



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

9:00 a.m.

Tuesday, July 28, 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 (June 30, 2015)	Page	3-6
2. Revenues (June)	Page	7
3. Budget to Actual (June)	Page	8
4. Overtime Report (June)	Page	9

PROPOSED ACTION: Motion to Approve Consent Agenda

PRESENTATION:

1. Longevity Recognition:
 - a. Chuck Schuler – 2 years – July 8, 2015
 - b. Katherine Shelton – 3 years – July 9, 2015
 - c. Summer Carroll – 15 years – July 24, 2015

COMMITTEE REPORTS:

1. Finance Committee*
 2. Personnel Committee
- Page 10

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. Discussion/Direction Regarding Request for Feasibility Study for Providing Dispatch Services for Rio Vista Fire Department	Page	11-12
2. Resolution #09-15, To Designate Treasury – <i>(Staff report included)</i>	Page	13-16

ITEMS FOR DISCUSSION AND POTENTIAL PLACEMENT ON FUTURE AGENDA:

PRESENTATION/INFORMATION:

1. Communications Center Statistics (July)	Page	17-23
2. July 4 th Statistics	Page	24

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

1. Chief Executive Director*		
2. Administrative Services Manager	Page	25
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.

- 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
- 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 August 25, 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 July 24, 2015.



**INDICATES NO ATTACHMENT*

SRPSCC GOVERNING BOARD MEETING

June 30, 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

OTHERS IN ATTENDANCE

Bob Kingsley	General Counsel, SRPSCC
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
Tara Poirier	Dispatcher, SRPSCC
Jill Short	Dispatcher, SRPSCC

1. The meeting was called to order and roll call was taken at 8:03 a.m.
2. Chief Hansen 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 Phillips and seconded by Chief Hansen to approve the consent agenda and Board Meeting synopsis, May 26, 2015.

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

NOES:

ABSENT:

ABSTAIN:

Motion carried.

6. PRESENTATION:

1. Longevity Recognition:

- a. Jennifer Edwards – 6 years – June 22,2015 (unable to attend)

Chief Executive Director Murray acknowledged and expressed appreciation for the six years of service Jennifer Edwards has given to the Comm Center.

7. COMMITTEE REPORTS:

A. Finance Committee

The Finance Committee had not met.

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 #08-15, Establish 8% Annual Contribution to the Emergency Contingency Reserve Fund

Chief Executive Director Murray explained the need for this resolution to clarify the contribution to the Emergency Reserve Fund. The resolution states that the 8% contribution is derived from the adopted total final budget.

Chief Hansen made a motion and it was seconded by Chief Phillips, to approve Resolution #08-15, Establish 8% Annual Contribution to the Emergency Contingency Reserve Fund as written.

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

NOES:

ABSENT:

ABSTAIN:

Motion passed.

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

There were no additions or changes to the previously suggested list of items for potential placement on a 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 SRFEC 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 (May)

The Communications Center Statistics were contained in the Board packet.

11. CENTER REPORTS

A. Chief Executive Director Report

1. The negotiation team has been moving forward with the New World CAD contract and a more detailed report will be provided for the Board in executive session. The attorneys continue to clarify the final language for the contract.
2. Communications Manager Luis is attending the NENA conference where she is meeting with representatives from New World Systems.

B. Administrative Services Manager Report

1. The GIS team has completed the hydrant layer for the City of Sacramento, which included more than 15,000 hydrants.
2. Help Desk tickets continue to be worked on and quickly closed.
3. SRFEC hosted an Outlook training and it was very well attended. Many more classes will be hosted at the Conference and Training Center.
4. Supervisor Soares give a brief overview of how Center staffing will be increased and scheduled to cover the 4th of July holiday weekend.

C. Communications Manager Report - *(covered by Chief Executive Director Murray and Administrative Services Manager Starosciak)*

12. CORRESPONDENCE

None

13. BOARD MEMBER COMMENTS

Deputy Chief Costamagna thanked Casey Quintard and Chuck Moody and the member agencies for providing additional fire support to the City this past weekend.

Deputy Chief Holbrook expressed his appreciation to Center personnel for their help during the Senior Open.

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
Three (3) cases

Closed session was convened at 8:25 a.m.

Open session was reconvened at 11:20 a.m. The Board received an update on a personnel issue and three matters of anticipated litigation; direction was given, no action was taken.

17. The meeting of the Governing Board was adjourned at 11:20 a.m. until the next Regular Meeting of the Governing Board scheduled for 9:00 a.m., July 28, 2015, at Metro Board Chambers, 10545 Armstrong Ave – Rooms #384-385, Mather, CA 95655-4102.

