



**EMERGENCY DISPATCH
JOINT POWERS AGENCY ADVISORY BOARD
MINUTES**

October 30, 2014

2:00 p.m.

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

Advisory Board Members present: Chief of Police, City of Modesto, Galen Carroll; Chief Sean Slamon, Modesto Fire Dept.; Fire Warden, Dale Skiles, Sheriff Adam Christianson.

Also present: Barbara Jackson, Project Manager for 800 MHz/ Radio Interoperability project; Wendy Silva, Operations Manager for SR9-1-1

- I. Christiansen/Carroll Unan. Approved Minutes from September 25, 2014
- II. Regular Calendar Agenda Items

A-1. 800 MHz/Simulcast radio system update

Barbara Jackson presented. Moving along. Sept. 30, 2014 received Board of Supervisor's approval to amend TAIT Contract. October 14, 2014 received Modesto City Council approval to replace the tower at Fire Station 6. November 4, 2014 Modesto Police Department is going to Council with a consent item to approve not to exceed \$130,000 for project construction costs. This is to cover the COPS non allowable costs.

Currently, Turlock is complete. Ceres is mid-way, the electrical is about 50% complete, air conditioning has obtained his permit and started work yesterday (10/29/14). There is a potential time delay on the tower. The Ceres Building Division requires a structural engineering plan for the tower.

Sheriff Christianson added that Ray's Radio never created the structural plan, Barbara confirmed that was correct.

Barbara continued explaining we are in the process of getting that taken care of so there could be a delay on that tower. We can expect Turlock and Ceres Police Departments to be commissioned at the same time in the time frame of November 18-22. They need to have their radios available for firmware upgrades and new programming between 11/17 - 12/2. That's the time we are allowing them to get it done.

Sheriff Christianson inquired from Barbara if anyone from either of those agencies have acknowledged that they will have them ready for us. Barbara indicated they have not. She said Brent is working on it, he's been out of town and back today (10/30). She doesn't have a specific from him that he's done, and she has gotten nothing from Turlock PD although she knows Kurt (Kline) and Nate (Olson) have been working with Ron Reid.

Lt. Parker asked if someone needs to call Capt. Williams, and Chief Carroll remarked that it can probably just be brought up at LEX next week. Sheriff Christianson agreed it was a good idea because it is in advance of the time frame.

Barbara reminded the Advisors that it's not only that they can account for them because she believes that they have been doing an inventory, but to be available during this time period or they will probably not be programmed until done with the next round.

Sheriff Christianson indicated he would not be at that meeting, the Under Sheriff will, and inquired if Lt. Parker would be there. Lt. Parker acknowledged that he would.

Barbara continued; 10th St. Place is anticipating a February completion date. Work must be done after hours. They must have a maintenance worker on hand and we will probably have to pay that overtime. Barbara is not sure. She's checking into it. She knows that everyone else that's worked on this project that has a stake in it and has been paying through their normal budget process; where as this, they don't really have a stake in it, and they have to be there to let the workers in and supervise them. It might end up being in the non-allowable construction costs.

Chief Carroll inquired what maintenance workers needed to be there. Barbara said it's Building Maintenance for 10th St. Place. Israel and Richard are their names.

Chief Carroll asked if they were contract employees or City employees. Barbara doesn't know because they say 10th St. Place is a JPA. She's assuming they're getting paid from the County. She's checking into it. If they are paid through the County they can invoice us, but if paid through the City they will enter it on their time card with the Project fund/org.

Sheriff Christianson remarked that Barb had given him the document indicating installation limitations, and prohibition from any work being done during business hours.

Chief Carroll indicated he was familiar with that document. What he was inquiring was if they are not a contract employee like the Janitorial Place that they are contracted with, he sees no issue with paying them the overtime.

Sheriff Christianson commented that he doesn't understand why we are being restricted to after business hours work. Chief Carroll also agreed.

Barbara said that she understands some of it, because of the noise. If they are drilling and things like that, it's noisy. It will affect the 6th floor because we're working right above.

Sheriff Christianson added that if the air conditioning units were to go out on the 6th floor at high noon at 106 degrees outside, they'd be working on that building within 10 minutes. He mentioned that he had already spoken with CEO Stan Risen, and will be talking with Tim Fedorchak to determine why we're doing this, because it slows the project down.

Barbara continued; on the electrical side, he's ready to start. He already has his permit for 10th St. Place. He's ready to start 5 weeks ahead of schedule. However because of the after-hours restriction, he may have to wait until Veteran's Day before he can begin, but that's still 3 weeks ahead of schedule.

