



Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3007

(916) 228-3070 – Fax (916) 228-3079

A G E N D A

9:00 a.m.

Tuesday, February 24, 2015

REGULAR MEETING OF THE GOVERNING BOARD OF SRFECC

Sacramento Metropolitan Fire District Headquarters

10545 Armstrong Ave - Rooms #384 & 385

Mather, CA 95655-4102

Call to Order

Chairperson

Roll Call Member Agencies

Secretary

Pledge of Allegiance

AGENDA UPDATE: An opportunity for Board members to 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 minutes.

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 (January 27, 2014)	Page	3-8
2. Budget to Actual (January)	Page	9
3. Revenues (January)	Page	10
4. Overtime Report (January)	Page	11

PROPOSED ACTION: Motion to Approve Consent Agenda

PRESENTATION:

1. Longevity Recognition:
 - a. Wendy Crosthwaite – 2 years – February 1, 2015
 - b. Julee Todd - 12 years – February 10, 2015
 - c. Daniel Funderburg – 1 year – January 7, 2015

COMMITTEE REPORTS:

1. Finance Committee (February 10, 2015)	Page	12-13
2. Personnel Committee*		

ACTION ITEMS:

- a. Old Business: Items from previous Board Meeting(s) that have not been resolved and require attention.
- b. New Business:

* INDICATES NO ATTACHMENT

1. Approve 2013/2014 Budget to Actuals	Page	14
2. Contract(s) for Board-Up Contractors*		

ITEMS FOR DISCUSSION AND POTENTIAL PLACEMENT ON FUTURE AGENDA:

PRESENTATION/INFORMATION:

1. Communications Center Statistics	Page	15-20
-------------------------------------	------	-------

CENTER REPORTS: Consolidation of Administrative, Operational and Technical Reports.

1. Chief Executive Director*		
2. Administrative Services Manager	Page	21
3. Communications Manager*		
4. Accounting Report*		

CORRESPONDENCE:

BOARD MEMBER COMMENTS:

COUNSEL'S REPORT:

ANTICIPATED ACTION ITEMS: These items require board action at a future meeting.

CLOSED SESSION: Included on agenda as needed.

1. **PERSONNEL ISSUES***
 Pursuant to California Government Code Section 54957
 Action/Discussion to Appoint, Employ, Dismiss, Accept the Resignation of or Otherwise Affect the Employment
 Status of a Public Employee
 (2 cases)

2. **CONFERENCE WITH LEGAL COUNSEL: Anticipated Litigation***
 Pursuant to California Government Code Section 54956.9(b)
 The Board will meet in closed session to discuss significant exposure to litigation.
 One (1) potential case

ADJOURNMENT:

The next Regular Board Meeting is March 31, 2015.

Location: Sacramento Metropolitan Fire District 10545 Armstrong Ave, Mather, CA 95655-4102; Board Chambers – Rooms 384-385
 Time: 9:00 a.m.
 Distribution: Board Members, Alternates and Chiefs
 Posted at: Administration Office

This is to certify that I posted a copy of the agenda at 10230 Systems Parkway on February 20, 2015.



*INDICATES NO ATTACHMENT

SPECIAL GOVERNING BOARD MEETING
January 27, 2015

GOVERNING BOARD MEMBERS

Chief Ron Phillips	City of Folsom Fire Department
Chief Tracey Hansen	Cosumnes Community Services District
Deputy Chief Lloyd Ogan	City of Sacramento Fire Department
Deputy Chief Chris Holbrook	Sacramento Metropolitan Fire District

GOVERNING BOARD MEMBERS ABSENT

COMMUNICATIONS CENTER MANAGEMENT

Teresa Murray	Chief Executive Director
Linda Luis	Communications Manager
Joyce Starosciak	Administrative Services Manager (IT Manager)
Lorinda Odell	Accounting Contractor

OTHERS IN ATTENDANCE

Paul Gant	General Counsel, SRFECC
Janice Parker	Administrative Analyst, SRFECC
Wendy Crosthwaite	Executive Assistant
Brad Dorsett	CAD Technician, SRFECC
Cierra Lewandowski	Payroll/Benefits Technician, SRFECC
Sara Roush	Accounting Assistant, SRFECC
Kylee Soares	Administrative Supervisor, SRFECC
Tara Poirier	Dispatcher, SRFECC
Jill Short	Dispatcher, SRFECC
Laura Macias	Call Taker, SRFECC
Iris Gulzow	Office Technician, SRFECC

1. The meeting was called to order and roll call was taken at 9:03 a.m.
2. Deputy Chief Ogan lead the Board and meeting attendees in the Pledge of Allegiance.
3. There were no agenda updates.
4. PUBLIC COMMENT

None
5. CONSENT AGENDA

A motion was made by Chief Hansen and seconded by Chief Phillips to approve the consent agenda and Board Meeting synopsis, December 9, 2014.

AYES: Cosumnes Community Services District, Folsom, City of Sacramento,
Sacramento Metro

NOES:

ABSENT:

ABSTAIN:

Motion carried.

6. PRESENTATION:

1. Longevity Recognition:

- a. Laura Macias – 11 years – December 1, 2014
- b. Kylee Soares – 18 years – December 2, 2014
- c. Elizabeth Strong – 10 years – December 6, 2014 (unable to attend)
- d. Iris Gulzow – 22 years – December 7, 2014
- e. Brad Dorsett – 2 years – December 28, 2014
- f. Daniel Funderburg – 1 year – January 7, 2015 (unable to attend)
- g. Roman Kukharets – 3 years – January 9, 2015 (unable to attend)

Administrative Services Manager Starosciak (formerly IT Manager) acknowledged Brad Dorsett for his two years of service to SRFEC. Last year Brad was awarded the NAPCO IT Technician of the Year for his contribution as Help Desk Technician. This year he successfully competed for a new position, CAD Technician. He continues to excel and remains a valuable asset on the IT team.

Communications Manager, Linda Luis, congratulated Laura Macias for her 11 years of service. As a call taker, Laura has demonstrated great professionalism and in her career with SRFEC has saved 68 lives. She has maintained the highest EMD average with a 99.6% in all seven categories; was voted Dispatcher of the Year in 2012; and we are grateful to have her as part of the SRFEC dispatch team.

Kylee Soares, Operations Supervisor, has been with SRFEC for 18 years. She has been a Training Officer, former Supervisor of the Year and more recently one of the team members for NAPCO Supervisor(s) of the Year team). Kylee is dependable and continues to be a major contributor to the successful team that is SRFEC.

Wendy Crosthwaite, Executive Assistant, praised Iris Gulzow for her contributions throughout her 22 years of service to SRFEC. Iris began her career in 1992, retired in 2005, but returned in 2008 as a part-time employee. Iris is a valuable resource and shows her loyalty and dedication every day; we appreciate her not only as an employee, but also as a friend.

