



# **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, May 13, 2014**

### **SPECIAL MEETING OF THE GOVERNING BOARD OF SRFECC**

**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 (March 25, 2014)	Page	4-10
2. Budget to Actual (March)	Page	11
3. Revenues (March)	Page	12
4. Overtime Report (March)	Page	13

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

#### **PRESENTATION:**

1. Longevity Recognition:
  - a. Mike Grace – 22 years – April 1, 2014
  - b. Chuck Schuler – 1 year – April 1, 2014
  - c. Matthew Wooden – 1 year – April 8, 2014
  - d. Matthew Hoffman – 1 year – April 22, 2014

#### **COMMITTEE REPORTS:**

1. Finance Committee (April 8, 2014)	Page	14-15
2. Personnel Committee (April 8, 2014)	Page	16

#### **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 #03-14, Amending N.C.S.D.I.A. Alternate Board Representative(s)	Page	17
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**ITEMS FOR DISCUSSION AND POTENTIAL PLACEMENT ON FUTURE AGENDA:**

**PRESENTATION/INFORMATION:**

1. Communications Center Statistics	Page	18-23
2. RFP for Medical Services Director*		
3. Draft Letter to Kim Zagaris, Chief, California Office of Emergency Services Fire and Rescue Branch, Expressing Formal Interest in Obtaining a Mobile Communications Van	Page	24

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

1. Chief Executive Director*		25
2. IT Manager	Page	
3. Accounting Manager*		
4. Communications Manager*		

**CORRESPONDENCE:**

1. Letter From Acting Sacramento City Fire Chief Lloyd Ogan, Stating his Desire to Remain Board Representative and the Appointment of Acting Deputy Chief Niko King as Alternate Representative	Page	26
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**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  
Action/Discussion to Appoint, Employ, Dismiss, Accept the Resignation of or Otherwise Affect the Employment Status of a Public Employee
2. **CONFERENCE WITH LABOR NEGOTIATOR\***

Pursuant to Government Code Section 54957.6

District Negotiator(s)

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

Employee Organization(s)

**ADJOURNMENT:**

The next Regular Board Meeting is May 27, 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 May 9, 2014.



Clerk of the Board

GOVERNING BOARD MEETING

March 25, 2014

**GOVERNING BOARD MEMBERS**

Deputy Chief Mike McLaughlin	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, SRF ECC
Janice Parker	Administrative Analyst, SRF ECC
Cierra Lewandowski	Payroll/Benefits Technician, SRF ECC
Mike Grace	Training Supervisor, SRF ECC
John Herrera	GIS Coordinator, SRF ECC
Jennifer Rooke	Recruit, SRF ECC
Anna Meyer	Dispatcher, SRF ECC
Jill Short	Local 856 Representative
Tara Poirier	Local 856 Representative
Joe Thuesen	Administrative Supervisor, SRF ECC
Angela Thuesen	Wife (Joe Thuesen)
Chris Boam	Mother-in-Law (Joe Thuesen)
Allan Boam	Father-in-Law (Joe Thuesen)

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 Phillips and seconded by Deputy Chief Ogan to approve the consent agenda and Board synopsis, February 25, 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 acknowledged Joe Thuesen's wife, Angela, and his in-laws, Chris and Allan Boam who were in attendance.

Ms. Murray congratulated Accounting Manager, Lorinda Odell, on her one year anniversary and expressed appreciation to Ms. Odell for all she has accomplished in only one year – from implementing an entire accounting software system to achieving complete financial independence from Sacramento County. Ms. Odell skillfully lead the members of her Accounting team and together they have accomplished tremendous evolution in the way in which financial matters are being handled at the Center.

Chief Executive Murray said Janice Parker, Administrative Analyst and Clerk of the Board, has been with the Comm Center for 15 years. Janice has blended her experience and knowledge of the previous Comm Center environment with the ever evolving culture of today. She has adapted to the changing elements of recruiting and hiring new personnel and has continued to provide loyal and professional service – Congratulations on your 15<sup>th</sup> anniversary.

Communications Manager, Linda Luis, congratulated Anna Meyer on her one year anniversary and shared her EMD and life-saving statistics.

Jill Short, Dispatcher and Local 856 Union Representative, celebrated five years of employment with SRF ECC and Ms. Luis offered her congratulations. She told the Board that Ms. Short has received two NAPCO awards this year: Trainer of the Year and Dispatcher of the Year, in addition to maintaining very impressive EMD and life-saving statistics.

Supervisor Joe Thuesen, who is currently the Administrative Supervisor, has been with the Center for 14 years. He works with Communications Manager Luis and Accounting Manager Odell, offering his expertise in statistical compilation and willingly shares his historical perspective and knowledge. As a Dispatch Supervisor, Joe has the most life-saves of anyone in our organization and maintains EMD statistics to be emulated. Both Managers expressed their appreciation and heart-felt congratulations.

Cierra Lewandowski, Payroll and Benefits Technician, has been with SRF ECC for 16 years, beginning as an ROP student, working in GIS and now is the Payroll and Benefits Technician. Accounting Manager Odell said she admired Cierra's fearlessness to take on new challenges and willingness to embrace "the changes" and grow professionally – congratulations.

IT Manager Starosciak spoke about John Herrera, GIS Coordinator. In one year John has utilized his previous experience and contacts to become actively involved in several professional organizations and has provided GIS services for many of our constituents. As part of the GIS Team, John won an award from MISAC and a SACOG Regional Award, as well done a BARB presentation at the Deccan conference and has been asked to speak at the upcoming ESRI conference. Ms. Starosciak thanked him for his service and offered her congratulations.

Chief Executive Director Murray also acknowledged all the other valued team members who were celebrating anniversaries, but were unable to attend the Board meeting.

Chief Cockrum congratulated and thanked everyone for their continued effort and support on behalf of the Center and member agencies.

- a. Chuck Moody – 17 years – March 1, 2014 (*not in attendance*)
- b. Cierra Lewandowski – 16 years – March 1, 2014
- c. Janice Parker – 15 years – March 1, 2014

- d. Casey Quintard – 5 years – March 2, 2014 (*not in attendance*)
- e. Jill Short – 5 years – March 2, 2014
- f. Brad Dorsett – 1 year – March 4, 2014 (*not in attendance*)
- g. Janet Tracey – 3 years – March 14, 2014 (*not in attendance*)
- h. Steve Wootton – 3 years – March 14, 2014 (*not in attendance*)
- i. Tina Dungan – 19 years – March 16, 2014 (*not in attendance*)
- j. John Herrera – 1 year – March 18, 2014
- k. Lorinda Odell – 1 year – March 18, 2014
- l. Andrew Grizzell – 1 year – March 25, 2014 (*not in attendance*)
- m. Hajra Kathrada – 1 year – March 25, 2014 (*not in attendance*)
- n. Anna Meyer – 1 year – March 25, 2014 (*not in attendance*)
- o. Sara Roush – 1 year – March 25, 2014 (*not in attendance*)
- p. Joe Thuesen – 14 years – March 27, 2014

**7. COMMITTEE REPORTS:**

A. Finance Committee

Finance Committee has not met.

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. Adopt National Public Safety Telecommunicators Week Proclamation

National Public Safety Telecommunicators Week is April 13 – April 19, 2014, and is set aside to recognize and honor the men and women dedicated to fielding and responding to requests for emergency assistance to insure a responsible and rapid termination.

A motion was made by Chief Phillips and seconded by Deputy Chief McLaughlin to adopt National Public Safety Telecommunicators Week Proclamation.

