



Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3007

(916) 228-3070 – Fax (916) 228-3079

1:00 p.m.

Tuesday, June 25, 2019

SPECIAL MEETING OF THE GOVERNING BOARD OF SRPSCC

10545 Armstrong Ave – Rooms #384-385

Mather, CA 95655-4102

Call to Order

Chairperson

Roll Call Member Agencies

Secretary

Primary Board Members

Chris Costamagna, Chairperson

Mike McLaughlin, Vice Chairperson

Chad Wilson, Board Member

Tyler Wagaman, Board Member

Deputy Chief, Sacramento Fire Department

Fire Chief, Cosumnes Fire Department

Division Chief, Folsom Fire Department

Assistant Chief, Sacramento Metropolitan Fire District

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.

CLOSED SESSION: Approximately 1 hour (1:00 – 2:00 p.m.)

1. PERSONNEL ISSUES*

Pursuant to California Governing Code Section 54957

The Board will meet in closed session:

- a. Discipline//Dismissal/Release (3 matters)

2. 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

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

The Board will meet in closed session to discuss one (1) case of pending litigation

Sacramento Regional Public Safety Communications Center v. Tyler Technologies, Inc. Case No. 2:18-cv-01792-KJM-KJN

OPEN SESSION: Begins at 2:00 p.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.

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| 1. Board Meeting Synopsis (June 11, 2019) | Page | 3-5 |
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ACTION ITEMS:

- | | | |
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| 1. Resolution #4-19, Adoption of Preliminary Budget FY 2019/2020
(Copies of Preliminary Budget FY 2019/2020 will be available at Board Meeting) | Page | 6 |
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INFORMATION:

CENTER REPORTS:

1. Interim Executive Director (Bentovoja)*
2. Deputy Director – Operations (Soares)*
3. Deputy Director - Administration (House)
4. Medical Director (Dr. Mackey)*

CORRESPONDENCE:

BOARD MEMBER COMMENTS:

ADJOURNMENT:

The next scheduled Board Meeting is July 9, 2019.

Location: Sacramento Metropolitan Fire District, 10545 Armstrong Ave, Mather, CA
95655-4102
Time: 9:00 a.m.
Distribution: Board Members, Alternates, and Chiefs
Posted at: Administration Office

DISABILITY INFORMATION:

In compliance with the Americans with Disabilities Act, if you need special assistance to Participate in this meeting please contact the Chief Executive'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 June 21, 2018, I posted a copy of the agenda:

- at 10545 Armstrong Ave, Mather, CA 95655-4102
- at 10230 Systems Parkway, Sacramento, CA 95827
- on the Center's website which is: www.sfecc.ca.gov



Clerk of the Board

GOVERNING BOARD MEETING

June 11, 2019

GOVERNING BOARD MEMBERS

Deputy Chief Chris Costamagna	Sacramento Fire Department
Assistant Chief Tyler Wagaman	Sacramento Metropolitan Fire District
Chief Mike McLaughlin	Cosumnes Community Services District
Division Chief Chad Wilson	Folsom Fire Department

GOVERNING BOARD MEMBERS ABSENT

COMMUNICATIONS CENTER MANAGEMENT

Marc Ventovoja	Interim Executive Director
Kylee Soares	Deputy Director – Operations

OTHERS IN ATTENDANCE

Lindsay Moore	Counsel, SRFECC
Paul Zehnder	Deputy Chief, Cosumnes Community Services District
Janice Parker	Administrative Analyst, SRFECC

The meeting was called to order and roll call taken at 9:03 a.m.

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

Closed session was convened at 9:04 a.m.

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

District Negotiator(s)	Lindsay Moore, Counsel Kylee Soares, Deputy Director, Operations
Employee Organization(s)	Teamsters Local 150

2. **PERSONNEL ISSUES***
Pursuant to California Governing Code Section 54957

- a. Discipline/Dismissal/Release (2 matters)
- b. Evaluation of Performance : Interim 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

- b. Pursuant to California Government Code Section 54956.9(a)
The Board will meet in closed session to discuss one (1) case of pending litigation.
Sacramento Regional Public Safety Communications Center v. Tyler Technologies, Inc.
Case No. 2:18-cv-01792-KJM-KJN

5. **OPEN SESSION:**

Open session was re-convened at 10:10 a.m.

