



## JOINT POWERS AGENCY COMMISSION MEETING MINUTES

October 15, 2014

1:00 p.m.

City-County Administration Building  
1010 Tenth Street, Board Chambers  
Modesto, CA 95354

Commission Members Present: Bill Zoslocki, President; Vice President, Bill O'Brien; Interim City Manager, Jim Holgersson; (alternate for Mayor Katen), Newman Chief of Police, Randy Richardson; City of Modesto Chief of Police, Galen Carroll; Stanislaus County Fire Warden, Dale Skiles; County Counsel, John Doering

Absent: County C.E.O., Stan Risen; City Attorney, Rolly Stevens

President Bill Zoslocki called the meeting to order at 1:05 p.m.

### III. Public Comment

There were no public comments

IV. Carroll/Richardson Unan. Approved minutes from September 16, 2014. (This item was overlooked but approved prior to adjournment and Closed Session).

### V. Consent Item

A-1. Acceptance of 2013-2014 Annual Auditors' report

Item was removed from Consent for discussion for clarification on one item.

O'Brien/Carroll unan approved the Auditor's report with the change noted.

Lt. Parker brought to the attention of the JPA Commission Board Members that the Auditor's report as of June 30, 2014, had some inconsistencies on the front page of the CPA report from Brown Armstrong. It indicates the roster as Ed Katen, Mayor City of Newman; Dale Skiles, Fire Warden-Office of Emergency Services; Bill Zoslocki, JPA Chairman-Modesto City Council; Stan Risen, CEO Stanislaus County; William O'Brien, JPA Vice-Chairman-County Board of Supervisors; Jim Holgersson, Interim Modesto City Manager; John Doering, County Counsel; and Rolly Stevens Modesto Attorney.

It appears that Chief Carroll's name was left off the Roster for the Board as of June 30, 2014, and we'd like to make that correction and resubmit.

There was no discussion or comment. Chief Carroll acknowledged he was happy being added to the roster, and making the correction to reflect that.

## VI. Informational

### B-1. Stanislaus Regional 9-1-1 Director's update

#### 1. 800 MHz project update – Lt. Mike Parker

Lt. Parker wanted to start by acknowledging Barbara Jackson, the Project Manager. About a year ago, this project was at a stall, but since bringing her onboard and made her the Project Manager, we are starting to steam roll now. We've made a lot of progress. This project should be finished some time next year, which is saying a lot from where we were a year ago.

Ceres and Turlock will be finished at the end of this month (October 2014), we should be able to begin testing on their sites. We will be begin work at 1010 10<sup>th</sup> St. sometime in the next couple of weeks, once the TAIT Contractor gets their people out to check the site and begin work. We're looking at starting work at Fire Station 6 and Fire Station 9, which will complete the project, we home some time next year. We are making a lot of progress, and it is Barbara Jackson's work. We give her all the credit; she has done great on this project. I'd also like to thank the City of Modesto Finance team and the Stanislaus County Sheriff's Dept. Finance team because they did a lot of work getting the grant modifications completed, re-sending them back to COPS and getting COPS to approve those modifications. We are on track, and this project is rolling with a target end date of sometime at the end of next year.

Chief Carroll commented that Station 6 was approved last night at the public hearing. Also commented about a question regarding the height of the tower meeting FAA requirements, the tower is less than 200 feet for FAA approval.

Lt. Parker added an update for Station 6. We ran into problems with the Environmental for Historical Protection issue when we tried to do this about a year ago, and we are out for a request for a quote for nine different companies to get a quote to get the EHP completed so we can start that project and get it complete, getting this 800 MHz simulcast system up and running.

Chief Carroll inquired about the antenna at the Kraft property. Lt. Parker replied that it's still up in the air. The property owners haven't come back with what their plans are with the building at this point. For now, its business as usual until the building is sold and there's a new ownership group that we can negotiate with for a contract for that site.

Chief Carroll added for the record that an antenna is at Kraft Foods, and one of the concerns is if they sell the property, what happens to the antenna, and the other is are they going to keep the power on with the employees gone? Do we have an actual agreement in writing to keep the power on?

Lt. Parker replied that we just have the verbal agreement to keep the power on for that system, there's nothing in writing at this point, and we will keep you updated as we get more information if a new owner comes into that building.

President Zoslocki inquired as to the effect if we lost power to that building.

