

2020 Annual Report

Stanislaus Regional 9-1-1

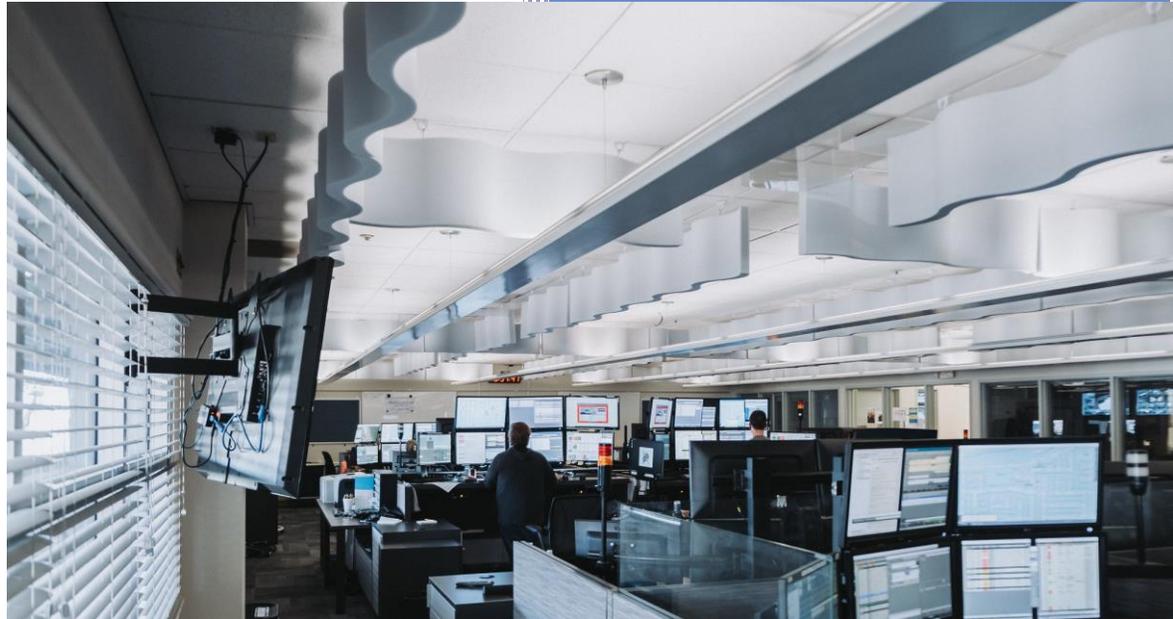


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OUR MISSION

We at SR911 are dedicated to serving as the vital link between our community and our public safety organizations.

OUR VALUES

*Integrity
 Courtesy
 Accountability
 Respect
 Equality*

2020 MEMBERS OF THE COMMISSION AND DISPATCH ADVISORY BOARD



Doug Ridenour, Sr.
Modesto City Council
Commission President



Vito Chiesa
Stanislaus County Supervisor
Commission Vice-President



Jody Hayes
Stanislaus County CEO
Commission Member



Joe Lopez
Modesto City Manager
Commission Member



Sean Scully
Riverbank City Manager
Commission Member



Richard Murdock
Stanislaus County Fire Warden
Dispatch Advisory Board
Commission Member



Jeff Dirkse
Stanislaus County Sheriff
Dispatch Advisory Board
Commission Member



Galen Carroll
Modesto Police Chief
Dispatch Advisory Board
Commission Member



Alan Ernst
Modesto Fire Chief
Dispatch Advisory Board
Commission Member



Mark Ferriera
Stanislaus County
Chief Probation Officer
Dispatch Advisory Board

EXECUTIVE DIRECTOR'S MESSAGE



Thanks to the incredible staff at Stanislaus Regional 9-1-1 for your hard work and dedication through one of the most challenging years of our lives. Your hard work and service to our community is what makes you elite, the best of the best. You are truly respected and appreciated.

Stanislaus Regional 9-1-1 (SR911) is a Joint Powers Authority (JPA) dispatching for multiple Law Enforcement and Fire Agencies throughout Stanislaus County. Our partners include; Modesto Police Department, Stanislaus County Sheriff's Department, Sheriff's Department Contract cities: Waterford, Riverbank, Patterson, Hughson, Stanislaus County Probation Department, Modesto Fire Department and all other fire agencies within Stanislaus County, with the exception of the City of Turlock Fire Department. Our board includes members from both the City of Modesto and Stanislaus County; Modesto City Manager, Stanislaus County Chief Executive Officer, a Modesto City Council Member, Stanislaus County Board of Supervisors Member, the Modesto Police Chief and Modesto Fire Chief (alternating), the Stanislaus County Sheriff and Stanislaus County Fire Warden (alternating) and an alternate City agency; currently Riverbank City Manager and Hughson City Manager (alternating).

Over the past year, SR911 achieved several great accomplishments. A highlight of a few of those accomplishments include; implementation and go-live on Text-to-911, build out and tower install of an 800 MHz Radio Tower at Patterson Fire Station 2, providing increased radio coverage to West County, the purchase of the US Digital Designs Phoenix G2 Automated Dispatching System, and the purchase of a new Uninterruptible Power Supply (UPS) which is a critical piece of equipment that provides assurance of zero downtime of critical public safety equipment, in the event of a power outage. SR911 also presented their 5 Year Strategic Plan for 2021-2025, outlining long term visioning and projects.

