



**Commission Board**

**Buck Condit**, Board of Supervisor, District 1  
**Sue Zwahlen**, City of Modesto Mayor  
**Nick Bavaro**, Councilmember, District 4  
**Mani Grewal**, Board of Supervisor, District 4

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**CONSOLIDATED EMERGENCY DISPATCH AGENCY COMMISSION**

**MINUTES**

**October 23, 2024**

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

**Stanislaus Regional 9-1-1  
3705 Oakdale Rd, Training Room  
Modesto, CA 95357**

**[www.sr911.org/consolidated.shtm](http://www.sr911.org/consolidated.shtm)**

Commission Members Present: Stanislaus County Board of Supervisor/President, Buck Condit; City of Modesto Mayor, Sue Zwahlen; Stanislaus County Board of Supervisor, Mani Grewal; City of Modesto Councilmember/Vice-President, Nick Bavaro (arrived at Item 4.1)

Meeting called to order at 1:00 pm by President Buck Condit.

1.0 Pledge of Allegiance to the Flag

2.0 Public Comment Period

None

3.0 Consent Calander

3.1 Approve Minutes of July 17, 2024, Meeting

*Motion to Approve the June 26, 2024, Meeting Minutes made by Commissioner Grewal, seconded by Commissioner Zwahlen, Approved 3-0.*

3.2 Accept the Year End Budget Accounting for Fiscal Year 2023-2024

*Motion to Accept the Year End Budgeting Account for Fiscal Year 2023/2024 made by Commissioner Grewal, seconded by Commissioner Condit, Approved 3-0.*

#### 4.0 Regular Agenda

##### 4.1 Consider Approval of the GovWorx CommsCoach AI Quality Assurance and Transcription Software Subscription Purchase

Stanislaus Regional 9-1-1 (SR911) Executive Director Kasey Young (Young) shared that SR911 has the opportunity to pilot CommsCoach, an AI-powered audio quality assurance and transcription software developed by Govworx. Young explained how the GovWork CommsCoach works and how it will help with training and quality assurance.

Public Comment: Scotty Douglass, Deputy City Manager, City of Modesto commented that he used to do this type of work in the past and agreed that this program would save time and make it more efficient for the quality assurance.

*Motion to approve the GovWorx CommsCoach AI Quality Assurance and Transcription Software Subscription Purchase made by Commissioner Grewal, seconded by Commissioner Zwahlen, Approved 4-0.*

##### 4.2 Execute the Cooperative Agreement with the City of Ceres for Radio Maintenance Cost

Young shared that SR911's Alternate Public Safety Answering Point (Alt PSAP) is located at Ceres Police Department. During planned and unplanned downtime at SR911's primary PSAP, SR911 utilizes the Alt PSAP to ensure minimal impact to public safety. The partnership and the Cooperative Agreement between SR911 and Ceres Police Emergency Dispatch provides a benefit to both SR911, the City of Ceres and all other Public Safety jurisdictions within Stanislaus County. In the event of a failure at either dispatch center, the alternate Avtec, Inc. Radio Console would provide redundancy and failover capabilities.

*Motion to Execute the Cooperative Agreement with the City of Ceres for Radio Maintenance Cost made by Commissioner Zwahlen, seconded by Commissioner Grewal, Approved 4-0.*

#### 5.0 Informational

##### 5.1 Executive Director Report

Young gave an update on staffing.

##### 5.2 Stanislaus Regional 911 Call Processing Protocols

Young gave an update on call processing protocols.

5.3 Enhancing the 911 Call Transfer Process in Stanislaus County

Young gave an update on the 911 call transfer process. Young discussed how it would improve the transfer process and minimize delays by integrating emergency medical dispatch protocols and ambulance dispatch at SR911. Young commented that SR911 should handle both emergency medical dispatch and ambulance dispatch to streamline the process. This change would significantly reduce call process times.

6.0 Commissioner Report

7.0 Correspondence

None

8.0 Adjournment

Adjourned at 1:49 pm

ATTESTED: By 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.*