



Sacramento Regional Fire/EMS Communications Center
10230 Systems Parkway, Sacramento, CA 95827-3006
www.srfecc.ca.gov

9:00 a.m.

Tuesday, August 25, 2020

REGULAR MEETING OF THE GOVERNING BOARD OF SRFECC
10545 Armstrong Ave – Room #385
Mather, CA 95655-4102

Public Remote Access at:

[Join Microsoft Teams Meeting](#)

[+1 916-245-8065](tel:+19162458065) United States, Sacramento (Toll)

Conference ID: 950 282 072#

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The Board will convene in open session at 9:00 a.m.

Call to Order

Chairperson

Roll Call of Member Agencies

Secretary

Primary Board Members

Chris Costamagna, Chairperson

Mike McLaughlin, Vice Chairperson

Chad Wilson, Board Member

Brian Shannon, Board Member

Deputy Chief, Sacramento Fire Department

Fire Chief, Cosumnes Fire Department

Division Chief, Folsom Fire Department

Deputy Chief, Sacramento Metropolitan Fire District

Pledge of Allegiance

AGENDA UPDATE: An opportunity for Board members to (1) reorder the agenda; and (2) remove agenda items that are not ready for presentation and/or action at the present Board meeting.

PUBLIC COMMENT: An opportunity for members of the public to address the Governing Board on items within the subject matter jurisdiction of the Board. Duration of comment is limited to three (3) minutes.

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Please Note:

The Public's health and well-being are the top priority for the Board of Directors ("Board") of Sacramento Regional Fire/EMS Communications Center and therefore, because of the potential threat of COVID-19 (Coronavirus), public access to this meeting will be available through the link set forth above.

RECESS TO CLOSED SESSION:

1. CONFERENCE WITH LABOR NEGOTIATOR*
Pursuant to Government Code Section 54957.6

* INDICATES NO ATTACHMENT

Center Negotiator(s) Lindsay Moore, Counsel
Tyler Wagaman, Executive Director
Employee Organization(s) Teamsters Local 150
Teamsters Local 856
Unrepresented Administrators

2. PERSONNEL ISSUES*

Pursuant to California Governing Code Section 54957

a. Employee Evaluation: Executive Director

3. CONFERENCE WITH LEGAL COUNSEL: Anticipated Litigation*

a. Pursuant to California Government Code Section 54956.9(b)

The Board will meet in closed session to discuss significant exposure to litigation. Two (2) potential cases

RECONVENE TO OPEN SESSION AT ESTIMATED TIME: 10:00 a.m.

CONSENT AGENDA: Matters of routine approval including, but not limited to Board meeting synopsis, payroll reports, referral of issues to committee, other consent matters. Consent Agenda is acted upon as one unit unless a Board member requests separate discussion and/or action.

1. Board Meeting Synopsis (August 11, 2020)

Page 4

PROPOSED ACTION: Motion to Approve Consent Agenda

PRESENTATION:

1. Financial Year End Close Presentation – Cierra Lewandowski and Chia Vargo*

ACTION ITEMS:

None

DISCUSSION/POSSIBLE ACTION:

None

INFORMATION:

1. Communications Center Statistics (July)

Page 9

2. Projects Update

Page 12

3. Recruitment Update

Page 13

4. Financial Reports*

a. Monthly Credit Card Usage Statement (June)

b. Budget to Actuals (June)

c. Umpqua Lease Update (June)

5. Financial Reports*

a. Monthly Credit Card Usage Statement (July)

b. Budget to Actuals (July)

c. Umpqua Lease Update (July)

CENTER REPORTS:

1. Executive Director Wagaman*

* INDICATES NO ATTACHMENT

2. Deputy Director House – Administration*
3. Deputy Director Soares – Operations*

CORRESPONDENCE:

None

ITEMS FOR DISCUSSION AND POTENTIAL PLACEMENT ON A FUTURE AGENDA:

BOARD MEMBER COMMENTS:

ADJOURNMENT:

The next scheduled Board Meeting is September 8, 2020.