Currently SR911 staff are working on installing Next Generation 911 (NG911) equipment. When 911 systems were originally built, they used analog technology. Public Safety Answering Points (PSAPs) across the nation are being upgraded to a digital or Internet Protocol (IP) based 911 system, NG911. The implementation of NG911 requires more than just new computer hardware and software. It requires the coordination of a variety of emergency communications, public safety, legislative and governing agencies. The desired result of NG911 provides the PSAP with the ability to manage call overload, seamless transferring of 911 calls and proper jurisdictional responses based on location tracking.

We at Stanislaus Regional 9-1-1 are proud to serve our great community through quality service and dedication to public safety.

Respectfully,

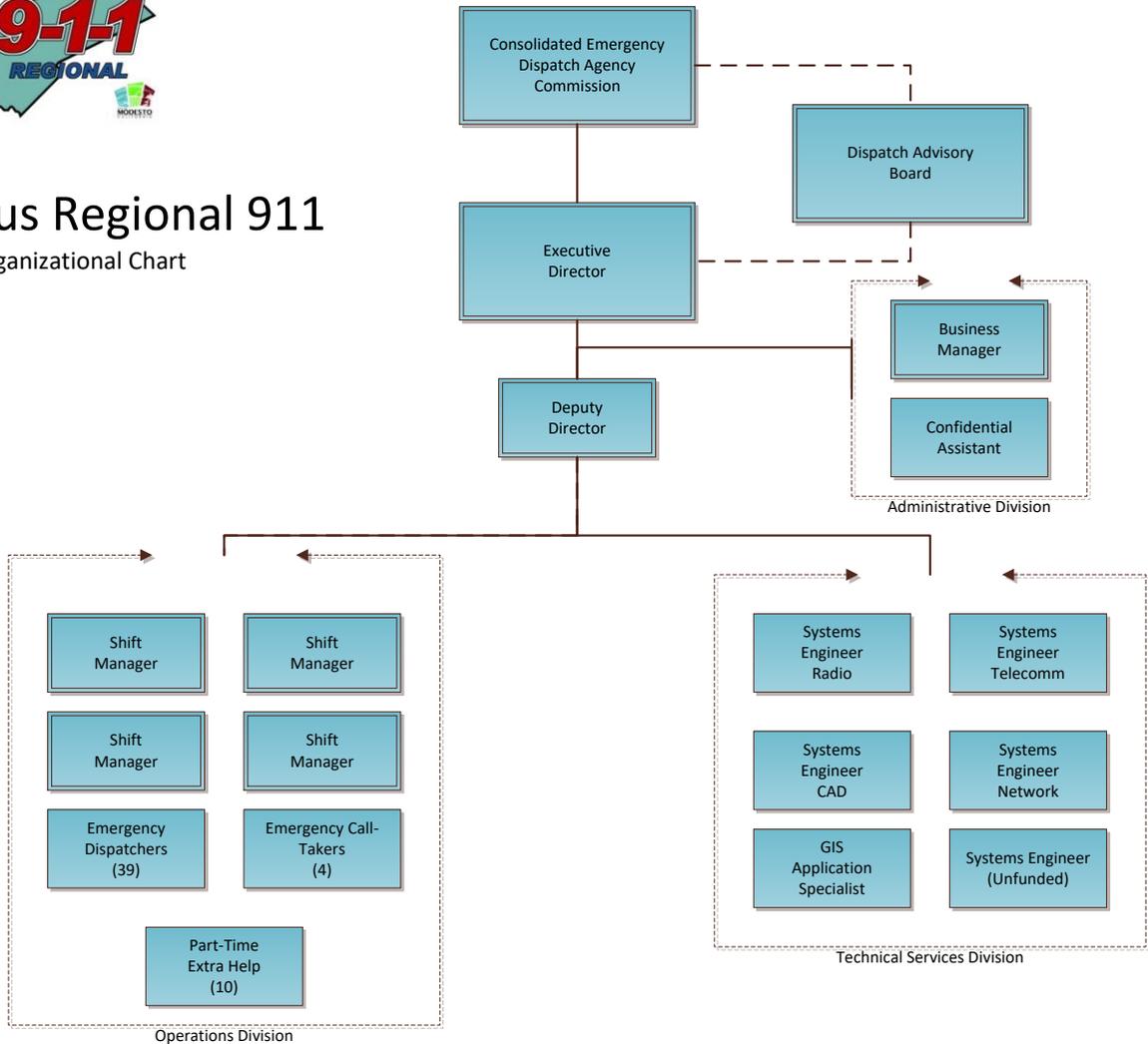
Wendy Silva, Executive Director
Stanislaus Regional 9-1-1

***To the world you may be only a voice on the phone,
but to your caller, you are a HERO!***

STANISLAUS REGIONAL 9-1-1 Organizational Chart



Stanislaus Regional 911 Organizational Chart



STANISLAUS REGIONAL 9-1-1 5-YEAR STRATEGIC PLAN: 2021-2025 SUMMARY

The plan outlines five goals our agency will focus on achieving over the next five years to assure we are meeting the needs of our community and the agencies we serve.

1. Text to 9-1-1 Deployment
2. Stanislaus County Communications Tower Site Buildout
3. Computer Aided Dispatch (CAD) System Replacement
4. Increased Efficiencies between Stanislaus County 9-1-1 Communications Centers
5. Employee Development



We at Stanislaus Regional 9-1-1 strive to provide quality service through commitment and dedication to the safety and welfare of our great community.



OPERATIONS DIVISION

The Operations Division is the critical link between the community and its first responders. The Operations Division is led by the Deputy Director and (4) Operations Shift Managers. The center is budgeted for thirty-nine (39) Dispatchers and four (4) Emergency Call Takers and ten (10) part time Call Takers.

