



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

MEETING AGENDA
REGULAR MEETING OF THE GOVERNING BOARD OF SRFECC

Tuesday, May 26, 2026

9:00 AM

Sacramento Regional Fire/EMS
Communications Center Annex
10240 Systems Pkwy Suite 200, CA 95827

THE BOARD WILL CONVENE IN AN OPEN SESSION AT 9:00 A.M.

Call to Order

Chairperson

Roll Call of Member Agencies

Clerk of the Board

PRIMARY BOARD MEMBERS

Matt McGee, Chairperson

Assistant Chief, Folsom Fire Department

Joseph Fiorica, Vice Chairperson

Deputy Chief, Sacramento Metropolitan Fire District

Josh Freeman, Board Member

Deputy Chief, Cosumnes Community Services District

Tilden Billiter, Board Member

Deputy Chief, Sacramento Fire Department

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. The duration of the comment is limited to three (3) minutes.

Microsoft Teams Meeting

Join: <https://teams.microsoft.com/meet/23768849946220?p=hi9RSyeURLLzKhuGbi>

Meeting ID: 237 688 499 462 20

Passcode: kd9Sg372

PUBLIC COMMENT:

None

PRESENTATION:

None

CORRESPONDENCE:

None

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 Derek Parker, Chief Executive Director
Employee Organization(s)	Teamsters Local 150/Local 522 Teamsters Local 856/Local 522 Unrepresented Administrators

2. PERSONNEL ISSUES*

Pursuant to California Governing Code Section 54957

Employee Evaluation:	Chief Executive Director Deputy Director of Administration Medical Director
Employee Appointment	Chief Executive Director

3. CONFERENCE WITH LEGAL COUNSEL: Anticipated Litigation*

Pursuant to California Government Code Section 54956.9(b) The Board will meet in closed session to discuss significant exposure to litigation.

One (1) potential case(s).

RECONVENE TO OPEN SESSION:

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

- | | |
|----------------------------------------------------|---------|
| 1. Regular Board Meeting Synopsis (April 28, 2026) | Page 5 |
| 2. ESRI License Renewal (Staff Report 26-14) | Page 9 |
| 3. PSI Support Hours Purchase (Staff Report 26-22) | Page 18 |

PROPOSED ACTION: Motion to Approve Consent Agenda

STAFF REPORTS/ACTION ITEMS:

1. **SUBJECT: Chief Executive Director Contract** (Staff Report 26-15) Page 20

Recommendation:

- The Center recommends the Board of Directors approves the agreement for services of a Chief Executive Director between the Sacramento Regional Fire/EMS Communications Center and Sacramento Metropolitan Fire District.

2. **SUBJECT: Sutter Buttes Communications Radio Support** (Staff Report 26-16) Page 31

Recommendation:

- The Center recommends the Board of Directors approves a three-year support and extended warranty agreement from Sutter Buttes Communications Inc. for \$19,400.

3. **SUBJECT: Center Vehicle Purchase** (Staff Report 26-17) Page 34

Recommendation:

- The Center recommends the Board of Directors authorize the purchase of two (2) additional Center fleet vehicles, with a total spending authority not to exceed \$50,000.

*INDICATES NO ATTACHMENT

- 4. **SUBJECT: FY 2026/2027 Preliminary Budget** (Staff Report 26-18) Page 36

Recommendation:

- 1. The Center recommends the Board of Directors approve the FY 2026/2027 Preliminary Budget and approve the transfer of \$268,732.08 from the Operating checking account to the Lease savings account.

- 5. **SUBJECT: OpenVMS Licensing and Support Renewal** (Staff Report 26-19) Page 52

Recommendation:

- 1. The Center recommends the Board of Directors approves the Peraton OpenVMS SOW for \$5,500 and approves a one-year software license and support renewal for VMS Software for \$23,182.

- 6. **SUBJECT: Motorola Radio IP Logger Upgrade** (Staff Report 26-20) Page 61

Recommendation:

- 1. The Center recommends the Board of Directors approves Motorola quote #3551057.

- 7. **SUBJECT: NICE Hardware Upgrade** (Staff Report 26-21) Page 67

Recommendation:

- 1. The Center recommends the Board of Directors approves the NICE Hardware upgrade quote #Q-68287.

- 8. **SUBJECT: HPE Hardware and Software Support Renewal** (Staff Report 26-23) Page 87

Recommendation:

- 1. The Center recommends the Board of Directors approves Peraton’s Statement of Work for HPE support renewal, for \$33,395.96.

DISCUSSION/POSSIBLE ACTION:

INFORMATION:

- 1. Center Stats – April 2026 Page 91
- 2. Service Anniversaries – May 2026 Page 95

CENTER REPORTS:

- 1. Deputy Director of Administration Marissa Shmatovich*
- 2. Operations Manager Casey Quintard*
- 3. EMS Manager Tara Poirier*
- 4. Training Manager Katherine Shelton*
- 5. Chief Executive Director Parker*

ITEMS FOR DISCUSSION AND POTENTIAL PLACEMENT ON A FUTURE AGENDA:

BOARD MEMBER COMMENTS:

*INDICATES NO ATTACHMENT

ADJOURNMENT:

The next scheduled Board Meeting is Tuesday, June 23, 2026.

LOCATION: SRFECCE Annex
10240 Systems Pkwy – Suite 200, Sacramento CA, 95827

TIME: 9:00 a.m.
Board Members, Alternates, and Chiefs

POSTED: 10230 Systems Parkway, Sacramento, CA 95827
10240 Systems Pkwy. Ste. 200, Sacramento, CA 95827
www.srfecce.ca.gov

DISABILITY INFORMATION:

In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the Chief 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 May 22, 2026, a copy of the agenda was posted at the following locations:

- 10230 Systems Parkway, Sacramento, CA 95827
- 10240 Systems Parkway – Suite 200, Sacramento, CA 95827
- The Center’s website at – www.srfecce.ca.gov

ATTEST:



MELLISA GINGERY
CLERK OF THE BOARD

**MEETING MINUTES
GOVERNING BOARD MEETING**

Tuesday, April 28, 2026

9:00 AM

Sacramento Regional Fire/EMS
Communications Center Annex
10240 Systems Pkwy Suite 200, CA 95827

GOVERNING BOARD MEMBERS PRESENT

Joseph Fiorica, Vice Chairperson	Deputy Chief, Sacramento Metropolitan Fire District
Brian Beck, Alternate Board Member	Assistant Chief, Folsom Fire Department
Robert Knaggs, Alternate Board Member	Assistant Chief, Sacramento Fire Department
Josh Freeman, Board Member	Deputy Chief, Cosumnes Community Services District

GOVERNING BOARD MEMBERS ABSENT

Matt McGee, Chairperson	Assistant Chief, Folsom Fire Department
Tilden Billiter, Board Member	Deputy Chief, Sacramento Fire Department

COMMUNICATIONS CENTER MANAGEMENT

Derek Parker	Executive Director
Marissa Shmatovich	Deputy Director of Administration
Casey Quintard	Operations Manager
Katherine Shelton	Training Manager
Tara Poirier	EMS Manager

OTHERS IN ATTENDANCE

Lindsay Moore	Counsel, SRF ECC
Bayleigh Nichols	Office Specialist, SRF ECC
Mellisa Gingery	Executive Assistant, SRF ECC

The meeting was called to order and roll call was taken at 9:00 a.m.

1. The Pledge of Allegiance was recited.
2. There were no agenda updates.
3. There were no public comments.

PRESENTATION:

None

CLOSED SESSION:

1. CONFERENCE WITH LABOR NEGOTIATOR*

Pursuant to Government Code Section 54957.6

Center Negotiator(s)

Lindsay Moore, Counsel
Derek Parker, Chief Executive Director
Local 522 – Labor
Local 522 – Managers and Supervisors
Unrepresented Administrators

Employee Organization(s)

2. PERSONNEL ISSUES*

*INDICATES NO ATTACHMENT

- a. Employee Evaluation: Chief Executive Director
Deputy Director of Administration
Dispatch Managers

- 3. CONFERENCE WITH LEGAL COUNSEL: Anticipated Litigation*
Pursuant to California Government Code Section 54956.9 (b) The Board will meet in closed session to discuss significant exposure to litigation.

One (1) potential case(s)

The closed session was convened at 9:01 a.m.

The open session was reconvened at 9:26 a.m.

- 1. The Board received an update; 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

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

- 1. A motion was made by Chief Freeman and seconded by Chief Beck to approve the Consent Agenda for the following:
 - a. Regular Board Meeting Synopsis (March 24, 2026)

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

NOES:

ABSENT:

ABSTAIN:

Motion passed.

ACTION ITEMS:

- 1. Unexpended Funds Transfer to LAIF Account (Staff Report 26-12)
 - a. A motion was made by Chief Knaggs and seconded by Chief Freeman to approve the transfer of \$1,097,197 from the Operating Account to the LAIF Account.

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

NOES:

ABSENT:

ABSTAIN:

Motion passed.

- 2. Publicly Available Pay Schedule Compliance (Staff Report 26-13)
 - a. A motion was made by Chief Freeman and seconded by Chief Beck to approve the updated publicly available pay schedules retroactive back to 2024.

AYES: Sacramento Fire Department, Sacramento Metropolitan Fire, Cosumnes Community Services

NOES:
ABSENT:
ABSTAIN:

Motion passed.

DISCUSSION/POSSIBLE ACTION:

None

INFORMATION:

None

CENTER REPORTS:

Deputy Director of Administration Marissa Shmatovich: Marissa expressed appreciation to member agencies for their support and recognition during Dispatcher Appreciation Week, noting the importance of the annual event in celebrating staff contributions and their critical role in regional service delivery. An update was provided on ongoing IT initiatives, including progress on GDI tools to automate CAD address updates and ongoing work with Peraton on the mapping project. The Viewpoint system remains on schedule, with staff actively meeting project milestones. Updates were also shared on radio programming, console upgrades, and continued maintenance of network infrastructure. Facility improvements include ongoing organization of the Annex, removal of trailers at the Center, and planning for future use of the space. Marissa noted the Center's continued growth and recognized the administrative team for their professionalism and dedication during this period

Operations Manager Casey Quintard: Casey reported on recent weather-related impacts to operations, noting that a March heat wave resulted in the highest March call volume on record, exceeding the previous high by approximately 1,500 calls. He also highlighted a spring storm on April 12 that significantly increased call volume, with 167 calls received during the 1900 hour compared to a typical 45 calls. The Center remained operational on generator power, and staff effectively managed the increased demand. Recognition was given to Supervisor Vazquez and her team for their efforts. Casey thanked staff for their participation in Dispatcher Appreciation Week and expressed appreciation to Metro for the opportunity to participate in a Mayday drill, supporting training for high-risk, low-frequency incidents. Finally, Casey acknowledged service anniversaries for Cooper Seyfer and Linzie Lewis (4 years) and Brandy Clark (1 year).

EMS Manager Tara Poirier: Tara reported that ProQA was updated in the prior month and ACE compliance levels continued to be maintained. The Center also recently marked its two-year accreditation anniversary. An update was provided on CAD enhancements, including the addition of NIH codes to support Metro response plans and implementation of Omega coding for Protocol 26. A 100-day trial for Protocol 33 (interfacility transfers) has begun, along with the addition of a medic response for select EMD codes. Training has been delivered to staff. Tara noted that six staff members attended the Navigator conference in Las Vegas, which provided valuable training, networking opportunities, and updates on emerging technologies. Tara was a speaker at Navigator on maintaining ACE accreditation. Ongoing coordination with 988 and law enforcement partners was highlighted, including efforts to implement Hope Line training to allow direct field contact with CWRT. Finally, Tara shared that EMS Week is upcoming and will include planned recognition activities for dispatch staff.

Training Manager Katherine Shelton: Katherine reported that seven members of Academy 26-1 were sworn in and began their first shift on the dispatch floor after successfully completing the academy and final examinations. She also noted that two dispatchers are currently in main training and one in CRO training. Preparations for the upcoming fire season are underway, including scheduling IROC refreshers, conducting in-house trainings, and coordinating train-the-trainer opportunities with Cal Fire. Additionally, Katherine provided an update on the overhead deployment program, including completion of annual refreshers, strong participation in OES training, recent shelter deployment training, and the annual deployment team meeting. These efforts ensure personnel are fully prepared for seasonal deployment.

Chief Executive Director Derek Parker: Parker noted the significance of seven Academy 26-1 graduates beginning their first shifts on the dispatch floor, commending the group and the Center's training program. An update was provided on ongoing CAD improvement projects, including GDI tools and three initiatives in partnership with Peraton. These projects are expected to roll out over the next 15-16 months and will have broad impacts across the county, including potential

*INDICATES NO ATTACHMENT

improvements related to Verisk and ISO ratings for fire agencies. Parker expressed appreciation to Metro for recognizing Supervisor and Dispatcher of the Year during a recent resolution and suggested continuing annual recognition during National Public Safety Telecommunicators Week. Chief Parker also reported that Chief Solak visited the Center, received a tour, and engaged with staff and operations, offering positive feedback and asking thoughtful questions. Parker concluded by noting overall positive progress at the Center and expressed pride in the team.

CORRESPONDENCE:

None

ITEMS FOR DISCUSSION AND POTENTIAL PLACEMENT ON A FUTURE AGENDA:

None

BOARD MEMBER COMMENTS:

Chief Beck: Beck noted appreciation for the opportunity to participate in the meeting and highlighted the significant impact of the academy graduates and ongoing culture development within the Center. He commended the professionalism of staff and thanked Marissa for the consistency and quality of monthly reports.

Chief Fiorica: Fiorica echoed prior comments regarding the professionalism of the Center and staff. He expressed appreciation for long-standing relationships within the organization and noted the honor of presenting a proclamation at a recent board meeting recognizing the dispatcher and supervisor of the year.

Chief Freeman: Freeman congratulated the Center and training team on seven academy graduates successfully completing the program and acknowledged their transition to the dispatch floor. He expressed appreciation for the opportunity to participate in Dispatcher Week across all four shifts and commended the Center’s continued progress, innovation, and forward momentum.

Chief Knaggs: Knaggs expressed appreciation for the dedication and workload of Center staff, noting the high level of operational output observed during visits. He also commended the clarity, organization, and usefulness of the monthly board packet materials.

ADJOURNMENT:

The meeting was adjourned at 9:44 a.m.

ATTEST:



MELLISA GINGERY
CLERK OF THE BOARD

MATTHEW MCGEE
CHAIRPERSON

JOSEPH FIORICA
VICE CHAIRPERSON



Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3007

www.srfecc.ca.gov

STAFF REPORT : (REPORT 26-14)

DATE: May 26, 2026

TO: Board of Directors

FROM: Derek Parker, Chief Executive Director

BY: Marissa Shmatovich, Deputy Director of Administration

SUBJECT: ESRI LICENSE RENEWAL

RECOMMENDATION

The Board of Directors:

1. Approves a license renewal for the ESRI Enterprise license and maintenance in the amount of \$18,200.

BACKGROUND/ANALYSIS:

The Center utilizes ESRI ArcGIS Enterprise as its core Geographic Information System (GIS) platform, which serves as a critical component of Center operations. The software is essential to the success of the Amendment 11 – COBOL CAD Modernization project as it is the basis of the Viewpoint Mapping system. Renewal ensures continued access to software updates, technical support, and security patches which are vital for maintaining the geographical data used to support all the fire agency's situational and spatial awareness. This renewal is supported with a 3-year renewal term, locking in the price for the next 3 license renewal periods.

FINANCIAL ANALYSIS

The Center's current ESRI Enterprise license carries a budgeted amount of \$17,000. The multi-year renewal reflects a licensing fee increase of \$1,200 above the budgeted amount; however, this difference is sufficiently offset by cost savings within other Hardware & Software Maintenance budget lines, resulting in no adverse fiscal impact.

Should you have any questions, please contact me prior to the Board meeting.

Respectfully submitted,

Signed by:

MARISSA SHMATOVICH
DEPUTY DIRECTOR OF ADMINISTRATION

Staff Report recommendation authorized by:

DocuSigned by:

DEREK PARKER
CHIEF EXECUTIVE DIRECTOR

Attachments: ESRI Enterprise License and Maintenance Renewal Invoice #900245023

**Sacramento Regional Fire/EMS
 Communications Center
 10230 Systems Pkwy
 Sacramento, CA 95827
 Phone: (916) 228-3070
 www.srfecc.ca.gov**

Purchase Order	
Purchase Order No.	100256
Date	4/27/2026

Vendor:

ESRI
 PO Box 741076
 Los Angeles CA 90074-1076

Ship To:

Sacramento Regional Fire/EMS
 Communications Center
 10230 Systems Pkwy
 Sacramento, CA 95827

Contract Number:

^ Changed Since the Previous Revision

Shipping Method		Payment Terms		Confirm With			Page
		Net 30					1
L/N	Item Number	Req. Date	U/M	Ordered	Unit Price	Ext. Price	
Description							
1	193225	4/27/2026	Each	1.00	\$ 18,200.00	\$ 18,200.00	
YEAR 1 - SMALL PUB SAFE ENTERPRISE							
2	193225	4/27/2026	Each	1.00	\$ 18,200.00	\$ 18,200.00	
YEAR 2 - SMALL PUB SAFE ENTERPRISE							
3	193225	4/27/2026	Each	1.00	\$ 18,200.00	\$ 18,200.00	
YEAR 3 - SMALL PUB SAFE ENTERPRISE							

Subtotal	\$ 54,600.00
Trade Discount	\$ 0.00
Freight	\$ 0.00
Miscellaneous	\$ 0.00
Tax	\$ 0.00
Order Total	\$ 54,600.00

DocuSigned by:

Derek Parker

7687B8D85FB9421...

Authorized Signature

Prepayment	\$ 0.00
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Quotation # Q-560069

Date: February 24, 2026

Customer # 101366 Contract #

Sacramento Regional Fire EMS
 Communications Center
 10230 Systems Pkwy
 Sacramento, CA 95827-3006

ATTENTION: Sarah Lee
 PHONE: 9162059799
 EMAIL: slee@srfecc.ca.gov

Environmental Systems Research Institute, Inc.
 380 New York St
 Redlands, CA 92373-8100
 Phone: (909) 793-2853
 DUNS Number: 06-313-4175 CAGE Code: 0AMS3

To expedite your order, please attach a copy of this quotation to your purchase order.
 Quote is valid from: 2/24/2026 To: 5/25/2026

Material	Qty	Term	Unit Price	Total
193225	1	Year 1	\$18,200.00	\$18,200.00
Population Less Than 100,000 Small Public Safety Enterprise Agreement Annual Subscription				
193225	1	Year 2	\$18,200.00	\$18,200.00
Population Less Than 100,000 Small Public Safety Enterprise Agreement Annual Subscription				
193225	1	Year 3	\$18,200.00	\$18,200.00
Population Less Than 100,000 Small Public Safety Enterprise Agreement Annual Subscription				

Subtotal:	\$54,600.00
Sales Tax:	\$0.00
Estimated Shipping and Handling (2 Day Delivery):	\$0.00
Contract Price Adjust:	\$0.00
Total:	\$54,600.00

Esri may charge a fee to cover expenses related to any customer requirement to use a proprietary vendor management, procurement, or invoice program.

<p>For questions contact: Corey Welsh</p>	<p>Email: cwelsh@esri.com</p>	<p>Phone: (916) 448-2412 x1736</p>
<p>The items on this quotation are subject to and governed by the terms of this quotation, the most current product specific scope of use document found at https://assets.esri.com/content/dam/esrisites/media/legal/product-specific-terms-of-use/e300.pdf, and your applicable signed agreement with Esri. If no such agreement covers any item quoted, then Esri's standard terms and conditions found at https://go.esri.com/MAPS apply to your purchase of that item. If any item is quoted with a multi-year payment schedule, Esri may invoice at least 30 days in advance of each anniversary date without the issuance of a Purchase Order, and Customer is required to make all payments without right of cancellation. Third-party data sets included in a quotation as separately licensed items will only be provided and invoiced if Esri is able to provide such data and will be subject to the applicable third-party's terms and conditions. If Esri is unable to provide any such data set, Customer will not be responsible for any further payments for the data set. US Federal government entities and US government prime contractors authorized under FAR 51.1 may purchase under the terms of Esri's GSA Federal Supply Schedule. Supplemental terms and conditions found at https://www.esri.com/en-us/legal/terms/state-supplemental apply to some US state and local government purchases. All terms of this quotation will be incorporated into and become part of any additional agreement regarding Esri's offerings. Acceptance of this quotation is limited to the terms of this quotation. Esri objects to and expressly rejects any different or additional terms contained in any purchase order, offer, or confirmation sent to or to be sent by buyer. Unless prohibited by law, the quotation information is confidential and may not be copied or released other than for the express purpose of system selection and purchase/license. The information may not be given to outside parties or used for any other purpose without consent from Esri. Delivery is FOB Origin for customers located in the USA.</p>		

Esri Use Only:

Cust. Name _____
 Cust. # _____
 PO # _____
 Esri Agreement # _____



**SMALL ENTERPRISE AGREEMENT
 SMALL PUBLIC SAFETY DEPARTMENTS
 (E216-1)**

This Agreement is by and between the organization identified in the Quotation (“**Customer**”) and **Environmental Systems Research Institute, Inc. (“Esri”)**.

