



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

9:00 a.m.

Tuesday, February 9, 2021

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

Public Remote Access at:

[Join Microsoft Teams Meeting](#)

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

Conference ID: 950 282 072#

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

Call to Order

Chairperson

Roll Call of Member Agencies

Clerk of the Board

Primary Board Members

Chris Costamagna, Chairperson
Tyler Wagaman, Vice Chairperson
Troy Bair, Board Member
Chad Wilson, Board Member

Deputy Chief, Sacramento Fire Department
Deputy Chief, Sacramento Metropolitan Fire District
Deputy Chief, Cosumnes Fire Department
Division Chief, Folsom 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. Duration of comment is limited to three (3) minutes.

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

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

* INDICATES NO ATTACHMENT

PROPOSED ACTION: Motion to Approve Consent Agenda

PRESENTATION:

- 1. CommandPoint CAD Demonstration*

ACTION ITEMS:

- 1. Approval of the Agreement with Local 150, settling Health Pool Grievance Page 16
- 2. Approval of the Agreement with Local 856, settling Health Pool Grievance Page 19

DISCUSSION/POSSIBLE ACTION:

NONE

INFORMATION:

- 1. Recruitment Update Page 22
- 2. PAD Update Page 23

CENTER REPORTS:

- 1. Executive Director Bailey*
- 2. Deputy Director House – Administration*
- 3. Deputy Director Soares – Operations*
- 4. Medical Director Dr. Mackey*

CORRESPONDENCE:

None

ITEMS FOR DISCUSSION AND POTENTIAL PLACEMENT ON A FUTURE AGENDA:

BOARD MEMBER COMMENTS:

RECESS TO CLOSED SESSION:

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

Center Negotiator(s)	Lindsay Moore, Counsel Ty Bailey, Executive Director
Employee Organization(s)	Teamsters Local 150 Teamsters Local 856 Unrepresented Administrators
- 2. PERSONNEL ISSUES*
Pursuant to California Governing Code Section 54957

 - a. Employee Evaluation: Executive Director
- 3. CONFERENCE WITH LEGAL COUNSEL: Anticipated Litigation*

* INDICATES NO ATTACHMENT

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

ADJOURNMENT:

The next scheduled Board Meeting is March 9, 2021.

Location: 10545 Armstrong Ave, Mather, CA 95655-4102

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

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

DISABILITY INFORMATION:

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

POSTING:

This is to certify that on February 5, 2021, a copy of the agenda was posted:

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



Clerk of the Board

* INDICATES NO ATTACHMENT

REGULAR GOVERNING BOARD MEETING

January 12, 2021

GOVERNING BOARD MEMBERS

Deputy Chief Chris Costamagna	Sacramento Fire Department
Deputy Chief Tyler Wagaman	Sacramento Metropolitan Fire District
Deputy Chief Troy Bair	Cosumnes Community Services District
Division Chief Chad Wilson	Folsom Fire Department

GOVERNING BOARD MEMBERS ABSENT

COMMUNICATIONS CENTER MANAGEMENT

Ty Bailey	Executive Director
Diane House	Deputy Director – Administrative
Kylee Soares	Deputy Director - Operations

OTHERS IN ATTENDANCE

Lindsay Moore	Counsel, SRFECC
Marissa Shmatovich	Executive Assistant, SRFECC
Brad Dorsett	CAD Administrator, SRFECC
Theresa Miller	Dispatcher, SRFECC
Jenn Edwards	Dispatcher, SRFECC
Anna Meyer	Dispatcher, SRFECC
Denise Tackett	Dispatcher, SRFECC
Yvonne Vazquez	Dispatcher, SRFECC

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

Join Microsoft Teams Meeting

+1 916-245-8065 United States, Sacramento (Toll)

Conference ID: 950 282 072#

The meeting was called to order and roll call taken at 9:05 a.m.

1. The Pledge of Allegiance was recited.
2. There were no agenda updates.
3. Several SRFECC dispatchers were in attendance and presented public comment.

Theresa Miller:

“Good morning board members, Executive Director and Deputy Directors, and anyone else logged on today. I am Theresa Miller, I have been a dispatcher with SRFECC for 7 years. Simply put, I love my job, I love my coworkers, and I hold very dear the duty that I have every day that I report to work. As you know, we are about to enter contract negotiations and I come before you today to help put a face, or a voice as it were, to the group that you will be directly affecting for years to come. We work and train relentlessly to make sure that our link in the chain of survival is sound. It is truly miraculous every time a new dispatcher is born. Numbers don't lie, so allow me to share some important ones: Since 2013, SRFECC has hired 68 dispatchers. Of those 68, only 21 are still here today. Of those 68, only 11 have passed radio, and of those 11, 8 remain. That's an overall retention rate of 30%, and a 16% radio pass rate.