Lt. Parker explained that it could create some issues with Modesto's radio system. We do have a backup plan in place. It would probably be out at the waste water treatment plant, but it would take us a little while to get that up and running, but there is an alternate plan to erect a tower at the waste water treatment plant and it will be business as usual for Modesto's police dispatch service.

City Manager Holgersson asked if there was a time frame if we had to make that switch, what the impact would be.

Lt. Parker estimated two weeks, but once we find out what the new ownership group plans to do we will make sure we start implementing that plan and get it up and running before they shut down service at that current Kraft plant

City Manager Holgersson inquired if it was possible to insert generators or something to keep it running.

Lt. Parker replied that it would be an option, but at this point, it's not an issue.

President Zoslocki asked for a more specific completion date.

Lt. Parker explained that it's going to be in phases because of how the project is planned. 10<sup>th</sup> St. Place will be complete in January 2015, we are looking at Fire Station 9 to be done in June or July 2015, and then Fire Station 6 should be done by the end of December of this year, and we'll have the project completed.

## 2. 9-1-1 telephone system update

Lt. Parker reminded the Commission that we purchased a new Cassidian Vesta 9-1-1 telephone system. Most of the hardware has already arrived at SR9-1-1 and is currently being installed by the AT&T contractors. This project is going along well and we should be able to flip the switch and switch over to that system by December 1, 2014, which will greatly enhance our ability to take 9-1-1 calls and give us more options in our 9-1-1 call taking system. The current system we are on now, from 9-1-1 Inc., is at end of life. We have had issues with it recently, and it's going to be a big asset for us to switch over to the new system, and that should be around December 1, 2014

City Manager Holgersson inquired if it was a Voice Over Internet Protocol (VOIP).

Lt. Parker confirmed that is set up for that. It won't be completely VOIP, but it is set up to take those types of calls.

Vice-President O'Brien inquired as to when the texting 9-1-1 calls will go into effect.

Lt. Parker replied that there is no set date for texting to 9-1-1 yet. The state is still testing the process, and we haven't heard of an actual mandated date of when that will take effect.

3. Staffing Updates

Chief Cecil Ridge presented. Started by thanking Commission President Zoslocki and City Manager Holgersson for visiting SR911 the previous week. It was appreciated that they took the time from their bus schedules to come and see what the men and women do, that sit in those (fire or law) discipline pods every day, 24 hours a day trying to do the best job they can with the resources that are provided. The invitation is open to anyone at any time that would like to come. We would like to get you there on a Friday night when it's real busy so you can actually see the magic that happens in that room.

Chief Ridge updated the commission with a brief update on staffing and challenges that we've had. A couple weeks ago, there were over 300 people that applied and took the CitiCall test which is a computerized module that simulates a lot of the tasks that dispatchers are called on to do during their daily work. We had several days of testing over 2 weeks, and through that we have 68 people that will go forward into oral interviews on October 21, 22, 27, 28 & 29. Those five days we'll be interviewing people and hopefully we'll get a good group out of that to start training, hopefully towards the end of the year, or first part of next year, and get them into the seats where we need them.

The other position we're still trying to fill is our Systems Engineer II positions. We flew that one, had a very small turnout of applicants for that. We're going to re-fly it again, and use some of the same avenues that we did and were successful for us this time in getting a larger candidate pool for the dispatchers. There's some internet sites that have really been helpful, and also some trade magazines that our techs subscribe to, to try to get somebody that is in that particular...it's a pretty narrow field, Radio Technology that these guys have, so we're reaching the net out into some other ponds, if you would to try and capture some candidates that we weren't able to get before. We hope to have that recruitment out in the next 2 weeks.

Chief Carroll inquired regarding the testing process. 68 going to Oral Interviews, do we lose 2/3 just based on that test or is that based on other things.

Chief Ridge answered that it's a combination of people not showing up for the test, and not passing the test.

Chief Carroll asked how many did not show up. Explained that the reason he was asking is because the Police Dept. was losing people on some of their testing. Maybe we're testing people on stuff we haven't trained them on yet, is that something that.....

Chief Ridge replied that we are planning, at the end of this recruitment cycle, we are intending to have an after action meeting. We will meet with the Advisory Committee, and talk about that. Looking at the raw numbers, who made it through, and then talk about if this was successful. This is the first time in a while that we have conducted a continuous recruitment, and the numbers we're seeing early on seem a lot better, so we're very happy because we were getting down to maybe 1 in 100, so 60 something out of the 300 is.....we're very happy to have those numbers going into this process now. But, I don't have that broken down and I think we can get that, I can have our secretary look through them.....inquired of the Confidential Assistant IV/Clerk of the JPA Commission if we can pull that data together for the Advisory Meeting.

