



**Sacramento Regional Fire/EMS Communications Center**  
10230 Systems Parkway, Sacramento, CA 95827-3006  
[www.srfecc.ca.gov](http://www.srfecc.ca.gov)

**9:00 a.m.**  
**Tuesday, April 28, 2020**  
**Held Remotely at:**

**[Join Microsoft Teams Meeting](#)**

+1 916-245-8065 United States, Sacramento (Toll)  
Conference ID: 202 028 56#

The Governor has declared a State of Emergency to exist in California as a result of the threat of COVID-19 (aka the "Coronavirus"). The Governor issued Executive Order N-25-20, which directs Californians to follow public health directives including canceling large gatherings. The Executive Order also allows local legislative bodies to hold meetings via conference calls while still satisfying state transparency requirements. The Governor has also issued Executive Order N-33-20, prohibiting people from leaving their homes or places of residence except to access necessary supplies and services or to engage in specified critical infrastructure employment.

The Public's health and well-being are the top priority for the Board of Directors ("Board") of Sacramento Regional Fire/EMS Communications Center ("Center") and you are urged to take all appropriate health safety precautions. To facilitate this process, the meeting of the Board will be available by:

**[Join Microsoft Teams Meeting](#)**

+1 916-245-8065 United States, Sacramento (Toll)  
Conference ID: 202 028 56#

Note: The meeting is being held solely by telephonic means and will be made accessible to members of the public seeking to attend and to address the Board solely through the link set forth above, except that members of the public seeking to attend and to address the Board who require reasonable accommodations to access the meeting, based on disability or other reasons, should contact the following person at least twenty-four (24) hours in advance of a Regular meeting to make arrangements for such reasonable accommodations:

Tyler Wagaman  
Executive Director  
(916) 228-3070  
[twagaman@srfecc.ca.gov](mailto:twagaman@srfecc.ca.gov)

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

**Call to Order**

Chairperson

**Roll Call of Member Agencies**

Secretary

**Primary Board Members**

Chris Costamagna, Chairperson

Deputy Chief, Sacramento Fire Department

Mike McLaughlin, Vice Chairperson

Fire Chief, Cosumnes Fire Department

Chad Wilson, Board Member

Division Chief, Folsom Fire Department

Brian Shannon, Board Member

Deputy Chief, Sacramento Metropolitan Fire District

**Pledge of Allegiance**

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

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

**PRESENTATION:**

1. Financial Audit – Richardson & Company\*

**RECESS TO CLOSED SESSION:**

1. CONFERENCE WITH LABOR NEGOTIATOR\*

Pursuant to Government Code Section 54957.6

Center Negotiator(s)

Lindsay Moore, Counsel

Tyler Wagaman, Executive Director

Employee Organization(s)

Teamsters Local 150

Teamsters Local 856

Unrepresented Administrators

2. PERSONNEL ISSUES\*

Pursuant to California Governing Code Section 54957

a. Public Employment:

Executive Director

Medical Director

b. Employee Evaluation:

Executive Director

3. CONFERENCE WITH LEGAL COUNSEL: Anticipated Litigation\*

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

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

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

*\*INDICATES NO ATTACHMENT*

00138300.1

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

- |   |      |     |
|---|------|-----|
| 1. Board Meeting Synopsis (March 24, 2020)        | Page | 5-8 |
| PROPOSED ACTION: Motion to Approve Consent Agenda |      |     |

**ACTION ITEMS:**

**DISCUSSION/POSSIBLE ACTION:**

None

**INFORMATION:**

- |  |      |       |
|--|------|-------|
| 1. Communications Center Statistics            | Page | 9-14  |
| 2. Financial Reports                           | Page | 15-23 |
| a. Monthly Credit Card Usage Statement (March) |      |       |
| b. Budget to Actuals (March)                   |      |       |
| c. Umpqua Lease Update (March)                 |      |       |
| 3. Projects Update                             | Page | 24-25 |
| 4. Recruitment Update                          | Page | 26    |
| 5. PAD Update                                  | Page | 27    |
| 6. Help Desk Tickets Update                    | Page | 28-30 |

**CENTER REPORTS:**

1. Executive Director Wagaman\*
2. Deputy Director House (Administration)\*
3. Deputy Director Soares (Operations)\*
4. Medical Director Mackey\*

**CORRESPONDENCE:**

None

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

**MEMBER COMMENTS:**

**ADJOURNMENT:**

The next scheduled Board Meeting is May 12, 2020.

Location: 10545 Armstrong Ave, Mather, CA 95655-4102 Time: 9:00 a.m.

Board Members, Alternates, and Chiefs

\*INDICATES NO ATTACHMENT

Posted at: 10230 Systems Parkway, Sacramento, CA 95827  
[www.srfecc.ca.gov](http://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 April 24, 2020, a copy of the agenda was posted:

- at 10230 Systems Parkway, Sacramento, CA 95827
- on the Center's website which is: [www.srfecc.ca.gov](http://www.srfecc.ca.gov)
- 10545 Armstrong Ave, Mather, CA 95655-4102



# REGULAR GOVERNING BOARD MEETING

April 14, 2020

## GOVERNING BOARD MEMBERS

Deputy Chief Chris Costamagna	Sacramento Fire Department <i>(Remote attendance)</i>
Deputy Chief Brian Shannon	Sacramento Metropolitan Fire District <i>(Remote attendance)</i>
Chief Mike McLaughlin	Cosumnes Community Services District <i>(Remote attendance)</i>
Division Chief Chad Wilson	Folsom Fire Department <i>(Remote attendance)</i>

## GOVERNING BOARD MEMBERS ABSENT

## COMMUNICATIONS CENTER MANAGEMENT

Tyler Wagaman	Executive Director <i>(Remote attendance)</i>
Diane House	Deputy Director - Administration

## OTHERS IN ATTENDANCE

Lindsay Moore	Counsel, SRFEC - <i>(Remote attendance)</i>
Janice Parker	Administrative Analyst, SRFEC

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

**Join Microsoft Teams Meeting**  
**+ 1 916-245-8065 United States, Sacramento (Toll)**  
**Conference ID: 547 594 734#**

The meeting was called to order and roll call taken at 9:04 a.m.

1. The Pledge of Allegiance was recited.
2. There were no agenda updates.
3. There was no public comment.
4. CLOSED SESSION:

### 1. CONFERENCE WITH LABOR NEGOTIATOR\*

Pursuant to Government Code Section 54957.6

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

Pursuant to California Governing Code Section 54957

- b. Public Employment: Executive Director  
Medical Director
- c. Employee Evaluation: Executive Director

### 3. CONFERENCE WITH L 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 9:06 a.m. with Board members present as indicated in initial roll call: Deputy Chief Costamagna, Deputy Chief Shannon, Chief McLaughlin and Division Chief Wilson and Lindsay Moore, Counsel and Executive Director Wagaman in attendance remotely.

Open session was reconvened at 10:06 a.m.

1. The Board received an update regarding labor negotiations; no action was taken.
  2. The Board received an update and direction was given to counsel; no action was taken.
  3. The Board received an update; no action was taken.
5. **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 McLaughlin and seconded by Division Chief Wilson to approve the consent agenda and Board Meeting minutes (March 24, 2020).

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

NOES:

ABSENT:

ABSTAIN:

Motion passed.

6. **PRESENTATION:**

None

7. **ACTION ITEMS:**

1. Approval of MOU Agreement

This MOU Agreement is made between Metro Fire and SRFEC for space available upstairs at 10545 Armstrong Ave, Mather, CA, to be used as a disaster recovery site at no charge to SRFEC.

A motion was made by Chief McLaughlin and seconded by Deputy Chief Costamagna to approve the MOU Agreement.

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

NOES:

ABSENT:

ABSTAIN:

Motion passed.

2. Resolution #2-20, Adopting SRFEC Emergency Operations Plan and Declaration of Emergency

This resolution adopts an emergency operations plan and is a declaration of emergency

addressing the Covid 19 pandemic only.

A motion was made by Division Chief Wilson and seconded by Chief McLaughlin to adopt Resolution #2-20.

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

NOES:

ABSENT:

ABSTAIN:

Motion passed.

3. Approval of new Long Term Disability Contract with MetLife

By switching from SunLife to MetLife for long term disability coverage SRFECC will realize a cost savings. Enrollment for staff is voluntary.

A motion was made by Deputy Chief Costamagna and seconded by Deputy Chief Shannon to approve the change from SunLife to MetLife.

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

NOES:

ABSENT:

ABSTAIN:

Motion passed.

4. Approval of Northrup Grumman Contract Amendment 11

This amendment memorializes a verbal agreement with Northrup Grumman. With the start of the Northrup Grumman CommandPoint CAD maintenance, Northrup Grumman is honoring their verbal agreement to no longer charge maintenance for PCMSS and COBOL CAD. They will continue to support both, however.

A motion was made by Division Chief Wilson and seconded by Deputy Chief Costamagna to approve Amendment 11.

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

NOES:

ABSENT:

ABSTAIN:

Motion passed.

8. **DISCUSSION/POSSIBLE ACTION:**

None

9. **INFORMATION:**

None

10. **CENTER REPORTS:**

None

11. **CORRESPONDENCE:**

None

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

None

13. **BOARD MEMBER COMMENTS:**

Chief McLaughlin:

He appreciates all the work that continues to be accomplished at the Center.

The Chief also thanked Executive Director Wagaman for his leadership.

Division Chief Wilson:

He echoed the sentiments expressed by Chief McLaughlin.

Deputy Chief Costamagna

He also expressed his appreciation for all that is being done at the Center.

14. **ADJOURNMENT:**

The meeting was adjourned at 10:16 a.m.

