



DISPATCH ADVISORY BOARD
MINUTES

September 15, 2016

Regular Meeting Minutes
2:00 p.m.

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

1.0 Open and Welcome

SR 9-1-1 Director Scotty Douglass called the Regular Meeting to order at 2:05 p.m.

Advisory Board Members Present: City of Modesto Assistant Police Chief, Rick Armendariz(alternate for Police Chief Galen Carroll); Stanislaus County Sheriff Adam Christianson, Stanislaus County Fire Warden/Asst. Director Office of Emergency Services, Dale Skiles; and City of Modesto Fire Chief, Sean Slamon

Advisory Board Members Absent: None

Others Present: Wendy Silva, John Bettencourt, Stanislaus Regional 911; Joe Lopez, City of Modesto

2.0 Public Comment Period

No public comments.

3.0 Consent Calendar

3.1 Approval of Minutes from Dispatch Advisory Board Special Meeting – August 11, 2016

Christianson/Slamon unan. Approve Consent Calendar. 4-0

4.0 Regular Agenda

4.1 Scotty Douglass referred the Board to the Monthly Operations report in the packet. Wendy Silva, Operations Division Manager, presented the report.

4.2 Consider and Approve Policy A-13, "Below Minimum Staffing Notifications as Recommended by the Operations Division Manger". Wendy Silva presented the policy to inform the Watch Commanders and the Battalion Chiefs on duty when one fire radio channel is taken down due to lack of available staff. Sheriff Christianson inquired about the method of notification. His preference would be

an e-mail distribution list in addition to a phone call to the Watch Commander and Battalion Chief on duty.

Christianson/Skiles unan. accept policy with exception of establishing an e-mail distribution list with a note to Everbridge of an electronic notification system.

4-0

- 4.3 Accept and File Year-End Budget Accounting for Fiscal Year 2015-16 Scotty Douglass informed the Board that the surplus for Fiscal Year 2015-2016 combined with the remaining surplus from Fiscal Year 2014-2015 is \$ 1,004,612. No questions
- 4.4 Receive Presentation Regarding 3-Year Capital Equipment Replacement Plan. Scotty Douglass referred to pages, related to each project. These projects include the Radio Console System, Remote Mount Radios, Mt. Oso Microwave Replacement, and Uninterrupted Power Supply. Scotty Douglass also stated more research will be done in the near future regarding projects involving radio infrastructure and information technology. No questions.
- 4.5 Approve Allocation of Surplus FY 2015/16 Funds to Replace the Dispatch Radio console in FY 2016/17 and Begin a 4% Contingency Reserve fund. Scotty Douglass stated that the estimated cost to both procure a radio console and remote mount radios would be approximately \$ 659,000. The 4% Contingency Reserve Fund would be used only for emergencies. Chief Skiles asked if there is a desired reserve amount to achieve annually and that this might be a subject for discussion in the future. Douglass advised that this would be a single 4.0% contingency of the Operating Budget each year and would roll over to future years, if not used.
Christianson/Slamon unan. Approve Allocation of Surplus. 4-0
- 4.6 Accept and file Status Report Regarding Dispatcher Staffing, Discuss a Temporary Flexible Over-hire allotment of 4.0 – 8.0 FTE Emergency Dispatcher/Call Taker in Support of an Accelerated Staffing Plan, and Conduct a Working Session Regarding Staffing. Wendy Silva presented current staffing levels. As of next week, 4 dispatchers will be on LOA. Wendy commented on the number of trainees and new hires without experience on phones and radios, making our vacancy rate misleading. Scotty discussed the difficulty in recruiting and retaining staff in the dispatch industry. Scotty feels that an over-hire of 4.0 FTE's would be acceptable. Rick Armendariz thought 4.0 FTE's may not be enough when accounting for known retirements and resignations. Scotty thought that the over-hire of 4.0 FTE's would keep us focused in our staffing predictions. Sheriff Christianson asked if this was an increase in allocated positions or "Doubling-Up". Scotty Douglass explained that the Agency usually runs under-staffed and the budgeted savings would be used to fund the over-hire. Wendy Silva has been working on a Recruitment and Retention Plan that will be presented at the next meeting. The Operations Group has been developing four

levels of coverage dependent upon deployable staff. This project has included both management and staff. Douglass asked the Board members for assistance with staffing issues in deficit situations. Scotty Douglass presented comments regarding the over-hire from Jewel Warr, SR911's Management Consultant. The Agency would need to present the over-hire request to the Consolidated Emergency Dispatch Agency Commission (CEDAC), and subsequently to the County Board of Supervisors for approval. Christianson/Armendariz unan. approval to approach the CEDAC requesting the over-hire of 4.0 FTE's by presenting to the County Board of Supervisors. 4-0

5.0 Reports from Staff

5.1 Recruitment, Training and Retention Plan, Continuous Recruitment Plan, Training Academy Update, Applicant Open-house (Wendy Silva and Scotty Douglass). Douglass commented on future plans for a Partner Agency Open House.

6.0 Miscellaneous

6.1. E-mail Correspondence State 9-1-1 Emergency Wireless project with AT&T as the primary vendor.

7.0 Adjournment

Meeting adjourned to closed session at 3:11 p.m.

8.0 Closed Session: The Executive Director's Performance Review Pursuant to Government Code Section 54957

9.0 Re-adjourn to Open Session to Report any Action Resulting from the Closed Executive Session

No actions were taken in the closed session

ATTESTED: John Bettencourt
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.