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

NOES:

ABSENT:

ABSTAIN:

Motion carried.

2. Resolution #02-14, Recommendation to Adopt Third Amended Joint Powers Authority Agreement

Counsel explained this resolution only makes a recommendation to each of the member agencies to adopt the Third Amended Joint Powers Agreement. Changes suggested at the March 7, 2014, Board Workshop as well as suggestions made by the legal counsels of each member agency have been incorporated. However, the

document remains broad enough to afford the member agencies guidelines without creating unnecessary restrictions.

A motion was made by Chief Phillips and seconded by Deputy Chief Ogan to adopt Resolution #02-14 with the following changes: 1) insert in C.2g a second sentence identifying the Personnel Committee as a standing committee with members being appointed by the Board; and 2) modifying C.2g to a generic "chief executive officer".

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. Communications Center Statistics**

January and February statistics were contained in the packet. Director Murray highlighted the consistently high percentage of customer service compliance as well as the large number of Help Desk tickets that have been closed since the last Board meeting.

Of particular note was the fact that within two months dispatch personnel have saved 25 lives.

### **11. CENTER REPORTS**

#### **A. Chief Executive Director Report**

1. Chief Executive Director Murray welcomed Local 856 representatives Tara Poirier and Jill Short and Joe Theusen, Local 150 representative.
2. Our thoughts and prayers go out to Deputy Chief Michelini and his family and wish him a speedy recovery from his recent accident.
3. We have been working very hard to complete the P-25 migration. The "radio team" not only put in a tremendous amount of hours for the actual cutover, but have been logging countless hours conducting pre-testing. We continue to work out any remaining "bugs" as a result of this migration.

Director Murray complimented the agencies and their representatives who were also on-site to assist with the cutover.

4. The RFP is in the final stages of review and will be published Friday, March 28<sup>th</sup>.
5. During the month of March the Comm Center has welcomed many visitors: Sac City Fire Recruits; 2) representatives from the Finance Departments of Sacramento City and Sacramento City Fire; 3) Chief Haverty (Sacramento City Fire); 4) representatives from Camino Fire toured the facility and discussed our organizational structure; 5) Brian Burkamp with the El Dorado County Board of Supervisors and the Mayor of Placerville, Carl Hagan also paid us a visit.

Director Murray is pleased and excited by the interest and enthusiasm expressed by all our visitors.

6. We have a new GIS volunteer, Ramona Navarrete, who previously had worked for the City of Folsom.

#### B. IT Manager Report

1. The cutover for P-25 has been consuming the majority of time for the IT Department and Ms. Starosciak thanked the member agencies for their support and assistance. She praised Chief Director Murray for preparing and executing this migration with calm leadership and professionalism. Ms. Murray actively participated with radio technicians and service providers, while keeping the members informed during each phase of the process. Well trained Center personnel performed with efficiency and professionalism during this very challenging event.

Operations Supervisor Soares did a great job coordinating the migration plan with the dispatchers on the floor and Matt Wooden and Brad Dorsett were available Sunday evening to help facilitate the migration.

Ms. Starosciak thanked Supervisors Mike Grace and Joe Thuesen for preparing a 100-page incident action plan document.

Chuck Schuler had assembled a 28-page testing plan available for use for the pre-cutover testing.

2. NAPCO asked IT Team members Matt Hoffman, Scott McCurdy and Mark Fleishman to do a cybersecurity presentation at their March meeting in Livermore. The meeting was very well attended and the audience actively participated.
3. The floor redesign is moving forward. The furniture has been ordered and should arrive in April.
4. Our UPS contract has been reviewed and renegotiated and as a result will save us \$5,000 a year.
5. The CAD RFP is posted for review until 5:00 p.m. this evening.

#### C. Accounting Manager Report

1. Our 2013 CAFR audit has been postponed and tentatively rescheduled for the week of April 20th.
2. Accounting Manager Odell and her team are preparing the quarterly tax report for the first time in SRFEC's history. Previously this report had been handled by Sacramento County Finance Department.
3. The Accounting Department has begun utilizing the Bloomberg, BNA as a valuable resource for legal, financial (accounting) and human resource questions. The on-line library is extremely comprehensive and one of the associates provided complimentary training to help us facilitate its use.
4. Accounting Manager Odell and her team are preparing the Preliminary FY 2014/2015 Budget and will present it at the upcoming Finance Committee meeting.

#### D. Communications Manager Report

1. We dispatched 13,188 incidents this month. Some significant events included: 22 structure fires, with one two-alarm and one three-alarm fire; five vehicles into structures; two level-two hazmats; one MCI (multi-casualty incident); and one vertical rescue on the bluff.
2. Five members of our dispatch staff participated in a multi-company drill simulating a five-alarm hospital incident.
3. We have been enjoying visits from our member agencies.
4. Our staff performed superbly during all of the radio testing and P-25 migration.
5. Many of our staff met with Caltrans and area first responders in preparation for "Fix-50". A dispatch representative will be in the traffic operations center during this on-going event.
6. Our next radio academy will be conducted in May.
7. National Public Safety Telecommunicators Week will commence April 13<sup>th</sup>, beginning with the annual awards banquet on Saturday, April 12<sup>th</sup>, at the California Automobile Museum in Sacramento.

SRFECC will honor Dispatcher of the Year, Elizabeth Strong, and Supervisor of the Year, Julee Todd.

#### 12. 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.

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

#### 13. BOARD MEMBER COMMENTS

Deputy Chief McLaughlin said it is an honor to be here and expressed how impressed he has been with the Comm Center and the professional way in which the personnel have handled the P-25 cutover.

Chief Phillips passed on his best wishes to Chief Michelini.

He wanted to thank Bob Kingsley and CED Murray for getting this Third Amended JPA agreement put together so quickly and ready for adoption.

He also expressed deep appreciation for handling the P-25 migration so skillfully. He said SRFECC made it look easy and seamless.

Deputy Chief Ogan thanked Communications Manager Luis and her team for the work they have put in on behalf of the "Fix-50" project. He said he was confident with the plans we have made to address this project, but he was not as confident about Caltrans.

He echoed the compliments of the other members.

Deputy Chief Cockrum was equally complimentary about the performance of SRFECC staff.

**14. COUNSEL REPORT**

None

**15. ANTICIPATED ACTION ITEMS**

1. RFP for Fire Service Medical Director
2. Preliminary Budget, FY 2014/2015

**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*

No Closed Session was convened.

