



# 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 23, 2016

REGULAR MEETING OF THE GOVERNING BOARD OF SRPSCC

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.

**CLOSED SESSION:**

1. 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) case

**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 26, 2016)	Page	4-10
2. Budget to Actual (January)	Page	11
3. Revenues (January)	Page	12
4. Overtime Report (January)	Page	13

**PROPOSED ACTION:** Motion to Approve Consent Agenda

**PRESENTATION:**

1. Longevity Recognition:

Wendy Crosthwaite – 3 years – February 1, 2016

Julee Todd – 13 years – February 10, 2016

Megan Crosthwaite – 1 year – February 23, 2016

2. Special Award Presentation\*

**COMMITTEE REPORTS:**

1. Finance Committee (February 9, 2016)	Page	14-15
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\* INDICATES NO ATTACHMENT

**ACTION ITEMS:**

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

b. New Business:

1. Consider Authorizing a Feasibility Study to Assume Dispatching Responsibility for El Dorado Hills Fire Department\*

2. Consider Authorizing a Feasibility Study to Assume Dispatching Responsibility for Rescue Fire Protection District\*

3. Resolution #6-16, Resolution to Approve a Supplemental Assessment and Payment Schedule (by Member Agency) for New CAD System\*

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**PRESENTATION/DISCUSSION/POSSIBLE ACTION:**

1. Resolution#7-16, VPN Access for CAD Mainstream

Page

18-19

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

**PRESENTATION/INFORMATION:**

1. Communications Center Statistics (January)

Page

20-25

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

1. Chief Executive Director\*

2. Administrative Services Manager (January)

3. Communications Manager\*

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**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. PUBLIC EMPLOYEE PERFORMANCE EVALUATION\*

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

(1 case)

Employee Evaluation: Chief Executive Director

\*INDICATES NO ATTACHMENT

**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.

Four (4) potential cases

**ADJOURNMENT:**

The next Regular Board Meeting is March 29, 2016.

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

**DISABILITY INFORMATION:**

In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the Chief Executive'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.

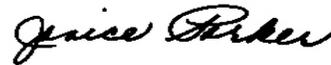
**POSTING:**

This is to certify that on February 19, 2016, I posted a copy of the agenda:

-At 10230 Systems Parkway, Sacramento, CA 95827

-on the Center's website which is: [www.srfecc.ca.gov](http://www.srfecc.ca.gov)

-10545 Armstrong Ave, Mather, CA 95655-4102



Clerk of the Board

*\*INDICATES NO ATTACHMENT*

## GOVERNING BOARD MEETING

January 26, 2016

### GOVERNING BOARD MEMBERS

Chief Ron Phillips	City of Folsom Fire Department
Deputy Chief Chris Costamagna	City of Sacramento Fire Department
Deputy Chief Eric Bridge	Sacramento Metropolitan Fire District
Chief Hansen	Cosumnes Community Services District

### GOVERNING BOARD MEMBERS ABSENT

### COMMUNICATIONS CENTER MANAGEMENT

Teresa Murray	Chief Executive Director
Joyce Starosciak	Administrative Services Manager
Linda Luis	Communications Manager

### OTHERS IN ATTENDANCE

Bob Kingsley	General Counsel, SRPSCC
Janice Parker	Administrative Analyst, SRPSCC
Wendy Crosthwaite	Executive Assistant, SRPSCC
Cindy Chao	Financial Analyst, SRPSCC
Sara Roush	Office Assistant, SRPSCC
Julee Todd	Training Supervisor, SRPSCC
Jill Short	Local 856 Representative

1. The meeting was called to order and roll call was taken at 9:00 a.m.
2. The Pledge of Allegiance was recited.
3. There were no agenda updates.
4. PUBLIC COMMENT

None

5. CONSENT AGENDA

A motion was made by Deputy Chief Bridge and seconded by Chief Hansen to approve the consent agenda and Board Meeting minutes, December 9, 2015, and Special Board Workshop, January 15, 2016.

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

NOES:

ABSENT:

ABSTAIN:

Motion carried.

6. PRESENTATION:

2. Longevity Recognition:

- a. Roman Kukharets – 4 years – January 1, 2016 *(unable to attend)*

Chief Executive Director Murray expressed her appreciation to Roman Kukharets for his four years of service to SRPSCC.

**7. COMMITTEE REPORTS:**

A. Finance Committee

The Finance Committee met on December 8, 2015, and the minutes from that meeting were contained in the Board packet.

B. Personnel Committee

The Personnel Committee had not met.

**8. 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 #5-16, Approve Cell Tower Memorandum of Understanding With Sacramento-Valley Limited Partnership (d/b/a Verizon Wireless)**

The Board packet contained a copy of the Memorandum of Understanding and Chief Executive Director Murray and Counsel asked to have the Board approve the document.

A motion was made by Deputy Chief Bridge and seconded by Chief Hansen to adopt Resolution #5-16.

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

NOES:

ABSENT:

ABSTAIN:

Motion carried.

2. **Resolution #1-16, Approve Request by City of Isleton to Become a Contracting Agency**

While this resolution is brief, it does include an authorization clause that would allow Chief Executive Director Murray to handle any “clean-up” issues arising from the assumption of dispatch services for the City of Isleton. This agreement commences when SRPSCC says it commences and can be terminated with six months’ notice.

Chief Hansen suggested that invoices sent to the City of Isleton should be sent via registered mail.

A motion was made by Deputy Chief Bridge and seconded by Chief Hansen to adopt Resolution #1-16.

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

NOES:

ABSENT:  
ABSTAIN:

Motion carried.

3. Resolution #2-16, Approve Request by River Delta Fire Protection District to Become a Contracting Agency

Chief Executive Director Murray asked that the Board approve this resolution.

A motion was made by Deputy Chief Bridge and seconded by Deputy Chief Costamagna to adopt Resolution #2-16.

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

NOES:  
ABSENT:  
ABSTAIN:

Motion carried.

4. Resolution #3-16, Sponsor the Department of Veterans Affairs Medical Center as a Secondary Participant on the SRRCS System

In addition to this resolution, a secondary user agreement is being prepared and that will come before the Board for approval.

A motion was made by Deputy Chief Bridge and seconded by Chief Hansen to adopt Resolution #3-16.

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

NOES:  
ABSENT:  
ABSTAIN:

Motion carried.

5. Resolution #4-16, Adopt Fictitious Name of "The Sacramento Regional Fire/EMS Communications Center ("SRFECC") and Reaffirm the Center's Current Logo

With adoption of the 3<sup>rd</sup> Amended JPA agreement the Center name had been officially changed to Sacramento Regional Public Safety Communications Center. However, it was the desire of the Board to maintain Sacramento Regional Fire/EMS Communications Center (SRFECC) for marketing and branding purposes.

A motion was made by Deputy Chief Bridge and seconded by Chief Hansen to adopt Resolution #4-16.

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

NOES:  
ABSENT:  
ABSTAIN:

Motion carried.

## 6. Review/Approval of Customer Service Survey

Center staff created a customer service survey for Board review. It included questions pertaining to the Conference and Training Center, Dispatch Operations, Human Resource Recruitment, IT and Accounting.

Chief Costamagna suggested separating and disseminating the questions in the survey depending upon the specific interaction of the constituent being surveyed. He suggested adding an additional line inquiring if the responder had other items he/she would like to discuss. Chief Hansen said including an "NA" option would be helpful.

Chief Phillips said the survey was well developed, but asked what the sample base would be and how they will receive the survey. Chief Executive Director Murray said field personnel would receive it through their chiefs, and a percentage of the general public who received services would be mailed a survey. SRFEC will post the survey on our website to encourage response.