The Operations Division supports all communications for (7) law enforcement and fifteen (15) fire agencies covering most of Stanislaus County.



During this last year the Operations Division continued to work on improving technology, training, processes and policies to improve performance and respond to emergencies within our communities.

Here are the highlights of the accomplishments for 2020:

Technology

- Text to 911 - This technology provides the public the option of texting to 911 when they are unable to call 911. This upgraded system should only be used in situations where a caller cannot call. However, being able to text 911 is a critical step toward providing equal access to those members of the public who are unable to speak and still require emergency assistance.
- Enhanced 911 Location Accuracy - During this last year, Stanislaus Regional began using the new services that provide timely and accurate 911 locations which are so critical during an emergency. This technology allows Stanislaus Regional 9-1-1 (SR911) to utilize the technology already in most smart devices to display real time accurate locations. Additionally, this new technology allows 911 managers to monitor the activity of all incoming 911 calls from a county-wide view which allows us to better monitor the hot spots within the county.

Process and Policies

- Policies are the foundation of any organization and over the last year SR911 Managers reviewed, restructured and updated our policies to reflect current business processes.
- Association of Public-Safety Communications Officials (APCO) Certification - SR911 has begun the process of seeking APCO Agency Certification. The APCO Certification Process will require

(Operations Division cont.)

- a full review of SR911 business processes and standards to ensure they meet accepted national standards. This project was started in October 2020 and will continue through the next year.

Training

- In Service Customer Service Training - During this last year SR911 provided customer service training for all its staff including topics on the Stanislaus Chaplaincy Program, Civil Processes, Sheriff Special Investigations and a Fire Dispatching update from Modesto Fire Department.
- Peace Officer Standards and Training (POST) Training - This year SR911 re-invigorated its POST Training program including the development of a POST Basic Dispatch Academy which will allow us to offer POST required training to our neighbors. In addition to starting the POST Basic Academy, our employees attended multiple training courses including:
 - Communications Training Officer
 - Trauma Exposure and Management
 - Mindful and Resiliency for Public Safety
 - Active Shooter Training

Employee Development

- Promoted a Dispatcher to Dispatcher III (Lead) Position
- Dispatchers began working on dispatcher wellness and provided in service training on ways to maintain mental and physical wellness



