# 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.**

**Wednesday, December 9, 2015**

**SPECIAL 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 (November 6, 2015) | Page | 4-9 |
| 2. | Budget to Actuals (October) | Page | 10 |
| 3. | Revenues (October) | Page | 11 |
| 4. | Overtime Report (October) | Page | 12 |
| 5. | Pulse Point Contract | Page | 13-15 |

*PROPOSED ACTION:* Motion to Approve Consent Agenda

**PRESENTATION:**

1. Presentation of FY 2015/2016 Budget – Sara Roush*
2. Longevity Recognition:

   a. Laura Macias – 12 years – December 1, 2015
   b. Kylee Soares - 19 years – December 2, 2015
   c. Elizabeth Strong – 11 years – December 6, 2015
   d. Iris Gulzow – 23 years – December 7, 2015
   e. Brad Dorsett – 3 years – December 28, 2015

3. Presentation to Supervisor Tara Poirier*
4. Presentation to Deputy Chief Lloyd Ogan*

**COMMITTEE REPORTS:**

| | | | |
|---|---|---|---|
| 1. | Finance Committee (November 10, 2015) | Page | 16-17 |
| 2. | Finance Committee - Revised Minutes (September 8, 2015) | | |

** INDICATES NO ATTACHMENT*

(*red-line strikeout version included*) Page 18-21
2. Personnel Committee (November 10, 2015) Page 22

**ACTION ITEMS:**

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

b. New Business:

1. Resolution #14-15, Payment of Funds for the New CAD System Page 23
2. Resolution #15-15, Fixing the Employer's Contribution Under The Public Employees' Medical and Hospital Care Act Page 24
3. Election of Board Officers*
4. Appointment of Personnel Committee Members*
5. Appointment of Finance Committee Members*
6. Approval of City of Isleton as Contract Agency*
7. Approval of River Delta Fire Protection District as Contract Agency*
8. Discussion/Direction – Equipment Installation for River Delta/Isleton Page 25-26
9. Discussion/Direction for Re-Branding SRPSCC Based on the Third Amended JPA Agreement and Name Change*

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

1. Creation of a Customer Satisfaction Survey Incorporating a Statistically Viable Sampling – *Draft will be presented at the January 26, 2016, Board Meeting*

**PRESENTATION/INFORMATION:**

1. Communications Center Statistics (October and November) Page 27-36

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

1. Chief Executive Director*
2. Administrative Services Manager Page 37
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

**INDICATES NO ATTACHMENT*

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: Existing Litigation*
   Pursuant to California Government Code Section 54956.9(d)
   The Board will meet in closed session to discuss the following case:

   California Fire Chiefs Association, Inc. v. Howard Backer, et al.
   Case No. CV-02351-TLN-AC

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.
   Six (6) potential cases

**ADJOURNMENT:**

The next regular Board Meeting will be on January 26, 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 December 3, 2015, 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
-10545 Armstrong Ave, Mather, CA 95655-4102

Janice Parker

Clerk of the Board

**INDICATES NO ATTACHMENT*

SPECIAL SRPSCC GOVERNING BOARD MEETING
November 6, 2015

**GOVERNING BOARD MEMBERS**

| | |
|---|---|
| Chief Ron Phillips | City of Folsom Fire Department |
| Deputy Chief Costamagna | City of Sacramento Fire Department |
| Deputy Chief Chris Holbrook | Sacramento Metropolitan Fire District (*via telephone*) |
| Deputy Chief McLaughlin | 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**

| | |
|---|---|
| Pat Kernan | General Counsel, SRPSCC |
| Walt White | Fire Chief, Sacramento City |
| Eric Bridge | Assistant Chief Metro Fire *(alternate Board member)* |
| Scotty Williams | Assistant Chief, Sacramento City |
| Maurice Johnson | Battalion Chief, Sacramento Metro |
| Craig Nelson | New World Systems |
| Brian Ricks | Representative, Assemblyman Ken Cooley's Office |
| Janice Parker | Administrative Analyst, SRPSCC |
| Wendy Crosthwaite | Executive Assistant, SRPSCC |
| Joe Thuesen | Administrative Supervisor, SRPSCC |
| Mike Grace | Training Supervisor SRPSCC |
| Tim Goodnow | Recruit, SRPSCC |
| Lisa Smelser | Recruit, SRPSCC |
| Michelle Goucher | Recruit, SRPSCC |
| Rebecca McIntosh | Recruit, SRPSCC |
| Denise Tackett | Conference & Training Center Coordinator |
| Donna (Ava) Fender | Dispatcher, SRPSCC |
| Theresa Miller | Call Taker, SRPSCC |
| Cindy Chao | Financial Analyst, SRPSCC |
| Dennis Matsen | Consultant, Athena Advanced Networks |
| Sara Roush | Office Assistant, SRPSCC |
| Tara Poirier | Local 852 Representative |
| Kelson Patterson | Help Desk Technician |
| Matt Shank | Supervisor, SRPSCC (*Retiring as of Nov. 12th*) |
| John Herrera | GIS Coordinator, SRPSCC |
| Shane Steckelberg | Systems Engineer, SRPSCC |
| Matt Wooden | GIS Coordinator, SRPSCC |
| Brad Dorcett | CAD Technician, SRPSCC |
| Chuck Schuler | Telecommunications Engineer, SRPSCC |
| Cierra Lewandowski | Payroll/Benefits Technician, SRPSCC |
| Janet Tracey | Dispatcher, SRPSCC |
| Tina Dungan | Dispatcher, SRPSCC |
| Angela Stefenoni | Call Taker, SRPSCC |

1. The meeting was called to order and roll call was taken at 9:05 a.m.

2. The Pledge of Allegiance was recited.

3. Chief Phillips asked to take Correspondence appointing Assistant Chief Eric Bridge as Alternate Representative for Metro Fire District to the JPA Board out of order. Chief Bridge assumed the alternate position and Chief Holbrook terminated his telephone connection. The meeting proceeded.

4. PUBLIC COMMENT

   None

5. CONSENT AGENDA

   A motion was made by Deputy Chief McLaughlin and seconded by Deputy Chief Hansen to approve the Board Meeting minutes, October 27, 2015.

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

   Motion carried.

6. PRESENTATION:

   1. Retirement Resolution Recognizing Matthew Shank – Brian Ricks, Office of Assemblyman Ken Cooley had been delayed so this presentation was taken out of order, upon Mr. Ricks arrival.

      On behalf of Assemblyman Ken Cooley, Mr. Brian Ricks read to Matthew Shank, Board members and meeting attendees, a resolution acknowledging 25 years of public safety service and warm congratulations on Mr. Shank's retirement.

   2. Retirement Resolution Recognizing Matthew Shank – SRPSCC

      Chief Phillips read and presented Matt Shank with a retirement proclamation.

      Matt briefly spoke to the Board and attendees expressing his appreciation for the 25 years he has spent with SRPSCC and his affection for the people with whom he has worked.

   3. New World Systems – Craig Nelson

      Mr. Nelson gave a short history of the process that brought the JPA to this day and thanked Chief Executive Murray and the Board for their confidence in the New World Systems CAD. He said he looked forward to a successful relationship as we move forward with this project.

   4. Longevity Recognition:

      a. Ava Fender – 16 years – November 8, 2015
      b. Lynn Walker - 16 years – November 8, 2015 (*not in attendance)*
      c. Theresa Miller – 2 years – November 12, 2015
      d. Jennifer Rooke – 2 years – November 12, 2015 *(not in attendance*)
      e. Angela Stefenoni – 2 years – November 12, 2015
      f. Marlo Swett – 2 years – November 12, 2015 (*not in attendance)*
      g. Denise Tackett – 2 years – November 12, 2015
      h. Amy Wolfe – 13 years - November 18, 2015 *(not in attendance)*

i. Teresa Murray – 3 years – November 3, 2015

Communications Manager Luis acknowledged Ava (Donna) Fender and her 16 years of service to SRPSCC. Ms. Fender is also a candidate for the open Supervisor position and we wish her well.

Theresa Miller celebrated her two years with SRPSCC and in that time has performed 17 life saves.

Angela Stefenoni has also been with us for two years and brings a spirit of peace and calm to the dispatch floor which is greatly appreciated. In short, Angela is a delightful addition to the SRPSCC family.

Denise Tackett has been with SRPSCC for two years and has move from the dispatch floor to working as the Conference and Training Center Coordinator. She does a great job keeping the facility busy and well organized.

Chief McLaughlin highlighted and expressed is amazement at all of the accomplishments of Chief Executive Director Murray in her three years with SRPSCC. He said the JPA certainly appreciates all of her efforts on our behalf.

7. **COMMITTEE REPORTS:**

A. Finance Committee

The Finance Committee had not met since our last Board meeting.

B. Personnel Committee

The Personnel Committee had not met since our last Board meeting.

8. **ACTION ITEMS:**

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

1. Discussion/Direction Pulse Point – Call Types for Display

A document was disseminated to the Board for review highlighting a list of potential call types codes for display. Chief Executive Director Murray said that for the initial rollout the Board wished to focus on cardiac only type codes. However, after a conversation with Richard Price, who is with the Pulse Point organization, Chief Executive Director Murray has asked the Board to reconsider adding additional type codes. If the Board chooses not to add additional call type categories, the grant funding to facilitate this implementation could be put at risk.

Deputy Chief Costamagna made a motion and it was seconded by Deputy Chief McLaughlin, to have the Board review and submit recommendations for additional Pulse Point call type categories to the Ops Chiefs, and upon completion of review by the Ops Chiefs, submit a single list of recommendations to the Comm Center by November 13th.

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

Motion carried.

b. New Business:

1. Resolution 12-15, Final approval of Contract Between New World Systems and SRPSCC for the New CAD System

   Chief Executive Director Murray shared her excitement and pride at having come to this day where our new CAD system will become a reality through the signing of this contract with New World Systems. She thanked everyone who participated in this lengthy process.

   A motion was made by Deputy Chief McLaughlin and seconded by Assistant Chief Bridge to adopt Resolution 12-15, approval of the final contract between New World Systems and SRPSCC.

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

   Motion carried.

2. Resolution #13-15, Approval of Contract Between Pulse Point and SRPSCC – Scope of Work

   Chief Executive Director Murray thanked Kingsley for preparing the resolution and requested adoption by the Board pat this meeting.

   Deputy Chief Costamagna made a motion and it was seconded by Deputy Chief McLaughlin, to adopt Resolution #13-15.

   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. Discussion of rebranding SRFECC based on the newly amended JPA agreement and name change – *to be discussed at the December 9, 2015, Board Meeting*
2. Creation of a customer satisfaction survey incorporating a statistically viable sampling – *A draft will be presented at the January 26, 20106, Board Meeting.*

10. **PRESENTATION/INFORMATION:**

11. **CENTER REPORTS**

A. Chief Executive Director Report

1. Chief Executive Director Murray introduced the four new dispatch recruits: Tim Goodnow, Rebecca McIntosh, Lisa Smelser and Michelle Goucher. They will be graduating from the dispatch academy on November 20th. We are now fully staffed on the dispatch floor.

2. Chief Executive Director Murray thanked the Board for their support and welcomed Assistant Chief Bridge to the Board.

3. An invitation was extended to the Board members and all attendees to the Open House celebrating the retirement of Matthew Shank at the Comm Center from 11:00 a.m. to 2:00 p.m.

B. Administrative Services Manager Report

1. Administrative Services Manager Starosciak expressed her gratitude for having Ms. Murray as the Chief Executive Director for the past three years.

C. Communications Manager Report

1. Communications Manager Luis wished Matt Shank best wishes on his retirement.

12. **CORRESPONDENCE**

1. Letter from Sacramento Metropolitan Fire District Appointing Assistant Chief Eric Bridge as the Alternate Representative to the SRPSCC Governing Board

This correspondence was acknowledged out of order – at the beginning of the meeting.

13. **BOARD MEMBER COMMENTS**

Deputy Chief Costamagna thanked Mr. Shank for his dedicated service to dispatch and all the assistance he has provided to Deputy Chief Costamagna personally throughout the years.

Deputy Chief McLaughlin offered his congratulations to Matt Shank and applauded his professionalism during his long public safety career.

He also acknowledged the great milestone signing the CAD contract represents for the JPA.

Deputy Chief McLaughlin expressed his enthusiasm for the implementation of Pulse Point as well.

Assistant Chief Eric Bridge congratulated Matthew Shank and said he will definitely be missed.

Chief Phillips thanked Matthew for his calm steady demeanor throughout his dispatch career. Chief Phillips also expressed appreciation to Chief Executive Murray for her stellar leadership these past three years and moving forward with the purchase and implementation of a new CAD system. It has been a long time coming and we are excited it has finally happened.

14. **COUNSEL REPORT**

None

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
   Four (4) cases

Closed session was convened at 9:40 a.m.

Open session was reconvened at 10:38 a.m. The Board received an update regarding four pieces of anticipated litigation; no action was taken.

17. The meeting of the Governing Board was adjourned at 10:38 a.m. until the next Special Meeting of the Governing Board scheduled for 9:00 a.m., December 9, 2015, at Metro Board Chambers, 10545 Armstrong Ave – Rooms #384-385, Mather, CA 95655-4102.

