



DISPATCH ADVISORY BOARD
MINUTES

March 4, 2020

Regular Meeting Minutes
2:00 pm

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

1.0 Open and Welcome

Meeting called to order at 2:03 pm by Chairman, Alan Ernst

Advisory Board Members Present: City of Modesto Fire Chief/Chairman, Alan Ernst; Stanislaus County Chief Probation Officer, Mark Ferriera; Stanislaus County Sheriff's Captain, John Walker (for Stanislaus County Sheriff, Jeff Dirkse); Stanislaus County OES/Deputy Fire Warden, Erik Klevmyr (for Director of OES\Fire Warden, Richard Murdock); City of Modesto Police Chief, Galen Carroll

Advisory Board Members Absent: Stanislaus County Sheriff, Jeff Dirkse; Director of OES\Fire Warden, Richard Murdock

Others Present: Wendy Silva, John Bettencourt, Cathy McFadon, Melissa Parikh, Stanislaus Regional 9-1-1; Division Fire Chief Mike Lillie; Consolidated Fire, Chief Mike Whorton

2.0 Public Comment Period

No public comments.

3.0 Consent Calendar

3.1 Approval of Minutes from Dispatch Advisory Board Regular Meeting February 5, 2020

Motion to Approve the Minutes from the Dispatch Advisory Board Regular Meeting February 5, 2020 approved by Carroll, seconded by Walker unam. 5-0

4.0 Informational

4.1 Stanislaus Regional 9-1-1 Presentation

4.1.1 Written Communications Plan and Notification Guide

Stanislaus Regional 9-1-1 (SR911) Executive Director, Wendy Silva (Silva), went over SR911 Notification Guide that list the Shift Managers Responsibilities. The list lets the Shift Managers know who they should notify and how they should be notified; by phone and/or email. Captain Walker asked that the Dispatch Advisory Board Alternates be added to the email list. Chief Ernst asked that MCS On-Call be added to the email notifications.

4.1.2 Written Performance Expectations for Operations Shift Managers

Silva handed out SR911 Shift Manager III Role and Expectations and went over the core competencies; Communications, Critical Thinking, Ethics and Integrity, and Customer Focus/Customer Service, Innovation, Resilience, External Awareness and Political Savvy.

4.2 Monthly Dispatch Operations and Staffing Report

Silva presented the staffing report included in the packet.

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

Silva presented an update on the Technical Services projects.

4.4 SR911 Financial Update

SR911 Administration Service Manager, John Bettencourt provided information on CAP charges and the impact to the SR911 annual budget.

4.5 Executive Director Report

Silva shared that the Deputy Director interviews were last week. Selection interviews will be held on March 11 and Chief Ernst and Chief Murdock will be on the panel.

4.6 Dispatch Advisory Board Member Report

Nothing to report.

5.0 Adjournment

Regular meeting adjourned at 2:41 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.