



Sacramento Regional Public Safety Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3007

(916) 228-3070 – Fax (916) 228-3079

A G E N D A

8:00 a.m.

Tuesday, June 30, 2015

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.

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

1. Board Meeting Synopsis (May 26, 2015)	Page	3-9
2. Budget to Actual (May)	Page	10
3. Revenues (May)	Page	11
4. Overtime Report (May)	Page	12

PROPOSED ACTION: Motion to Approve Consent Agenda

PRESENTATION:

1. Longevity Recognition:
 - a. Jennifer Edwards – 6 years - June 22, 2015

COMMITTEE REPORTS:

1. Finance Committee*
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:**
 1. Resolution #08-15, Establish 8% Annual Contribution to the

* INDICATES NO ATTACHMENT

ITEMS FOR DISCUSSION AND POTENTIAL PLACEMENT ON FUTURE AGENDA:

PRESENTATION/INFORMATION:

1. Communications Center Statistics (May) Page 16-20

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

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

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. **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.
Three (3) potential cases

ADJOURNMENT:

The next Regular Board Meeting is July 28, 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 June 26, 2015.



Clerk of the Board

*INDICATES NO ATTACHMENT

SRPSCC GOVERNING BOARD MEETING

May 26, 2015

GOVERNING BOARD MEMBERS

Chief Ron Phillips	City of Folsom Fire Department
Chief Tracey Hansen	Cosumnes Community Services District
Deputy Chief Costamagna	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
Joyce Starosciak	Administrative Services Manager
Linda Luis	Communications Manager

OTHERS IN ATTENDANCE

Bob Kingsley	General Counsel, SRPSCC
Ingrid Sheipline	Guest, Richardson & Company
Janice Parker	Administrative Analyst, SRPSCC
Wendy Crosthwaite	Executive Assistant, SRPSCC
Sara Roush	Accounting Assistant, SRPSCC
Kylee Soares	Administrative Supervisor, SRPSCC
Joe Thuesen	Administrative Supervisor, SRPSCC
John Herrera	GIS Coordinator, SRPSCC
Brad Dorsett	Cad Technician, SRPSCC
Matt Wooden	GIS Coordinator, SRPSCC
Tara Poirier	Dispatcher, SRPSCC
Cierra Lewandowski	Payroll/Benefits Technician, SRPSCC

1. The meeting was called to order and roll call was taken at 9:07 a.m.
2. Deputy Chief Costamagna 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, April 28, 2015.

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

NOES:

ABSENT:

ABSTAIN:

Motion carried.

6. PRESENTATION:

1. Longevity Recognition:

- a. Linda Luis – 2 years – May1, 2015
- b. Joyce Starosciak – 2 years – May 1, 2015

Chief Executive Director Murray expressed her appreciation to Communication Manager Luis and Administrative Services Manager Starosciak for their continued support and hard work during these past two years.

2. Special Award(s) Presentation

Because of their dedicated service and willingness to put forth every effort to keep our organization functioning smoothly and efficiently, Chief Executive Murray awarded the Selflessness Award(s) to the Accounting team of: Joyce Starosciak, Administrative Services Manager, Joe Thuesen, Administrative Supervisor, Cierra Lewandowski, Payroll/Benefits Technician, Sara Roush, Accounting Assistant. She also presented the Selflessness Award(s) to, Brad Dorsett, CAD Technician and Matt Wooden, GIS Coordinator. Both these employees have graciously stepped up to assume additional responsibilities due to a shortage of personnel in the IT Department. The team at SRPSCC has proven once again how truly remarkable they are.

7. **COMMITTEE REPORTS:**

A. Finance Committee

The Finance Committee met on May 10, 2015, and discussed the 2013/2014 financial audit as well as the Preliminary FY 2015/2016 Budget.

Minutes were contained in the Board packet.

B. Personnel Committee

The Personnel Committee met on May 12, 2015, and discussed the Preliminary FY 2015/2016 Budget relative to expenses related to personnel.

Minutes were contained in the Board packet.

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. Discussion /Approval of FY 2013/2014 Financial Audit Report

Ms. Shepline from Richardson and Company gave a brief overview regarding the 2013/2014 Financial Audit Report. SRPSCC received a clean opinion. Ms. Shepline shared that beginning with FY 2015/2016 the Center's retirement liability would need to be reported.

There were very few recommendations made by Richardson and Company for improvement in our internal financial processes that had not already been addressed and implemented. Ms. Shepline was quite impressed by this proactive approach by our Accounting team.

Chief Phillips made a motion and it was seconded by Chief Hansen, to approve the FY 2013/2014 Financial Audit Report as submitted.

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

NOES:

ABSENT:

ABSTAIN:

Motion passed.

2. Resolution #03-15, Approval of FY 2015/2016 Preliminary Budget

Chief Executive Director Murray requested adoption of the Preliminary FY 2015/2016 Budget. The Finance Committee and the Personnel Committee had reviewed the document prior to this Board meeting.

Chief Phillips told the Board that salary/benefits for the full time Fire Service Medical Director had not been included in this budget, but would be assessed separately once this position is filled.

The Board had discussed phasing out the 900 mhz pagers, but a line item remains in the Preliminary Budget until such time as they are no longer in use.

Chief Executive Director Murray said that Active 9-1-1 appears to be a viable alternative to the current 900 mhz pagers and is currently being tested. The CAD coordinators will provide a comprehensive report addressing the migration away from pagers. The new CAD may also offer an alternative.

The current Board policy established 8% as the standard contribution to the undesignated reserve fund. The 8% has been based on member contribution only, but a resolution clearly stating the Board's desire will come before the Finance Committee for review and adoption at a future Board meeting.

Chief Hansen made a motion and it was seconded by Chief Phillips, to approve the Preliminary FY 2015/2016 Budget as submitted.

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

NOES:

ABSENT:

ABSTAIN:

Motion carried.

3. Resolution# 04-15, Transfer \$172,000 From Audited 2013/2014 Budget into 2014/2015 Operating Budget

This transfer of funds is necessary to cover any funding gaps and avoid increases to members' assessments. Because Resolution #04-15 passed, item 4A, Resolution 05-15, Transfer of \$400,000 from unaudited FY 2014/2015 Budget into FY 2015/2016 Operating Budget, was voided.

A motion was made by Chief Hansen and seconded by Chief Phillips to adopt Resolution #04-15.

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

NOES:

ABSENT:

ABSTAIN:

Motion carried.

- 4A. Resolution #05-15, Transfer \$400,000 from Unaudited FY 2014/2015 Budget into FY 2015/2016 Operating Budget

Resolution #05-15 was voided due to adoption of Resolution #04-15.

