



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

9:00 a.m.

Tuesday, October 12, 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#

[Local numbers](#) | [Reset PIN](#) | [Learn more about Teams](#) | [Meeting options](#)

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.

[Join Microsoft Teams Meeting](#)

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

Conference ID: 950 282 072#

[Local numbers](#) | [Reset PIN](#) | [Learn more about Teams](#) | [Meeting options](#)

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.

PRESENTATION:

NONE

* INDICATES NO ATTACHMENT

CENTER REPORTS:

1. Medical Director Dr. Mackey*

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
Deputy Director |
| b. Public Employment: | Executive Director
Medical 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: 11:00 a.m.

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

1. Board Meeting Synopsis (September 14, 2021) Page 5

PROPOSED ACTION: Motion to Approve Consent Agenda

ACTION ITEMS:

1. Approval of Concern Quotation for EAP Services Page 10
 - a. Staff Report - Concern Quotation
2. Approval of Peraton Letter of Credit Amendment* Page 20
 - a. Staff Report – Letter of Credit Amendment
3. Approval of Resolution 4-21, Fixing Employer Contribution Under Employees Medical and Hospital Care Act for Calendar Year 2022 Page 21
 - a. Staff Report – Resolution 4-21
4. Approval of Resolution 5-21, Electing to Adopt Public Agency Vesting Under Section 22893 of the Public Employees' Medical and Hospital Care Act Page 24
 - a. Staff Report – Resolution 5-21
5. Approval of Updated Board Policy, 3.004 Acceptable Use of Center Information Technology Resources Page 28

* INDICATES NO ATTACHMENT

DISCUSSION/POSSIBLE ACTION:

NONE

INFORMATION:

- | | |
|--|---------|
| 1. Communications Center Statistics | Page 39 |
| 2. Financial Reports | Page 44 |
| a. Monthly Credit Card Usage Statement | |
| b. Budget to Actuals | |
| c. Umpqua Lease Update | |
| 3. Recruitment Update | Page 52 |
| 4. PAD Update | Page 53 |
| 5. Project Update | Page 54 |

CENTER REPORTS:

1. Executive Director Bailey*
2. Deputy Director House – Administration*
3. Operations Manager Todd – Operations*

CORRESPONDENCE:

None

ITEMS FOR DISCUSSION AND POTENTIAL PLACEMENT ON A FUTURE AGENDA:

BOARD MEMBER COMMENTS:

ADJOURNMENT:

The next scheduled Board Meeting is November 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.

* INDICATES NO ATTACHMENT

POSTING:

This is to certify that on October 8, 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

A handwritten signature in black ink that reads "Marissa Shmatovich". The signature is written in a cursive, flowing style.

Clerk of the Board

REGULAR GOVERNING BOARD MEETING

September 14, 2021

GOVERNING BOARD MEMBERS

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

GOVERNING BOARD MEMBERS ABSENT

COMMUNICATIONS CENTER MANAGEMENT

Ty Bailey	Executive Director
Diane House	Deputy Director – Administrative
Julee Todd	Operations Manager

OTHERS IN ATTENDANCE

Lindsay Moore	Counsel, SRFEC
Marissa Shmatovich	Executive Assistant, SRFEC
Chief Joe Fiorica	Sacramento Metropolitan Fire District

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 9:00 a.m.

1. The Pledge of Allegiance was recited.
2. Dr. Mackey's report out was removed from the agenda.
3. There was no public comment.
4. PRESENTATION

Scott Johnson with Peraton presented a project update presentation, explaining the progress of the Commandpoint CAD project, the upcoming timeline, and steps to completion.

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
----------------------	---

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
- b. Employee Evaluation: Medical Director
- c. Employee Evaluation: Deputy Director of Administration
- d. Employee Evaluation: Deputy Director of Operations

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 9:38 a.m.

Open session was reconvened at 11:05 a.m.

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

7. **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 Wagaman and seconded by Chief Wilson to approve the consent agenda and Board Meeting minutes (August 10, 2021).

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

NOES:

ABSENT:

ABSTAIN:

Motion passed.

8. ACTION ITEMS:

1. Approval of Resolution 2-21 Accepting FY2020 State Homeland Security Grant

A motion was made by Chief Costamagna and seconded by Chief Wagaman to approve the Resolution 2-21 Accepting FY2020 State Homeland Security Grant.

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

NOES:

ABSENT:

ABSTAIN:

Motion passed.

2. Approval of Resolution 3-21 FY 21/22 First Budget Amendment

A motion was made by Chief Costamagna and seconded by Chief Wagaman to approve the Resolution 3-21 FY 21/22 First Budget Amendment

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

NOES:
ABSENT:
ABSTAIN:

Motion passed.

3. Approval of AT&T Quotation to add ACD to VIPER Phone System

This action item was tabled to be included in the next board meeting with a Staff Report.

Motion passed.

4. Approval of Quotation for FitGap Enhancement 155

A motion was made by Chief Bair and seconded by Chief Wilson to approve the Quotation for FitGap Enhancement 155.

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

NOES:
ABSENT:
ABSTAIN:

8. DISCUSSION/POSSIBLE ACTION:

9. INFORMATION:

None

10. CENTER REPORTS

1. Executive Director

Chief Bailey expressed thanks to all for their support during his time off.

This calendar week is the second week of academy this week. – Great job to Casey, Amy, and Mark.

Operations: working with 856 and 150 to find solutions to the challenges we are facing. Thank you to Julee. Thank you to Diane for all her work at Admin with HR challenges and support

Medic drawdown: great work to the dispatchers, thank you for implementing and working with regional partners to make this plan work.

Telestaff project: Marissa Shmatovich and Cierra Lewandowski have been working on Telestaff, meeting with union groups and have go-live date on Oct 4. Chief Bailey appreciates all the effort.

2. Acting Deputy Director Todd

Acting DD Todd reiterated academy start September 7 at Admin building. Thank you to Roman and Brad for their work to setup and support the academy.

Dispatcher Curto and Dispatcher Walkingstick have been signed off on Main. Dispatcher Rodriguez will continue training main next. Dispatcher Saulter has begun CRO training.

Three annuitants coming on board, going through recertifications, looking forward to their assistance

Telestaff – Thank you Marissa for hard work and collaboration with Union groups.

Staffing on dispatch floor is currently holding at 22 dispatchers, 6 supervisors, and Acting DD Todd.

Service Anniversaries:

Mcgrath – 17 years

Poirier – 16 years

Vargo – 4 years

3. Deputy Director House

DD House opened with further explanation regarding SETNA funding and CP phone upgrade. The SETNA allotment awarded to the Center is on hold. The Center is working with OES to see if an exception will be made. Additionally, the Center is collaborating with CHP, Cal Fire, San Diego, and LA county to come together to request the exception.

Telestaff project: Thank you to Marissa and Cierra – looking forward to going live.

BTA for month of July: record time that has come out of the accounting system. Huge appreciation to finance team and Chia Vargo for her work on that.

10. **CORRESPONDENCE:**

None.

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

Approval of quotation to add Automatic Call Distribution to AT&T phone system with supporting Staff Report.

14. **BOARD MEMBER COMMENTS:**

Chief Bair

Chief Bair opened with thank you – thank you to Julee for her help in operations. Chief Bair noticed in the board packet, as well as what the field crews are experiencing, that call volume is astronomical – he recognizes the challenge, and thanked the dispatchers for their efforts with the volume increasing rapidly.

Chief Wilson

Chief Wilson noted a theme of challenges – staffing, COVID, fire season. He called to light that regardless of the challenges that collaboratively all the agencies have worked together to face the challenge and work through them successfully. Huge thank you for the support from all within the county.

Chief Costamagna

Chief Costamagna opened by bringing attention to the call volume and other challenges, and acknowledged that recognizing those significant changes is the only way we can really understand what the county is facing. But, collaboratively, the fire agencies and the Center are making strides in the right direction.

He concluded with appreciation for all the dispatchers' help during the busy season.

Chief Wagaman

Chief Wagaman opened with thanks to Peraton for the informative presentation, as well as thanks to Brad and Diane for their work on project progress.

Telestaff : Thank you to Marissa, through this long project and appreciate collaboration.

Dispatcher flexibility: Dispatchers are demonstrating tremendous flexibility and always exceeding expectations.

Chief Wagaman wished the Center congratulations on the academy size. He likened it to planting trees – setting the Center up for future success.

Chief Wagaman closed with the comment that he finds comfort in hearing new voices on the radio as it shows the success of the training process.

14. ADJOURNMENT:

The meeting was adjourned at 11:23 a.m.

Respectfully submitted,



Marissa Shmatovich
Clerk of the Board

Chris Costamagna, Chairperson

Tyler Wagaman, Vice Chairperson



Proposal for:



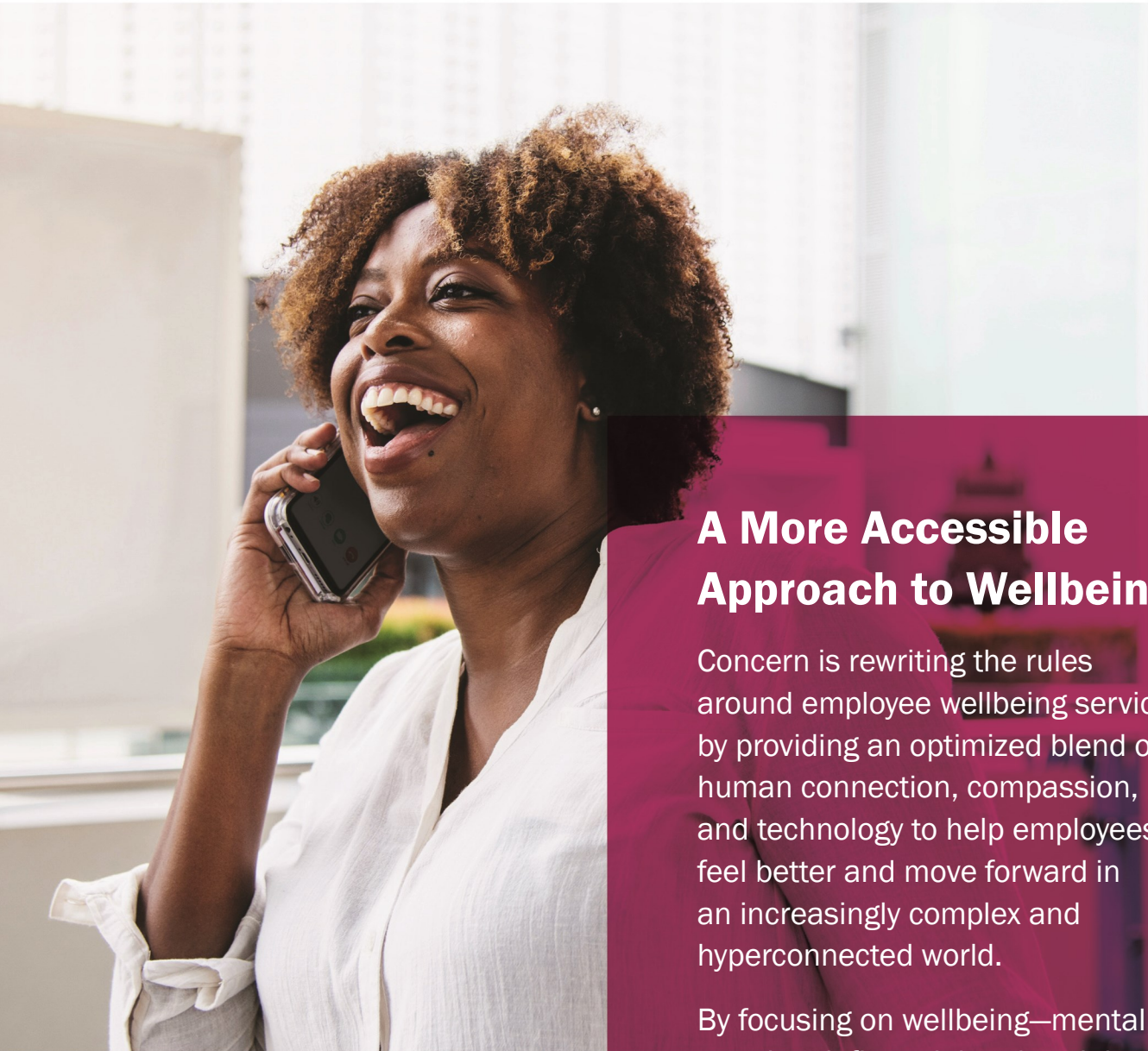
SRFECC
Sacramento Regional Fire/EMS Communications Center

Wellbeing, done well.

