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Lt. MIKE PARKER, Co-Director
Chief CECIL RIDGE, Co-Director

EMERGENCY DISPATCH JOINT POWERS AGENCY ADVISORY BOARD MINUTES

June 26, 2014

2:00 p.m.

Modesto-Stanislaus Emergency Services Facility
3705 Oakdale Rd
Modesto, Ca 95357

Members Present: Sheriff, Adam Christianson; Fire Warden, Dale Skiles; SR 9-1-1 Co-Director, Lt. Mike Parker; SR 9-1-1 Co-Director, Chief Cecil Ridge

Absent at the start of the meeting: Chief of Police, Galen Carroll (arrived later); Modesto Regional Fire Authority (MRFA) Chief, Sean Slamon

I. Regular Calendar Agenda Items

A-1. 800 MHZ/Simulcast radio system update

Barbara Jackson updated the Advisory Board. She presented her own agenda and handouts. She communicated with everyone 6/10/2014 via e-mail with an updated project plan, and a collapsed version in a handout. Reviewed and reminded that on 5/29/2014 the JPA Advisory Committee approved expenditure to reimburse MPD for ½ cost of the Performance Bond payment (made to TAIT) from MPD COPS 2009 Grant, which was an ineligible grant expense. The JPA Commission approved the expenditure at the 6/18/2014 Commission meeting.

Grants are waiting for TAIT Quote in order to do the Grant modifications to the COPS 2009 (MPD) and 2010 (SO). Both agencies will not release funds until the modifications have been submitted and approved. The performance bond costs have been resolved.

Reminder that Cops 2009 Grant expires March 2015 and the 2010 Grant expires June 2015.

Regarding Board/Council Agendas: Agenda item written for the Board. Waiting for the TAIT quote, and will meet with Doris Foster to complete that and schedule for a Board Meeting.

Chief Skiles sought clarification that the Board Agenda item is for the Board of Supervisors. Sought specifically as to what the agenda item would be. Barbara explained that there was an agenda item in 2012 that went to the Board to award the

TAIT Contract for \$1.1 million to TAIT. There was a balance left of funds accumulated for this project which they indicated that we would come back to the board, giving them an update and ask to spend the rest of that money. There is approximately \$580,000 remaining to spend.

Barbara handed out a revised timeline. Ceres PD has completed their cement work in preparation for release of funds to complete the work at their site. Getting Ceres done is first on the list of things to do. Once Ceres, is done, Turlock, Ceres, and 9-1-1 can be tested.

Planning Director, and the City Attorney have a meeting July 8 to discuss all the options regarding this Muni code and tower and what can be done to get it accomplished.

She mentioned Homeland Security funding for 2014. There's law enforcement money that could be utilized to build this tower at Fire Station 6, but there's environmental impact reports. Checking to see if Grant can pay for that study, and then a 3rd party can do it. Kurt's getting a quote to see how long they think it would take and how long they think it would cost. It's just one quote. Expecting it to be at least \$50,000 which means there will need to be 3 quotes.

Homeland Security funding is approved in December, so funds are ready December. Barbara thinks it can still be completed. To do what's needed will take 6-8 weeks. Hopefully everything else will be done by then, so we can focus on Fire Station 6. First need is to pour the cement, and it has to cure for 28 days, so there's tower building going on, and things will be progressing, she feels we're still within our timeline.

Chief Skiles mentioned the timeline required to write the report, submit, approved by the State and Homeland Security, creates lag time.

Barbara replied that we have questions in to the CalOES person (Bill) to learn some of those things.

Chief Skiles inquired as to a contingency plan, if the project doesn't go through, or doesn't work.

Barbara informed the Advisors that it would be part of the conversation on July 8. If we can't use Homeland Security Funding and they're estimating \$150,000 - \$200,000 for this tower structure, we have to figure a way to pay for that, or find another place to put a tower.

Chief Carroll inquired if there is a back-up site that would still have the coverage that might be easier to accomplish.

Barbara replied that she doesn't have any, other than the Mall which was a coverage problem. Hoping they can discuss some options in that Meeting on July 8 with Planning. Will have an update at the next Advisory Board Meeting. She does have

other tower options, the Fire Training Center, MJC owns a tower. Will the grant pay for lease costs? It's possible that Vintage Faire mall may go into a joint project with us to build a tower in the parking lot.

