



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)		

(<i>red-line strikethrough version included</i>)	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

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



Clerk of the Board

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 (<i>via telephone</i>)
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 (<i>alternate Board member</i>)
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 (<i>Retiring as of Nov. 12th</i>)
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 at 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 SRFECG 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, 2016, 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,



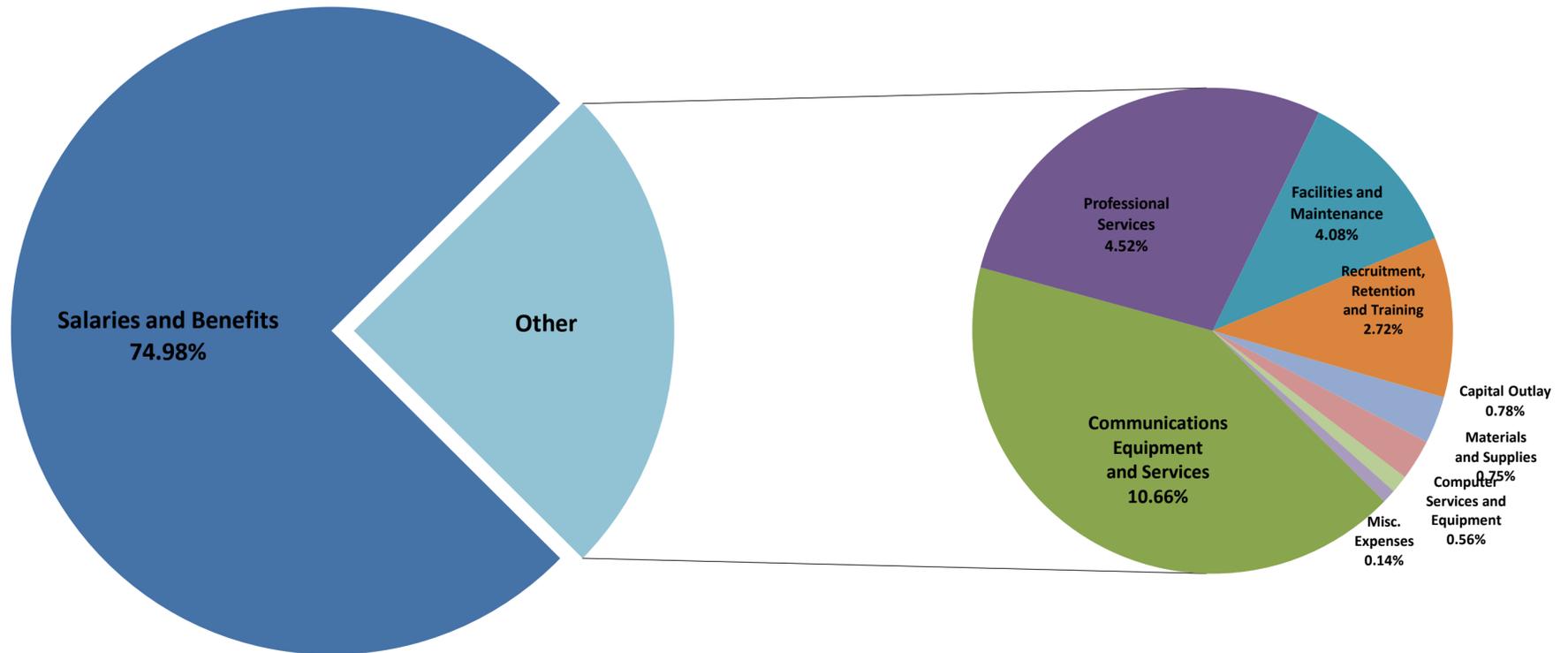
Janice Parker
Clerk of the Board

Chris Holbrook, Chairperson

Ron Phillips, Vice Chairperson

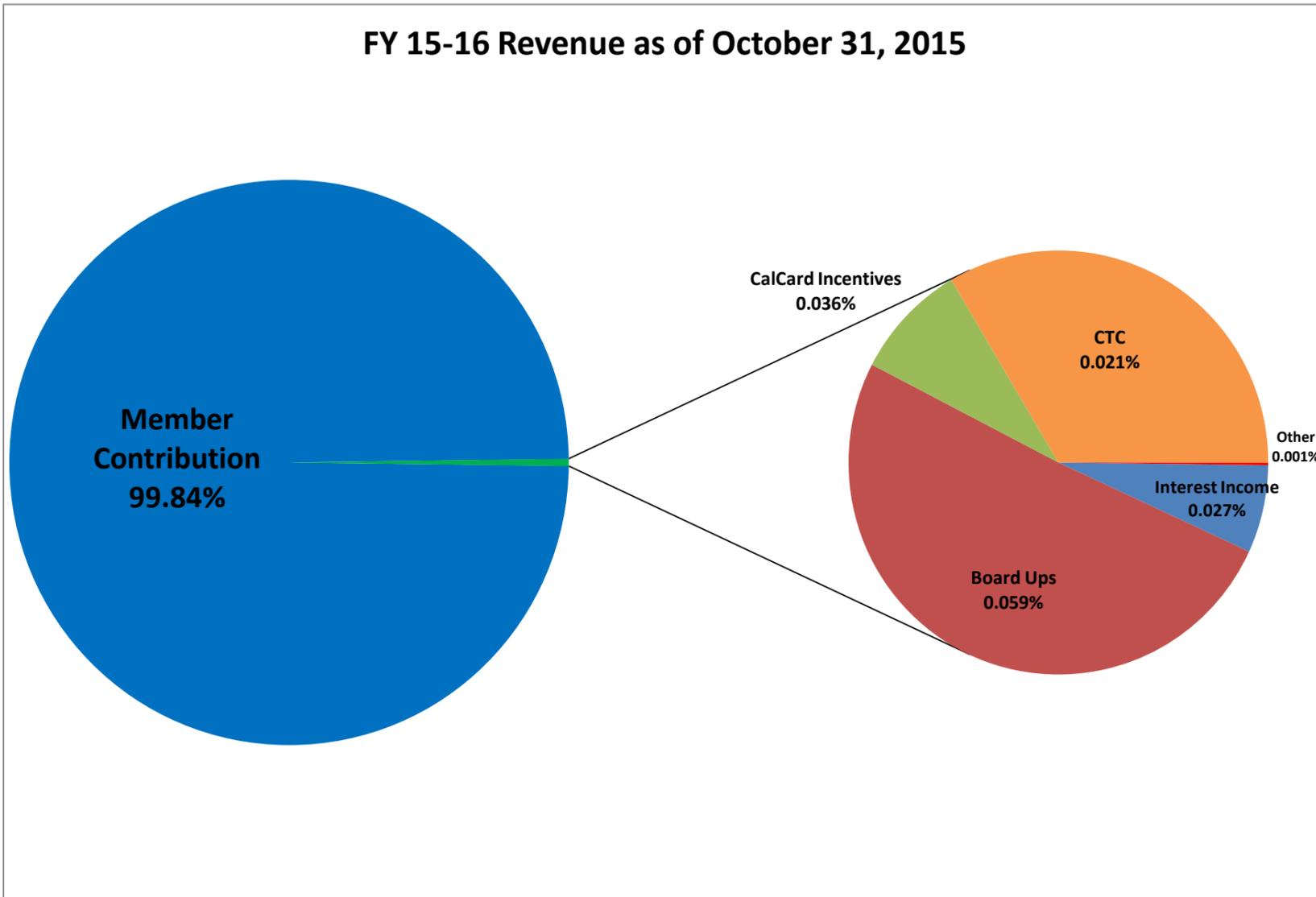
Sacramento Regional Fire/EMS Communications Center
 Fiscal Year 2015-2016
 Monthly Budget to Actual Report
 As of October 31, 2015