Respectfully submitted,

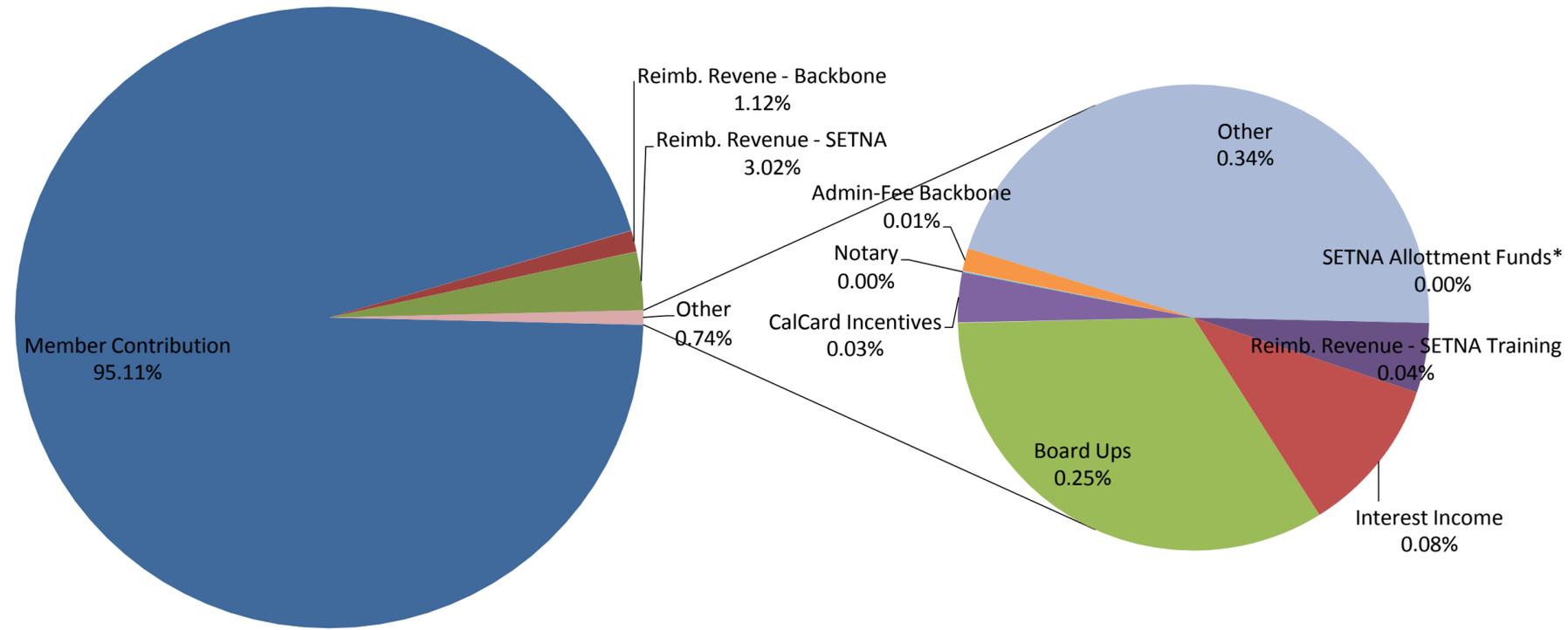


Janice Parker
Clerk of the Board

Chris Holbrook, Chairperson

Ron Phillips, Vice Chairperson

Revenue as of June 30, 2015

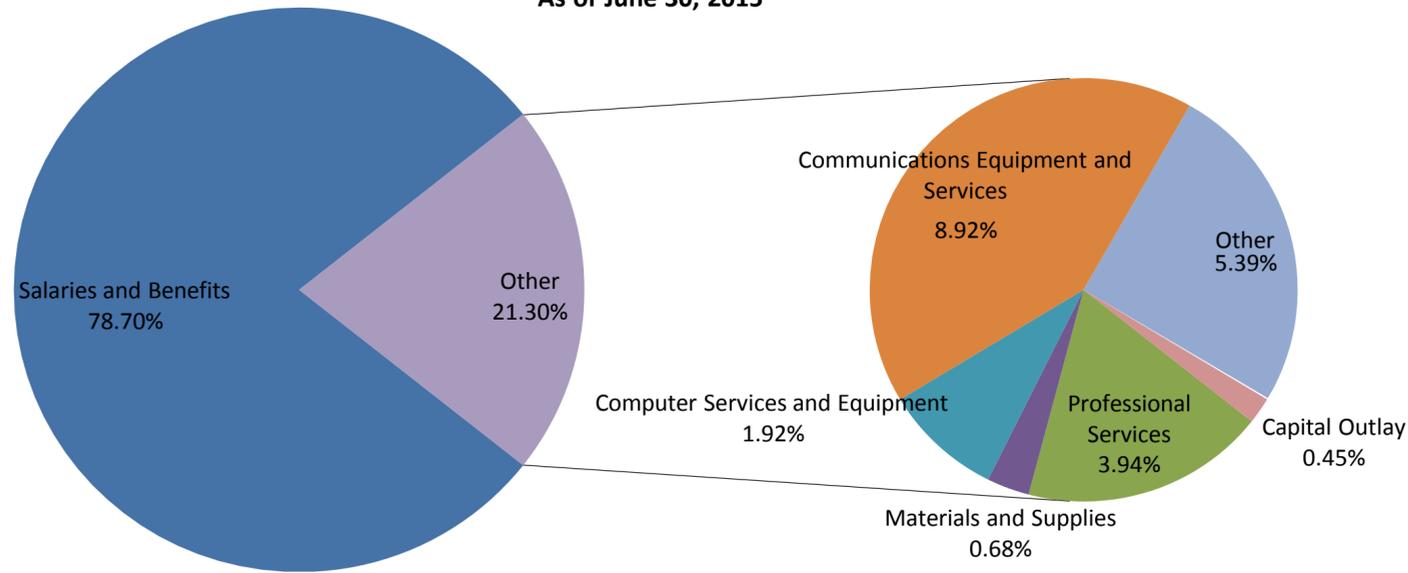


Revenues - FY 14/15 As of June 30, 2015		
	FY 14/15 Final Budget	As of 06/30/15
Member Contribution	8,478,132	8,003,132
Reimb. Revenue - Backbone	59,000	94,585
Reimb. Revenue - SETNA	244,985	254,433
Reimb. Revenue - SETNA Training	3,000	3,000
SETNA Allotment Funds*	414,740	-
Other:		
Interest Income	3,600	6,739
Board Ups	10,800	20,900
CalCard Incentives	2,000	2,163
Notary	100	40
Admin-Fee Backbone	400	1,000
Other	1,100	28,362
Total Other	18,000	59,204
Total	9,217,857	8,414,313

*Direct pay to vendor.

Sacramento Regional Fire/EMS Communications Center
 Fiscal Year 2014-2015
 Monthly Budget to Actual Report
 As of June 30, 2015