Cat McFadon
Operations Shift
Manager



Desiderio Calzada
Deputy Director



Tina Cosby
Operations Shift
Manager

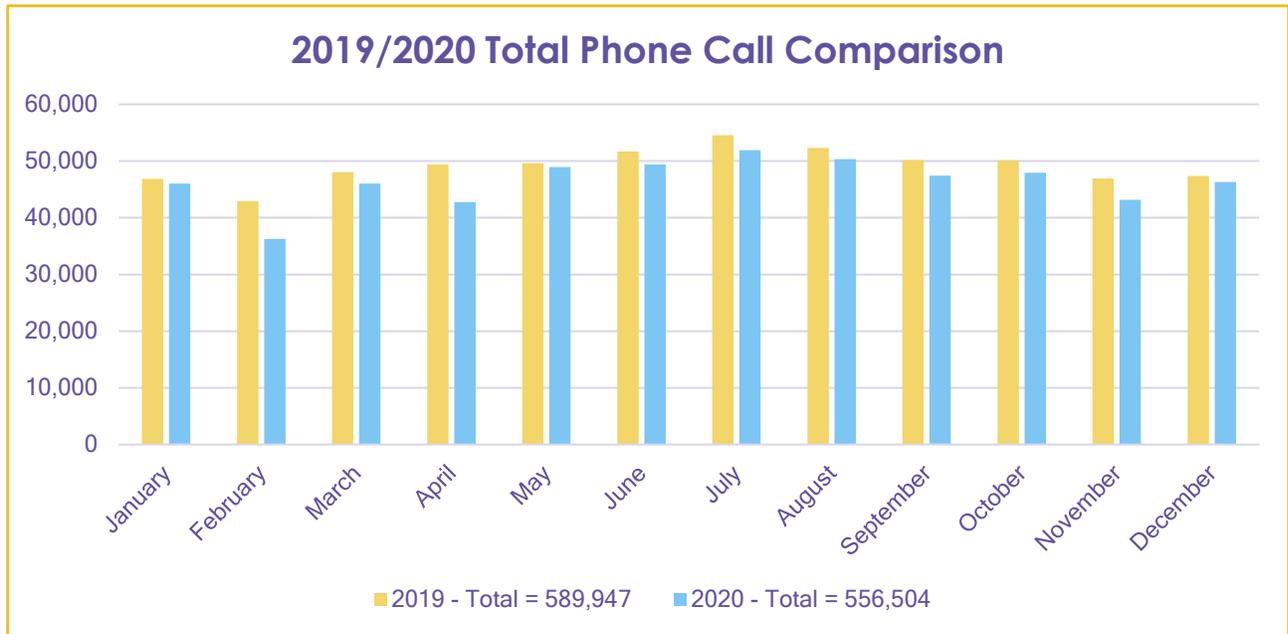


Kim Rightmire
Operations Shift
Manager

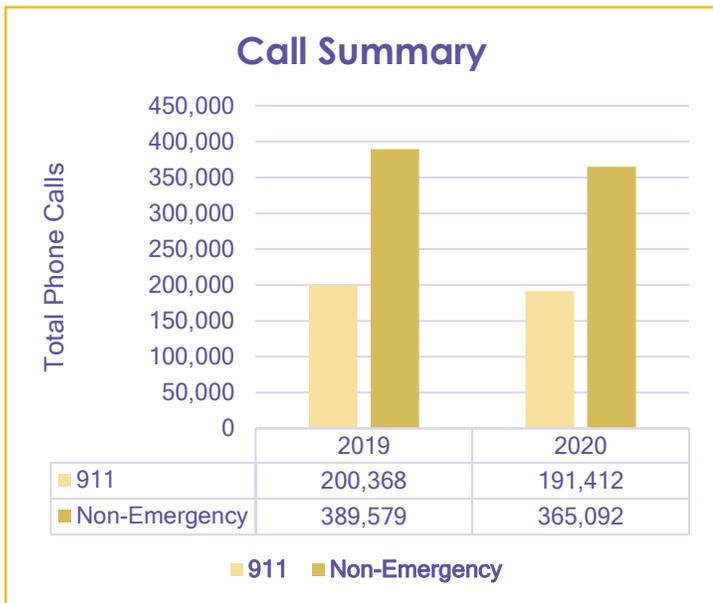


Sal Gomez
Operations Shift
Manager

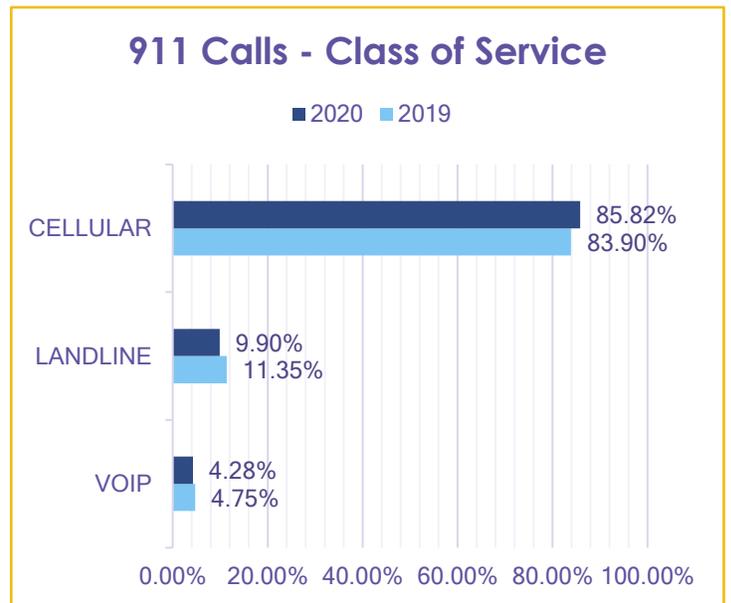
TELEPHONE STATISTICS



2019/2020 Monthly Phone Call Comparison (911 + non-emergency)



Total Phone Calls in 2020 = 556,504



911 Call Distribution

MEMBER AGENCY STATISTICS

Fire Responses

	2019	2020	% Change
Burbank-Paradise	1,341	1,508	12.45%
Denair	538	557	3.53%
Hughson	1,083	1,078	-0.46%
Keyes	887	952	7.33%
Mountain View	313	304	-2.88%
Newman	770	874	13.51%
Patterson	2,018	2,220	10.01%
Salida	1,932	1,870	-3.21%
Turlock Rural	517	483	-6.58%
West Stanislaus	1,079	1,178	9.18%
Westport	308	286	-7.14%
Woodland Avenue	579	589	1.73%
MCS*	51,584	50,190	-2.70%
Total Responses	62,949	62,089	-1.37%

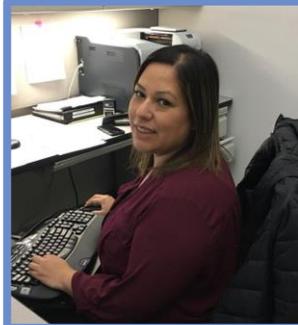
*MCS represents the consolidated fire agencies of Modesto City, Stanislaus Consolidated and Ceres Fire.

Law Responses

	2019	2020	% Change
Hughson	4,351	3,954	-9.12%
Patterson	16,357	14,806	-9.48%
Riverbank	14,985	13,666	-8.80%
Waterford	6,996	6,546	-6.43%
Stanislaus Probation	14,230	12,771	-10.25%
Stanislaus Sheriff	79,302	75,848	-4.36%
Modesto PD	177,321	172,948	-2.47%
Total Responses	313,542	300,539	-4.15%

CUSTODIAN OF RECORDS

The Custodian of Records is an assignment within Stanislaus Regional 911 (SR911), of an Emergency Dispatcher, to maintain the confidentiality of departmental records. As part of the operations staff, the Custodian of Records ensures that all response records are available and maintained in accordance with public records laws of the State of California.