Budget to Actual - FY 15/16
 As of October 31, 2015



Budget to Actual - FY 15/16 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%

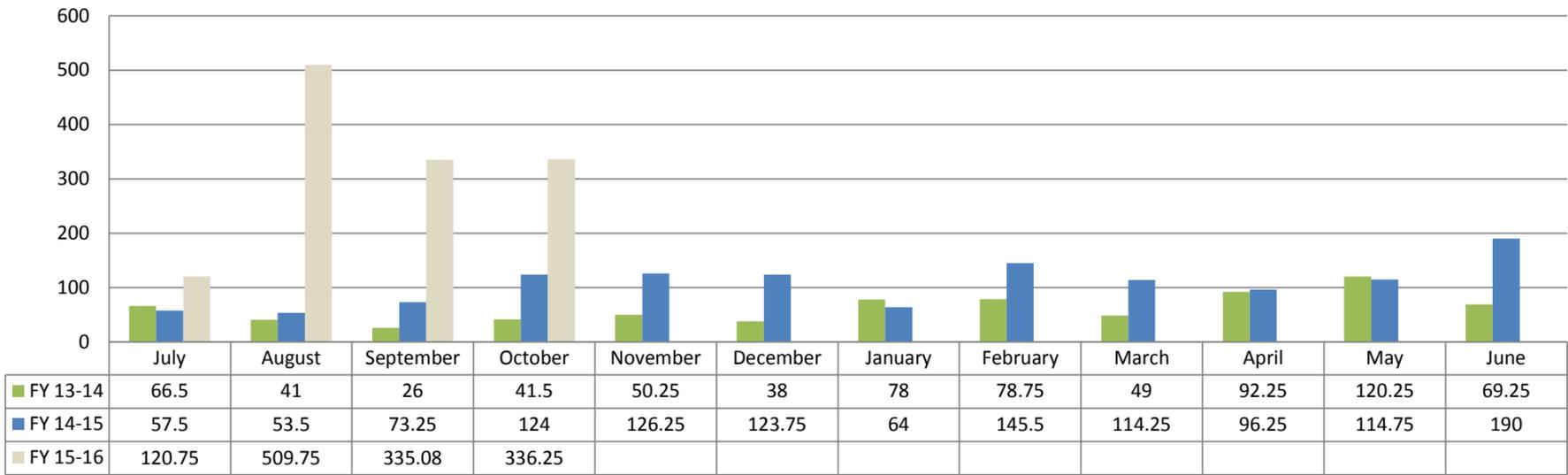
Days Remaining in Budget Period/Days YTD in Budget Period	66%
---	-----



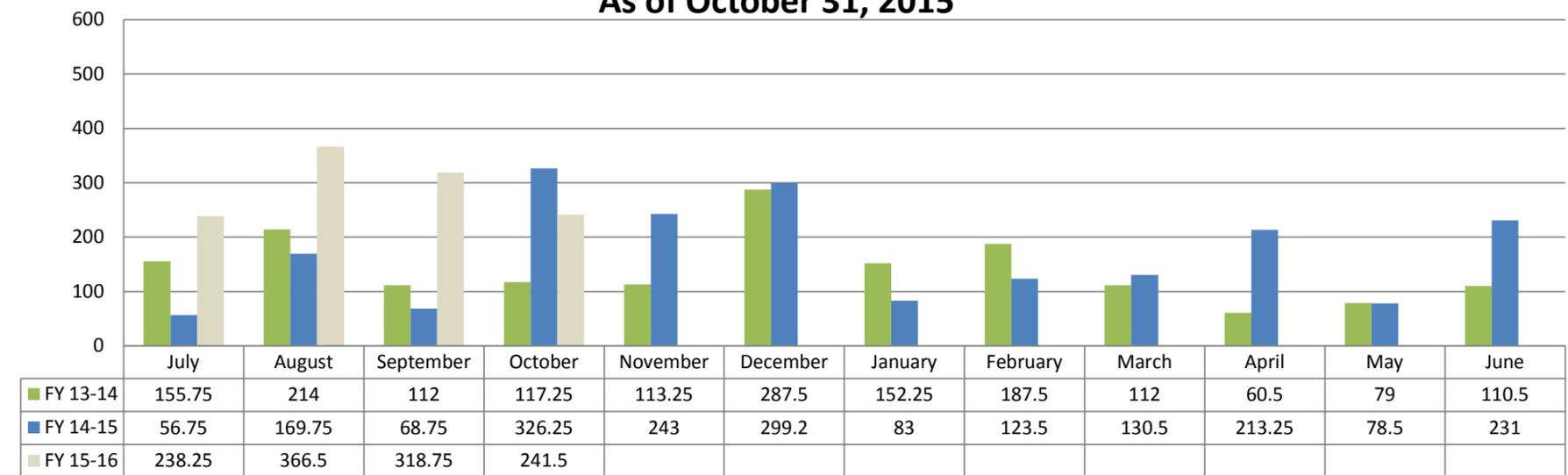
Revenues - FY 15/16 As of October 31, 2015		
	FY 15/16 Preliminary Budget	Revenue Received as of 10/31/15
Member Contribution	8,003,132	4,001,567
Metro E Reimbursement	10,000	
Reimb. Revenue - Backbone	69,600	-
Reimb. Revenue - SETNA Training	3,000	
Other:		
Interest Income	6,000	1,102
Board Ups	19,000	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**

