Class Pay	31,000	1,275	6,425	10,400	3,975	38%	24,575
5060	Longevity	27,950	2,150	8,600	9,000	400	4%	19,350
5065	On-Call Pay	55,050	5,675	18,075	18,383	308	2%	36,975
5115	Vacation Cash Out	50,000	365	5,491	37,000	31,509	85%	44,509
5120	Sick Leave	0	16,990	62,535	0	(62,535)	0%	(62,535)
5130	CTO Leave	0	0	172	0	(172)	0%	(172)
5140	Holiday Pay	200,841	12,181	31,616	66,947	35,331	53%	169,225
5220	Training Pay	43,200	1,000	4,416	14,400	9,984	69%	38,784
5310	Workers Compensation Insurance	70,000	5,119	20,477	23,333	2,856	12%	49,523
5410	FED ER Tax - Medicare	87,640	5,728	21,406	29,213	7,807	27%	66,234
5413	FED ER Tax - Social Security	1,000	0	0	333	333	100%	1,000
5420	State ER Tax - ETT	2,350	37	75	783	709	90%	2,275
5423	State ER Tax- UI-	30,000	1,144	2,421	10,000	7,579	76%	27,579
5510	Medical Insurance	905,257	63,846	256,428	301,752	45,325	15%	648,829
5520	Dental Insurance	85,189	6,442	24,507	28,396	3,890	14%	60,683
5530	Vision Insurance	8,323	659	2,368	2,774	406	15%	5,955
5610	Retirement Benefit Expense	1,282,205	98,401	395,393	427,402	32,009	7%	886,812
5611	Pension Adjustment-	0	0	0	0	0	0%	0
5620	OPEB Benefit Expense	608,059	23,546	94,184	202,686	108,502	54%	513,875
5625	Education Incentive	25,600	2,168	8,298	8,550	252	3%	17,302
5690	Other Salary and Benefit Expens	10,000	447	3,054	3,333	279	8%	6,946
TOTAL EMPLOYEE-RELATED EXPENSES		8,091,169	620,320	2,378,349	2,725,102	346,753	13%	5,712,818

GL Account	Description	FY 21/22 Budget	Oct-21 Actual	FY 21/22 YTD Actual	FY 21/22 YTD Budget	YTD Variance Bud - Act	YTD Var % Bud - Act	Budget Remainder
MATERIALS & SUPPLIES								
6010	Office Supplies	12,000	185	778	4,000	3,222	81%	11,222
6013	Office Supplies - Ink Cartridge	4,000	1,213	1,556	1,333	(223)	(17%)	2,444
6015	Equipment Rental	7,200	585	2,455	2,400	(55)	(2%)	4,745
6020	Postage	1,000	55	129	333	204	61%	871
6090	Other Materials and Supplies	12,000	2,151	4,390	4,000	(390)	(10%)	7,610
TOTAL MATERIALS & SUPPLIES		36,200	4,189	9,308	12,066	2,758	23%	26,892

GL Account	Description	FY 21/22 Budget	Oct-21 Actual	FY 21/22 YTD Actual	FY 21/22 YTD Budget	YTD Variance Bud - Act	YTD Var % Bud - Act	Budget Remainder
PROFESSIONAL SERVICES								
6110	Legal Services	240,000	7,000	39,201	80,000	40,799	51%	200,799
6115	Accounting and Audit Services	19,300	0	700	6,433	5,733	89%	18,600
6120	Actuary Services	25,000	0	0	8,333	8,333	100%	25,000
6125	Consulting Services	784,876	55,585	216,627	261,625	44,999	17%	568,250
6140	Technological Services	236,000	11,413	47,772	78,667	30,894	39%	188,228
6190	Other Professional Services	0	93	185	0	(185)	0%	(185)
TOTAL PROFESSIONAL SERVICES		1,305,176	74,091	304,485	435,058	130,574	30%	1,000,691



Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3006

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FY 21/22 Budget to Actuals Report

