

# 2018 Annual Report







## Table of Contents:



# Mission

## Our Mission

*We at SR911 are dedicated to serving as the vital link between our community and our public safety organizations.*

## Our Values

Integrity  
Courtesy  
Accountability  
Respect  
Equality

# Values

2018 Members of the Commission and Dispatch Advisory Board	4
Executive Director's Message	5
Who We Are, What We Do	6
2018 Organizational Structure	7
2018 Accomplishments	8
2019 Strategic Priorities	9
<b>Operation Division</b>	10
♦ Custodian of Records	11
♦ Telephone Statistics	12
♦ Member Agency Statistics	13
♦ Dispatcher of the Year	14
♦ Achievement Award	14
♦ Retirees	15
♦ Dispatcher Appreciation	16
♦ Serving our Community	18
<b>Administrative Services Division</b>	19
<b>Technical Services Division</b>	20
♦ CAD and Network Unit	20
♦ Radio and Telecommunications Unit	20
♦ MSAG/GIS Unit	21
SR911 Staff	22

# 2018 Members of the Commission and Dispatch Advisory Board



Doug Ridenour, Sr.  
Modesto City Council  
Commission President



Vito Chiesa  
Stanislaus County Supervisor  
Commission Vice-President



Jody Hayes  
Stanislaus County CEO  
Commission Member



Joe Lopez  
Modesto City Manager  
Commission Member



Ken Irwin  
Patterson City Manager  
Commission Member



Adam Christianson  
Stanislaus County Sheriff  
Dispatch Advisory Board  
Commission Member



Richard Murdock  
Stanislaus County Fire Warden  
Dispatch Advisory Board  
Commission Member



Galen Carroll  
Modesto Police Chief  
Dispatch Advisory Board  
Commission Member



Alan Ernst  
Modesto Fire Chief  
Dispatch Advisory Board  
Commission Member



Mike Hamasaki  
Stanislaus County  
Chief Probation Officer  
Dispatch Advisory Board



## Message from the Executive Director



*Executive Director, Scotty Douglass  
and Deputy Director, Wendy Silva*

We are excited to present Stanislaus Regional 9-1-1's 2018 Annual Report. Within this report, you will find an overview of the agency, our accomplishments, and strategic priorities for 2019. 2018 was a year of challenge, change and accomplishment for Stanislaus Regional 9-1-1 (SR911).

We are proud to announce that three of our tenured dispatchers and one of our dispatch managers were able to retire this year. 9-1-1 dispatching is a very difficult, yet rewarding, career, and these dispatchers and manager gave many years of service to the community. We wish them well in their retirement. While we congratulate these dedicated retirees, we continue to face the challenge of being fully staffed. We hired several dispatchers and call-takers this past year, and we are excited to see them embrace their newfound careers. This is supported by an enhanced and focused dispatcher training program. Staff has done an outstanding job of putting this program together and we look forward to releasing trained staff to operations as early as spring and summer of 2019.

SR911 has also increased reporting on both qualitative and quantitative metrics in 2018 by implementing a new quality and reporting program. By creating new reports, the agency has been able to begin providing increased feedback to staff and our partners as well as increasing performance in dispatch reaction times. I would like to take this opportunity to thank staff for their diligent efforts toward creating efficiency and taking performance to the next level.

This year also resulted in the sudden and tragic loss of Stanislaus County Sheriff Deputy, Tony Hinostroza, in November and Newman City Police Corporal, Ronil Singh, in December. I want to take this opportunity to recognize our incredible staff and partner agencies who pull together in times of need to support one another, as well as supporting our community. It is not easy to come to work after events like these and press on, but they do it anyway. No words are enough to describe the heavy emotions that dispatchers have to carry through times like these, as well as the support staff that work at the agency to support our center. I thank each and every one of our courageous staff members for their continued commitment to a profession that sometimes weighs heavy when they are expected to carry on.

Succession planning has been a continuous goal at SR911 when I started in mid-2016 at SR911. Since that time, we have spent a lot of time building the future of our agency, starting with our employees through increased professional development opportunities. This has led to increased opportunities for our staff to work on projects, build policies/procedure, create efficiencies, and explore increased ways to tell our success story. In fact, this annual report is one of the ways that we get to tell our story.

Lastly, I am proud to announce Wendy Silva as SR911's newly appointed Executive Director, starting in 2019. In December of this year, I accepted a position with the City of Modesto, and have passed the baton to a very capable Executive Director. Wendy comes with over 23 years of progressive leadership experience at Stanislaus Regional 9-1-1 and is truly dedicated to our partners, employees and community. I have enjoyed watching Wendy grow into this new position, and it will be a pleasure to see SR911 continue to grow under her leadership. We have an amazing team of people at SR911, and I believe the best is yet to come!

## ***Who We Are***

Stanislaus Regional 9-1-1 (SR911) was formed through a Joint Powers Authority Agreement between Stanislaus County and the City of Modesto in 1998 and is directed by a Commission composed of representatives from each member agency.