Respectfully submitted,



Janice Parker  
Clerk of the Board

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Chris Costamagna, Chairperson

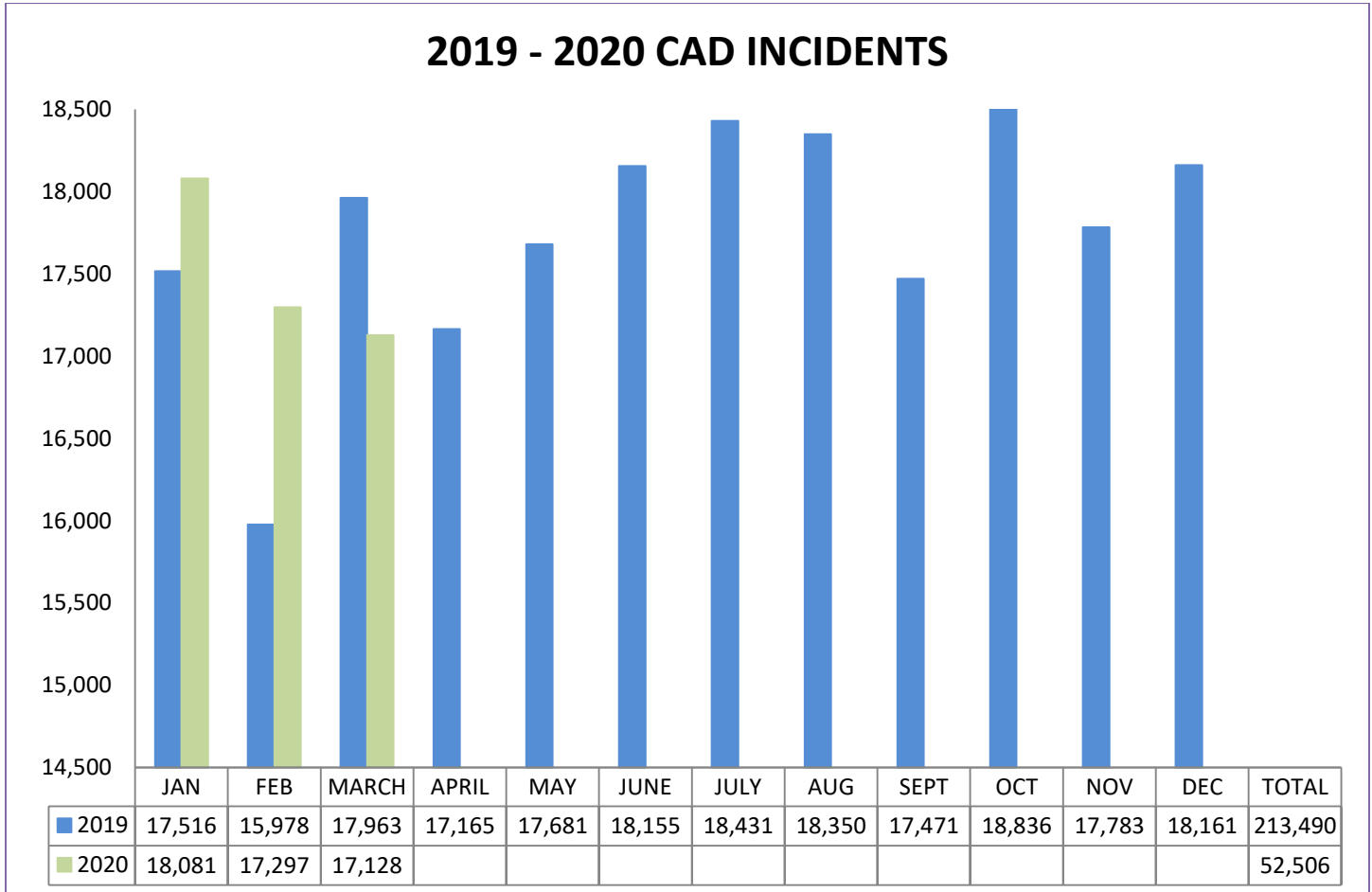
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Mike McLaughlin, Vice Chairperson



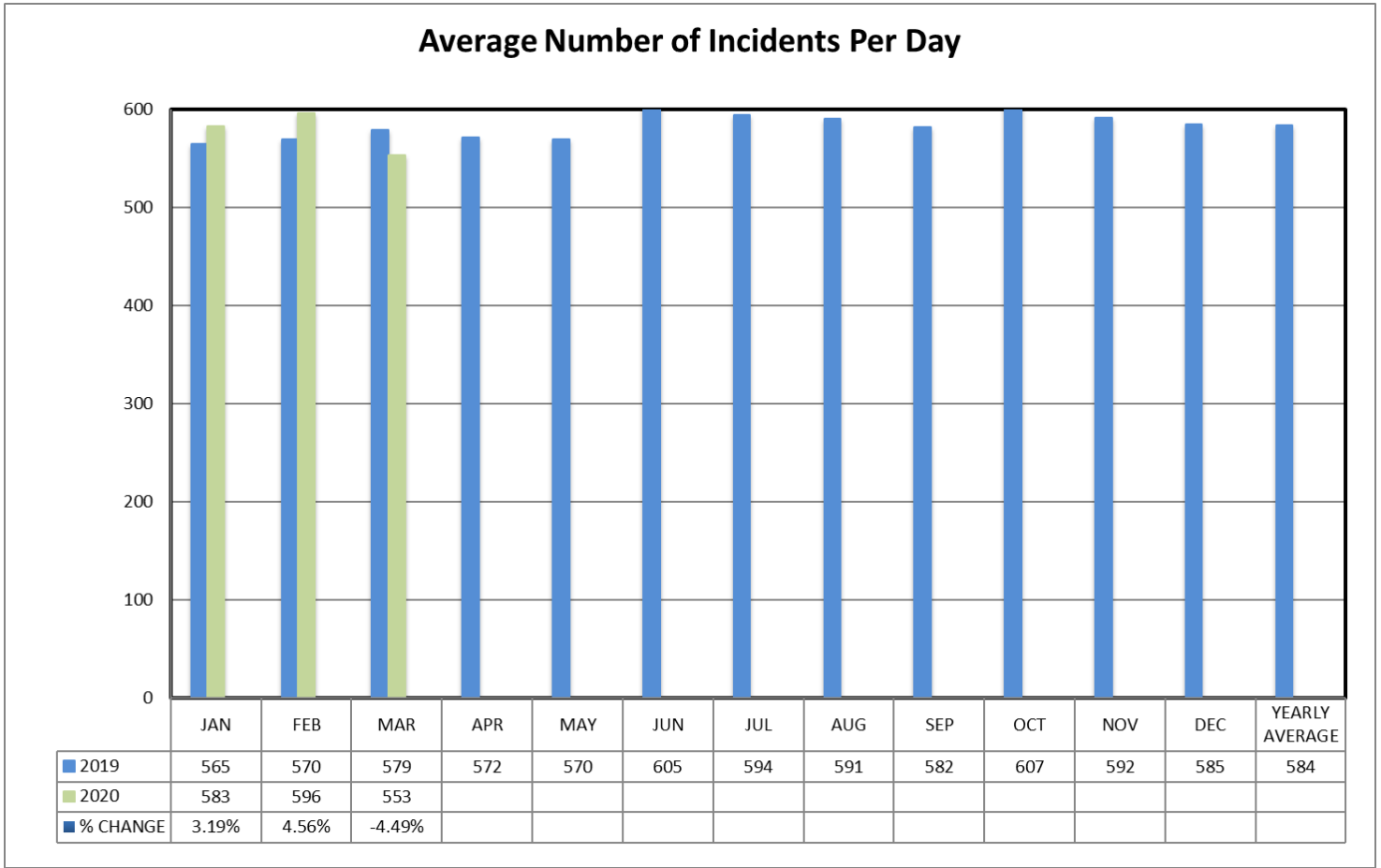
# CAD Incidents - MARCH, 2020

**Total number of CAD incidents entered for MARCH: 17,128**



# CAD Incidents - MARCH, 2020

***Average number of CAD incidents entered per day for MARCH: 553***



# SRFECC Telephony Performance Measure March 2020

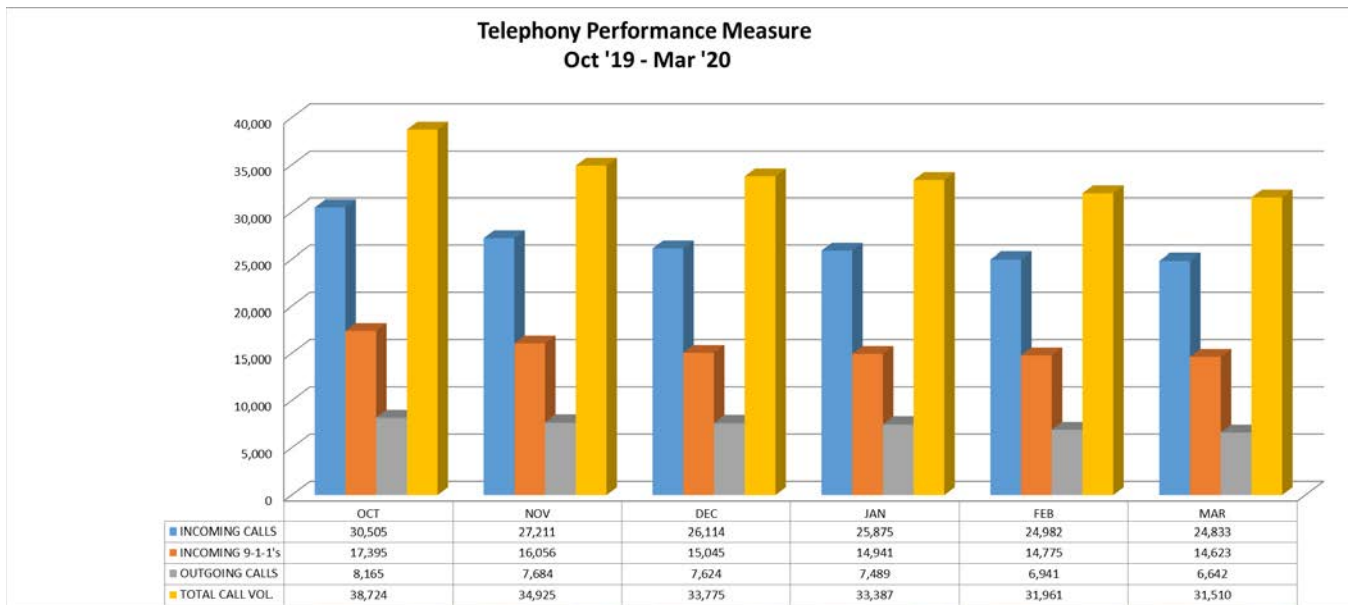
The following data is the telephony performance measures for the Sacramento Regional Fire/EMS Communications Center (SRFECC) during the month of March, 2020 for all incoming and outgoing calls to and from the Center on 9-1-1 lines, Seven-Digit Emergency (7DE) lines, Allied Agencies (i.e. Sacramento Police Dept.), Alarm Company lines, as well as Seven-Digit Administrative lines.

