



# **Sacramento Regional Fire/EMS Communications Center**

10230 Systems Parkway, Sacramento, CA 95827-3007

(916) 228-3070 – Fax (916) 228-3079

## **A G E N D A**

**9:00 a.m.**

**Tuesday, March 25, 2014**

### **MEETING OF THE GOVERNING BOARD OF SRFEC**

*Sacramento Metropolitan Fire District*

*Board Chambers Room #384-385*

*10545 Armstrong Ave*

*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 (February 25, 2014) and Special Board Meeting – Workshop (March 7, 2014)	Page	4-14
2. Budget to Actual (February)	Page	15
3. Revenues (February)	Page	16
4. Overtime Report (February)	Page	17

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

### **PRESENTATION:**

1. Longevity Recognition:
  - a. Chuck Moody – 17 years – March 1, 2014
  - b. Cierra Lewandowski – 16 years – March 1, 2014
  - c. Janice Parker – 15 years – March 1, 2014
  - d. Casey Quintard – 5 years – March 2, 2014
  - e. Jill Short – 5 years – March 2, 2014
  - f. Brad Dorsett – 1 year – March 4, 2014
  - g. Janet Tracy – 3 years – March 14, 2014
  - h. Steve Wootton – 3 years – March 14, 2014
  - i. Tina Dungan – 19 years – March 16, 2014
  - j. John Herrera – 1 year – March 18, 2014
  - k. Lorinda Odell – 1 year – March 18, 2014

- l. Andrew Grizzell – 1 year – March 25, 2014
- m. Hajra Kathrada – 1 year – March 25, 2014
- n. Anna Meyer – 1 year – March 25, 2014
- o. Sara Roush – 1 year – March 25, 2014
- p. Joe Thuesen – 14 years – March 27, 2014

**COMMITTEE REPORTS:**

- 1. Finance Committee\*
- 2. Personnel Committee\*

**ACTION ITEMS:**

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

None

- b. New Business:

- 1. Adopt National Public Safety Telecommunicators Week Proclamation Page 18
- 2. Resolution 02-14, Adopting Third Amended Joint Powers Authority Agreement Page 19-35  
*(Copy of Third Amended JPA Agreement)*

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

**PRESENTATION/INFORMATION:**

- 1. Communications Center Statistics Page 36-43

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

- 1. Chief Executive Director\*
- 2. IT Manager Page 44
- 3. Accounting Manager\*
- 4. Communications Manager\*

**CORRESPONDENCE:**

- 1. Letter to CED Murray From Interim Fire Chief Haverty, Sacramento City, Declining to Exercise Option B, an Invoice Credit as Described in Resolution #19-13. Page 45

**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. **CONFERENCE WITH LEGAL COUNSEL: Anticipated Litigation\***

One (1) potential case  
Pursuant to California Government Code Section 54956.9(b)  
The Board will meet in closed session to discuss significant exposure to litigation.

2. **PERSONNEL ISSUES\***

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

**ADJOURNMENT:**

The next Regular Board Meeting is April 29, 2014.

Location: Sacramento Metropolitan Fire District 10545 Armstrong Ave, Mather, CA 95655-4102; Board Chambers – Rooms 384-385  
Time: 9:00 a.m.  
Distribution: Board Members, Alternates and Chiefs  
Posted at: Administration Office

This is to certify that I posted a copy of the agenda at 10230 Systems Parkway on March 20, 2014.



Clerk of the Board

GOVERNING BOARD MEETING

February 25, 2014

**GOVERNING BOARD MEMBERS**

Chief Tracey Hansen	Cosumnes Community Services District Fire Department
Chief Ron Phillips	City of Folsom Fire Department
Deputy Chief Lloyd Ogan	City of Sacramento Fire Department
Deputy Chief Scott Cockrum	Sacramento Metropolitan Fire District

**GOVERNING BOARD MEMBERS ABSENT**

**COMMUNICATIONS CENTER MANAGEMENT**

Teresa Murray	Chief Executive Director
Joyce Starosciak	IT Manager
Linda Luis	Communications Manager
Lorinda Odell	Accounting Manager

**OTHERS IN ATTENDANCE**

Bob Kingsley	General Counsel, SRFECC
Janice Parker	Administrative Analyst, SRFECC
Wendy Crosthwaite	Executive Assistant, SRFECC
Joe Thuesen	Administrative Supervisor, SRFECC
Tara Poirier	Local 856 Representative
Matt Hoffman	Systems Engineer, SRFECC
Bruce Bucknell	Facilities Maintenance, SRFECC
Cierra Lewandowski	Payroll/Benefits Technician, SRFECC
Iris Gulzow	Office Assistant, SRFECC
Brad Dorsett	Help Desk Technician, SRFECC
Kylee Soares	Operations Supervisor, SRFECC
Sara Roush	Accounting Technician, SRFECC
Jennifer Edwards	Dispatcher, SRFECC
Hajra Kathrada	Dispatcher, SRFECC
Laura Macias	Call Taker, SRFECC
Daniel Rangel	Recruit Dispatcher, SRFECC
Jill Short	Local 856 Representative
Ava Fender	Local 856 Representative
Mike Grace	Training Supervisor
Angela Stefenoni	Recruit Dispatcher, SRFECC
Andy Stefenoni	Guest
Nancy Jones	Union Representative, 856
Julee Todd	Supervisor, SRFECC
Bo Walfridson	Father (Julee Todd)
Colleen Walfridson	Mother (Julee Todd)
Heather Twitchell	Sister (Julee Todd)
Greg Mugartegui	Guest
Glenn Swarner	Guest

1. The meeting was called to order and roll call was taken at 9:03 a.m.
2. Chairperson Cockrum lead the Pledge of Allegiance.
3. There were no updates to the agenda.
4. There was no public comment.

5. A motion was made by Chief Hansen and seconded by Deputy Chief Ogan to approve the consent agenda and Board synopsis, January 28, 2014.

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

NOES:

ABSENT:

ABSTAIN:

Motion carried.

## 6. PRESENTATION

### 1. Longevity Recognition:

Chief Executive Director Murray introduced Ms. Crosthwaite, Executive Assistant, to the Board. Ms. Murray briefly discussed the work history that she and Wendy shared and expressed her appreciation to Wendy for her loyal, kind and efficient service.

Communications Manager, Linda Luis, acknowledged Julee Todd, Dispatch Supervisor, and her many contributions to the dispatch Center. Ms. Luis shared the impressive customer service EMD record that Ms. Todd has maintained throughout her career.

- a. Wendy Crosthwaite – 1 year – February 1, 2014
- b. Julee Todd – 11 years – February 10, 2014

Chief Hansen congratulated both Wendy and Julee and expressed her appreciation for their professional service.

### 2. Discussion Related to the Presentation From SRFEC Chief Executive Director Murray and her Team on the Future Financial Impacts Associated with Technology Upgrade Requirements at the Communications Center in the Next 18-60 Months

Director Murray gave a brief update to the Board addressing anticipated financial impacts for future technological upgrades at the Center.

## 7. COMMITTEE REPORTS:

### A. Finance Committee

Finance Committee met on February 11, 2014, and the minutes were contained in the Board packet.

The Committee discussed the mid-year budget review and how closely the expenditures were tracking with projections.

The deferment contribution, option B, had been incorporated into this budget but, will be “backed out” upon receipt of all budget contributions by the member agencies.

Remittances for the Center should be submitted to our lockbox.

All contracts with the Center are being reviewed to insure obligations are being met by our vendors.

The Xybix floor redesign was discussed. Xybix has a CMAS contract (California Multiple Award Schedule), which satisfies the need for a local bid and eliminates the need for an

RFP. Local agencies have their own order limits and are not bound by the state limitation. The floor redesign will impact not only the Center, but the DR site as well.

The Committee discussed Resolution 01-14, Amended Final Budget FY 2013/2014, to be adopted at this Board meeting. The resolution amends the Final Budget FY 2013/2014, to include \$795,000 SETNA money to be used for the floor redesign and telephone platform update.

B. Personnel Committee

The Personnel Committee has not met.

8. **ACTION ITEMS:**

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

None

b. **New Business:**

1. Resolution 01-14, Amended Final Budget FY 2013/2014

The budget is being amended to include the addition of SETNA money that will be expended in this fiscal year, as well as reallocation of current expenditures among existing budget categories.

A motion was made by Chief Hansen and seconded by Chief Phillips to adopt Resolution 01-14, Amended Final Budget FY 2013/2014.

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

NOES:

ABSENT:

ABSTAIN:

Motion carried.

2. Approval for Chief Executive Director to Execute Purchase Order for Dispatch Floor Redesign Between SRFEC and Xybix Corporation Which Exceeds \$50,000 Spending Authorization (Quote & CMAS attached.)

A motion was made by Deputy Chief Ogan and seconded by Chief Hansen to authorize Chief Executive Director Murray to enter into the above mentioned contract with Xybix Corporation.

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

NOES:

ABSENT:

ABSTAIN:

Motion carried.

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

## 10. PRESENTATION/INFORMATION:

### 1. 2013 SRFECC Annual Report

Each Board member was presented with a Center Annual Report (Yearbook) as well as a summary document of statistics pertaining to each agency. Chief Executive Director Murray thanked Joe Thuesen for preparing the individual summaries for each of the member agencies. Any questions or clarification may be directed to Ms. Murray or Administrative Supervisor Thuesen.

Chief Executive Murray said all of the achievements listed in this annual report were made possible through the consistent hard work of the team members. Contained in the Annual Report (Yearbook) were “lasting impressions” from visitors, constituents, vendors and guests about the Comm Center and its team members.

Chief Hansen said the annual report was very professionally done.

Deputy Chief Cockrum echoed that sentiment and said the book was also a document to help future employees remember how far the Center has come.

### 2. Communications Center Statistics

Director Murray highlighted the consistently high percentage of customer service compliance numbers as well as the large number of Help Desk tickets that have been closed since the last Board meeting.

## 11. CENTER REPORTS

### A. Chief Executive Director Report

1. Chief Executive Director Murray said it is important to never lose sight of those persons who helped build the foundation at the Center and welcomed all of the guests who were in attendance at the Board meeting.

She addressed the culture of evolution and our year-end review. Director Murray said our accomplishments would have been impossible without the support of the Board and the SRFECC team.