Location: 10545 Armstrong Ave, Mather, CA 95655-4102 Time:
9:00 a.m.
Board Members, Alternates, and Chiefs

Posted at: 10230 Systems Parkway, Sacramento, CA 95827
www.srfec.ca.gov
10545 Armstrong Ave, Mather, CA 95655-4102

DISABILITY INFORMATION:

In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the Executive Director's Office at (916) 228-3070. Notification at least 48 hours prior to the meeting will enable the Center to make reasonable arrangements to ensure accessibility to this meeting.

POSTING:

This is to certify that on August 21, 2020, a copy of the agenda was posted:

- at 10230 Systems Parkway, Sacramento, CA 95827
- at 10411 Old Placerville Rd – Suite #210, Sacramento, CA 95827
- on the Center's website which is: www.srfec.ca.gov
- 10545 Armstrong Ave, Mather, CA 95655-4102



Clerk of the Board

* INDICATES NO ATTACHMENT

REGULAR GOVERNING BOARD MEETING

August 11, 2020

GOVERNING BOARD MEMBERS

Deputy Chief Chris Costamagna	Sacramento Fire Department
Deputy Chief Brian Shannon	Sacramento Metropolitan Fire District
Chief Michael McLaughlin	Cosumnes Community Services District
Division Chief Chad Wilson	Folsom Fire Department

GOVERNING BOARD MEMBERS ABSENT

COMMUNICATIONS CENTER MANAGEMENT

Tyler Wagaman	Executive Director
Kylee Soares	Deputy Director – Operations
Diane House	Deputy Director – Administrative

OTHERS IN ATTENDANCE

Lindsay Moore	Counsel, SRFEC
Marissa Shmatovich	Executive Assistant, SRFEC

NOTE: Because the Governor declared a State of Emergency to exist in California as a result of the threat of COVID-19 (aka the Coronavirus) attendance by the public at this meeting was by telephonic means only and was made accessible to members of the public solely through the link set forth below.

Join Microsoft Teams Meeting

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Conference ID: 950 282 072#

The meeting was called to order and roll call taken at 9:01 a.m.

1. The Pledge of Allegiance was recited.
2. There were no agenda updates. The Clerk of the Board notified the board members that an updated NICE Recorder Software Upgrade and Additional Licenses proposal had been received since the board packet was released. The updated proposal was distributed to all board members and updated on the Center website.
3. There was no public comment.
4. There were no presentations.
5. CLOSED SESSION:

1. CONFERENCE WITH LABOR NEGOTIATOR*

Pursuant to Government Code Section 54957.6

Center Negotiator(s)	Lindsay Moore, Counsel Tyler Wagaman, Executive Director
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Employee Organization(s)	Teamsters Local 150 Teamsters Local 856 Unrepresented Administrators
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2. PERSONNEL ISSUES*

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- a. Employee Evaluation: Executive Director

3. CONFERENCE WITH LEGAL COUNSEL: Anticipated Litigation*

- a. Pursuant to California Government Code Section 54956.9 (b)
The Board will meet in closed session to discuss significant exposure to litigation.
Two (2) potential cases

Closed session was convened at 9:02 a.m. with Board Member, Chief Michael McLaughlin and Chief Chad Wilson, attending remotely.

Open session was reconvened at 9:58 a.m.

1. The Board received an update regarding labor negotiations. No formal action was taken.
2. The Board received an update; no formal action was taken.
3. The Board received an update; no formal action was taken.

6. **CONSENT AGENDA:** Matters of routine approval including, but not limited to Board meeting synopsis, payroll reports, referral of issues to committee, other consent matters. Consent Agenda is acted upon as one unit unless a Board member requests separate discussion and/or action.

A motion was made by Deputy Chief Shannon and seconded by Division Chief Wilson to approve the consent agenda and Board Meeting minutes (July 14, 2020).

AYES: Sacramento Fire Department, Sacramento Metro, Cosumnes Community Services District, Folsom

NOES:

ABSENT:

ABSTAIN:

Motion passed.

7. ACTION ITEMS:

1. Approval of Financial Consulting Services Agreement

A copy of this agreement was included in the Board Packet.