Innovative wellbeing solutions for more resilient
and happier employees

August 4, 2021





A More Accessible Approach to Wellbeing

Concern is rewriting the rules around employee wellbeing services by providing an optimized blend of human connection, compassion, and technology to help employees feel better and move forward in an increasingly complex and hyperconnected world.

By focusing on wellbeing—mental, emotional, financial and social—and driving engagement through technology, we provide a unique and comprehensive solution.



Employees Need Our Help



80%
Of employees
experience stress¹



50%
Acknowledge that
they need help¹

A majority of employees experience stress, sometimes at an extreme level, but only a few ever get help. That translates to lost work days, decreased performance, and mental health issues that take a toll on employees and organizations alike.

Some people with behavioral health needs delay or avoid seeking help because of:

- Stigma associated with seeking support
- Difficulty finding resources and providers
- Not knowing where to begin

Concern: A Comprehensive Employee Wellbeing Solution

Concern drives engagement and delivers results through our unique all-in-one solution that inspires employees to begin, and maintain, their own personalized wellbeing journey.

1. www.stress.org/workplace-stress

Organizations have relied on Concern in **crisis and calm** for more than 30 years

- Assessment
- Confidential Counseling
- Crisis Support and Intervention
- Onsite & Online Education
- 24/7 Access
- In-the-Moment Support
- Relevant Work-Life Solutions
- Curated, Self-help Resources
- Personalized guided mindfulness solutions
- Digital Therapeutics
- Management and HR Consultations
- Improved Organizational Resilience

Digitally-Transformative Self-help Solutions



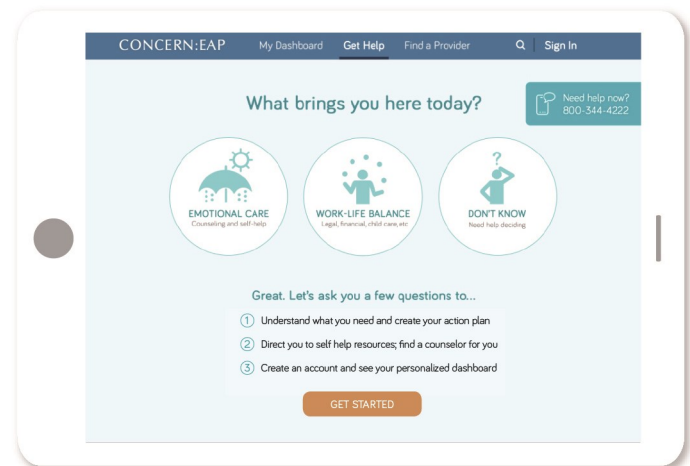
Digital Platform

Brought to you by Concern 

Easy, timely digital access to personalized support, when your employees need it most

Employee resilience impacts performance, engagement and innovation.

That's why Concern's services are so essential—to help address employee emotional wellbeing.



Simple Digital Assessment

Fast, easy, secure, digital intake



Personalized Dashboard

Proprietary algorithm creates individually-tailored dashboard and action plan



Client-Counselor Matching

Ensures employees find a provider who meets their needs with convenient options for in-person, telephone, video, text and chat counseling



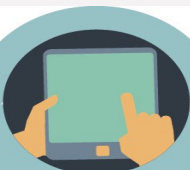
Guided Self-help Tools & Work-Life Solutions

Evidence-based guided mindfulness programs, customized library of self-help articles, videos, tools, apps, and relevant work-life referrals



Powerful Analytics and Reports

Data drives optimized employee experiences and outcomes



Concern's Digital Platform helps reach more employees, providing an intuitive, confidential guided pathway that serves them in the moment and keeps them moving forward.



The Concern Difference by the Numbers

Concern's All-in-One Approach to Wellbeing Works



53%

Reduction in absenteeism



25%

Improvement in focus



12%

Increase in life satisfaction

Our high-touch, high-tech service approach engages more employees to get the help they need, when and where they need it.



Increased Employee Wellbeing

Our programs and tools are built to help employees develop real-world coping and resilience skills, providing an all-in-one approach to support mental, emotional, financial, physical, and social wellbeing.



Transformative Critical Incident Response

Concern is there when tragedy strikes, and individuals and organizations are most at risk. Guided by a clinical manager, our network of highly-skilled responders provide a path to healing and recovery in response to deaths, acts of mass violence, natural disasters and other traumatic incidents.

We know that

- Every **client** is different
- Every **situation** is different
- Every **strategy** is different

But our goal is always the same

To bring resilience to every life we touch

Benefit Plan Summary

Eligible members	Employee, Spouse or Domestic Partner, Dependents up to age 26
Phone consultations and In-person counseling	Confidential 24/7 access to expert help and in-program referrals to licensed counselors from our proprietary, managed national network
Telephonic counseling	Therapy over a phone with a licensed counselor
Video counseling	Secure technology connects users to a licensed counselor via video sessions while in the privacy and comfort of their own space
Messaging/text counseling	Therapy with licensed counselor via messaging or text on a digital device
Alcohol or substance use	Elevated to 10 face-to-face visits at no additional charge
Legal consultation	Attorneys provide free 30-minute consultation on most legal issues, plus discounted fees for engaged services
Financial consultation	Certified financial experts and fraud resolution specialists provide up to two free 30-minute consultations on financial topics ranging from money management to identity theft
Parenting and childcare referrals	Childcare specialists provide referrals to address a wide range of childcare needs from infancy to young adult. Complimentary new baby kit.
Eldercare referrals:	Geriatric care consultants help working caregivers support their aging loved ones and tailor plans to meet their specific needs. Complimentary eldercare resource guide.
Concern's Digital Platform - Technology with human connection	Fast & easy digital access to a wide set of effective services so employees feel and perform better. Online assessment. Triage to appropriate level of care based on risk. Evidence-based guided mindfulness solutions. Personalized dashboard with curated set of relevant resources. Client-counselor matching for in-person, telephone, video, text and chat counseling. Work-Life referrals and resources. Self-guided content Digital therapeutics.
Online services	<p>Concern Library – An easy to navigate online bank of practical resources to help individuals thrive during times of stress and change.</p> <p>Mental Wellness Resource Center – Toolkits that help promote mental wellness, strengthening users' ability to make positive life choices.</p> <p>LifeAdvisor – Resources center with self-help content, forms, and skill building modules that address life's challenges – health, family, legal, and financial.</p>



Resources for the organization

Account Executive	Assigned Account Executive for implementation, orientations, consultations, reporting, ongoing promotion, and support.
Management and HR consultations	Unlimited 24/7 telephone access to clinical managers who provide workplace support and collaborate with management, mitigating risk in times of crisis, workplace stress, team conflict, employee performance issues, organizational change, and more.
Supervisor Referrals	Formal referrals to Concern supplement employer performance improvement practices. Elevated to 10 visits at no additional charge.
Critical Incident Stress Debriefing Support	Counselors specially trained in critical incident response provide onsite support during times of crisis or need.
Seminars	Training for employees and managers on a broad range of subjects to support organizational initiatives including stress management, health and wellness, and sexual harassment awareness.
Manager & Employee Orientations	Training for managers and employees.
Diversity, Equity & Inclusion	Diverse provider network, diversity consultants. Awareness & capability, leadership development, employee resource groups, facilitated discussions, and DEI seminars.
Comprehensive Reporting	Reports provide a comprehensive view of utilization, including trends, benchmark comparisons, and recommendations for continued success.
Promotion	A wide variety of customizable communication materials to promote awareness and encourage utilization of Concern resources and services.



Rate Sheet

Rate is based on a group size of approximately 40 employees.

Confidential counseling with licensed clinician. In-person, telephonic, video, or text and chat counseling (per member, per problem, per year)	5 Visits
Substance or Alcohol Use, Supervisor Referrals (elevated to 10 visits, no additional charge)	10 Visits
Onsite Seminars/Orientations/Critical Incident Stress Debriefing (CISD) Support/Online Harassment Training for Managers	3 Onsite hours
Optional – additional onsite hours for Seminars or Crisis Support (all costs are included; no separate costs will be billed for travel or incidentals)	\$400/hour
Clinical Manager Telephone Crisis Support for triage, collaboration, intervention, and follow-up	Included
HR & Management Consultations Services	Included
Webinar Employee & Manager Orientations	Included
Account Management & Reporting (semi-annually)	Included
Legal Consultation & Referrals	Included
Financial Education & Consultation	Included
Parenting & Childcare Consultation & Referrals	Included
Eldercare Consultation & Referrals	Included
Digital access to a customized care plan that includes; online assessment, triage to the appropriate level of care based on risk, evidence-based guided mindfulness, a personalized dashboard, client-counselor matching, work-life referrals and resources, self-guided content, and digital therapeutics.	Included
Online Resources (Resilience Hub, Mental Wellness Resource Center, LifeAdviser)	Included
Online Training Modules via LifeAdviser	Included
Flat annual rate, payable in advance [0 comm.]*	\$6,650

NOTE: Quote good for 60 days

Rate guarantee 1 Year

Year 2 based on group size and utilization





We Look Forward to Working Together

Our purpose is to bring resilience to every life we touch. Working together, SRF ECC and Concern can enrich employees' lives by removing barriers to care and engaging them with the solutions they need to move forward on the path to wellbeing.

Once we get started, the Concern team will work closely with you to provide all the support you need for implementation and ongoing program engagement.



Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3007

www.srfecc.ca.gov

STAFF REPORT

DATE: October 12, 2021
TO: Board of Directors
FROM: Cierra Lewandowski, Payroll & Benefits Administrator
PREPARED FOR PRESENTATION AT: October 12, 2021 Board Meeting
SUBJECT: Concern Contract

EXECUTIVE SUMMARY

The Center currently offers Sutter Health Employee Assistance Program (EAP). All employees and their qualifying dependents receive up to 5 sessions per year. We received feedback from several employees about the therapists with Sutter Health. Due to the nature of our line of our work in public safety the therapist are not equipped to handle the gravity of what we do. We have also tried contacting therapists who specialize in public safety and recommended by the peer support group, unfortunately, they are not contracted with Sutter Health.

Our current agreement with Sutter Health is pay as you go. We do not have an annual fee and only pay as a service is used by one of our employees. Year to date we have paid \$1,008. We currently budget \$8,800 for Sutter Health per year.

With the increasing levels of stress in our current environment of reduced staffing levels, overtime and the COVID pandemic our employees need the additional services and support offered by the Concern group. A highlight of a few of the services offered by Concern Group:

- Crisis Support 24/7
- In the Moment Support
- Confidential Counseling
- Digital Platform with immediate online resources

FISCAL IMPACTS

\$6,650 for one year contract with Concern (Nov 2021 – Nov 2022). This unbudgeted amount would come from money budgeted for Sutter Health. We anticipate most employee will migrate to Concern, while others may be need to finish treatment with Sutter Health. After the one year we would reevaluate both contacts and how much the service is used before adding it into next year's budget.

ATTACHMENTS

Concern Proposal

RECOMMENDATION

Approve the Concern proposal. With board approval, a staff report will be presented to the board with an update on the program in six months.

Respectfully,
Cierra Lewandowski
Payroll & Benefits Administrator



Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3007

www.srfecc.ca.gov

STAFF REPORT

DATE: October 6, 2021

TO: Governing Board

FROM: S. Diane House, Deputy Director
Lindsay Moore, Legal Counsel for SRFEC

PREPARED FOR PRESENTATION AT: October 12, 2021 Board Meeting

REFERENCE AGENDA ITEM: Approval of Peraton Letter of Credit Amendment

EXECUTIVE SUMMARY

On or about November 19, 2019, the Center entered into Amendment No. 4 to the Software and License Agreement for Computer Aided Dispatch System (CAD) upgrade services with Northrop Grumman ("Project"). The purpose of Amendment No. 4 was to address Northrop Grumman's issuance of a Letter of Credit in the amount of \$1,720,046.00 for two years. The Center paid \$25,000 for the issuance of the Letter of Credit.

The Letter of Credit expired on August 1, 2021, but in accordance with the terms of Amendment No. 4, Peraton has made arrangements to issue a replacement Letter of Credit in the amount of \$1,720,046.00, with substantially similar terms. Amendment No. 9 memorializes Peraton's issuance of a replacement Letter of Credit under substantially similar terms. The replacement letter of credit will be effective through the completion of the Project.

FISCAL IMPACT

The replacement Letter of Credit will cost \$25,000.00, the same cost as the original Letter of Credit issued by Northrop Grumman on November 19, 2019.

APPLICABLE POLICY OR LAW

N/A

ATTACHMENTS

Addendum No. 9 to the Software License and Services Agreement.

RECOMMENDATION

Approve Addendum No. 9, for the issuance of a replacement Letter of Credit.

Respectfully submitted,

S. Diane House
Lindsay Moore

RESOLUTION NO. 4-21
FIXING THE EMPLOYER CONTRIBUTION
UNDER THE PUBLIC EMPLOYEES' MEDICAL AND HOSPITAL CARE ACT
AT AN EQUAL AMOUNT FOR EMPLOYEES AND ANNUITANTS

WHEREAS, (1) Sacramento Regional Fire/EMS Communications Center is a contracting agency under Government Code Section 22920 and subject to the Public Employees' Medical and Hospital Care Act (the "Act"); and

WHEREAS, (2) Government Code Section 22892(a) provides that a contracting agency subject to Act shall fix the amount of the employer contribution by resolution; and

WHEREAS, (3) Government Code Section 22892(b) provides that the employer contribution shall be an equal amount for both employees and annuitants, but may not be less than the amount prescribed by Section 22892(b) of the Act; now, therefore be it

RESOLVED, (a) That the employer contribution for each employee or annuitant shall be the amount necessary to pay the full cost of his/her enrollment, including the enrollment of family members in a health benefits plan up to a maximum of \$813.64 per month with respect to employee enrolled for self alone, \$1,627.28 per month for employee enrolled for self and one family member, and \$2,115.46 per month for employee enrolled for self and two or more family members, plus administrative fees and Contingency Reserve Fund assessments; and be it further

RESOLVED, (b) Sacramento Regional Fire/EMS Communications Center has fully complied with any and all applicable provisions of Government Code Section 7507 in electing the benefits set forth above; and be it further

RESOLVED, (c) That the participation of the employees and annuitants of Sacramento Regional Fire/EMS Communications Center shall be subject to determination of its status as an "agency or instrumentality of the state or political subdivision of a State" that is eligible to participate in a governmental plan within the meaning of Section 414(d) of the Internal Revenue Code, upon publication of final Regulations pursuant to such Section. If it is determined that Sacramento Regional Fire/EMS Communications Center would not qualify as an agency or instrumentality of the state or political subdivision of a State under such final Regulations, CalPERS may be obligated, and reserves the right to terminate the health coverage of all participants of the employer; and be it further

RESOLVED, (d) That the executive body appoint and direct, and it does hereby appoint and direct, the Executive Director to file with the Board a verified copy of this resolution, and to perform on behalf of Sacramento Regional Fire/EMS

Communications Center all functions required of it under the Act; and be it further

RESOLVED, (e) That coverage under the Act be effective on January 1, 2022.

Adopted at a regular meeting of the Governing Board at 10545 Armstrong Avenue, Mather, California, this 12th day of October, 2021.

Signed: _____
Chairperson

Attest: _____
Clerk of the Board



Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3007

www.srfecc.ca.gov

STAFF REPORT

DATE: October 6, 2021

TO: Governing Board

FROM: S. Diane House, Deputy Director
Lindsay Moore, Legal Counsel for SRFECC

PREPARED FOR PRESENTATION AT: October 12, 2021 Board Meeting

REFERENCE AGENDA ITEM: Approval of Resolution 4-21, Fixing Employer Contribution Under Employees Medical and Hospital Care Act for Calendar Year 2022

EXECUTIVE SUMMARY

Through negotiations with both Local 150 and 856, the Center negotiated a change in the employer contribution for unit member benefits obtained through CalPERS. These same employer contributions will apply to unrepresented employees of the Center. For any change in employer contribution, CalPERS requires that the Center adopt Resolution 4-21 to make the change.

FISCAL IMPACT

The adoption of the Resolution will effectuate the change already authorized and budgeted by the Center.

APPLICABLE POLICY OR LAW

N/A

ATTACHMENTS

Resolution No. 4-21

RECOMMENDATION

Approve Resolution No. 4-21.

Respectfully submitted,

S. Diane House
Lindsay Moore

**Please staple on top of your health resolution(s) or cover letter.
This will ensure that the CalPERS mailroom expedites delivery to our office.
Mail packet to either:**

Overnight Mail Service

California Public Employees' Retirement System
Health Resolutions & Compliance Services, HAMD
400 Q Street
Sacramento, CA 95811

Regular Mail

California Public Employees' Retirement System
Health Resolutions & Compliance Services, HAMD
PO BOX 942714
Sacramento, CA 94229-2714

HEALTH RESOLUTION

CalPERS ID #	1126549494
Agency Name	Sacramento Regional Fire/EMS Communications Center
Desired Effective Date	January 1, 2021

RESOLUTION NO. 5-21
ELECTING TO ADOPT PUBLIC AGENCY VESTING UNDER SECTION 22893
OF THE PUBLIC EMPLOYEES' MEDICAL AND HOSPITAL CARE ACT

- WHEREAS, (1) Sacramento Regional Fire/EMS Communications Center is a contracting agency under Government Code Section 22920 and subject to the Public Employees' Medical and Hospital Care Act (the "Act"); and
- WHEREAS, (2) Government Code Section 22893 provides that a contracting agency subject to the Act the may file a resolution with the Board of the California Public Employees' Retirement System to provide a postretirement health benefits vesting requirement to employees who retire for service in accordance with Government Code Section 22893; and
- WHEREAS, (3) Sacramento Regional Fire/EMS Communications Center certifies, some or all employees are represented by a bargaining unit and there is an applicable memorandum of understanding; and
- WHEREAS, (4) The credited service of an employee for purposes of determining the percentage of employer contribution applicable under Government Code Section 22893 shall mean service as defined in Government Code Section 20069, except that not less than five years of that service shall be performed entirely with the Sacramento Regional Fire/EMS Communications Center ; and
- WHEREAS, (5) The employer contribution for active employees cannot be less then what is defined in Government Code Section 22892(b); now, therefore be it
- RESOLVED, (a) That employees first hired on or after the effective date of this resolution shall be subject to the requirements defined in Government Section 22893, except that the employer may, once each year without discrimination, allow all employees who were first employed before Government Code Section 22893 became applicable to the employer to individually elect to be subject to the provisions of Government Code Section 22893, and the employer shall notify the Board which employees have made that election; and be it further
- RESOLVED, (b) That the employer contribution for each annuitant subject to vesting shall be the amount necessary to pay the full cost of his/her enrollment, including the enrollment of family members, in a health benefits plan up to a maximum of the amounts prescribed by Government Code Section 22893(a)(1), plus administrative fees and Contingency Reserve assessments; and be it further
- RESOLVED, (c) That the percentage of employer contribution payable for post-retirement health benefits for each annuitant shall be based on the employee's completed years of credited service based upon the table in Government Code Section 22893; and be it further

- RESOLVED, (d) Sacramento Regional Fire/EMS Communications Center has fully complied with any and all applicable provisions of Government Code Section 7507 in electing the benefits set forth above; and be it further
- RESOLVED, (e) That the participation of the employees and annuitants of Sacramento Regional Fire/EMS Communications Center shall be subject to determination of its status as an “agency or instrumentality of the state or political subdivision of a State” that is eligible to participate in a governmental plan within the meaning of Section 414(d) of the Internal Revenue Code, upon publication of final Regulations pursuant to such Section. If it is determined that Sacramento Regional Fire/EMS Communications Center would not qualify as an agency or instrumentality of the state or political subdivision of a State under such final Regulations, the California Public Employees’ Retirement System may be obligated, and reserves the right to terminate the health coverage of all participants of the employer; and be it further
- RESOLVED, (f) That the executive body appoint and direct, and it does hereby appoint and direct, Executive Director to file with the Board a verified copy of this resolution, and to perform on behalf of Sacramento Regional Fire/EMS Communications Center all functions required of it under the Act; and be it further
- RESOLVED, (g) That coverage under the Act be effective on January 1, 2022.

Adopted at a regular meeting of the Governing Board at 10545 Armstrong Avenue, Mather, California, this 12th day of October, 2021.