The SR911 Commission consists of representatives from each member jurisdiction and includes rotating assignments from members of the Dispatch Advisory

## ***What We Do***

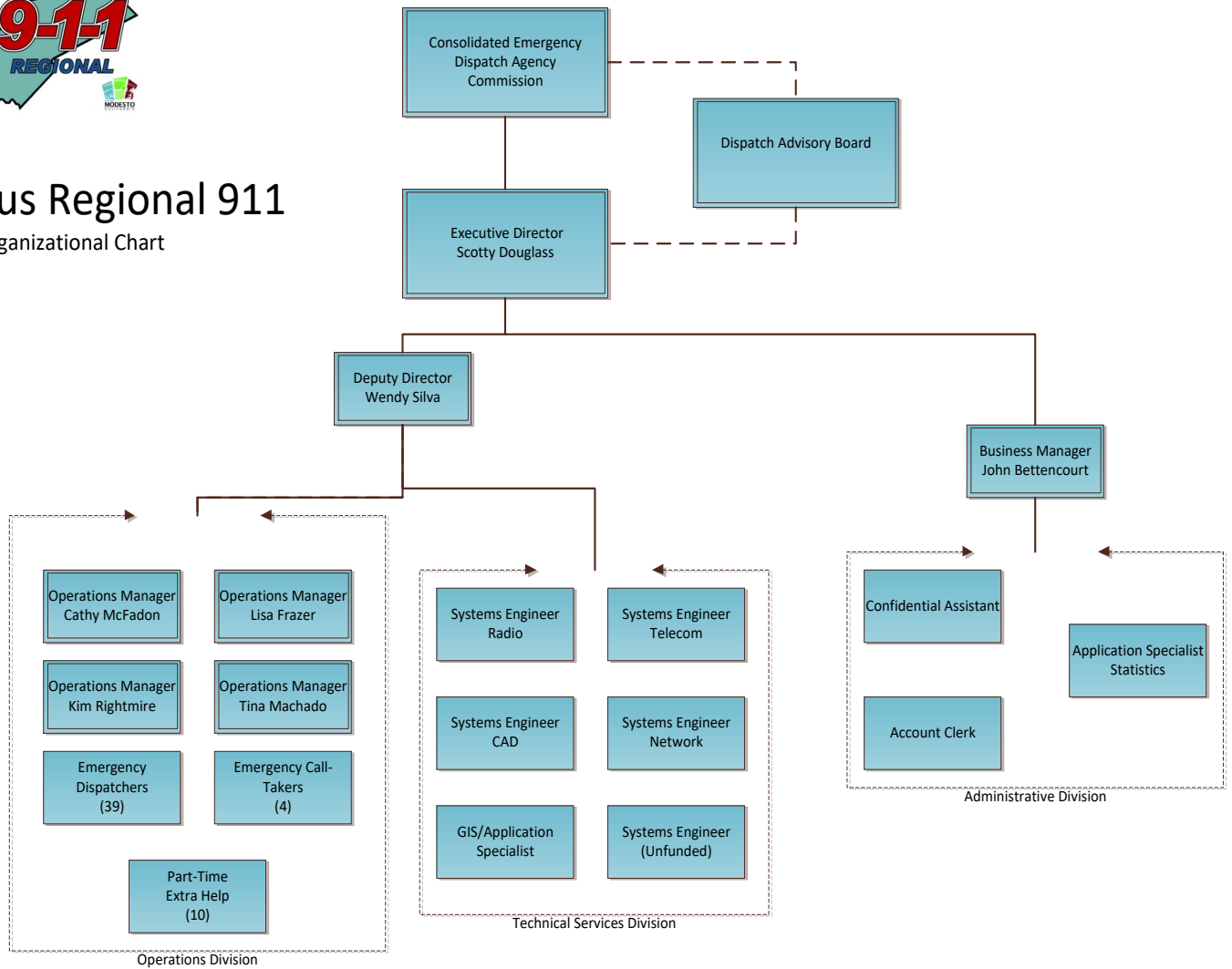
Call processing and dispatch protocols are developed in conjunction with the responder agencies and adopted by our Dispatch Advisory Board (Sheriff, County Fire Warden, Modesto Police Chief, and Modesto Fire Chief). SR911 staff apply these protocols when processing information for dispatch or in providing referral information to callers.





# Stanislaus Regional 911

## Organizational Chart



## 2018 Accomplishments

### COMPLETED/ONGOING

#### Scheduling Software

Due to the complexity of scheduling SR911 Operations staff, finding a software system that met the needs of our agency was a challenge.

Our Operations team, with the help of our Technical Services team, did a

great job researching and testing various vendors. Their selection of Planit Scheduling System was purchased in October of 2018. This system tracks each employee's activity; work schedule, time off requests, approvals/denials, etc. and is a great fit for our agency.

#### Avtec Inc. Radio Console

SR911's current Orbacom Radio Console is end of life and overdue to be replaced. A thorough selection process led to the purchase of a new Avtec Inc. Radio Console. SR911 Technical Services engineers have worked tirelessly throughout the year to install, program and train on the new system. There are multiple components required to make the system work properly, which required input and teamwork to make it successful; CAD-Radio Interface, Networking, and much more. SR911 Operations was trained end of September 2018 with go-live scheduled for early 2019.



**Oakdale Radio  
Tower**



**Waterford Radio Tower**

#### Office 365 Installed and Implemented

In June 2018, SR911 began a phased migration from Novell GroupWise email platform to Microsoft's cloud-based Office 365 collaboration suite. The transition was a complicated process that involved synchronizing multiple Active Directories with Microsoft's Azure Active Directory in the cloud. The project was completed at the end of July 2018.

#### Oakdale and Waterford Radio Tower Sites

With the addition of radio tower sites and antennas in Oakdale and Waterford, radio coverage for user agencies has increased immensely. The sites allow for future growth and added antennas, for both law enforcement and fire agencies needing to benefit from the added coverage.

#### Additional 2018 Radio Upgrades

The Stanislaus County Sheriff's Department transitioned to Digital/P25, Fire's Command 5 Simulcast Radio System went on line in December with Command 2 and 4 backbone equipment being upgraded for P25 Digital conversion in early 2019.

#### Tina Machado promoted to Operations Shift Manager

Tina has been a valuable asset to the SR911 operations team since she was hired in August of 1996. She has held many positions throughout her career; Emergency Dispatcher, Communications Training Officer, Custodian of Records, Acting Supervisor, as well as serving on the Union Board. Tina has received many commendations throughout her career. She was promoted to Shift Manager on May 15, 2018.