17. The meeting of the Governing Board was adjourned at 10:07 a.m. until the next Meeting of the Governing Board scheduled for 9:00 a.m., April 29, 2014, at Metro Board Chambers, 10545 Armstrong Ave – Rooms #384-385, Mather, CA 95655-4102

Respectfully submitted,



Janice Parker  
Clerk of the Board

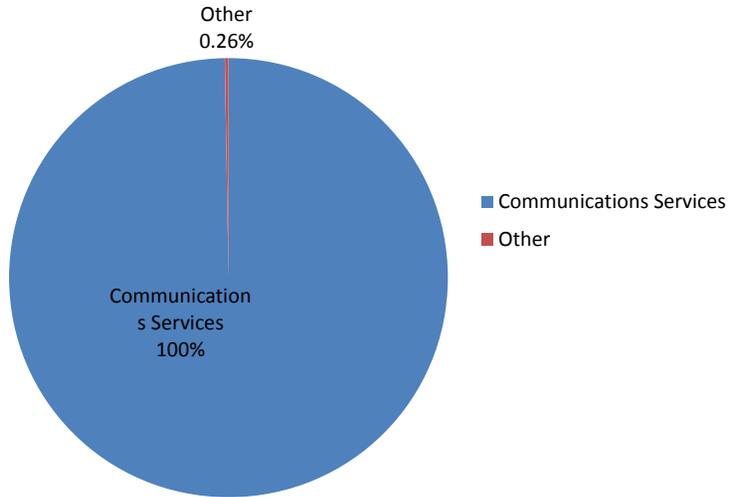
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Scott Cockrum, Chairperson

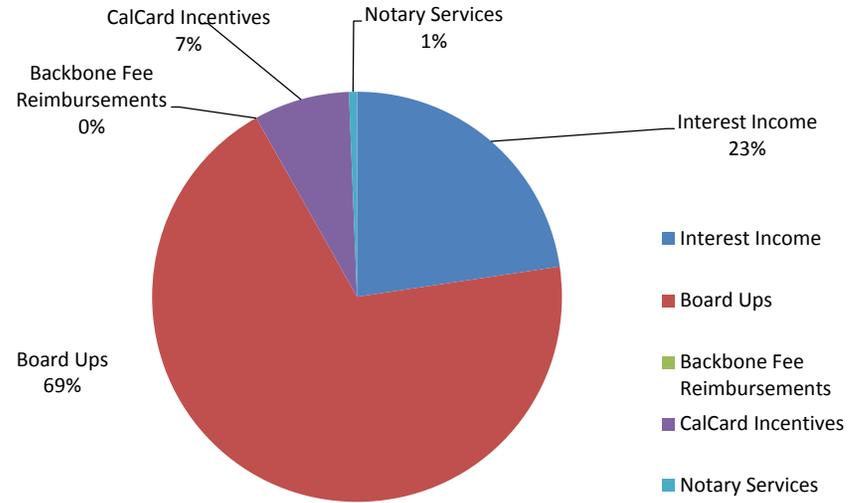
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Lloyd Ogan, Vice Chairperson

**YTD Revenues as of Mar. 31, 2014**

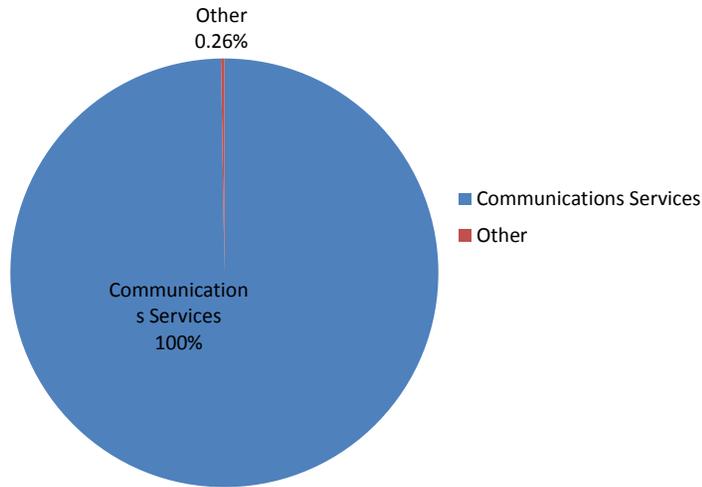


**YTD Other Revenues as of Mar. 31, 2014**

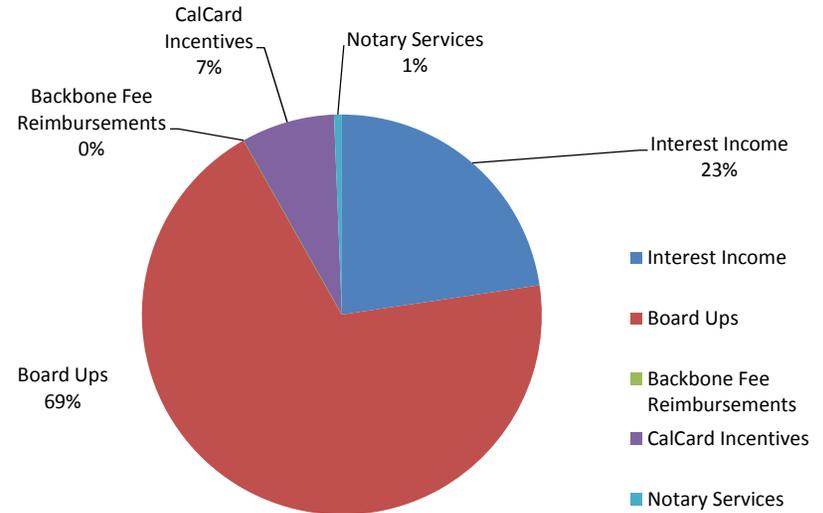


Revenues - FY 13/14 As of Mar. 31, 2014		
	MTD 03/31/14	YTD 03/31/14
<b>Communications Services</b>	1,809,132	7,993,132
<b>Other:</b>		
Interest Income		2,831
Board Ups	3,450	8,650
Backbone Fee Reimbursements	-	-
CalCard Incentives		942
Notary Services	-	80
Other Income	6,100	10,615
<b>Total Other</b>	<b>9,550</b>	<b>23,118</b>
<b>Total</b>	<b>1,818,682</b>	<b>8,016,250</b>