2. For the upcoming year we are looking forward to completing our dispatch floor redesign; initiating “healthy habits” and holding an open house for our training and conference facility.
3. Director Murray spoke about the short and long term goals she had created and presented to the Board when she assumed Center leadership in November of 2012. She summarized the goals that had been met on/or ahead of projected timelines.
  - a) Space needs assessment and a public safety engineering report have been completed as a prelude to procuring/building a new facility. A gap analysis is being created evaluating two existing commercial parcels and raw dirt for construction.
  - b) Updated dispatch consoles and a complete floor redesign have begun.
  - c) Disaster Recovery (DR) Site and computer lab have been created – a controlled evacuation to the DR site will occur once radio training has been completed

d) RFP creation and execution for a new CAD system – with cutover being on time or early are in process.

e) 9-1-1 telephone platform upgrade through use of SETNA funds has progressed through the beginning stages.

f) Employee recruitment and retention is in process.

g) Progress has been made toward becoming the premier agency in the world – in less than twelve months our teams have received a total of twelve awards: nominations in six separate categories from APCO, two for the Accounting Team and four additional awards associated with the IT/GIS Team.

h) Two dispatchers were promoted to Supervisor positions to fill two vacancies and a dispatcher list has been established.

i) VM Ware, updated telecommunications system has been completed. Sharepoint, active directory, VPN, Microsoft have all been completed as well as implementation of a new, less expensive, more efficient help desk system, which includes asset management.

j) SRFECC Website has been professionally completed at no additional cost to the Center.

k) We have achieved fiscal independence from Sacramento County.

l) We continue to be fiscally responsible reviewing all contracts to insure we receive all services for which we have contracted, including free training for our team members.

Chief Executive Murray thanked the Board for their support and said our continued success and achievement of long and short term goals is a result of that support.

## B. IT Manager Report

1. Training has been the major theme of the month of February beginning the week of February 10<sup>th</sup> with ROSS training. The training facility had twelve (12) computers available, but in order to accommodate the large number of interested “students”, the IT team worked to increase that number to 24. As a result of hosting the ROSS training two of our team members were able to attend the class at no charge.

As part of our existing contract with Deccan, a free two-day training class is currently being conducted at the training facility.

The GIS team received GDI Tools training via a webinar last week through Northrup Grumman at no additional cost to the Center.

A complimentary Firewall training was offered through Checkpoint to our IT team as a result of their negotiation skills for the purchase of VPN routers for our volunteers.

2. IT Manager Starosciak attended the Governing Outlook Conference in Washington D.C. Ms. Starosciak sat on a panel addressing cyber-security. The Chief Executive Director of the National Association of the State Chief Information Officers, Colorado

State Chief Information Security Officer and Chief Information Officer of Houston, Texas, were also part of the cyber-security breakout session. It was a great opportunity to represent the Center as well as meet many of our representatives. The cost of Ms. Starosciak's trip had been absorbed by the conference promoters.

3. The floor redesign continues with minimal disruption to the dispatch floor.
4. A laser printer has been installed at Station 81 in Herald and the next printer installation will be at Station 88.
5. Site trunk testing is on-going. SRRCS continues to hold firm to the cut over date of March 23, 2014.
6. NAPCO has asked CED Murray and members of the IT team to speak about cyber-security at their March meeting in Livermore.

#### C. Accounting Manager Report

1. One of our recruit dispatchers has expressed interest in assisting with grant writing at the Center.
2. Accounting Manager Odell and Accounting Assistant Roush attended the CSMFO conference last week. During the conference Ms. Odell and Ms. Roush took full advantage of the training opportunities that were offered, especially those related to CalPERS changes and the affordable care act.

Our team was asked to moderate a session regarding Fiduciary Responsibility of Governmental Deferred Compensation Plan Administrators and had an opportunity to meet with the President of NAGDCA, Tom Miller.

An additional benefit of attending the conference was the ability to showcase our organization and share our core values with other financial professionals. Our team members were invited to sit on two board committees.

3. Richardson & Company will perform preliminary field work the week of March 17<sup>th</sup> in preparation for a financial audit at the Center.
4. Accounting Manager Odell and her team are working on the Preliminary FY 2014/2015 Budget.

#### D. Communications Manager Report

1. CAD incidents increased during the month of January. Included in this number were fifteen working residential fires, seven commercial fires and one grass fire.
2. Two dispatchers were able to attend the ROSS training at the training facility.
3. Final quotes for the 9-1-1 phone system will be brought to the Finance Committee for review. The phone platform will be purchased using state SETNA funds.
4. Three recent recruits have been signed off as call takers, and a call taker from the previous academy has been signed off his radio training and is working independently on the floor. Communications Manager Luis thanked all the trainers for their hard work.

## 12. CORRESPONDENCE

1. Letter to CED Murray From Jeff Ramos, General Manager, CCSD, Appointing Deputy Chief Michael McLaughlin alternate Representative on the Board of Directors for Sacramento Regional Fire/EMS Communications Center

A copy of the letter was contained in the Board packet.

### 13. BOARD MEMBER COMMENTS

Chief Hansen acknowledged staffs' continued efforts on behalf of the organization. She indicated she sleeps better at night knowing the Comm Center staff is content and she takes pride in being a member agency and a Board member.

Deputy Chief McLaughlin (CCSD) enjoyed his visit to the Comm Center.

Chief Tom Dark (Wilton) will be retiring at the end of March and Chief Hansen would like to recognize him at the County Chiefs meeting.

Chief Phillips said he appreciated all of the work Ms. Murray and the staff continue to perform. He said the foundation has been laid and we will continue to build upon it. He said an immediate challenge will be the preparation of the Preliminary FY 2014/2015 Budget and incorporating the financial impacts of CalPERS contribution.

The Highway 50 project will have a major impact upon the Center throughout the summer.

Deputy Chief Ogan said Director Murray and her team have done a tremendous job. He is very pleased with the DR site and was very impressed when he toured it during a recent class he attended.

Deputy Chief Cockrum echoed the previously stated comments.

### 14. COUNSEL REPORT

Mr. Kingsley reminded the Board of three upcoming meetings: meeting with Citygate on Friday, February 28<sup>th</sup>; March 7<sup>th</sup> will be the Workshop to discuss the amended JPA agreement and; a meeting, unscheduled as of yet, with joint defense counsels.

### 15. ANTICIPATED ACTION ITEMS

#### 16. CLOSED SESSION

##### 1. CONFERENCE WITH LEGAL COUNSEL: Anticipated Litigation\*

*One (1) potential case*

*Pursuant to California Government Code Section 54956.9(b)*

*The Board will meet in closed session to discuss significant exposure to litigation.*

##### 2. PERSONNEL ISSUES\*

*Pursuant to California Government Code Section 54957*

*Action/Discussion to Appoint, Employ, Dismiss, Accept the Resignation of or Otherwise Affect the Employment Status of a Public Employee*

*One: Fire Service Medical Director*

Closed session was convened at 10:20 am.

Open session was reconvened at 11:20 a.m.

The Board received an update regarding anticipated litigation and a personnel issue. Direction was given and no action was taken.

17. The meeting of the Governing Board was adjourned at 11:20 a.m. until the next Meeting of the Governing Board scheduled for 9:00 a.m., March 25, 2014, at Metro Board Chambers, 10545 Armstrong Ave – Rooms #384-385, Mather, CA 95655-4102

Respectfully submitted,



Janice Parker  
Clerk of the Board

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Scott Cockrum, Chairperson

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Lloyd Ogan, Vice Chairperson

## SPECIAL GOVERNING BOARD WORKSHOP

March 7, 2014

### GOVERNING BOARD MEMBERS

Chief Tracey Hansen	Cosumnes Community Services District Fire Department
Chief Ron Phillips	City of Folsom Fire Department
Deputy Chief Lloyd Ogan	City of Sacramento Fire Department
Deputy Chief Scott Cockrum	Sacramento Metropolitan Fire District

### GOVERNING BOARD MEMBERS ABSENT

### COMMUNICATIONS CENTER MANAGEMENT

Teresa Murray	Chief Executive Director
Joyce Starosciak	IT Manager
Lorinda Odell	Accounting Manager

### OTHERS IN ATTENDANCE

Bob Kingsley	General Counsel, SRFECC
Patrick Kernan	Of Counsel, Kingsley Bogard
Janice Parker	Administrative Analyst, SRFECC

1. The meeting was called to order and roll call was taken at 9:00 a.m.
2. Chairperson Cockrum lead the Pledge of Allegiance.
3. There were no updates to the agenda.
4. There was no public comment.
5. New Business:

#### A. Discussion/Review of Draft of Third Amended JPA Agreement

The language of the amended document has been updated and more clearly defined and includes a table of contents. Significant changes highlight moving forward, the addition of new members and handling the financial responsibility for major projects.

Legal counsels from each agency have reviewed this agreement and their input will be incorporated into the final version. During this workshop the members will study the document page by page.

Chief Phillips said remove the phrase "For Fire Agencies" from the title. Chief Hansen said change the summary of our services to ...provide communications and public safety support services...and make the same change in description where appropriate throughout the document.

In the Purpose section, Chief Phillips said the terms member agency, contracting agency, secondary user and volunteer agency should be clearly defined.

Throughout the document the language has been made broader to allow for greater flexibility.

Center personnel issues will be brought before the CED who will make a determination whether the issue should be moved to the Personnel Committee and then to the full Board for resolution.

Section D - Governing Board and Voting Rights, redundant language has been removed. The language governing the appointment of the Board Representative and Alternate should read: the person should be a senior official with the authority to make financial decisions, rather than listing specific ranking fire officials.

Weighted voting structure will remain unchanged. The weight of a vote has been determined by call volume and the member agencies cautioned that law enforcement agencies typically have higher call volume s and may require the creation of "another" category should they wish to join the JPA.

Section E – Meetings of the Board and Officers in section 1, has been changed to add emergency meetings to the list.

Approval by the Board will still require 2/3 of total number of votes and will still determine a quorum.

New officers will be elected at the December Board Meeting and assume office January 1<sup>st</sup>.

The Third Amended Agreement will become effective July 1, 2014, after each member agency has adopted it.

Section G – Membership requires willingness to be bound by this agreement, an annual contribution, and for new members a new member entry fee. CED Murray may establish a Comm Center committee and include Board member participation to discuss details with potential new members but, would not require agenda posting.

Section N – Debts and Obligations of a multi-year financial nature would require a 90% affirmative vote, changed from 2/3 affirmative vote.

Section O – Withdrawal notification from the JPA has been extended out eight months to October 1<sup>st</sup> preceding the withdrawal date (June 30<sup>th</sup>). Withdrawing member must pay pro-rata share of all outstanding debts and obligations incurred while a member; or execute a contract to pay for abovementioned debts.