This Agreement sets forth the terms for Customer’s use of Products and incorporates by reference (i) the Quotation and (ii) the Master Agreement. Should there be any conflict between the terms and conditions of the documents that comprise this Agreement, the order of precedence for the documents shall be as follows: (i) the Quotation, (ii) this Agreement, and (iii) the Master Agreement. This Agreement shall be governed by and construed in accordance with the laws of the state in which Customer is located without reference to conflict of laws principles, and the United States of America federal law shall govern in matters of intellectual property. The modifications and additional rights granted in this Agreement apply only to the Products listed in Table A.

**Table A
 List of Products**

Uncapped Quantities (annual subscription)

ArcGIS Enterprise Software and Extensions ArcGIS Enterprise (Advanced and Standard) ArcGIS Monitor ArcGIS Enterprise Extensions: ArcGIS 3D Analyst, ArcGIS Spatial Analyst, ArcGIS Geostatistical Analyst, ArcGIS Network Analyst, ArcGIS Data Reviewer	ArcGIS Enterprise Additional Capability Servers ArcGIS Image Server ArcGIS Online User Types ArcGIS Online Viewer User Type ArcGIS Enterprise User Types ArcGIS Enterprise Viewer User Type
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Capped Quantities (annual subscription)

ArcGIS Online User Types		ArcGIS Enterprise User Types	
ArcGIS Online Contributor User Type	10	ArcGIS Enterprise Contributor User Type	10
ArcGIS Online Mobile Worker User Type	40	ArcGIS Enterprise Mobile Worker User Type	40
ArcGIS Online Creator User Type	40	ArcGIS Enterprise Creator User Type	40
ArcGIS Online Professional User Type	10	ArcGIS Enterprise Professional User Type	10
ArcGIS Online Professional Plus User Type	10	ArcGIS Enterprise Professional Plus User Type	10
ArcGIS Pro (Add-on Apps) for ArcGIS Online Creator or Professional User Type		ArcGIS Pro (Add-on Apps) for ArcGIS Enterprise Creator or Professional User Type	
ArcGIS 3D Analyst, ArcGIS Data Reviewer, ArcGIS Geostatistical Analyst, ArcGIS Network Analyst, ArcGIS Publisher, ArcGIS Spatial Analyst, ArcGIS Workflow Manager, ArcGIS Image Analyst	10 each	ArcGIS 3D Analyst, ArcGIS Data Reviewer, ArcGIS Geostatistical Analyst, ArcGIS Network Analyst, ArcGIS Publisher, ArcGIS Spatial Analyst, ArcGIS Workflow Manager, ArcGIS Image Analyst	10 each
ArcGIS Online Apps and Other		ArcGIS Enterprise Apps and Other	
ArcGIS Location Sharing for ArcGIS Online	10	ArcGIS Location Sharing for ArcGIS Enterprise	10
ArcGIS Online Service Credits	15,000	ArcGIS Advanced Editing User Type Extension for ArcGIS Enterprise	10

Other Benefits

Number of Esri User Conference registrations provided annually	1
Number of Tier 1 Help Desk individuals authorized to call Esri	2
Five percent (5%) discount on all individual commercially available instructor-led training classes at Esri facilities purchased outside this Agreement	

Customer may accept this Agreement by signing and returning the whole Agreement with (i) the Quotation attached, (ii) a purchase order, or (iii) another document that matches the Quotation and references this Agreement (“**Ordering Document**”). **ADDITIONAL OR CONFLICTING TERMS IN CUSTOMER’S PURCHASE ORDER OR OTHER DOCUMENT WILL NOT APPLY, AND THE TERMS OF THIS AGREEMENT WILL GOVERN.** This Agreement is effective as of the date of Esri’s receipt of an Ordering Document, unless otherwise agreed to by the parties (“**Effective Date**”).

Term of Agreement: Three (3) years

This Agreement supersedes any previous agreements, proposals, presentations, understandings, and arrangements between the parties relating to the licensing of the Products. Except as provided in Article 4—Product Updates, no modifications can be made to this Agreement.

Accepted and Agreed:

Sacramento Regional Fire

(Customer) DocuSigned by:

By: 7687B8D85FB9421...

Authorized Signature

Printed Name: Derek Parker

Title: Chief Executive Director

Date: 4/28/2026

CUSTOMER CONTACT INFORMATION

Contact: Accounts Payable

Telephone: (916) 292-0481

Address: 10230 Systems Parkway

Fax: _____

City, State, Postal Code: Sacramento, CA 95827

E-mail: accountspayable@srfecc.ca.gov

Country: United States

Quotation Number (if applicable): Q-560069

1.0—ADDITIONAL DEFINITIONS

In addition to the definitions provided in the Master Agreement, the following definitions apply to this Agreement:

“**Case**” means a failure of the Software or Online Services to operate according to the Documentation where such failure substantially impacts operational or functional performance.

“**Deploy**”, “**Deployed**” and “**Deployment**” mean to redistribute and install the Products and related Authorization Codes within Customer’s organization(s).

“**Fee**” means the fee set forth in the Quotation.

“**Maintenance**” means Tier 2 Support, Product updates, and Product patches provided to Customer during the Term of Agreement.

“**Master Agreement**” means the applicable master agreement for Esri Products incorporated by this reference that is (i) found at <https://www.esri.com/en-us/legal/terms/full-master-agreement> and available in the installation process requiring acceptance by electronic acknowledgment or (ii) a signed Esri master agreement or license agreement that supersedes such electronically acknowledged master agreement.

“**Product(s)**” means the products identified in Table A—List of Products and any updates to the list Esri provides in writing.

“**Quotation**” means the offer letter and quotation provided separately to Customer.

“**Technical Support**” means the technical assistance for attempting resolution of a reported Case through error correction, patches, hot fixes, workarounds, replacement deliveries, or any other type of Product corrections or modifications.

“**Tier 1 Help Desk**” means Customer’s point of contact(s) to provide all Tier 1 Support within Customer’s organization(s).

“**Tier 1 Support**” means the Technical Support provided by the Tier 1 Help Desk.

“**Tier 2 Support**” means the Esri Technical Support provided to the Tier 1 Help Desk when a Case cannot be resolved through Tier 1 Support.

2.0—ADDITIONAL GRANT OF LICENSE

2.1 Grant of License. Subject to the terms and conditions of this Agreement, Esri grants to Customer a personal, nonexclusive, nontransferable license solely to use, copy, and Deploy quantities of the Products listed in Table A—List of Products for the Term of Agreement (i) for the applicable Fee and (ii) in accordance with the Master Agreement.

2.2 Consultant Access. Esri grants Customer the right to permit Customer’s consultants or contractors to use the Products exclusively for Customer’s benefit. Customer will be solely responsible for compliance by consultants and contractors with this Agreement and will ensure that the consultant or contractor discontinues use of Products upon completion of work for Customer. Access to or use of Products by consultants or contractors not exclusively for Customer’s benefit is prohibited. Customer may not permit its consultants or contractors to install Software or Data on consultant, contractor, or third-party computers or remove Software or Data from Customer locations, except for the purpose of hosting the Software or Data on Contractor servers for the benefit of Customer.

3.0—TERM, TERMINATION, AND EXPIRATION

3.1 Term. This Agreement and all licenses hereunder will commence on the Effective Date and continue for the duration identified in the Term of Agreement, unless this Agreement is terminated earlier as provided herein. Customer is only authorized to use Products during the Term of Agreement. For an Agreement with a limited term, Esri does not grant Customer an indefinite or a perpetual license to Products.

3.2 No Use upon Agreement Expiration or Termination. All Product licenses, all Maintenance, and Esri User Conference registrations terminate upon expiration or termination of this Agreement.

3.3 Termination for a Material Breach. Either party may terminate this Agreement for a material breach by the other party. The breaching party will have thirty (30) days from the date of written notice to cure any material breach.

3.4 Termination for Lack of Funds. For an Agreement with government or government-

owned entities, either party may terminate this Agreement before any subsequent year if Customer is unable to secure funding through the legislative or governing body's approval process.

3.5 Follow-on Term. If the parties enter into another agreement substantially similar to this Agreement for an additional term, the effective date of the follow-on agreement will be the day after the expiration date of this Agreement.

4.0—PRODUCT UPDATES

4.1 Future Updates. Esri reserves the right to update the list of Products in Table A—List of Products by providing written notice to Customer. Customer may continue to use all Products that have been Deployed, but support and upgrades for deleted items may not be available. As new Products are incorporated into the standard program, they will be offered to Customer via written notice for incorporation into the Products schedule at no additional charge. Customer's use of new or updated Products requires Customer to adhere to applicable additional or revised terms and conditions in the Master Agreement.

4.2 Product Life Cycle. During the Term of Agreement, some Products may be retired or may no longer be available to Deploy in the identified quantities. Maintenance will be subject to the individual Product Life Cycle Support Status and Product Life Cycle Support Policy, which can be found at <https://support.esri.com/en/other-resources/product-life-cycle>. Updates for Products in the mature and retired phases may not be available. Customer may continue to use Products already Deployed, but Customer will not be able to Deploy retired Products.

5.0—MAINTENANCE

The Fee includes standard maintenance benefits during the Term of Agreement as specified in the most current applicable Esri Maintenance and Support Program document (found at <https://www.esri.com/en-us/legal/terms/maintenance>). At Esri's sole discretion, Esri may make patches, hot fixes, or updates available for download. No Software other

than the defined Products will receive Maintenance. Customer may acquire maintenance for other Software outside this Agreement.

a. Tier 1 Support

1. Customer will provide Tier 1 Support through the Tier 1 Help Desk to all Customer's authorized users.
2. The Tier 1 Help Desk will be fully trained in the Products.
3. At a minimum, Tier 1 Support will include those activities that assist the user in resolving how-to and operational questions as well as questions on installation and troubleshooting procedures.
4. The Tier 1 Help Desk will be the initial point of contact for all questions and reporting of a Case. The Tier 1 Help Desk will obtain a full description of each reported Case and the system configuration from the user. This may include obtaining any customizations, code samples, or data involved in the Case.
5. If the Tier 1 Help Desk cannot resolve the Case, an authorized Tier 1 Help Desk individual may contact Tier 2 Support. The Tier 1 Help Desk will provide support in such a way as to minimize repeat calls and make solutions to problems available to Customer's organization.
6. Tier 1 Help Desk individuals are the only individuals authorized to contact Tier 2 Support. Customer may change the Tier 1 Help Desk individuals by written notice to Esri.

b. Tier 2 Support

1. Tier 2 Support will log the calls received from Tier 1 Help Desk.
2. Tier 2 Support will review all information collected by and received from the Tier 1 Help Desk including preliminary documented troubleshooting provided by the Tier 1 Help Desk when Tier 2 Support is required.
3. Tier 2 Support may request that Tier 1 Help Desk individuals provide verification of information, additional information, or answers to additional questions to

supplement any preliminary information gathering or troubleshooting performed by Tier 1 Help Desk.

4. Tier 2 Support will attempt to resolve the Case submitted by Tier 1 Help Desk.
5. When the Case is resolved, Tier 2 Support will communicate the information to Tier 1 Help Desk, and Tier 1 Help Desk will disseminate the resolution to the user(s).

6.0—ENDORSEMENT AND PUBLICITY

This Agreement will not be construed or interpreted as an exclusive dealings agreement or Customer’s endorsement of Products. Either party may publicize the existence of this Agreement.

7.0—ADMINISTRATIVE REQUIREMENTS

7.1 OEM Licenses. Under Esri’s OEM or Solution OEM programs, OEM partners are authorized to embed or bundle portions of Esri products and services with their application or service. OEM partners’ business model, licensing terms and conditions, and pricing are independent of this Agreement. Customer will not seek any discount from the OEM partner or Esri based on the availability of Products under this Agreement. Customer will not decouple Esri products or services from the OEM partners’ application or service.

7.2 Annual Report of Deployments. At each anniversary date and ninety (90) calendar days prior to the expiration of this Agreement, Customer will provide Esri with a written report detailing all Deployments. Upon request, Customer will provide records sufficient to verify the accuracy of the annual report.

8.0—ORDERING, ADMINISTRATIVE PROCEDURES, DELIVERY, AND DEPLOYMENT

8.1 Orders, Delivery, and Deployment

- a. Upon the Effective Date, Esri will invoice Customer and provide Authorization Codes to activate the nondestructive copy protection program that enables Customer to download,

operate, or allow access to the Products. If this is a multi-year Agreement, Esri may invoice the Fee up to thirty (30) calendar days before the annual anniversary date for each year.

- b. Undisputed invoices will be due and payable within thirty (30) calendar days from the date of invoice. Esri reserves the right to suspend Customer’s access to and use of Products if Customer fails to pay any undisputed amount owed on or before its due date. Esri may charge Customer interest at a monthly rate equal to the lesser of one percent (1.0%) per month or the maximum rate permitted by applicable law on any overdue fees plus all expenses of collection for any overdue balance that remains unpaid ten (10) days after Esri has notified Customer of the past-due balance.

- c. Esri’s federal ID number is 95-2775-732.

- d. If requested, Esri will ship backup media to the ship-to address identified on the Ordering Document, FOB Destination, with shipping charges prepaid. Customer acknowledges that should sales or use taxes become due as a result of any shipments of tangible media, Esri has a right to invoice and Customer will pay any such sales or use tax associated with the receipt of tangible media.

8.2 Order Requirements. Esri does not require Customer to issue a purchase order. Customer may submit a purchase order in accordance with its own process requirements, provided that if Customer issues a purchase order, Customer will submit its initial purchase order on the Effective Date. If this is a multi-year Agreement, Customer will submit subsequent purchase orders to Esri at least thirty (30) calendar days before the annual anniversary date for each year.

- a. All orders pertaining to this Agreement will be processed through Customer’s centralized point of contact.
- b. The following information will be included in each Ordering Document:
 - (1) Customer name; Esri customer number, if known; and bill-to and ship-to addresses
 - (2) Order number
 - (3) Applicable annual payment due

9.0—MERGERS, ACQUISITIONS, OR DIVESTITURES

If Customer is a commercial entity, Customer will notify Esri in writing in the event of (i) a consolidation, merger, or reorganization of Customer with or into another corporation or entity; (ii) Customer's acquisition of another entity; or (iii) a transfer or sale of all or part of Customer's organization (subsections i, ii, and iii, collectively referred to as "**Ownership Change**"). There will be no decrease in Fee as a result of any Ownership Change.

- 9.1** If an Ownership Change increases the cumulative program count beyond the maximum level for this Agreement, Esri reserves the right to increase the Fee or terminate this Agreement and the parties will negotiate a new agreement.
- 9.2** If an Ownership Change results in transfer or sale of a portion of Customer's organization, that portion of Customer's organization will transfer the Products to Customer or uninstall, remove, and destroy all copies of the Products.
- 9.3** This Agreement may not be assigned to a successor entity as a result of an Ownership Change unless approved by Esri in writing in advance. If the assignment to the new entity is not approved, Customer will require any successor entity to uninstall, remove, and destroy the Products. This Agreement will terminate upon such Ownership Change.



Sacramento Regional Fire/EMS Communications Center
10230 Systems Parkway, Sacramento, CA 95827-3007
www.srfecc.ca.gov

STAFF REPORT (REPORT 26-22)

DATE: May 26, 2026
TO: Board of Directors
FROM: Marissa Shmatovich, Deputy Director of Administration
BY: Brad Dorsett, IT Manager
SUBJECT: PSI Support Hours Purchase

RECOMMENDATION

The Board of Directors approve quote #1513 for support hours with Public Safety Innovation (PSI) for \$5,000.

BACKGROUND/ANALYSIS

PSI has been a long-standing IT partner for the Center, specializing in radios and station alerting. The Center utilizes the support hours for high priority escalations, special projects, and technical documentation assistance. When needed, PSI will be beneficial on projects like NICE server upgrade and Radio Console updates, therefore a block of support hours is recommended to accommodate emergent and/or highly technical telecommunication items.

FINANCIAL ANALYSIS

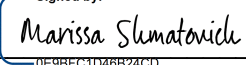
The block of support hours will be funded by the Radio Maintenance line item with no unanticipated financial impacts.

Should you have any questions, please contact me prior to the Board Meeting.

Respectfully submitted,

DocuSigned by:


BRAD DORSETT
IT MANAGER

Staff Report Authorized by:
Signed by:


MARISSA SHMATOVICH
DEPUTY DIRECTOR OF ADMINISTRATION

Attachments: *srfecc_quote_version2_psi151*

Public Safety Innovation
 9910 Horn Road, Suite 1
 Sacramento, CA 95827 US
 9162095124
 sales@publicsafetyinnovation.com
 www.publicsafetyinnovation.com



Estimate

ADDRESS

Sacramento Regional Fire
 10230 Systems Pkwy
 Sacramento, ca 95827
 united States

ESTIMATE # 1513
DATE 04/20/2026

DESCRIPTION	QTY	RATE	AMOUNT
Labor - Technical Services Troubleshooting / repair of fire station alerting systems. Troubleshooting / repair of two way radio systems, consoles, and antenna systems. Installation / wiring and testing of systems.	16	250.00	4,000.00
Labor - Engineering Services Engineering, schematics, documentation, and other professional services.	2	500.00	1,000.00
Parts & Materials supplied by PSI are subject to 25% markup and will only be provided upon direct request of the customer.	0	0.00	0.00T

Estimate is valid for 90 days. Payment shall be based on monthly invoicing up to the estimate total. "Bucket of hours" may be extended up to three times.

SUBTOTAL	5,000.00
TAX	0.00
TOTAL	\$5,000.00

Accepted By

Accepted Date



Sacramento Regional Fire/EMS Communications Center
10230 Systems Parkway, Sacramento, CA 95827-3007
www.srfecc.ca.gov

STAFF REPORT: (REPORT 26-15)

DATE: May 26, 2026
TO: Board of Directors
FROM: Lindsay Moore, Legal Counsel
BY: Marissa Shmatovich, Deputy Director of Administration
SUBJECT: CHIEF EXECUTIVE DIRECTOR CONTRACT

RECOMMENDATION

The Board of Directors:

1. Approve agreement for services of a Chief Executive Director between the Sacramento Regional Fire/EMS Communications Center and Sacramento Metropolitan Fire District.


BACKGROUND/ANALYSIS

Consistent with Board Policy 2.001, the City of Sacramento exercised its right to appoint a Chief Executive Director. The Sacramento Metropolitan Fire District has appointed Parker Wilbourn

The Chief Executive Director Contract before the Board for approval includes the same terms and conditions as previous contracts for Chief Executive Director. The term of this Contract is for two years, beginning on July 1, 2026, and expiring on June 30, 2028.

FINANCIAL ANALYSIS

The cost of the updated CED contract is an increase from previous fiscal years. The Preliminary Budget presented to the Board on May 26, 2026, included the cost of the Contract as part of a balanced budget.

Signed by:


LINDSAY MOORE
LEGAL COUNCIL

Attachments:
Agreement for Services of a Chief Executive Director Between the Sacramento Regional Fire/EMS Communicators Center and Sacramento Metropolitan Fire District

**AGREEMENT FOR SERVICES OF A
CHIEF EXECUTIVE DIRECTOR
BETWEEN THE
SACRAMENTO REGIONAL FIRE/EMS COMMUNICATIONS CENTER
AND
SACRAMENTO METROPOLITAN FIRE DISTRICT**

This Agreement (hereinafter “Agreement”) for the services of an Executive Director is by and between the Sacramento Regional Fire/EMS Communications Center (hereinafter “Center”), and the Sacramento Metropolitan Fire District (“Metro Fire”). The Center and Metro Fire shall be hereinafter referred to collectively as “parties.”

**A.
RECITALS**

1. Parker Wilbourn (“Wilbourn”) is employed by Metro Fire as an Assistant Chief.
2. Wilbourn has been appointed Chief Executive Director (“CED”) by the Center Governing Board (“Center Board”), and Metro Fire has agreed to allow Wilbourn to accept this assignment.
3. The Center and Metro Fire enter into this Agreement in order to allow Wilbourn to serve as CED, while remaining an employee of Metro Fire, under assignment to the Center.
4. While serving as CED, Wilbourn shall serve at the direction of the Center Board and all communications regarding the Center shall be made through the Center Board.

**B.
TERMS AND CONDITIONS**

In consideration of the foregoing recitals, and the mutual promises and covenants contained in this Agreement, the Center and Metro Fire agree as follows:

1. Provision of Chief Executive Director

Metro Fire shall make Wilbourn available to serve as the full-time CED for the full term of this Agreement, and subsequent renewal periods, if any. If their employment as CED terminates at other than the end of the initial term of this Agreement or any subsequent renewal period, the Board shall promptly discuss options.

2. Duties of CED

As CED, Wilbourn shall perform the duties and responsibilities which are set forth in the Job Description attached to this Agreement as Exhibit A.