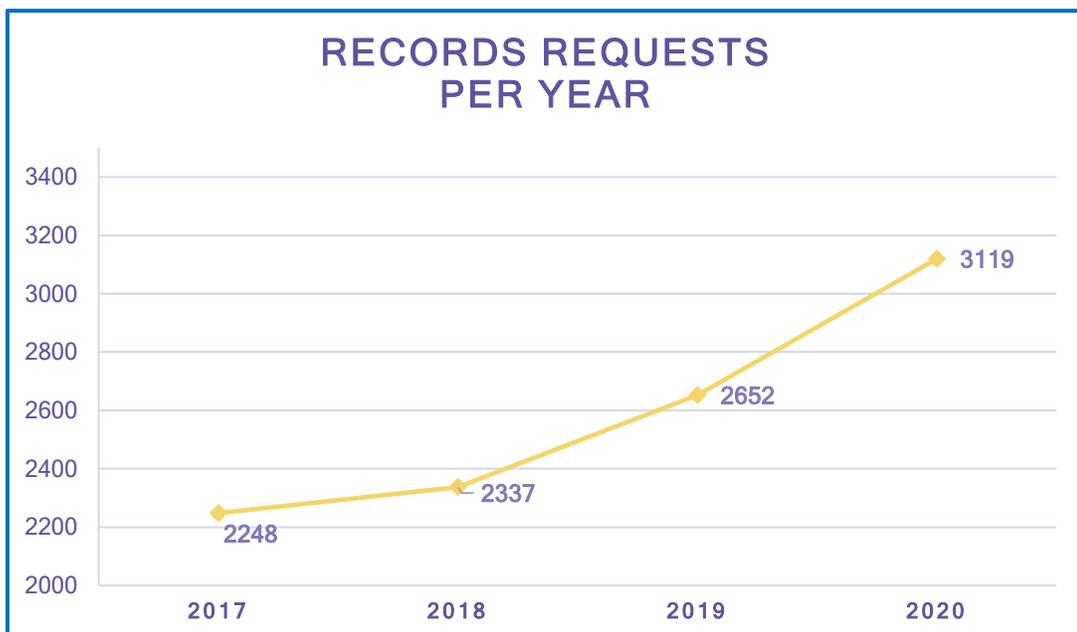
Angelica Valenzuela
Custodian of Records

Responsibilities include the retention and retrieval of response related records, processing requests from the courts, user agencies, media, and the public. Additionally, the Custodian of Records may be called to testify in court to the validity of the records on behalf of SR911. Angelica Valenzuela began training as an alternate for her predecessor

Annette Kelly in early summer of 2020. She was assigned full-time to the position in June of 2020. Angelica continues to work the dispatch floor as time allows, providing lunch relief and filling staffing vacancies.

Over the past several years, this position has seen a steady increase in requests from the District Attorney’s Office, user agencies, and the public.

2019 showed a 12% increase in requests from 2018 and 2020 showed a 18% increase from 2019. When radio traffic is requested in addition to a Dispatch Log and phone call, it requires several additional hours of time to complete the request, depending on the length of the call being requested



Happy Retirement

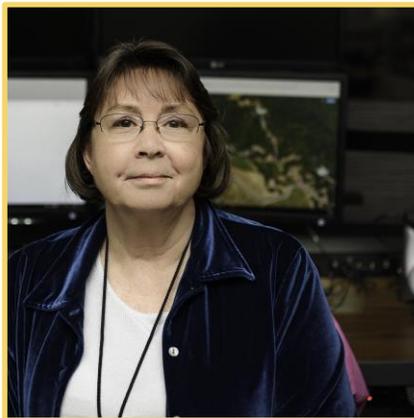
Darren Eudy



**Systems Engineer II
32 Years of Service**

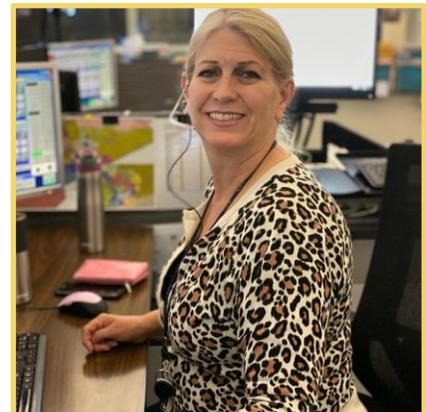


Marie Collins



**Application Specialist II
25 Years of Service**

Ronda Bell



**Emergency Dispatcher
22 1/2 Years of Service**

*Retirement is Not
the End of the Road.
It is the Beginning of the
Open Highway.*

DISPATCHER OF THE YEAR

The American Legion Post 74 takes the time every year to recognize those in Public Safety for their sacrifices and dedication to a stressful and difficult career. They recognize a Modesto Police Officer, Sheriff's Office Deputy, Fire, CHP, District Attorney's Office and Stanislaus Regional 9 -1-1 Dispatch.

2019 Dispatcher of the Year – Katie Cooke



Our SR911 2019 Emergency Dispatcher of the year, voted on by her peers, was Katie Cooke. Katie was hired in May of 2012, as a part-time call-taker. In June of 2013, she accepted a full-time position as an Emergency Dispatcher. She began training on Sheriff's Department radios, which includes the contract cities of Hughson, Waterford, Patterson and Riverbank, as well as the Stanislaus County Probation Department. Katie later cross trained on Modesto Police Radios in April of 2016. Katie is highly respected by her peers and everyone who works with her and knows her.

Here are some comments about Katie, received from her peers;

- Katie has always been pleasant to work with and is well-liked by her peers...The times that I've worked with her on a shift, she's demonstrated that she's a proficient dispatcher and a good backup partner. She has never created any unnecessary drama, which we all know is a plus!... More importantly, Katie is also a great cook and makes beautiful cookies.
- Katie has always been a good partner. She is professional with both the officers and citizens. Katie is always willing to help; whether it be picking up overtime, coming in early, or taking an extra on call... those little things don't go unnoticed.
- Katie shows up to work every day in a great mood, is an amazing partner to work with and is always willing to go above and beyond. If I need her to do something she is usually already on it, and never complains or creates drama! She really makes any shift enjoyable and definitely helps with the work load. I really think she deserves to be dispatcher of the year.
- SR911 received a kind message from a local Law Enforcement Officer regarding Katie's receipt of this award: Whether it be working with the public, interacting with her co-workers or the officers and deputies she dispatches; she is professional, courteous and mindful of her responsibility to provide the highest quality of service to those living and working in Stanislaus County. Throughout my career I was fortunate to work with a number of outstanding dispatchers. Katie was one of those and without a shadow of a doubt is deserving of this award.