Month End October 2021

Page 2 of 3

GL Account	Description	FY 21/22 Budget	Oct-21 Actual	FY 21/22 YTD Actual	FY 21/22 YTD Budget	YTD Variance Bud - Act	YTD Var % Bud - Act	Budget Remainder
COMMUNICATION EQUIPMENT & SERVICES								
6220	Maintenance - Radios & Radio Equipment	32,930	0	0	10,977	10,977	100%	32,930
6221	Maintenance - Radio Consoles & Other	89,160	3,416	13,663	29,720	16,057	54%	75,497
6223	Radio - Backbone Subscription SRRCS	20,000	949	3,795	6,667	2,872	43%	16,205
6230	Communication Services	237,053	17,188	68,502	79,018	10,516	13%	168,551
6245	Maintenance - Tower Equipment	16,560	0	0	5,520	5,520	100%	16,560
6290	Other Communication Services and Equipment	40,252	702	4,419	13,417	8,998	67%	35,833
TOTAL COMMUNICATION EQUIPMENT & SERVICES		435,955	22,255	90,379	145,319	54,939	38%	345,575

GL Account	Description	FY 21/22 Budget	Oct-21 Actual	FY 21/22 YTD Actual	FY 21/22 YTD Budget	YTD Variance Bud - Act	YTD Var % Bud - Act	Budget Remainder
HW & SW MAINT								
6310	Hardware Maintenance - Equipment	41,605	0	0	13,868	13,868	100%	41,605
6315	Hardware Maintenance - Network	25,650	433	2,001	8,550	6,549	77%	23,649
6319	Hardware Maintenance Other	15,000	0	0	5,000	5,000	100%	15,000
6320	Software Maintenance - Applications	149,713	7,403	29,615	49,904	20,289	41%	120,098
6322	CAD Maintenance and Support/Northrop Grumman	423,128	58,445	233,782	141,043	(92,739)	(66%)	189,346
6323	Software Maintenance - GIS	76,364	5,700	24,427	25,455	1,027	4%	51,937
6330	Software Maintenance - Network	19,270	1,782	7,129	6,423	(705)	(11%)	12,141
6390	Other, Computer Services and Supplies	12,000	0	3,400	4,000	600	15%	8,600
TOTAL HW & SW MAINT		762,729	73,763	300,354	254,243	(46,111)	-18%	462,376

GL Account	Description	FY 21/22 Budget	Oct-21 Actual	FY 21/22 YTD Actual	FY 21/22 YTD Budget	YTD Variance Bud - Act	YTD Var % Bud - Act	Budget Remainder
FACILITIES & FLEET								
6410	Services - Landscaping	4,800	399	1,595	1,600	5	0%	3,205
6415	Maintenance - Building	20,000	139	16,036	6,667	(9,369)	(141%)	3,964
6260	Lease - CTC	78,000	6,348	25,392	26,000	608	2%	52,608
6420	Services - Custodial	40,000	3,000	12,200	13,333	1,133	8%	27,800
6421	Services - Center Security	480	0	0	160	160	100%	480
6425	Maintenance - HVAC	17,579	790	2,865	5,860	2,995	51%	14,714
6235	Maintenance - Power Supply	35,000	930	3,721	11,667	7,946	68%	31,279
6430	Services - Cable	3,108	172	689	1,036	347	33%	2,419
6435	Services - Pest Control	600	50	200	200	0	0%	400
6490	Other, Facilities and Fleet	12,924	326	1,555	4,308	2,753	64%	11,369
6510	Utilities - Electric	48,700	3,755	16,753	16,233	(520)	(3%)	31,947
6515	Utilities - Water	7,250	495	1,895	2,417	521	22%	5,355
6520	Utilities - Refuse Collection / Disposal	6,000	757	2,941	2,000	(941)	(47%)	3,059
6525	Utilities - Sewage Disposal Services	1,800	139	277	600	323	54%	1,523
6635	Services - Bottled Water	4,800	209	914	1,600	686	43%	3,886
6645	Services - Printing	2,000	179	847	667	(181)	(27%)	1,152
6650	Services - Shredding	2,000	328	1,127	667	(460)	(69%)	873
6652	Fleet - Maintenance	5,000	2,028	2,725	1,667	(1,059)	(64%)	2,275
6654	Fleet - Fuel	8,000	417	1,412	2,667	1,255	47%	6,588
6655	Insurance (Property and Fleet)	62,000	3,976	15,903	20,667	4,764	23%	46,097
6690	Other - Facility & Fleet Management	20,000	1,107	4,571	6,667	2,096	31%	15,429
TOTAL FACILITIES & FLEET		380,041	25,544	113,618	126,683	13,061	10%	266,422