A motion was made by Deputy Chief Shannon and seconded by Deputy Chief Costamagna to approve the Financial Consulting Services Agreement.

AYES: Sacramento Fire Department, Sacramento Metro, Cosumnes Community Services District, Folsom

NOES:

ABSENT:

ABSTAIN:

Motion passed.

2. Approval of Overtime Compensation Settlement Agreement

A copy of this resolution was included in the Board Packet.

Executive Director Wagaman advised the Board members that the Labor groups' legal counsel and Center legal counsel reviewed and worked collaboratively on the verbiage within the settlement agreement. Both groups conducted changes to the document, and the Center brings this before the board for approval in order to move forward with this settlement. The Center is still waiting on the latest update from Labor's legal counsel, however there are no anticipated further changes. The Center brought the settlement agreement to the Board prior to receiving the latest update from Labor's legal counsel in order to expedite the process, but should any additional changes come up the Center will bring those changes before the Board in the form of an amendment.

A motion was made by Deputy Chief Costamagna and seconded by Deputy Chief Shannon to approve the Overtime Compensation Settlement Agreement, with the possibility of future amendments as agreed upon by Center management and Labor groups.

AYES: Sacramento Fire Department, Sacramento Metro, Cosumnes Community Services District, Folsom

NOES:

ABSENT:

ABSTAIN:

Motion passed.

3. Approval of Updated Position Authorization Document (PAD)

A copy of this document was included in the Board Packet.

A motion was made by Division Chief Wilson and seconded by Deputy Chief Costamagna to approve the amended Updated Position Authorization Document (PAD)

AYES: Sacramento Fire Department, Sacramento Metro, Cosumnes Community Services District, Folsom

NOES:

ABSENT:

ABSTAIN:

Motion passed.

4. Approval of NICE Recorder Software Upgrade and Additional Licenses

A copy of this proposal was included in the board packet, and the updated proposal was provided at the meeting.

Executive Director Wagaman advised the Board that there was a change to the proposal, which originally was around \$30,000. The Center was advised by the vendor that in order to add additional licenses to our current software, a software upgrade was required prior to adding licenses. After Administrative staff conducted extensive research, the Center discovered that adding additional licenses does not, in fact, require a software upgrade and removing the upgrade from the proposal accounts for the significant decrease in cost from the original proposal to the updated proposal, from around \$30,000 down to around \$10,000.

A motion was made by Deputy Chief Shannon and seconded by Deputy Chief Costamagna to approve the updated NICE recorder Software Upgrade and Additional Licenses.

AYES: Sacramento Fire Department, Sacramento Metro, Cosumnes Community

NOES:
ABSENT:
ABSTAIN:

Motion passed.

8. DISCUSSION/POSSIBLE ACTION:

None

9. INFORMATION:

1. Deputy Chief Costamagna requested comment from the Center on the amended HVAC replacement proposal.

Executive Director Wagaman explained the Center has been experiencing HVAC challenges in the Equipment Room, with (2) 3-ton units functioning at full capacity for many years, but one of those units recently failed and the other unit cannot sufficiently cool the room. The Center brought in a temporary 3-ton unit, but there are still challenges in maintaining climate control. The Equipment Room is reaching temperatures in excess of 80 degrees Fahrenheit, putting undue stress on millions of dollars' worth of equipment. In order to conserve and create longevity for the equipment, the Center requested a new HVAC unit. The vendor determined, after conducting calculations, that the original 3-ton unit was undersized, and this amended proposal reflects the change from a 3-ton unit replacement to the recommended 5-ton unit replacement. This will help to provide additional cooling that the Equipment Room desperately needs. The change to the 5-ton unit explains the increased cost from the proposal received at the last board meeting.

10. CENTER REPORTS:

None

11. CORRESPONDENCE:

None

12. ITEMS FOR DISCUSSION AND POTENTIAL PLACEMENT ON A FUTURE AGENDA:

None

13. BOARD MEMBER COMMENTS:

Chief McLaughlin

Chief McLaughlin commended the Executive Staff on their leadership and decisions made in order to preserve dispatch positions, and now the Center is approaching full staffing, and accomplished back-to-back academies which are moving forward with a higher success rate. Chief McLaughlin acknowledged this has been in the works for some time, and the Center and member agencies are now starting to reap the rewards. Chief McLaughlin discusses with his own staff regularly that the plans made coming into this calendar year regarding where the agency believed it would head, and the path with the Center, with no way of knowing that COVID would exist or the impacts it would have. Chief McLaughlin expressed it's been anything but easy, and hats off to the team and the incredible work accomplished.

