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

MEETING AGENDA
REGULAR MEETING OF THE GOVERNING BOARD OF SRFECC

Tuesday, September 22, 2026 **9:00 AM** **Sacramento Regional Fire/EMS Communications Center Annex 10240 Systems Pkwy Suite 200, CA 95827**

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

Call to Order	Chairperson
Roll Call of Member Agencies	Clerk of the Board

PRIMARY BOARD MEMBERS

Matt McGee, Chairperson	Assistant Chief, Folsom Fire Department
Joseph Fiorica, Vice Chairperson	Deputy Chief, Sacramento Metropolitan Fire District
Derek Parker, Board Member	Deputy Chief, Sacramento Fire Department
Josh Freeman, Board Member	Deputy Chief, Cosumnes Community Services District

PLEDGE OF ALLEGIANCE

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

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

Microsoft Teams Meeting
Join: https://teams.microsoft.com/meet/23768849946220?p=hi9RSyeURLLzKhuGbi
Meeting ID: 237 688 499 462 20
Passcode: kd9Sg372

PUBLIC COMMENT:

None

PRESENTATION:

1. Strategic Blueprint and Growth Plan – Marissa Shmatovich Page 5

CORRESPONDENCE:

1. Correspondence from Sacramento Fire Department designating alternate SRFECC Board representative. Page 14
2. Delta Dental –Broker Revenue Disclosure Page 15

RECESS TO CLOSED SESSION:

1. CONFERENCE WITH LABOR NEGOTIATOR*

*INDICATES NO ATTACHMENT

Pursuant to Government Code Section 54957.6

Center Negotiator(s)	Lindsay Moore, Counsel Parker Wilbourn, Chief Executive Director
Employee Organization(s)	Local 522 Unrepresented Administrators

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

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

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

   One (1) potential case(s).

RECONVENE TO OPEN SESSION:

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

1. Regular Board Meeting Synopsis (August 25, 2026) Page 17
2. HVAC Preventive Maintenance Services (Staff Report 26-41) Page 20

PROPOSED ACTION: Motion to Approve Consent Agenda

STAFF REPORTS/ACTION ITEMS:

1. **SUBJECT: Mission Critical Partners Facility Feasibility Study Proposal**
   (Staff Report 26-42) Page 31

   Recommendation:
   1. The Center recommends the Board of Directors approve the Mission Critical Partner Facility Feasibility Proposal for a fixed fee of $64,002 to conduct a facility feasibility study evaluating the Center's current emergency communications center and disaster recovery site for a remodel or new facility to accommodate current and future growth needs.

2. **SUBJECT: Proposed Update to the Procurement Policy**
   (Staff Report 26-43) Page 68

   Recommendation:
   1. The Center recommends the Board of Directors approves the updates to Board Policy 3.017 – Procurement.

3. **SUBJECT: Generators/ATS Preventative Maintenance Services** Page 77
   (Staff Report 26-44)

   Recommendation:

*INDICATES NO ATTACHMENT

1. The Center recommends the Board of Directors approve a three-year preventative maintenance services agreement with Cummins for the Center's emergency standby generators and automatic transfer switches for $31,630.58.

4. SUBJECT: Tablet Command Service Agreement Page 88
(Staff Report 26-45)

Recommendation:

1. The Center recommends the Board of Directors approve the annual Tablet Command Service Agreement between Tablet Command and SRFECC.

DISCUSSION/POSSIBLE ACTION:

1. Rescheduling November and December Regular Board Meetings

INFORMATION:

1. Center Stats – August 2026 Page 106
2. Financial Reports – August 2026 Page 110
    a. Budget to Actuals
    b. Cash Flow Report
    c. Monthly Lease Update
3. PAD Update – August 2026 Page 115
4. Service Anniversaries – September 2026 Page 116

CENTER REPORTS:

1. Deputy Director of Administration Marissa Shmatovich*
2. Deputy Director of Operations Casey Quintard*
3. Chief Executive Director Wilbourn*

ITEMS FOR DISCUSSION AND POTENTIAL PLACEMENT ON A FUTURE AGENDA:

BOARD MEMBER COMMENTS:

ADJOURNMENT:

The next scheduled Board Meeting is Tuesday, September 22, 2026.

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

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

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

DISABILITY INFORMATION:

*INDICATES NO ATTACHMENT

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

POSTING:

This is to certify that on August 21, 2026, a copy of the agenda was posted at the following locations:

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

ATTEST:

Mellisa Gingery

MELLISA GINGERY
CLERK OF THE BOARD

*INDICATES NO ATTACHMENT

SACRAMENTO REGIONAL FIRE/EMS COMMUNICATIONS CENTER

Strategic Blueprint and Growth Plan

Progress Report

This report summarizes progress against the Center's four strategic focus areas as of August 2026, reflecting status across all action items approved in the Board-adopted Blueprint and Growth Strategy.

Reporting Period: 2023–2026 | Report Date: August 27, 2026

Overall Progress — All Focus Areas20

23.4%	59.4%	14.1%	3.1%
COMPLETED	IN PROGRESS	NOT STARTED	PENDING EXTERNAL ACTION
15 of 64 actions	38 of 64 actions	9 of 64 actions	2 of 64 actions

Overall implementation is progressing, with 53 of 64 blueprint action items either complete (23.4%) or actively underway (59%). The Center has made the strongest progress in workforce practices, accreditation, internal communications, and partner engagement. Two items in Focus Area 1 — the NG911 transition and the remote dispatching feasibility study — are dependent on state decisions or must be sequenced after the Center CPE selection.

■ Completed ■ In progress ■ Not started ■ Pending External Action

Progress by Focus Area

FOCUS AREA 1

Ensuring the People and Systems Are in Place to Deliver Best-in-Class 911 Services

45.5% | 45.5% | 9.1%

22 action items — 10 completed, 10 in progress, 0 not started, 2 blocked.

Covers hiring and retention, organizational standards, accreditation, and technology modernization including the NG911 transition.

FOCUS AREA 2

Building a High-Performance Culture Based on Trust, Respect, and Collaborative Problem Solving

16.7% | 77.8% | 5.6%

18 action items — 3 completed, 14 in progress, 1 not started.

Covers internal communication, culture and performance expectations, knowledge sharing, and employee satisfaction measurement.

FOCUS AREA 3

Serve as a Value-Added Public Safety Service Partner

20% | 70% | 10%

10 action items — 2 completed, 7 in progress, 1 not started.

Covers field/dispatch engagement and cross-training, and expanding performance reporting to partner fire agencies.

FOCUS AREA 4

Taking Actions to Prepare SRFECC for Future Growth

50% 50%

14 action items — 0 completed, 7 in progress, 7 not started.

Covers a sustainable funding model, evaluating new contract agencies, facility and disaster-recovery investment, and governance model refinement.

Progress on the Center Growth Strategy

GROWTH PLAN

Center Growth Strategy

6.7% 73.3% 20%

15 action items — 1 completed, 11 in progress, 3 not started.

Tracks the Center's longer-horizon growth investments in people, infrastructure and technology, and long-term facility needs — tracked separately from the Blueprint focus areas above.

⚠ ITEMS REQUIRING BOARD AWARENESS — PENDING EXTERNAL ACTION

Focus Area 1: Continue to prepare the Center for the national, state, and regional shift to NG911 capability.

Status: this action is pending due to NG911 project delays statewide. In 2025, CalOES paused adding new PSAPs to the regional NG911 systems that were in place after identifying interoperability problems. In May 2026, Governor Newsom revised California's budget to include a one-time increase of $141.9m in State Emergency Telephone Number Account (SETNA) funding to support California's 911 system. As of August 2026, CalOES resumed work on NG911 using a statewide provider approach. There is a bridge contract in place with Atos, the previous operator of the statewide backup 911 system, while CalOES completes the selection process for a statewide NG911 network provider.

Reference: CalOES Next Generation 9-1-1

Focus Area 1: Explore the technical viability, requirements, and costs of a remote dispatching capability.

Status: this action is pending resolution of a Customer Premise Equipment (CPE) upgrade and CalOES contract negotiations with CPE providers, and is highly dependent upon the Center's CPE upgrade selection which will be based on meeting reliability, network, and technology needs. This will be re-evaluated during fiscal year 2027-2028.

ITEM REQUIRING BOARD AWARENESS – STATUS OF FOCUS AREAS 4

Focus Area 4: Taking Actions to Prepare SRFECC for Future Growth.

Status: This focus areas are comprised of "In progress" and "Not started" action items primarily due to staffing workload and leadership availability. By the end of fiscal year 2026-27, the Center anticipates all "Not started" actions to be in progress or completed.

Table of Contents

Focus Area 1: Ensuring the People and Systems Are in Place to Deliver Best-in-Class 911 Services

Covers hiring and retention, organizational standards, accreditation, and technology modernization including the NG911 transition.

Action Item	Type	Status
Effectively hire, retain, compensate and continuously train dispatch and administrative and support personnel.	*Perpetual*	IN PROGRESS
Take formal and informal steps to retain personnel using total compensation, training and other recognition to demonstrate they are valued.	*Perpetual*	COMPLETED
Maintain competitive total compensation for Center employees in a responsible manner based on available budget funding, regular performance assessments, competitive comp reviews, and collective bargaining agreements with labor units.	*Perpetual*	COMPLETED
Maintain and deepen pre-hire outreach/recruitment and screening steps to steadily increase the quality and suitability of prospective Center employees at all levels, evaluating for overall team compatibility and long-term retention.	*Perpetual*	IN PROGRESS
Expand on-the-job training and skill development opportunities, task or job rotations, job shadowing, attending industry-related conferences, self-study and online coursework.	*Perpetual*	IN PROGRESS
Partner with regional education and workforce development organizations to build a pipeline of qualified candidates for public safety dispatching careers.	*Fixed*	IN PROGRESS
Constantly improve and document organizational standards and protocols.	*Perpetual*	IN PROGRESS
Conduct annual reviews of progress against the blueprint and growth strategy and approve a work plan for the subsequent 12 months.	*Fixed*	IN PROGRESS
Set objectives to review and update existing Center standards and protocols in the Manual of Policies and gain approval for new protocols in line with industry best practices and/or accreditation benchmarks.	*Fixed*	IN PROGRESS
As a component of the annual review of the blueprint and growth strategy, provide the Board a report on the status of protocol and standard updates and forecast for gap-closing actions.	*Perpetual*	IN PROGRESS
Achieve accreditation status while continuing to perform and benchmark against high industry standards.	*Fixed*	COMPLETED
Perform a gap analysis of existing organizational standards, protocols, and practices at the Center compared to various accreditation standards, leading to a “pathway to accreditation” plan and timeline. Communicate key expectations and timeline to all employees and the Board.	*Fixed*	COMPLETED
Budget sufficient time on the CED and management team task agenda to carry out the accreditation process when deemed ready.	*Fixed*	COMPLETED
Create a communications strategy that leverages the acquired accreditation with partners, stakeholders, prospective hires, and local residents.	*Fixed*	COMPLETED
Evaluate the internal accreditation qualification process, looking for key learnings, and identify additional accreditations useful to carrying out the Center's mission.	*Perpetual*	COMPLETED
Continually modernize the Center's technology and systems infrastructure and practices, including full transition to Next Generation 911 (NG911) IP systems and exploring distributed dispatching capability.	*Perpetual*	IN PROGRESS

Action Item	Type	Status
Finalize the conversion to the new CAD system to enable dispatchers to process critical information and notify first responders in seconds, and to help the Center and field units maintain situational awareness when incidents escalate.	*Fixed*	IN PROGRESS
Continue to prepare the Center for the national, state, and regional shift to NG911 capability as outlined in 2023 by the FCC, supporting increased text, photo, video, and data transmission for faster, more effective emergency response.	*Fixed*	PENDING EXTERNAL
Explore the technical viability, requirements, and costs of developing a remote dispatching capability so dispatchers could render services from separate locations if Center operations are interrupted by catastrophic events.	*Fixed*	PENDING EXTERNAL
Support regular engagement of Center personnel with industry peers and professional organizations to stay apprised of trends and practices to maintain best-in-class status.	*Perpetual*	COMPLETED
Encourage, as part of continuous learning and growth, participation in formal and informal exchanges with industry peers and professional organizations to gather and exchange information, trends, and best practices; define steps for surfacing improvements to management for potential adoption.	*Perpetual*	COMPLETED
Set aside annual allocations in the Center's budget to cover outside training costs, including participation fees, lodging, travel, and employee coverage costs while in training.	*Perpetual*	COMPLETED

Focus Area 2: Building a High-Performance Culture Based on Trust, Respect, and Collaborative Problem Solving

Covers internal communication, culture and performance expectations, knowledge sharing, and employee satisfaction measurement.

Action Item	Type	Status
Increase the quality and timeliness of communications within and across the organization, enhancing and supporting constructive two-way dialogue.	*Perpetual*	IN PROGRESS
Monitor current internal communication practices for ways to improve frequency, ease of understanding, authenticity, and relevance, leading to a comprehensive plan for regular internal communications.	*Perpetual*	IN PROGRESS
Consider regular, brief, and timely internal communication updates to Center personnel when the need arises, communicating planned policy or practice changes to supervisors in advance.	*Perpetual*	COMPLETED
Maintain a predictable schedule of dispatch floor time for the CED and leadership team.	*Perpetual*	COMPLETED
Step up the number and frequency of in-person information exchanges between the Board, CED, management team, dispatchers, and the admin/support team, while upholding the chain of command to elevate and resolve issues.	*Perpetual*	COMPLETED
Spell out the preferred culture the Center is striving for and take actions to reinforce these traits through daily actions.	*Perpetual*	IN PROGRESS
Continue to work to better define the Center's culture and mutual performance expectations.	*Perpetual*	IN PROGRESS

Action Item	Type	Status
Continually define and re-communicate what "high performance" looks like for the Center from a variety of perspectives — dispatch, IT, communications, admin, management, Board, etc.	*Perpetual*	IN PROGRESS
Go beyond values and beliefs alone to define preferred behaviors that support the Center's mission and create recognition to encourage them.	*Perpetual*	IN PROGRESS
Communicate the boundaries in which Center personnel can operate, as well as the Center's long-term objectives, to empower employees with greater latitude to decide and act to improve employee "ownership."	*Perpetual*	IN PROGRESS
Continue to take time out to celebrate and acknowledge the work of individuals, teams, and shifts to maintain high morale and momentum.	*Perpetual*	IN PROGRESS
Expand knowledge sharing and skill building opportunities across the organization.	*Fixed*	IN PROGRESS
Utilize formal and informal mentorships, task or job rotations, job shadowing, and/or open forums with tenured staff to pass along practice insights, tips, and suggestions.	*Fixed*	IN PROGRESS
Evaluate knowledge sharing and skill building opportunities across the organization.	*Perpetual*	IN PROGRESS
Assess options and expense to consolidate operations and functions within a single location to lower costs and improve efficiencies; based on an ROI analysis, determine whether to consolidate at the present Center location or postpone until a new facility is constructed.	*Fixed*	IN PROGRESS
Regularly measure and report employee satisfaction.	*Perpetual*	IN PROGRESS
Utilize an annual employee survey to measure employee satisfaction across a variety of domains and communicate the results.	*Fixed*	NOT STARTED
Use employee feedback to inform changes to communication practices that increase awareness and understanding.	*Perpetual*	IN PROGRESS

Focus Area 3: Serve as a Value-Added Public Safety Service Partner

Covers field/dispatch engagement and cross-training, and expanding performance reporting to partner fire agencies.

Action Item	Type	Status
Develop a new external engagement and co-training strategy that includes rotating sit-alongs with field units on the dispatch floor combined with dispatch tours in the field to build mutual understanding and rapport.	*Fixed*	IN PROGRESS
Enlist support through the Board and CED for regularized visits for fire station crews to tour the Center and witness first-hand the responsibilities, constraints, and lived experience of dispatchers.	*Perpetual*	IN PROGRESS
Create reciprocity visits to fire units for dispatchers and their supervisors, including ride-alongs and information-sharing sessions to increase dispatcher knowledge of the unique character and geography of the communities they serve.	*Fixed*	IN PROGRESS
Create a year-long calendar of tours and activities for advanced planning and coordination, prioritizing rotation through high-priority, high-volume areas first.	*Fixed*	NOT STARTED

Action Item	Type	Status
Continue to report out quantitative and qualitative dispatch results broken out by individual fire agency and engage in continual improvement discussions with the Sacramento region.	*Perpetual*	IN PROGRESS
Increase documentation and packaging of Center dispatch data, with statistics broken out by individual fire agency, incident type, and trends over time, complete with anecdotes and features that "put a face" on the data.	*Fixed*	IN PROGRESS
Create a system of regular formal and informal communication to individual fire agencies, their leadership, and their personnel.	*Fixed*	COMPLETED
Schedule bi-annual or quarterly meetings with contracted agencies for two-way information exchange to mark what is working, what can be changed or enhanced, and the steps necessary for service improvements to take hold.	*Fixed*	COMPLETED
Report performance metrics to partners on a regular basis and use this data internally to inform Center strategy and decision-making.	*Fixed*	IN PROGRESS
Use data to report performance metrics in meeting the Center's public safety mission relative to total labor hours, IT, system, and facility costs, underscoring the value of a shared, regionalized service; package and communicate results during continual improvement discussions with partners.	*Perpetual*	IN PROGRESS

Focus Area 4: Taking Actions to Prepare SRFECC for Future Growth

Covers a sustainable funding model, evaluating new contract agencies, facility and disaster-recovery investment, and governance model refinement.

Action Item	Type	Status
Build a sustainable and predictable funding model among JPA members and contract agencies so the Center can make prudent investments in people, systems, and facility infrastructure.	*Fixed*	IN PROGRESS
Assemble and evaluate the full range of short- and long-term investments the Center requires against present revenue flows, operational expense forecasts, and the Center's underlying funding model, and determine what funding model changes may be necessary.	*Perpetual*	IN PROGRESS
Look to other regionalized public safety service providers in California and nationally for effective funding models or strategies that could be incorporated by Center partners.	*Fixed*	IN PROGRESS
Explore the merits of onboarding new contract agencies.	*Perpetual*	IN PROGRESS
Enter conversations with agencies for whom the Center is providing dispatch service without compensation, with the aim of transitioning them to compensated service, either immediately or over time.	*Perpetual*	IN PROGRESS
Regarding potential new contracts, use call volume data, service level information, and financial data to evaluate potential service contracts, discern staffing implications and overhead costs, and properly monetize the contract amount.	*Fixed*	IN PROGRESS
Develop a formal onboarding/pitch package, including services and costs, to facilitate talks with potential new contract agencies.	*Fixed*	NOT STARTED
Invest in the Center's long-term facility, technology, and communication needs and a modern disaster recovery site.	*Perpetual*	IN PROGRESS

Action Item	Type	Status
Conduct practice exercises of potential future emergency scenarios to build awareness, sharpen skills, and improve operating procedures and protocols.	*Perpetual*	NOT STARTED
Dedicate a special Board meeting each year to conduct a scenario planning exercise testing the Center's response to different types of future emergency events for learning and participation.	*Perpetual*	NOT STARTED
Use practice exercises of potential future emergency events to increase knowledge sharing up, down, and across the organization, and to enhance communication, team building, and team readiness.	*Perpetual*	NOT STARTED
Utilize Board and staff experience and outcomes during scenario planning exercises as an input mechanism when considering updates to procedures or protocols.	*Perpetual*	NOT STARTED
Continue to refine, improve, and regularly evaluate the effectiveness of the Comm Center's unique governance model.	*Perpetual*	NOT STARTED
Dedicate a special Board meeting each year to evaluate the strengths and weaknesses of the Center's governance model — rotating CED, standing management team, operative standards and policies, and Board-adopted strategic blueprint — and consider changes that reduce friction, increase transparency, and enhance accountability.	*Fixed*	NOT STARTED

Center Growth Strategy

Tracks the Center's longer-horizon growth investments in people, infrastructure and technology, and long-term facility needs — tracked separately from the Blueprint focus areas above.