3. Initial Term of Agreement

The initial term of this Agreement shall commence on July 1, 2026 and shall end on June 30, 2028.

4. Renewals

With written mutual consent, this Agreement may be renewed for up to six (6) additional months.

The renewal period shall be governed by the same terms and conditions of this Agreement, unless the parties agree in writing otherwise.

5. Employee Status

While serving as CED, Wilbourn shall remain an employee of Metro Fire for the purpose of receiving compensation, retirement benefits, state mandated requirements and other employer provided benefits. As such, Metro Fire retains the right to approve requests for sick leave, vacation, or other absences. In addition, Wilbourn may have to be called to duty by the Metro Fire in response to a local, state or federal emergency. In the event of Wilbourn being called to duty by the Metro Fire for an emergency, the Metro Fire will use its best and reasonable efforts to mitigate the disruption in providing CED services to the Center.

Any workers' compensation claim that Wilbourn may have while performing services as CED shall be administered and paid, if at all, by Metro Fire.

6. Compensation

Center shall reimburse Metro Fire for the cost of the salary and benefits set forth in Exhibit B. Exhibit B shall be numbered sequentially (e.g. B-1, B-2, etc.), as the Parties mutually agree in writing to any increase in compensation.

Center's reimbursement to Metro Fire shall be monthly, for service provided to the Center by Wilbourn during the preceding month.

7. Direction and Control

In their capacity as CED, Wilbourn shall be solely under the direction and control of the Center Board.

8. Transportation

- a. The Center shall provide CED with a vehicle that shall be marked in accordance with Internal Revenue Service Regulations ("vehicle"). The Vehicle is a "take-home" vehicle and is assigned in recognition of the need to respond 24/7.

- b. There shall be no additional compensation for use of CED's personal automobile.
- c. Travel other than by automobile shall be reimbursed in accordance with adopted Center policies.
- d. The Vehicle is to be used for Center business (which includes to and from work and response to major emergencies in support of Sacramento County).
- e. The Center is responsible for all maintenance, insurance and fuel for the Vehicle.

9. Indemnity

The Center shall indemnify, defend, and hold harmless Metro Fire, its officers, directors, employees and agents from and against all claims, losses, actions, liabilities, suits, procedures, and damages, including attorney's fees and legal costs, arising out of or as a result of, the action or conduct, of the CED in the performance of their duties as CED for the Center under the terms and conditions of this Agreement. This Paragraph does not apply to any Worker's Compensation claim filed by CED.

Metro Fire shall indemnify, defend, and hold harmless the Center, its officers, directors, employees and agents from and against all claims, losses, actions, liabilities, suits, procedures, and damages, including attorneys' fees and legal costs, arising out of or as a result of, the action or conduct, of Wilbourn outside of the terms and conditions of this Agreement.

10. Complaints

The Center acknowledges that CED is subject to the rights and protections of the Firefighters Procedural Bill of Rights Act (California Government Code sections 3250, et seq.). Any punitive action against CED shall be handled by Metro Fire consistent with the Firefighters Procedural Bill of Rights Act.

Except as set forth below in Paragraph 9 of this Agreement, Wilbourn does not waive any right to confidentiality under any provision of State or Federal law.

a. Complaint Received by Metro Fire

Any and all complaints, whether formal or informal, made to Metro Fire against Wilbourn, shall be disclosed to the Center Board Chairperson within twenty-four (24) hours of receipt. By agreeing to serve as CED and agreeing to accept the terms and conditions of this Agreement, Wilbourn authorizes Metro Fire to disclose to the Center Board, those complaints.

b. Complaint Received by Center

Any and all complaints, whether formal or informal, made to the Center against Wilbourn, shall be disclosed to the Metro Fire Fire Chief within twenty-four (24) hours of receipt. By agreeing to serve as CED and agreeing to accept the terms and conditions of this Agreement, Wilbourn authorizes the Center Board to disclose to Metro Fire, those complaints.

c. Investigation

As deemed appropriate by either Party, any complaint may be investigated. In the event that an investigation is deemed appropriate:

- i. By the Center Board, the Center Board Chairperson shall keep the Metro Fire Fire Chief informed of the progress of the investigation and conclusion (e.g. sustained or not sustained).

Following an investigation by the Center of any such allegation or complaint, the Center Board may, in its sole discretion terminate this Agreement pursuant to Paragraph 10 below. Nothing set forth in this Paragraph shall prohibit Metro Fire from imposing discipline against CED as it deems appropriate or impact CED's employment with Metro Fire.

- ii. By Metro Fire, Metro Fire shall keep the Center Board Chairperson informed of the progress of the investigation and conclusion (e.g. sustained or not sustained).

11. Termination of Agreement

This Agreement may be terminated by the Center Board or Metro Fire at any time whatsoever and with or without cause. Reimbursement to Metro Fire by the Center shall be prorated to the date of termination of this Agreement.

12. Entire Agreement

This Agreement constitutes the entire agreement between the parties and supersedes all prior negotiations, representations or agreements, either written or oral. This Agreement may only be amended or modified by an agreement in writing signed by all the parties.

13. Waiver

None of the provisions of this Agreement shall be considered waived by either party unless such waiver is specified in writing.

14. Severability

Should any provision of this Agreement be held by a court of competent jurisdiction to be invalid, void or unenforceable, the remaining provisions shall continue in full force and effect.

15. Attorney's Fees

Should a party to this Agreement bring a legal or equitable action to either enforce or interpret the terms of this Agreement, the prevailing party shall be entitled to recover their reasonable attorney's fees and costs incurred in such action.

16. Governing Law/Venue

This Agreement shall be governed by the laws of the State of California. Venue shall be in Sacramento County.

17. Execution

By executing this Agreement, Metro Fire and Center acknowledge that they have carefully read, and agree to be bound by, all terms and conditions contained in this Agreement.

18. Notices

Formal notices, communications or demands to a party shall be sufficiently given if either (a) personally delivered, (b) mailed by registered or certified mail, first class postage prepaid, return receipt requested, to the principal office of Center or Metro Fire, or (c) delivered by Federal Express or other reliable private express delivery service to the principal office of the Center or Metro Fire, as follows:

If to Center: Board Chairperson
 The Sacramento Regional Fire/EMS Communications Center
 10230 Systems Parkway
 Sacramento, CA 95827

If to Metro Fire: Fire Chief
 Sacramento Metropolitan Fire District
 10545 Armstrong Avenue, Suite 200
 Mather, CA 95655

19. Counterparts

This Agreement may be executed in identical counterparts, each of which shall constitute a duplicate original.

Dated: _____

SACRAMENTO METROPOLITAN FIRE DISTRICT

By: _____

Attest: _____

Dated: _____

SACRAMENTO REGIONAL FIRE/EMS COMMUNICATIONS CENTER

By: _____
Governing Board Chairperson

APPROVED AS TO FORM AND CONTENT

APPROVED AS TO FORM AND CONSENT

By: _____
John Lavra
Longyear, Lavra & Cahill
Attorneys for Sacrament Metropolitan
Fire District

By: _____
Lindsay Moore
Kingsley Bogard, LLP
Attorneys for the Sacramento
Regional Fire/EMS Communications Center

I, Parker Wilbourn, agree to serve as the Chief Executive Director, and agree to the terms and conditions set forth in this Agreement.

Dated: _____

Parker Wilbourn

**EXHIBIT A
AGREEMENT FOR SERVICES
CHIEF EXECUTIVE DIRECTOR**

JOB DESCRIPTION AND MINIMUM QUALIFICATIONS

POSITION SUMMARY:

This is a contractual, at-will position that is exempt under the guidelines of the Fair Labor Standards Act (FLSA) and is not represented by an employee bargaining unit. The incumbent serves as the executive officer for the fire and emergency medical systems communications center that provides services for participating fire agencies primarily serving the County of Sacramento under the general direction of the Governing Board.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

The Executive Director should possess the following specific knowledge and abilities:

Knowledge of:

- The principles and practices of public administration, financial management, and personnel management.
- Regulatory agencies, laws, regulations, and policies that pertain to a public emergency communications agency.
- Complex computer, radio and telephone systems relating to public safety dispatching systems.

Ability to:

- Accomplish the essential functions specified in this job description.
- Recognize the need for the establishment of new or revised policies, procedures, and methods of operation to better maintain an effective public safety communications center.
- Work with the Governing Board, member agencies contracting agencies, other appropriate agencies and groups and the general public in a positive manner.

ESSENTIAL FUNCTIONS:

The statements contained herein reflect general details as necessary to describe the principle functions of this job, the level of knowledge and skills typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements.

- Manage the communications center in an effective and efficient manner within the policy parameters established by the Governing Board.
- Develop and propose goals, objectives and strategies for consideration by the Governing Board.

- Implement administrative, operational and technical procedures that support the goals, objectives and strategies and policies approved by the Governing Board.
- Develop and propose preliminary and final budgets for consideration by the Governing Board.
- Implement financial procedures that support budgets approved by the Governing Board.
- Ensure compliance with laws, regulations and policies pertaining to the communications center.
- Participate in Governing Board meetings and provide comprehensive and timely reports to the Governing Board.
- Hire, counsel, discipline and terminate employees in accordance with accepted management practices, Board-adopted Position Authorization Document, and communications center policy.
- Provide general supervision of and review work completed by the Deputy Director, Technical Systems Manager and administrative staff for quality control and compliance with policies.
- Interpret policy parameters for and work with the communications center's legal counsel on labor, contractual and other legal issues.
- Advise and confer with members of the Governing Board and with the staff and governing bodies of member agencies.
- Coordinate the communications center's operational and technical procedures with appropriate agencies and groups, including the Member Agency Chiefs, the Sacramento County Fire Chiefs Association, the Communications Task Force Group, the Systems Management Group and the Geographic Information Systems Committee. This coordination excludes communications center policy and budget matters.
- Represent the communications center with other public agencies and the community at large.

MINIMUM QUALIFICATIONS:

Offers of employment are contingent upon successful completion of a background investigation and a physical examination to include a drug screen.

EDUCATION/EXPERIENCE:

Any combination of training and experience that could likely provide the required knowledge and abilities may be qualifying. A typical way to obtain this would be:

Education/Training:

A Bachelor's Degree from an accredited college or university in public or business administration, fire service management, criminal justice or closely related field is required. A masters or higher degree in the same fields is preferred but not mandatory.

Experience:

A minimum of five years' experience in a public emergency fire communications agency, including at least two years at the managerial level with budgeting and planning experience is required.

PERSONAL QUALITIES:

The incumbent needs to possess the highest qualities of leadership and integrity.

PHYSICAL REQUIREMENTS:

- Physical abilities must be commensurate with essential functions of the position.
- No person shall pose a direct threat to themselves or to the health and safety of other individuals in the work place, or to the public they serve.

LICENSE:

- Possession of, and ability to maintain, a current valid California Driver's License, Class C is a condition of employment.

SRFECC is an equal opportunity employer through Affirmative Action. The Immigration Reform and Control Act requires US Citizenship or authorization to work in the US. Documentation must be presented at the time of hire. Special testing arrangements may be made to accommodate disabilities.

SRFECC does not discriminate on the basis of race, religion, color, sex, age, national origin, disability or any other characteristic prohibited by federal, state or local law.

**EXHIBIT B-1
AGREEMENT FOR SERVICES
CHIEF EXECUTIVE DIRECTOR**

A. Compensation

Center shall reimburse Metro Fire:

- Effective July 1, 2026, Thirty-One Thousand Seven Hundred Thirty Dollars and Ten Cents (\$31,730.10) per month.
- Effective July 11, 2026, Thirty-Two Thousand Two Hundred Ninety Three Dollars and Eighty-One Cents (\$32,293.81).

Such monthly payment shall be pro-rated, to the effective date set forth above.

B. Promotion and Cost of Living Increases

Should Wilbourn be promoted or receive a cost of living increase from Metro Fire, the Center Board shall have the right to refuse to reimburse Metro Fire for the increase in salary and benefits as a result of such cost of living increase or promotion. If the Center Board refuses to reimburse for any such increase, Metro Fire shall pay all salary and benefits in excess of the compensation set forth in this Agreement.



Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3007

www.srfecc.ca.gov

STAFF REPORT: (REPORT 26-16)

DATE: May 26, 2026

TO: Board of Directors

FROM: Derek Parker, Chief Executive Director

BY: Marissa Shmatovich, Deputy Director of Administration

SUBJECT: SUTTER BUTTES COMMUNICATIONS RADIO SUPPORT

RECOMMENDATION

The Board of Directors:

1. Approves a three-year support and extended warranty agreement from Sutter Buttes Communications Inc. for \$19,400.

BACKGROUND/ANALYSIS:

In 2023, the Center purchased Tait radios inclusive of manufacturer support and warranty coverage. That coverage is set to expire this year. Renewal of support and warranty services is recommended to ensure continued vendor support, functionality, and operability of the radio equipment.

FINANCIAL ANALYSIS

The Center maintains a Radio & Radio Support budget line item totaling \$43,050. This line item has historically carried available fund balance, and the \$19,400 renewal cost will be fully absorbed without any adverse fiscal impact. A purchase order and quote have been executed; payment has not yet been submitted pending Board approval.

This recommendation is in alignment with Strategic Blueprint focus area 1 – ensuring the people and systems are in place to continue to deliver best-in-class 9-1-1 services.

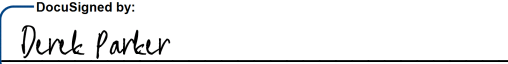
Should you have any questions, please contact me prior to the Board meeting.

Respectfully submitted,

Signed by:

 MARISSA SHMATOVICH
 DEPUTY DIRECTOR OF ADMINISTRATION

Staff Report recommendation authorized by:

DocuSigned by:

 DEREK PARKER
 CHIEF EXECUTIVE DIRECTOR

Attachments: Sutter Buttes Communications, Inc. Quote # 2026040901r1 and PO #100257

**Sacramento Regional Fire/EMS
 Communications Center
 10230 Systems Pkwy
 Sacramento, CA 95827
 Phone: (916) 228-3070
 www.srfecc.ca.gov**

Purchase Order	
Purchase Order No.	100257
Date	5/7/2026

Vendor:

Sutter Buttes Communications, Inc
 445 Palora Avenue
 Yuba City CA 95991

Ship To:

Sacramento Regional Fire/EMS
 Communications Center
 10230 Systems Pkwy
 Sacramento, CA 95827

Contract Number:

^ Changed Since the Previous Revision

Shipping Method		Payment Terms		Confirm With			Page
		Net 30					1
L/N	Item Number	Req. Date	U/M	Ordered	Unit Price	Ext. Price	Description
	1	5/7/2026	Each	1.00	\$ 4,956.36	\$ 4,956.36	TAIT ADVANTAGE TAM YEAR 4 - INFRASTRUCTURE NO WARRANTY
	2	5/7/2026	Each	1.00	\$ 4,956.36	\$ 4,956.36	TAIT ADVANTAGE TAM YEAR 5 - INFRASTRUCTURE NO WARRANTY
	3	5/7/2026	Each	1.00	\$ 4,956.36	\$ 4,956.36	TAIT ADVANTAGE TAM YEAR 6 - INFRASTRUCTURE NO WARRANTY
	4	5/7/2026	Each	1.00	\$ 990.00	\$ 990.00	EXTENDED WARRANTY TAM YEAR 4 - INFRASTRUCTURE
	5	5/7/2026	Each	1.00	\$ 990.00	\$ 990.00	EXTENDED WARRANTY TAM YEAR 5 - INFRASTRUCTURE
	6	5/7/2026	Each	1.00	\$ 990.00	\$ 990.00	EXTENDED WARRANTY TAM YEAR 4 - INFRASTRUCTURE

Subtotal	\$ 17,839.08
Trade Discount	\$ 0.00
Freight	\$ 0.00
Miscellaneous	\$ 0.00
Tax	\$ 1,560.92
Order Total	\$ 19,400.00

DocuSigned by:

 7687B8D85FB9421...

Authorized Signature

Prepayment	\$ 0.00
-------------------	---------

Sutter Buttes Communications, Inc.

Quote

445 Palora Avenue
Yuba City, Ca. 95991

Shop: (530) 673-3475
 Toll Free: (800) 300-0054

Customer: Sacramento Regional Fire
 Address: 10230 Systems Parkway
 Sacramento, CA 95827

Quote # 2026040901r1
 Quote Date 4/9/2026

Attention: Roman Kukharets
 Re: TB9400 Extended Warranty and Support
 Fax:
 Phone: (916)764-9816
 Email: rkukharets@srfecc.ca.gov

YOUR ORDER NO.
 TERMS Net 30
 SERVICE REP
 SALES REP Cathy Conley
 F.O.B.
 Quote Valid For: 30 Days

QUANTITY	DESCRIPTION	UNIT PRICE	AMOUNT
<u>Years 4 - 6 (1JUL2026 - 30JUN2028)</u>			
1	Tait Advantage TAM Yr#4 Infrastructure No Warranty	\$ 4,956.36	\$ 4,956.36
1	Tait Advantage TAM Yr#5 Infrastructure No Warranty	\$ 4,956.36	\$ 4,956.36
1	Tait Advantage TAM Yr#6 Infrastructure No Warranty	\$ 4,956.36	\$ 4,956.36
1	Extended Warranty TAM Infrastructure Yr#4	\$ 990.00	\$ 990.00
1	Extended Warranty TAM Infrastructure Yr#5	\$ 990.00	\$ 990.00
1	Extended Warranty TAM Infrastructure Yr#6	\$ 990.00	\$ 990.00
0	<u>Service</u>	\$ -	\$ -
		Parts	\$ 17,839.08
		Labor	\$ -
		Sales Tax (8.75%)	\$ 1,560.92
		Estimated S/H	\$ -
		Credit Card Fee	\$ -
			\$19,400.00
			AMOUNT

DIRECT ALL INQUIRIES TO:

Name Cathy Conley
 Phone (510)703-3411
 e-mail: cconley@sutterbuttescomm.com

THANK YOU FOR YOUR BUSINESS!



Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3007

www.srfecc.ca.gov

STAFF REPORT: (REPORT 26-17)

DATE: May 26, 2026

TO: Board of Directors

FROM: Derek Parker, Chief Executive Director

BY: Marissa Shmatovich, Deputy Director of Administration

SUBJECT: CENTER VEHICLE PURCHASE

RECOMMENDATION

The Board of Directors:

1. Authorize the purchase of two (2) additional Center fleet vehicles, with a total spending authority not to exceed **\$50,000**.

BACKGROUND/ANALYSIS:

Center manager and executive positions include a vehicle as a contractual benefit. The Center's current fleet is insufficient to accommodate two leadership positions — the newly promoted IT Manager and the incoming Deputy Director of Operations. The acquisition of two additional vehicles is necessary to fulfill the terms of their respective employment contracts.

The proposed vehicles are white Ford Escapes, consistent with recent Center fleet purchases. These vehicles are consistently under \$25,000 each.

FINANCIAL ANALYSIS

Staff will solicit pricing from multiple vendors, including local dealerships and online vehicle purchasing platforms, to ensure competitive pricing. The vehicle with the most favorable pricing that meets fleet specifications will be selected. Leasing was evaluated and determined not to be cost-effective, as the total cost of ownership under a lease payment structure exceeds that of an outright purchase. Market value changes frequently with vehicle purchases and caused challenges during the last vehicle procurement process. The Center is seeking a spending authority rather than specific quotes for approval to allow for the most time efficient and streamlined purchasing process.

The purchase of two additional vehicles was not included in the Capital Improvement Program (CIP) budget for Fiscal Year 2025/26. However, the current CIP fund balance is sufficient to cover this expenditure while leaving adequate reserves to fund all remaining projects planned for this fiscal year. No budget amendment or additional appropriation is required at this time.

This recommendation is in alignment with Strategic Blueprint focus area 1 – ensuring the people and systems are in place to continue to deliver best-in-class 9-1-1 services.

Should you have any questions, please contact me prior to the Board meeting.

Staff Report: Center Vehicle Purchase, Report 26-17
Date: May 26, 2026

Respectfully submitted,

Signed by:

Marissa Shmatovich

MARISSA SHMATOVICH
DEPUTY DIRECTOR OF ADMINISTRATION

Staff Report recommendation authorized by:

DocuSigned by:

Derek Parker

DEREK PARKER
CHIEF EXECUTIVE DIRECTOR



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

STAFF REPORT (REPORT 26-18)

DATE: May 26, 2026
TO: Board of Directors
FROM: Derek Parker, Chief Executive Director
BY: Marissa Shmatovich, Deputy Director of Administration
SUBJECT: **FY 2026/2027 Preliminary Budget**

RECOMMENDATION

The Center recommends:

1. Approve the FY 2026/2027 Preliminary Budget.
2. Approve the transfer of \$268,732.08 from the Operating checking account to the Lease savings account.

FINANCIAL ANALYSIS

The passing of the Memorandum of Understanding (MOU) with Teamsters Local 856 resulted in a 6.97% increase in Total Employee-Related expenses. This increase reflects an 8.39% adjustment to Base Salaries and Wages, as well as the addition of new positions within both the operations and administrative teams.