## 2019 Strategic Priorities

### Modesto Fire transitioning to Digital/800 MHz

1. Improved radio coverage
2. Improved building penetration
3. Provides interoperability with local law enforcement agencies



### Uninterruptible Power Supply (UPS) Replacement

1. Current UPS is end of life
2. UPS ensures uninterrupted power for emergency services
3. Dual string batteries will provide internal redundancy

Waterford Tower



### Build out of the Ceres Alternate PSAP

1. Creates a conducive work space for emergency dispatch services
2. Allows SR911 and Ceres PD to provide alternate public safety services



### Patterson Radio Tower Site

1. Patterson Fire Station 2 selected for tower site location
2. Improved radio coverage for west county areas



## Operations Division

The Operations Division is the critical link between the community and first responders. Our team handles 9-1-1 calls, non-emergency calls and dispatch services for seven (7) law enforcement and fifteen (15) fire agencies in Stanislaus County. We work alongside the Office of Emergency Services as well as several allied agencies in coordinating emergency services throughout Stanislaus County in times of major incidents and natural disasters.

The Operations Division consists of the following:

- Executive Director
- Deputy Director
- Emergency Communications
  - ◊ Two (2) Operations Shift Managers
    - ◆ Daily Operations of the Communications center handling over 625,000 calls annually
    - ◆ Thirty-nine (39) Emergency Dispatchers and (4) Emergency Call Takers
      - Seven (7) new hires in training
      - Three (3) vacancies
    - ◆ Seven (7) part time Emergency Dispatchers/Call-Takers
- Administration
  - ◊ Administration/Scheduling Manager
    - ◆ Recruitment
    - ◆ Scheduling
    - ◆ Quality Control
    - ◆ Fire Task Team
      - Policies/Procedures
  - ◊ Custodian of Records
- Training
  - ◊ Training Manager
    - ◆ P.O.S.T Compliance
    - ◆ Law Task Team
      - Policies/Procedures
    - ◆ Training/Mentoring Programs
    - ◆ Labor Negotiations



*Left to right: Wendy Silva, Cat McFadon, Kim Rightmire, Lisa Frazer, Tina Machado*

## Custodian of Records

The Custodian of Records is an assignment within Stanislaus Regional 911 (SR911), of an Emergency Dispatcher, to maintain the confidentiality of departmental records. As part of the operations staff, the Custodian of Records ensures that all response records are available and maintained in accordance with public records laws of the State of California. Responsibilities include the retention and retrieval of response related records, processing requests from the courts, user agencies, media, and the public. Additionally, the Custodian of Records may be called to testify in court to the validity of the records on behalf of SR911. Annette Kelly