- 4B. Resolution #06-15, Transfer \$572,000 from Audited FY 2013/2014 Budget into FY 2015/2016 Operating Budget

This transfer is necessary to cover detailed spending gaps in the 2015/2016 FY Budget.

A motion was made by Chief Phillips and seconded by Chief Hansen to adopt Resolution #06-15

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

NOES:

ABSENT:

ABSTAIN:

Motion carried.

5. Resolution #07-15, Formal Award of CAD RFP to New World Systems

Chief Executive Director Murray requested the Board adopt this resolution to award the CAD RFP to New World Systems.

Chief Hansen expressed her disappointment that no New World Systems representative was present at the meeting to acknowledge the official RFP award.

Chief Phillips wanted assurances that financing for the CAD would be fully vetted prior to a purchase commitment. Adoption of this resolution only formalizes our ability to begin negotiations with New World Systems for the new CAD.

Counsel said it was the intention of the Board to have a negotiated contract, as well as a financing plan to purchase the new CAD brought before the full Board for approval at the June 30th meeting.

A motion was made by Chief Hansen and seconded by Chief Phillips to adopt Resolution #07-15.

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

NOES:

ABSENT:

ABSTAIN:

Motion carried.

6. Approval to Establish Final CAD Contract Negotiation Team Consisting of:
 - Chief Executive Director Murray (SRFECC)
 - Deputy Chief Mike McLaughlin (CCSD)
 - City of Sacramento Fire Department Chief Financial Officer
 - Sacramento Metropolitan Fire District Chief Financial Officer
 - Counsel, Kingsley Bogard

A motion was made by Chief Phillips and seconded by Chief Hansen to approve the CAD Contract Negotiation Team as recommended.

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

NOES:

ABSENT:

ABSTAIN:

Motion carried.

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

1. Workshop on the Brown Act
2. Discussion regarding 900 mhz pagers
3. Discussion addressing VPN and Internet CAD privileges for our automatic aid providers
4. Adopt agenda format to include staff reports summarizing action items
5. Discussion of rebranding SRFECC based on the newly amended JPA agreement and name change
6. Discussion addressing rapid dispatch versus key questioning
7. Creation of a customer satisfaction survey incorporating a statistically viable sampling

10. PRESENTATION/INFORMATION:

1. Communications Center Statistics (April)

The Communications Center Statistics were contained in the Board packet.

11. CENTER REPORTS

A. Chief Executive Director Report

1. Chief Executive Director Murray has asked the CAD coordinators to provide a report assessing the impact of migrating away from the 900 mhz pagers.
2. The CAD next steps include meeting with New World Systems and the CAD negotiating team and "inking" a contract in June.
3. We had visitors from Milan, Italy who wanted to examine the way we do business here at SRFECC.
3. Thank you to the Board for their continued support.

B. Administrative Services Manager Report

1. Both the Accounting team and the IT team have been working very hard and accomplishing so much, despite being short staffed.

Currently we have a Systems Engineer and a Help Desk Technician in background and hope to have the IT positions filled in the very near future.

We also have a candidate in background for the Financial Analyst position.

2. The “deep dive” Web-Ex has been videoed and is available for review.
3. We are hosting an Outlook I class at the Conference and Training Center on June 22nd.

D. Communications Manager Report

1. Chief Executive Director Murray and Supervisor Thuesen taught a class at the Navigator Conference, sharing the fundamental principles of “hiring to character”. It was extremely well received.
2. Last Thursday we celebrated our recruit academy graduation as well as the promotion of three call takers to full dispatchers. The ceremony was well attended and we especially wish to thank Chief Wells and Deputy Chief Daniels for attending.
3. About 12 dispatchers and supervisors participated in a Region 4 drill, in preparation of the possible assumption of Region IV responsibilities.

Supervisor Moody will be facilitating a four-day ROSS user class beginning June 8 – June 11th.

4. Phone calls and CAD incidents have significantly increased and Communications Manager Luis and Chief Executive Director Murray thanked all of the dispatch staff for their continued professionalism.

12. CORRESPONDENCE

None

13. BOARD MEMBER COMMENTS

Deputy Chief Holbrook was very happy with the result of the audit, and particularly impressed that shortcomings identified in the document have already been addressed.

14. COUNSEL REPORT

15. ANTICIPATED ACTION ITEMS

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 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 9:55 a.m.

Open session was reconvened at 11:16 a.m. The Board received an update on a personnel issue and two matters of anticipated litigation; direction was given, no action was taken.

17. The meeting of the Governing Board was adjourned at 11:16 a.m. until the next Regular Meeting of the Governing Board scheduled for 9:00 a.m., June 30, 2015, at Metro Board Chambers, 10545 Armstrong Ave – Rooms #384-385, Mather, CA 95655-4102.