Sacramento Regional Fire/EMS Communications Center

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FY 21/22 Budget to Actuals Report

Month End October 2021

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GL Account	Description	FY 21/22 Budget	Oct-21 Actual	FY 21/22 YTD Actual	FY 21/22 YTD Budget	YTD Variance Bud - Act	YTD Var % Bud - Act	Budget Remainder
RECRUITMENT, RETENTION & TRAINING								
6610	Recruitment	21,750	3,118	19,623	7,250	(12,373)	(171%)	2,127
6612	Employee Retention	6,500	176	1,615	2,167	552	25%	4,885
6615	Employee Education & Training	10,560	286	2,901	3,520	619	18%	7,659
6621	Air	0	0	(29)	0	29	0%	29
6622	Lodging	0	0	500	0	(500)	0%	(500)
6624	Parking	0	0	0	0	0	0%	0
6625	Membership Dues	1,390	700	700	463	(237)	(51%)	690
6626	Taxi, Uber, Mileage, Other	0	2,412	6,307	0	(6,307)	0%	(6,307)
6627	Per Diem	0	0	619	0	(619)	0%	(619)
6640	Uniform/Badges/Shirts	4,000	98	1,313	1,333	20	2%	2,687
6660	Operations Support	22,600	958	1,227	7,533	6,306	84%	21,373
6661	Administration Support	18,000	0	253	6,000	5,747	96%	17,747
TOTAL RECRUITMENT, RETENTION & TRAINING		84,800	7,748	35,029	28,266	(6,763)	-24%	49,771
GRAND TOTAL		11,096,070	827,910	3,231,522	3,726,737	495,211	13%	7,864,545



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FY 21/22 Budget to Actuals Report - Lease Month End October 2021

GL Account	Description	FY 21/22 Budget	Oct-21 Actual	FY 21/22 YTD Actual	FY 21/22 YTD Budget	YTD Variance Bud - Act	YTD Var % Bud - Act	Budget Remainder
	LEASE							
6710	Umpqua Lease Interest	99,000	3,507	14,288	11,000	(3,288)	(30%)	84,712
2710	Umpqua Lease Current Portion	268,732	18,887	75,290	89,577	14,288	16%	193,443
	Total Lease	367,732	22,394	89,577	100,577	11,000	-14%	278,155



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FY 21/22 Budget to Actuals Report - CIP Month End October 2021

GL Account	Description	FY 21/22 Budget	Oct-21 Actual	FY 21/22 YTD Actual	FY 21/22 YTD Budget	YTD Variance Bud - Act	YTD Var % Bud - Act	Budget Remainder
CAPITAL IMPROVEMENT INVESTMENTS								
6997-021	CAD - Capital Improvement	183,975	2,895	102,585	61,325	(41,260)	(67%)	81,390
6997-022	DRC - Capital Improvement	74,000	0	0	24,668	24,668	100%	74,000
6997-023	Equipment - Capital Improvement	70,525	0	18,252	23,508	5,256	22%	52,273
6997-024	Facility - Capital Improvement	40,000	0	0	13,333	13,333	100%	40,000
6997-025	Hardware - Capital Improvement	23,000	0	0	7,667	7,667	100%	23,000
6997-026	Software - Capital Improvement	0	0	0	0	0	0%	0
6997-027	Technology - Capital Improvement	15,500	0	0	5,167	5,167	100%	15,500
Total Capital Improvement		407,000	2,895	120,837	135,668	14,831	11%	286,163



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SRFECC Staff Report – December 8, 2021

Dispatcher Positions:

3 Dispatcher Vacancies

1 Supervisor Vacancy

Academy 21-2:

Academy 21-2 started on September 7th. On October 31st 8 of the 10 Dispatchers transitioned to the Call Taker Training Phase and we currently have 7 of the 10 dispatchers in Call Taker Training.