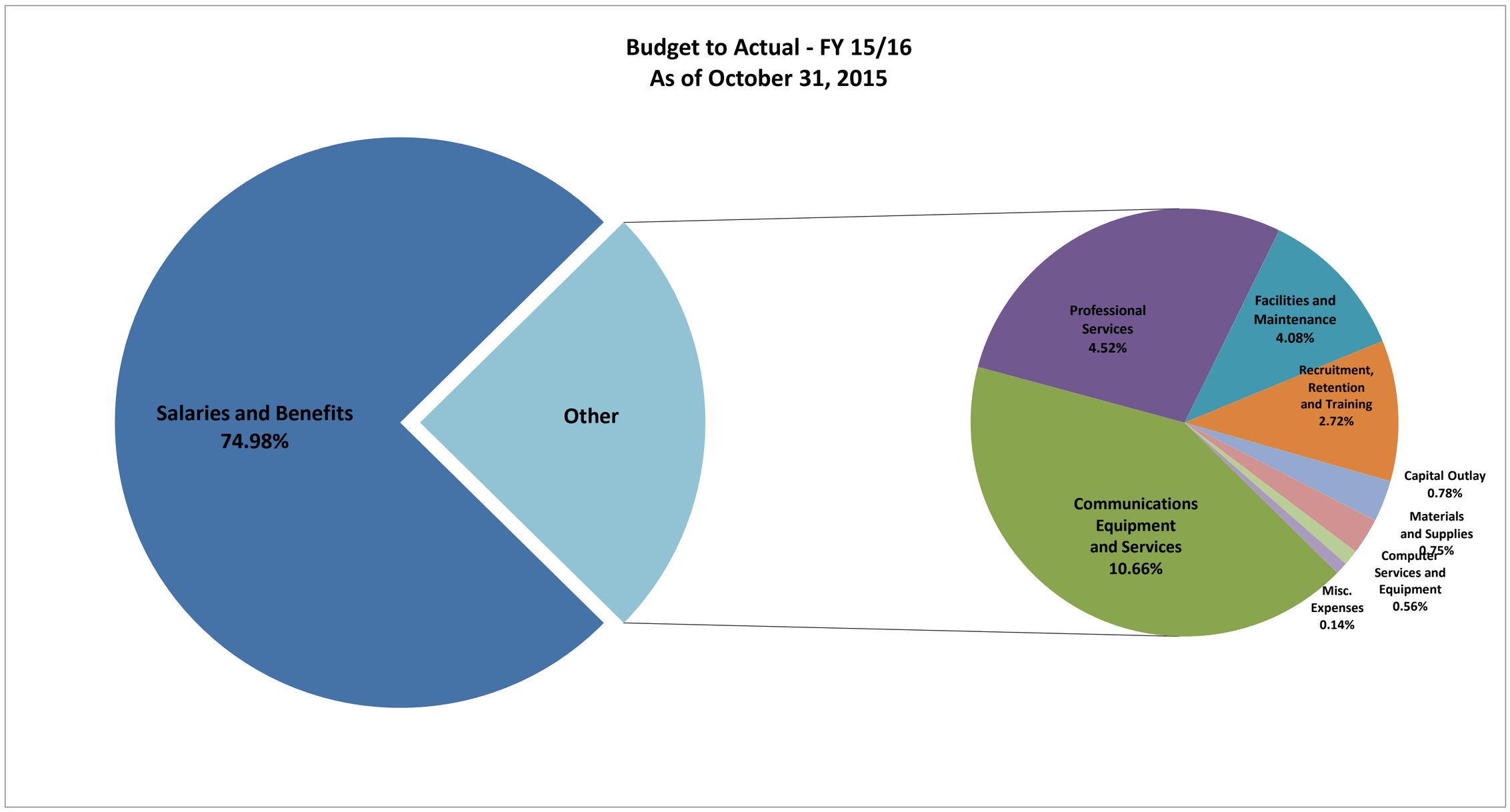
Respectfully submitted,

Janice Parker
Clerk of the Board

Chris Holbrook, Chairperson

Ron Phillips, Vice Chairperson

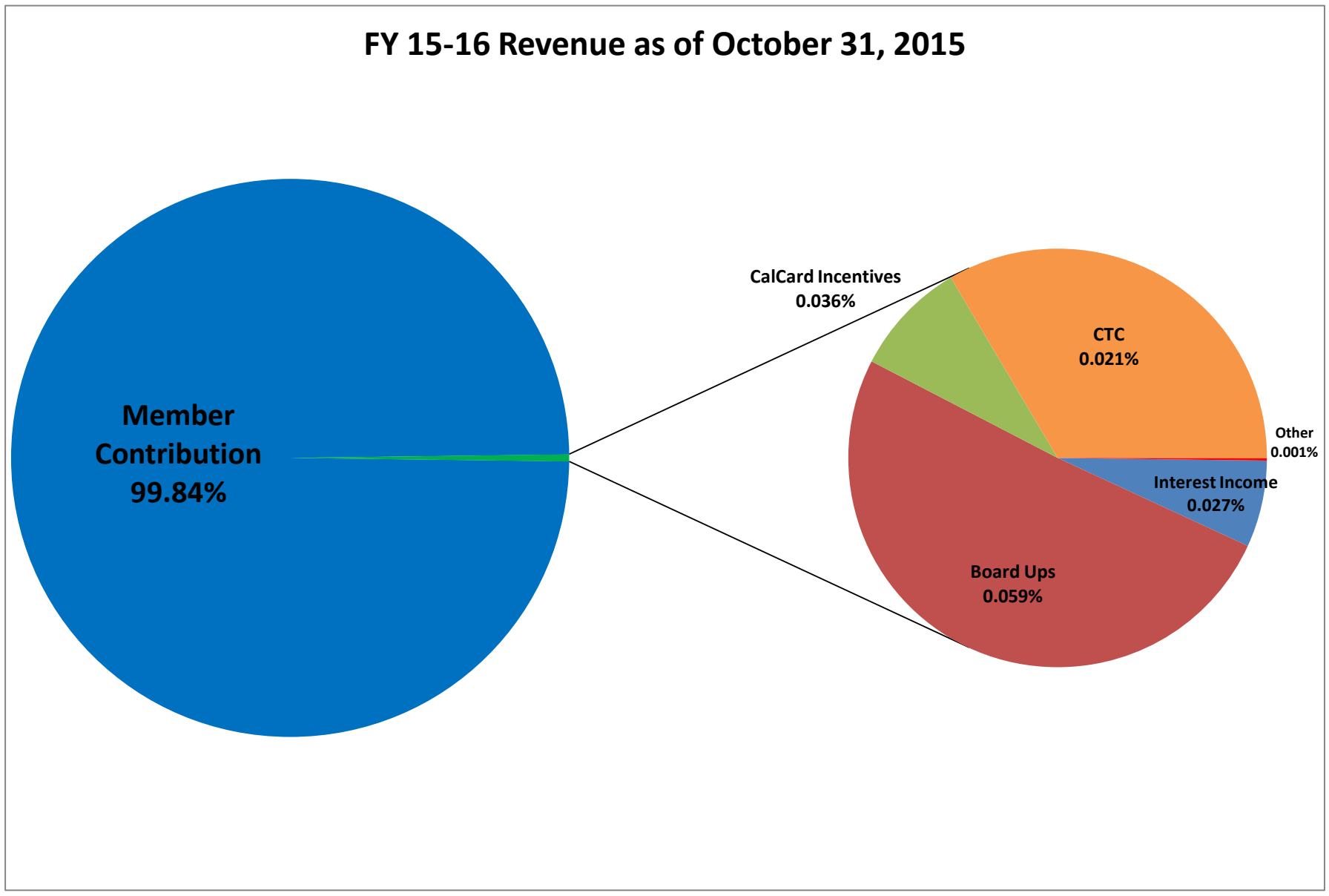
**Sacramento Regional Fire/EMS Communications Center**
**Fiscal Year 2015-2016**
**Monthly Budget to Actual Report**
**As of October 31, 2015**




| Budget to Actual - FY 15/16<br>As of October 31, 2015 | | | | | |
|---|---|---|---|---|---|
| **Expenses** | **FY 15/16 Budget** | **YTD Expenses 10/31/15** | **% of YTD Expenses** | **$ Under / (Over) Budget** | **% Under/ (Over) Budget** |
| **Salaries and Benefits** | 6,441,629 | 2,014,380 | 75.24% | 4,427,248 | 69% |
| **Communications Equipment and Services** | 1,137,777 | 277,187 | 10.35% | 860,590 | 76% |
| **Professional Services** | 420,505 | 186,191 | 6.95% | 234,314 | 56% |
| **Facilities and Maintenance** | 177,305 | 76,152 | 2.84% | 101,153 | 57% |
| **Recruitment, Retention and Training** | 126,263 | 70,532 | 2.63% | 55,731 | 44% |
| **Capital Outlay** | 909,714 | 20,794 | 0.78% | 888,920 | 98% |
| **Materials and Supplies** | 91,300 | 18,018 | 0.67% | 73,282 | 80% |
| **Computer Services and Equipment** | 230,200 | 7,857 | 0.29% | 222,343 | 97% |
| **Misc. Expenses** | 20,000 | 6,108 | 0.23% | 13,892 | 69% |
| | | | | - | |
| **Total** | **9,554,693** | **2,677,220** | **100%** | **6,877,473** | **72%** |

| | |
|---|---|
| **Days Remaining in Budget Period/Days YTD in Budget Period** | **66%** |

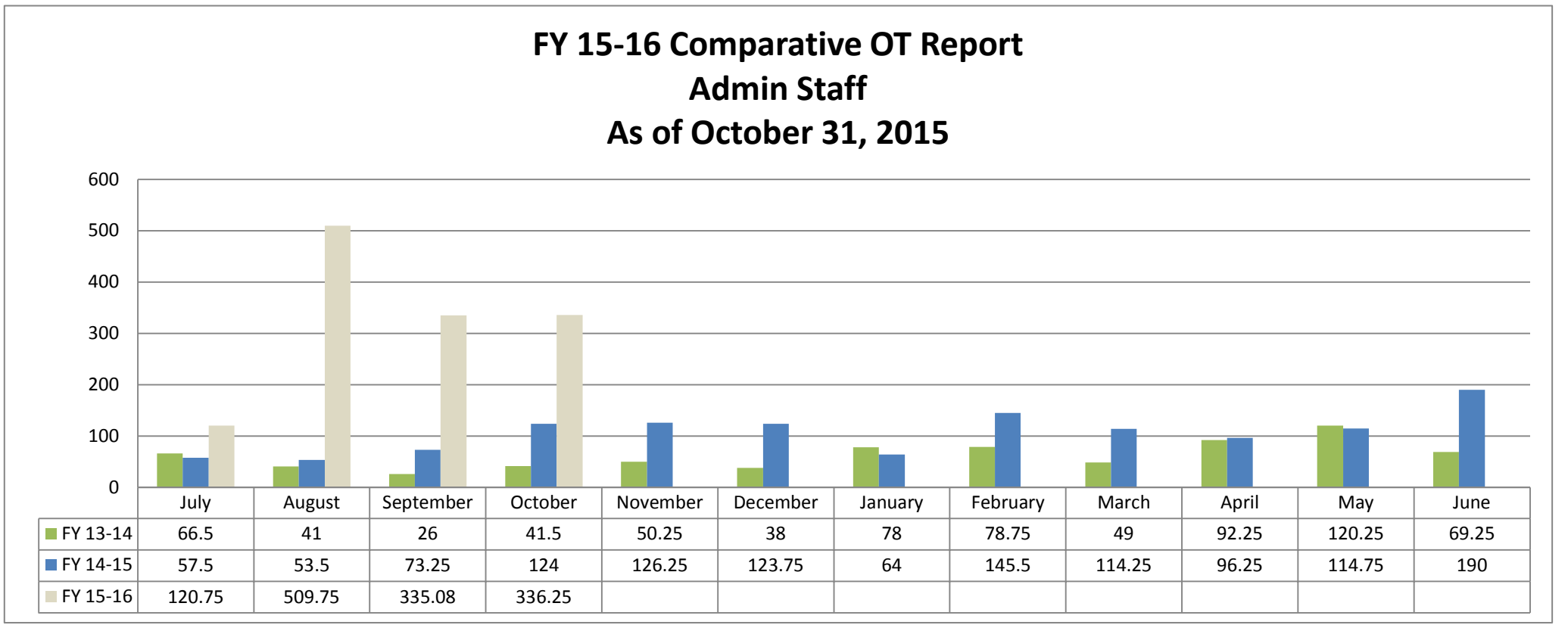
**Sacramento Regional Fire/EMS Communications Center**
**Fiscal Year 2015-2016**
**Monthly Revenues Report**
**As of October 31, 2015**