Fire Dispatch isn't getting any easier. Call volume is only going up. I believe we need to attract a more capable pool of talent, and frankly, I am certain \$22.93 per hour is not the desired wage of such a candidate. Typically, we will conduct a salary study to support any wage increases requested, that include local agencies, but also those agencies that your very own departments use themselves to support their own raises. To say SRFEC is underpaid among nearly all of them is an understatement. What we realize though, is that we only need to look across the hall for the most accurate salary study. It's impressive that we've increased the Deputy Director position by 13.48% over two years, our Executive Director salary 40% over the same timeframe, and similar stories for the rest of our beloved and valued administrative staff, including a 25% raise over the next 5 years. Wouldn't it be amazing to bring the lifeblood, the daily doers of our mission, up to relative salary levels so we can attract the very best in the business in all facets, not just on the admin side, thus saving hundreds of thousands of dollars in recruiting, hiring, and training costs. Dispatchers were recently reclassified as appropriately as first responders. First responders that handle up to 20 plus calls at once, any of which could very well be large scale incidents and/or multi-alarm fires. While taking up to 200 9-1-1 and 7 digit emergency and admin line phone lines, while perhaps providing CPR or childbirth instructions, while handling MDT traffic, while handling radio traffic, while making sure limited medics are properly dispersed throughout the county, while making notifications, and handling all field unit requests and if it's grass season, handling IROC for the requests. Not many humans are capable of such tasks to be done simultaneously as the previous numbers prove. I very much look forward to our contract negotiations with Chief Bailey and co., and of course to the 21 years left until I retire. Thank you so much."

Jenn Edwards

"Good morning everyone, my name is Jenn Edwards, I've been a dispatcher at SRFEC for 11 and a half years, and like Theresa, I love my job, I love the people that I work with on a daily basis - they are family. But our biggest challenge at the Center today is talent retention. This position is impossible to describe, it is difficult to prepare for, and even more challenging to execute correctly. Our Center is not only unique in comparison to other professions, it is even unique in comparison to dispatch centers across the state of California. We operate at a higher level of excellence and execution than most. The dispatchers here, as iron sharpens iron, work together to continually improve, assist training new recruits, help each other to continue to grow, work on CAD builds, understand systems that higher paid OACs utilize such as IROC, walk along with Project Managers, holding their hands through projects they are paid significantly more to work on, all the while meeting the needs of the units in the field and the citizens of the County. They are amazing. We must start hiring with the intention of keeping people through retirement. Dispatching is a career. It is crucial that we be able to provide the ability to achieve every day goals for dispatchers, such as home ownership, and raising a family. This should not be something that is out of reach financially, for someone who has dedicated themselves to a career of public safety dispatch in the Center. The pay scale needs to be corrected to reflect the job itself, changing and evolving over the years. From a clerical position to that of highly trained technical specialist, this issue can be overcome with the board leading the way, and we believe, at a cost savings to the Center long term. Thank you very much."

Anna Meyer

"9-1-1 Dispatcher Job Listing: Have you ever wanted to talk to someone in their darkest, scariest, most heart wrenching moments? Emergencies such as finding their baby lifeless, or any loved one lifeless, gasping for air, from an allergic reaction, having a heart attack, a stroke, shooting, stabbing, hanging, car accidents, fires, et cetera. Calming someone down just enough to get all the information and location accuracy you can to get them the closest available help started, and give instructions that may or may not save their life in time. All this while memorizing thousands of codes, units, maps, protocols, laws, random information and complex computer systems, working on 6 to 7 screens at once, and multi-tasking in ways you never thought were physically possible for a human. Don't worry, that's not all you're going to be responsible for either, if you take this job. It doesn't stop there. How about even more life or

death responsibility to be held accountable for? That's right, you also get to be the lifeline for your units in the field while they deal with these same horrific emergencies that you just did over the phone, at the same time. Yes, you, as a single person, working with minimal staff, get to be responsible for all of this, while your caller has a friend or loved one that just got stabbed and is yelling at you, and calling you names, for asking them questions. You know, the rude ones, like 'what's your location,' and 'what are the injuries, so I can give you instructions to stop the bleeding and send help?' And don't forget, you'll need to be simultaneously and acutely aware of multiple units in the field while handling these calls. They'll be doing various things for you to keep track of, like fighting fires and requesting more resources for law, et cetera. Not only do you need to document those instantly and accurately, everything they say and everything they ask for, you also need to make sure the closest unit and appropriate resources are responding on every single call through the County. Does this sound too good to be true? A job you want to do 24/7? Don't worry, you'll get to do a lot of it. We're a 24 hour operation. We're 9-1-1, we don't close, duh. You'll get well over 40 hours a week. You'll get to work all the holidays, nights, weekends, you name it. I know what you're thinking – 'I have to have this job.' Go on, and apply. If you pass the test, and interviews, and background, and psych evaluations, you'll have two years of probationary training for this potential career, and multiple phases of training and multiple trainers, and no real time line. You read that correctly, probationary. That means you could be let go at any time within those 2 years with all your hard work. You'll be brought to your knees with humility, and inevitable criticism for your mistakes due to the high stakes of the job. All while being expected to remain calm and confident – an impossible balance of both being submissive and dominant. Everything you do and say will be 100% recorded and documented, and submittable in court. All this for the same amount of pay as an average secretary. Sounds amazing, I have no idea why there's a nationwide shortage of 9-1-1 dispatchers. But guess what, I love my job."

Denise Tackett

"Good morning everyone, my name is Denise Tackett. I have been a dispatcher with SRFEC for a little over 7 years. I want to take a minute to go on-record regarding recent events at the Center: 2020 has been a year filled with uncertainty, fear, and the creation of new norms. It has stretched resources everywhere, including fire personnel and here at the dispatch center. We are always here to answer the call, and we do that with excellence and professionalism. I want to commend the dispatch staff for their hard work during such a difficult time. Their dedication to duty, and loyalty to the citizens of Sacramento County, and each other, is incredible. As we move into this season of contract negotiations, we thought it important to share a few thoughts and perspectives for the board.