Chief Executive Director Murray expressed her appreciation to all of the employees celebrating anniversaries.

Ms. Murray thanked everyone who came to our Holiday Open House. As part of the Open House we had an Iron Chef competition and there was a three place tie for first place in taste between the Rebel Night Owls for a Great Cause and Show Me the Honey and Bits With Bytes on day one. The Best Presentation for day one was won by Show Me the Honey. The winners for day two were for taste, Show Me the Honey and for presentation, Bits With Bytes. All winners received SRFEC aprons.

Chief Executive Director Murray appreciated being able to “brag about her staff” in front of the Board, as well as offering the Board an opportunity to interact with the SRFEC staff.

6. COMMITTEE REPORTS:

A. Finance Committee

The Finance Committee met on January 14, 2015, and discussed the job description for a Financial Analyst, as well as a name change for the IT Manager (now Administrative Services Manager) who has assumed the oversight of the Accounting team.

The Committee supported both of those classification changes.

Minutes of this meeting were contained in the Board packet.

B. Personnel Committee

The Personnel Committee met on January 13, 2015, and reviewed the job description for Financial Analyst and discussed the name change for the IT Manager (now Administrative Services Manager) position.

The Committee also received an update regarding reclassification (reorganization) of the GIS team to better suit the organization and will provide new growth opportunity. A formal presentation of the reclassification will be brought before the full Board.

During closed session the Committee received an update regarding personnel issues and no action was taken.

Minutes of this meeting were contained in the Board packet.

7. ACTION ITEMS:

- a. Old Business: Items from previous Board Meeting(s) that have not been resolved and require attention.

None

- b. New Business:

1. Resolution #01-15, Adopt Classification for Financial Analyst

The classification for Financial Analyst removes some of the managerial aspects from the job description and incorporates duties appropriate for the Financial Analyst position. There is no change to the salary range and therefore, no additional financial impact.

A motion was made by Chief Hansen and seconded by Deputy Chief Ogan to approve and accept Resolution #01-15, Adoption of Classification for Financial Analyst.

AYES: Cosumnes Community Services District,
Folsom, City of Sacramento, Sacramento Metro

NOES:
ABSENT:
ABSTAIN:

Motion carried.

2. Re-Title Existing Classification of IT Manager to Administrative Services Manager
(pay range to remain unchanged - \$8,341.08 - \$10,140.69 monthly)
Incumbent to be re-classified.

Chief Hansen made a motion and it was seconded by Chief Phillips, to approve the re-title of IT Manager to Administrative Services Manager.

AYES: Cosumnes Community Services District, Folsom, City of Sacramento,
Sacramento Metro

NOES:
ABSENT:
ABSTAIN:

Motion carried.

3. Resolution #02-15, Amending Northern California Special District Insurance Authority Alternate Board Representative(s)

In her capacity as Accounting Manager, Lorinda Odell had been an alternate Board Representative for NCSDIA and because of her resignation a replacement must be named. The alternate Board Representative(s) will be Communications Manager, Linda Luis and Administrative Services Manager, Joyce Starosciak.

A motion was made by Chief Phillips and seconded by Deputy Chief Ogan to adopt Resolution #02-15, Amending Northern California Special district Insurance Authority Alternate Board Representative(s).

AYES: Cosumnes Community Services District, Folsom, City of Sacramento, Sacramento Metro

NOES:

ABSENT:

ABSTAIN:

Motion carried.

8. ITEMS FOR DISCUSSION AND POTENTIAL PLACEMENT ON FUTURE AGENDA:

9. PRESENTATION/INFORMATION:

1. Communications Center Statistics

The Communications Center Statistics were contained in the Board packet.

CED Murray expressed her pride in the continued performance by her dispatch staff.

10. CENTER REPORTS

A. Chief Executive Director Report

1. As a result of the CAD Financial RFP Chief Executive Director Murray reported that we are in negotiations with UMPQUA Bank for our financing.
2. The CAD scoring quorum will be leaving this afternoon for a site visit to Kern County. Once this visit has been completed the scoring quorum will meet to discuss all of the findings and a primary vendor will be identified in February. Once the selection is finalized a five-year strategic plan will be presented to the Board addressing the financial impact of all aspects of the new CAD system.
3. The APCO Worldwide contract has been renewed.
4. The Communications Van has been awarded to us and is currently "in the shop".
5. During the month of December one of the Board members from El Dorado Hills and Chief Keating, and Captain McKenzie came to tour our Center.

Paula Green, former ER Coordinator with UC Med Center, presented a proposal to take on some responsibilities in cooperation with the University.

We had visitors from Stockton Fire Department on three separate occasions.

6. Based on a request by the Tuolumne Sheriff's Department a team from SRFECC performed an organizational assessment of their IT Division, Leadership Team and Communications Division. It went very well
7. The AFG grant has been submitted and notification will be made in March.
8. The Training Center has been very active and several groups have approached us to book their regular meetings at the facility.

We have offered Excel training through ISInc free of charge to our constituents and will continue to offer training opportunities as we schedule them.

9. The radio academy started December 8th.
10. We attended the NAPCO awards in December.
11. Several members went to Alabama for a CAD site visit.
12. Our Employee Appreciation/Open House was held in December and we were very pleased with the attendance. Our "Iron Chef" competition was very well received.
13. We had Intrado training in anticipation of our new 9-1-1 phone system.
14. Congratulations to Matthew Wooden for receiving his Master's Degree in Homeland Security Geospatial Intelligence.

B. Administrative Services Manager (formerly IT Manager) Report

1. IT Manager Starosciak said Bruce Bucknell, IT Help Desk Technician, has been very busy closing out Help Desk tickets. Please continue using the Help Desk for all your requests for help.
2. We attended NAPCO in December and the RF Communication Team received the Tech of the Year award, Tara Poirier received the Trainer of the Year award; Matt Wooden received the GIS Technician of the Year and Joe Thuesen received the Supervisor of the Year. All of these winners will be eligible for APCO National Awards.
3. The National Western Regional NAPCO Conference will be held in Sacramento, April 6 – 9th.
4. The GIS team is in the Redlands this week receiving ESRI University fire training.

C. Accounting Manager Report - Starosciak

1. We are working on the year end close. This is our first full year handling our financials outside of the County and the auditors have been engaged for our 2013/2014 year audit.

D. Communications Manager Report

1. Since our last Board meeting we have handled: 57 working fires with two greater alarms; three aircraft emergencies; three MCI's and one level three hazmat.
2. We were staffed and ready for the December storm.

3. We have six recruits in one-on-one radio training. Our next recruit academy will be conducted in March.
4. Several of our dispatch staff will be participating in the upcoming high rise drill, as well as the fill the boot drive.
5. Seven members from dispatch team are part of the new telephone build team.
6. Communications Manager Luis thanked Center personnel for all they do and for how well they represent us.