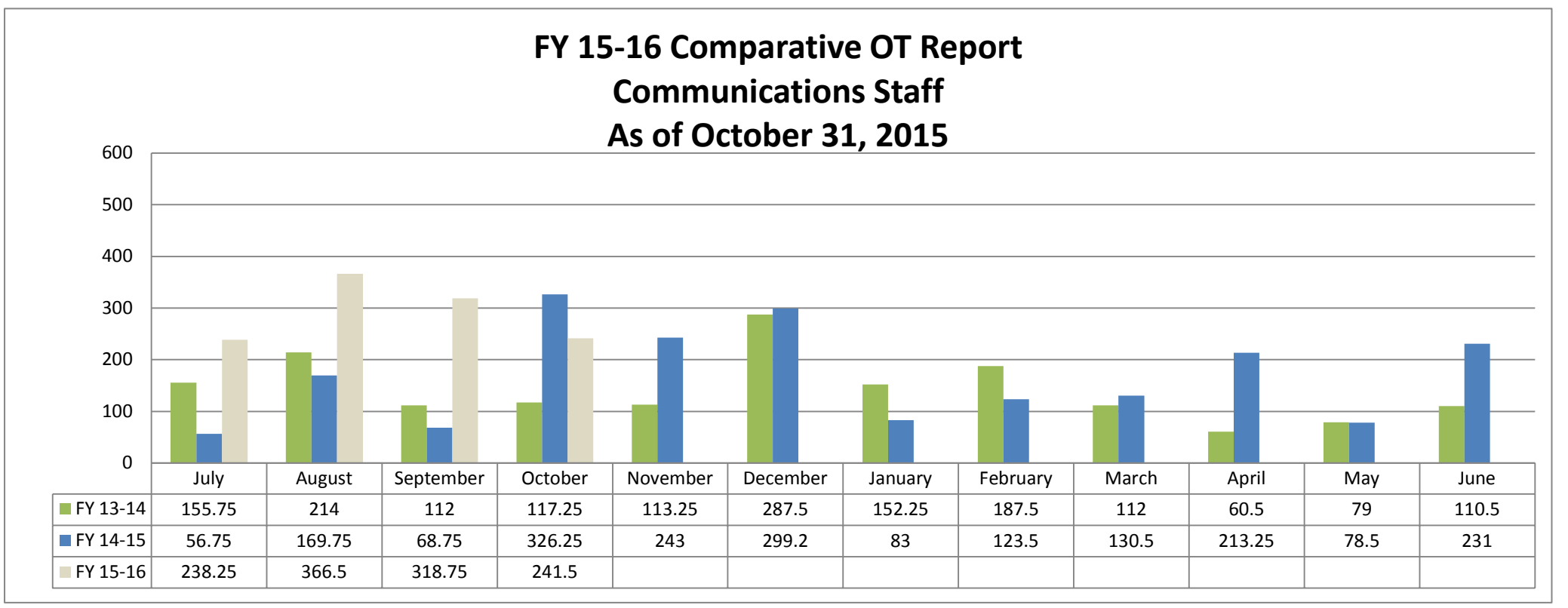

| Revenues - FY 15/16<br>As of October 31, 2015 | | |
|---|---|---|
| | **FY 15/16 Preliminary Budget** | **Revenue Received as of 10/31/15** |
| Member Contribution | 8,003,132 | 4,001,567 |
| Metro E Reimbursement | 10,000 | |
| Reimb. Revene - Backbone | 69,600 | - |
| Reimb. Revenue - SETNA Training | 3,000 | |
| **Other:** | | |
| Interest Income | 6,000 | 1,102 |
| Board Ups | 19,000 | 8,356 |
| CalCard Incentives | 2,000 | 1,461 |
| Notary | 100 | |
| Admin-Fee Backbone | 400 | |
| CTC | 10,000 | 5,523 |
| CTC Contracted Training | 500 | |
| Other | 1,100 | 29 |
| Total Other | 39,100 | 16,470 |
| **Total** | **8,124,832** | **4,018,037** |

***Numbers based on revenues received rather than revenues earned**

**Sacramento Regional Fire/EMS Communications Center**
**Fiscal Year 2015-2016**
**Monthly Overtime Report**
**As of October 31, 2015**




| | July | August | September | October | November | December | January | February | March | April | May | June |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| FY 13-14 | 66.5 | 41 | 26 | 41.5 | 50.25 | 38 | 78 | 78.75 | 49 | 92.25 | 120.25 | 69.25 |
| FY 14-15 | 57.5 | 53.5 | 73.25 | 124 | 126.25 | 123.75 | 64 | 145.5 | 114.25 | 96.25 | 114.75 | 190 |
| FY 15-16 | 120.75 | 509.75 | 335.08 | 336.25 | | | | | | | | |




| | July | August | September | October | November | December | January | February | March | April | May | June |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| FY 13-14 | 155.75 | 214 | 112 | 117.25 | 113.25 | 287.5 | 152.25 | 187.5 | 112 | 60.5 | 79 | 110.5 |
| FY 14-15 | 56.75 | 169.75 | 68.75 | 326.25 | 243 | 299.2 | 83 | 123.5 | 130.5 | 213.25 | 78.5 | 231 |
| FY 15-16 | 238.25 | 366.5 | 318.75 | 241.5 | | | | | | | | |

**Physio-Control, Inc**
11811 Willows Road NE
P.O. Box 97006
Redmond, WA 98073-9706 U.S.A.
www.physio-control.com
tel 800.442.1142
fax 800.732.0956

To

Teresa Murray
Sacramento Regional Public Safety
Communications Center
10230 Systems Pkwy
Sacramento,CA 95827
916-455-511
tmurray@sacreg.com

| | |
|---|---|
| Quote Number | 00016982 |
| Revision # | 1 |
| Created Date | 11/17/2015 |
| Sales Consultant | Todd Long |
| FOB | Redmond, WA |
| Terms | All quotes subject to credit approval and the following terms and conditions |
| NET Terms | NET 30 |
| Expiration Date | 1/31/2016 |

| Product | Product Description | Quantity | List Price | Unit Discount | Unit Sales Price | Total Price |
|---|---|---|---|---|---|---|
| 11600-000007 | PulsePoint Annual Licensing Fee- Tier 3. 1 year commitment. Serving population size 750,000-1,499,000. Ensures performance, reliability and supports future upgrades. | 1.00 | 18,000.00 | 0.00 | 18,000.00 | 18,000.00 |
| 11600-000021 | PulsePoint Implementation Fee. Includes data source connection, complete testing and validation. AED registry organization. Technical training. Community launch support and digital materials. All managed by dedicated project manager. | 1.00 | 10,000.00 | 0.00 | 10,000.00 | 10,000.00 |

| | |
|---|---|
| Subtotal | USD 28,000.00 |
| Estimated Tax | USD 0.00 |
| Estimated Shipping & Handling | USD 0.00 |
| Grand Total | USD 28,000.00 |

**Pricing Summary Totals**

| | |
|---|---|
| List Price Total | USD 28,000.00 |
| Total Contract Discounts Amount | USD 0.00 |
| Total Discount | USD 0.00 |
| Trade In Discounts | USD 0.00 |
| Tax + S&H | USD 0.00 |

**GRAND TOTAL FOR THIS QUOTE**

USD 28,000.00

**TO PLACE AN ORDER, PLEASE FAX A COPY OF THE QUOTE AND PURCHASE ORDER TO: # 800-732-0956, ATTN: REP SUPPORT**

PHYSIO-CONTROL, INC. REQUIRES WRITTEN VERIFICATION OF THIS ORDER. A PURCHASE ORDER IS REQUIRED ON ALL ORDERS $10,000 OR GREATER BEFORE APPLICABLE FREIGHT AND TAXES. THE UNDERSIGNED IS AUTHORIZED TO ACCEPT THIS ORDER IN ACCORDANCE WITH THE TERMS AND PRICES DENOTED HEREIN.

CUSTOMER APPROVAL (AUTHORIZED SIGNATURE)

Teresa Murray
NAME

Chief Executive Director
TITLE

11/17/2015
DATE

TL/75712

**Notes:**
Taxes, shipping and handling fees are estimates only and are subject to change at the time of order. Shipping and handling applies to ground transport only. Physio-Control will assess a $10 handling fee on any order less than $200.00.

Above pricing valid only if all items in quote are purchased (optional items not required).
To receive a trade-in credit, Buyer agrees to return the trade-in device(s) within 30 days of receipt of the replacement device(s) to Physio-Control's place of business or to an authorized Physio-Control representative. Physio-Control will provide instructions for returning the device(s) and will pay for the associated shipping cost.

In the event that trade-in device(s) are not received by Physio-Control within the 30-day window, Buyer acknowledges that this quote shall constitute a purchase order and agrees to be invoiced for the amount of the trade-in discount. Invoice shall be payable upon receipt.

Items listed above at no change are included as part of a package discount that involves the purchase of a bundle of items. Buyer is solely responsible for appropriately allocating the discount extended on the bundle when fulfilling any reporting obligations it might have.

If Buyer is ordering service, Buyer affirms reading and accepts the terms of the Physio-Control, Inc. Technical Service Support Agreement which is available from your sales representative or
http://www.physio-control.com/uploadedFiles/products/serviceplans/TechnicalServiceAgreement.pdf

**TERMS OF SALE**

**General Terms**
Physio-Control, Inc.'s acceptance of the Buyer's order is expressly conditioned on product availability and the Buyer's assent to the terms set forth in this document and its attachments. Physio-Control, Inc. agrees to furnish the goods and services ordered by the Buyer only on these terms, and the Buyer's acceptance of any portion of the goods and services covered by this document shall confirm their acceptance by the Buyer. These terms constitute the complete agreement between the parties and they shall govern any conflicting or ambiguous terms on the Buyer's purchase order or on other documents submitted to Physio-Control, Inc. by the Buyer. These terms may only be revised or amended by a written agreement signed by an authorized representative of both parties.

**Pricing**
Unless otherwise indicated in this document, prices of goods and services covered by this document shall be Physio-Control, Inc. standard prices in effect at the time of delivery. Prices do not include freight insurance, freight forwarding fees, taxes, duties, import or export permit fees, or any other similar charge of any kind applicable to the goods and services covered by this document. Sales or use taxes on domestic (USA) deliveries will be invoiced in addition to the price of the goods and services covered by this document unless Physio-Control, Inc. receives a copy of a valid an exemption certificate prior to delivery. Please forward your tax exemption certificate to the Physio-Control, Inc. Tax Department P.O. Box 97006, Redmond, Washington 98073-9706.

**Payment**
Unless otherwise indicated in this document or otherwise confirmed by Physio-Control, Inc. in writing, payment for goods and services supplied by Physio-Control, Inc. shall be subject to the following terms:

- Domestic (USA) Sales - Upon approval of credit by Physio-Control, Inc., 100% of invoice due thirty (30) days after invoice date.
- International Sales - Sight draft or acceptable (confirmed) irrevocable letter of credit.

Physio-Control, Inc. may change the terms of payment at any time prior to delivery by providing written notice to the Buyer.

**Delivery**
Unless otherwise indicated in this document, delivery shall be FOB Physio-Control, Inc. point of shipment and title and risk of loss shall pass to the Buyer at that point. Partial deliveries may be made and partial invoices shall be permitted and shall become due in accordance with the payment terms. In the absence of shipping instructions from the Buyer, Physio-Control, Inc. will obtain transportation on the Buyer's behalf and for the Buyer's account.

**Delays**
Delivery dates are approximate. Physio-Control, Inc. will not be liable for any loss or damage of any kind due to delays in delivery or nondelivery resulting from any cause beyond its reasonable control, including but not limited to, acts of God, labor disputes, the requirements of any

governmental authority, war, civil unrest, terrorist acts, delays in manufacture, obtaining any required license or permit, and Physio-Control, Inc. inability to obtain goods from its usual sources. Any such delay shall not be considered a breach of Physio-Control, Inc. and the Buyer's agreement and the delivery dates shall be extended for the length of such delay.

**Inspections and Returns**
Claims by the Buyer for damage to or shortages of goods delivered shall be made within thirty (30) days after shipment by providing Physio-Control, Inc. with written notice of any deficiency. Payment is not contingent upon immediate correction of any deficiencies and Physio-Control, Inc. prior approval is required before the return of any goods to Physio-Control, Inc. Physio-Control, Inc. reserves the right to charge a 15% restocking fee for returns. The Physio-Control Returned Product Policy is located at http://www.physio-control.com/uploadedFiles/support/ReturnPolicy_3308529_A.pdf.

**Service Terms**
All device service will be governed by the Physio-Control, Inc. Technical Services Support Agreement which is available from your sales representative or http://www.physio-control.com/uploadedFiles/products/service-plans/TechnicalServiceAgreement.pdf. All devices that are not under Physio-Control Limited Warranty or a current Technical Service Support Agreement must be inspected and repaired (if necessary) to meet original specifications at then-current list prices prior to being covered under a Technical Service Support Agreement. If Buyer is ordering service, Buyer affirms reading and accepts the terms of the Technical Service Support Agreement.

**Warranty**
Physio-Control, Inc. warrants its products in accordance with the terms of the standard Physio-Control, Inc. product warranty applicable to the product to be supplied. Physio-Control, Inc. warrants services and replacement parts provided in performing such services against defects in accordance with the terms of the Physio-Control, Inc. service warranty set forth in the Technical Service Support Agreement. The remedies provided under such warranties shall be the Buyer’s sole and exclusive remedies. Physio-Control, Inc. makes no other warranties, express or implied, Including, without limitation, NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND IN NO EVENT SHALL PHYSIO-CONTROL, INC. BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, SPECIAL OR OTHER DAMAGES.

