



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
Richard Murdock, OES-Fire Warden, Stanislaus County
Brandon Gillespie, Interim Police Chief, City of Modesto

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CONSOLIDATED EMERGENCY DISPATCH AGENCY COMMISSION **MINUTES**

March 17, 2021

Regular Meeting Minutes
1:00 p.m.

City-County Administration Building
1010 10th Street, Board Chambers – Basement Level
Modesto, CA 95354
www.sr911.org/consolidated.shtm

1.0 Open and Welcome

Meeting called to order at 1:01 p.m. by Vice President, Vito Chiesa

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

Commission Members Absent: City of Modesto Mayor, Sue Zwahlen; Stanislaus County CEO, Jody Hayes

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, February 17, 2021

Motion to Approve Consent Calendar made by Commissioner Lopez, seconded by Commissioner Murdock, Approved 6-0 unan.

5.0 Regular Agenda

- 5.1 Authorize the Consolidated Emergency Dispatch Agency Commission President and Executive Director to Execute an Agreement with Mission Critical Specialists to Purchase an Uninterruptible Power Supply in an Amount Not to Exceed \$123,959.74

Stanislaus Regional 9-1-1 (SR911) Administrative Service Manager, John Bettencourt (Bettencourt) shared the building's Uninterruptible Power Supply (UPS) provides a battery-backup power source for all emergency equipment within the emergency communications center, including the Computer Aided Dispatch (CAD) system, radio systems, and telephone systems, to prevent a lapse in public safety communications services. The UPS is designed as a fail-over when electric power is lost or interrupted to prevent down-time and/or power-spikes preventing damage to equipment. On September 21, 2016, the Commission approved the use of Fiscal Year 2015-2016 Budget Surplus funds in the amount of \$65,000 to finance an Uninterruptible Power Supply (UPS) for the Agency building. At the November 21, 2018 meeting, the Commission approved using an additional amount of \$59,632 in Contingency Funds to increase the budget to reflect estimates from the SR911 current vendor. The total amount reserved for the UPS system is \$124,632. SR911 partnered with the Stanislaus County General Services Agency (GSA) – Purchasing Division and developed a Request for Proposal (RFP) #20-14-AH UPS Replacement. A committee made up of representatives from GSA, SR911 Management and Technical Services Division evaluated the proposed bids. Mission Critical Specialists was selected with a proposed bid of \$123,959.74. The proposed agreement with Mission Critical Specialists includes removal of the old UPS and installation of the new UPS. Additionally, quarterly, semi-annual and annual battery and preventative maintenance will be conducted. The term of the agreement is March 10, 2021 through May 10, 2022 at which time the agreement may be extended two (2) additional one (1) year terms by way of written amendment. The annual preventative maintenance agreement will cost SR911 \$4,960 and will be fused into the Agency's Operating Budget. Commissioner Gillespie asked if the budget to cover the preventative maintenance is for year two. Bettencourt responded that SR911 currently has funds that were for the current vendor, Eaton, so that contract will be cancelled and the funding will be available in this year's operating budget.

Motion to Authorize CEDAC President and Executive Director to Execute an Agreement with Mission Critical Specialists to Purchase an Uninterruptible Power Supply made by Commissioner Lopez, seconded by Commissioner Gillespie, Approved 6-0 unan.

5.2 Accept the Consolidated Emergency Dispatch Agency Financial Statements for the Fiscal Year Ended June 30, 2020

Bettencourt shared the annual audit provides confirmation that SR911, acting as a separate public entity from its partners, is operating in a fiscally responsible manner with appropriate accounting policies, procedures, and internal controls. The Financial Statement, taken as a whole, reflects the financial position of the Consolidated Emergency Dispatch Agency as of June 30, 2020. The independent auditor's report issued an unmodified opinion on the financial statement, and an unmodified opinion for report on internal control over financial reporting. An unmodified opinion is expressed by the auditor when the auditor concludes that the financial statements are presented fairly, in all material respects, in accordance with the applicable financial reporting framework. CliftonLarsonAllen LLP conducted the audit and the report is a result of their review.

Motion to Accept the Consolidated Emergency Dispatch Agency Financial Statements for the Fiscal Year Ended June 30, 2020 made by Commissioner Gillespie, seconded by Commissioner Murdock, Approved 6-0 unan.