Sheriff Christianson did not agree that the electrician would possibly need to wait before beginning work due to the after-hours work restriction causing the project to slow down. Said he cannot promise he will be successful in breaking through the bureaucracy, but he's going to try, and encouraged Chief Carroll to try from the City side also.

Barbara continued; Air conditioning will begin when electrical is finished. Tower, had a potential delay. Structural engineering plans were done, but there was a code change between their completion and the beginning of work, so they have to be re-done. Kurt is working on that. We don't know how much that is going to cost to have that re-done. Also working on street closure and encroachment permits during the process. She just needs to firm up the dates and they will be ready to go.

Sheriff Christianson inquired if we submitted plans for code approval and we've met that, aren't we locked into that code?

Barbara responded that they did not submit the structural plans for the tower because they were waiting for the electrical engineering plans to do them all at once because there would be a fee reduction, but electrical went ahead and submitted their plans, so there was no savings. They submitted their plans without approval, so the project has to pay for those, and now the structural plans as well, because of the code change. It's unfortunate that the plans weren't submitted, and approved. It's a little bit of a setback cost wise, but the work on the tower wasn't expected until mid-December so there's not a time delay expected. We just have to see how long it takes for them to review those plans. They indicated three weeks, but they did the electrical plans in one day.

The radio equipment installation will happen after the tower is in place.

Fire Station 9; 10/29/2014 obtained the super exclusion from the City Community and Economic Development. We can pour the foundation.

Electrical has their permit. Already started work at Fire Station 9. Foundation work will occur after electrical is in. Shelter move will be after the foundation cures which 28 days is. Radio equipment installment will be after the shelter is moved.

10th St. Place and Fire Station 9 will be commissioned at the same time. Fire Station 9 will most likely be ready to go prior to 10th St being ready. Right now they are scheduled between February 10-12, 2015. The radios will need to all come together for the firmware and programming, including the city side as well. They are not in the same boat as Ceres and Turlock at this point because they are not part of the testing.

Fire Station 6; have selected an EHP consultant AES. The P.O. is supposed to be generated today. Hoping to have a kickoff meeting 11/10/2014.

Barbara also provided a handout of a collapsed project plan for everyone to stay up to date.

Chief Carroll inquired regarding the FAA permit.

Barbara says it needs to be re-done. We had approval, but it expired. Kurt has to submit it again. It's an electronic form. It took 4 months to get the first one, hopefully, being electronic, we'll get it more quickly, and we can't put the tower up until we get that permit.

Sheriff Christianson commented that they have a lot of inside contacts at FAA. Barbara indicated she didn't expect it to be a problem. We already had one permit; it's just a matter of getting it re-issued.

Sheriff Christianson promised a follow up for Barbara regarding the prohibition from work during business hours after he called Tim Fedorchak. Said the CEO didn't know anything about it. Sheriff Christianson is seeking determination if there is a precedent or a rule that supports that prohibition. Further conversation between Chief Carroll and Barbara indicated that the issue seems to be one person's office, that apparently was not previously occupied but is now that will be affected by construction noises.

A-2. Update on 911 Telephone System replacement

Lt. Parker reported that the Cassidian/Vesta phone system project is well on its way. AT&T employees are in the room now installing the equipment. On schedule for a December 10, 2014 cut-over.

A-3. Consultant Update

Chief Ridge reminded everyone that we have Matrix Consulting employed to conduct an efficiency study for the Dispatch Center. They came to the last JPA meeting to report. Since then the work has continued with them as far as we know. We do have one concern. All three of us together, and then separately in meetings with Greg (Matthews, with Matrix) told him of the importance of meeting with Newman City Manager or the Police Chief because of the strained issue with the cost and them leaving. That point was made very clear to him, and then to stand there that day and learn that Newman had not been contacted gave the Chief some concern.

We want to ask that you would allow us to ask Greg (Matthew, Matrix Consulting) to produce for us a report indicating he did get data distributed; apparently he missed the Police Chief too. Just to affirm they are doing what we asked them to do. A simple report that he sent the

inquiries out, who it went to and they received it, so we can know they are getting things done. All of "us" individually and collectively, because we've all met with Greg several times now, stressed to him before that the importance of speaking to Randy. Other than that the consultant work continues as scheduled. He reports to Stan Risen and the Jim Holgersson (City Manager) directly.

