



Commission Board

Sue Zwahlen, President, Mayor, City of Modesto
Buck Condit, Vice President, Board of Supervisors, District 1
Ruben Imperial, Asst. Executive Officer, Stanislaus County
Scotty Douglass, Deputy City Manager, City of Modesto
Michael Pitcock, City Manager, City of Waterford
Jeff Dirkse, Sheriff, Stanislaus County
Kevin Wise, Interim Fire Chief, City of Modesto

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CONSOLIDATED EMERGENCY DISPATCH AGENCY COMMISSION
MINUTES

April 24, 2024

Regular Meeting Minutes
1:00 p.m.

City-County Administration Building
1010 10th Street, Board Chambers–Basement Level
Modesto, CA 95354

www.sr911.org/consolidated.shtm

1.0 Open and Welcome

Meeting called to order at 2:00 p.m. by President, Sue Zwahlen

Commission Members Present: President, Mayor Sue Zwahlen; Vice President, Supervisor Buck Condit; Waterford City Manager, Michael Pitcock; Modesto Police Chief, Brandon Gillespie (for Modesto Interim Fire Chief, Kevin Wise); Modesto Deputy City Manager, Scotty Douglass; Stanislaus County Sheriff, Jeff Dirkse; Stanislaus County Assistant Executive Officer, Ruben Imperial

2.0 Pledge of Allegiance to the Flag

3.0 Public Comment Period

None.

4.0 Consent Calendar

4.1 Approve Minutes of August 16, 2023, Regular Meeting

Motion to Approve Consent Calendar made by Commissioner Condit, seconded by Commissioner Dirkse, Approved 7-0 unan.

5.0 Regular Agenda

5.1 Consider the Approval of the Stanislaus Regional 9-1-1 Fiscal Year 2025 Proposed Budget and Approve the Use of Fiscal Year 2023 Surplus Funds and Agency Contingency Funds to Offset Fiscal Year 2025 Partner Agency Contributions

Stanislaus Regional 9-1-1 (SR911) Interim Executive Director Kasey Young (Young) thanked Brooke Freeman (Freeman), SR911 Interim Business Manager for her support and help with the preparation of the budget. Young described the development and progression of the budget. Young shared the budget includes the recently approved reduction of six Dispatcher positions and the addition of nine Call Taker positions in response to staff reports of an immediate need to build call-taking capacity, as informed by an International Academies of Emergency Dispatch study and a CalOES corrective action plan. Additionally, an organizational staffing study was completed in response to a request by SR911 to review the need for a supervisor classification. It was determined that adding supervisors to the organizational structure allowed for the addition of call-takers and deletion of other positions to bring about efficiencies and compacity for SR911 to meet its obligations. SR911 is detailing a fully funded budget based on a status quo service level, meaning no positions are eliminated or unfunded so that SR911 can maintain their current service levels while navigating through options to continue partnerships. The goal for the organization is to maintain the services that have been increased. Freeman shared the details of the budget schedules. Commissioner Imperial proposed a motion to form a work group so they can look at the one million unrestricted funds in greater detail and make decisions on how they would apply and use those funds. The commission members asked clarifying questions regarding the budget. Chief Executive Officer Jody Hayes answered a few budget questions that the commission members had.

Motion to form a work group to work with staff and to come back and make recommendations regarding the final budget, considering vacancy rates, retrained earnings, unassigned fund balance, etc. It is also recommended the City Manager and CEO office assign staff to work with SR911 staff made by Commissioner Imperial, seconded by Commissioner Condit, Approved 7-0 unan.

5.2 Consider the Approval of the Stanislaus Regional 9-1-1 Proposed Five (5) Year Capital Improvement Plan

Young shared that the Capital Improvement Plan (CIP) is a companion planning document to the annual SR911 budget process. Young presented the SR911 Proposed Five (5) Year Capital Improvement Plan.

Motion to Approve the Stanislaus Regional 9-1-1 Proposed Five (5) Year Capital Improvement Plan made by Commissioner Condit, seconded by Commissioner Gillespie, Approved 7-0 unan.

- 5.3 Consider Authorizing Stanislaus Regional 9-1-1 to Enter into an Agreement with Next Generation Advanced to Replace the Stanislaus Regional 9-1-1 Telephone System with the State Emergency Telephone Number Account (SETNA) Funds Using the Direct Funding Model

Young shared that California 9-1-1 Emergency Communications Branch remains focused on enabling Public Safety Answering Points (PSAPs) to provide the fastest, most reliable, and cost-effective access to emergency services for any 9-1-1 call in California from any communications device. The current 9-1-1 system is unable to efficiently integrate with today's newer technologies and lacks the reliability and monitoring capabilities needed to support today's increase disaster environment. There is an urgent need to transform California's 9-1-1 system into a Next Generation 9-1-1 (NG9-1-1) system which will provide multi-layered redundancy and a common technology platform for alerts and warnings. Some of the advantages of NG9-1-1 system include allowing agencies to reroute 911 calls to each other during disasters. This will be policy-based routing to automatically roll over 911 calls to partner PSAPs. It will also allow flexibility to distribute calls between multiple PSAPs or transfer calls out of county or out of region. SR911 current telephone system is in its 8th year of life. The States recommended replacement is at 5 years. The current system is at 3 years beyond its recommendation. PSAPs are required to select new providers that are approved by the state. SR911 staff evaluated 4 approved State providers phone system vendors in March 2023. SR911 staff recommend NGA as the provider. The California Master Purchase Agreement will be used to select the vendor and eliminates the need to go through the RFP process. SR911 is approved for the use of \$933,000 from the State Emergency Telephone Number Account (SETNA) funds. SR911 will use the direct funding model with no impact to the SR911 budget and the State will be billed directly. The funds are available to SR911 for the purchase of a new telephone system if the purchase is initiated on or before July 9, 2024.