The preliminary budget was initially presented to the Board in November 2025 with a Total Operating Budget of \$15.09 million. The Center has made every effort to remain aligned with the original target. Through careful review and strategic adjustments, the final preliminary budget totals \$15.15 million, representing an overall increase of 6.67% compared to FY 2025/2026 Final Budget.

The Center continues to experience rising operational costs consistent with broader economic trends. Overall operating expenses increased by an average of 10.31%, driven primarily by a 19.57% increase in Materials and Supplies and a 20.09% increase in Employee Recruitment, Retention, and Training costs. These increases were partially offset by a slight decrease in Professional Services of 0.92%, representing nearly \$10,000 in savings.

A summary of the Preliminary Budget is provided below:

Expenses	FY 25-26 Final	FY 26-27 Prelim	% Change
Total Employee-Related Expenses	10,968,140.08	11,618,692.68	5.93%
Total Professional Services	1,078,841.03	1,119,313.00	3.75%
Total Materials and Supplies	46,000.00	55,000.00	19.57%
Total Hardware & Software Maintenance	950,008.48	1,009,826.68	6.30%
Total Communications Equipment and Services	473,290.00	511,228.25	8.02%
Total Facilities and Fleet Management	455,711.55	495,750.23	8.79%
Total Employee Recruitment, Retention, and Training	233,750.00	282,252.07	20.75%

FY 2026/2027 Preliminary Budget
 Staff Report 26-18

Total Budgeted Expenses - OPEX	14,205,741.14	15,092,062.90	6.24%
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REVENUES

The Center is funded primarily through contributions from its four member agencies: Sacramento Metropolitan Fire District, Sacramento Fire Department, Folsom Fire Department, and Cosumnes Community Services District.

Reimbursable mutual aid deployments with Cal OES are unpredictable and, therefore, are not included in budget projections. The Center also partners with Cal OES through the Chapter III funding program to support its Annual Training Allotment (ATA). As a Level Five participant, the Center receives \$25,000 annually in ATA funding. Historically, the Center has fully utilized these funds each year in support of its training initiatives.

All other revenue sources, including board-up administrative fees and interest income, are minimal and have not been incorporated into the budget.

EXPENDITURES

As in prior years, the preliminary budget was developed collaboratively with input from all departments, utilizing current operational activity and statistical forecasting. Significant effort was made to obtain updated quotes and verify projected costs to ensure the most accurate and reliable estimates of future expenditures.

EQUIPMENT LEASE PAYMENTS

The Center maintains an equipment lease with Columbia Bank (formerly Umpqua Bank) for the CAD project. Monthly lease payments, including both principal and interest, total \$22,394.34, or an annually \$268,732.08. To meet this obligation, the Center must transfer the necessary funds from the FY 2026 operating budget remainder to cover all lease payments for FY 2027.

The lease is scheduled to be fully paid and conclude in November 2027.

CAPITAL IMPROVEMENT PROGRAM (CIP)

The transition to the CAD COBOL Modernization project remains the Center’s highest priority entering the new fiscal year. In addition, the Center has identified three capital projects for the upcoming fiscal year: the NICE software upgrade and the Westnet RIC hardware upgrade, both driven by aging systems and end-of-support licensing requirements, as well as the generator panel upgrade.

Project	Amount
CAD COBOL Modernization	745,904.08
NICE Software	110,000.00
Westnet RIC Hardware	70,000.00
Generator Panel Upgrade	50,000.00
Total	\$975,904.08

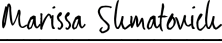
All figures presented are preliminary estimates based on research and information gathered during the initial planning and discussion phases. Final project costs will be reevaluated and presented to the Board for review and approval prior to project implementation.

Historically, the Center has undertaken unbudgeted projects throughout the fiscal year to address operational and infrastructure needs as they arise. While every effort is made to minimize unplanned capital expenditures,

FY 2026/2027 Preliminary Budget
Staff Report 26-18

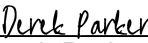
certain projects are unavoidable to maintain operational continuity and system reliability. In all cases, the Center remains committed to controlling costs and minimizing financial impact whenever possible. Should you have any questions, please feel free to contact me in advance of the Board meeting.

Respectfully submitted,

Signed by:


0E9DFC1D46B2ACD
Marissa Shmatovich
Deputy Director of Administration

Staff Report recommendation authorized by:

DocuSigned by:


Derek Parker
Chief Executive Director

Attachment – FY 2026/2027 Preliminary Budget

MAY 26, 2026



FY 26/27 PRELIMINARY BUDGET

Prepared by:
Marissa Shmatovich
Derek Parker

ABOUT US

The Sacramento Regional Fire/EMS Communications Center (Center) is a highly trained team of public safety personnel who dispatch fire protection and emergency medical service (EMS) personnel to residents calling 9-1-1 in the Sacramento Region.

The Center is designated as a Secondary Public Safety Answering Point (PSAP), receiving calls from local law enforcement agencies that serve as the Primary PSAP under state law. Rather than each individual local fire agency having its own local dispatch center, the leadership from several fire agencies agreed in 1981 to form a regional dispatch center to provide seamless service across local governments spanning approximately 1,000 square-miles. The Center has one of the highest call volumes of all dispatch centers in the U.S., answering nearly 500,000 calls per year.

OUR MISSION

With unwavering commitment, we serve our member agencies, community, and each other with empathy, professionalism, and compassion. We efficiently dispatch fire and emergency medical services to protect life, property, and promote overall well-being of our community.

OUR VALUES

01. Integrity

03. Empathy

02. Duty

04. Accountability

OUR DUTY



Twenty-four hours a day, 365 days a year, Center dispatchers serve as an integral part of our public safety response team. Sitting together on the dispatch floor and utilizing phone, computer, and radio technologies, the highly trained dispatchers receive 500 to 1,000+ emergency 9-1-1 calls daily, clarify immediate needs of callers, code the incident based on the nature of the emergency (e.g., medical aid, structure fire, grass fire, flooding, etc.), dispatch fire and emergency resources that are closest to the incident, then stay on the phone with the caller to provide critical lifesaving pre-arrival instructions. Operating at a centralized location, the dispatch center team is an integral part of how each fire department in the Sacramento region responds to fire and EMS-related emergencies around the clock.

Cosumnes Fire Department
 Folsom Fire Department
 Sacramento Fire Department
 Sacramento Metropolitan Fire District

Chief Executive Director

Executive Assistant

**Deputy Director of Operations
 (vacant)**

Deputy Director of Administration

Dispatch Operations

Administration

Office Specialist

**Dispatch Managers
 (3 FTE)**

Information Technology

Finance

Human Resources

**Supervisors
 (6 FTE)**

IT Manager

Accounting Specialist

HR Manager

**Dispatchers
 (42 FTE)**

CAD Administrator

Systems Engineer

Payroll/Benefits Administrator

Radio Analyst

GIS Analyst

Data Analyst

HR Technician

CAD Technician

SUMMARY

The preliminary budget represents projected expenses, obligations, and operational requirements of the Center, estimated to the best of the Finance Department ability. The SRF ECC Policy 3.019 Budget Process requires the Center present a preliminary budget to the member agencies in November and a preliminary presentation to the board in December.

The final budget presentation occurs in or around May with final budget adoption occurring in June and implementation in July.

The Center works diligently to practice fiscal responsibility through a balanced budget, transparency, and accountability in budgetary decisions and expenditures. All expenses enclosed support the Center's Strategic Plan and enhance operational and administrative efficiency.

Increase costs are summarized within this report, including the addition of (2) Dispatch Supervisor positions and one administrative position reclassification. All other cost increases are routine or negotiated increases in salary and benefits, contract obligations, service cost, and goods costs.

BUDGET REVIEW

FY2025-26 Budget Additions - Additional Positions

\$ 265,926 Dispatch Supervisor Positions (2)

Cost of Service Increases - Employee Related Expenses

\$ 384,626 Salary and benefit Increases

Cost of Service Increases - Professional Services

\$ (45,000) Legal Services
 1,400 Accounting and Audit Services Contract
 500 Actuary Services Contract
 11,500 Consulting Services Contract
 9,549 County DHS Emergency Control Fee
 67,273 CED Contract Increase
 100 Professional Services
 (4,850) Technology Services
 \$ 40,472

Cost of Service Increases - Hardware & Software Maintenance

\$ 1,250 Hardware Maintenance - Equipment
 (13,249) Software Maintenance - Applications
 59,568 CAD Maintenance and Support Contract
 8,805 Software Maintenance - GIS
 105 Software Maintenance - Network
 3,300 Computer & Other Supplies
 40 Hardware Maintenance - Network
 \$ 59,818

Cost of Service Increases - Facilities and Fleet Management

\$ 2,970 Lease - Annex
 1,770 Building Maintenance
 3,500 Custodial
 (6,700) Maintenance - Power Supply
 15,618 Center Utilities and Services Increase
 1,500 HVAC Maintenance
 9,400 Fleet Maintenance & Fuel
 11,980 Insurance (Property and Fleet)
 \$ 40,039

BUDGET REVIEW

Cost of Service Adjustments - Materials and Supplies

\$ 1,000	Office Supplies
1,000	Equipment Rental - Printers
<u>7,000</u>	Center Supplies
\$ 9,000	

Cost of Service Adjustments - Communications Equipment

\$ 2,528	Radios & Radio Equipment Maintenance
4,562	Radio Console Maintenance
1,000	Radio Backbone Subscription
1,000	Communication Supplies
837	Maintenance - Tower Equipment
<u>28,012</u>	Communication Services
\$ 37,938	

Cost of Service Adjustments - Recruitment, Retention, and Training

\$ 875	Recruitment Expense Projections
3,850	Employee Retention
(2,200)	Employee Education & Training Projections
17,300	Conference Registration
7,000	Airfare
7,000	Lodging
2,340	Parking & Ground Transportation
500	Membership Dues
3,000	Per Diem
1,796	Operations Support
<u>7,041</u>	Administration Support
\$ 48,502	

TOTAL BUDGET INCREASE
\$886,322

26/27 PRELIM BUDGET

GL Account #	Expenses	FY 25-26 Final	FY 26-27 Prelim	Comments	% Change
	Total Employee-Related Expenses	10,968,140.08	11,618,692.68		5.93%
	Total Professional Services	1,078,841.03	1,119,313.00		3.75%
	Total Materials and Supplies	46,000.00	55,000.00		19.57%
	Total Hardware & Software Maintenance	950,008.48	1,009,826.68		6.30%
	Total Communications Equipment and Services	473,290.00	511,228.25		8.02%
	Total Facilities and Fleet Management	455,711.55	495,750.23		8.79%
	Total Employee Recruitment, Retention, and Training	233,750.00	282,252.07		20.75%
	Total Budgeted Expenses - OPEX	14,205,741.14	15,092,062.90		6.24%

CHANGES:

- INCREASE EMPLOYEE COST DUE TO BENEFITS AND ADDITIONAL POSITIONS
- UPDATED CONTRACT COSTS

25/26 CONTRIBUTIONS

Agency	Percent	FY25/26 Contribution	Increase from FY24/25
SMFD	42.82%	\$6,463,135.63	\$354,663.94
SFD	44.02%	\$6,643,593.35	\$393,013.25
CSD	9.93%	\$1,417,574.88	\$139,058.18
FFD	3.76%	\$567,816.04	(\$413.61)
TOTAL	100%	\$15,092,062.90	\$886,321.76

CAPITAL IMPROVEMENT PROJECTS

	Cost
NICE Recorder Software Upgrade	\$110,000
Westnet RIC Hardware	\$70,000
Generator Panel Upgrade	\$50,000

The Center will continue work on previously planned and funded CIP projects. The projects above are planned for FY26/27 and will require funding. This funding is proposed to come from unexpended funds.

BUDGETARY PROJECTIONS

GL Account #	Expenses	Current Year	Year 1	Year 2	Year 3	% Change	% Change	% Change
		3% Increase	3% Increase	3% Increase	3% Increase			
		FY 25-26 Projection 3%	FY 26-27 Projection 3%	FY 27-28 Projection 2%	FY 28 - 29			
	Total Employee-Related Expenses	10,968,140.08	11,783,821.14	12,323,693.01	12,790,692.78	6.92%	4.58%	3.79%
	Total Professional Services	1,078,841.03	1,084,890.00	1,091,022.50	1,128,716.63	0.56%	0.57%	3.45%
	Total Materials and Supplies	46,000.00	49,000.00	51,000.00	52,500.00	6.12%	4.08%	2.94%
	Total Hardware & Software Maintenance	950,008.48	920,624.24	974,143.27	1,013,494.54	-3.19%	5.81%	4.04%
	Total Communications Equipment and Services	473,290.00	505,238.25	517,716.23	559,198.85	6.32%	2.47%	8.01%
	Total Facilities and Fleet Management	455,711.55	481,978.02	526,949.02	545,628.96	5.45%	9.33%	3.54%
	Total Employee Recruitment, Retention and Training	233,750.00	267,011.25	281,695.00	295,722.50	14.23%	5.50%	4.98%
	Total Budgeted Expenses - OPEX	14,205,741.14	15,092,562.90	15,766,219.03	16,385,954.25	11.03%	4.46%	3.93%

Projections account for negotiated and anticipated increases.

WHO IS FIRE DISPATCH



DEDICATED STAFF

60 Employees



OUTSTANDING ACCOMPLISHMENTS

ACE Accreditation, Conference Speakers, ENP Professionals, and more



VISION FOR GROWTH

Commitment to Innovation





Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3007

www.srfecc.ca.gov

STAFF REPORT (REPORT 26-19)

DATE: May 26, 2026
TO: Board of Directors
FROM: Marissa Shmatovich, Deputy Director of Administration
BY: Brad Dorsett, IT Manager
SUBJECT: OpenVMS Licensing and Support Renewal

RECOMMENDATION

The Board of Directors

1. Approve the Peraton OpenVMS SOW for \$5,500.
2. Approves a one-year software license and support renewal for VMS Software for \$23,182.

BACKGROUND/ANALYSIS

COBOL CAD operates on OpenVMS software. License and support renewals are required to ensure CAD functionality. OpenVMS requires a version update. The Center will use Peraton to update the OpenVMS version CAD is utilizing.

FINANCIAL ANALYSIS

The Peraton OpenVMS SOW is a one-time cost. The Center maintains a VMS budget line item totaling \$28,875. There are no unanticipated fiscal impacts.

Should you have any questions, please contact me prior to the Board Meeting.

Respectfully submitted,

DocuSigned by:

BRAD DORSETT
IT MANAGER

Staff Report Authorized by:

Signed by:

MARISSA SHMATOVICH
DEPUTY DIRECTOR OF ADMINISTRATION

Attachments: *SRFECC VMS Integrity Subscription Renewal 2026-2027*
SRFECC OpenVMS SOW

Peraton

Statement of Work OpenVMS Upgrade

This Time & Materials (T&M) Statement of Work (SOW) shall become in effect between the Parties, Sacramento Regional Fire EMS Communications Center (SRFECC) and Peraton Inc. (“Peraton” or “Contractor”), on the latest date of the signatories below.

THEREFORE, in consideration of the mutual promises contained herein, and of other good and valid consideration, the receipt and sufficiency of which is hereby acknowledged, the Parties hereby agree as follows:

1. Place of Performance

The work for this T&M work will be performed remotely.

2. Scope of Work

This project identifies tasking to be provided by Peraton to perform operating system upgrade services to maintain vendor supportability and support continued stability of the SRFECC Computer Aided Dispatch (CAD) environment.

The CAD environment operates on three HPE Integrity rx2800 servers (FIRE1, FIRE2, FIRE3) configured to support Live, Test, Train, and Disaster Recovery operations. Peraton will upgrade the OpenVMS operating system from version 8.4-2L1 to 8.4-2L3 across all environments.

SRFECC OpenVMS O/S Upgrade Requirements

Item	Requirements
1	Ability to upgrade OpenVMS operating system from version 8.4-2L1 to 8.4-2L3 on all CAD servers (FIRE1, FIRE2, FIRE3).
2	Ability to maintain system availability and integrity of the OpenVMS Cluster between FIRE1 and FIRE2 during upgrade activities.
3	Ability to perform ASMALL (recompile and link) of the CAD application in the Disaster Recovery (DR) environment following O/S upgrade.
4	Ability to perform ASMALL (recompile and link) of the CAD application in the Test environment following O/S upgrade.
5	Ability to validate CAD system functionality in the DR environment post-upgrade.
6	Ability to validate CAD system functionality in the Test environment post-upgrade.
7	Ability to promote validated CAD application code from Test environment to Live environment.
8	Ability to transition Live CAD operations between clustered systems (FIRE1 and FIRE2) to support upgrade activities without data loss.
9	Ability to upgrade the Primary (FIRE1) and Backup (FIRE2) systems with minimal operational disruption.
10	Ability to restore Live CAD operations to the Primary system (FIRE1) following upgrade completion.

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Peraton

11	Ability to maintain system stability and ensure compatibility of CAD applications with OpenVMS version 8.4-2L3.
12	Ability to execute all upgrade, rebuild, and validation activities remotely.

3. Development

To support the OpenVMS Operating System upgrade and support continued compatibility and stability of the CAD application, Peraton will perform application rebuild, validation, and code promotion activities per the requirements definition. The goal is for the CAD system to operate correctly within the upgraded OpenVMS v8.4-2L3 environment.

SRFECC OpenVMS O/S Upgrade Development Activities

Item	Development Tasks
1	Ability to perform ASMAALL (recompile and link) of the CAD application in the Disaster Recovery (DR) environment following OpenVMS O/S upgrade.
2	Ability to perform ASMAALL (recompile and link) of the CAD application in the Test environment following OpenVMS O/S upgrade.
3	Ability to validate successful compilation and linking of all CAD modules post-upgrade.
4	Ability to resolve any compilation or linkage issues resulting from OpenVMS version changes.
5	Ability to promote validated CAD application code from the Test environment to the Live environment.
6	Ability to ensure consistency of application binaries and configurations across DR, Test, and Live environments.
7	Ability to support minor code or configuration adjustments required to maintain compatibility with OpenVMS version 8.4-2L3.

4. Support Tasks

Peraton will provide qualified staff to support the successful completion of the OpenVMS Operating System upgrade, within the funding limits provided under this effort by SFRECC. The ultimate goal of this project is to complete upgrades, validation, and transition activities so that the CAD system is fully operational within the upgraded OpenVMS v8.4-2L3.

SRFECC OpenVMS O/S Upgrade Tasks

Item	Deliverables
1	Contractor shall provide support for the upgrade OpenVMS O/S to version 8.4-2L3 on FIRE3 (Disaster Recovery system).
2	Contractor shall provide support for the upgrade OpenVMS O/S to version 8.4-2L3 on FIRE2 (Backup/Test/Train system).
3	Contractor shall provide support for the upgrade OpenVMS O/S to version 8.4-2L3 on FIRE1 (Primary/Live system).

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4	Contractor shall perform an ASMALL (recompile and link) of the CAD application in the Disaster Recovery environment.
5	Contractor shall perform an ASMALL (recompile and link) of the CAD application in the Test environment.
6	Contractor shall conduct operational checks of the CAD system in the Disaster Recovery environment post-upgrade.
7	Contractor shall conduct operational checks of the CAD system in the Test environment post-upgrade.
8	Contractor shall promote the CAD application code from the Test environment to Live environment in accordance with established procedures and approvals.
9	Contractor shall support the transition of Live CAD operations between FIRE1 and FIRE2 to carry out upgrade activities.
10	Contractor shall support the restoration of Live CAD operations on the Primary system (FIRE1) following completion of upgrade activities.
11	Contractor shall review and report on the operational status of all CAD environments (Live, Test, Train, DR) under OpenVMS v8.4-2L3, including any issues requiring follow-up.

5. Assumptions & Responsibilities

The following assumptions apply to the execution of this SOW. Any deviation from these assumptions may impact schedule, effort, or cost and constitute a change management event.

SRFECC OpenVMS O/S Upgrade Assumptions

Item	Assumptions
1	Remote access to all required systems (FIRE1, FIRE2, FIRE3) will be available and stable throughout the period of performance.
2	No significant infrastructure, network, or configuration changes will occur during the upgrade activities.
3	SRFECC shall ensure access to required personnel for coordination, testing, and validation activities, except where the parties mutually agree on an alternative schedule.
4	Installation media required for the OpenVMS upgrade will be available and provided by Peraton.
5	System resources will be available during scheduled maintenance windows to perform upgrades and testing.
6	No additional third-party software upgrades or changes are required beyond the OpenVMS O/S upgrade.
7	Existing CAD application codebase is stable and does not require major modifications beyond ASMALL and minor compatibility adjustments.
8	All upgrade activities will be performed remotely with no requirement for on-site support.

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The following responsibilities are required to ensure successful execution of the OpenVMS Operating System upgrade and associated activities. Responsibilities are shared between Peraton and SRF ECC as outlined below.