One year ago in January 2020, all board members, Chiefs Wilson, Shannon, Costamagna, and McLaughlin, expressed their desire looking forward to seeing what the future of the Center will be, emphasizing their desire for all agencies to work together. No one knew the difficulties we were all about to face. 2020 has presented us all with significant challenges, the budget was slashed, people lost their jobs, positions have been unfunded - the severity of this is not lost on us. But what does this mean for the future of the Center, and how do we move forward from here? These challenges have also brought significant unforeseen opportunity. Let's work together to build and capitalize on these opportunities for the betterment of the Center.

For many years, there has been a misclassification that has kept 9-1-1 dispatchers categorized as clerical staff. California has taken steps to rectify this, and we are now recognized as first responders. We should be viewed as the jewel in the crown of the agencies we serve. How the fire agencies and personnel view us comes directly from the top down. We are hopeful that the board will look at the facts objectively, recognize there has been an imbalance in how we have been categorized, and in compensation, and are wanting to work together in the spirit of collaboration to not only correct any misperceptions, but to help create the top dispatch center in the state. We not only believe this is possible, but will end up with long term cost saving in the end. Thank you."

Yvonne Vazquez

“Good morning, my name is Yvonne Vazquez. I’ve been with the Center for over three years now. Prior to this, I worked for 20 years in a different industry, in executive director capacities, with extensive experience using staffing, policies, procedures, retention, and HR. I have recently joined Theresa as Union Steward, and I’m excited to be a part of the upcoming negotiations. I want to echo the sentiments of my previous dispatch coworkers – I do love my job here.

Recently, the CEO of Netflix, Reed Hastings, discussed challenges at Netflix that are relevant here at the Center, and there is something we can utilize when looking towards the future. He hires using a concept in business known as the ‘rock star principle.’ In a recent article he discusses this and how it positively affects the workload and the work environment. The rock star principle states that employees who are rock stars in their field are able to out-perform average counterparts by about 20 times. We can hire 10-25 average dispatchers, pay them adequate wages, with no guarantee they will be able to complete all aspects of training, or, we can hire fewer extraordinary dispatchers, pay them significantly more than the others. Rock star employees, while they may outperform adequate employees by 20 times, really bring 100 times more value to any organization. These employees see patterns, they anticipate problems, front-load these with solutions, and elevate the culture of a work environment. This results in a lean workforce. You rely on a few tremendous persons to do the work of many. But then, in turn, you need to pay them tremendously.

Managing people well is hard and takes a lot of effort. Managing mediocre performing employees is harder, and much more time consuming. When these teams are exclusively made up of exception performing employees, managers do better, the employees do better, and the entire team works better together. Dispatchers are an appreciating asset. We produce more value to the Center over time and we must treat them accordingly. We look forward to partnering with you in building this new contract, in collaborating on how we can make the future brighter together. The board has already taken steps hiring an HR Manager to find rock star employees. Let’s close the circle, by ensuring we can capture the right people, and retain them through exemplary wages and benefits. Thank you.”

4. **PRESENTATION**

Brad Dorsett presented a FitGap Update to the Board members.

Mr. Dorsett reviewed the FitGap status, shared the menu of items Northrop Grumman has prepared for the Center and an overview of the timeline.

The Center has had its CAD software for a 25 years; it was implemented in 1995. The Center’s hardware is just over 18 months old and stable. The Center’s goal is to update the system so it could potentially last another 25 years. With this, it gives the Center new abilities to add on new features and also gives more technical staff on Northrop Grumman’s side.

To ensure the CAD upgrade is successful, the Center has gone through a FitGap process, in which the FitGap team identified needed workarounds or enhancements. The FitGap team is made up of dispatchers and operations staff from each fire agency, and has done a great job of identifying differences between the two systems, as well as seeing and being open minded to workarounds. The FitGap team has also been invaluable in identifying additional tools that could be useful.

Project management on the FitGap and CAD build has been taken on internally to save costs.

The FitGap enhancements list has been narrowed down from 160 items to 60 items, and prioritized each of those 60 items to further narrow the list. The Center and agencies understand that operations need to be changed in order for the new system to work.

The enhancements shared were only the highest priority items. Due to the amount of items, the items were categorized even further.

The FitGap is wrapping up. Northrop Grumman just provided a new mapping software and mobile software to review, as well as requested that the Center identify which enhancements will be selected from the menu.

The FitGap menu was broken down into 3 categories. There are 28 items total, but some options within the high priority list are “either/or” and thus the entirety of the 28 items will not be selected. Within the high priority list, the items were further categorized into “Confirmed Gaps,” meaning there are no workarounds, “Operational Discussion Needed,” and “High Priority Extras.”

Within the first Category, “Confirmed Gaps,” the slideshow displayed the enhancement number, the Northrop Grumman technical number, the description (which does not match the COBOL CAD terminology), and the cost. Mr. Dorsett described a few of the enhancements within the confirmed gaps category, such as assigning a radio channel to an incident automatically, notification to dispatch when all units clear a call, request coverage/suggesting units, and note line.