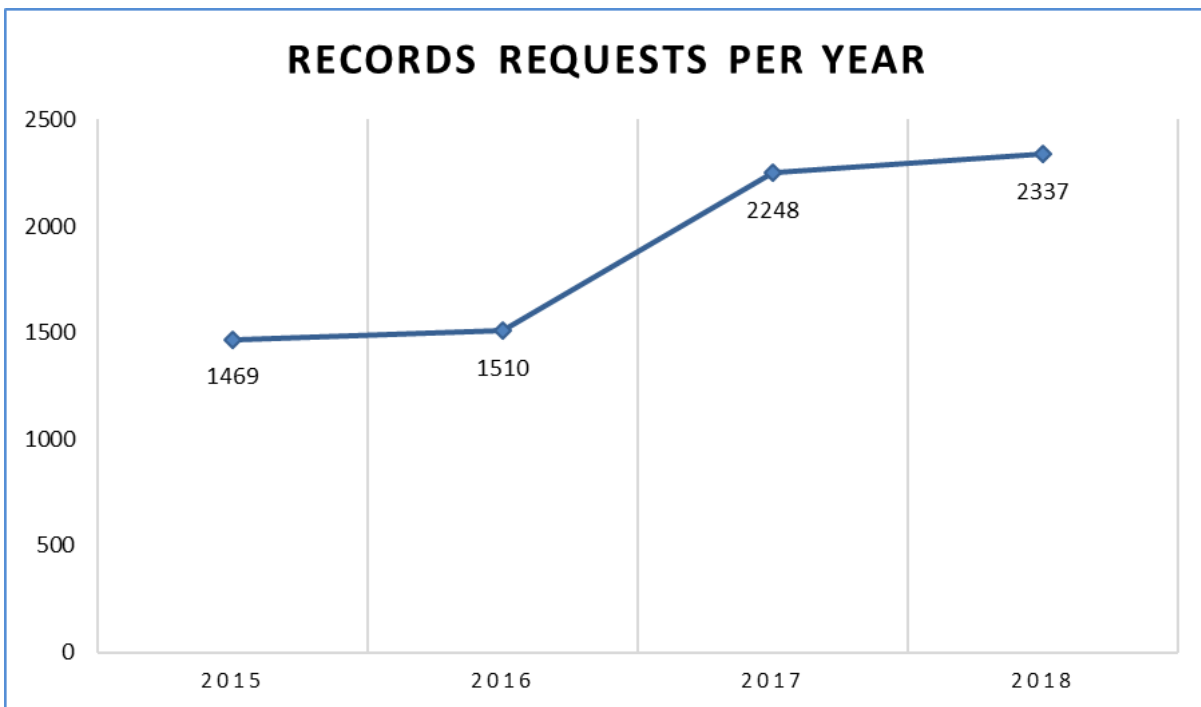


*Custodian of Records, Annette Kelly*

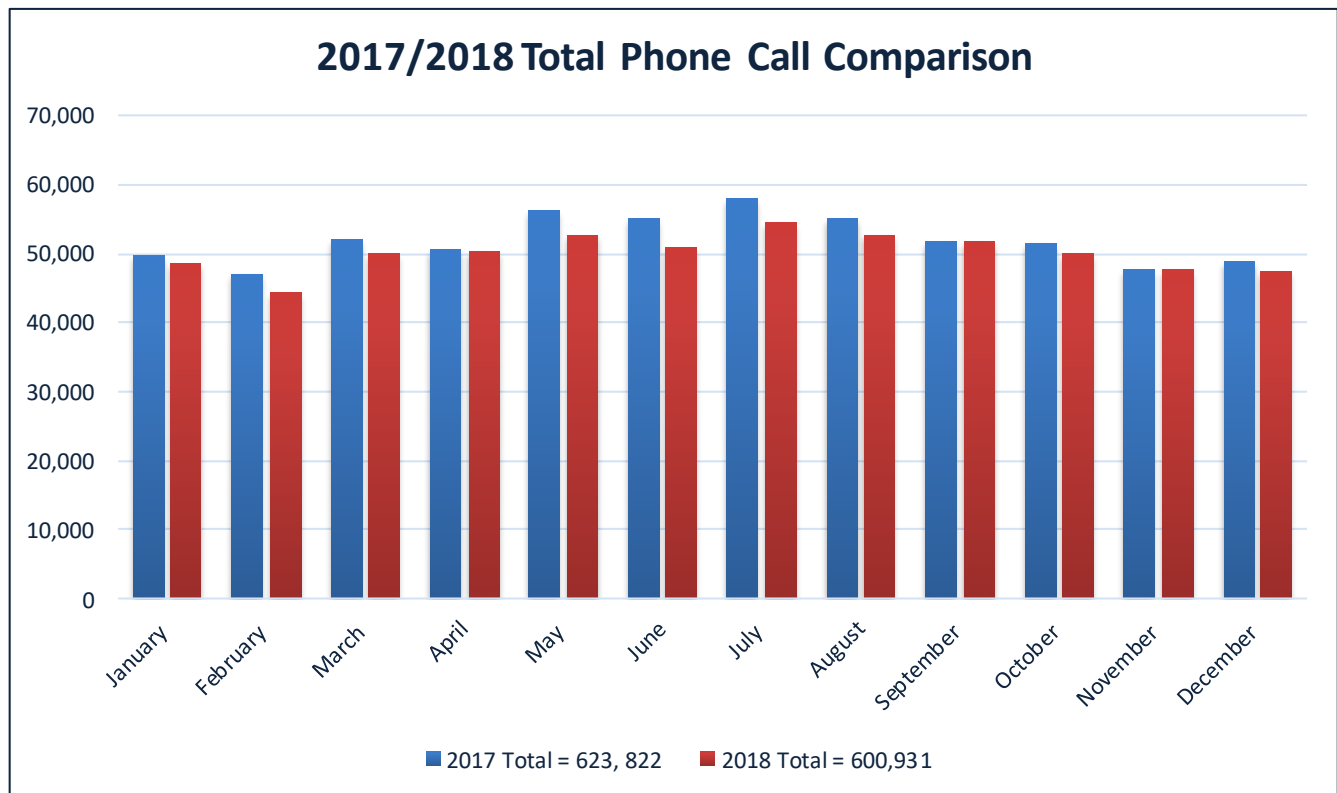
was assigned this position in September 2018, and in addition to the duties of the assigned position, Annette continues to work the dispatch floor as time allows.

This position continues to see an increase of requests, including request from the District Attorney's Office, user agencies, and the public. While there was only a 5% increase in requests from 2017 to 2018 the information being requested has become more detailed as 2308 of the requests required radio traffic. When radio traffic is requested in addition to a Dispatch Log

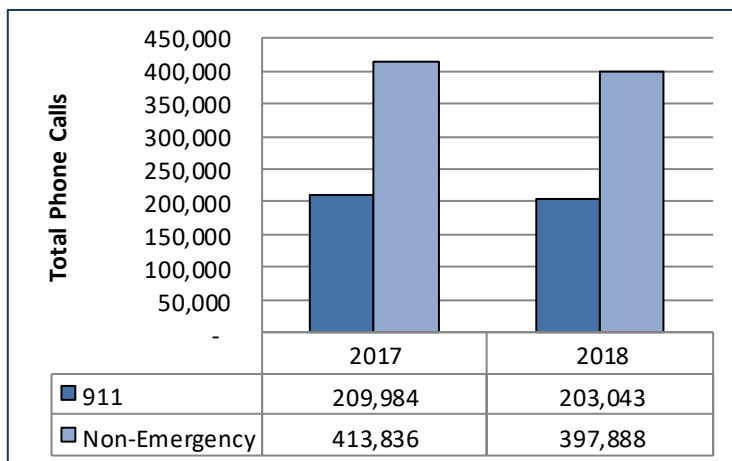
and phone call, it requires several additional hours of time to complete the request, depending on the length of the call being requested



