



DISPATCH ADVISORY BOARD
MINUTES

February 9, 2017

Regular Meeting Minutes
2:00 p.m.

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

- 1.0 Open and Welcome
SR911 Executive Director Scotty Douglass called the Regular Meeting to order at 2:08 p.m.

Advisory Board Members Present: Stanislaus County Sheriff, Adam Christianson (departed prior to the end of discussion during Item 4.4), Stanislaus County Fire Warden Dale Skiles, City of Modesto Fire Chief, Sean Slamon, and City of Modesto Police Chief, Galen Carroll (arrived during presentation of Item 4.3).

Others Present: Lisa Frazer, Alan McFadon, John Bettencourt, Stanislaus Regional 911; Jody Hayes, Stanislaus County Chief Executive Office, Tom Boze, Stanislaus County County Counsel, and Jim Gordon, Stanislaus County Sheriff's Office.
- 2.0 Public Comment Period
No public comments.
- 3.0 Consent Calendar
 - 3.1 Approval of Minutes from Dispatch Advisory Board Regular Meeting January 18, 2017.
Christianson/Slamon unam. Approve Consent Calendar 3-0
- 4.0 Regular Agenda
 - 4.1 Accept Monthly Operations Report for January 2017. Stanislaus Regional 911 (SR911) Executive Director Scotty Douglass presented the report. Douglass pointed out the decrease in both mandated overtime and voluntary overtime.
Skiles/Christianson unam. 3-0

- 4.2 Approve an Amendment of the Fiscal Year 2016-17 Dispatch Advisory Board Meeting Calendar. Scotty Douglass presented the amended calendar. Slamon/Christianson unam. 3-0
- 4.3 Accept the 2016 Annual Report. Scotty Douglass informed the Advisory Board that this was the first Annual Report in 16 years. Douglass stated that the two main accomplishments of the previous year were the remodel of the dispatch area and the increase in dispatcher staffing. Currently there are five open positions with six candidates in background investigations. Douglass discussed the three strategic priorities for 2017: 1) Interconnectivity with partner agencies, including the CAD to CAD interface and data exchange with Mountain Valley EMS. 2) upgrade the Agency's radio infrastructure, including purchase of a new radio console system and 3) create a formal employee peer support team that will collaborate with the partner agencies. Douglass then referred to the Department Organizational Chart. On an interim basis, Wendy Silva will be serving as the Technical Services Division Manager and Scotty Douglass will assume direct responsibility for dispatch operations. Douglass then discussed the statistics pages(12-13) and introduced Lisa Frazer as the staff member assigned to lead the agency's Quality Improvement Program. Douglass then informed the Board that all cellular calls are now routed directly to SR911 with AT&T completing the conversion process. Slamon/Christianson unam. 4-0
- 4.4 Agreement to Recommend and Forward to the Consolidated Emergency Dispatch Agency Commission the Fiscal Year 2017-18 Proposed Budget. Scotty Douglass first provided background on the current Fiscal Year 2016-17 budget development. Douglass then presented the 2017-18 Proposed Budget at the summary level, including Salaries and Benefits, Services and Supplies, Other Expenses, and Fixed Assets as titled within the proposed budget. The 2017-18 Proposed Budget represents a change due to the increase in retirement costs from 5% to 15% and employee benefits by 5%. The updated budget worksheet was distributed to the Advisory Board in a separate document that will go to the Commission on February 15, 2017. Douglass then referred to the PowerPoint presentation. All main budget categories are displayed. Douglass asked the Advisory Board to consider approval and subsequent recommendation to the Consolidated Emergency Dispatch Agency Commission (Commission) of the 2017-18 Proposed Budget at this meeting with the intent of returning in June of 2017 to present the 2017-18 Final Budget for adoption. Douglass presented the updated 2017-2018 Budget, discussing changes from the 2016-17 Budget. Salaries and Benefits include a 5% vacancy percentage. Services and supplies include increases for communications costs, a maintenance agreement related to the 800 MHz radio project and a potential radio transmission site lease. The Agency will experience savings of \$ 171,893 due to the retirement of the CAD

project loan. Fixed assets include \$100,000 for a microwave system at Mt. Oso and \$ 65,000 to replace the uninterrupted power supply (UPS) in accordance with the Capital Improvement Plan adopted by the Commission at the November 2016 meeting. Douglass informed the Board that the expenses from 2016-17 to 2017-18 have decreased in the amount of \$327,000, however, charges to partners have increased \$ 233,000. Retirement costs and fixed assets were the largest contributor to the increase.

Douglass then discussed the capital improvement plan, referring to the schedule of projections by year. Additionally, Douglass discussed the various options choices, which were used to construct the budget. The final pages of the document displayed the charges to partners by law and fire agencies. Chief Carroll initiated a discussion regarding the labor vacancy rate. Carroll's expressed concern that because a specific contingency reserve was not allocated to support the agency being at full-staffing, the risk to the partner agencies receiving an additional charge, or having to utilize most of the existing contingency reserve was high. It was agreed among the Board members to recommend a decrease in the budgeted vacancy rate to 2.5%. The remaining budget, as presented was approved by the Advisory Board and will be recommended to the Commission for approval
Carroll/Slamon unam. 3-0

5.0 Informational

5.1 SR911 Staff Reports

5.1.1 Status Report Regarding Dispatch Staffing and Training

Scotty Douglass discussed the report and introduced Alan McFadon as the dispatch shift manager in charge of training.

5.1.2 Status Report Regarding SR911 Technical Projects.

Scotty Douglass discussed the report.

5.1.3 Executive Director Oral Update. Scotty Douglass informed the Board of the plan to clean up salvage items at the facility using the Sheriff's Office labor force. Because Wendy Silva and Scotty Douglass switched responsibilities, Wendy will assume the role of Technical Services Manager, while Scotty will directly oversee dispatch operations. Douglass discussed opportunities to develop staff in operations and to encourage professional development. Douglass then asked Jim Gordon and Jody Hayes to inform the Board regarding the progress of the VHF system interoperability improvement project.

5.2 Dispatch Advisory Board Member Reports. None

6.0 Adjournment

Meeting adjourned at 3:24 p.m.

ATTESTED: John Bettencourt
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.