Division Chief Wilson:

Chief Wilson echoed Chief McLaughlin, stating he is very impressed and very pleased with the performance of the academy and how rapidly they are completing their training rotations and becoming signed off. The impact on the Center is already noticed. Chief Wilson also stated he is very impressed with all the projects that are progressing so well. He commended Executive Director Wagaman and his staff, stating it is rewarding to hear reports of the Center's progress. Chief Wilson expressed that the Dispatch Center is a huge part of the county, and emergency services, and doing very well, and to continue the solid work.

Deputy Chief Shannon

Chief Shannon also echoed prior statements, with staff progressing on projects and getting information to the Board in order to continue progressing. He commended Executive Director Wagaman on being able to check off so many items from his list, which was so long when ED Wagaman began his tenure with the Center. Chief Shannon expressed that is a huge accomplishment, of ED Wagaman and Center staff, and it makes the Board's job easier in contributing to the forward momentum of the Center. He expressed thanks to the Center. He also congratulated the newest dispatchers on the dispatch floor, and wished the best of luck to Academy 20-2.

Deputy Chief Costamagna

Chief Costamagna thanked Executive Director Wagaman for his leadership over the last several months, working through many hard items, but still getting the Center to success at every step. Chief Costamagna expressed appreciation, emphasizing this was not an easy year or an easy task to step into. He also expressed thanks to Marissa Shmatovich for all her hard work administratively, in assuming the roles of several people, and stated that work does not go unnoticed. Chief Costamagna requested that the Board's appreciation also be passed on to the remaining Administrative staff for all their hard work. To the dispatchers and new dispatchers, those recently signed off, trainers, and those still in training – the accomplishments are a testament to the work accomplished of Deputy Director Soares and the Operational staff, and the Board looks forward to meeting all new staff when time and circumstances allow it. Chief Costamagna reiterated his thanks to all Center staff.

14. ADJOURNMENT:

The meeting was adjourned at 10:24 a.m.