Section P – The dissolution provision of the JPA remains essentially unchanged from previous agreement. Accounting Manager Odell requested clarification regarding what constituted the resolution of outstanding debts and obligations. Is an executed contract for debts considered resolved? The Board also discussed how the CalPERS retirement obligation would be handled upon JPA dissolution.

Counsel will work with Ms. Odell to establish an acceptable course of action regarding debt resolution upon dissolution.

Section R – Conflict Resolution has included language to insure compliance with the Brown Act.

The Amended JPA Agreement with changes addressed during this workshop, will be adopted at the March 25, 2014, Board meeting. Once adopted, each agency will bring it before their board for review and adoption. Should any members' counsel have concerns about the changes, an April 8<sup>th</sup> date has been set aside for a Special Board Meeting.

6. The meeting (workshop) of the Governing Board was adjourned at 12:18 p.m. until the next regular Meeting of the Governing Board scheduled for 9:00 a.m., March 25, 2014, at Metro Board Chambers, 10545 Armstrong Ave – Rooms #384-385, Mather, CA 95655-4102.

Respectfully submitted,

A handwritten signature in cursive script that reads "Janice Parker".

Janice Parker  
Clerk of the Board

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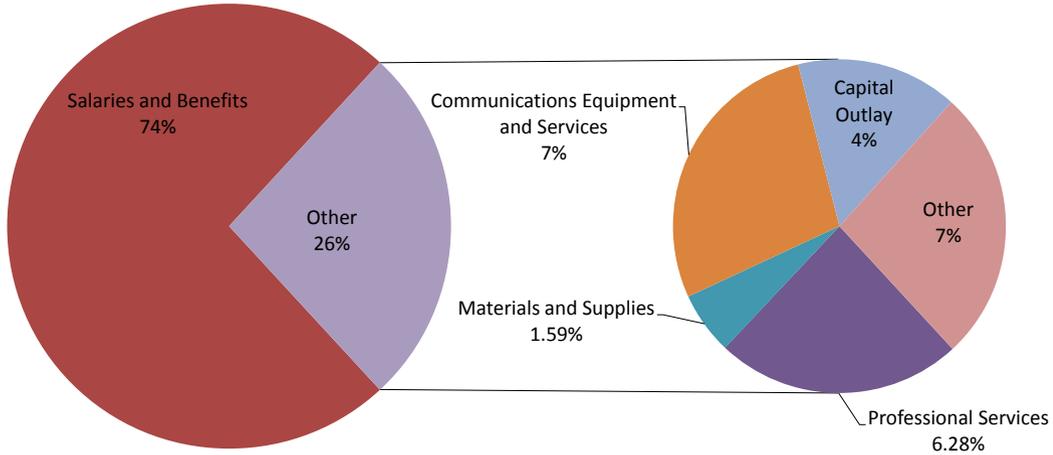
Scott Cockrum, Chairperson

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Lloyd Ogan, Vice Chairperson

**Sacramento Regional Fire/EMS Communications Center**  
**Fiscal Year 2013-2014**  
**Monthly Budget to Actual Report**  
**As of February 28, 2014**

**Budget to Actual FY 13-14**  
**As of Feb. 28, 2014**



**Budget to Actual - FY 13/14**  
**As of Feb. 28, 2014**

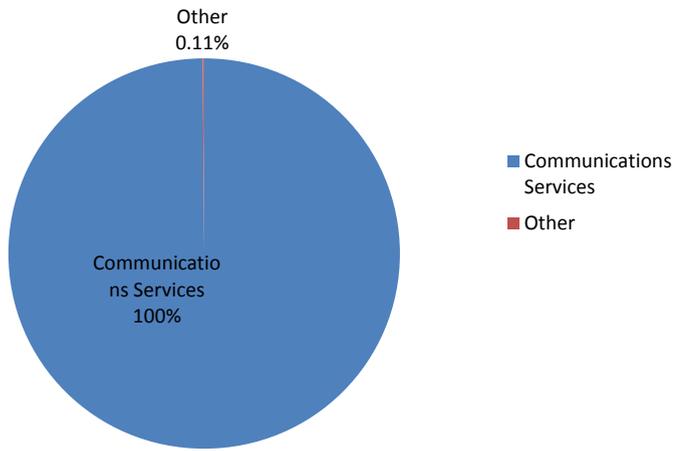
	<b>FY 13/14 Budget*</b>	<b>YTD 02/28/14</b>	<b>\$ Under / (Over) Budget</b>	<b>% Under/ (Over) Budget</b>
<b>Salaries and Benefits</b>	5,818,227	3,884,419	1,933,808	33%
<b>Professional Services</b>	600,754	330,752	270,002	45%
<b>Materials and Supplies</b>	347,370	83,644	263,726	76%
<b>Communications Equipment and Services</b>	844,360	386,731	457,629	54%
<b>Capital Outlay</b>	1,055,000	217,363	837,637	79%
<b>Other</b>	382,421	366,149	16,272	4%
<b>Total</b>	<b>9,048,132</b>	<b>5,269,058</b>	<b>3,779,074</b>	<b>42%</b>

**Days Remaining in Budget Period/Days YTD in Budget Period**

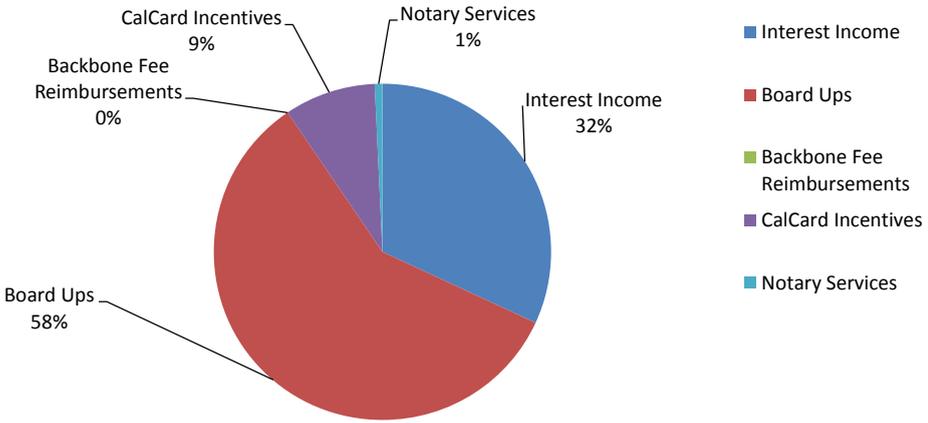
**33% 15**

\* Amended 12/18/13, 2/25/14

**YTD Revenues as of Feb 28, 2014**

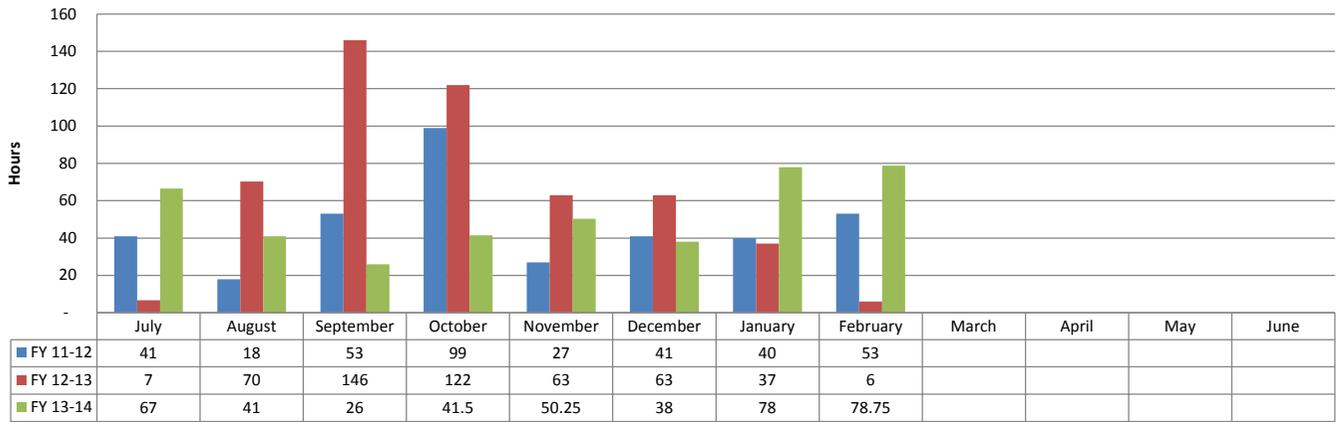


**YTD Other Revenues as of Feb 28, 2014**

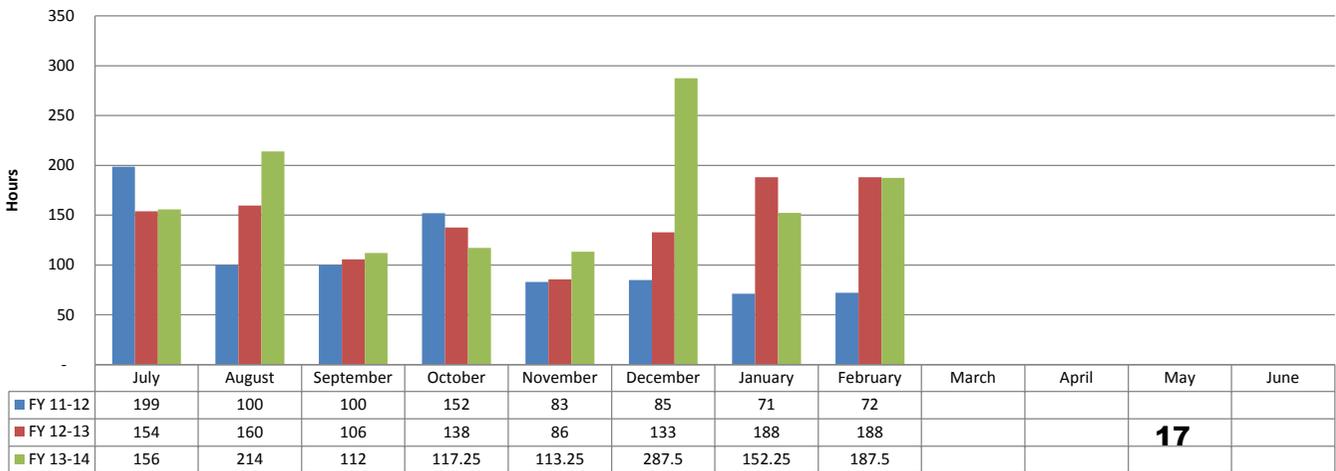


Revenues - FY 13/14 As of Feb 28, 2014		
	MTD 02/28/14	YTD 02/28/14
<b>Communications Services</b>	2,172,413	6,694,354
<b>Other:</b>		
Interest Income	604	3,435
Board Ups	1,100	6,300
Backbone Fee Reimbursements	-	-
CalCard Incentives	-	942
Notary Services	-	80
Other Income	-	4,515
Total Other	1,704	15,272
<b>Total</b>	<b>2,174,117</b>	<b>6,709,626</b>