SRF ECC OpenVMS O/S Upgrade Responsibilities

Item	Responsibilities
1	Peraton: Perform OpenVMS O/S upgrades on FIRE1, FIRE2, and FIRE3 systems.
2	Peraton: Execute ASMALL (recompile and link) activities in DR and Test environments.
3	Peraton: Support validation and troubleshooting of CAD system post-upgrade.
4	Peraton: Coordinate upgrade schedule and execution with SRF ECC to minimize operational impact.
5	SRF ECC: Coordinate and perform functional testing of the CAD system following ASMALL activities.
6	SRF ECC: Support operational transitions of Live CAD between FIRE1 and FIRE2 systems.
7	SRF ECC: Insert installation media (provided by Peraton) into FIRE1, FIRE2, and FIRE3 systems as required.
8	SRF ECC: Provide system access, availability, and personnel support during scheduled upgrade windows.
9	SRF ECC: Validate and confirm operational readiness of CAD systems after upgrade completion.

6. Price and Payment

The following estimated T&M ceiling and funding requirements are provided for the defined tasking within the specified period of performance; Staffing will be assigned at Peraton’s discretion:

Description	NTE Hours	Labor Rate	NTE Total Estimate
OpenVMS	20 Hours	\$275.00	\$5,500.00

Actual hours expended at the labor rate established under this contractual action shall be invoiced on a monthly basis and shall be payable within thirty (30) calendar days of receipt of the invoice.

7. Change Management

Requested changes to this SOW shall be submitted in writing to the Peraton Program Manager with a copy to the Peraton Contracts representative. Impacts to the requested changes will be discussed between the parties and a resultant proposal submitted by Peraton, as determined necessary. Such changes shall not be effective until incorporated by modification into the purchase order or contract subject to mutually agreeable terms.

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Peraton

8. Terms and Conditions

This work will be performed in accordance with the existing terms and conditions outlined in Amendment 11 (02/09/2026) to the SRFECC AMENDED AND RESTATED SOFTWARE LICENSE AND SERVICES AGREEMENT for Computer Aided Dispatch System (CAD) upgrade services between SRFECC and Peraton.

9. Points of Contact

For the duration of this SOW, the following individuals shall serve as the points of contact for day-to-day communication:

- A. SRFECC: Brad Dorsett
- B. Peraton: Bob Callahan

All contractual matters shall be directed to Katherine Shogren (primary) or La Juan Carter (secondary).

Sacramento Regional Fire/EMS Communication Center

Peraton Inc.

By: _____

(Signature)

Name: _____

(Print)

Title: _____

Date: _____

By: La Juan Carter

(Signature)

Name: La Juan Carter

(Print)

Title: Director, Contracts Administration

Date: 5/4/2026

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Sacramento Regional Fire/EMS Communication Center VMS Integrity Subscription Renewal 2026-2027

Sacramento Regional Fire or Ems Communication Center

1303 10th Street
Sacramento, CA 95814
United States

Quote #: 20260210-104450971

10-Feb-2026

Quote expires: 01-Jun-2026

Brad Dorsett

bdorsett@srfecc.ca.gov

Quote provided by:

Michael Sennott

michael.sennott@vmssoftware.com

Order Email: Sales@vmssoftware.com

Contract Start Date:	15-May-2026
Contract End Date:	14-May-2027
Contract Type:	Support Only (PVS)
Contract Term (months)	12
Currency:	USD
Platform(s):	Integrity
Previous VON/Support #:	V20250317-5005-PVS
Support level(s):	Silver
Server location(s):	Sacramento, CA
Payment Terms:	Net 30
Previous Invoice #:	INVVMS5147

Products & Services

Product	Node/Guest Name	Units	Unit Type	Per Unit	Total
BOE Subscription	Fire1, Fire2, Fire3	3	2Skt/2C	\$1,946.00	\$5,838.00
Clusters Subscription	Fire1, Fire2	2	2 Core Server	\$5,309.00	\$10,618.00

Product	Node/Guest Name	Units	Unit Type	Per Unit	Total
C Compiler Subscription Subscription & Support Bundle	Fire1, Fire2	2	Conc. Users	\$847.00	\$1,694.00
COBOL Compiler Subscription Subscription & Support Bundle	Fire1, Fire2	2	Conc. Users	\$2,516.00	\$5,032.00
				One-time subtotal	\$23,182.00
				Total	\$23,182.00

Purchase terms

*Open VMS v8.4-2L1 will be fully supported until 31 December 2024 on Integrity Servers.

From 1 January 2025, VSI will only be offering Extended Engineering Support (EES-L1/L2/L3) or Prior Version Support without Engineering (PVS-L1/L2) for v8.4-2L1.

We recommend you upgrade your systems to v8.4-2L3 well before v8.4-2L1 Standard Support ends. Please contact your VMS Account Manager for more information.

Please note that by accepting this quote, you agree that VSI will charge you an additional fee for EES or change Support Status to PVS (L1-L2) in case you are not on the version v8.4-2L3 by 31 December 2024 and that Standard Support will end on that date.

For more information on EES and PVS, please refer to our website at:
<https://vmssoftware.com/about/roadmap/>

When placing an order, please include the name, email, and physical address of the recipient(s) for the delivery of the welcome letter, licenses, and for delivery of support services.

Referencing the quote name/number in the purchase order is advisable.

Support services offered in this quote are delivered according to the terms and conditions described in the [Service Level Agreement \(SLA\) V2.0](#)

Products offered in this quote are regulated by the terms and conditions described in the [End User License Agreement \(EULA\) V4.00](#)

Subscription of products and support services offered in this quote are regulated by the terms and conditions described in the [Subscription Agreement \(SA\) V2.0](#)

Purchase Order must include your VAT/TAX ID and Invoice Email Address for processing. If you are tax-exempt, please send the Tax-Exempt Certificate with your order. Purchase Order must include your Invoice email address for processing.

All prices provided are excluding VAT, local taxes and withholding taxes and/or any similar charges. Therefore, for such charges or similar we reserve the right to gross up the cost of such charges or similar to the price stated in this quote.

This quotation remains valid for the period stated on its cover page ("Quote expires"). However, the Seller reserves the right to withdraw or amend this quotation at any time prior to receiving written acceptance from the Customer, regardless of the remaining validity period ("Quote expires").

6 Liberty Sq PMB # 294 Boston, MA 02109 USA



Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3007

www.srfecc.ca.gov

STAFF REPORT: (Staff Report 26-20)

DATE: May 26, 2026

TO: Board of Directors

FROM: Marissa Shmatovich, Deputy Director of Administration

BY: Brad Dorsett, IT Manager

SUBJECT: Motorola Radio IP Logger Upgrade

RECOMMENDATION

The Board of Directors approve Motorola quote #3551057.

BACKGROUND/ANALYSIS:

The Motorola Radio IP Logging System hardware and software lifecycle is managed through a rotational replacement and upgrade schedule developed and vetted by Sacramento Regional Radio Communications System (SRRCS), Motorola, and NICE. These upgrades are typically performed on a two-year cycle to maintain system compatibility, vendor support, and operational reliability.

The proposed FY 2026/27 upgrade consists solely of software updates to the Center's existing radio IP logging infrastructure and is a required component of Motorola's radio system upgrade path by SRRCS. The Center last completed a comprehensive hardware and software upgrade in FY 2023/24.

Motorola and SRRCS has scheduled the upgrade for August 2026. Board approval is requested at this time to authorize the upgrade and secure the Center's placement on Motorola's implementation schedule, ensuring timely completion and continued support of this critical system.

FINANCIAL ANALYSIS

Funding for this upgrade is allocated within the CIP budget. Available funds are sufficient to cover all anticipated project costs. There will be no financial impact to the current fiscal year operating budget.

Should you have any questions, please contact me prior to the Board Meeting.

Respectfully submitted,

DocuSigned by:

BRAD DORSETT
IT MANAGER

Staff Report Authorized by:

Signed by:

MARISSA SHMATOVICH
DEPUTY DIRECTOR OF ADMINISTRATION



SERVICE AGREEMENT

500 W Monroe Street
 Chicago, IL. 60661
 (888) 325-9336

Quote Number : QUOTE-3551057
 Contract Number: USC000907886
 Contract Modifier: R02-MAY-24 21:54:40

Date:03/17/2026

Company Name: SACRAMENTO REGIONAL FIRE/EMS COMMS CTR Attn: Billing Address: 10230 SYSTEMS PKY City, State, Zip: SACRAMENTO , CA, 95827 Customer Contact: Roman Kukharets Phone: 9167649816

Required P.O. :
 PO # :
 Customer # :1035144287
 Bill to Tag # :
 Contract Start Date :01-Apr-2026
 Contract End Date :30-Jun-2026
 Payment Cycle :ANNUALLY

Qty	Service Name	Service Description	Extended Amt
	SVC01SVC2012C	CONTRACT ADMINISTRATION SERVICE	\$67,348.00
		Subtotal - Recurring Services	\$67,348.00
		Subtotal - One-Time Event Services	\$0.00
		Total	\$67,348.00
THIS SERVICE AMOUNT IS SUBJECT TO STATE AND LOCAL TAXING JURISDICTIONS WHERE APPLICABLE, TO BE VERIFIED BY MOTOROLA			

SPECIAL INSTRUCTIONS:

Sacramento Fire (CA) - In-place Upgrade

Upgrade of the primary and parallel 50 channel MCC7500 IP Radio Loggers from A2022/NIR9.x to AN2024/NIR9.x using the existing G10 servers. Servers are currently on Windows OS 2016 which requires upgrades to Windows OS 2022. Existing and new audio will continue to reside on the LBS on the RNI.

Inform requires an upgrade from Release 9.x to Release 10.x or 11.x and will be addressed in a separate quote.

Please note: during the NICE portion of the upgrade, there may be downtime where the logger is not recording. The amount of time will be determined during the planning phase of the project. Should installers require security clearance, site safety prep or other site requirements, additional charges may apply.

Customer audio retention period is 731 days.

Logger 1 SN: COR-115026

Logger 2 SN: COR-115027

Original SO: 359665



SERVICE AGREEMENT

500 W Monroe Street
Chicago, IL. 60661
(888) 325-9336

Quote Number : QUOTE-3551057
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I have received Applicable Statements of Work which describe the Services provided on this Agreement. Motorola's Terms and Conditions are attached hereto and incorporated herein by reference. By signing below, Customer acknowledges these terms and conditions govern all Services under this Agreement.

AUTHORIZED CUSTOMER SIGNATURE	TITLE	DATE
-------------------------------	-------	------

CUSTOMER (PRINT NAME)

CSM

5/20/2026

MOTOROLA REPRESENTATIVE(SIGNATURE)	TITLE	DATE
------------------------------------	-------	------

Chris Magnusson

760-212-1726

MOTOROLA REPRESENTATIVE(PRINT NAME)	PHONE
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Company Name : SACRAMENTO REGIONAL FIRE/EMS COMMS CTR
 Contract Number : USC000907886
 Contract Modifier : R02-MAY-24 21:54:40
 Contract Start Date : 01-Apr-2026
 Contract End Date : 30-Jun-2026

500 W Monroe Street
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Quote Number : QUOTE-3551057
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Contract Modifier: R02-MAY-24 21:54:40

Service Terms and Conditions

Motorola Solutions Inc. ("Motorola") and the customer named in this Agreement ("Customer") hereby agree as follows:

Section 1. APPLICABILITY

1.1 These Maintenance Service Terms and Conditions apply to service contracts whereby Motorola will provide to Customer either (1) maintenance, support, or other services under a Motorola Service Agreement, or (2) installation services under a Motorola Installation Agreement.

Section 2. DEFINITIONS AND INTERPRETATION

2.1 "Agreement" means these Maintenance Service Terms and Conditions; the cover page for the Service Agreement or the Installation Agreement, as applicable; and any other attachments, all of which are incorporated herein by this reference. In interpreting this Agreement and resolving any ambiguities, these Maintenance Service Terms and Conditions take precedence over any cover page, and the cover page takes precedence over any attachments, unless the cover page or attachment states otherwise.

2.2 "Equipment" means the equipment that is specified in the attachments or is subsequently added to this Agreement.

2.3 "Services" means those installation, maintenance, support, training, and other services described in this Agreement.

Section 3. ACCEPTANCE

Customer accepts these Maintenance Service Terms and Conditions and agrees to pay the prices set forth in the Agreement. This Agreement becomes binding only when accepted in writing by Motorola. The term of this Agreement begins on the "Start Date" indicated in this Agreement.

Section 4. SCOPE OF SERVICES

4.1 Motorola will provide the Services described in this Agreement or in a more detailed statement of work or other document attached to this Agreement. At Customer's request, Motorola may also provide additional services at Motorola's then-applicable rates for the services.

4.2 If Motorola is providing Services for Equipment, Motorola parts or parts of equal quality will be used; the Equipment will be serviced at levels set forth in the manufacturer's product manuals; and routine service procedures that are prescribed by Motorola will be followed.

4.3 If Customer purchases from Motorola additional equipment that becomes part of the same system as the initial Equipment, the additional equipment may be added to this Agreement and will be billed at the applicable rates after the warranty for that additional equipment expires.

4.4 All Equipment must be in good working order on the Start Date or when additional equipment is added to the Agreement. Upon reasonable request by Motorola, Customer will provide a complete serial and model number list of the Equipment. Customer must promptly notify Motorola in writing when any Equipment is lost, damaged, stolen or taken out of service. Customer's obligation to pay Service fees for this Equipment will terminate at the end of the month in which Motorola receives the written notice.

4.5 Customer must specifically identify any Equipment that is labeled intrinsically safe for use in hazardous environments.

4.6 If Equipment cannot, in Motorola's reasonable opinion, be properly or economically serviced for any reason, Motorola may modify the scope of Services related to that Equipment; remove that Equipment from the Agreement; or increase the price to Service that Equipment.

4.7 Customer must promptly notify Motorola of any Equipment failure. Motorola will respond to Customer's notification in a manner consistent with the level of Service purchased as indicated in this.

Section 5. EXCLUDED SERVICES

5.1 Service excludes the repair or replacement of Equipment that has become defective or damaged from use in other than the normal, customary, intended, and authorized manner; use not in compliance with applicable industry standards; excessive wear and tear; or accident, liquids, power surges, neglect, acts of God or other force majeure events.

5.2 Unless specifically included in this Agreement, Service excludes items that are consumed in the normal operation of the Equipment, such as batteries or magnetic tapes; upgrading or reprogramming Equipment; accessories, belt clips, battery chargers, custom or special products, modified units, or software; and repair or maintenance of any transmission line, antenna, microwave equipment, tower or tower lighting, duplexer, combiner, or multicoupler. Motorola has no obligations for any transmission medium, such as telephone lines, computer networks, the internet or the worldwide web, or for Equipment malfunction caused by the transmission medium.

5.3 This Agreement pricing provided does not take into account prevailing wage requirement. Should prevailing wage regulations be applicable to this project, the pricing shall be subject to change to reflect compliance with those regulations.

Section 6. TIME AND PLACE OF SERVICE

Service will be provided at the location specified in this Agreement. When Motorola performs service at Customer's location, Customer will provide Motorola, at no charge, a non-hazardous work environment with adequate shelter, heat, light, and power and with full and free access to the Equipment. Waivers of liability from Motorola or its subcontractors will not be imposed as a site access requirement. Customer will provide all information pertaining to the hardware and software elements of any system with which the Equipment is interfacing so that Motorola may perform its Services. Unless otherwise stated in this Agreement, the hours of Service will be 8:30 a.m. to 4:30 p.m., local time, excluding weekends and holidays. Unless otherwise stated in this Agreement, the price for the Services exclude any charges or expenses associated with helicopter or other unusual access requirements; if these charges or expenses are reasonably incurred by Motorola in rendering the Services, Customer agrees to reimburse Motorola for those charges and expenses.

Section 7. CUSTOMER CONTACT

500 W Monroe Street
Chicago, IL. 60661
(888) 325-9336

Quote Number : QUOTE-3551057
Contract Number: USC000907886
Contract Modifier: R02-MAY-24 21:54:40

Customer will provide Motorola with designated points of contact (list of names and phone numbers) that will be available twenty-four (24) hours per day, seven (7) days per week, and an escalation procedure to enable Customer's personnel to maintain contact, as needed, with Motorola.

Section 8. INVOICING AND PAYMENT

8.1 Customer affirms that a purchase order or notice to proceed is not required for the duration of this service contract and will appropriate funds each year through the contract end date. Unless alternative payment terms are stated in this Agreement, Motorola will invoice Customer in advance for each payment period. All other charges will be billed monthly, and Customer must pay each invoice in U.S. dollars within twenty (20) days of the invoice date

8.2 Customer will reimburse Motorola for all property taxes, sales and use taxes, excise taxes, and other taxes or assessments that are levied as a result of Services rendered under this Agreement (except income, profit, and franchise taxes of Motorola) by any governmental entity. The Customer will pay all invoices as received from Motorola. At the time of execution of this Agreement, the Customer will provide all necessary reference information to include on invoices for payment in accordance with this Agreement.

8.3 For multi-year service agreements, at the end of the first year of the Agreement and each year thereafter, a CPI percentage change calculation shall be performed using the U.S. Department of Labor, Consumer Price Index, all Items, Unadjusted Urban Areas (CPI-U). Should the annual inflation rate increase greater than 3% during the previous year, Motorola shall have the right to increase all future maintenance prices by the CPI increase amount exceeding 3%. All items, not seasonally adjusted shall be used as the measure of CPI for this price adjustment. Measurement will take place once the annual average for the new year has been posted by the Bureau of Labor Statistics. For purposes of illustration, if in year 5 the CPI reported an increase of 8%, Motorola may increase the Year 6 price by 5% (8%-3% base).

Section 9. WARRANTY

Motorola warrants that its Services under this Agreement will be free of defects in materials and workmanship for a period of ninety (90) days from the date the performance of the Services are completed. In the event of a breach of this warranty, Customer's sole remedy is to require Motorola to re-perform the non-conforming Service or to refund, on a pro-rata basis, the fees paid for the non-conforming Service. **MOTOROLA DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.**

Section 10. DEFAULT/TERMINATION

10.1 If either party defaults in the performance of this Agreement, the other party will give to the non-performing party a written and detailed notice of the default. The non-performing party will have thirty (30) days thereafter to provide a written plan to cure the default that is acceptable to the other party and begin implementing the cure plan immediately after plan approval. If the non-performing party fails to provide or implement the cure plan, then the injured party, in addition to any other rights available to it under law, may immediately terminate this Agreement effective upon giving a written notice of termination to the defaulting party.

10.2 Any termination of this Agreement will not relieve either party of obligations previously incurred pursuant to this Agreement, including payments which may be due and owing at the time of termination. All sums owed by Customer to Motorola will become due and payable immediately upon termination of this Agreement. Upon the effective date of termination, Motorola will have no further obligation to provide Services.

10.3 If the Customer terminates this Agreement before the end of the Term, for any reason other than Motorola default, then the Customer will pay to Motorola an early termination fee equal to the discount applied to the last three (3) years of Service payments for the original Term.

Section 11. LIMITATION OF LIABILITY

Except for personal injury or death, Motorola's total liability, whether for breach of contract, warranty, negligence, strict liability in tort, or otherwise, will be limited to the direct damages recoverable under law, but not to exceed the price of twelve (12) months of Service provided under this Agreement. **ALTHOUGH THE PARTIES ACKNOWLEDGE THE POSSIBILITY OF SUCH LOSSES OR DAMAGES, THEY AGREE THAT MOTOROLA WILL NOT BE LIABLE FOR ANY COMMERCIAL LOSS; INCONVENIENCE; LOSS OF USE, TIME, DATA, GOOD WILL, REVENUES, PROFITS OR SAVINGS; OR OTHER SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES IN ANY WAY RELATED TO OR ARISING FROM THIS AGREEMENT OR THE PERFORMANCE OF SERVICES BY MOTOROLA PURSUANT TO THIS AGREEMENT.** No action for contract breach or otherwise relating to the transactions contemplated by this Agreement may be brought more than one (1) year after the accrual of the cause of action, except for money due upon an open account. This limitation of liability will survive the expiration or termination of this Agreement and applies notwithstanding any contrary provision.

Section 12. EXCLUSIVE TERMS AND CONDITIONS

12.1 This Agreement supersedes all prior and concurrent agreements and understandings between the parties, whether written or oral, related to the Services, and there are no agreements or representations concerning the subject matter of this Agreement except for those expressed herein. The Agreement may not be amended or modified except by a written agreement signed by authorized representatives of both parties.

12.2 Customer agrees to reference this Agreement on any purchase order issued in furtherance of this Agreement, however, an omission of the reference to this Agreement will not affect its applicability. In no event will either party be bound by any terms contained in a Customer purchase order, acknowledgement, or other writings unless: the purchase order, acknowledgement, or other writing specifically refers to this Agreement; clearly indicate the intention of both parties to override and modify this Agreement; and the purchase order, acknowledgement, or other writing is signed by authorized representatives of both parties.

