



**DISPATCH ADVISORY BOARD**  
**MINUTES**

**June 6, 2018**

**Regular Meeting Minutes**  
**2:00 p.m.**

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

1.0 Open and Welcome

Meeting called to order at 2:00 p.m. by Chairman, Adam Christianson

Advisory Board Members Present: Chairman Adam Christianson, Fire Warden/Assistant Director of OES, Richard Murdock; City of Modesto Fire Chief, Alan Ernst; City of Modesto Police Chief, Galen Carroll; Stanislaus County Probation Assistant Chief Probation Officer, Leticia Ruano, (for Chief Probation Officer, Mike Hamasaki)

Others Present: Scotty Douglass, Wendy Silva, John Bettencourt, Lisa Frazer, Kaamna Ram, Melissa Parikh, Stanislaus Regional 9-1-1; Erik Klevmyr, Stanislaus County Office of Emergency Services.

2.0 Public Comment Period

No public comments.

3.0 Consent Calendar

3.1 Approval of Minutes from Dispatch Advisory Board Regular Meeting March 7, 2018.

Carroll/Ernst unam. Approve Consent Calendar 5-0

4.0 Regular Agenda

4.1 Agreement to Recommend and Forward to the Consolidated Emergency Dispatch Agency Commission the Meeting Dates for the Dispatch Advisory

## Board and Rotate the Chairperson and Vice-Chairperson in Fiscal Year 2018-2019

Stanislaus Regional 9-1-1 (SR911) Executive Director (Director) Scotty Douglass shared the proposed Dispatch Advisory Board Meeting calendar for the next fiscal year, 2018/2019. One special note on July 18 is a Joint meeting with the Commission for the review of the Executive Director. There is no July Advisory Board meeting because there is no business to conduct. The rest of the calendar is aligned with the cadence of business throughout the year. The Chairperson and Vice Chair this next year, as previously discussed and adopted, will rotate to Chief Ernst as Chairperson and Chief Carrol as the Vice Chair.

Murdock/Carroll unam Approved Agreement as Recommended 5-0

- 4.2 Approve the Quality Assurance and Quality Improvement (QA/QI) Program and Approve Policy 250, Quality Assurance/Quality Improvement Program; Policy 251, Phone Calls; Policy 252, Radio Incidents; Policy 253, Chat Messages; and Policy 254, Performance Measures, in Support of the Program

SR911 Manager, Lisa Frazer, presented the Stanislaus Regional 9-1-1's Quality Program. Currently our agency does not have a formal Quality Assurance Program which is needed within all 911 Centers. The program developed is going to examine the performance measures, the work flow, the balance of calls and how we are doing as a center individually and as a whole. This will provide positive feedback for the Emergency Dispatchers and Call-Takers as well as provide coaching opportunities as needed. SR911 will be able to provide feedback to internal customers as well as external customers. Douglass shared they anticipate an increase in staff time devoted to the compliance of the recommended policies and procedures. After the program has begun, staff will track the time and resources associated with the effort and if necessary recommend an increased allocation to continue the program. Chairman Christianson commented that it would be helpful when the program is launched to create a letter with some language regarding the new quality assurance standards that SR911 will be implementing so he can share with his staff and remind them what they Chat about needs to be appropriate and professional.

Ernst/Carroll unam Approved 5-0

- 4.3 Agreement to Recommend and Forward to the Consolidated Emergency Dispatch Agency Commission Approval to Contract with Tait, Inc. to Conduct a Comprehensive Evaluation of the Very High Frequency (VHF) Simulcast System Serving Public Safety Agencies within Stanislaus County in an amount not to exceed \$21,575

Douglass shared that staff is requesting to pull this item off the agenda. It is no longer relevant.

4.4 Agreement to Recommend and Forward to the Consolidated Emergency Dispatch Agency Commission the Stanislaus Regional 9-1-1 Fiscal Year 2018-2019 Final Budget

Douglass presented SR911 Fiscal Year 2018-2019 Final Budget. Douglass shared that all the figures that were approved in the February meeting for the Preliminary Budget for Partner contributions are exactly the same. There have been a couple other minor changes within the budget. Salaries and Employee Benefits have been adjusted. It was anticipated that an increase of retirement in the first round of the budget as 16.1% but it is actually 9%. This category decreased by \$158,052 due to updated retirement calculations and staffing shortage. Douglass recommended taking the adjusted excess and put it in contingency funds as originally discussed at the February budget meeting. All other figures are all the same. There are three components of the recommendation. The first is to recommend and forward the Final Budget to the Consolidated Emergency Dispatch Agency. The second one is to support the use of surplus funds in the amount of \$100,000 to offset Fiscal Year 2018-2019 partner agency contributions. And the third is to support an increase to the Contingency Fund in the amount of \$104,622.

Ernst/Murdock unam Approved 5-0

4.5 Approve Policy No. 648, Law Enforcement Requests for Ambulance Sheriff/Contract Cities

Douglass discussed Policy No. 648, Requests for Ambulance Sheriff/Contract Cities. The policy has been reviewed by the SR911 Law Task Team and is recommended for approval. The Advisory Board discussed the policy and had several questions regarding the procedures. **It was agreed to table Agenda Item 4.5, Policy 648, for further discussion.**

4.6 Approve Policy No. 517 Oakdale and Ceres Police Departments Phone/Radio Failure

Wendy Silva discussed Policy 517. Currently SR911 is the alternate site for Oakdale Police Department (PD) who also covers Newman. If Oakdale PD's 9-1-1 system goes down SR911 can flip a switch and take control of Oakdale's 9-1-1 phone lines as well as Newman Police Department's 9-1-1 phone lines. Ceres reached out to SR911 a couple of months ago. Currently Turlock is their back up site but has requested SR911 be their new back-up 9-1-1 site. The equipment has been installed and Policy No. 517 has been created to support

it. Currently there is no policy in place for Oakdale and Newman so this was a good time to add them to the policy along with Ceres.

Murdock/Ernst unam Approved 5-0

## 5.0 Informational

### 5.1 SR911 Monthly Dispatch Operations and Staffing Report

Wendy Silva presented the staffing report included in the packet.

### 5.2 SR911 Technical Services Division Projects Report

Wendy Silva presented an update on the Technical Services projects. Douglass shared there was a decision to move Fire off of Command 5 and go over to Command 3. All of Modesto, Ceres, and Stanislaus Consolidated (MCS) Fire is now on Command 3. Also, there is an effort to move forward with migrating to P25 Digital on Fire Command 2 and Fire Command 4.

### 5.3 SR911 Financial Update

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

### 5.4 Executive Director Report

Douglass had sent out the UPS After-Action report and noted one correction on the second page, it says Stanislaus County Chiefs Operations Officer but it should have been the County Chief Operating Officer. The last part of the report is the recommendation to replace the UPS, have SBT network changed over and doing a technical needs assessment.

### 5.5 Dispatch Advisory Board Member Reports

Chief Carroll congratulated Tina Machado on her promotion to Shift Manager. Chairman Christianson shared that Lt. Jeff Dirkse will be at all future meetings as he is the Sheriff-Elect beginning in 2019. Chief Murdock shared there will be a Request for Proposal for the ambulance provider coming up soon.

## 6.0 Adjournment

Meeting adjourned at 3:03 pm

ATTESTED: Melissa Parikh  
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.*