



Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3007

(916) 228-3070 – Fax (916) 228-3079

Amended A G E N D A

9:00 a.m.

Tuesday, August 26, 2014

MEETING OF THE GOVERNING BOARD OF SRFEC

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 (July 29, 2014)	Page	4-9
2. Budget to Actual (July)	Page	10
3. Revenues (July)	Page	11
4. Overtime Report (July)	Page	12

PROPOSED ACTION: Motion to Approve Consent Agenda

PRESENTATION:

1. Longevity Recognition:
 - a. Dana Guerrero – 21 years – August 2, 2014

COMMITTEE REPORTS:

1. Finance Committee (August 12, 2014)	Page	13-14
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. Chief Executive Director Compensation
Per the Contract of Employment for the CED, the Board will Determine Whether to Grant an Annual Merit Adjustment (range 1% - 5% of base salary).*
2. Resolution 07-14, To Adopt Strategy One (I) Under CalPERS California Employers Retiree Benefit Trust (CERBT) Program Page 15
3. *Discussion/Direction Regarding Request for Feasibility Study for Providing Dispatch Services for the City of Isleton and River Delta Fire District* Page 16-17

ITEMS FOR DISCUSSION AND POTENTIAL PLACEMENT ON FUTURE AGENDA:

PRESENTATION/INFORMATION:

1. Communications Center Statistics Page 18-23

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

1. Chief Executive Director*
2. IT Manager Page 24
3. Accounting Manager*
4. Communications Manager*

CORRESPONDENCE:

1. *Letter From Thomas A. Ferrara, Sheriff Coroner, Notifying Chief Baroni, Isleton Fire Department, of Termination of Dispatch Service as of September 30, 2014.* Page 25
2. *Letter From Thomas A. Ferrara, Sheriff Coroner, Notifying Chief Simi, River Delta Fire District, of Termination of Dispatch Service as of September 30, 2014.* Page 26

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*
Pursuant to California Government Code Section 54956.9(b)
The Board will meet in closed session to discuss significant exposure to litigation.
One (1) potential case
2. PERSONNEL ISSUES*
Pursuant to California Government Code Section 54957

ADJOURNMENT:

The next Special Board Meeting is September 23, 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 August 21, 2014.



Clerk of the Board

GOVERNING BOARD MEETING
July 29, 2014

GOVERNING BOARD MEMBERS

Chief Ron Phillips	City of Folsom Fire Department
Chief Walt White	City of Sacramento Fire Department
Deputy Chief Scott Cockrum	Sacramento Metropolitan Fire District

GOVERNING BOARD MEMBERS ABSENT

Chief Tracey Hansen	Cosumnes Community Services District
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COMMUNICATIONS CENTER MANAGEMENT

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

OTHERS IN ATTENDANCE

Paul Gant	General Counsel, SRFECC
Janice Parker	Administrative Analyst, SRFECC
Wendy Crosthwaite	Executive Assistant, SRFECC
Jill Short	Local 856 Representative
Donna Fender	Local 856 Representative
Kylee Soares	Operations Supervisor, SRFECC
Joe Thuesen	Administrative Supervisor, SRFECC
Sara Roush	Accounting Assistant, SRFECC
Barbara Vatalaro	Dispatch Supervisor, SRFECC
Tina Dungan	Dispatcher, SRFECC
Katherine Shelton	Dispatcher, SRFECC
Theresa Miller	Call Taker, SRFECC
Janet Tracy	Call Taker, 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. Correspondence addressing Chief Walt White as primary representative and Deputy Chief Ogan as alternate representative to the SRFECC Board, was taken out of order.
4. There was no public comment.
5. A motion was made by Chief Phillips and seconded by Chief White to approve the consent agenda and Board Meeting synopsis, June 24, 2014.

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

Motion carried.

6. Presentation

1. Longevity Recognition:
 - a. Katherine Shelton – 2 years – July 9, 2014
 - b. Summer Carroll – 14 years – July 24, 2014 (unable to attend)

Communications Manager Linda Luis acknowledged Katherine Shelton on her two-year anniversary. Ms. Luis shared pertinent statistics from Ms. Shelton's dispatching career. She shared with the Board that Katherine has become actively involved in the enhancement of our website, training and recently attended the ESRI conference. We are very grateful to have Katherine as a member of our team.

The Board offered their congratulations.

7. COMMITTEE REPORTS:

A. Finance Committee

Finance Committee met on July 10, 2014, and reviewed the GASB 45 report, as well as received an update from counsel.

B. Personnel Committee

The Personnel Committee met on June 10, 2014, received an update from counsel regarding potential litigation, personnel issues and labor negotiations.

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 #06-14, Delegation of Authority to Request Disbursements

This is one of the last steps to accomplish employee contribution to pre-fund OPEB.

A motion was made by Chief Phillips and seconded by Chief White to adopt Resolution #06-14, Delegation of Authority to Request Disbursements.

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

Motion carried.

2. Approval of California Employers' Retiree Benefit Trust Program Agreement and Election of SRFECC to Prefund Other Post Employment Benefits Through CalPERS.

This action will allow SRFECC to establish the OPEB trust account through CalPERS.

A motion was made by Chief White and seconded by Chief Phillips to approve this action.

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

Motion carried.

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

1. Discussion of Fire Service Medical Director for September Board Meeting agenda

10. PRESENTATION/INFORMATION:

1. Communications Center Statistics

The Communications Center Statistics were contained in the Board packet.

Because of the tremendous time commitment by Joe Thuesen for the CAD RFP demos June and July statistics will be included in the August packet.

Two additional supervisors are attending a certification class, which we will be hosting, and they will become part of the EMD evaluation team.

Chief Executive Director called attention to the impressive compliance percentage of the statistics.

Chief White asked about the evaluation process. Supervisor Thuesen said EMD compliance percentages are a result of call reviews using the AQUA program. Seven areas are examined and a compliance determination is made by comparing performance with the "Clausen" standardized protocols. 100% of child birth, choking and CPR calls are reviewed and evaluated.

2. Presentation by Joe Thuesen, Local 150 Representative

Supervisor Thuesen welcomed Chief White to the Board.

He said negotiations went very well and all interaction with management was interest-based and not confrontational. Joe expressed his appreciation to CED Murray and the Board.

11. CENTER REPORTS

A. Chief Executive Director Report

1. Ms. Murray welcomed Chief White.
2. SRF ECC has had many guests during the past month. Chief McDonald with the Las Vegas Fire Department along with about 12 of his staff members visited and talked with us regarding how we conduct our daily business.

Bill Pooley, Undersheriff for Tuolumne County, reached out to discuss the creation of a JPA. Chief Executive Murray will be meeting with their Mayor, City Manager, Sheriff and Police Chief within the next few weeks to help them create a plan to accomplish this. One idea that was a result of this initial discussion was the possibility of establishing a borderless, seamless response between police and sheriff agencies.

3. The AFLAC representative came and spoke with our team and provided information about the variety of benefits available.
4. Terry Barnes, our Sutter rep, visited us.