11. CORRESPONDENCE

None

12. BOARD MEMBER COMMENTS

Deputy Chief Holbrook thanked all the Board attendees and expressed his appreciation to all the dispatchers for the many lives they have saved throughout their careers.

13. COUNSEL REPORT

14. ANTICIPATED ACTION ITEMS

15. CLOSED SESSION

1. PERSONNEL ISSUES*

Pursuant to California Government Code Section 54957
Action/Discussion to Appoint, employ, dismiss, Accept the Resignation of or Otherwise Affect the Employment
Status of a Public Employee

2. CONFERENCE WITH LEGAL COUNSEL: Anticipated Litigation*

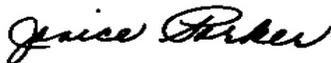
Pursuant to California Government Code Section 54956.9(b)
The Board will meet in closed session to discuss significant exposure to litigation
Two (2) cases

Closed session was convened at 9:41 a.m.

Open session was reconvened at 11:11 a.m. The Board received an update on two personnel issues and anticipated litigation; direction was given, no action was taken.

16. The meeting of the Governing Board was adjourned at 11:12 a.m. until the next Regular Meeting of the Governing Board scheduled for 9:00 a.m., February 24, 2015 at Metro Board Chambers, 10545 Armstrong Ave – Rooms #384-385, Mather, CA 95655-4102.

Respectfully submitted,

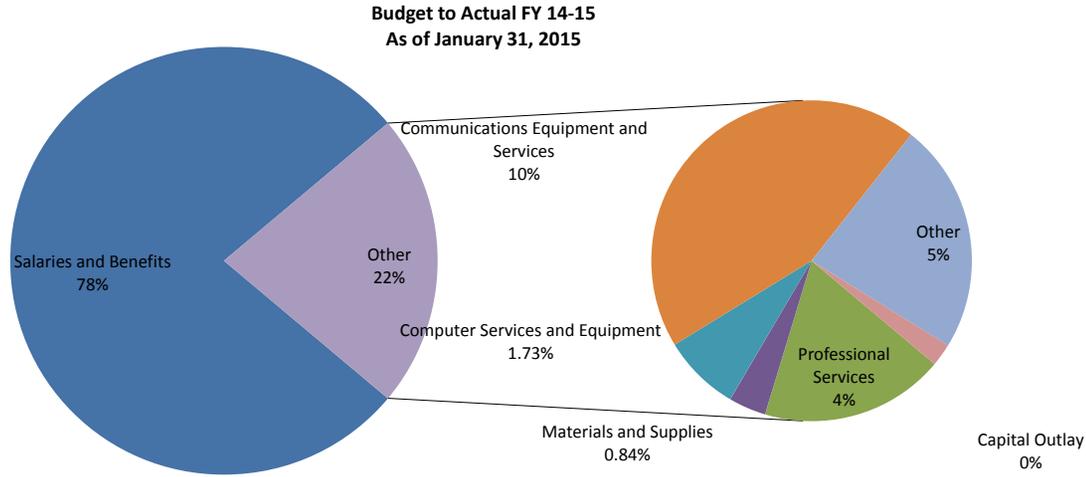


Janice Parker
Clerk of the Board

Chris Holbrook, Chairperson

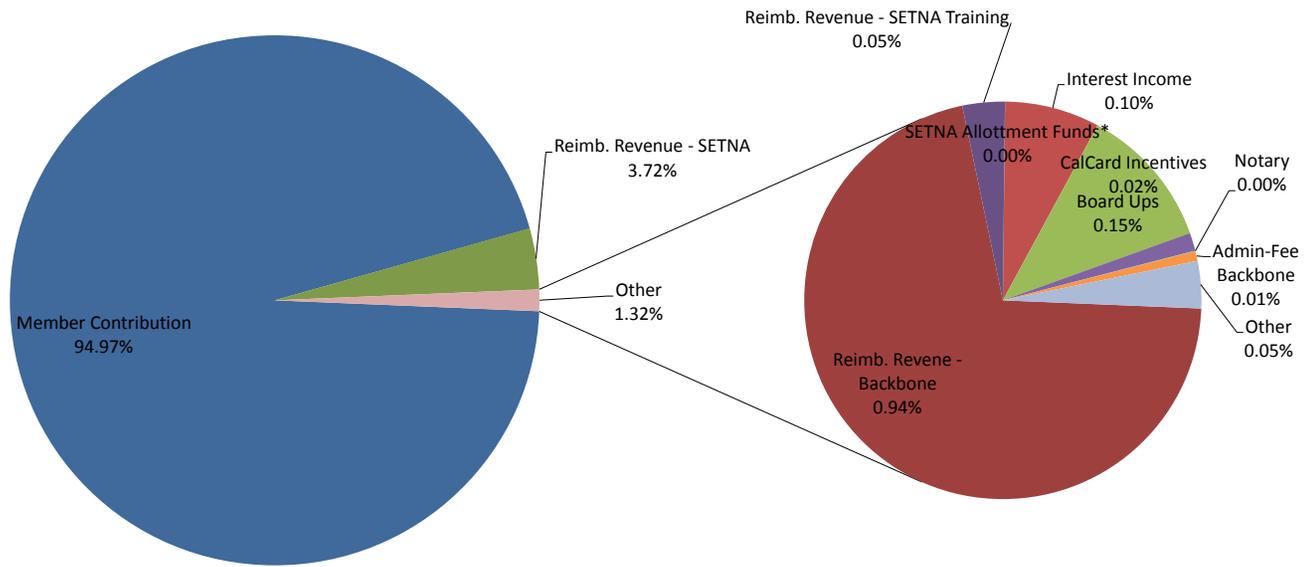
Ron Phillips, Vice Chairperson

Sacramento Regional Fire/EMS Communications Center
 Fiscal Year 2014-2015
 Monthly Budget to Actual Report
 As of January 31, 2015



Budget to Actual - FY 14/15 As of January 31, 2015				
	FY 14/15 Budget	YTD Expenses 12/31/14	\$ Under / (Over) Budget	% Under/ (Over) Budget
Expenses				
Salaries and Benefits	6,192,296	3,357,061	2,835,235	46%
Professional Services	388,265	178,278	209,987	54%
Materials and Supplies	76,540	36,274	40,266	53%
Computer Services and Equipment	300,572	74,585	225,987	75%
Communications Equipment and Services	1,437,485	426,080	1,011,405	70%
Other	407,959	222,625	185,334	45%
Capital Outlay	1,130,740	21,891	1,108,849	98%
Total	9,933,857	4,316,794	5,617,063	63%
Days Remaining in Budget Period/Days YTD in Budget Period				50%