**Patent & Indemnity**
Upon receipt of prompt notice from the Buyer and with the Buyer’s authority and assistance, Physio-Control, Inc. agrees to defend, indemnify and hold the Buyer harmless against any claim that the Physio-Control, Inc. products covered by this document directly infringe any United States of America patent.

**Miscellaneous**
a) The Buyer agrees that products purchased hereunder will not be reshipped or resold to any persons or places prohibited by the laws of the United States of America. b) Through the purchase of Physio-Control, Inc. products, the Buyer does not acquire any interest in any tooling, drawings, design information, computer programming, patents or copyrighted or confidential information related to said products, and the Buyer expressly agrees not to reverse engineer or decompile such products or related software and information. c) The rights and obligations of Physio-Control, Inc. and the Buyer related to the purchase and sale of products and services described in this document shall be governed by the laws of the State of Washington, United States of America. All costs and expenses incurred by the prevailing party related to enforcement of its rights under this document, including reasonable attorneys fees, shall be reimbursed by the other party.

# FINANCE COMMITTEE MEETING
## November 10, 2015

**GOVERNING BOARD MEMBERS**

| | |
|---|---|
| Chief Hansen | Cosumnes Community Services District Fire Department |
| Chief Ron Phillips | City of Folsom Fire Department |

**GOVERNING BOARD MEMBERS ABSENT**

**COMMUNICATIONS CENTER MANAGEMENT**

| | |
|---|---|
| Teresa Murray | Chief Executive Director |

**OTHERS IN ATTENDANCE**

| | |
|---|---|
| Joyce Starosciak | Administrative Services Manager |
| Janice Parker | Administrative Analyst, SRFECC |

1. The meeting was called to order and roll call was taken at 9:00 a.m.

2. There was no public comment.

3. Discussion of New World CAD Systems Next Steps and Budget Impact

   Chief Executive Director Murray said with the New World Systems contract having been signed, it is important for the members to understand what their financial portion of the cost is and when that contribution is due. Because of the contract milestones and its deliverables, each member may choose to pay their contribution in this fiscal year or next fiscal year. Chief Executive Murray will convene a kick-off meeting with New World Systems to thoroughly review the contract prior to our December 8th Finance Committee Meeting. RMS had not been included in the original contract, but will be added later. The costs for any additional optional items, unless they are chosen as regional, will be absorbed by the requesting agency. On December 8th a formal document will be presented to the Finance Committee outlining each member's exact contribution and it will be brought before the December 9th Board meeting for approval.

   The initial payment to New World Systems will be made from CIP funds and an invoice from them is anticipated within the next two weeks. A formal resolution authorizing the use of $2.7 million from the CIP by the Chief Executive Director to satisfy CAD payments at specific milestones of the project, will be brought before the full Board at the December 9th meeting for adoption. Subsequent payments will be based on the completion of milestones not on a specific timeline.

4. Discussion of Pulse Point Implementation and Budget Impact

   Our budget had not initially included the costs associated with the implementation of Pulse Point. However, the Board directed OPS Chiefs to review call types and submit their recommendations by Friday, November 13th, then the Pulse Point contract will finalized and signed. As yet, we have not seen the grant documents outlining the requirements for use of this $50,000 grant. The grant funding would cover the cost of media rollout, implementation/integration and year one of maintenance. After the first year the costs for Pulse Point will be absorbed by the agencies according to their percentage contributions and will become a standard budget item.

5. Financial Institution Migration

   SRFECC has formally left Wells Fargo Bank and have moved our finances to Umpqua Bank. It went very smoothly.

6. The amended minutes from the September 9, 2015, will be brought before the December 8th Finance Committee for review, then brought before full Board for approval at the December 9th Board meeting.

The Finance Committee adjourned at 9:35 a.m. until the next regular Meeting of the Finance Committee on December 8th 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

Ron Phillips, Chairperson

Tracey Hansen, Vice Chairperson

# Revised FINANCE COMMITTEE MEETING
**September 8, 2015**

**GOVERNING BOARD MEMBERS**

| | |
|---|---|
| Chief Hansen | Cosumnes Community Services District Fire Department |
| Chief Ron Phillips | City of Folsom Fire Department |

**GOVERNING BOARD MEMBERS ABSENT**

**COMMUNICATIONS CENTER MANAGEMENT**

| | |
|---|---|
| Teresa Murray | Chief Executive Director |

**OTHERS IN ATTENDANCE**

| | |
|---|---|
| Joyce Starosciak | Administrative Services Manager |
| Janice Parker | Administrative Analyst, SRFECC |

1. The meeting was called to order and roll call was taken at 10:30 a.m.

2. There was no public comment.

3. Discussion of YE 2014/2015 Budget and the Impacts on the FY 2015/2016 Preliminary Budget

   A draft copy of Proposed FY 2015/2016 Final Budget was disseminated. Chief Executive Director Murray told the Committee that an anticipated funding gap had been covered as part of the adopted 2014/2015 Final Budget and we have $108,000 remaining in the YE 2014/2015 Budget. However, this is an unaudited total and may be subject to a small variation in total. The Finance Committee will make a recommendation to the full Board for disposition of this money.

   Chief Executive Director Murray updated the Finance Committee on a meeting she attended with the City of Sacramento on their concerns relative to SRFECC budget practices and SRFECC Board authority.

   It was the opinion of the Committee that the JPA Charter covered a member's voting authority and the independent nature of the JPA. Therefore, this should not be an issue. Bob Kingsley, SRFECC Counsel, will be consulted regarding the interpretation of the authority granted to Board member representatives by JPA Charter.

   Chief Hansen would like to include a full discussion regarding the JPA Charter during the upcoming Brown Act workshop.

   Chief Executive Director Murray made several suggestions as to how the unaudited amount of $108,000 might be used in the 2015/2016 budget such as: being divided according to member percentage to offset the CAD funding; or placed into the CIP for future projects; or set aside for the undesignated contingency fund; or rolled over into the operating fund to cover unforeseen expenses. Chief Executive Director Murray said that our projected budget line for legal fees may be inadequate based on some potential litigation in this fiscal year and she would like the Board to consider rolling the $108,000 into legal services budget line. A projection for legal fees is being prepared by the Accounting team.

   Chief Hansen asked what the legal requirement is for state/government for closing out the previous fiscal year. She further asked to have the percentage of legal fees associated with the process of assuming dispatch services for River Delta/Isleton broken out.

During the JDC meeting the Chief Executive Director Murray will discuss Twitchell Island delays, the move to 700 frequencies, Pulse Point and expenses associated with these items.

The recommendation of the Finance Committee to the full Board will be the adoption of a resolution to move the excess $108,000 into the 2015/2016 Preliminary Budget line item allocated for legal fees.

CLOSED SESSION:

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

   Closed session was convened at 11:09 a.m.

   Open session was reconvened at 12:03 p.m.

   The Committee received an update, direction was given; no action was taken.

The Finance Committee adjourned at 12:03 p.m. until the next scheduled Meeting of the Finance Committee at Sacramento Regional Fire/EMS Communications Center, 10230 Systems Parkway, Sacramento, CA 95827.

Respectfully submitted,

Janice Parker
Clerk of the Board

_____
Ron Phillips, Chairperson

_____
Tracey Hansen, Vice Chairperson

*Red-lined Revised*

# FINANCE COMMITTEE MEETING

**September 8, 2015**

**GOVERNING BOARD MEMBERS**

| | |
|---|---|
| Chief Hansen | Cosumnes Community Services District Fire Department |
| Chief Ron Phillips | City of Folsom Fire Department |

**GOVERNING BOARD MEMBERS ABSENT**

**COMMUNICATIONS CENTER MANAGEMENT**

| | |
|---|---|
| Teresa Murray | Chief Executive Director |

**OTHERS IN ATTENDANCE**

| | |
|---|---|
| Joyce Starosciak | Administrative Services Manager |
| Janice Parker | Administrative Analyst, SRFECC |

1. The meeting was called to order and roll call was taken at 10:30 a.m.

2. There was no public comment.

3. Discussion of YE 2014/2015 Budget and the Impacts on the FY 2015/2016 Preliminary Budget

   A draft copy of Proposed FY 2015/2016 Final Budget was disseminated. Chief Executive Director Murray told the Committee that an anticipated funding gap had been covered as part of the adopted 2014/2015 Final Budget and we have $108,000 remaining in the YE 2014/2015 Budget. However, this is an unaudited total and may be subject to a small variation in total. The Finance Committee will make a recommendation to the full Board for disposition of this money.

   Chief Executive Director Murray ~~met with the Finance Department of Sac City and was told that Sac City Fire Board representatives have been making JPA budget decisions inappropriately. The Sac City Board representative has been able to approve the JPA operating budget as long as the assessment has not been increased over the $100,000 approval limit; otherwise it must go before their City Council for approval. Therefore, Deputy Chief Costamagna, according to Sac City Manager, was not authorized to approve the necessary funds to cover the funding gap and/or the disposition of the remaining unaudited funding. Based on the meeting, this decision would require action by the City Council, which will delay the adoption of the JPA 2015/2016 FY Final Budget. There was some concern expressed about action on future budget decisions.~~ **updated the Finance Committee on a meeting she attended with the City of Sacramento on their concerns relative to SRFECC budget practices and SRFECC Board authority.**

   It was the opinion of the Committee that the JPA Charter covered a member's voting authority and the independent nature of the JPA. Therefore, this should not be an issue. ~~with regard to Sac City~~. Bob Kingsley, SRFECC Counsel, will be consulted regarding the interpretation of the authority granted to Board member representatives by JPA Charter.

   Chief Hansen would like to include a full discussion regarding the JPA Charter during the upcoming Brown Act workshop.

   Chief Executive Director Murray made several suggestions as to how the unaudited amount of $108,000 might be used in the 2015/2016 budget such as: being divided according to member percentage to offset the CAD funding; or placed into the CIP for future projects; or set aside for the undesignated contingency fund; or rolled over into the operating fund to cover unforeseen expenses. Chief Executive Director Murray said that our projected budget line for legal fees may

be inadequate based on some potential litigation in this fiscal year and she would like the Board to consider rolling the $108,000 into legal services budget line. A projection for legal fees is being prepared by the Accounting team.

Chief Hansen asked what the legal requirement is for state/government for closing out the previous fiscal year. She further asked to have the percentage of legal fees associated with the process of assuming dispatch services for River Delta/Isleton broken out.

During the JDC meeting the Chief Executive Director Murray will discuss Twitchell Island delays, the move to 700 frequencies, Pulse Point and expenses associated with these items.

The recommendation of the Finance Committee to the full Board will be the adoption of a resolution to move the excess $108,000 into the 2015/2016 Preliminary Budget line item allocated for legal fees.

CLOSED SESSION:

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

   Closed session was convened at 11:09 a.m.

   Open session was reconvened at 12:03 p.m.

   The Committee received an update, direction was given; no action was taken.

The Finance Committee adjourned at 12:03 p.m. until the next scheduled Meeting of the Finance Committee at Sacramento Regional Fire/EMS Communications Center, 10230 Systems Parkway, Sacramento, CA 95827.

Respectfully submitted,

Janice Parker
Clerk of the Board

Ron Phillips, Chairperson

Tracey Hansen, Vice Chairperson

**PERSONNEL COMMITTEE MEETING**
**Tuesday, November 10, 2015**

**COMMITTEE MEMBERS**

| | |
|---|---|
| Chief Walt White | City of Sacramento Fire Department |
| Assistant Chief Eric Bridge | 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 10:44 a.m. and roll call was taken.

2. There was no public comment

3. Dispatch Academy Graduation

Chief Executive Director Murray invited the Personnel Committee to the upcoming Dispatch Academy Graduation on Friday, November 20th at 3:00 p.m. in the Regional Room at the Conference and Training Center. We have three lateral dispatcher recruits and one entry level dispatcher recruit graduating. This group of recruit graduates brings us to full staffing.

Chief Executive Director Murray spoke about the positive changes the Comm Center has made in the hiring process that has helped to bring us to full staffing.

We will be reviewing our staffing levels to determine if based on our call volume, additional dispatch staff is needed to continue providing excellent customer service to our constituents.

4. **CLOSED SESSION**

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

Closed session was convened at 10:52 a.m.

Open session was reconvened at 11:13 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 11:13 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

# Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3007
(916) 228-3070 – Fax (916) 228-3082


**BEFORE THE GOVERNING BOARD OF**
**THE SACRAMENTO REGIONAL FIRE/EMS COMMUNICATIONS CENTER**
**COUNTY OF SACRAMENTO, STATE OF CALIFORNIA**

## RESOLUTION 14-15

At the special meeting of the Sacramento Regional Fire/EMS Communications Center held Wednesday, December 9, 2015, the Governing Board hereby resolved to authorize the Chief Executive Director to pay all CAD (Computer Aided Dispatch) invoices generated throughout the purchase and/or implementation of the new CAD system in accordance with the successful completion of agreed upon deliverables as outlined in the contract with New World Systems.