**FY 13-14 Comparative OT Report  
Admin Staff  
As of Feb. 28, 2014**



**FY 13-14 Comparative OT Report  
Communications Staff  
As of Feb. 28, 2014**





# PROCLAMATION

*Issued this  
25th day of March, 2014,  
In recognition of*

## NATIONAL PUBLIC SAFETY TELECOMMUNICATORS WEEK

*to be observed between Sunday, April 13, 2014  
and Saturday, April 19, 2014.*

*This week is set aside in recognition of the men and women dedicated to that portion of emergency services responsible for the fielding of requests for assistance and the actions required to insure a speedy and responsible termination to those requests.*

*Be it recognized today by the Governing Board of  
**SACRAMENTO REGIONAL FIRE/EMS**  
**COMMUNICATIONS CENTER***

*That the professional call-takers, dispatchers, supervisors and support personnel are duly honored and recognized for their vital part in the role of emergency services provision. Without their significant role the delivery of personnel and equipment would not be possible.*

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*Scott Cockrum, Chairperson*

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*Teresa Murray, Chief Executive Director*

**RESOLUTION NO. #02-14**

**BEFORE THE GOVERNING BOARD OF THE  
SACRAMENTO REGIONAL FIRE/EMS COMMUNICATIONS CENTER**

**Recommending Adoption of the  
Third Amended Joint Powers Agreement  
Governing the Sacramento Regional Fire/EMS Communications Center**

**RECITALS**

1. The Sacramento Regional Fire/EMS Communications Center (“SRFECC” or “Center”) is a Joint Powers Authority (“JPA”) established pursuant to Government Code section 6500 *et seq.*
2. The Center is governed by, and operated pursuant to, the Second Amended Joint Powers Agreement, dated March 1, 2001 (“Second Amended JPA”).
3. Section 18.A of the Second Amended JPA provides that the Second Amended JPA may be amended by resolution.
4. Recognizing that certain provisions of, and exhibits to, the Second Amended JPA have become outdated, this Governing Board previously directed counsel to prepare a Third Amended Joint Powers Agreement (“Third Amended JPA”).
5. A Board workshop was held on March 7, 2014 to review and discuss the draft Third Amended JPA. Recommended revisions to the draft Third Amended Joint Powers Agreement were made and reviewed by the Board. (*See Attachment #1.*)
6. Section 18.B of the Second Amended JPA provides that amendment shall be effective when the required resolution has been approved by the governing bodies of those Member Agencies entitled to cast not less than ninety percent (90%) of the total number of votes pursuant to Section 4.B of the Second Amended JPA.
7. Section 18.C of the Second Amended JPA provides that no amendment approved by less than unanimous consent shall be effective until such time as any nonconsenting Member Agencies have had an opportunity to withdraw from the Center.

**RESOLUTION**

NOW, THEREFORE, BE IT RESOLVED that by adoption of this Resolution No. 02-14, the Governing Board of the Center recommends that the governing body of each Member Agency consider and pass a Resolution to adopt the Third Amended JPA.

THE FOREGOING RESOLUTION was duly passed and adopted by the Governing Board of the Sacramento Regional Fire/EMS Communications Center at a regular meeting held on the 25<sup>th</sup> of March, 2014, 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

“THIRD AMENDED” JOINT POWERS AGREEMENT  
TO ESTABLISH, OPERATE, AND MAINTAIN A PUBLIC  
SAFETY COMMUNICATIONS CENTER

THIS THIRD AMENDED JOINT POWERS AGREEMENT (“Agreement”) replaces and supersedes the Joint Powers Agreement, dated January 1, 1981, the First Amended Joint Powers Agreement, dated May of 1994, and the Second Amended Joint Powers Agreement, dated March 1, 2001.

NOW, THEREFORE, for and in consideration of the mutual covenants set forth below and the mutual benefits to be derived therefrom, each of the parties agrees as follows:

RECITALS

WHEREAS, it is to the mutual benefit and in the best interest of the Member Agencies to join together to establish this Joint Powers Agreement to accomplish the purposes hereafter set forth;

WHEREAS, the Member Agencies have each determined that:

- there is a need to provide for public safety communications and dispatch support services on a group rather than individual basis;
- it appears economically practical to join together for the purpose of providing public safety communications and dispatch support services.

WHEREAS, Article I, Chapter 5, Division 7, Title 1, Sections 6500 et seq. of the Government Code permits two or more public agencies jointly to exercise any power common to the contracting parties.

## AGREEMENT

### A. CREATION

1. Pursuant to Sections 6500 et seq., of the Government Code, there was created an entity, separate and apart from the Member Agencies, to be known as the “Sacramento Regional Public Safety Communications Center” (hereinafter “the Center”).
2. This Third Amended Agreement shall be effective upon satisfaction of the provisions set forth in Section F. below.
3. The term “Member Agency”, as used in this Agreement, includes:
  - a. the Cosumnes Community Services District, the City of Folsom, the City of Sacramento and the Sacramento Metropolitan Fire District; and
  - b. any public agency that is subsequently admitted to membership pursuant to Paragraph G. below.

### B. PURPOSE

The purpose of the Center is to provide the following:

1. Communications and dispatch services for Member Agencies and for contracting entities (see B.3., below). This shall also include by way of illustration and not limitation:
  - a. support for public safety communication and dispatch services; and
  - b. related services to assist and support this communication/dispatch function.

2. Services to assist and support a Member Agency or a contracting entity in the provision of its public safety services. This includes, by way of illustration and not limitation:
  - a. Contracting with, or employing, an EMS physician to provide medical advisory services.
  - b. Contracting with, or employing, a pharmacist to provide pharmaceutical services; and
  - c. Joint purchasing efforts and/or joint billing services for Member Agencies and contracting entities.
3. Services provided to a contracting entity (whether a public safety agency without Member Agency status, or a secondary user) shall be as set forth in the written agreement between the Center and the affected contracting entity.

C. POWERS

1. The Center is authorized, in its own name, to perform all acts necessary to accomplish the purposes set forth in Section B. above.
2. The Center's powers shall include, by way of illustration and not limitation:
  - a. to make and enter into contracts;
  - b. to employ agents and employees;
  - c. to acquire, construct, manage, maintain and operate any buildings, works or improvements;
  - d. to acquire, hold and dispose of property of all kinds;
  - e. to incur debts, liabilities or obligations; and
  - f. to sue and be sued;

- g. take action on personnel matters brought before it by the Center’s Chief Executive Director or the Chairperson or the Personnel Committee.

3. The exercise of such powers is subject only to the restrictions imposed by law upon the manner of exercising such powers that apply to a fire protection district or a charter city.

D. GOVERNING BOARD AND VOTING RIGHTS

1. Board Membership.

- a. The Center shall be administered by its Governing Board (hereinafter “the Board”).

- (1) The Board shall be composed of one (1) appointee from each Member Agency.

- (2) Each Member Agency shall appoint one (1) primary representative and one (1) alternate representative.

- (a) The primary representative, and the alternate representative, shall be either a member of the Member Agency’s governing body, Chief Executive Officer (e.g. the Fire Chief, City Manager, etc.) or other qualified employee.

- (3) The alternate representative shall have the authority to vote only if the primary representative is absent.

- b. Each primary representative or alternate representative shall serve at the pleasure of the Member Agency by which s/he was appointed.

- c. Each Member Agency shall have on file with the Center a current letter designating its primary representative and its alternate representative.

2. Weighted Voting.

a. Each Member Agency shall exercise weighted voting.

(1) The number of votes that each Member Agency representative is entitled to cast in each fiscal year (July 1 through June 30) shall equal that percentage (rounded to the nearest hundredth percent) which is derived by dividing:

- the number of annual emergency service calls to which that Member Agency was dispatched in the preceding calendar year by;
- the total of the annual emergency service calls dispatched by the Center in the preceding calendar year to all Member Agencies which will remain a member on July 1.

(2) This process shall be repeated not later than June 30<sup>th</sup> of each year for the coming fiscal year and shall take into account the admission of a new Member Agency (see D.2.c. below).

b. An “emergency service call” is defined as any call which generates a Center master number.

c. If a new Member Agency is added, the number of fire and emergency medical calls dispatched for that agency during the preceding calendar year shall be an agreed-upon number set forth in the “Resolution to Join” until that new Member Agency has had all its fire and emergency medical calls dispatched by the Center for a full calendar year.

- d. If a new Member Agency is added, and that agency is law enforcement, the terms of their admission shall specify their voting structure.

E. MEETINGS OF THE BOARD AND OFFICERS

1. The Board shall provide for meetings as allowed by law, including by way of illustration and not limitation: regular meetings, adjourned regular meetings, special meetings and emergency meetings.
2. All meetings of the Board shall be called, noticed, held and conducted in accordance with the provisions of the Ralph M. Brown Act (Government Code Sections 54950 et seq.).
3. The presence of a representative (or an alternate) authorized to cast two-thirds (2/3) of the total number of weighted votes (see paragraph D.2. above) shall constitute:
  - a. a majority of the Board; and
  - b. a quorum for the transaction of business.
4. Action to be taken or authorized by the Board requires approval by at least two-thirds (2/3) of the total number of votes as described in Paragraph D.2. above.
5. Notwithstanding the preceding, less than a quorum may adjourn from time to time.
6. The Board shall elect a Chairperson and a Vice Chairperson.
  - a. Each December, the Board shall elect or reelect its Chairperson and Vice Chairperson to assume office on January 1<sup>st</sup>.

- b. In the event that the elected Chairperson or Vice Chairperson ceases to be a representative to the Board, the resulting vacancy shall be filled at the meeting of the Board held after such vacancy occurs.
- c. In the absence or inability of the Chairperson to act, the Vice Chairperson shall act as Chairperson.

F. TERM

This Third Amended Agreement shall become effective on the July 1<sup>st</sup> following approval by the governing board of each of the Member Agencies. It shall continue until terminated as hereinafter provided.