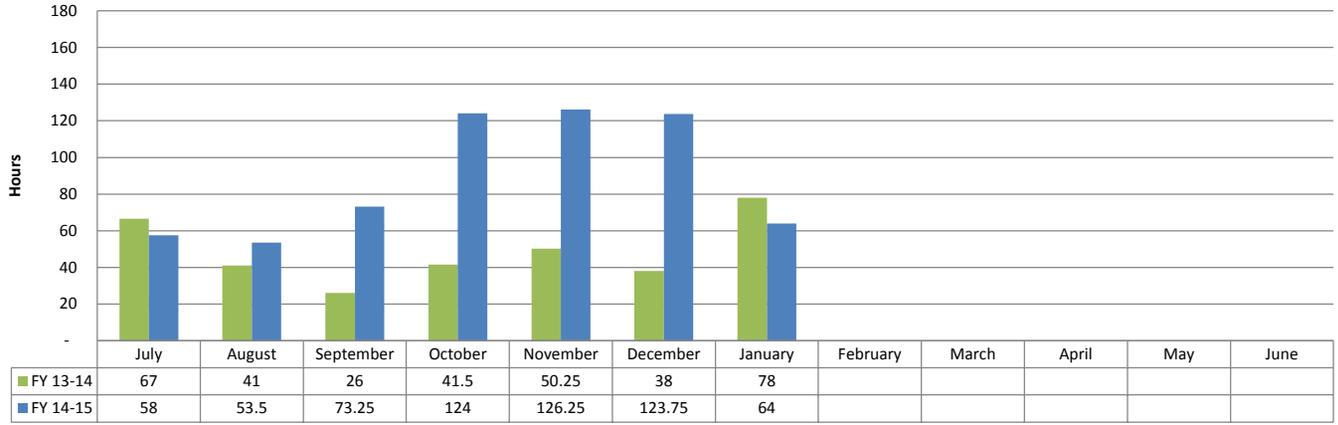
Revenue as of January 31, 2015



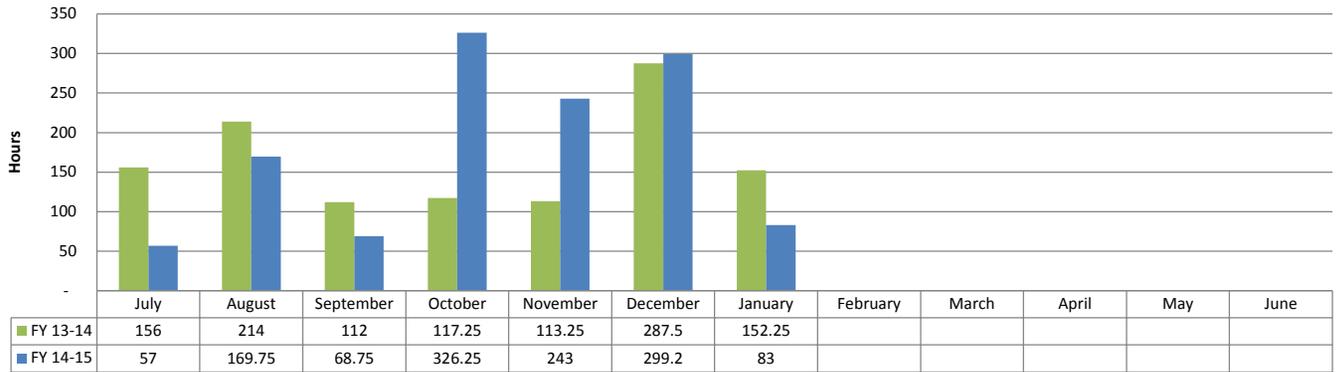
Revenues - FY 14/15 As of January 31, 2015		
	FY 14/15 Final Budget	1/31/2015
Member Contribution	8,478,132	6,275,117
Reimb. Revenue - Backbone	59,000	61,860
Reimb. Revenue - SETNA	244,985	245,552
Reimb. Revenue - SETNA Training	3,000	3,000
SETNA Allotment Funds*	414,740	-
Other:		
Interest Income	3,600	6,739
Board Ups	10,800	10,100
CalCard Incentives	2,000	1,264
Notary	100	30
Admin-Fee Backbone	400	700
Other	1,100	3,344
Total Other	18,000	22,177
Total	9,217,857	6,607,676

*Direct pay to vendor.

**FY 14-15 Comparative OT Report
 Admin Staff
 As of January 2015**



**FY 14-15 Comparative OT Report
 Communications Staff
 As of January 2015**



Chief Executive Director Murray wished Ms. Odell much happiness as she leaves to become a full time mother.

4. CLOSED SESSION:

1. Personnel Issues*

*Pursuant to California Government Code Section 54957
Action/Discussion to Appoint, Employ, Dismiss, Accept the Resignation of or Otherwise Affect the Employment Status of a
Public Employee*

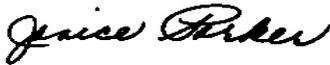
Closed session was convened at 11:50 a.m.

Open session was reconvened at 12:16 p.m.

The Committee received an update regarding a personnel issue, direction was given; no action was taken.

The Finance Committee adjourned at 12:16 p.m. until the next scheduled Meeting of the Finance Committee at Sacramento Regional Fire/EMS Communications Center, 10230 Systems Parkway, Sacramento, CA 95827.