Motion to Authorize SR911 to Enter into an Agreement with Next Generation Advanced to Replace the Stanislaus Regional 9-1-1 Telephone System with the State Emergency Telephone Number Account (SETNA) Funds Using the Direct Funding Model made by Commissioner Dirkse, seconded by Commissioner Gillespie, Approved 7-0 unan.

- 5.4 Update on the Stanislaus Regional 9-1-1 Computer Aided Dispatch (CAD) System and Possible Direction Regarding Replacement of Stanislaus Regional 9-1-1 Computer Aided Dispatch System

Young share that SR911's current Dispatch Now product is two software versions behind, and there is no option to update it. The technology is

antiquated and the potential for system failure exists. SR911 is unable to support the functionality that other CAD systems have today. Options for future growth are limited and, in some cases, impossible. The level of service to the community and first responders is negatively impacted due to outdated technology and lack of functionality. For these reasons, SR911 needed to expedite the timeline for a replacement CAD product to support a large multi-discipline, multi-agency dispatch center and all the JPA partners. SR911 began evaluating CAD systems to meet the dispatch centers and partners' needs. Several vendors were considered. The options were narrowed down to three vendors: Oracle America Inc., EMERES, and Central Square Technologies. All JPA partners were invited to attend demonstrations and provide feedback. As a result of this comprehensive evaluation, it became obvious Central Square Technologies would be the best fit for interoperability, implementation, and configuration. Therefore, the Central Square product is recommended as the replacement CAD System. Should the Commission provide direction to SR911 staff to further pursue the Central Square CAD system, staff will work with leadership from City of Modesto and Stanislaus County to evaluate specific options for contracting these services and will return to the Commission for consideration and approval. The Commission Members asked clarifying questions regarding the CAD system.

Public Comment: Daniel Phillips (Phillips), SR911 Dispatch Supervisor, shared the urgent need for a new CAD and the risk to the officers and fire fighters using the current CAD system. Phillips also recommended they go with Central Square.

Commission Members shared comments and concerns regarding the CAD System. Young shared the CFO from Central Square provided SR911 a statement on the financial stability and liability of the company and shared it with the Commission Members. Commission Members discussed their thoughts on Central Square as the CAD vendor.

Motion directing staff to pursue Central Square CAD System and work with leadership from the City of Modesto and Stanislaus County to evaluate specific options for contracting the services and returning to the Commission for consideration and final approval with the path forward for procurement and direction for pursuing a contract with Central Square made by Commissioner Douglass, seconded by Commissioner Pitcock. The motion passed 6-1, with Commissioners Zwahlen, Condit, Imperial, Douglass, Pitcock and Gillespie voting in favor, and Commissioner Dirkse voting against.

6.0 Informational

6.1 Update on New JPA Governance Structure

Joe Lopez (Lopez), City Manager with the City of Modesto, gave an update on the new JPA Governance Structure. Lopez shared that for the last 6-months

the City Manager's Office and the Chief Executive Office have been working together to come up with an interim plan to carry SR911 moving forward to provide more efficiencies in the way they deliver services. This matter does not require action from CEDAC today, they just wanted to share what their proposal is for the new governance. Jody Hayes (Hayes), Chief Executive Officer, shared that the intent of the process was to focus on the different roles and responsibilities of the board. In the new governance structure, it would consist of two Modesto City Councilmembers and two County Board Members recognizing equal representation of the two largest agencies that fund all these services. The role of the board would be to appoint and evaluate SR911 Director, focus on the annual budget and to monitor performance. There only needs to be two meetings per year at a minimum and that is to review the budget and review performance outcomes as well as any strategic capital improvement plans or any other personnel actions. The Director can call for special meetings to resolve any matters or call for a special meeting for midyear changes to the service levels. The city and the county will each assign one personnel to help support the director throughout the year. In addition, there will be a quarterly user forum which is a voluntary optional meeting for any member who receives services from SR911. The forum will provide members an opportunity to review and provide feedback on performance reports, strategic plans, etc. The Modesto City Manager and County Chief Executive Officer will review annual budgets at least 60-days prior to approval as well as any changes to staffing allocations. Lopez reminded the Commission Members that their current agreement expires July 1, 2024, and will be recommending to their Board an extension to that agreement for an additional 6-month while the City's internal workgroup finalize recommendation on the future with SR911. Lopez and Hayes answered questions that the Commission Members had regarding the new governance structure. The current plan is to take this item to the City of Modesto City Council and the Stanislaus County Board of Supervisor by June 2024.

6.2 Executive Director Report

Young shared the Operations Reports that highlight operational statistics each month and gave an update on staffing.

7.0 Commissioner Reports

Nothing to report.

8.0 Correspondence

None

9.0 Adjournment

Meeting adjourned at 3:56 pm to closed session.

10.0 Closed Session: Public Employee Appointment: Pursuant to Government Code Section 54957(b)(1) the Commission will consider the appointment of Stanislaus Regional 9-1-1 Executive Director

Public Comment: Daniel Phillips (Phillips), SR911 Dispatch Supervisor shared a letter written by the SREDA members regarding Interim Director Kasey Young's great leadership and on the positive changes she has made at SR911.

Before adjourning to closed session Commissioner Zwahlen mentioned that she needed to leave due to a prior engagement and Commissioner Condit would take over as the lead into closed session.

No reportable action.

Closed Session Adjourned at 4:40 pm

ATTESTED: By 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.