Action Item	Type	Status
A. Investing in our people.	*Perpetual*	IN PROGRESS
Continue to evaluate total compensation levels across the organization, making improvements where necessary in a responsible manner based on available budget funding, regular performance assessments, competitive comp reviews, and agreements with labor units.	*Perpetual*	IN PROGRESS
Step up continuous professional training during all stages of an employee's tenure, including in-house training opportunities and knowledge-sharing experiences (job shadowing, mentoring, job sharing) as well as high-value off-site trainings and professional conferences.	*Perpetual*	IN PROGRESS
Build strategic partnerships with area high schools, community colleges, and four-year institutions to build a bigger, more consistent pipeline of well-qualified future dispatchers, managers, and administrators for the Center.	*Perpetual*	IN PROGRESS
B. Investing in (and modernizing) Center infrastructure and support systems.	*Perpetual*	IN PROGRESS
Complete conversion over to the new CAD system and ensure adequate dispatcher training on the new features.	*Fixed*	IN PROGRESS
Bring the contracted IT team in-house to create an always-available technology support team and department within the Center.	*Fixed*	COMPLETED
Task the IT team with development of a three-year technology roadmap for the Center that outlines constraints, opportunities, tradeoffs, remedies, and proposed investment schedule.	*Fixed*	IN PROGRESS
Explore the technical viability and associated requirements and costs of developing a remote dispatching capability so dispatchers could render services effectively from separate locations during unique or catastrophic events that interrupt Center operations.	*Fixed*	IN PROGRESS
C. Investing in the Center's long-term facility needs.	*Perpetual*	IN PROGRESS
Revert to a single base of operations for dispatching and administration when and if feasible.	*Fixed*	NOT STARTED
Explore the full spectrum of costs and benefits related to the design, construction, and operation of a modern communication center facility and related back-up disaster recovery site, and the possible co-location or cooperative service model.	*Fixed*	IN PROGRESS
Explore the viability of strategic facility partnerships that could lower costs and create service advantages.	*Fixed*	IN PROGRESS
Develop short-term and long-term facility financing options for both capital expenditures and ongoing operations and maintenance.	*Perpetual*	NOT STARTED
Should a “green light” be given to take the next steps, the Center would move to the next steps in the building renovation and/or construction process: design, pre-construction, procurement, construction, and post-construction.	*Fixed*	NOT STARTED

City of
SACRAMENTO
Fire Department

CHRIS COSTAMAGNA, Fire Chief

5770 Freeport Blvd., Suite 200
Sacramento, CA 95822-3516

Ph: (916) 808-1300
Fax: (916) 808-1629
www.sacfire.org

September 18, 2026

Parker Wilbourn, Chief Executive Director
Sacramento Regional Public Safety Communications Center
10230 Systems Parkway
Sacramento, CA 95827

Chief Wilbourn,

Effective September 22, 2026, please remove Deputy Chief Tilden Billiter as our alternate to the Sacramento Regional Public Safety Communications Center Joint Powers Authority Governing Board. His replacement will be Deputy Chief Michael Taylor. Deputy Chief Michael Taylor will be the alternate representative on the governing board in Deputy Chief Derek Parker's absence.

Should you need any further information, please contact Fire Chief Chris Costamagna at (916) 767-2200.

Sincerely,

Chris Costamagna
Fire Chief

cc: Fire Chief Chris Costamagna
Deputy Chief Michael Taylor
Deputy Chief Derek Parker

DELTA DENTAL

deltadentalins.com

Compensation Disclosure Statement

Public Agency Name: SACRAMENTO REGIONAL FIRE

Group Number: 20627-08015

Broker Name: EPIC INSURANCE BROKERS
Address: 1390 Willow Pass RD #800 Concord CA 94520
Email: bill.lavis@epicbrokers.com
Calendar Year 2025 Total Compensation Paid: 8520.01

General Agency Name: BEERE & PURVES, INC.
Address: 500 Ygnacio Valley Road Suite 450 Walnut Creek CA 94596
Email: hjahnke@beerepurves.com
Calendar Year 2025 Total Compensation Paid: 3408

If you have any questions regarding Delta Dental's compliance with this law, please contact me at (770) 312-3679.

Thank you for doing business with Delta Dental.

Sincerely,

Kelly Nuckolls

Kelly Nuckolls
Small Business Sales Manager
Delta Dental of California

Delta Dental of California

Headquarters:
560 Mission Street
Suite 1300
San Francisco, CA 94105
Telephone: 415-972-8300

Southern California Sales:

17871 Park Plaza Drive
Suite 200
Cerritos, CA 90703
Telephone: 562-403-4040

Commercial Programs Claims Processing/ Customer Service:

P.O. Box 997330
Sacramento, CA 95899-7330

Offices in:

Cerritos,
Rancho Cordova,
San Diego and
San Francisco

DELTA DENTAL

deltadentalins.com

Compensation Disclosure Statement

Public Agency Name: SACRAMENTO REGIONAL FIRE

Group Number: 20627-08015

Broker Name: EPIC INSURANCE BROKERS
Address: 1390 Willow Pass RD #800 Concord CA 94520
Email: bill.lavis@epicbrokers.com
Calendar Year 2025 Total Compensation Paid: 0

General Agency Name: BEERE & PURVES, INC.
Address: 500 Ygnacio Valley Road Suite 450 Walnut Creek CA 94596
Email: hjahnke@beerepurves.com
Calendar Year 2025 Total Compensation Paid: 0

If you have any questions regarding Delta Dental's compliance with this law, please contact me at (770) 312-3679.

Thank you for doing business with Delta Dental.

Sincerely,

Kelly Nuckolls

Kelly Nuckolls
Small Business Sales Manager
Delta Dental of California

MEETING MINUTES
GOVERNING BOARD MEETING

Tuesday, August 25, 2026	**9:00 AM**	**Sacramento Regional Fire/EMS Communications Center Annex 10240 Systems Pkwy Suite 200, CA 95827**

GOVERNING BOARD MEMBERS PRESENT

Matt McGee, Chairperson	Assistant Chief, Folsom Fire Department
Joseph Fiorica, Vice Chairperson	Deputy Chief, Sacramento Metropolitan Fire District
Tilden Billiter, Alternate Board Member	Deputy Chief, Sacramento Fire Department
Josh Freeman, Board Member	Deputy Chief, Cosumnes Community Services District

GOVERNING BOARD MEMBERS ABSENT

Derek Parker, Board Member	Deputy Chief, Sacramento Fire Department

COMMUNICATIONS CENTER MANAGEMENT

Parker Wilbourn	Executive Director
Marissa Shmatovich	Deputy Director of Administration
Casey Quintard	Deputy Director of Operations

OTHERS IN ATTENDANCE

Lindsay Moore	Counsel, SRFECC
Tara Poirier	EMS Manager, SRFECC
Kylee Soares	Operations Manager, SRFECC
Brad Dorsett	IT Manager, SRFECC
Corbyn Brooker	HR Manager, SRFECC
Bayleigh Nichols	HR Technician, SRFECC
Bayleigh Nichols	HR Technician, SRFECC
Courtney McClelland	Payroll and Benefits Administrator, SRFECC
Tyler Stoddard	Data Technician, SRFECC
Kerry Kier	Systems Engineer, SRFECC
Mellisa Gingery	Executive Assistant, SRFECC

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

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

PRESENTATION:

1. A presentation was provided by Corbyn Brooker, HR Manager, on the vacancy, recruitment, and retention report for SRFECC.

CLOSED SESSION:

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

*INDICATES NO ATTACHMENT

Center Negotiator(s)	Lindsay Moore, Counsel Derek Parker, Chief Executive Director
Employee Organization(s)	Local 522 – Labor Local 522 – Managers and Supervisors Unrepresented Administrators

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

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

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

   One (1) potential case(s)

The closed session was convened at 9:03 a.m.

The open session was reconvened at 10:10 a.m.

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

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

1. A motion was made by Chief McGee and seconded by Chief Freeman to approve the Consent Agenda for the following:

   a. Regular Board Meeting Synopsis (July 28, 2026)
   b. NV5 GIS Support Block Renewal (Staff Report 26-38)

   AYES: Sacramento Fire Department, Sacramento Metropolitan Fire, Folsom Fire Department
   NOES:
   ABSENT:
   ABSTAIN:

   Motion passed.

ACTION ITEMS:

1. Board Chair Positions
   a. A motion was made by Chief Freeman and seconded by Chief McGee to maintain Chief McGee as the Board Chairperson and Chief Fiorica as the Board Vice Chairperson.

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

   Motion passed.

*INDICATES NO ATTACHMENT

2. Memorandum of Understanding by and Between Sacramento Regional Fire/EMS Communications Center and Local 522 (Staff Report 26-38)
    a. A motion was made by Chief McGee and seconded by Chief Freeman to approve a three-year

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

Motion passed.

DISCUSSION/POSSIBLE ACTION:

None

INFORMATION:

None

CENTER REPORTS:

Deputy Director of Administration Marissa Shmatovich: Marissa provided an update on the Center's annual fiscal audit, which has officially begun. Appreciation was expressed to the Finance and Payroll team for their efforts in managing the audit alongside preliminary budgeting, payroll and year-end responsibilities. The audit presentation is anticipated to be brought before the Board at the November meeting. An update was also provided regarding chaplain vehicles. Following completion of the insurance and contractual requirements, the vehicles are now insured and available for use by the Chaplains. The AVL project continues to make progress on schedule and is currently live in CAD. Staff are actively monitoring its performance and coordinating with the Operations team to ensure the system is functioning as expected and remains on track. Marissa also provided an update on the Center's second annual Dispatcher Resilience event, scheduled for October 15 at the Harris Center. Appreciation was expressed to the Peer Support team for their significant efforts in organizing the event, securing speakers and sponsorship, and developing the event website.

Deputy Director of Operations Casey Quintard: Casey provided an update on Operations, noting that July and August have remained busy due to ongoing grass fires and continued IROC activity and resource orders. Approximately 70 single resources or pieces of equipment were placed on resource orders in July, with more than 50 additional orders in August. Staff participated in a river training day, providing valuable area familiarization and training in water rescue operations. The Center also welcomed field crews from Isleton and River Delta, providing an opportunity for dispatchers and field personnel to connect and strengthen working relationships. EMS Manager Poirier and Dispatcher Edwards participated in an airport drill simulating an aircraft emergency, providing an opportunity to collaborate with regional partners and gain insight into airport emergency operations. The upcoming September Dispatch Academy was also highlighted, along with the Sacramento Fire Captain's Academy and the Capitol Airshow scheduled for October. Casey recognized Supervisor Vazquez for nine years of service and Dispatcher Walkingstick for six years of service. Casey concluded by expressing appreciation for staffs continued hard work, positive attitudes, and commitment to the Center during the busy summer months.

Chief Executive Director Parker Wilbourn: Chief Wilbourn provided an update on the Center's 2030 Strategic Blueprint, highlighting three key priorities: Member Mission, Future Readiness, and External Engagement. Work is underway to develop a two-year strategic outline aligned with the Board's focus areas of personnel, performance, resilience, and partnerships, with the blueprint expected to be shared with staff in the coming weeks. Under Member Misson, improvements to staffing during peak call periods have resulted in significant reductions in call-taking times, despite increased summer call volume and deployments. The Center is also exploring opportunities to update its visual identity and branding, with strong support received from represented and unrepresented staff. Under Future Readiness, the Center continues to collaborate with surrounding public safety communications centers to evaluate best practices related to staffing, CAD, radio operations, and other areas. Progress also continues on the CAD project, including ADL, with additional system improvements and CAD solutions under evaluations. Under External Engagement, the Cetner continues to strengthen relationships with regional partners and increase public awareness of the work performed by dispatchers. The Executive Director highlighted a recent visit by a local news outlet that provided an in-depth look at the Center's operations and the critical role that dispatchers play in emergency response.

CORRESPONDENCE:

None

ITEMS FOR DISCUSSION AND POTENTIAL PLACEMENT ON A FUTURE AGENDA:

BOARD MEMBER COMMENTS:

Chief McGee: Chief McGee expressed appreciation to the Finance team for their continued efforts during the Center's busy budget and audit period, noting that their work supports the operations of member agencies. He also expressed support for employee deployments to assist with mutual aid requests, recognizing the value of providing staff with opportunities to gain experience while maintaining the Center's commitment to serving Sacramento County. He concluded by expressing support for the Center's rebranding efforts and anticipation for the final result.

Chief Fiorica: Chief Fiorica expressed appreciation for the continued hard work of Center staff, noting that much of their work occurs behind the scenes and my not always be visible. He also congratulated Amanda on her recent promotion.

Chief Billiter: Chief Billiter expressed that he was happy to be present and participate in the meeting.

Chief Freeman: Chief Freeman expressed continued appreciation and pride in the Center and its staff, recognizing their ongoing work and accomplishments. He congratulated the Center on the completion of the Local 522 contract and emphasized the importance of strengthening regional partnerships and maintaining preparedness for the fire season and upcoming flood season.

ADJOURNMENT:

The meeting was adjourned at 10:33 a.m.

ATTEST:

Mellisa Gingery

MELLISA GINGERY
CLERK OF THE BOARD

MATTHEW MCGEE
CHAIRPERSON

JOSEPH FIORICA
VICE CHAIRPERSON

*INDICATES NO ATTACHMENT

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

STAFF REPORT (REPORT 26-41)

DATE: September 22, 2026

TO: Board of Directors

FROM: Parker Wilbourn, Chief Executive Director

BY: Brad Dorsett, IT Manager

SUBJECT: **HVAC Preventive Maintenance Services**

RECOMMENDATION

The Board of Directors approves a one-year renewal Planned Maintenance Agreement with Lawson SSP Group, LLC for $7,269.

BACKGROUND/ANALYSIS:

Centers HVAC systems maintain the environmental conditions necessary for continuous 9-1-1 dispatch operations, employee workspaces, and communications technology equipment. Since center operates around the clock, reliable cooling, heating, ventilation, and timely service response are essential to maintaining operational continuity.

The agreement has an initial term of October 1, 2026 through September 30, 2027 and automatically renews annually unless either party provides written notice of non-renewal at least 30 days before the renewal date. Any renewal price adjustment is limited by the agreement's terms and conditions to no more than five percent annually.

FINANCIAL ANALYSIS

The annual cost of the Planned Maintenance Program Agreement is $7,269, payable in quarterly installments of $1,817.25. The agreement will be funded through the Center's existing facility/HVAC maintenance budget with no unanticipated financial impacts. Emergency service, after-hours labor, corrective repairs, replacement components, and associated materials are outside the annual program price and will be charged separately when authorized.

This recommendation is in alignment with Strategic Blueprint focus area 4C – Invest in the Center's long-term facility, technology and communication needs and a modern disaster recovery site.

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

DocuSigned by:
Brad J Dorsett
704389467A974D5

BRAD DORSETT
IT MANAGER

Attachments: Attachment- Lawson- PM Proposal_SRFECC 2026-2027_RV2.pdf

LAWSON SSPGroup

Sacramento Regional Fire/EMS Communication Center

10230 Systems Park Lane
Sacramento, CA 95827

Mr. Parker Wilbourn
Chief Executive Director

10230 Systems Park Lane
Sacramento, CA 95827

Planned Maintenance Program Agreement

10/01/2026

Prepared by:

Angelica Menzie
VP-Business Operations

PROGRAM FEATURES

The implementation of your Planned Maintenance Program for Sacramento Regional Fire/EMS Communication Center at 10230 Systems Park Lane in Sacramento will include the following scope of services on the mechanical equipment outlined in the List of Maintained Equipment.

Scheduled Inspections

Lawson SSP Group, LLC herein known as LMC, will provide Two (2) annual and Two (2) operational inspections per year as indicated on the enclosed Maintenance Schedule for the equipment listed on the List of Maintenance Equipment, which will be in accordance with the manufacturer's recommendations, equipment application, and our own experience. We will determine the appropriate maintenance tasking procedures for your facility that our technicians will perform. This program includes all maintenance materials, gaskets, oils, and lubricants required to perform the inspections.

Air Filter Maintenance

Four (4) MERV 13 return air filter changes per year. LMC will provide the labor, materials, and disposal of the used filters.

Belt Replacement Service

Belts will be replaced once annually. LMC will provide the labor, materials, and disposal of the used belts.

Condensate Inspection & Cleaning

LMC will clean condensate pans and pumps once per year. Condensate lines will be inspected at each visit.

Condenser Coil Cleaning

Condenser coil cleaning will be performed twice per year.

HVAC Condenser Motor Capacitor & Contactor Failure Coverage

Visual inspection and electronic test of capacitor(s) will be performed at each visit and replaced as needed. Visual inspection of contactor(s) will be performed at each visit and replaced as needed.

Emergency and Trouble Call Coverage

Even with the comprehensive care provided under this program, occasional equipment failures may occur. Lawson SSP Group provides access to emergency service twenty-four (24) hours per day, seven (7) days per week, including weekends and holidays. After normal business hours, emergency service calls are received by the after-hours answering service and promptly communicated to the technician assigned to the on-call rotation.

SRFECC will receive priority trouble-call response under this Planned Maintenance Program. Lawson SSP Group strives for a two (2) hour response time following receipt of an emergency service request. Response time is subject to technician availability, travel conditions, site access, and other circumstances beyond Lawson's reasonable control. The cost of emergency and after-hours service labor, materials, equipment, and other associated charges is not included in the annual Planned Maintenance Program investment and will be billed separately at Lawson's then-current applicable rates.

Refrigerant Containment Service

We will use recovery, recycling, and reclamation of your refrigerant as appropriate to minimize costs of replacement refrigerant. Such work will be done per all federal, state, and local regulatory guidelines. Refrigerant added during preventative maintenance visits will be billed at material cost only

Service Documentation

We will document all scheduled and unscheduled service work showing the time, date, name of service technician, equipment identification, and brief description of work. This documentation will be made available in the customer portal and/or upon request.

Customer Direct

Our Customer Direct feature empowers you to login into the customer portal. The customer portal allows you to place service requests, check the status of your work orders, and view site history.