**YTD Revenues as of Mar. 31, 2014**

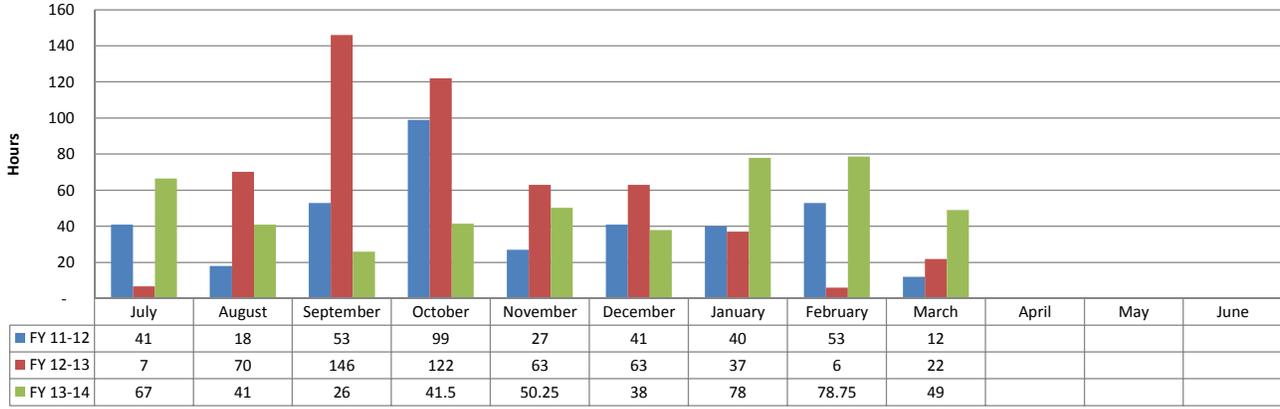


**YTD Other Revenues as of Mar. 31, 2014**

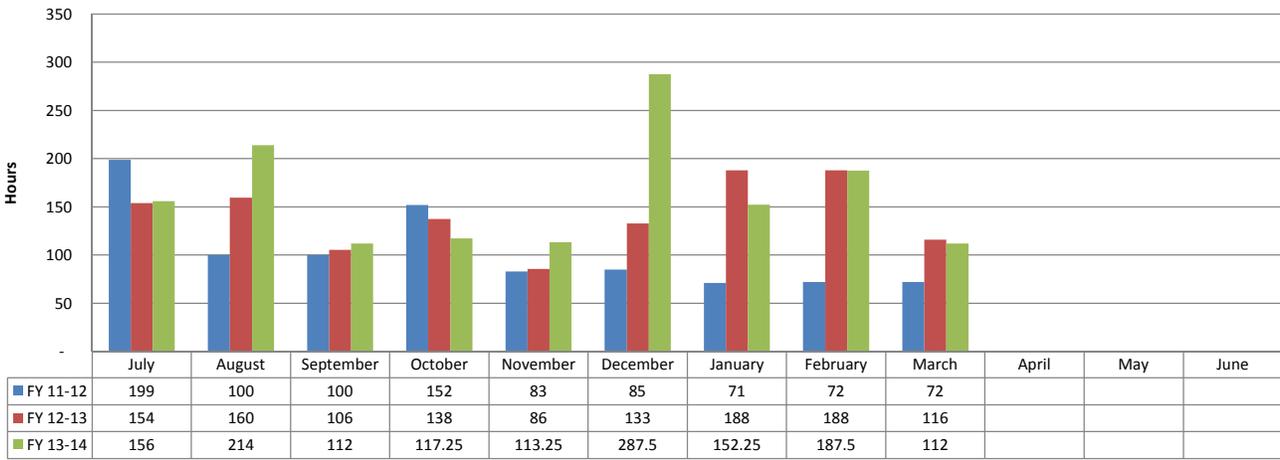


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Other Income	6,100	10,615
Total Other	9,550	23,118
<b>Total</b>	<b>1,818,682</b>	<b>8,016,250</b>

**FY 13-14 Comparative OT Report  
 Admin Staff  
 As of Mar. 31, 2014**



**FY 13-14 Comparative OT Report  
 Communications Staff  
 As of Mar. 31, 2014**



## FINANCE COMMITTEE MEETING

April 8, 2014

### GOVERNING BOARD MEMBERS

Chief Tracey Hansen	Cosumnes Community Services District Fire Department (via conference call)
Chief Ron Phillips	City of Folsom Fire Department

### GOVERNING BOARD MEMBERS ABSENT

### COMMUNICATIONS CENTER MANAGEMENT

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

### OTHERS IN ATTENDANCE

Janice Parker	Administrative Analyst, SRFEC
Wendy Crosthwaite	Executive Assistant

1. The meeting was called to order and roll call was taken at 10:41 a.m.
2. There was no public comment.
3. Discussion/Review of Preliminary Budget FY 2014/2015

Accounting Manager Odell and her team prepared the Preliminary Budget FY 2014/2015, for discussion and review. The format of the budget has changed from previous years, incorporating additional line items and detail, but many items are standard reoccurring expenses that had been listed in the 2013/2014 Budget.

Significant budget changes of note however, include \$500,000 for a contracted, full time Medical Director position; capital improvement costs related to the P-25 migration and radio infrastructure; and CAD build. These are budgeted through the CIP, but grants and other available funding may offset some of these expenses in the final budget. New radio consoles are approximately \$60,000 a piece, but that does not address "backroom" expenses. It is important with the implementation of the P-25 migration that we also update the radio consoles. We have only budgeted for four out of twelve console updates in this fiscal year.

We are strategically examining ways to mitigate reoccurring costs and have included funding for a radio tower with the idea of offering rental space on the tower as a potential source of revenue.

This preliminary budget also includes interest from our Wells Fargo savings account, \$2,000 in Calcard incentives and reimbursement backbone revenue.

\$500,000 budgeted for the Medical Director is for an entire year. Chief Phillips stated \$25,000 had been included in the previous budget, and we should therefore show only an additional \$475,000 as change in member contribution for Fiscal Year 2014/2015.

In this Preliminary 2014/2015 Budget, approximately \$1.2 million will be moved from Capital Improvement reserve account to cover P-25 migration, radio infrastructure and the CAD build. These expenses are not covered by SETNA money. The CAD RFP is due back May 16<sup>th</sup> and Chief Hansen felt a Board workshop to address future large capital outlays would be beneficial at that time. Any change in our financial needs can be addressed prior to adopting the Final Budget, FY 2014/2015.

Chief Phillips asked for clarification regarding the expenditures associated with P-25 migration, radio infrastructure and CAD build. Chief Director Murray outlined potential areas within these projects that might require additional funds.

CalPERS Health Care and CalPERS employer contribution rates have risen for fiscal year 2014/2015, and are reflected in the budget.

Holiday Pay is a new line item that had previously been incorporated in Base Salary and Wages; it is not however, a new expenditure. For the present time SRFECC will maintain staffing level at 55.

Continued use of pagers should be reviewed to ascertain continued viability. Chief Phillips will add this discussion to the County Chiefs agenda along with the Medical Director position.

Printing Services line item has increased because shredding services have been incorporated from its previous location – Miscellaneous Services.

Chief Phillips said the Preliminary Budget has increased by \$732,000, with \$500,000 of the increase attributed to the Medical Director position. However, beyond the agreed upon funding for the Medical Director position, there will be no increase in member contribution. Chiefs Hansen and Phillips expressed their support and asked that the budget increase be addressed with the Board at our meeting.

#### 4. Discussion of Impact of CAD (RFP) and Future Projects

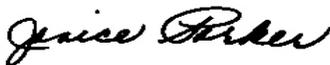
Director Murray had provided a gap analysis at the Chiefs meeting. The CAD Coordinators, Fire Chiefs, IT team members and CAD RFP representatives have been given potential costs for Metro E, fiber, any internet infrastructure, etc. However, each agency will have specific requirements for new CAD implementation depending upon their needs and existing infrastructure and it might be beneficial to have ComTech perform assessments of each fire station.

Chief Phillips asked about any additional capital improvement/growth projects that might be on the horizon and how long term funding might affect his future budget planning.

He said discussions should begin regarding a new facility and what should be done with the existing one; as well as if/when/how new members might join our JPA. Chief Director Murray said that several options are currently being explored and evaluated. Discussions will ensue as additional information becomes available.

#### 5. The Finance Committee adjourned at 11:40 a.m. until the next Regular Meeting of the Finance Committee scheduled for 10:30 a.m. May 13, 2014, at Sacramento Regional Fire/EMS Communications Center, 10230 Systems Parkway, Sacramento, CA 95827.

Respectfully submitted,



Janice Parker  
Clerk of the Board

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Tracey Hansen, Chairperson

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Ron Phillips, Vice Chairperson

**PERSONNEL COMMITTEE MEETING**  
**Tuesday, April 8, 2014**

**COMMITTEE MEMBERS**

Deputy Chief Lloyd Ogan	City of Sacramento Fire Department
Deputy Chief Scott Cockrum	Sacramento Metropolitan Fire District

**COMMUNICATIONS CENTER MANAGEMENT**

Teresa Murray	Chief Executive Director
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**OTHERS IN ATTENDANCE**

Janice Parker	Administrative Analyst, SRFEC
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1. The meeting was called to order at 9:06 a.m. and roll call was taken.
2. There was no public comment
3. Closed Session was convened at 9:06 a.m.

A. Personnel Issue(s)

*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*

Open Session was reconvened at 9:53 a.m.

The Committee received an update regarding a personnel issue, no action was taken.

