

2017 Annual Report





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Mission Statement

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



Stanislaus Regional 9-1-1 Emergency Dispatch Center

Values

Integrity

Courtesy

Accountability

Respect

Equality

Message from the Executive Director

In most every dispatch center across the nation, there is a shortage of Emergency Dispatchers. Finding candidates who can successfully complete the training, endure the mental stress of answering 9-1-1 calls, and working long hours in a 24x7 environment is an ongoing monumental challenge.

In 2017, we pushed diligently to increase dispatch staffing to become fully staffed and to support our ever-growing number of calls answered and dispatched. Through an ongoing push for continuous recruitments we have produced a steady stream of candidates who have become Emergency Dispatchers and Call Takers throughout the year. Our training program is very comprehensive and, on average, produces a trained dispatcher in 12—18 months. Our trainers have worked diligently to produce top-quality dispatchers and I extend a congratulations and a job well-done to our team for their dedication to the success of our new-hires.

On the project front, a new Computer Aided Dispatch (CAD) version was implemented in 2017 to support enhanced fire station alerting as well as providing the foundation of building a CAD-to-CAD interface that digitally connects SR911 with our Emergency Medical Dispatch (EMD) partners at Valley Regional Emergency Communications Center (VRECC). This interface will provide a means of communications between our agencies that will reduce telephone calls between centers and create efficiencies that will save seconds on each medical call processed. I personally thank our partners as well as our dedicated technical staff who have, and continue to, put in long hours to ensure that a successful product is delivered in the first part of 2018.

In November of 2017, a remodel was completed within the building shared between SR911, the Office of Emergency Services (OES), and Stanislaus County Strategic Business Technology (SBT). This benefits SR911 by bringing key staff closer together to foster increased collaboration. We thank our partners at the County of Stanislaus for heading up this project and bringing it to successful completion in a tight timeline.

In closing, SR911 has an incredibly talented workforce that is dedicated to serving our partners and the community. Oftentimes, staff members have to work long, difficult, hours to meet the increasing demands for those services we provide. Emergencies are unscheduled in nature, yet SR911 stands ready to meet the needs of our community at a moment's notice.

2017 has proven to be a rewarding and challenging year, and I am proud to be a part of this amazing agency. I encourage you to read about our Strategic Priorities within this report to see what's next at SR911 in 2018.



Executive Director, Scotty Douglass

A handwritten signature in black ink, likely belonging to Scotty Douglass.

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 Board



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.

2017 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 Interim City Manager
Commission Member



Ken Irwin
Patterson City Manager
Commission Member



Adam Christianson
Stanislaus County Sheriff
Dispatch Advisory Board
Commission Member



Dale Skiles
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

2017 Accomplishments

Increase Interconnectivity to SR911 Partners – COMPLETED/ONGOING

• CAD-to-CAD Interface

The effort to connect the Computer Aided Dispatch (CAD) systems between SR911 and Valley Regional Communications Center (to enhance medical dispatching) has been in the planning for many years. It is an incredible accomplishment to complete the technical connection between our two dispatch centers and prepare for go-live in the first quarter of 2018. This will reduce phone calls between agencies and allow for digital updates between dispatch centers and the in-field public safety personnel.

• EMS Performance Reporting

In early 2017, SR911 connected the fire dispatch database with the Mountain Valley Emergency Medical Services Agency records management reporting system, First Watch. This supports increased reporting capability connecting fire with paramedic transport records from the time a phone call was received to the time a patient is taken to the hospital. With the implementation of the CAD-to-CAD connection mentioned above, this will be taken even further in 2018.

• In-field data interfaces – MDC upgrade

In the third quarter of 2017, a new Computer Aided Dispatch (CAD) software upgrade was implemented. This was to update the software to support the CAD-to-CAD interface, add enhanced fire station alerting, and to ensure continued security compliance for the computer systems. This also allowed SR911's partner agencies to upgrade their Mobile Data Computer (MDC) software so that their respective agencies can utilize new hardware and software versions in their public safety vehicles.