Within the “Operational Discussion Needed,” there were several enhancements that, due to cost, would have to be either/or, such as crew levels and tandem, capability management items, and move-ups – a LiveMUM interface may assist in the move-up process – to name a few. All these require additional discussion to work through operational impact and what enhancement would best serve the agencies as well as dispatch.

“High priority extras” are all items where, when every second counts, these save time. Items such as tab order, a reply line, etc. The FitGap team prioritized all these items as category 1, but already with additional discussion a few of these items have dropped in priority.

Northrop Grumman’s release for 2021 is pretty full already – so if we wanted to go with any of these enhancements, the Center has yet to receive confirmation that the enhancements could be fit in this calendar year.

Looking at the timeline, the Center understands the goal is a 2021 release date, so the timeline would need to be quite aggressive. First step would be ordering hardware, and then hardware installation. Right now, the Center has a test system. The next phase is development of interfaces and interface testing, which in Mr. Dorsett’s opinion, is going to be the most time consuming due to the number of interfaces and the complexity of those interfaces. The Center has recently gone through WestNet and ProQA interfaces, and each of those individually have taken longer than what is on this timeline for all CAD interfaces. Following interfaces is system testing, then training and go-live.

Mr. Dorsett opened the floor up for questions.

Chief Wagaman commented that with the reduction in staffing at the Center, Mr. Dorsett took a lead role on the project, really as project manager, and on behalf of the board and the agencies, Chief Wagaman acknowledged that is a daunting task, and they are all beyond appreciative of Mr. Dorsett’s efforts so far and for bringing the board up to speed.

Chief Bailey also thanked Mr. Dorsett for his presentation as well as for taking the time to get the CAD project moving. It will be a challenge moving forward, and reiterating that anything that Mr. Dorsett needs moving forward, not to hesitate to ask. The Center will work through this. Although the Center does have a goal set for the end of this year, it’s still flexible with the go-live dependent upon the needs of the project. Chief Bailey then posed a question, asking with the 28 items on the enhancement list, if the Center adds enhancements to the system,

how far does that push back the go-live? Chief Bailey understood that if the Center chooses one enhancement, that's a 12 month delay.

Mr. Dorsett explained that in each of the enhancement packets, Northrop Grumman explains how long each enhancement will take. Some smaller enhancements would take much less time than a larger, more complex enhancement. So the delay in go-live would depend upon which enhancements are selected, and the Center would need to ensure close and frequent communication with Northrop Grumman. Additionally, the sooner the Center makes decisions on the enhancements, the better chance the Center has to meet their go-live goal. The Center would also need to schedule the enhancements out in Northrop Grumman's existing releases. Chief Bailey also asked about the other agencies who are also in the process of implementing this same CAD program and purchasing enhancements, and if the Center has received any feedback from Northrop Grumman regarding where the Center would be in the queue of releases?

Mr. Dorsett acknowledged that this is the reason why most of the 2021 releases are booked, due to Phoenix Fire cutting over to CommandPoint CAD in multiple phases. The Center is conducting biweekly calls with Phoenix Fire to compare enhancements, and has come to recognize that most of the enhancements between the two departments are similar, if not the same. The Center's current CAD system is based on Phoenix Fire's COBOL system, and with Phoenix Fire pushing millions of dollars of enhancements on Northrop Grumman, the Center may be able to capitalize on some of their enhancements. Phoenix Fire has 7 releases until their go live in March of 2022. Mr. Dorsett assumes the Center's cutover will be a similar process, unless the Center is able to capitalize on Phoenix Fire's enhancements. The Center will need to determine where in Phoenix Fire's implementation the common enhancements fall, and if it will fit in with the Center's own implementation timeline.

Chief Bailey reiterated that with the short staffing in the Center, this is a significant project for Mr. Dorsett and expressed appreciation. Mr. Dorsett expressed that the Center is excited for the challenge.

5. CLOSED SESSION:

1. CONFERENCE WITH LABOR NEGOTIATOR*

Pursuant to Government Code Section 54957.6

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

Pursuant to California Governing Code Section 54957

a. Employee Evaluation: Executive Director

3. CONFERENCE WITH LEGAL COUNSEL: Anticipated Litigation*

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

Closed session was convened at 9:37 a.m.

Open session was reconvened at 11:22 a.m.

1. The Board received an update regarding labor negotiations. No formal action was taken.

2. The Board received an update; no formal action was taken.
3. The Board received an update; no formal action was taken.

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

A motion was made by Chief Wilson and seconded by Chief Wagaman to approve the consent agenda, Board Meeting minutes (November 10, 2020), and Special Board meeting minutes (November 23, 2020).

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

NOES:

ABSENT:

ABSTAIN:

Motion passed.

7. **ACTION ITEMS:**

1. Election/Reelection of Board Chairperson

Chief Wilson made a motion to re-elect Chief Costamagna as Board Chairperson, and Chief Wagaman seconded the motion.

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

NOES:

ABSENT:

ABSTAIN:

Motion passed.

2. Election/Reelection of Board Vice Chairperson

Chief Costamagna made a motion to elect Chief Wagaman as Board Vice Chairperson, and Chief Bair seconded the motion.