**FY 15-16 Comparative OT Report
 Admin Staff
 As of October 31, 2015**



**FY 15-16 Comparative OT Report
 Communications Staff
 As of October 31, 2015**





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 charge 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 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 be 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, SRFEC

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 SRFEC budget practices and SRFEC 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, SRFEC 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
Chief Ron Phillips

Cosumnes Community Services District Fire Department
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, SRFEC
---------------	-------------------------------

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

RESOLUTION NO. 14-15

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

(Resolution Regarding Payment for CAD System)

WHEREAS, the Sacramento Regional Public Safety Communications Center (formerly known as the Sacramento Regional Fire/EMS Communications Center) (“Center”) has entered into a Software License and Services Agreement with New World Systems Corporation (“Agreement”); and

WHEREAS, payments, pursuant to the Agreement for services and equipment, will be made over a period of multiple months.

NOW, THEREFORE, BE IT RESOLVED that the Chief Executive Director, after consulting with the Center’s Finance Committee, is authorized and directed to make payments contemplated by the Agreement.

THIS RESOLUTION was duly passed and adopted by the Governing Board of the Sacramento Regional Public Safety Communications Center at a Special meeting held on the 9th of December, 2015, by the following roll call vote:

AYES:

NOES:

ABSENT:

Signed and Approved by me after its passage.

Chairperson of the Governing Board

ATTEST:

Secretary to the Governing Board

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

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

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.

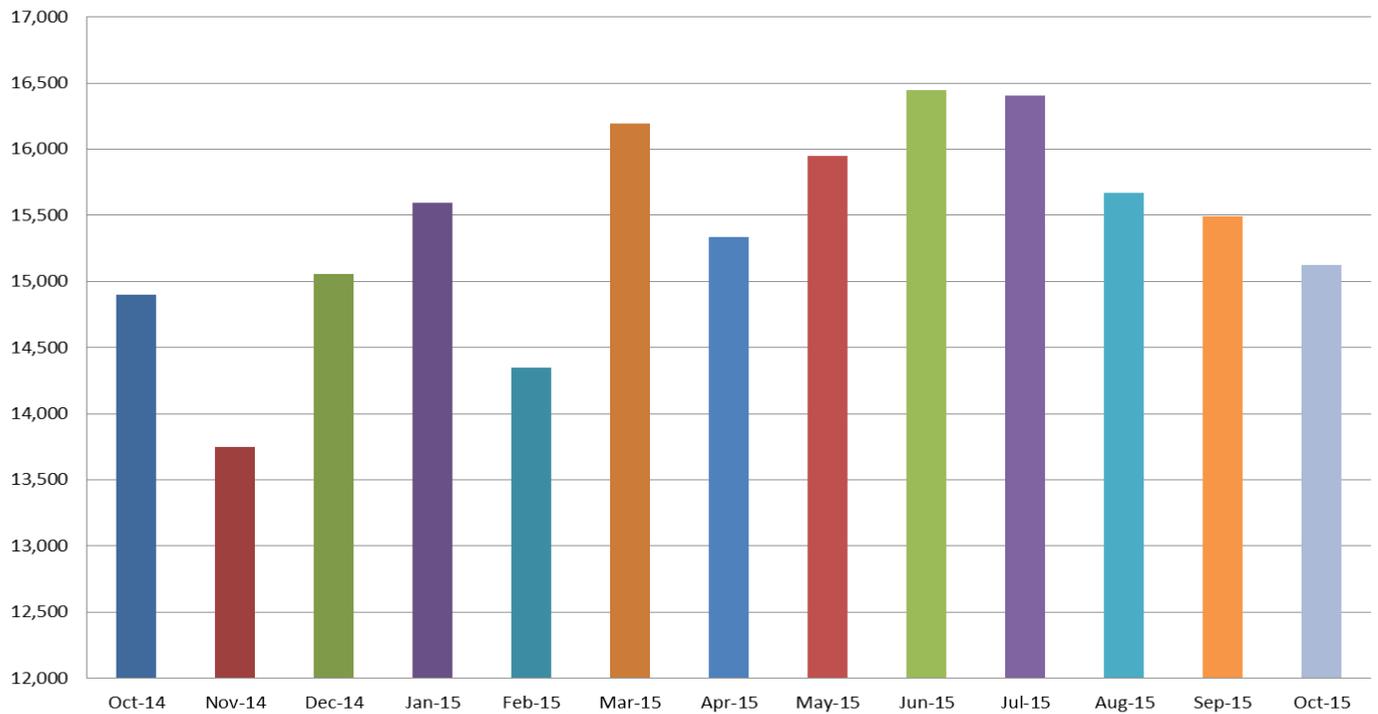
Sales/Offered By: Chris Mills
Title: Sale Engineer
Phone Number: 916-549-9449
 Engineered By (Initials): cpm

