



**Commission Board**  
**Sue Zwahlen**, Mayor, City of Modesto  
**Vito Chiesa**, Board of Supervisors, District 2  
**Joe Lopez**, City Manager, City of Modesto  
**Jody Hayes**, CEO, Stanislaus County  
**Sean Scully**, City Manager, City of Riverbank  
**Jeff Dirkse**, Sheriff, Stanislaus County  
**Alan Ernst**, Fire Chief, City of Modesto

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## **CONSOLIDATED EMERGENCY DISPATCH AGENCY COMMISSION** **MINUTES**

**June 16, 2021**

**Regular Meeting Minutes**  
**1:00 p.m.**

**City-County Administration Building**  
**1010 10<sup>th</sup> Street, Board Chambers – Basement Level**  
**Modesto, CA 95354**  
[www.sr911.org/consolidated.shtm](http://www.sr911.org/consolidated.shtm)

### 1.0 Open and Welcome

Meeting called to order at 1:02 p.m. by Vice President, Vito Chiesa

Commission Members Present: Vice President, Vito Chiesa; City of Modesto Mayor, Sue Zwahlen; Riverbank City Manager, Sean Scully, Modesto City Manager, Joe Lopez; Modesto Interim Police Chief, Brandon Gillespie; Stanislaus County Sheriff, Jeff Dirkse (for Stanislaus County Director of OES\Fire Warden, Richard Murdock); Stanislaus County Chief Executive Officer, Jody Hayes

Commission Members Absent: Stanislaus County Director of OES\Fire Warden, Richard Murdock

### 2.0 Pledge of Allegiance to the Flag

### 3.0 Public Comment Period

None.

### 4.0 Consent Calendar

#### 4.1 Approval of Minutes – Regular Meeting, March 17, 2021

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

## 5.0 Regular Agenda

- 5.1 Accept the Annual Rotation of Dispatch Advisory Board Members and Conduct the Annual Appointment of President, Vice-President, and Secretary to the Consolidated Emergency Dispatch Agency Commission, Effective June 1, 2021

Stanislaus Regional 9-1-1 (SR911) Executive Director, Wendy Silva (Silva), shared the Consolidated Emergency Dispatch Agency Commission (Commission) seven-member board is made up of representatives from the Modesto City Council, the Stanislaus County Board of Supervisors, and one of the participating partner cities along with the Stanislaus County Chief Executive Officer, the Modesto City Manager, and two members of the Dispatch Advisory Board (Advisory Board). Silva shared the Advisory Board approved the rotation schedule, whereas the Stanislaus County Sheriff and the Modesto Fire Chief will serve on the Commission for the June 1, 2021 to May 31, 2022 term. Additionally, the Commission shall appoint a President and a Vice-President of the Agency from among the Commissioners and appoint a Secretary of the Agency who need not be a member of the Commission effective, June 1, 2021 to May 31, 2022. Vice President Chiesa shared Supervisor Buck Condit will be taking over the primary responsibilities starting at the next Commission meeting. Vice President Chiesa nominated Commissioner Zwahlen as President and Commissioner Condit as Vice President. Commissioner Hayes suggested the rotation for the Chair and Vice Chair would occur effective the next meeting.

*Motion to Accept the Annual Rotation of Dispatch Advisory Board Members and Conduct the Annual Appointment of President, Vice-President, and made by Commissioner Scully, seconded by Commissioner Dirkse, Approved 7-0 unan.*

*After the approval of Item 5.1 Sheriff Dirkse and Chief Ernst rotated in on the Commission.*

- 5.2 Approve the Fiscal Year 2021-2022 Meeting Dates for the Consolidated Emergency Dispatch Agency Commission and Dispatch Advisory Board

Silva presented the recommended Fiscal Year 2020-2021 meeting dates for the Consolidated Emergency Dispatch Agency Commission and Dispatch Advisory Board.