Chief Carroll mentioned that the surveys were conducted with bad timing.

Chief Ridge acknowledged his comment. Sheriff Christianson asked what was bad timing. Chief Carroll explained that were two surveys sent out within days of each other and could be easily construed that one was related to the other.

Chief Carroll commented that on the MPD side, Greg from Matrix was in touch with him saying nobody from the Police Dept. is taking this survey. He challenged Greg (Matthews) because the Chief had responded (to the survey), so wondered how "nobody" could have taken the survey. That's the only way that Chief Carroll learned that there were two surveys. One distributed by SR9-1-1, and one by Matrix Consulting.

Chief Ridge added that Matrix's resolve was after the JPA Commission meeting (10/15/2014) they were going to resubmit it because they want to make sure it got out correctly. There are a lot of things going on, and a lot of things we're trying to accomplish. One of our Managers, who's working on the Strategic Plan was anxious to get her project going, and when she launched it, Chief Ridge didn't think that the two surveys would get confused. As hindsight is always a benefit, it was problematic and going forward we'll make sure that we don't have those mistakes happen again that can cause confusion.

Operations Manager, Wendy Silva added that SR911 is going to share the findings from the Strategic Plan inter department survey as well with Matrix. The questions were fairly similar. They weren't identical, but they similar.

Chief Carroll commented that he didn't receive the original Matrix survey, and while waiting for the Matrix survey, he received the Strategic Planning internal survey.

Sheriff Christianson asked why Chief Carroll didn't receive the Matrix survey, and Wendy indicated that Chief Carroll's name was spelled wrong.

If there is agreement, Chief Carroll intends to e-mail Greg and ask for the report and notify the principals know that we're requesting that information also.

A-4. Dr. Moles Contract and Psychological Services

Lt. Parker said we currently have a contract with Dr. Moles, in Modesto, for our Psychological services, and our new employee Pysch testing. That contract is up on November 30, 2014. Chief Ridge and Lt. Parker have had some concerns with Dr. Moles for a while. They have been in contact County Counsel. They will be terminating the contract. On County Counsel's advice, we will let the current contract expire. We are now in discussion with Dr. Joslyn

Roland for our Psychological Services contact. Lt. Parker thinks she's currently MPD's psychologist as well as the Sheriff's Office. Thinking we will get a better product using her.

Sheriff Christianson added for the record that is fine with letting the contract expire, not renewing it, and entering into an agreement with Dr. Roland.

A-5. Staffing Update

Operations Manager, Wendy Silva updated. We have finished the first round of interviews for Dispatcher and Part-Time Call Taker. We are currently still down 5 positions, however that was possibly going to jump to 7 with the loss of Marina who had gone into the Police Academy; unfortunately, she did not make it, so she is back. That's good for us. She has a very positive attitude so that's good. So we have Marina back, and we also had word that Molly had applied for Livermore, and was leaving and she informed me yesterday that this is her home, and she wants to stay here, so she also is not leaving. Both of them have very good positive attitudes, so I was happy to hear that.

After our first round of interviews, we have 31 people going into Selection interviews. 17 for dispatcher and 14 for Part-Time Call Taker. Between, Chief Ridge, Lt. Parker, and Wendy, we will be conducting those starting on November 10, 2014. It's going to take us about 3-4 days to get everyone interviewed, and we will decide from there. Again, we are working with the County with the possibility of over-hiring, with the knowledge of turnover rates, academies, and such, so that's where we're headed.

Chief Carroll acknowledged this is good.

Sheriff Christianson commented that this should not be a problem with the Sheriff's Office.

Chief Ridge added that the Department has already been in conversation with Nancy Bronstein. By coincidence we see her often because of the Negotiations also with the dispatchers, and Nancy has told us that it shouldn't be problem.

Wendy continued, we also have great news; Jazmine Thompson just got cut loose on SO radio today. Kathleen Ferreira is taking on Fire and is doing very well from what I'm told from her trainers, so we're hoping to get her with one more trainer, and then she also will be cut loose, so that's 2 more bodies cut loose on the floor in a short time frame, so that's very exciting. And then when she is cut loose, we're looking at bringing up another call taker. The catch is obviously that leaves a 2nd vacant position as a full-time call taker, so if we can work it out where we can put a part-timer in to cover that spot, we'll probably move her up sooner than later, but again, we also don't want to leave that vacant seat on phones too soon, so it's all about timing.