Respectfully submitted,



Janice Parker
Clerk of the Board

Tracey Hansen, Chairperson

Ron Phillips, Vice Chairperson

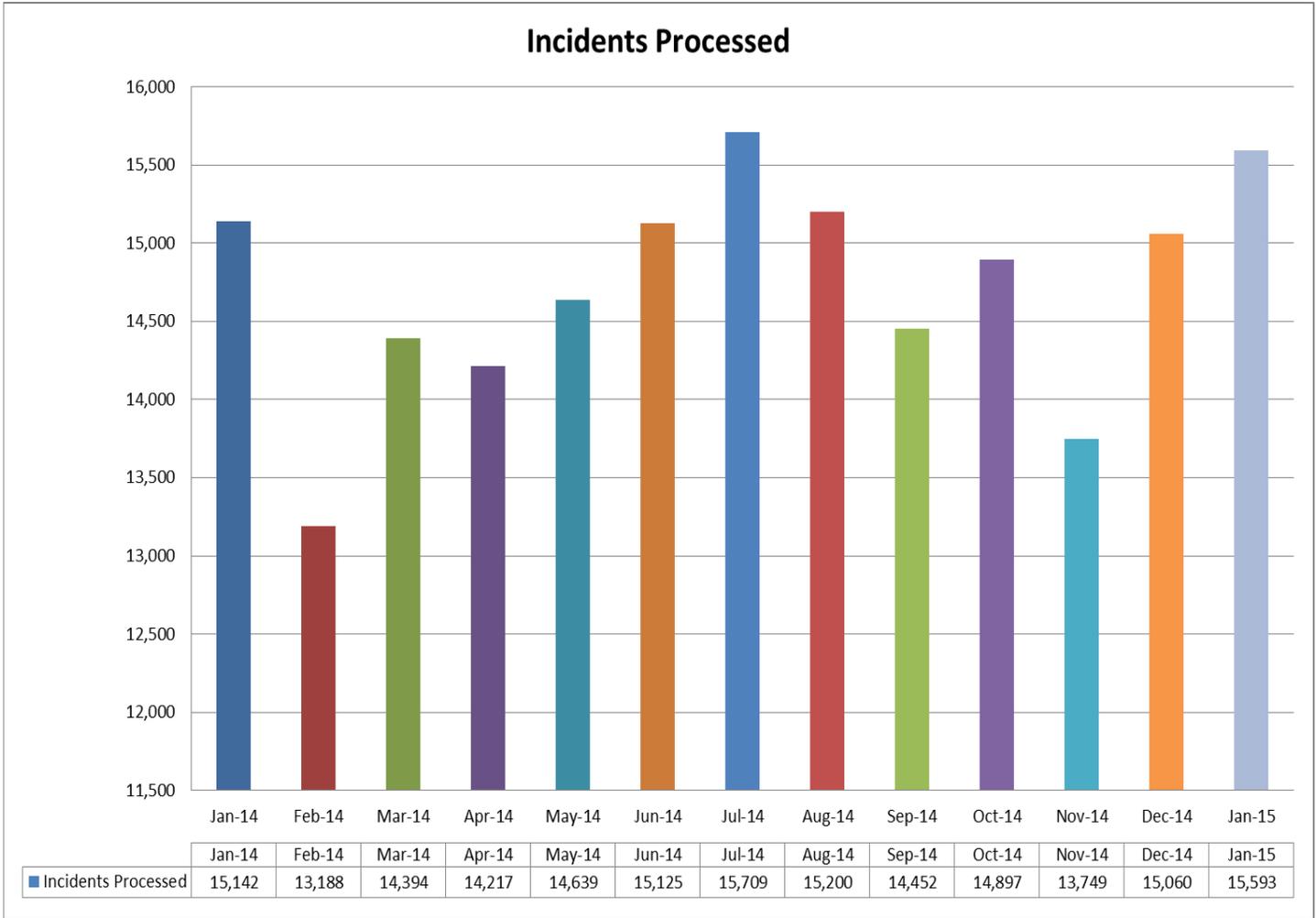
FY 13-14 Budget to Actual

Account Number	Account Description	A	B	A + B	C	C-(A+B)
		COMPASS, net adj	GP, net adj.	Total FY 13/14	FY 13/14 BUDGET	Over (Under) Budget
4010-0	Member Contributions	113,150	7,889,982	8,003,132	8,003,132.00	-
4016-0	SETNA - 911 Allocation Reimbursement		248,015	248,015		248,015
4020-0	Board - Ups		16,200	16,200		
4210-1	Training Services - DR		350	350		
4230-0	Notary Services		40	40		
4310-0	Investment Interest Income	2,187	7,990	10,177		
4990-0	Other Income		9,767	9,767		
4998-0	Reimbursement Revenue - Backbone Fee		58,950	58,950		
	TOTAL OTHER	2,187	93,297	95,484	15,000.00	80,484
	TOTAL REVENUES	115,337	8,231,294	8,346,631	8,018,132.00	328,499

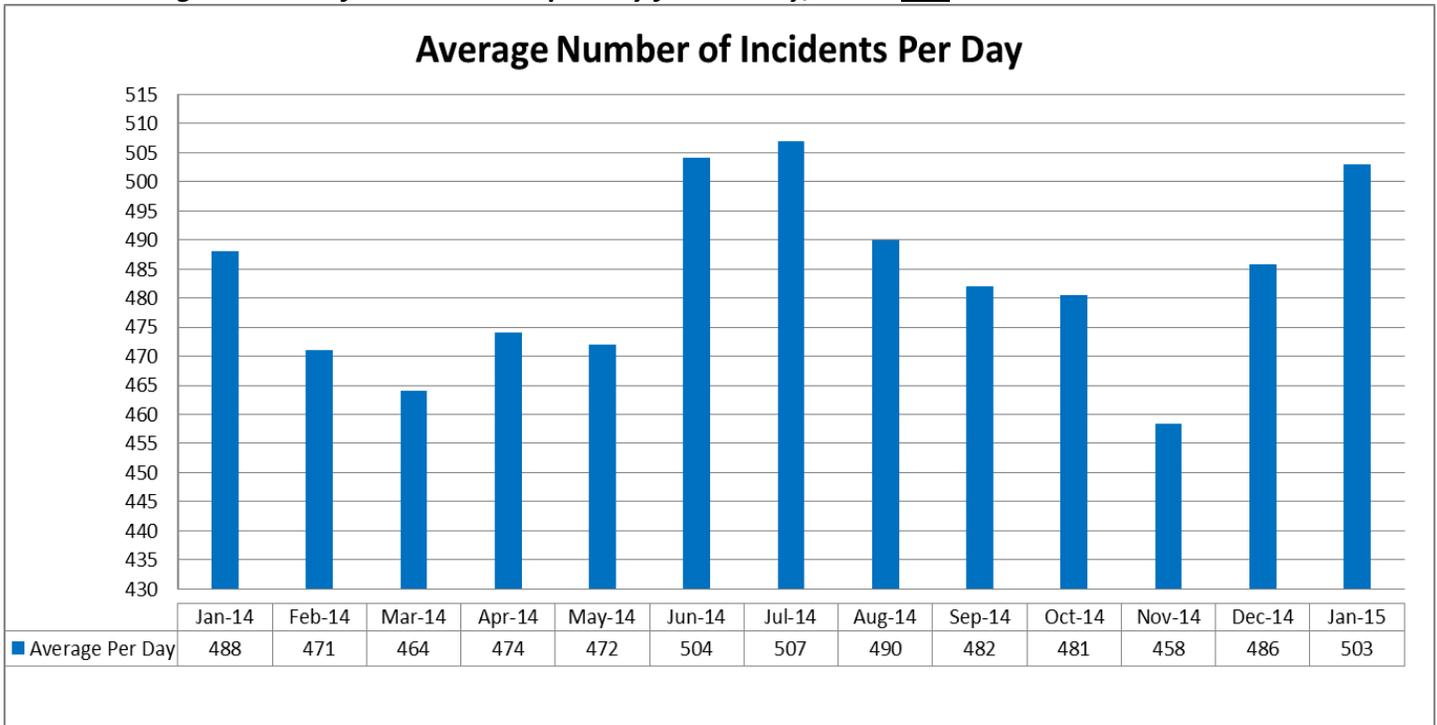
Account Number	Account Description	A	B	A + B	C	C-(A+B)
		COMPASS, net adj	GP, net adj.	Total FY 13/14	FY 13/14 BUDGET	Under (Over) Budget
	<i>Total Employee Related Expenses</i>	<i>2,818,227</i>	<i>2,947,838</i>	<i>5,766,065</i>	<i>5,818,227</i>	<i>52,162</i>
	<i>Total Professional Services</i>	<i>51,727</i>	<i>586,654</i>	<i>638,381</i>	<i>600,754</i>	<i>(37,627)</i>
	<i>Total Materials and Supplies</i>	<i>44,562</i>	<i>300,609</i>	<i>345,171</i>	<i>347,370</i>	<i>2,199</i>
	<i>Total Communications Services and Supplies</i>	<i>51,856</i>	<i>546,855</i>	<i>598,712</i>	<i>844,360</i>	<i>245,648</i>
	<i>Total Other Expenses</i>	<i>(131,580)</i>	<i>391,004</i>	<i>259,424</i>	<i>382,421</i>	<i>122,997</i>
	<i>Capital Assets</i>	<i>-</i>	<i>249,250</i>	<i>249,250</i>	<i>25,000</i>	<i>(224,250)</i>
	TOTAL EXPENSES	2,834,792	5,022,210	7,857,002	8,018,132.00	161,130
	NET INCOME (LOSS)			489,630		489,629