Signed: _____
Chairperson

Attest: _____
Clerk of the Board



Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3007

www.srfecc.ca.gov

STAFF REPORT

DATE: October 6, 2021

TO: Governing Board

FROM: S. Diane House, Deputy Director
Lindsay Moore, Legal Counsel for SRFECC

PREPARED FOR PRESENTATION AT: October 12, 2021 Board Meeting

REFERENCE AGENDA ITEM: Approval of Resolution 5-21, Electing to Adopt Public Agency Vesting Under Section 22893 of the Public Employees' Medical and Hospital Care Act

EXECUTIVE SUMMARY

Pursuant to Government Code section 22893, the Center may adopt a vesting schedule for retiree health benefits. The Center reached an agreement with both Local 150 and 856 to adopt the vesting schedule permitted in Government Code section 22893. In order to implement the vesting schedule for all employees, including Local 150 and 856 unit members, CalPERS requires that the Center adopt Resolution 5-21.

FISCAL IMPACT

There is no immediate fiscal impact, however, over time the vesting schedule will result in a cost savings for the Center.

APPLICABLE POLICY OR LAW

Government Code section 22893

ATTACHMENTS

Resolution No. 5-21

RECOMMENDATION

Approve Resolution No. 5-21

Respectfully submitted,

S. Diane House
Lindsay Moore

**SACRAMENTO REGIONAL PUBLIC SAFETY COMMUNICATIONS CENTER
MANUAL OF POLICIES**

POLICY: 3.004

TITLE: **Acceptable Use of Center Information Technology Resources**

ADOPTED: 1/31/2017

REVISED: 10/4/2021

1. Purpose

To define the acceptable use of Center information technology resources for the protection of all parties involved. The scope of this policy includes all use of Center IT resources, including but not limited to, cell phones, laptops, computers, computer systems, email, the network, and the Center Internet connection.

2. Policy

2.1 Eligibility to access and use SRFECC IT resources and the SRFECC Email System is a privilege accorded at the discretion of the SRFECC.

2.2 The Executive Director (ED), or authorized designee, may grant SRFECC employees, or other individuals at the ED's discretion, access to IT resources to support the mission of SRFECC.

2.3 The Email System provides an official means of communication by and between the SRFECC and its employees. Official communications sent to users with designated SRFECC email accounts and designated access shall be received and read in a timely fashion.

2.4 SRFECC prohibits the use of any IT resources in a manner that is not compatible with the mission and objectives of the SRFECC.

2.4 SRFECC has established the following guidelines for employee use of the Center's IT resources in an appropriate, ethical, and professional manner.

3. Acceptable Uses and Restrictions

Use of SRFECC IT resources are subject to the following conditions:

3.1 SRFECC employees shall use SRFECC IT resources responsibly and productively.

3.2 The primary use of SRFECC IT resources is to support the mission, charter and objectives of the SRFECC.



- 3.3 Electronic communications sent or received on SRFECC IT resources cannot be expected to be secure. SRFECC IT resources users should never provide confidential, sensitive, or personally identifiable information to any untrustworthy internet resource.
- 3.4 Comply with all applicable Federal, State and local regulations.
- 3.5 Personal use is permitted at the discretion of the ED. Such use cannot interfere with the user's assignment or violate any other prohibition or restriction set forth in any SRFECC policy, procedure or guideline.
- 3.6 Employees may not use SRFECC's IT resources to transmit, retrieve or store any communications or other content of a defamatory, discriminatory, harassing or pornographic nature. No messages with derogatory or inflammatory remarks about an individual's race, age, disability, religion, national origin, physical attributes or sexual preference may be transmitted. Harassment of any kind is prohibited.
- 3.7 Disparaging, abusive, profane or offensive language and any illegal activities—including piracy, cracking, extortion, blackmail, copyright infringement and unauthorized access to any computers on the Internet or e-mail—are forbidden.
- 3.8 Copyrighted materials belonging to entities other than SRFECC may not be transmitted by employees on the Center's network without permission of the copyright holder.
- 3.9 Employees may not use SRFECC's IT resources in a way that disrupts its use by others. This includes sending or receiving excessive numbers of large files and spamming (sending unsolicited e-mail to thousands of users).
- 3.10 Every employee of SRFECC is responsible for the content of all text, audio, video or image files that he or she places or sends over the Center's Internet and e-mail systems. No e-mail or other electronic communications may be sent that hide the identity of the sender or represent the sender as someone else. SRFECC's identity is attached to all outgoing e-mail communications, which should reflect Center values and appropriate workplace language and conduct.
- 3.11 Users of SRFECC IT resources **shall not:**
- a. Cause damage of any kind to SRFECC's IT resources;
 - b. Promote unethical practices or any activity prohibited by law or



- any SRFECC policy, procedure or guideline;
- c. Upload, download, create or receive computer viruses and/or other programs that might cause harm to any SRFECC property;
- d. Download, receive, or transmit material that is threatening, obscene, disruptive or sexually explicit, or that could be construed as harassment or disparagement of others based on their race, national origin, sex, sexual orientation, age, disability, religion or political beliefs;
- e. Download, copy or reproduce any software, electronic file, program or data that is copyrighted without authorization;
- f. Interfere, or attempt to interfere, with other users' ability to use SRFECC IT resources;
- g. Read, delete, copy or modify other users' electronic communications unless expressly authorized by law, existing SRFECC policy, procedure or guideline, the ED or other designated representative;
- h. Use personal e-mail addresses for SRFECC purposes;
- i. View video(s) on the internet or listen to internet-based radio stations or internet audio streams; or
- j. Violate any other existing SRFECC policy, procedure or guideline.

3.12 The ED or a designated representative may, as needed: (1) Establish additional guidelines and limits on the use of SRFECC IT resources, including, but not limited to, personal use on SRFECC time; or (2) Grant exceptions to prohibitions set forth in this policy.

4. Email

SRFECC resources that are used to support email services and email communications including by way of illustration, and not limitation, email addresses, email software, and/or any devices for email storage.

Personal usage of Center email systems is prohibited. Users should use Center email systems for business communications only.

4.1 The following is never permitted: spamming, harassment, communicating threats, solicitations, chain letters, or pyramid schemes. This list is not exhaustive but is included to provide a frame of reference for types of activities that are prohibited.

4.2 The user is prohibited from forging email header information or attempting to impersonate another person.

4.3 Email is an insecure method of communication, and thus information that is considered confidential or proprietary to the Center shall not be sent via email, regardless of the recipient.



4.4 It is Center policy not to open email attachments from unknown senders, or when such attachments are unexpected.

4.5 Email systems were not designed to transfer large files and as such emails should not contain attachments of excessive file size.

5. MFA – Multi-Factor Authentication

5.1 Multi-Factor Authentication (MFA) is a security system that verifies a user's identity by requiring multiple credentials. It is a critical component of identity and access management (IAM). Rather than just asking for a username and password, MFA requires other—additional—credentials, such as a code from the user's smartphone, the answer to a security question, a fingerprint, or facial recognition.

5.2 Conditional access may be require MFA for administrators and other users to reduce the risk of those accounts being comprised.

6. Network

The user should take reasonable efforts to avoid accessing network data, files, and information that are not directly related to his or her job function. Existence of access capabilities does not imply permission to use this access.

7. Unacceptable Use

The following actions shall constitute unacceptable use of the Center network. This list is not exhaustive, but is included to provide a frame of reference for types of activities that are deemed unacceptable. The user may not use the Center network and/or systems to:

- Engage in activity that is illegal under local, state, federal, or international law.
- Engage in any activities that may cause embarrassment, loss of reputation, or other harm to the Center.
- Disseminate defamatory, discriminatory, vilifying, sexist, racist, abusive, rude, annoying, insulting, threatening, obscene or otherwise inappropriate messages or media.
- Engage in activities that cause an invasion of privacy.
- Engage in activities that cause disruption to the workplace environment or create a hostile workplace.
- Make fraudulent offers for products or services.
- Perform any of the following: port scanning, security scanning, network sniffing, keystroke logging, or other IT information gathering techniques when not part of employee's job function.
- Install or distribute unlicensed or "pirated" software.
- Reveal personal or network passwords to others, including family, friends, or other members of the household when working from home or remote locations.



8. Blogging and Social Networking

Blogging and social networking by the Center's employees are subject to the terms of this policy, whether performed from the Center network or from personal systems. Blogging and social networking are allowed from the Center computer network provided that A) it is done in a professional and responsible manner, B) confidential data is not disclosed, C) it does not impact the user's job performance, and D) no information detrimental to the Center is published. The user must not identify himself or herself as an employee of the Center in a blog or on a social networking site. The user assumes all risks associated with blogging and/or social networking.

9. Instant Messaging

Instant messaging is available in many forms – CAD TO messages, Teams, Skype, Facebook, etc. Instant messaging while on duty is allowed such that it follows guidelines on disclosure of confidential data and does not negatively impact the user's job function or any other staff.

10. Overuse

Actions detrimental to the computer network or other Center resources, or that negatively affect job performance are not permitted.

11. Web Browsing

The Internet is a network of interconnected computers of which the Center has very little control. The user should recognize this when using the Internet, and understand that it is a public domain and he or she can come into contact with information, even inadvertently, that he or she may find offensive, sexually explicit, or inappropriate. The user must use the Internet at his or her own risk. The Center is specifically not responsible for any information that the user views, reads, or downloads from the Internet.

12. Personal Use.

The Center recognizes that the Internet can be a tool that is useful for both personal and professional purposes. Personal usage of Center computer systems to access the Internet is permitted as long as such usage follows pertinent guidelines elsewhere in this document and does not have a detrimental effect on the Center or on the user's job performance.

13. Copyright Infringement

The Center's computer systems and networks must not be used to download, upload, or otherwise handle illegal and/or unauthorized copyrighted content. Any of the following activities constitute violations of acceptable use policy, if done without permission of the copyright owner: A) copying and sharing images, music, movies, or other copyrighted



material using P2P file sharing or unlicensed CD's and DVD's; B) posting or plagiarizing copyrighted material; and C) downloading copyrighted files which employee has not already legally procured. This list is not meant to be exhaustive, copyright law applies to a wide variety of works and applies to much more than is listed above.

14. Peer to Peer File Sharing

Peer-to-Peer (P2P) networking is not allowed on the Center network under any circumstance.

15. Streaming Media

Streaming media can use a great deal of network resources and thus must be used carefully. Reasonable use of streaming media is permitted as long as it does not negatively impact the computer network or the user's job performance.

16. Bandwidth Usage

Excessive use of Center bandwidth or other computer resources is not permitted. Large file downloads or other bandwidth-intensive tasks that may degrade network capacity or performance must be performed during times of low Center-wide usage.

17. Remote Desktop Access

Use of remote desktop software and/or services is allowable as long as it is provided by the Center. Remote access to the network must conform to the Center's Remote Access Policy.

18. Circumvention of Security

Using Center-owned or Center-provided computer systems to circumvent any security systems, authentication systems, user-based systems, or escalating privileges is expressly prohibited. Knowingly taking any actions to bypass or circumvent security is expressly prohibited.