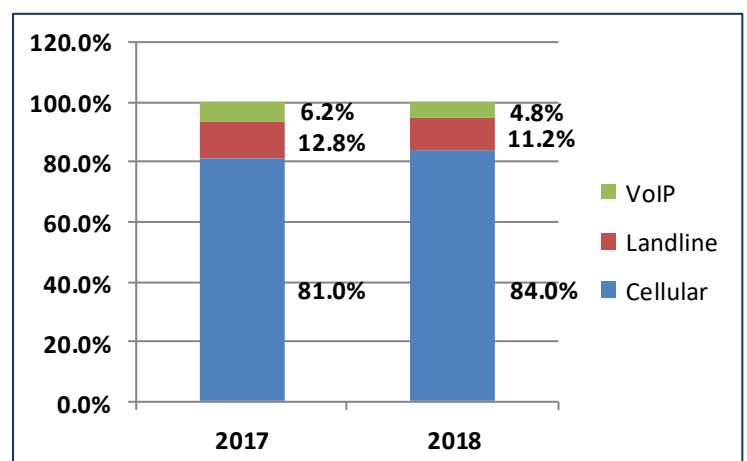
## Telephone Statistics



### 2017/2018 Monthly Phone Call Comparison (911 + non-emergency)



**Total Phone Calls in 2018 = 600,931**



**911 Call Distribution**



## Member Agency Statistics

### Fire Responses

	2017	2018	% Change
Burbank-Paradise	1,302	1,463	12.4%
Denair	436	438	0.5%
Hughson	931	843	-9.5%
Keyes	879	853	-3.0%
Mountain View	187	257	37.4%
Newman	718	743	3.5%
Patterson	1,808	1,750	-3.2%
Salida	1,616	1,606	-0.6%
Turlock Rural	486	545	12.1%
West Stanislaus	1,093	1,035	-5.3%
Westport	291	312	7.2%
Woodland Avenue	495	500	1.0%
MCS*	43,085	44,158	2.5%
<b>Total Responses</b>	<b>53,327</b>	<b>54,503</b>	<b>2.2%</b>

EMS/NF responses are included in these totals (effective October 15, 2018).

\*MCS represents the consolidated fire agencies of Modesto City, Stanislaus Consolidated, and Ceres Fire.

### Law Responses

	2017	2018	% Change
Hughson	6,372	4,793	-24.8%
Patterson	16,986	15,997	-5.8%
Riverbank	15,984	16,589	3.8%
Waterford	6,783	6,368	-6.1%
Stanislaus Probation	18,717	15,287	-18.3%
Stanislaus Sheriff	83,742	79,342	-5.3%
Modesto PD	182,984	189,108	3.3%
<b>Total Responses</b>	<b>331,568</b>	<b>327,484</b>	<b>-1.2%</b>

## 2018 Dispatcher of the Year

The American Legion Post 74 takes the time every year to recognize those in Public Safety and for their sacrifices and dedication to a stressful and difficult career. They recognize Modesto Police Officer, Sheriff's Office Deputy, Fire, CHP, District Attorney's Office and Stanislaus Regional 9-1-1 Dispatch. Each recipient receives an engraved plaque during a ceremony after dinner, which is also provided by the American Legion. Andy Kom-mavong was the 2018 recipient of this award.

Andy started his career at Stanislaus Regional 9-1-1 in June 2004. Andy is known as quiet, calm, and humble. If Andy were the lead dispatcher on a pursuit and someone sat down next to him, they may have no idea that he is in the midst of a fast paced, critical incident—due to his calm nature.



When describing Andy as humble and quiet, being nominated by his peers for this award is the perfect example. When Andy was advised that he would be receiving this honor, he simply grinned, and leaned his head back and said “what, noooooo, really???” and then asked if this meant he had to give a speech. The announcement was made to Andy's co-workers that he was the recipient of the Dispatcher of the Year award; his squad broke out in cheers and applause. Andy again was very humble about the response. He is just that kind of person and brings that kind of calm to his peers at SR911. Andy is a leader to his peers and we are not sure he is even aware of it.

---

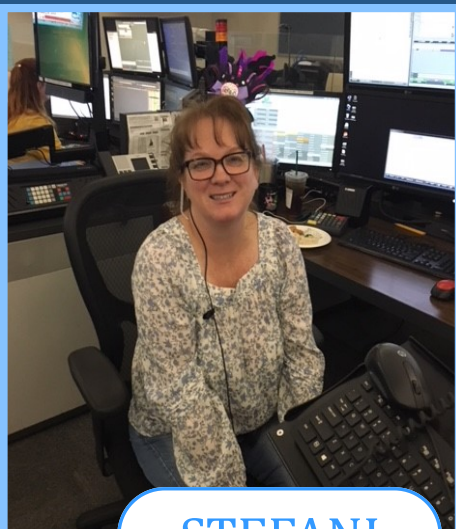
## Achievement Award

On behalf of the Commission and Dispatch Advisory Board, Commission President Doug Ridenour presented Tina 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. Stanislaus Regional 9-1-1 Executive Director Scotty Douglass thanked Tina Machado for consistently producing at the highest levels and setting the standard for her peers and subordinates. Executive Director Douglass also shared that Machado has exhibited great ambition and determination to excel at all she does.



*Left to Right: Commission President Doug Ridenour, Tina Machado, Executive Director Scotty Douglass*