Warranty Period

Service Agreement Standard Warranty is "2+2" Two (2) year parts + Two (2) year labor. Warranties are in effect through the life of active service agreements in good standing. Warranty may be terminated by the customer or LMC in the case the repair was made by a contractor other than LMC. Additional extended warranties are available; Warranty 3+3, Warranty 5+5 and Warranty 10+10. Inquire with your Account Manager for additional information

Customer Assurance Review Evaluation (CARE) Program

We will meet with you annually, or more frequently upon request, to evaluate and make modifications, if necessary, to this maintenance program to assure that it continues to meet both your business and technical requirements.

Additional Comprehensive Study

If this building pre-qualifies, through PG&E or SMUD, for the assessment and building modeling review, we will provide a second-tier comprehensive evaluation of your property. We will identify upgrades related to the HVAC system and the following additional equipment: controls, lighting, and the building envelope. Recommendations and all incentives, grants, rebates, and funding options to complete any Energy Conservation Projects will be provided in a report.

MAINTENANCE SCHEDULE

DESCRIPTION	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Packaged Unit Operational Inspection				✠						✠		
Packaged Unit Bi-Annual Inspection	✠						✠					
Mini Split Operational Inspection				✠						✠		
Mini Split Bi-Annual Operational Inspection	✠						✠					
Condenser Coil Operational Inspection				✠						✠		
Condenser Coil Bi-Annual Inspection	✠						✠					
Fan Coil Operational Inspection				✠						✠		
Fan Coil Bi-Annual Inspection	✠						✠					
Exhaust Fan Operational Inspection				✠						✠		
Exhaust Fan Bi-Annual Inspection	✠						✠					
Bi-Annual Condensate pan and pump cleaning	✠						✠					
Annual Belt Replacement	✠											
Quarterly MERV 13 return filter replacement	✠			✠			✠			✠		

LIST OF MAINTAINED EQUIPMENT

See Exhibit A for the list of HVAC equipment that was identified during our survey and will be covered as a part of the Sacramento Regional Fire/EMS Communication Center Planned Maintenance Agreement.

The covered equipment is located at: 10230 Systems Park Lane, Sacramento, CA 95827

LAWSON SSPGroup

Date: 8/17/26
Estimate ID: Q23-1149
Site Name: Sacramento Regional Fire/Ems
Site Address: 10230 Systems Parkway
City: Sacramento State: CA Zip: 95827

Customer: Sacramento Regional Fire/Ems

Equipment Survey Form

Unit ID	Equipment Type	Make	Model #	Serial #	Status	Location	Filter Size	Qty	Belt Size	Qty
HP-01	Packaged Heat Pump (HPRTU)	ICP	RHS120H0CA0AAAA	G132630167	Online	Roof	20x20x2	4	AX49	1
HP-02	Packaged Heat Pump (HPRTU)	ICP	RHS120H0CA0AAAA	P144475203	Online	Roof	20x20x2	4	AX49	1
EF-01	Exhaust Fan (EF)	Penn	DX9B	Not readable	Online	ROOF			4L240	1
CU-01	Ductless Mini-Split (MS)	DAIKIN	RXTQ60TAVJU	F002888	Online	ROOF				
CU-02	Ductless Mini-Split (MS)	FUJITSU	AOU30RLXB	FSN017677	Online	ROOF				
HP-03	Packaged Heat Pump (HPRTU)	CARRIER	50VT-C36---50--	1718C39342	Online	ROOF	18x24x1	2		
HP-04	Packaged Heat Pump (HPRTU)	CARRIER	50TCQD12A2A5A0A0A0	4613G40029	Online	ROOF	20x20x2	4	AX49	1
CU-03	Ductless Mini-Split (MS)	MITSUBISHI	PUZ-A36NKA7	62U01002B	Online	Roof				
CU-04	Ductless Mini-Split (MS)	DAIKIN	RXTQ60TAVJU	F005651	Online	Roof				
EF-02	Exhaust Fan (EF)	Greenheck	G-80-DGEX-QD	98B10477	Offline	Roof				
FC-01	Fan Coil	Daikin	FXTQ60TAVJUAAB	1807115855	Online	Server room	23x20x1	1		
FC-02	Fan Coil	Fujitsu	ASU30RLXB	FSA011173	Online	Server room	Washable			
FC-03	Fan Coil	N/A	PCA-A36KA7	75M00252	Online	Equipment room	Washable			
FC-04	FAN COIL	Daikin	FAXQ24PVJU	E011950	Online	Equipment room	Washable			
FC-05	FAN COIL	Daikin	FXHQ36MVJU	E004239	Online	Equipment room	Washable			

YOUR PROGRAM INVESTMENT

This Planned Maintenance Program for Sacramento Regional Fire/EMS Communication Center located at 10230 Systems Park Lane in Sacramento will be for an original term of one (1) year, beginning on 10/01/2026. At the end of the original term of this agreement, the program will automatically renew from year to year unless either party gives written notice to the other, with intent not to renew thirty (30) days prior to the renewal date. SRFECC annual investment in this program is as follows:

TERM	ANNUAL INVESTMENT	QUARTERLY INVESTMENT
10/01/2026-09/30/2027	**$ 7,269.00**	**$ 1,817.25**

This agreement shall begin on 10/01/2026, unless checked, initialed and noted otherwise here:

☐ **Month/Year: __________/2026 Customer Initials: __________ LMC Initials: ___________**

The annual agreement prices shown above can be adjusted if equipment is added or removed from the original program agreement. Price adjustments after the term of this agreement are discussed in the Terms and Conditions of this agreement.

Payment in the amount of **$ 1,817.25** will be made on a **Quarterly** basis for the first year and will **be emailed to AccountsPayable@srfecc.ca.gov.** Recurring payments will be based on the annual amount listed above. Payment terms will be thirty (30) days after date of invoice. LMC reserves the right to discontinue its service anytime payments have not been made as agreed. Failure to make payments when due or impairment of customer's credit shall relieve LMC of any and all obligations pertaining to work or performance of work.

PROPOSAL OFFERED BY: Angelica Menzie- VP Business Operations

SRFECC	**Lawson SSP Group, LLC**
Signature	Signature
Printed Name	Printed Name
Title	Title
Date	Date

TERMS & CONDITIONS

A. Planned and or routine maintenance services provided under this agreement will be performed during normal operating hours: 7:00 AM – 4:00 PM, Monday thru Friday

B. SRFECC will provide and permit reasonable access to all covered equipment. LMC will be allowed to start and stop equipment as necessary to perform its services and be permitted use of existing facilities and building services.

C. It is agreed that the costs of all repair, replacement components, and emergency services that may be provided during the term of this agreement shall be borne by SRFECC in accordance with LMC's currently established rates.

D. Any repairs or services resulting from power failures, freezing, roof leaks through curbs or equipment, or airside corrosion will be paid for by SRFECC.

E. Under no circumstances will LMC be responsible for loss of use, loss of profits, increased operating or maintenance expense, claims of SRFECC's tenants or clients, or any special, indirect or consequential damages.

F. This agreement does not include responsibility for system design deficiencies, such as, but not limited to poor air distribution, water flow imbalances, etc. It does not include responsibility for system, equipment and component obsolescence, electrical failures, unserviceable equipment, and operating the system(s).

G. LMC will not be liable for delays or failure to obligate due to fire, flood, strike, lockout, freezing, unavailability of material, riots, acts of god, or cause beyond reasonable control.

H. LMC is not responsible for the removal or disposal of any hazardous materials or any cost not noted within this agreement.

I. This agreement does not include repairing any damage resulting from improper/inadequate water treatment or filter service not supplied by LMC.

J. This agreement does not include any services occasioned by improper operation, negligence, vandalism, or alterations, modifications, abuse, or misuse, or repairs to equipment not performed by LMC. Furnishing of materials and supplies for painting or refurbishing equipment is excluded.

K. LMC shall not be required to furnish any items of equipment, labor, or make special tests recommended or required by insurance companies, Federal State Municipal or other authorities except as otherwise included in this agreement.

L. This agreement does not include the cleaning of any air passages, grilles, or air balancing of systems.

M. In the event either party must commence a legal action in order to enforce any rights under this contract, the successful party shall be entitled to all court costs and reasonable attorney's fees as determined by the court for prosecuting and defending the claim, as the case may be.

N. LMC shall not be liable for the operation of the equipment nor for injuries to persons or damage to property, except those directly due to the negligent acts or omissions of its employees and in no event shall it be liable for consequential or speculative damages. It shall not be liable for expenses incurred in removing, replacing, or refinishing any part of the building structure necessary to the execution of this agreement. It shall not be held liable for any loss by reason of strikes or labor troubles affecting its employees who perform the service called for herein. Delays in transportation, delays caused by priority or preference rating, or orders or regulations established by any government, authority, or by unusual delays in procuring supplies or for any other cause beyond its reasonable control.

O. Only LMC's personnel or agent are authorized to perform the work included in the scope of this agreement. LMC may, at its option, cancel or waive its obligations under this agreement should non-authorized individuals perform such work.

P. This agreement and all rights hereunder shall not be assignable unless approved by LMC.

Q. In the event of additional freight, labor, or material costs resulting from SRFECC's request to avoid delays with respect to equipment warranties, or accelerated delivery of parts and supplies, SRFECC agrees to pay these additional costs at LMC's currently established rates.

R. LMC scope of work shall not include the identification, detection, abatement, encapsulation or removal of asbestos or products or materials containing asbestos or similar hazardous substances. In the event LMC encounters such material in performing its work, LMC will have the right to discontinue work and remove its employees until the hazard is corrected or its determined no hazard exists.

S. This agreement contains the entire contract and the parties hereby agree that this agreement has been agreed to and the entire agreement is then accepted and approved by an authorized person for both parties. No statement remarks agreement or, understanding, oral or written, not contained herein, will be recognized or enforced.

T. This agreement does not include the disposal of hazardous waste out of our control such as production or processes unique to SRFECC's facility; any charges incurred for their proper disposal will be borne by SRFECC as an extra to the contract price.

U. SRFECC acknowledges and agrees that any purchase order issued by SRFECC, in accordance with this agreement, is intended only to establish payment authority for SRFECC internal accounting purposes. No purchase order shall be a counteroffer, amendment, modification, or other revision to the terms of this agreement. No Terms or Conditions included in SRFECC purchase order will have any force or effect.

V. The annual agreement price is subject to adjustment on each commencement anniversary to reflect increases in labor, material, and other costs not to exceed 5% of investment amount.

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

STAFF REPORT (REPORT 26-42)

DATE: September 22, 2026

TO: Board of Directors

FROM: Parker Wilbourn, Chief Executive Director

BY: Marissa Shmatovich, Deputy Director of Administration

SUBJECT: **MISSION CRITICAL PARTNERS FACILITY FEASIBILITY STUDY PROPOSAL**

RECOMMENDATION

The Center recommends:

The Board of Directors approves the Mission Critical Partners Facility Feasibility Proposal for a fixed fee of $64,002 to conduct a facility feasibility study evaluating the Center's current emergency communications center and disaster recovery site for a remodel or new facility to accommodate current and future growth needs.

BACKGROUND/ANALYSIS:

The Center has experienced sustained growth in call volume and staffing needs, roughly 80% over the last 25 years. Based on current projections, the Center is estimated to run out of workstation and operational space in the current 30+ year facility in roughly eight to ten years. Changing and evolving technology, additional administrative and support staff, and the need for redundant, survivable systems have also outgrown the capacity of the existing space. Without a formal assessment, the Center lacks the data-driven direction needed to guide facility planning, justify capital investment to stakeholders and community, and facilitate discussions with partner agencies regarding potential co-location and regional growth impacts on space, technology, and infrastructure.

To address these needs, staff solicited a proposal from Mission Critical Partners (MCP), a national public-safety consulting firm that has completed more than 3,900 projects for over 2,200 public-sector and critical-communications agencies since 2009, including facility feasibility studies for numerous emergency communications centers across the country. MCP's proposed Facility Feasibility Study would evaluate the Center's current facility and disaster recovery center and provide recommendations and next-step guidance regarding space needs, redundant technology requirements, location/facility selection, potential funding sources, co-location opportunities, and a future-forward design approach.

FINANCIAL ANALYSIS

This proposal is un unbudgeted project that the Center plans to fund utilizing unexpended funds from FY 25/26. The proposed services will be provided for a fixed fee of $64,002, inclusive of labor and expenses, procured under the California Multiple Award Schedule (CMAS) contract vehicle, Contract #3-13-70-3020A, Supplement No. 5, consistent with Board Policy 3.017 – Procurement.

This project is in direct support of Strategic Blueprint and Growth Strategy Focus Area:

- 4C: Invest in the Center's long-term facility, technology, and communication needs and a modern disaster recovery site.

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

Respectfully submitted,

Signed by:
Marissa Shmatovich
0E9BFC1D46B24CD...
MARISSA SHMATOVICH
DEPUTY DIRECTOR OF ADMINISTRATION

Staff Report recommendation authorized by:

Signed by:
ED0E87F26BC84B8...
PARKER WILBOURN
CHIEF EXECUTIVE DIRECTOR

Attachment: Mission Critical Partners Facility Feasibility Study

Proposal

Facility Feasibility Study

September 15, 2026

Sacramento Regional Fire/
EMS Communications Center

Table of Contents

Introduction Letter

September 15, 2026

Marissa Shmatovich
Deputy Director of Administration
Sacramento Regional Fire/EMS Communications Center
10230 Systems Parkway
Sacramento, CA 95827

Re: Proposal for Facility Feasibility Study

Dear Ms. Shmatovich:

Mission Critical Partners® (MCP) appreciates the opportunity to provide this proposal to Sacramento Regional Fire/EMS Communications Center (SRFECC) for a feasibility study that will evaluate your current emergency communications center (ECC) for a remodel to accommodate your current and future growth needs.

MCP's expertise in consulting for facility remodeling to meet today's public-safety-grade requirements is what sets us apart from others in the industry. Our team of industry professionals can incorporate requirements and best business practices to ensure your project is completed correctly while ensuring that your technology transfer into the facility preserves your operational mission of answering the call and putting resources on the scene.

MCP is prepared to serve Sacramento Regional Fire/EMS Communications Center by assisting you with achieving optimal delivery of emergency communications services—**because the mission matters.** If you have any questions regarding the information submitted, please contact me at 415.302.4866 or via email at BretHubbard@MissionCriticalPartners.com.

On behalf of our entire team, we stand behind Sacramento Regional Fire to serve as your partner and advocate.

Sincerely,
Mission Critical Partners

Bret Hubbard
Client Services Director, Northwest Region

Putting Our Clients' Missions First
A Firm Unlike Any Other

At Mission Critical Partners, our mission is simple: to improve public safety and justice outcomes. Our client commitment is to act as a trusted, independent advisor, always striving to solve problems, deliver value, efficiency, and fresh ideas – all while mitigating risk.

We stand behind the significance of the work our clients do and how critical their missions truly are – not just for their organization, but for their entire community. Our greatest pride is partnering with clients to implement the best solutions that drive their mission, building upon our expertise and experience – because their mission is what matters.

We bring highly specialized expertise in public safety, justice and in other critical infrastructure sectors. Many of our professionals have been in our clients' shoes and are well attuned to their unique needs. Our vision is to transform mission-critical and public-sector networks and operations into integrated ecosystems.

A **Halo Effect** Over the Critical Communications Ecosystem

MCP provides its clients with a holistic approach to enhance and evolve critical communications systems and operations across the entire ecosystem. The "MCP Halo Effect" is our comprehensive integrated series of products and solutions to dramatically effect collaboration and situational awareness, improve decision-making, and ultimately influence outcomes.

3,900+ projects
supporting 2,200+ public-sector and critical communications agencies since 2009

We serve clients in
50 states
and 95% of the nation's largest metropolitan areas

200+
subject-matter experts on staff with an average of 25 years of experience

90%
of our clients remain with us from project to project

15%
average project cost savings for our clients—sometimes more

SecureHalo™
Family of Cybersecurity and IT Solutions

We're designing and monitoring highly reliable, secure and easy-to-manage integrated public safety networks.

Consulting
Consultive & Advisory Solutions

We're providing expertise across all areas of the constantly evolving public safety, justice, and broader public sector ecosystem.

DataHalo™
Family of Data Solutions

We provide data analytics and software solutions that improve collaboration, productivity, and decision-making.

Corporate Headquarters: 690 Grays Woods Blvd, Suite 100, Port Matilda, PA 16870 Phone: 888-862-7911

Our Commitment to Our Clients

Partnering with a firm that brings an independent, objective perspective to every engagement is our clients' top priority. We stand behind our commitment to always put the fundamental interests of our clients first.

From our inception, vendor-neutrality is a value that underpins every aspect of what we do. Our goal is to determine the most favorable solution for our clients based on their unique requirements, budget, governance structure, operations, and existing technologies. We provide a holistic perspective regarding the entire mission-critical communications ecosystem, free of bias or favoritism to any specific product or service provider. Our recommendations are always based solely on the value and the benefit provided to the client.

For clients, this approach means more control and greater visibility into the systems they ultimately are responsible for operating and maintaining, and—more importantly—a successful project that improves outcomes.

Board of Directors

R. Kevin Murray

Robert Chefitz

Bernard Bailey

Darrin J. Reilly

Nola Joyce

Statement of Services

Project Understanding

Mission Critical Partners® (MCP) understands that Sacramento Regional Fire/EMS Communications Center (SRFECC) has identified the need to obtain a professional services consulting firm to assess the current emergency communications center (ECC) and help guide SRFECC during feasibility discussions related to a new ECC project, including space needs, redundant technology requirements, location/facility selection potential funding sources, co-location opportunities, and future-forward design approach.

The ECC serves a population of approximately 1.5 million in Sacramento County. The SRFECC has 13 call taker and radio workstations with an average of five to 12 telecommunicators on any given shift, which leaves little room for surge capacity. It is MCP's understanding that SRFECC has been experiencing growth and projects that they will be out of space in less than eight years. The center has outgrown its current space and needs a facility assessment to determine current and future space needs. MCP's team understands that the goal of the project is to conduct a needs assessment to determine the feasibility and provide next-step guidance to SRFECC. This feasibility study provides recommendations, special considerations for space and budget needs, including the cost of a new facility, including high-level construction costs, standards and best practices in the industry, and critical technology and infrastructure requirements for 24/7 operations during community disasters. The study will include factoring in regional growth impacts on space, technology and infrastructure. The proposed services include a feasibility study/needs assessment set of tasks for each, as described on the following pages.

For this project, MCP will utilize our team of subject-matter experts (SMEs). Mission-critical design, when properly coordinated and implemented, will produce the highest level of successful and functional facilities. MCP incorporates a unique combination of industry standards, best practices, and experience to provide a thorough report the community will use repeatedly as they justify the immediate needs of the agency, facilitate partner agency discussions, and drive conversations on future-proofing the ECC for the next several decades. Without this assessment, a community lacks the direction that drives the community conversation related to efficient and proactive ECC services resulting in costly corrections and ongoing issues for the public safety authority. Having consultants that are qualified planners and are educated about important factors—such as proper stand-off distances, technology infrastructure, complex communication systems, facility hardening, flexibility and adaptability of spatial relationships; and how to design redundant systems that are quiet and reliable—results in an overall successful study and a future capital project that is functional and practical for the end users.

