



**Commission Board**  
**Doug Ridenour, Sr.**, President  
**Vito Chiesa**, Board of Supervisors, District 2  
**Joe Lopez**, City Manager, City of Modesto  
**Jody Hayes**, Stanislaus County CEO  
**Ken Irwin**, City Manager, City of Patterson  
**Richard Murdock**, Fire Warden, Stanislaus County  
**Galen Carroll**, Police Chief, City of Modesto

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## **CONSOLIDATED EMERGENCY DISPATCH AGENCY COMMISSION** **MINUTES**

**August 15, 2018**

**Regular Meeting Minutes**  
**1:00 p.m.**

**Stanislaus County Veterans Center**  
**3500 Coffee Road, Suite 19, Room 112**  
**Modesto, CA 95354**

[www.sr911.org/consolidated.shtm](http://www.sr911.org/consolidated.shtm)

### 1.0 Open and Welcome

Meeting called to order at 1:03 p.m. by President Doug Ridenour, Sr.

Commission Members Present: President, Doug Ridenour, Sr., City of Modesto; Supervisor Vito Chiesa; Patterson City Manager, Ken Irwin; Stanislaus County CEO, Jody Hayes; Modesto City Manager, Joe Lopez; Fire Warden/Assistant Director of OES, Richard Murdock; and City of Modesto Police Chief, Galen Carroll

### 2.0 Pledge of Allegiance to the Flag

President Ridenour asked the Commission and the Audience to remain standing and do a silent prayer for the six Fire Fighters who have been killed in the line of duty these last couple of months.

### 3.0 Presentation

#### 3.1 "Achievement Award", Recognizing Tina Machado, Dispatch Shift Manager III, for Exemplary Performance During Fiscal Year 2017/2018

Stanislaus Regional 9-1-1 (SR911) Executive Director Scotty Douglass (Douglass) thanked Tina Machado for consistently producing at the highest levels and setting the standard for her peers and subordinates. Douglass shared that Machado has exhibited great ambition and determination to excel at all she does. Douglass, on behalf of the Commission and Dispatch Advisory Board, presented Machado with the Stanislaus Regional 9-1-1 Achievement Award. President Ridenour shared how much he appreciates Machado and thanked her for all that she has done.

#### 4.0 Public Comment Period

No public comment

#### 5.0 Consent Calendar

##### 5.1 Approval of Minutes – Regular Meeting, June 20, 2018

*Motion to Approve Consent Calendar made by Commissioner Lopez, seconded by Commissioner Carroll. Approved 7-0 unan.*

#### 6.0 Regular Agenda

##### 6.1 Adopt the Five (5) Year Capital Improvement Plan

Douglass shared the 5-year plan is a continuation of SR911's annual Capital Improvement Plan. It is updated each year in August to assist with the future planning of agency project costs. Douglass discussed the table on Item 4.3, page 4. The table is broken out by Fiscal Year for the next five years. Estimated Replacement Range column was added with a 20% contingency. Based on experience from prior years, it is anticipated that today's cost estimates could increase by up to 20%. Douglass shared page 5 list considerations for future systems changes/enhancements and it lists the Project Summary which identifies projects in-progress or completed. Chief Carroll asked for the future consideration items is there anything being done in the budget to put away for future. Douglass responded that is something that had been considered. Currently it is not in the plan but can be something to consider adding to the budget process. Commissioner Chiesa mentioned that this that was something that had been discussed previously to pick a number to contribute every year for budget purposes. Douglass responded that was when radio equipment was included in prior years. The numbers have gone down significantly for each year. Commissioner Hayes commented that because of the changing technology it is too hard to predict cost that far out in the future but the annualized projections for the next five fiscal years are reasonable.

*Motion to Adopt the Five (5) Year Capital Improvement Plan made by Commissioner Chiesa, seconded by Commissioner Murdock. Approved 7-0 unan.*

##### 6.2 Stanislaus County, County Counsel Thomas Boze (Boze) shared that a request was received from the Chief Executive Office to place an item on the Agenda pursuant to Government Code Section 54954.2 (b)(2) as an item that requires an immediate need to act. The need to act immediate comes to the attention of the Commission after the Agenda was posted. The requested item is to consider a request from Stanislaus Animal Services Agency to Stanislaus Regional 9-1-1 to approve the appointment of Scotty Douglass as Stanislaus Animal Services Agency Interim Director to provide operational and

administrative services support for a period not to exceed 120 days beginning August 27, 2018. This appointment as the Animal Services Agency Interim Director would be in addition to his current duties as Executive Director of SR911. This item meets the requirements of Section 54954.2. The Director of Animal Service will take a leave of absence prior to the next regular meeting. This request was received following the August 10<sup>th</sup> posting of the agenda. A 2/3 vote of the members present is necessary to place this item on the agenda. If approved the appropriate place to consider this item is as Item 6.2 of the Agenda. Commissioner Hayes shared they received notification that a leadership role will be vacant for a period of three months which also overlaps with the City/County relationship with Animal Services. There was discussion amongst the Animal Service Board and Douglass was identified as someone who could help out on a temporary basis. Douglass will split his time between both agencies, SR911 and Animal Services. Douglass would serve in the appointed authority capacity at Animal Services. It's routine to pay Assignment Pay to individuals in the County who take on special projects and assignments so it is recommended that Douglass and Deputy Director Wendy Silva (Silva) receive Assignment Pay. Commissioner Irwin asked if there would be a conflict having members on both boards. Boze responded he looked into it and has found no conflict.