**PASSED AND ADOPTED** this 9th day of December, 2015, by the following vote, to wit:

AYES:

NOES:

ABSENT:

BY: ATTEST:

_____ _____
Chris Holbrook, Chairperson Ron Phillips, Vice-Chairperson

Sacramento Regional Fire/EMS Communications Center
10230 Systems Parkway, Sacramento, CA 95827-3006
(916) 228-3070 – Fax (916) 228-3079

**RESOLUTION #15-15**

**RESOLUTION FIXING THE EMPLOYER'S CONTRIBUTION UNDER THE PUBLIC EMPLOYEES' MEDICAL AND HOSPITAL CARE ACT**

WHEREAS, (1) Government Code Section 22892(a) provides that a local agency contracting under the Public Employees' Medical and Hospital Care Act shall fix the amount of the employer's contribution at an amount not less than the amount required under Section 22892(b)(1) of the Act, and

WHEREAS, (2) Sacramento Regional Public Safety Communications Center (SRFECC) is a local agency contracting under the Act; now, therefore be it

RESOLVED, (a) That the SRFECC's contribution for each employee and annuitant shall be the amount necessary to pay for his/her enrollment, in a health benefits plan or plans up to a maximum of Six Hundred and Ninety Five Dollars and Eleven Cents ($695.11) per month for employees or annuitants enrolled in self alone coverage. One Thousand Three Hundred Eighty Eight Dollars and Two Cents ($1388.02) per month for an employee or annuitant enrolled in self and one dependent coverage. One Thousand Three Hundred Eighty Eight Dollars and Two Cents ($1388.02) per month for an employee or annuitant enrolled in self and two or more dependents coverage, plus administrative fees and Contingency Reserve Fund Assessments.

RESOLVED, (b) That SRFECC has fully complied with any and all applicable provisions of Government Code Section 7507 in electing the benefit set forth above.

Adopted at the regular/special meeting of the Governing Board of the Sacramento Regional Fire/EMS Communications Center in Sacramento this 9th day of December, 2015.

Signed: _____
(Chris Holbrook, Chairperson)

Attest: _____
(Janice Parker, Clerk of the Board)

**Delta Wireless, Inc.**
930 Striker Avenue, Suite A
Sacramento CA 95834
916-928-1200 fax 916-928-6062
California C7 Contractor's License: 748224

**Project Number** CM1028151

# SALES QUOTE

**Customer**

| | | | |
|---|---|---|---|
| Name | Sacramento Regional Fire | Contact | Chuck Schuler |
| Address | 10230 Systems Parkway | Phone | 916-591-0380 |
| City | Sacramento | Fax | 916-228-3076 |
| State | CA | Email | cschuler@srfecc.ca.gov |
| Zip | 95827 | Project | Base and Mobile Installs - Isleton FD |

**Dates**

| | |
|---|---|
| Quote Issued | 10/28/2015 |
| Customer P.O. | |

| Product/Service Name | Quantity | Price | TOTAL |
|---|---|---|---|
| 3" RG58 Jumper MUHF - NM | 1 | $20.81 | $20.81 |
| LMR400 - 3/8 Coax | 40 | $0.99 | $39.60 |
| Mounting bracket | 1 | $20.78 | $20.78 |
| 3db Gain Antenna Omni, 806-866MHz | 1 | $90.64 | $90.64 |
| Male N Connector | 1 | $7.46 | $7.46 |
| Female N Connector | 1 | $10.87 | $10.87 |
| Mobile Desk Tray | 1 | $103.95 | $103.95 |
| APX6500 Faceplate | 1 | $103.95 | $103.95 |

| | |
|---|---|
| **Subtotal Page 1** | $398.06 |
| **Subtotal Pages 2-6** | |
| **Freight (Ground)** | $11.94 |
| **Taxable Subtotal** | $410.00 |
| **Tax** | $32.80 |
| **Nontaxable Labor** | $2,744.00 |
| | |
| | |
| | |
| **Fuel Surcharge** | |
| **TOTAL** | $3,186.80 |

**SCOPE OF WORK:**
Install 5 Dash mount APX mobiles in to 5 Fire Trucks. Provide listed parts. Work to be preformed at customer location. No headset interface.. Install 1 APX mobile in a base tray, Antenna, Coax and Connectors.. Antenna to be mounted on 3' wall closest to existing roof jack..

| | |
|---|---|
| **Sales/Offered By:** | Chris Mills |
| **Title:** | Sale Engineer |
| **Phone Number:** | 916-549-9449 |
| Engineered By (Initials): | cpm |

**THIS QUOTE REPRESENTS AN ENGINEERED SOLUTION AND IS PROPRIETARY AND CONFIDENTIAL**

*Quote valid for thirty (30) days after receipt*

**Delta Wireless, Inc.**
930 Striker Avenue, Suite A
Sacramento CA 95834
916-928-1200 fax 916-928-6062
California C7 Contractor's License: 748224

**Project Number** CM1028152

# SALES QUOTE

**Customer**

| | | | |
|---|---|---|---|
| Name | Sacramento Regional Fire | Contact | Chuck Schuler |
| Address | 10230 Systems Parkway | Phone | 916-591-0380 |
| City | Sacramento | Fax | 916-228-3076 |
| State | CA | Email | cschuler@srfecc.ca.gov |
| Zip | 95827 | Project | Base and Mobile Installs - River Delta F |

**Dates**

| | |
|---|---|
| Quote Issued | 10/28/2015 |
| Customer P.O. | |

| Product/Service Name | Quantity | Price | TOTAL |
|---|---|---|---|
| 17" RG58 Jumper MUHF - RANM | 1 | $29.96 | $29.96 |
| LMR400 - 3/8 Coax | 40 | $0.99 | $39.60 |
| Mounting bracket | 1 | $20.78 | $20.78 |
| 3db Gain Antenna Omni, 806-866MHz | 1 | $90.64 | $90.64 |
| Control Station Mic | 1 | $232.20 | $232.20 |
| Audio Cable Adaptor | 2 | $66.15 | $132.30 |
| APX6500 Faceplate - Remote Mount | 2 | $47.25 | $94.50 |
| Mobile Desk Tray | 1 | $103.95 | $103.95 |

| | |
|---|---|
| **Subtotal Page 1** | $743.93 |
| **Subtotal Pages 2-6** | |
| **Freight (Ground)** | $22.32 |
| **Taxable Subtotal** | $766.25 |
| **Tax** | $61.30 |
| **Nontaxable Labor** | $3,528.00 |
| | |
| | |
| | |
| **Fuel Surcharge** | |
| **TOTAL** | $4,355.55 |

**SCOPE OF WORK:**
Install 4 Dash mount and 2 rear mount APX mobiles in to 5 Fire Trucks. Provide listed parts. Work to be preformed at customer location. Interface Headsets to radio in E87 and E287.. Install 1 APX mobile in a base tray, Antenna, Coax and Connectors.. Antenna to be mounted on roof overhang next to existing antenna.

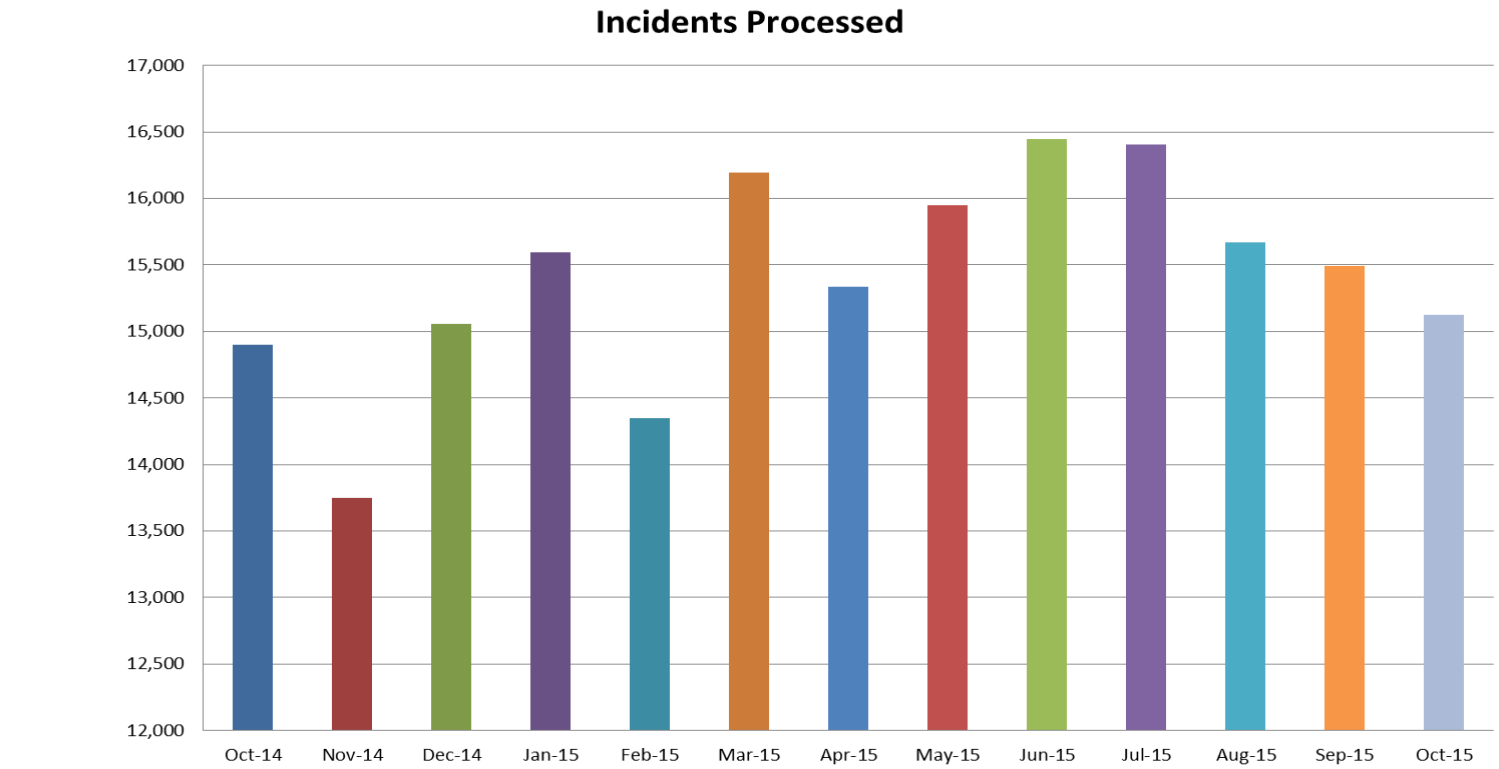
| | |
|---|---|
| **Sales/Offered By:** | Chris Mills |
| **Title:** | Sale Engineer |
| **Phone Number:** | 916-549-9449 |
| Engineered By (Initials): | cpm |

**THIS QUOTE REPRESENTS AN ENGINEERED SOLUTION AND IS PROPRIETARY AND CONFIDENTIAL**

*Quote valid for thirty (30) days after receipt*

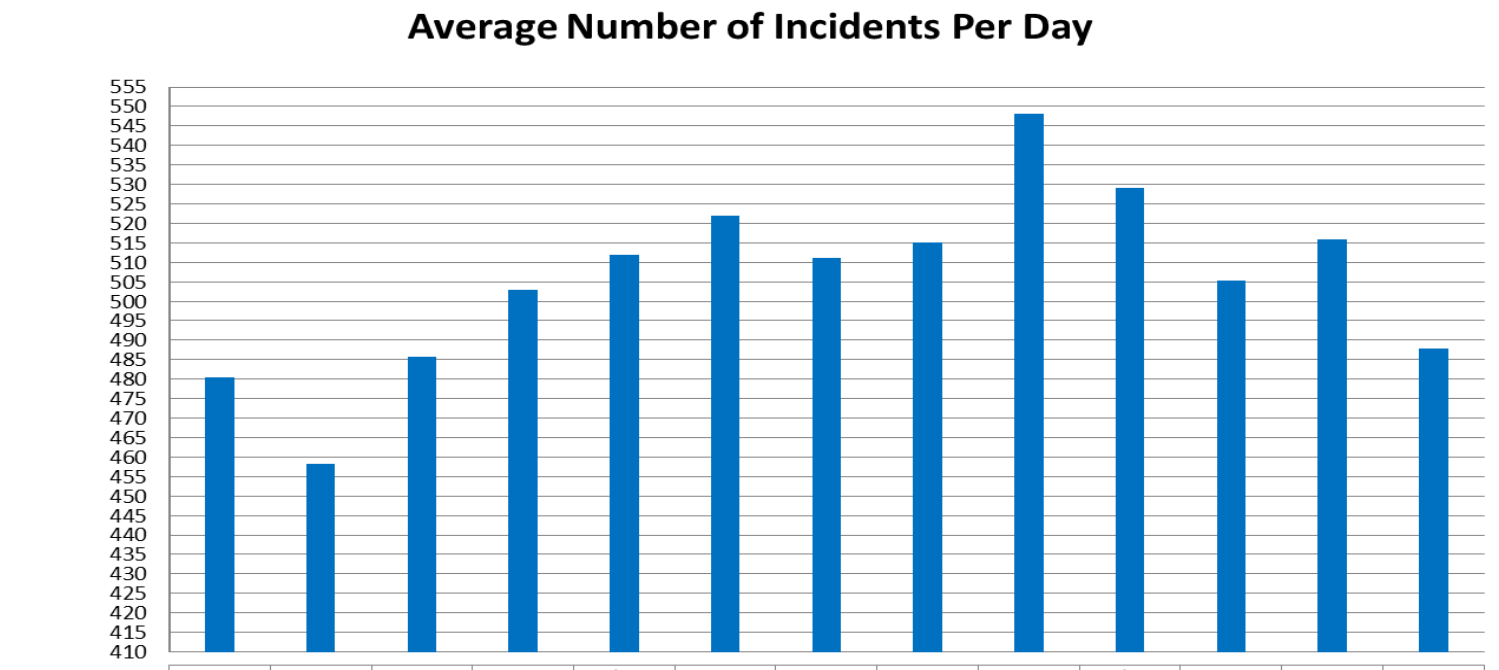
# CAD Incidents – October, 2015

***Total number of CAD incidents for October, 2015: 15,125***




| | Oct-14 | Nov-14 | Dec-14 | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 | Aug-15 | Sep-15 | Oct-15 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Incidents Processed | 14,897 | 13,749 | 15,060 | 15,593 | 14,345 | 16,193 | 15,335 | 15,950 | 16,447 | 16,407 | 15,668 | 15,493 | 15,125 |