Respectfully submitted,

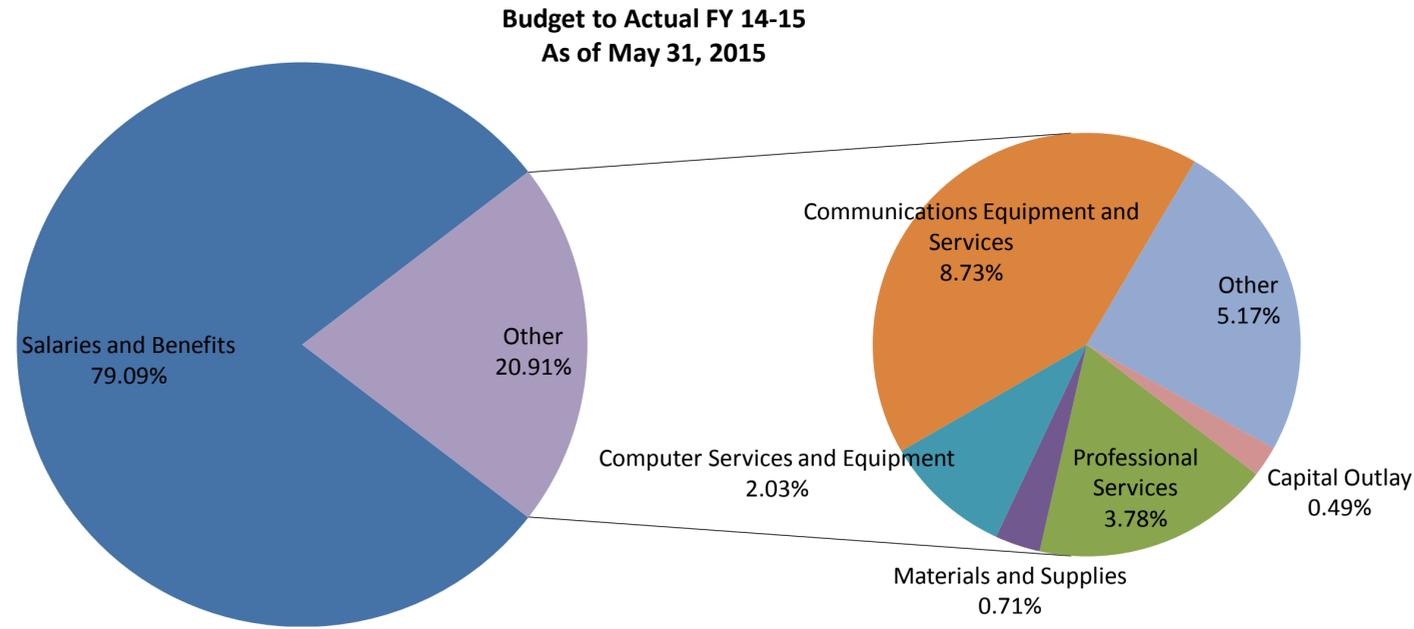


Janice Parker
Clerk of the Board

Chris Holbrook, Chairperson

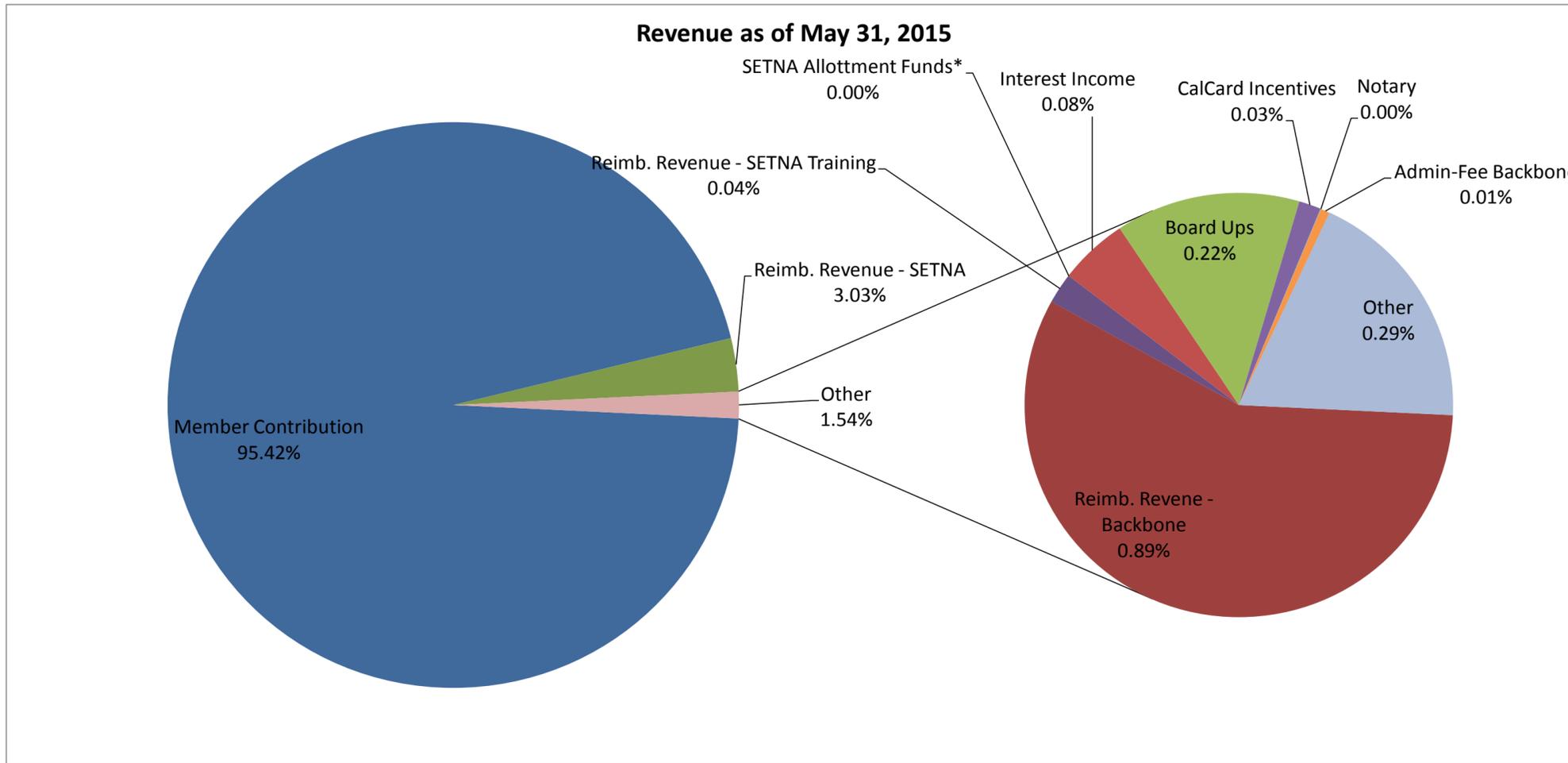
Ron Phillips, Vice Chairperson

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



Budget to Actual - FY 14/15 As of May 31, 2015				
	FY 14/15 Budget	YTD Expenses 05/31/15	\$ Under / (Over) Budget	% Under/ (Over) Budget
Expenses				
Salaries and Benefits	6,192,296	5,197,833	994,464	16%
Professional Services	388,265	248,623	139,642	36%
Materials and Supplies	76,540	46,877	29,663	39%
Computer Services and Equipment	300,572	133,182	167,390	56%
Communications Equipment and Services	1,437,485	574,081	863,404	60%
Other	407,959	339,803	68,156	17%
Capital Outlay	1,130,740	32,057	1,098,683	97%
Total	9,933,857	6,572,455	3,361,402	38%