Chief Hansen moved that the survey be approved with the incorporation of the above-mentioned changes, and it was seconded by Deputy Chief Bridge.

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

NOES:

ABSENT:

ABSTAIN:

Motion carried.

## 9. ITEMS FOR DISCUSSION AND POTENTIAL PLACEMENT ON FUTURE AGENDA:

Below is a list of items suggested by the Board for potential placement on a future agenda that have not yet been addressed.

1. To provide a customer service sampling base for approval.

## 10. PRESENTATION/INFORMATION:

1. Communications Center Statistics (November and December)

The statistics were contained in the Board packet. During this time frame, 24 lives had been saved.

## 11. CENTER REPORTS

### A. Chief Executive Director Report

1. Our intent is to have River Delta/Isleton integrated into our dispatch center by the end of March. We are awaiting the Twitchell Island antenna installation. Delta wireless and members of our IT will be visiting River Delta/Isleton the week of February 8<sup>th</sup> to do some installation of the "mobiles" and some training will be conducted by Dispatch and the OPS Chiefs for River Delta/Isleton. We are updating our strategic plan for this project.
2. The CAD kickoff meeting went very well. New World is creating the project plan and they are working closely with our Systems Engineer, Shane Steckelberg, to ensure "no

down time” during system updates. We are in the process of purchasing our hardware for the new CAD system.

3. Chief Executive Director Murray will be asking for direction regarding assessment invoicing for the CAD at the next Finance Committee meeting.
4. Chief Executive Director Murray thanked Kylee Soares and Joe Theusen for assuming the responsibility of acting Communications Manager during Ms. Luis’ absence. They both did a fabulous job.
5. Julee Todd is following Mike Grace as our Training Supervisor, and we welcome her to the Conference and Training Center. Mike Grace is returning to the dispatch floor and we thank him for his three years of service as the Training Supervisor.

#### B. Administrative Services Manager Report

1. The Kronos Workforce Ready implementation has been completed and Ms. Starosciak thanked the Accounting Team for their hard work to accomplish this.
2. Metro E implementation was completed at Sacramento City Fire this week.
3. CAD clean-up is going very well and the coordinators continue to learn a lot about CAD as the clean-up work progresses.
4. We have received requests from two outside agencies for assistance with their Pulse Point implementation because ours went so quickly and smoothly.

#### C. Communications Manager Report

1. Communications Manager Luis thanked Kylee Soares and Joe Thuesen for the great job they did in assuming the Communications Manager role in her absence.
2. Our four newest dispatch recruits are progressing in their training. Our radio training academy will be scheduled soon.
3. During 2015, our dispatch team has had 125 life saves.

Chief Hansen suggested that we explore the various social media outlets to share information as well as our organizational successes.

4. Communications Manager thanked all of the dispatch staff for their participation in groups/committees outside their standard dispatching responsibilities.
5. The annual OPST banquet is April 9<sup>th</sup> and all are invited to attend.

## 12. CORRESPONDENCE

1. Letter from Melissa Penilla, Clerk of the Board for Sacramento Metropolitan Fire District, Announcing the Appointment of Communications Division Manager Scott Andrews as Alternate Representative to the SRPSCC Governing Board
2. Letter From Fire Chief David Roberts, El Dorado Hills Fire Department, Regarding Potential JPA Membership and Request for a Feasibility Study

Copies of both letters were contained in the Board packet.

Chief Phillips said prior to initiating a feasibility study for El Dorado Hills Fire Department, a staff report establishing guidelines should be prepared for the Board.

**13. BOARD MEMBER COMMENTS**

Deputy Chief Bridge thanked the Board for their patience as he becomes more familiar with his Board participation.

**14. COUNSEL REPORT**

None

**15. ANTICIPATED ACTION ITEMS**

1. Follow up the request by El Dorado Hills to explore the feasibility of joining our JPA for dispatching services.
2. Review of Scientific Survey

**16. 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 NEGOTIATORS**

Negotiators:	Teresa Murray, Chief Executive Director Robert Kingsley, Counsel
Teamsters:	Local 856
Teamsters:	Local 150
Unrepresented Employees:	All

*Pursuant to California Government Code 54957.6  
Closed session with the Center's designated representatives regarding the salaries, salary schedules, or compensation paid in the form of fringe benefits of its represented and unrepresented employees, any other matter within the statutorily provided scope of representation.*

**3. 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  
Four (4) cases*

Closed session was convened at 9:57 a.m.

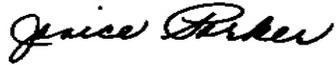
Open session was reconvened at 11:54 a.m. The Board received an update regarding a personnel issue.

The Board received an update regarding the conference with labor negotiators; direction was given, no action was taken.

The Board received direction to create an ad hoc committee made up of Chief Executive Director Murray, Chief Phillips and Deputy Chief Bridge to address the request for a feasibility study by El Dorado Hills Fire Department.

17. The meeting of the Governing Board was adjourned at 11:54 a.m. until the next Meeting of the Governing Board scheduled for 9:00 a.m., February 23, 2016, at Metro Board Chambers, 10545 Armstrong Ave – Rooms #384-385, Mather, CA 95655-4102.

Respectfully submitted,



Janice Parker  
Clerk of the Board

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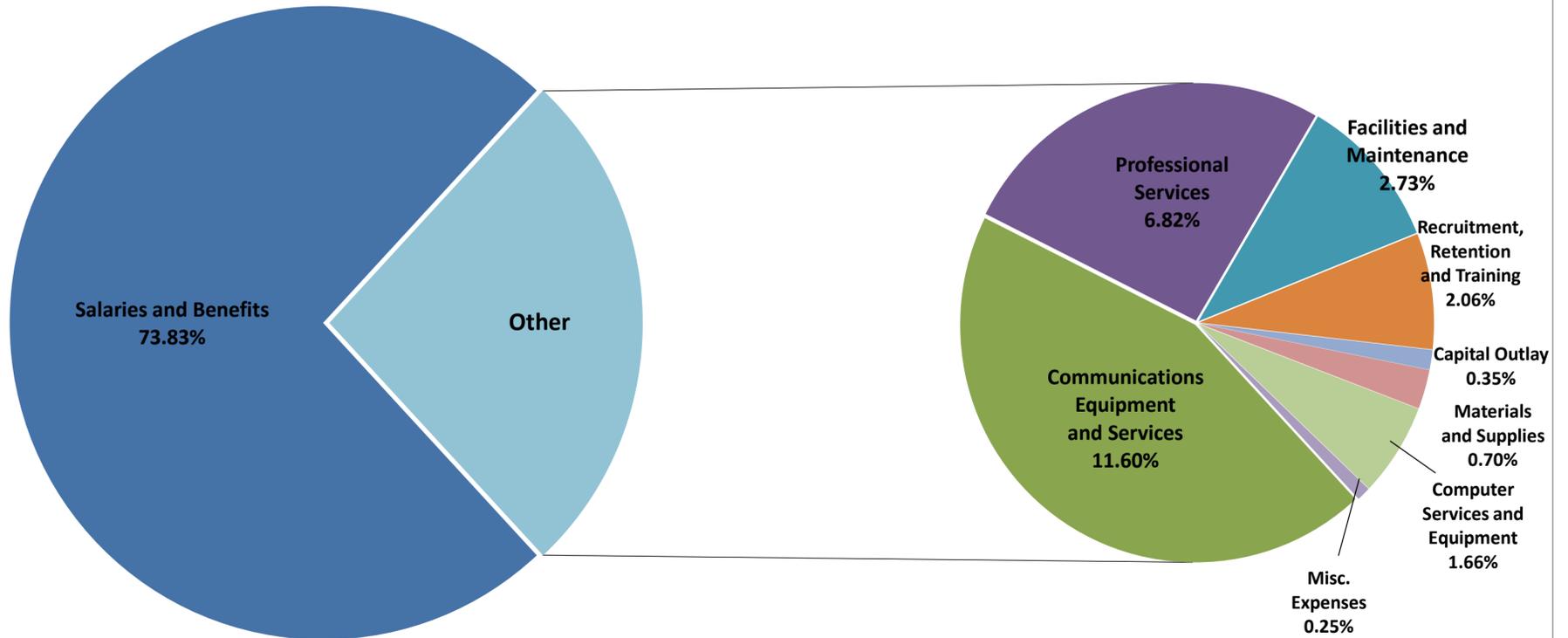
Ron Phillips, Chairperson