AYES: Sacramento Fire, Cosumnes Community Services District, Folsom

NOES:

ABSENT:

ABSTAIN:

Motion passed.

3. CAD/Radio Technician Job Description

Chief Wilson made a motion to approve the CAD/Radio Technician Job Description, and Chief Costamagna seconded the motion.

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

NOES:

ABSENT:
ABSTAIN:

Motion passed.

4. Deputy Director of Administration Contract Extension

Chief Wagaman provided clarification that the intent of the contract originally was to have a 3-year contract. There was an error in the date of the expiration, so it was a total of a 2-year contract. This extension is to fulfill the obligation and original intention of the 3-year contract.

Chief Costamagna made a motion to extend Deputy Director House ' s contract to fulfill the original 3-year contract intention, and Chief Wilson seconded the motion.

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

NOES:
ABSENT:
ABSTAIN:

Motion passed.

8. DISCUSSION/POSSIBLE ACTION:

None

9. INFORMATION:

1. Communications Center Statistics

A copy of this report was contained in the board packet.

Chief Wagaman added a comment regarding the data on page 41, which is the NFPA emergency line answering standard 1221, and wanted to make public note, that in September 2020 and moving forward the Center ' s compliance to answering the phone within 40 seconds is 99.14%, and in October 2020 the Center is complying at the 15 second marker and the 40 second marker at 95.07% and 99.21%. That compliance extends through December and continues to get better, and as a result Chief Wagaman congratulates the Center for meeting that mark.

Chief Costamagna posed the question to clarify, if this section in the board packet will continue to be for information only or if there will be a report out on the information. Deputy Director Soares advised that the Center will fulfill the Board ' s wishes on the reporting of the statistics section. Chief Costamagna advised that moving through the remainder of the year, this section will continue to be information only in the board packet.

2. Financial Reports

A copy of this report was contained in the board packet.

3. Recruitment Update

A copy of this report was contained in the board packet.

4. Project Update

A copy of this report was contained in the board packet.

5. PAD Update

A copy of this document was contained in the board packet.

6. Website Design Proposal

A copy of this proposal was contained in the board packet.

10. **CENTER REPORTS:**

Executive Director

Chief Bailey began by thanking everyone during his transition last month. He began his transition a few weeks early and based on everything going on, is glad he did.

Chief Bailey was happy to report that all the dispatchers who tested positive are back to work. The operations staff did an excellent job changing their schedule to 14-hour days, making huge accommodations to fill the gap. During the month of December, the Center ended with a total of 21 staff who had tested positive. The Center has made it through the outbreak, now with a month passing since the last positive test. Chief Bailey is also happy to report out that a total of 25 of the members received their first COVID-19 vaccination, which is a huge step in protecting our people. Obviously the vaccine was not mandatory, but those individuals chose to get the vaccine based on their individual circumstances.

Chief Bailey also wanted to thank the operations support received from the fire agencies over the last month, assisting with decontamination of the Center.

The Center has been reviewing the Emergency Operations Plan (EOP) with an EOP Team from the Center, and the Center is now in the final steps of implementing a COVID Prevention Plan to be in compliance with CalOSHA. Additionally, all COVID reporting to the County has been completed.

Moving forward, regarding dispatch staffing, there are 6 positions the Center will be filling. Two individuals have already passed backgrounds, and there are an additional 6 going through backgrounds to fill the remaining spots.

The Center intends to go live with the Northrop Grumman CAD Project December 2021. This is possible only without the enhancements mentioned in Mr. Dorsett's presentation, so that could be a factor in that date, but right now the Center is looking at December of this calendar year. Chief Bailey wants to thank Mr. Dorsett and his team for taking on this project, as well as Deputy Director Soares and her team, plus all the CAD coordinators and other regional players. Mission critical enhancement discussions will continue moving forward. The Center intends to move forward with the first step of the project, ordering hardware, before the next board meeting.

ProQA/AQUA/ACE Accreditation: There is currently training that has been scheduled, after previous delays due to the COVID-19 outbreak at the end of 2020. The outbreak delayed several other projects, including the Academy whose start date is March of this year. AQUA and ACE Accreditation is currently set for the beginning of March.

Chief Bailey concluded with thanks to the board for the opportunity.

Deputy Director House

The Administrative side of the house has been working on the AT&T hardware/software upgrade, the addition of ACD (automatic call distribution). The Center is working with OES for

SETNA funds, ensuring those funds are secure for reimbursement if the contract with AT&T is signed.

The UPS completion project is still underway. The Center is on track for the week of February 2nd, with the actual cutover of February 4th when operations staff will vacate the Center and move over to Metro DR during the time that power is out.

The NICE hardware and software upgrade with AQUA integration is underway. The project kicked off on January 6th, and the hardware has been ordered. The goal is to complete this project about the time ProQA goes live, so the integration with AQUA will allow for Q'ing of the EMD calls to be easier and more streamlined.

All fire agencies have been invoiced for second installment of fiscal year 20/2. As the Center reviews the midyear budget, a review of the CIP budget and accounts will begin to be included in the board packet starting in February 2021.

Deputy Director Soares

Deputy Director Soares began by echoing Chief Bailey's earlier sentiments, in thanks for all the support the fire agencies provided during the COVID outbreak in the Center. She shared a compliment from a Captain with Cosumnes Fire who stated that they did not even know there was an outbreak going on at the Center because the operations were so seamless on the radio. DD Soares feels this is a testament to the staff and the ability to adapt and overcome and continue to move forward.