G. MEMBERSHIP

- 1. Public agencies providing either fire protection service or ALS ambulance service or public safety service are eligible for membership.
- 2. Each Member Agency is entitled to the rights and privileges and is subject to the obligations of membership as provided in this Agreement.
- 3. An eligible public agency may become a Member Agency of the Center provided:
  - a. The governing body of the applicant public agency adopts a Resolution in the form requested by the Center which:
    - (1) agrees to be bound by this Agreement; and
    - (2) acknowledges an annual contribution rate that shall continue until the “new” Member Agency has been dispatched by the Center for a complete calendar year; and

(3) agrees to payment of any entry fee that has been established by the Center's Board. Such a fee may include, by way of illustration and not limitation:

- set-up costs, resulting from the inclusion of the new agency; and
- a proportionate amount of any debt or obligation of the Center.

b. The Board approves the public agency's application for membership.

4. The Board retains the right to reject a membership application for any reason.

#### H. REPORTS

1. Each Member Agency shall provide to the Center such information as is necessary to the Center to perform its functions hereunder. Each Member Agency shall cooperate in every reasonable manner.

2. Upon request of either the primary representative or alternate representative of a Member Agency, the Center's Chief Executive Director shall provide major policy issue briefings to the governing body of that Member Agency, provided that such request is first approved by the Center's Board.

#### I. TREASURER

1. The Board shall designate a Treasurer and designate a treasury in accordance with applicable law.

2. The Treasurer shall receive and receipt all money of the SRFEC and place it in the SRFEC's treasury to the credit of the SRFEC.

3. The Treasurer shall invest the Center's funds in accordance with the general law. All interest collected on the Center's funds shall be accounted for and posted to the account of said funds.

J. AUDITING

1. The Center shall cause an independent audit to be made by a certified public accountant in compliance with California Government Code section 6505.
2. At the close of each fiscal year, or at such other times as provided in Government Code Section 6505, an audit shall be performed.

K. FISCAL YEARS

The fiscal year for the Center shall be July 1<sup>st</sup> through the next following June 30<sup>th</sup>.

L. BUDGET

The Board shall adopt a budget for each fiscal year in accordance with applicable law.

M. MEMBER CONTRIBUTIONS

1. Dispatch and Dispatch-Related Services
  - a. Each Member Agency shall pay its pro-rata share of all capital, operating, and related costs of the Center.
  - b. Pro-rata share shall be calculated in the same manner as weighted voting is determined in Section D.2. above.
2. A Member Agency shall pay for any additional services that are received or requested by the Member Agency if those additional services are not also deemed to be of general benefit to the Center, as determined by the Board, and made available to all Member Agencies. Additional services shall be provided by the Center at rates to be determined by the Board.

3. The Member Agencies recognize that, from time-to-time, the Center may incur costs and expenses which are not directly related to the provision of services to Member Agencies. In addition to the payments specified in Sections M.1 and M.2 above, each Member Agency shall pay its pro-rata share, based on its weighted voting percentages, of such costs and expenses.

N. DEBTS AND OBLIGATIONS

1. The debts, liabilities and obligations of the Center shall not be the debts, liabilities, and/or obligations of the Member Agencies.
2. Notwithstanding Paragraph N.1:
  - a. Each Member Agency is responsible for its pro-rata share of any obligation of the Center which was incurred at a time when that entity was a Member Agency. This shall also include, by way of illustration and not limitation: long-term debt and multi-fiscal-year debt.
  - b. Pro-rata share shall be in the same proportion as that entity's weighted voting percentage determined pursuant to Section D.2 of the Agreement.
  - c. The pro-rata obligation of each Member Agency is immediately binding on the Member Agency at the time the obligation is incurred.

O. WITHDRAWAL

1. Any Member Agency may withdraw as a party to this Agreement as follows:
  - a. June 30 (11:59 p.m.), annually, shall be the only month and day on which a withdrawal shall take effect.
  - b. Notice of such withdrawal shall be in writing and addressed to the Chairperson of the Board of the Sacramento Regional Fire/EMS

Communications Center at its primary address (currently 10230 Systems Parkway, Sacramento, California 95827-3006).

- c. Notice of withdrawal must be accompanied by a proof of service. Notice shall be considered given on the date of service.
  - d. Notice shall be given to the Center no later than the October 1 preceding the withdrawal date.
  - e. No withdrawing Member Agency shall be entitled to any payment for its interest or assets upon withdrawal.
2. Notwithstanding Paragraph N.1., no Member Agency may withdraw until they have:
- a. Either paid in full their pro-rata share of all outstanding debts and obligations that were incurred while they were a member. This shall also include, by way of illustration and not limitation: long-term debt and multi-fiscal-year debt.
  - b. Or, executed a contract with the Center to pay for all outstanding debts and obligations that were incurred while they were a member.

P. DISSOLUTION

1. This Agreement may be terminated in its entirety upon the consent of not less than ninety percent (90%) of the total number of weighted votes of the Member Agencies.
2. No assets may be distributed (divided or returned) until all outstanding debts and obligations have been resolved. Resolved means that each Member Agency has:

- a. Either paid their pro-rata share of all outstanding debts and obligations that were incurred while they were a member; or
  - b. Executed a contract with the Center to pay for all outstanding debts and obligations that were incurred while they were a member.
3. All assets of the Center will be distributed in proportion to the contributions of the Member Agencies during the fiscal year of dissolution.

Q. AMENDMENT

1. This Agreement may be amended as follows:
  - a. The Board adopts a Resolution recommending amendment which will be presented to the Governing Body of each Member Agency for ratification.
  - b. The Amendment shall be effective when the required Resolution Recommending Amendment has been ratified by the governing bodies of those Member Agencies entitled to cast not less than ninety percent (90%) of the total number of weighted votes (see Section IV.B. hereof).
2. Provided, however, no amendment approved by less than unanimous consent shall be effective until such time as any nonconsenting Member Agency has had an opportunity to withdraw from the Center (see Paragraph O. above).

R. CONFLICT RESOLUTION

1. A Member Agency shall be free to bring all differences of interpretation regarding, and all disputes arising in connection with, this Agreement or the operation of the Center to the attention of the other Member Agencies at any time. Such communications shall be deemed positive and may be made without prejudicing the harmonious relationship and operations of the Center. Within ten

(10) days of receiving a written statement of a difference of interpretation of a dispute (hereinafter “Statement”), the Center shall appoint and convene a panel comprised of three (3) Board members/alternates. This panel shall be charged with effecting a mutually satisfactory solution. The Center shall consider any disputes under this Section R in compliance with the Brown Act.

2. Should the panel be unable to effect a mutually satisfactory solution within thirty (30) days of receipt of the Statement, the party filing that Statement may cause the matter to proceed to mediation. In such case, a neutral mediator shall be appointed. If the parties are unable to agree upon a mediator, a list of five (5) names shall be requested from the State Mediation and Conciliation Service and the parties shall alternately strike names to select the mediator. The mediator’s role shall be to effect a mutually satisfactory solution or, in the alternative, to issue an advisory statement of solution. The costs of the mediator shall be divided between the party requesting mediation (one-half) and the Center (one-half). Each party shall bear its own respective costs associated with the mediation.
3. Any controversy, claim, or breach arising out of or relating to this Agreement which the parties are unable to resolve to their mutual satisfaction may be litigated or otherwise resolved in any court having jurisdiction.

IN WITNESS WHEREOF, the Chief Executive Director of the Center certifies that the Member Agencies listed in Exhibit A have approved this Third Amended Agreement by filing with the Board an executed, certified copy of its lawfully adopted resolution.