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Tracey Hansen, Vice Chairperson

Sacramento Regional Fire/EMS Communications Center  
 Fiscal Year 2015-2016  
 Monthly Budget to Actual Report  
 As of January 31, 2016

Budget to Actual - FY 15/16  
 As of January 31, 2016

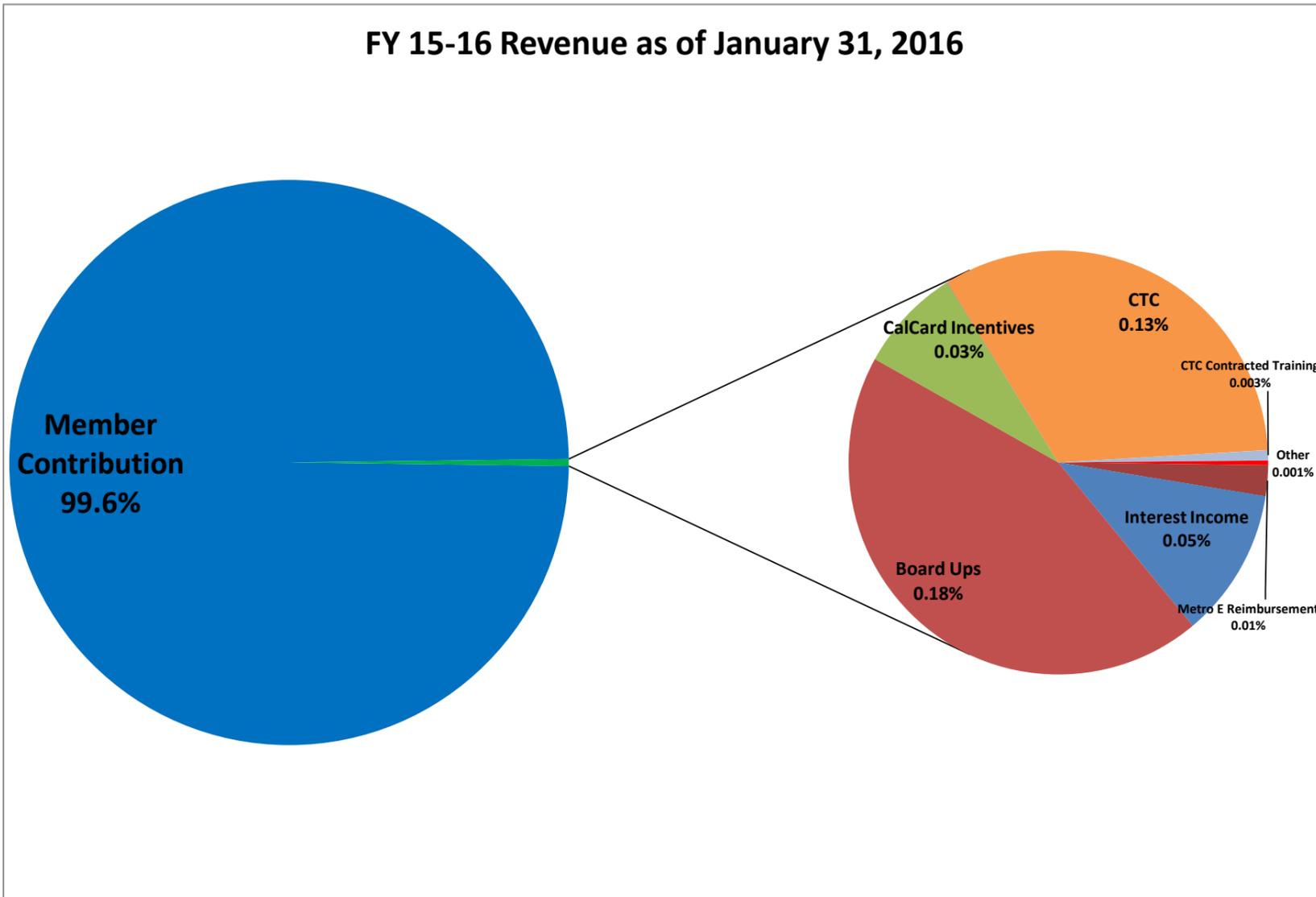


Budget to Actual - FY 15/16 As of January 31, 2016					
Expenses	FY 15/16 Budget	YTD Expenses 1/31/16	% of YTD Expenses	\$ Under / (Over) Budget	% Under/ (Over) Budget
Salaries and Benefits	6,441,629	2,870,104	73.83%	3,571,524	55%*
Communications Equipment and Services	1,137,777	450,981	11.60%	686,796	60%
Professional Services	420,505	265,101	6.82%	155,404	37%
Facilities and Maintenance	177,305	106,226	2.73%	71,079	40%
Recruitment, Retention and Training	126,263	80,127	2.06%	46,137	37%
Capital Outlay	909,714	13,581	0.35%	896,133	99%*
Materials and Supplies	91,300	27,136	0.70%	64,164	70%
Computer Services and Equipment	230,200	64,370	1.66%	165,830	72%
Misc. Expenses	20,000	9,755	0.25%	10,245	51%
<b>Total</b>	<b>9,554,693</b>	<b>3,887,382</b>	<b>100%</b>	<b>5,667,311</b>	<b>59%</b>

Days Remaining in Budget Period/Days YTD in Budget Period 41%

\*Please note that Salaries and Benefits includes reimbursements and estimated reimbursements from OES Deployments YTD

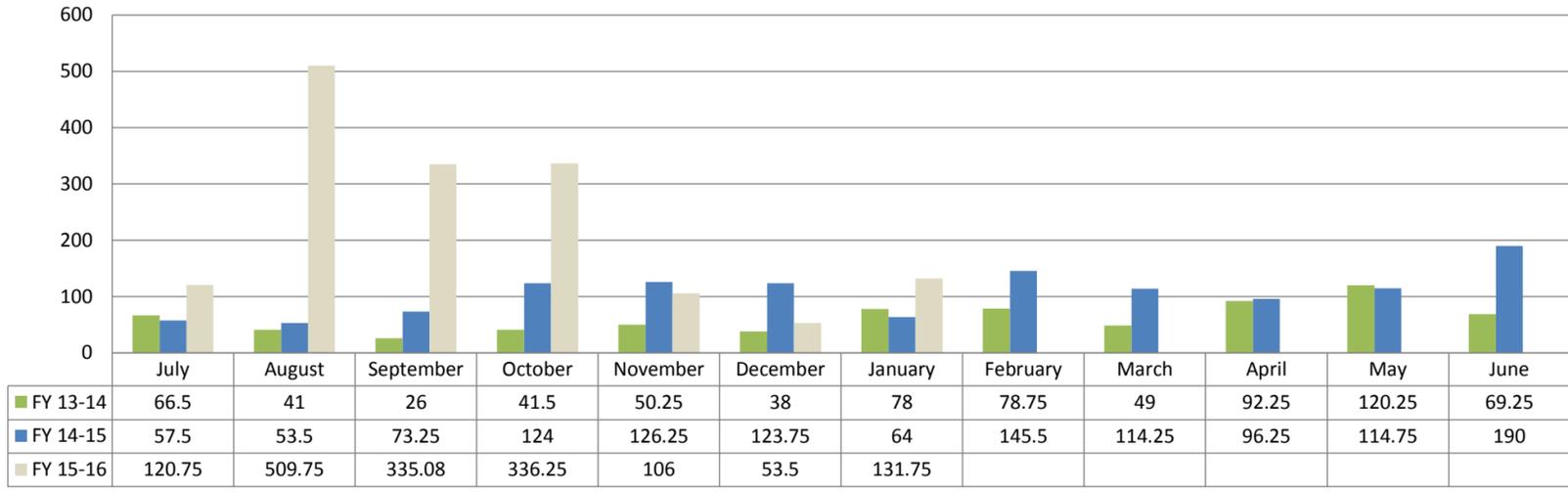
\*Please note that Capital Outlay for BTA ending 12/31/15 included CAD project expenses of \$1,440,243 which are part of CIP expenses and not the operating budget