Recruits from academies 20-1 and 20-2 are doing very well. The recruits from 20-1 are already moving into the radio phase of their training, and 20-2 has completed call taking 1:1 training and are continuing to develop their call taking foundation and are next in line to move into radio training. The Center has 2 dispatchers that are in main dispatch training, and 2 that are in CRO (command radio operator) training. Supervisor Quintard and his team are working hard on the preparation work for Academy 21-1 to begin March 8.

On the EMS front, the Center rescheduled all ProQA training for those who did not already receive it in November 2020. Supervisor Strong has done an excellent job reengaging and getting involved in that project. Both Supervisor Strong and Supervisor Quintard were instrumental during the months of November and December in changing their schedules and integrating back onto the dispatch floor to help with coverage. During that time, some of their projects needed to take a pause while we focused on our primary mission of putting out calls for service – and DD Soares expressed thank you to those folks for doing that.

On the operations front, it was quite the fourth quarter of 2020. DD Soares wished a big thank you to all operations staff and the finance staff for all the challenges with payroll and timecards. Schedules are usually planned a month out, but during the months of November and December were sometimes as short as a week at a time dependent upon the news and needs of the Center at that time. Despite the challenges, DD Soares did not want to end 2020 on the black cloud that was ended on and wanted to highlight the accomplishments of 2020.

In 2020, the Center accomplished the following:

- Moved to IROC, completed moved away from ROSS and integrated into and IROC system
- Went live with AVD (automatic voice dispatching)
- Added 6 additional call taking positions on the administrative side of the Center, which was monumental to be able to do what needed to be done during COVID operations
- Two supervisor promotions
- Filled an EMS Supervisor position
- Celebrated two retirements, which is amazing for this profession

- Completed 2 successful academies, resulting in 7 new members on the dispatch floor, and training continues

Additionally, DD Soares formally welcomed Chief Bailey, it was a quick transition but has been seamless. DD Soares has enjoyed the conversations thus far with Chief Bailey regarding the future of the Center and looks forward to 2021.

11. **CORRESPONDENCE:**

1. Letter from Cosumnes Services District, Appointing Deputy Chief Troy Bair as the JPA Board Representative and Chief Felipe Rodriguez as JPA Board Alternate

A copy of this letter was included in the board packet.

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

None

14. **BOARD MEMBER COMMENTS:**

Chief Bair

Chief Bair welcomed Chief Bailey as the executive director and thanked the board for his welcome also.

Chief Wilson

Chief Wilson began with thanking DD Soares for bringing up all the accomplishments of the year. He acknowledged it is easy to focus on the challenges of 2020, especially those at the end of the year, and there are a lot of things that have been done very well. Chief Wilson reiterated his thanks to the dispatchers and their efforts. Despite the challenges, it is appreciated that call taking is still meeting and exceeding standards and expectations. Chief Wilson also welcomed Chief Bailey and Chief Bair.

Chief Wagaman

Chief Wagaman opened with thanks to the members for speaking during public comment, as it is always nice to hear from the members. He also expressed how nice it is to hear that the newer dispatchers are progressing through the training process. ACE and ProQA – the Center has a plan, has always had a plan, but COVID got in the way. But once again, it reinforces the resilience and consistency the organization has, that the plan was resumed once again. Chief Wagaman expressed thanks to Mr. Dorsett for his presentation, and sharing much needed information with the board. He concluded with congratulations to Chief Bailey on his new position, as well as Chief Bair whom he welcomed to the dais.

Chief Costamagna

Chief Costamagna opened with reiterating thanks to the Center for the continuity of service provided at the end of the year, and all throughout the year. It was a challenging end of the year for everyone. He expressed thanks to Chief Wagaman for his service in the executive director position during 2020, and everything he did to take the Center to the next level, as well as facilitating a smooth transition to Chief Bailey. Chief Costamagna congratulated Chief Bailey on his new position. He went on to thank DD House and her staff, making it through a tumultuous year with budget challenges and layoffs – all things that no one wants to have to do, and people hope to make it through a career without having to do those things, but he expressed that DD House was able to get through it with poise and did it well. Chief

Costamagna expressed thanks to DD Soares and her staff again. Every night around 7pm Chief Costamagna sees the pages on his phone, and he uses that as a constant reminder of what's going on in dispatch and the field. For the dispatchers and the progress being made, especially the change, Chief Costamagna is grateful to hear of their progress. He acknowledged comments made during public comment, while also acknowledging the change to the recruiting process and the success dispatchers are having.

Chief Costamagna anticipates the next three weeks will test all agencies again, with COVID challenges, and hopes everyone is ready for it. He expressed thanks again to everyone in attendance at the board meeting, and for another year as board chairperson.

14. ADJOURNMENT:

The meeting was adjourned at 11:44 a.m.