Chief Carroll reinforced that it's just concerning when you have over 2/3 fail the test. That doesn't mean they all took the test.....

Chief Ridge reminded the Commission that the other thing we want to do as a team is get together and find out if CritiCall is still the industry standard for testing people out there. We don't want to have something that is antiquated and maybe not getting people who could do a good quality job for us and are being filtered out for some reason.

Board President Zoslocki addressed Chief Ridge regarding the difficulties in trying to hire a qualified Systems Engineer. Wondering if there was a resource available in the interim or.....

Chief Ridge replied that we have two gentlemen right now that are basically juggling three balls between them. We had another gentleman in that position, which has passed away a while ago, and we just haven't been able to find someone with those skills and techniques. We've had some people come in that were problematic...they did have some of the skill sets, but one might have been looking for a place where he was not going to have to do any outside work, and this definitely will entail some outside work, and another of the candidates was more into research and development, not the actual hands on type of work that we need. He feels that going to some of these trade magazines and websites that these techs often frequent to look for advice and information.....we haven't done that before, but he's confident it will be helpful because we saw a good increase in numbers by doing that for the dispatchers.

President Zoslocki commented that we was trying to understand how broad of a net to get out there to find personnel.

Chief Ridge said this was at the recommendation of our techs. We met with them and explained that we didn't get much of a candidate pool, and asked for ideas, which they had, so we're going to explore those ideas.

4. Introduction: Mr. Greg Mathews with Matrix Consulting Group

Chief Ridge introduced Mr. Matthews saying that the Commission hired a consultant to help up find out what we do well, and things that we don't do well, and what we can

do to improve those things. Matrix was the Consulting Company that was chosen, and we've meeting with them for well over a month, and we have the person who is leading the project, Mr. Greg Mathews is here to introduce himself.

Mr. Matthews presented as the Senior Manager with Matrix Consulting Group. He was asked to provide a brief introduction, and largely to introduce himself, so we will know his face when he returns in about 2 months, and spend some time with everyone to review the findings, conclusions and recommendations related to the operational review being conducted with SR9-1-1.

He has personally met about ½ of everyone in the Chambers. The project started about 6 weeks ago, interviewed over 40 people both in dispatch as well as end users, representatives such as the Chief, and City Manager, etc. A relatively detailed data collection list was distributed gaining some data from SR9-1-1 relative to all kinds of areas, whether it be calls for service information, salary and benefit information, governance structure, etc. Matrix has provided to the Project Managers a profile document which provides an overview of Matrix's understanding of SR9-1-1 at a high level. Results of an SR9-1-1 employee survey has been completed and written. Survey of customers or end users of SR9-1-1 has been conducted. This was all done electronically through Survey Monkey. Those results are yet to be written up. The schedule is such, that they are about 50% of the way through the project, whereby at the end of October, or first part of November they will provide a staffing and operations chapter. Mid-November will be providing a management, governance and cost allocation chapter, and once those draft reports are reviewed, and edits are made based on the feedback received from the Project Managers and SR9-1-1 executive and managerial staff, it will be brought back to the Commission, and they will receive a summary report of any length desired. They can spend an hour, or a workshop that can take four hours. Suggested the Commission might want to discuss in the next meeting or two regarding how long of a presentation is desired on the results of this particular study.

By way of background, Matrix Consulting Group is a national firm headquartered in the bay area. Mr. Mathews is from the Pacific Northwest Office, Spokane WA. They have offices in Massachusetts Texas and Illinois, and the wheel house of services is Public Safety, Public Works and Public Utilities.

Mr. Mathews started his career in Public Safety in the mid 1980's. First wife encouraged him to leave the profession after 7 years, with safety concerns. Mr. Mathews moved to Public Works, and then to Public Utilities and concluded his career as Deputy Director of Auditing for the City of Los Angeles. He ran the performance audit division, and conducted essentially internal consulting for Los Angeles for the 44 departments. He left government service in 2005, and has been with Matrix ever since. This is about his 43<sup>rd</sup> Public Safety study.

Mr. Mathews opened to questions.

Chief Carroll inquired if Mr. Mathews has been able to get ahold of Randy Richardson. He is a subscriber, the board will be losing him, but he would love to.....