Section 13. PROPRIETARY INFORMATION; CONFIDENTIALITY; INTELLECTUAL PROPERTY RIGHTS

13.1 Any information or data in the form of specifications, drawings, reprints, technical information or otherwise furnished to Customer under this Agreement will remain Motorola's property, will be deemed proprietary, will be kept confidential, and will be promptly returned at Motorola's request. Customer may not disclose, without Motorola's written permission or as required by law, any confidential information or data to any person, or use confidential information or data for any purpose other than performing its obligations under this Agreement. The obligations set forth in this Section survive the expiration or termination of this Agreement.

500 W Monroe Street
Chicago, IL. 60661
(888) 325-9336

Quote Number : QUOTE-3551057
Contract Number: USC000907886
Contract Modifier: R02-MAY-24 21:54:40

13.2 Unless otherwise agreed in writing, no commercial or technical information disclosed in any manner or at any time by Customer to Motorola will be deemed secret or confidential. Motorola will have no obligation to provide Customer with access to its confidential and proprietary information, including cost and pricing data.

13.3 This Agreement does not grant directly or by implication, estoppel, or otherwise, any ownership right or license under any Motorola patent, copyright, trade secret, or other intellectual property, including any intellectual property created as a result of or related to the Equipment sold or Services performed under this Agreement.

Section 14. FCC LICENSES AND OTHER AUTHORIZATIONS

Customer is solely responsible for obtaining licenses or other authorizations required by the Federal Communications Commission or any other federal, state, or local government agency and for complying with all rules and regulations required by governmental agencies. Neither Motorola nor any of its employees is an agent or representative of Customer in any governmental matters.

Section 15. COVENANT NOT TO EMPLOY

During the term of this Agreement and continuing for a period of two (2) years thereafter, Customer will not hire, engage on contract, solicit the employment of, or recommend employment to any third party of any employee of Motorola or its subcontractors without the prior written authorization of Motorola. This provision applies only to those employees of Motorola or its subcontractors who are responsible for rendering services under this Agreement. If this provision is found to be overly broad under applicable law, it will be modified as necessary to conform to applicable law.

Section 16. MATERIALS, TOOLS AND EQUIPMENT

All tools, equipment, dies, gauges, models, drawings or other materials paid for or furnished by Motorola for the purpose of this Agreement will be and remain the sole property of Motorola. Customer will safeguard all such property while it is in Customer's custody or control, be liable for any loss or damage to this property, and return it to Motorola upon request. This property will be held by Customer for Motorola's use without charge and may be removed from Customer's premises by Motorola at any time without restriction.

Section 17. SOFTWARE, SUA, VIDEO AND SUBSCRIPTION SERVICES

All software, SUA, video and subscription services provided by Motorola are governed by the Motorola Solutions Customer Agreement available at: https://www.motorolasolutions.com/en_us/about/legal/communications_terms.html.

Section 18. GENERAL TERMS

18.1 If any court renders any portion of this Agreement unenforceable, the remaining terms will continue in full force and effect.

18.2 This Agreement and the rights and duties of the parties will be interpreted in accordance with the laws of the State in which the Services are performed.

18.3 Failure to exercise any right will not operate as a waiver of that right, power, or privilege.

18.4 Neither party is liable for delays or lack of performance resulting from any causes that are beyond that party's reasonable control, such as strikes, material shortages, or acts of God.

18.5 Motorola may subcontract any of the work, but subcontracting will not relieve Motorola of its duties under this Agreement.

18.6 Except as provided herein, neither Party may assign this Agreement or any of its rights or obligations hereunder without the prior written consent of the other Party, which consent will not be unreasonably withheld. Any attempted assignment, delegation, or transfer without the necessary consent will be void. Notwithstanding the foregoing, Motorola may assign this Agreement to any of its affiliates or its right to receive payment without the prior consent of Customer. In addition, in the event Motorola separates one or more of its businesses (each a "Separated Business"), whether by way of a sale, establishment of a joint venture, spin-off or otherwise (each a "Separation Event"), Motorola may, without the prior written consent of the other Party and at no additional cost to Motorola, assign this Agreement such that it will continue to benefit the Separated Business and its affiliates (and Motorola and its affiliates, to the extent applicable) following the Separation Event.

18.7 THIS AGREEMENT WILL RENEW, FOR AN ADDITIONAL ONE (1) YEAR TERM, ON EVERY ANNIVERSARY OF THE START DATE UNLESS EITHER THE COVER PAGE SPECIFICALLY STATES A TERMINATION DATE OR ONE PARTY NOTIFIES THE OTHER IN WRITING OF ITS INTENTION TO DISCONTINUE THE AGREEMENT NOT LESS THAN THIRTY (30) DAYS OF THAT ANNIVERSARY DATE. At the anniversary date, Motorola may adjust the price of the Services to reflect its current rates.

18.8 If Motorola provides Services after the termination or expiration of this Agreement, the terms and conditions in effect at the time of the termination or expiration will apply to those Services and Customer agrees to pay for those services on a time and materials basis at Motorola's then effective hourly rates.

18.9 This Agreement may be executed in one or more counterparts, all of which shall be considered part of the Agreement. The parties may execute this Agreement in writing, or by electronic signature, and any such electronic signature shall have the same legal effect as a handwritten signature for the purposes of validity, enforceability and admissibility. In addition, an electronic signature, a true and correct facsimile copy or computer image of this Agreement shall be treated as and shall have the same effect as an original signed copy of this document.

Revised July 2, 2025



Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3007

www.sfecc.ca.gov

STAFF REPORT: (Staff Report 26-21)

DATE: May 26, 2026
TO: Board of Directors
FROM: Marissa Shmatovich, Deputy Director of Administration
BY: Brad Dorsett, IT Manager
SUBJECT: NICE Hardware Upgrade

RECOMMENDATION

The Board of Directors approve the NICE Hardware upgrade quote #Q-68287.

BACKGROUND/ANALYSIS:

The NICE hardware and software are on a rotational replacement schedule, created and vetted through the regional radio group in conjunction with Motorola. The Center upgraded the software in FY22/23, and now the hardware is due for its upgrade in FY26/27.

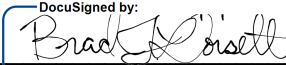
NICE has scheduled the Center for this hardware upgrade in August of 2026. Board approval is requested at this time to authorize the upgrade and secure the Center's placement on NICE's implementation schedule, ensuring timely completion and continued support of this critical system.

FINANCIAL ANALYSIS

This project is funded through the CIP budget. Sufficient funds are available within the allocated budget to support the full cost of this project.

Should you have any questions, please contact me prior to the Board Meeting.

Respectfully submitted,

DocuSigned by:


BRAD DORSETT
IT MANAGER

Staff Report Authorized by:

Signed by:


MARISSA SHMATOVICH
DEPUTY DIRECTOR OF ADMINISTRATION

Attachments: NICE Hardware Quote #Q-68287-20260224-1358



QUOTE#Q-68287 JeffreyVisger

Proposal Date:	2/24/2026
Proposal Valid Until:	5/13/2026

Customer Name:	Sacramento Fire - Public Safety	NiCE Account Executive:	Jeffrey Visger
Opportunity Number:	OP-00504459	Phone Number:	
City, State:	Sacramento	E-Mail:	jeff.visger@nice.com
Zip code:		Quote Creator:	John Hite
Country:	United States	Phone Number:	
Currency:	USD	E-Mail:	john.hite@nice.com

Proposal Description:	<p>Sacramento Regional Fire - CA - Inform Professional SN: RITM0122170</p> <p>This proposal is to install two NEW HPE ML 350 Gen 11 servers:</p> <ul style="list-style-type: none">- 1x HPE ML350 Gen 11 server, Windows Server 2022, Inform Pro 11.x and NIR 10.x, MS SQL 2022, MySQL (Inform Primary).- 1x HPE ML350 Gen 11 server, Windows Server 2022, Inform Pro 11.x and NIR 10.x, MS SQL 2022, MySQL (Inform Resilient).- MS SQL 2022 Server/Client (2/6).- Evidence Pack.- 2x Analog Recording Boards (24 channel each).- 1x MOXA RS-232-to-IP device for ANI/ALI connection. <p>* Please note that the customer is currently licensed for AQUA 4.x. At this time NiCE does not have AQUA 8 integration ready, so it cannot be priced. The upgraded solution will not integrate with AQUA, and should the customer need an integration, we can address that in the future.</p> <p>The legacy NIR databases will be migrated to the NEW server via a Legacy Database Migration (SQL Server Named Instance).</p> <p>The NiCE system will support 43 primary and resilient channels.</p> <p>The solution will connect to the 50 channel Motorola trunk radio system.</p> <p>The solution includes Inform Reconstruction incident recreation.</p> <p>The first ML350 will have the NIR recorder supporting 24 analog and 19 VOIP. NiCE Inform will be installed on this server.</p> <p>The second ML350 will have the resilient NIR recorder supporting 24 analog and 19 VOIP. NiCE Inform will also installed on this server.</p> <p>No Maintenance included as the customer is already covered. NiCE Services Include:</p> <ul style="list-style-type: none">- Remote project management.- On-Site installation and configuration.- Remote Inform Training (6 hours). <p>Customer Will Provide:</p> <ul style="list-style-type: none">- 19-inch racks with shelves- Audio, power, and LAN cables- Network hubs (where required)- Racking and stacking of servers
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- UPS power with line conditioning
 - If required, the customer will copy/move existing audio files during migration.

* Please also note that during the NICE portion of the upgrade, there may be downtime where the logger is not recording. The amount of time will be determined during the planning phase of the project. Should installers require security clearance, site safety prep or other site requirements, additional charges may apply.

Total Software	44,130.00
Total Hardware	34,780.00
Total Products	78,910.00
Total Professional Services	24,071.00
Total Sales Tax @ 8.75% on Hardware only	3,043.25
Total Shipping	610.56
Total Quote	106,634.81

PRODUCTS

SOFTWARE

Description	Product Identifier	Quantity	Unit List Price	Discount (%)	Unit Sell Price	Total Sell Price
Audio Recording Channel license with Inform Professional applications support - Upgrade	NPS-INF-PROF-1CH	43.00	650.00	40.00	390.00	16,770.00
Resilient Professional audio recording channels. - Upgrade	NPS-INF-PROF-RES-PPC	43.00	200.00	40.00	120.00	5,160.00
Inform Professional Replay Channel/Resource License for external Logger or Matrix connection (to link multiple Inform Systems together) - Upgrade	NPS-INF-PROF-ADDON-1CH	50.00	200.00	40.00	120.00	6,000.00
Resilient Inform Professional Replay Channel/Resource License for external Logger or Matrix connection (to link multiple Inform Systems together) - New	NPS-INF-PROF-ADDONRES1CH	0.00	100.00	40.00	60.00	0.00
Resilient Inform Professional Replay Channel/Resource License for external Logger or Matrix connection (to link multiple Inform Systems together) - Upgrade	NPS-INF-PROF-ADDONRES1CH	50.00	100.00	40.00	60.00	3,000.00
Site License to add Evidence Management to Inform Professional. Applications: Organizer and Media Player. - Upgrade	NPS-INF-PROF-ECPACK-PPC	93.00	200.00	40.00	120.00	11,160.00
MySQL Server license (Standard Edition)	NPS-MYSQL-STD	2.00	220.00		220.00	440.00
MS SQL 2022 64 bit User/Device Client Access License	NPS-SQL2022-64-CAL-USR	6.00	200.00		200.00	1,200.00

Description	Product Identifier	Quantity	Unit List Price	Discount (%)	Unit Sell Price	Total Sell Price
MS SQL 2022 64 bit Server Client Access License	NPS-SQL2022-64-CAL-SVR	2.00	200.00		200.00	400.00

HARDWARE

Description	Product Identifier	Quantity	Unit List Price	Discount (%)	Unit Sell Price	Total Sell Price
Analog / Digital / Trunk full length PCI-E interface board without beep tone (NO CABLE included)	NPS-INF-ADT-FULL	2.00	2,000.00		2,000.00	4,000.00
Moxa NPort 1port device server w/ (1)DB9M RS232 port & (1) 10/100 network port.	NPS-NR-MOXA-N-1	1.00	360.00		360.00	360.00
HPE ProLiant ML350 Gen11 4LFF Server 2 x Intel Xeon-Silver 4510Y 2.4GHz 12-core processor, 2 x HPE 32GB RAM, 2 x HPE 8TB SAS HDD, MR408i-o controller, 2 x 800W Platinum PSU 4-Port 1 Gigabit Ethernet Adapter HPE ProLiant Gen11 ML Tower to Rack Conversion Kit (equipment shelf); Includes Cable Management Arm. Price includes: Installation and licensing of MS Windows Server OS, HPE iLO Advanced License, and other pre-shipping server configuration services - including creation of storage partitions.	NPS-NR-SRV-ML350-G11	2.00	15,210.00		15,210.00	30,420.00
Total Software:						44,130.00
Total Hardware:						34,780.00
Total Products:						78,910.00

PROFESSIONAL SERVICES

EDUCATION SERVICES

Description	Service Identifier	Quantity	Unit List Price	Discount (%)	Unit Sell Price	Total Sell Price
Remote NICE Inform Standard training - 6 hour. Up to 6 students. Instructor-led training delivered using Webex and client's solution. Customer is responsible for downloading Webex. Covers Inform Verify, Monitor & Reconstruction, plus basic coverage of User Admin and System Admin.	PS-TR-EU06-PS	1.00	1,500.00	10.00	1,350.00	1,350.00
						1,350.00

INSTALLATION/INTEGRATION

Description	Service Identifier	Quantity	Unit List Price	Discount (%)	Unit Sell Price	Total Sell Price
First day per person per week. For preparation, review etc.	PS-IN-RPI31-PS	1.00	1,100.00	10.00	990.00	990.00

Description	Service Identifier	Quantity	Unit List Price	Discount (%)	Unit Sell Price	Total Sell Price
Global T&E per person. Not required for remote installations. Please quote appropriate quantity of this item to cover all T&E costs. This item is non discountable	PS-IN-RPI38-PS	5.00	1,000.00		1,000.00	5,000.00
Tech Implementation: First Recording System, up to 48 channels	PS-TEC-IMP-01-PS	1.00	5,800.00	10.00	5,220.00	5,220.00
Tech Implementation: Additional Recording System, Same Site, up to 48 channels	PS-TEC-IMP-04-PS	1.00	1,000.00	10.00	900.00	900.00
Uplift for installation and configuration of NICE Inform Health Manager. Max 5 devices configured and 2 client workstations installed. Covers installation and configuration of NICE Inform Health Manager Server with up to 5 devices configured for monitoring and 2 client workstations installed. Includes device relay board client software installation if required.	PS-IN-ASC44-PS	1.00	1,100.00	10.00	990.00	990.00
Migrate NIR / NR / NICELog / VPI logger legacy data source to new location (per Recorder database/CLS/IC)	PS-UG-06-PS	2.00	3,200.00	10.00	2,880.00	5,760.00
						18,860.00

PROJECT MANAGEMENT

Description	Service Identifier	Quantity	Unit List Price	Discount (%)	Unit Sell Price	Total Sell Price
Project Management Services	PS-PM-PM01-PS	4,290.00	1.00	10.00	0.90	3,861.00
						3,861.00

Total Services:						24,071.00
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Total Quote:	102,981.00
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NICE ■ Inform

ASSUMPTIONS AND DEPENDENCIES FOR IMPLEMENTATION SERVICES

Rev: 02/2025

NICE PUBLIC SAFETY
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Hoboken, New Jersey, USA
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NICE SYSTEMS GENERAL OVERVIEW OF IMPLEMENTATION SERVICES

This document outlines, in general terms, the various responsibilities and actions that NICE assumes as part of the services proposed in this quote. Furthermore, it seeks to outline responsibilities of the **Purchaser** (defined as Partner, Vendor or Customer).

This document is designed to be for information purposes only. Implementation details specific to each project will be provided by a NICE Project Manager during the project kick-off meeting. NICE assigns a Project Manager after receipt of a Services Purchase Order.

Similarly, the outline below is oriented toward installing systems. While much of it may also be applicable to other project types, such as upgrades, moves, expansion and other changes, this document is not designed to address the individual characteristics of those project types.

This document will also provide a brief overview of the tasks and responsibilities that are not included in the proposal and are assumed to be the responsibility of the Purchaser.

NICE SYSTEMS REMOTE PROJECT MANAGEMENT

NICE will assign a Project Manager (PM) to a project within 7 business days of receiving a services Purchase Order. The NICE PM will:

- Initiate and/or participate in a Project Kick-off meeting.
- Work with the Purchaser to establish mutually agreed project implementation dates, related milestones, and project communication cadence.
- Provide the Purchaser with site-prep requirements/documentation. This will be reviewed during kick-off and mutually agreed/confirmed between NICE and the Purchaser.
- Assign a project implementation resource (NICE Internal Process) and book that resource according to the agreed upon schedule.
 - Execution phase is typically 8 weeks from receipt of order to allow for all initiation, planning and risk mitigation work to commence.

DEMARCATION

Unless specifically stated otherwise, the demarcation point is defined as the back of the recorder and/or other server hardware that NICE provides. NICE ONLY supplies services or materials to connect media and data feeds from the demarcation point to the NICE equipment.

Racking and stacking the equipment is the responsibility of the owner of the rack (Purchaser).

All server hardware supplied by NICE comes with standard HP rack-mounting equipment for 4-post racks and cabinets. If this is not suitable for the rack provided for the NICE equipment, the owner/provider of the rack is responsible for supplying a suitable alternative.

The Purchaser is responsible for providing power and an operating environment that allows the hardware to function within factory specifications and tolerances.

- Purchaser is responsible for ensuring the availability and proper function of all audio for recording up to and including the demarcation point.
- Purchaser is responsible for ensuring the availability and proper function of any data feeds being utilized for capture by the recording system including but not limited to ANI/ALI, Caller ID, CTI, etc. up to and including the demarcation point whether hard point or LAN based.
- Purchaser is responsible for all wiring up to and including the demarcation point to include audio signaling, network and antennae (if required).
- Unless specifically stated and previously agreed by both parties, all telephony audio feeds for recording must be in two-wire format.
- All Analog/TDM inputs to be recorded must be presented to punch-blocks within 10 meters (30 feet cable length) of the rear of the logger servers.
- Refer to the NICE Parrot-DSC card Installation Guide and NICE IDD for details on supported cable lengths and distances between PBX and digital phone sets and the tap length to ensure cable distances are within specification for correct operation of the logger without disrupting phone operation.

NICE IMPLEMENTATION TASKS AND RESPONSIBILITIES

- All on-site work only performed during normal business hours unless quote stipulates otherwise.
- Configure NICE solution server as required e.g. IP address/Hostname/Time (Per Server)
- Install all Operating System and Database technologies necessary to support NICE supplied software on the server hardware including relevant/mandatory Operating System patches and updates
- Install interface cards if included in the solution
- Install and configure User Interface Applications
- Install and configure NICE supplied Alarm Management (if included in the solution)
- Configure media archiving, as necessary
- Perform and complete the system ITP

TASK AND RESPONSIBILITY SUMMARY

TASK	RESPONSIBILITY
Rack and Stack Equipment	Purchaser
Power (primary and back-up)	Purchaser
Audio Cabling	Purchaser
Call Data Feeds (e.g. ANI/ALI)	Purchaser
Install Microsoft Software (on servers provided by NICE)	NICE
Install NICE Software	NICE
Optimize NICE Servers	NICE
Install / Supply Anti-Virus Software	Purchaser
Training Facility	Purchaser
Training and Documentation	NICE
Perform / Complete the ITP	NICE
Network Configuration Outside the Server, Including Firewalls, WAN	Purchaser

TRAINING

Prior to Implementation, the NICE PM will schedule training as purchased at a date mutually agreed upon by all parties.

Please note that cancellations/rescheduling within 15 days of the agreed-upon training date will result in a cancellation fee.

The NICE PM will review the Purchaser requirements for facilitating successful on-site training (if purchased). In general terms, the following will be required:

- Comfortable conditions for the training sessions
- Playback PC workstations connected to the Inform server (in adequate numbers)
- Projector connected to a Playback PC
- A whiteboard or flip chart is desirable

NICE IS COMMITTED TO CUSTOMER SATISFACTION

Upon completion of the ITP, if the Purchaser is not satisfied with the implementation, then any issues will be addressed by NICE Support, rather than NICE/Purchaser Implementation team. NICE will make every effort to accommodate an implementation schedule requested by the Purchaser, but NICE cannot guarantee availability of resources for the required dates when the services PO is received less than 8 weeks from the day required on-site.

ADDITIONAL ASSUMPTIONS AND DEPENDENCIES

- Purchaser will provide detailed schematic of infrastructure, including details of all routers/switches for the data network relating to the recorder system and the mapping of phone lines in the system.
- The Purchaser must notify NICE of any compulsory Site Safety induction required for site access. Non-notification will result in project delays and incur additional services costs. Any Site Safety induction / access limitation that exceeds 1 hour in duration will require additional service fees.
- The Purchaser must notify NICE of any compulsory server hardening policies PRIOR TO TAKING A PURCHASE ORDER. Otherwise, this will be determined as being out of scope.

