



## DISPATCH ADVISORY BOARD MINUTES

January 14, 2016

2:00 p.m.

Stanislaus Regional 9-1-1 Logistics Room  
3705 Oakdale Rd., Modesto, CA 95357

**Advisory Board Members Present:** Stanislaus County Sheriff, Adam Christianson; Chief of Police, City of Modesto, Galen Carroll; City of Modesto Fire Chief, Sean Slamon; Stanislaus County Fire Warden, Assistant Director of Emergency Services, Dale Skiles

**Others Present:** SR9-1-1 Director, Joel Broumas; SR9-1-1 Operations Manager, Wendy Silva; SR9-1-1 Business Services Manager, John Bettencourt, 800 MHz Project Manager, Barbara Jackson; Deputy City Manager, City of Modesto, Joe Lopez; Assistant Executive Officer, Stanislaus County, Jody Hayes; SR9-1-1 Dispatchers and SREDA Vice-President, Tamara Carmelich, and SREDA President, Ronda Bell; SR9-1-1 Systems Engineer II, Nathan Olson

Convened at 2:02 p.m.

Ronda Bell, President of the Stanislaus Regional Emergency Dispatcher Association reported that contract negotiation talks stalled, with no progress. Union President Bell shared salary ranges from various other Dispatch agencies that are currently hiring for single discipline journey level dispatchers within reasonable commute range. Doesn't want to see Stanislaus Regional 9-1-1 become "train them and trade them" department. President Bell referenced the 2010-211 Santa Clara County Civil Grand Jury Report, "Can You Hear Me Now?" which spoke about the virtual consolidation of all their agencies. She referenced that the report found there should be sharing of CAD and a phone systems. Stanislaus Regional 9-1-1 does not have that ability to share with other nearby agencies as other agencies are on separate systems. In 2015 there has been a reduction of 9 staff members. Twelve were hired from 370 applicants in recent recruitments, retaining 6, with one recently converting to part-time, and another out on medical leave, having not even started call taker training with 4 still to be trained as dispatchers. President Bell expects to see a worse situation this summer than 2015 staffing wise. Call volume is not going down with close to 564,000 calls last year, and work environment is no less stressful. Asking the Advisory Board for every consideration.

Slamon/Carroll Unan. Adopted the Consent Calendar

\***A-1** Approved the Minutes from Dispatch Advisory Board Meeting November 12, 2015

Carroll/Christianson unan. **B-1.** Agreed to Recommend and Forward to the Consolidated Emergency Dispatch Agency Commission Various Components of the Independent Contractor Work in Conjunction with the Stanislaus Regional 9-1-1 Dispatch Center Remodel.

Director Broumas reminded the Advisory Board the Commission approved use of the surplus funds for the remodel plans in May 2015. Electrical quotes came in at a higher

amount than anticipated originally, with \$128,000 final bid. Clarification was added to indicate the \$481,000 project cost is the fund balance from the 2014-1015 fiscal year that would have typically been returned to the partner agencies, but is being spent on the remodel project. The money being spent is not inclusive of any fund balance in the current fiscal year. The dispatch furniture has been purchased, built, and in a warehouse stored for shipment to us when ready to install. Anticipating 2 weeks to complete the remodel project, requiring Dispatch to move to the Alt PSAP site in Ceres. There will be some impact on the operational side working from Ceres, going from the current phone system at SR911 being on the computer to a handset with limited transfer lines and incoming lines in Ceres, could most likely equate to a slower turnaround time and hold times.

**C-1.** Barbara Jackson, 800 MHz/Simulcast Radio System Project Manager reported Tower and shelter have been ordered. Waiting on soil report. Structural Engineering for the tower and foundations are all based on the soil report, expected by 1/28/16. Also need the structural engineering to obtain the permits. Still on target for end of April 2016 to be complete. MPD Cops Grant will be closed next quarter, having expended all the funds. The Sheriff's Cops grant has approx. \$8,500. Asking if COPS will accept costs (approx. \$7,500.) as an eligible expense for electrical bypass switch on UPS at 10<sup>th</sup> St. Place, allowing them to bypass the electrical so they can work on the UPS. There is \$13,000 balance in MPD Construction Fund & \$19,000. in Fire Station 6 Construction Fund. April 28, 2016 is still the projected finish date. Nate updated the Advisors regarding Diablo Grande Project. VHF Simulcast, TAIT engineers were out last week to do site walks. Expect 6-8 week delivery of hardware, as it comes from New Zealand. The equipment at abandoned Site 1 will need to be disposed of, as it won't work with simulcast, and was never considered as a county asset. T1 for Turlock has been ordered. Sheriff Christianson indicated they are adding equipment on Turlock's tower, and are also looking at Waterford to continue to invest in the VHF communications infrastructure for the Sheriff's Dept. Turlock will help with broadcasts in the South County, Waterford in the East, and Diablo Grande will cover the West side of the County.

**C-2.** SR9-1-1 Operations Manager, Wendy Silva provided an update regarding staffing. Currently there are 39 allotted positions. 33 are staffed, 5 of which are trainees, leaving 6 openings. There are 4 applicants in background, anticipating those any day now. Timing is crucial with remodel, and other pending projects. Working with HR to begin next round of recruitment. Since March 2015, 11 dispatchers have been hired, only 5 are remaining. One of those 5 has moved to a radio position, and the remaining 4 are in early stages of being cut loose on phones, and will eventually move to radio for further training. Of the 6 employees that left, they reported lifestyle, and stress with salary negotiations and job flyers from other agencies being circulated having an impact in the dispatch environment.

Director Broumas updated the Advisory Board that regarding a meeting between AMR, SR9-1-1, and Stanislaus County to discuss the CAD to CAD interface between SR9-1-1 and AMR. AMR expects their upgrade, to be completed in May 2016. SR9-1-1 hardware expected delivery is 3/1/2016 to upgrade from 1.7 to 2.0. AMR will need to purchase their side of CAD to CAD. Optimistically looking at May for CAD to CAD to be up and working. Kevin Harless is the Project Manager. Director Broumas indicated this is a front burner project. Operations Manager Wendy Silva added that Sit Stat and CAD to CAD efforts are

occurring simultaneously. Director Broumas informed the Board that Kevin Harless has reestablished a relationship with the C.O.O. at TriTech which seems to be providing better customer service response now regarding the overall CAD system including the RMS factor. Chief Carroll shared an installation and test schedule from Tri Tech in a letter he's received, and forwarded the letter to the rest of the Advisors.

City of Modesto Deputy City Manager, Joe Lopez provided an update regarding the City Managers in Stanislaus County. Hoping to schedule a meeting for January 26, 2016 or early February, to start conversation about what a broader regional model looks like, getting input from everyone. He added that this pertains to the Matrix recommendations which were to explore broader, more regional models, more inclusive of other partners. This meeting doesn't commit anyone to anything, just want dialogue.

Fire Warden, Dale Skiles asked about immigration of Fire Agencies, Stanislaus County Assistant Executive Officer, Jody Hayes indicated he will meet with C.E.O. Risen this week to discuss Fire Strategies and subsidizing rural fire districts. There is some inconsistency in current policy regarding subsidizing Fire Dispatch.

Adjourned to Closed Session at 2:50 p.m.

Closed Session: Discussion regarding staffing changes for Stanislaus Regional 9-1-1

Adjournment at 3:38 p.m.

ATTESTED: Kaye-Marie Newell, Dispatch Advisory Board Clerk. The above is a summary of the minutes of the Governing Board of the Dispatch Advisory Board. Complete audio minutes are available from the Stanislaus Regional 9-1-1 Administration office.