THIS QUOTE REPRESENTS AN ENGINEERED SOLUTION AND IS PROPRIETARY AND CONFIDENTIAL

Quote valid for thirty (30) days after receipt

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

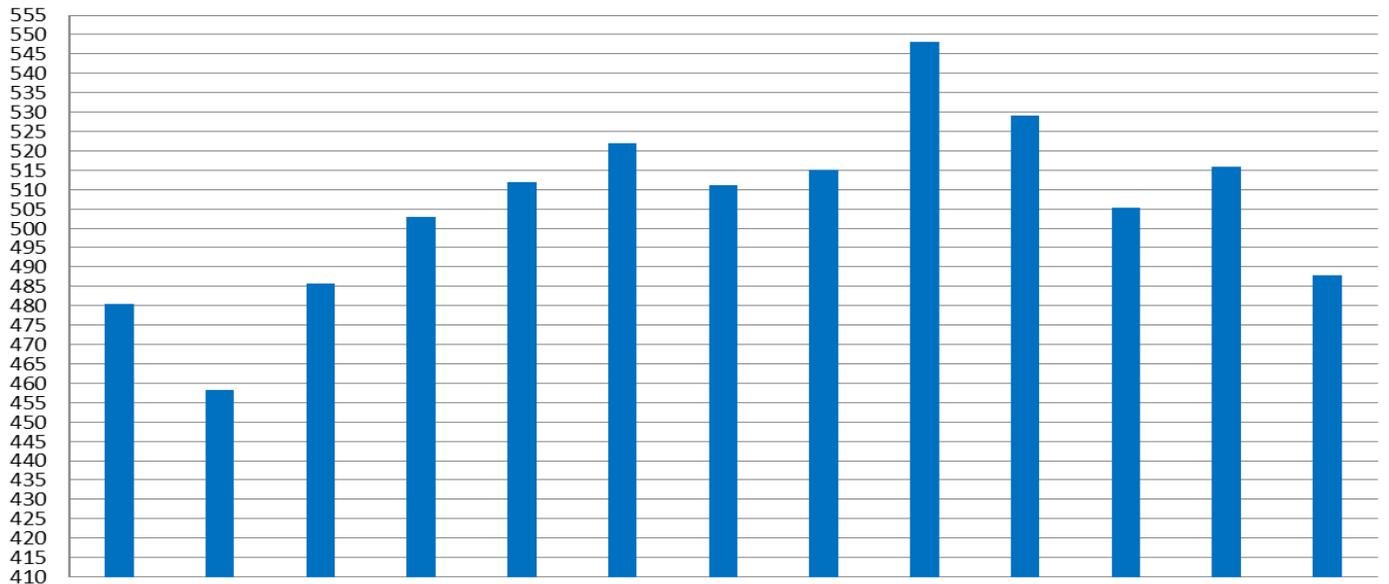
Incidents Processed



	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

Average Number of Incidents Per Day



	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

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.