*Motion to Approve the Fiscal Year 2021-2022 Meeting Dates for the Consolidated Emergency Dispatch Agency Commission and Dispatch Advisory Board made by Commissioner Lopez, seconded by Commissioner Hayes, Approved 7-0 unan.*

- 5.3 Adopt the Stanislaus Regional 9-1-1 Fiscal Year 2021-2022 Final Budget and Approve the Use of Fiscal Year 2020-2021 Surplus Funds and Agency Contingency Funds to Offset Fiscal Year 2021-2022 Partner Agency Contributions

Silva presented a PowerPoint on SR911 Fiscal Year (FY) 2021-2022 Final Budget. Silva shared that the Consolidated Emergency Dispatch Agency Commission (Commission) unanimously approved postponing approval of the Proposed FY 2021-2022 Budget at the February 17, 2021 Commission meeting. 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. Commissioner Scully shared what was discussed at the subcommittee meetings. Silva shared that a surplus of \$265,180 is projected to materialize upon FY 2020-2021 closing. Staff recommends using the surplus funds to offset 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 an increase 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. The Contingency Fund will remain at \$304,540. The subcommittees primary goal for SR911 is to retain staff, answer 911 and non-emergency lines.

At the June 2, 2021 meeting, the Dispatch Advisory Board recommended to forward the FY 2021-2022 Final Budget to the Commission with an additional option of a Final Budget with 10 percent vacancy rate in dispatch. While considering the options presented, it is important to review potential impacts of choosing Option B with a built-in 10 percent vacancy rate. The Agency's primary goals are to retain staff, answer 9-1-1 emergency and non-emergency calls and coordinate emergency responses for each of their member agencies. Although Stanislaus Regional 9-1-1 has averaged a 10 percent vacancy rate over the past 5 years, increasing the vacancy rate to 10% will eliminate their ability to absorb normal staffing turnover and could create significant staffing shortages. In addition to staffing, increasing the vacancy rate negatively impacts Stanislaus Regional 9-1-1's ability to carry out its mission.

A rise in vacancies results in an increase in overtime hours, due to mandatory minimum staffing levels. This results in an increase in overtime costs. Additionally, there are impacts to service levels, with a decrease in staffing; extended 9-1-1 and non-emergency answer times, delays in dispatch times and notifications, as dispatchers will be required to perform added duties as the

result of vacancies. Decreased staffing means dispatchers are required to answer 9-1-1 and non-emergency calls, while working radio positions. This hinders the ability of the dispatcher to focus on critical radio traffic. Additional vacancies also hinder the Agency's ability to fill certain requests from Member agencies, such as dedicated dispatchers for special events like the Stanislaus County Fair, Festivals, Special Operations, etc.

It is important to note that decreased staffing has an impact on staff at Stanislaus Regional 9-1-1, as well. Decreased staffing requires Emergency Dispatchers to work 12-hour shifts with no breaks, due to mandatory minimum staffing levels. At times, it would also require staff to be held over and/or called in early to work to fill mandatory vacancies. Added responsibilities, on top of high work performance expectations, mandatory staffing levels and call backs can lead to burnout and fatigue which would likely have a negative impact on employee retention. For these reasons, staff strongly recommend and support Option A, with a lesser vacancy rate of 5%.

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. Option B - 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.

Commissioner Lopez shared he does not support a 5% vacancy rate. He believes it should be a higher percentage. Commissioner Hayes asked if the City of Modesto would commit to fill the budget gap if SR911 outperforms or is there an expectation they downsize the number of positions that are filled to meet the budget target. Commissioner Lopez agrees they would return at the mid-year if that was to occur and does not want to decrease the level of service. Commissioner Lopez commented to fully fund the budget that returns money every year is putting the partner agencies in a bind. Commissioner Lopez stated it should be a 5-10% vacancy rate but not less than 5%. Commissioner Ernst mentioned he is in favor of adopting the 10% vacancy rate and come back at mid-year to reevaluate if needed. Commissioner Dirkse said to go with a 10% vacancy rate would be a major mistake. Commissioner Zwahlen shared although she supports SR911 she must vote for the 10% vacancy rate. Commissioner Hayes questioned what is the direction for SR911 to fill positions and what is the Commissions commitment to back fill behind that.