4. The meeting was adjourned at 9:53 a.m. until the next scheduled meeting of the Personnel Committee.

Respectfully submitted,

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

**RESOLUTION #03-14**  
**Amending N.C.S.D.I.A. Alternate Board Representative**

**WHEREAS**, Sacramento Regional Fire/EMS Communications Center desires to make an amendment to Resolution 03-13, under Section (2), leave primary representative unchanged, Chief Executive Director, and change the alternate appointees from Operations Manager to Communications Manager and add an additional alternate representative, Accounting Manager.

**NOW, THEREFORE, BE RESOLVED** as follows:

- (2) That this agency hereby appoints the Chief Executive Director as its voting representative and the Communications Manager and Accounting Manager as its second alternate voting representative(s) on the Board of Directors of the Northern California Special Districts Insurance Authority.

PASSED AND ADOPTED by the Governing Board of the Sacramento Regional Fire/EMS Communications Center this 13<sup>th</sup> day of May, 2014, the following vote, to wit:

AYES:

NOES:

ABSTAIN:

ABSENT:

BY:

ATTEST:

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Scott Cockrum, Chairperson

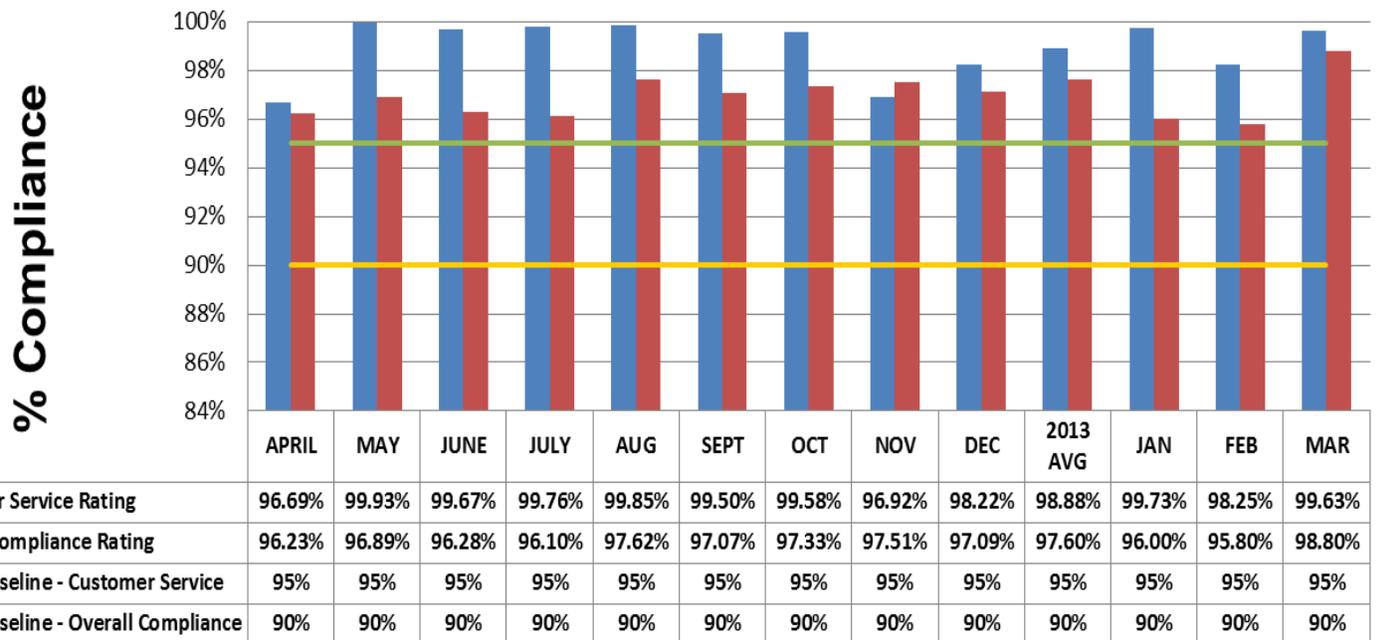
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Lloyd Ogan, Vice Chairperson

## EMD Compliance Scores

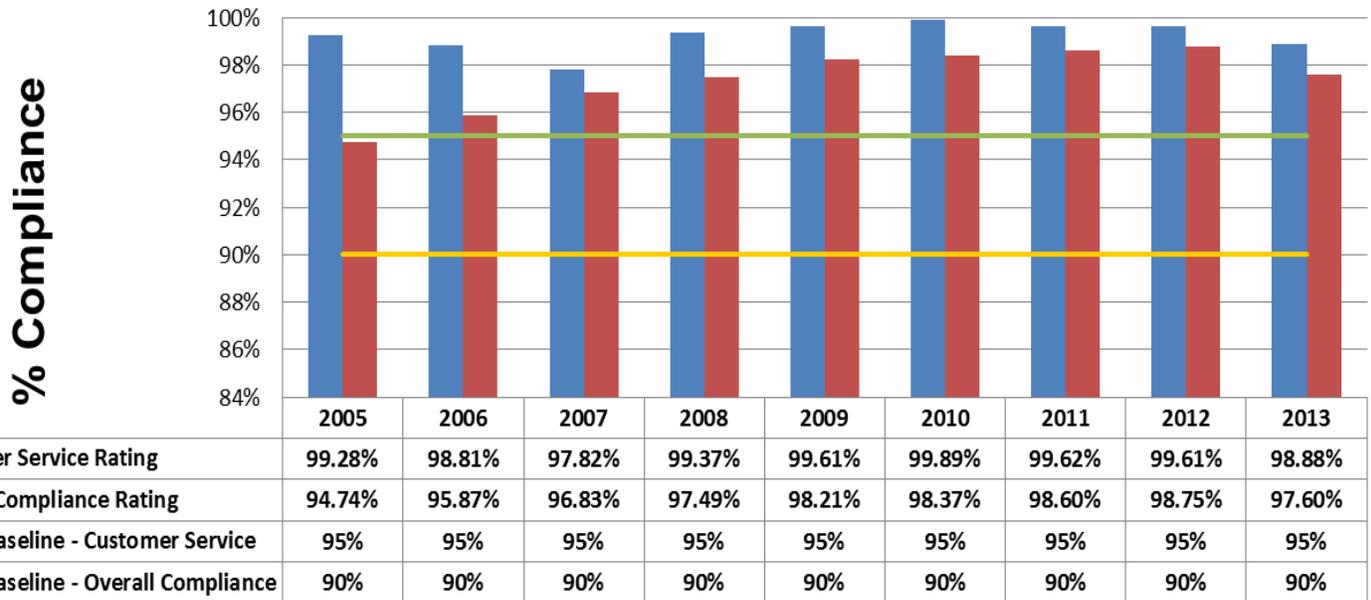
- **Customer Service Compliance Average\* (Baseline Requirement of 95%)**
  - **Customer Service Compliance Average for 1<sup>st</sup> Quarter, 2014: 99.25%**
  - **Customer Service Compliance Average for March, 2014: 99.63%**
  
- **Total Compliance Average\* (Baseline Requirement of 90%)**
  - **Overall Compliance Average for 1<sup>st</sup> Quarter, 2014: 96.79%**
  - **Overall Compliance Average for March, 2014: 98.80%**

### International Academy of Emergency Dispatch Compliance Rating - 2013 / 2014



\*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.