## Summary of Information

During the month of March, 2020 dispatch staff processed **24,833** incoming calls and **6,642** outgoing calls for a total call volume of **31,510**.

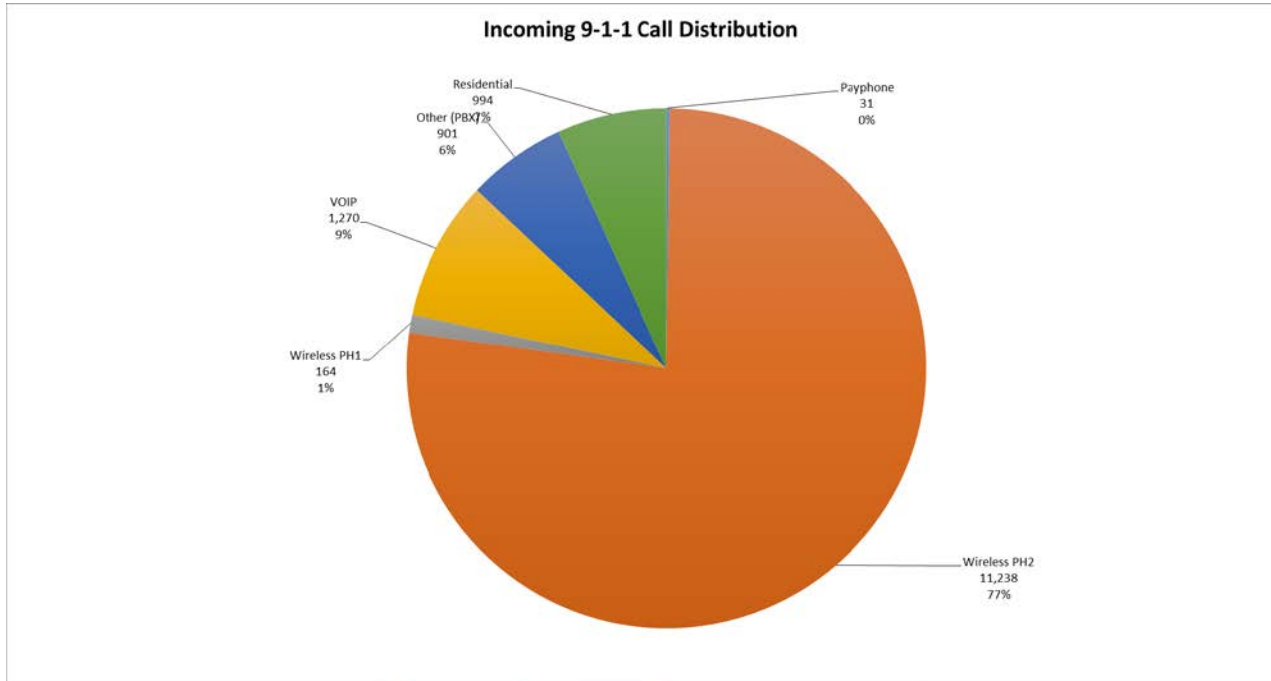
## Detailed Breakdown of Information – Incoming Lines

- **9-1-1 Emergency lines: 14,623**
- **“Seven-Digit” Emergency lines (7DE): 3,974**
- **Allied Agency/Alarm Companies: 2,934**
- **Non-Emergency/Administrative (7DA) lines: 3,561**



# SRFECC Telephony Performance Measure March 2020

The following data represents incoming call distribution according to class of service.  
March totals: **14,623** incoming 9-1-1 calls:



# SRFECC Telephony Performance Measure March 2020

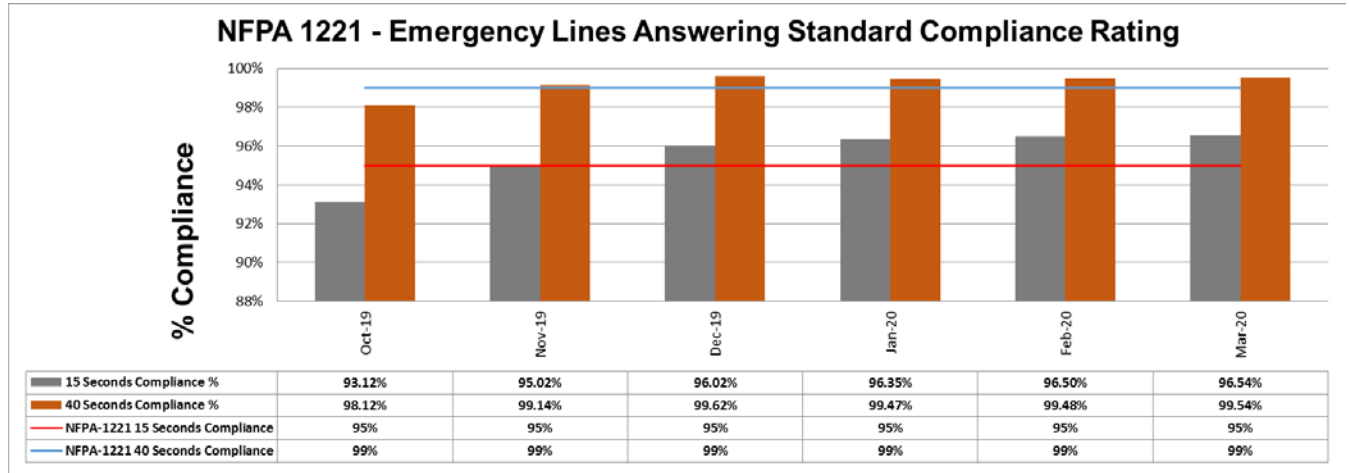
## Emergency Lines Answering Standard: NFPA-1221 (2016 Edition)

According to NFPA-1221 (2016 ed.), Chp. 7, Sec. 7.4 – Operating Procedures:

**Rule 7.4.1:** *“Ninety-five percent of alarms received on emergency lines shall be answered within 15 seconds, and 99 percent of alarms shall be answered within 40 seconds.”*

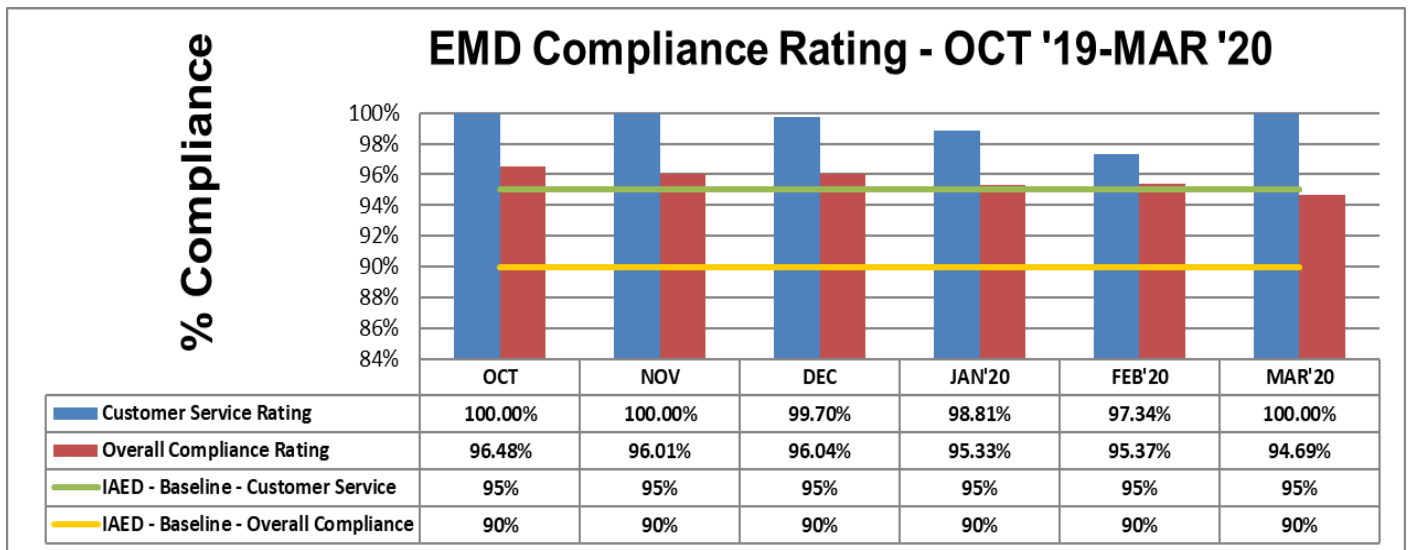
NFPA-1221 (2016 ed.) recommends that all calls received on emergency lines shall be answered within 15 seconds 95% of the time and 99% percent of emergency lines shall be answered within 40 seconds – In March, the dispatch team answered all calls on emergency lines within 15 seconds **96.54%** of the time and answered within 40 seconds **99.52%**.