CABINET AND RACK MOUNTING

- NICE recording hardware is designed for use with standard 19" four (4) post racks using a NICE supplied rail kit.
- All third-party servers ordered directly from NICE include rail kits for 4-post cabinet mounting.
- If third party servers are sourced by the Purchaser from a vendor other than NICE, all mounting hardware is the responsibility of the Purchaser.
- Whenever 2-post racks/cabinets are to be used, it is up to the supplier of the cabinet to provide appropriate 2-post to 4-post conversion or shelving for all hardware purchased from NICE. NICE provides no shelving.
- NICE does not provide any rack hardware or cabling not specifically described in the attached proposal including cables, cable management devices or power distribution units.

FACILITIES (ELECTRICAL, HVAC AND DIMENSIONS)

- Purchasers are responsible for providing the required power for the proposed system including all associated wiring, hardware, outlets, grounding etc.
- Electrical connectors for all NICE recording systems are standard NEMA 5-15P, 3-wire, non-locking, straight blade, grounded plugs.
- All electrical outlets for the proposed system should be located no more than three (3) feet from the rear of the equipment location.
- Purchasers are responsible for providing heating, ventilation and air-conditioning capabilities that provide sufficient heat dissipation for the proposed system as defined in the environmental specifications (separate document).
- If Purchaser wishes to have parallel operation of new NICE system and legacy recording system, the Purchaser shall provide sufficient space (floor, rack, etc.) in work area.
- The Solution is not certified for seismic activity and does not include any hardware or subsystems making it more [or less] susceptible to seismic activity.
- To ensure operation during a power failure, all recording equipment associated to the recording process should be protected by an Uninterruptible Power Supply (UPS). It is also recommended

that the dual power supplies on the NICE supplied servers be connected to separate circuits for added protection.

- Purchaser is responsible for providing UPS backup to provide enough power to associated equipment for a minimum of five (5) minutes subsequent to loss of power.
- It is the Purchaser's responsibility to load UPS software or connect UPS hardware to the NICE equipment for auto shutdown on power fail.
- More information is available in the Rack Specifications below.

INTEGRATION TO CAD

- Where integration to the Purchaser's CAD system has been purchased, the Purchaser is responsible for providing / supporting connectivity either to the CAD system backup/reporting/main Microsoft SQL database or to a CAD system API as appropriate to the integration. Please refer to the NICE Inform Solution Integrations Description Document for specific CAD systems and versions supported and Appendix A – Integrations for specific details.

LABOR

- Purchaser will ensure that all contracted union or other labor will NOT DELAY acceptance, unloading, delivery, locating and affixing system cabinets and components in designated space.
- The Purchaser is responsible for all aspects of Union or other labor negotiations, procurement, contracting, use and payment. If the Purchaser requires the use of union or other labor for part or all work to be performed, the Purchaser is responsible for this labor to accept, unload, deliver, locate and affix system cabinets and components, wire and otherwise "setup" system components (such as cables and wiring) under the direction of a NICE Implementation engineer. The cost of non-NICE labor is not reflected in this SOW.
- Purchaser will not require union or other "non-NICE" labor after siting (placement and wiring) of equipment.

NICE INFORM INTERFACE AND INFRASTRUCTURE

- Purchaser supplied replay workstations must support the Microsoft .NET infrastructure.
- Purchaser is responsible for all on-going management of all sub-systems in the solutions (e.g. NICE Inform Recorder, IP Radio Logger, NICE Inform, including database back-ups, archive management, windows updates, HP drivers, Anti-Virus (exclusion files are found on ExtraNICE) etc.

NETWORK

- Purchaser is responsible for all data network infrastructure not purchased from NICE including (but not limited to) switches, hubs, bridges, routers, firewalls, external caching devices and cabling.

- NICE recorders and servers require a static IP address for each device.
- The Purchaser will provide one network connection (minimum CAT5e/RJ45 cable) for each system component requiring network access.
- Network utilizes Microsoft's TCP/IP protocol stack.
- Network supports minimum 100BaseT Ethernet.
- Purchaser will provide signals from the Purchaser network on minimum CAT 5e/6 (RJ45 terminated).
- LAN/WAN latency is assumed to be less than 30 milliseconds.
- Automated system processes such as automatic installation of patches, application pushes, automated anti-virus updates, etc. are not to be run on logging system components (loggers, servers, etc.), unless specifically addressed in a separate SOW documentation.
- The Purchaser is responsible for any Port spanning/mirroring or packet duplication to facilitate passive VOIP recording.
- The Purchaser is responsible for any configuration of duplicate audio/SIP streams for "2N" or secondary recording system.
- The Purchaser is responsible for supplying all connectivity to 3rd party sources for the purpose of connectivity to CAD data sources to be used in Inform and Intelligence Center applications.

ARCHIVING

- The proposed Solution provides storage internal to the logger. Unless specifically stated, NICE makes no claim as to the retention period (measured in the number of days) which this Solution will support. For example, if an IP Radio Logger can store up to 150,000 hours of digitally trunked radio audio. NICE can make no claim as to how many days this will be - as it is entirely dependent on the amount of audio the Purchaser generates each day.
- The solution includes a SQL database (with appropriate SQL licensing) for each logger. It is the responsibility of the Purchaser to back-up these databases on a regular basis.
- The storage in the recorder for SQL database tables is not unlimited. If Purchaser retention requirements are measured in years rather than months, it is the responsibility of the Purchaser to raise this subject with NICE prior to the final system configuration. This will help ensure the Purchaser receives a solution that will meet retention requirements.
- If the Purchaser is archiving to network storage, the LAN/WAN latency in the network is assumed to be less than thirty (30) milliseconds.
- Any network storage used for archiving becomes the primary storage for playback of audio. It is the Purchaser responsibility to ensure that Purchaser provided storage is designed to last for the media retention period required.

IMPLEMENTATION AND CUT-OVER

- If parallel recording is included in this proposal, it will be the responsibility of the Purchaser to provide all duplicate/parallel connectivity and data feeds to enable the second/parallel system to capture the desired audio and associated data.
- NICE is not responsible for the moving or removal of legacy recording system.

- Purchaser is responsible for all replay workstations unless specifically stated otherwise.
- Purchaser will identify designated internal IT/Telephony/Network staff dedicated to the implementation of the Solution, in writing, prior to the commencement of the on-site implementation.
- For the installation/implementation of product, the Purchaser is responsible for notifying the identified NICE Point of Contact (POC) in writing at least seventy-two (72) hours in advance of schedule change or cancellation of services. Exception: Training (see Training section above).
- For User Training, the Purchaser is responsible for notifying the identified NICE POC in writing at least fifteen (15) days in advance of the schedule change or cancellation.
- Purchaser will provide all required site clearances for NICE staff from commencement of project (i.e. project kickoff meeting) through project completion. Project completion is defined as completion of the ITP and transition of support to NICE Customer Support Center.
- Purchaser will designate an authorized representative to participate in the Installation Test Procedure ("ITP") in its entirety. This representative will be identified prior to start of on-site implementation.

PROJECT COMPLETION, POST IMPLEMENTATION, AND MAINTENANCE

- Purchaser will ensure that all radio, dispatch, telephony and network systems are available and fully operational prior to the arrival of the NICE equipment.
- Purchaser will ensure availability of designated staff to assist in commissioning/implementation issues within a reasonable time once notified by NICE staff that their assistance is required.
- Purchaser will provide reasonable and necessary access to all required equipment upon verbal or written request by NICE Staff within a reasonable time period upon request.
- Purchaser is responsible for full-time system management subsequent to completion of implementation and training of Purchaser staff.
- There are a range of NICE maintenance agreements offering differing levels of coverage. Please see the relevant NICE customer maintenance agreement for remote, call back and on-site response times. All on-site response times come into effect following the determination that on-site support is required.
- Customer systems under NICE maintenance agreements are deemed mission critical and the application of hot fixes, update packs and minor version upgrades will be taken into individual consideration and discussed with the client. For any system at risk due to a systemic issue that will impact operation, NICE will proactively engage the customer to schedule the update.

APPENDIX A - INTEGRATIONS

The primary dependency of any integration is to have correct connectivity to the systems and resources that need to be recorded.

The baseline connectivity need is for all systems and resources that need to be recorded to adhere to the DEMARCATION assumptions and dependencies defined earlier in this document

Specific integration needs outside of or differing from those defined in the following sections may be subject to further refinement during the discovery / negotiation process with the Purchaser.

ANI/ALI LOCATION

- If ANI/ALI is delivered via Serial RS232, the cable supplied by the Purchaser must be terminated in a DB9 FEMALE connector at the rear of the logging server.
- Purchaser is responsible for providing a data capture file and/or written specification defining the structure of their ANI/ALI feed prior to confirmation of ANI/ALI driver operation. Ideally this should be provided to the NICE PM at or soon after the project kick-off meeting.
- Purchaser is responsible for the provision of cabling and configuration of their systems in order to deliver identical location information to two separate logging servers in a 2N resilient environment.

TELEPHONY INTEGRATIONS

Purchaser is responsible for providing all necessary hardware, software, licensing and installation of CTI, CDR and SMDR feeds for any and all PBX's to meet the integration requirements.

AQUA/PRIORITY DISPATCH INTEGRATION

NICE only provides integration access to its systems for the Priority Dispatch solution to access captured media and associated metadata. NICE does not deliver installation and configuration services, nor does it provide end user training.

The NICE PM will coordinate installation and configuration activities that are carried out by the integration owner, Word Systems. All integration and configuration activities will ONLY be provided by remote dial-in access to the Purchaser site and it is the Purchaser responsibility to provide appropriate access.

End User training must be arranged directly by the Purchaser with Priority Dispatch or their agents.

CAD INTEGRATIONS

Specific CAD integrations require the following:

- Spillman FLEX CAD 6.1 or later* – provide network access from the Inform server(s) to the Spillman FLEX Data Exchange API with a suitably configured login account.

- Motorola PremierOne CAD 4.1 or later* - provide network access from the Inform server(s) to the Reporting Data Warehouse database and a SQL account on that database with read-only access to the 'Master' and 'Standard' views or equivalents.
- Hexagon Intergraph CAD 9.2 or later* - provide network access from the Inform server(s) to the back-up (or main) CAD database and a SQL account on that database with read-only access to all tables in the database.
- CentralSquare OneSolution CAD (formerly Superior) 18.0 or later* - provide network access from the Inform server(s) to the main CAD database and a SQL account on that database with read-only access to all tables in the database.
- CentralSquare TotalCommand CAD (formerly TriTech/Tiburón) 2.9.1* - provide network access from the Inform server(s) to the CAD Data Warehouse database and a SQL account on that database with read-only access to all tables in the database.
- CentralSquare Enterprise CAD (formerly TriTech Inform) 5.8 or later* - provide network access from the Inform server(s) to the CAD Reporting database and a SQL account on that database with read access to all tables in the database and also with EXECUTE permissions for the FN_ConvertToRealLatitude and FN_ConvertRealLongitude functions.
- Versaterm vCAD 1.6 or later* - provide network access from the Inform server(s) to a shared directory that maintains .JSON or .XML file updates to be used for importing regular updates
- Tyler New World CAD 21.1 or later* - provide network access from the Inform server(s) to a shared directory that maintains .JSON or .XML file updates to be used for importing regular updates
- Mark43 CAD* - provide network access from the Inform server(s) to the CAD database and a SQL account on that database with read-only access to all tables in the database.

* Please refer to the latest NICE Inform Solution Integrations Description Document for specific CAD systems and versions supported.

* For the implementation of any CAD integration, NICE requires credentials to Purchaser database and firewall ports.

RAPID SOS

Rapid SOS requires the following

- Registration with the RapidSOS portal
- An internet connection to the server hosting the RSOS integration.
- RSOS Credentials for the recorder

RACK SPECIFICATIONS

Equipment Dimensions and Power Requirements

Equipment Dimensions and Power Requirements												
		Imperial								Voltage		
									110			12
Component	HP Quick Specs	Weight (lbs.)*	Height (in)	Width (in)	Depth (in)	Height in Units (U)	Watts (joules/sec)	Thermal Diss BTU/hr.	Amps	Inlets (# of PSU's)	Static IP Addresses Required	Network Drops Required
NICE Inform Recorder Servers - ML350 G11		94.91*	8.60	17.80	27.23**	5.0	800	3067	7.27	2	2***	2
NICE Inform Server - DL380 G11		81.4*	3.44	17.64	28.84	2.0	800	3067	7.27	2	2***	2
Storage Server - DL380 G11		81.4*	3.44	17.64	28.84	2.0	800	3067	7.27	2	2***	2
Inform Health Manager Server - DL360 G11		47.58*	1.69	12.11	30.43	1.0	800	3207	7.27	2	2***	2
HP DL 360p Gen10	Link	33.3	1.70	17.2	27.5	1.0	500	1979	4.55	2	1	1
HP DL 360p Gen9	Link	33.3	1.70	17.2	27.5	1.0	500	1979	4.55	2	1	1
HP DL 380p Gen9 or Gen10	Link	51.0	3.44	17.5	28.8	2.0	800	3207	7.27	2	1	1
ML350 Gen9 or Gen10	Link	121.0	8.58	17.5	29.4	5.0	500	1979	4.55	2	1	1
Monitor/Keyboard/Mouse	N/A	42.0	1.80	19.0	23.6	1.0	24	82	0.22	1	0	0
KVM	N/A	38.1	1.75	19.0	17.5	1.0	48	164	0.44	1	0	0
		525.7			29.4	19.0	5317.0	17763.4		18.0	8.0	8.0

	* Maximum possible weight. Configured server may weigh less												
	** Not including cable management assembly.												
	*** More will be required if SPAN ports and /or additional LANs need to be connected to the servers.												
	* All HP Servers with come with HP Rack Mount Kit for 4-post cabinet/rack. If 2 post rack is being used, Purchaser must provide appropriate 4 post conversion kit and bracing												
	NICE Systems Monitor - KVM Package:												
	Monitor										17" in a 1U slide-away package with mouse and keyboard		
		Requires PC or KVM with PS/2 connectors											
		Comes with a KVM connector cable and power cord											
	KVM	16 Port											
		Supports PS/2 and USB connectors											

<p>Note: The above information is meant to be guidelines only. For specific information about hardware specifications, please consult manufacturer's literature.</p>														

SYSTEM INLET TEMPERATURE

Standard Operating Support 10° to 35°C (50° to 95°F) at sea level with an altitude derating of 1.0°C per every 305 m (1.8°F per every 1000 ft) above sea level to a maximum of 3050 m (10,000 ft), no direct sustained sunlight. Maximum rate of change is 20°C/hr (36°F/hr). The upper limit and rate of change may be limited by the type and number of options installed. System performance during standard operating support may be reduced if operating with a fan fault or above 30°C (86°F). For approved hardware configurations, the supported system inlet range is extended to be: 5° to 10°C (41° to 50°F) and 35° to 40°C (95° to 104°F) at sea level with an altitude derating of 1.0°C per every 175 m (1.8°F per every 574 ft) above 900 m (2953 ft) to a maximum of 3050 m (10,000 ft).

Performance may be reduced if operating in the extended ambient operating range or with a fan fault.

RELATIVE HUMIDITY (NON-CONDENSING)

Operating 8% to 90% - Relative humidity (Rh), 28°C maximum wet bulb temperature, non-condensing.

Non-operating 5 to 95% relative humidity (Rh), 38.7°C (101.7°F) maximum wet bulb temperature, non-condensing.

ALTITUDE

Operating 3050 m (10,000 ft). This value may be limited by the type and number of options installed. Maximum allowable altitude change rate is 457 m/min (1500 ft/min). Non-operating 9144 m (30,000 ft).

Factory warranty may be affected by operating outside of the environmental conditions specified, additional fees may be required to effect repairs.

Important Notice

NICE shall bear no responsibility or liability to a client or to any person or entity with respect to liability, loss or damage caused or alleged to be caused directly or indirectly by any NICE product. This includes, but is not limited to, any interruption of service, loss of business or anticipatory profits or consequential damage resulting from the use or operation of any NICE products. Information in this document is subject to change without notice and does not represent a commitment on the part of NICE Ltd. The systems described in this document are furnished under a license agreement or non-disclosure agreement.

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Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3007

www.sfecc.ca.gov

STAFF REPORT: (Staff Report 26-23)

DATE: May 26, 2026

TO: Board of Directors

FROM: Marissa Shmatovich, Deputy Director of Administration

BY: Brad Dorsett, IT Manager

SUBJECT: HPE Hardware and Software Support Renewal

RECOMMENDATION

The Board of Directors approve Peraton’s Statement of Work for HPE support renewal, for \$33,935.96.

BACKGROUND/ANALYSIS:

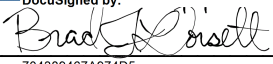
The center is repurposing servers purchased in 2021 for CommandPoint CAD for the implementation of ViewPoint mapping. Due to the age of the servers, there are maintenance costs associated. We request that the board approve this support renewal, as it will be fundamental to maintaining operational effectiveness in accordance with our technology improvement goals as outlined in our Strategic Plan

FINANCIAL ANALYSIS

This software renewal is fiscally more responsible than purchasing new servers. This upgrade will be identified as a CIP project, funded by FY24/25 unexpended funds.

Should you have any questions, please contact me prior to the Board Meeting.

Respectfully submitted,

DocuSigned by:


 BRAD DORSETT
 IT MANAGER

Staff Report Authorized by:

Signed by:


 MARISSA SHMATOVICH
 DEPUTY DIRECTOR OF ADMINISTRATION

Attachments: SRFECC HPE Maintenance Support SOW

Peraton

Statement of Work

This **Statement of Work (SOW)** will be between the Parties, Sacramento Regional Fire EMS Communication Center (SRFECC) and Peraton Inc. (Peraton) effective on the latest date of the signatories below.

WHEREAS, the purpose of this SOW is for Peraton to perform services described in the PROJECT SCOPE section below.

THEREFORE, in consideration of the mutual promises contained herein, and of other good and valid consideration, the receipt and sufficiency of which is hereby acknowledged, the Parties hereby agree as follows:

1. PERIOD OF PERFORMANCE

The period of performance will be June 5, 2026, through June 4, 2027.

2. PLACE OF PERFORMANCE

The work will be performed onsite at Sacramento Regional Fire EMS Communication Center.

3. PROJECT SCOPE

Peraton will provide support for SRFECC's Hewlett-Packard Enterprise ("HPE") maintenance agreement, including contracting directly with HPE for applicable maintenance. Peraton will provide support and coordination services as described as responsibilities below. The HPE maintenance agreement components are detailed in Attachment A to this document.

4. RESPONSIBILITIES

Certain assumptions have been made in estimating expenses and determining the price to perform this work. Peraton's performance of this SOW is predicated on these assumptions and responsibilities being fulfilled. These assumptions and responsibilities are listed in the following table:

Table 4.1: SRFECC Responsibilities

Item	Responsibilities
1	SRFECC will notify Peraton of a hardware issue by submitting a ticket via Peraton Customer Support Portal.
2	SRFECC will maintain accurate and current logs and records concerning the operation of Covered Equipment.
3	SRFECC is responsible for the security, backup, and reinstallation of its data at all times.

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Peraton

4	SRFECC must provide HPE on-site personnel with the necessary workspace and unobstructed access to the equipment to be serviced, if needed. SRFECC is also required to identify and maintain a technical point of contact to whom HPE may direct general technical information and inquiries.
5	SRFECC is responsible for identifying all replaced parts containing proprietary or personal data. Replaced parts containing proprietary or personal data will remain customer's property; all other failed parts will become the property of HPE upon exchange.

Table 4.2: Peraton Responsibilities

Item	Responsibilities
1	Peraton will maintain the Peraton Customer Support Portal for SRFECC to submit tickets.
2	Upon receipt of ticket, Peraton will troubleshoot the open ticket.
3	If Peraton is unable to resolve the open ticket, Peraton will open a ticket with HPE.
4	Peraton will contract with HPE for appropriate support personnel as required by the ticket contents.

5. TOTAL PROJECT PRICE AND INVOICING

Invoice and Payment:

The total Firm Fixed Price (FFP) for execution of this SOW is as follows, payable in full concurrent with award of a contract issued as a result of this proposal.

Line Item	Price
Total Price	\$33,935.96

6. CHANGE MANAGEMENT

Requested changes to this SOW shall be submitted in writing to the Peraton Program Manager with a copy to the Peraton Contracts representative. Impacts to the requested changes will be discussed between the parties and a resultant proposal submitted by Peraton, as determined necessary. Such changes shall not be effective until incorporated by modification into the contract subject to mutually agreeable terms.

7. TERMS & CONDITIONS

This work will be performed in accordance with the existing terms and conditions outlined in Amendment 11 (02/09/2026) to the SRFECC AMENDED AND RESTATED SOFTWARE LICENSE AND SERVICES AGREEMENT for Computer Aided Dispatch System (CAD) upgrade services between SRFECC and Peraton.

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8. POINTS OF CONTACT

For the duration of this project, the following individuals shall serve as the points of contact for day-to-day communication:

- A. SRFECC: Brad Dorsett
- B. Peraton: Bob Callahan

All contractual matters shall be directed to Katherine Shogren (primary) or La Juan Carter (secondary).