5. Shaheen Caplan, a Master's program candidate from California State University, and a student of CED Murray, toured the Center.
6. Katherine Shelton (Dispatcher), John Herrera, GIS Coordinator and Ramona Navarrete attended the ESRI Conference.
7. CAD demos went extraordinarily well. Counting both Web Ex attendees and those attending in person we had between 80 – 120 people participating each day. The next steps will include site visits by members of the scoring quorum in August. The top vendor should be identified in September, with a contract signed before January 1, 2015.
8. Ms. Murray met with representatives of OES regarding the Comm Van they would like SRFEC to host and have come to a tentative agreement. An inventory of the van to access technological upgrades has been completed.

B. IT Manager Report

1. The IT team closed 82 tickets during the month of June.
2. IT Manager Starosciak and her team hosted the Yolo County IT team and gave them tours of our Center and Training Facility/DR site. They were very impressed.
3. The Training Facility was the site of MISAC VM Ware training class. MISAC paid for the use of the facility, and included two of our IT personnel in the VM Ware class for no additional charge.
4. ESRI held a conference a couple of weeks ago at which John Herrera and Ramona Navarrete made a presentation addressing the regionalization of GIS.
5. John Herrera, Matt Wooden and Daniel Funderburg will attend and do a presentation at the upcoming Deccan International conference at the end of August. Because our organization has three individuals presenting, conference registration is free for any of our member agencies who wish to attend.

C. Accounting Manager Report

1. July 1st marks the beginning of the fiscal year and the Accounting Department has been extremely busy. In the past 18 months SRFEC has had 12 years (worth) of audits completed; a GASB 45 evaluation and have prepared the FY 2014/2015 budget. The Accounting team attended a webinar which offered training in the use of analyzing/forecasting tools, and the team is already putting the training to good use.
2. This is the first fiscal year that SRFEC will realize the benefit of the Calcard program. Accounting Manager Odell will discuss this Calcard program in more depth at the August Board Meeting.
3. The Accounting team has established an Accounting Wikipedia Page to document year-end procedures.
4. The Northern California Special Districts Insurance Authority (NCS DIA) will be conducting a thorough evaluation of their business processes. A review of how agencies are categorized, how actuarial tables are established and verification that the correct workers' comp code is being utilized will be conducted. NCS DIA is taking this action based in large part on feedback from Ms. Odell and Chief Executive Director

Murray who are on the NCSDIA Executive Board. This review/evaluation will result in cost savings not only for SRFECC, but for our sister agencies as well.

5. We have received the final draft of the evaluation that had been done by Armanino.

D. Communications Manager Report

1. July 4th dispatch went beautifully with no issues. As an expression of appreciation the Command Staff came in and cooked for dispatch personnel.

From 7:00 a.m. July 4th to 7:00 a.m. July 5th, dispatch handled 715 CAD incidents, down just “a hair” from last year. However, the actual number of 9-1-1 calls was 972, significantly higher than last year.

2. A one week radio academy has been completed for two of our recruits.
3. The CAD demos were conducted last week and three of our dispatch personnel are involved in the scoring quorum.
4. Several of the dispatch staff will participate in the EMD/QA training course.
5. Since last month Center personnel has handled: 46 structure fires; 70 grass fires; nine greater alarms; four MCI's and two special rescues; three water rescues and one vehicle into a structure; in addition to the deployment of numerous strike teams.

12. CORRESPONDENCE

None

13. BOARD MEMBER COMMENTS

Chief Phillips welcomed Chief White to the Board. He also thanked everyone for their continued effort on behalf of the member agencies.

Chief Phillips asked if there are any long term branding opportunities as a result of the third amended JPA agreement.

Chief White received feedback regarding the very professional environment created for the CAD vendors for their demos at the Training Facility.

Deputy Chief Cockrum thanked Linda Luis, Joyce Starosciak and Joe Thuesen for all of their hard work on his behalf.

He said the evaluation of the CED would be occurring in closed session and he knew it would be very good, and acknowledged that her success is a result of the staff fully supporting her vision.

14. COUNSEL REPORT

Counsel, Paul Gant, reported that the Third Amended JPA Agreement has been filed with the Secretary of State and he is waiting to receive confirmation.

15. ANTICIPATED ACTION ITEMS

Merit Compensation for Chief Executive Director

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. PUBLIC EMPLOYEE PERFORMANCE EVALUATION*

Pursuant to California Government Code Section 54957

Action/Discussion to Evaluate the Performance of:

Title: Chief Executive Director

Closed Session was convened at 10:12 a.m.

Open Session was re-convened at 11:25 a.m.

The Board received an update regarding potential litigation and reviewed information provided by the Personnel Committee regarding the evaluation of the Chief Executive Director. All aspects of the evaluation were outstanding and were adopted by the full Board.

17. The meeting of the Governing Board was adjourned at 11:25 a.m. until the next Meeting of the Governing Board scheduled for 9:00 a.m., August 26, 2014, at Metro Board Chambers, 10545 Armstrong Ave – Rooms #384-385, Mather, CA 95655-4102