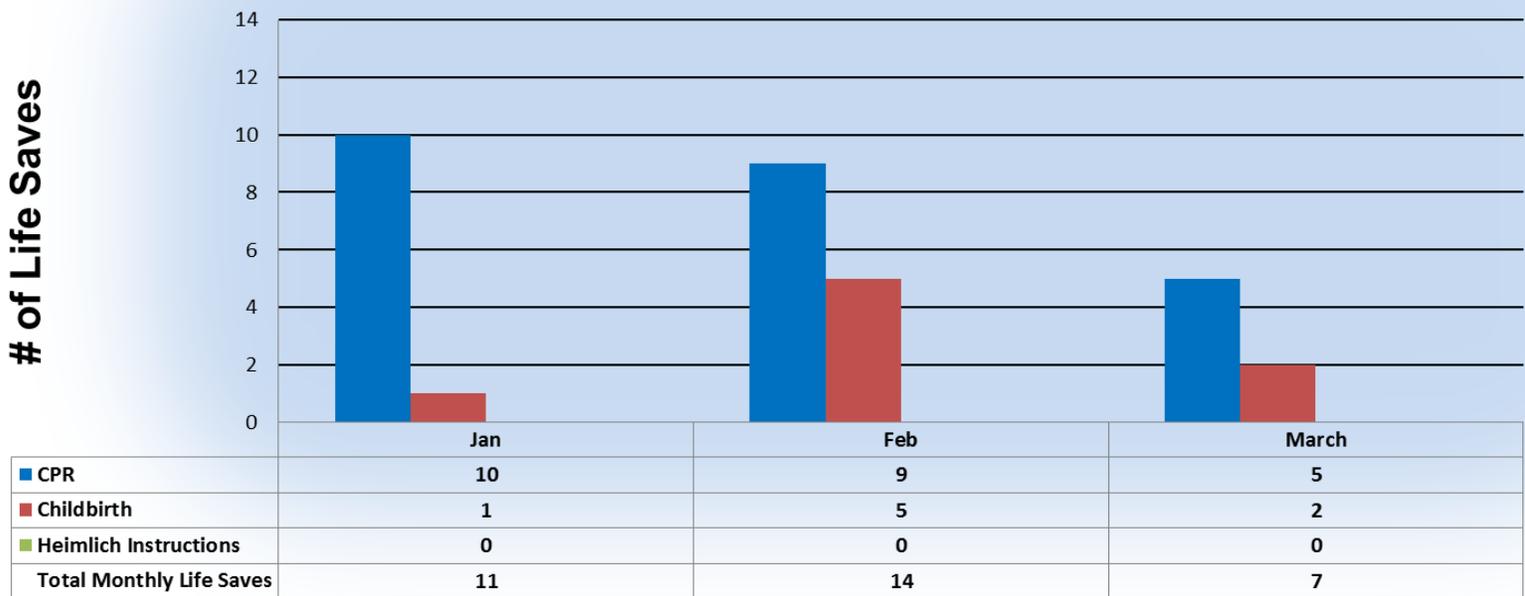
## International Academy of Emergency Dispatch Compliance Rating



## SRFECC – 32 Life Saves in 2014

During the first quarter of 2014, our Public Safety Dispatchers Team has performed EMD in accomplishing 24 CPR Life Saves, and eight (8) child births, for a total amount of **32** Life Saves since January 1, 2014.

### SRFECC - 32 Life Saves - 2014

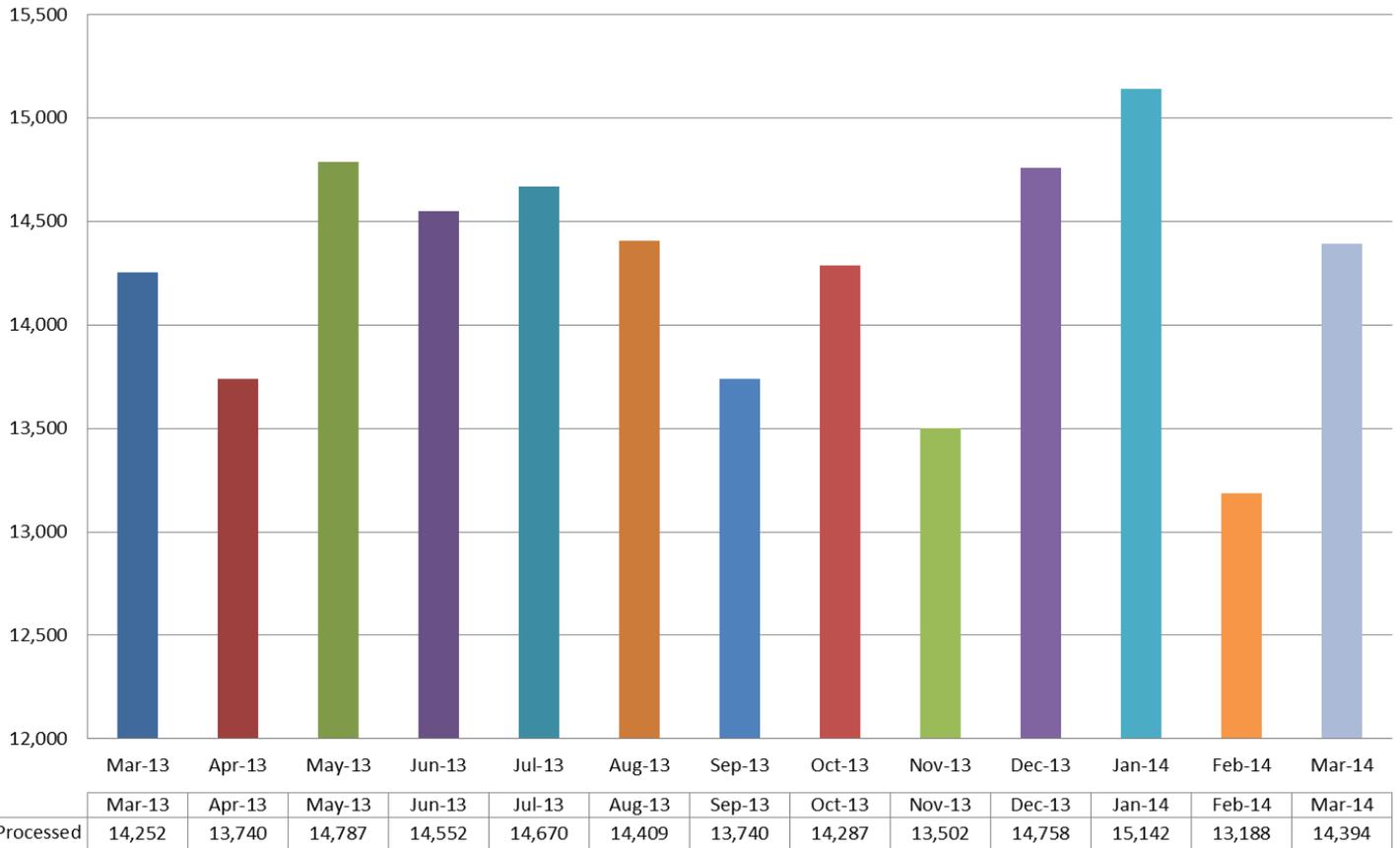


## **Seven (7) Life Saves – March, 2014**

1. On March 5th, 2014, ***Dispatcher Steve Wootton and Call Taker Maggie Badilla***, B Days Squad, while utilizing effective EMD instructions both assisted the 9-1-1 caller in helping to deliver a baby in a non-hospital environment (unk. sex).
2. On March 6th, 2014, ***Recruit Dispatcher Theresa Miller***, B Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in providing life-saving CPR instructions.
3. On March 8<sup>th</sup>, 2014, ***Call Taker Laura Macias***, A Days Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in providing life-saving CPR instructions.
4. On March 8<sup>th</sup>, 2014, ***Call Taker Denise Tackett***, A Nights Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in helping to deliver a baby in a non-hospital environment (unk. sex).
5. On March 20<sup>th</sup>, 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.
6. On March 24<sup>th</sup>, 2014, ***Supervisor Barbara Vatalaro***, A Nights Squad, while utilizing effective EMD instructions assisted the 9-1-1 caller in providing life-saving CPR instructions.
7. On March 29<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.