(Dispatcher of the Year cont.)

2020 Dispatcher of the Year – Annette Kelly

Our SR911 2020 Emergency Dispatcher of the year, voted on by her peers, was Annette Kelly. Annette was hired in June of 2002. She is a highly skilled dispatcher on both Fire and Law Enforcement radios. Annette currently holds the position of Custodian of Records. Annette created our “Buddy Program” to welcome new employees. Each new employee is partnered up with a veteran SR911 dispatcher or call-taker, and provided a Toolkit to guide them through the early stages of their career. This program has been highly successful and provides our new employees with valuable resources and materials. Perhaps the most challenging position she has faced in her career is accepting the role of President of Stanislaus Regional Emergency Dispatchers Association (SREDA). Annette has lead the members of SREDA through very challenging times, successfully reaching a contract agreement.



Here are comments about Annette, received from her peers;

- I nominate Annette Kelly for dispatcher of the year simply because she always goes above and beyond to try to keep us all motivated and positive. She has been working extremely hard on trying to move forward with Union negotiations and trying to keep us all informed...She definitely deserves to have this recognition.
- Annette has gone above and beyond this last year in creating a more positive work environment for SR911. She has helped with new employees by creating learning tools as well as starting the Buddy System. She took over as SREDA president to help her fellow employees with a new contract. Annette is easy to work with and is a great partner on the radio. She takes on responsibility with eagerness and loves a new challenge.
- Annette had a great impact for floor staff over the last year. She has accepted the position of President over SREDA and made great strides in forward moving progress...She always has our best interest at heart and truly fights for what she believes in.
- Annette is constantly looking for ways to boost morale with floor staff and ways to keep us involved as peers outside of day to day work. She understands that while this job is stressful, there is some fun that needs to be had or we would legitimately go crazy (or even crazier). She has a great attitude and seriously lights up a room when her sense of humor and wit. We truly love working with her.



TECHNICAL SERVICES DIVISION

Geographical Information Systems Team

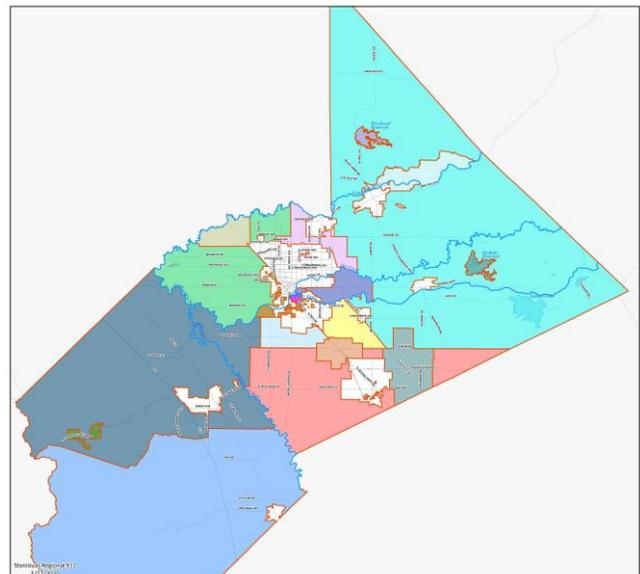


Tina Graver
GIS/Application Specialist

Stanislaus Regional 9-1-1 (SR911) represents Law Enforcement and Fire agencies throughout Stanislaus County. Geographical Information Systems (GIS) Specialist Tina Graver maintains the public safety map for SR911 member agencies. She also works with local City and County Planning Departments to ensure accuracy and up to date information on all communities. SR911's practice is to review all street name recommendations, and provide feedback on concerns or impacts the name may have on our Law Enforcement, Fire and Emergency Services agencies. Taken into consideration is duplicate naming, and multiple other factors during the approval and recommendation process. Proximity is also factored in when considering duplicate street naming, to ensure emergency personnel are not sent to the wrong location, during the event of an emergency. Tina coordinates with SR911 Computer Aided Dispatch (CAD) and Network engineers on regular updates to the CAD system, to ensure Emergency Dispatchers and Call-Takers have accurate and up-to-date location information.

In 2020, Tina Graver processed the following requests:

- ❖ 14 subdivisions and 3 Apartment complexes:
 - 205 Road names were submitted for approval or denial
 - Address ranges were determined, edited and entered into GIS
 - 205 Address ranges were determined, edited and entered into GIS
 - 978 addresses were added
- ❖ 174 New addresses were clarified and updated
- ❖ 786 Common Place were added or changed
 - 369 new common places were added



(Technical Services Division cont.)

Network Team

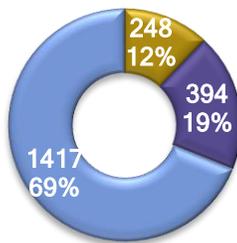
The Technical Services Division Network Team continued to focus on two primary areas in 2020, security and performance.

Cyberattacks continue to pose a significant threat to public safety agencies. The network team has continued to be vigilant and proactive in protecting our network. Some of the ways we have increased network security is through the continual review, implementation, and enforcement of the principle of least privilege. Securing the network in this manner allows Stanislaus Regional 9-1-1 (SR911) staff and partner agencies to carry out their duties while securely allowing access to only what is needed to complete them. Also, the network team further segregated our vendor Virtual Private Network (VPN) access to ensure that the vendors' access allowed for the necessary connectivity to remotely support SR911 systems for which they are responsible, preventing any possible overreach into the rest of the network.



