



DISPATCH ADVISORY BOARD
MINUTES

March 7, 2018

Regular Meeting Minutes
2:00 p.m.

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

1.0 Open and Welcome

Meeting called to order at 2:07 p.m. by Chairman, Adam Christianson

Advisory Board Members Present: Chairman Adam Christianson, Fire Warden/Assistant Director of OES, Richard Murdock; City of Modesto Assistant Fire Chief Michael Lillie (for City of Modesto Fire Chief, Alan Ernst); City of Modesto Police Chief, Galen Carroll.

Others Present: Scotty Douglass, Wendy Silva, John Bettencourt, Melissa Parikh, Stanislaus Regional 9-1-1; Erik Klevmyr, Stanislaus County Office of Emergency Services; and City of Modesto Assistant Police Chief, Rick Armendariz.

Chairman Christianson welcomed Richard Murdock.

2.0 Public Comment Period

No public comments.

3.0 Consent Calendar

3.1 Approval of Minutes from Dispatch Advisory Board Regular Meeting February 7, 2018.

Carroll/Lillie unam. Approve Consent Calendar 4-0

4.0 Regular Agenda

None

5.0 Informational

5.1 SR911 Monthly Dispatch Operations and Staffing Report

Wendy Silva presented the staffing report included in the packet.

5.2 SR911 Technical Services Division Projects Report

Wendy Silva presented an update on the Technical Services projects. Silva will be sending out a survey on the mobile upgrade asking what aspect of the system is being used and what are the needs and concerns.

5.3 Executive Director Report

Scotty Douglass discussed the February 2018 Financial Statement Dashboard attachment. The financial statement is based on seven (7) months of data. In the box titled Salaries and Employee Benefits, on page two, shows Year-to-Date Actual Percent of Budget is 66.3% which is .3% under budget in that category. Total expenses show 2.7% under budget. Douglass mentioned there are comments at the bottom of the page which point out a few expenses that will be coming in the next couple of months. Salaries and Employee Benefits still list the Account Clerk III position as open. SR911 has not been able to fill this position. After a needs assessment of Administrative Services was performed it was determined that the agency would be best served by the exchange of an Account Clerk III position with a Confidential Assistant II position. Staff is working with County Human Resources (HR) to begin the evaluation and HR has advised that this process could take up to a year to complete. HR recommended hiring a temporary part-time Confidential Assistant I position while the evaluation is taking place. Staff will obtain approval from the Commission prior to hiring a temporary part-time employee. Douglass shared there will be some non-routine expenses coming, such as the CAD maintenance agreement. Douglass went over the graphs on page three of the financial statement. **Douglass shared staff will provide the Financial Statement Dashboard at monthly Dispatch Advisory Board meetings.**

Douglass shared they are working very closely with the fire agencies. Douglass attended a Fire Communication Workshop on February 13 and gave an update. There will be a Task Team that will start meeting every Tuesday. Douglass mentioned they are also working closely with the law agencies regarding being more assertive dispatching on the channels with regards to priority one calls.

5.4 Dispatch Advisory Board Member Reports

Chief Carroll discussed the Modesto PD's monthly report which shows priority one calls as waiting 18 ½ minutes on average in a "pending dispatch" state. Chief Carroll shared that some of it might be due to the Officers self-dispatching calls which are going to be removed so the dispatchers can dispatch the calls. Douglass and Silva are working on getting this resolved. Chairman Christianson would like to see the Analysis once this is done. **Chief Armendariz suggested adding Monthly Performance Dashboard to the agenda.**

6.0 Adjournment

Meeting adjourned at 2:49 pm

ATTESTED: Melissa Parikh
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.