Respectfully submitted,



Marissa Shmatovich
Clerk of the Board

Chris Costamagna, Chairperson

Mike McLaughlin, Vice Chairperson



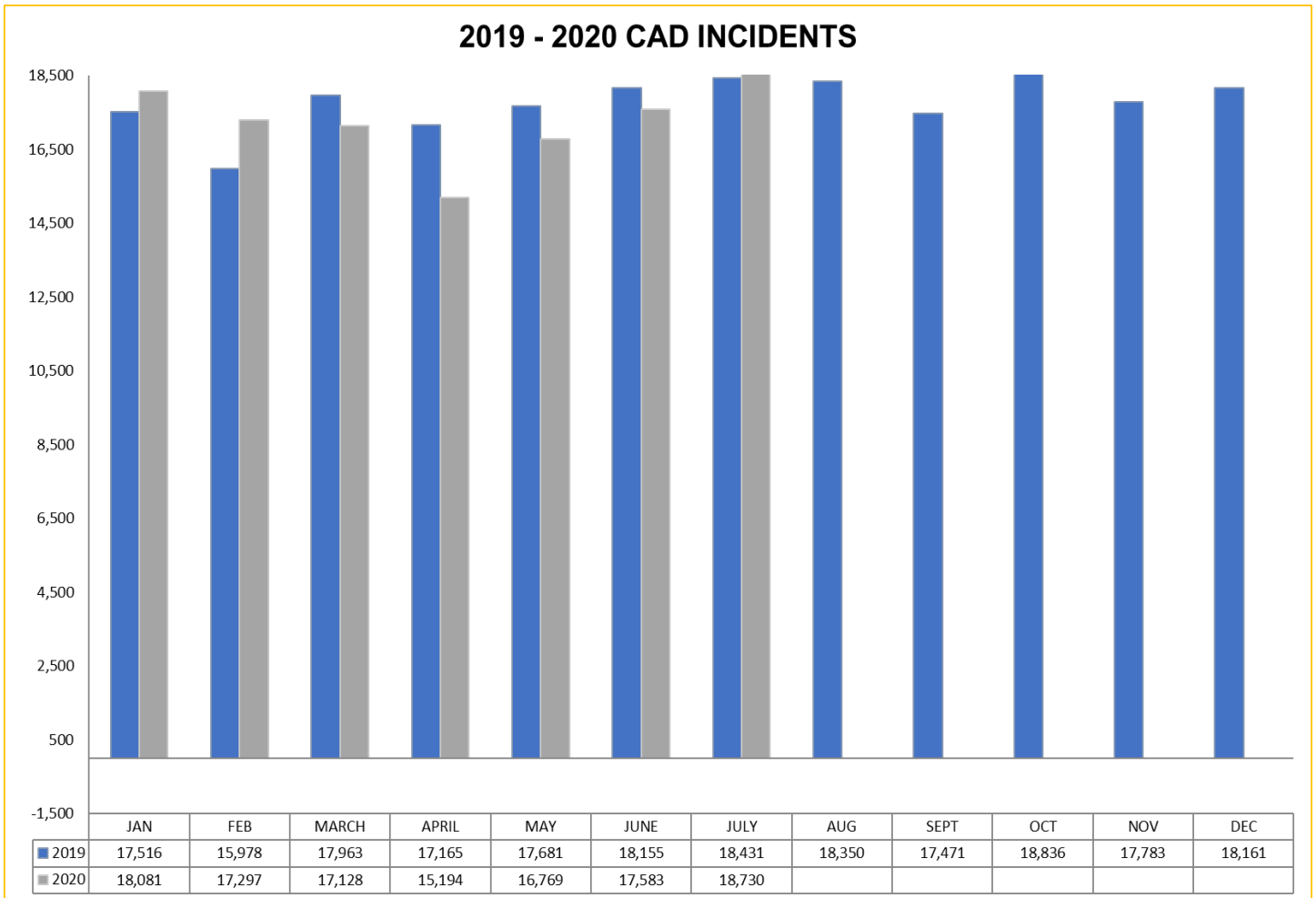
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10230 Systems Parkway, Sacramento, CA 95827-3006

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CAD Incidents July 2020

Total number of CAD incidents entered for JULY: 18,730





Sacramento Regional Fire/EMS Communications Center

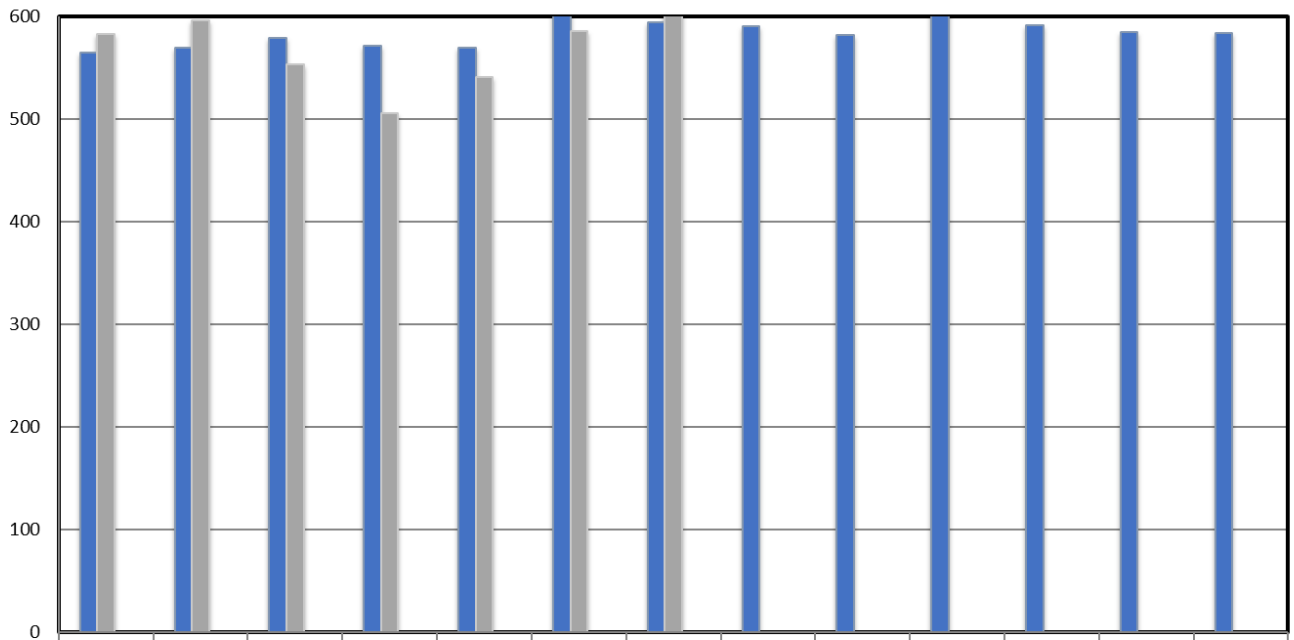
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CAD Incidents July 2020