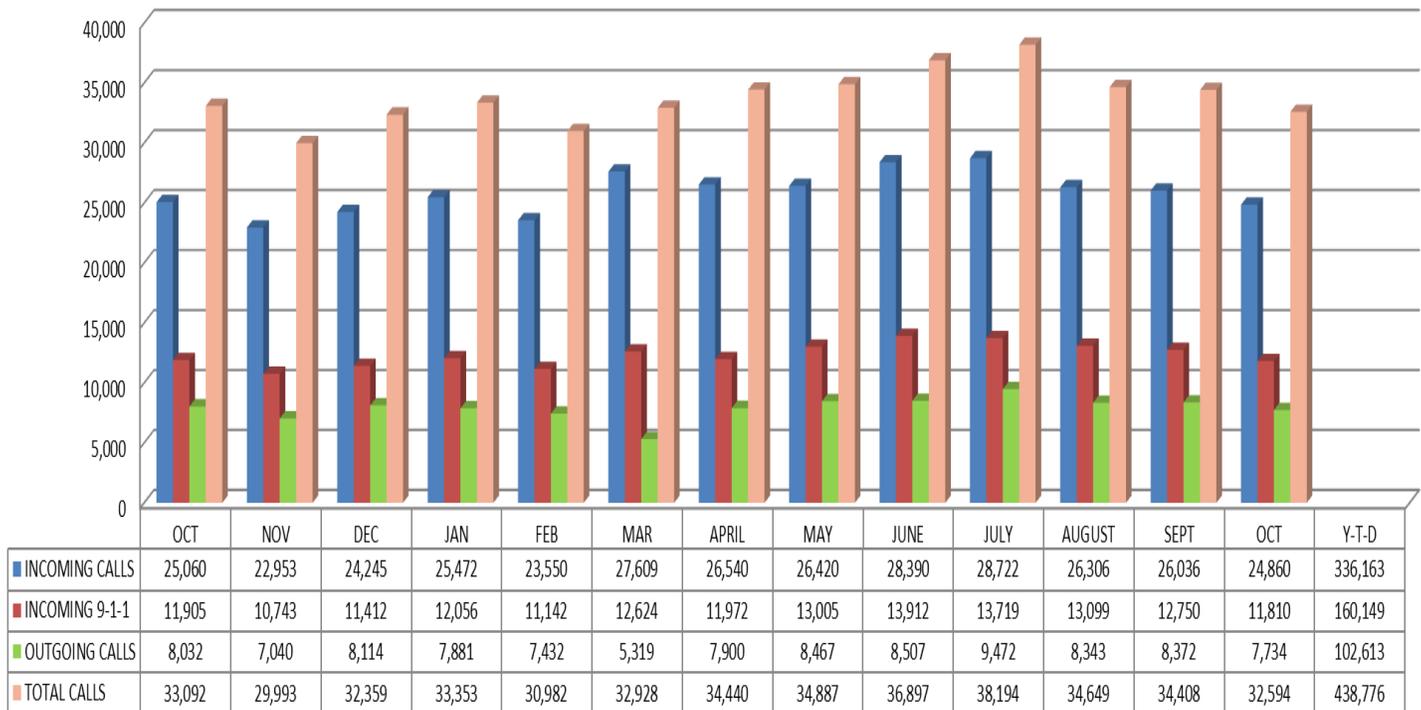
Summary of Information

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

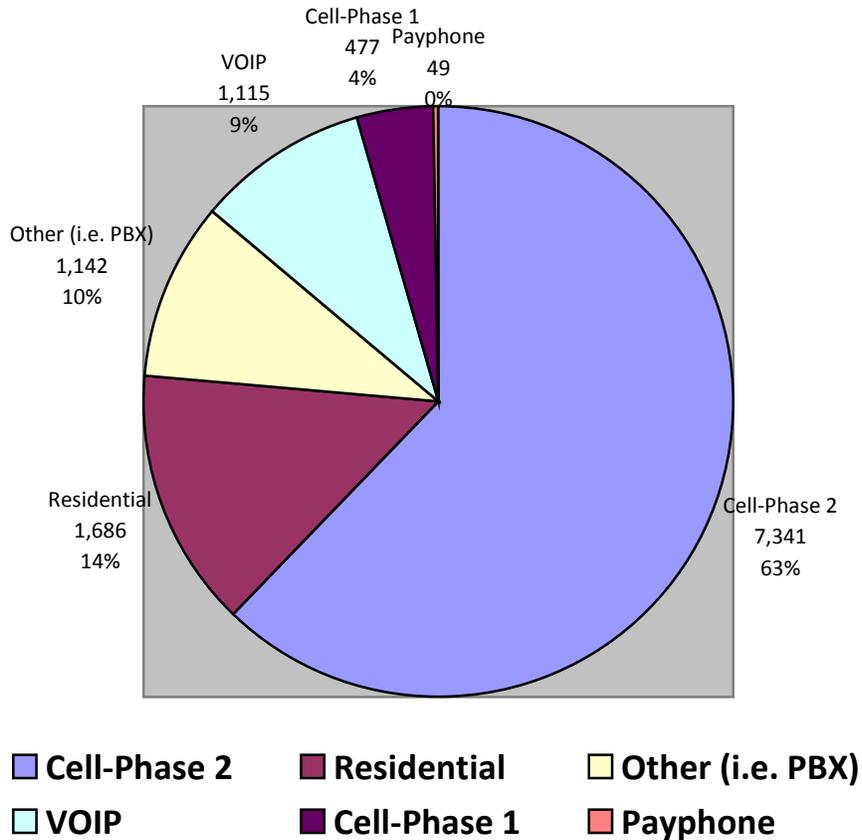
- ***Incoming 9-1-1 lines:*** There were **11,810** incoming 9-1-1 calls.
- ***“Seven-Digit” Emergency lines (7DE):*** There were **4,227** incoming seven-digit emergency calls.
- ***Allied Agency/Alarm Co:*** There were **3,290** incoming Allied Agency and Alarm Company calls.
- ***Non-Emergency/Administrative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

Telephony Performance Measure - 2014/2015



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



Answering Standard: NFPA 1221 – 2013 Edition

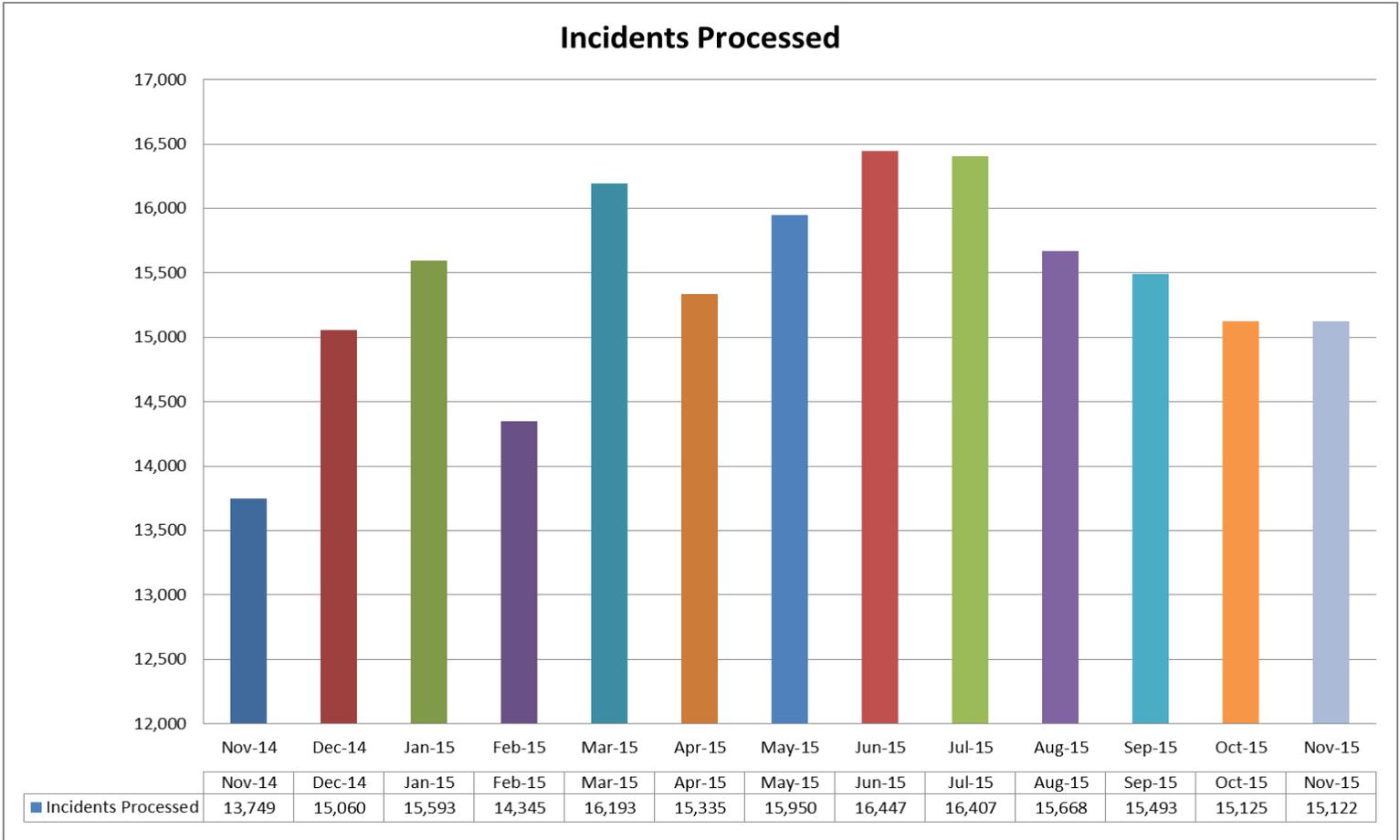
According to NFPA 1221–2013 ed., Chp. 7, Sec. 7.4–Operating Procedures:

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.”*

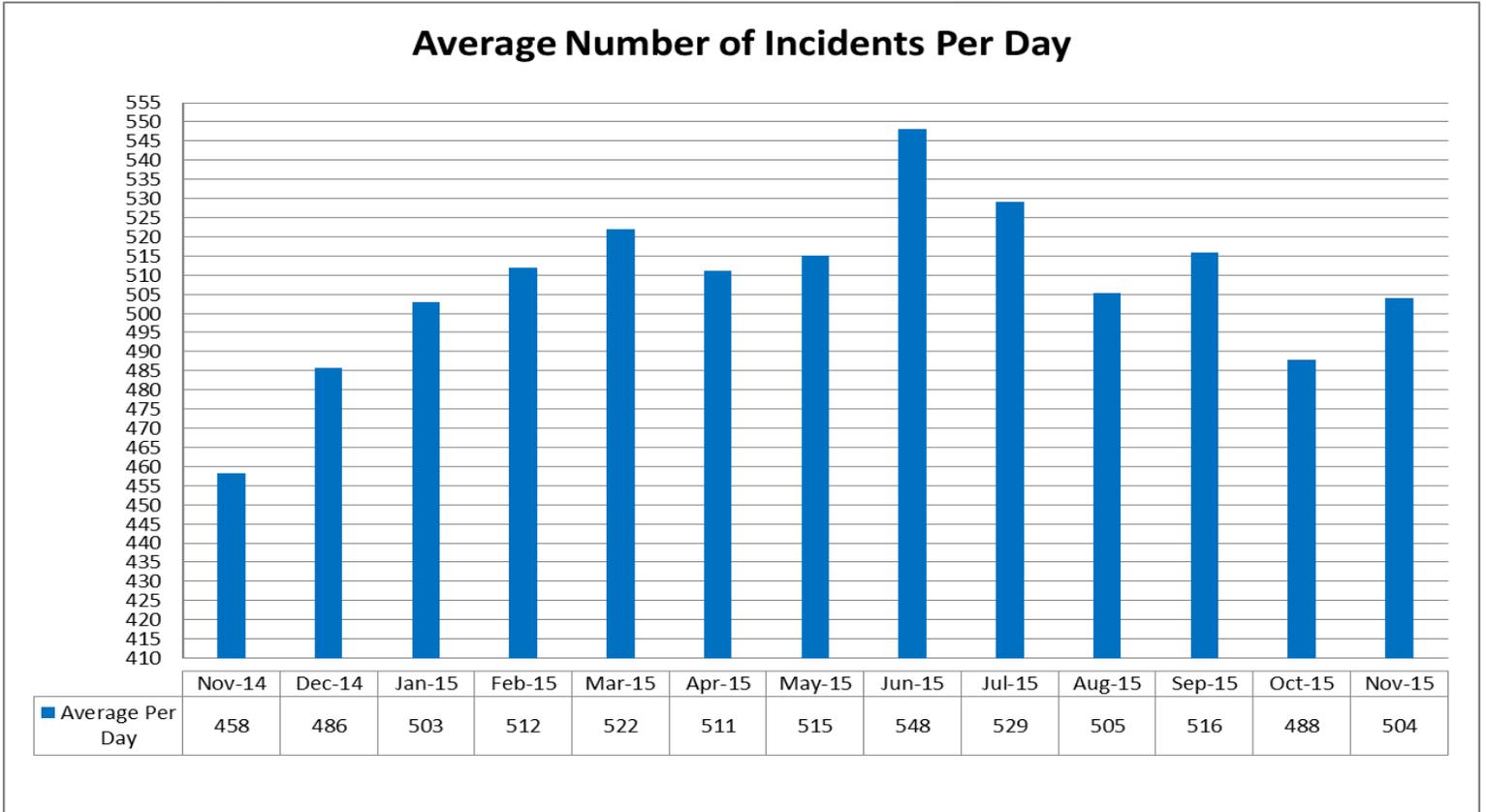
Utilizing the measure recommended by NFPA 1221-2013 ed. that all calls received on emergency lines shall be answered within 15 seconds 95% of the time and 99% percent of emergency lines shall be answered within 40 seconds – In October, the dispatch team answered all calls on emergency lines within 15 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



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



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.