## Happy Retirement



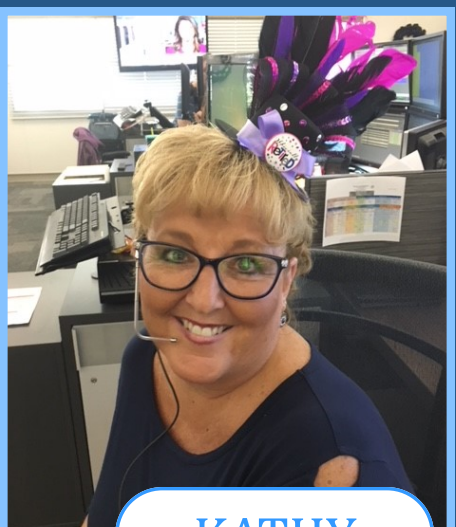
**STEFANI**

Stefani Abernathy-Bongiorno  
Emergency Dispatcher  
26 Years of Service



**ALAN**

Alan McFadon  
Dispatch Shift Manager  
25 Years of Service



**KATHY**

Mary Kathleen Overstreet  
Emergency Dispatcher  
21 Years of Service



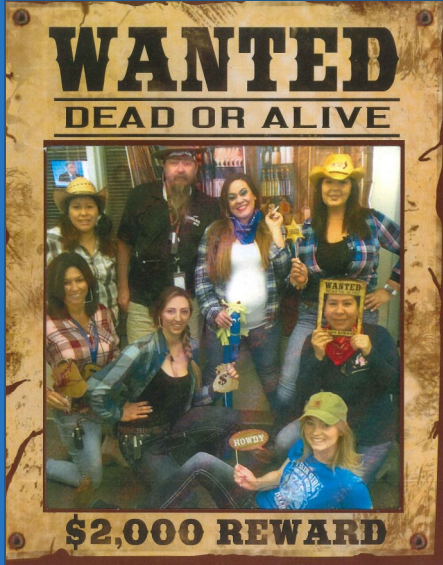
**PAULINA**

Paulina De La O  
Emergency Dispatcher  
18 Years of Service



## Dispatcher Appreciation

### National Telecommunicators Week



This week is set aside to recognize those heroes behind the headset. These hard working individuals work long shifts, handling multiple emergencies for several hours at a time. The Stanislaus Regional 9-1-1 Management Team plans a lunch every year for all shifts. We appreciate our hard working 911 Dispatch!



### Training Day

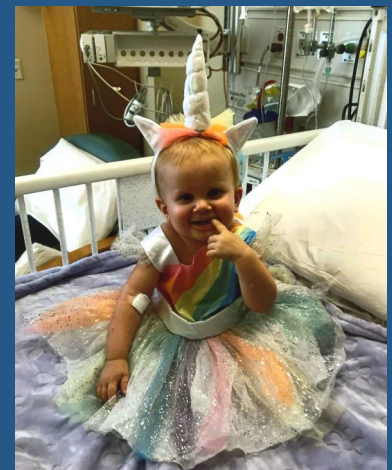
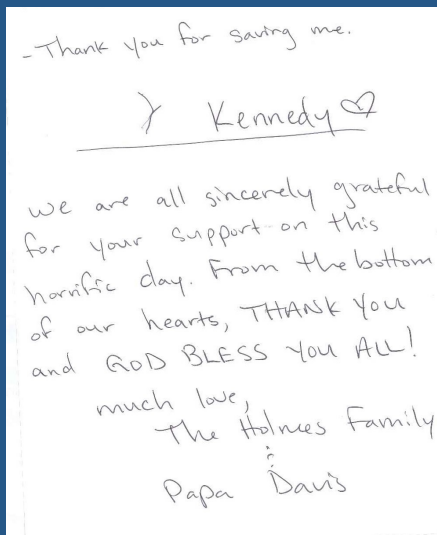


Dispatchers trained on a new CAD to CAD interface with VRECC and the new Avtec Radio Console.

## Thank You Dispatchers



Left to Right: Papa Jim, baby Kennedy, Dispatcher Carrie Frink, mom Krista and Dispatcher Ronda Nunes.



SR911 had a visit from a very sweet and healthy Baby Kennedy, her mother Krista and her VERY grateful Papa Jim. They stopped by to Thank the dispatchers working on the day Baby Kennedy almost drowned in their family pool. They left us with an adorable picture of Kennedy at the hospital with a sincere note. Although Papa Jim is still beating himself up, we think it made him feel better to meet Carrie who took his 911 call.

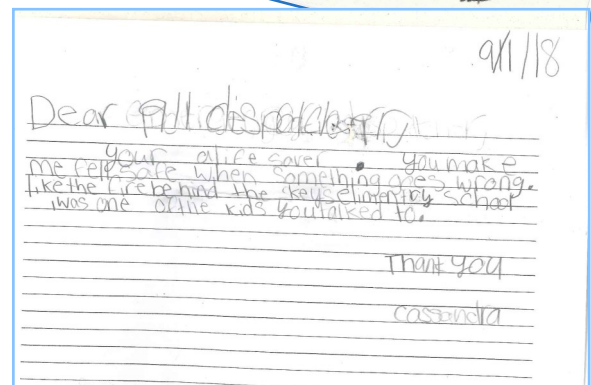
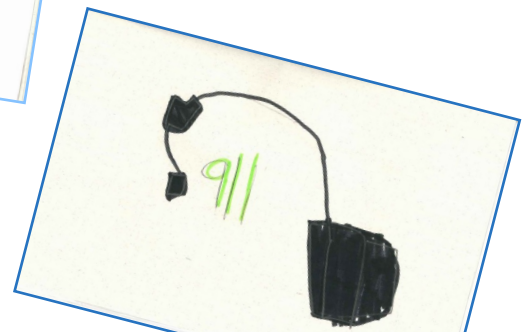
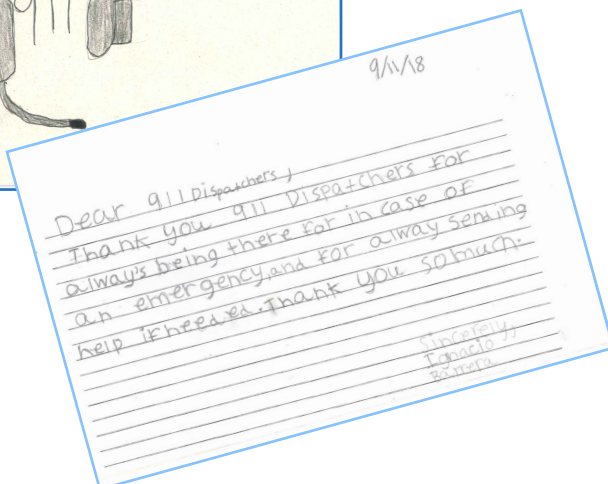
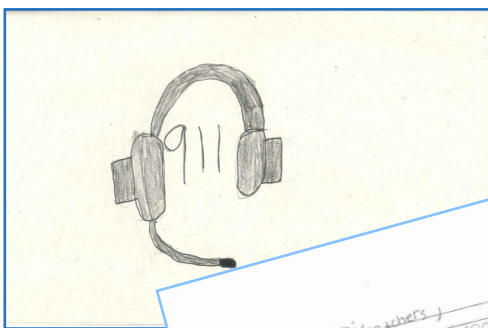