Average number of CAD incidents entered per day for JULY: 604

Average Number of Incidents Per Day



	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YEARLY AVERAGE
2019	565	570	579	572	570	605	594	591	582	607	592	585	584
2020	583	596	553	506	541	586	604						
% CHANGE	3.19%	4.56%	-4.49%	-11.54%	-5.09%	-3.14%	1.68%						



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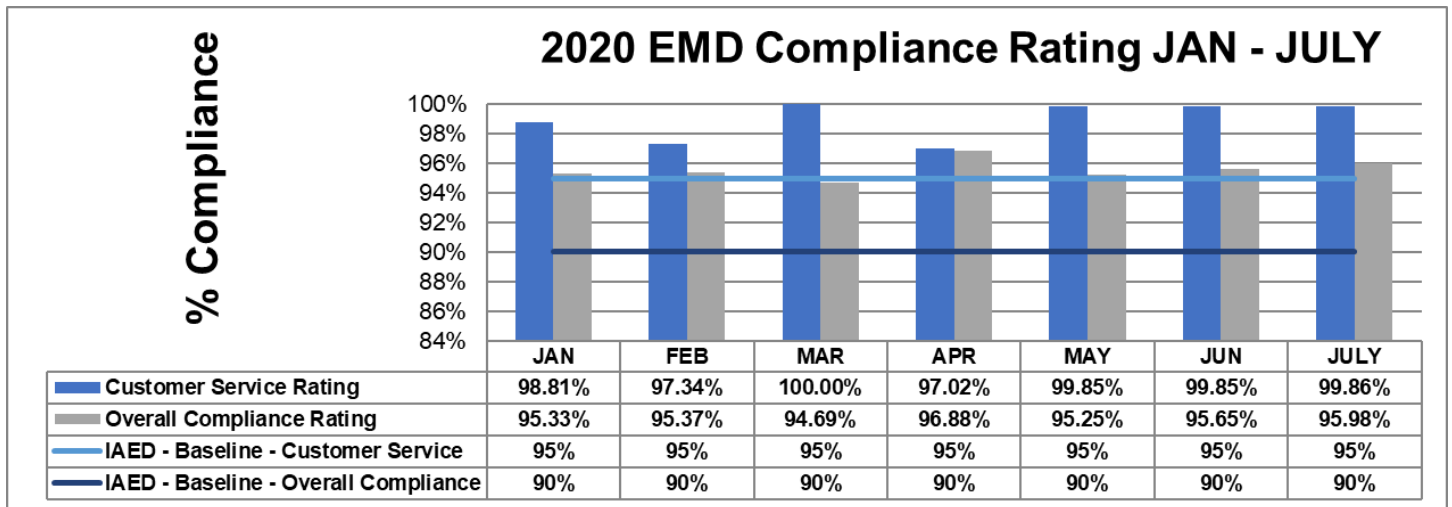
Emergency Medical Dispatch (EMD) Compliance Scores JULY 2020