Respectfully submitted,



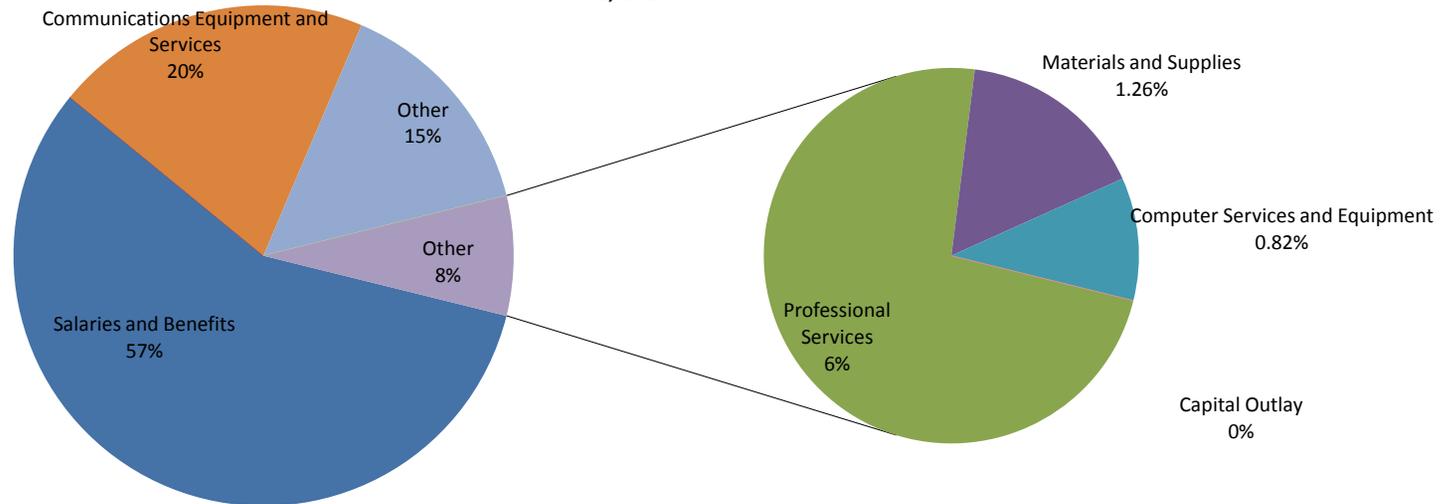
Janice Parker
Clerk of the Board

Scott Cockrum, Chairperson

Walt White, Vice Chairperson

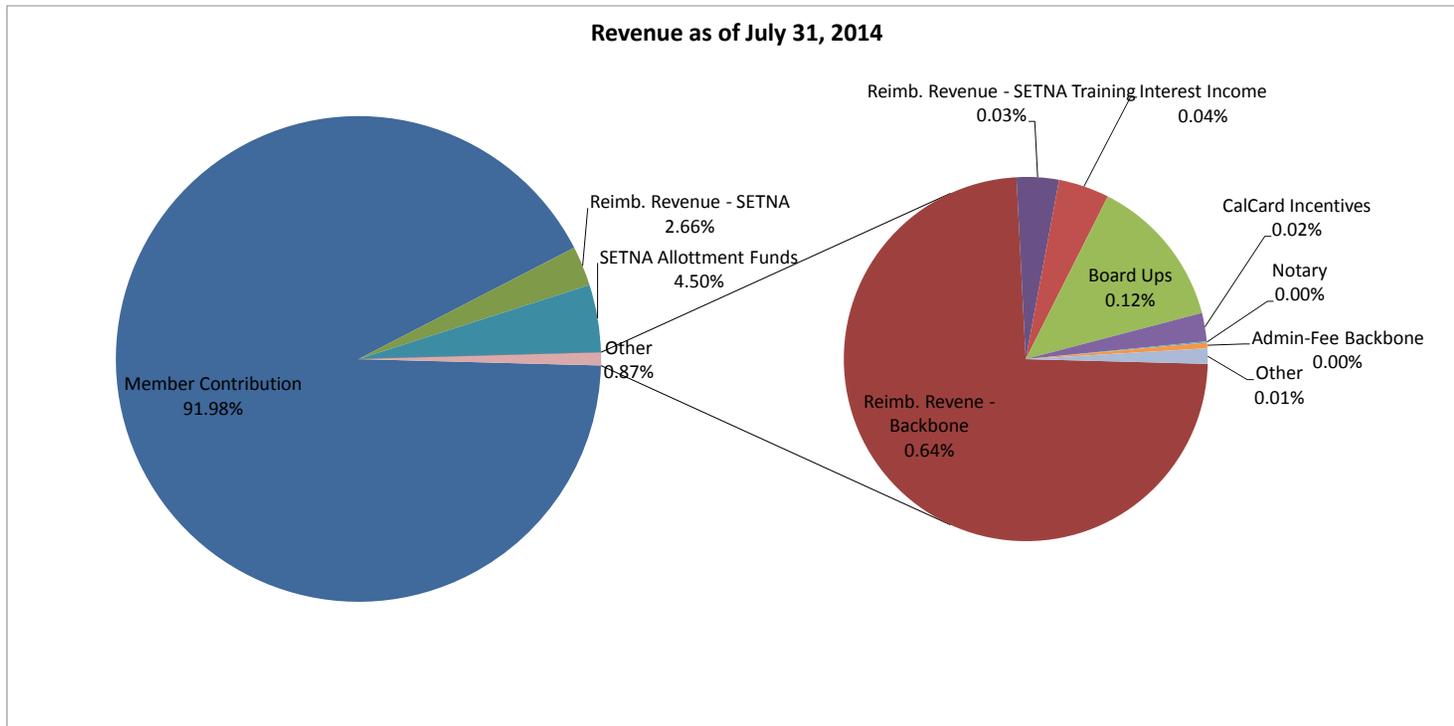
Sacramento Regional Fire/EMS Communications Center
 Fiscal Year 2014-2015
 Monthly Budget to Actual Report
 As of July 31, 2014

**Budget to Actual FY 13-14
 As of July 31, 2014**



Budget to Actual - FY 13/14 As of July 31, 2014					
Expenses	FY 14/15 Prelim Budget	YTD Expenses 07/31/14	Non-Operational Funding Sources	\$ Under / (Over) Budget	% Under/ (Over) Budget
Salaries and Benefits	6,192,296	472,101		5,720,195	92%
Professional Services	388,265	46,709		341,556	88%
Materials and Supplies	76,540	10,399		66,141	86%
Computer Services and Equipment	300,572	6,759			
Communications Equipment and Services	1,437,485	169,388		1,268,097	88%
Other	407,959	122,022		285,937	70%
Capital Outlay	1,130,740	-		1,130,740	100%
Total	9,933,857	827,378		8,812,666	99%

Days Remaining in Budget Period/Days YTD in Budget Period	92%
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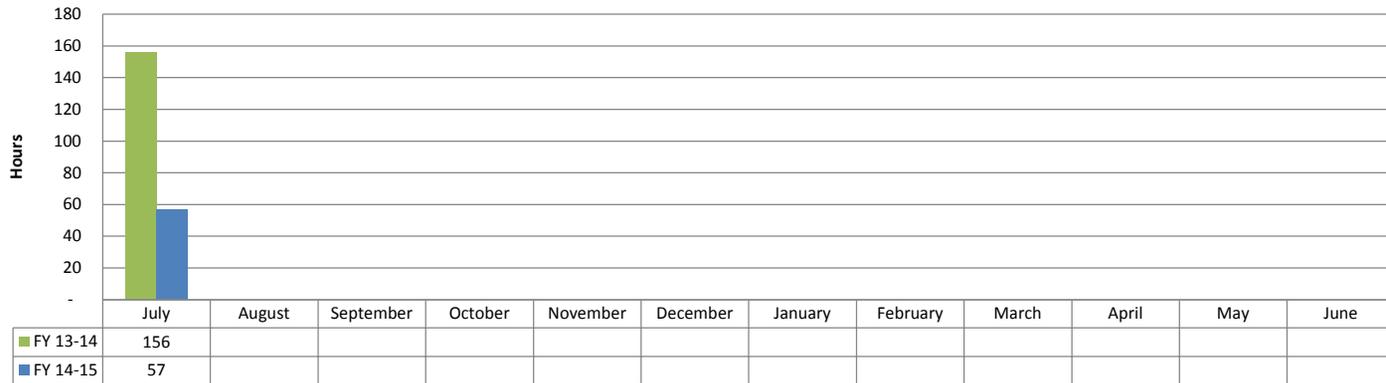


Revenues - FY 14/15 As of June 30, 2014		
	FY 14/15 Prelim Budget	Actuals as of 7/31/14
Member Contribution	8,478,132	-
Reimb. Revenue - Backbone	59,000	2,835
Reimb. Revenue - SETNA	244,985	215,041
Reimb. Revenue - SETNA Training	3,000	3,000
SETNA Allotment Funds	414,740	-
Other:		
Interest Income	3,600	325
Board Ups	10,800	2,650
CalCard Incentives	2,000	
Notary	100	
Admin-Fee Backbone	400	
Other	1,100	699
Total Other	18,000	3,674
Total	9,217,857	224,550

**FY 14-15 Comparative OT Report
 Admin Staff
 As of Jul. 31 2014**



**FY 14-15 Comparative OT Report
 Communications Staff
 As of Jul. 31, 2014**



FINANCE COMMITTEE MEETING

August 12, 2014

GOVERNING BOARD MEMBERS

Chief Tracey Hansen
Chief Ron Phillips

Cosumnes Community Services District Fire Department
City of Folsom Fire Department

GOVERNING BOARD MEMBERS ABSENT

COMMUNICATIONS CENTER MANAGEMENT

Teresa Murray
Lorinda Odell

Chief Executive Director
Accounting Manager

OTHERS IN ATTENDANCE

Janice Parker
Wendy Crosthwaite

Administrative Analyst, SRFEC
Executive Assistant

1. The meeting was called to order and roll call was taken at 10:34 a.m.
2. There was no public comment.
3. Discussion of FY 2013/2014 Year End Report

Accounting Manager Odell spoke briefly about the FY 2013/2014 year end closing. She stated SRFEC has a budget savings of approximately \$130,000 after reconciling every AP transaction. However, the Accounting team is still reconciling any potential financial differences between County Finance and Wells Fargo Finance because our fiscal year had been split between the two entities.