*Front row (left to right): Nate Olson, Rebecca Leonardo,
Back row: Kurt Kline, Shaun Porter*

2020 Helpdesk Request



■ User Accounts ■ Password Resets ■ Other Requests

System performance is often impacted by not only the path data must take as it travels its internal network but also the resources through which it passes. The network team has worked diligently over the last year strengthening firewall rules to minimize any potential rule redundancies while maintaining optimal performance levels and security.

Computer Aided Dispatch (CAD) Team

Our CAD system requires constant maintenance and updating in order to support all of the different user agencies on the systems. In addition to the ongoing maintenance the CAD team completed the following larger projects:

- Stanislaus County Fire Agency Renumbering
- Assisting the Fire Wardens office with the Phoenix G2 Fire Station Alerting System including:
 - Assisted with Technical Requirements List
 - Installation of G2 Servers
- Assisted Stanislaus Sheriff Department JPA Agencies with Mobile Computer Image
- Completed Fire EPCR Integration

(Technical Services Division cont.)

Systems Engineer Team

The Systems Engineering Team is responsible for supporting both the Radio and Telephone infrastructure. Telephone and Radio are the mission critical tools that SR911 needs to support public safety within the county. Like the Network and CAD team, they are busy monitoring and performing routine maintenance throughout the entire year.

In preparation of the State of California's transition to a Next Generation 911 backbone, SR911 System Engineers have been working with our telephone provider in order to install redundant updated routers, servers and computer connections. We anticipate a

complete transition to the next generation system in the Summer 2021.

In 2019 Stanislaus County received an Emergency Communications Equipment and Infrastructure Grant. With approval from the Commission, the SR911 team started working on adding a new radio tower site in Patterson. The Patterson area has grown considerably over the years and ensuring

that we have adequate radio coverage for the growth occurring in that region was a priority. As of January 2021, the tower has been built and equipment is being installed. SR911 anticipates completion by the Summer 2021.

Other significant projects completed in 2020:

- Ceres PD radio console replacement
- Fusion center radio console
- Patterson Fire Station #2 radio site build
- 2 Channel expansions of the Trunking system
- Ceres PD Tower build out
- Ceres PD Radio room remodel
- Newman PD radio channel expansion



NATIONAL TELECOMMUNICATORS WEEK

Every year during the second week of April, telecommunicators in the public safety community are honored. This week-long event is a time to celebrate and thank those who dedicate their lives to serving the public.

2020 was a unique year that did not allow for visitors inside the 9-1-1 communications center, however other ways of showing appreciation were well received. Throughout the week, dispatchers and call-takers received food, snacks, goodie bags and even a Coffee Truck. Board members and member agencies emailed staff and posted videos of appreciation on social media.

SR911 Telecommunicators had a “theme” for each day, dressing up as Super Heroes and their favorite movie characters.



ADMINISTRATIVE SERVICES DIVISION

The Administrative Services Division manages and supports the Stanislaus Regional 9-1-1 (SR911) day-to-day administrative activities. The division staff includes an Administrative Services Manager, and a Confidential Assistant IV.

The Administrative Services Division is responsible for all accounting duties which include payroll processing and maintaining the associated records, purchasing and paying for goods and services, budget preparation, general accounting, and recruitment of new staff.

The division receives assistance with these functions from various administrative departments of Stanislaus County. The County is compensated by the Authority for these services through the County's Cost Allocation Plan (CAP) charges.

Stanislaus County is the employer of record for SR911 and the Agency payroll is based on a 14-day reporting period. Time cards are submitted to the Confidential Assistant. The Confidential Assistant performs all data entry and payroll reconciliations with an audit done by the Administrative Services Manager. Checks and direct deposits are issued by the Stanislaus County Auditor-Controller. All documentation is maintained by SR911.

Accounting is performed according to generally

accepted accounting principles with guidance from the Stanislaus County Auditor-Controller. All revenues and expenditures are tracked in sub-object accounts in the County's Financial Management System (FMS) by Oracle. An annual financial statement audit is performed by an independent audit firm and is presented to the SR911 Commission. The agency also maintains a certified inventory of all fixed asset equipment, which is prepared bi-annually.

The Administrative Services division presents a Proposed Budget at the February governing body meetings and Final Budget at the June meetings.

The division maintains personnel files for all current and former employees. These files contain each employee's new hire documents, performance evaluations, human resource action forms, and any other personal and confidential information.

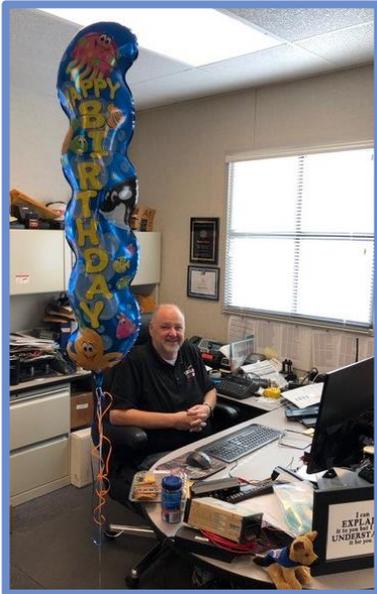
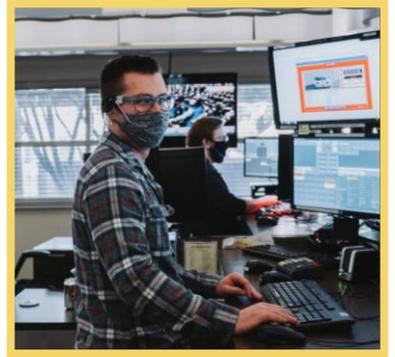
On a monthly basis, SR911's two governing bodies, the Dispatch Advisory Board and the Consolidated Emergency Dispatch Agency Commission hold their respective meetings. The division is responsible for administration of these meetings. These duties include posting of meeting agendas, proper setup of facilities, electronic recording of these meetings and preparation of proper minutes.