Days Remaining in Budget Period/Days YTD in Budget Period	8%
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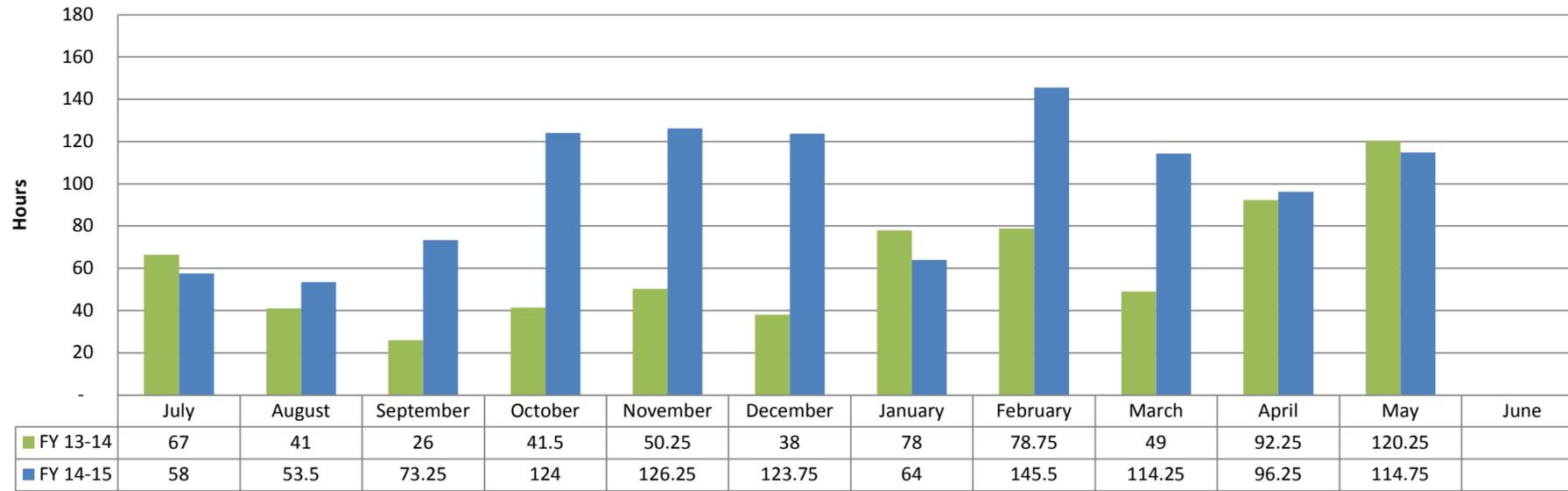


Revenues - FY 14/15 As of May 31, 2015		
	FY 14/15 Final Budget	As of 05/31/15
Member Contribution	8,478,132	8,003,132
Reimb. Revenue - Backbone	59,000	74,235
Reimb. Revenue - SETNA	244,985	254,433
Reimb. Revenue - SETNA Training	3,000	3,000
SETNA Allotment Funds*	414,740	-
Other:		
Interest Income	3,600	6,739
Board Ups	10,800	18,050
CalCard Incentives	2,000	2,163
Notary	100	40
Admin-Fee Backbone	400	900
Other	1,100	24,367
Total Other	18,000	52,259
Total	9,217,857	8,387,018

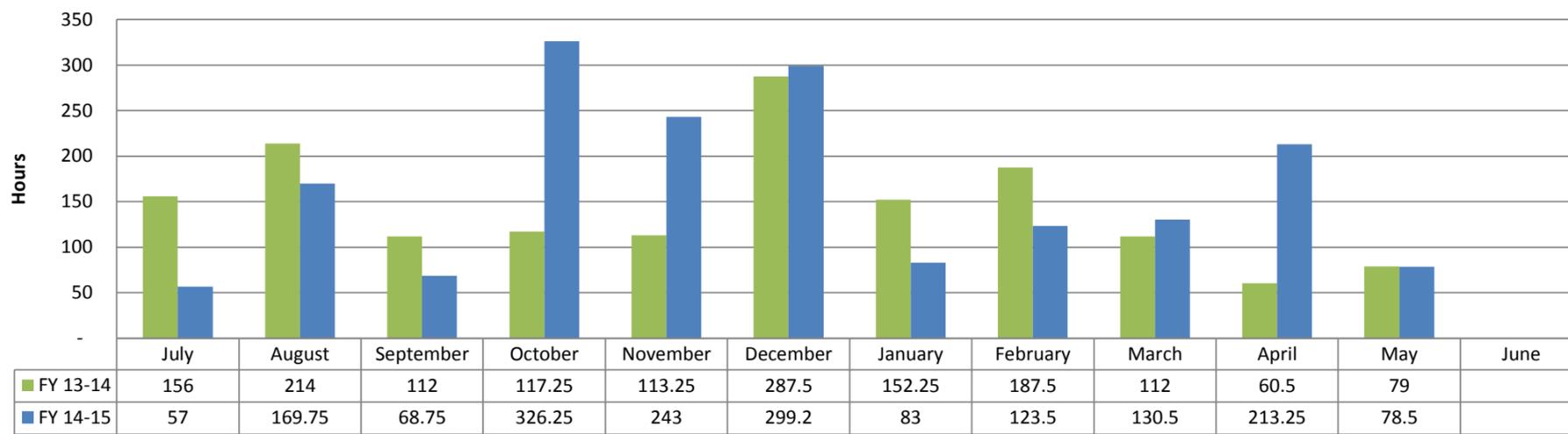
*Direct pay to vendor.

Sacramento Regional Fire/EMS Communications Center
 Fiscal Year 2014-2015
 Monthly Overtime Report
 As of May 31, 2015

**FY 14-15 Comparative OT Report
 Admin Staff
 As of May 31, 2015**



**FY 14-15 Comparative OT Report
 Communications Staff
 As of May 31, 2015**





Sacramento Regional Public Safety Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3006
(916) 228-3058 – Fax (916) 228-3079

STAFF REPORT

DATE: June 30, 2015
TO: Board of Directors of Sacramento Regional Public Safety Communications Center (SRPSCC)
FROM: Teresa Murray, Chief Executive Director
BY: Janice Parker
SUBJECT: Resolution 08-15, Adopting a standard 8 percent (8%) financial contribution to the Emergency Contingency Fund based on the total final Comm Center budget each fiscal year

RECOMMENDATION

Adoption of Resolution # 08-15, establishing a standard eight percent (8%) contribution to the Emergency Contingency Fund based on the total final budget each fiscal year to fund unforeseen, anticipated and unanticipated expenses incurred by the JPA Comm Center.

EXECUTIVE SUMMARY

While the existing resolution #08-13 had been adopted May 2, 2013, and established the Emergency Contingency Fund, it did not clearly define the desire of the Board to contribute eight percent (8%) of the total final annual fiscal year Communications Center budget - (*Resolution #08-13 attached for reference*).

BACKGROUND / ANALYSIS

On May 2, 2013, the Board of Directors of SRPSCC adopted Resolution #08-13 to establish an Emergency Contingency Reserve Fund to fund unforeseen, unanticipated events. It had been the intention of the Board to set aside 8 percent (8%) as its contribution to this fund. However, Resolution #08-13 did not clarify whether the contribution was calculated using the Operating Budget or the total final budget and did not specify eight percent (8%) as the desired contribution amount. It is the desire of the Board to rectify this ambiguity by adopting this resolution.

FISCAL IMPACT

The change in fiscal impact would be determined by the fiscal year budget total and may vary from year to year.