The Board met in closed session and received an update regarding negotiations. Direction was given; no action was taken.

During closed session the Board received an update regarding two separate personnel issues.

Regarding 2a., Discipline/Dismissal/Release (2 matters) - no action was taken, but direction was given.

Regarding 2b., Evaluation of Performance: Interim Executive Director – The Board received an update; no action was taken.

During closed session the Board received an update regarding anticipated litigation regarding two potential cases; no action was taken.

The Board also received an update regarding the Tyler New World litigation, no action was taken.

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

1. Board Meeting Synopsis (May 28, 2019)

A motion was made by Chief McLaughlin and seconded by Division Chief Wilson to approve the consent agenda.

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

NOES:

ABSENT:

ABSTAIN:

Motion carried.

7. **ACTION ITEMS:**

1. Approve Amended Retired Annuitant Interim Executive Director Employment Contract

A miscalculation had been discovered by Cal PERS in the original employment contract so this amended contract reflects the correction.

A motion was made by Chief McLaughlin and seconded by Assistant Chief Wagaman to approve the amended retired annuitant Interim Executive Director Employment Contract.

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

NOES:

ABSENT:

ABSTAIN:

Motion carried.

8. **DISCUSSION/POSSIBLE ACTION:**

1. Discussion/Direction Regarding Budget Workshop

The Board discussed and agreed to schedule a budget workshop on Tuesday, June 25, 2019, at 9:00 a.m. – 12 noon with a Special Board Meeting following at 1:00 p.m. Both the budget workshop and the Special Board Meeting will be conducted in the Sacramento Metro Board Chambers.

9. CENTER REPORTS:

There were no Center reports.

10. BOARD MEMBER COMMENTS:

Assistant Chief Wagaman congratulated Interim Executive Director Bentovoja on his new position and expressed appreciation to him for taking the responsibility to lead the Comm Center.

Division Chief Wilson also voiced his congratulations.

Chief McLaughlin thanked Interim Executive Director Bentovoja for “stepping up”.

Deputy Chief Costamagna said to remember that the people at the Center are the most important consideration.

The meeting of the Governing Board was adjourned at 10:15 a.m.

The next scheduled Board Meeting is Tuesday, June 25, 2019, at 1:00 p.m., at Metro Headquarters, 10545 Armstrong Ave – Rooms #320, Mather, CA 95655-4102.

Respectfully submitted,



Janice Parker
Clerk of the Board

Chris Costamagna, Chairperson

Mike McLaughlin, Vice Chairperson



Sacramento Regional Fire/EMS

Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3006

(916)228-3058-Fax (916)228-3079

Resolution #4-19

Resolution to Adopt Preliminary Budget FY 2019/2020

A Resolution Summarizing Expenditures and Revenues and Adopting a Preliminary Budget for Sacramento Regional Fire/EMS Communications Center, for the Calendar Year Beginning on the First Day of July, 2019, and Ending on the Last Day of June, 2020

WHEREAS, the Governing Board of the Sacramento Regional Public Safety Communications Center (doing business as the Sacramento Regional Fire/EMS Communications Center) previously authorized and directed the Executive Director to prepare and submit a proposed preliminary budget to the Board for fiscal year 2019/2020 (“Preliminary Budget FY 2019/2020”); and

WHEREAS, the Executive Director has prepared the Preliminary Budget FY 2019/2020, which is Attachment A to this Resolution; and

WHEREAS, the Preliminary Budget FY 2019/2020 includes the budget recommendations of the Executive Director; and

WHEREAS, whenever an increase has been made to the expenditures in the Preliminary Budget FY 2019/2020, like increases were either added to the revenues or have been planned to be expended from reserves/fund balances in the Preliminary Budget FY 2019/2020 so the Center’s budget remains balanced, as required by law.

NOW, THEREFORE, BE IT RESOLVED THAT:

The Governing Board of the Center has reviewed and adopts the Preliminary Budget, FY 2019/2020 set forth in Attachment A.

