



**Commission Board**  
**Doug Ridenour, Sr.**, President  
**Vito Chiesa**, Board of Supervisors, District 2  
**Joe Lopez**, City Manager, City of Modesto  
**Jody Hayes**, Stanislaus County CEO  
**Toby Wells**, City Manager, City of Ceres  
**Jeff Dirkse**, Sheriff, Stanislaus County  
**Alan Ernst**, Fire Chief, City of Modesto

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

**November 20, 2019**

**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 President, Doug Ridenour, Sr.

Commission Members Present: President, Doug Ridenour, Sr.; Vice President, Vito Chiesa; Modesto City Manager, Joe Lopez; Modesto Fire Chief, Alan Ernst; Stanislaus County CEO, Jody Hayes; Stanislaus County Sheriff, Jeff Dirkse; Ceres City Manager, Toby Wells

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, September 18, 2019

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

## 5.0 Regular Agenda

- 5.1 Authorize Stanislaus Regional 9-1-1 to Hire Matrix Consulting Group to Conduct a Dispatch Center Consolidation Study for Stanislaus County Public Safety Answering Points.

Stanislaus Regional 9-1-1 (SR911) Executive Director Wendy Silva (Silva) is requesting to hire the Matrix Consulting Group to conduct a consolidation study of Primary and Secondary PSAP's in Stanislaus County, with the exception of CHP. The study will provide an analysis of cost and benefits associated with consolidation, including; staffing, facilities, technology systems, training and support, and operational practices. The study will include an analysis of potential governance models and cost sharing structures, including associated requirements from participating agencies. The purpose of this plan is to provide stakeholders with data for strategic planning and future decision making moving forward. It will also provide staff with valuable input on strengths and potential improvement opportunities. Staff recommend the full cost to be funded by the Fiscal Year 2018-2019 Budget surplus, resulting in no increased costs to partners. Commissioner Hayes suggested Item 5.1 be put on hold until Item 5.3 has been discussed and approved. President Ridenour approved to table Item 5.1 and move to Item 5.3 for discussion.

Item 5.3, the use of surplus funds to hire the Matrix Consulting Group was approved. Item 5.1 was opened back up for discussion and public comment. Silva clarified questions the Commission had regarding communication to partner agencies about the consolidation study.

*Motion to Authorize Stanislaus Regional 9-1-1 to Hire Matrix Consulting Group to Conduct a Dispatch Center Consolidation Study for Stanislaus County Public Safety Answering Points, approved by Commissioner Dirkse, seconded by Commissioner Ernst. Approved 5-0 unan.*

- 5.2 Approval to Delay the Computer Aided Dispatch (CAD) to CAD Interface Between Stanislaus Regional 911 and Valley Regional Emergency Communications Center until Staff the Dispatch Advisory Board Determine the Priority of Projects in Relation to the CAD to CAD

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. These concerns were validated when the CAD to CAD interface activated on September 24, 2019. 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. SR911 has two (2) Systems Engineers that manage all CAD and network systems. Time, effort and energy spent on the CAD to CAD project have taken time away from critical projects that require immediate attention. Nearly \$142,000 has been paid to the CAD vendor through System Enhancement Funds by Mountain Valley EMS on the CAD to CAD interface and related upgrades. Silva commented there is a correction, the packet states there is still an additional \$108,000 Enhancement Funds available but after talking to Lance Doyle, with Mountain Valley EMS, he stated that those additional funds are actually dedicated to the City of Turlock. There are other Enhancement Funds available Mountain Valley EMS would need go before the Board of Supervisors for approval to use them for additional testing. The mapping strategy was identified by VRECC technical staff. It would require additional testing with SR911 staff to verify this potential solution. SR911 staff are uncertain if this strategy would solve the problem surrounding the failed implementation. Mountain Valley EMS is offering assistance to continued researching potential solutions by hiring an outside engineer to assess the steps needed to finish up the project. 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 delay the CAD to CAD interface between SR911 and VRECC until staff and the Dispatch Advisory Board determine the priority of projects in relation to the CAD to CAD. The Commission Members shared their concerns regarding CAD to CAD.

Public Comment: Lance Doyle (Doyle), with Mountain Valley EMS (MVEMS), gave an update on CAD to CAD. Doyle offered to use their System Enhancement Funds and go to the Board of Supervisors seeking funding to bring in an outside source to talk to the CAD administrators and engineers and do a technical analysis and provide a timeline.

*Motion Approved to Delay the Computer Aided Dispatch (CAD) to CAD Interface and report back in 14 weeks from the first week of December made by Commissioner Lopez, seconded by Commissioner Hayes.  
Approved 7-0 unan.*

5.3 Approve the Allocation of Fiscal Year 2018/2019 Budget Surplus Funds 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 the remaining surplus funds be allocated to the SR911 Contingency Reserve Fund or the remaining Surplus Funds be refunded to the Partners.

*Motion to Approve staff recommendations one, two, hold three to come back at a later date, and adopt recommendation five; remaining surplus funds be refunded to the partners, approved by Commissioner Lopez, seconded by Commissioner Hayes. Approved 7-0 unan.*

*Silva requested how the remaining surplus funds should be returned to the Partner Agencies. Option one check or option two decrease 3<sup>rd</sup> quarter billing.*

*Motion to Accept the reduction of the 3<sup>rd</sup> quarter billing approved by Commissioner Chiesa and seconded by Commissioner Dirkse. Approved 7-0 unan.*

6.0 Informational

6.1 SR911 Monthly Dispatch Operations and Staffing Report for September and October 2019

Silva presented the Dispatch Operations and Staffing report included in the packet. Commissioner Lopez requested staff break out mandate vs. voluntary on the staffing report. Commissioner Ernst asked for breakdown on the percentage of who is answering calls; Fire, MPD, etc.

6.2 Status Report Regarding SR911 Technical Projects

Silva provided an update on technical projects.

6.3 SR911 Financial Report

Bettencourt presented an update regarding the Fiscal Year 2018-2019 Budget as of October 31, 2019.

6.4 Executive Director Report

Nothing to report.

7.0 Commissioner Reports.

Nothing to report.

8.0 Correspondence

None.

9.0 Adjournment

Regular meeting adjourned at 2:23 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.*