Customer Service Score Average (Baseline Requirement of 95%)

- Overall Customer Service Score – JULY: 99.86

Overall Compliance Score Average (Baseline Requirement of 90%)

- Overall Compliance Score – JUNE: 95.98





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SRFECC Projects Update – August 25, 2020

Project Description	Operations Lead	IT/Admin Lead	Key Dates	Project Update
NG CAD CommandPoint CAD	Tara Poirier	Brad Dorsett	Fit Gap In Progress	Fit Gap In Progress
WestNet	Roman Kukharets	Brad Dorsett Chuck Schuler	Q3 2020	AVD Live, working through reported issues. RIC 2 needs to be replaced under warranty.
NG FitGap	Tara Poirier Casey Quintard Summer Carroll	Brad Dorsett	Fit Gap In Progress	Fit Gap In Progress
NG CommandPoint Hardware	Tara Poirier	Brad Dorsett	Q1 2021	Pending FitGap results
KVM Switches		Brad Dorsett	Q1 2021	Pending FitGap results
Electrical Circuit Tracing		Jen Curtiss	Complete	8/19/2020 - Circuit Tracing complete. Report received.
Kronos Upgrade - TeleStaff	Marissa Shmatovich	Cierra Lewandowski	Cutover: Sept 2020	8/19: Supervisor and Admin Training complete. Ops planned for early Sept. Ready for Sept cutover.
SharePoint	Katherine Shelton Kylee Soares	Shelby Tackett	On going	Department by department migrating in progress - Finance and Facilities departments complete. Contract management in progress.
UPS - Phase 3		Jen Curtiss	Q4 2020	Completion of phase 2 and 3 will be scheduled for completion prior to NG CP hardware install.
Priority Dispatch - ProQA	Jennifer Curtiss	Brad Dorsett	Q4 2020	Project activities ramping back up. NG preparing for code freeze.
SOPs - Administration		Shelby Tackett	Q4 2020	Transition needed from one resource to another.
Employee Handbook Update		Marissa Shmatovich	Q3 2020	Final reviews in progress with 856/150
Rules and Regulations Update		Marissa Shmatovich	Q3 2020	In progress.
JPA Board Policies Review		Marissa Shmatovich	Q4 2020	In progress.
Center Policies and Procedure Review and Update		Marissa Shmatovich	Q3 2020	Final reviews in progress with 856/150
Inventory Surplus Projects		Shelby Tackett	Q3 2020	Final surplus activities are underway following the CTC move to Admin.
AAR Power Outage		Jen Curtiss	Q4 2020	Updated report in progress
P25 Radio Programming and Training	Roman Kukharets	Chuck Schuler	Q3 2020	Radio Failure Plan in progress - will include AVD, CTAC2 and CTAC3 repeaters. A
NG 911		Diane House	Q3 2020	Power receptacles installed. Hardware install to be scheduled.
Update Financial Policies - AP, Procurement, Travel, and Expenses		Marissa Shmatovich Chia Vargo Cierra Lewandowski	Q4 2020	In progress.
AT&T / Intrado 6 new phone positions and NICE integration		Chuck Schuler	Q3 2020	June 2020 positions installed and operational. Pending NICE integration.



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SRFECC Recruitment Update – August 2020

Dispatcher Positions:

We currently have 3 candidates from our previous recruitment efforts who are ready to hire pending the successful completion of backgrounds, pre-employment physicals and pre-employment psychological evaluations.

Academy 20-1:

We currently have 3 Dispatchers who have been signed off as call takers. The remaining 4 Dispatchers are progressing towards that goal.

Academy 20-2:

We have 4 Recruits in the 20-2 Academy and they are progressing through the 8-week training program as planned.

Recruitment Activity:

On August 4th, we resumed our Dispatcher Recruitment activities. We advertised the job opening on indeed and received over 1000 resumes in the first week. Thus far, 44 phone screens have been completed and 11 candidates are moving forward to the CritiCall Testing Phase, which will begin in Mid-September. Our goal is to conduct panel interviews in November and add additional candidate's to our bench to fill future staffing needs.