Implement Digital-Capable Radio Control Interface – IN PROGRESS

SR911's Consolidated Emergency Dispatch Agency Commission adopted the agency's first Capital Improvement Plan in late 2016. This plan contained the replacement of a radio control interface called a Dispatch Radio Console. This system connects SR911 dispatchers to the in-field public safety units via wireless radio communications. It allows our dispatchers to select channels, patch channels together, utilize toning, receive emergency signals from units and more. The previous system is considered an analog system and is no longer supported. During 2017, SR911 has selected a vendor and is working to complete this project in the first quarter of 2018.

Formalize Employee Peer Support Team – COMPLETED/ONGOING

Dispatchers are the "first" first responders on the public safety calls dispatched by our agency. When a member of our community calls 9-1-1, we are there with the caller before police, fire, or ambulance arrives on scene. It is the job of a dispatcher to empathize with the caller, yet have the ability to calm them, provide assurance and to send help. In 2017, there were many traumatic calls taken by our highly trained and professional staff. After each one of these calls, the dispatcher must continue to answer the next 9-1-1 call that comes into the center as if the next call was their first of the day. Dispatchers know that every caller they speak with on the phone may be calling 9-1-1 for the very first time, and it is the dispatcher's job to take the caller through the process while sending help.

The 9-1-1 dispatcher is accompanied by the support personnel at the agency that provide the means to deliver this service as well. If systems are not functioning to optimum performance, the dispatcher's ability to deliver top

(2017 Accomplishments cont.)

quality service could be hindered. The stress experienced by staff at SR911 can be tremendous, and our agency supports our staff through our Peer Support Program.

The SR911 Peer Support Team was selected in 2017, and a Policy was approved to support this program for our employees. Additionally, the SR911 Peer Support Team is connected to our partner public safety agencies within Stanislaus County which provides a bond throughout county.



The Consolidated Emergency Dispatch Agency Commission recognized Computer Aided Dispatch Systems Engineer Darren Eudy for his exemplary services during Fiscal year 2016/17 in support of the major CAD software version upgrade. Darren received an Appreciation Award on September 20, 2017.

Left to Right: Commission President Doug Ridenour, Darren Eudy, Sheriff's Captain Jim Gordon

2018 Strategic Priorities

Implement Enhanced Quality Improvement Program

- Creation of Reporting and Statistics Unit
- Implement Policy/Procedure updates to support the program
- Increase reporting of qualitative and quantitative performance metrics to partner agencies
- Begin reporting on compliance to national standards