Scope of Work

Facility Feasibility Study

Figure 1: Feasibility Study Tasks

Task 1: Project Initiation

MCP will conduct an on-site meeting with the project team and stakeholder representatives to:

- Establish mutual acquaintance
- Clarify roles and tasks
- Confirm project goals and milestones
- Align Facility Vision with Deliverables
- Tour existing primary and back-up locations and potential sites (up to two days on site)

MCP's project manager (PM) will facilitate the meeting. Before the meeting, MCP will review available documentation regarding:

- Current local requirement details
- Documents including budgets, space studies, staffing studies, and other relevant materials (as provided)

The SRFECC and MCP will use Task 1 to gain a mutual understanding of the SRFECC's future vision.

The estimated timeframe for Task 1 is one month.

Initiation Meeting

- *Introductions*
- *Facility Visioning*
- *Site Tours*
- *Stakeholder commitment*

Task 2: Program Verification Workshop

Using information gathered during the on-site meeting, MCP will conduct a workshop session with appropriate personnel and representatives of the stakeholder community to confirm current/future space needs through a group programming exercise. This process aids the project team in understanding the desired adjacencies of the agency's internal functions, as well as the front-of-house/back-of-house relationship critical to the function of a facility that serves as the ECC. This will determine the approximate square footage needed and provide a basis to develop the rough order of magnitude (ROM) budget.

Task 3: Site and Building Facility *Assessment*

Following the visioning session, the team will have a clear understanding of the conceptual facility program and the community primary and back-up center existing conditions and capacity at both facilities. MCP will develop a matrix that includes criteria for any potential site under consideration for the future proposed facility. Elements such as cost to acquire land, distance from other related public safety facilities operated and staffed by the same agencies, existing topography and water courses, existing vs. required modified/extended utilities, easements, access from roadways and transit, potential for tower(s), outbuildings, support structures, stormwater retention, paved parking and other site developments that would be required to support the emergency communications program, and risk of adverse impacts from man-made and natural threats (see Task 4) would be included.

If at the time of the study, potential sites have been identified (up to three), MCP will include an objective grading of the site(s) and provide recommendations to narrow down to a minimum of one (1)/maximum of two (2) alternative sites to be further analyzed. If no sites have been identified, MCP will include a best practice recommendation for suitable site attributes based on the conceptual program needs. Site assessment criteria include, but are not limited to, the following.

Site Assessment Criteria	
• Sized appropriately • Proximity to utilities • Existing potential egress • Minimal traffic congestion • Availability for occupancy, lease, or purchase • Low natural threat risks • Low safety/security risk	• Minimal wetlands impact • Ground/soils known • Proximity to resources • Little environmental impact • Future growth space • Optimal location

Task 4: Threat Assessment

Task 4 will be combined with Task 3. MCP will conduct a workshop conducted using a threat assessment matrix to analyze all known risks to the primary and back-up public safety answering points (PSAPs) and any proposed site(s). Recommendations are developed during this session, and the team will begin preparing documentation for the systems analysis identified in Task 5, which describes best practice solutions to those specific threats. The site-specific information described in Task 3 will be utilized for the site-specific portion of this threat assessment.

Task 5: Systems Analysis

The four components (building, technology, audiovisual [A/V], and furniture) of a mission-critical facility include redundant, survivable, and sustainable building systems specific to the operations of dispatch and ECC facilities. This includes an assessment of the public safety and enterprise systems that allow communication, the A/V systems to manage and manipulate incoming data, and the furniture to satisfy the ergonomic needs of staff who work 24/7 in the proposed facility. The project team will assess and conduct an inventory of technology and infrastructure to determine costs. Technical design support will include advisory guidance to the SRFECC regarding operations and service delivery levels. MCP will provide guidance for 911 center systems and technology using industry best practices, industry standards, and a best-value procurement strategy. MCP will:

- Utilize system standards during the assessment (R56, NENA[1], TIA[2])
- Review backup and redundancy requirements (R56, TIA, NFPA[3])

[1] National Emergency Number Association
[2] Telecommunications Industry Association
[3] National Fire Protection Association

- Recommend preliminary space requirements for telecommunications, equipment, and demarcations (TIA)
- Provide high-level public safety technology recommendations in compliance with industry standards and best practices as well as offer general facility and building systems recommendations to ensure compliance with industry standards and best practices (APCO[4]/NENA, AIA[5], NFPA)
- Provide input on adjacencies and efficiencies that can be obtained in the layout
- Recommend a preliminary technology approach and layouts

To conduct the technology and systems assessment, MCP proposes a combination of online data-gathering tools and in-person interviews and tours. MCP will also review any data available from other studies performed or in progress.

Task 6: Staffing and Workforce Space Assessment

As part of the programming exercise, MCP will validate SRFECC's current authorized staffing levels required to handle day-to-day ECC operations (call intake and dispatch) under the current configuration, including support staff needed to meet select national call-answering standards. The task will also look at growth trends for required staff over the next 20 years to then be used during the architectural programming phase for the personnel space requirements. Future staffing forecasting will include potential regionalization scenarios and the impact of growth on operational, administrative, and support staff.

MCP will integrate key findings into the programming estimate for space and facility needs. The task will validate or identify the number of staff needed in the new facility and will consider changes in technology that are currently known to be taking place concurrently with the anticipated move. It will also consider changes that are anticipated to result in operational efficiencies.

To provide the desired staffing information requires an understanding of the ECC's current and envisioned future operational needs. In addition to interviews and existing relevant reports, MCP may request additional staffing-related data if it cannot be identified in the staffing report.

MCP will analyze staffing using nationally recognized, formal staffing assessment tools along with our knowledge of industry standards and best practices, taking into consideration workload/incident volume and PSAP-specific data, such as:

- Fixed versus flexible position requirements
- Shift relief
- Personnel planned and unplanned leave
- Attrition
- State and local mandates, such as call-answering expectations

MCP will use the analysis results to project the number of ECC telecommunicators (call-takers, dispatchers, and supervisors) required to efficiently answer and dispatch emergency and non-emergency incidents. The data will

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[4] Association of Public-Safety Communications Officials
[5] American Institute of Architects

be extrapolated and analyzed, considering population trends, to assist in planning for current and future staffing needs related to the new facility.

Task 7: Cost Estimate and Timeline

The next step involves the development of a Rough of Magnitude (ROM) budget estimate for core and non-core technology, systems, and infrastructure, based on the analysis above. The project team will attempt to identify all relevant project costs and deliver the cost-estimating worksheets as an appendix to the final report for the SRFECC to use as the project develops. MCP will include a projected cost escalation utilizing forecasted inflation rates over 3 years. Additionally, MCP provides a milestone timeline with an approximate total project life-span estimate that supports budget forecasting for the duration of the project.

Task 8: Report and Presentation

All of the details from the tasks defined above will be rolled into a final report and PowerPoint for presentation to stakeholders. Before the final report is delivered, a coordination meeting to review the draft report will be conducted. Together the project leads will review and identify recommended additions, deletions, or edits. An edited copy will be provided to the SRFECC for final review. Once accepted, MCP will provide an on-site presentation to the stakeholders and recommend next steps in the project.

An electronic copy of the final report containing the site assessments, recommended space needs, systems analysis, project timeline, and projected budget will be provided to the community upon completion. MCP will also share the presentation PowerPoint with SRFECC for future use. MCP anticipates six months will be required for delivery and final presentation.

Should optional services, additional assessments, or additions to the scope be made for inclusion in the final report, the 6-month timeline may be adjusted to accommodate the time required to incorporate the new information.

Deliverables:

- Data gathering
- Project plan and timeline
- On-site Kickoff, data gathering, and tours (up to two days in-person)
- Final report and ROM
- Presentation to stakeholders (up to four hours in-person)

The estimated timeframe for this project is up to six (6) months.

Optional Support Services

As your facility project advances, MCP would like to continue our support by providing the following critical services for your project. (Pricing based on specific scoping.)

Architect Selection

- Draft Request for Proposal
- Distribution of Architectural Services RFP
- Scoring Matrix and Compilation
- Facilitate Shortlist Interviews

911-Centric Design Support and Construction Administration

- Programming
- Schematic design
- Design development
- Bidding
- Construction administration/oversight

Migration Planning

- Pre-Cutover technology migration planning and vendor coordination
- RFQ development for ECC systems; Radio, CAD, Furniture, Call-handling, Logging
- Post-Construction ECC Cutover coordination and on-site support

Project Related Non-Facility Support offerings from Mission Critical Partners

- Staffing assessments
- Consolidation/Co-location Feasibility
- Change Management Services
- Radio Communications Tower/Systems Design Consulting

Project Team

With more than 225 staff members, MCP's specialized professionals are integral members of our team:

MCP's Specialized Professionals	
• Former public safety communications operations staff, managers, directors, and executives • Consolidation and technology specialists • Emergency communications center (ECC) operations and training specialists • Technology, forensic, and policy specialists • Contract negotiations support specialists • Strategic planning specialists	• Facility and staffing experts • Emergency Number Professionals (ENP) • Project Management Professionals (PMP) • Former law enforcement, fire, and EMS • Emergency medical dispatch (EMD) instructors • Marketing and graphic design professionals • Recruiting specialists • Quality assurance/quality improvement experts

MCP has identified in the following figure the key team members from our staff that we plan to assign to this important project. Each team member brings a unique skill set and depth of experience in facility projects. Additional resources and subject-matter experts are available also, as we are a full-service firm focused on all aspects of public safety communications.

Organizational Chart

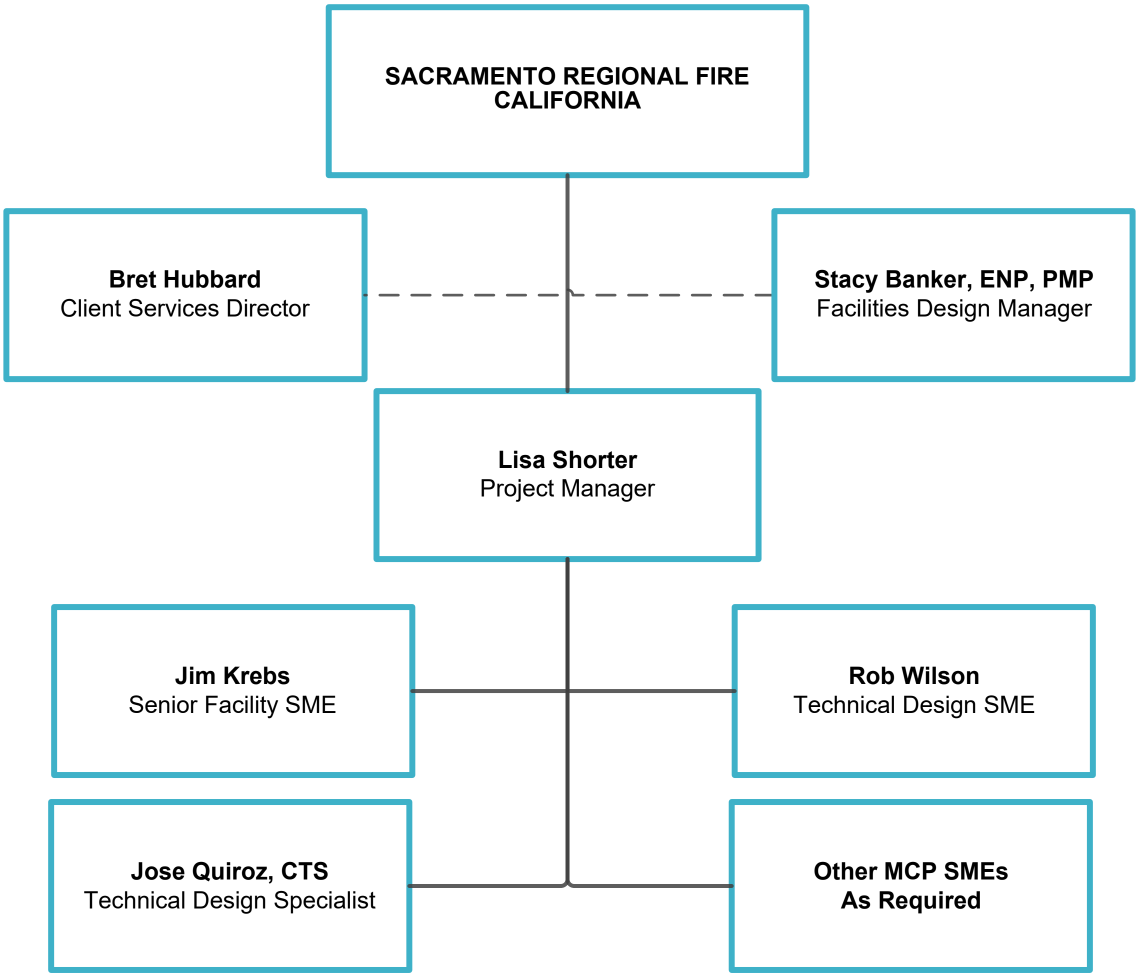

Figure 2: Project Team

Resumes

Resumes highlighting our qualifications and experience are included on the following pages.

Bret Hubbard

Client Services Director, Northwest Region, Mission Critical Partners

Bret is a client services director with nearly four decades of experience in both the public and private sectors. As the founder and former CEO of a public safety vehicular mobile systems company, he leveraged his extensive expertise and leadership skills to develop customer-driven solutions, ensuring successful client outcomes.

A proven leader in product and services business development, Bret's core competencies include program and process development, customer relationship management, strategic planning, and technical needs assessments. He specializes in delivering complex, high-end solutions for public safety, military, and commercial customers.

Bret is recognized for his strong communication skills, problem-solving abilities, and resilience throughout adverse conditions. He is a problem solver.

Industry Experience

39 years

Education

B.S., Marketing, Management Information Systems, University of Arizona

Representative Experience

City/County/Regional Experience

- Stockton, CA—Fire Department PSAP Assessment
- City of San Diego, CA—Microwave Engineering Study
- Salt Lake Valley Emergency Communications Center, UT—Emergency Call Protocol Solution RFP development
- Golden Gate Transit District Radio System Contract and Coverage Assessment
- Missoula County, MT—Radio System Needs Assessment
- Idaho State Police—Computerized Criminal History System
- Berkeley, CA Fire Department PSAP Assessment
- Denver, CO—CAD and PSAP assessment
- Portland, OR—Call allocation study
- Seattle/King Co., WA—Puget Sound Emergency Radio Network (PSERN) —radio, microwave, and network engineering consultant

Additional Experience

- Developed industry-standard technology for dash-mounted, airbag-safe, sunlight-visible touchscreen computers in vehicles
- Established exclusive supplier contracts for in-vehicle public safety mobile computer system
- Designed and implemented multiple nationwide field service programs, achieving 98% product uptime
- Conducted market research, product development, and deployment for technology solutions
- Led branding and business expansion across the United States, the United Kingdom, Canada, and Australia
- Utilized trend analysis and metrics to develop market projections and product directions
- Designed and launched the first-ever commercial-grade, sunlight-visible touchscreen computer system and communications software for government, public safety agencies, and fleet vehicles
- Identified and remedied client pain points
- Achieved long-term relationships with customers and channel partners
- Developed advanced dispatch and in-vehicle inquiry/response matching solutions
- Developed a regional message switch, enabling local, state, and national inquiry and response

Stacy Banker, ENP, PMP

Manager of Facilities Design, Mission Critical Partners

Stacy is a public safety professional with extensive project management and subject-matter expertise in public safety emergency communications. Throughout her career, she has managed and overseen public safety projects, providing clients with operational and technical expertise in planning, designing, and integrating PSAPs and other emergency management facilities, operations, and systems. As the Facilities Design Manager for MCP's Facilities and Operations market segment, Stacy oversees project execution and drives growth in this domain. Her focus areas include facilities, operations, technologies, budgeting and finance, procurement, standards and best practices, staffing and workforce, shared services, and consolidation.

Representative Experience

Federal Experience

- U.S. Department of Homeland Security/Federal Emergency Management Agency (DHS/FEMA) Chemical Stockpile Emergency Preparedness Program (CSEPP)—Provided SME support for facilities, technology, infrastructure, operations, and sustainability

State/Regional Experience

- North Carolina—Served as program manager for 126 PSAP assessments
- New York—Served as project manager for the design/build of a new State Emergency Operations Center facility
- Illinois—Held executive leadership roles in several consolidated PSAPs involving significant redevelopment of technologies, facilities, and operations
- Massachusetts—Served as an SME on a statewide ECC regionalization study
- Hawaii—served as a program manager for the space, technology, and infrastructure planning for the Department of Law Enforcement

City/County Experience

- Gahanna, OH—Served as project manager for technology migration planning and transition into new facility
- Orange County, NY—Contributed to the design and strategic roadmap of an ECC retrofit and creation of a real-time information center
- Baltimore, MD—Served as an SME for ECC and EOC space, technology, and infrastructure planning
- Gallatin County, MT—Served as an SME for ECC space, technology, and infrastructure planning
- Boston, MA—Served as project manager and SME for backup ECC space, technology, and infrastructure planning for police, fire, and EMS
- St. Louis, MO—Served as project manager and SME for PSAP and EOC space planning, technology transitions, and consolidation support
- St. Louis County, MO—Led facilities space planning and A/V design for a police precinct, real-time crime center, fusion center, and intelligence unit as a project manager and SME
- Denver, CO—Manage a technology assessment and strategic plan for the Department of Public Safety and CAD replacement procurement
- Tarrant County 9-1-1 District, TX—Contributed to regional consolidation feasibility study

Additional Experience

- Managed national standards and best practices initiatives for APCO International

Industry Experience

38 years

Education

MBA Public Administration, Keller Graduate School, IL

MPA, Columbia Southern University, AL

Certifications

Emergency Number Professional (ENP)

Project Management Professional (PMP)

Center Management Certification Program (CMCP)

National Incident Management System (NIMS)

Associations

Project Management Institute (PMI)

Association of Public-Safety Communications Officials (APCO)

National Emergency Number Association (NENA)

Lisa Shorter

Project Manager, Mission Critical Partners

Lisa is passionate about 911 and emergency management and the men and women who work in the field. Being solution-focused, she utilizes her management expertise and skilled communication to finish projects on time and under budget. Having worked on various multimillion-dollar projects, Lisa believes that the most successful project leaders are dedicated to more than just the finish line but also coordination, collaboration, and mission-focused goals from the start.