Budget to Actual FY 14-15
 As of June 30, 2015

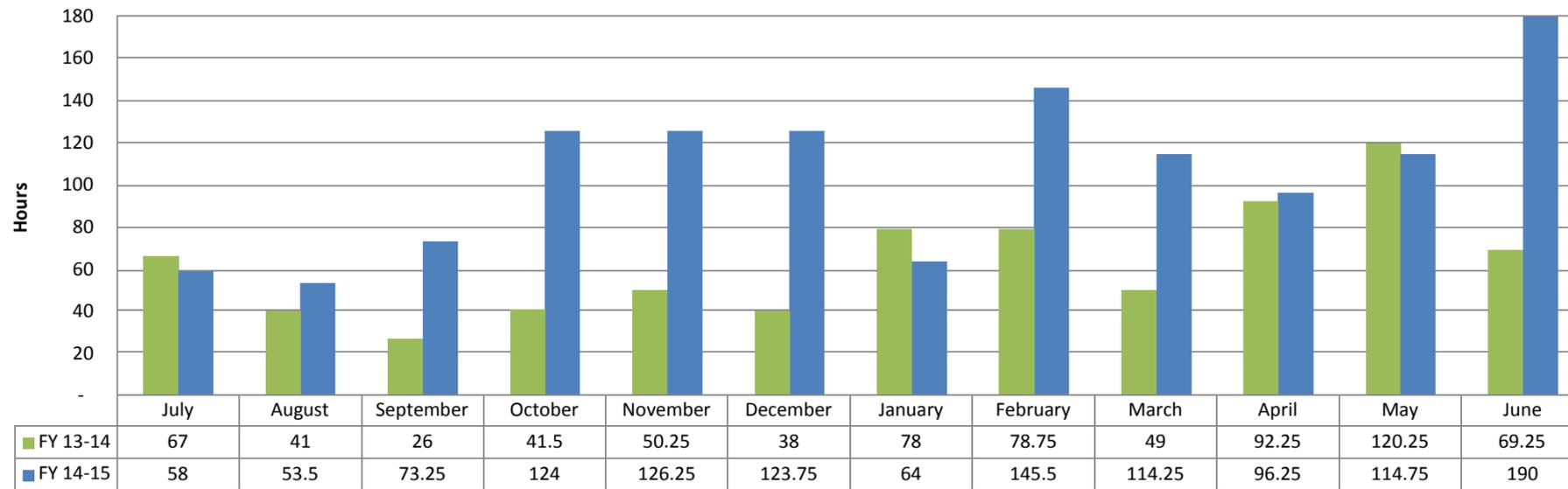


Budget to Actual - FY 14/15
 As of June 30, 2015

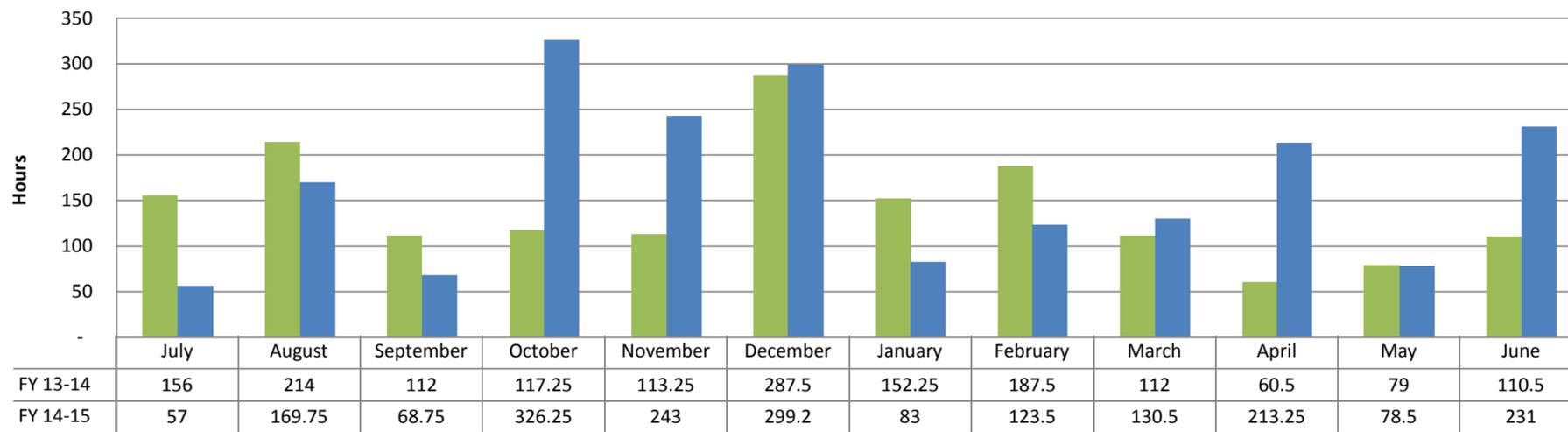
	FY 14/15 Budget	YTD Expenses 06/30/15	\$ Under / (Over) Budget	% Under/ (Over) Budget
Expenses				
Salaries and Benefits	6,192,296	5,573,691	618,605	10%
Professional Services	388,265	278,966	109,299	28%
Materials and Supplies	76,540	48,461	28,079	37%
Computer Services and Equipment	300,572	135,671	164,901	55%
Communications Equipment and Services	1,437,485	631,897	805,588	56%
Other	407,959	381,741	26,218	6%
Capital Outlay	1,130,740	31,781	1,098,959	97%
Total	9,933,857	7,082,208	2,851,649	32%

Days Remaining in Budget Period/Days YTD in Budget Period	0%
---	----

**FY 14-15 Comparative OT Report
 Admin Staff
 As of June 30, 2015**



**FY 14-15 Comparative OT Report
 Communications Staff
 As of June 30, 2015**



PERSONNEL COMMITTEE MEETING
Tuesday, July 14, 2015

COMMITTEE MEMBERS

Deputy Chief Chris Costamagna
Deputy Chief Chris Holbrook

City of Sacramento Fire Department
Sacramento Metropolitan Fire District

COMMUNICATIONS CENTER MANAGEMENT

Teresa Murray

Chief Executive Director

OTHERS IN ATTENDANCE

Janice Parker

Administrative Analyst, SRFECC

1. The meeting was called to order at 9:00 a.m. and roll call was taken.
2. There was no public comment

3. 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 9:00 a.m.

Open session was reconvened at 9:10 a.m.

In closed session the Committee received an update regarding a personnel issue, and no action was taken.

4. The meeting was adjourned at 9:10 a.m. until the next scheduled meeting of the Personnel Committee.

Respectfully submitted,

Janice Parker
Clerk of the Board

Chris Holbrook, Chairperson

Chris Costamagna, Vice Chairperson

From: [Murray, Teresa](#)
To: [Parker, Janice](#)
Subject: FW: Today's meeting and request for a site visit
Date: Saturday, July 04, 2015 3:45:16 PM

From: Alan B. Hartford [mailto:ahartford@ci.rio-vista.ca.us]
Sent: Saturday, July 04, 2015 3:18 PM
To: Murray, Teresa
Cc: Kristianne T. Seargeant
Subject: Re: Today's meeting and request for a site visit

Correct. To the board through you.

Hartford sends (from my iPhone)
Alan Hartford
Fire Chief - Rio Vista

On Jul 4, 2015, at 3:06 PM, Murray, Teresa <tmurray@srfecc.ca.gov> wrote:

Thank you Chief.

For clarification- you are formally asking the JPA board to authorize our staff to do a feasibility study related to Rio Vista joining our JPA, correct?

If so, I will add your request to correspondence for the July 28th board meeting.

Thank you & have a safe 4th of July!

Teresa Murray, CED, SRFECC

-----Original Message-----

From: Alan B. Hartford [mailto:ahartford@ci.rio-vista.ca.us]
Sent: Thursday, July 02, 2015 6:07 PM
To: Murray, Teresa
Cc: Kristianne T. Seargeant
Subject: Today's meeting and request for a site visit

Teresa;

It was wonderful seeing you and your staff once again. I appreciate everyone's time and efforts today. As we discussed, I would like to request a site visit so that your staff can assess our needs and provide a better estimate of what it would take for Rio Vista FD and Delta FPD to potentially transition to your Center.