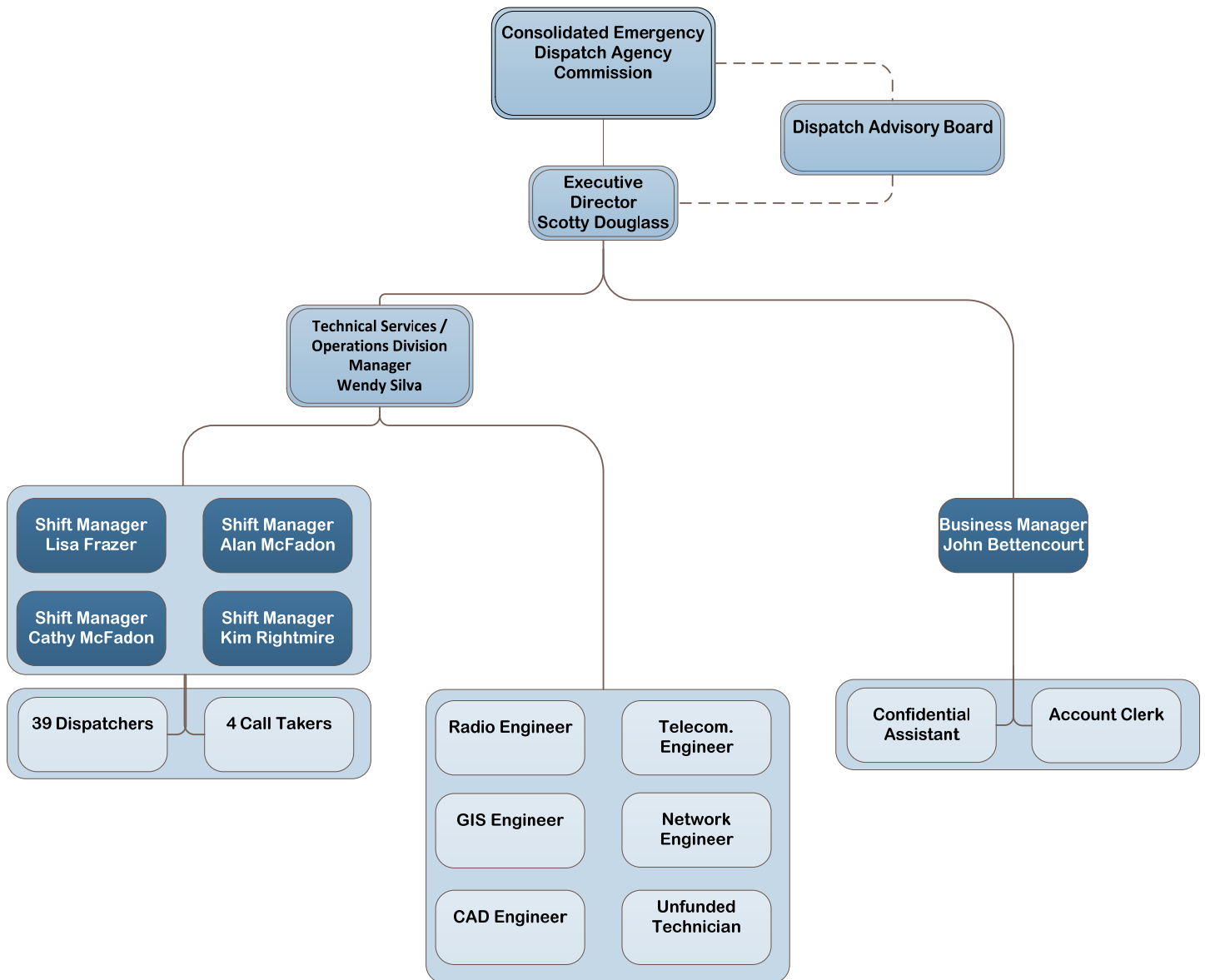
Dispatch Training Program

- Host training courses under the State of California's Commission on Peace Officer Standards and Training (POST) program
- Ensure compliance with the POST Continued Professional Training (CPT) requirements
- Implement 3 year plan to provide the POST Basic Dispatch training course for all dispatchers

Prepare for Next Generation 911 (NextGen 911)

- Work with the State 911 office and telephone carriers to create a text-to-911 plan for SR911

2017 Organizational Structure



Operations Division



The Operations Division is dedicated to serving as the vital link between the community and our public safety organizations. Stanislaus Regional 9-1-1 (SR911) handles all 911 calls, non-emergency phone calls and dispatch services for seven (7) law enforcement and 15 fire agencies throughout Stanislaus County. The Operations Division includes the Executive Director, the Operations Division Manager, four (4) Operations Managers, eight (8) Communications Training Officers, thirty-nine (39) Public Safety Dispatchers, four (4) Call-Takers, four (4) Part-Time Dispatchers and six (6) Part-Time Call Takers.

Law Task Team

The role of the Law Enforcement Task Team is to evaluate current Directives and Policy and Procedures to ensure they are in line with current practices from all of our Law Enforcement user agencies. The team is comprised of a Lieutenant and Sergeant from

the Sheriff's Department, a Lieutenant and Sergeant from the Modesto Police Department, and an Operations Manager from Stanislaus Regional 9-1-1. New formatting has been approved in order to bring uniformity and continuity to the Policies and Procedures. The Law Task Team also works as a liaison between Dispatch and our partner agencies, to keep lines of communication open.