## September 11 Remembrance



Let us honor those who have been lost; let us rededicate ourselves to the ideals that define our nation, and let us look to the future with hearts full of hope. ~President Barack Obama

On September 11, 2018, Mrs. Knight's Fabulous 5<sup>th</sup> Graders at Keyes Elementary School, discussed the events of September 11, 2001. Instead of focusing on the tragedy, they took time to reflect on how fortunate they are to have such brave first responders in our community. They sent cards to the Sheriff's Department, including dispatch, to show how much the Dispatchers are appreciated.



## Serving our Community

### Down Syndrome Awareness Day

World Down Syndrome Day (WDSD), 21 March, is a global awareness day which has been officially observed since 2012.

One of our very own dedicates much of her off-duty time to organizing awareness for Down Syndrome. Each year, she organizes “crazy sock day” in our area to show support for World Down Syndrome Day.



### Unity Matters



March 12, 2018, The House Modesto honored all Northern California First Responders in a special service entitled “Unity Matters.” All local fire, police, EMS and dispatch agencies were honored, including those from within Stanislaus, Merced, and San Joaquin Counties. Our Deputy Director, Wendy Silva, not only represented Stanislaus Regional 911 on stage, she stood up and represented the entire dispatch community, describing the job of the dispatcher, as well as how proud she is to be a leader of a great group of people who are tasked with saving lives on a daily basis; the first-first responders. Wendy also informed the audience how we, at SR911, do not do our jobs alone, that we have partner dispatch agencies we work with, such as ValleyCom, Ceres Police Dispatch, etc. and would hope to see everyone next year on stage to be honored as well, as the job of a dispatcher is one that cannot be done alone.

### Eighth Annual Peace Officer Memorial Run

In 2002 the Peace Officer Memorial Group of Stanislaus County (POMG) was formed. Since its inception, the primary goals of this non-profit organization have been to educate the public about officers who die in



*SR911 Staff supporting the Memorial Run*

the line of duty, to support and assist the families of fallen officers, and to raise public awareness of the Stanislaus County, State and National memorials for fallen officers.

## Administration Services Division

The Administrative Services Division manages and supports the Stanislaus Regional 9-1-1's (SR911) day-to-day administrative activities. The division staff includes the Executive Director, Administrative Services Manager, Confidential Assistant IV, and a Part-time Confidential Assistant I.

The Administrative Services Division is responsible for all accounting duties which include payroll processing and maintaining the associated records, purchasing and paying for goods and services, budget preparation, general accounting, and recruitment of new staff. The

division receives assistance with these functions from various administrative departments of Stanislaus County. The County is compensated by the Authority for these services through the County's Cost Allocation Plan (CAP) charges.

SR911 payroll is based on a 14-day reporting period. Time cards are submitted to the confidential assistant. The confidential assistant performs all of the data entry and payroll reconciliations. Checks and direct deposits are issued by the Stanislaus County Auditor-Controller. All documentation is maintained by SR911.

Accounting is performed according to generally accepted accounting principles with guidance from the Stanislaus County Auditor-Controller. All revenues and expenditures are tracked in sub-object accounts in the County's Financial Management System (FMS)

by Oracle. An annual financial statement audit is performed by an independent audit firm and is presented to the SR911 Commission. The agency also maintains a certified inventory of all fixed asset equipment, which is prepared bi-annually.

The division maintains personnel files for all current and former employees. These files contain each employee's new hire documents, performance evaluations, human resource action forms, and any other personal and confidential information.

On a monthly basis, SR911's two governing bodies, the Dispatch Advisory Board and the Consolidated Emergency

Dispatch Agency Commission hold their respective meetings. The division is responsible for administration of these meetings. These duties include posting of meeting agendas, proper setup of facilities, electronic recording of these meetings and preparation of proper minutes.



*Left to right: Kaamna Ram, John Bettencourt, Melissa Parikh*





## Technical Services Division

The Technical Services Division is comprised of three units: Computer Aided Dispatch (CAD)/Network, Radio/Telecommunications, and Geographical Information Systems (GIS).

### CAD and Network Unit Overview

There is an assortment of applications, interfaces, and network hardware infrastructures that exist under the CAD and Network unit. The CAD and Network unit is currently administered by two Systems Engineers. Some of these systems and interfaces include:

- CAD
- Three (3) Records Management System (RMS) interfaces: Modesto Police Department, Stanislaus County Sheriff's Department, and an integrated Fire RMS
- California Law Enforcement Telecommunications System (CLETS) message switch (MSI - Master Search Index and CLIPS- Centrally Linked Information for Public Safety applications) accessing California Department of Justice (DOJ) databases - local warrants and probation
- 911 phone number and location interface (ANI/ALI)
- Response notification system (NOTIF)
- Radio/alerting interface
- Manage 3,000+ CAD and CLIPS user accounts
- Network firewall, routers, and switches
- Virtual server environment
- Staff desktop workstations and network printers



*Left to right: Marie Collins, Rebecca Leonardo, Darren Eudy, Kurt Kline, Nate Olson, Tina Graver*