Please pass on my appreciation to your staff once again.

PS sorry for the delay - it wound up not being another airplane crash but a

vegetation fire that we just wrapped up.

Hartford sends (from my iPad)

Alan Hartford

Fire Chief

City of Rio Vista

(c) 925-963-7812

ahartford@ci.rio-vista.ca.us



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

Resolution #09-15

Resolution to Designate Treasury

WHEREAS, The Sacramento Regional Public Safety Communications Center (“Center”) has exercised its authority under CA Government Code Section 6505.6, to designate an employee, Administrative Services Coordinator, formerly, Accounting Manager, to serve as Treasurer and/or Auditor; and indirectly, (be reference to CA Government Code section 6505.5) to act as its own depository, through adoption of Resolution #15-13, Resolution to Appoint Treasurer and Designate Treasury, on October 24, 2013.

NOW, THEREFORE BE IT RESOLVED by the Governing Board of the Sacramento Regional Public Safety Communications Center:

1. The Sacramento Regional Public Safety Communications Center shall continue to act as its own depository.
2. The Administrative Services Manager (formerly Accounting Manager) of Sacramento Regional Public Safety Communications Center is designated as Treasurer.
3. The Administrative Services Manager shall perform the duties set forth in California Government Code section 6505.5, subdivisions (a) through (d).
4. Umpqua Bank is designated as the treasury of the Treasurer.
5. The Chief Executive Director shall cause an annual independent audit to be made by a certified public accountant and filed within twelve (12) months of the end of the fiscal year under examination, in accordance with California Government Code section 6505.

PASSED AND ADOPTED by the Governing Board of the Sacramento Regional Public Safety Communications Center this 28th day of July, 2015, by the following vote, to wit:

AYES:

NOES:

ABSENT:

ABSTAIN:

BY:

ATTEST:

Chris Holbrook, Chairperson

Ron Phillips, Vice Chairperson



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

STAFF REPORT

DATE: July 28, 2015
TO: Board of Directors of Sacramento Regional Public Safety Communications Center
FROM: Teresa Murray, Chief Executive Director
BY: Joyce Starosciak, Administrative Services Manager
SUBJECT: **Approval of Resolution to Appoint a Treasurer and Treasury**

RECOMMENDATION

The Board of Directors approves the attached resolution to update the designated Treasurer to Administrative Services Manager and Treasury to Umpqua Bank.

BACKGROUND

Resolution #15-13 was adopted by the Board of Directors in October of 2013, authorizing the Sacramento Regional Fire/EMS Communications Center to act as its own depository, formally separating the Center from the Sacramento County treasury. Since that time, through changes in the organization, the Accounting Manager role has been re-organized to the Administrative Services Manager, therefore the Treasurer needs to be updated.

During the same timeframe, SRPSCC has been in discussions with a number of banks regarding financial partnership toward loan financing. Umpqua Bank came to the Center through that process. Umpqua Bank is the largest community bank in the Pacific Northwest and they are deeply committed to the businesses and communities they serve. Through the financing conversations, SRPSCC reviewed the current financial institution (Wells Fargo) for services and fees. In comparison, Umpqua will provide equivalent or better services for fees that are half the cost of our current situation, saving the center over \$2700 per year.

Umpqua bank desires an ongoing relationship with SRPSCC to support our needs for financial products and services now and into the future. This resolution will begin that relationship.



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

Resolution #15-13

**Resolution to Appoint a Treasurer and
Depository**

WHEREAS, The Sacramento Regional Fire/EMS Communications Center (“Center”) is exercising its authority under CA Government Code Section 6505.6, to appoint one of its officers or employee to either or both of the positions of Treasurer and Auditor, and where such a person or persons shall comply with the duties and responsibilities of the office or officers set forth in subdivisions (a) to (d), inclusive, of CA Government Code section 6505.5,

WHEREAS, according to CA Government Code Section 6505.6, in the event the agency or entity designates its officers or employees to fill the functions of treasurer or auditor, or both, pursuant to this section, such officers or employees shall cause an independent audit to be made by a certified public accountant, or public accountant, in compliance with section 6505.

WHEREAS, The Center has exercised its authority under CA government code section to designate an employee to serve as the Center’s treasurer and/or auditor; and indirectly (be reference to §6505.5) to act as its own depository.

WHEREAS, Section 9 (A) of the Joint Powers Agreement authorizes the Board to designate, consistent with applicable law, the depositor of the funds of the Center and Treasurer,

WHEREAS, Section 10 of the Joint Powers Agreement authorizes the Board to contract with a certified public accountant to make an audit of the accounts and reports of the center,

WHEREAS, the Center has put in place the internal controls, policies, and procedures to manage its treasury and audit functions,

NOW, THEREFORE BE IT RESOLVED that the Governing Board of the Sacramento Regional Fire/EMS Communications Center appoint the position of Accounting Manager as the Treasurer of the Center.

The Treasurer will perform the responsibilities of the office set forth in subdivisions (a) to (d), inclusive, of CA Government Code Section 6505.05, herein included as attachment “A” for reference,

Pursuant to CA Government code section 6505.6, the Treasurer will cause an independent audit to be made by a certified public accountant, or public accountant, in compliance with section 6505.

The Governing Board of the Sacramento Regional Fire/EMS Communications Center will withdraw all its funds from the Sacramento County Treasury, except those needed to pay warrants outstanding as of the withdrawal date, from the Sacramento County Treasury.

The funds withdrawal date will be January 1st, 2014.

The Center shall designate Wells Fargo N.A. Bank as the treasury of the treasurer.