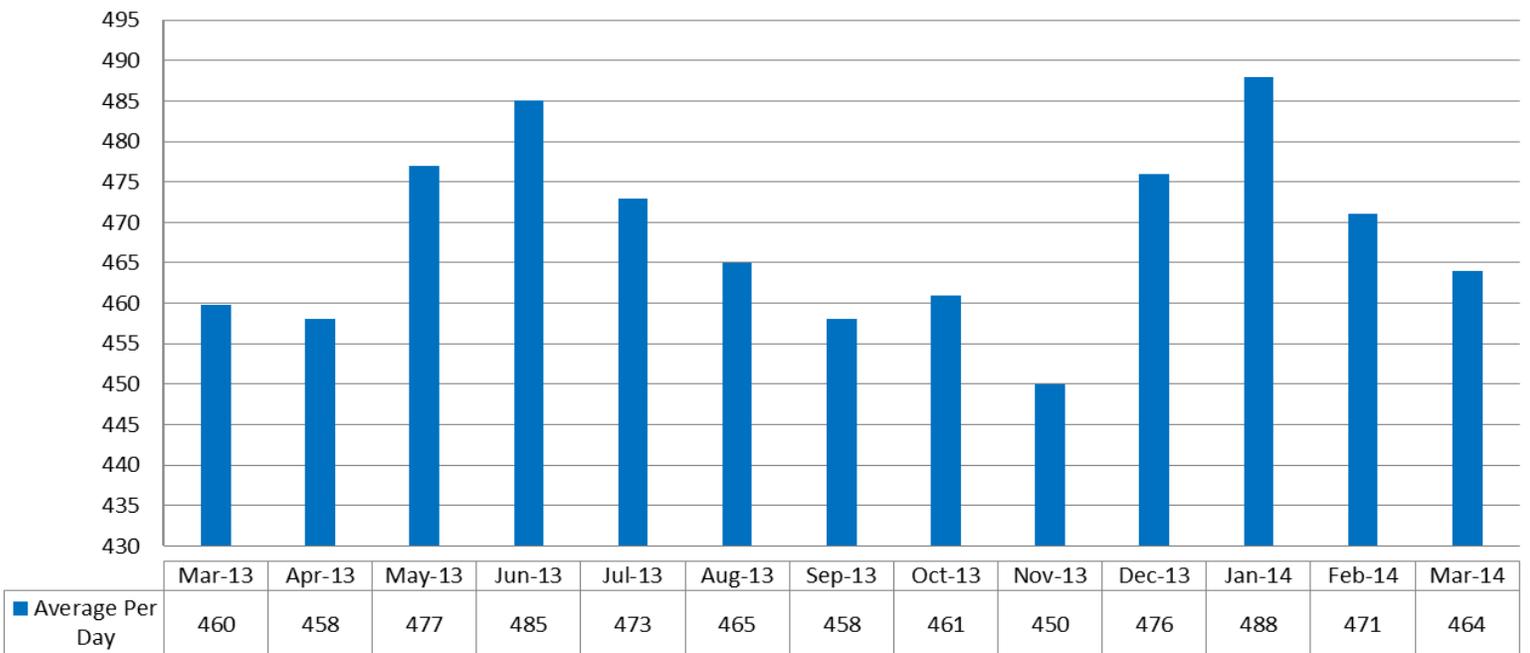
**Total number of CAD Incidents dispatched for March, 2014: 14,394**

### Incidents Processed



**Average number of CAD incidents dispatched per day for March, 2014: 464**

### Average Number of Incidents Per Day



The following data is the telephony performance measures for the Sacramento Regional Fire/EMS Communications Center (SRFECC) during March, 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 March, 2014, SRFECC dispatch staff processed a total of **25,832** incoming calls and **8,208** outgoing calls for a total volume of **34,040**.

**Detailed Breakdown of Information**

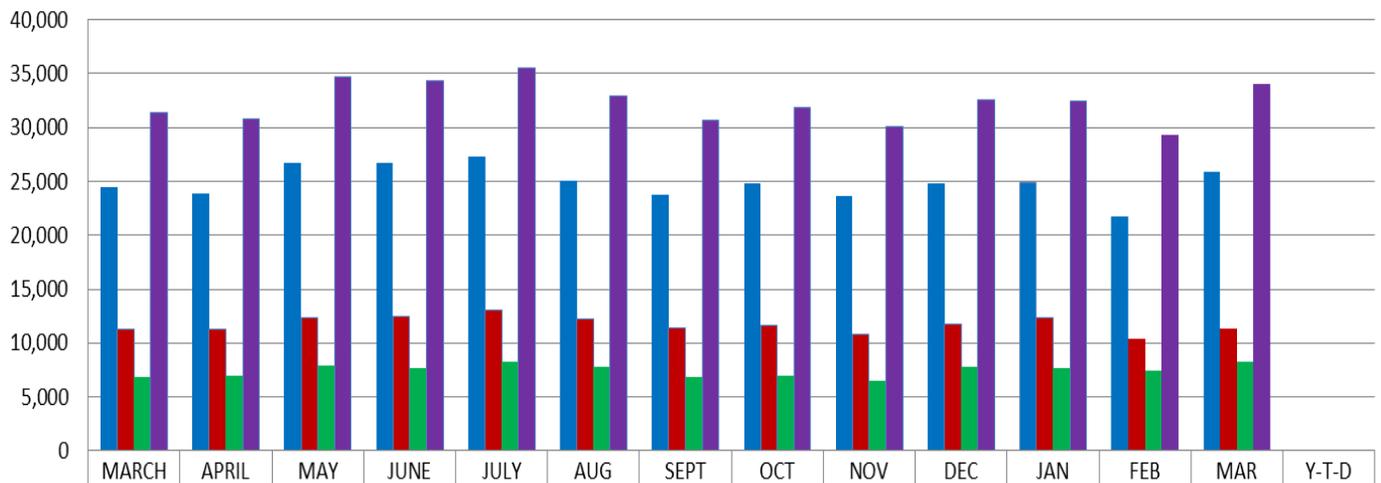
**Incoming 9-1-1 Calls:** There were **11,318** incoming 9-1-1 calls.