Respectfully submitted,



Marissa Shmatovich
Clerk of the Board

Chris Costamagna, Chairperson

Tyler Wagaman, Vice Chairperson

**AGREEMENT
BY AND BETWEEN
TEAMSTERS LOCAL 150
AND
SACRAMENTO REGIONAL FIRE/EMS COMMUNICATIONS CENTER**

RECITALS

1. The Sacramento Regional Fire/EMS Communications Center (“Center”) and Teamsters Local 150 (“Local 150”) are parties to a Memorandum of Understanding with a term of July 1, 2018 through June 30, 2021 (“MOU”).
2. Local 150 is the exclusive representative for employees in the classification of Dispatch Supervisor.
3. Article 11 of the MOU, entitled Health Insurance and Other Benefits, refers to Appendix B to the MOU, which governs the Center’s Health Benefit “Pool.” (See Exhibit(s) A and B.)
4. On or about September 11, 2020, Local 150 filed a Level 1 Grievance regarding Article 11: Health Insurance and Other Benefits and Appendix B of the MOU, specifically regarding funding of the Health Benefits “Pool” (“Grievance”), to which the Center timely denied on September 25, 2020.
5. On or about October 9, 2020, Local 150 filed their Level 2 Grievance, to which the Center timely denied on November 6, 2020.
6. In accordance with the MOU, the Parties jointly requested a list of arbitrators from State Mediation and Conciliation Services.
7. Local 150, the Center and the Employees listed on Exhibit C (collectively referred to as the “Parties”), by and through their undersigned counsel, have engaged in discussions about the Grievance in order to determine if a settlement and resolution of these issues, short of arbitration, is possible.
8. Through those discussions, the parties have reached a resolution as to the pending Grievance.

TERMS

1. The preceding Recitals are incorporated as though fully set forth below.
2. Nothing in this Agreement constitutes, or shall be construed as implying, any admission of wrongdoing or misinterpretation in violation of the MOU by the Center.
3. The terms of this Agreement shall not constitute a past practice or be deemed precedential in any manner whatsoever.
4. Effective for the calendar year, January 1, 2021 through December 31, 2021, the Center shall contribute Two Thousand Six Hundred Forty Dollars (\$2,640.00) to the Health

Benefits “Pool” and distribute the funds to the four (4) unit members who are not “Employee Only Enrollees”, in the amount of One Hundred Ten Dollars (\$110.00) for six months.

5. Nothing in this Agreement affects the Center’s Health Benefit “Pool” contribution beginning January 1, 2021. As such, Article 11 and Appendix B of the MOU shall govern the “Pool” beginning January 1, 2022, unless the Parties reach an agreement otherwise through negotiations.
6. Local 150 agrees to withdraw its Grievance, with prejudice. If the Parties do not reach an agreement to modify the language in Article 11 and Appendix B of the MOU, Local 150 and the Employees listed in Exhibit C agree that they waive the right to grieve the Center’s Health Benefit “Pool” interpretation, as stated in the Center’s Level 1 and 2 Denials, of the funding obligation under Article 11 and Appendix B. This withdrawal is intended to resolve any disputes in the future, if the language addressing the manner of Funding stays the same.
7. This Agreement shall fully and finally resolve all grievances, claims, complaints, causes of action, lawsuits, charges, expenses, demands, damages, back pay, attorney’s fees, reinstatement and/or other injunctive relief arising out of the Grievance.
8. The Parties acknowledge and agree that the terms and provisions of this Agreement have been negotiated and discussed between them, and that this Agreement reflects their mutual agreement regarding the subject matter of this Agreement. Because of the nature of such negotiations and discussions, neither party shall be deemed to be the drafter of this Agreement, and therefore no presumption for or against the drafter shall be applicable in interpreting or enforcing this Agreement.
9. If a court of competent jurisdiction holds any provision of this Agreement to be illegal, unenforceable, or invalid in whole or in part for any reason, the validity and enforceability of the remaining provisions, or portions of them, will not be affected, unless an essential purpose of this Agreement would be defeated by the loss of the illegal, unenforceable, or invalid provision.
10. This Agreement is the full and complete Agreement between the Parties. It can be changed or modified only in writing, which must be signed by the Parties or their successors-in-interest to this Agreement.
11. This Agreement may be executed simultaneously, or in several counterparts. Each such executed counterpart shall be deemed an original.
12. This Agreement is subject to ratification by the Center’s Governing Board.

[SIGNATURES ON THE FOLLOWING PAGE]

**FOR THE SACRAMENTO REGIONAL
FIRE/EMS COMMUNICATIONS CENTER**

By: _____

Date: _____

FOR TEAMSTERS LOCAL 150

By: *[Signature]*, Attorney for Local 150

Date: 2-5-2021

**AGREEMENT
BY AND BETWEEN
TEAMSTERS LOCAL 856
AND
SACRAMENTO REGIONAL FIRE/EMS COMMUNICATIONS CENTER**

RECITALS

1. The Sacramento Regional Fire/EMS Communications Center (“Center”) and Teamsters Local 856 (“Local 856”) are parties to a Memorandum of Understanding with a term of July 1, 2018 through June 30, 2021 (“MOU”).
2. Local 856 is the exclusive representative for employees in the classification of Dispatcher.
3. Article 11 of the MOU, entitled Health Insurance and Other Benefits, refers to Appendix C to the MOU, which governs the Center’s Health Benefit “Pool.” (See Exhibit(s) A and B.)
4. On or about September 11, 2020, Local 856 filed a Level 1 Grievance regarding Article 11: Health Insurance and Other Benefits of the MOU, specifically regarding funding of the Health Benefits “Pool” as described in Appendix C to the MOU, to which the Center timely denied on September 25, 2020.
5. On or about October 9, 2020, Local 856 filed their Level 2 Grievance, to which the Center timely denied on November 6, 2020.
6. Local 856, the Center, and the Employees listed on Exhibit C (collectively referred to as the “Parties”) by and through their undersigned counsel, have engaged in discussions about the Grievance in order to determine if a settlement and resolution of these issues, short of arbitration, is possible.
7. Through those discussions, the parties have reached a resolution as to the pending Grievance.