PASSED AND ADOPTED by the Governing Board of the Sacramento Regional Fire/EMS Communications Center this 24th day of October, 2013, by the following vote, to wit:

AYES:

NOES:

ABSENT:

ABSTAIN:

BY:

ATTEST:

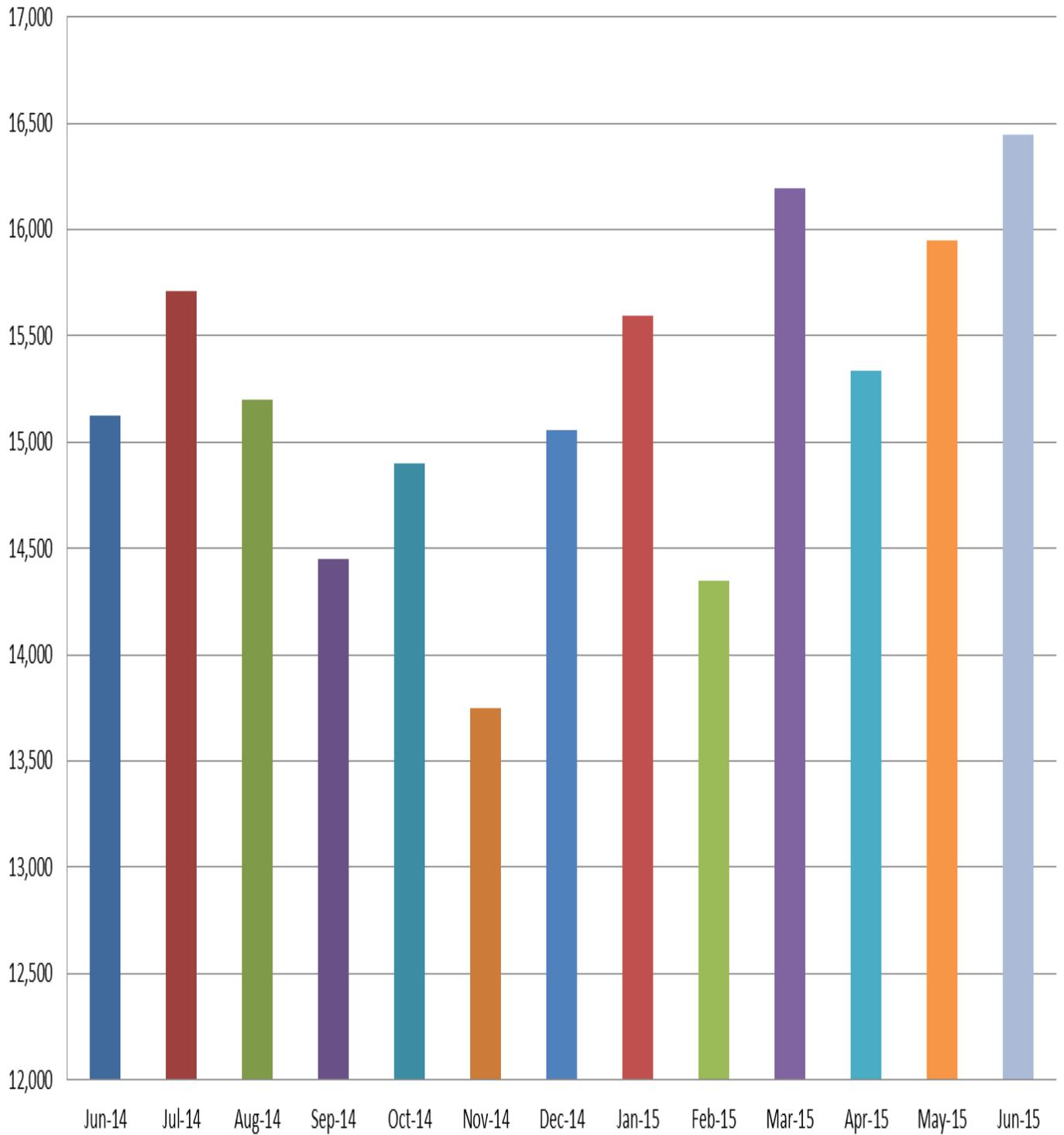
Ron Phillips, Chairperson

Scott Cockrum, Vice Chairperson

CAD Incidents – June, 2015

Total number of CAD incidents for June, 2015: 16,447

Incidents Processed

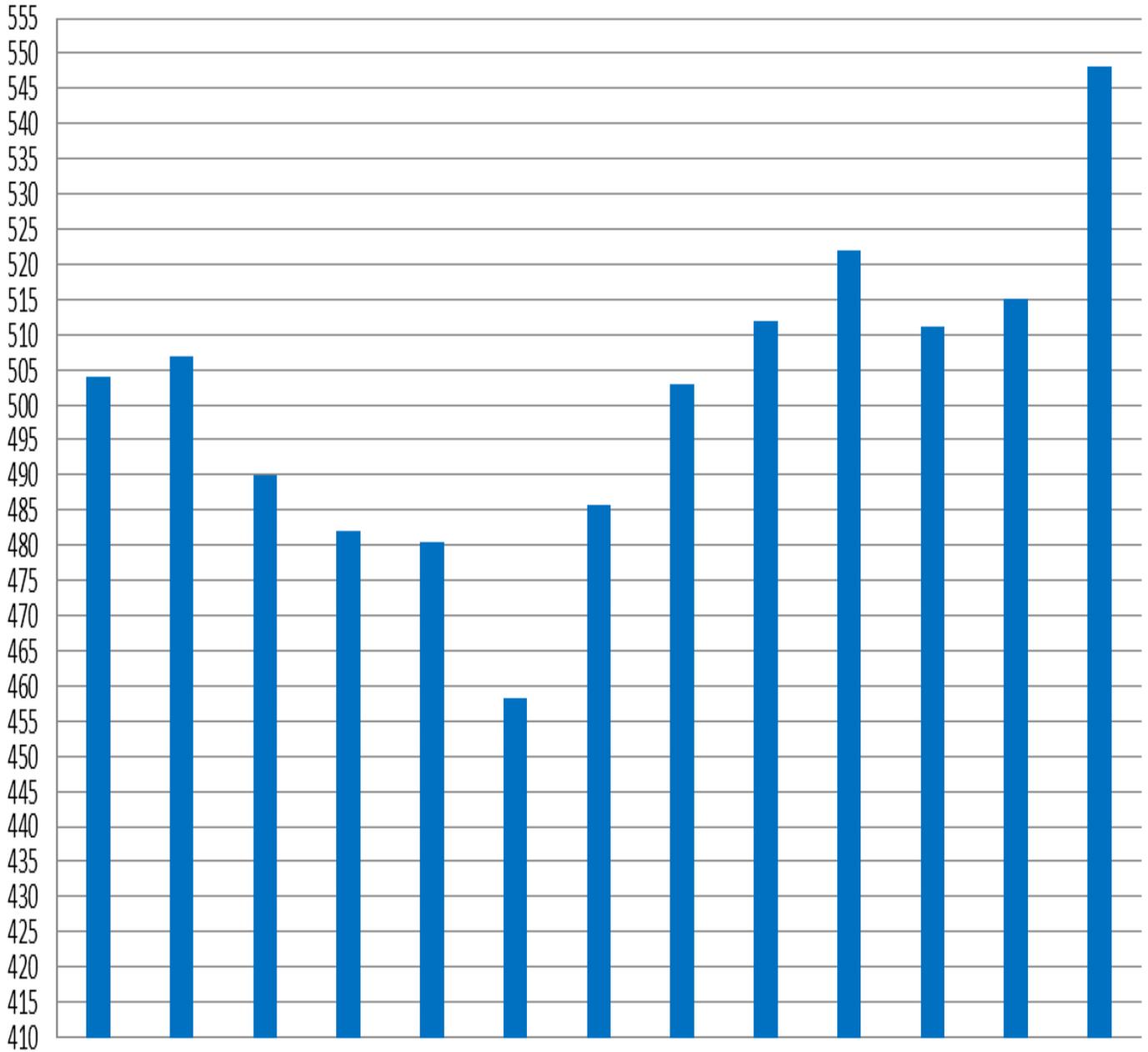


	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15
■ Incidents Processed	15,125	15,709	15,200	14,452	14,897	13,749	15,060	15,593	14,345	16,193	15,335	15,950	16,447