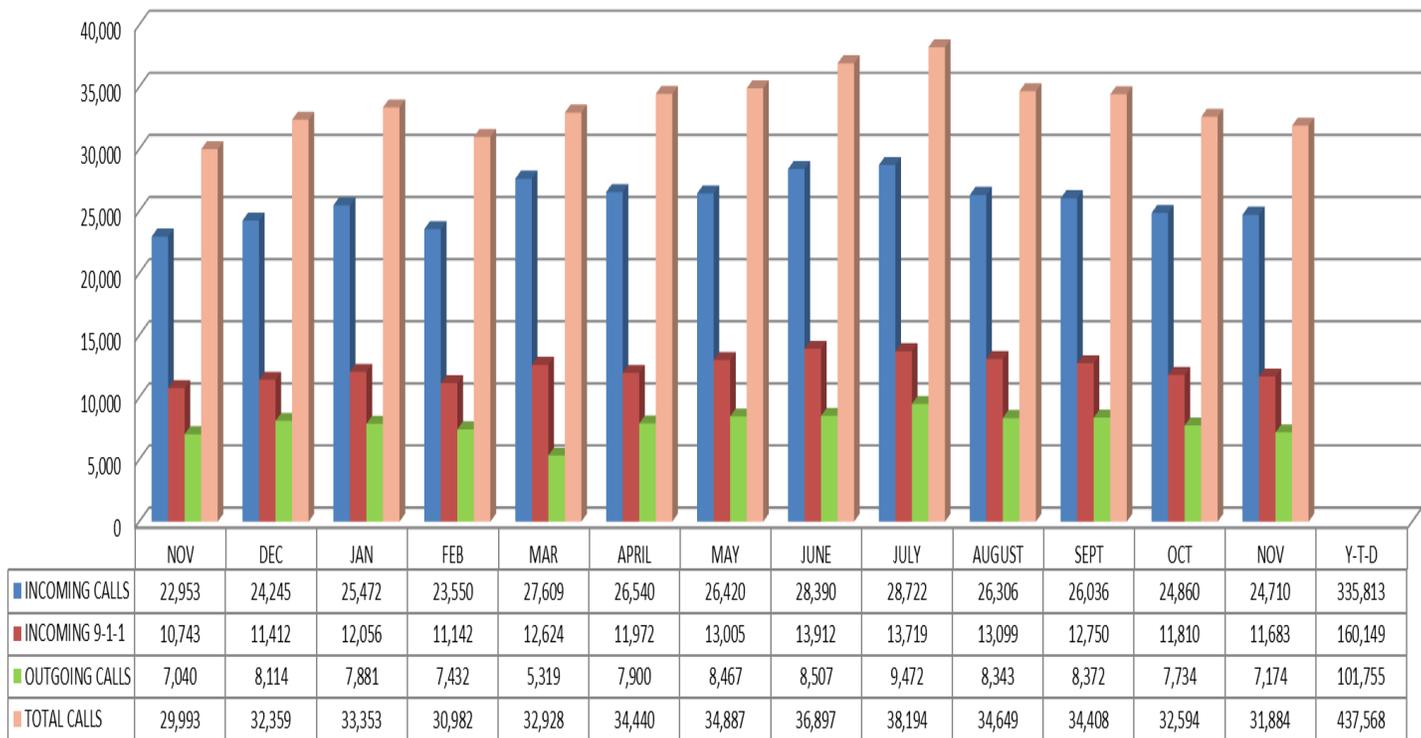
Summary of Information

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

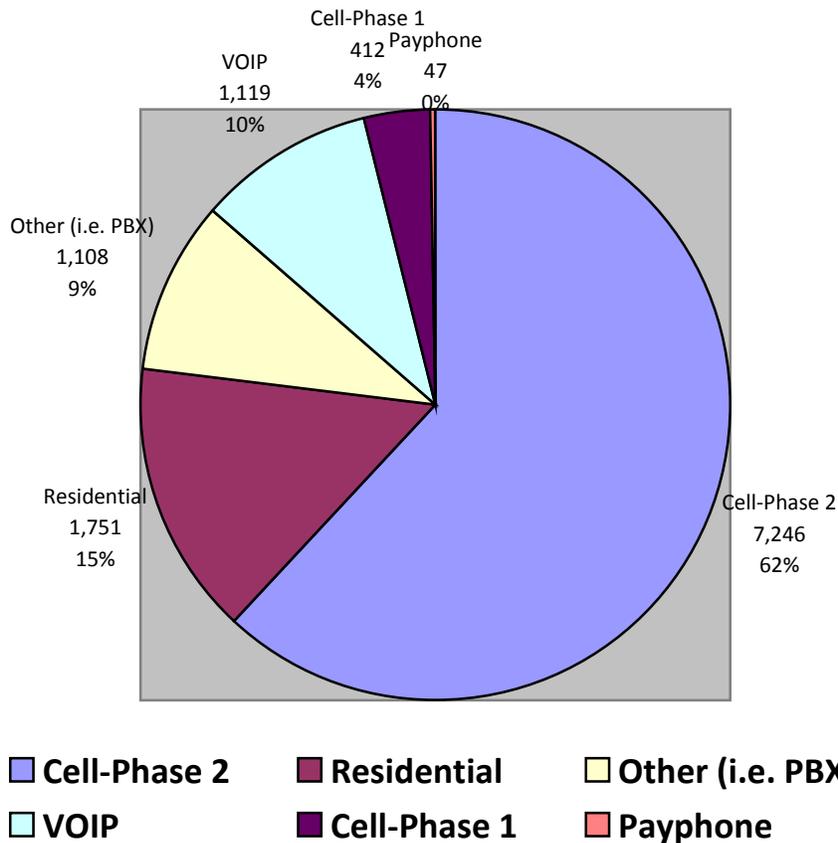
- ***Incoming 9-1-1 lines:*** There were **11,683** incoming 9-1-1 calls.
- ***“Seven-Digit” Emergency lines (7DE):*** There were **4,387** incoming seven-digit emergency calls.
- ***Allied Agency/Alarm Co:*** There were **2,943** incoming Allied Agency and Alarm Company calls.
- ***Non-Emergency/Administrative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

Telephony Performance Measure - 2014/2015



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



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.”*

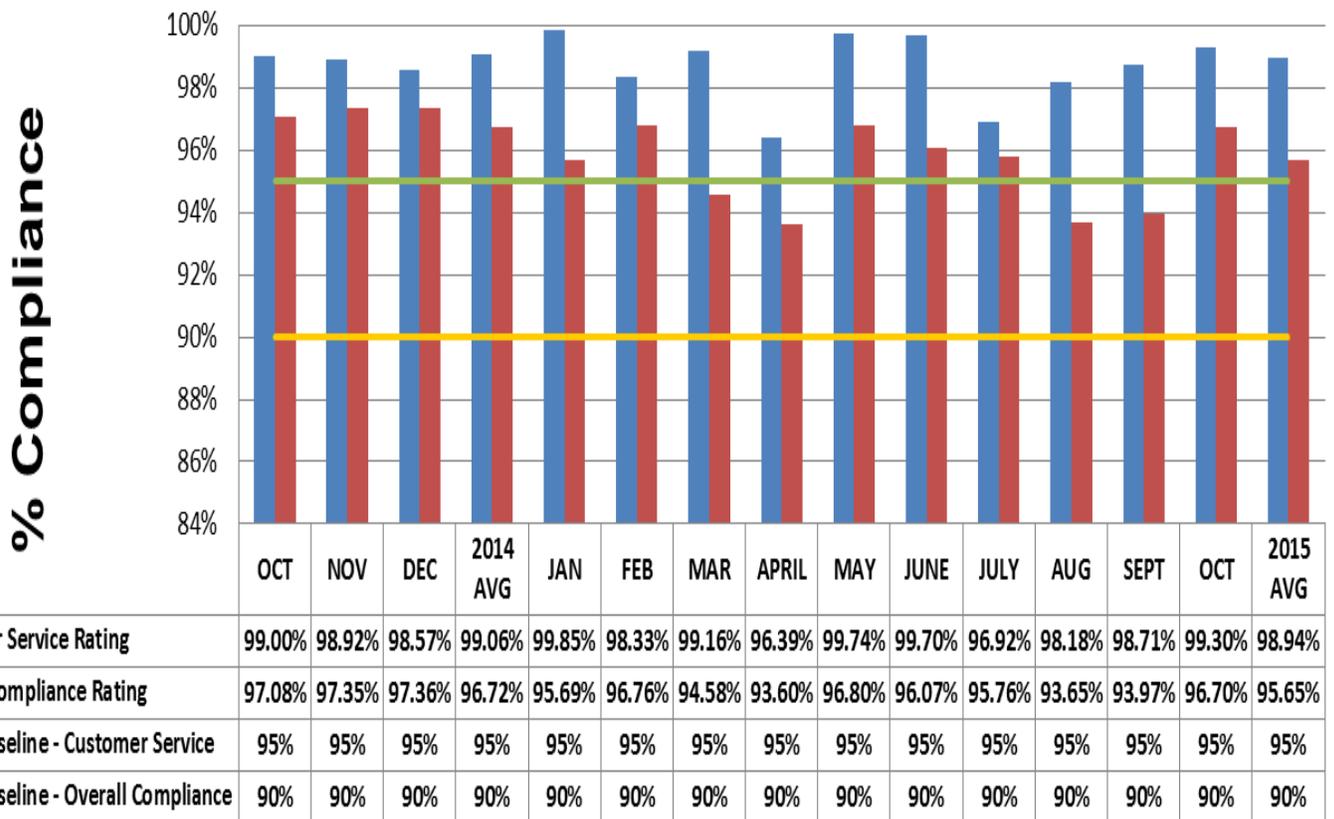
Utilizing the measure recommended by NFPA 1221-2013 ed. that all calls received on emergency lines shall be answered within 15 seconds 95% of the time and 99% percent of emergency lines shall be answered within 40 seconds –