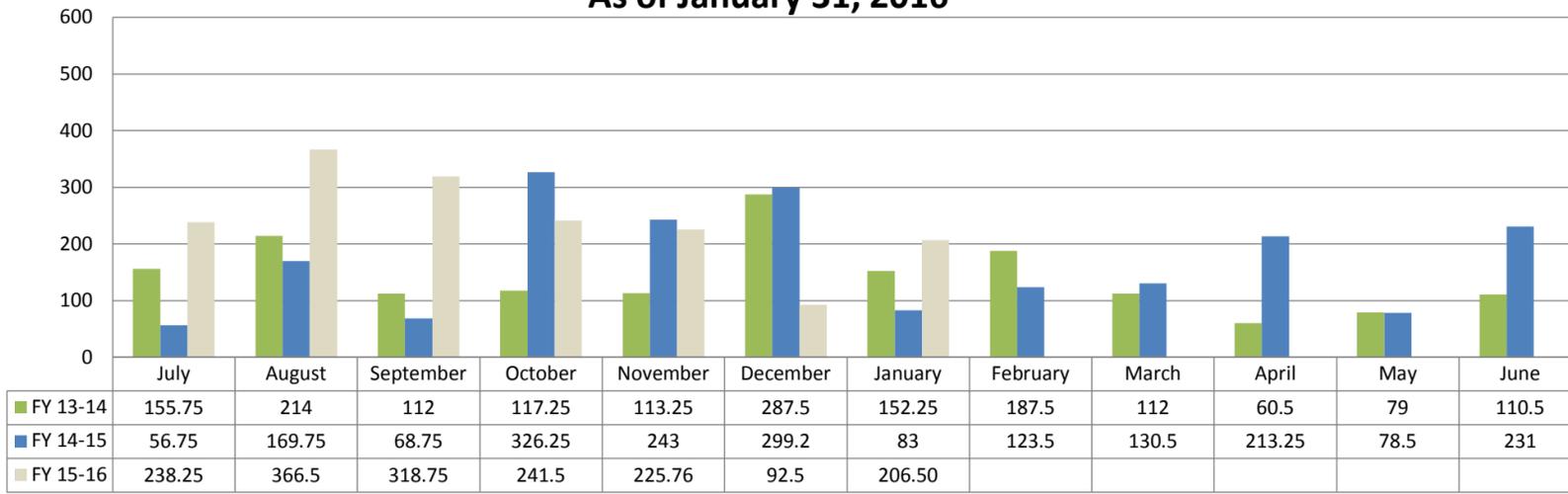
Revenues - FY 15/16 As of January 31, 2016		
	FY 15/16 Preliminary Budget	Revenue Received as of 1/31/16
Member Contribution	8,003,132	8,003,134
Metro E Reimbursement	10,000	749
Reimb. Revenue - Backbone	69,600	
Reimb. Revenue - SETNA Training	3,000	
<b>Other:</b>		
Interest Income	6,000	3,637
Board Ups	19,000	14,050
CalCard Incentives	2,000	2,552
Notary	100	10
Admin-Fee Backbone	400	
CTC	10,000	10,488
CTC Contracted Training	500	250
Other	1,100	109
Total Other	39,100	31,095
<b>Total</b>	<b>8,124,832</b>	<b>8,034,978</b>

\*Numbers based on revenues received rather than revenues earned

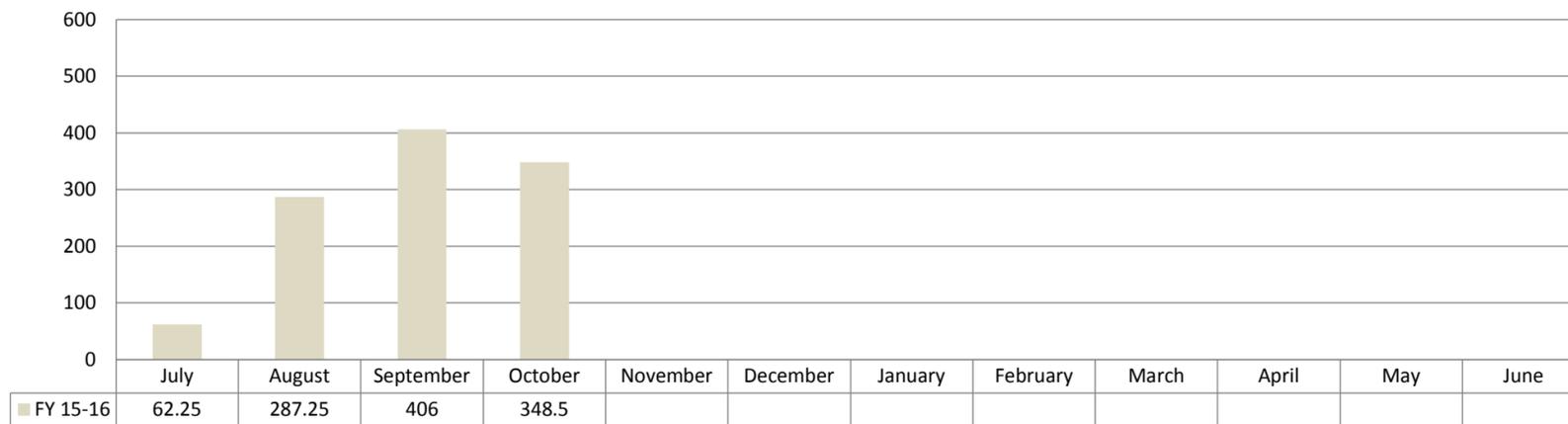
**FY 15-16 Comparative OT Report  
 Admin Staff  
 As of January 31, 2016**



**FY 15-16 Comparative OT Report  
 Communications Staff  
 As of January 31, 2016**



**FY 15-16 OT Hours resulting from OES Deployment  
 As of January 31, 2016**



Please note that OT due to OES deployment is included in Admin and Communications Staff OT numbers

**FINANCE COMMITTEE MEETING**  
**February 9, 2016**

**GOVERNING BOARD MEMBERS**

Chief Ron Phillips	City of Folsom Fire Department
Deputy Chief Eric Bridge	Sacramento Metropolitan Fire District

**GOVERNING BOARD MEMBERS ABSENT**

**COMMUNICATIONS CENTER MANAGEMENT**

Teresa Murray	Chief Executive Director
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**OTHERS IN ATTENDANCE**

Janice Parker	Administrative Analyst, SRFECC
Wendy Crosthwaite	Executive Assistant, SRFECC

1. The meeting was called to order and roll call was taken at 10:36 a.m.
2. There was no public comment.

**OPEN SESSION:**

3. Presentation/Discussion JPA Financial Assessment by Agency for New CAD System\*

Chief Phillips asked that Chief Executive Director Murray provide background regarding the CAD purchase for Deputy Chief Bridge.