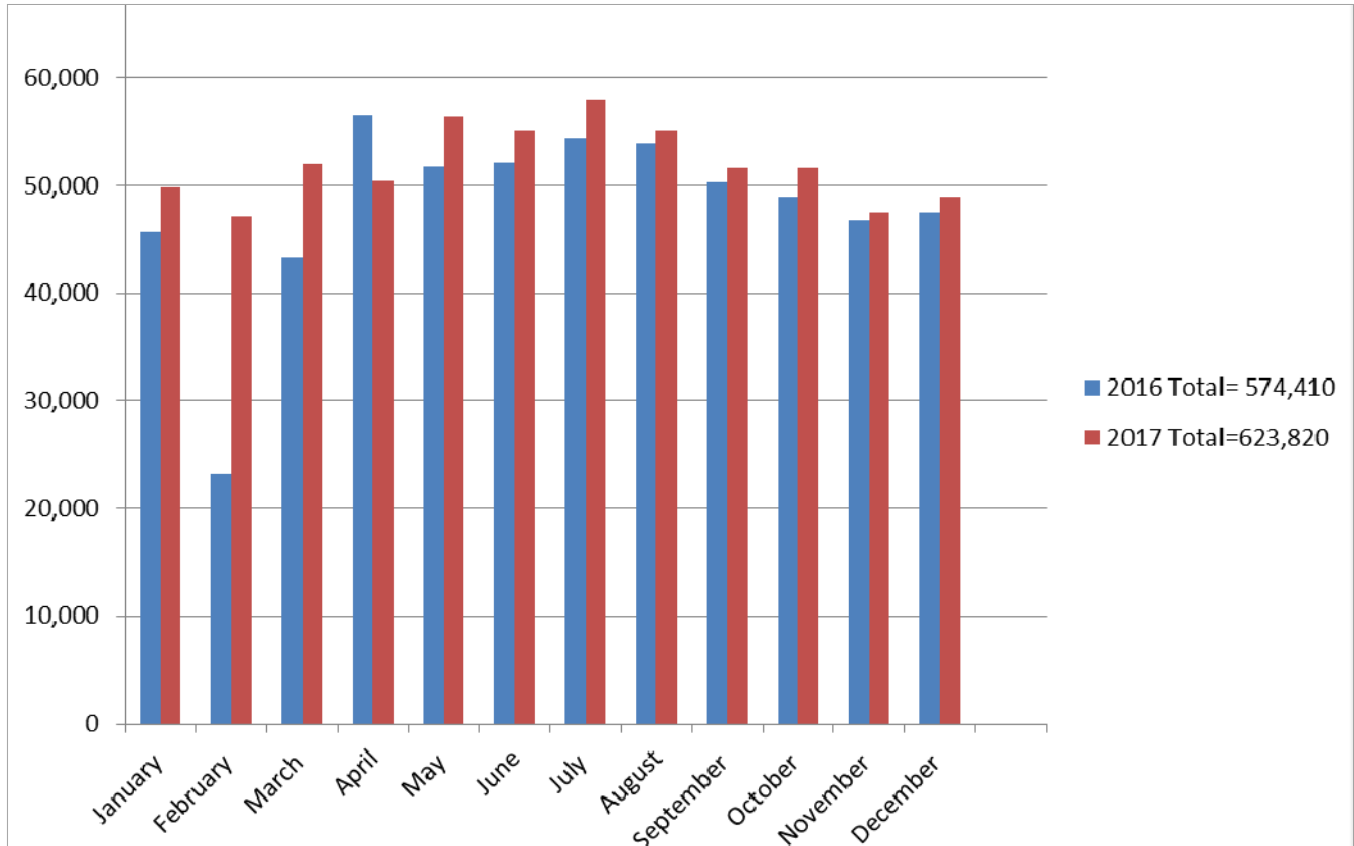
Left to Right: Cathy McFadon, Alan McFadon, Wendy Silva, Kim Rightmire, Lisa Frazer

Fire Task Team

The role of the Fire Task Team is to update and recommend new policies to the Stanislaus County Fire Authority via the Communications Advisory Committee. In addition to working with our partner fire