CAD Incidents – January, 2015

Total number of CAD incidents for January, 2015: 15,593



Average number of CAD incidents per day for January, 2015: 503



SRFECC Telephony Performance Measure January, 2015

The following data is the telephony performance measures for the Sacramento Regional Fire/EMS Communications Center (SRFECC) during the month of January, 2015 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 January, 2015, SRFECC dispatch staff processed a total of **25,472** incoming and **7,881** outgoing calls for a total volume of **33,353** calls.

Detailed Breakdown of Information

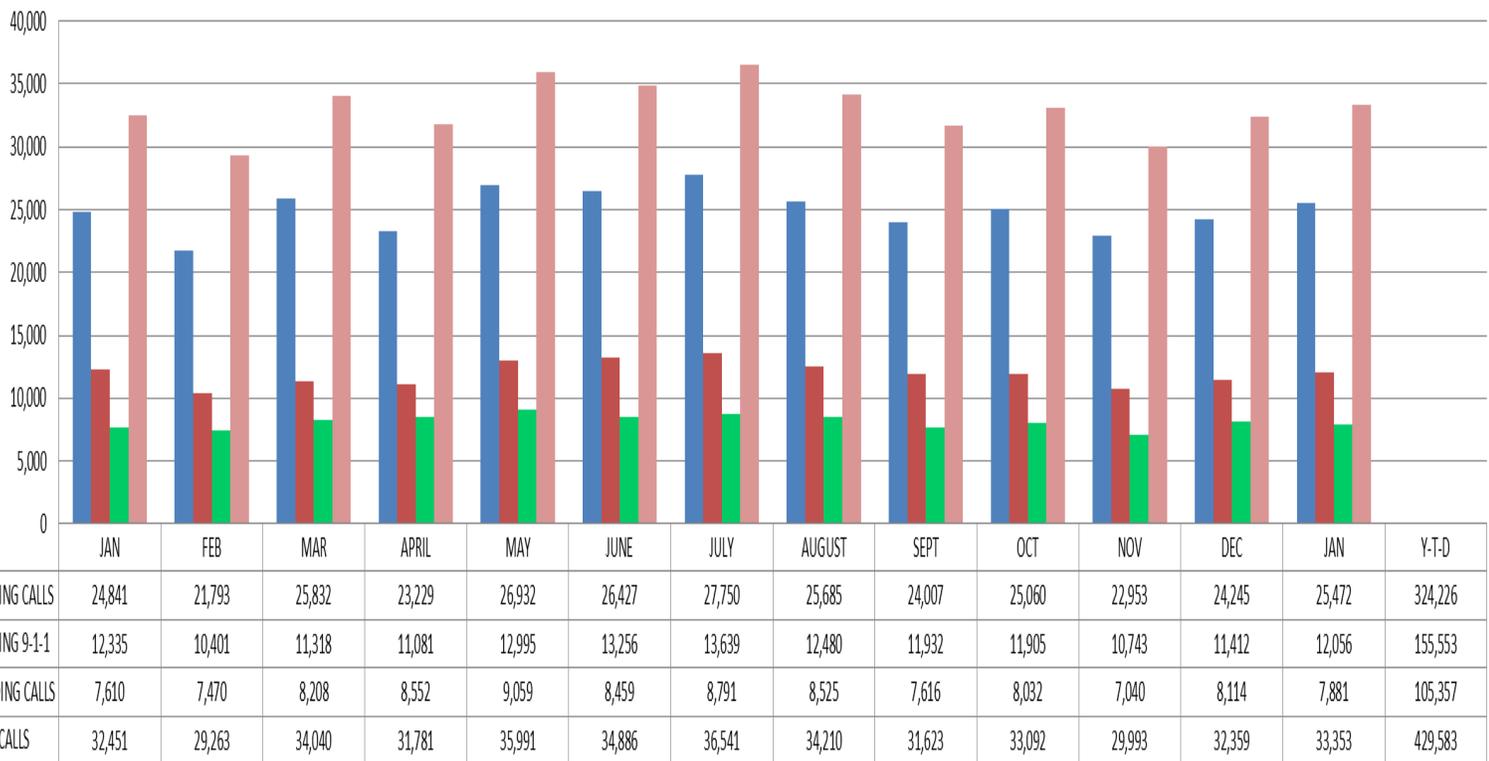
Incoming 9-1-1 Calls: There were **12,056** incoming 9-1-1 calls.

7DE (Seven-Digit Emergency Lines): There were **4,252** incoming seven-digit emergency calls.

Allied Agency/Alarm Co: There were **3,160** incoming Allied Agency and Alarm Company calls.

7DA (Seven-Digit Administrative Lines): There were **6,004** incoming seven-digit administrative calls.