### Radio and Telecommunications Unit Overview

The Radio and Telecommunications unit is responsible for the countywide public safety communications infrastructure which is comprised of an 800MHz voice/data network, 911 phone system, microwave systems, Ultra High Frequency (UHF) and Very High Frequency (VHF) radio systems, and radio equipment which is the backbone of approximately 2,500 portable and mobile radios. Two Systems Engineers administer and support the radio and telecommunications infrastructure. Duties and responsibilities include:

- Radios
- Microwave
- Radio and phone network
- T1 multiplex equipment
- GPS Netclock
- Transmit combining systems
- Receive multi-coupler systems
- Radio and phone computers
- Radio dispatch console
- Mobile computer signaling equipment
- Admin telephone system
- Uninterruptible Power Supply (UPS)
- Trunked controller
- Voting comparators
- Radio gateways
- Programming new subscriber radios
- Closed Circuit Video Monitoring



## Master Street Address Guide and 911 Coordinator/ Geographical Information Systems Unit Overview

The Master Street Address Guide (MSAG) and 911 Coordinator Unit is responsible for ensuring that caller location data associated with telephone numbers is accurate. This information is held at the state level and serves as a routing mechanism for 911 telephone calls.

Stanislaus Regional 9-1-1 (SR911) maintains the public safety map for the SR911 member agencies. The public safety map consists of many map layers which include: communities, residential and business addresses, law enforcement beats, fire jurisdictions, schools, parks, etc. The Geographical Information Systems (GIS) Unit coordinates with local City and County Planning Departments to ensure accuracy and up to date information.

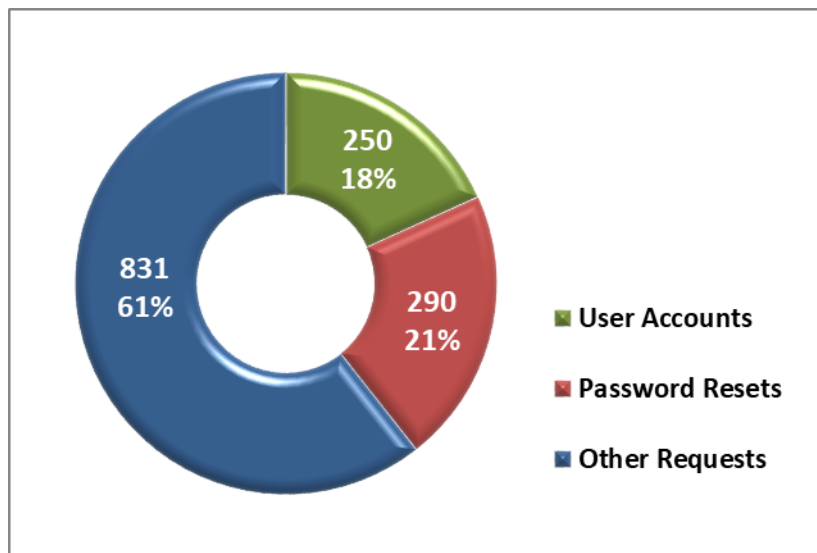
## 2018 Unit Accomplishments

- Office 365 migration
- CAD-to-CAD interface with Valley Regional Communications Center (VRECC)/American Medical Response (AMR)
- AT&T Vesta Auto Attendant upgrade
- Oakdale Radio Tower site upgrade
- Waterford Radio Tower site

## 2019 Unit Strategic Priorities

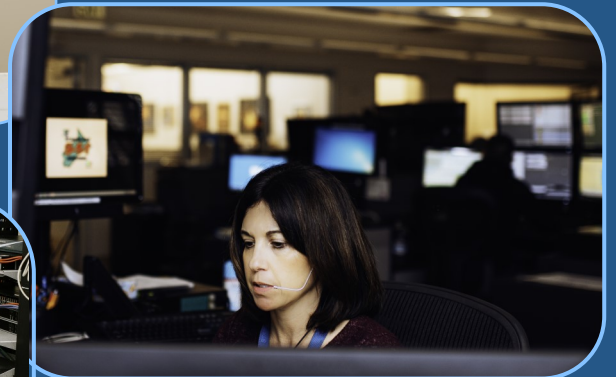
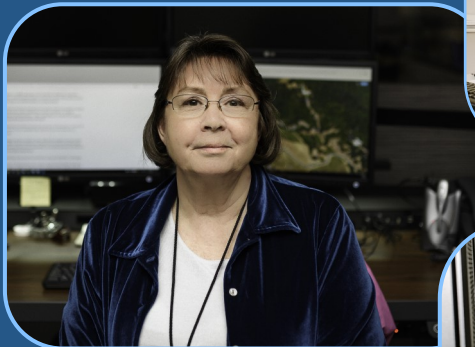
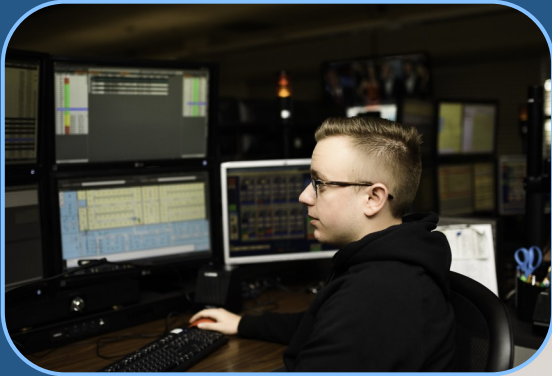
- Avtech Radio Console Installation
- Network storage and replication site upgrade
- Windows 10 upgrade for staff

## 2018 Helpdesk Request



**Total Request: 1,371**

# 9-1-1









## Stanislaus Regional 9-1-1

3705 Oakdale Road  
Modesto, CA 95357

(209) 552-3900  
[www.stan911.org](http://www.stan911.org)