The final purchase price for the CAD system from New World was a result of very skilled negotiations. Including equipment costs the total CAD system cost is \$3,331,985 million. The Board chose to use \$2.7 million of the CIP account to pay "cash", with the remainder of \$631,985 being contributed by the agencies in the form of a separate one-time assessment to be paid either in this fiscal year or in next fiscal year.

Chief Executive Director Murray said once she has been made aware in which fiscal year each of the agencies has chosen to pay his/her assessment and an invoice will be generated by the Center. The cost of the CAD system includes maintenance agreements for the next five years. The maintenance agreement includes all "phase updates" as well as five positions at their Annual Users' Conference which allows our organization to evolve with the changes in the system.

**CLOSED SESSION:**

4. Personnel Issue\*

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

Closed session convened at 10:52 a.m.

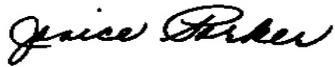
Open session reconvened at 11:51 a.m.

The Committee received an update regarding a personnel issue, but no action was taken.

Due to scheduling conflicts the specially scheduled Monday, March 14<sup>th</sup> Finance Committee meeting has been canceled. A Special Finance Committee meeting was set for Tuesday, March 8<sup>th</sup> at 10:30 a.m. at the Comm Center.

5. The Finance Committee adjourned at 11:52 a.m. until the next Meeting of the Finance Committee on Tuesday, March 8, 2016, at 10:30 a.m. at Sacramento Regional Fire/EMS Communications Center, 10230 Systems Parkway, Sacramento, CA 95827.

Respectfully submitted,



Janice Parker  
Clerk of the Board

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Ron Phillips, Chairperson

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Eric Bridge, Vice Chairperson

**PERSONNEL COMMITTEE MEETING**  
**Tuesday, February 9, 2016**

**COMMITTEE MEMBERS**

Chief Tracey Hansen  
Deputy Chief Chris Costamagna

Cosumnes Community Services District  
City of Sacramento Fire Department

**COMMUNICATIONS CENTER MANAGEMENT**

Teresa Murray

Chief Executive Director

**OTHERS IN ATTENDANCE**

Janice Parker

Administrative Analyst, SRFECC

1. The meeting was called to order at 9:06 a.m. and roll call was taken.

2. There was no public comment

**3. CLOSED SESSION**

1. **Public Employee Performance Evaluation\***

*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*  
(1 case)

*Employee Evaluation: Chief Executive Director*

2. **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*  
(1 case)

Closed session was convened at 9:07 a.m.

Open session was reconvened at 9:47 a.m.

In closed session the Committee received updates on both Closed Session items, and no action was taken.

4. Because of conflicts with the members' schedules, the Personnel Committee canceled their regularly scheduled meeting for March 8<sup>th</sup> at 9:00 a.m., and scheduled a Special Personnel Committee meeting for Monday, March 14<sup>th</sup> at 8:30 a.m.

The regularly scheduled April 12<sup>th</sup> Personnel Committee meeting was canceled and a Special Personnel Committee meeting was scheduled for Wednesday, May 4<sup>th</sup> at 9:00 a.m.

The meeting was adjourned at 9:48 a.m. until the next scheduled meeting of the Personnel Committee.

Respectfully submitted,

Janice Parker  
Clerk of the Board

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Chris Costamagna, Chairperson

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Tracey Hansen, Vice Chairperson



*Sacramento Regional Public Safety Communications Center  
10230 Systems Parkway, Sacramento, CA 95827-3007  
(916) 228-3070 - Fax (916) 228-3079*

**RESOLUTION NO. 6-16**

**BEFORE THE GOVERNING BOARD OF THE  
SACRAMENTO REGIONAL PUBLIC SAFETY COMMUNICATIONS CENTER**

**(Supplemental Assessment for New CAD System)**

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**WHEREAS**, the Governing Board of the Sacramento Regional Public Safety Communications Center (“Center”) approved a contract with New World Systems for a new Computer Aided Dispatching System and Mobile Data System (“CAD System”); and

**WHEREAS**, the Governing Board previously determined that the purchase of the CAD System would be funded through a combination of dollars transferred from the CIP Account and from dollars derived from Supplemental Assessments that are levied upon Member Agencies.

**NOW, THEREFORE, BE IT RESOLVED**, by this Governing Board:

1. The total amount to be generated by Supplemental Assessments for the CAD System purchase is Six Hundred Thirty One Thousand Nine Hundred Eighty Five Dollars (\$631,985.00).
2. Total Supplemental Assessment dollars are to be apportioned amongst the Member Agencies based on call volume.
3. Each Member Agency’s Supplement Assessment is:

a.	Cosumnes CSD	\$ 51,253.98
b.	City of Folsom	\$ 20,792.31
c.	City of Sacramento	\$ 271,563.95
d.	Sacramento Metropolitan FPD	\$ 288,374.76
4. Each Member Agency shall pay their Supplemental Assessment according to the schedule of payments established by that Agency; provided, however, the Supplemental Assessment must be paid in full to the Center not later than June 30, 2017.

THIS RESOLUTION was duly passed and adopted by the Governing Board of the Sacramento Regional Public Safety Communications Center at a regular meeting held on the 23rd of February, 2016, by the following roll call vote:

AYES:

NOES:

ABSENT:

BY:

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Chairperson

ATTEST:

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Vice-Chairperson



# *Sacramento Regional Fire/EMS Communications Center*

10230 Systems Parkway, Sacramento, CA 95827-3006  
(916) 228-3070 – Fax (916) 228-3079

## **RESOLUTION #7-16**

### **RESOLUTION TO ESTABLISH AND APPROVE A BOARD POLICY REGARDING VPN ACCESS FOR CAD LIVESTREAM**

WHEREAS, the Governing Board of the Sacramento Regional Fire/EMS Communications Center (“Center”) adopts policies, as needed, to guide the activities of Center employees in accomplishing the mission of the Center.

WHEREAS, this Governing Board has determined that a policy is necessary to address Virtual Private Network (VPN) access to Computer Aided Dispatch services for Livestream.

NOW, THEREFORE, BE IT RESOLVED by this Governing Board:

1. The policy on VPN Access to Computer Aided Dispatch for Livestream (attached as Exhibit A) is adopted.
2. The Chief Executive Director is authorized to promulgate Standard Operating Procedures to effectuate the intent of this policy.

Adopted at the regular meeting of the Governing Board of the Sacramento Regional Fire/EMS Communications Center in Sacramento this 23rd day of February, 2016.

Signed: \_\_\_\_\_

Attest: \_\_\_\_\_

## SACRAMENTO REGIONAL FIRE/EMS COMMUNICATIONS CENTER

**POLICY NUMBER:** \_\_\_\_\_

**POLICY:** VPN Access to CAD Livestream

**SUMMARY:**

The intent of this board policy is to describe Virtual Private Network (VPN) access to the SRFEC Computer Aided Dispatch (CAD) for Livestream.

**POLICY:**

1. The Governing Board of SRFEC retains the exclusive right to approve, deny or limit authorization to use VPN access to CAD for Livestream by non-member fire or law enforcement agencies.
2. VPN access to CAD for Livestream shall only be approved when the party seeking access is either a public fire suppression agency or law enforcement agency within Sacramento County, or is a mutual aid partner in one of the surrounding counties.
3. All costs required to enable VPN access to CAD for Livestream shall be borne by the requesting public agency unless an exception is made by the SRFEC Governing Board.