19. Use for Illegal Activities

No Center-owned or Center-provided computer systems may be knowingly used for activities that are considered illegal under local, state, federal, or international law. Such actions may include, but are not limited to, the following:

- Unauthorized Port Scanning
- Unauthorized Network Hacking
- Unauthorized Packet Sniffing
- Unauthorized Packet Spoofing



- Unauthorized Denial of Service
- Unauthorized Wireless Hacking
- Any act that may be considered an attempt to gain unauthorized access to or escalate privileges on a computer or other electronic system
- Acts of Terrorism
- Identity Theft
- Spying
- Downloading, storing, or distributing violent, perverse, obscene, lewd, or offensive material as deemed by applicable statutes
- Downloading, storing, or distributing copyrighted material

The Center will take all necessary steps to report and prosecute any violations of this policy.

20. Non-Centered Owned Equipment

The user must obtain written permission from their direct supervisor before installing outside or non-Center-provided computer systems on the Center network. Once this permission is obtained, and dependent on any conditions granted along with such permission, the user can connect a non-Center-owned system to the network. Reasonable precautions must be taken to ensure viruses, Trojans, worms, malware, spyware, and other undesirable security risks are not introduced onto the Center network.

21. Personal Storage Media

The Center does not restrict the use personal storage media, which includes but is not limited to: USB or flash drives, external hard drives, personal music/media players, and CD/DVD writers, on the Center network provided that guidelines for data confidentiality are followed. The user must take reasonable precautions to ensure viruses, Trojans, worms, malware, spyware, and other undesirable security risks are not introduced onto the Center network. Use of personal storage media must conform to the Center's Mobile Device Policy.

22. Software Installation

Installation of non-Center-supplied programs is prohibited. Numerous security threats can masquerade as innocuous software - malware, spyware, and Trojans can all be installed inadvertently through games or other programs. Alternatively, software can cause conflicts or have a negative impact on system performance.

23. Reporting of Security Incident

24.1 If a security incident or breach of any security policies is discovered or suspected, the user must immediately notify his or her supervisor and IT. Examples of incidents that require notification include:

- Suspected compromise of login credentials (username, password, etc.).
- Suspected virus/malware/Trojan infection.



- Loss or theft of any device that contains Center information.
- Loss or theft of ID badge or keycard.
- Any attempt by any person to obtain a user's password over the telephone or by email.
- Any other suspicious event that may impact the Center's information security.

24.2 Users must treat a suspected security incident as confidential information, and report the incident only to his or her supervisor. Users must not withhold information relating to a security incident or interfere with an investigation.

24. No Expectation of Privacy

25.1 All SRFECC IT resources are the property of SRFECC and not the employee. In general, use of the Center's IT resources should be job-related and not for personal convenience.

25.2 Users shall have no expectation of privacy regarding their use of SRFECC IT resources and/or personal IT resources on SRFECC time. All data composed, transmitted and/or received by SRFECC IT resources is considered property of the SRFECC.

25.3 SRFECC also has the right to monitor, access and log the content of SRFECC IT resources. This right includes, by way of illustration, and not limitation, the right to access, inspect, review, copy, and store or delete and block any internet activity or electronic communications, any files within or attached to such communications, or any files having a connection to SRFECC IT resources.

25.4 Internal and external e-mail, voice mail, text messages and other electronic communications are considered business records and may be subject to discovery in the event of litigation. Employees must be aware of this possibility when communicating electronically within and outside the Center.

25.5 Users should expect no privacy when using the Center IT resources. Such use may include but is not limited to: transmission and storage of files, data, and messages. The Center reserves the right to monitor any and all use of the computer network. To ensure compliance with Center policies this may include the interception and review of any emails, or other messages sent or received, inspection of data stored on personal file directories, hard disks, and removable media.

25. False Identity and Anonymity

26.1 Users of SRFECC IT resources shall not, either directly or by implication, employ a false identity (the name or electronic identification of another).

26.2 Users of SRFECC IT resources may not remain anonymous (the sender's name or electronic identification are hidden). The use of pseudonyms and/or any



other anonymous communications are not permitted uses.

26. Interference

27.1 Users are strictly prohibited from disrupting, interfering with, or causing unreasonable strain on any SRFECC IT resources for any reason.

27.2 Uses that disrupt, interfere and/or cause unreasonable strain on SRFECC IT resources include by way of example, and not limitation:

- “Spamming”, i.e. to, exploit e-communications systems for purposes beyond its intended scope to amplify the widespread distribution of unsolicited electronic messages;
- “Letter-bombing”, i.e. to, send an extremely large message or send multiple electronic messages to one or more recipients, causing interference with the recipient’s use of e-communications systems and services; or
- Any other practice that intentionally or unintentionally interferes with SRFECC’s computers, network resources or e-mail.

27. Offensive Communications and Security Threats

The SRFECC may implement, at any time, strategies to filter offensive communications and safeguard SRFECC IT resources against security threats (e.g. viruses). The SRFECC is not, however, responsible for protecting users from receiving security threats or offensive electronic communications. Any person who receives such a communication shall promptly report it to the ED or designated representative.

28. Enforcement

The Executive Director (ED) or designated representative shall be responsible for enforcing employee compliance with the provisions of this policy and for investigating non-compliance. Non-compliance with this Policy may subject the violator to legal sanctions and/or disciplinary action up to and including dismissal.

29. Reporting Misuse

Users shall report any security problem or misuse of SRFECC IT resources to the ED or a designated representative.

30. Records



Users shall comply with SRFECC requests for copies of public records that may be in their possession per the California Public Records Act (CPRA) and Federal Freedom of Information Act (FOIL). A user shall comply with SRFECC's requests for copies of public records whether or not the user is aware such records exist, and regardless of whether such records were created with or reside on SRFECC IT resources.

31. Passwords

Passwords are issued to employees in order to protect the network security and business interests of the Center and to create limited access to certain Center information. Authorized users are responsible for the security of their passwords. Network domain passwords are complex and must be changed every ninety days. The conferral of passwords does not create any individual right of privacy as to the Center's computer network resources including any data, files, or messages.

32. External Access to the SRFECC Domain

33.1 All SRFECC employees, independent contractors, temporary workers, and all other individuals authorized to access the SRFECC domain computer systems must adhere to workplace rules in SRFECC domain access and said access must not result in unacceptable level of security risk.

33.2 All information obtained through the SRFECC domain is the property of the SRFECC and shall be used for the purpose of conducting business and is not intended for personal use.

33.3 Users are responsible for actively protecting SRFECC information and information systems. Employees must connect through the designated remote access service in accordance with specific instructions issued by the IT Department as they may be amended.

33.4 The nature of mobile systems is that they are available and accessible outside of an employee's regularly scheduled work hours. Remote access does not imply or provide consent for overtime work for non-exempt employees; overtime must be pre-authorized by standard SRFECC procedures.

33. Minimum Standards of Personally-Owned Electronic Equipment

33.1 It is recognized that SRFECC employees own personal equipment and software suitable for accessing the SRFECC domain. The SRFECC does not take any responsibility for non-SRFECC owned equipment.

33.2 IT staff will provide assist users with connection to SRFECC domain. IT assistance shall be limited to assuring the SRFECC network components are



operational and will not extend to support maintenance of user owned hardware or software. Violations include but are not limited to:

- Sharing remote access sign-on credentials with unauthorized users.
- Non work-related use of the SRFECC domain.
- Failure to notify the SRFECC when access sign-on credentials have been compromised.
- Failure to comply with SRFECC security and computer use policies and best practices.

34.3 Upon separate of employment SRFECC shall disable any connection to the SRFECC domain from a personal device and all SRFECC IT resources shall be returned.

34.4 Penalties for unacceptable use of the SRFECC domain shall vary depending on the nature and severity of the specific violation. Any employee who violates the acceptable user policy will be subject to:

- Restriction of remote access rights and privileges.
- Termination of remote access privileges.
- Disciplinary action including but not limited to reprimand, suspension, and / or termination of employment.
- Civil or criminal prosecution under federal, local and / or state law as applicable.





Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3006

www.srfecc.ca.gov

Telephony Performance Measure September 2021

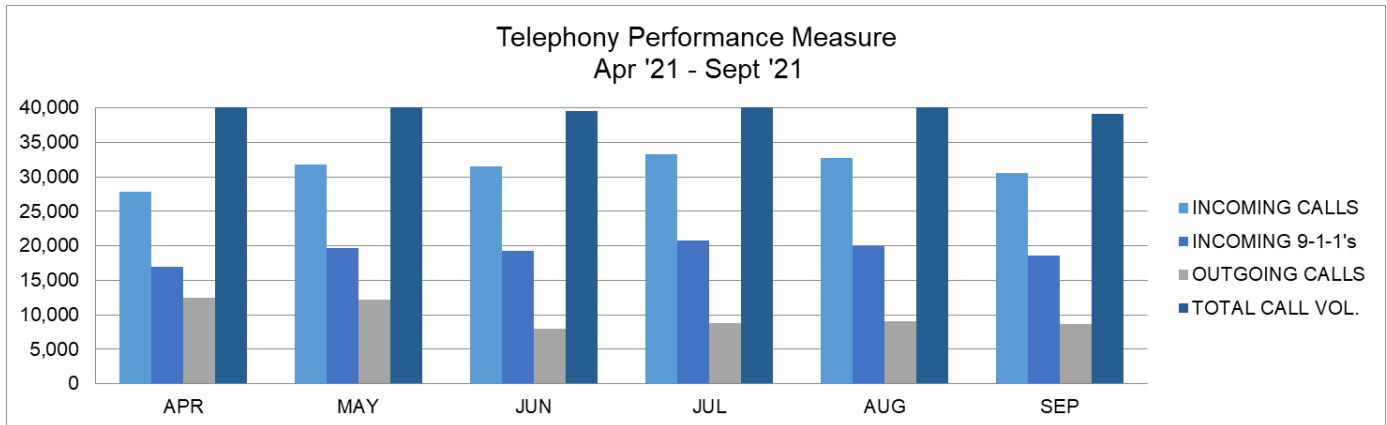
The following data is the telephony performance measures for the Sacramento Regional Fire/EMS Communications Center (SRFECC) during the month of September 2021 for all incoming and outgoing calls to and from the Center on 9-1-1 lines, Seven-Digit Emergency (7DE) lines, Allied Agencies (i.e. Sacramento Police Dept.), Alarm Company lines, as well as Seven-Digit Administrative lines.

Summary of Information

During the month of September 2021, dispatch staff processed **30,505** incoming calls and **8,624** outgoing calls for a total call volume of **39,129**.