Commissioner Chiesa mentioned the goal should be to fill all available positions.

*Motion to Accept Option 'A' Budget and provide direction for the Dispatch Director to continue to try and fill all positions and Adopt the Stanislaus Regional 9-1-1 Fiscal Year 2021-2022 Final Budget and Approve the Use of Fiscal Year 2020-2021 Surplus Funds and Agency Contingency Funds to Offset Fiscal Year 2021-2022 Partner Agency Contributions made by Commissioner Hayes, seconded by Commissioner Dirkse. The motion passed 4-3, with Commissioners Hayes, Dirkse, Chiesa and Scully voting in favor, and Commissioners Ernst, Zwahlen and Lopez voting against.*

- 5.4 Authorize the Consolidated Emergency Dispatch Agency Commission President and Executive Director to Execute a One (1) Year Professional Services Agreement with Jocelyn E. Roland, PH. D. for Psychological Screening and Counseling Services in an Annual Amount Not to Exceed \$21,000

SR911 Administrative Service Manager John Bettencourt (Bettencourt) shared that Dr. Roland provides psychological evaluations for SR911 dispatch new hires. She also provides incident related counseling for SR911 employees. Commissioner Zwahlen asked for clarification on what kind of service Dr. Roland provides. Silva provided clarification.

*Motion to Authorize the Consolidated Emergency Dispatch Agency Commission President and Executive Director to Execute and Continue a One (1) Year Professional Services Agreement with Jocelyn E. Roland, PH. D. for Psychological Screening and Counseling Services in an Annual Amount Not to Exceed \$21,000 made by Commissioner Zwahlen, seconded by Commissioner Ernst. Approved 7-0 unan.*

- 5.5 Authorize the Consolidated Emergency Dispatch Agency Commission President and Executive Director to Execute a One (1) Year Agreement with Simpson Investigation Services Group for Background Investigation Services in an Annual Amount Not to Exceed \$20,000

Bettencourt shared that Simpson Investigative Services Group provides background investigation of candidates for law enforcement and public safety.

*Motion to Authorize the Consolidated Emergency Dispatch Agency Commission President and Executive Director to Execute a One (1) Year Agreement with Simpson Investigation Services Group for Background Investigation Services in an Annual Amount Not to Exceed \$20,000 made by Commissioner Zwahlen, seconded by Commissioner Dirkse. Approved. 7-0 unan.*

- 5.6 Authorize the Consolidated Emergency Dispatch Agency Commission President and Executive Director to Execute a One (1) Year Agreement with Rank

Investigation and Protection Inc. for Background Investigation Services in an Annual Amount Not to Exceed \$20,000

Bettencourt shared that Rank Investigation provides background investigation of candidates for law enforcement and public safety.

*Motion to Authorize the Consolidated Emergency Dispatch Agency Commission President and Executive Director to Execute a One (1) Year Agreement with Rank Investigation and Protection Inc. for Background Investigation Services in an Annual Amount Not to Exceed \$20,000 made by Commissioner Ernst, seconded by Commissioner Zwahlen. Approved. 7-0 unan.*

## 6.0 Informational

### 6.1 Monthly Dispatch Operations and Staffing Report

Silva presented the Dispatch Staffing report included in the packet.

### 6.2 Status Report Regarding Stanislaus Regional 9-1-1 Technical Projects

SR911 Deputy Director Desiderio Calzada (Calzada) provided an update on technical projects. Silva gave Calzada kudos for all his great work.

### 6.3 Executive Director Report

Silva mentioned there will be a Matrix Subcommittee and an email will be sent out to the subcommittee with meeting dates.

## 7.0 Commissioner Reports

Commissioner Zwahlen thanked Silva for the tour of SR911 and meeting to talk about the budget.

## 8.0 Correspondence

None.

## 9.0 Adjournment

Regular meeting adjourned at 2:17 pm

ATTESTED: 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.*