**ACKNOWLEDGED BY THE CENTER**

Date: \_\_\_\_\_

\_\_\_\_\_  
Teresa Murray  
Chief Executive Director

**ATTEST**

For the Cosumnes Community Services  
District

For the Sacramento Metropolitan Fire  
District

\_\_\_\_\_

\_\_\_\_\_

For the City of Folsom Fire Department

For the City of Sacramento Fire Department

\_\_\_\_\_

\_\_\_\_\_

**EXHIBIT A**

**LIST OF MEMBER AGENCIES**

Cosumnes Community Services District

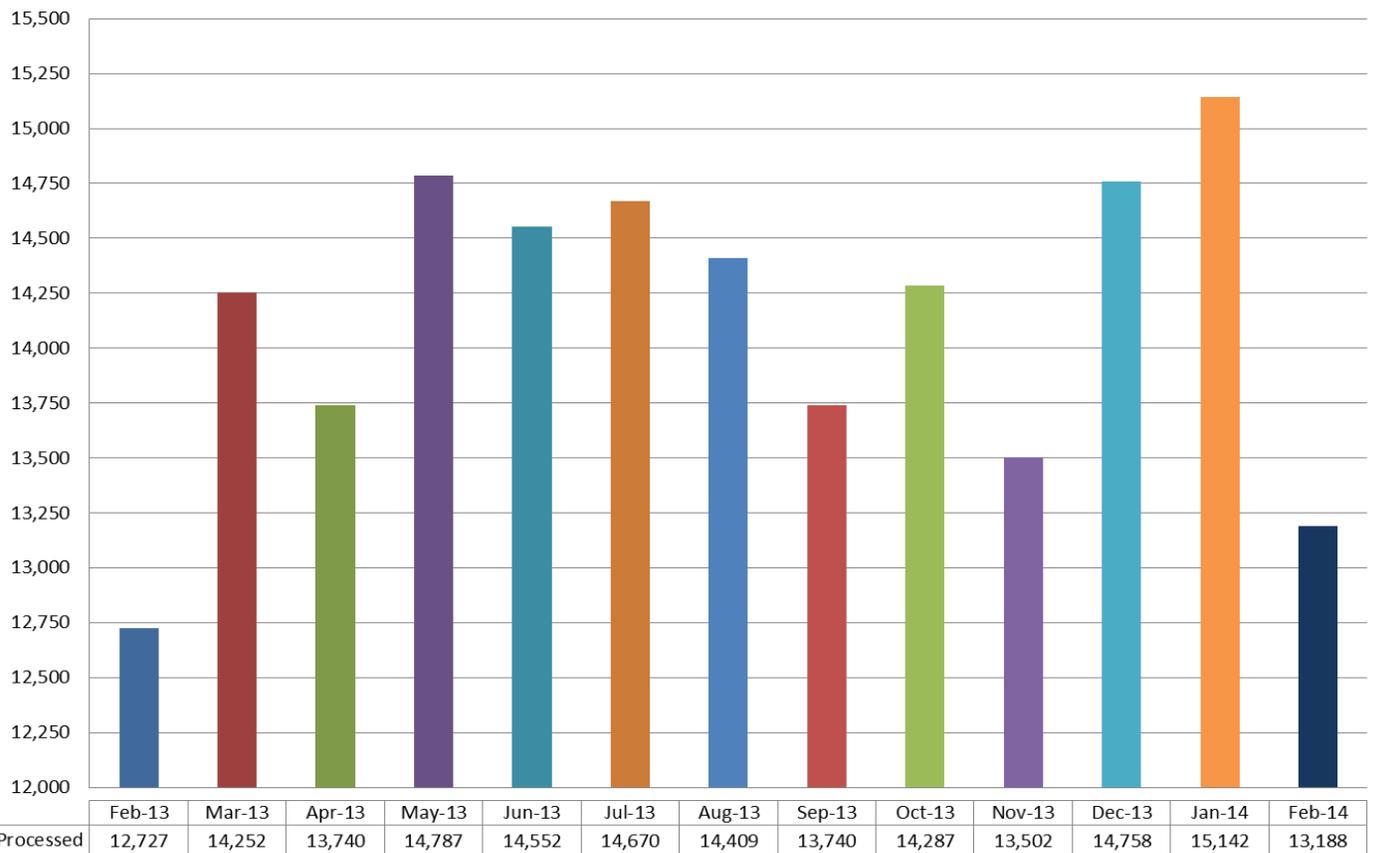
City of Folsom

City of Sacramento

Sacramento Metropolitan Fire District

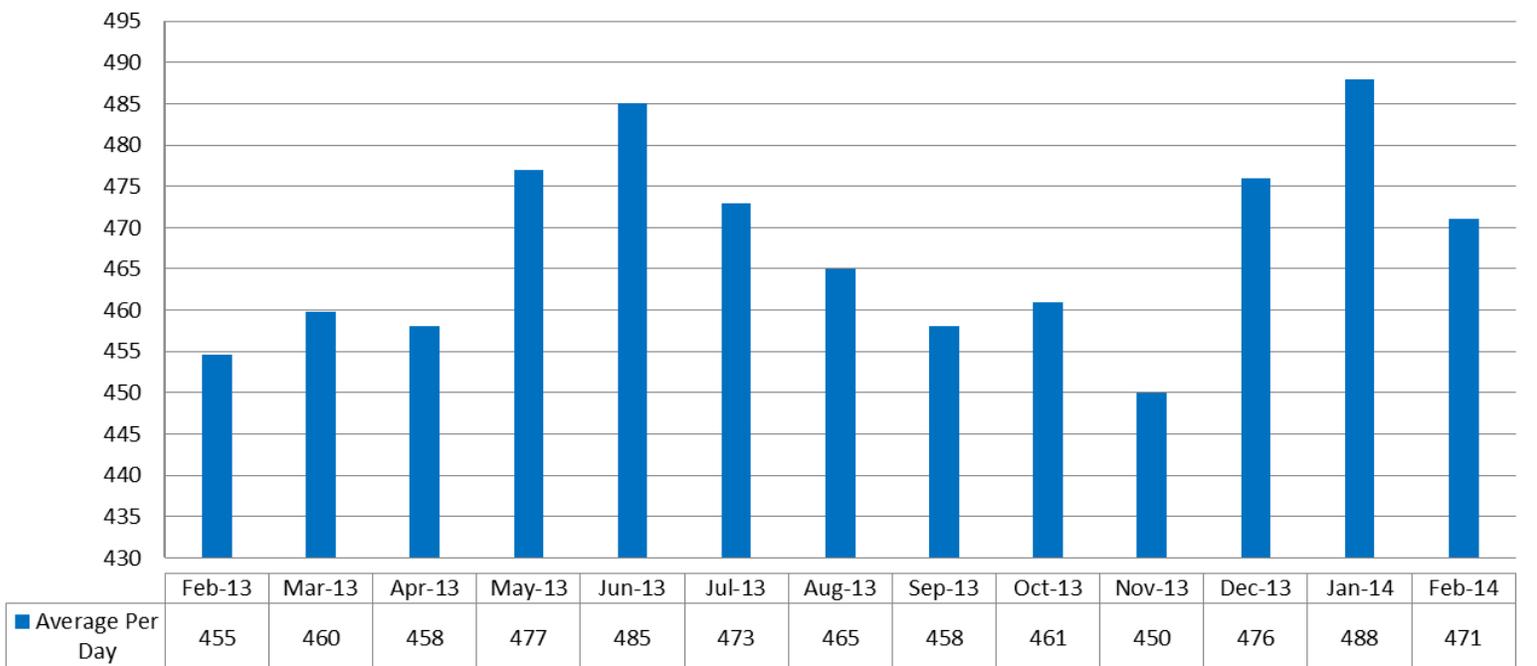
**CAD Incidents Processed for the month of February, 2014: 13,188**

**CAD Incidents Processed**



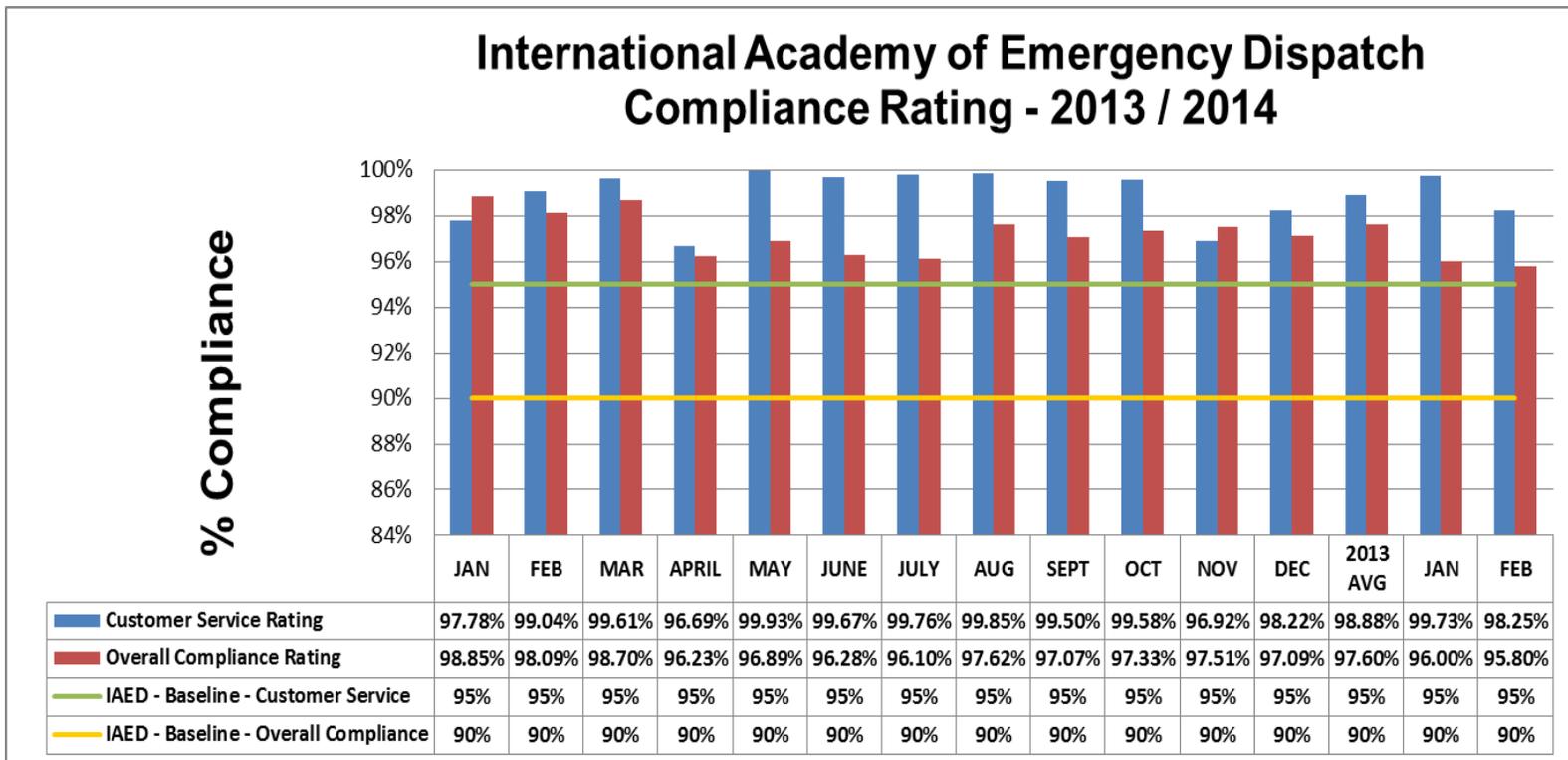
**Average number of CAD incidents processed per day for February, 2014: 471**

**Average Number of Incidents Per Day**



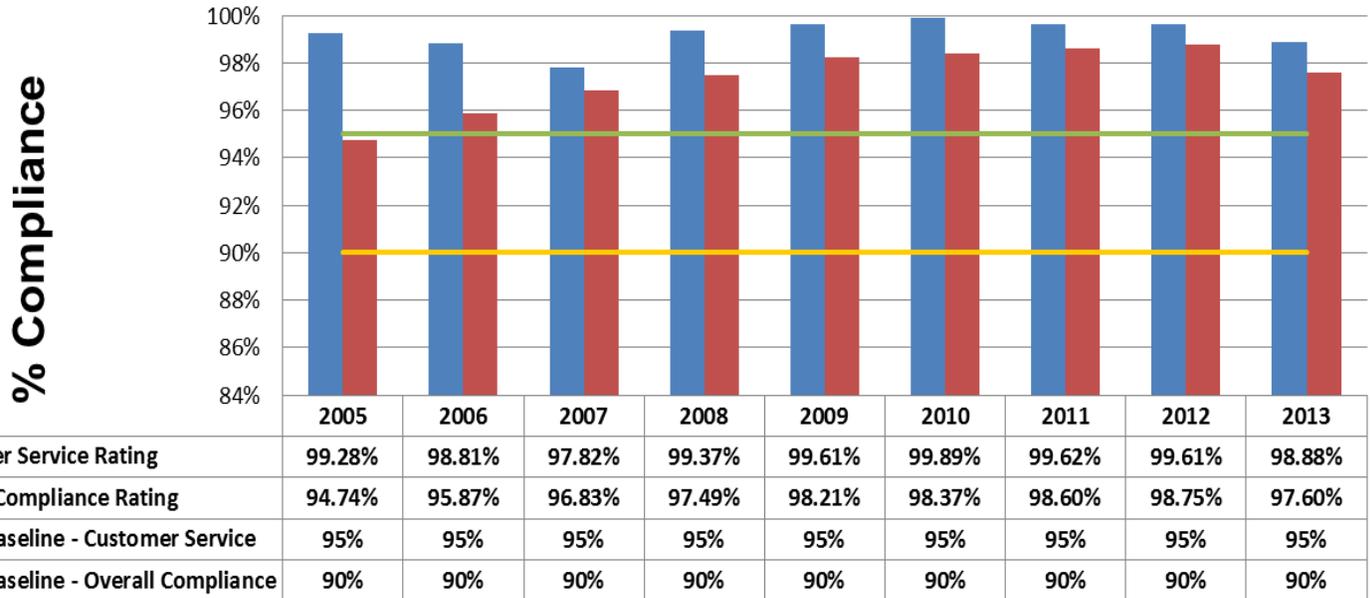
## EMD Compliance Scores

- **Customer Service Compliance Average\* (Baseline Requirement of 95%)**
  - Customer Service Compliance Average for **January, 2014: 99.73%**
  - Customer Service Compliance Average for **February, 2014: 98.25%**
  - Customer Service Compliance Average for **2014: 99.05%**
  