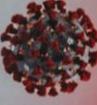


John Bettencourt
Administrative Services
Manager

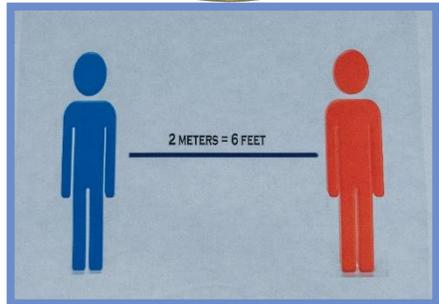
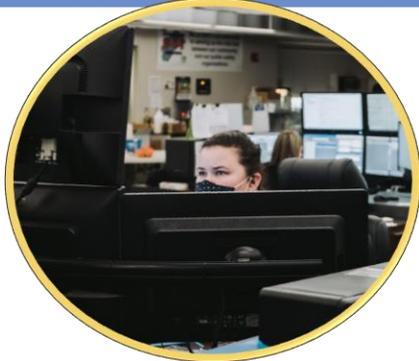
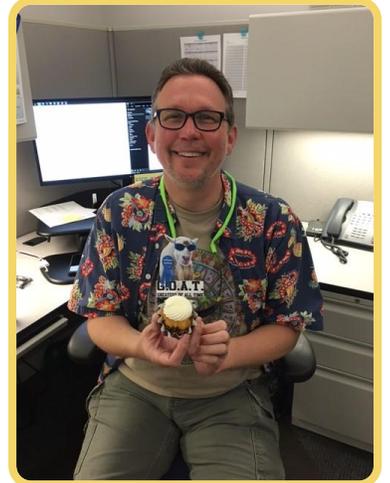


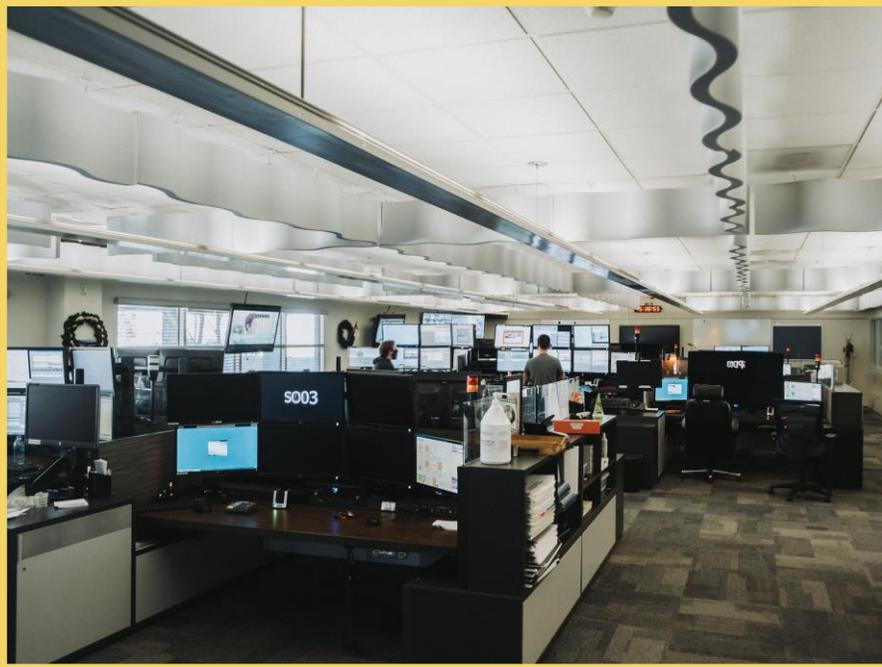
Melissa Parikh
Confidential Assistant IV



 **STOP!**

IN AN ATTEMPT TO PROTECT OUR 911 DISPATCHERS FROM ANY UNDUE COVID-19 RELATED ISSUES, SR-911 IS RESTRICTING **ALL ACCESS** TO OUTSIDE VISITORS UNTIL FURTHER NOTICE.





1	MA33	Av...	MP21043...	Pending	INVEST...	6000 W ST, MC	210430344	
1	MA41	Av...	MP21043...	Pending	BOL BE...	AN AVE, M	1 MM32	
1	MB93	Av...	SHERIFF				210430372	
1	MM31	Av...	SP21043...	Pending	HAZAR...	SERVICE RD.	2 MB31	
1	MM43	900					210430394	
1	MM71	Av...					1 MB32	
1	MM82	900					210430398	
1	MM92	Av...					1 M17	
PATTERSON POLICE								
1	3B3	Av...					210430435	
1	3B5	Av...					1 MB62	
1	3Q3	Av...					2 MB63	
RIVERBANK POLICE								
1	2Q3	Av...					1 MM63	
1	2Q9	Av...					210430443	
SHERIFF								
WATERFORD POLICE								
1	7Q5	Av...					1 MB71	
								1 MB73
								210430445
								1 MB42
								2 MB41
								1 MM42
								1 MM41
								210430447
								1 MB31
								1 MB33
								1 MB32
								210430448





Stanislaus Regional 9-1-1

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