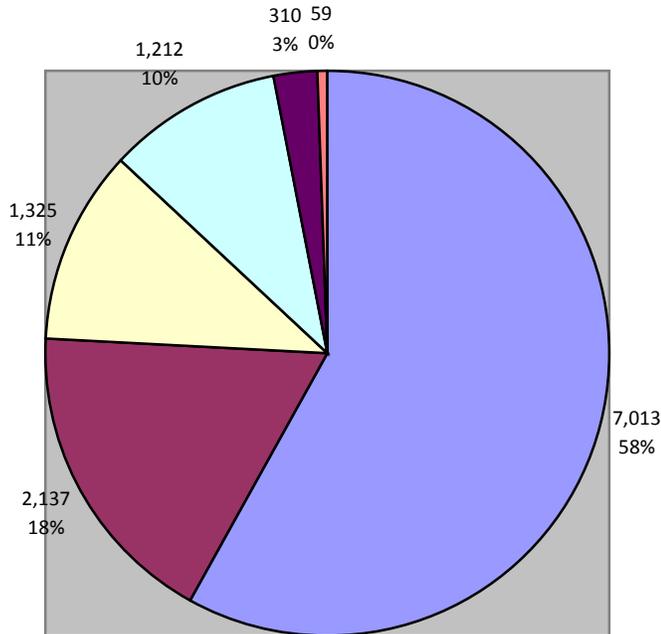
Telephony Performance Measure - 2014/2015



SRFECC Telephony Performance Measure January, 2015

The following chart represents call distribution according to class of service (i.e. Wireless Phase 2, Residential, etc.) for the 12,056 incoming 9-1-1 calls.

INCOMING 9-1-1 CALL DISTRIBUTION - January, 2015



Wireless Phase 2
 Residential
 Other (i.e. PBX)

VOIP
 Wireless Phase 1
 Payphone

Answering Standard: NFPA 1221 – 2013 Edition

According to NFPA 1221–2013 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.”*

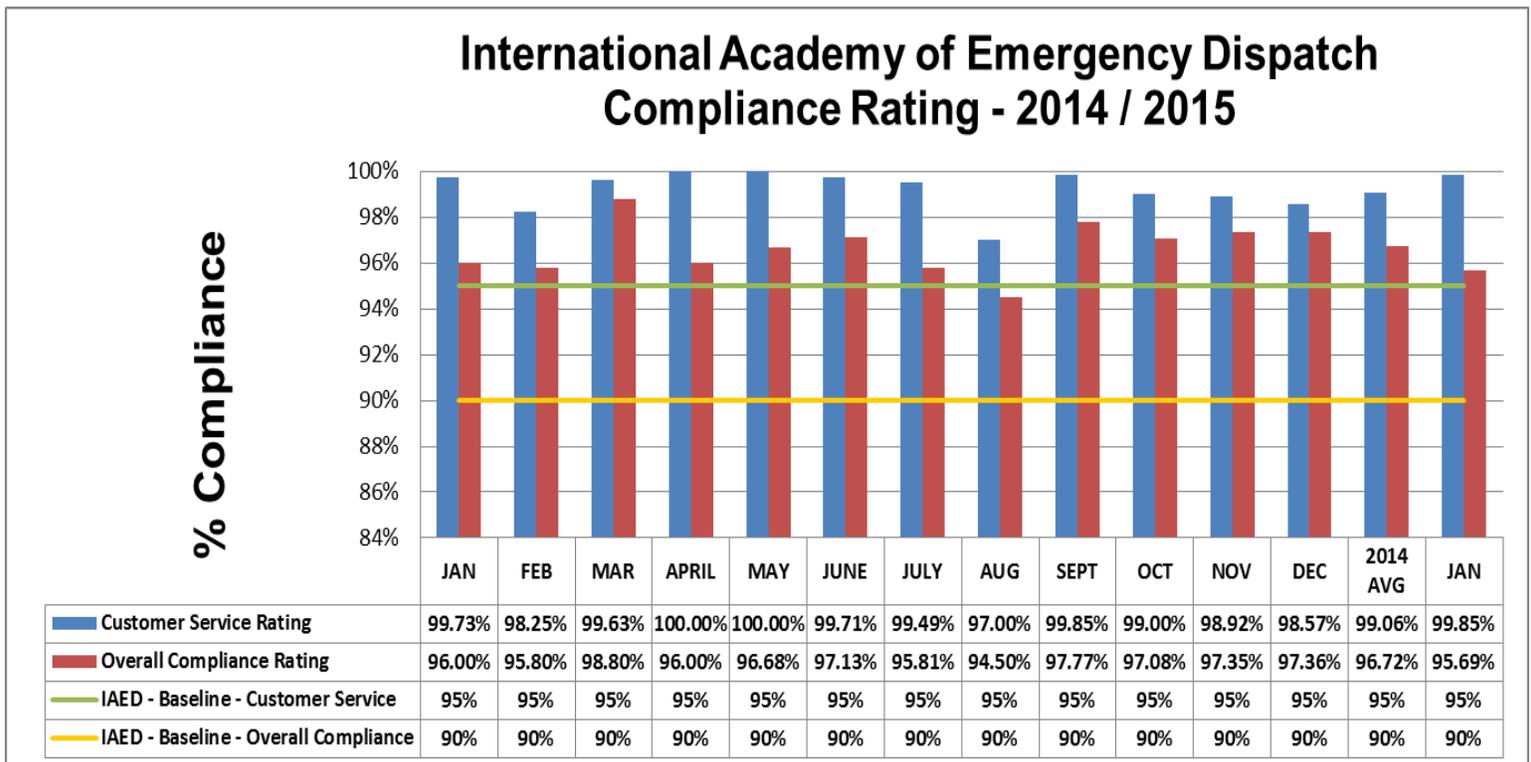
Utilizing the measure recommended by NFPA 1221-2013 ed. that all calls received on emergency lines shall be answered within 15 seconds 95% of the time. In January, the dispatch team answered all calls on emergency lines within 15 seconds **97.49%** of the time – **exceeding the standard by 2.49%**.

The standard of 99% percent of emergency lines answered within 40 seconds was also exceeded by the SRFECC dispatch team. In January, the dispatch team answered all calls on emergency lines within 40 seconds **99.70%** of the time – **exceeding the standard by .70%**.