Mr. Mathews replied that he and Randy have not spoken. Doesn't recall if Randy has talked with Matrix's President, Richard Brady or some of the other colleagues on this engagement, there are 3 others. Offered to speak with Randy personally if he has not already had conversation with any of the others.

Randy replied that no one from Matrix has contacted the City of Newman.

Mr. Mathews said they would make that happen.

A question from the Dais was raised regarding the technological portion of the report, and Mr. Mathews replied that it is one of the chapters that will be ready in mid-November, and then all the interim documents will be assembled into a report and provided as one complete package.

Chief Skiles asked about level of response from Customer Survey process.

Mr. Mathews indicated they did not get a good response. That is not atypical, however. Received a very good response from SR9-1-1 staff, 62% of people responded to that, it's a statistically significant response rate and a good response rate for that kind of tool, but with respect to a customer survey, end users, there were 42 responses. As suggested, that's not atypical. What they have largely discovered on an end-user survey, they get a very low response rate. Oftentimes, because if nothing's wrong, there's no reason to bring it up. He hasn't looked at the statistical results, frankly because it won't statistically significant. Never the less, there's 42 people that have responded and that's information that can be utilized. It will be included as well, but with the caveat that there's literally hundreds of individuals out there, police officers, sheriff's deputies, fire professionals, etc., 42 responses out of several hundred potential personnel is not particularly good.

Chief Skiles was seeing to qualify the impact of the study one way or the other based on the low response rate.

Mr. Mathews indicated that the outcome of the exercise won't significantly impact the study, if at all. It's just another data point that would be useful if there was a statistically significant response rate, but as suggested, they've done these kinds of customer service surveys a lot, and the response rate is rarely good.

Randy Richardson indicated that the City of Newman did not receive surveys, the officers or others...

Mr. Mathews replied that they should have, and would check on that because an e-mail link was allegedly sent by Matrix administrative staff to every Chief, both law enforcement, as well as fire in the service area. He will assume that's true, will check on that, and the survey can be opened again.

President Zoslocki furthered that if we have a city that something happened, and it didn't get out there, it's worth looking at the problem and see what it is. He indicated that if he was sent anything, he gets so much junk mail; he does triage just to stay focused on the things that are important. Unless something jumps out and says, "this is a survey you need to take," and so if anything was sent individually....he did have a verbal interview early on, so if there was anything subsequent to that, he did not receive it.

Chief Carroll also said he didn't recall getting a link to the survey. He may have, has probably taken 15 surveys in the 2 weeks from different places. Doesn't recall getting a link because he would have sent it out to the officers, and that may be why you're getting such a dismal response. It may be a matter of opening that back up and sending it back out.

Mr. Mathews inquired if Chief Skiles had received the survey?

Chief Skiles replied that it actually came through fire at least twice.

Mr. Mathews promised to check, as there are two potential issues. One, that it wasn't sent at all, and two, that it was somehow stripped, or three, the recipients missed it. He said he would let everyone know if it was actually sent, and if they missed anybody.

Consequently irrespective of that outcome, Matrix will open the survey for another week or so, and let everyone know. The deadline was extended once already, and went from 29 to 42 as a consequence. Please don't expect miracles that all of a sudden there will be 300 responses, because that's probably just not the case.

Mr. Mathews was asked to let everyone know the time frame for conducting that and when it's happening. He indicated he would do that through the SR9-1-1 Co-Directors and they can notify everyone when the survey goes live again and when the close date is also. That survey will probably go live early the next week from this meeting. In these kinds of surveys, they don't need to stay open very long, because people lose interest very quickly, so as long as you get people that may have been on vacation a week, then it's about 7-10 days that they are kept open.

The Clerk of the Commission asked that the Board President go back to the minutes for approval as they had been skipped over.

County Counsel Doering read into the record that there will be a closed session.

Public portion of Commission Meeting was adjourned to closed session at 1:32 p.m.



VII. Closed Session

C-1. Discussion regarding upcoming Labor Negotiations; Agency Negotiator: Nancy Bronstein; Employee Organization: Stanislaus Regional Emergency Dispatch Association. Government Code section 54954.5 (f).

VIII. Adjournment

ATTESTED: Kaye-Marie Newell, Joint Powers Agency Commission Clerk. The above is an expanded summary of the minutes of the Governing Board of the Consolidated Emergency Dispatch Agency. Complete audio-taped minutes are available from the Stanislaus Regional 9-1-1 Administration office.