County Finance had retained \$104,511 to satisfy any outstanding obligation that SRFEC may have incurred prior to declaring its independence from the County. Enough time has passed for any obligation to have been met and we will request the return of our money. The final close out should occur by October.

Chief Executive Director said her intent was to take whatever amount is leftover and " earmark " it for the Comm Van SRFEC is receiving from OES, because we had not included any costs associated with a Comm Van in this fiscal budget. Based on a technical inventory, the van will need 800 MHz radio technology, four CAD positions, satellite capabilities, Direct TV, etc., for which OES will provide funding. Any maintenance costing over \$100 will be handled by OES; and all equipment installation will be done by OES as well.

Ms. Murray is looking for a "shelter" for the OES van and is reaching out to the member agencies. An offer has been made to construct an aluminum three-sided carport. The Board will have a conversation as to how the van will be used by any of our regional partners.

4. Discussion Regarding OPEB Trust

The recommendation by SRFEC based on our research regarding the investment strategy for the OPEB Trust is Strategy I. This Option (I) is the most established of the three available strategies.

The Committee members were in agreement with our recommendations, and a formal resolution will be brought before the full Board for approval.

CLOSED SESSION

5. CONFERENCE WITH LABOR NEGOTIATOR

Pursuant to Government Code Section 54957.6
Update on Fiscal Impact of Labor Negotiations

District Negotiator(s)

Counsel, Robert Kingsley
Teresa Murray, Chief Executive Director
Teamsters Local 856
Teamsters Local 150

Employee Organization(s)

Closed session was convened at 11:01 a.m.

Open session was reconvened at 12:09 p.m.

The Committee received an update regarding labor negotiations and provided direction to Chief Executive Director Murray.

6. The Finance Committee adjourned at 12:09 p.m. until the next Regular Meeting of the Finance Committee scheduled for 10:30 a.m. July 8, 2014, at Sacramento Regional Fire/EMS Communications Center, 10230 Systems Parkway, Sacramento, CA 95827.

Respectfully submitted,



Janice Parker
Clerk of the Board

Tracey Hansen, Chairperson

Ron Phillips, Vice Chairperson



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

Resolution #07-14

**Resolution to Adopt Strategy One (1) Under CalPERS
California Employers Retiree Benefit Trust (CERBT) Program**

Whereas, the SRFECC board has resolved to establish an OPEB trust for the purposes of prefunding future retiree health benefits and

Whereas, command staff has made a recommendation to the Finance Committee to adopt Fund Strategy One (1) under the CalPERS California Employers Retiree Benefit Trust Program and,

Whereas, the Finance Committee has accepted staff recommendation,

Therefore, let it be resolved, that the board has approved Fund Strategy One (1) under the CalPERS California Employers Benefit Trust Program.

THIS RESOLUTION was duly passed and adopted by the Governing Board of the Sacramento Regional Fire/EMS Communications Center at their regular meeting held on the 26th of August, 2014, by the following roll call vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

BY:

ATTEST:

Scott Cockrum, Chairperson

Walt White, Vice Chairperson



City of Isleton

101 Second Street P.O. Box 716 Isleton, Sacramento Co., California 95641
Tel: 916-777-7770 Fax: 916-777-7775 Email: Info@CityofIsleton.com

August 18, 2014

Ms. Teresa Murray
SRFECC
C/O Sacramento OES
3720 Dudley Road, Suite 122
McClellan, CA 95652



RE: Fire Dispatch for City of Isleton

The City has concerns about transferring dispatch from Solano County to Sacramento County.

We are requesting that SRFECC complete a feasibility study for Sacramento County to provide fire dispatch for our department. We are also concerned about ambulance dispatch.

Sincerely,

Daniel J. Hinrichs
City Manager

River Delta Fire District



STATION 87
16969 JACKSON SLOUGH RD PO BOX 541
ISLETON, CA. 95641
916-777-8701
Fire Chief, Stan Simi

Board Director, Kirk West

Board Member, Leland Laughlin
Secretary, Suzan Riddell

Board Member, Monty Evert

August 15, 2014

Teresa Murray
Sacramento Regional Fire/EMS Communications Center (SRFECC)
c/o Sacramento OES
3720 Dudley Blvd, Suite 122
McClellan, CA 95652

River Delta Fire District is requesting a feasibility study regarding River Delta Fire migrating over to SRFECC Com Center.

In addition we are requesting that any and all costs involved in implementing this switch be borne by Sacramento County.

Our main concern is that the new system will provide us adequate communication throughout our service area.

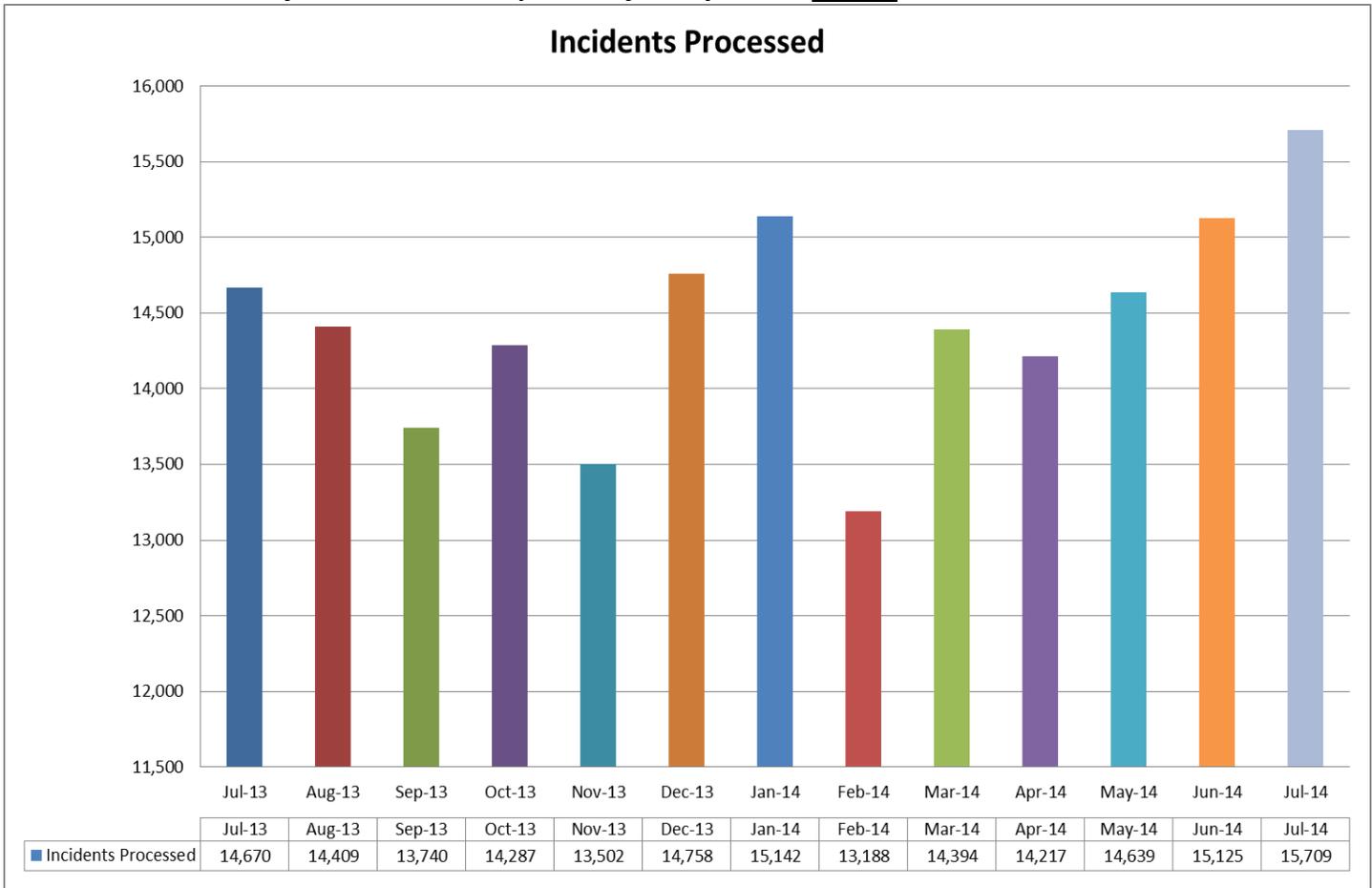
If you have any questions do not hesitate to contact me.