Passed and adopted by the Governing Board of Center this 25th day of June, 2019 by the following vote:

AYES:

NOES:

ABSTAIN:

ABSENT:

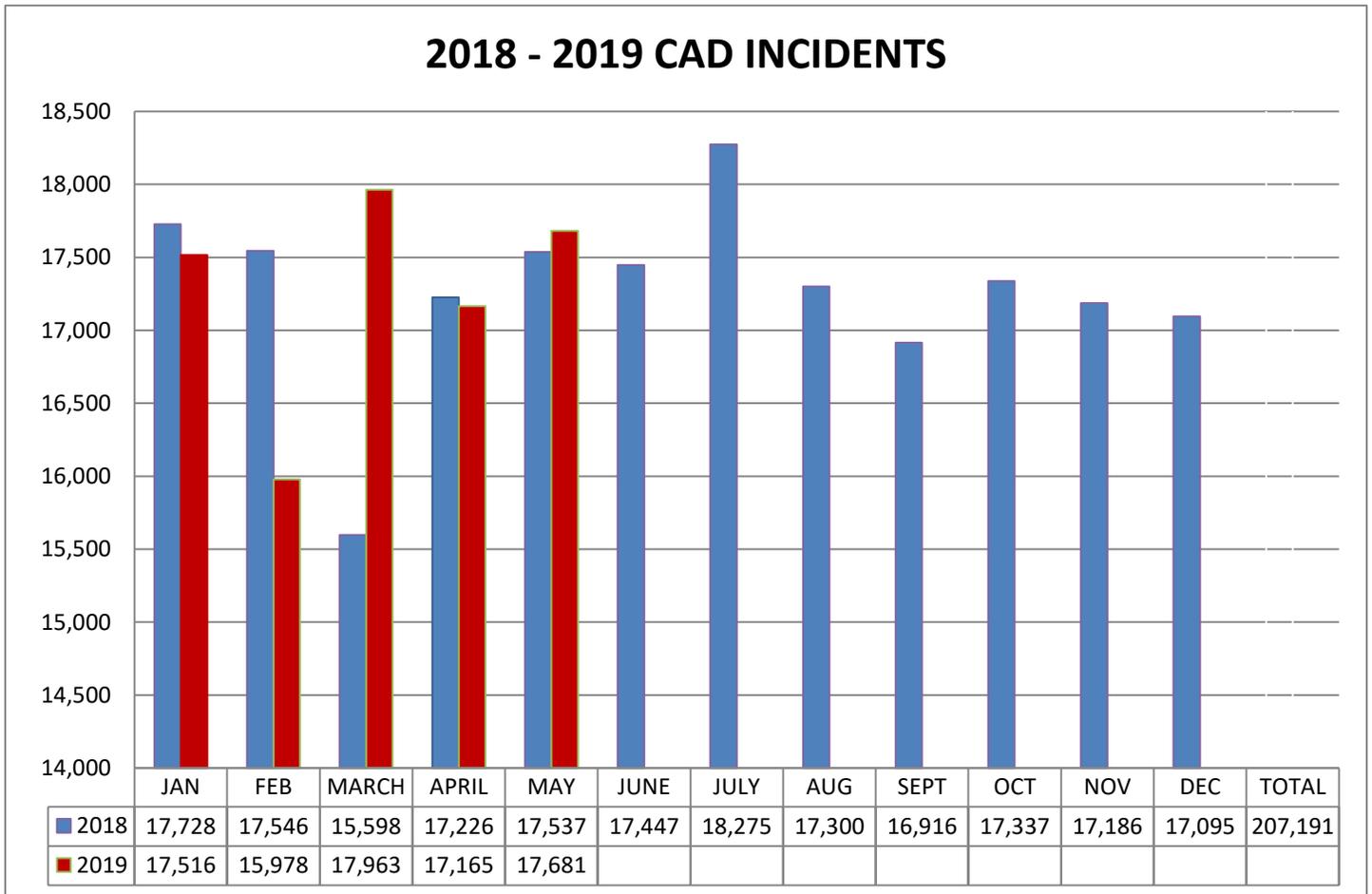
BY:

ATTEST:

Chris Costamagna, Chairperson

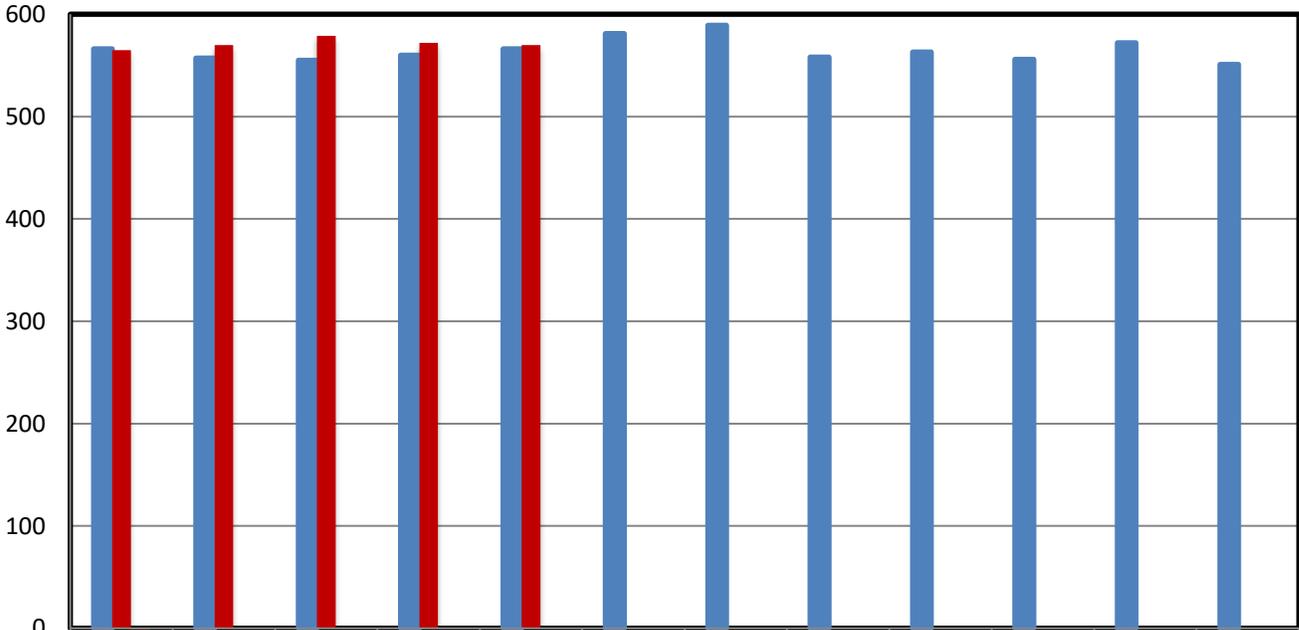
Mike McLaughlin, Vice Chairperson

Total number of CAD incidents entered for May: 17,681



Average number of CAD incidents entered per day for May: 570

Average Number of Incidents Per Day



2018	566	557	555	560	566	581	589	558	563	556	572	551
2019	565	570	579	572	570							
% CHANGE	-0.18%	2.28%	4.15%	2.10%	0.70%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