By signing below, both parties agree to the terms of this Statement of Work.

Sacramento Regional Fire

Peraton Inc.

By: _____
(Signature)

By: La Juan Carter
(Signature)

Name: _____

Name: La Juan Carter

Title: _____

Title: Director, Contracts Administration

Date: _____

Date: 5/4/2026

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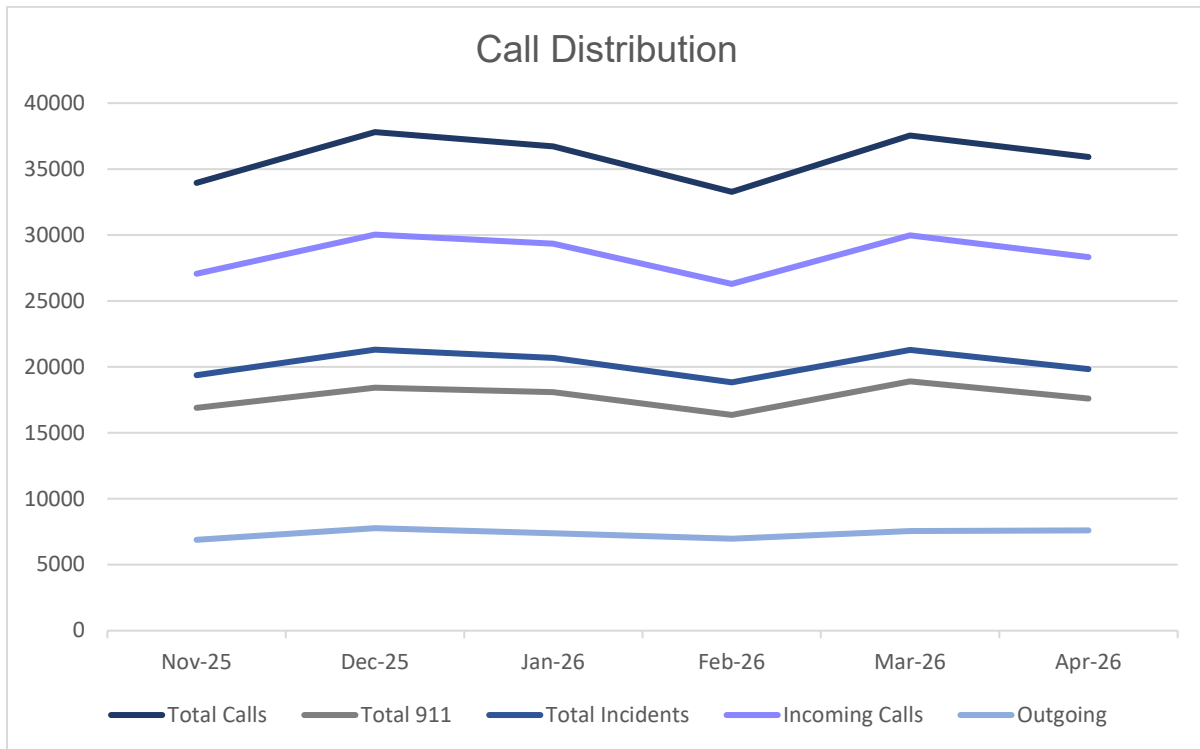
Telephony Performance Measure April 2026

Overview

TOTAL CALL VOL.	35,921
TOTAL INCIDENTS	19,825
INCOMING CALLS	28,330
OUTGOING CALLS	7,591

Incoming Lines Detail

911 LINES	17,605
SEVEN DIGIT EMERGENCY	4,244
ALLIED/ADMIN	6,386





Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3006

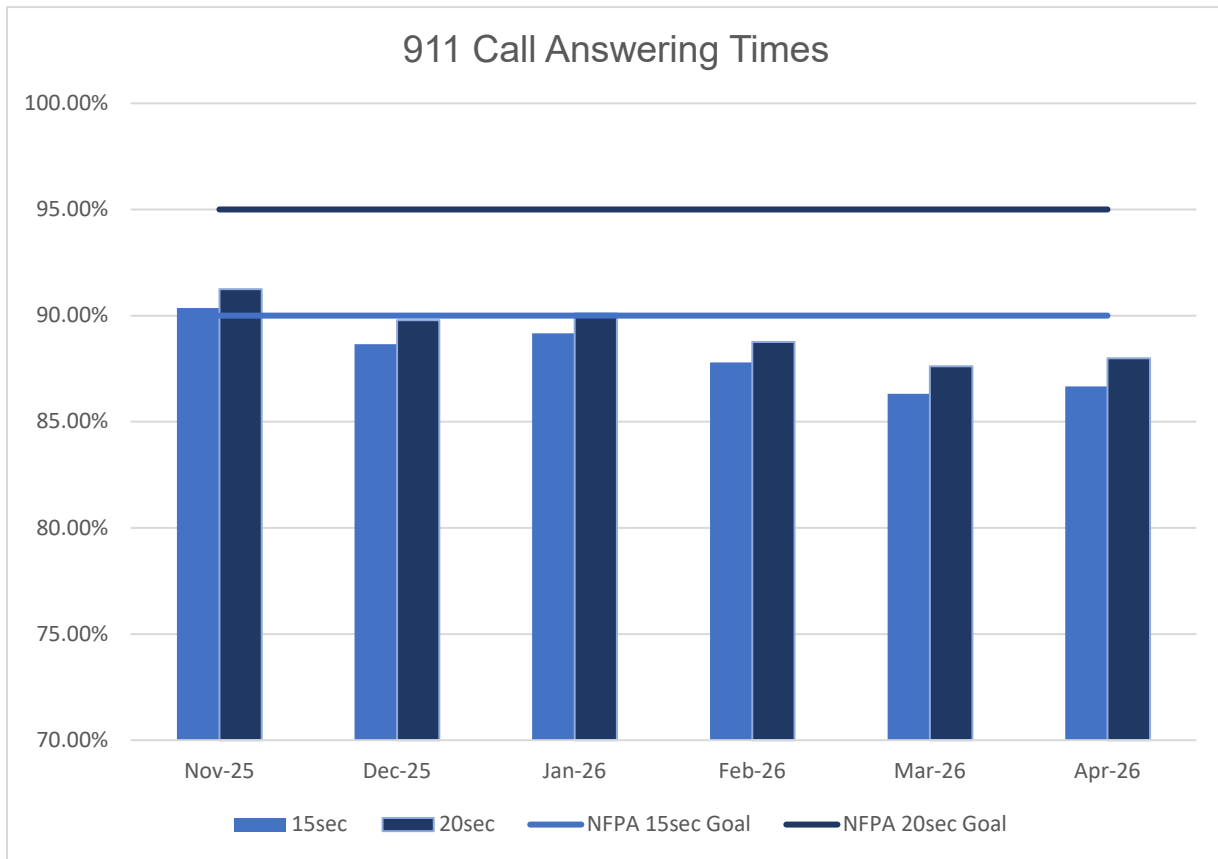
www.srfecc.ca.gov

Emergency Lines Answering Standard: NFPA-1221 (2019 Edition)

90% answered within 15 seconds

95% answered within 20 seconds

Month	15 Seconds Compliance	20 Seconds Compliance
Nov	90.35%	91.24%
Dec	88.65%	89.78%
Jan	89.16%	90.10%
Feb	87.80%	88.76%
Mar	86.32%	87.62%
Apr	86.66%	87.99%

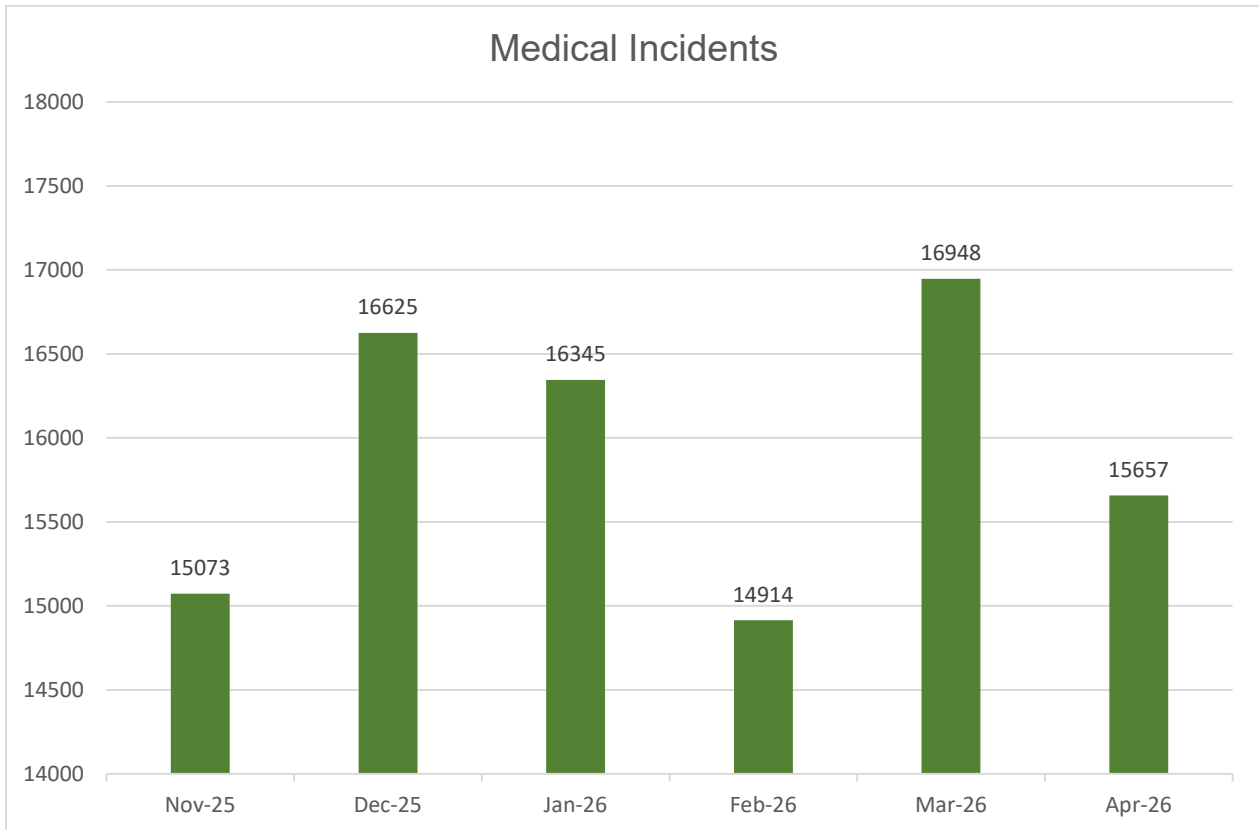
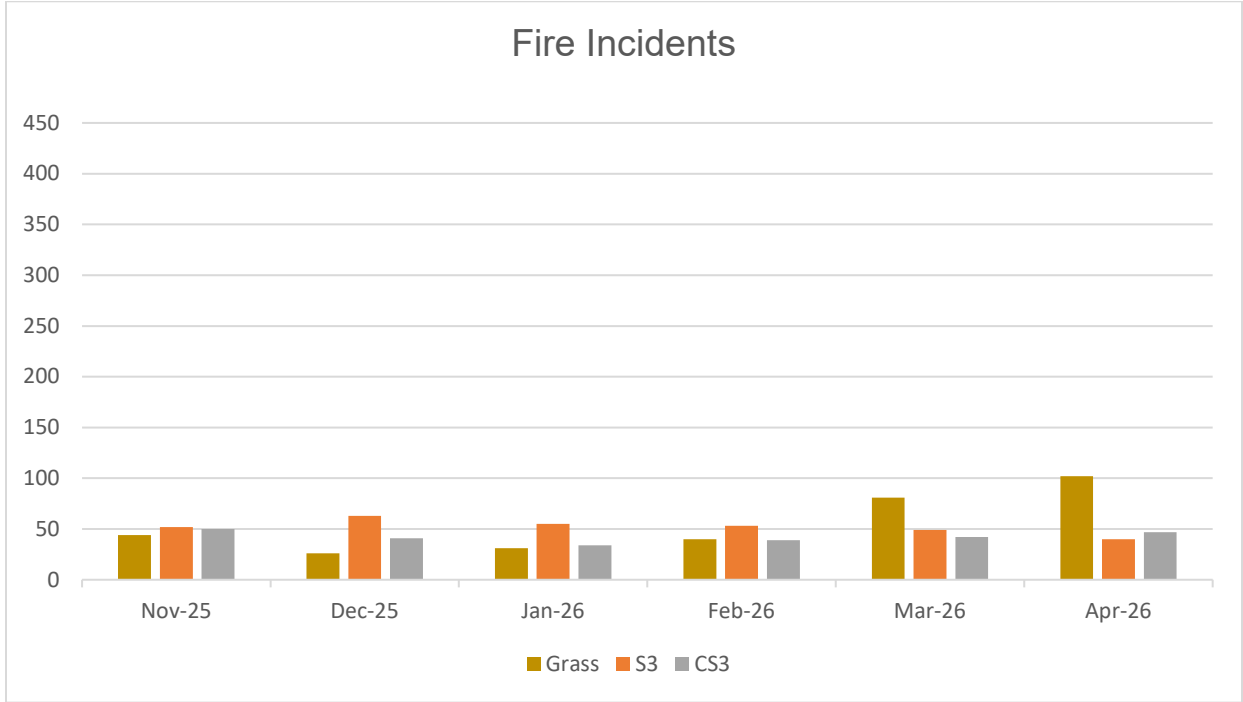




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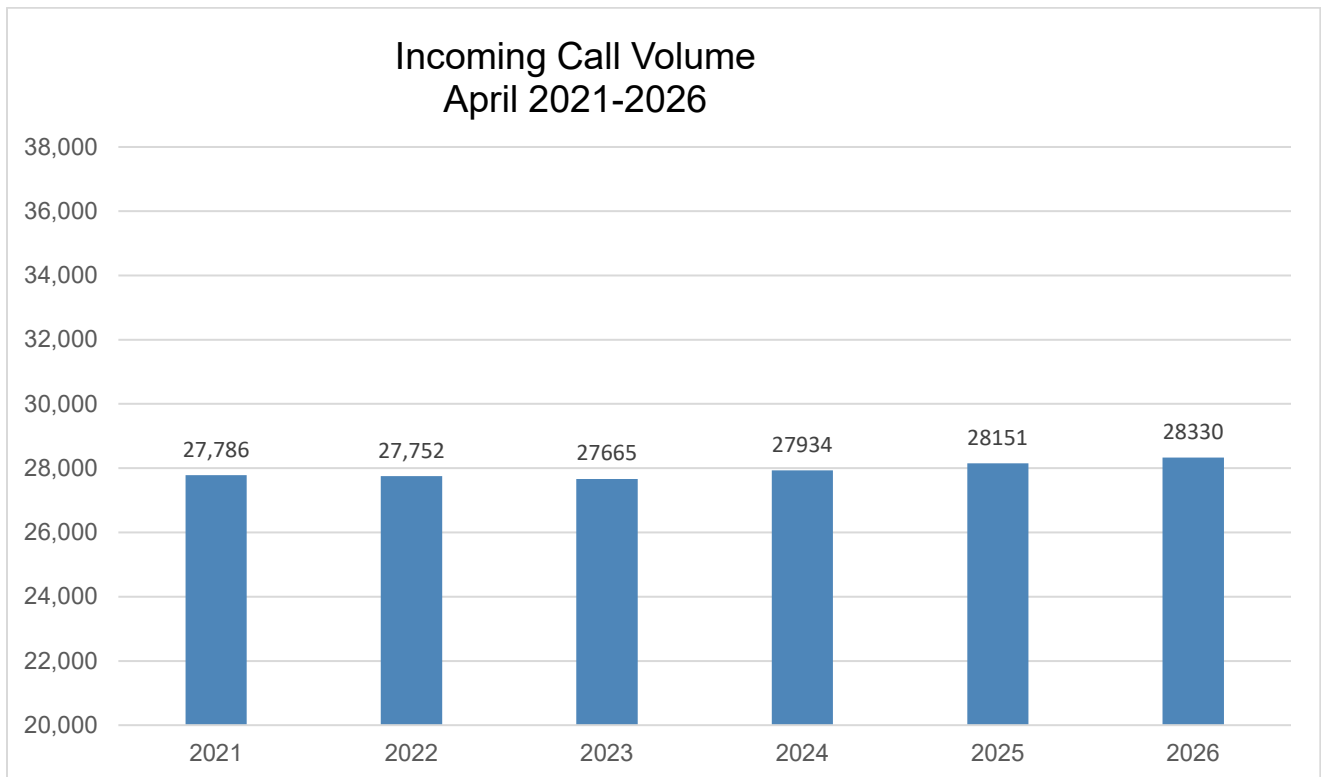
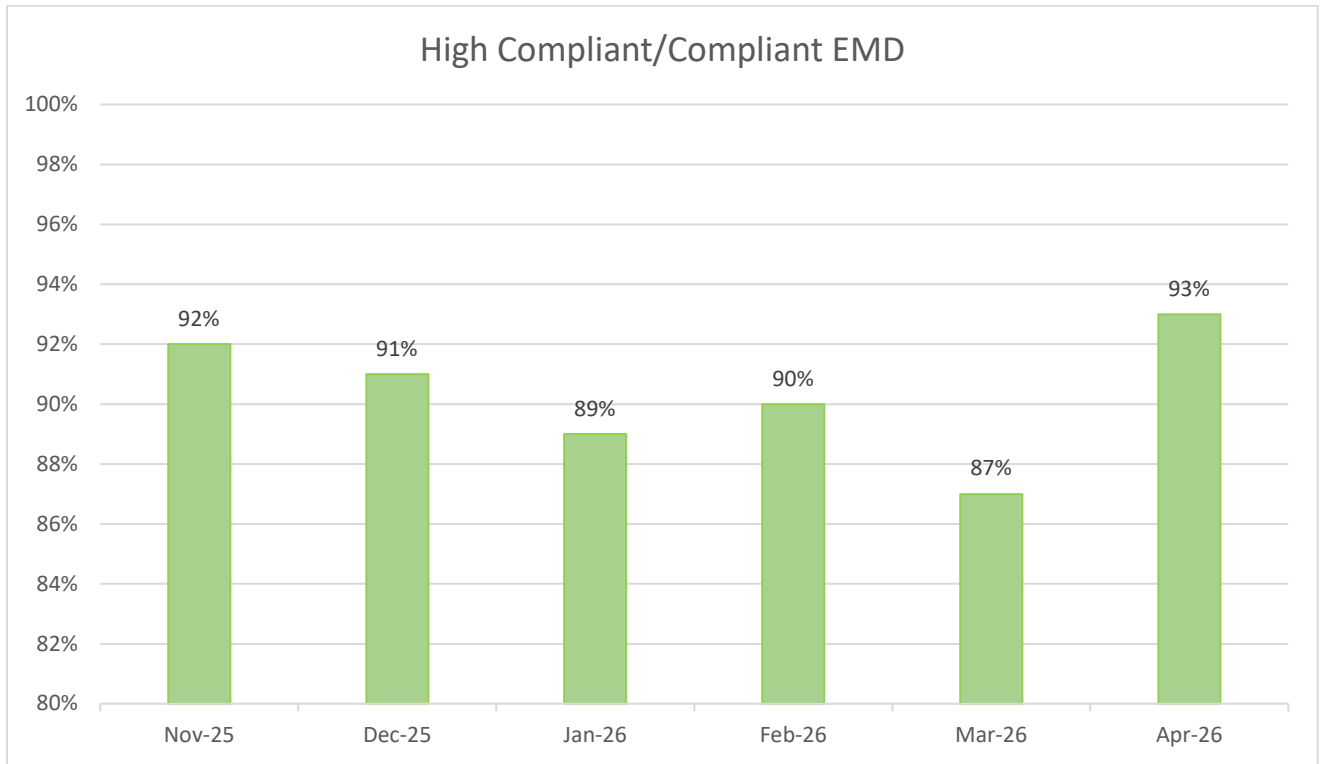




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Service Anniversaries 2026

Service Anniversaries – April 2026

1. Jason Comilang – 6 years
2. Nolan Saulter – 6 years
3. Rashawn Porter – 2 years
4. Brittany Won – 3 years
5. Bayleigh Nichols – 3 years

Service Anniversaries So Far in 2026:

1. Olivia Rolling – 3 years
2. Olivia LaFace – 4 years
3. Julia McDaniel – 4 years
4. Roman Kukharets – 14 years
5. Jennifer Hottal – 3 years
6. Abby Castillo – 3 years
7. Mary White – 3 years
8. Virginia (Leni) Sina – 3 years
9. Sarah Lee – 1 year
10. Cierra Lewandowski – 28 years
11. Brad Dorsett – 13 years
12. Casey Quintard – 17 years
13. Dan Hess – 5 years
14. Alex Burns – 5 years
15. Brandy Clark – 1 year
16. Linzie Lewis – 4 years
17. Cooper Seyfer – 4 years