Respectfully submitted,

Janice Parker
Administrative Analyst



*Sacramento Regional Fire/EMS Communications Center
10230 Systems Parkway, Sacramento, CA 95827-3007
(916) 228-3070 – Fax (916) 228-3079*

RESOLUTION #08-13

RESOLUTION TO ESTABLISH A CONTINGENCY RESERVE FUND

WHEREAS, the Governing Board desires to establish a contingency reserve to fund unforeseen or unforeseeable events,

WHEREAS, The Governing Board desires to establish a reserve to fund capital improvement projects,

NOW, THEREFORE BE IT RESOLVED that the Governing Board of the Sacramento Regional Fire/EMS Communications Center hereby approves the establishment of the reserves for contingency and capital improvement projects as described in Exhibit "A"

PASSED AND ADOPTED by the Governing Board of the Sacramento Regional Fire/EMS Communications Center this 2nd day of May, 2013, by the following vote, to wit:

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

NOES: 0

ABSENT: 0

ABSTAIN: 0

BY:

ATTEST:

Ron Phillips

Ron Phillips, Chairperson

Scott Cockrum

Scott Cockrum, Vice Chairperson



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

RESOLUTION #08-15

RESOLUTION TO ESTABLISH AN 8% ANNUAL CONTRIBUTION TO THE PREVIOUSLY ESTABLISHED EMERGENCY CONTINGENCY RESERVE FUND

WHEREAS, the Governing Board desires to establish eight percent (8%) of the adopted total Final Budget as the standard, annual contribution to the existing emergency contingency reserve to fund unforeseen or unforeseeable events,

WHEREAS, The Governing Board desires to clarify the annual percentage reserve to fund the emergency reserve fund.

NOW, THEREFORE BE IT RESOLVED the Governing Board of the Sacramento Regional Public Safety Communications Center hereby approves an eight percent (8%) annual total Final Budget contribution from the adopted Fiscal Year Final Budget to fund the emergency reserve fund.

PASSED AND ADOPTED by the Governing Board of the Sacramento Regional Public Safety Communications Center this 30th day of June, 2015, by the following vote, to wit:

AYES:

NOES:

ABSENT:

ABSTAIN:

BY:

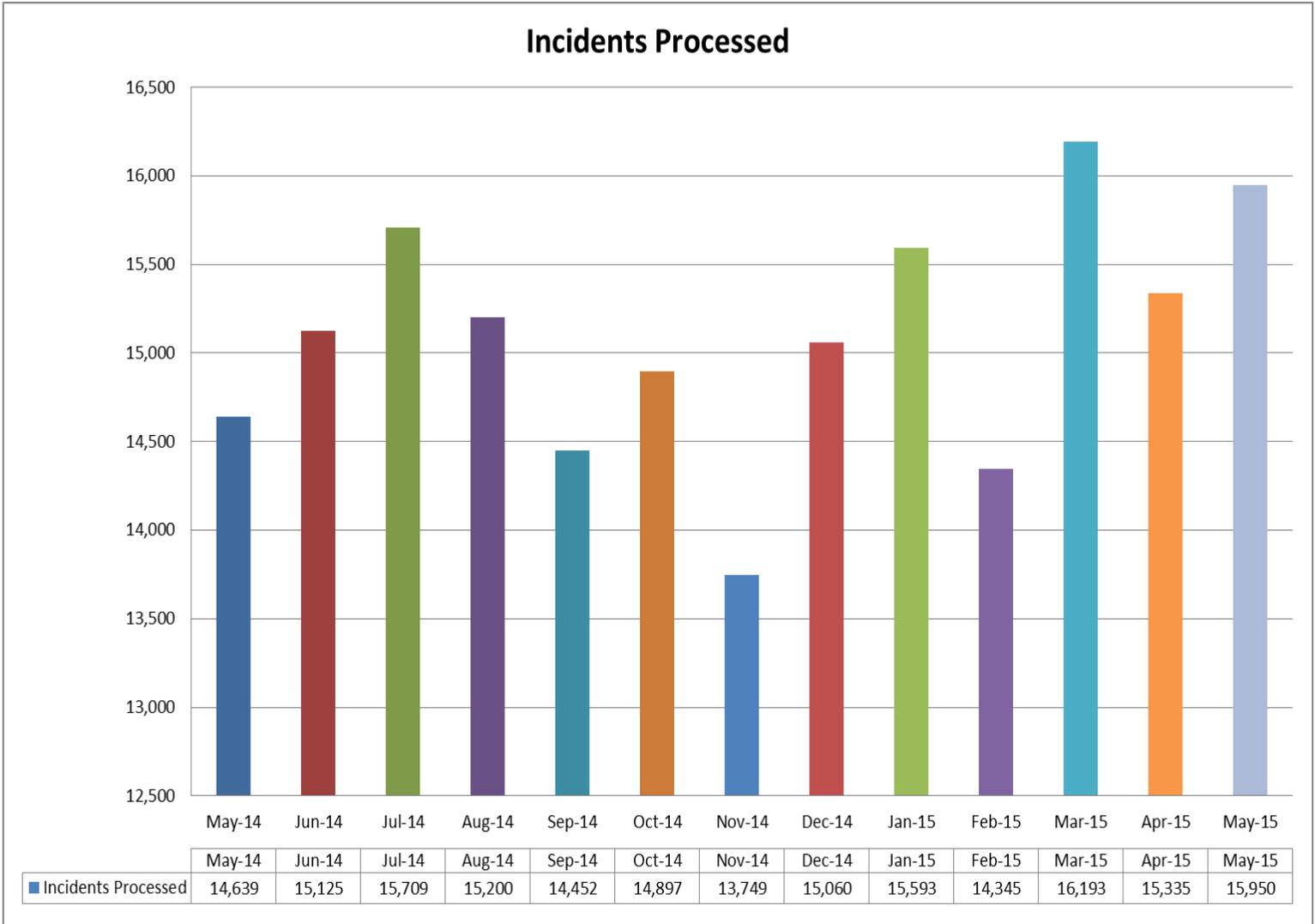
ATTEST:

Chris Holbrook, Chairperson

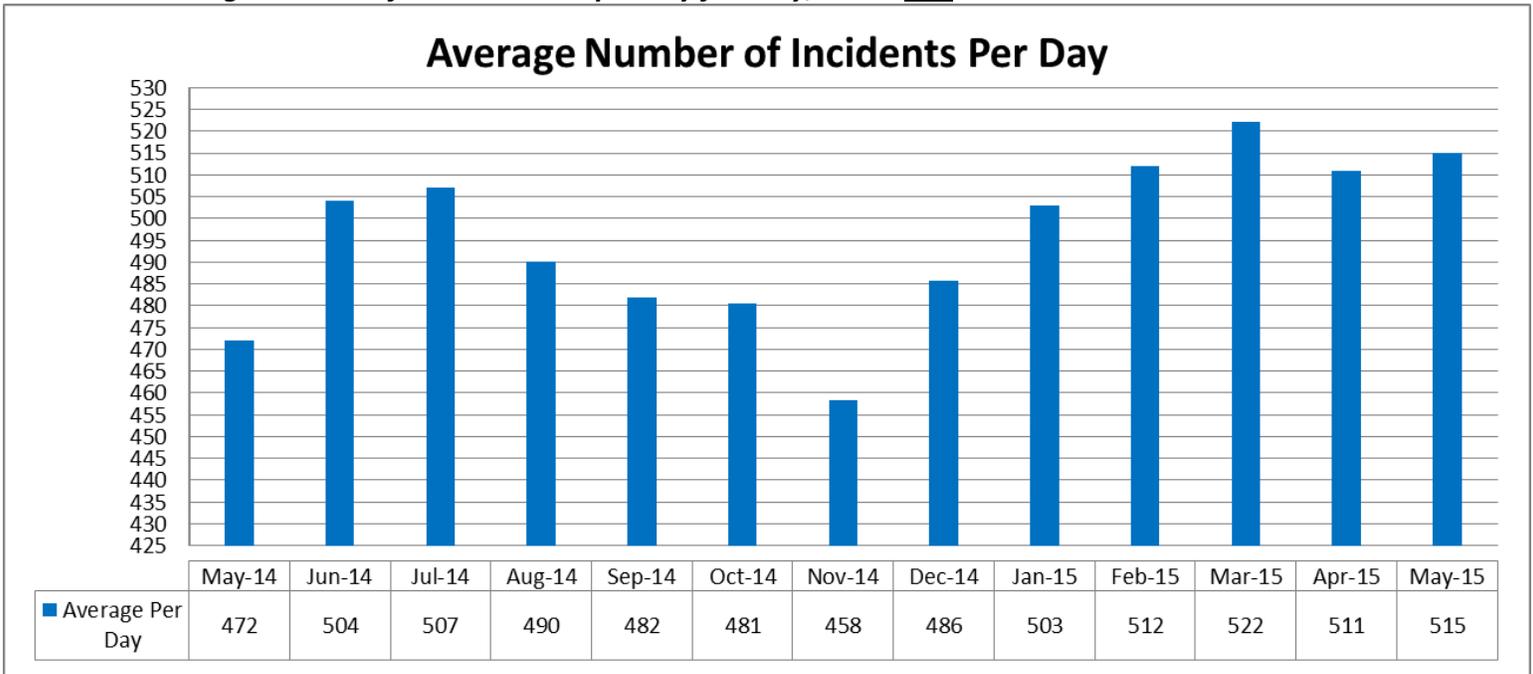
Ron Phillips, Vice Chairperson

CAD Incidents – May, 2015

Total number of CAD incidents for May, 2015: 15,950



Average number of CAD incidents per day for May, 2015: 515



SRFECC Telephony Performance Measure – May, 2015

The following data is the telephony performance measures for the Sacramento Regional Fire/EMS Communications Center (SRFECC) during the month of May, 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.

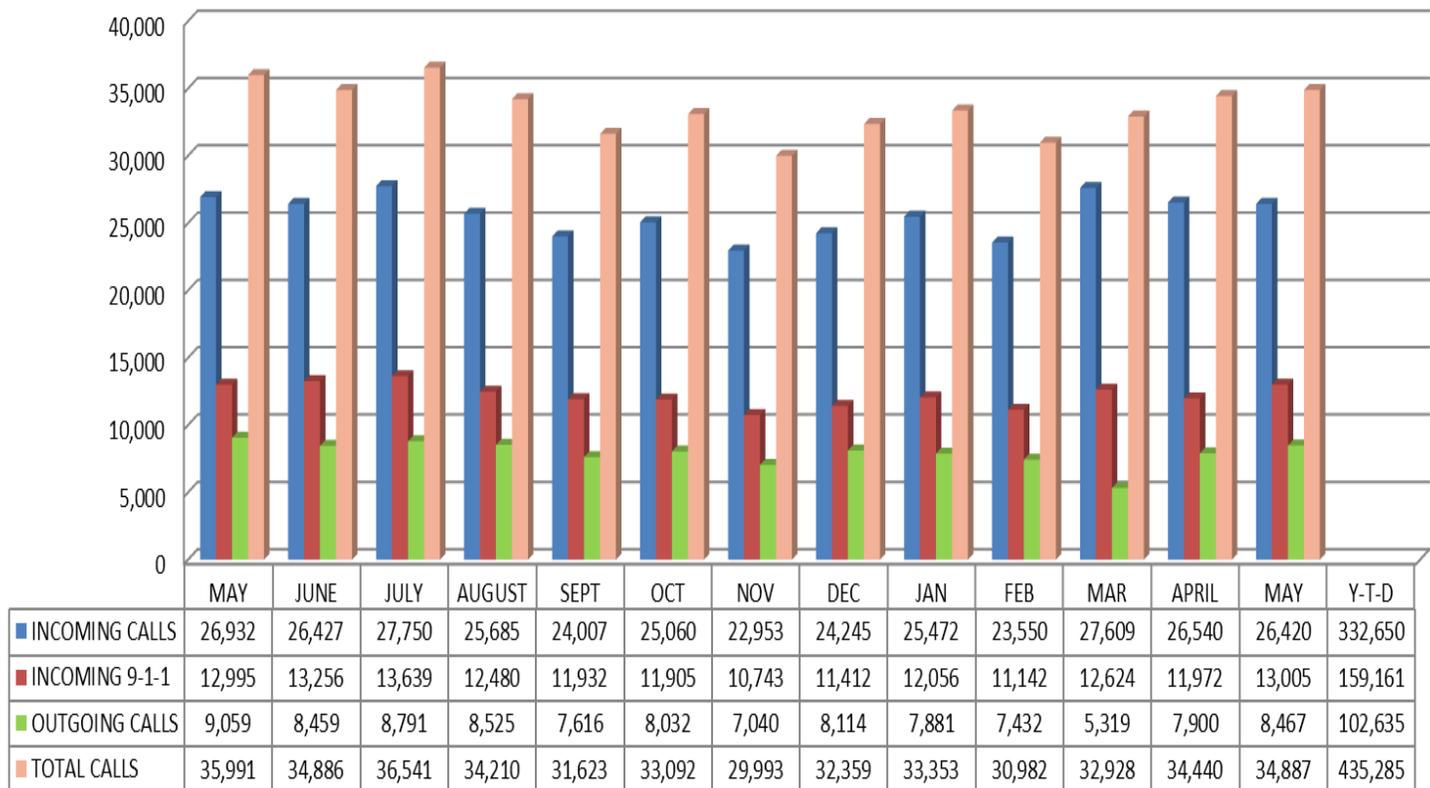
Summary of Information

During the month of May, 2015, dispatch staff processed **26,420** incoming calls and **8,467** outgoing calls for a total call volume of **34,887**.