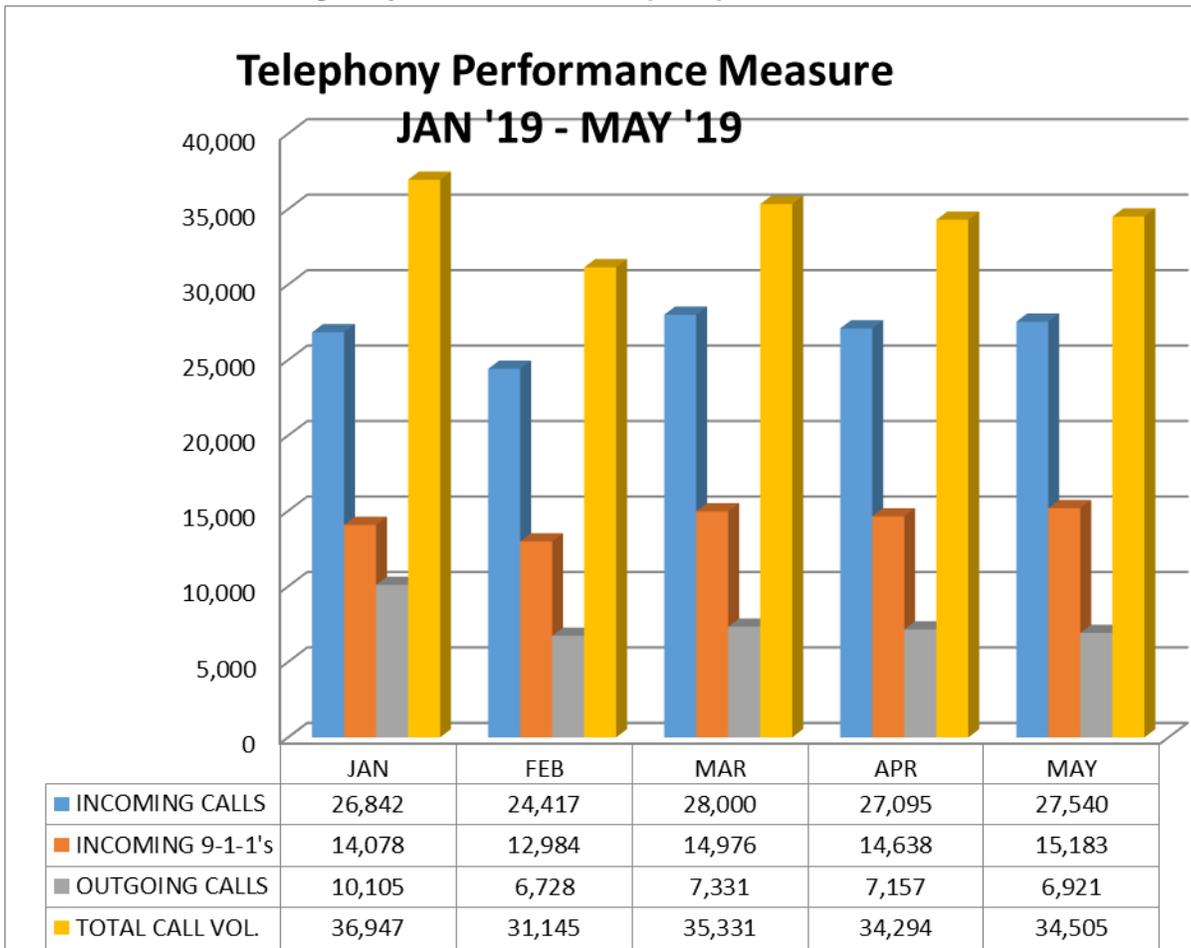
The following data is the telephony performance measures for the Sacramento Regional Fire/EMS Communications Center (SRFECC) during the month of May, 2019 for all incoming and outgoing calls to and from the Center on 9-1-1 lines, Seven-Digit Emergency (7DE) lines, Allied Agencies (i.e. Sacramento Police Dept.), Alarm Company lines, as well as Seven-Digit Administrative lines.