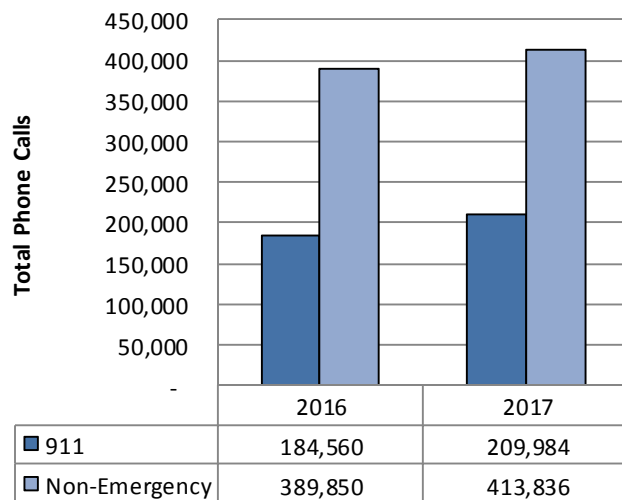
agencies, the task team is working on upgrading the Stanislaus County Fire Frequency Sharing Policy and Procedures Manual, which is utilized by all fire agencies and SR911.

Telephone Statistics

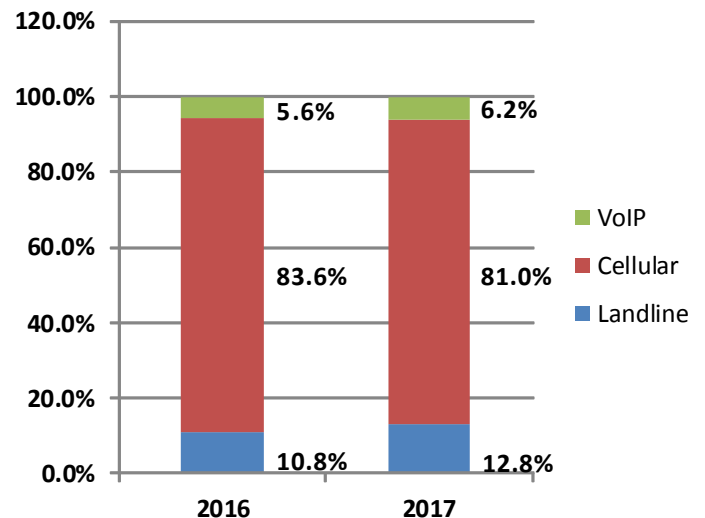


2016/2017 Monthly Phone Call Comparison (911 + non-emergency)

Note that February and March 2016 statistics reflect inaccurate call volume due to a recorded down-time during the SR911 remodel from February 15, 2016 through March 3, 2016.



Total Phone Calls in 2017 = 623,820



911 Call Distribution

Member Agency Statistics

Fire Responses

	2016	2017	% Change
Burbank-Paradise	1,263	1,302	3.1%
Denair	329	436	32.5%
Hughson	797	931	16.8%
Keyes	814	879	8.0%
Mountain View	207	187	-9.7%
Newman	678	718	5.9%
Patterson	1,615	1,808	12.0%
Salida	1,591	1,616	1.6%
Turlock Rural	501	486	-3.0%
West Stanislaus	999	1,093	9.4%
Westport	252	291	15.5%
Woodland Avenue	467	495	6.0%
MCS*	40,185	43,085	7.2%
Total Responses	49,698	53,327	7.3%

- MCS represents the consolidated fire agencies including Modesto City Fire, Stanislaus Consolidated Fire, and Ceres Fire

Law Responses

	2016	2017	% Change
Hughson	6,372	4,532	-28.9%
Patterson	16,986	17,860	5.1%
Riverbank	15,984	17,310	8.3%
Waterford	6,783	6,523	-3.8%
Stanislaus Probation	18,717	15,629	-16.5%
Stanislaus Sheriff	83,742	82,594	-1.4%
Modesto PD	182,984	194,040	6.0%
Total Responses	331,568	338,488	2.1%

Dispatcher Appreciation

National Telecommunicators Week

Every year Dispatch Centers across the USA celebrate National Telecommunicators Week, known in our part of California as Dispatcher/Call Taker Appreciation 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. For 2017 we thought it would be fun to do a themed lunch, with a little competition. Dispatchers and Call Takers dressed up in their

best Hawaiian outfits. The winners were treated to an ice cream social.