- **Total Compliance Average\* (Baseline Requirement of 90%)**
  - Overall Compliance Average for **January, 2014: 96.00%**
  - Overall Compliance Average for **February, 2014: 95.80%**
  - Overall Compliance Average for **2014: 95.91%**



\*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 20 years of research, development, and field testing throughout the world. Overall, the dispatch protocols are established by the IAED Board of Fellows which is responsible for setting the accreditation process of the International Academy. Per Academy standards, the Quality Improvement standards report requires a consistent, cumulative MPDS incident case review of at or above the stated baseline percentages.

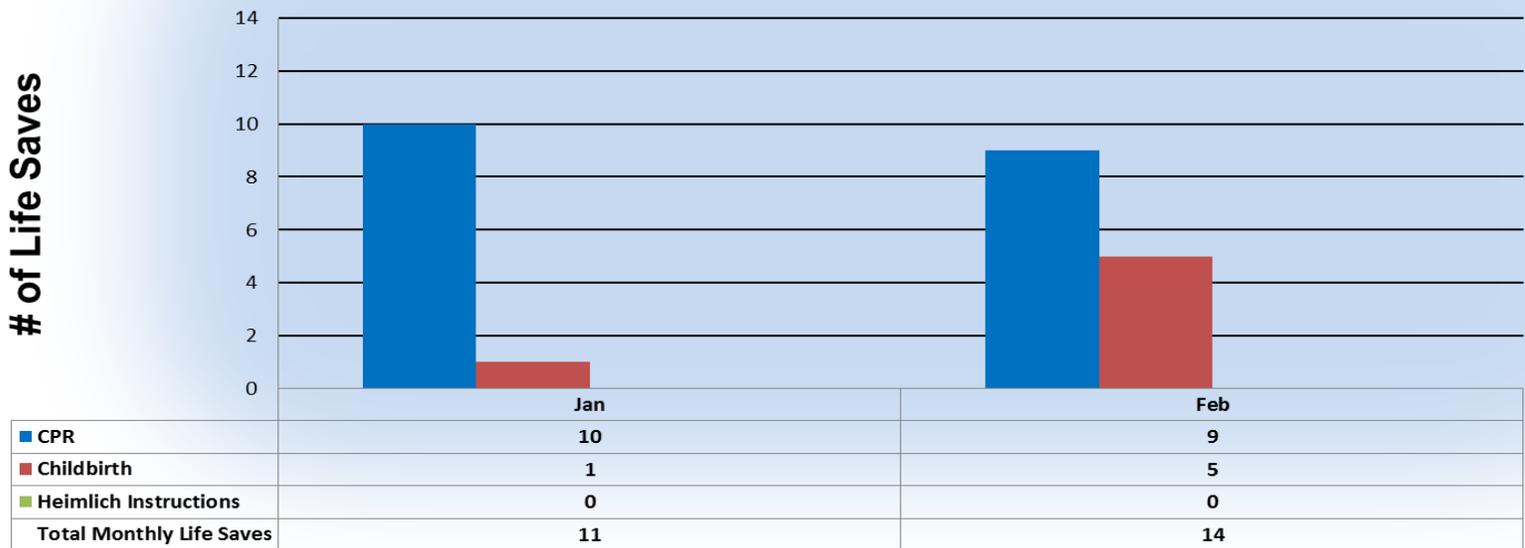
## International Academy of Emergency Dispatch Compliance Rating



## SRFECC – 25 Life Saves – 2014

During the months of January and February, 2014 our Public Safety Dispatchers Team performed EMD in accomplishing 19 CPR Life Saves, including six (6) child births, for a total amount of 25 Life Saves since January 1, 2014.

### SRFECC - 25 Life Saves - 2014



## **11 Life Saves – January, 2014**

1. On January 1<sup>st</sup>, 2014, ***Call Taker Andrew Grizzell***, A Nights Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in providing life-saving CPR instructions.
2. On January 4<sup>th</sup>, 2014, ***Recruit Dispatcher Maggie Badilla***, B Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in providing life-saving CPR instructions.
3. On January 10<sup>th</sup>, 2014, ***Dispatcher Summer Carroll***, B Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in providing life-saving CPR instructions.
4. On January 15<sup>th</sup>, 2014, ***Dispatcher Anna Meyer***, B Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in providing life-saving CPR instructions.
5. On January 16<sup>th</sup>, 2014, ***Recruit Dispatcher Maggie Badilla***, B Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in providing life-saving CPR instructions.
6. On January 17<sup>th</sup>, 2014, ***Recruit Dispatcher Maggie Badilla***, B Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in helping to deliver a Baby (Unk. Sex).
7. On January 20<sup>th</sup>, 2014, ***Dispatcher Elizabeth Strong***, A Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in providing life-saving CPR instructions.
8. On January 22<sup>nd</sup>, 2014, ***Dispatcher Katherine Shelton***, A Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in providing life-saving CPR instructions.
9. On January 24<sup>th</sup>, 2014, ***Recruit Dispatcher David Snider***, B Nights Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in providing life-saving CPR instructions.
10. On January 27<sup>th</sup>, 2014, ***Recruit Dispatcher David Snider***, B Nights Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in providing life-saving CPR instructions.
11. On January 27<sup>th</sup>, 2014, ***Dispatcher Lynn Walker***, B Nights Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in providing life-saving CPR instructions.

## **14 Life Saves – February, 2014**

1. On February 3<sup>rd</sup>, 2014, ***Dispatcher Katherine Shelton***, A Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in providing life-saving CPR instructions.
2. On February 4<sup>th</sup>, 2014, ***Recruit Dispatcher David Snider***, B Nights Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in helping to deliver a Baby (Unk. Sex).
3. On February 5<sup>th</sup>, 2014, ***Supervisor Barbara Vatalaro***, B Nights Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in helping to deliver a Baby (Unk. Sex).
4. On February 8<sup>th</sup>, 2014, ***Recruit Dispatcher Marlo Swett***, A Nights Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in helping to deliver a Baby Girl.
5. On February 12<sup>th</sup>, 2014, ***Dispatcher Anna Meyer***, B Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in helping to deliver a Baby (Unk. Sex).
6. On February 13<sup>th</sup>, 2014, ***Dispatcher Anna Meyer***, B Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in providing life-saving CPR instructions.
7. On February 17<sup>th</sup>, 2014, ***Recruit Dispatcher David Snider***, B Nights Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in providing life-saving CPR instructions.
8. On February 17<sup>th</sup>, 2014, ***Recruit Dispatcher Theresa Miller***, B Nights Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in providing life-saving CPR instructions.
9. On February 17<sup>th</sup>, 2014, ***Recruit Dispatcher Daniel Rangel***, A Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in helping to deliver a Baby (Unk. Sex).
10. On February 17<sup>th</sup>, 2014, ***Call Taker Amy McPherson***, A Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in providing life-saving CPR instructions.
11. On February 18<sup>th</sup>, 2014, ***Recruit Dispatcher Marlo Swett***, A Nights Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in providing life-saving CPR instructions.
12. On February 20<sup>th</sup>, 2014, ***Dispatcher Katherine Shelton***, A Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in providing life-saving CPR instructions.

- 13.** On February 24<sup>th</sup>, 2014, ***Dispatcher Elizabeth Strong***, A Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in providing life-saving CPR instructions.
- 14.** On February 26<sup>th</sup>, 2014, ***Call Taker Maggie Badilla***, B Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in providing life-saving CPR instructions.

The following data is the telephony performance measures for the Sacramento Regional Fire/EMS Communications Center (SRFECC) during February, 2014 for incoming and outgoing calls originating on 9-1-1 lines, Seven-Digit Emergency (7DE) lines, Allied Agencies (i.e. Sacramento Police Dept.) and Alarm Companies, as well as the Seven-Digit Administrative lines of the Center.

**Summary of Information**

During the month of February, 2014, SRFECC dispatch staff processed a total of **21,793** incoming calls and **7,470** outgoing calls for a total volume of **29,263**.