Emergency Medical Dispatching (EMD) January, 2015 EMD Compliance Scores

- **Customer Service Compliance Average* (Baseline Requirement of 95%)**
 - **Customer Service Compliance Average for January, 2015: 99.85%**
 - **Overall – Customer Service Compliance Average for 2014: 99.06%**

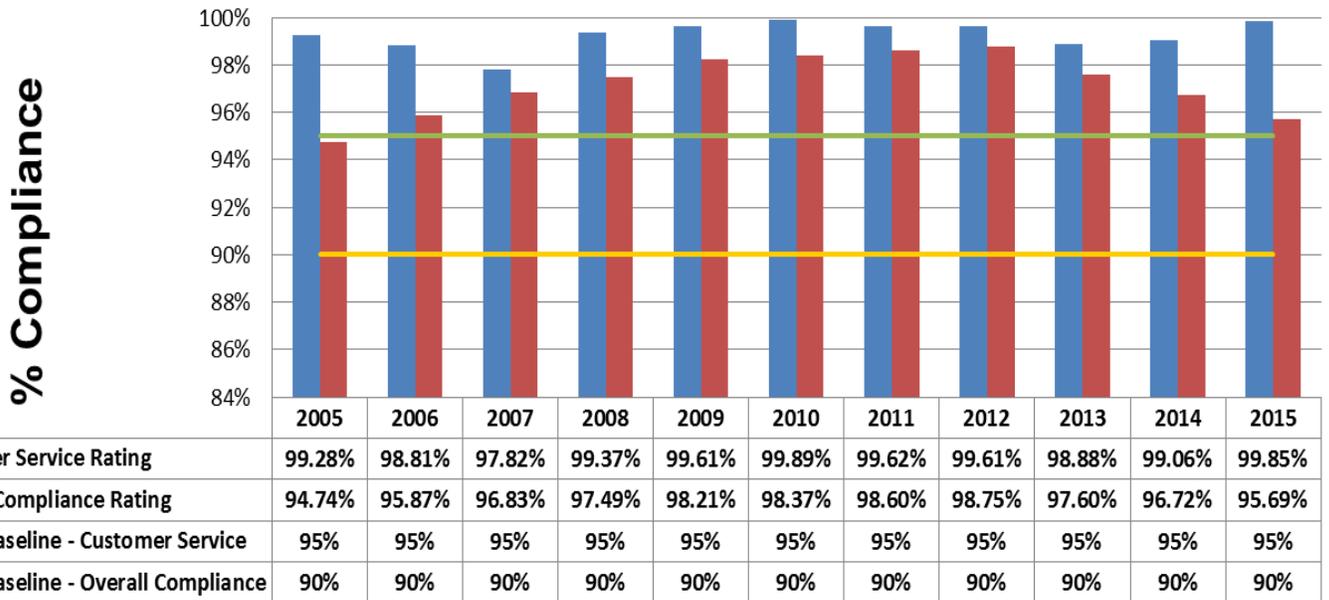
- **Total Compliance Average* (Baseline Requirement of 90%)**
 - **Total Compliance Average for January, 2015: 95.69%**
 - **Overall – Total Compliance Average for 2014: 96.72%**



*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 responsible for setting the accreditation process of the International Academy. Per Academy standards, the Quality Improvement standards report requires a consistent, cumulative MPDS incident case review of at or above the stated baseline percentages.

Emergency Medical Dispatching (EMD) January, 2015

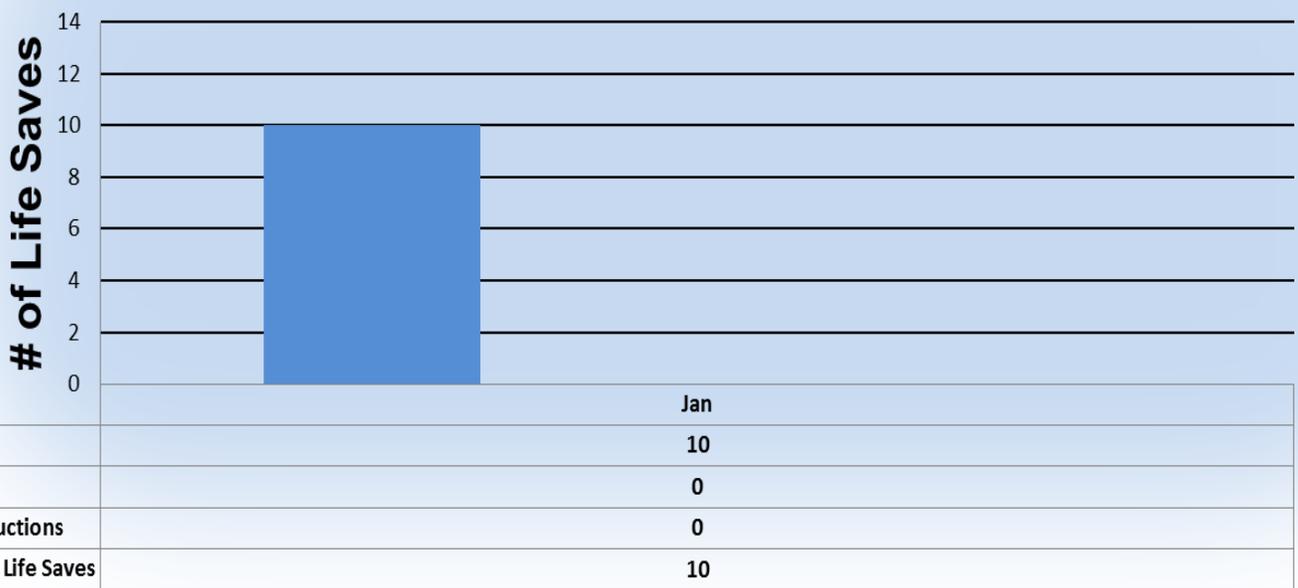
International Academy of Emergency Dispatch Compliance Rating



SRFECC – 10 Life Saves in 2015

Since January 1st, 2015 our Public Safety Dispatch Team has performed EMD in accomplishing ten (10) CPR Life Saves.

SRFECC - 10 Life Saves - 2015



Emergency Medical Dispatching (EMD) January, 2015

Ten Life Saves – January, 2015

1. On January 1st, **Dispatcher Marlo Swett**, A Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in providing life-saving CPR instructions.
2. On January 7th, **Call Taker Denise Tackett**, A Nights Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in providing life-saving CPR instructions.
3. On January 9th, **Dispatcher Jennifer Edwards**, B Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in providing life-saving CPR instructions.
4. On January 17th, **Call Taker Janet Tracy**, A Nights Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in providing life-saving CPR instructions.
5. On January 17th, **Dispatcher Elizabeth Strong**, B Nights Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in providing life-saving CPR instructions.
6. On January 18th, **Dispatcher Steve Wootton**, B Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in providing life-saving CPR instructions.
7. On January 19th, **Call Taker Janet Tracy**, A Nights Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in providing life-saving CPR instructions.
8. On January 22nd, **Dispatcher Casey Quintard**, B Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in providing life-saving CPR instructions.
9. On January 24th, **Call Taker Daniel Rangel**, B Nights Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in providing life-saving CPR instructions.
10. On January 24th, **Dispatcher Tara Poirier**, B Nights Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in providing life-saving CPR instructions.

Opened/Closed Service Records Per Category

Date range 1/01/2015 - 1/31/2015
 Generated on 2/6/2015 11:46

Category	Opened SRs	Closed SRs	Total (opened - closed)
CAD	25	24	1
Communications	16	6	10
Contracts	3	3	0
Email	11	11	0
Facility	18	13	5
GIS	18	15	3
Hardware	12	8	4
Operations	4	3	1
Profile	7	4	3
Software	20	19	1
Total	134	106	28