Representative Experience

Federal/State Experience

- Department of Homeland Security (DHS)/Federal Emergency Management Agency (FEMA)—Chemical Stockpile Emergency Preparedness Program (CSEPP)
  - Benchmark performance assessment, guidance, and planning
  - Program management and grant performance/closeout reporting
- North Carolina—Technical support for the statewide PSAP assessments project
- Hawaii Department of Law Enforcement, HI—Multi-purpose facility feasibility and programming support, budget, scope, and architect selection facilitation

City/County Experience

- Fayetteville, NC—PSAP site selection, Request for Qualifications (RFQ) facilitation, and programming and project budget update
- Hamilton County Communications Center, OH—Procedure and Policy rewrite coordination and communication strategies planning
- Alamance County, NC—Facility management consulting services for the design of a new emergency services facility, Request for Qualifications (RFQ), and rubric development. State Construction Grant application and presentation coordination
- Franklin County, NC—E-911 Communications Center renovation project and grant management
- Charlottesville, VA—Technology assessment and conceptual design support for a multipurpose emergency services facility composed of 911 Center, Emergency Operations Center, and Joint Information Center
- Pueblo County Sheriff's Office (PCSO), CO
  - Planning and execution of Pueblo County's EOC/Joint Information Center (JIC)/PSAP construction
  - PSAP director, earning triple accreditation (Commission on Accreditation of Law Enforcement Agencies [CALEA], International Academies of Emergency Dispatch-Accredited Center of Excellence [IAED-ACE], and NENA P-33)
  - Management of multiple life-cycle cost (LCC) replacement projects
  - Agency notification specialist, Integrated Public Alert & Warning System (IPAWS), monthly testing and alerting authority licensing, procedural documents, concise messaging, 911, and EM coordinated planning and training
  - Experience in 2 CFR Part 200 compliance, monitoring, fiscal planning and tracking, quarterly reporting, federal application, and award processes
  - Risk communications leader, aligning stakeholders, law enforcement, EM, and citizens through social and traditional media
  - Procurement and implementation experience in social media platforms, language services, web platforms, notification systems, and employee performance systems

Industry Experience

27 years

Certifications

CJIS Level 4

Associations

Division of Homeland Security and Emergency Management, Staffing for Adequate Fire and Emergency Response (SAFER) Grant Panel

National Emergency Number Association (NENA)

Association of Public-Safety Communications Officials (APCO)

American Institute of Architects (AIA) Allied Member

Awards

Sheriff's Commendations, 2010, 2012, 2020

Rawling Library Outstanding Woman of the Year Award, 2014

FEMA/Army Performance Award, 2010

Colorado APCO 2018 Center of the Year

James P. Krebs

Senior Technical Consultant, Mission Critical Partners

Jim has an extensive career in facility, mechanical, and electrical engineering, bringing specialized expertise to mission-critical facility projects for federal, regional, county, and local clients. His background and technical skills ensure high-quality customer service and safety, and he is recognized as an SME in R56 standards.

Representative Experience

National/State/County Experience

- U.S. Department of Homeland Security/Federal Emergency Management Agency (DHS/FEMA) Chemical Stockpile Emergency Preparedness Program (CSEPP)—Provided technical support for counties in Kentucky, Colorado, Alabama, and Washington, including:
  - Developing grounding specifications per Motorola R56 Standards and the National Electrical Code
  - Conducting on-site construction inspections and preparing final grounding documentation
  - Inspecting exterior and interior construction, including mechanical, electrical, plumbing (MEP), and ground system installations
  - Updating as-built drawings for grounding systems using AutoCAD
  - Overseeing tower green site construction, drawings, and specifications
  - Evaluating and holding contractors accountable for full R56 retroactive grounding installations at EOCs
  - Conducted a physical inventory of countywide 800 MHz radio networks, including site infrastructure, microwave systems, PSAPs, and portable/mobile radio products for asset transfer to a special district radio board
  - Developing and overseeing the implementation of a published facilities maintenance document and a new maintenance program for Kentucky CSEPP counties
- MEP and Grounding Technological SME Support—Provided technical expertise for the construction of emergency service centers in multiple North Carolina counties, including Chatham, Clay, Durham, Franklin, Greene, Iredell, Lincoln, Martin, Mitchell, Richmond, Rocky Mount, Sampson, Union, Wake, and Wayne.
- R56 SME Support—Conducted R56 site reviews and provided oversight for the State of Hawaii Department of Law Enforcement, State of Massachusetts, State of Missouri, State of Rhode Island, Rhode Island State Police, CSEPP project sites, Philadelphia Public Services Building, Washington, D.C., Office of Unified Communications (OUC), City of Memphis, Tennessee, and various counties and cities within California, Florida, Illinois, Maryland, New York, New Jersey, North Carolina, Pennsylvania, South Carolina, Texas, and Virginia.
- Procurement Support
  - Developed technical specifications and provided oversight/implementation assistance for tower site construction
  - Created RFPs for generators and uninterruptible power supply (UPS) systems, electrical enhancements and site grounding for EOCs and tower sites, tower site civil upgrades, sewer line replacements, and elevator replacements
  - Provided drawing design and technical support for alert warning siren systems in California and Kentucky

Industry Experience

40+ years

Certifications

Motorola R56® Certified

LPI Certified Master Installer

Training & Experience

***Design and Graphics*:**

Architectural Drawing

AutoCAD; Visio

Engineering Graphics

Optimizing Plant Layouts

Electrical:

Surge Protection Devices

Panel Boards & Controls

Programmable Controllers

Residential & Industrial Wiring

Liebert UPS System

Cutler Hammer Distribution Analysis

National Electrical Code

OSHA Lockout/Tagout

Electromechanical

Northern Telecom Telephone Maintenance

Coax/Ethernet Cable Termination

ESD Training

Rob Wilson

Project Manager, Mission Critical Partners

Rob is a public safety communications consultant with years of progressive leadership in 911 operations, emergency communications technology, and large-scale public safety system modernization. He has proven success delivering mission-critical infrastructure initiatives, including statewide radio integrations, multi-agency CAD/RMS/JMS deployments, Next Generation 911 technologies, and major telecommunications system upgrades.

Rob combines extensive operational leadership with deep technical expertise gained through decades of hands-on experience managing complex public safety environments. He has a demonstrated ability to lead cross-functional teams, manage multimillion-dollar technology programs, and align stakeholders across law enforcement, fire, EMS, and government agencies.

Representative Experience

County Experience

- Davidson County Communication Center, Lexington, NC
    - Lead and manage all operational, technical, and administrative functions of a countywide consolidated 911 center
    - Project manager for countywide Motorola FLEX CAD/RMS/JMS system deployment across multiple agencies
    - Directed the successful deployment of Motorola VIPER 800 MHz radio system, including fleet map redesign, talkgroup optimization, and console upgrades (MCC7500 & CommandCentral AXS)
    - Oversaw installation and integration of Motorola VESTA 911 Phone System in primary and backup PSAPs
    - Spearheaded the transition from NICE to Eventide voice recording systems.
    - Led the VHF system completion and licensing process, securing interoperability and compliance
    - Created and filled numerous operational and technical roles to support system expansion and sustainment
- Raleigh Wake 911, Raleigh, NC
    - Managed technology operations for one of North Carolina's largest PSAPs
    - Oversaw software upgrades, CAD/phone system maintenance, and add-on deployments
    - Directed operational policy development and performance management across multidisciplinary teams
    - Acted as key liaison for multi-agency coordination and system enhancements
- Warren County E9-1-1, Lebanon, OH
    - Supervised shift operations, maintained compliance with dispatch protocols, and ensured technology readiness
    - Provided team leadership during CAD transitions and radio system upgrades
- Brown County Communication Center, Georgetown, OH
    - Directed 911 operations and led multiple system-wide modernization projects
    - Project-managed deployment of phone systems
    - Facilitated Motorola MCC5500 console upgrade through SOSINK funding
    - Oversaw CAD vendor selection and led Alert Public Safety CAD deployment
    - Managed grants for MARCS radio transition and built tower infrastructure across the county

Industry Experience

33 years

Certifications

Motorola University – SmartZone System Management, 800 MHz Concepts, RF Safety

Microsoft Training – Server Admin, Windows Environment Support

FEMA/EMI – ICS & NIMS Certifications (IS-00005, IS-00007, IS-100, IS-106.17, IS-144, IS-200a, IS-247a, IS-248, IS-300, IS-400, IS-700a, IS-800b, IS-906, IS-907)

Communications Supervisor, CTO, Telecommunicator

Certified EMD, EFD, EPD

Associations

Association of Public-Safety Communications Officials (APCO)

National Emergency Number Association (NENA)

Jose G. Quiroz, Jr., CTS

Technical Specialist, Mission Critical Partners

Jose is a detail-oriented technical design engineer with extensive experience in designing, implementing, and optimizing A/V systems for diverse environments and structured cabling/network infrastructure design. His background includes a strong grasp of A/V technology, network design, robust project management skills, and a dedication to innovative solutions that drive success within dynamic organizations focused on delivering high-quality A/V services and exceptional client experiences. His daily use of tools such as AutoCAD, Revit, Building Information Modeling, Bluebeam, Smartsheet, Autodesk Construction Cloud, and Microsoft Office software demonstrates his technical proficiency and commitment to excellence throughout the project lifecycle.

Representative Experience

City/County Experience

- Lynnfield, MA—Facility design management support encompassing Requests for Information (RFIs), supplemental diagrams and narratives, and Change Orders for A/V
- Frederick County, MD—A/V design for a new ECC and EOC, including system layouts, equipment specifications, and coordination with architectural and MEP disciplines to ensure installations complied with industry codes, standards, and industry best practices.
- Marvel Design, NY—Network infrastructure design, security, critical technology, and A/V design from inception to completion for a new state-level EOC, including a large-format video wall and supporting infrastructure. Scope included system layouts, network design (MDF and IDFs), equipment specifications, and coordination with the design team and client stakeholders.
- City of Baltimore, MD—Network infrastructure (MDF and IDFs), critical technology, and A/V design for a major municipal facility remodel supporting multiple city departments. Responsibilities included system layouts, equipment specifications, and coordination with internal teams, clients, and vendors to ensure successful project execution.
- New York State Technology Enterprise Corporation, Orange County, NY—Network infrastructure, critical technology design, A/V system upgrade design for the Orange County Emergency Services Center, including the ECC and Real Time Information Center

Additional Experience

- Developed detailed system schematics, CAD drawings (AutoCAD and/or Revit, BlueBeam, and Visio).
- Facility Design
  - Building and remodeling of new data center networking spaces, structured cabling, and low-voltage
  - Gathered requirements from stakeholders for drafting requests and executing the design per specifications and timelines agreed upon with the client teams
- Performed routine inspections and site inspections during installation and commissioning.
- Maintained internal systems, including Active Directory (AD), Direct Attached Storage (DAS), Network Attached Storage (NAS), VMware server, and Mitel server/network
- Led programming and designed Graphical User Interfaces for A/V and intercom projects
- Created line diagrams and detailed specifications for A/V and intercom projects
- Provided oversight and technical support for A/V and intercom projects
- Oversaw the installation of commercial A/V projects and maintained client communication throughout project lifecycles

Industry Experience

11 years

Education

B.S., Computer Science, The University of Texas-Pan American, TX

Certifications

AVIXA: Certified Technology Specialist (CTS)

Crestron: P101, P201, Crestron Flex, CNS-D, CNS-I, Virtual Control

Biamp: TesiraFORTÉ

Allen & Heath: D-Live Certification Course

Audinate: Dante Level 1, Dante Level 2

Shure: IntelliMix P300

Epson: EP-MC-237

Experience

Facility and Technology Experience

MCP applies our experience and knowledge to ensure that our clients are operating and functioning according to industry standards and best practices. This experience spans across all facility and operational components related experience pertinent to consolidation efforts, including:

Facilities Services	
• Strategic planning and project management support • Facility design and construction administration • Facility feasibility study/PSAP assessment • Program document and schematic design • Future space requirement needs analysis, programming, space needs workshop • PSAP quality assurance program • Concept floor plan development • Operational compensation study	• Technology migration, design, procurement, cutover, and integration • Renovation and console upgrade support • Conceptual site analysis • Cost analysis • Hazard vulnerability assessment • Staffing study and review • Backup PSAP analysis • Call-processing analysis

At MCP, our clients know we are a team of leaders, former public safety officials, and field experts with experience in nearly every state across the nation. ***Our knowledge of public safety answering point (PSAP) facilities/technology is tangible—and evolving,*** as we continue to provide services and learn about the challenges faced, the technology improved, and the operations refined.

Table 1: Facilities/Technology Management Projects in the United States

Client		
Alaska		
• Fairbanks		
Alabama		
• Talladega County		
California		
• Berkeley, City of • Contra Costa County • Humboldt County	• Imperial Valley • Newark, City of • North County	• Sacramento, City of • San Diego, City of • San Jose, City of

Client
Colorado
• Adams County • El Paso Teller 911 Authority • Jefferson County • Pitkin County • Pueblo County
District of Colombia/Federal
• Department of Homeland Security (DHS) Federal Emergency Management Agency (FEMA) • Homeland Security and Emergency Management Agency (HSEMA) • Washington D.C. Office of Unified Communications
Florida
• Alachua County • Clay County • Lee County • Marion County • Marion County
Georgia
• Cobb County • Grady County • Stewart County/Middle Flint Regional E9-1-1 Authority
Hawaii
• Department of Law Enforcement (HDLE)
Kentucky
• Lexington-Fayette Urban County Government
Illinois
• DuPage County Emergency Telephone System Board • DuPage Public Safety Communications (DU-COMM) • Franklin County • Jackson County • Kane County • Lake County • Marion County • O'Fallon/Fairview Heights • Perry County • St. Clair County • Tri-Com Central Dispatch • West Suburban IL Dispatch • Winnebago County
Maryland
• Anne Arundel County • Baltimore, City of • Frederick County • Garrett County • Harford County
Massachusetts
• Boston, City of • Lynnfield, Town of • Massachusetts Institute of Technology (MIT)

Client		
Missouri		
• Boone County	• Franklin County	• Lee’s Summit, City of
Montana		
• Montana State University	• Gallatin County	
New York		
• Wayne County	• Buffalo State University	• State of New York
North Carolina		
• Alexander County • Alleghany County • Bertie County • Burke County • Caldwell County • Chatham County • Columbus County • Dare County • Durham County • Franklin County	• Fayetteville, City of • Gaston County • Greene County • Haywood County • Henderson County • Iredell County • Lincoln County • Martin County • Mitchell County • Nash County	• Pender County • Polk County • Raleigh, City of • Richmond County • Rockingham County • Sampson County • Sanford, City of • Tyrell County • Union County • Wayne County
Ohio		
• Broadview Heights • Cincinnati	• Clark County • Cuyahoga County	• Hamilton County • Parma, City of
Pennsylvania		
• Allegheny County • Allegheny Health Network • Armstrong County • Amtrak • Bradford County	• Centre County • Columbia/Montour County • Lawrence County • Montgomery County • Moon Township	• Philadelphia, City of • Pittsburgh Airport • Pennsylvania Emergency Management Agency
Tennessee		
• Memphis, City of	• Shelby County	

Client
Texas
• Bell County • Bexar Metro 911 Network • Brazoria County • Bryan, City of • Cities of Potter Randall/Amarillo • Denton, City of • East Harris County Emergency Services Joint Powers Board • Harris County • Highland Village, City of • Kaufman County • Leander, City of • Liberty, City of • Lubbock Emergency Communications District • Texas Division of Emergency Management • Williamson County
Utah
• Utah Valley Dispatch Special Services District
Virginia
• Charlottesville-University of Virginia-Albemarle County Emergency Communications Center • NVERS • Orange County • Richmond County • Rockbridge County
West Virginia
• Morgan County
Wisconsin
• Milwaukee County

Relevant Project Experience

Examples of MCP's record of success with consolidation projects is detailed on the following pages.

Montana State University and Gallatin County, Montana
PSAP Communications Consolidation

Background: Established in 1893, Montana State University (MSU) is located in Gallatin County (County) and serves as the primary campus in the Montana State University System with a population of nearly 17,000 undergraduate and graduate students each year.

Challenge: The MSU Police Department consisted of 20 armed, commissioned officers, 10 dispatchers, 5 parking personnel and 3 support staff and provides students swift access to emergency services for incidents occurring on campus property.

The Gallatin County Sheriff's Office maintains the County 911 Communications Center (911 Communications) providing dispatch services to nearly all emergency response agencies in the County including law enforcement, fire, search and rescue, ambulance services and other emergency response units. MSU and the Sheriff's Office identified the need to retain a professional consulting firm to assist with consolidating the MSU police operations into the 911 Communications Center.

Solution: MSU selected Mission Critical Partners to provide a full PSAP communications consolidation assessment of the MSU Police Department into the County 911 Communications Center. MCP identified the following areas to assist the university:

- Stakeholder interviews and benchmarking of current conditions
- Human resources and compensation
- Current technology and infrastructure
  - CAD
  - Telephony
  - University-specific initiatives
  - GIS/addressing
  - PSAP standard operation procedures, service and performance standards
  - Training
- Consolidation and migration plan development
- Implementation oversight, monitoring, coordination and risk mitigation

Key Result: Mission Critical Partners supported the PSAP consolidation initiative including stakeholder interviews, benchmarking of current conditions and the information-gathering process. MCP delivered a final funding rough order of magnitude report for MSU and the County to use as a foundation upon which to make further decisions regarding consolidation. MCP outlined the positives and negatives of each funding option and provided recommendations that enable cost sharing in a consolidated communications center.

Project Length: 11 Months

Project Dates: June 2018 to April 2019

Solutions Provided:

Assessment of Current Technology and Infrastructure

Development of Consolidation and Migration Plan

Implementation Oversight and Risk Mitigation

Population: 111,878 (2018)

Nearest MSA: Billings, MT

Contact:

Kevin Gillilan
Chief of Police
406.994.4788
kevin.gillilan@montana.edu

Iredell County, North Carolina
Public Safety Answering Point Facility and Technical Implementation

Challenge: Iredell County (County) planned to construct a new public safety facility that would house its emergency medical services, emergency management, fire marshal and emergency communications functions. Space constraints at the County's existing facility did not allow for growth within the emergency communications area and did not provide a cohesive operation across public safety entities.

Solution: Mission Critical Partners was retained by the County to provide overall project management, grant administration, subject-matter expertise and technology implementation functions for the new facility. MCP's support encompassed:

- Assessing the space for each of the functions
- Reviewing the communications technology to identify systems that could migrate to the new facility, those that needed to be upgraded and those that needed to be replaced because they became obsolete or had reached end of life
- Assisting the County with the submission of a grant request to the North Carolina 911 Board, which was approved and helped fund a portion of the 911-related items within the facility
- Working closely with the County during design, construction and upfit of a more than 38,000-square-foot joint facility
- Providing subject-matter expertise on the design of a resilient public-safety-grade facility with purpose-driven technology elements

The design and implementation included the following communications technologies:

- North Carolina 911 Board Hosted Call Handling/ESInet
- CAD/Mapping
- Logging/Recording
- Radio Console Migration
- VHF Radio System Upgrade
- Data Center/Networks

Key Result: MCP provided numerous recommendations to the County throughout the construction phase of the project. A key recommendation was to significantly increase floor space for the emergency communications center because MCP had determined that the original allocation was inadequate, both for current and future needs. Following the highly orchestrated migration and cutover planning, Iredell County cut over to the new 911 facility in July 2019. MCP assisted the County with post-cutover support and project closeout. MCP was also retained to conduct a UHF radio project for the County.

IREDELL COUNTY · NC

Project Length: 4.25 Years

Project Dates: June 2016 to November 2020

Population: 178,853 (2020)

Nearest MSA: Charlotte-Concord-Gastonia, NC-SC

Contact:

Candy Miller
911 Director
704.832.2183
Candy.Miller@co.iredell.nc.us

Sampson County, North Carolina
911 Facility Project Management and Grant Support

Background: Sampson County's (County) 911 facility, which was built in 1956 and beginning to experience structural/foundational cracks, houses 911 operations as well as EMS, the fire marshal and emergency management offices. While the facility has undergone minor renovations, including in the 911 center, it was not intended to house mission-critical operations.