In 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.

- **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%**

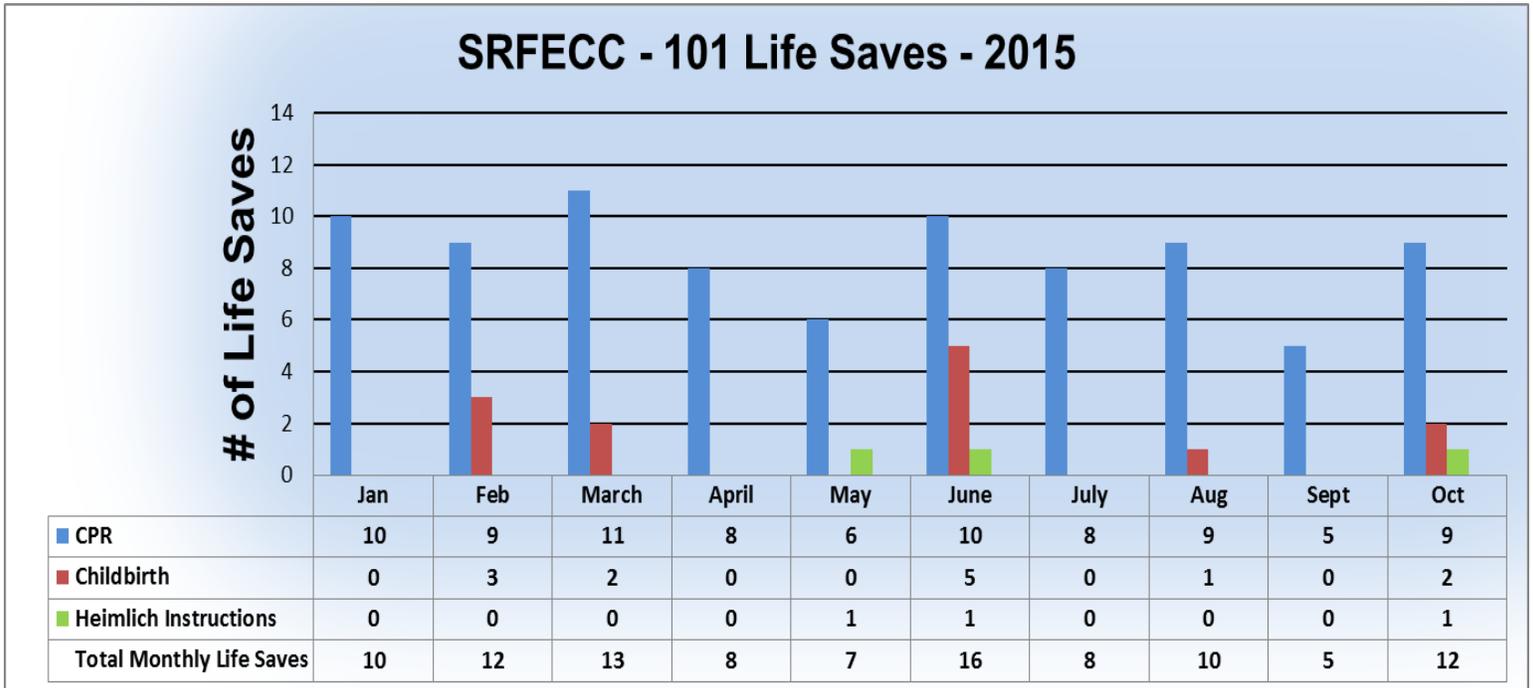
International Academy of Emergency Dispatch Compliance Rating - 2014 / 2015



*Effective Emergency Medical Dispatch (EMD) practices are based on the consistent use of medically approved dispatch protocols. EMD or the Medical Priority Dispatching System (MPDS) is in part based on published standards of the International Academy of Emergency Dispatch (IAED) in consultation with the National Association of EMS Physicians (NAEMSP), the American Society for Testing and Materials (ASTM), the American College of Emergency Physicians (ACEP), the U.S. Department of Transportation (USDOT), the National Institutes of Health (NIH), the American Medical Association (AMA), and more than 30 years of research, development, and field testing throughout the world. Overall, the dispatch protocols are established by the IAED Board of Fellows, which is responsible for setting the accreditation process of the International Academy. Per IAED standards, the Quality Improvement standards report requires a consistent, cumulative MPDS incident case review of at or above the stated baseline percentages.

SRFECC – 101 Life Saves in 2015

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



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.

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