Detailed Breakdown of Information – Incoming Lines

- **9-1-1 Emergency lines: 18,653**
- **“Seven-Digit” Emergency lines (7DE): 4,564**
- **Allied Agency/Alarm Companies: 3,427**
- **Non-Emergency/Administrative (7DA) lines: 4,114**



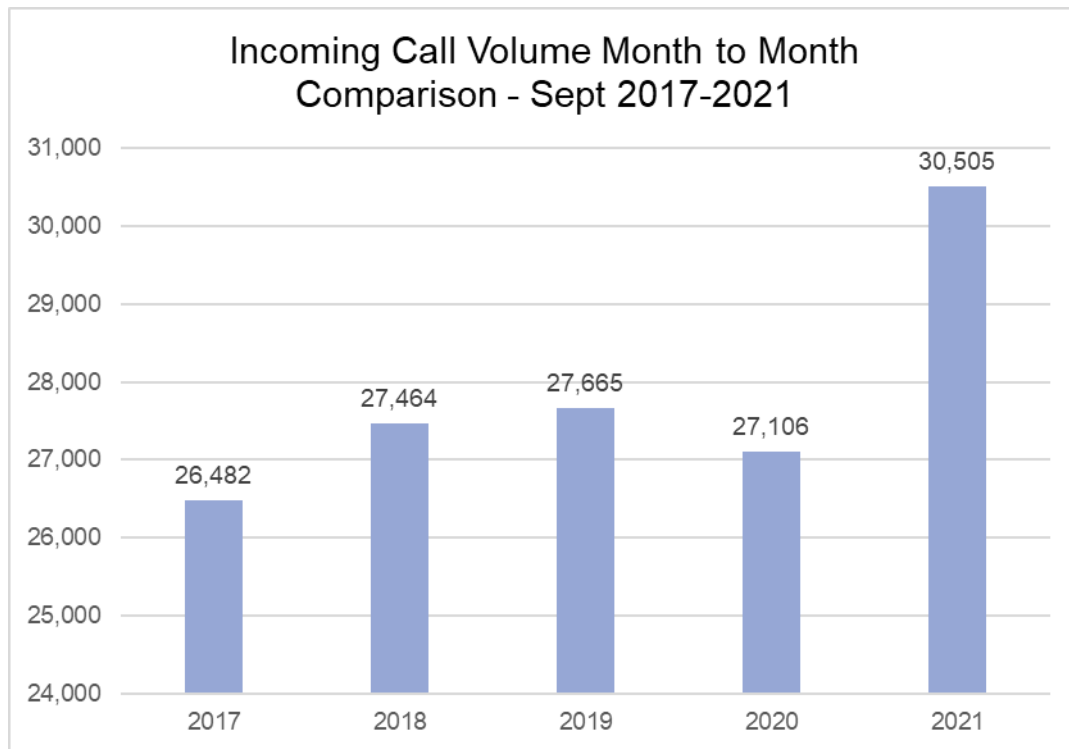


Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3006

www.srfecc.ca.gov

The following data represents incoming call comparisons for the same month over a 5 year time period:





Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3006

www.srfecc.ca.gov

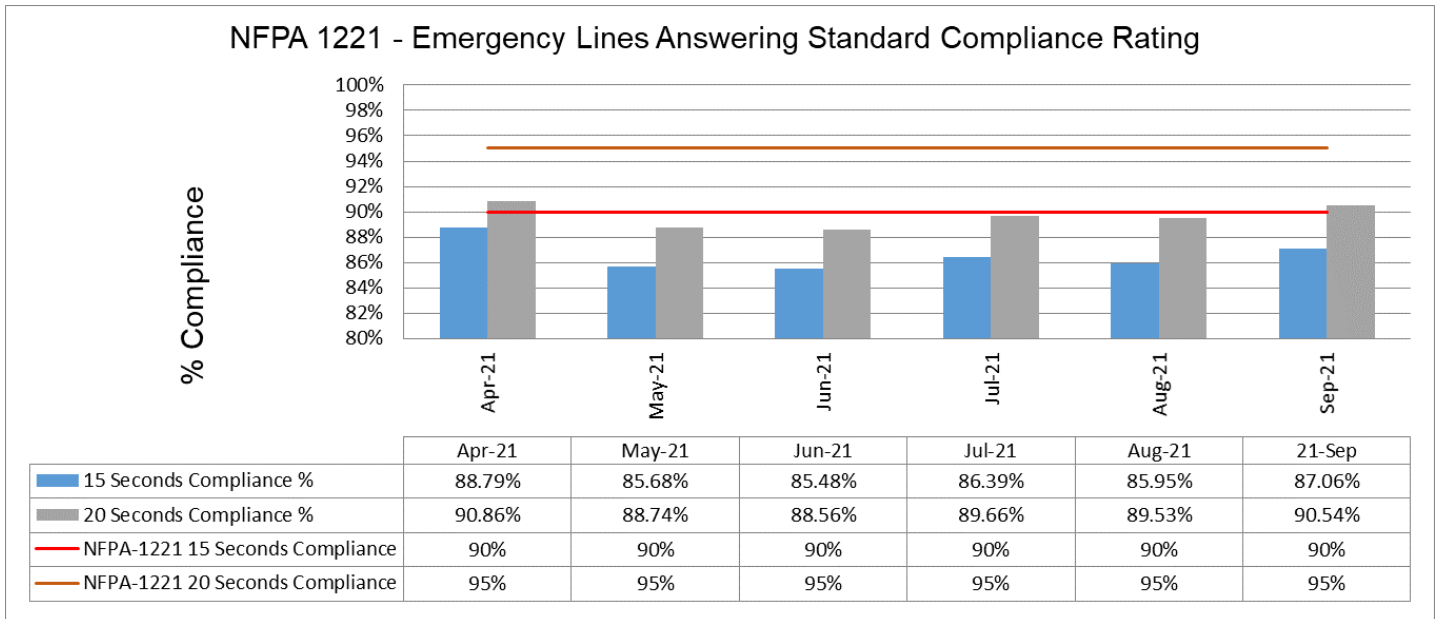
Emergency Lines Answering Standard: NFPA-1221 (2019 Edition)

According to NFPA-1221 (2019 ed.), Chp. 7, Sec. 7.4 – Operating Procedures:

Rule 7.4.1: *“Ninety percent of events received on emergency lines shall be answered within 15 seconds, and 95 percent of alarms shall be answered within 20 seconds.”*

NFPA-1221 (2019 ed.) recommends that all calls received on emergency lines shall be answered within 15 seconds 90% of the time and 95% percent of alarms shall be answered within 20 seconds – In September, the dispatch team answered all calls on emergency lines within 15 seconds **85.95%** of the time and answered within 20 seconds **89.53%** of the time.

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





Sacramento Regional Fire/EMS Communications Center

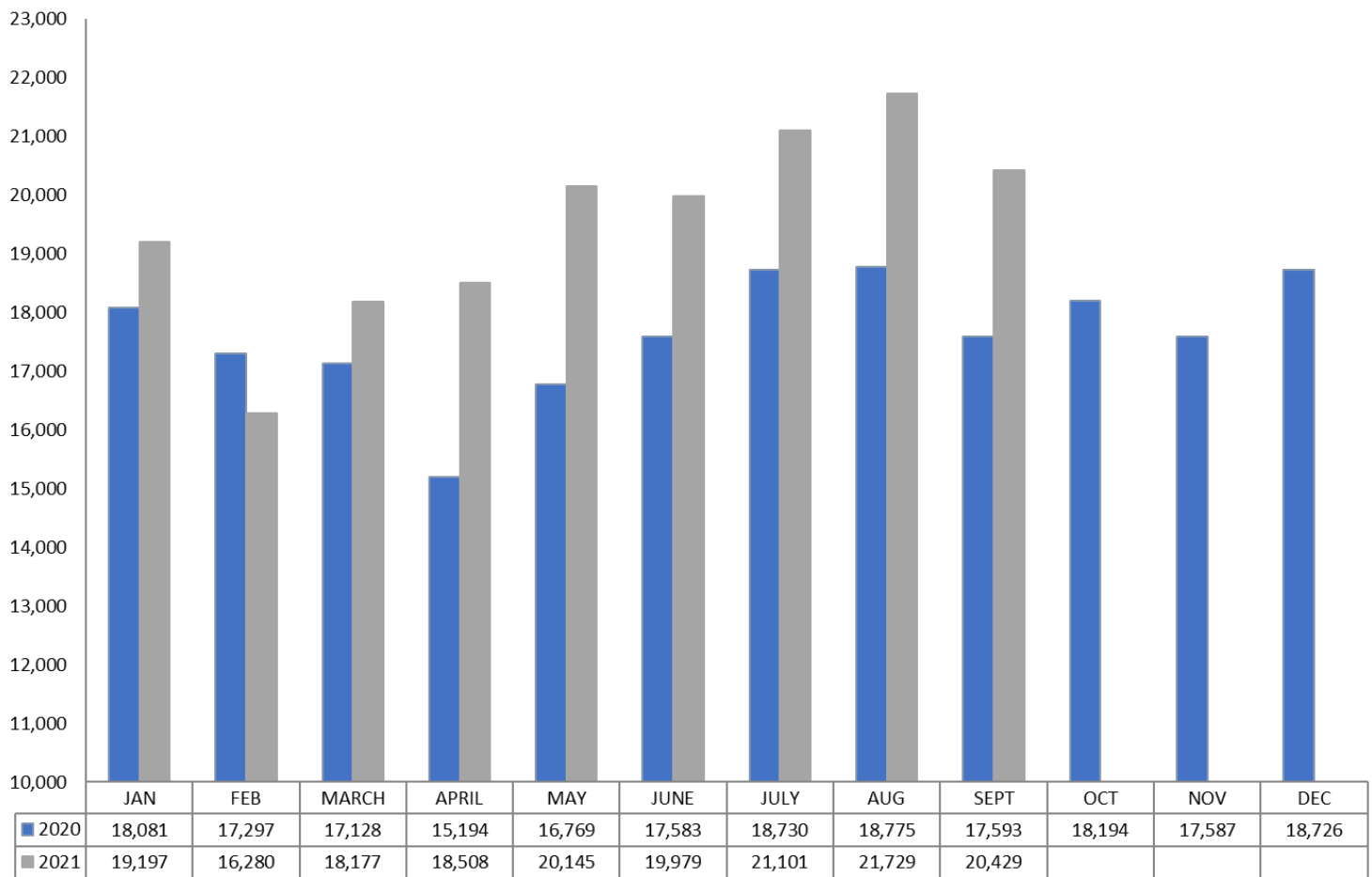
10230 Systems Parkway, Sacramento, CA 95827-3006