Challenge: Sampson County sought to construct a new 6,820 sq. ft., 911 facility, with the intent to relocate emergency management, the fire marshal and EMS to the same property, with that facility abutting the new 911 facility. Given that Sampson is a rural agricultural county, with lower income levels, moving forward with the regional 911 center was contingent upon a grant award from the North Carolina 911 Board (N.C. 911 Board). The County sought a professional services consulting firm to assist with this endeavor.

Solution: Sampson County selected Mission Critical Partners to support the construction of a regional 911 center. MCP's support encompassed facility project management, grant management and grant application assistance. Tasks completed by MCP included, but were not limited to, the following:

- Worked with the County and architect on facility programming (standards and grant review, best practices, space requirements)
- Assisted with schematic design, design development and construction documents, including document reviews, scheduling of activities and specifications review (for mechanical, electrical and plumbing [MEP], technology, cabling, grounding, raised flooring, etc., as applicable)
- Reviewed contractor submittals and evaluated construction for adherence to N.C. 911 Board rules and grant requirements
- Addressed technology infrastructure by developing technical specifications, overseeing the technology procurement process, preparing a migration strategy for transitioning systems and overseeing technology installations and acceptance testing
- Served as grant program manager and oversaw grant reporting, schedules, procurement oversight and coordination with contractors and other vendors
- Assisted with the grant application, including project description, implementation strategy and work plan, as well as financial/budget information

Key Result: MCP provided numerous recommendations on industry standards and best practices that facilitated the design and construction of a purpose-built emergency communications center. MCP worked closely with the County on management of the State of North Carolina 911 Grant, technology implementation/testing and finally the cutover to the new space for the telecommunicators serving Sampson County. In addition, MCP assisted the County with post-cutover support and project closeout.

With MCP's support, the County was able to reach its goal of constructing a regional 911 center to ensure continued excellent service to its citizens and emergency responders.

Project Length: 4.25 Years

Project Dates: December 2019 to March 2024

Solutions Provided:

Facility Project Management

Grant Support

Technology Implementation

Migration/Cutover Support

Population: 59,036 (2020)

Nearest MSA: Fayetteville, NC

Contact:

Cliff Brown
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910.592.1151
jbrown@sampsonnc.com

Union County, North Carolina
Facility Design and Migration Support

Challenge: Union County (County) planned to construct a new public safety facility to house its emergency management, fire marshal, and emergency communications functions. Space constraints at the County's existing facilities did not allow for adequate future growth for each division and did not provide a cohesive operation across public safety entities.

Solution: Mission Critical Partners was retained by the County and its architectural firm to provide overall project management, support, and oversight; grant administration; subject-matter expertise; and technology implementation functions for the new facility. MCP's support included:

- Assessing the space for each of the functions
- Reviewing the communications technology to identify systems that could migrate to the new facility, those that needed to be upgraded, and those that needed replacement because they had become obsolete or had reached end of life
- Assisting the County with a grant submission to the North Carolina 911 (N.C. 911) Board; the grant request was approved and helped fund a portion of the 911-related items within the facility
- Working closely with the County during the design, construction, and upfit of a more than 24,000-square-foot joint facility
- Providing subject-matter expertise on the design of a resilient public-safety-grade facility with purpose-driven technology elements
- Coordinating and integrating a new county-provided communications tower on-site to provide primary connectivity between the new facility 911 center and the county's radio network

The following communications technologies were included in the design, transition, and/or implementation of the new public safety facility:

- N.C. 911 Board Hosted Call Handling/ESInet
- CAD/Mapping
- Logging/Recording
- Radio Console Migration
- Console Furniture
- Data Center/Networks

Key Result: MCP provided numerous recommendations to the County throughout the project's construction phase. Several key recommendations included facility and technology grounding, data center sizing, infrastructure requirements, and 911 technology integration. Following a highly orchestrated migration and cutover plan, Union County occupied its new 911 facility in November 2022. The construction of the radio tower adjacent to the facility was completed in January 2024. Following this, MCP assisted the County with post-cutover support and project closeout.

Project Length: 4 Years and 7 Months

Project Dates: September 2019 to April 2024

Solutions Provided:

Facility Design Oversight

Technology Procurement Support

Grant Management Oversight

Transition and Implementation Oversight

Population: 249,070 (2022)

Nearest MSA: Charlotte-Concord-Gastonia, NC-SC

Contacts:

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Emergency Communications Director
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Montgomery County, Tennessee Facility Feasibility Study for Public Safety Communications

Background: The Montgomery County Emergency Communications District (MCECD) in Clarksville, Tennessee, operates a co-located PSAP that houses both 9-1-1 call-taking and radio dispatch services. To maintain and improve future operational capabilities, MCECD engaged Mission Critical Partners to perform a Facility Feasibility Study. The study evaluated the current facility and a potential new site to determine the best strategy for supporting long-term emergency communications operations as the community continues to grow.

Challenge: MCECD faces several challenges, including aging infrastructure, limited space, outdated technology, and security vulnerabilities. The current facility's layout and capacity restrict future growth and modernization. Additionally, regional population growth and evolving public expectations have increased call volumes and operational demands, necessitating updated facilities and systems to maintain efficient and resilient emergency response operations.

Solution: MCP conducted a comprehensive assessment of both the existing facility and an alternate site. The analysis included 20-year space-needs forecasting, threat and vulnerability assessments, infrastructure evaluations, and rough order of magnitude (ROM) cost estimates. Mission Critical Partners presented two primary options: renovating the existing facility or constructing a new, purpose-built communications center.

Key findings and recommendations included:

- The new site offers greater security, redundant utilities, and space for long-term growth.
- Renovation is feasible but poses higher operational risks and limited scalability.
- A new facility is the recommended path to support future operational requirements, ensure compliance with standards, and minimize operational disruptions.

Key Result: MCP's study provided MCECD with actionable, data-informed recommendations to guide strategic decision-making. The preferred new-build option supports operational continuity, increased security, and future-proof infrastructure to meet Montgomery County's growing emergency communications needs. The recommendations position MCECD to sustain reliable, efficient, and resilient services for years to come.

Project Length: 5 months

Project Dates: December 2024 to April 2025

Solutions Provided:

- Facility Feasibility Study and Space Needs Assessment
- Threat and Vulnerability Assessment
- Infrastructure and Security Analysis
- Cost Estimation and Funding Strategy Development
- Renovation vs. New-Build Comparative Evaluation

Population: 244,845 (2020)

Nearest MSA: Clarksville, TN-KY MSA

Contact:

Hope Petersen
Director, MCECD
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phpetersen@mcgtn.net
mailto:fjannetti@mcc.co.mercer.pa.us

Pricing

Professional services outlined in the scope of work will be provided for a **fixed fee of $64,002**. The fee is inclusive of labor and expenses based on the California Multiple Award Schedule (CMAS) contract vehicle, Contract #3-13-70-3020A, Supplement No. 6.

At the close of each month, MCP shall submit a properly executed invoice to include the percentage of work completed relevant to the fee. Invoices shall be reviewed and paid within 30 days of receipt.

Any additional services will be performed at MCP's then-current fee schedule. Prior to initiating any such additional work, MCP would require a formal letter of authorization from Sacramento Regional Fire.

Based on the current MCP understanding of what is to be accomplished, the pricing identified represents an estimate of the work anticipated to achieve project success. MCP's priority is for this project to be successful for Sacramento Regional Fire/EMS Communications Center.

Pricing Assumptions

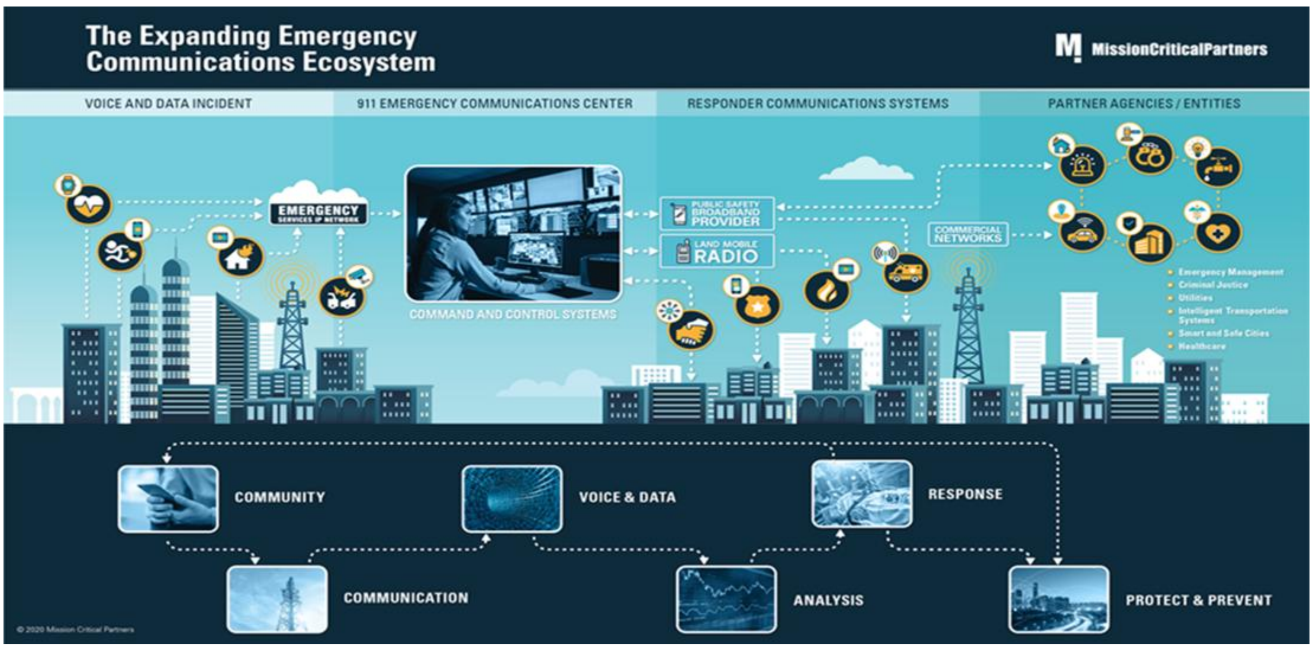
- After 120 days from the submittal date, MCP reserves the right to revisit scope and pricing with Sacramento Regional Fire to address any potential changes that may have occurred since the submittal that could impact project delivery.
- Initial kickoff and data gathering includes up to two days in person on site.
- MCP does not provide stamped drawings.
- The final presentation of the report to key stakeholders includes up to four hours in person.
- Optional services require additional scoping and pricing.

Appendix A: The Public Safety Ecosystem and MCP Service Offerings

Since 911's inception in 1968, public safety officials have continued to leverage technology advancements to make emergency response even more efficient and effective. The counterbalance is these advancements occurred in distinct silos that developed within the emergency communications ecosystem (enhanced 911 service, digital land mobile radio networks, and computer-aided dispatch systems).

Today, we stand on the precipice of another technology transformation like the advent of 911 service. As public safety moves through this transformation over the next several years and beyond, it is critical that the agencies begin thinking of the ecosystem as a holistic network, i.e., a network of networks.

The new public safety ecosystem will interconnect on many levels to enable the smooth flow of critical and relevant data to provide emergency responders with the best information to perform their duties.



MCP can provide the public safety, criminal justice, data integration, network, and information technology services required to help agencies start thinking of the ecosystem as a single entity, taking into consideration how each piece will interconnect and interact with the others. With MCP's support, agencies will transition from siloed communication environments to realizing significant improvements in emergency-response outcomes.

MissionCriticalPartners

Service Offerings

MCP specializes in transforming mission-critical networks and operations into integrated ecosystems that improve outcomes in the public safety, courts and corrections, healthcare, transportation, and utility markets.

Consulting

Consultive & Advisory Solutions

Network and 911 Services

Specialties: Next Generation 911, Emergency Services IP Networks, text-to-911, call-handling equipment, cloud applications

- Assessments, procurement and implementation
- Program and project management
- Geographic information systems planning, design, implementation and administrative services

Wireless Communications Services

Specialties: land mobile radio, broadband, microwave alert and warning systems, fire station alerting systems, FirstNet, bidirectional amplifiers

- Master planning
- Project management
- Technical and operational needs assessments and design
- System procurement and negotiations
- Implementation and construction management
- Testing and validation

Operations and Facilities Services

Specialties: computer-aided dispatch, records management, mobile data systems, mission-critical facilities

- Facility planning and construction
- Consolidation and shared services
- Strategic and operations consulting
- Training and professional development
- Technology procurement and implementation
- Continuity of operations planning
- Recruiting and hiring support

Justice, Management, and Technology Services

Specialties: integrated justice, courts, case management, corrections, repositories, and biometric identification systems

- Assessments and data collection
- Strategic planning and governance support
- Business process transformation and systems architecture design
- Financial planning
- Information systems acquisition and procurement
- Implementation and change management support

Cybersecurity & IT

SecureHalo™

Family of Cybersecurity and IT Solutions

- IT and managed security solutions
- Third-party compliance
- Mission-Critical **NetInform®** security and network assessments
- Mission-Critical **NetPulse®** security and network monitoring
- Security training and awareness
- Virtual chief information security officer solutions

Data & Application Integration

DataHalo™

Family of Data Solutions

- **DataLink™** interface solution: business process mapping and design
- **DataSphere™** integration solution: planning, governance and architecture of data-sharing initiatives
- **DataScape™** analytics solution: powered by machine learning and artificial intelligence
- Alternatives to traditional data migration
- Database management
- Software and application development

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

STAFF REPORT (REPORT 26-43)

DATE: September 22, 2026

TO: Board of Directors

FROM: Parker Wilbourn, Chief Executive Director

BY: Marissa Shmatovich, Deputy Director of Administration

SUBJECT: **PROPOSED UPDATE TO THE PROCUREMENT POLICY**

RECOMMENDATION

The Center recommends:

The Board of Directors approves the updates to Board Policy 3.017 - Procurement.

BACKGROUND/ANALYSIS:

Board Policy 3.017 – Procurement was previously updated in 2025 to update and define spending authorities for leadership with the Center. In an annual review, additional updates are recommended to add consistency between sections for spending authorities, clarify bidding and RFP requirements, update definitions and language, and modernize processes.

FINANCIAL ANALYSIS

There is no fiscal impact of this policy update, and any expenditures approved under the authorities granted in this policy will be budgeted expenses or brought forth to the Board for approval as appropriate. This update is in direct support of Strategic Blueprint and Growth Strategy Focus Area:

- 1B: Constantly improve and document organizational standards and protocols.

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

Respectfully submitted,

Signed by:
Marissa Shmatovich
0E9BFCAD46B24CD...
MARISSA SHMATOVICH
DEPUTY DIRECTOR OF ADMINISTRATION

Staff Report recommendation authorized by:

Signed by:
ED0E87F26BC84B6...
PARKER WILBOURN
CHIEF EXECUTIVE DIRECTOR

Attachment: Board Policy 3.017 - Procurement

SACRAMENTO REGIONAL PUBLIC SAFETY COMMUNICATIONS CENTER
MANUAL OF POLICIES

POLICY: **3.017**

TITLE: **Procurement**

ADOPTED: **1/31/2017**

REVISED: **9/9/2025**

1. **Purpose:**

The purpose of this policy is to provide a single resource of information for the procurement of all equipment, material, supplies, and services to be utilized by the Center.

2. **Definitions:**

2.1 Bid: A statement of cost for goods and services when specifics are known.

2.2 Proposal: The process of obtaining quotes for the purchase of equipment, materials, supplies, and services when specifics are known or not known, or a solution is being sought.

2.3 Board: The Joint Powers Authority Board of SRFECC.

2.4 Capital Assets: Assets of significant value, broadly classified as land, buildings, and improvements, infrastructure, equipment, and intangible assets with a capitalization amount in excess of $5,000, and practical use period exceeding one fiscal year.

2.5 Emergency: A sudden, unexpected occurrence that poses a clear an imminent danger, requiring immediate action to prevent or mitigate substantial hazard to life, health, or property, or an interruption to the operation of the Center.

2.6 Chief Executive Director Designee: An employee of the Sacramento Regional Fire/EMS Communications who has been authorized to requisition and contract on behalf of the Center.

2.7 Formal Bid/Proposal: The process of issuing a Request for Bids/Proposals and receiving sealed written bids/proposals for purchases exceeding the maximum purchasing authority of the Chief Executive Director (any amount more than $50,000).

2.8 Informal Solicitation Process: The process of receiving a minimum of three informal bids/proposals, if available, for purchases more than $5,000 but less than the maximum purchasing authority of the Chief Executive Direction (an amount more than $50,000).

2.9 Multiple Award Schedule: A schedule of non-exclusive contracts to provide similar or comparable goods or services of indefinite quantity that are awarded to more than one supplier or vendor at varying pries for a specified term after completion of a formal solicitation process. This includes cooperative purchase agreements.

2.10 Personal Property: Any goods, materials, supplies, vehicles, machinery, furnishings, equipment, and any other tangible article required for the conduct of the business of the Center.
2.11 Purchase or Purchases: Any contractual arrangement or transaction involving payment for the acquisition of title to real or personal property; the use by rental, lease, or otherwise of real or personal property, the provision of services by independent contractor or otherwise; or any combination of the foregoing.

2.12 Real Property: Land, that which affixed to land, that which is incidental or appurtenant to land, that which is immovable by land.

2.13 Request for Bid: A written solicitation for sealed bids issued for the procurement of personal property or services in excess of the maximum purchasing authority of the Chief Executive Director (any amount more than $50,000).

2.14 Request for Formal Proposal: Used when the specific personal property or service is not easily identified or detailed specifications are or are not available and the cost is expected to be more than $50,000. Suppliers are asked to propose their solutions to achieve the desired results.

2.15 Special Services: Any service of a specialized nature required in the conduct of operations of the Center, which may include services in the areas of accounting, administration, economics, engineering, finance, insurance, labor relations, law, maintenance, mechanics, medicine, planning, science, technology, and other services which are incidental to the operation of the Center.

2.16 Fixed Asset: Assets of significant value that extend beyond the current year and that are broadly classified as land, buildings and improvements, infrastructure, equipment, and intangible assets, and exceed a capitalization amount of $25,000.

3. Policy:

For this Policy, there are three types of purchases: Special Services, General Services, and Tangible Personal Property (goods).

3.1 Special Services -Service Types (Contract required):

a. Consultant
b. Custodial
c. Chief Executive Director
d. Finance/Accounting
e. Insurance
f. Labor relations
g. Legal Advising
h. Medical Director
i. PIO
j. Project Manager
k. Technology – Network, Managed Services
l. Other services which are incidental to the operation of the Center

3.2 Purchase Requirements:

a. Under $5,000 - No Contract is required.
b. $5,000 or more: Contract required

3.3 Bidding Requirements:

Except as otherwise provided herein, any professional services contract expected to exceed $50,000 shall be solicited through the formal solicitation process.