***Average number of CAD incidents per day for October, 2015: 488***




| | Oct-14 | Nov-14 | Dec-14 | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 | Aug-15 | Sep-15 | Oct-15 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Average Per Day | 481 | 458 | 486 | 503 | 512 | 522 | 511 | 515 | 548 | 529 | 505 | 516 | 488 |

# SRFECC Telephony Performance Measure
# October, 2015

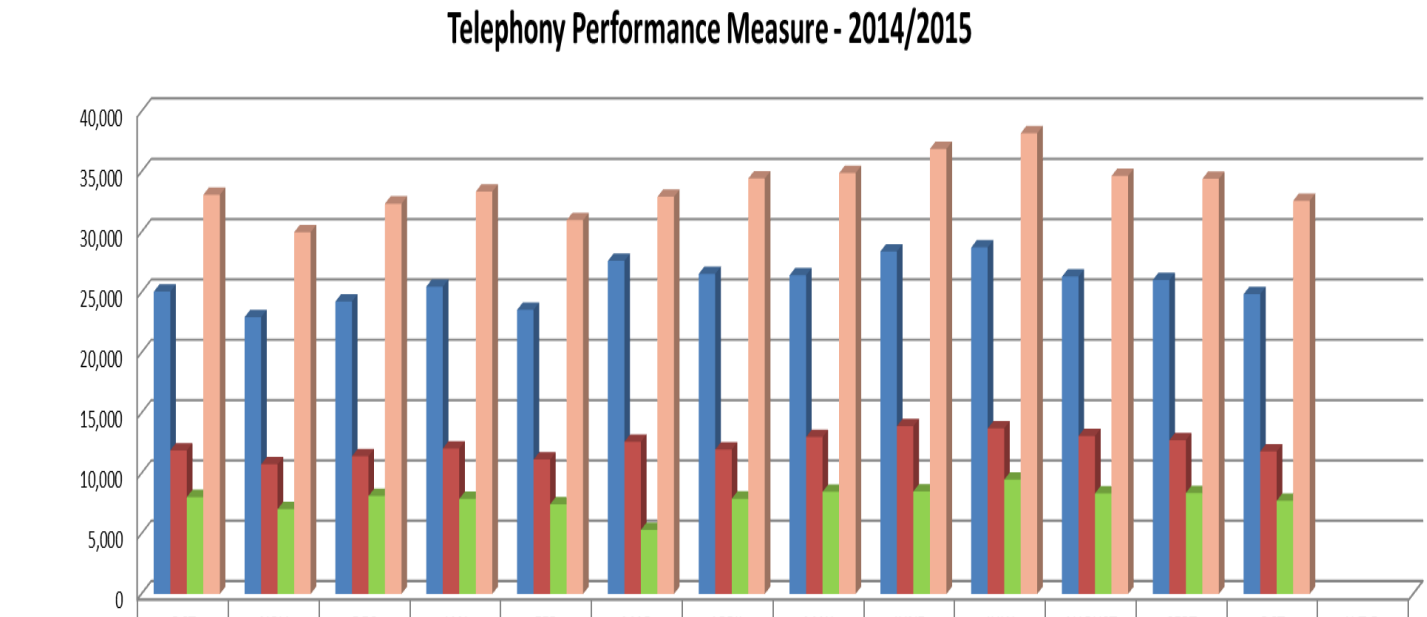
The following data is the telephony performance measures for the Sacramento Regional Fire/EMS Communications Center (SRFECC) during the month of October, 2015 for all incoming and outgoing calls to and from the Center on 9-1-1 lines, Seven-Digit Emergency (7DE) lines, Allied Agencies (i.e. Sacramento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

## Summary of Information

During the month of October, 2015 dispatch staff processed **24,860** incoming calls and **7,734** outgoing calls for a total call volume of ***32,594***.

## Detailed Breakdown of Information

- ***Incoming 9-1-1 lines:*** There were ***11,810*** incoming 9-1-1 calls.
- ***"Seven-Digit" Emergency lines (7DE):*** There were ***4,227*** incoming seven-digit emergency calls.
- ***Allied Agency/Alarm Co:*** There were ***3,290*** incoming Allied Agency and Alarm Company calls.
- ***Non-Emergency/Administrative (7DA) lines:*** There were ***5,533*** incoming 7DA calls.

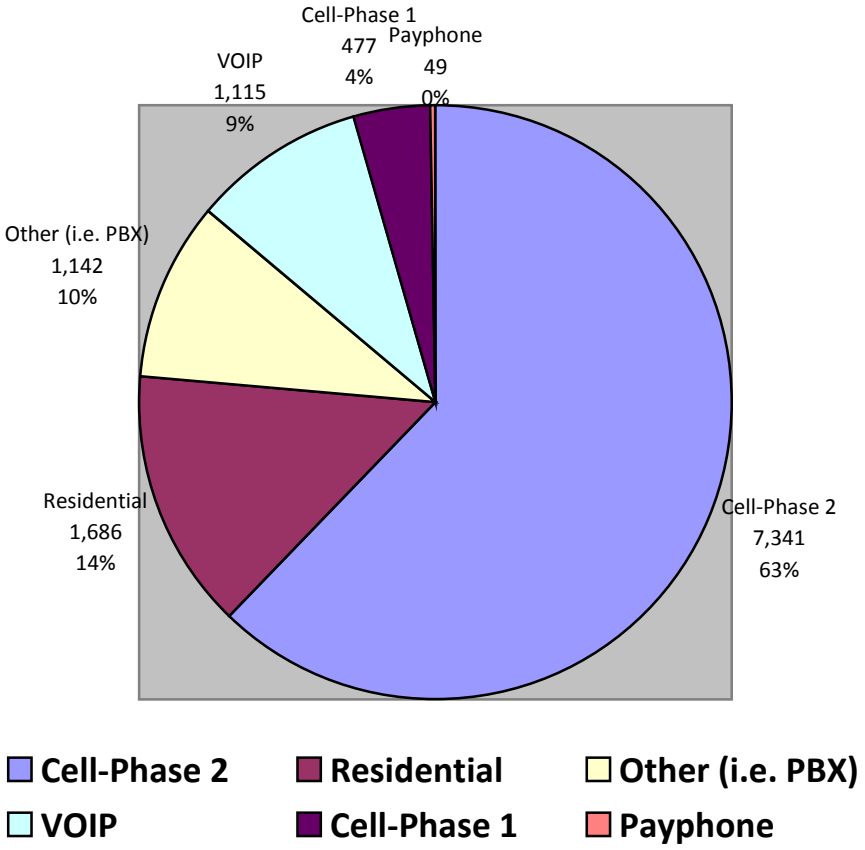



| | OCT | NOV | DEC | JAN | FEB | MAR | APRIL | MAY | JUNE | JULY | AUGUST | SEPT | OCT | Y-T-D |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| INCOMING CALLS | 25,060 | 22,953 | 24,245 | 25,472 | 23,550 | 27,609 | 26,540 | 26,420 | 28,390 | 28,722 | 26,306 | 26,036 | 24,860 | 336,163 |
| INCOMING 9-1-1 | 11,905 | 10,743 | 11,412 | 12,056 | 11,142 | 12,624 | 11,972 | 13,005 | 13,912 | 13,719 | 13,099 | 12,750 | 11,810 | 160,149 |
| OUTGOING CALLS | 8,032 | 7,040 | 8,114 | 7,881 | 7,432 | 5,319 | 7,900 | 8,467 | 8,507 | 9,472 | 8,343 | 8,372 | 7,734 | 102,613 |
| TOTAL CALLS | 33,092 | 29,993 | 32,359 | 33,353 | 30,982 | 32,928 | 34,440 | 34,887 | 36,897 | 38,194 | 34,649 | 34,408 | 32,594 | 438,776 |

# SRFECC Telephony Performance Measure
# October, 2015

The following chart represents incoming call distribution according to class of service (i.e. Cell-Phase 2, Residential, etc.) for the ***11,810*** incoming 9-1-1 calls.

**INCOMING 9-1-1 CALL DISTRIBUTION - October, 2015**

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**Answering Standard: NFPA 1221 – 2013 Edition**

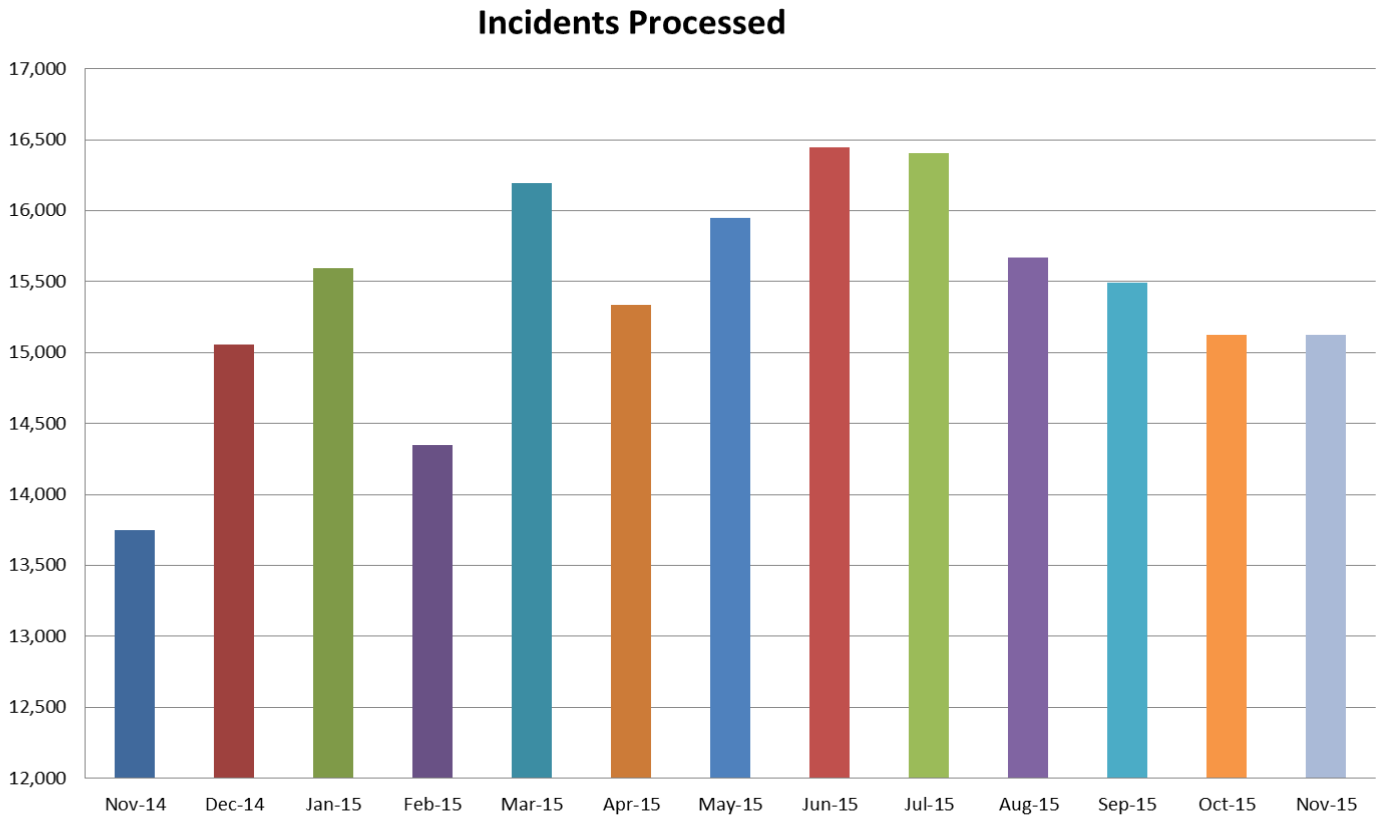
According to NFPA 1221–2013 ed., Chp. 7, Sec. 7.4–Operating Procedures:

> **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 October, the dispatch team answered all calls on emergency lines within 15 seconds ***96.73%*** of the time and answered within 40 seconds ***99.60%***. Thus, the dispatch team exceeded both NFPA answering standards in October.