CAD Incidents – June, 2015

Average number of CAD incidents per day for June, 2015: 548

Average Number of Incidents Per Day



	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15
■ Average Per Day	504	507	490	482	481	458	486	503	512	522	511	515	548

SRFECC Telephony Performance Measure – June, 2015

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

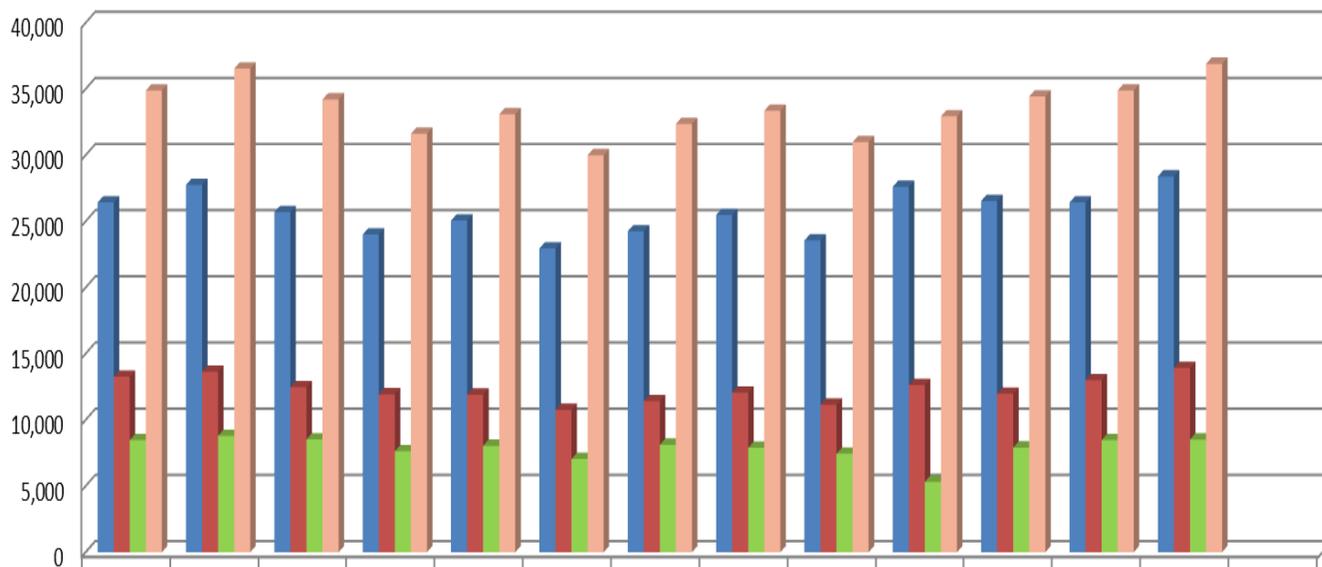
Summary of Information

During the month of June, 2015, dispatch staff processed **28,390** incoming calls and **8,507** outgoing calls for a total call volume of **36,897**.

Detailed Breakdown of Information

- **Incoming 9-1-1 lines:** There were **13,912** incoming 9-1-1 calls.
- **“Seven-Digit” Emergency lines (7DE):** There were **4,820** incoming seven-digit emergency calls.
- **Allied Agency/Alarm Co:** There were **3,521** incoming Allied Agency and Alarm Company calls.
- **Non-Emergency/Administrative (7DA) lines:** There were **6,137** incoming 7DA calls.

Telephony Performance Measure - 2014/2015

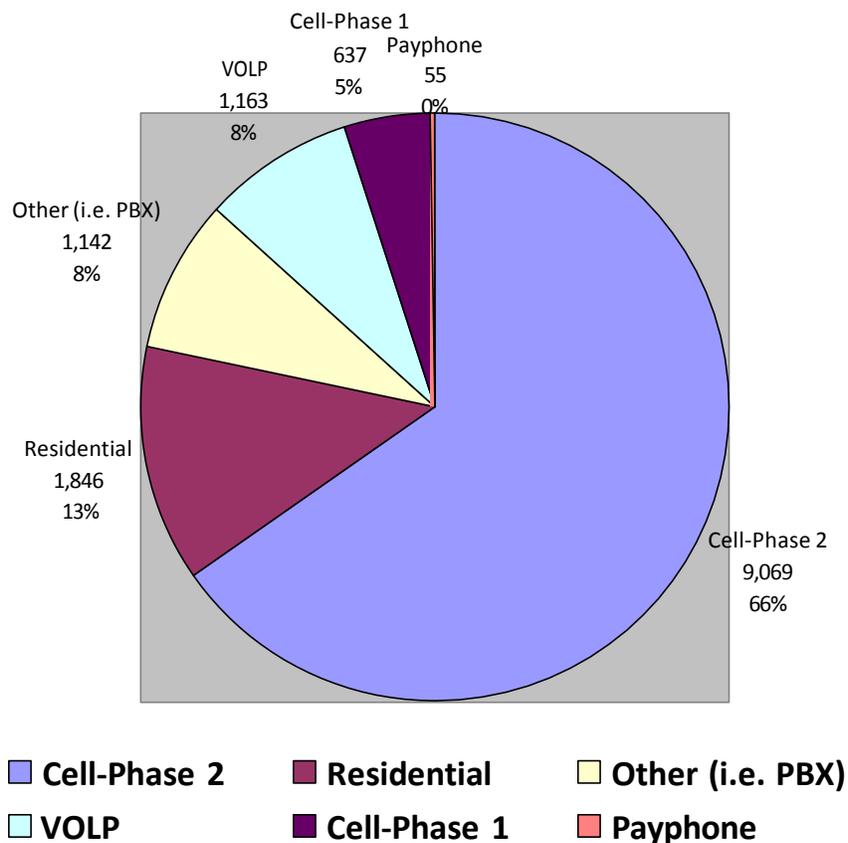


	JUNE	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE	Y-T-D
INCOMING CALLS	26,427	27,750	25,685	24,007	25,060	22,953	24,245	25,472	23,550	27,609	26,540	26,420	28,390	334,108
INCOMING 9-1-1	13,256	13,639	12,480	11,932	11,905	10,743	11,412	12,056	11,142	12,624	11,972	13,005	13,912	160,078
OUTGOING CALLS	8,459	8,791	8,525	7,616	8,032	7,040	8,114	7,881	7,432	5,319	7,900	8,467	8,507	102,083
TOTAL CALLS	34,886	36,541	34,210	31,623	33,092	29,993	32,359	33,353	30,982	32,928	34,440	34,887	36,897	436,191