Sincerely,

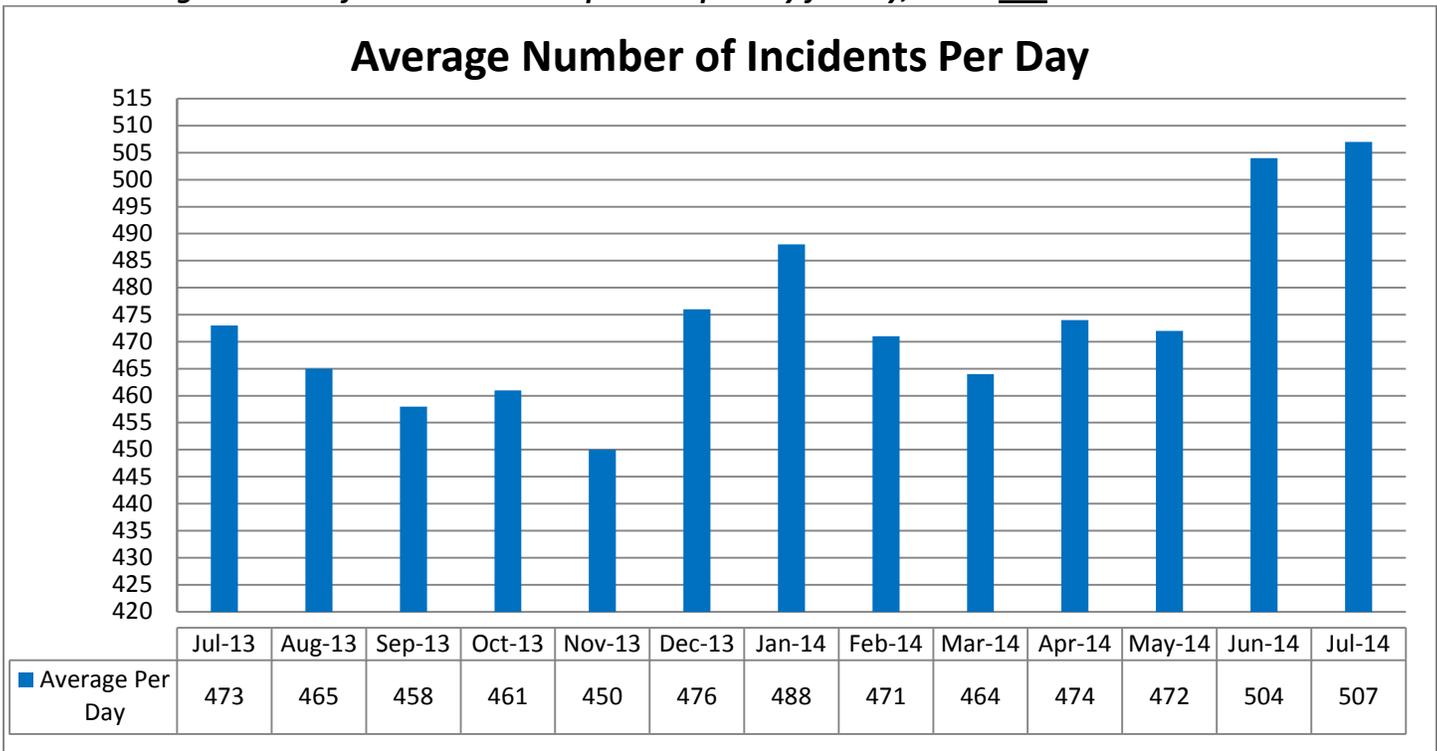
Stan Simi, Chief

09/26/07
17

Total number of CAD incidents dispatched for July, 2014: 15,709



Average number of CAD incidents dispatched per day for July, 2014: 507



The following data is the telephony performance measures for the Sacramento Regional Fire/EMS Communications Center (SRFECC) during the month of July, 2014 for all 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 July, 2014, SRFECC dispatch staff processed a total of **27,750** incoming calls and **8,791** outgoing calls for a total volume of **36,541**.