*Motion to Approve placing Item 6.2 on the agenda made by Commissioner Chiesa, seconded by Commissioner Lopez. Approved 7-0 unan.*

Commissioner Lopez supports and recommends Douglass. Commissioner Chiesa asked how confident are they that this assignment will end in three months. Commissioner Hayes responded the item is written not to exceed more than 120 days. It is intended to be only three months but this allows a little wiggle room for the unknown. If they see that SR911 is suffering due to unforeseen circumstances or if this extends out beyond the 120 days they will come up with a different contingency plan. It is not intended to be an on-going situation. Commissioner Lopez asked if Douglass will continue to staff the Consolidated Emergency Dispatch Agency Commission. Douglass shared he will continue to staff the Commission but may defer to Silva occasionally as an alternate. City of Modesto Fire Chief Alan Ernst shared he has some concerns because they have some major projects going on in the Comm. Center, some critical infrastructure needs for Fire Services. Stanislaus County Sheriff-Elect Jeff Dirkse agreed with Chief Ernst that they also have some major projects going on. Douglass assured them both that the projects will continue.

*Motion to Approve Appointing Scotty Douglass as Interim Director of Animal Services for a period not to exceed 120 days made by Commissioner Lopez, seconded by Commissioner Hayes. Approved 7-0 unan.*

## 7.0 Informational

### 7.1 Monthly Dispatch Operations and Staffing Report for June and July 2018

Wendy Silva presented the Dispatch Operations and Staffing report included in the packet.

7.2 Stanislaus Regional 9-1-1 Financial Update

Douglass presented an update regarding the Fiscal Year 2017-2018 budget.

7.3 Status Report Regarding SR911 Technical Projects

Wendy Silva provided an update on the technical projects.

7.4 Presentation Regarding SR911 Policy and Procedures Project

Douglass discussed the Current SR911 Policy/Procedure Structure and the Desired SR911 Policy/Procedure Structure handout. President Ridenour asked if these are discussed at the Advisory level as well. Douglass responded that it does and Policy 215 lists the Approval Authority and who the reviewer is for each of the corresponding sections. Commissioner Hayes cautioned that when it comes to any personnel related policies some are in County Ordinance and as Employer of Record for the County the Commission cannot change the County Ordinance.

7.5 Presentation Regarding Stanislaus Regional 9-1-1 Fiscal Year 2017-2018 Year-in-Review

Douglass presented the SR911 Fiscal Year 2017-2018 Year-in-Review. Douglass discussed What's Next for 2018-2019 Fiscal Year. First is continuous recruitment for Dispatcher/Call-Taker positions. Trying to become more innovative and find different ways to partner with other agencies on recruitment. Next is increasing the Performance Reporting. Started with Modesto Police Department (MPD) working with staff on priority one dispatching of calls and the pending queue times. Pending queue times for Modesto PD was measured in January and a month-to-date from the 1st – 23<sup>rd</sup> of July to find out where we were and where are we now. When narrowed down to calls starting out as priority ones, they went from an average of nine minutes to one minute and 19 seconds in July. Douglass praised his staff for working hard to make this change and thanked MPD for their partnership. Lastly, Initiating the New Quality Program and Text-to-911 / Next Generation 9-1-1.

7.6 Oral Update from SR911 Executive Director

Douglass thanked Modesto Fire Department Fire Chief and his Assistant Chiefs who went into the Dispatch Center and visited with staff and talked about operational challenges. All agencies are welcomed to stop by the Dispatch Center. Douglass shared that he attended National Night Out for Hughson with former Commissioner Raul Mendez.

8.0 Commissioner Reports.

Nothing to Report

9.0 Correspondence

No correspondence

10.0 Adjournment

Regular meeting adjourned at 2:13 pm

11.0 Special Meeting of the Consolidated Emergency Dispatch Agency Commission and the Dispatch Advisory Board.

No reportable items from Closed Session. Meeting was adjourned at 3:00 pm

ATTESTED: Melissa Parikh  
Consolidated Emergency Dispatch Agency Commission Clerk

*The above is a summary of the minutes of the governing board of the Consolidated Emergency Dispatch Agency Commission. Complete audio minutes are available from the Stanislaus Regional 9-1-1 Administrative Office.*