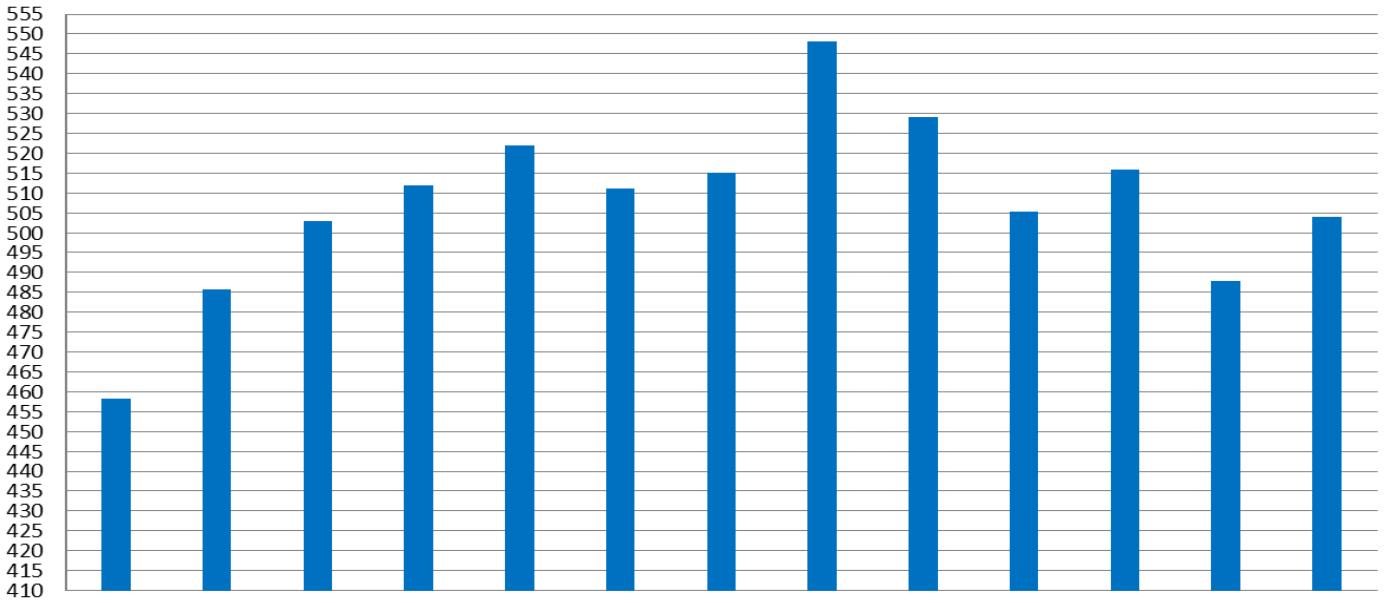
# CAD Incidents – November, 2015

***Total number of CAD incidents for November, 2015: 15,122***




| | Nov-14 | Dec-14 | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 | Aug-15 | Sep-15 | Oct-15 | Nov-15 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Incidents Processed | 13,749 | 15,060 | 15,593 | 14,345 | 16,193 | 15,335 | 15,950 | 16,447 | 16,407 | 15,668 | 15,493 | 15,125 | 15,122 |

***Average number of CAD incidents per day for November, 2015: 504***




| | Nov-14 | Dec-14 | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 | Aug-15 | Sep-15 | Oct-15 | Nov-15 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Average Per Day | 458 | 486 | 503 | 512 | 522 | 511 | 515 | 548 | 529 | 505 | 516 | 488 | 504 |

# SRFECC Telephony Performance Measure
# November, 2015

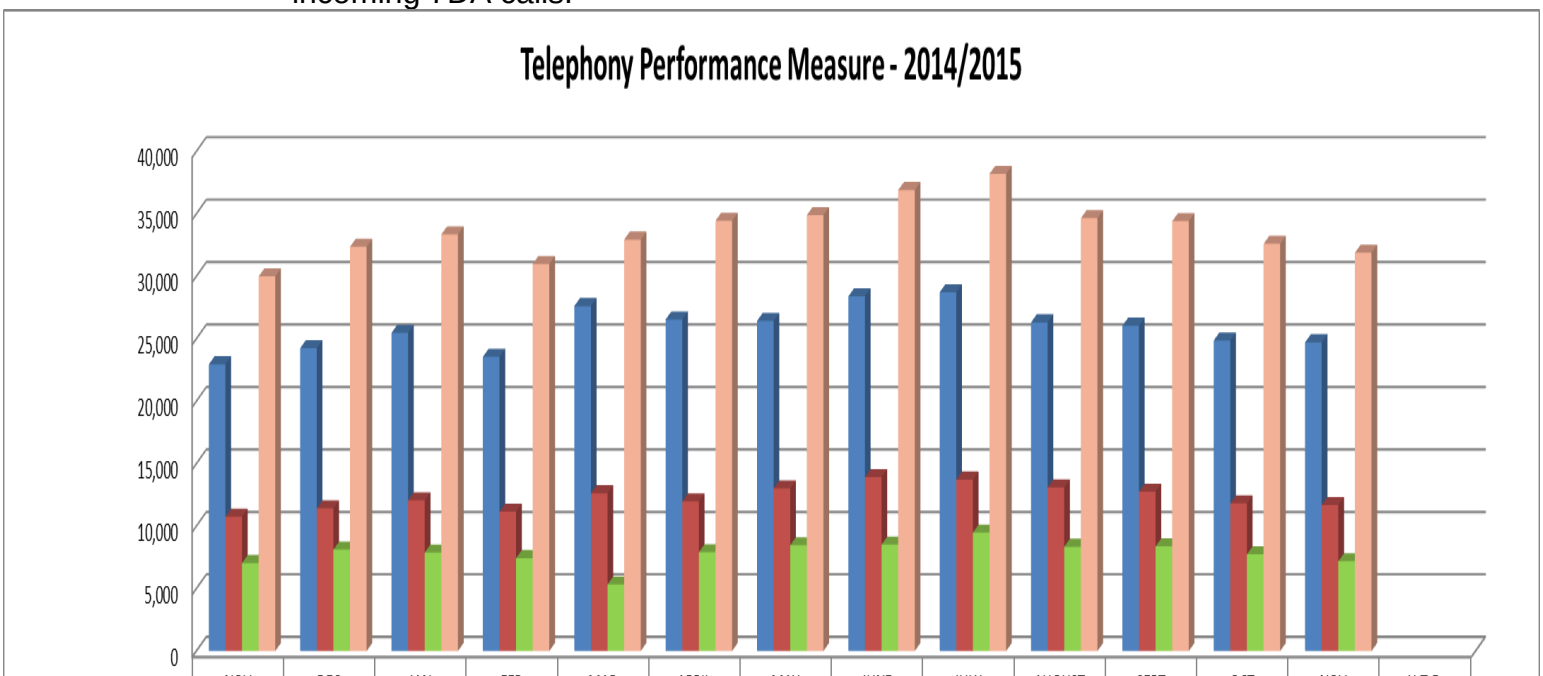
The following data is the telephony performance measures for the Sacramento Regional Fire/EMS Communications Center (SRFECC) during the month of November, 2015 for all incoming and outgoing calls to and from the Center on 9-1-1 lines, Seven-Digit Emergency (7DE) lines, Allied Agencies (i.e. Sacramento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

## Summary of Information

During the month of November, 2015 dispatch staff processed **24,710** incoming calls and **7,174** outgoing calls for a total call volume of ***31,884***.

## Detailed Breakdown of Information

- ***Incoming 9-1-1 lines:*** There were ***11,683*** incoming 9-1-1 calls.
- ***"Seven-Digit" Emergency lines (7DE):*** There were ***4,387*** incoming seven-digit emergency calls.
- ***Allied Agency/Alarm Co:*** There were ***2,943*** incoming Allied Agency and Alarm Company calls.
- ***Non-Emergency/Administrative (7DA) lines:*** There were ***5,697*** incoming 7DA calls.

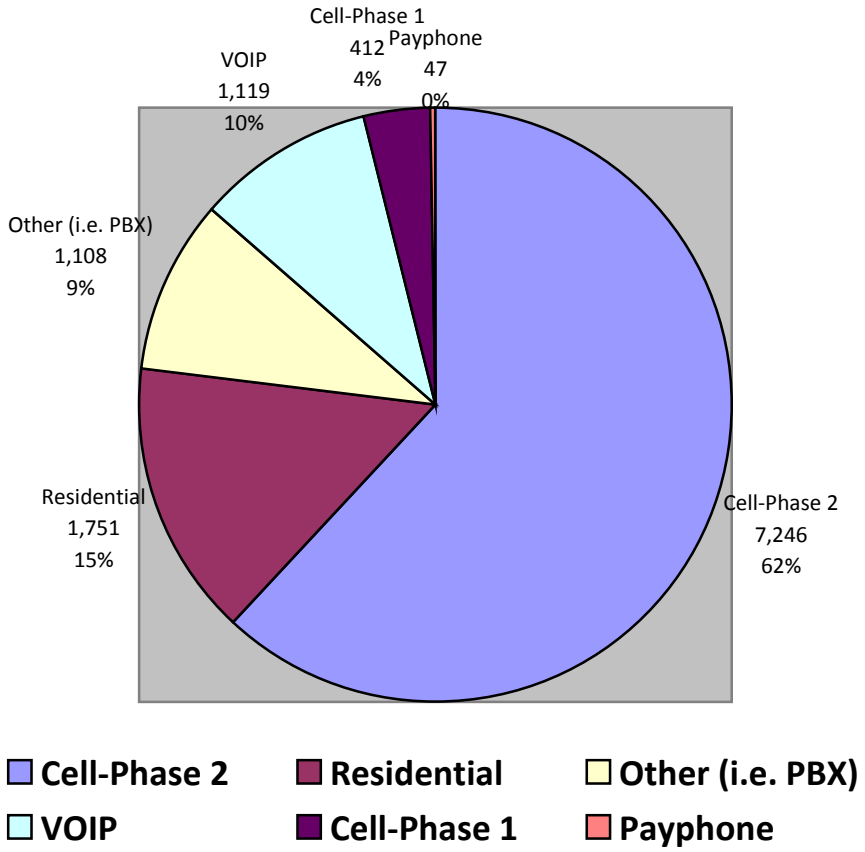



| | NOV | DEC | JAN | FEB | MAR | APRIL | MAY | JUNE | JULY | AUGUST | SEPT | OCT | NOV | Y-T-D |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| INCOMING CALLS | 22,953 | 24,245 | 25,472 | 23,550 | 27,609 | 26,540 | 26,420 | 28,390 | 28,722 | 26,306 | 26,036 | 24,860 | 24,710 | 335,813 |
| INCOMING 9-1-1 | 10,743 | 11,412 | 12,056 | 11,142 | 12,624 | 11,972 | 13,005 | 13,912 | 13,719 | 13,099 | 12,750 | 11,810 | 11,683 | 160,149 |
| OUTGOING CALLS | 7,040 | 8,114 | 7,881 | 7,432 | 5,319 | 7,900 | 8,467 | 8,507 | 9,472 | 8,343 | 8,372 | 7,734 | 7,174 | 101,755 |
| TOTAL CALLS | 29,993 | 32,359 | 33,353 | 30,982 | 32,928 | 34,440 | 34,887 | 36,897 | 38,194 | 34,649 | 34,408 | 32,594 | 31,884 | 437,568 |

# SRFECC Telephony Performance Measure
# November, 2015

The following chart represents incoming call distribution according to class of service (i.e. Cell-Phase 2, Residential, etc.) for the ***11,683*** incoming 9-1-1 calls.