**Detailed Breakdown of Information**

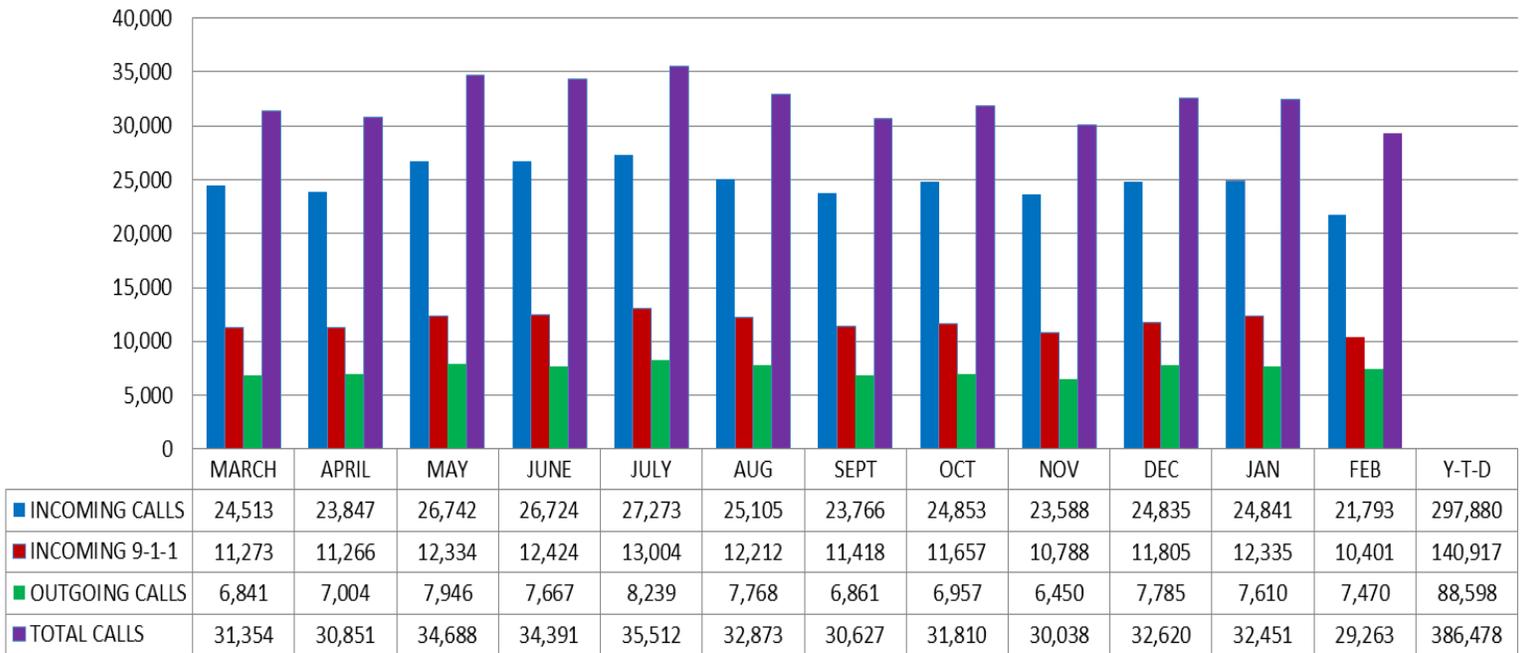
**Incoming 9-1-1 Calls:** There were **10,401** incoming 9-1-1 calls.

**7DE:** There were **3,394** incoming seven-digit emergency calls.

**Allied Agency/Alarm Co:** There were **2,781** incoming Allied Agency and Alarm Company calls.

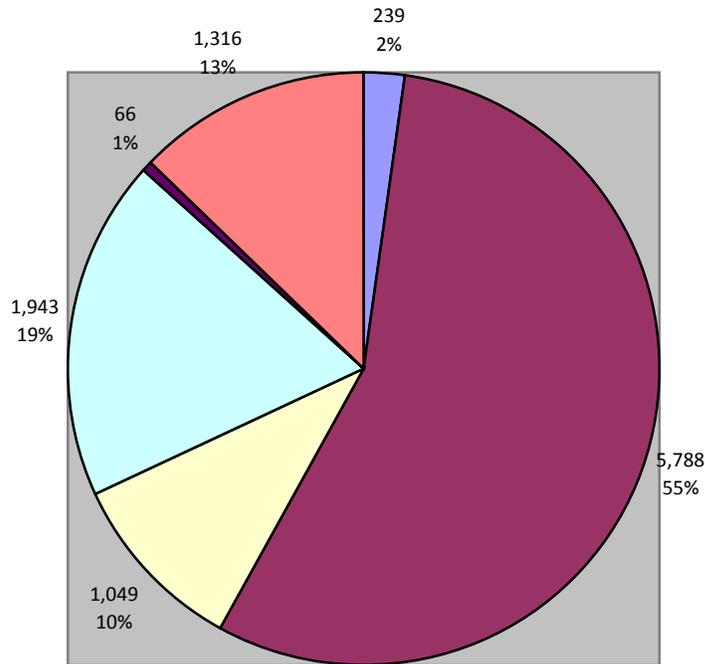
**7DA (Seven Digit Administrative Lines):** There were **4,906** incoming seven-digit administrative calls.

**2013/2014 - Telephony Performance Measure**



There were **10,401** incoming 9-1-1 calls and the following chart represents call distribution according to class of service (i.e. Wireless Phase 2, Residential, etc.).

**INCOMING 9-1-1 CALL DISTRIBUTION - February, 2014**



■ Wireless Phase 1   
 ■ Wireless Phase 2   
 ■ VOIP  
■ Residential   
 ■ Payphone   
 ■ Other (i.e. PBX)

**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.”*

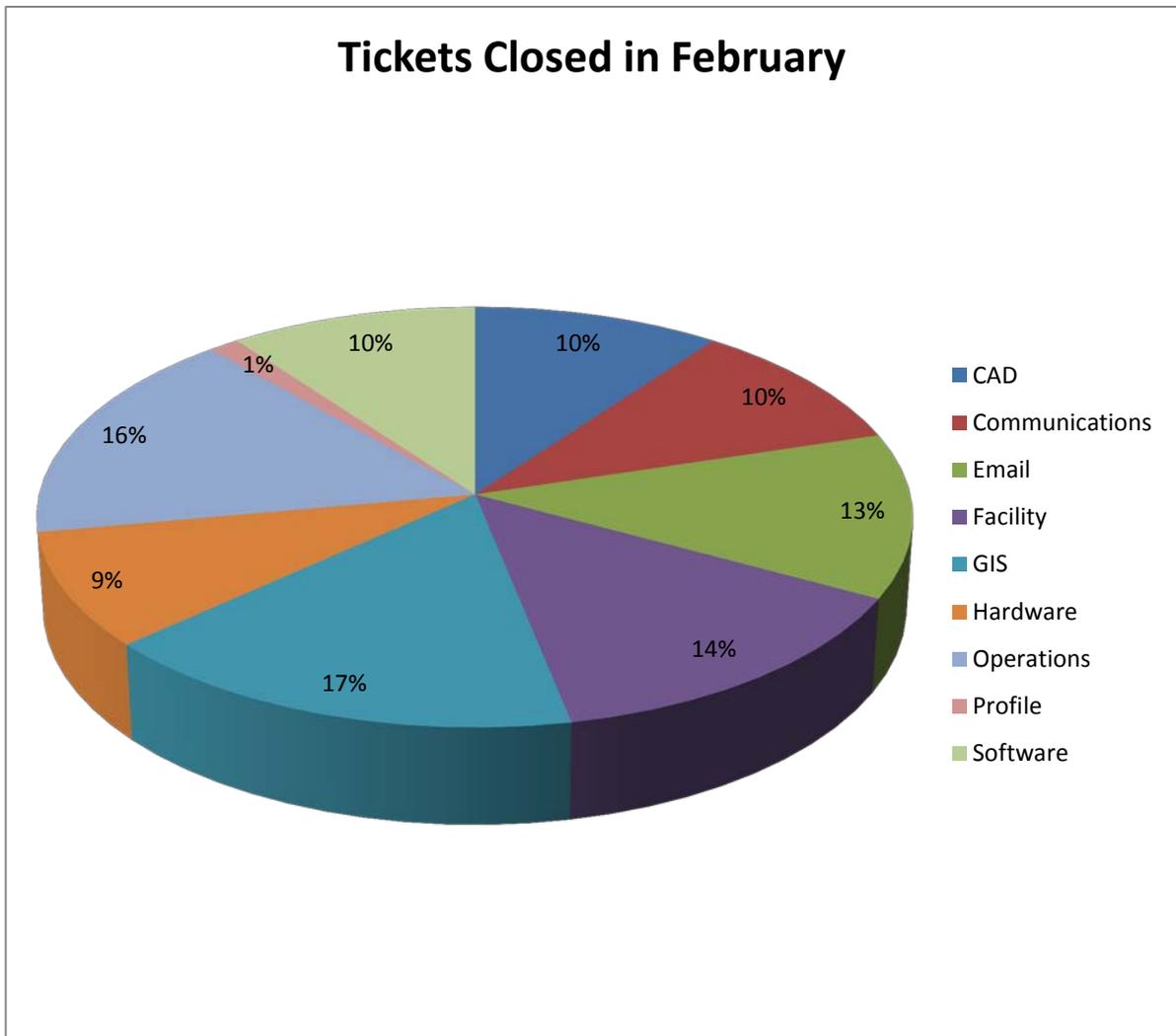
Utilizing the measure established by NFPA 1221, 2013 edition that all calls received on emergency lines shall be answered 95% of the time within 15 seconds – The dispatch team answered all calls on emergency lines **96.37%** of the time within 15 seconds, thus exceeding the recommended NFPA standard.

The standard of 99% percent of emergency lines answered within 40 seconds was exceeded by the SRFECCE dispatch team – The dispatch team answered all calls on emergency lines **99.59%** of the time within 40 seconds. Again, the dispatch team exceeded the recommended NFPA standard.

## Opened/Closed records per category

Date range 02/01/2014 - 02/28/2014  
 Generated on 03/17/2014 11:33

Category	Opened SRs	Closed SRs	Total (opened - closed)
CAD	15	8	7
Communications	11	8	3
Email	15	10	5
Facility	12	11	1
GIS	11	13	-2
Hardware	7	7	0
Operations	12	13	-1
Profile	5	1	4
Software	8	8	0
<b>Total</b>	<b>96</b>	<b>79</b>	<b>17</b>



City of  
**SACRAMENTO**  
Fire Department

DAN M. HAVERTY  
Interim Fire Chief

5770 Freeport Blvd., Suite 200  
Sacramento, CA 95822-3516

Ph: (916) 808-1300  
Fax: (916) 808-1629  
www.sacfire.org

February 28, 2014

Ms. Teresa Murray  
Chief Executive Director  
SRFECC  
10230 Systems Parkway  
Sacramento, CA 95827

**Subject: Member Agency Invoice Credit Option**

Dear Ms. Murray:

Please accept this letter as formal notice that the Sacramento Fire Department will not be exercising our option for an invoice credit under the recently approved SRFECC Board Resolution 19-13 FY 2013/2014 Budget Amendment - Option B. Given the terms of the deferment, inclusive of interest, we see no immediate benefit to our Department. Instead, we intend to fully pay the invoice for FY 2013/2014 as previously approved in both the SRFECC 2013/2014 FY Budget and Sacramento Fire Department 2013/2014 Budget.

If you have any questions, please do not hesitate to phone my office.

Sincerely,



Dan Haverty  
Interim Fire Chief

Cc: SRFECC Board of Directors