Awarding Authority:

The Chief Executive Director or his/her designee shall negotiate with the best-qualified individuals or firms until one of the agrees to an amount the Executive Director or his/her designee determines is fair and reasonable.

a.	$5,000 or less:	Administration and Operations Managers
b.	$10,000 or less:	Deputy Directors
c.	$25,000 or less:	Chief Executive Director
d.	$25,000 or more:	Board of Directors

3.4 General Services -Service Types (Contract required):

a. Maintenance or non-structural repair of buildings, structures, or improvements which do not require engineering plans, specifications, or design.
b. Repair, modification, and maintenance of equipment and software
c. Temporary personnel services
d. Other miscellaneous services to facilitate Center operations.
e. Licensing software
f. Leasing or renting personal property to the district.

Purchase Requirements:

a. Under $5,000: No Contract required, unless recurring
b. $5,000 or more: Contract required.

Bidding Requirements:

Under $5,000: No comparison shopping or bidding is required. Requesting three quotes is encouraged, but optional.

$5,000 or more: Informal bidding is required.

Requesting 3 quotes required, evidence of which must be submitted along with contract award. Quotes may be made by phone, email, or mail (email is preferred). Quotes do not need to be sealed or secured. When services are standardized/uniform in quality, the award will be given to the vendor with the lowest quote. If the services are not standardized/uniform in quality and the agreement is not awarded to the vendor with the lowest quote, written justification is required.

Awarding Authority:

a.	$5,000 or less:	Administration and Operations Managers
b.	$10,000 or less:	Deputy Directors
c.	$25,000 or less:	Chief Executive Director
d.	$25,000 or more:	Board of Directors

Tangible Personal Property (Goods)- Types (Purchase Order required for $1,000 or more):

a. Goods
b. Material
c. Supplies
d. Vehicles
e. Machinery
f. Furnishings
g. Equipment
h. Any other tangible article

*NOTE: Tangible Personal Property shall NOT include financial instruments including bonds, stocks, certificates of deposit, or insurance.

Purchase Requirements:

a.	Under $1,000:	No Purchase Order required.
b.	$1,000 or more:	Purchase Order required.

Bidding Requirements:

a.	Under $5,000:	No comparison shopping or bidding is required. Requesting 3 quotes is encouraged, but optional.
b.	$5,000 - $50,000:	Informal bidding required. Three (3) quotes are required, evidence of which must be submitted along with the Purchase Order. Quotes may be made by phone, fax, email, or mail. Quotes do not need to be sealed or secured. When tangible personal property is standardized/uniform in quality, the award will be given to the vendor with the lowest quote. If the tangible personal property is not standardized/uniform in quality and the agreement is not awarded to the vendor with the lowest quote, written justification is required.

c. $50,000 or more: Formal bidding required.

The process of receiving sealed written bids for purchases exceeding the maximum purchasing authority of the Executive Director (any amount more than $50,000).

Awarding Authority:

a. $5,000 or less:	Administration and Operations Managers
b. $10,000 or less:	Deputy Directors
c. $25,000 or less:	Chief Executive Director
d. $25,000 or more:	Board of Directors

3.5 EXCEPTIONS TO THE BIDDING PROCESS

Regardless of the amount of the proposed contract or purchase, the open market procedure may be used in the following instances:

a. The purchase is made in an emergency.
b. When the following types of personal tangible property or services are being acquired, obtained, rented, or leased:
   i. Advertising
   ii. Books, recordings, films
   iii. Training supplies
   iv. Insurance
   v. Public utility services
   vi. Communication services
   vii. Travel services
   viii. Property or services provided by or through other governmental agencies; or obtainable from suppliers which have in force a current contract with another governmental agency for the same item or service.
c. The supplies, materials, or equipment are produced only by one manufacturer or are available only from one source
d. The services are available only from one source due to the high degree of professional or technical skill of the services provided.
e. The supplies, materials, services, or equipment are acquired through a Master Purchase Agreement.

4. Procedures:

4.1 The Chief Executive Director shall designate purchasing authority to certain individuals, giving each the ability to make a purchase or enter into an agreement once all applicable purchasing procedures have been followed as described in this policy.

4.2 All Center personnel having purchasing authority shall conduct themselves in such a manner as to foster public and Board confidence in the integrity of the 's purchasing procedures.

4.3 General Purchasing and Procurement Procedures

a. A purchase request will be completed for all purchases over $100. The purchase request is an email to the requestor's manager. The email subject line shall include Purchase Request – (Description of Purchase). The email shall include the department (Operations or Administration), the vendor (if known), the amount (if known), and the reason for the purchase. The manager's approval email shall include the Purchasing Agent.

b. The Purchasing Agent will review all purchase requests for supplies and services prior to the order being placed with the Vendor to undertake the expense. The Purchasing Agent, Accounting, and the budget item owner are jointly responsible for identifying acceptable vendors for a specific product or service.

c. A Purchase Order is required for all purchases over $5,000 unless otherwise approved by the Administration Manager or designee.

d. The Purchasing Agent will review all invoices to assure compliance with the bidding, contracting, and purchase request policy.

e. The Purchasing Agent will assume responsibility for issuing all Requests for Formal Bids, Formal Proposals, and Formal Qualifications for Supplies and Services through a coordinated effort with the involved department.

4.2 Purchases of Tangible Personal Property or Supplies

a. Except as otherwise provided by law, all purchases shall be made in the DBA name of the Center. Some vendors may require a legal name.

b. The amount included in the annual budget approved by the Board for the purchase of specifically identified items of personal property shall constitute spending authority to the Chief Executive Director or Chief Executive Director's designee for such items of personal property up to the approved amounts. All such purchases shall meet the requirement if any, of the Informal or Formal Bidding Process and contracting limits as specified within this policy.

4.3 Special Services

c. The Center may contract for special services (as defined in the Definitions section of this policy) with persons or expert firms specially trained, experienced, and competent to perform the special service.

d. The Chief Executive Director or Chief Executive Director's designee is hereby authorized to enter into agreements, by which independent contractors provide such special services to the Center. The Chief Executive Director may enter a contract on behalf of the Center if the amount payable pursuant to the contract does not exceed $25,000 except in the event of a bona fide emergency, in which the amount payable pursuant to the contract may be up to $50,000.

e. Any contract or agreement exceeding the authority of the Chief Executive Director must be approved by the Board.

Except as otherwise provided herein, any professional services contract expected to exceed $50,000 shall be solicited through the formal solicitation process

4.5 Informal Bidding Process

a. Requesting three (3) quotes is required, evidence of which must be submitted along with Purchase Order. Quotes may be made by phone, email, or mail (email is preferred). Quotes do not need to be sealed or secured. When tangible personal property is standardized/uniform in quality, the award will be given to the vendor with the lowest quote. If the tangible personal property is not standardized/uniform in quality and the agreement is not awarded to the vendor with the lowest quote, written justification is required.

4.6 Formal Bidding Process

a. When the expenditure required for the purchase of personal property or services is more than $50,000, and detailed specifications are either known or unknown or a solution is being sought, the Center shall utilize the Request for Formal Proposal process.

4.7 Contracts

a. All contracts for consulting services shall require review by Legal Counsel.

4.8 Conflict of Interest

a. The Chief Executive Director, Chief Executive Director's designee, or Board shall ensure that any purchase of any personal property or special services shall be following Government Code Section 87100 et. Seq., pertaining to Conflict of Interest. All transactions over $5,000 will require an additional Disclosure Statement to safeguard against any financial interest or personal relationship with the vendor that may be deemed a conflict.

4.9 Bid and Purchase Splitting Prohibited

a. It is prohibited, for the purpose of evading any requirements herein, to split or separate into smaller units of purchase any purchase covered by this policy.

4.10 In Cases of Emergency

When repair or replacements are necessary the Center shall follow the Emergency Contracting Procedures detailed in the California Public Contract Code, Section 22050.

4.11 Credit Card

a. The Center may issue a credit card to certain individuals for business use only. Requests for a Center credit card will be sent to the Chief Executive Director and Administration Manager. All purchases made with the Center credit card must fall within the limitations and guidelines of Board Policy 3.016 – Credit Card.

4.12 Capital Asset Policy

a. The Center has a Capital Asset Policy to provide a mechanism for controlling property acquisition, availability, transfer, disposal, and proper documentation. Specifics can be found in the Center's Board Policy 3.014 Capital Assets.

4.13 References

a. Sacramento Regional Public Safety Communications Board Policy 3.016 Credit Card
b. Sacramento Regional Public Safety Communications Board Policy 3.014 Capital Assets
c. California Public Contract Code

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

STAFF REPORT (REPORT 26-44)

DATE: September 22, 2026

TO: Board of Directors

FROM: Parker Wilbourn, Chief Executive Director

BY: Brad Dorsett, IT Manager

SUBJECT: **Generators/ATS Preventative Maintenance Services**

RECOMMENDATION

The Board of Directors approve a three-year preventive maintenance services agreement with Cummins for the Center's emergency standby generators and automatic transfer switches for $31,630.58.

BACKGROUND/ANALYSIS:

SRFECC operates two emergency standby generators and associated automatic transfer switches that provide backup power to the communications center during a loss of commercial utility power. These systems are critical components of the Center's infrastructure and support the continuous operation of public safety communications.

SRFECC has utilized third-party service providers to perform scheduled preventive maintenance on the generator systems. These vendors have provided satisfactory routine maintenance services, including oil and filter changes, inspections, testing, and minor repairs. However, when significant equipment failures or more complex technical issues have occurred, the third-party providers have relied upon Cummins for technical support, troubleshooting, parts, or repair services. SRFECC was subsequently billed for the Cummins services through the third-party provider.

Cummins is the original equipment manufacturer (OEM) and service provider for the Center's two generators and associated transfer switches. Contracting directly with Cummins for preventive maintenance will eliminate the additional service layer between SRFECC and the OEM and provide the Center with direct access to Cummins technicians, technical resources, and parts support.

The Center's generator systems are now more than 30 years old. As the equipment continues to age, replacement parts and components are becoming increasingly difficult to source. Utilizing the OEM for ongoing preventive maintenance provides SRFECC with the best available access to manufacturer expertise, equipment-specific technical information, and Cummins' parts and service network.

Given the critical role of the emergency power systems in maintaining uninterrupted 9-1-1 and public safety communications, staff believes direct OEM support provides the appropriate level of service for this aging, mission-critical infrastructure.

FINANCIAL ANALYSIS

The preventive maintenance services are $1,300 more per year than the previous vendor. The increased cost will be funded through the Center's existing generator maintenance budget and the additional amount will be covered by the Generator Emergency Services line.

This recommendation is in alignment with Strategic Blueprint focus area 4C – Invest in the Center’s long-term facility, technology and communication needs and a modern disaster recovery site.

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

DocuSigned by:
Brad J Dorsett
704389467A974D5...

BRAD DORSETT
IT MANAGER

Attachments: Attachment- Cummins- PM Proposal_SRFECC.082826.pdf

Planned Equipment Maintenance Proposal to Sacramento Regional EMS

To the attention of: Sacramento Regional EMS

Cummins provides best in class products and related services worldwide with the highest quality in the industry. We service more than Cummins engines and generators, and we're pleased to offer you the following planned equipment maintenance proposal.

Cummins Available Planned Maintenance Services:

Cummins offers the following services - based on your selected packages these may or may not be included:

System Inspections: Batteries, controls, fuel systems, cooling systems, intake and exhaust systems, controls and accessories, aftertreatment basic run testing included in all Inspection Services.
Oil & Coolant Analysis: Sampling, included in all Inspection + Services, provides an overall snapshot of the equipment condition.
Planned Maintenance: Clean filters and oil changes included in Full Service keeps your product ready to run.
Load Bank Testing: Prevents wet stacking in diesel engines. In all units load bank testing applies controlled load to the equipment to test for proper operation providing peace of mind.
Transfer Switch & Switchgear: Cummins takes care of your whole system.
Cummins Branded Parts: Maintenance always includes Cummins Genuine Parts where applicable.
Warranty: Best-in-Industry warranty is always included, with a variety of extended warranty options available on Cummins equipment.
Digital Monitoring: Cummins offers remote monitoring solutions for your products to ensure availability and minimize unexpected costs.
Additional Available Services: Winterization, oil extension programs, training and more can all be customized to your needs.

For additional information regarding Cummins available products and services, please contact your Sales Representative.

Pricing for Services:

This 3 year proposal has been customized for your equipment and operations as described here:

Customer Information:		Contact Information:	
Sacramento Regional EMS		Name:	Roman Kukharets
10230 SYSTEMS PKWY, SACRAMENTO, California, 95827-3006		Phone Number:	916-228-3059
Account Number:	277171	Cell:	916-764-9816
		Email:	rkukharets@srfecc.ca.gov

The package Custom Bundle includes the below services for this equipment:

Site Information:		**Equipment Information:**	
GEN 1		**Manufacturer:**	Cummins Model
10230 Systems Parkway Sacramento, California 95827 United States		**Model:**	Cummins Model
Access:	Standard	**Engine Serial Number:**	
Access Notes:	150KW. BEHIND GATE.	**Genset Serial Number:**	E950577986
Service Branch:		**ATS Serial Number:**	
Cummins Sales & Service - Sacramento CA		**Quantity:**	1
875 RIVERSIDE PKWY WEST SACRAMENTO, California 95605-1502 United States		**Install Date:**	
		Warranty Expiration Date:	

Year 1	**Service Type**	**Frequency**	**Quantity**	**Unit Price**	**Extended Price**
	Inspection	Quarterly	3	644.10	1,932.30
	Full Service	Annually	1	1,610.04	1,610.04
	Load Bank Test - 90 Minutes	Annually	1	978.50	978.50
	Transfer Switch Service - Up to 3 Switches	Annually	1	611.48	611.48
				Year 1 Extended Total:	5,132.32
Year 2	**Service Type**	**Frequency**	**Quantity**	**Unit Price**	**Extended Price**
	Inspection	Quarterly	3	661.37	1,984.11
	Full Service	Annually	1	1,656.31	1,656.31
	Load Bank Test - 90 Minutes	Annually	1	1,001.53	1,001.53
	Transfer Switch Service - Up to 3 Switches	Annually	1	629.82	629.82
				Year 2 Extended Total:	5,271.77
Year 3	**Service Type**	**Frequency**	**Quantity**	**Unit Price**	**Extended Price**
	Inspection	Quarterly	3	678.65	2,035.95
	Full Service	Annually	1	1,702.52	1,702.52
	Load Bank Test - 90 Minutes	Annually	1	1,024.56	1,024.56
	Transfer Switch Service - Up to 3 Switches	Annually	1	648.17	648.17

	Year 3 Extended Total:	5,411.20

Price of Services per Unit: USD 15,815.29
Total Price of Services: USD 15,815.29

The package Custom Bundle includes the below services for this equipment:

Site Information:		Equipment Information:	
GEN 2		Manufacturer:	Cummins Model
10230 Systems Parkway Sacramento, California 95827 United States		Model:	Cummins Model
Access:	Standard	Engine Serial Number:	45196269
Access Notes:	150KW. BEHIND GATE.	Genset Serial Number:	E950578554
Service Branch:		ATS Serial Number:	
Cummins Sales & Service - Sacramento CA		Quantity:	1
875 RIVERSIDE PKWY WEST SACRAMENTO, California 95605-1502 United States		Install Date:	
		Warranty Expiration Date:	

Year 1	Service Type	Frequency	Quantity	Unit Price	Extended Price
	Inspection	Quarterly	3	644.10	1,932.30
	Full Service	Annually	1	1,610.04	1,610.04
	Load Bank Test - 90 Minutes	Annually	1	978.50	978.50
	Transfer Switch Service - Up to 3 Switches	Annually	1	611.48	611.48
				Year 1 Extended Total:	5,132.32
Year 2	**Service Type**	**Frequency**	**Quantity**	**Unit Price**	**Extended Price**
	Inspection	Quarterly	3	661.37	1,984.11
	Full Service	Annually	1	1,656.31	1,656.31
	Load Bank Test - 90 Minutes	Annually	1	1,001.53	1,001.53
	Transfer Switch Service - Up to 3 Switches	Annually	1	629.82	629.82
				Year 2 Extended Total:	5,271.77
Year 3	**Service Type**	**Frequency**	**Quantity**	**Unit Price**	**Extended Price**
	Inspection	Quarterly	3	678.65	2,035.95
	Full Service	Annually	1	1,702.52	1,702.52
	Load Bank Test - 90 Minutes	Annually	1	1,024.56	1,024.56
	Transfer Switch Service - Up to 3 Switches	Annually	1	648.17	648.17

	Year 3 Extended Total:	5,411.20

Price of Services per Unit: USD 15,815.29
Total Price of Services: USD 15,815.29

Year 1 Extended Total:	USD 10,264.64
Year 2 Extended Total:	USD 10,543.54
Year 3 Extended Total:	USD 10,822.40
Extended Total Agreement - PreTax:	USD 31,630.58

Notes:

3 YR PM PROPOSAL

QUARTERLY INSPECTIONS
ANNUAL FULL SERVICE WITH FLUID SAMPLING (OIL, FUEL, COOLANT)
ANNUAL LOAD BANK TEST
ANNUAL ATS INSPECTION

Anything not specifically addressed above is not included.

Customer Responsibilities:

The Customer is responsible for operating the maintained equipment and shall perform all checks as described in the Operation and Maintenance Manual.

Proposal Considerations:

1. All work is planned from Monday to Friday on normal Business working hours – 8:00am to 5:00pm. Additional and off-hours work and billable amounts not listed in the above scope of work shall be based on current calendar year rates.
2. All pricing above is stated excluding any and all taxes.
3. This quotation is open for acceptance for 60 days after which both price and service delivery period will be subject to confirmation prior to acceptance of proposal.
4. This quotation assumes a 3.00% rate increase will be applied each year.
5. This proposal is offered in U.S. Dollar.
6. Payment terms for this quote are Pay as you go.
7. Payments made by credit card will be subject to a 3% surcharge except where prohibited by law.

This maintenance proposal is expressly conditioned upon acceptance of the https://www.cummins.com/regional-terms-and-conditions/powercare of Cummins' Maintenance Agreement.

I appreciate your interest in working with Cummins and I thank you for your business. If you need any further assistance or clarification, please do not hesitate to contact me.

To accept this quotation as provided, please return a signed copy of this form or contact me for an electronically signable version.

Sincerely,

Ernesto Lua
Senior PEM Sales Executive - PG
ni148@cummins.com
www.cummins.com

Please return signed agreement to: ni148@cummins.com

Seller hereby agrees to sell to Buyer, and Buyer hereby agrees to buy from Seller. The foregoing product/ services upon the terms and condition set forth in the "Planned Equipment Maintenance Agreement Terms and Conditions" attached here to which are hereby incorporated here in reference.