The following chart represents the Emergency Lines Answering Standard under NFPA-1221 (2016 ed.), Chapter 7, Section 7.4 – Operating Procedures, Rule 7.4.1 for identifying the 2017-2019 compliance performance ratings.



## Emergency Medical Dispatching (EMD) Compliance Scores

- Customer Service Score Average\* (Baseline Requirement of 95%)
  - Overall Customer Service Score – MARCH: 100.00%
  
- Overall Compliance Score Average\* (Baseline Requirement of 90%)
  - Overall Compliance Score – MARCH: 94.69%



*\*Effective Emergency Medical Dispatch (EMD) practices are based on the consistent use of medically approved dispatch protocols. EMD or the Medical Priority Dispatching System (MPDS) is in part based on published standards of the International Academy of Emergency Dispatch (IAED) in consultation with the National Association of EMS Physicians (NAEMSP), the American Society for Testing and Materials (ASTM), the American College of Emergency Physicians (ACEP), the U.S. Department of Transportation (USDOT), the National Institutes of Health (NIH), the American Medical Association (AMA), and more than 30 years of research, development, and field testing throughout the world. Overall, the dispatch protocols are established by the IAED Board of Fellows, which is also responsible for setting the accreditation process of the International Academy. Per IAED, the Quality Improvement/Assurance standards require a consistent, cumulative MPDS incident case review of at or above the stated baseline percentage.*



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**Executive Monthly Credit Card Usage Report**

**Reporting Month: March 2020**

Last 4 of card	Last Name	Status	Credit Limit	Monthly Usage	Approvals		
					Employee	DD	ED
5961	Patterson	Open	\$ 5,000.00	\$ 515.00	<i>[Signature]</i>	<i>[Signature]</i>	<i>[Signature]</i>
3418	Shmatovich	Open	\$ 5,000.00	\$ 2,245.91	<i>[Signature]</i>	<i>[Signature]</i>	<i>[Signature]</i>
7447	Tackett	Open	\$ 1,500.00	\$ 143.09	<i>[Signature]</i>	<i>[Signature]</i>	<i>[Signature]</i>
4358	Vargo	Open	\$ 5,000.00	\$ 782.06	<i>[Signature]</i>	<i>[Signature]</i>	<i>[Signature]</i>
6115	Mackey	Open	\$ 1,500.00	\$ 1,229.32	<i>[Signature]</i>	<i>[Signature]</i>	<i>[Signature]</i>
8740	Wagaman	Open	\$ 2,000.00	\$ 18.05	<i>[Signature]</i>	<i>[Signature]</i>	<i>[Signature]</i>
		<b>Total:</b>	<b>\$ 20,000.00</b>	<b>\$ 4,933.43</b>		<i>[Signature]</i>	

**Monthly Activity: March 2020**

**New/Closed Accounts Added:** One Account Closed – Kelson Patterson on March 12, 2020

**Cards Reported Lost or Stolen:** None

DocuSigned by:  
*Diane House*  
 CE314900EB57494...  
 4/22/2020

**Disputed Transactions:** None

**Changes in Authorization Limits:** None

**Monthly Liability:** \$20,000.00



## Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3006

www.srfecc.ca.gov

FY 19-20			
Total Monthly Credit Card Usage			
July	\$ 7,437.00	January	\$ 2,240.41
August	\$ 3,068.91	February	\$ 3,755.60
September	\$ 2,463.44	March	\$ 4,933.43
October	\$ 9,164.62	April	
November	\$ 3,371.55	May	
December	\$ 5,066.94	June	

I certify I have review and approved the monthly credit card transactions and activity as reported. These are legitimate expenses incurred solely for the benefit of SRF ECC business. I also certify that no alcoholic beverages, tobacco products, gift cards or gift certificates were purchased.

A large, stylized handwritten signature in blue ink, written over a horizontal line.

Executive Director Signature

4/7/20

Date





**BL ACCT ACCOUNTING DEPT  
SACRAMENTO REGIONAL FIRE**  
Account Number: ##### 5896  
Closing Date: 03/31/20

Page 1 of 4  
**VISA**

**Account Inquiries**



Customer Service: (866) 777-9013  
Lost or Stolen Card: (866) 839-3485



Please Direct Written Inquiries to:  
UMPQUA BANK  
PO BOX 1952  
SPOKANE, WA 99210-1952



To pay on-line:  
www.umpquabank.com

**Account Summary**

Previous Balance	\$	3,755.60
Purchases	+	5,415.81
Cash	+	0.00
Special	+	0.00
Credits	-	482.38
Payments	-	3,755.60
Other Debits	+	0.00
<b>Finance Charges</b>	+	0.00
<b>NEW BALANCE</b>	<b>\$</b>	<b>4,933.43</b>

**Payment Information**



**Total Minimum Payment Due \$4,933.43**  
**Payment Due Date 04/25/20**

Minimum Payment \$ 4,933.43

Mail Payments to: UMPQUA BANK PO BOX 2310 SPOKANE WA 99210-2310

**Account Activity Since Your Last Statement**

Trans Date	Post Date	Plan Name	Reference Number	Description	Amount
02/28	03/01	PPLN01	24692160059100067187743	AMZN Mktp US*BYCFMGGC3 Amzn.com/bill WA	\$ 9.18
03/03	03/04	PPLN01	24692160063100274765855	LOWES #02341* RANCHO CORDOV CA	48.74
03/03	03/04	PPLN01	24492150063637555755603	QUICKQUACK* #0701 WASH ROSEVILLE CA	12.99
03/04	03/05	PPLN01	24692160064100786275673	LOWES #02341* RANCHO CORDOV CA	57.37
03/04	03/05	PPLN01	24492150064637590957593	QUICKQUACK* #0701 WASH ROSEVILLE CA	12.99
03/07	03/08	PPLN01	24692160067100780530088	AMZN Mktp US*XED74903 Amzn.com/bill WA	121.24
03/09	03/11	PPLN01	24792620070696180218478	AUTOPAY/DISH NTWK 800-333-3474 CO	172.09
03/12	03/15	PPLN01	24382240073001218807147	CONSOLIDATED COMMUNICATIO 866-2408889 IL	80.40
<b>Cardholder Name: KELSON PATTERSON</b>					
<b>Total Charges for Account Number: 4807253500035961</b>					<b>515.00</b>
03/02	03/03	PPLN01	24231680063837000138395	SMART AND FINAL 729 ROSEVILLE CA	\$ 33.43
03/02	03/04	PPLN01	24137460063500866323582	BEL AIR #522 GOLD RIVER CA	69.45
03/04	03/06	PPLN01	24137460065500918031439	BEL AIR #509 ROSEVILLE CA	25.14
03/11	03/13	PPLN01	24137460072500878961279	BEL AIR #509 ROSEVILLE CA	15.07
<b>Cardholder Name: SHELBY TACKETT</b>					
<b>Total Charges for Account Number: 4807253500037447</b>					<b>143.09</b>
03/06	03/08	PPLN01	24755420067160673391057	EMBASSY SUITES DWNTWN TAMPA FL	\$ 1,169.32
03/07	03/09	PPLN01	24445000068100427815907	PMT*SAC CO AIRPORT PARKNG SACRAMENTO CA	60.00

PLEASE DETACH COUPON AND RETURN PAYMENT USING THE ENCLOSED ENVELOPE - ALLOW 5 DAYS FOR MAIL DELIVERY

UMPQUA BANK  
PO BOX 1952  
SPOKANE WA 99210-1952



Account Number  
##### 5896

Check box to indicate name/address change on back of this coupon

<b>Closing Date</b>	<b>New Balance</b>	<b>Total Minimum Payment Due</b>	<b>Payment Due Date</b>
03/31/20	\$4,933.43	\$4,933.43	04/25/20

AMOUNT OF PAYMENT ENCLOSED

\$

BL ACCT ACCOUNTING DEPT  
SACRAMENTO REGIONAL FIRE  
10230 SYSTEMS PARKWAY  
SACRAMENTO CA 95827



MAKE CHECK PAYABLE TO:

UMPQUA BANK  
PO BOX 2310  
SPOKANE WA 99210-2310



<b>Account Activity Since Your Last Statement... Continued</b>						
Trans Date	Post Date	Plan Name	Reference Number	Description	Amount	
<b>Cardholder Name: DR KEVIN E. MACKEY</b>						
<b>Total Charges for Account Number: 4807253500066115</b>						<b>1,229.32</b>
02/28	03/01	PPLN01	24492150059715364304031	EZCATERAUTHENTIC STRE 800-488-1803 MA	\$	194.70
03/01	03/02	PPLN01	24692160061100910942696	AMZN Mktp US*DF3CC0V03 Amzn.com/bill WA		165.75
03/02	03/03	PPLN01	24492150062719617431513	EZCATEROLIVE GARDEN 800-488-1803 MA		179.21
03/02	03/04	PPLN01	24692160063100186825813	SOUTHWES 5262177613418 800-435-9792 TX HICKSMARK 031320 SMF / ONT WN I ONT / SMF WN U		296.96
03/03	03/04	PPLN01	24137460063500866323905	RALEYS 905 800-925-9989 CA		49.99
03/03	03/04	PPLN01	24692160063100898402083	AMZN Mktp US*HG53U9EA3 Amzn.com/bill WA		78.45
03/03	03/05	PPLN01	24137460064500881283711	RALEY S #421 FAIR OAKS CA		6.98
03/04	03/05	PPLN01	24492150064713761797405	EZCATERCHICKFILA 800-488-1803 MA		164.73
03/05	03/05	PPLN01	24692160065100182243183	Amazon.com*0189UORT3 Amzn.com/bill WA		29.76
03/05	03/06	PPLN01	24692160065100688727267	HOTELSCOM9200399017992 HOTELS.COM WA		199.92
03/05	03/06	PPLN01	24445000066400203261678	WM SUPERCENTER #2457 RANCHO CORDOV CA		10.74
03/05	03/06	PPLN01	24231680066400055145620	PAPA MURPHY'S CA325 OLO olo.com CA		52.97
03/05	03/06	PPLN01	24692160065100209247803	AMZN Mktp US*057A83333 Amzn.com/bill WA		20.52
03/05	03/06	PPLN01	24692160065100337491547	AMZN Mktp US*TN05I5923 Amzn.com/bill WA		32.30
03/07	03/08	PPLN01	24431060067083353819633	CHIPOTLE ONLINE 303-595-4000 CO		213.79
03/11	03/13	PPLN01	24431060072893072413481	DISNEY RESORTS-RESE 4078285630 FL		256.50
03/16	03/17	PPLN01	24431060077083318711311	AMAZON.COM*NUJ2HE2GG3 AMZN AMZN.COM/BILL WA		64.94
03/16	03/17		74692160076100806049604	CREDIT VOUCHER HOTELSCOM9200399017992 HOTELS.COM WA		199.92 -
03/17	03/18	PPLN01	24231680078837000377426	SMART AND FINAL 701 RANCHO CORDOV CA		65.96
03/17	03/18	PPLN01	24231680078837000385973	SMART AND FINAL 703 CITRUS HEIGHT CA		67.45
03/21	03/22	PPLN01	24692160081100642225226	AMZN Mktp US*Q17QY1VA3 Amzn.com/bill WA		77.88
03/19	03/22		74431060080893080413486	CREDIT VOUCHER DISNEY RESORTS-RESE 4078285630 FL		256.50 -
03/25	03/26	PPLN01	24431060086898000516614	COSTCO WHSE #0438 RANCHO CORDOV CA		351.60
03/26	03/26	PPLN01	24692160086100093986891	AMZN Mktp US*L00B07C73 Amzn.com/bill WA		119.05
03/30	03/31	PPLN01	24431060091083751311993	AMZN MKTP US*YT49C2N93 AM AMZN.COM/BILL WA		28.14
03/30	03/31		74692160090100523830924	CREDIT VOUCHER AMZN Mktp US Amzn.com/bill WA		25.96 -
<b>Cardholder Name: MARISSA SHMATOVICH</b>						
<b>Total Charges for Account Number: 4807253500073418</b>						<b>2,245.91</b>
03/03	03/04	PPLN01	24492150064637572111516	ACCESS DIRECT WWW.MESSAGING KS	\$	19.95
03/02	03/04	PPLN01	24202980063030028392546	CALIFORNIA SPECIAL DISTRI 916-442-7887 CA		40.00
03/04	03/05	PPLN01	24692160064100986216709	INDEED 203-564-2400 CT		36.60
03/04	03/05	PPLN01	24055220064026727593382	WATERLOGIC 925-521-9100 CA		12.69
03/10	03/11	PPLN01	24692160070100916530726	HP *HP.COM STORE 888-345-5409 CA		69.59
03/17	03/18	PPLN01	24540450078004520675391	DIGITALPATH INC 530-8997884 CA		102.95
03/20	03/22	PPLN01	24692160080100189282359	INDEED 203-564-2400 CT		500.28
<b>Cardholder Name: CHIA VARGO</b>						
<b>Total Charges for Account Number: 4807253500074358</b>						<b>782.06</b>
03/12	03/13	PPLN01	24801970073400467000146	EMIGH ACE HARDWARE SACRAMENTO CA	\$	18.05
<b>Cardholder Name TYLER WAGAMAN</b>						
<b>Total Charges for Account Number: 4807253500138740</b>						<b>18.05</b>

**NAME CHANGE** Please use blue or black ink to complete form

Last \_\_\_\_\_

First \_\_\_\_\_ Middle \_\_\_\_\_

**ADDRESS CHANGE** Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP Code \_\_\_\_\_

Home Phone ( ) - \_\_\_\_\_ Business Phone ( ) - \_\_\_\_\_

**SIGNATURE REQUIRED TO AUTHORIZE CHANGES** Signature \_\_\_\_\_



**BL ACCT ACCOUNTING DEPT  
SACRAMENTO REGIONAL FIRE**  
Account Number: #### #### #### 5896  
Closing Date: 03/31/20



03/24      03/24      **Payments, Adjustments and Others**  
1849874      INTERNET PMT-THANK YOU      \$      3,755.60 -

Plan Level Information										
Plan Name	Plan Description	FCM *	Previous Balance	Average Daily Balance	Periodic Rate **	Corresponding APR	Finance Charges	Fees/Finance Charge	Effective APR	Ending Balance
<b>Purchases</b>										
PPLN01 001	PURCHASE	E	\$3,755.60	\$0.00	0.06008% (D)	21.9900%	\$0.00	\$0.00	0.0000%	\$4,933.43
<b>Cash</b>										
CPLN01 001	CASH	A	\$0.00	\$0.00	0.06554% (D)	23.9900%	\$0.00	\$0.00	0.0000%	\$0.00
<b>Total</b>			\$3,755.60	\$0.00			\$0.00	\$0.00	0.0000%	\$4,933.43
Days In Billing Cycle: 32						APR = Annual Percentage Rate				
*See last page for explanation of Finance Charge Method (FCM)						** Periodic Rate (M)=Monthly (D)=Daily				
(V) = Variable Rate If you have a variable rate account the periodic rate and Annual Percentage Rate (APR) may vary.										

### **IMPORTANT INFORMATION**

**Finance Charge Calculation Methods and Computation of Average Daily Balance Subject to Finance Charge.** The Finance Charge Calculation Method applicable to your account for Cash Advances, Balance Transfers and Credit Purchases of goods and services that you obtain through the use of your card is specified on the front side of this statement and explained below:

**Method A - Average Daily Balance (including current transactions).** The Finance Charge on purchases begins from the date the transaction is posted to your account, and the Finance Charge on cash advances begins from the date you obtained the cash advance, or the first day of the billing cycle in which it is posted to your account, whichever is later. There is no grace period.

We figure a portion of the Finance Charge on your applicable balance (i.e., Cash Advance balance, Balance Transfer balance, or Purchase Balance, as the case may be) by applying the applicable periodic rate to the applicable "average daily balance" (including current Transactions). To get the "average daily balance," we take the beginning balance of your Cash Advances, Balance Transfers, or Purchases, as the case may be, each day, add any new Cash Advances, Balance Transfers, or Purchases, as the case may be, and subtract any payments or credits applicable to Cash Advance balance, Balance Transfer balance, or Purchase balance, as the case may be. This gives us the daily balance. Then we add up all the daily balances for the billing cycle and divide the total by the number of days in the billing cycle. This gives us the "average daily balance."

**Payment Crediting and Credit Balance.** Payments received at the location specified on the front of the statement after the phrase "MAKE CHECK PAYABLE TO" will be credited as of the date of receipt to the account specified on the payment coupon. Payments received at locations other than the address specified or payments that do not conform to the requirements set forth on or with the periodic statement (e.g. missing payment stub, payment envelope other than as provided with your statement, multiple checks or multiple coupons in the same envelope) may be subject to delay in crediting, but shall be credited within five days of receipt. If there is a credit balance due on your account, you may request in writing that such amount be paid to you. Submit your request to the address indicated on the front of this statement after the phrase "Please Direct Written Inquiries to:".

**Closing Date.** The closing date is the last day of the billing cycle; all transactions received after the closing date will appear on your next statement.

**Annual Fee.** If your account has been assessed an annual fee, you may avoid paying this annual fee by sending written notification of termination within 30 days following the mailing date of this bill, to the address found at the top of the first page of this bill under your financial institutions name. You may use your card(s) during this 30 day period but immediately thereafter must send your card(s), which you have cut in half, to this same address.

**Negative Credit Reports.** You are hereby notified that a negative credit report reflecting on your credit record may be submitted to a credit reporting agencies if you fail to fulfill the terms of your credit obligations.

#### **Billing Disputes**

Disputes regarding charges or billings hereunder shall be communicated in writing to Umpqua Bank at the address indicated in Section 18 of the Umpqua Bank Commercial Card Account Agreement. Communications should include the Commercial Cardholder name and Account number, the dollar amount of any dispute or suspected error, the reference number and a description of the dispute or error. Any communication regarding a dispute or suspected error must be received by Umpqua Bank within sixty (60) days of the date of the statement on which the disputed or incorrect charge first appeared or you will be deemed to have waived any objection to them. Disputed billings are categorized as, but not necessarily limited to, failure to receive goods or services charged, fraud, forgery, altered charges and charges incurred by telephone order where the authenticity of the charge is in question. Umpqua Bank will investigate disputes and billing errors, but it will not be responsible for resolving or correcting them.



# Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3006

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## SRFECC – FY 19/20 Budget to Actuals Report

Month of March 2020

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GL Account	Description	FY 19/20 Budget	Jan-20 Actual	Feb-20 Actual	Mar-20 Actual	FY 19/20 YTD Actual	FY 19/20 YTD Budget	YTD Variance Bud - Act	YTD Var % Bud - Act	Budget Remainder
<b>EMPLOYEE-RELATED EXPENSES</b>										
5010	Base Salaries and Wages	4,697,256	317,276	275,374	307,851	2,698,623	3,544,444	845,820	24%	1,998,633
5020	Overtime	210,000	26,353	13,637	20,251	195,705	157,400	(38,305)	(24%)	14,295
5030	Overtime - FLSA	137,436	5,173	7,371	5,296	49,573	103,079	53,506	52%	87,863
5040	Uniform Allowance	31,000	9,261	2,574	953	30,638	28,700	(1,938)	(7%)	362
5050	Night/Admin Shift Differential	29,910	2,708	2,295	3,644	24,591	22,665	(1,926)	(8%)	5,319
5055	Out-of-Class Pay	25,000	100	375	0	18,102	23,200	5,098	22%	6,898
5060	Longevity	30,800	2,750	2,750	2,750	30,850	23,000	(7,850)	(34%)	(50)
5065	On-Call Pay	73,000	4,600	4,575	4,425	41,225	54,600	13,375	24%	31,775
5115	Vacation Cash Out	64,998	10,298	550	1,999	69,126	51,760	(17,366)	(34%)	(4,128)
5120	Sick Leave	0	12,196	12,695	77	74,204	0	(74,204)	0%	(74,204)
5130	CTO Leave	0	0	0	0	12,353	0	(12,353)	0%	(12,353)
5140	Holiday Pay	192,640	20,194	18,979	0	123,777	160,532	36,755	23%	68,863
5220	Training Pay	31,000	3,868	8,171	1,267	27,564	23,250	(4,314)	(19%)	3,436
5225	Medical Insurance Pool	0	0	0	0	14,971	0	(14,971)	0%	(14,971)
5310	Workers Compensation Insurance	60,000	2,202	7,487	7,487	30,387	45,000	14,613	32%	29,613
5410	FED ER Tax - Medicare	70,000	5,838	4,645	4,759	46,395	52,500	6,105	12%	23,605
5413	FED ER Tax - Social Security	10,500	0	0	0	369	7,875	7,506	95%	10,131
5420	State ER Tax - ETT	2,100	305	22	0	378	1,575	1,197	76%	1,722
5423	State ER Tax - UI-	22,000	13,107	951	0	16,243	16,500	257	2%	5,757
5510	Medical Insurance	896,412	64,307	62,494	61,359	484,309	671,087	186,778	28%	412,103
5520	Dental Insurance	48,608	6,000	9,106	5,776	57,099	36,159	(20,939)	(58%)	(8,491)
5530	Vision Insurance	5,003	552	608	593	4,464	3,722	(742)	(20%)	539
5610	Retirement Benefit Expense	1,126,492	91,886	88,521	89,104	791,602	844,861	53,259	6%	334,890
5620	OPEB Benefit Expense	281,683	20,749	21,328	21,708	167,202	209,639	42,437	20%	114,480
5625	Education Incentive	30,000	2,098	1,824	1,953	14,181	22,500	8,319	37%	15,820
5690	Other Salary and Benefit Expns	12,000	1,052	2,387	3,366	16,178	9,500	(6,678)	(70%)	(4,178)
<b>TOTAL EMPLOYEE-RELATED EXPENSES</b>		<b>8,087,838</b>	<b>622,873</b>	<b>548,719</b>	<b>544,618</b>	<b>5,040,109</b>	<b>6,113,548</b>	<b>1,073,439</b>	<b>18%</b>	<b>3,047,728</b>

GL Account	Description	FY 19/20 Budget	Jan-20 Actual	Feb-20 Actual	Mar-20 Actual	FY 19/20 YTD Actual	FY 19/20 YTD Budget	YTD Variance Bud - Act	YTD Var % Bud - Act	Budget Remainder
<b>MATERIALS &amp; SUPPLIES</b>										
6010	Office Supplies	10,000	567	84	662	4,422	7,500	3,078	41%	5,578
6011	Office Supplies CTC	2,000	0	0	0	7	1,500	1,493	100%	1,993
6013	Office Supplies - Ink Cartridge	8,200	658	0	985	4,216	6,150	1,935	31%	3,985
6015	Equipment Rental	7,200	582	582	582	5,430	5,400	(30)	(1%)	1,770
6020	Postage	1,000	32	6	0	200	750	550	73%	800
6090	Other Materials and Supplies	13,500	1,583	1,617	1,330	14,479	10,125	(4,354)	(43%)	(979)
<b>TOTAL MATERIALS &amp; SUPPLIES</b>		<b>41,900</b>	<b>3,422</b>	<b>2,289</b>	<b>3,559</b>	<b>28,754</b>	<b>31,425</b>	<b>2,670</b>	<b>8%</b>	<b>13,145</b>

GL Account	Description	FY 19/20 Budget	Jan-20 Actual	Feb-20 Actual	Mar-20 Actual	FY 19/20 YTD Actual	FY 19/20 YTD Budget	YTD Variance Bud - Act	YTD Var % Bud - Act	Budget Remainder
<b>PROFESSIONAL SERVICES</b>										
6110	Legal Services	180,000	21,492	5,230	14,511	114,378	135,000	20,622	15%	65,622
6115	Accounting and Audit Services	16,000	0	5,220	0	18,100	12,000	(6,100)	(51%)	(2,100)
6120	Actuary Services	17,000	0	0	0	5,000	17,000	12,000	71%	12,000
6125	Consulting Services	349,657	28,100	30,317	26,695	278,716	262,243	(16,473)	(6%)	70,941
6140	Technological Services	57,500	540	540	540	2,760	43,125	40,365	94%	54,740
6190	Other Professional Services	0	345	0	0	30,983	0	(30,983)	0%	(30,983)
<b>TOTAL PROFESSIONAL SERVICES</b>		<b>620,157</b>	<b>50,477</b>	<b>41,307</b>	<b>41,746</b>	<b>449,937</b>	<b>469,368</b>	<b>19,431</b>	<b>4%</b>	<b>170,220</b>

GL Account	Description	FY 19/20 Budget	Jan-20 Actual	Feb-20 Actual	Mar-20 Actual	FY 19/20 YTD Actual	FY 19/20 YTD Budget	YTD Variance Bud - Act	YTD Var % Bud - Act	Budget Remainder
<b>COMMUNICATION EQUIPMENT &amp; SERVICES</b>										
6220	Maintenance - Radios & Radio Equipment	32,930	19,054	2,722	7,222	29,264	24,698	(4,567)	(18%)	3,666
6221	Maintenance - Radio Consoles & Other	73,415	40,410	6,717	6,717	62,179	55,061	(7,118)	(13%)	11,236
6223	Radio - Backbone Subscription SRRCS	108,674	53,204	11,094	11,094	99,847	81,506	(18,341)	(23%)	8,827
6230	Communication Services	293,193	27,270	21,021	19,304	190,663	219,895	29,232	13%	102,530
6245	Maintenance - Tower Equipment	15,000	8,750	1,250	2,156	12,156	11,250	(906)	(8%)	2,844
6247	Comm Van Materials/Equipment	9,120	0	0	0	40	6,840	6,800	99%	9,080
6290	Other Communication Services and Equipment	20,000	100	183	(946)	1,011	15,000	13,989	93%	18,989
<b>TOTAL COMMUNICATION EQUIPMENT &amp; SERVICES</b>		<b>552,332</b>	<b>148,788</b>	<b>42,987</b>	<b>45,547</b>	<b>395,160</b>	<b>414,250</b>	<b>19,090</b>	<b>5%</b>	<b>157,173</b>



# Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3006

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## SRFECC – FY 19/20 Budget to Actuals Report

Month of March 2020

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GL Account	Description	FY 19/20 Budget	Jan-20 Actual	Feb-20 Actual	Mar-20 Actual	FY 19/20 YTD Actual	FY 19/20 YTD Budget	YTD Variance Bud - Act	YTD Var % Bud - Act	Budget Remainder
<b>HW &amp; SW MAINT</b>										
6310	Hardware Maintenance - Equipment	22,289	12,994	1,856	1,856	16,720	16,717	(3)	(0%)	5,569
6316	Hardware Maint - Network	41,900	24,442	3,492	3,492	31,425	31,425	0	0%	10,475
6319	Hardware Maintenance Other	14,500	11,657	1,208	1,208	14,074	10,875	(3,199)	(29%)	426
6320	Software Maintenance - Applications	181,058	760	780	13,691	100,703	135,793	35,090	26%	80,355
6322	CAD Maintenance and Support/Northrop Grumman	236,690	11,117	11,117	14,692	117,291	177,517	60,226	34%	119,399
6323	Software Maintenance - GIS	69,287	5,411	8,019	5,519	52,974	51,965	(1,009)	(2%)	16,312
6330	Software Maintenance - Network	16,630	8,403	1,384	1,384	13,763	12,472	(1,291)	(10%)	2,867
6390	Other, Computer Services and Supplies	12,000	586	690	140	3,092	9,000	5,908	66%	8,908
<b>TOTAL HW &amp; SW MAINT</b>		<b>594,354</b>	<b>75,370</b>	<b>28,546</b>	<b>41,982</b>	<b>350,042</b>	<b>445,764</b>	<b>95,722</b>	<b>21%</b>	<b>244,310</b>

GL Account	Description	FY 19/20 Budget	Jan-20 Actual	Feb-20 Actual	Mar-20 Actual	FY 19/20 YTD Actual	FY 19/20 YTD Budget	YTD Variance Bud - Act	YTD Var % Bud - Act	Budget Remainder
<b>FACILITIES &amp; FLEET</b>										
6410	Services - Landscaping	9,800	800	800	800	6,400	7,350	950	13%	3,400
6415	Maintenance - Building	28,119	253	0	901	1,961	21,089	19,128	91%	26,158
6260	Lease - CTC	18,000	1,500	1,500	1,500	13,500	13,500	0	0%	4,500
6420	Services - Custodial	73,320	4,000	4,000	4,000	36,140	54,990	18,850	34%	37,180
6421	Services - Center Security	53,400	160	160	3,455	45,117	40,050	(5,067)	(13%)	8,283
6425	Maintenance - HVAC	16,742	8,079	937	937	15,454	12,557	(2,897)	(23%)	1,288
6235	Maintenance - Power Supply	73,180	40,795	6,290	6,290	57,544	54,885	(2,659)	(5%)	15,636
6430	Services - Cable	1,920	167	172	172	1,514	1,440	(74)	(5%)	406
6435	Services - Pest Control	600	50	101	185	686	450	(236)	(52%)	(86)
6490	Other, Facilities and Fleet	5,623	0	2,834	623	7,045	4,217	(2,827)	(67%)	(1,422)
6510	Utilities - Electric	86,700	6,331	4,202	5,002	44,773	65,025	20,252	31%	41,927
6515	Utilities - Water	9,250	230	262	299	6,972	6,938	(35)	(0%)	2,278
6520	Utilities - Refuse Collection / Disposal	5,916	1,031	514	508	4,941	4,437	(504)	(11%)	976
6525	Utilities - Sewage Disposal Services	1,442	53	450	52	2,285	1,082	(1,204)	(111%)	(843)
6635	Services - Bottled Water	3,000	0	552	656	2,890	2,250	(640)	(28%)	110
6645	Services - Printing	2,000	96	128	85	1,004	1,500	496	33%	996
6650	Services - Shredding	2,000	0	82	752	1,602	1,500	(101)	(7%)	399
6652	Fleet - Maintenance	7,500	75	79	13	1,340	5,625	4,285	76%	6,160
6654	Fleet - Fuel	14,950	653	520	439	5,931	11,213	5,281	47%	9,019
6655	Insurance (Property and Fleet)	45,500	3,632	3,632	3,632	32,958	34,125	1,167	3%	12,542
6690	Other - Facility & Fleet Management	7,180	(2,352)	150	45	3,583	5,385	1,802	33%	3,597
<b>TOTAL FACILITIES &amp; FLEET</b>		<b>466,142</b>	<b>65,553</b>	<b>27,365</b>	<b>30,346</b>	<b>293,640</b>	<b>349,608</b>	<b>55,968</b>	<b>16%</b>	<b>172,504</b>