Lt. Parker asked Nate about coverage issues if it's moved from Station 6.

Nate Olson replied that we start losing a lot of the north coverage, the mall, interior mall penetration.

Barbara spoke about a coverage map. TAIT could create a map. She will ask them.

Sheriff Christianson offered his help as he has contacts at Verizon as does a member of the IT team with the SO.

Barbara said she would let him know after the July 8 meeting. Currently, if Verizon was to put in a tower, they're limited to 50' unless they deed it over to the County.

Fire Station 9 needs a cement pad and the grant funds will not pay for that cement pad. When the quote from TAIT comes in, we'll find out as they were asked to create it as an optional quote because we knew it wouldn't be paid from Grants, so that may be a cost to this group that we have to absorb together.

Sheriff Christianson sought best case scenario for 10th St. Place completion. Will it be February 2015?

Barbara said 10th St. Place should be operational by October 23, best case. Worst case would be June 2015. TAIT has to commission these, and then they will be here for the testing. Not wanting to waste anyone's time having them come out multiple times, so she's hoping it will happen in October.

Nate spoke regarding equipment removal from the Jail. Most of the equipment except for courts and jail will come out and move to 10th St. Place. It will be after the P-25 system is installed, we'll put all the racks in at the same time, and then once that system is up, things can be pulled out, as well as MPD basement. There might be slight overlap, but they'll schedule and work around to insure there is minimal disruption. The jail can use the court's repeater when things move.

Chief Skiles expressed some nerves regarding the time line if we don't make the deadlines with Fire Station 6. Will there be a default? Is there a contingency? What is plan B?

Barbara expects some answers within the next 2 weeks, and there will be contingencies at that time if needed. Her understanding is that we can build what is needed without Station 6. The communication will not be at the mall, as hoped; there would still be communication, just not as extensive as hoped for.

Nate said Station 9, 10th St. Place, Ceres and Turlock can all be on line, without

Station 6. There will be lost coverage to the north, but the rest can be in place and running.

Chief Skiles clarified that Station 6 was in addition to the original plan.

Barbara is still seeking clarity on the original plan. She has seen documentation that mentions 14 sites, but she can't locate documentation that actually details those sites. The 500 page macro report went and surveyed sites, but she doesn't see recommendations or coverage maps indicating what those sites are and what they cover.

Chief Skiles doesn't believe we paid for those specific findings, what we have is an overview and the details do not exist.

Lt. Parker added that the original Macro plan was for the entire county to have the 800 MHz system. The decision was made in 2008 or 2009 to build up the 99 corridor to include the City of Modesto in that project, and it shrunk down what Macro did and those sites were identified through TAIT when that contract was issued in 2009. TAIT should have it.

A-2. Use of FY 14/15 Homeland Security Grant to develop fire station 6 for the 800 MHZ/Simulcast project.

Lt. Parker attended the first meeting of the Fiscal Year 2014-2015 Homeland Security Workgroup. It was determined that law enforcement hasn't got \$245,000 to spend out of this year's grant. Lt. Parker made the proposal that we use that money to develop station 6 so we can get this 800 MHz and simulcast system done.

Sheriff Christianson inquired if the recommendation would be that law enforcement spends their allocation in its entirety on this project. Lt. Parker confirmed yes.

The three agencies that benefit are City of Modesto, Turlock and Ceres

A-3. Update on 911 Telephone System replacement.

Nate Olson spoke:

5/29/2014 Purchase Order and paperwork was submitted to the State of California for approval to use our 9-1-1 funding to purchase the Vesta 4.0 phone system that the group had chosen.

6/2/2014 received Commitment to fund 9-1-1 Equipment and Services from State of California.

6/3/2014 submitted Signed statement of work, commitment to fund, and a -0- dollar purchase order from the County to AT&T to get the ball in motion and get it ordered. Week of 6/9/2014 AT & T had an internal meeting with AT&T technicians and project managers to discuss the project from their side. Glen Rutledge (AT&T technician) has walked the site in preparation for the project. Quote from converted into an order for Cassidian by AT&T.