**PROCEDURES:**

- A. Requests for VPN access to CAD for Livestream shall be made in writing to the SRFEC Chief Executive Director. Requests shall be signed by the requesting agency administrator or his/her authorized designee.
- B. The Chief Executive Director shall investigate all details of the request including the projected financial impact and then prepare a staff report and resolution for consideration by the Governing Board.
- C. Upon Governing Board approval, the Chief Executive Director or his/her designee shall provide VPN access to the requesting public agency as specified by the conditions of approval issued by the Governing Board.

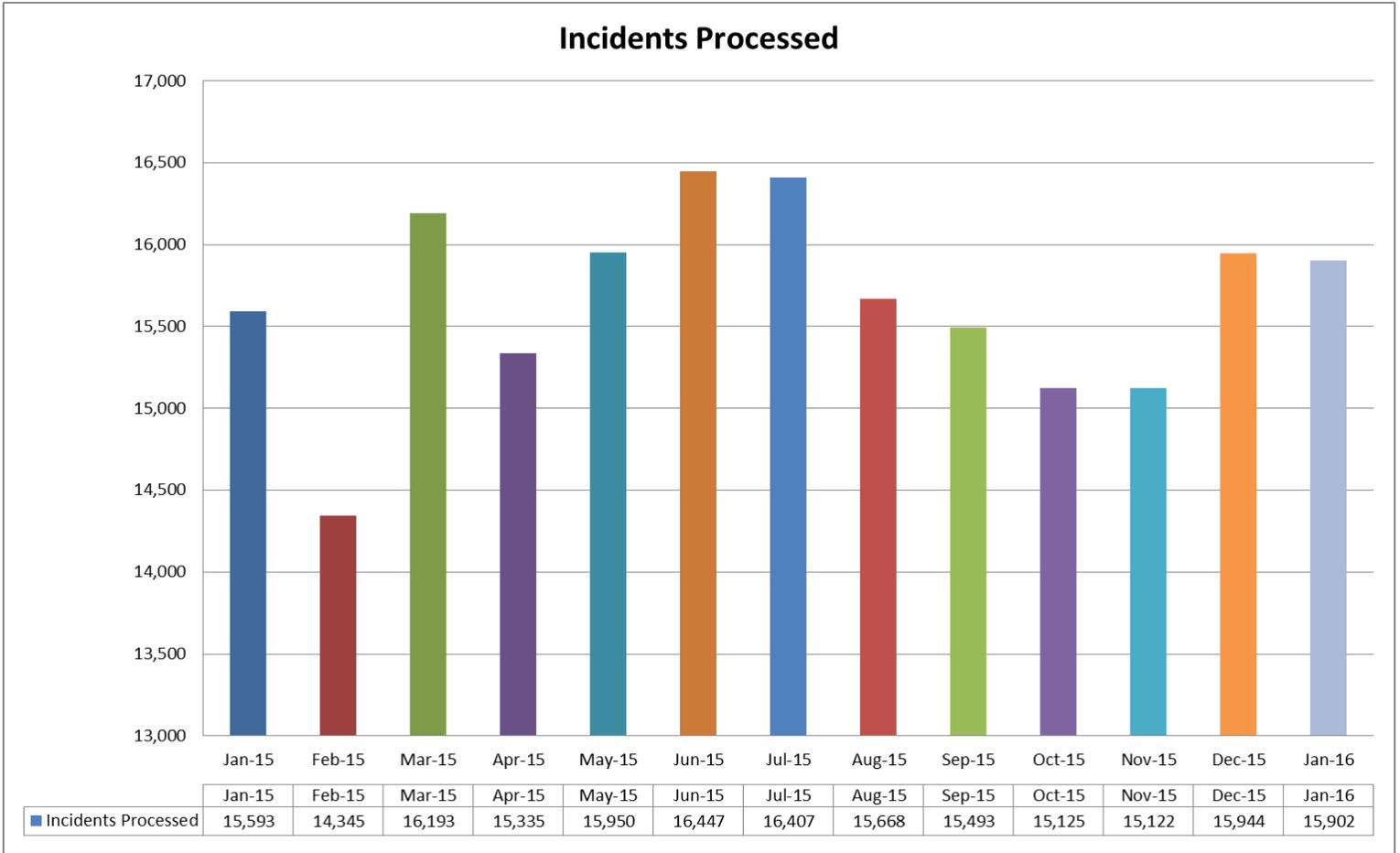
ADOPTED: \_\_\_\_\_

REVISED: \_\_\_\_\_

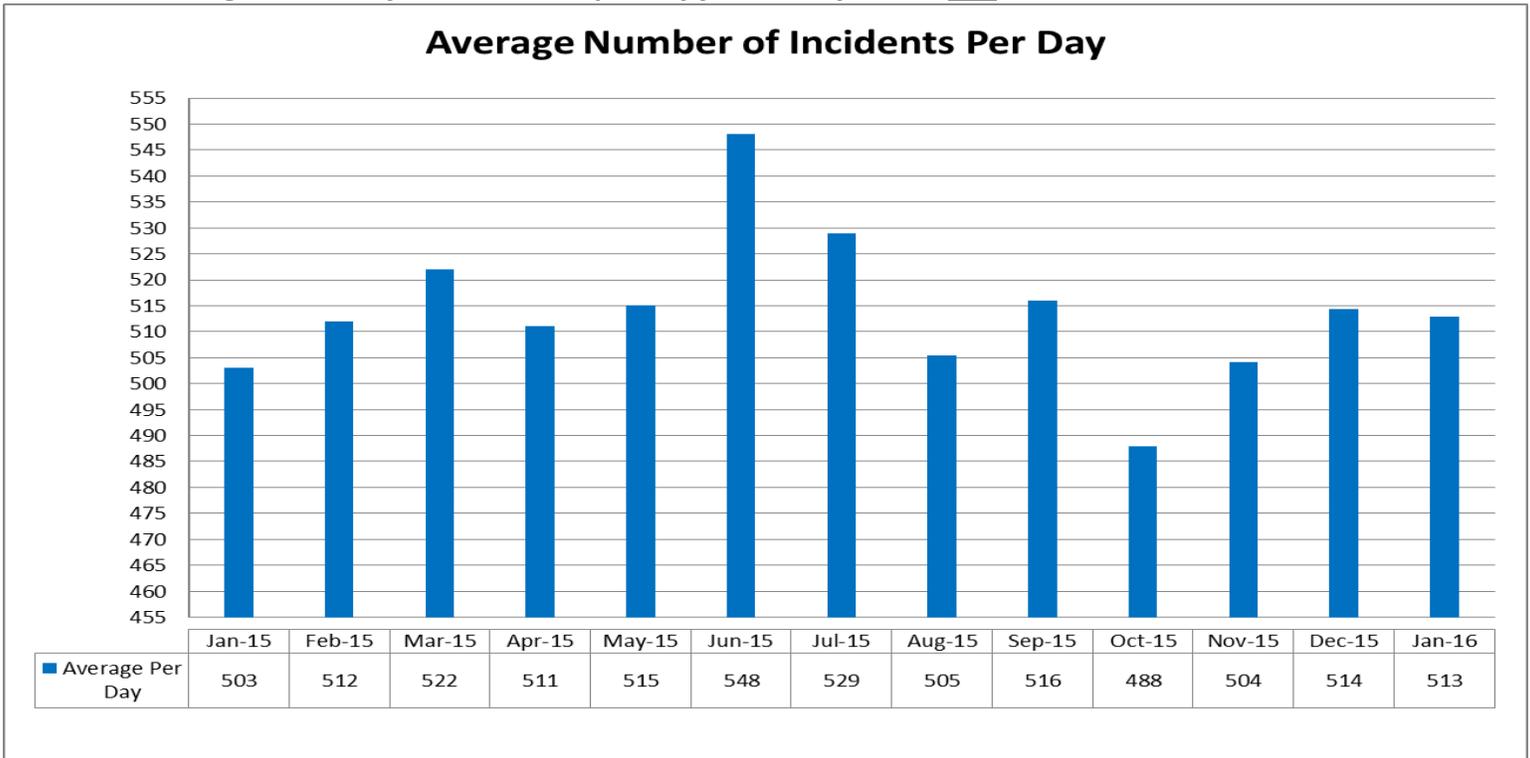
REVISED: \_\_\_\_\_

# CAD Incidents – January, 2016

**Total number of CAD incidents for January, 2016: 15,902**



**Average number of CAD incidents per day for January, 2016: 513**



## SRFECC Telephony Performance Measure January, 2016

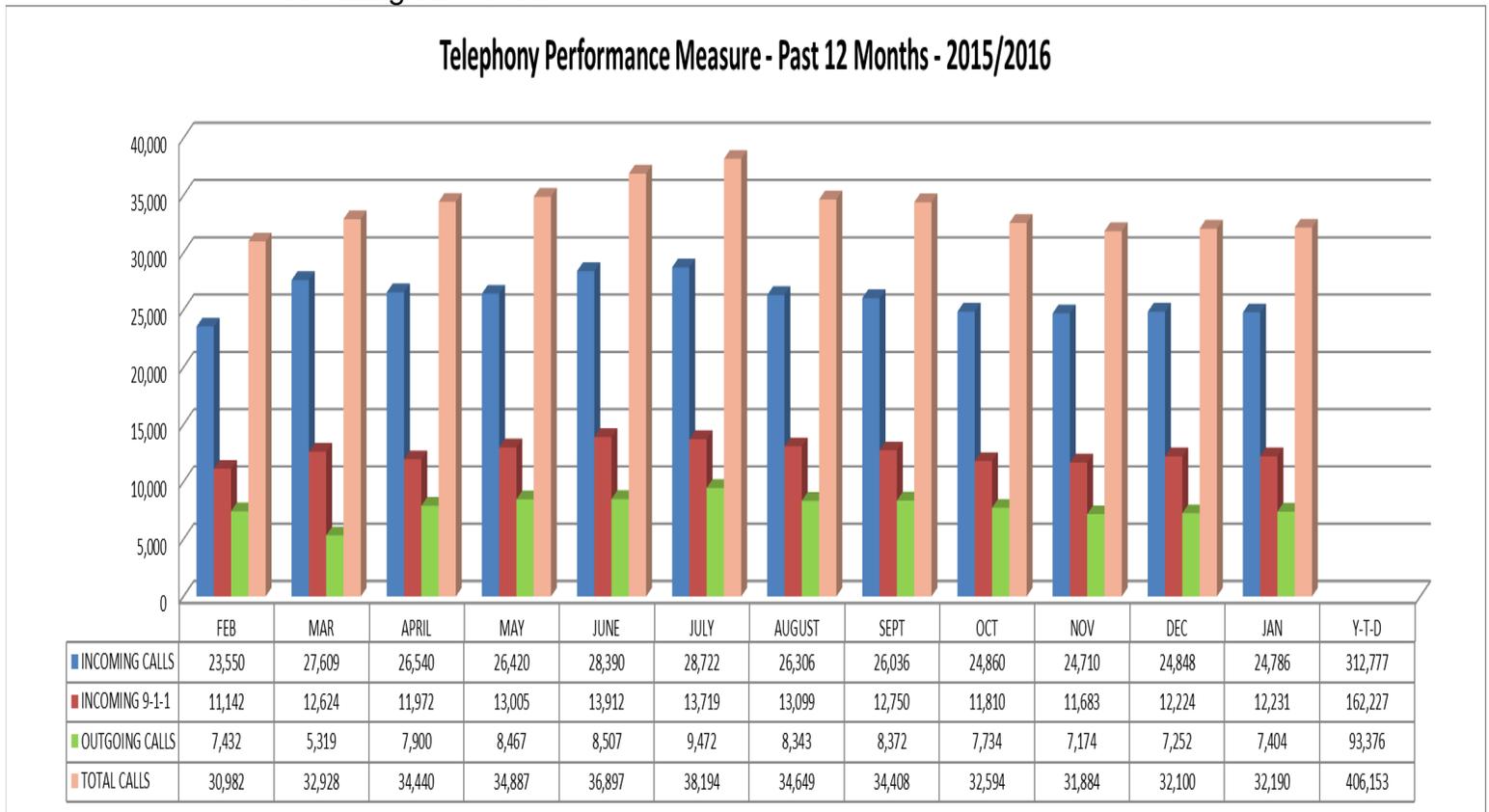