Summary of Information

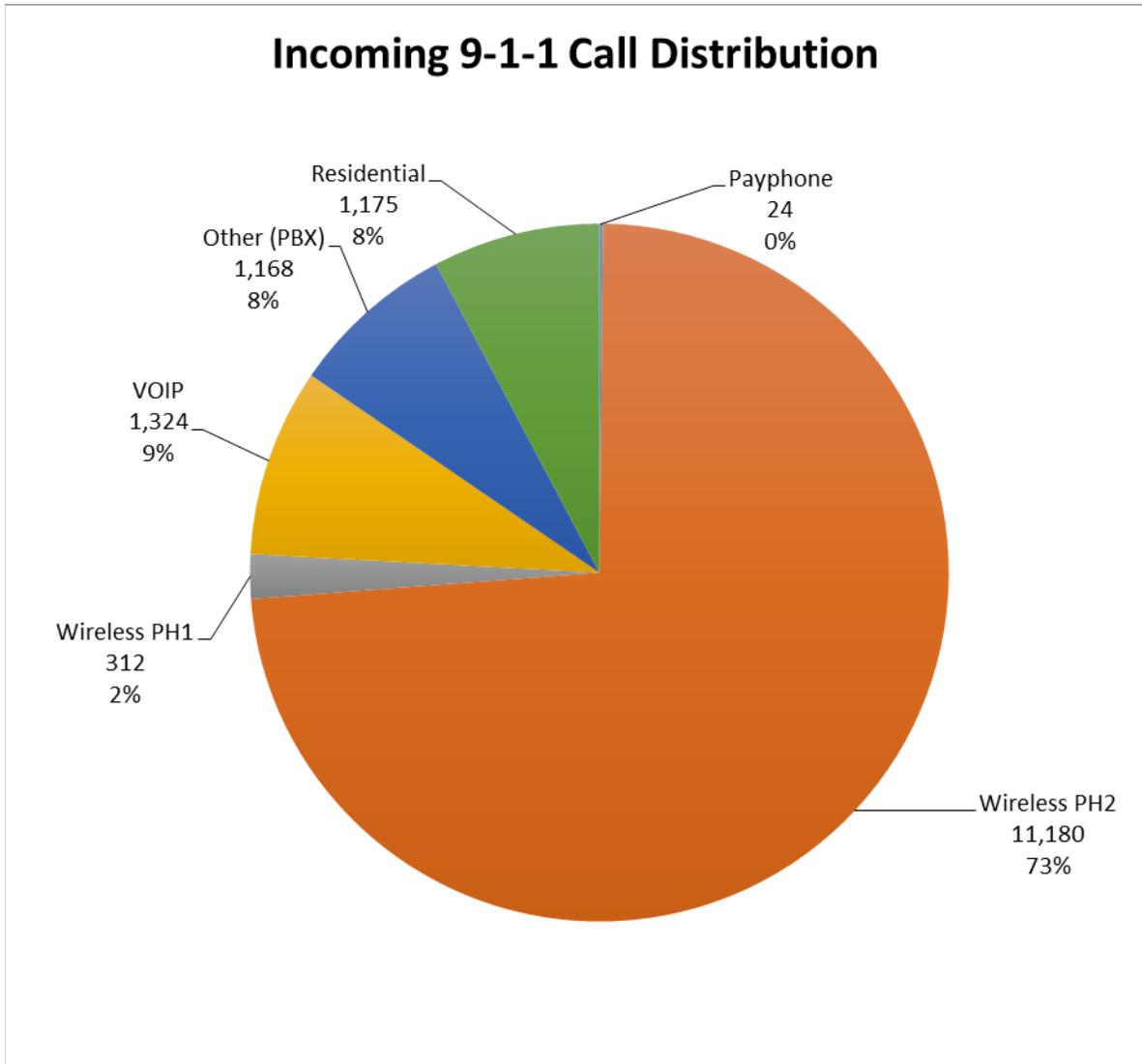
During the month of May, 2019 dispatch staff processed **27,540** incoming calls and **6,921** outgoing calls for a total call volume of **34,505**.

Detailed Breakdown of Information – Incoming Lines

- **9-1-1 Emergency lines: 15,183**
- **“Seven-Digit” Emergency lines (7DE): 4,566**
- **Allied Agency/Alarm Companies: 3,395**
- **Non-Emergency/Administrative (7DA) lines: 4,783**



The following data represents incoming call distribution according to class of service.
May totals: **15,183** incoming 9-1-1 calls:



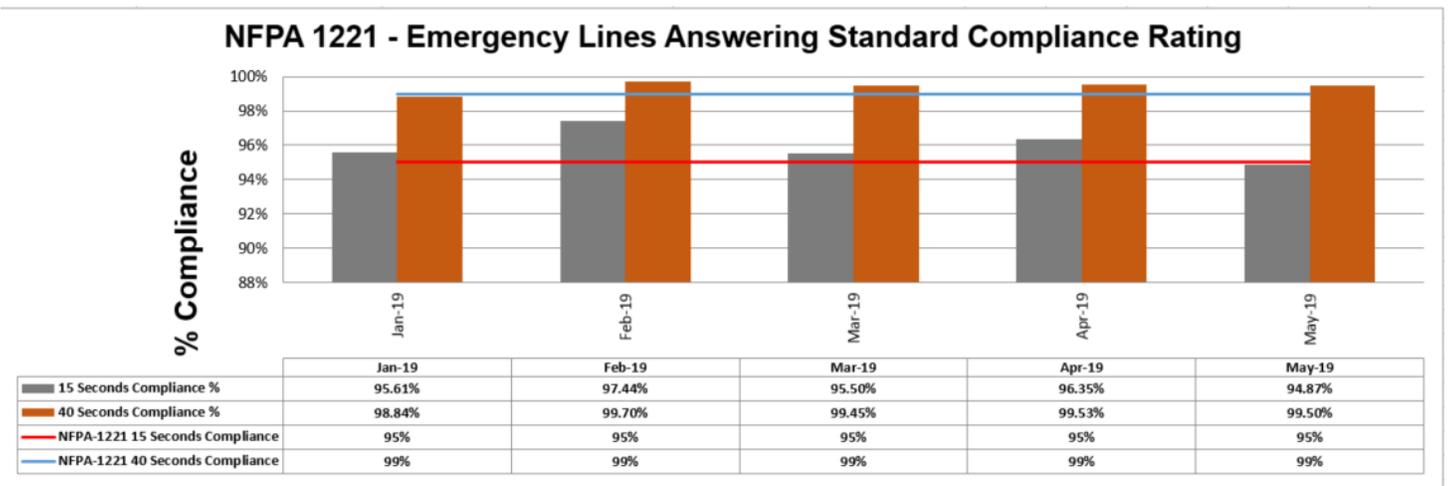
Emergency Lines Answering Standard: NFPA-1221 (2016 Edition)