TERMS

1. The preceding Recitals are incorporated as though fully set forth below.
2. Nothing in this Agreement constitutes, or shall be construed as implying, any admission of wrongdoing or misinterpretation in violation of the MOU by the Center.
3. The terms of this Agreement shall not constitute a past practice or be deemed precedential in any manner whatsoever.
4. Effective for the calendar year, January 1, 2021 through December 31, 2021, the Center shall contribute Eleven Thousand Two Hundred Twenty Dollars (\$11,220.00) to the Health Benefits “Pool” and distribute the funds to the seventeen (17) unit members who

are not “Employee Only Enrollees” (identified in Exhibit C), in the amount of One Hundred Ten Dollars (\$110.00) per month for six months.

5. Nothing in this Agreement affects the Center’s Health Benefit “Pool” contribution beginning January 1, 2021. As such, Article 11 and Appendix C of the MOU shall govern the “Pool” beginning January 1, 2022, unless the Center and Local 856 reach an agreement otherwise through negotiations.
6. Local 856 agrees to withdraw its Grievance, with prejudice. If the Center and Local 856 do not reach an agreement to modify the language in Article 11 and Appendix C of the MOU, Local 856 and the Employees listed in Exhibit C agree that they waive the right to grieve the Center’s interpretation, as stated in the Center’s Level 1 and 2 Denials, of the Health Benefit “Pool” funding obligation under Article 11 and Appendix C. This withdrawal is intended to resolve any disputes in the future, if the language addressing the manner of Funding stays the same.
7. This Agreement shall fully and finally resolve all grievances, claims, complaints, causes of action, lawsuits, charges, expenses, demands, damages, back pay, attorney’s fees, reinstatement and/or other injunctive relief arising out of the Grievance.
8. The Parties acknowledge and agree that the terms and provisions of this Agreement have been negotiated and discussed between them, and that this Agreement reflects their mutual agreement regarding the subject matter of this Agreement. Because of the nature of such negotiations and discussions, neither party shall be deemed to be the drafter of this Agreement, and therefore no presumption for or against the drafter shall be applicable in interpreting or enforcing this Agreement.
9. If a court of competent jurisdiction holds any provision of this Agreement to be illegal, unenforceable, or invalid in whole or in part for any reason, the validity and enforceability of the remaining provisions, or portions of them, will not be affected, unless an essential purpose of this Agreement would be defeated by the loss of the illegal, unenforceable, or invalid provision.
10. This Agreement is the full and complete Agreement between the Parties. It can be changed or modified only in writing, which must be signed by the Parties or their successors-in-interest to this Agreement.
11. This Agreement may be executed simultaneously, or in several counterparts. Each such executed counterpart shall be deemed an original.
12. This Agreement is subject to ratification by the Center’s Governing Board.

[Signatures on Following Page]

**FOR THE SACRAMENTO REGIONAL
FIRE/EMS COMMUNICATIONS CENTER**

By: _____

Date: _____

FOR TEAMSTERS LOCAL 856

By: *[Signature]*, Attorney for Local 856

Date: 2-5-2021



Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3006

www.sfecc.ca.gov

SRFECC Staff Report – Feb 3, 2021

Dispatcher Positions:

We currently have 6 vacant dispatcher openings. 7 candidates have been made job offers, 2 are cleared to start and 5 have passed the background investigation and completing the physical and psychological exams over the next 2 weeks.

Academy 20-2:

The 4 Cadets in the 20-2 Academy graduated on October 2, 2020 and have been signed off as call takers!

Academy 21-1:

Scheduled to start on March 8, 2021, class size TBD.

Recruitment Activity:

We continue to review resumes, phone screen candidates and schedule CrtiCall assessments to build our candidate pipeline. We have 2 other candidates from previous recruitments who are ready to initiate background checks and have 2 other candidates ready for the Panel Interview Stage.

SRFECC Positions & Authorization Document (PAD) - Revised 02/01/2021			
FY 20/21			
Center Management			
Position	Authorized	Actual	Comments
Executive Director	1	1	
Deputy Director, Operations	1	1	
Deputy Director, Administration	1	1	
Executive Assistant	1	1	
Totals	4	4	
Operations Division			
Position	Authorized	Actual	Comments
EMS Coordinator "Temporary"	1	0	
Dispatcher Supervisor	6	6	
Dispatcher	35	29	
Totals	42	35	
Administration and IT Division			
Position	Authorized	Actual	Comments
Human Resource Manager	1	1	
CAD Administrator	1	1	
Telecommunications Engineer	1	1	
Office Specialist - Admin	1	0	
Accounting Specialist II	1	1	
Payroll & Benefits Administrator	1	1	
Totals	6	5	
Totals	52	44	