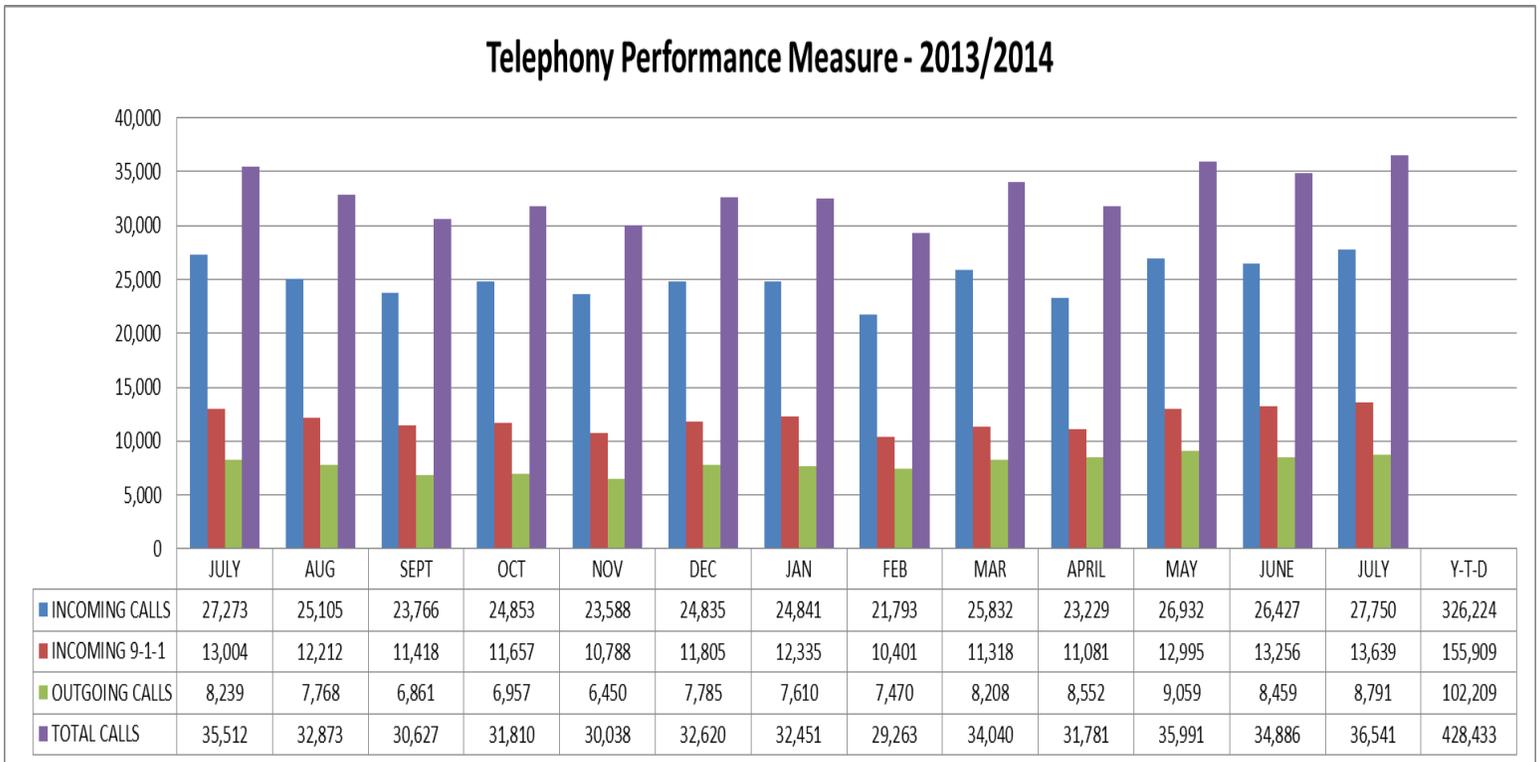
Detailed Breakdown of Information

Incoming 9-1-1 Calls: There were **13,639** incoming 9-1-1 calls.

7DE: There were **4,328** incoming seven-digit emergency calls.

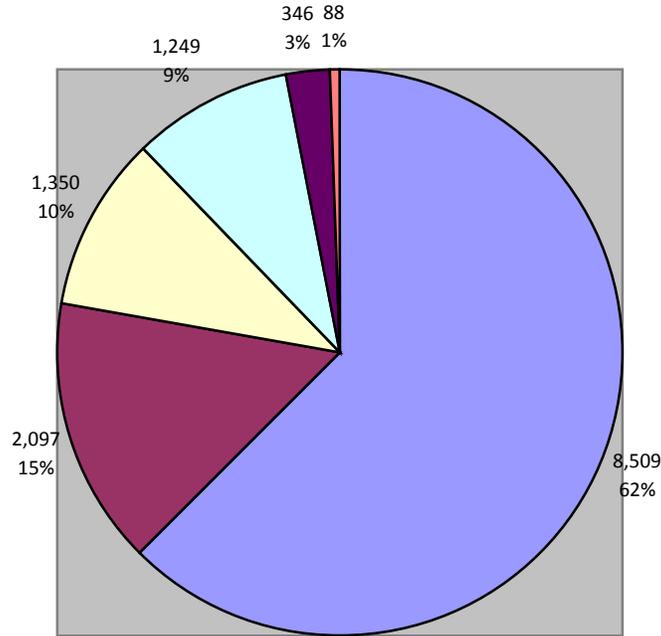
Allied Agency/Alarm Co: There were **3,350** incoming Allied Agency and Alarm Company calls.

7DA (Seven Digit Administrative Lines): There were **6,443** incoming seven-digit administrative calls.



The following chart represents call distribution according to class of service (i.e. Wireless Phase 2, Residential, etc.) for the 13,639 incoming 9-1-1 calls.

INCOMING 9-1-1 CALL DISTRIBUTION - July, 2014



Wireless Phase 2
 Residential
 Other (i.e. PBX)

VOIP
 Wireless Phase 1
 Payphone

NFPA 1221 – 2013 Edition

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

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

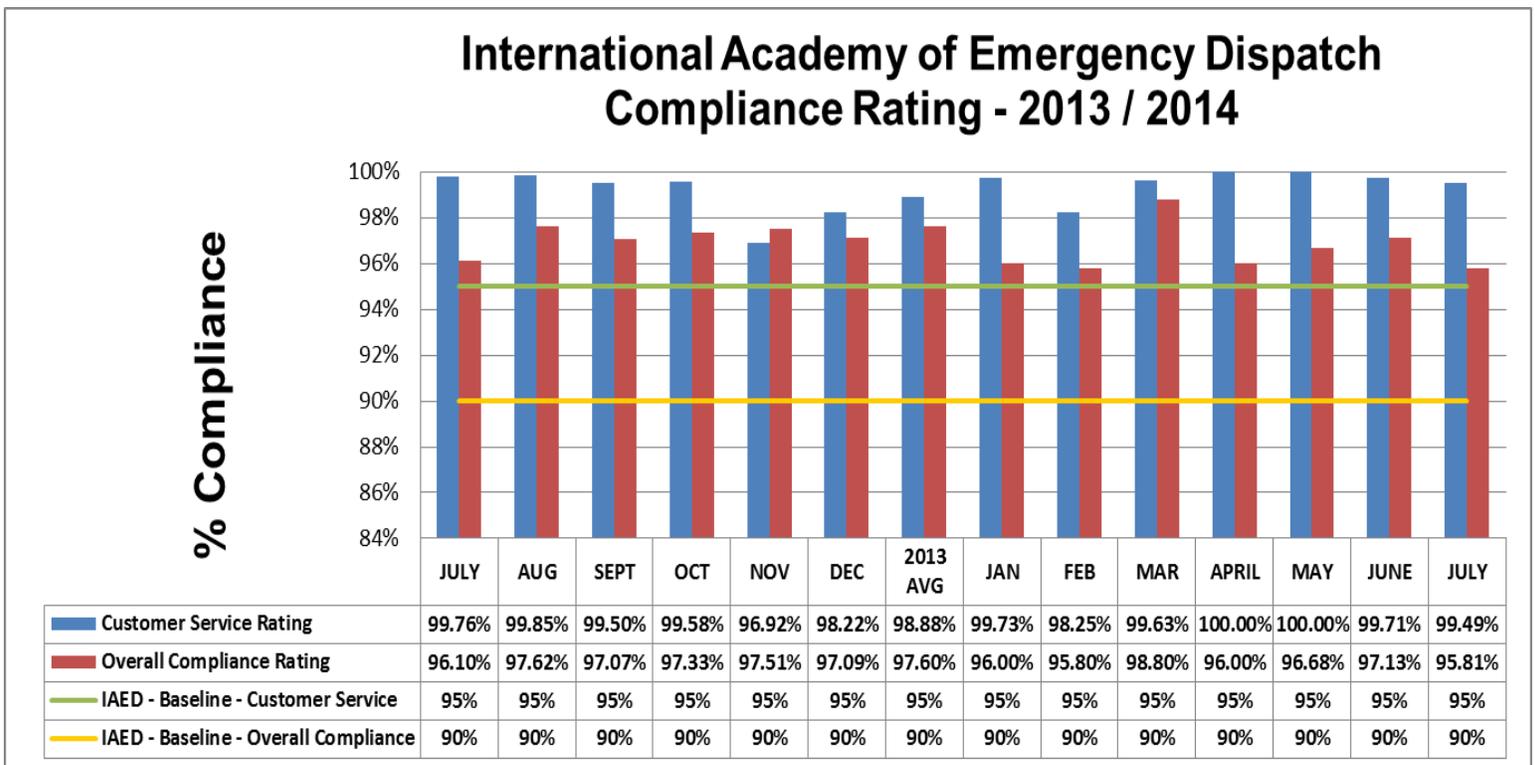
Utilizing the measure recommended by NFPA 1221-2013 ed. that all calls received on emergency lines shall be answered within 15 seconds 95% of the time. In July, the dispatch team answered all calls on emergency lines within 15 seconds **97.71%** of the time – **exceeding the standard by 2.71%**.