Waiting for AT&T to set up a meeting date for the post-sale configuration discussions and define the installation time line between SR9-1-1 and AT&T.

There are some configurations questions that will be discussed at the next SR 9-1-1 Manager's meeting.

Based on the timeline that was in the Statement of Work, it looks like approximately September 23rd will be the cut over date

A-4. Update on Diablo Grande

Conversation with Diablo Grande consultant group revealed that the ownership group of Diablo Grande had contacted him. His recommendation was for them to write a check based on the report we did telling them exactly what was needed to make Diablo Grande running so it's public safety compliant. Lt. Parker has not heard back from the Consultant since that conversation. In the meantime, he has learned that the homeowner's association group has contacted Ray's Radio to see what it would cost to fix site #1, which will not make that system public safety compliant if Ray's does that work, so it would be a waste of their money.

Sheriff Christianson asked if the homeowner's association had been informed yet, because we're not taking possession of that system, no matter what Ray's does, if it affects the county, it will be shut off.

Suspect there are delays in returning for further conversation due to financial issues with the drought.

A-5. Consultant Services RFI

In the June 18, 2014 JPA Commission meeting, the Commission approved engaging the services of an independent consultant to prepare a report identifying recommendations regarding efficiency improvement for Stanislaus Regional 9-1-1. The Advisory Board has some tasks involved with completion of that study. Lt. Parker included a schedule for selecting the Consultant firm selection.

A-6. Creation of an SR911 Strategic Plan

After realizing several months ago that SR9-1-1 does not have a strategic plan, formulation has begun to create one. There is a draft letter going to the stake holders within SR9-1-1 (all the end users, and the public) to participate on this committee to create this strategic plan. Shift Manager Lisa Frazer has taken responsibility for this project, and she's doing an excellent job. Hoping to have a road map in place within 90 days as to where we are and where we want to be. It will be a 3-5 year strategic plan, which will be updated regularly.

A-7. Staffing Update

Recruitments just completed for Dispatchers and Call Takers with disappointing results. Nine Lateral Dispatch applicants applied, and only 4 showed to test. No one

passed by the end of the day. Three failed the CritiCall test, and the remaining applicant failed in the interviews. Still have 3 open Dispatch positions, we did get one full time call taker, so those are full. Interviews will be conducted next week for the Manager IV position, which will promote shortly after July 1, 2014. There is recruitment for a Systems Engineer II, which is the 3rd radio tech position. We may extend it for an additional week or two because we are not getting a lot of qualified applicants.

Chief Carroll had some procedural questions regarding the recruitment process, if we were looking at what other Comm Centers were doing for entry level testing. The police officer test is being revamped as they have recently discovered there are problems, and he was wondering if SR9-1-1 may need to re-evaluate also. Lt. Parker reviewed our recent process to revalidate the test, as well as our training coordinator doing some studies and discovered that most agencies are now requiring the CritiCall test or a certificate indicating passing before they can apply.

Cecil Ridge reminded the Board that the typing speed has been lowered to 35 wpm to permit qualified candidates that may have good data entry skills but not as strong manuscript typing.

Lt. Parker reminded the Board that SR9-1-1 used to use the POST test, but it doesn't give skills testing. It's a bubble in the answer type of test, and CritiCall actually determines an applicant's skills for the work environment.

The Lateral Dispatcher may be where the issue is. Discussions will occur at the next Manager's meeting to possibly bring back the Dispatcher Trainee position. They are hired at a lesser salary than a full dispatcher. They have a year to learn the call taking and get into some dispatching. Once that year is completed, and they appear to grasp the concepts necessary, then they're elevated to the Dispatcher position (salary increase), and they start formally training as a dispatcher. They have the whole time in the dispatch environment learning the basics, and the phones. Everyone has to learn the phones first, and then expand to dispatcher. We could get a much larger pool of candidates.

Chief Ridge also commented that we are looking at other areas to advertise for our openings.

Lt. Parker and Cecil Ridge are continuing to have regular meetings with the union officers. They appreciate that management is meeting with them monthly and reviewing issues. Cecil has begun operational negotiations regarding surface issues through the collective bargaining process.

VI. Adjournment at 2:36 p.m.