



## CONSOLIDATED EMERGENCY DISPATCH AGENCY MEETING MINUTES

May 20, 2015

1:00 p.m.

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

**Commission Members Present:** President, Bill Zoslocki; Vice-President, Bill O'Brien; Modesto City Manager, Jim Holgersson; Stanislaus County C.E.O., Stan Risen, City of Modesto Chief of Police, Galen Carroll; Stanislaus County Fire Warden, Dale Skiles; Attorney for City of Modesto, Rolly Stevens; County Counsel, John Doering.

**Absent:** City of Newman Chief of Police, Randy Richardson (Alternate for City of Newman, Mayor Ed Katen)

Pledge of Allegiance to the Flag

### III. Public Comment Period

There were no public comments

### IV. Consent Calendar

A-1. O'Brien/Carroll unan. **Approved Minutes from April 15, 2015**

### V. Regular Agenda Items

**B-1. Risen/Carroll unan. Authorized use of 2014-2015 Surplus Funds for Console replacement and remodel costs, noting City of Newman's FY year end true-up will be based on 6 months of actuals vs. what's been received in revenue**  
Director Joel Broumas spoke to the Commission regarding replacement of dispatch console furnishings, at an estimated cost of \$285,000, plus new carpet and paint while the center is evacuated for new furniture installation. The anticipated savings for the department this year is approximately \$300,000. Business Services Administrator for SR 9-1-1, John Bettencourt will implement a fixed asset account for the FY 2015-2016 budget so the savings could be accumulated to help purchase equipment needs in the future, one of which is the Orbacom radio system used in Dispatch that is estimated at \$600,000. The Emergency Dispatch Joint Powers Agency Advisory Board have met and given their approval.

C.E.O. Risen commented regarding the City of Newman, who is no longer a partner was expecting a rebate of any unused funds that would be attributable to them. SR 9-1-1 Business Services Administrator John Bettencourt explained that the surplus funds of \$300,000 takes into account the City of Newman's separation on 12/31/2015. The City or County will not be paying additional funds as a result. Newman's true-up costs at fiscal year end will not include any expenses for the dispatch furniture.

**B-2. Risen/Holgersson unan. Accepted the report to Consider Recommendations of the Information Technology Sub-Committee in follow-up to the Matrix Consulting Group's Study of Stanislaus Regional 9-1-1 Phase I and II. Recommendations for the IT or Technical Manager as part of the broader organizational structure.**  
Deputy City Manager with City of Modesto, Joe Lopez, gave project background and introduced Kevin Harless, City of Modesto IT Manager; and Paul Gibson, OES Administrative Deputy. Thanked them for their involvement in this project. Kevin Harless spoke regarding the successful project upgrade that will now strategically navigate to Windows 7 and Windows 8 compatible platform that occurred Sunday May

17, 2015. Kevin Harless acknowledged the continued cooperation between our agencies and staff members, specifically the continued dedication and commitment from the project team. Paul Gibson and Kevin Harless presented and reviewed the Power Point presentation, specifically 5 of the recommendations having to do with technology. Their review was primarily focused on the CAD system, and the computer dispatch system (DispatchNow). They were tasked with reviewing the study, provide a response, look at next steps in terms of implementing the Matrix Consulting Group's recommendations, also suggesting alternatives where necessary. It is known that the DispatchNow product currently in use is not TriTech's flagship product. There is need to engage TriTech's executive management level, to reach out and identify their roadmap, and learn how to proceed with DispatchNow today. Recommendation Response #4 included a recommendation to hire a Technical Manager at SR 9-1-1, Also recommended forming a CAD Technical Advisory Committee, identifying upgrades, and implementing strategies to move the platform forward. The presentation included short term (0-3 months), medium term (3-6 months), and longer term expectations.

City Manager, Jim Holgersson clarified that the Technical Manager is the same as the CAD Manager, and suggested an organization chart to visually see how it all fits with respect to the support team. Deputy City Manager Joe Lopez indicated that one of the 4 buckets is organizational structure and management, which will be part of the recommendation that will be presented in the near future. President Zoslocki inquired regarding the software platform of Windows 7 and 8, when industry is about to move to Windows 10. IT Manager Kevin Harless indicated that DispatchNow is aware that Windows 10 is soon to be released and they are preparing to support in that environment, meanwhile they are capable of supporting Windows 7. President Zoslocki also asked if Tri-Tech is capable of providing the support that's needed. IT Manager, Kevin Harless explained that over the long term, there have been issues with support, and in the short term, there is a need to engage their executive management and identify the support issues with that team. Chief Carroll inquired regarding the next update to 2.1 requiring hardware update as well. SR 9-1-1 Director Joel: indicated that TriTech is planning on releasing the test model for 2.1 in October 2015, including the CAD to CAD interface with AMR. Expecting to start testing and reassemble the team to get ready for the next upgrade to 2.1

## VI. Informational

### C-1. **Staffing Update – Wendy Silva**

Wendy Silva updated the Commission regarding the hiring process and progress to fill the open positions for Emergency Dispatchers. 51 applicants have passed the CritiCall test and are on a wait list to expedite the process should any of those newly hired applicants fall out of the training. The Application Specialist II (GIS mapping) position will conduct the selection interviews in the coming week. Hoping to have filled all the vacant positions within the coming month.

President Zoslocki had further questions for Director Broumas regarding the console replacements, if there would be need for additional training. SR 9-1-1 Director Broumas indicated that the furniture provider has developed some very high tech equipment and have done a lot to improve the ergonomics of the dispatch console itself. Physical computers are now under each dispatch station, which did not exist in the past. There was a concern

regarding heat build-up and the vendor has developed a cooling system to keep the computers cool. The furnishings are very similar to what is in use now, with some additional enhancements.

Adjournment at 1:30 p.m.

Reconvened to a Joint Special Joint Meeting of the Consolidated Emergency Dispatch Agency and Consolidated Emergency Dispatch Advisory Board Closed Session for: Conference with Labor Negotiator: Agency Negotiators: Joe Lopez, Nancy Bronstein, Jody Hayes and Dania Torres Wong, Public Law Group. Labor Organization: Stanislaus Regional Emergency Dispatchers' Association. Government Code Section 54957.6

There was no announcement returning from Closed Session.

Adjourned at 2:17 p.m.

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