5.3 Approve to Suspend All Work on the Computer Aided Dispatch (CAD) to CAD Interface Between Stanislaus Regional 911 and Valley Regional Emergency Communications Center while Staff Seek Other Solutions and Research CAD System Replacement

SR911 Deputy Director, Desiderio Calzada (Calzada) shared when CAD to CAD went live on September 24, 2019, the intent of the interface between SR911 and VRECC was to increase efficiency and lower phone calls between the two centers. SR911 operational users and Technical Services Division Systems Engineers deemed that the test in 2019 created negative impacts on SR911 efficiencies. In 2019 Mountain Valley EMS Agency offered assistance to continue researching potential solutions by hiring an outside vendor to assess the steps needed to finish up the project. Engineers from both vendors worked together to develop a potential solution. Testing was conducted on November 5, 2020 and did not meet the required improvements and resulted in additional challenges, including CAD freeze ups and loss of data, loss of resources on Law Enforcement responses and limited resource tracking. The loss of data required SR911 Engineers to turn off the interface to begin restoring SR911 systems. The process took nearly two hours to bring SR911 back to a normal status creating serious risk to public safety. In addition to operational impacts, SR911 Technical Services Systems Engineers and Operations Division staff have dedicated numerous hours, days, even years to the CAD to CAD project. Time, effort and energy spent on the CAD to CAD project have taken time away from critical Operational and Technical projects. SR911 is seeking funding to research and purchase a new CAD system. A top priority of the new system will be the ability to create a new interface with VRECC's Inform CAD system. The

hope is that CAD system replacement will solve the interoperability problem between the two systems. SR911 staff will continue to research other potential solutions. At the Dispatch Advisory Board meeting on March 3, 2021 Senate Bill (SB) 438-Emergency Medical Services: Dispatch was discussed in relation to the challenges surrounding CAD to CAD interface. Although a ring down line was deemed an acceptable exemption to the mandate of a connection between public safety agencies and an EMS provider, partners are interested in revisiting the benefits of a CAD to CAD interface. Dispatch Advisory Board members request SR911 staff focus their efforts on CAD system upgrade or replacement, and suspend all work on the current CAD to CAD interface project with VRECC. SR911 is requesting approval to suspend all work on the CAD to CAD interface between SR911 and VRECC while staff seek other solutions and research CAD system replacement with the ability to interface with VRECC as a top priority of the new CAD system. Commissioner Murdock commented that there was discussion at the March 2021 Dispatch Advisory Board (DAB) meeting regarding SB438. SB438 would prohibit a public agency from delegating, assigning, or contracting for "911" emergency call processing services for the dispatch of emergency ambulances. However, there is an exemption in the bill that if you are a Joint Powers Authority (JPA) or if you have an existing contract then you would be exempt. Commissioner Murdock took this topic to the Stanislas County Fire Chief's Association on Thursday, March 4, and the Fire Chiefs unanimously voted to submit an application to Mountain Valley EMS Agency for System Enhancement Funds not to exceed \$75,000 to hire a consultant to do a feasibility study on bringing EMS Dispatch into SR911. That process would need to be completed before it would go to the Dispatch Advisory Board (DAB) and then to the Commission for approval. Chief Ernst, from Modesto Fire Department, is taking the lead on the project, processing an application to Mountain Valley EMS Agency and looking for a contractor.

Motion to Approve to Suspend All Work on the Computer Aided Dispatch (CAD) to CAD Interface Between Stanislaus Regional 911 and Valley Regional Emergency Communications Center while Staff Seek Other Solutions and Research CAD System Replacement made by Commissioner Lopez, seconded by Commissioner Murdock, Approved 6-0 unan.

6.0 Informational

6.1 Monthly Dispatch Operations and Staffing Report

Calzada presented the Dispatch Staffing report included in the packet.

6.2 Monthly Financial Update for February 2021

Bettencourt presented the Monthly Financial Update for February 2021.

6.3 Status Report Regarding Stanislaus Regional 9-1-1 Technical Projects

Calzada provided an update on technical projects.

6.4 Executive Director Report

Nothing to report.

7.0 Commissioner Reports

Commissioner Lopez shared the City of Modesto elected representatives for SR911 JPA Commission will be Mayor Zwahlen as the primary representative and Bill Zoslocki as the alternate.

8.0 Correspondence

None.

9.0 Adjournment

Regular meeting adjourned at 1:30 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.