



DISPATCH ADVISORY BOARD
MINUTES

August 1, 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 1:59 p.m. by Chairman, Alan Ernst

Advisory Board Members Present: City of Modesto Fire Chief/Chairman, Alan Ernst; Fire Warden/Assistant Director of OES, Richard Murdock; Stanislaus County Sheriff, Adam Christianson; City of Modesto Police Chief, Galen Carroll; Stanislaus County Probation Assistant Chief Probation Officer, Leticia Ruano (for Chief Probation Officer, Mike Hamasaki).

Others Present: Scotty Douglass, Wendy Silva, John Bettencourt, Cathy McFadon, Kim Rightmire, Tina Machado, Kaamna Ram, Melissa Parikh, Stanislaus Regional 9-1-1; Eric Holly, Stanislaus County Office of Emergency Services; Stanislaus County Sheriff-Elect, Jeff Dirkse.

2.0 Public Comment Period

No public comments.

3.0 Consent Calendar

3.1 Approval of Minutes from Dispatch Advisory Board Regular Meeting June 6, 2018

Carroll/Christianson unam. Approve Consent Calendar 5-0

4.0 Regular Agenda

4.1 Approve Law Enforcement Request on Policy No. 648, Law Enforcement request for Ambulance Sheriff/Contract Cities

Stanislaus Regional 9-1-1 (SR911) Shift Manager, Cathy McFadon discussed policy No. 648, Law Enforcement Request for Ambulance Sheriff/Contract Cities. The policy has been in effect since 2016. The Deputies are not trained in the medical aspects to know whether a Code 2 or Code 3 response is needed. This policy came about when the deputy would request an ambulance and the ambulance would respond to whatever their protocol was. Modesto Police Department (PD) is not on this policy because, at that time, representatives of the Law Task team felt like Modesto PD did not want to be a part of the policy. Chief Carroll asked if it makes it easier or harder having it that way. McFadon responded that anything done across the board in continuity is easier for the Dispatchers to be consistent. Chief Carroll asked to have Sheriff/Contract Cities/Modesto on the Policy. McFadon agreed to add Modesto to the policy. Chief Ernst commented that a lot of times, the deputy request an ambulance and it doesn't generate a fire response. Fire's point of view is that if ambulance is going, fire should go as well because fire may be closer to assist. Chief Ernst asked if a separate policy for fire is needed or can it be that way when EMS is dispatched? McFadon responded that it is a training consideration that needs to be looked at as a department because that is how business has been done historically. A lot of times, the Deputy or Officer would respond "negative fire, just need ambulance". Chief Ernst commented that is when they run into issues and get delayed. "Per this policy, if we don't want officers to decide if it's a Code 2 or Code 3 then why would they have to decide if it's a fire truck or an ambulance that is needed". McFadon requested that a separate policy be written for fire. Sheriff Christianson asked if once it is finalized if a training briefing bulletin can be provided. McFadon agreed and will follow up with a training bulletin. The policy was approved as amended to include MPD.

Carroll/Christianson unam 5-0

4.2 Approve Fire Policy and Procedure No., 702, Strike Team/Single Resource/Overhead Request Entry into CAD

Stanislaus County Office of Emergency Services (OES), Deputy Fire Warden/Deputy Director of OES, Eric Holly (Holly) presented Fire Policy and Procedure No. 702. This policy is to standardize the entry of information into the SR911 Computer Aided Dispatch (CAD) systems when entering fire responses that are generated by out of county requests for Strike Teams, Single Resources, and/or Overhead by Region IV or another entity.

Murdock/Carroll unam Approved 5-0

4.3 Agreement to Recommend and Forward to the Consolidated Emergency Dispatch Agency Commission the Revised Stanislaus Regional 9-1-1 5-year Capital Improvement Plan

SR911 Executive Director, Scotty Douglass (Douglass) presented the 5-year plan as a continuation of SR911's annual Capital Improvement Plan (CIP). It is updated each year in August to assist with the future planning of agency project costs. September is when the financial year-end accounting is presented which will reveal if any surplus is available from the previous fiscal year. If surplus is available, the excess funds can be applied towards future projects. Douglass discussed the table on Item 4.3, page 4. The table is broken out by Fiscal Year for the next five years. Estimated Replacement Range column was added with a 20% contingency. Based on experience from prior years, it is anticipated that today's cost estimates could increase by up to 20%. Chief Carroll mentioned that for Modesto Police Department their Internal Service Funds (ISF) pay for a lot of their equipment. Chief Carroll asked if the ISF paid to the County offers replacement of equipment. Douglass responded that SR911 purchases the equipment themselves under the JPA Charter. These are capital equipment items that are actually owned and maintained by either SR911 or a maintenance agreement with Stanislaus County General Service Agency or a third-party vendor. Douglass shared the listing on page 5 is for future systems changes/enhancements. At a previous meeting it was asked to do an evaluation of the CAD system for the next generation of CAD with TriTech. Wendy Silva went to the TriTech conference and shared the feedback and information she learned about the CAD system. The functionality of our system is more complex and what we have is very suitable for our agency. Douglass and Silva met with TriTech Account Manager and asked for a new quote to include cost for all interfaces, project management work, etc. Also, page 5 lists the Project Summary which identifies projects in-progress or completed. Douglass went over the items requested for Fiscal Year 2019/2020. Chief Carroll recommended when bringing this to the Commission for approval to include the CAP Charges for IT and mention that it is not included up front.

Carroll/Murdock unam Approved 5-0

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. Sheriff Christianson gave kudos to the team for getting things done.

5.3 SR911 Financial Update

Douglass presented an update regarding the Fiscal Year 2017-2018 budget.

5.4 Executive Director Report

Douglass shared that at the next Commission Meeting there will be a presentation on the Year in Review for 2017-2018 for SR911. Douglass has been working with staff on priority one dispatching of calls and the pending queue times. Pending queue times for Modesto PD was measured in January and a month-to-date from the 1st – 23rd of July to find out where we were and where are we now. When narrowed down to calls starting out as priority ones, they went from an average of nine minutes to one minute and 19 seconds in July. Douglass praised his staff for working hard to make this change. Chief Carroll thanked staff for their hard work.

5.5 Dispatch Advisory Board Member Reports

No comments.

6.0 Adjournment

Meeting adjourned at 2:50 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.