The management team planned menu ideas and bought Hawaiian themed decorations. The luncheon was a hit with all shifts. The BBQ included hamburgers, hot dogs and even the Hawaiian staple, Spam! The dispatchers really got into dressing up to show their Aloha spirit! All Dispatchers and Call

Takers on all shifts were deemed winners and treated to an ice cream social, later in the summer.

We appreciate our hard working 911 Dispatch team!



Dispatcher Appreciation

Serving First Responders



For the past ten years, the nice people of Congregation Beth Shalom in Modesto have been serving first responders in Stanislaus County lunch and dinner on Christmas Eve and Christmas Day. These men and women spend the holidays away from their families in order to provide food for those who are working.

Stanislaus Regional 9-1-1 Dispatchers and Call Takers look forward to this wonderful meal every year. We appreciate Congregation Beth Shalom for their kindness and serving hearts.

2017 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 a 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.

For 2017, Paulina De la O was the recipient of this award. Paulina was nominated by her peers for her hard work and dedication and long career with Stanislaus Regional 911.

Paulina started her career at Stanislaus Regional 9-1-1 in October of 1999. Paulina had prior Dispatch experience and left Oakdale Police Department to

start her career with Stanislaus Regional 9-1-1. Throughout her career, she has worked two radio disciplines in the Dispatch Room, which are the Sheriff's Office Radio and the Fire Department Radio. In 2012, she showed interest in a Communications Training Officer position and was assigned that position.