GL Account	Description	FY 19/20 Budget	Jan-20 Actual	Feb-20 Actual	Mar-20 Actual	FY 19/20 YTD Actual	FY 19/20 YTD Budget	YTD Variance Bud - Act	YTD Var % Bud - Act	Budget Remainder
<b>RECRUITMENT, RETENTION &amp; TRAINING</b>										
6610	Recruitment	30,210	464	3,667	12,155	21,572	22,658	1,085	5%	8,638
6612	Employee Retention	15,500	188	687	789	2,138	11,625	9,487	82%	13,362
6615	Employee Education & Training	19,950	575	179	5,415	12,235	14,963	2,727	18%	7,715
6618	Conference Registration	12,766	0	725	40	765	9,574	8,809	92%	12,001
6621	Air	13,000	(346)	0	297	(49)	9,750	9,799	101%	13,049
6622	Lodging	22,500	0	292	0	662	16,875	16,213	96%	21,838
6623	Rental Cars	2,040	0	0	0	0	1,530	1,530	100%	2,040
6624	Parking	1,000	5	9	0	13	750	737	98%	987
6625	Membership Dues	3,340	0	40	0	2,403	2,505	102	4%	937
6626	Taxi, Uber, Mileage, Other	3,000	1,027	193	44	1,363	2,250	887	39%	1,637
6627	Per Diem	7,711	189	332	(205)	1,062	5,783	4,722	82%	6,650
6639	Accreditations - ACE	4,250	0	0	0	0	3,188	3,188	100%	4,250
6640	Uniform/Badges/Shirts	6,000	(6,983)	0	0	1,203	4,500	3,297	73%	4,797
6640	Operations Support	49,300	1,319	0	0	2,243	36,975	34,732	94%	47,057
6661	Administration Support	27,000	7,514	1,167	2,731	15,560	20,250	4,690	23%	11,440
<b>TOTAL RECRUITMENT, RETENTION &amp; TRAINING</b>		<b>217,567</b>	<b>3,952</b>	<b>7,291</b>	<b>21,266</b>	<b>61,170</b>	<b>163,176</b>	<b>102,005</b>	<b>63%</b>	<b>156,397</b>
<b>GRAND TOTAL</b>		<b>10,580,290</b>	<b>970,435</b>	<b>698,504</b>	<b>729,064</b>	<b>6,618,812</b>	<b>7,987,139</b>	<b>1,368,324</b>	<b>17%</b>	<b>3,961,477</b>



## Sacramento Regional Fire/EMS Communications Center

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### SRFECC – Umpqua Lease Agreement Monthly Report April 7, 2020

Umpqua Lease-Purchase Budget	\$ 4,000,000	Hardware	Software & Services	Warranty Mnt
NG COBOL CAD Hardware Stabilization	\$ (429,446)	\$ 97,411.00	\$ 262,679.00	\$ 69,356.00
NG Command Point SW Upgrade	\$ (1,991,562)		\$ 1,720,047.00	\$ 271,515.00
NG CommandPoint Fit Gap	\$ (199,381)		\$ 199,381.00	
NG CommandPoint Hardware Upgrade	\$ (512,171)	\$ 512,171.00		
NG CommandPoint switches and power	\$ (200,000)	\$ 200,000.00		
Westnet Hardware and Software	\$ (667,440)	\$ 412,633.40	\$ 254,806.60	
<b>Total</b>	<b>\$ -</b>			

Umpqua Payment Schedules		Lease Payments		
Schedule 1 - Funding Request #1		Date	Description	Amount
NG Invoice 1001	\$ 52,487.00	10/1/2019	Lease Initiation	\$ 500.00
NG Invoice 0011	\$ 88,214.00	10/1/2019	Legal Fees (June)	\$ 385.00
NG Invoice 0003	\$ 150,306.10	10/1/2019	Legal Fees (July)	\$ 6,757.50
NG Invoice 1002Z	\$ 37,487.00	10/3/2019	Interest Payment	\$ 4,318.69
NG Invoice 0001R	\$ 214,723.00	11/1/2019	Interest Payment	\$ 10,558.31
NG Invoice 0002	\$ 516,014.00	12/2/2020	Interest Payment	\$ 7,656.19
<b>Schedule 1 - Funding Request #1 Total:</b>	<b>\$ 1,059,231.10</b>	1/2/2020	Interest Payment	\$ 7,656.19
		2/1/2020	Interest Payment	\$ 7,656.19
<b>Schedule 1 - Funding Request #2</b>		3/2/2020	Interest Payment	\$ 7,360.20
NG Invoice 0004	\$ 406,993.50	4/1/2020	Interest Payment	\$ 7,344.10
<b>Schedule 1 - Funding Request #3</b>				
Westnet Invoice 24637	\$ 242,269.09			
<b>Total Schedule 1</b>	<b>\$ 1,708,494</b>			
Schedule 2 - Estimate Q2 2020	\$ 1,300,000			
Schedule 2 - Estimate Dec 2020	\$ 1,000,000			
<b>Total</b>	<b>\$ 4,008,494</b>		<b>Total</b>	<b>\$ 60,192.37</b>



## Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3006

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### SRFECC Projects Update – April 28, 2020

Project Description	Operations Lead	IT/Admin Lead	Key Dates	Project Update
NG CAD CommandPoint CAD	Tara Poirier	Brad Dorsett	Fit Gap In Progress	Fit Gap In Progress
WestNet	Roman Kukharets	Brad Dorsett Chuck Schuler	Phase 2 started	Wrapping up Phase 1 and working on Phase 2 - AVD
NG FitGap	Tara Poirier Casey Quintard Summer Carroll	Brad Dorsett	Fit Gap In Progress	Fit Gap In Progress
NG CommandPoint Hardware	Tara Poirier	Brad Dorsett	Q4 2020	Pending FitGap results
NG Time and Materials		Brad Dorsett	On going	
KVM Switches		Brad Dorsett	Q4 2020	Pending FitGap results
Mission Critical Electrical Services		Kelson Patterson	Q3 2020	Rescheduled from December to Q3 due to COVID-19
Kronos Upgrade - TeleStaff	Marissa Shmatovich	Cierra Lewandowski	Cutover: May 2020	WFR configuration issues created delay.
SharePoint	Katherine Shelton Kylee Soares	Tara Springer	Q4 2020	In progress, team by team migrating. Finance and Facilities complete.
SysAid to the Cloud and barcode inventory		Brandon Nguyen Tara Springer	Q3 2020	To be scheduled
UPS - Phase 3		Kelson Patterson	Q3 2020	Delayed due to COVID -19
Priority Dispatch - ProQA	Jennifer Curtiss	Brad Dorsett	Q3 2020	Delayed due to COVID -19
Contract Management on SharePoint		Tara Springer	On going	Metadata complete - Contract management ongoing
SOPs - Administration		Diane House Tara Springer	Q3 2020	
Employee Handbook Update		Marissa Shmatovich	Q2 2020	Final reviews in progress
Rules and Regulations Update		Marissa Shmatovich	Q2 2020	Final reviews in progress
JPA Board Policies Review and Update		Marissa Shmatovich	Q4 2020	
Center Policies and Procedure Review and Update		Marissa Shmatovich	Q2 2020	Final reviews in progress
AAR Power Outage		Kelson Patterson	Q4 2020	In progress - delayed due to COVID-19
Verizon Cellular Data Review		Tara Springer	3/31/2020	Complete
ATT Circuits Data and Phone Review		Tara Springer Jeff Davis	Q3 2020	Final disconnects in progress





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Radio Inventory 2020		Tara Springer	Q2 2020	In progress
P25 Radio Programming and Training		Chuck Schuler	On going	Radio Failure Plan in progress
NG 911		Kelson Patterson	Q2 2020	Site visit scheduled for 3/18 but delayed due to COVID-19
Update Financial Policies - AP, Procurement, Travel and Expenses		Tara Springer Chia Vargo Cierra Lewandowski	Q2 2020	



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April 28, 2020

Recruitment Update for April 28, 2020, Board Meeting –

### Dispatcher Positions –

We were unable to conduct any dispatch Critical exams after March 16, 2020. Phone screenings have continued during the latter part of March and throughout April. Below are the results of each stage of the hiring process including potential Critical testers for the week of May 4 – 8, 2020. The demand for social distancing requires that we test only one candidate at a time.

