



DISPATCH ADVISORY BOARD
MINUTES

June 2, 2021

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 2:01 pm by Deputy Fire Warden, Erik Klevmyr

Advisory Board Members Present: Deputy Fire Warden, Erik Klevmyr (for OES/Fire Warden/Chairman, Richard Murdock)

Advisory Board Members Present via TEAMS Video or teleconference pursuant to Governor Newsom's Executive Order N-25-20: City of Modesto Fire Chief, Alan Ernst; Stanislaus County Chief Probation Officer, Mark Ferriera; City of Modesto Interim Police Chief, Brandon Gillespie; Stanislaus County Sheriff's Captain, Tori Hughes (for Stanislaus County Sheriff, Jeff Dirkse)

Advisory Board Members Absent: OES/Fire Warden/Chairman, Richard Murdock; Stanislaus County Sheriff, Jeff Dirkse

Others Present via TEAMS: Angelica Ramos, Stanislaus County Chief Executive Office; Scotty Douglass, City of Modesto; Rich Silva, VRECC; Battalion Chief Clint Bray, Stanislaus Consolidated Fire Department; Captain Ivan Valencia, Modesto Police Department

Others Present: Wendy Silva, Desiderio Calzada, John Bettencourt, Shaun Porter, Melissa Parikh, Stanislaus Regional 9-1-1

2.0 Public Comment Period

No public comments.

3.0 Consent Calendar

3.1 Approval of Minutes from Dispatch Advisory Board Regular Meeting March 3, 2021

Motion to Approve the Minutes from the Dispatch Advisory Board Regular Meeting March 3, 2021 approved by Ferriera, seconded by Gillespie, unam. 4-0 Erik Klevmyr abstained due to not being present at the March 3, 2021 Dispatch Advisory Board meeting

4.0 Regular Agenda

4.1 Agreement to Recommend and Forward to the Consolidated Emergency Dispatch Agency Commission the Stanislaus Regional 9-1-1 Fiscal Year 2021-2022 Final Budget

Stanislaus Regional 9-1-1 (SR911) Executive Director, Wendy Silva (Silva) presented a PowerPoint on SR911 Fiscal Year (FY) 2021-2022 Final Budget. Silva shared that at the February 17, 2021 Consolidated Emergency Dispatch Agency Commission (Commission) meeting the Commission unanimously approved postponing approval of the Proposed FY 2021-2022 Budget. The Commission approved the creation of a subcommittee made up of the County, the City of Modesto, and the City of Riverbank. The subcommittee would assist staff in preparation of the FY 2021-2022 Final Budget. The subcommittee met and reviewed SR911's Budget Proposal, making recommendations on the use of surplus and contingency funds. The subcommittee provided other recommendations and had discussions on those. They also reviewed potential questions Board members may have. A surplus of \$265,180 is projected to materialize upon FY 2020-2021 closing. Staff recommends using the surplus funds to off-set the FY 2021-2022 Allocation to Participating Agencies. Silva went over the FY 2021-2022 SR 9-1-1 Cost Distribution Schedule which represents the contributions of each agency. Silva shared the changes to the FY 2021-2022 Final Budget compared to the FY 2020-2021 Final Budget that was approved by the Commission at the June 2020 meeting. Some of the changes were in Salaries and Employee Benefits due to the approval of the new Labor Agreement between the County of Stanislaus and the Stanislaus Regional Emergency Dispatchers Association. The new agreement became effective following Board of Supervisors approval in March 2020. Included in this budget is a 5 percent vacancy percentage in dispatch operations. Other changes are an increase in Service and Supplies and a decrease in Fixed Assets and the Contingency Fund. There is a correction on the agenda item which will be modified before the Commission meeting. The agenda item shows the Contingency Fund will remain at \$204,540 but it should read the Contingency Fund will remain at \$304,540.

SR911 is presenting two fiscal impact options and requesting these be recommended and forward to the Commission. Option A – 2021-2022 Final Budget totals \$9,217,178 with a built in 5% vacancy rate. This represents an overall increase of \$68,180 compared to FY 2020-2021 Final Budget. This increase will be partially funded with the FY 2020-2021 Budget Surplus funds in the amount of \$265,180 and \$68,180 in Agency Contingency Funds, resulting in an increase cost to partners of \$197,448. The total charges to partners is \$8,139,908. This is a 2.4% increase from Fiscal Year 2020/2021 charges. The option that SR911 is requesting also be submitted as a discussion item is Option B. The 2021-2022 Final budget totals \$8,982,008 with a built in 10% vacancy rate. This represents an overall decrease of \$166,210 as compared to the Fiscal Year 2020-2021 Final Budget. Included in this option is the use of FY 2020-2021 surplus funds in the amount of \$265,180 and \$68,180 in Agency Contingency Funds, resulting in a decreased cost to partners of (\$37,722). The total charges to partners is \$7,904,738. This is a -0.5% decrease from FY 2020/2021 charges. The subcommittee wanted to make sure that it is clear that the primary goal is to retain staff at SR911.