www.srfecc.ca.gov

CAD Incidents September 2021

Total number of CAD incidents entered for SEPTEMBER: 20,429

Number of CAD Incidents Per Month





Sacramento Regional Fire/EMS Communications Center

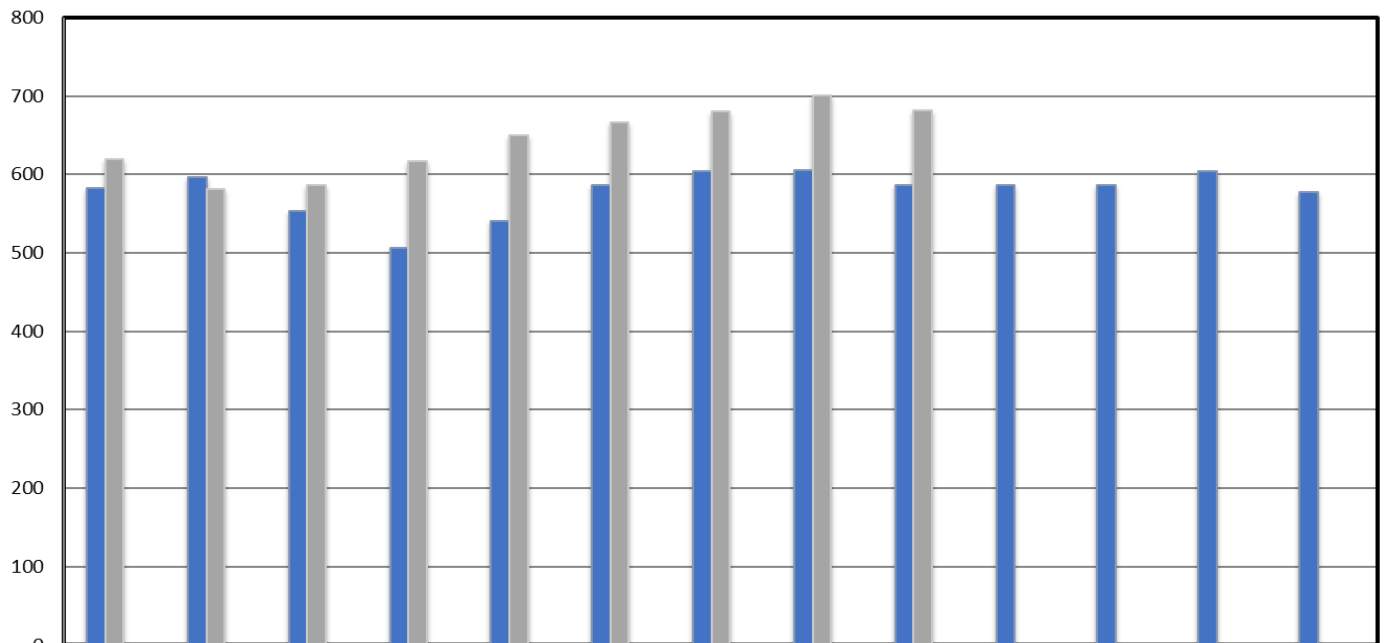
10230 Systems Parkway, Sacramento, CA 95827-3006

www.srfecc.ca.gov

CAD Incidents September 2021

Average number of CAD incidents entered per day for September: 681

Average Number of Incidents Per Day



	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YEARLY AVERAGE
■ 2020	583	596	553	506	541	586	604	605	586	586	586	604	578
■ 2021	619	581	586	617	650	666	681	701	681				
■ % CHANGE	6.17%	-2.52%	5.97%	21.94%	20.15%	13.65%	12.69%	15.86%	16.21%				



Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3006

www.srfecc.ca.gov

Executive Monthly Credit Card Usage Report FY 21-22

Reporting Month: August 2021

Last 4 of card	Last Name	Status	Credit Limit	Monthly Usage	Approvals		
					Employee	DD	ED
0827	Shmatovich	Open	\$ 5,000.00	\$ 1,834.05	^{DS} MS	^{DS} DH	^{DS} TB
7447	Tackett	Closed	\$ -	\$ (19.60)		^{DS} DH	^{DS} TB
0835	Vargo	Open	\$ 5,000.00	\$ 1,363.91	^{DS} CV	^{DS} DH	^{DS} TB
6115	Mackey	Open	\$ 1,500.00	\$ -			
9507	Bailey	Open	\$ 5,000.00	\$ 134.14	^{DS} TB	^{DS} DH	^{DS} TB
		Total:	\$ 16,500.00	\$ 3,312.50			

Monthly Activity: August 2021

New/Closed Accounts Added: Credit received for Tackett's closed account.

Cards Reported Lost or Stolen: None

Disputed Transactions: None

Changes in Authorization Limits: None

Monthly Liability: \$16,500.00




Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3006

www.srfecc.ca.gov

FY 21-22			
Total Monthly Credit Card Usage			
July	\$ 5,809.44	January	
August	\$ 3,312.50	February	
September		March	
October		April	
November		May	
December		June	

I certify I have reviewed 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.

DocuSigned by:

 3A9025160EF64E1...

9/8/2021

Executive Director Signature

Date



Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3006

www.srfecc.ca.gov

FY 21/22 Budget to Actuals Report

Month End August 2021

Page 1 of 3

GL Account	Description	FY 21/22 Budget	Jul-21 Actual	Aug-21 Actual	FY 21/22 YTD Actual	FY 21/22 YTD Budget	YTD Variance Bud - Act	YTD Var % Bud - Act	Budget Remainder
EMPLOYEE-RELATED EXPENSES									
5010	Base Salaries and Wages	4,106,745	261,395	263,556	524,951	684,457	159,506	23%	3,581,793
5020	Overtime	209,000	44,706	64,288	108,994	34,833	(74,161)	(213%)	100,006
5030	Overtime - FLSA	124,331	5,166	4,006	9,172	20,722	11,549	56%	115,158
5040	Uniform Allowance	48,600	17,599	200	17,799	23,500	5,701	24%	30,801
5050	Night/Admin Shift Differential	78,831	3,683	5,815	9,497	13,406	3,908	29%	69,333
5055	Out-of-Class Pay	31,000	2,050	2,000	4,050	5,200	1,150	22%	26,950
5060	Longevity	27,950	2,150	2,150	4,300	4,500	200	4%	23,650
5065	On-Call Pay	55,050	4,075	4,200	8,275	9,217	942	10%	46,775
5115	Vacation Cash Out	50,000	1,868	0	1,868	26,000	24,132	93%	48,132
5120	Sick Leave	0	16,984	13,399	30,383	0	(30,383)	0%	(30,383)
5130	CTO Leave	0	172	0	172	0	(172)	0%	(172)
5140	Holiday Pay	200,841	10,032	29	10,062	33,473	23,412	70%	190,779
5220	Training Pay	43,200	1,356	1,372	2,728	7,200	4,472	62%	40,472
5310	Workers Compensation Insurance	70,000	5,119	5,119	10,239	11,667	1,428	12%	59,761
5410	FED ER Tax - Medicare	87,640	5,065	4,931	9,996	14,607	4,610	32%	77,644
5413	FED ER Tax - Social Security	1,000	0	0	0	167	167	100%	1,000
5420	State ER Tax - ETT	2,350	0	0	0	392	392	100%	2,350
5423	State ER Tax - UI-	30,000	0	0	0	5,000	5,000	100%	30,000
5510	Medical Insurance	905,257	65,418	65,031	130,449	150,876	20,427	14%	774,808
5520	Dental Insurance	85,189	6,323	5,759	12,082	14,198	2,116	15%	73,107
5530	Vision Insurance	8,323	596	545	1,142	1,387	246	18%	7,181
5610	Retirement Benefit Expense	1,282,204	100,188	96,948	197,135	213,701	16,565	8%	1,085,070
5611	Pension Adjustment-	0	0	0	0	0	0	0%	0
5620	OPEB Benefit Expense	608,059	23,546	23,546	47,092	101,343	54,251	54%	560,967
5625	Education Incentive	25,600	1,932	1,924	3,856	4,280	424	10%	21,744
5690	Other Salary and Benefit Expens	10,000	1,226	420	1,645	1,667	21	1%	8,355
TOTAL EMPLOYEE-RELATED EXPENSES		8,091,169	580,649	565,238	1,145,887	1,381,793	235,902	17%	6,945,280

GL Account	Description	FY 21/22 Budget	Jul-21 Actual	Aug-21 Actual	FY 21/22 YTD Actual	FY 21/22 YTD Budget	YTD Variance Bud - Act	YTD Var % Bud - Act	Budget Remainder
MATERIALS & SUPPLIES									
6010	Office Supplies	12,000	0	210	210	2,000	1,790	89%	11,790
6013	Office Supplies - Ink Cartridge	4,000	344	0	344	667	323	48%	3,656
6015	Equipment Rental	7,200	585	585	1,170	1,200	30	2%	6,030
6020	Postage	1,000	27	47	74	167	93	56%	926
6090	Other Materials and Supplies	12,000	749	721	1,471	2,000	530	26%	10,530
TOTAL MATERIALS & SUPPLIES		36,200	1,705	1,563	3,269	6,034	2,765	46%	32,932

GL Account	Description	FY 21/22 Budget	Jul-21 Actual	Aug-21 Actual	FY 21/22 YTD Actual	FY 21/22 YTD Budget	YTD Variance Bud - Act	YTD Var % Bud - Act	Budget Remainder
PROFESSIONAL SERVICES									
6110	Legal Services	240,000	13,000	6,849	19,849	40,000	20,152	50%	220,152
6115	Accounting and Audit Services	19,300	0	700	700	3,217	2,517	78%	18,600
6120	Actuary Services	25,000	0	0	0	4,167	4,167	100%	25,000
6125	Consulting Services	784,876	51,137	53,960	105,097	130,813	25,716	20%	679,779
6140	Technological Services	236,000	7,197	13,177	20,374	39,333	18,960	48%	215,626
6190	Other Professional Services	0	0	93	93	0	(93)	0%	(93)
TOTAL PROFESSIONAL SERVICES		1,305,176	71,334	74,779	146,113	217,530	71,418	33%	1,159,065



Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3006

www.srfecc.ca.gov

FY 21/22 Budget to Actuals Report

Month End August 2021

Page 2 of 3

GL Account	Description	FY 21/22 Budget	Jul-21 Actual	Aug-21 Actual	FY 21/22 YTD Actual	FY 21/22 YTD Budget	YTD Variance Bud - Act	YTD Var % Bud - Act	Budget Remainder
COMMUNICATION EQUIPMENT & SERVICES									
6220	Maintenance - Radios & Radio Equipment	32,930	0	0	0	5,488	5,488	100%	32,930
6221	Maintenance - Radio Consoles & Other	89,160	3,416	3,416	6,832	14,860	8,028	54%	82,328
6223	Radio - Backbone Subscription SRRCS	20,000	949	949	1,898	3,333	1,436	43%	18,103
6230	Communication Services	237,053	16,098	17,907	34,005	39,509	5,503	14%	203,048
6245	Maintenance - Tower Equipment	16,560	0	0	0	2,760	2,760	100%	16,560
6290	Other Communication Services and Equipment	40,252	3,458	136	3,594	6,709	3,115	46%	36,658
TOTAL COMMUNICATION EQUIPMENT & SERVICES		435,955	23,921	22,408	46,329	72,659	26,331	36%	389,627

GL Account	Description	FY 21/22 Budget	Jul-21 Actual	Aug-21 Actual	FY 21/22 YTD Actual	FY 21/22 YTD Budget	YTD Variance Bud - Act	YTD Var % Bud - Act	Budget Remainder
HW & SW MAINT									
6310	Hardware Maintenance - Equipment	41,605	0	0	0	6,934	6,934	100%	41,605
6315	Hardware Maintenance - Network	25,650	567	567	1,134	4,275	3,141	73%	24,516
6319	Hardware Maintenance Other	15,000	0	0	0	2,500	2,500	100%	15,000
6320	Software Maintenance - Applications	149,712	6,625	7,966	14,591	24,952	10,361	42%	135,122
6322	CAD Maintenance and Support/Northrop Grumman	423,128	58,445	58,445	116,891	70,521	(46,370)	(66%)	306,237
6323	Software Maintenance - GIS	76,364	5,700	5,700	11,399	12,727	1,328	10%	64,965
6330	Software Maintenance - Network	19,270	1,782	1,782	3,564	3,212	(353)	(11%)	15,706
6390	Other, Computer Services and Supplies	12,000	0	0	0	2,000	2,000	100%	12,000
TOTAL HW & SW MAINT		762,729	73,119	74,460	147,579	127,121	(20,458)	-16%	615,150