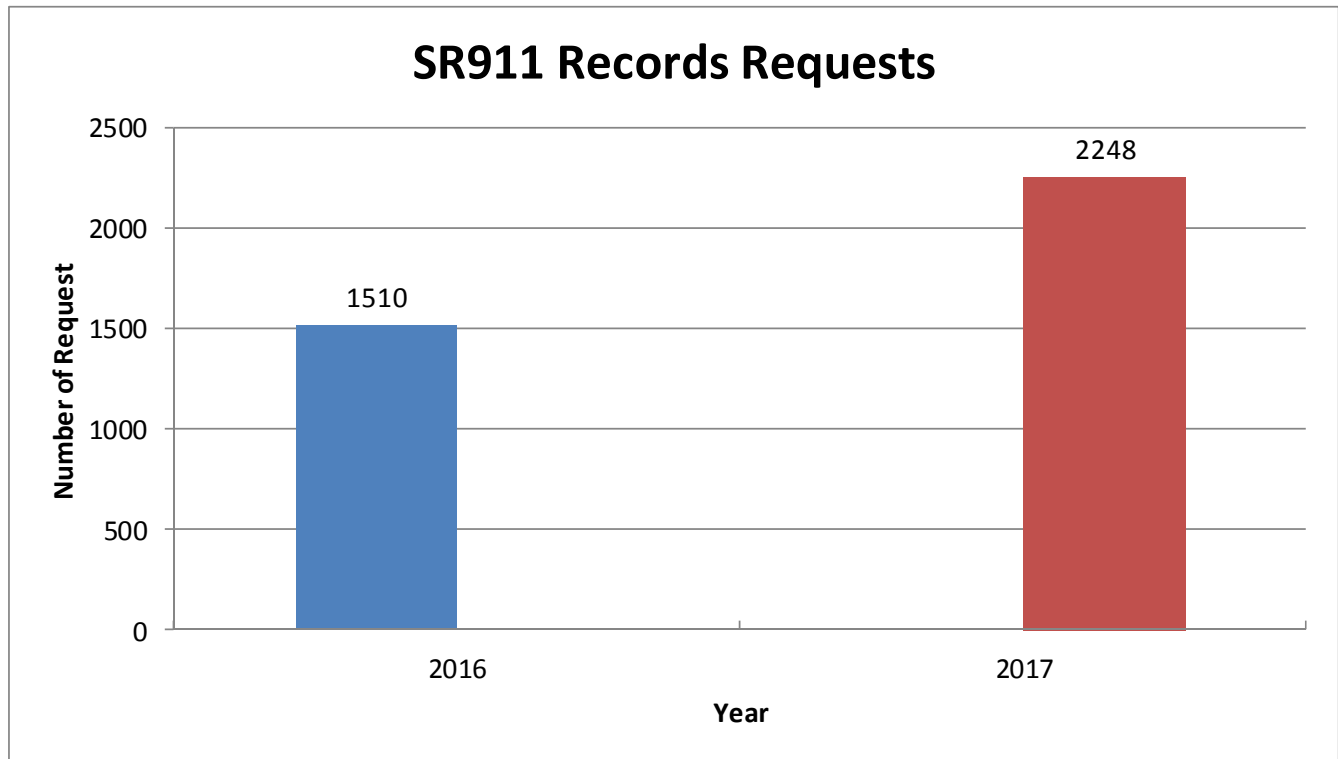


Paulina has taken many difficult phone calls during her career and one of those calls was highlighted at the awards dinner. Executive Director Scotty Douglass read a commendation written for Paulina regarding a structure fire she handled.

The commendation and the speech highlighted to the audience the difficult job a 911 Dispatcher has each and every day.



Custodian of Records



The Custodian of Records is an assignment filled by an Emergency Dispatcher within Stanislaus Regional 9-1-1 (SR911) that is responsible for maintaining the confidentiality of departmental records. As part of the Operations Division, the Custodian of Records ensures that all response records are available and maintained in accordance with the Public Records Act for the State of California. Responsibilities include the retention and retrieval of response related records and processing requests from the courts, user agencies, the 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.



Custodian of Records—Tina Machado

The Custodian of Records saw a 48% increase of records requests from 2016 to 2017; this includes requests from the District Attorney's (DA's) Office, user agencies, and the public. Another exciting thing that happened within

2017 within the Custodian of Records position was going live with the automatic file transfer protocol (FTP) with the DA's Office. This allows for records to be transferred electronically from Stanislaus Regional 9-1-1 (SR911) to the DA's Office, instead of having to burn files to CD's and hand delivering them. SR911 was the first to test the FTP, and was able to start using the protocol sooner than other agencies. FTP has made records processing more efficient.

Administrative Services Division



Left to Right: Melissa Parikh, John Bettencourt, Scotty Douglass

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 and a Confidential Assistant.

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.



Technical Services Division



Left to Right: Rebecca Leonardo, Nate Olson, Darren Eudy, Wendy Silva, Kurt Kline, Tina Graver

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

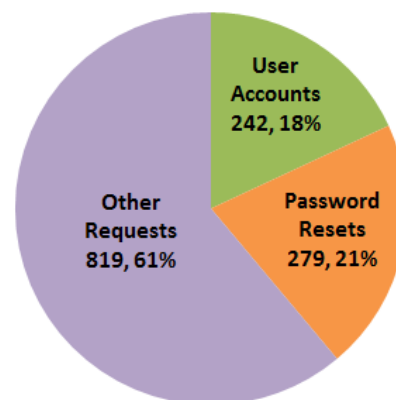
Unit 2017 Accomplishments

- Upgraded to CAD 2.1
- Office 365 Software Migration
- Sheriff's communications Radio upgrade

Unit Strategic Priorities for 2018

- CAD-to-CAD interface with Valley Regional Communications Center (VRECC)/American Medical Response (AMR)
- Avtec, Inc. Radio Console Installation
- Upgrade AT&T Vesta- Auto Attendant

2017 Help Desk Request



Total Requests: 1,340



SR911 Systems Engineers Kurt Kline and Nathan Olson were recognized by the Stanislaus County Sheriff's Department on October 3, 2017. They received an Award of Excellence in recognition and appreciation of their significant contribution to the Sheriff's Communications Radio Project.

Left to Right: Captain Jim Gordon, Kurt Kline, Greg Gilstrap, Nathan Olson, Sheriff Adam Christianson

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.



Left to Right; Wendy Silva, Marie Collins, Tina Graver



Stanislaus Regional 9-1-1

www.stan911.org

(209) 552-3900