Chief Skiles asked Wendy, if 31 are going into Selection interviews, and we are down 5 (staff), how many do you hope to hire?

Wendy replied that we don't have an exact number. That's something we have to work with the County on how many they will allow us to over hire

Chief Ridge reminded the Advisory Board we have one retiring in March. Hoping we can hire maybe up to 8. We want to talk to them possibly allowing us to over hire and maybe some of the people we over hire can be part-time Call Takers, and as things filter down that needs more people, we have a pool to pull from.

Sheriff Christianson asked if out of the 43 and 40 if we had applied the pre-background screening yet.

Lt. Parker said not yet. Sheriff Christianson said he could tell us what's going to happen.

Lt. Parker said we'll let them get through the selection interview first, and then we'll do that.

Sheriff Christianson address Chief Carroll regarding some concerns he felt Chief Carroll had with recruitment, asking if this addresses them.

Chief Carroll replied that his concerns are with the test. The numbers given to the Commission were that 300 had applied, and we only had 90 that passed, and that made it seem like it was a 2/3 failure rate, which I know that's not the case. I know it was that a certain number didn't show up, a certain number....whatever, but if you have people who don't understand that on the Commission and they just hear you've got a 2/3 failure rate on the test, that's where concern comes in.

Sheriff Christianson asked if these numbers had been presented, it wouldn't have been an issue. Chief Carroll replied affirmatively. Sheriff Christianson continued that it was the detail was the part that was left out.

Chief Carroll said the question he still has, is just like the Police Academy test. There were 6 take it, and 4 of the 6 failed. Is the test testing for stuff that we can train people on? That's the question. I know CritiCall is a good test, but is it something we can train people on to actually get up to that standard, or are we testing for something that maybe we need to look at just the standard POST test. And, that's really what the root of the question is.

Wendy added that since we've gone to the continuous recruitment, so we can fill our positions, our goal was after this, this is the first time we done this, so by the much more positive numbers we've got this time, we plan on sitting down as a group when this is over and in all honesty, what quality are we going to get out of this and once we get them into the academy, see how they're doing. If we have great quality dispatchers, then we'll probably continue with the CritiCall. However, if we feel like there's something wrong, or something missing, then we'll look at other options. I know POST has a test and things like that, so right now, we just want to finish this recruitment and see what happens, and then we'll decide from there.

Chief Ridge added that we've recently done some research on the CritiCall test, and the numbers are pretty big.

Lt. Parker commented that CritiCall is used in over 15,000 agencies in this country, and world-wide that use CritiCall as the standard for their Dispatch Centers.

Chief Ridge said that we've have done some tweaking of that instrument, we've turned down the typing speed for example.

Lt. Parker commented that we can tweak CritiCall to however we want.

Sheriff Christianson asked how many words per minute. Wendy said it's 35 WPM. It used to be 45 WPM, we've dropped to 35, and to be honest, the number of people that can type about 39-40 words a minute, so that's helped us a lot.

Sheriff Christianson said that the reason he asked is because (City of) Tracy's is 30 and that's one of the reasons why Melissa got let go.

Lt. Parker added that 30 WPM is not very much.

Sheriff Christianson said she couldn't pass. That and multi-tasking. She couldn't multi-task so they said, "thanks."

Chief Carroll continued saying "it's not that it's a bad test, I don't know, I have no idea. It may be the best test in the world. Honestly, some agencies never have to hire a recruit off the street, because they have paid benefits and everything else, they can hire straight in, so are we losing people we can train? That's all I'm asking."

Sheriff Christianson said we will evaluate that and make adjustments as necessary. I won't be the guy that votes to lower standards.

Wendy added that we don't want to change too much too soon, since we just now went to where you don't already have to have dispatch experience, so that was a big change.

Sheriff Christianson said the Sheriff's Office processes hundreds of applicants and he hires 1%. It's a pretty easy number to understand.

A-6. Strategic Planning Process

Lt. Parker said we do have a core team available. We've been meeting regularly for the last couple of months. The survey we just talked about was put out by the Strategic Planning Committee to try to get a base line of what we're doing good, what we're doing bad, and what we need put in our Strategic Planning process. That survey closes tomorrow, and we'll be able to gather all that data and start working on what we need to put into the Strategic Plan. Hopefully, we'll be done with that in 3-4 months, and we'll have a good Strategic Plan out for the department to follow as a road map to improve in the future...

III. Adjournment of Open Session meeting

IV. Closed session discussion