#### Candidates Phone Screened:

Week of:                      Mar 30 – Apr 3 = **24**;                      Apr 6-10 = **25**                      Apr 13-17 = **26**

Candidates Invited to Test:                      9    9    6

Test Date:                      May 4-8

Number of Testors:                      17 (signed up)

Number Passing:

Below is the result of the last Critical/Oral Interviews we completed prior to social distancing due to coronavirus.

Panel Interviews:                      March 19, 2020

Number Interviewed:                      10/12 (12 signed up – 10 were interviewed)

Conditional Job Offers:                      6

Backgrounds                      6 (candidates have been submitted for backgrounds)

Psychological Evaluations:                      TBD

Failed Psychological Evaluations: TBD

Hired:                      TBD

<b>SRFECC Positions &amp; Authorization Document (PAD) - Revised 04/28/2020</b>				
<b>FY 19/20</b>				
<b>Center Management</b>				
<b>Position</b>	<b>FTE Positions</b>	<b>Part Time or Temporary</b>	<b>Vacancies</b>	<b>Comments</b>
Executive Director	1			
Deputy Director, Operations	1			
Deputy Director, Administration	1			
Executive Assistant	1			
Administrative Analyst	1			
<b>Totals</b>	<b>5</b>	<b>0</b>	<b>0</b>	
<b>Operations Division</b>				
<b>Position</b>	<b>FTE Positions</b>	<b>Part Time or Temporary</b>	<b>Vacancies</b>	<b>Comments</b>
EMS Coordinator		1		
Dispatcher Supervisor	7		2	Supervisor retiring in July 2020
Dispatcher 2	17			
Dispatcher 1	21		14	
Part Time Dispatcher				
<b>Totals</b>	<b>45</b>	<b>1</b>	<b>16</b>	
<b>Administration and IT Division</b>				
<b>Position</b>	<b>FTE Positions</b>	<b>Part Time or Temporary</b>	<b>Vacancies</b>	<b>Comments</b>
HR Coordinator		1		
CAD Administrator	1			
Facilities Manager	1			
CAD Technician	1		1	
GIS Coordinator	2			
Telecommunications Engineer	1			
Systems Engineer	0			
Help Desk Technician	1		1	
Office Specialist - Center	1			
Office Specialist - CTC	1			
Financial Analyst	0			
Accounting Specialist	1		1	
Accounting Specialist II	1			
Payroll & Benefits Administrator	1			
<b>Totals</b>	<b>12</b>	<b>1</b>	<b>3</b>	
<b>Totals</b>	<b>62</b>	<b>2</b>	<b>19</b>	



## **SRFECC Help Desk Report – 4/24/2020**

### **Introduction:**

On March 17<sup>th</sup>, Matt Wooden assumed the role of help desk lead for SRFECC as part of COVID-19 Emergency Operations Plan (EOP). During the duration of the EOP and until further notice, Matt will be responsible for reviewing and assigning help desk tickets to the appropriate resource. The objectives of the help desk lead is to continue to provide support remotely, record service provided, support the dispatch service delivery model and work with each IT team member to update or resolve help desk tickets in a timely manner.

### **Help Desk Maintenance:**

During the first few weeks of assuming the role of help desk lead, Matt Wooden reviewed each active help desk ticket in the SysAid Help Desk Ticketing System. Each active service ticket that was not updated within the last few days was compiled into a list and sent to the appropriate resource to provide an update or a resolution. This team effort resulted in the closure of 29 help desk service tickets within 10 days. The IT Team was able to accomplish this effort while working remotely or at the CTC. This effort concluded the help desk ticket cleanup project.

For help desk tickets requiring onsite support at the center, the IT team created a COVID-19 category. Any help desk ticket marked with a COVID-19 category is emailed to the Deputy Directors and Dispatch Supervisors to receive a priority and direction as to how the IT team should proceed. On a regular basis, Matt sends status updates on the COVID-19 help desk tickets to the Dispatch Supervisors and Deputy Directors.

### **SRFECC Help Desk Stats:** (For service tickets with requests dates between 3/18/2020 to 4/21/2020)

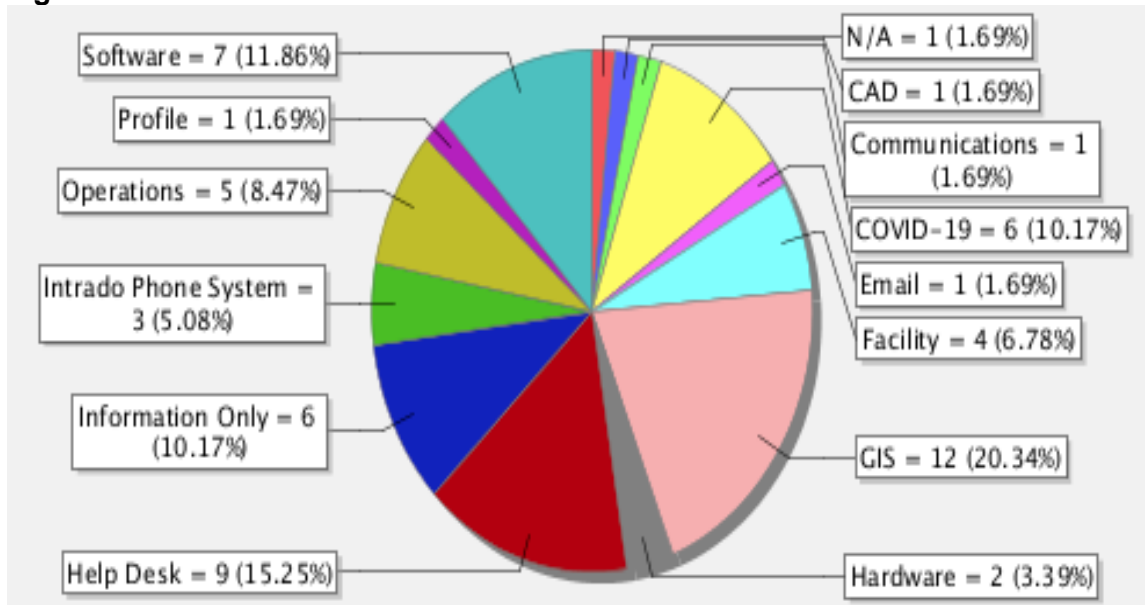
Since Matt has taken on the new role of help desk lead, a total of 98 tickets have been open and 88 service tickets have been closed. Out of the 88 service tickets closed:

- 29 of those service tickets closed were due to the help desk ticket cleanup project.
- 59 service tickets were resolved as part of the IT's day to day support.

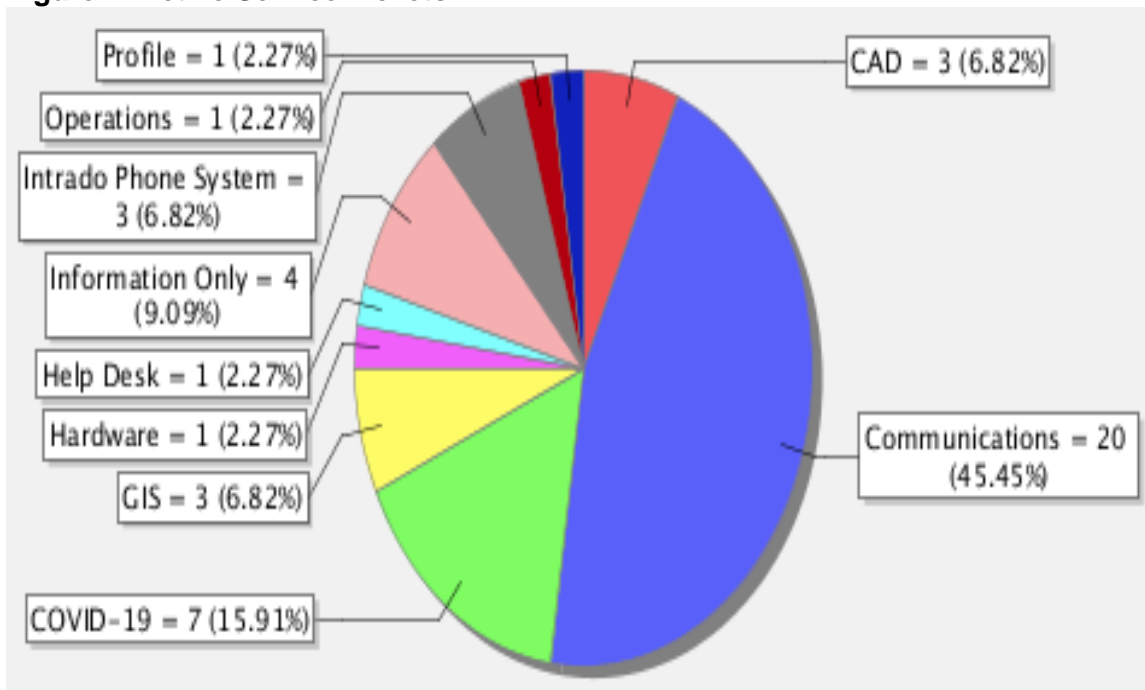
Figure 1 below shows the closed tickets broken down by category and figure 2 shows the active service tickets by category. The data in the following charts is for service tickets opened between 3/18/2020 to 4/21/2020:



**Figure 1 –Closed Service Tickets 1**



**Figure 1- Active Service Tickets**





As of 4/21/2020, SRFECC's IT Team is working on resolving 94 open service tickets. It is important to note that out of the 94 open service tickets:

- 13 service tickets are waiting on vendor resolutions or reply from the requestor.
- 7 service tickets are in pending (hold) status due to higher priority projects.
- 16 service tickets are reported issues with Westnet.
- 7 service tickets are reported issues with Intrado phone system.
- 14 service tickets are reported issues with the COVID-19 category.
- 12 service tickets are reported issues with GIS.
- 17 service tickets are reported issues with CAD.

The remaining reported service tickets is a mix of service categories.

Prepared By: Matt Wooden, GIS Coordinator and Help Desk Lead