Detailed Breakdown of Information

- **Incoming 9-1-1 lines:** There were **13,005** incoming 9-1-1 calls.
- **“Seven-Digit” Emergency lines (7DE):** There were **4,494** incoming seven-digit emergency calls.
- **Allied Agency/Alarm Co:** There were **3,400** incoming Allied Agency and Alarm Company calls.
- **Non-Emergency/Administrative (7DA) lines:** There were **5,521** incoming 7DA calls.

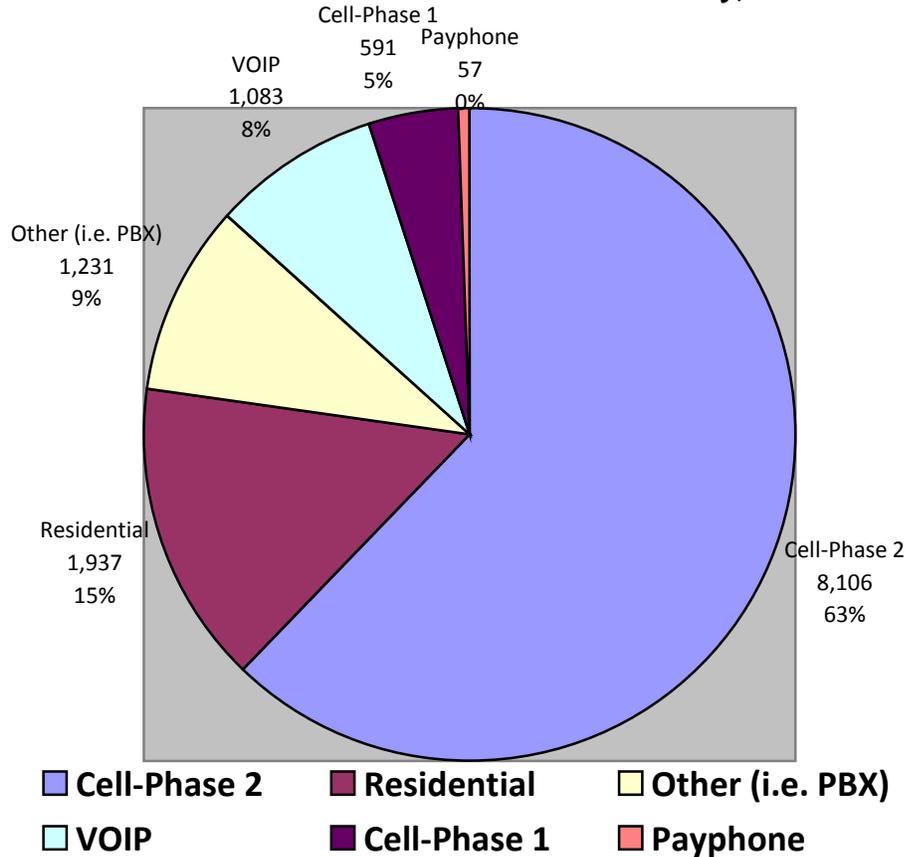
Telephony Performance Measure - 2014/2015



SRFECC Telephony Performance Measure – May, 2015

The following chart represents incoming call distribution according to class of service (i.e. Cell-Phase 2, Residential, etc.) for the 13,005 incoming 9-1-1 calls.

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



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.”*

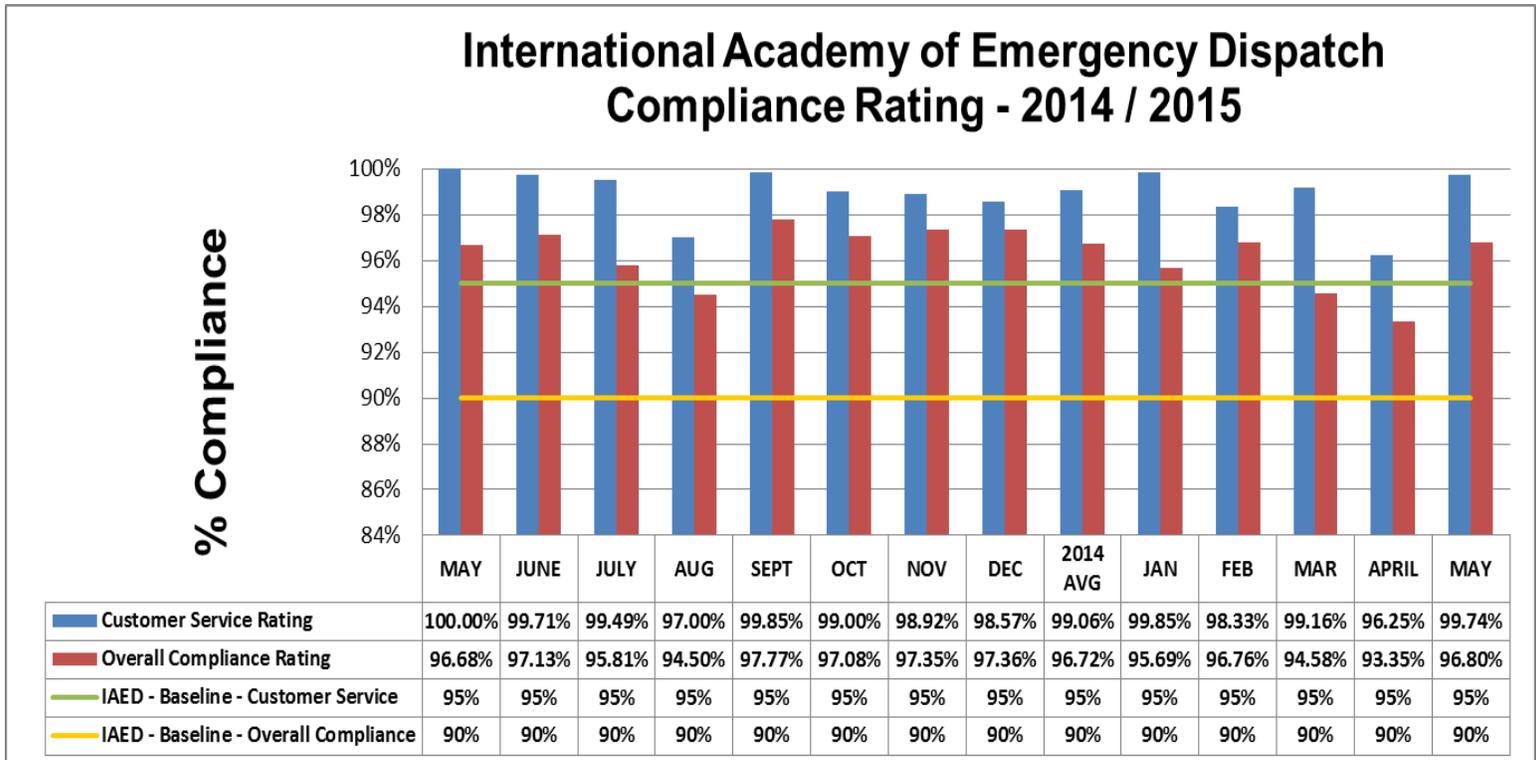
Utilizing the measure recommended by NFPA 1221-2013 ed. that all calls received on emergency lines shall be answered within 15 seconds, 95% of the time. In May, the dispatch team answered all calls on emergency lines within 15 seconds **93.48%** of the time.