A rise in vacancies results in an increase in overtime hours, due to mandatory minimum staffing levels. If a 10% vacancy rate is in place there are concerning impacts to the service levels on the 911 and non-emergency answer times, delays in dispatch times and notifications, as dispatchers are required to perform added duties as the result of vacancies. There would be an increase in the number of unanswered calls. There is also concern that calls would not be getting through on the initial call. Dispatchers are required to answer 9-1-1 and non-emergency calls, while working radio positions which causes reduced attention to the radio. Dispatch times may be delayed due to emergency calls. Notifications that SR911 make to field units and to command staff will be delayed. It will also increase the time needed to perform other duties such as warrant checks, license plate checks, etc. Other additional duties that add to the staff work load is text to 911, rapid deployment and much more.

Staff recommend Option A, the Stanislaus Regional 9-1-1 Fiscal Year 2021-2022 Final Budget with a built in 5% vacancy rate to be forward to the Commission. Including supporting the use of Fiscal Year 2020-2021 surplus funds in the amount of \$265,180 and \$68,180 in Agency Contingency Funds to offset Fiscal Year 2021-2022 partner agency contributions. Staff does not recommend as the final option however, they want to forward Option B to the Commission, the Stanislaus Regional 9-1-1 Fiscal Year 2021-2022 Final Budget with the option of a in 10% vacancy rate. Included in this option is the use of Fiscal Year 2020-2021 surplus funds in the amount of \$265,180 and \$68,180 in Agency Contingency Funds. Chief Ferriera (Ferriera) believes it would hamper SR911's ability to do a continuous recruitment and that a 10% vacancy rate would restrict Silva's recruitment efforts. Ferriera does not recommend the 10% vacancy rate. Chief Gillespie (Gillespie) mentioned that SR911 is currently operating at a 10% vacancy rate and has not had any

complaints from his officers on any significant decrease of service. He would be in favor of potentially looking at a 10% vacancy rate. Angelica Ramos (Ramos) recommended to add reasons why the 10% is not recommended and what the impacts would be. Scotty Douglass (Douglass) shared what the subcommittees goal was. Chief Ernst (Ernst) concurred that both options should be forwarded to the commission. Captain Hughes (Hughes) asked how a 10% vacancy rate would hinder the Agency's ability to fill certain requests from member agencies, such as dedicated dispatchers for special events like Special Operations, County Fair, etc. Silva responded that if staffing was at full capacity they could have dedicated dispatchers cover the special events but due to the vacancies SR911 is only able to provide limited staffing and would have to use overtime. Hughes shared her concerns that anytime there is a large operation it is vital they have dispatchers available to assist. Hughes does not recommend the 10% vacancy rate. Eric Klevmyr (Klevmyr) supports both options going to the commission, but is leaning towards the 5% vacancy rate. With all the concerns of wait times and 911 calls being on hold it does not seem appropriate to go to a 10% vacancy rate. Gillespie supports both options going to the commission but shared it is very important to see what the impacts are for reduction in services and the why behind it. He would like to see the impacts of services with 10% vacancy rate vs 5% vacancy rate.

Motion to Recommend and Forward to the Consolidated Emergency Dispatch Agency Commission the Stanislaus Regional 9-1-1 Fiscal Year 2021-2022 Final Budget Option A and Option B approved by Ernst, seconded by Gillespie, unam. 5-0

4.2 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 Alternate in Fiscal Year 2021-2022

Silva shared the Dispatch Advisory Board (Advisory Board) meeting dates are calendared in advance to allow Commission members to plan attendance at regular meetings. The JPA Agreement instructs that the Advisory Board "shall meet regularly, but not less than once per quarter." Additionally, the Chairperson and their alternate shall rotate each fiscal year in accordance with Policy 201, Dispatch Advisory Board By-laws. During the fiscal year 2021-2022, the assigned Chairperson is the Stanislaus County Sheriff and the alternate is the Modesto Fire Chief.

Motion to Recommend and Forward to the Consolidated Emergency Dispatch Agency Commission the Meeting Dates for the Dispatch Advisory Board and Rotate the Chairperson and Alternate in Fiscal Year 2021-2022 approved by Ernst, seconded by Hughes, unam. 5-0

5.0 Informational

5.1 Monthly Dispatch Operations Report

Stanislaus Regional 9-1-1 (SR911) Executive Director, Wendy Silva (Silva) presented the Monthly Dispatch Operations and Staffing Report included in the packet.

5.2 Status Report Regarding Stanislaus Regional 9-1-1 Technical Projects

SR911, Deputy Director, Desiderio Calzada (Calzada) gave an update on the Technical Services projects.

5.3 Matrix Report and SB-438 Discussion

Silva shared she wanted to reach out to the Advisory Board for input and direction on where they want to go next and how to proceed with the Matrix Report and have potential discussions about SB-438. Chief Ernst would like to bring SB-438 back to the table for discussion. Silva suggested they put together a subcommittee to review the Matrix Report and SB-438. Klevmyr suggested Chief Ernst and Chief Murdock be involved. Chief Ernst suggested they also include Stanislaus Consolidated Fire. Chief Bray agreed to be part of the subcommittee. Silva mentioned there should also be a law enforcement representative on the committee. Captain Hughes mentioned one of her Watch Commanders could be part of the subcommittee.

5.4 Executive Director Report

Nothing to report.

5.5 Dispatch Advisory Board Member Reports

Nothing to report.

6.0 Adjournment

Regular meeting adjourned at 2:55 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.