Academy 22-1:

Academy 22-1 has been approved with an anticipated start date of January 1st. We are conducting Panel Interviews on Friday, December 10th and have 8 candidates scheduled to interview. We currently have 1 candidate cleared backgrounds and 1 candidate currently going through background checks.

Recruitment Activity:

We continue to see a decline in the number of candidates that apply for the 911 Dispatcher position and a decline in the quality of those candidates. Since August 1, 2021, we have invited 584 candidates to take the CritiCall Assessment with 70 passing, a 12% passing rate. We conducted 22 panel interviews in October and November, which resulted in 1 potential hire, pending background check results.



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SRFECC Positions & Authorization Document (PAD) - Revised 12/08/2021			
FY 21/22			
Center Management			
Position	Authorized	Actual	Comments
Executive Director	1	1	
Operations Manager	1	1	
Deputy Director, Administration	1	1	
Executive Assistant	1	1	
Totals	4	4	
Operations Division			
Position	Authorized	Actual	Comments
Dispatcher Supervisor	7	5	
Dispatcher	35	32	
Annuitants	3	3	Extra Help
Totals	42	37	
Administration and IT Division			
Position	Authorized	Actual	Comments
Human Resource Manager	1	1	
CAD Administrator	1	1	
Telecommunications Engineer	1	1	
CAD/Radio Technician	1	1	
Office Specialist	1	0	
Accounting Specialist II	1	1	
Payroll & Benefits Administrator	1	1	
Totals	7	6	
Totals	53	47	



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SRFECC Projects Update – 12/14/2021

8000B	WestNet and AVD		Brad Dorsett Chuck Schuler Roman Kukharets	2	Q1 2022	11/3/2021: Pending AVD patch 11/9 to address stability, AVD3 update week of 11/15 to address timing and editor playback error. Peraton to address community code and directional street articulation solution. Fine time city VHF audio. 9/29/21: Currently stable. Reviewing recordings and identifying small issues.
	ACE Accreditation	Elizabeth Strong Julee Todd	Diane House	2	TBD	EMS Supervisor reviewing weekly. Expected plan in January 2022 when EMS Supervisor is back off the floor.
8000D	NG CommandPoint Hardware	Tara Poirier	Brad Dorsett	1	Q4 2021	11/3/21: DR server install is completed. CP software install at Admin is complete. Additional hardware still pending deliver. 9/29/21: DR servers installed at Metro. Commandpoint software installed on Academy computers.
8000	NG CAD CommandPoint CAD	Tara Poirier	Brad Dorsett	1	Q4 2022	10/26/21: GIS Deliverable completed, waiting for Peraton to update data in CP/ Training sessions begin 11/1 9/29/21: Moving through project schedule. Software installed on Academy workstations. Waiting on GIS deliverable prior to training.
	ACD - Automatic Call Distribution	Julee Todd	Roman Kukharets Diane House	1	Q2 2022	12/8/2021: Received reduced quote from AT&T. Anticipate SETNA funding from NICE Logger to cover cost. 11/1/21: Updated quote with price reduction expected from AT&T. Will present to board during the December board meeting.
	Deccan LiveMUM and Barb		Diane House	1	Q4 2022	Grand awarded, working through sole sourcing.
9016	NextGen (NG) 911		Roman Kukharets Diane House	2	Q4 2022	11/1: Cutover postponed pending update from CalOES. 10/28/21: AT&T onsite to reinstall their equipment in the correct rack. 8/4/21: Awaiting report confirming Site Survey is completed.

						7/15/21 Site visit completed.
8005	SharePoint	Amy Wolfe	Diane House	3	Q1 2022	12/8/2021: Cleanup S and H drives prior to Sharepoint migration. 11/1/21: Amy will take over as the lead of the project. Migration from shared drive in progress.
	Audio Files - Move to OneDrive/SP	Amy Wolfe	Diane House	2	Q4 2021	Working through the workflow and requests. Email group set up.
9007A	OES Radius Mapping Plus		Roman Kukharets Diane House	3	Q4 2021	11/1: cutover postponed pending update from CalOES. Added feature of Text FROM 911, need Center deployment plan.
9003	Employee Handbook Update		Marissa Shmatovich	1	Q4 2021	Reviewed with Union and approved. Awaiting association policy finalization.