SRFECC Telephony Performance Measure – June, 2015

The following chart represents incoming call distribution according to class of service (i.e. Cell-Phase 2, Residential, etc.) for the 13,912 incoming 9-1-1 calls.

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



Answering Standard: NFPA 1221 – 2013 Edition

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

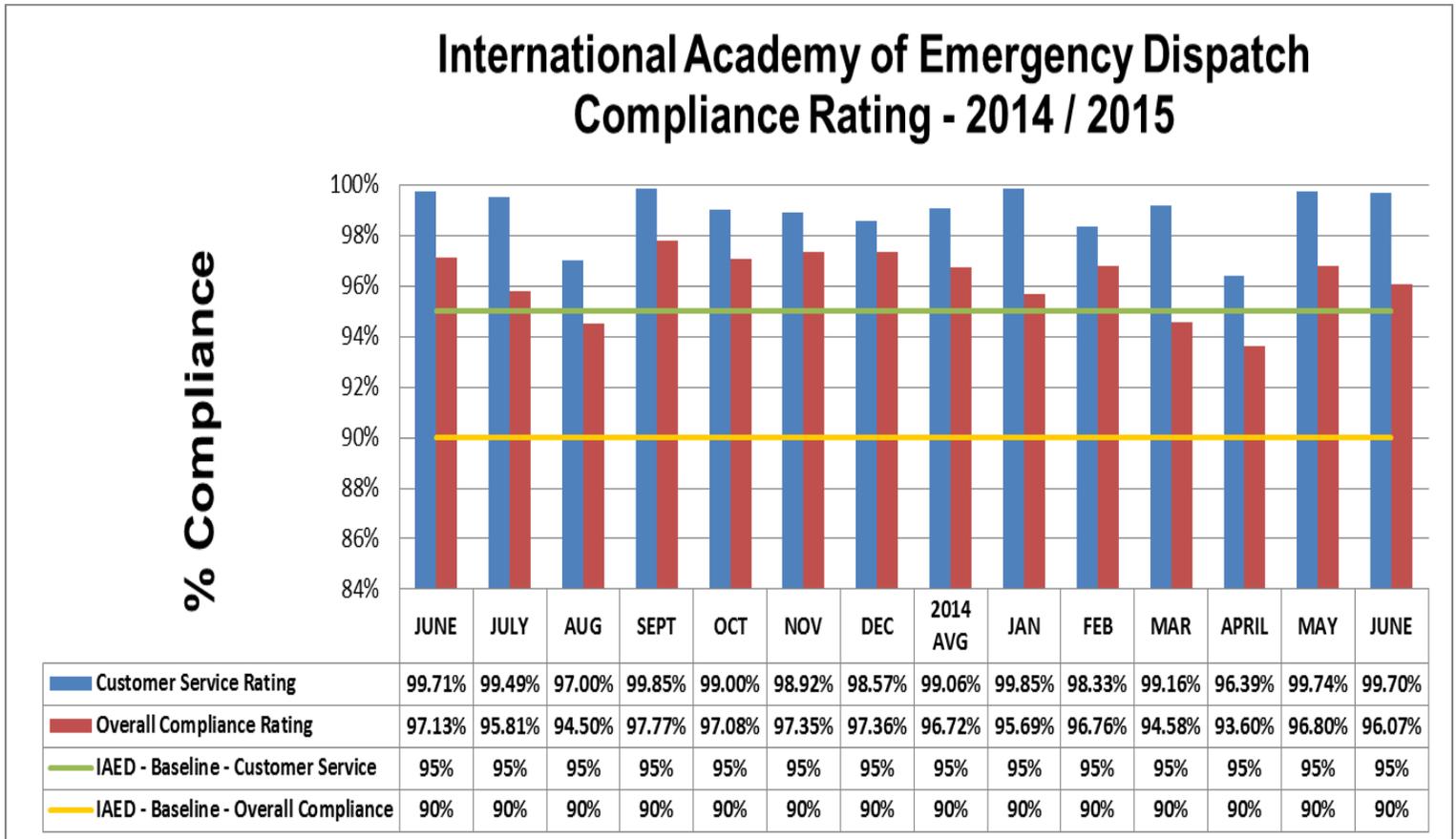
Rule 7.4.1: *“Ninety-five percent of alarms received on emergency lines shall be answered within 15 seconds, and 99 percent of alarms shall be answered within 40 seconds.”*

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 and 99% percent of emergency lines shall be answered within 40 seconds – In June, the dispatch team answered all calls on emergency lines within 15 seconds **90.17%** of the time and answered within 40 seconds **98.20%**.

Emergency Medical Dispatching (EMD) Compliance Scores June, 2015

- Customer Service Compliance Average* (Baseline Requirement of 95%)
 - Customer Service Compliance Average for **June, 2015: 99.70%**
 - Overall – Customer Service Compliance Average for **2015: 98.48%**

- Total Compliance Average* (Baseline Requirement of 90%)
 - Total Compliance Average for **June, 2015: 96.07%**
 - Overall – Total Compliance Average for **2015: 95.46%**