**INCOMING 9-1-1 CALL DISTRIBUTION - November, 2015**

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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 –

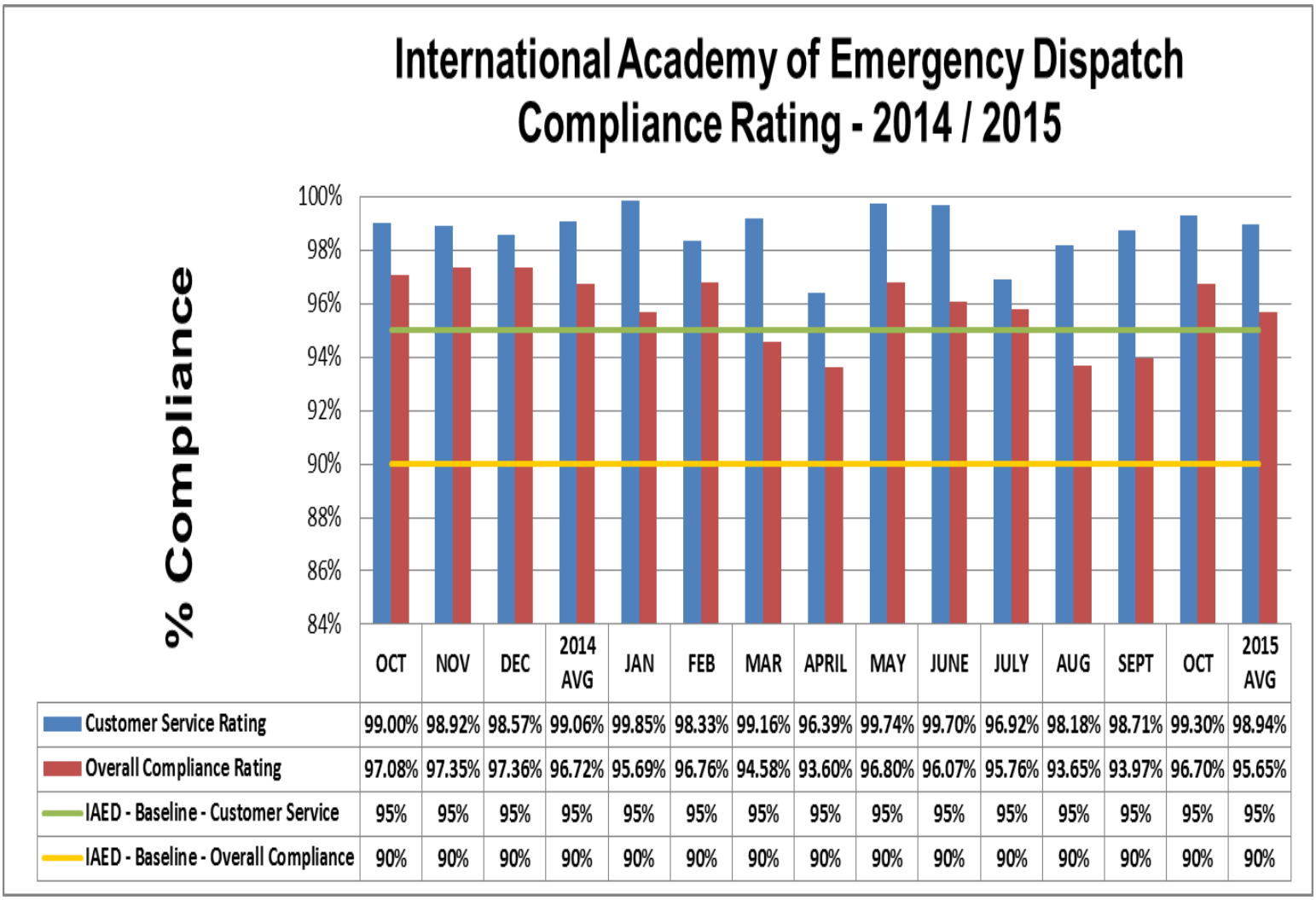
# SRFECC Telephony Performance Measure
# November, 2015

In November, the dispatch team answered all calls on emergency lines within 15 seconds ***97.24%*** of the time and answered within 40 seconds ***99.75%***. Thus, the dispatch team exceeded both NFPA answering standards in November.

# Emergency Medical Dispatching (EMD) Compliance Scores

- **Customer Service Compliance Average* (Baseline Requirement of 95%)**
  - **Customer Service Compliance Average for October, 2015: 99.30%**
  - **Overall – Customer Service Compliance Average for 2015: 98.94%**

- **Total Compliance Average* (Baseline Requirement of 90%)**
  - **Total Compliance Average for October, 2015: 96.70%**
  - **Overall – Total Compliance Average for 2015: 95.65%**



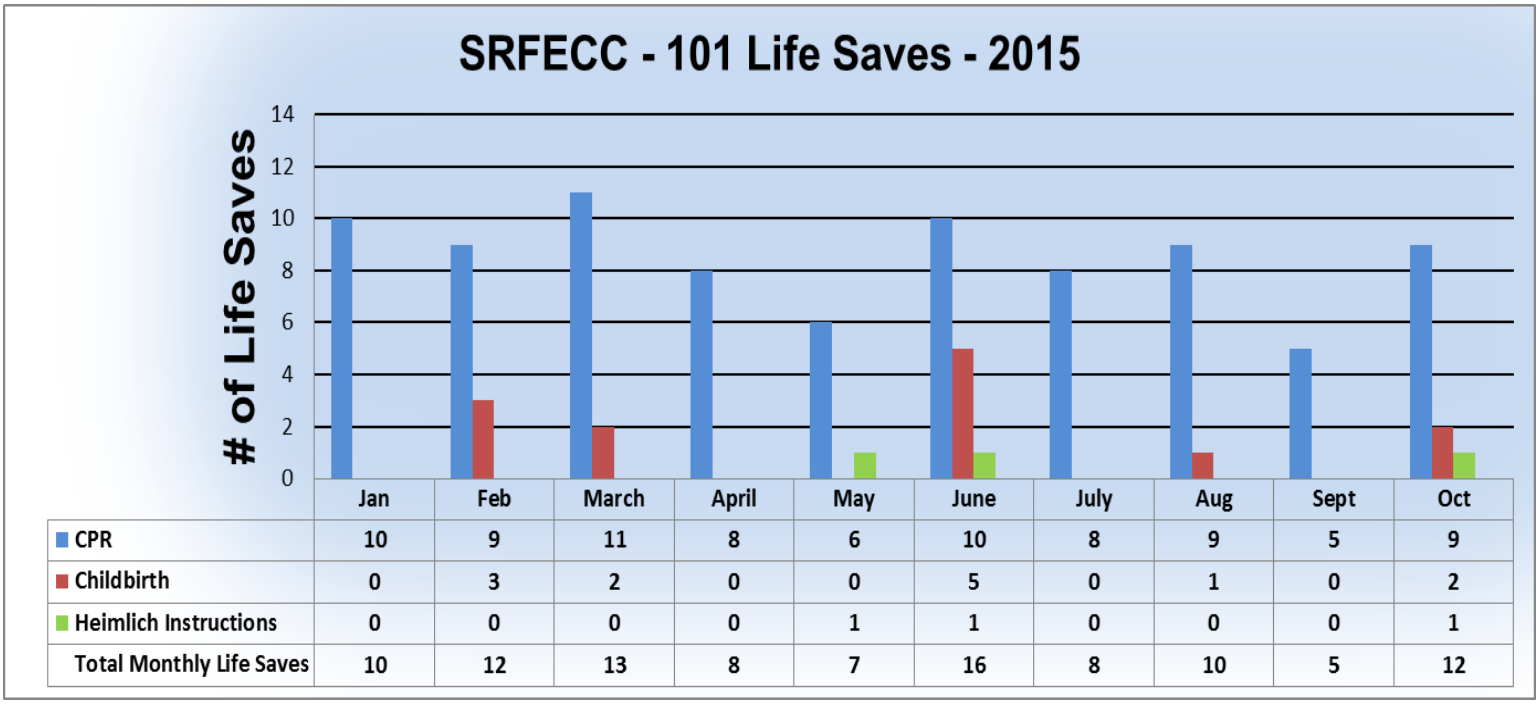

| | OCT | NOV | DEC | 2014 AVG | JAN | FEB | MAR | APRIL | MAY | JUNE | JULY | AUG | SEPT | OCT | 2015 AVG |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Customer Service Rating | 99.00% | 98.92% | 98.57% | 99.06% | 99.85% | 98.33% | 99.16% | 96.39% | 99.74% | 99.70% | 96.92% | 98.18% | 98.71% | 99.30% | 98.94% |
| Overall Compliance Rating | 97.08% | 97.35% | 97.36% | 96.72% | 95.69% | 96.76% | 94.58% | 93.60% | 96.80% | 96.07% | 95.76% | 93.65% | 93.97% | 96.70% | 95.65% |
| IAED - Baseline - Customer Service | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% |
| IAED - Baseline - Overall Compliance | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% |

*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

## SRFECC – 101 Life Saves in 2015

Since January 1st, 2015 our Dispatch Team has accomplished **101** Life Saves.




| | Jan | Feb | March | April | May | June | July | Aug | Sept | Oct |
|---|---|---|---|---|---|---|---|---|---|---|
| CPR | 10 | 9 | 11 | 8 | 6 | 10 | 8 | 9 | 5 | 9 |
| Childbirth | 0 | 3 | 2 | 0 | 0 | 5 | 0 | 1 | 0 | 2 |
| Heimlich Instructions | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 1 |
| Total Monthly Life Saves | 10 | 12 | 13 | 8 | 7 | 16 | 8 | 10 | 5 | 12 |

## 12 Life Saves – October, 2015

1. On October 2nd, ***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 baby boy born in a non-hospital environment.

2. On October 11th, ***Call Taker Janet Tracy,*** A Nights Squad, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.

3. On October 13th, ***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 October 14th, ***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 October 17th, ***Supervisor Barbara Vatalaro,*** A Nights Squad, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.

6. On October 19th, ***Call Taker Janet Tracy***, B Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving maternity instructions for a baby girl born in a non-hospital environment.

# Emergency Medical Dispatching (EMD) Compliance Scores

7. On October 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

8. On October 24th, ***Call Taker Janet Tracy***, A Nights Squad, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.

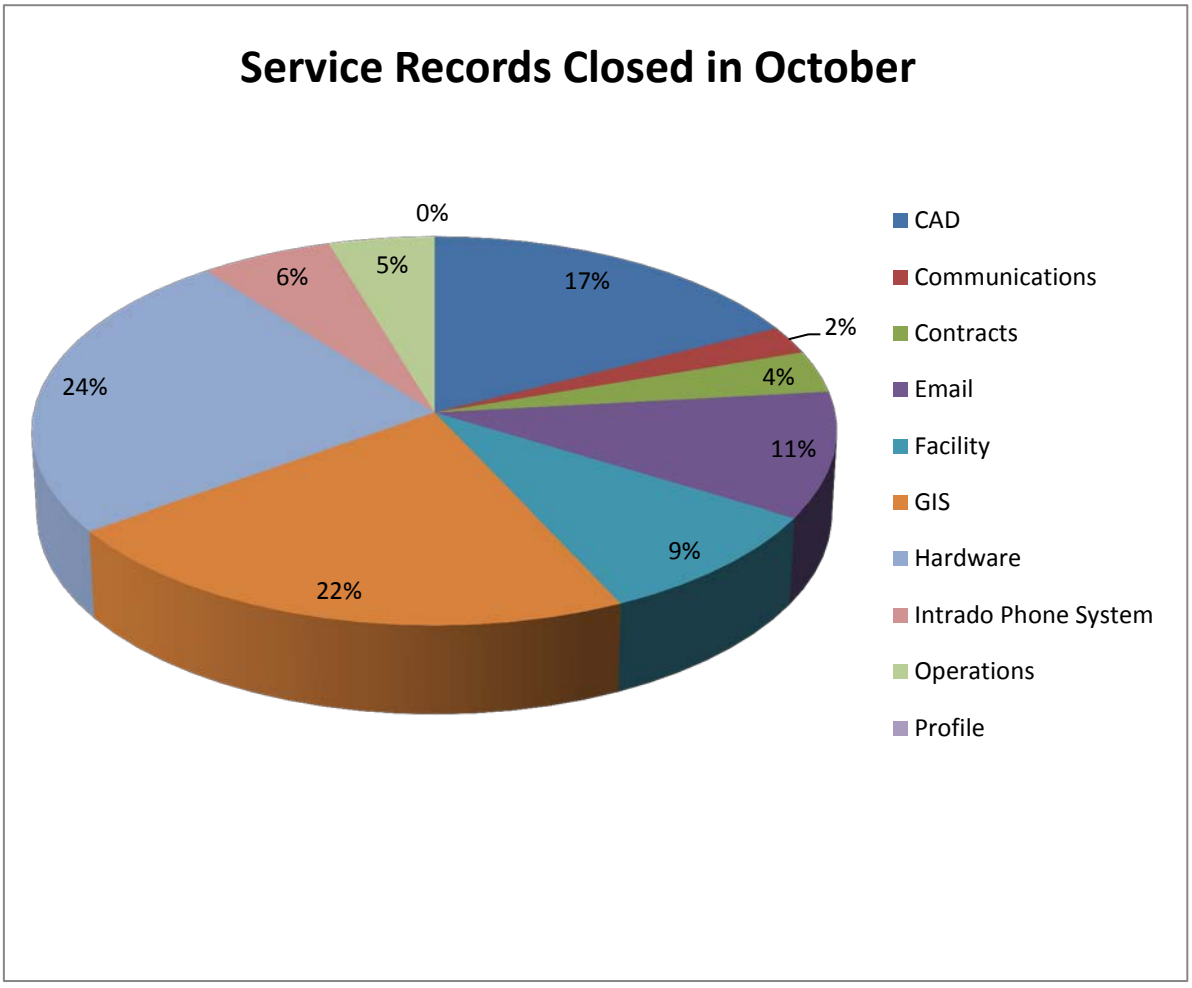
9. On October 25th, ***Call Taker Brady Jones***, A Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.

10. On October 25th, ***Call Taker Brady Jones***, A Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.

11. On October 25th, ***Call Taker Kelly Campbell***, B Nights Squad, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.

12. On October 29th, ***Dispatcher Ava Fender***, A Nights 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 10/01/2015 - 10/31/2015
Generated on 11/17/2015 11:48

| Category | Opened SRs | Closed SRs | Total (opened - closed) |
|---|---|---|---|
| CAD | 13 | 15 | -2 |
| Communications | 3 | 2 | 1 |
| Contracts | 0 | 3 | -3 |
| Email | 8 | 9 | -1 |
| Facility | 5 | 8 | -3 |
| GIS | 22 | 19 | 3 |
| Hardware | 20 | 21 | -1 |
| Intrado Phone System | 8 | 5 | 3 |
| Operations | 0 | 4 | -4 |
| Profile | 3 | 0 | 3 |
| Software | 13 | 14 | -1 |
| **Total** | **95** | 100 | **-5** |