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.”*

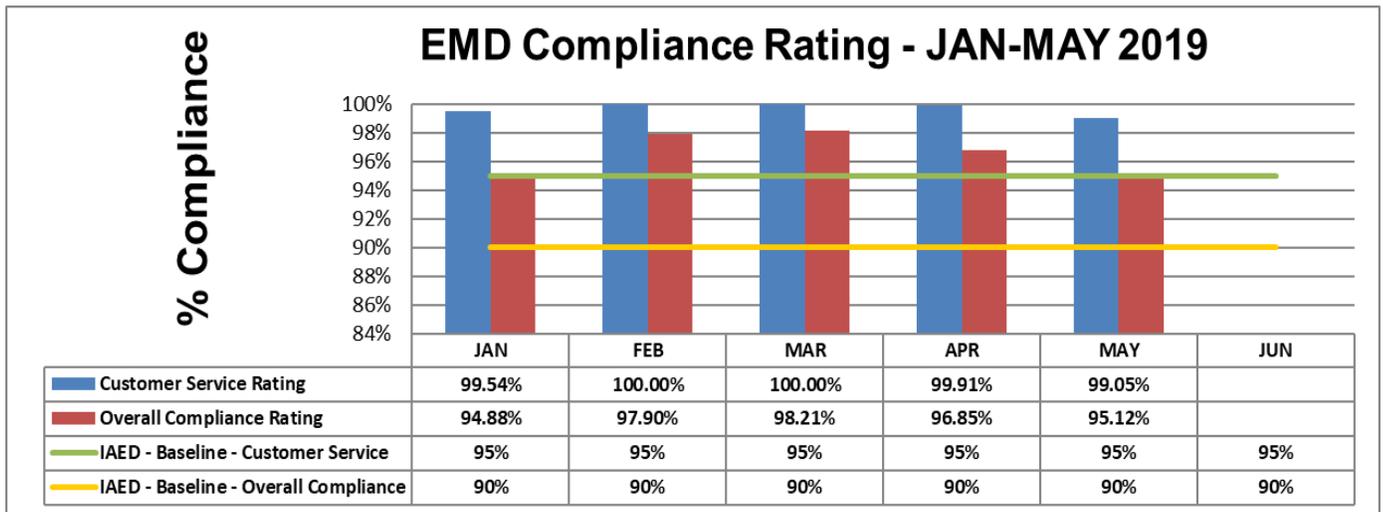
NFPA-1221 (2016 ed.) recommends that all calls received on emergency lines shall be answered within 15 seconds 95% of the time and 99% percent of emergency lines shall be answered within 40 seconds – In May, the dispatch team answered all calls on emergency lines within 15 seconds **94.87%** of the time and answered within 40 seconds **99.50%**.

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.



- **Customer Service Score Average* (Baseline Requirement of 95%)**
 - **Overall Customer Service Score – MAY: 99.05%**
 - **Overall Customer Service Score – JAN to MAY: 99.64%**

- **Overall Compliance Score Average* (Baseline Requirement of 90%)**
 - **Overall Compliance Score – MAY: 95.12%**
 - **Overall Compliance Score – JAN to MAY: 96.77%**



**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.*