The standard of 99% percent of emergency lines answered within 40 seconds was also exceeded by the SRFECCE dispatch team. In July, the dispatch team answered all calls on emergency lines within 40 seconds **99.71%** of the time – **exceeding the standard by .71%**.

EMD Compliance Scores

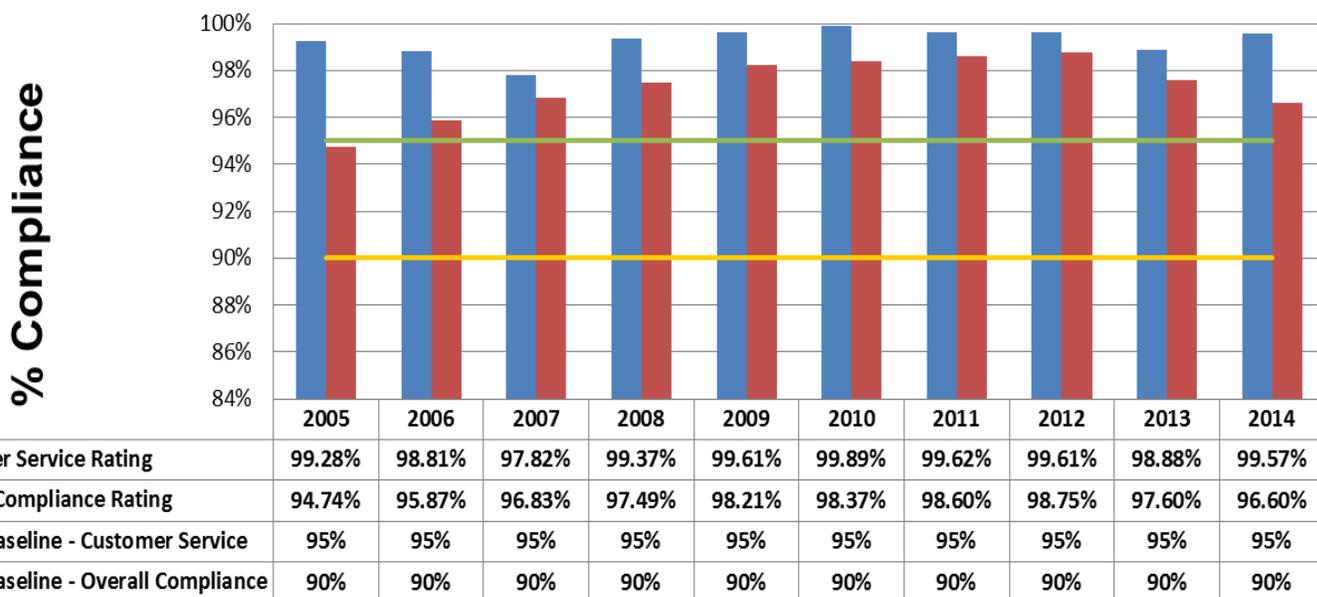
- **Customer Service Compliance Average* (Baseline Requirement of 95%)**
 - **Customer Service Compliance Average for 2014: 99.57%**
 - **Customer Service Compliance Average for June, 2014: 99.71%**
 - **Customer Service Compliance Average for July, 2014: 99.49%**

- **Total Compliance Average* (Baseline Requirement of 90%)**
 - **Overall Compliance Average for 2014: 96.60%**
 - **Overall Compliance Average for June, 2014: 97.13%**
 - **Overall Compliance Average for July, 2014: 95.81%**



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

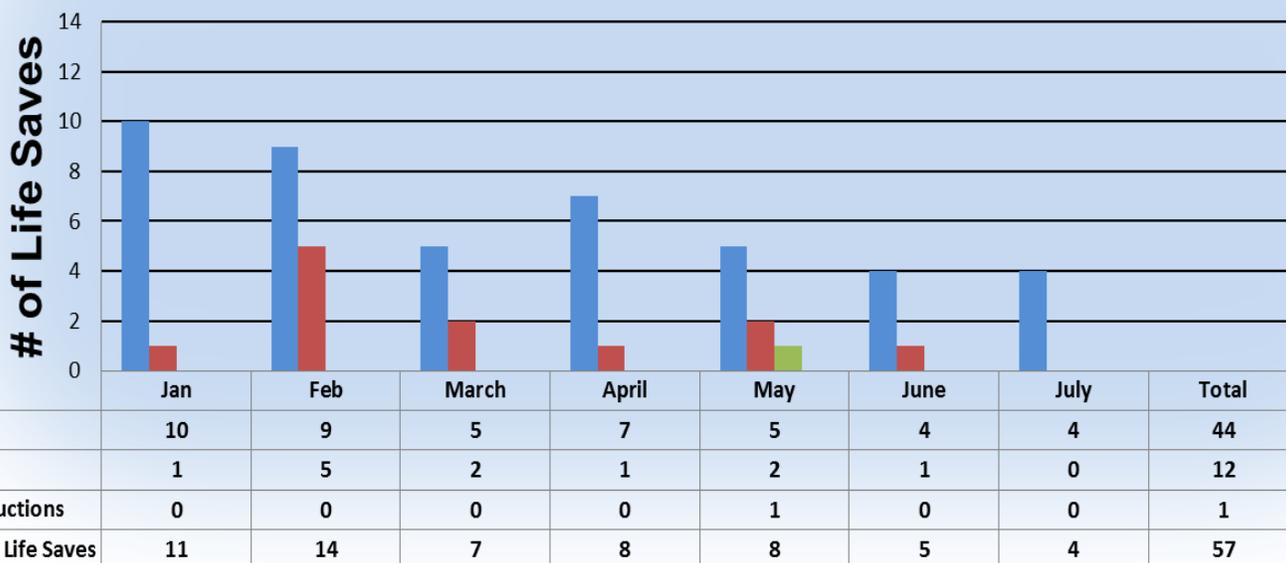
International Academy of Emergency Dispatch Compliance Rating



SRFECC – 57 Life Saves in 2014

Since January 1st, our Public Safety Dispatchers Team has performed EMD in accomplishing 44 CPR Life Saves, one (1) Choking save utilizing DLS Heimlich procedures, and 12 Child Births, for a total amount of **57** Life Saves.