The standard of 99% percent of emergency lines answered within 40 seconds was also exceeded by the SRFECC dispatch team. In May, the dispatch team answered all calls on emergency lines within 40 seconds **98.86%** of the time.

Emergency Medical Dispatching (EMD) Compliance Scores May, 2015

- **Customer Service Compliance Average* (Baseline Requirement of 95%)**
 - **Customer Service Compliance Average for May, 2015: 99.74%**
 - **Overall – Customer Service Compliance Average for 2015: 98.18%**

- **Total Compliance Average* (Baseline Requirement of 90%)**
 - **Total Compliance Average for May, 2015: 96.80%**
 - **Overall – Total Compliance Average for 2015: 95.31%**

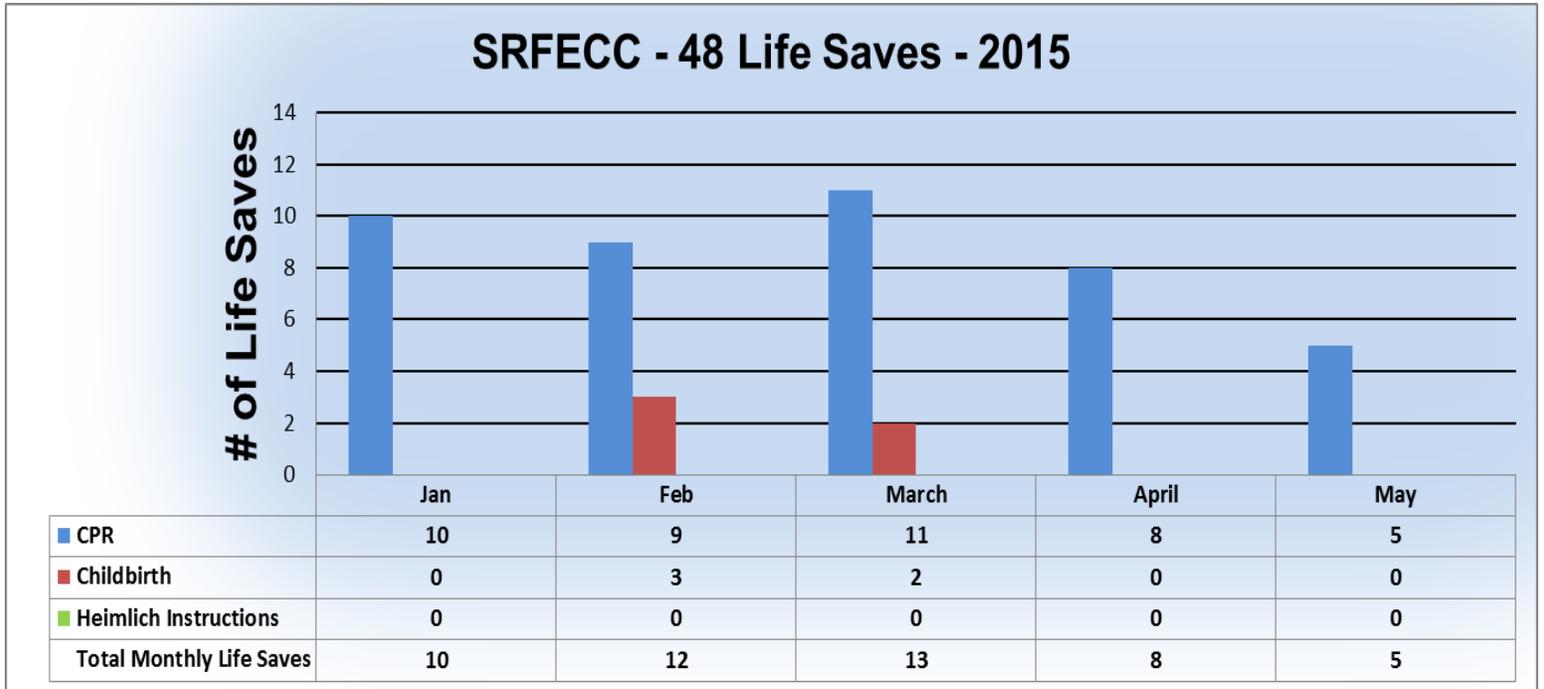


*Effective Emergency Medical Dispatch (EMD) practices are based on the consistent use of medically approved dispatch protocols. EMD or the Medical Priority Dispatching System (MPDS) is in part based on published standards of the International Academy of Emergency Dispatch (IAED) in consultation with 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) Compliance Scores May, 2015

SRFECC – 48 Life Saves in 2015

Since January 1st, 2015 our Dispatch Team has accomplished **48** Life Saves.



Five (5) Life Saves – May, 2015

1. On May 13th, **Dispatcher Summer Carroll**, A Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.
2. On May 14th, **Call Taker Angela Stefenoni**, A Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.
3. On May 15th, **Call Taker Angela Stefenoni**, A Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.
4. On May 18th, **Dispatcher Elizabeth Strong**, B Nights Squad, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.
5. On May 24th, **Dispatcher Jillian Short**, B Nights Squad, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.

Opened/Closed records per category

Date range 05/01/2015 - 05/31/2015
 Generated on 06/19/2015 14:40

Category	Opened SRs	Closed SRs	Total (opened - closed)
CAD	16	18	-2
Communications	7	19	-12
Contracts	0	3	-3
Email	0	0	0
Facility	11	5	6
GIS	21	14	7
Hardware	6	8	-2
Intrado Phone System	36	21	15
Operations	7	7	0
Profile	12	12	0
Software	11	10	1
Total	127	117	10

