



DISPATCH ADVISORY BOARD
MINUTES

November 6, 2019

Regular Meeting Minutes
2:00 pm

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

1.0 Open and Welcome

Meeting called to order at 2:00 pm by Chairman, Alan Ernst

Advisory Board Members Present: City of Modesto Fire Chief/Chairman, Alan Ernst; Stanislaus County Chief Probation Officer, Mike Hamasaki; Stanislaus County Sheriff's Captain, John Walker (for Stanislaus County Sheriff, Jeff Dirkse); Director of OES\Fire Warden, Richard Murdock; City of Modesto Police Chief, Galen Carroll (arrived at Item 4.1)

Advisory Board Members Absent: Stanislaus County Sheriff, Jeff Dirkse

Others Present: Wendy Silva, Brandi Hopkins, John Bettencourt, Melissa Parikh, Stanislaus Regional 9-1-1; Angelica Ramos, Jewel Warr, Patrice Dietrich, Stanislaus County Chief Executive Office; Scotty Douglass, City of Modesto; Deborah Thrasher, Health Services Agency; Lance Doyle, Mountain Valley EMS; Division Fire Chief Mike Lillie, Division Fire Chief Tim Tietjen.

2.0 Public Comment Period

No public comments.

3.0 Consent Calendar

3.1 Approval of Minutes from Dispatch Advisory Board Regular Meeting October 2, 2019

Hamasaki/Murdock unam. Approved Consent Calendar 4-0

4.0 Regular Agenda

4.1 Agreement to Recommend and Forward to the Consolidated Emergency Dispatch Agency Commission Approval to Suspend the Computer Aided Dispatch (CAD) to CAD Interface between Stanislaus Regional 911 and Valley Regional Emergency Communications Center

Stanislaus Regional 9-1-1 (SR911) Executive Director Wendy Silva (Silva) shared on September 24, 2019, Stanislaus Regional 911 (SR911) and Valley Regional Emergency Communications Center (VRECC) activated the Computer Aided Dispatch (CAD) to CAD interface anticipating increased efficiencies and a reduction in the number phone calls between the two centers. When the interface went live, SR911 Dispatchers immediately experienced an increase in data flow. Average entry to dispatch times increased by nine seconds over a 11-hour period. Average phone calls between the two centers also increased from an average of two phone calls per response to four phone calls per EMS response. The transfers of the CAD to CAD caused the call entry mask to freeze for up to two seconds, creating a loss of critical information being entered into the system. Fire dispatchers were unable to answer 911 lines due to additional work flow. CAD data increased from one CAD entry note per response to an excess of 10 CAD entry notes per response. Prior to going live there was some concern about the data flow. SR911 Engineers worked with VRECC and did numerous amounts of testing and removed a ProQA component which was even more burdensome to the system. In addition to operational impacts, Technical Services Systems Engineers have dedicated numerous hours, days, and even years to the CAD to CAD projects in an effort to successfully implement and increase efficiency for the center. Nearly \$142,000 has been paid by Mountain Valley EMS through the System Enhancement Fund leaving an additional \$108,000 still available. During previous presentations regarding Senate Bill (SB) 438-Emergency Medical Services: Dispatch, CAD to CAD has been mentioned as an accepted exemption to the mandate. Additional exemptions include a connection between a public safety agency and an EMS provider including a ring down line. SR911 has a connection through a ring down line directly to VRECC which qualifies for an SB438 exemption. Due to concerns with delays in dispatch responses approval is requested to suspend the CAD to CAD interface. To clarify the word, suspend also means postpone. There are some critical projects pending. There is a new mandate from the State Text911 that needs to be implemented by January 1, 2021 which would require SR911 Engineers to work on this. The recommendation to suspend/postpone CAD to CAD is so SR911 can focus on the other priority projects and get current SR911 Engineers caught up on very critical components and bring CAD 2 CAD back to the table at a later date. Captain Walker (Walker) commented that the Sheriff's Department is still waiting on several projects for SR911 to complete that have been delayed due to the CAD 2 CAD project. The Dispatch Advisory Board members had a discussion regarding CAD 2 CAD. Walker suggested SR911

prioritize and create a timeline of projects to be completed and those should take precedence over the CAD to CAD project. Chief Ernst (Ernst) agreed with Walker. Lance Doyle (Doyle), with Mountain Valley EMS, offered to go to the Board of Supervisors with a request for System Enhancement Funds to pay for a consultant to come in, work independently, and finish up CAD 2 CAD. Another offer Doyle suggested is he would go to the Board of Supervisors for approval and pay for a contractor, who has worked with CAD 2 CAD Integration, to come in and make a recommendation on what needs to be done.

Agreement to delay the CAD 2 CAD Interface until SR911 staff and the Advisory Board determine the priority of projects in relation to the CAD 2 CAD Carroll/Walker Approved 5-0 unan.

4.2 Agreement to Recommend and Forward to the Consolidated Emergency Dispatch Agency Commission the Allocation of Fiscal Year 2018/2019 Budget Surplus as Outlined in this Report

Silva shared at the September 2019 Dispatch Advisory Board (DAB) and the Consolidated Emergency Dispatch Agency Commission (Commission) meetings, the surplus of funds from the Fiscal Year 2018/2019 Budget is \$597,179. On September 18, 2019, the Commission approved the use of \$10,147 budget surplus funds to offset costs related the City of Ceres Cooperative Agreement. This approval reduces the budget surplus to \$587,032. Additionally, on October 2, 2019, the DAB recommended hiring Matrix Consulting Group to conduct a Dispatch Center Consolidation Study at a cost not to exceed \$49,500. The study will provide an analysis of costs and benefits associated with consolidation, including; staffing, facilities, technology systems, training and support, and operational practices. Stanislaus Regional 911 has identified several necessary budget expenditures potentially utilizing these surplus funds. Automated Dispatching System: The Phoenix G2 is an automated dispatching system that delivers automatic dispatch alerts simultaneously to one or multiple stations in less than a second, helping reduce or eliminate dispatcher "on-hold" time. The automated dispatching system is highly reliable, providing a redundant system to communicate alerts if the CAD system fails. SR911 is requesting approval to purchase the Phoenix G2 automated dispatching system in an amount not to exceed \$90,000 to increase efficiency and reduce dispatcher stress and workload. The Memorandum of Understanding (MOU) between the Commission/County of Stanislaus (the employer of record) and SREDA expired on June 30, 2015. The parties have been actively negotiating for a successor contract unsuccessfully over the past several years. Once a successor MOU has been established, it is anticipated salary increases may occur. SR911 recommends allocation of the remaining Budget Surplus to be added to the Contingency Reserve Fund. Angelica Ramos provided clarification on the Contingency Reserve Fund. Ernst commented that he supports the recommendations for items 1-3 but item 4 he

suggest any remaining funds be returned to the partners and not be allocated to the Contingency Reserve Fund.

Agreement to Recommend and Forward to the Consolidated Emergency Dispatch Agency Commission the Allocation of Fiscal Year 2018/2019 Budget Surplus. Carroll/Walker Approved 5-0 unan.

5.0 Informational

5.1 SR911 Monthly Dispatch Operations Staffing Report

Silva presented the staffing report included in the packet.

5.2 Status Report Regarding SR911 Technical Projects

Silva presented an update on the Technical Services projects. Ernst suggested adding the start date to the SR911 Projects List.

5.3 Executive Director Report

Nothing to report

5.4 Dispatch Advisory Board Member Reports

Nothing to report

6.0 Adjournment

Regular meeting adjourned at 3:25 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.