**7DE:** There were **5,698** incoming seven-digit emergency calls.

**Allied Agency/Alarm Co:** There were **3,416** incoming Allied Agency and Alarm Company calls.

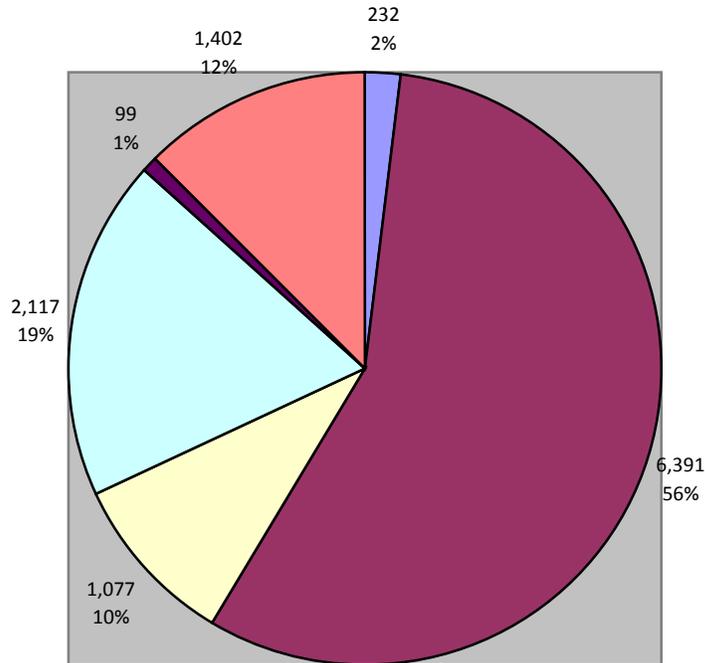
**7DA (Seven Digit Administrative Lines):** There were **5,400** incoming seven-digit administrative calls.

**Telephony Performance Measure - 2013/2014**



There were **11,318** 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 - March, 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 recommended by NFPA 1221-2013 ed. that all calls received on emergency lines shall be answered within 15 seconds 95% of the time – The dispatch team answered all calls on emergency lines within 15 seconds **97.61%** of the time, thus exceeding the standard by **2.61%**.

The standard of 99% percent of emergency lines answered within 40 seconds was also exceeded by the SRFECB dispatch team – The dispatch team answered all calls on emergency lines within 40 seconds **99.83%** of the time, thus exceeding the standard by **.83%**.



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

May 19, 2014

Kim Zagaris, Chief  
California Office of Emergency Services  
Fire and Rescue Branch  
3650 Schriever Ave  
Mather, CA 95655

Dear Chief Zagaris,

The Board of Directors of Sacramento Regional Fire/EMS Communications Center is hereby expressing formal interest in entering into a mutually agreed upon partnership to obtain a mobile communications van. This vehicle is to be used as a support unit during all-risk incidents, civil defense and disasters, both natural and man-made, mutual aid, training of personnel and for use when regular communications avenues are unavailable.

If you have any questions or require further information about this formal expression of interest please do not hesitate to contact me.

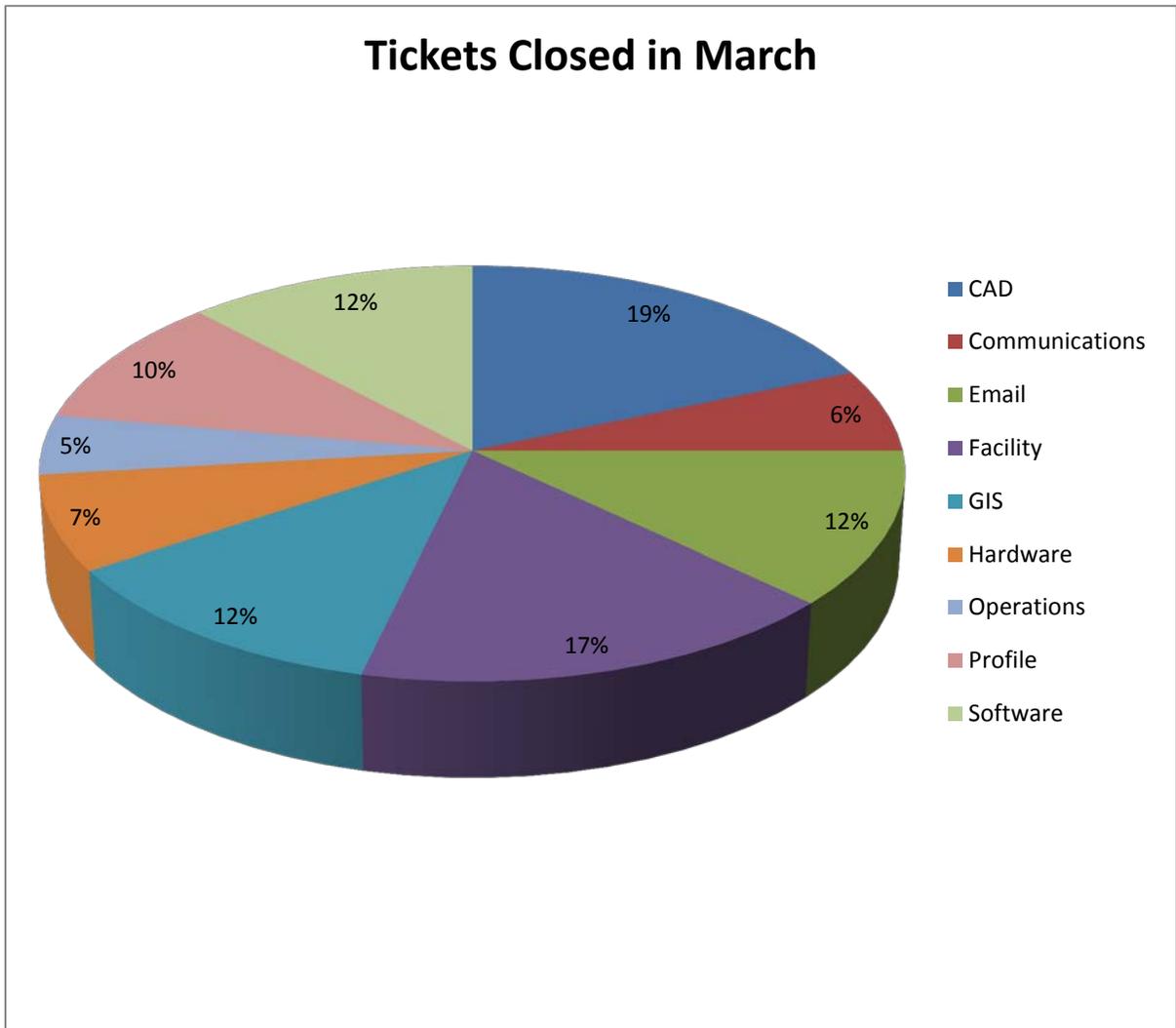
Sincerely,

Teresa A. Murray  
Chief Executive Director  
Sacramento Regional Fire/EMS Communications Center

# Opened/Closed records per category

Date range 03/01/2014 - 03/31/2014  
 Generated on 04/17/2014 13:34

Category	Opened SRs	Closed SRs	Total (opened - closed)
CAD	17	20	-3
Communications	19	7	12
Email	14	13	1
Facility	19	18	1
GIS	16	13	3
Hardware	8	8	0
Operations	4	5	-1
Profile	11	11	0
Software	14	13	1
<b>Total</b>	<b>122</b>	<b>108</b>	<b>14</b>



City of  
**SACRAMENTO**  
Fire Department

LLOYD OGAN  
Acting Fire Chief

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

Ph: (916) 808-1300  
Fax: (916) 808-1629  
[www.sacfire.org](http://www.sacfire.org)

May 7, 2014

Ms. Janice Parker  
Sacramento Regional Fire/EMS Communication Center Governing Board  
10230 Systems Parkway  
Sacramento, CA 95827

Dear Ms. Parker:

I wish to inform you of my intention to remain as our agency's designated member to serve on the Governing Board. My alternate will now be Acting Deputy Chief Niko King.

Please update your records and contact information to reflect this change.

Please feel free to phone my office should you have any questions or concerns, (916) 808-1601.

Sincerely,



Lloyd Ogan  
Acting Fire Chief

cc: Acting Deputy Chief Niko King