The following data is the telephony performance measures for the Sacramento Regional Fire/EMS Communications Center (SRFECC) during the month of January, 2015 for all incoming and outgoing calls to and from the Center on 9-1-1 lines, Seven-Digit Emergency (7DE) lines, Allied Agencies (i.e. Sacramento Police Dept.), Alarm Company lines, as well as Seven-Digit Administrative lines.

### Summary of Information

During the month of January, 2015 dispatch staff processed **24,786** incoming calls and **7,404** outgoing calls for a total call volume of **32,190**.

### Detailed Breakdown of Information

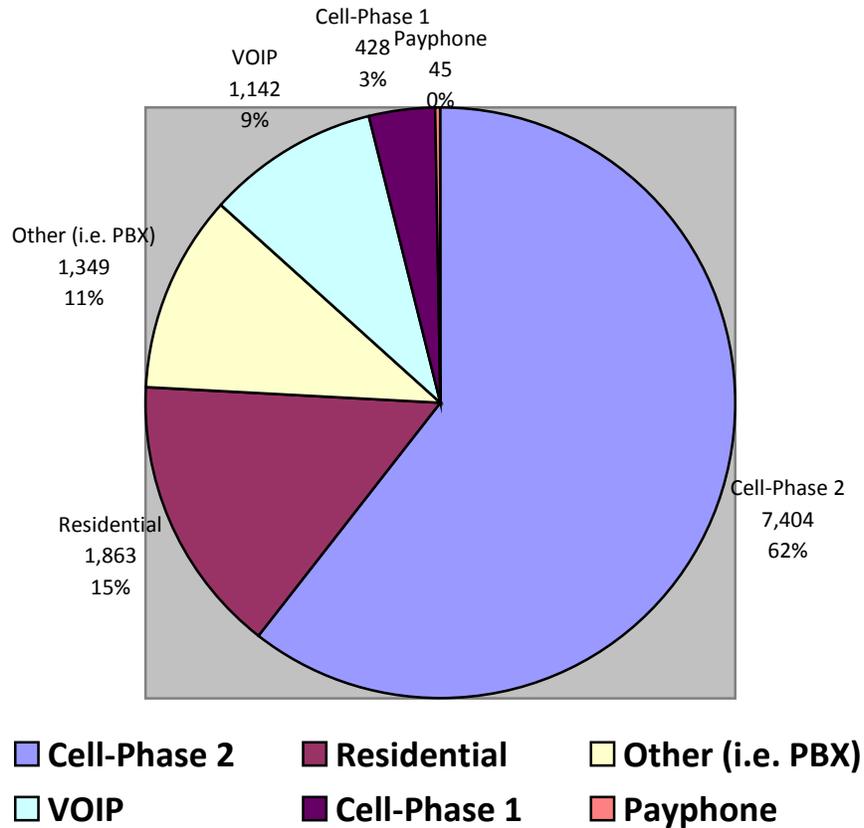
- ***Incoming 9-1-1 lines:*** There were **12,231** incoming 9-1-1 calls.
- ***“Seven-Digit” Emergency lines (7DE):*** There were **4,264** incoming seven-digit emergency calls.
- ***Allied Agency/Alarm Co:*** There were **3,210** incoming Allied Agency and Alarm Company calls.
- ***Non-Emergency/Administrative (7DA) lines:*** There were **5,081** incoming 7DA calls.