GL Account	Description	FY 21/22 Budget	Jul-21 Actual	Aug-21 Actual	FY 21/22 YTD Actual	FY 21/22 YTD Budget	YTD Variance Bud - Act	YTD Var % Bud - Act	Budget Remainder
FACILITIES & FLEET									
6410	Services - Landscaping	4,800	399	399	797	800	3	0%	4,003
6415	Maintenance - Building	20,000	0	0	0	3,333	3,333	100%	20,000
6420	Lease - CTC	78,000	6,348	6,348	12,696	13,000	304	2%	65,304
6420	Services - Custodial	40,000	3,000	3,000	6,000	6,667	667	10%	34,000
6421	Services - Center Security	480	0	0	0	80	80	100%	480
6425	Maintenance - HVAC	17,579	790	0	790	2,930	2,140	73%	16,789
6235	Maintenance - Power Supply	35,000	392	1,469	1,861	5,833	3,973	68%	33,140
6430	Services - Cable	3,108	172	172	345	518	173	33%	2,763
6435	Services - Pest Control	600	50	50	100	100	0	0%	500
6490	Other, Facilities and Fleet	12,924	160	445	605	2,154	1,549	72%	12,319
6510	Utilities - Electric	48,700	4,394	4,290	8,684	8,117	(567)	(7%)	40,016
6515	Utilities - Water	7,250	490	445	935	1,208	273	23%	6,315
6520	Utilities - Refuse Collection / Disposal	6,000	647	789	1,437	1,000	(437)	(44%)	4,563
6525	Utilities - Sewage Disposal Services	1,800	0	139	139	300	161	54%	1,661
6635	Services - Bottled Water	4,800	177	178	355	800	445	56%	4,445
6645	Services - Printing	2,000	61	153	214	333	120	36%	1,786
6650	Services - Shredding	2,000	799	0	799	333	(466)	(140%)	1,201
6652	Fleet - Maintenance	5,000	135	269	404	833	429	52%	4,596
6654	Fleet - Fuel	8,000	332	333	665	1,333	669	50%	7,335
6655	Insurance (Property and Fleet)	62,000	3,976	3,976	7,952	10,333	2,382	23%	54,048
6690	Other - Facility & Fleet Management	20,000	1,946	776	2,722	3,333	612	18%	17,279
TOTAL FACILITIES & FLEET		380,041	24,268	23,231	47,500	63,338	15,842	25%	332,543



Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3006

www.srfecc.ca.gov

FY 21/22 Budget to Actuals Report

Month End August 2021

Page 3 of 3

GL Account	Description	FY 21/22 Budget	Jul-21 Actual	Aug-21 Actual	FY 21/22 YTD Actual	FY 21/22 YTD Budget	YTD Variance Bud - Act	YTD Var % Bud - Act	Budget Remainder
RECRUITMENT, RETENTION & TRAINING									
6610	Recruitment	21,750	5,877	9,063	14,940	3,625	(11,315)	(312%)	6,810
6612	Employee Retention	6,500	1,338	46	1,383	1,083	(300)	(28%)	5,116
6615	Employee Education & Training	10,560	0	2,484	2,484	1,760	(724)	(41%)	8,076
6621	Air	0	(29)	0	(29)	0	29	0%	29
6622	Lodging	0	0	390	390	0	(390)	0%	(390)
6624	Parking	0	0	0	0	0	0	0%	0
6625	Membership Dues	1,390	0	0	0	232	232	100%	1,390
6626	Taxi, Uber, Mileage, Other	0	621	2,430	3,051	0	(3,051)	0%	(3,051)
6627	Per Diem	0	462	157	619	0	(619)	0%	(619)
6640	Uniform/Badges/Shirts	4,000	153	920	1,073	667	(407)	(61%)	2,927
6660	Operations Support	22,600	0	191	191	3,767	3,576	95%	22,409
6661	Administration Support	18,000	0	120	120	3,000	2,880	96%	17,880
TOTAL RECRUITMENT, RETENTION & TRAINING		84,800	8,422	15,801	24,222	14,134	(10,089)	-71%	60,577
GRAND TOTAL		11,096,070	783,418	777,480	1,560,899	1,882,609	321,711	17%	9,535,173



Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3006

www.srfecc.ca.gov

FY 21/22 Budget to Actuals Report - CIP Month End August 2021

GL Account	Description	FY 21/22 Budget	Jul-21 Actual	Aug-21 Actual	FY 21/22 YTD Actual	FY 21/22 YTD Budget	YTD Variance Bud - Act	YTD Var % Bud - Act	Budget Remainder
CAPITAL IMPROVEMENT									
6997-021	CAD - Capital Improvement	183,975	0	99,691	99,691	30,663	(69,028)	(225%)	84,284
6997-022	DRC - Capital Improvement	74,000	0	0	0	12,334	12,334	100%	74,000
6997-023	Equipment - Capital Improvement	70,525	0	17,775	17,775	11,754	(6,021)	(51%)	52,750
6997-024	Facility - Capital Improvement	40,000	0	0	0	6,667	6,667	100%	40,000
6997-025	Hardware - Capital Improvement	23,000	0	0	0	3,833	3,833	100%	23,000
6997-026	Software - Capital Improvement	0	0	0	0	0	0	0%	0
6997-027	Technology - Capital Improvement	15,500	0	0	0	2,583	2,583	100%	15,500
Total Capital Improvement		407,000	0	117,466	117,466	67,834	(49,632)	124%	289,534



Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3006

www.srfecc.ca.gov

FY 21/22 Budget to Actuals Report - Lease Month End August 2021

GL Account	Description	FY 21/22 Budget	Jul-21 Actual	Aug-21 Actual	FY 21/22 YTD Actual	FY 21/22 YTD Budget	YTD Variance Bud - Act	YTD Var % Bud - Act	Budget Remainder
LEASE									
6710	Umpqua Lease Interest	99,000	3,637	3,594	7,231	0	(7,231)	0%	91,769
2710	Umpqua Lease Current Portion	268,732	18,757	18,801	37,558	44,789	7,231	16%	231,174
Total Lease		367,732	22,394	22,394	44,789	44,789	0	16%	322,943



Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3006

www.srfecc.ca.gov

SRFECC Staff Report – October 6, 2021

Dispatcher Positions:

10 Dispatcher Vacancies

Academy 21-2:

Academy 21-2 started on September 7th. We hired 10 Dispatchers and they have started phase 1 of training. We had 1 dispatcher resign this week, due to a family emergency.

Academy 22-1:

Academy 22-1 has been approved with an anticipated start date of January 1st. We conducted Panel Interviews on Friday, October 1st. We have identified 2 candidates for hire and they are participating in Sit-A-Longs this week.

Recruitment Activity:

We attended 2 job fairs over the past couple of weeks to attract more candidates. We continue to see a decline in terms of the number of candidates that apply for the 911 Dispatcher position and the quality of candidates.



Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3006

www.srfecc.ca.gov

SRFECC Positions & Authorization Document (PAD) - Revised 09/15/2021			
FY 21/22			
Center Management			
Position	Authorized	Actual	Comments
Executive Director	1	1	
Operations Manager	1	1	
Deputy Director, Administration	1	1	
Executive Assistant	1	1	
Totals	4	4	
Operations Division			
Position	Authorized	Actual	Comments
Dispatcher Supervisor	7	6	
Dispatcher	35	35	
Totals	42	41	
Administration and IT Division			
Position	Authorized	Actual	Comments
Human Resource Manager	1	1	
CAD Administrator	1	1	
Telecommunications Engineer	1	1	
CAD/Radio Technician	1	1	
Office Specialist - Admin	1	0	
Accounting Specialist II	1	1	
Payroll & Benefits Administrator	1	1	
Totals	7	6	
Totals	53	51	



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

SRFECC Projects Update – 10/12/2021

Project Number	Project Description	Operations Lead	IT/Admin Lead	Center Priority	Key Dates	Project Update
8000B	WestNet and AVD		Brad Dorsett Chuck Schuler Roman Kukharets	2	Q3 2021	9/29/21: Currently stable. Reviewing recordings and identifying small issues. 8/18/21: Hanging carrier resolved. DISP B audio issues, delayed dispatches. Issue identified, updating coming. 8/4/21: Still experiencing hanging carrier and AVD delay. Engaging with vendor for continued support and resolution.
	ACE Accreditation	Elizabeth Strong	Diane House	2	TBD	EMS Supervisor reviewing weekly. Expected plan in end of September when EMS Supervisor is back off the floor.
8000D	NG CommandPoint Hardware	Tara Poirier	Brad Dorsett	1	Q3 2021	9/29/21: DR servers installed at Metro. Commandpoint software installed on Academy computers. 8/18/21: Workstations and hardware delivery delayed.
8000	NG CAD CommandPoint CAD	Tara Poirier	Brad Dorsett	1	TBD	9/29/21: Moving through project schedule. Software installed on Academy workstations. Waiting on GIS deliverable prior to training. 8/18/21: MDC Configuration. Data files maintenance training in Oct. Project timeline presentation at Sept Board meeting
8003B	Kronos Upgrade - TeleStaff	Supervisors	Marissa Shmatovich Cierra Lewandowski	2	Q4 2021	10/4/21: Telestaff Go live. 9/29/21: Completed training sessions, created training video for staff unable to attend.
	AT&T / Intrado CPE Software Upgrade adding ACD		Roman Kukharets Diane House	1	Q4 2021	8/18/21: Quote received, to be presented at next board meeting. 8/4/21: Pending quote for ACD on current system. Organizing meetings with CHP and CalFire. 7/2/21: CalOES declined our request for the HW/SW upgrade. Researching if there is still a possibility to add on ACD.
	Deccan LiveMUM and Barb		Diane House	1	Q4 2022	Grand award pending
9016	NextGen (NG) 911		Roman Kukharets Diane House	2	Q4 2021	8/4/21: Awaiting report confirming Site Survey is completed. 7/15/21 Site visit completed. 5/4/21: Comcast onsite to
	Website Update/Maintenance		Mark Hicks	2	Q3 2021	8/18/21 Follow up meeting with vendor. Working through website content. Adding SOG
8005	SharePoint	Katherine Shelton	Diane House	3	Q1 2022	Department by department migrating in progress - Finance and Facilities departments complete. Operations, HR, Executive and Contract management in progress.
	Audio Files - Move to OneDrive/SP	Amy Wolfe	Diane House	2	Q3 2021	Working through the workflow and requests. Email group set up.
9007	OES Radius Map		Roman Kukharets Diane House	3	Q3 2021	Bug fixed applied, application working. Pending Ops full deployment and use.
9007A	OES Radius Mapping Plus		Roman Kukharets Diane House	3	Q3 2021	Added feature of Text FROM 911, need Center deployment plan.
9003	Employee Handbook Update		Marissa Shmatovich	1	Q3 2021	Reviewed with Union and approved. Awaiting associated policy finalization.