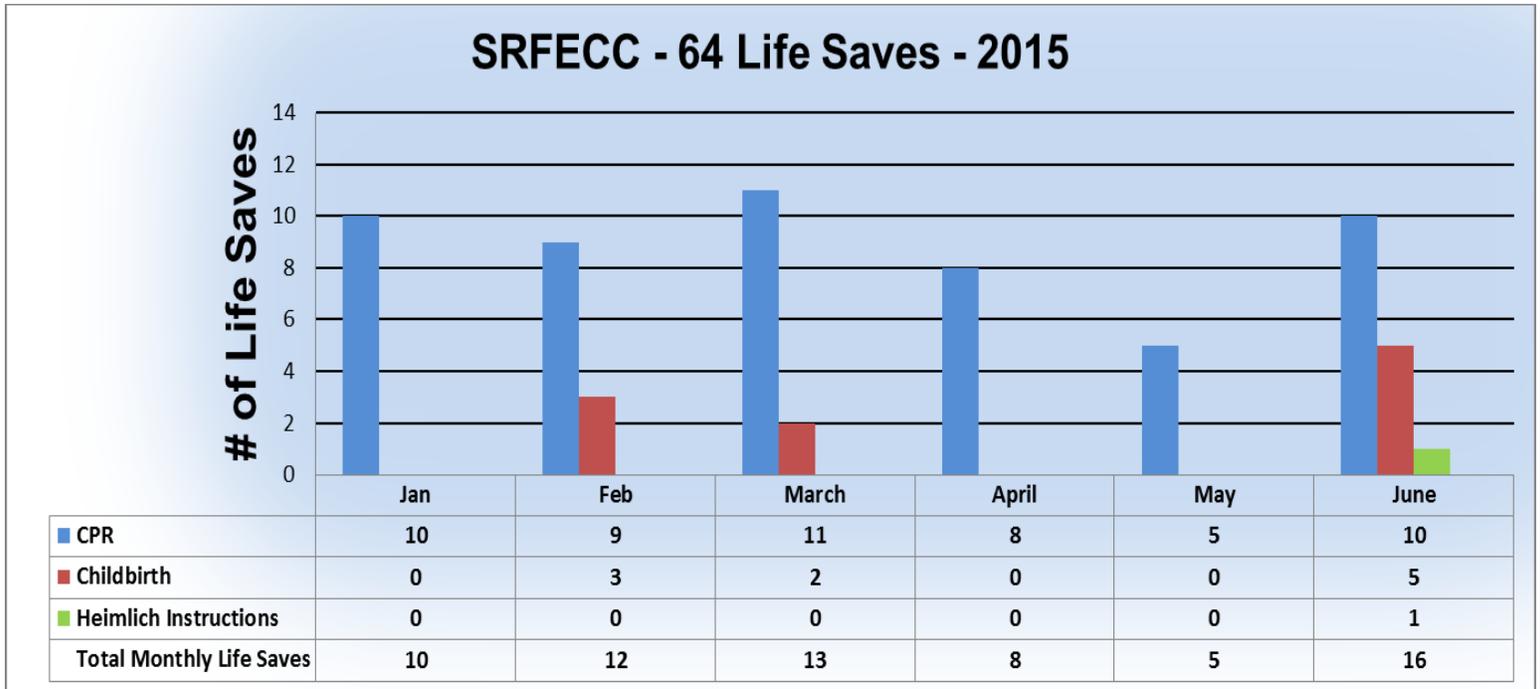


*Effective Emergency Medical Dispatch (EMD) practices are based on the consistent use of medically approved dispatch protocols. EMD or the Medical Priority Dispatching System (MPDS) is in part based on published standards of the International Academy of Emergency Dispatch (IAED) in consultation with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

SRFECC – 64 Life Saves in 2015

Since January 1st, 2015 our Dispatch Team has accomplished 64 Life Saves.



16 Life Saves – June, 2015

1. On June 1st, **Supervisor Julee Todd**, A Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.
2. On June 2nd, **Dispatcher Ava Fender**, A Nights Squad, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.
3. On June 5th, **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.
4. On June 8th, **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.
5. On June 10th, **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 June 14th, **Dispatcher Ava Fender**, A Nights 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 June, 2015

7. On June 17th, ***Dispatcher Katherine Shelton***, B Nights Squad, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving maternity instructions for a person delivering a baby (Baby Boy) in a non-hospital environment.
8. On June 18th, ***Dispatcher Amy Wolfe***, A Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving maternity instructions for a person delivering a baby (Baby Girl) in a non-hospital environment.
9. On June 18th, ***Call Taker Theresa Miller***, B Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving maternity instructions for a person delivering a baby (Baby Boy) in a non-hospital environment.
10. On June 21st, ***Dispatcher Lynn Walker***, A Nights Squad, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.
11. On June 22nd, ***Call Taker Theresa Miller***, B Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving Heimlich instructions for a person who was choking.
12. On June 27th, ***Dispatcher Roman Kukharets***, B Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.
13. On June 28th, ***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 June 28th, ***Dispatcher Tara Poirier***, B Nights Squad, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving maternity instructions for a person delivering a baby (Baby Girl) in a non-hospital environment.
15. On June 28th, ***Dispatcher Tara Poirier***, B Nights Squad, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving maternity instructions for a person delivering a baby (Baby Boy) in a non-hospital environment. ***(This was the Twin Baby to life save #14)***
16. On June 29th, ***Dispatcher Tara Poirier***, B Nights Squad, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.

SRFECC STATISTICS - 0700 hrs. JULY 4th - 0700 hrs. JULY 5th, 2015

HOUR	INCIDENTS	GRASS	S	CS	WR2	PHONES
0700	13	0	0	0	0	27
0800	17	1	0	0	0	36
0900	17	0	0	0	0	44
1000	19	0	0	0	0	35
1100	16	0	0	1	0	28
1200	31	2	0	1	0	49
1300	33	0	0	0	2	59
1400	32	1	0	0	0	58
1500	43	3	0	0	0	68
1600	38	0	1	1	0	66
1700	38	3	2	0	1	89
1800	35	2	2	0	1	55
1900	40	2	1	0	0	104
2000	28	8	0	0	0	52
2100	54	0	4	0	0	132
2200	56	12	1	0	0	125
2300	35	3	2	1	0	73
0000	30	2	1	0	0	59
0100	18	0	1	1	0	30
0200	16	0	1	0	0	27
0300	11	1	0	0	0	20
0400	14	1	0	0	0	23
0500	5	0	0	0	0	10
0600	15	0	0	0	0	20
TOTAL	654	41	16	5	4	1289

Opened/Closed records per category

Date range 06/01/2015 - 06/30/2015
 Generated on 07/17/2015 12:29

Category	Opened SRs	Closed SRs	Total (opened - closed)
CAD	15	8	7
Communications	10	1	9
Contracts	4	5	-1
Email	3	2	1
Facility	17	13	4
GIS	18	18	0
Hardware	8	5	3
Intrado Phone System	20	1	19
Operations	2	2	0
Profile	2	3	-1
Software	10	8	2
Total	109	66	43

