



DISPATCH ADVISORY BOARD
MINUTES

April 15, 2019

Regular Meeting Minutes
10:30 am

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

1.0 Open and Welcome

Meeting called to order at 10:32 a.m. by Chairman, Alan Ernst

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

Others Present: Wendy Silva, John Bettencourt, Melissa Parikh, Stanislaus Regional 9-1-1; County Counsel Thomas Boze; Deputy Chief Michael Wapnowski, Stanislaus Consolidated Fire Department; Cindy Murdaugh, Tom Morton, Mt. Valley EMS.

2.0 Public Comment Period

No public comments.

3.0 Consent Calendar

3.1 Approval of Minutes from Dispatch Advisory Board Regular Meeting February 6, 2019

Murdock/ Carroll unam. Approved Consent Calendar 4-0

4.0 Regular Agenda

4.1 Agreement to Recommend and Forward to the Consolidated Emergency Dispatch Agency Commission Approval to Suspend the Computer Aided Dispatch (CAD) to CAD Interface Between Stanislaus Regional 911 (SR911)

and Valley Regional Emergency Communications Center (VRECC), until the Ambulance Provider Contract is Awarded

SR911 Executive Director, Wendy Silva (Silva), shared the original intent of the CAD to CAD interface is that it would increase efficiency between SR911 and VRECC as well as the end-users. It would also lower call volume between the centers and help better communicate with ambulance. SR911 has been testing the interface and both dispatch and Fire/Mobile Data Computer (MDC) terminals have found the system tedious and filled with an abundance of data flowing from VRECC to SR911 through the EMD process making it difficult for dispatchers and fire personnel to determine relevant information and updates. Pertinent information that could impact civilians and/or firefighter safety could be buried in the excessive data being provided from VRECC to SR911 through the CAD to CAD interface. The request to the CAD teams and managers was to remove the ProQA component. Since the posting of the agenda there was a meeting between Mountain Valley EMS (MVEMS) and VRECC where SR911 was informed of a CAD upgrade on the VRECC side that now allows the removal of that ProQA component. SR911 has not seen this change and it still needs to be tested. Silva is recommending suspending work on the CAD to CAD interface between SR911 and VRECC until the ambulance provider contract is awarded at which time it can be determined if the need to upgrade is still relevant or a rewrite of the interface with a new CAD system is necessary. Murdock shared by turning off the ProQA and looking at the benefit to fire service it is worth moving forward and taking the time to look at it again. If there are still a lot of issues then Murdock agrees to put on hold. Ernst asked how much staff time would be needed to do further testing required once they turn off ProQA before the Fire Chiefs could get a live-look. Silva responded that it would be approximately four hours, if the system works, that would include the CAD engineers for SR911 and VRECC working together and running test then bringing it to the training group. Ernst inquired if SR911 has any priority projects that would suffer from the time that would be needed to dedicate to this project. Silva shared that the minimal time it would require she did not see any issues. Ernst shared his main concern is firefighter safety and recommends the delay of the CAD to CAD until April 29th when the Notice of Intent is awarded. At that time the testing can start and be brought back to the Fire Chiefs for another demo. Murdock asked MVEMS if a new provided was to take ownership on January 1, 2020 what is the time line that the CAD Interface would take place between SR911 and the new vendor. Tom Morton, MVEMS, responded that the work on the SR911 side of the software is done and is written to the structure of TriTec which is the software from VRECC. If the vendor has the ability to write their side of the interface in the TriTec structure it would be the quickest solution verses recreating the whole interface but it would be hard to determine the timeline of another vendor. Cindy Murdaugh, MVEMS, shared that the reporting, the CAD database, and the agency platforms, are all integrated with First Watch. It does not matter who wins the bid, AMR will still be the provider until

the first of the year. MVEMS recommendation is to not delay or suspend the project because they need First Watch to start working on creating those triggers and reports that will support the data integration and the system integration with fire and to be able to run compliance reports to Fire Service. Murdock opposed because this can cause delays for future data that needs to be gathered from MVEMS, First Watch and the CAD to CAD interface. Murdock supports moving forward with testing this again and if the test fails he agrees they will need to go back to the drawing board.

Ruano/Carroll Approved 3-1 (Murdock Opposed)

5.0 Informational

5.1 SR911 Monthly Dispatch Operations and Staffing Report for March 2019

SR911 Executive Director, Wendy Silva (Silva) presented the staffing report included in the packet.

5.2 SR911 Financial Update for March 2019

Bettencourt presented an update regarding the Fiscal Year 2018-2019 budget.

5.3 Status Report Regarding SR911 Technical Projects

Silva presented an update on the Technical Services projects.

5.4 Executive Director Report

Silva shared that it is Emergency Dispatcher Week and invited everyone to stop by Dispatch. Katie Cooke was nominated as Dispatcher of the Year. Shift Manager, Lisa Frazer, resigned from SR911 and accepted a job with StanCERA. Emergency Dispatcher/CTO, Sal Gomez, was promoted to Shift Manager effective April 27. Deputy Director selection interviews were held last week. A decision should be made in the next week.

5.5 Dispatch Advisory Board Member Reports

Nothing to report.

6.0 Adjournment

Regular meeting adjourned at 11:16 am

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.