SRFECC - 57 Life Saves - 2014



Five (5) Life Saves – June, 2014

1. On June 3rd, 2014, *Dispatcher Roman Kukharets*, B Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in providing life-saving CPR instructions.
2. On June 7th, 2014, *Call Taker Denise Tackett*, A Nights Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in providing life-saving CPR instructions.
3. On June 9th, 2014, *Dispatcher Lynn Walker*, B Nights Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in providing life-saving CPR instructions.
4. On June 9th, 2014, *Call Taker Angela Stefenoni*, B Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in providing life-saving CPR instructions.
5. On June 23rd, 2014, *Dispatcher Jillian Short*, A Nights Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in providing life-saving instructions for a caller delivering a baby in a non-hospital environment (Baby Boy).

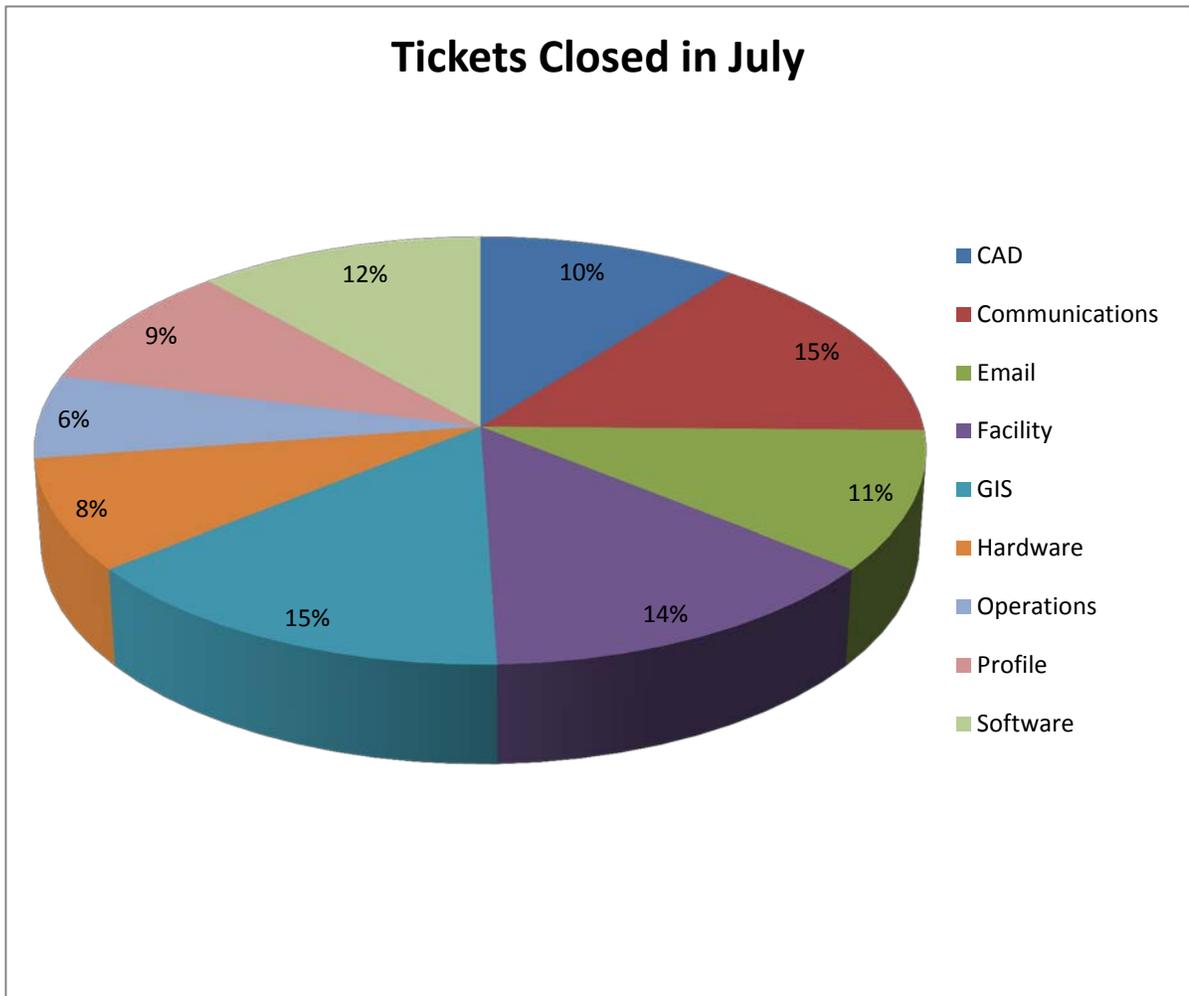
Four (4) Life Saves – July, 2014

1. On July 3rd, 2014, *Call Taker Maggie Badilla*, A Nights Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in providing life-saving CPR instructions.
2. On July 14th, 2014, *Supervisor Julee Todd*, B Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in providing life-saving CPR instructions.
3. On July 25th, 2014, *Dispatcher Whitney Walker*, A Nights Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in providing life-saving CPR instructions.
4. On July 30th, 2014, *Call Taker Daniel Rangel*, A Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in providing life-saving CPR instructions.

Opened/Closed records per category

Date range 07/01/2014 - 07/31/2014
 Generated on 08/08/2014 09:23

Category	Opened SRs	Closed SRs	Total (opened - closed)
CAD	13	10	3
Communications	17	14	3
Email	12	10	2
Facility	13	13	0
GIS	19	14	5
Hardware	11	8	3
Operations	6	6	0
Profile	10	9	1
Software	15	11	4
Total	116	95	21





SOLANO COUNTY SHERIFF'S OFFICE
Thomas A. Ferrara, Sheriff-Coroner

Office of Emergency Services
530 Clay Street, Fairfield, CA 94533
Office (707) 784-1600 / Fax (707) 421-6383

August 12, 2014

Isleton Fire Department
Chief Scott Baroni
210 Jackson Blvd
Isleton, CA 95641

Chief Baroni:

This letter serves as notification that the Solano County Sheriff's Office will terminate dispatch services for the Isleton Fire Department at midnight, September 30, 2014. Sacramento County Office of Emergency Services is to provide radio equipment and dispatch services after midnight, September 30, 2014.

The Solano County Office of Emergency Services will assist Isleton Fire Department and Sacramento County as requested to eliminate interruption in services, as can be controlled by Solano County. If you have any questions during the transition, please call me directly at (707) 784-1616.

Respectfully,

Thomas A. Ferrara
Sheriff-Coroner

Don Ryan
Emergency Services Manager

Cc:
River Delta FPD
Isleton City Mgr
Sacramento OES
Solano County SO
Medic Ambulance



SOLANO COUNTY SHERIFF'S OFFICE
Thomas A. Ferrara, Sheriff-Coroner

Office of Emergency Services
530 Clay Street, Fairfield, CA 94533
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August 12, 2014

River Delta Fire District
Chief Stan Simi
16969 Jackson Slough Rd
PO Box 541
Isleton, CA 95641

Chief Simi:

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Respectfully,

Thomas A. Ferrara
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Dedicated to Community Service