## SRFECC Telephony Performance Measure January, 2016

The following chart represents incoming call distribution according to class of service (i.e. Cell-Phase 2, Residential, etc.) for the 12,231 incoming 9-1-1 calls.

**INCOMING 9-1-1 CALL DISTRIBUTION - January, 2016**




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### Answering Standard: NFPA 1221 – 2013 Edition

According to NFPA 1221–2013 ed., Chp. 7, Sec. 7.4–Operating Procedures:

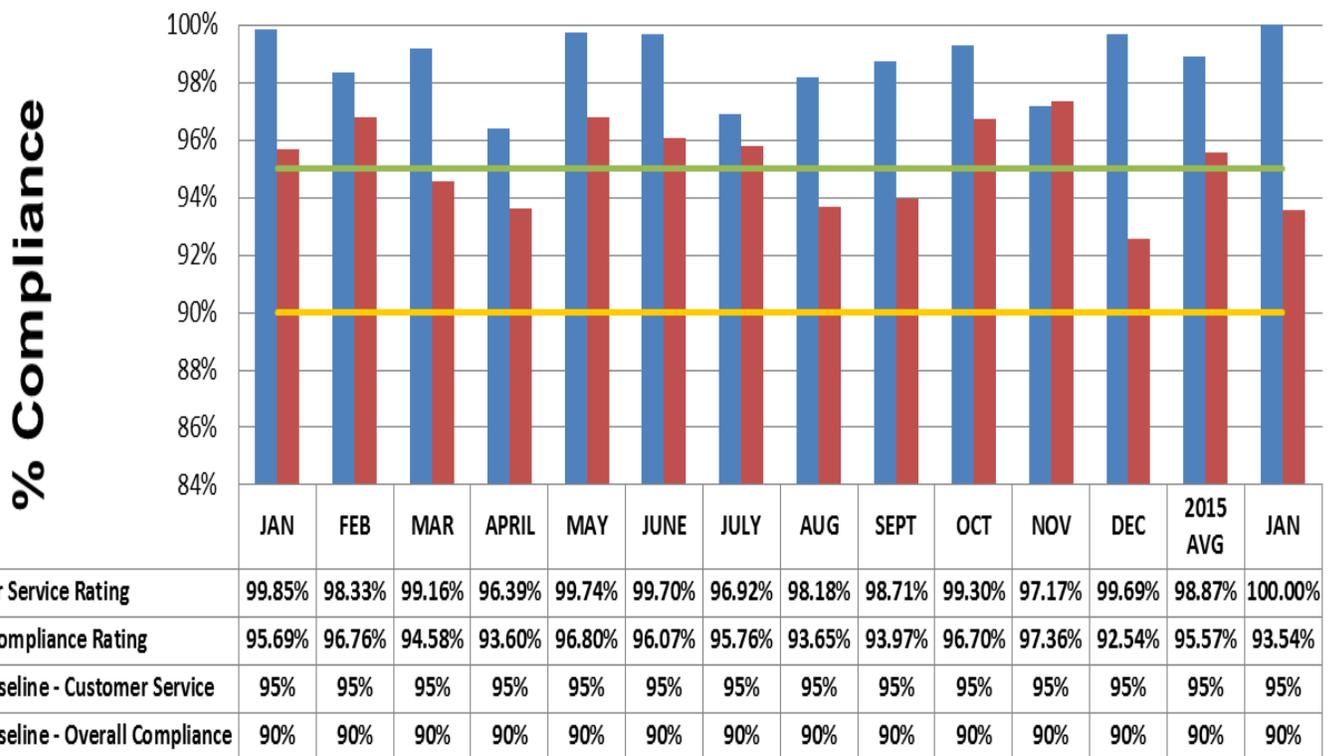
**Rule 7.4.1:** *“Ninety-five percent of alarms received on emergency lines shall be answered within 15 seconds, and 99 percent of alarms shall be answered within 40 seconds.”*

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 and 99% percent of emergency lines shall be answered within 40 seconds – In January, the dispatch team answered all calls on emergency lines within 15 seconds **97.74%** of the time and answered within 40 seconds **99.76%**. **Thus, the dispatch team exceeded both NFPA answering standards in January.**

## Emergency Medical Dispatching (EMD) Compliance Scores

- Customer Service Compliance Average\* (Baseline Requirement of 95%)
  - Customer Service Compliance Average for **January, 2016: 100%**
  - Overall – Customer Service Compliance Average for **2015: 98.87%**
- Total Compliance Average\* (Baseline Requirement of 90%)
  - Total Compliance Average for **January, 2016: 93.54%**
  - Overall – Total Compliance Average for **2015: 95.57%**

### International Academy of Emergency Dispatch Compliance Rating - 2015



\*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 IAED 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) Compliance Scores

## 23 Life Saves – January, 2016

1. On January 1<sup>st</sup>, **Dispatcher Jenn Edwards**, B Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.
2. On January 1<sup>st</sup>, **Dispatcher Casey Quintard**, B Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.
3. On January 1<sup>st</sup>, **Call Taker Theresa Miller**, B Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.
4. On January 5<sup>th</sup>, **Call Taker Theresa Miller**, B Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.
5. On January 5<sup>th</sup>, **Call Taker Kelly Campbell**, B Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.
6. On January 5<sup>th</sup>, **Call Taker Kelly Campbell**, B Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.
7. On January 7<sup>th</sup>, **Dispatcher Jenn Edwards**, B Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.
8. On January 8<sup>th</sup>, **Call Taker Jamie Brown**, B Nights Squad, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.
9. On January 10<sup>th</sup>, **Dispatcher Dana Guerrero**, A Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.
10. On January 10<sup>th</sup>, **Dispatcher Amy Wolfe**, A Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.
11. On January 12<sup>th</sup>, **Dispatcher Jenn Edwards**, B Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.
12. On January 12<sup>th</sup>, **Supervisor Chuck Moody**, B Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.

## Emergency Medical Dispatching (EMD) Compliance Scores

13. On January 12<sup>th</sup>, **Call Taker Theresa Miller**, B Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.
14. On January 14<sup>th</sup>, **Dispatcher Dana Guerrero**, A Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.
15. On January 17<sup>th</sup>, **Call Taker Jennifer Rooke**, B Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.
16. On January 18<sup>th</sup>, **Call Taker Jamie Brown**, B Nights Squad, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.
17. On January 23<sup>rd</sup>, **Call Taker Jennifer Rooke**, B Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.
18. On January 26<sup>th</sup>, **Recruit Becca McIntosh**, A Nights Squad, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.
19. On January 28<sup>th</sup>, **Recruit Tim Goodnow**, B Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.
20. On January 29<sup>th</sup>, **Call Taker Kelly Campbell**, B Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.
21. On January 30<sup>th</sup>, **Recruit Tim Goodnow**, B Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.
22. On January 30<sup>th</sup>, **Recruit Michelle Goucher**, A Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.
23. On January 31<sup>st</sup>, **Call Taker Theresa Miller**, B Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.

# Opened/Closed Service Records Per Category

Date range 01/01/2016 - 01/31/2016  
 Generated on 02/16/2016 13:23

Category	Opened SRs	Closed SRs	Total (opened - closed)
CAD	13	9	4
Communications	5	11	-6
Contracts	0	1	-1
Email	15	14	1
Facility	7	5	2
GIS	12	8	4
Hardware	20	21	-1
Intrado Phone System	28	52	-24
NEW CAD ISSUE	1	1	0
Operations	2	1	1
Profile	6	4	2
Software	17	21	-4
<b>Total</b>	<b>126</b>	<b>148</b>	<b>-22</b>