Customer Approval (Quote ID Q-415404)	**Approval Cummins Sales & Service - Sacramento CA**
Name: ________________________________	Name: ________________________________
Title: ________________________________	Title: ________________________________
Signature: ________________________________	Signature: ________________________________
Date:____________________________________	Date:____________________________________

Scope of Services

Generator
Planned Equipment Maintenance

INSPECTION

INTERVALS AVAILABLE: WEEKLY, MONTHLY, QUARTERLY, SEMI-ANNUALLY OR ANNUALLY

BATTERIES AND BATTERY CHARGER
- Visually inspect battery terminal connections
- Verify electrolyte level, vent caps of all cells in the starting battery system
- Visually inspect wiring, connections and insulation
- Record battery charging functions
- Record battery information
- Record battery condition test

FUEL SYSTEM
- Visually inspect ignition system (Natural Gas and Propane Only)
- Record primary tank fuel level
- Inspect engine fuel system for leaks
- Visually inspect all engine fuel hoses, clamps, pipes, components and fittings
- Visually inspect rupture/ containment basin
- Inspect day tank and controls (if applicable)
- Optional - fuel sample for laboratory analysis*

COOLING SYSTEM
- Record coolant level
- Visually inspect for coolant leaks
- Visually inspect drive belts condition
- Verify for proper coolant heater operation
- Record jacket water temperature
- Visually inspect fan, water pump, drives and pulleys
- Visually inspect all coolant hoses, clamps and connections
- Visually inspect radiator condition
- Visually inspect louver for damage
- Visually inspect fan hub and drive pulley for mechanical damage
- Record freeze point of antifreeze protection
- Record DCA level prior to changing coolant filter
- Optional - Coolant sample for laboratory analysis*

LUBRICATION SYSTEM
- Visually inspect engine oil leaks
- Visually inspect engine oil lines and connections
- Record oil level
- Optional - Oil sample for laboratory analysis*

GENSET CONTROLS AND ACCESSORIES
- Visually inspect all engine mounted wiring, senders and devices
- Visually inspect all control mounted components and wiring
- Verify all connecting plugs are tightened and in a good condition
- Visually inspect all accessory components and wiring
- Visually inspect and test lighting indicators

INTAKE AND EXHAUST SYSTEMS
- Visually inspect air filter and housing
- Visually inspect all engine piping and connections
- Record air cleaner restriction
- Visually inspect engine exhaust system for leaks
- Visually inspect rain cap
- Optional – Air filter replacement*
- Optional - Clean crankcase breather or replace filters*

GENERAL CONDITIONS
- Visually inspect governor linkage and oil level
- Visually inspect guards
- Visually inspect enclosure
- Visually inspect engine and generator mounts
- Verify emergency stop operation

TRANSFER SWITCH
- Visually inspect controls and time delay settings
- Verify function of exercise clock and record settings from controller
- Verify remote start control operation
- Record utility / source one voltage

AFTERTREATMENT (Upon request)
- Verify DEF level
- Record DPF restriction
- Visually inspect aftertreatment and controls

SWITCHGEAR (Upon Request)
- Inspection and Full Service quote available upon request.

FULL SERVICE

INCLUDES INSPECTION

OPERATIONAL & FUNCTIONAL REVIEW OF GENERATOR CRITICAL COMPONENTS
- Inspect engine cooling fan & fan drives for excessive wear or shaft wobble
- Check all pulleys, belt tensioners, slack adjusters & idler pulleys for travel, wear & overall condition
- Inspect / lubricate drive bearings, gear or belt drives, and other shaft connecting hardware

LUBRICATION OIL & FILTRATION SERVICE
- Change engine oil
- Change oil, fuel and water filters
- Post lube services operations of genset (unloaded) at rated temperature

* Additional Charge

Any additional repairs, parts, or service which are required will be brought to the attention of the owner. Repairs will only be made after proper authorization from the owner is given to Cummins. Any additional repairs, maintenance or service performed by Cummins or a Planned Equipment Maintenance Agreement holder will be at current Cummins labor rates.

Arc flash boundary and available incident energy shall be identified and marked on equipment being serviced or maintained.

Cummins Sales & Service – Credit Application Instructions

Hello,

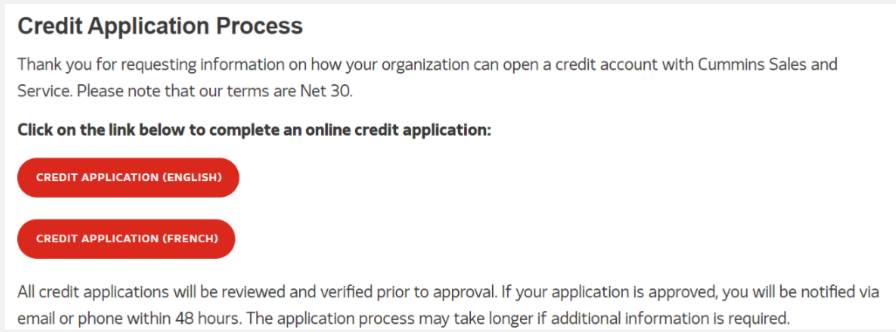
Thank you for your interest in **Cummins Sales and Service**.
Please follow the below instructions for requesting a line of credit with our organization.

CREDIT APPLICATION

Access or online credit application via the following link:

https://www.cummins.com/na/sales-and-service/credit-department

Select Preferred Language


Credit Application Process

Thank you for requesting information on how your organization can open a credit account with Cummins Sales and Service. Please note that our terms are Net 30.

Click on the link below to complete an online credit application:

CREDIT APPLICATION (ENGLISH)

CREDIT APPLICATION (FRENCH)

All credit applications will be reviewed and verified prior to approval. If your application is approved, you will be notified via email or phone within 48 hours. The application process may take longer if additional information is required.

Please complete all required applicable information, noting required information to input below:

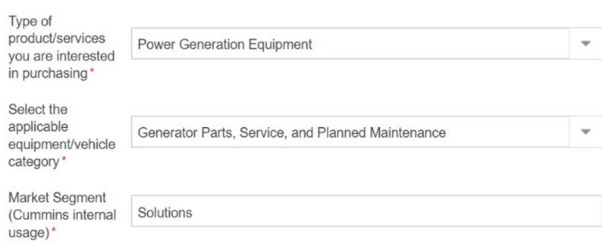
Please select “**YES**” if you have a prior account when asked “**Do you already have an account with Cummins?**”. Input your account number in the “*Existing Customer Number*” field.


Do you already have an account with Cummins?* ◉ Yes ○ No

Existing Customer Number

Please select “**Power Generation Equipment**” as the “*Type of product/services you are interested in purchasing*” and select “**Generator Parts, Service and Planned Maintenance**” as the “*Select the applicable equipment/vehicle category*”.

Once selected, “**Solutions**” will auto-populate as the “*Market Segment*”


Type of product/services you are interested in purchasing*: Power Generation Equipment

Select the applicable equipment/vehicle category*: Generator Parts, Service, and Planned Maintenance

Market Segment (Cummins internal usage)*: Solutions

Please input the sales professional’s email as the “*Cummins Sales Person Email*” (*if known*).


Cummins Sales Person Email

Please reply to me via email once you have completed the application process, or should you have any questions.

We look forward to working with you!

Thank you!

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

STAFF REPORT (REPORT 26-45)

DATE: September 22, 2026

TO: Board of Directors

FROM: Parker Wilbourn, Chief Executive Director

BY: Brad Dorsett, IT Manager

SUBJECT: **Tablet Command Service Agreement**

RECOMMENDATION

The Board of Directors approves the annual Tablet Command Service Agreement between Tablet Command and SRFECC.

BACKGROUND/ANALYSIS:

At the June 13, 2023 Special Board meeting, the Board of Directors gave the Center direction to manage the regional Tablet Command contract for member fire agencies. The Center assumes the role of regional contract management and issues passthrough invoice amounts to each respective user agency for license counts and costs that are vetted and approved prior to invoice issuance. The Center will bring forth future Tablet Command Service Agreement renewals to the board for approval.

FINANCIAL ANALYSIS

This service agreement confers no unanticipated financial impact to the Center as all agency Tablet Command costs will be passed on to the respective member agency and Center licensing costs were included in the final budget approved by the board. Subsequent contract year licensing costs for the Center will be included in future final budgets and agency licensing costs will continue to be vetted and approved through each respective member agency.

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

DocuSigned by:
Brad J Dorsett
704389467A974D5...

BRAD DORSETT
IT MANAGER

Attachments: Attachment- Tablet Command- SRFECC Service Agreement_08202026.docx

This Service Agreement ("**Agreement**") is entered into as of ______________ (**"Effective Date"**) by and between **Tablet Command, Inc.** (the "**Company**") and Sacramento Regional Fire/EMS Communications Center (the "**Customer**"). Company and Customer shall be individually referred to as a "**Party**" and collectively referred to as the "**Parties**".

Whereas, Government Code section 53060 authorizes Customer to contract for specialized services and advice in engineering, administrative, and related matters from persons or entities specially trained, experienced, and competent to perform such services; and

Whereas, Customer must operate a strong, sustainable, reliable, shared notification, response, and incident management system that provides specialized emergency communications, incident management, software, technical support, data integration, and administrative services related to the operation and enhancement of its public safety dispatch and emergency response systems;

Whereas, Company is qualified to those specialized services, including a common or shared notification, response, and incident management will produce a more reliable and standardized operational picture and benefit response personnel as a whole.

Whereas, both Parties recognize that a relationship described herein may be mutually beneficial.

Now therefore, in consideration of the mutual promises contained herein, the Parties agree as follows:

1. *Exhibits.* This Agreement has multiple Exhibits. Any Exhibit that is specified in this Agreement is by this reference made a part of it.

Exhibits Include:	Exhibit A:	Scope of Services & Fees
	Exhibit B:	Insurance
	Exhibit C:	General Terms and Conditions

2. ***Services***. During the Term Company will provide the "**Services**" identified in Exhibit A which shall incorporate all quotes approved by both Parties. The Services will include but are not limited to: account activation, including CAD integration and testing, account configuration, mobile device authentication, integration to third party solutions (staffing, pre-planning, etc.) as outlined in the quote(s) provided, training and orientation, access to the Tablet Command SaaS services and applications for Authorized Users, and ongoing customer support.

In the performance of these Services, Company shall act as an independent contractor. Contractor understands and agrees that Company and all of Company's employees shall not be considered officers, employees, agents, partner, or joint venture of Contractor, and are not entitled to benefits of any kind or nature normally provided employees of Contractor and/or to which Contractor's employees are normally entitled, including, but not limited to, State Unemployment Compensation or Worker's Compensation. Company shall assume full responsibility for payment of all federal, state and local taxes or contributions, including unemployment insurance, social security and income taxes with respect to Company's employees.

3. ***Customer Obligations, Representations and Warranties***.

a. Customer users ("**Authorized Users**") will be required to agree via a click-through agreement to the terms of the Apple Standard End User License Agreement ("**EULA**"), the content of which is available at https://www.apple.com/legal/internet-services/itunes/dev/stdeula. The terms of this Agreement and the EULA are binding on the Customer and each Authorized User. In the event of a conflict between the terms of this Agreement and the EULA, the terms of this Agreement shall control.
b. In connection with the provision of the Services to Customer, Customer agrees to direct incident data to https://api.tabletcommand.com.
c. Customer will not use the Services, or any of the content obtained from the Services, for any purpose that is unlawful or prohibited by this Agreement.
d. The Customer acknowledges and agrees that:
    i. the Services are provided "as is" to assist the Customer's incident commander(s), its personnel and other responders in response, managing incident resources, references, and tracking;
    ii. the Customer remains fully responsible for all aspects of incident command, accountability, resource tracking, and incident management, including assignments, actions, and circumstances on the scene of an emergency incident;
    iii. the Services are designed to assist with notification, response, incident management, and the documentation and tracking of resources;
    iv. the Customer agrees to utilize sound incident command tactics, procedures, and best practices while ensuring that personnel are adequately trained in both incident command principles and the effective use of the Services; and
    v. the Services are not a substitute for the responsibilities of Customer described above or any other responsibilities or training of Customer's incident commander(s), personnel and other responders and Authorized Users in response to incidents in which any or some of them are involved.
e. The Customer also understands that while the Services are designed to operate in a non-connected state, certain functionality of the Services will be limited or entirely non-functional. Specifically, the Customer acknowledges and understands that during periods of disconnection, the Services may not receive updates regarding resources, Computer-Aided Dispatch (CAD) information, or data from other devices that may be viewing or contributing to the incident.
f. The Customer acknowledges that factors beyond the Company's control may affect the functionality of the Device (defined below). Such Device may lose power, and its operability may be compromised by high heat, moisture, accidental breakage, or other environmental factors. The Customer acknowledges and agrees that the Customer's overall incident management planning will need to account for these potential limitations.
g. Customer must train all Authorized Users on proper use of the Services to ensure such Authorized Users have the skills and competencies needed to properly use the Services. Only Authorized Users who are trained on the Services may use the

Services. Company will provide initial training and orientation on the Services to a group of Authorized Users selected by Customer. Customer is responsible for training all other Authorized Users on the Services.

4. ***License Grants and Restrictions***.

a. ***License Right***. During the Term, Company grants Customer a revocable, non-exclusive, non-transferrable, non-assignable limited right to install and use the Services on a computer or device controlled by an Authorized User (each a "**Device**"), and to access and use the Services on such Device strictly in accordance with the terms and conditions of this Agreement for the purpose of assisting users in managing their human resources and apparatus during an emergency.

b. ***Restrictions.*** Customer shall not: (i) decompile, reverse engineer, disassemble, attempt to derive the source code of, or decrypt the Services; (ii) make any modification, adaptation, improvement, enhancement, translation or derivative work from the Services; (iii) violate any applicable laws, rules or regulations in connection with your access or use of the Services; or (iv) remove, alter or obscure any proprietary notice (including any notice of copyright or trademark) of Company or its affiliates, partners, suppliers or the licensors of the Services or otherwise obscure or modify the manner in which the material is displayed by means of the Services.

c. ***License to Company***. During the Term, Customer grants Company an irrevocable, royalty-free, fully paid-up right to view, record, and analyze Customer's use of the Services, including but not limited to technical information about the Devices (including Device UUID), computer, physical location, system and application software, and peripherals.

d. ***Restricted Use of the Services***. The Services are not a substitute for sound fire management techniques and practices in emergency situations. Customer agrees not to use, access, sell, resell, or offer for any commercial purposes, any portion of the Services. Customer agrees not to rely on the Services other than to manage its resources during an emergency. Company is not responsible for any Customer failures outside its control, including, but not limited to, WIFI outage, the environment or "Acts of God". Company is responsible for the Services; provided, however, it is not responsible for providing the Services hereunder or the functionality of the Services when certain circumstances beyond its control arise, making performance illegal, or operationally impossible or not feasible (i.e., "Acts of God").

e. ***General Practices Regarding Use and Storage***.

i. Customer and its Authorized Users will use the Services in compliance with all applicable international, state, federal and local laws and in accordance with the terms of this Agreement. No Authorized User may access or use the Services for any purpose other than that for which the Company makes it available. Without limiting any other remedies, the Company may suspend or terminate any Authorized User account if the Company suspects that an Authorized User has engaged in unlawful or prohibited activity in connection with the Services. The Company acknowledges and understands that certain portions of the Services may require and utilize internet access, phone service, data access or text messaging capability.

Customer is solely responsible for obtaining and maintaining its access to the foregoing systems.

ii. The Company may terminate an Authorized User's account in its absolute discretion and for any reason. The Company is especially likely to terminate an Authorized User's account for reasons that include, but are not limited to, the following: (1) violation of this Agreement; (2) use of the Services in a manner inconsistent with the license right set forth above; (3) an Authorized User's request for such termination; or (4) as required by law, regulation, court or governing agency order. Any termination may be affected without notice and, on such termination, the Company may immediately deactivate or delete such Authorized User's account and/or prohibit any further access to files or data from such account. The Company shall not be liable to the Customer, any Authorized User or any other third party for any termination of an Authorized User's access or account hereunder. In addition, an Authorized User's request for termination will result in deactivation but not necessarily deletion of the account.

f. The Services and related documentation are "Commercial Items", as that term is defined at 48 C.F.R. §2.101, consisting of "Commercial Computer Software" and "Commercial Computer Software Documentation", as such terms are used in 48 C.F.R. §12.212 or 48 C.F.R. §227.7202, as applicable. Consistent with 48 C.F.R. §12.212 or 48 C.F.R. §227.7202-1 through 227.7202-4, as applicable, the Commercial Computer Software and Commercial Computer Software Documentation are being licensed to U.S. Government end users (a) only as Commercial Items and (b) with only those rights as are granted to all other end users pursuant to the terms and conditions herein.

5. ***Fees***. Company shall provide the Services and the Services in consideration for the fees set forth in the quote(s) provided to and approved by the Customer. Each such quote shall be attached hereto as an Exhibit A. Company will issue periodic invoices and Customer agrees to pay all undisputed amounts within thirty (30) days of receipt. Any undisputed invoices that remain unpaid more than thirty (30) days past their due date shall incur interest at the rate equal to the lower of 15% per year or the maximum rate allowed by applicable law.

6. ***Term.*** The term of this Agreement will begin on the Effective Date and will continue until one year from the Effective Date ("**Initial Term**"). This Agreement shall renew automatically for additional one-year terms upon each anniversary of the Effective Date unless either party provides notice for non-renewal at least ninety (90) days prior to the end of the then-current term ("**Renewal Term**"). The Initial Term and the Renewal Term are collectively referred to herein as the "**Term**." The terms and conditions included in Sections 2(d), 6, 7. 8, 12 and this Section 5 of this Agreement shall survive any termination of this Agreement.

7. ***Confidentiality and Data Security.***

a. "**Confidential Information**" means any non-public information that relates to Company or Customer, as applicable, including without limitation, technical data, know-how, trade secrets, product plans, markets, services offerings, customer lists and customers, software, research and developments, inventions, processes, formulas, designs, drawings, hardware configurations or finances. Confidential Information does not include information that (i) is known to either Party at the time of disclosure as evidenced by written records, (ii) has become publicly known and made generally available through no wrongful act of the receiving Party or (iii) has been rightfully received by a Party from a third party who is authorized to make such disclosure.

b. ***Nonuse and Nondisclosure***. Neither Party will during or subsequent to the term of this Agreement, (i) use the Confidential Information for any purpose other than the performance of this Agreement or (ii) disclose Confidential Information to any third party. Confidential Information will remain the sole property of the disclosing Party. Each Party agrees to take all reasonable precautions to prevent any unauthorized disclosure or use of such Confidential Information.

c. ***Permitted Disclosure***. Notwithstanding the restrictions on use and disclosure of Confidential Information in 6.b, a Party may disclose Confidential Information as necessary to comply with a legal demand or obligation (e.g., subpoena, civil investigative demand) so long as such Party provides at least five (5) business days prior written notice of such disclosure to the other Party (to the extent legally permitted) and any assistance reasonably requested by the other Party to contest or limit the disclosure. Company acknowledges and understands that the Customer is a public agency subject to the disclosure requirements of the California Public Records Act, Government Code section 7920.000 et seq. ("**CPRA**"). If the Customer receives a request for information or records that Company has designated as Confidential (e.g., proprietary information), the Customer will provide notice to Company pursuant to this section prior to disclosure. If Company contends that any documents are exempt from the CPRA and wishes to prevent disclosure, it may at its own cost obtain a protective order, injunctive relief or other appropriate remedy from a court of law in the appropriate jurisdiction before the Customer is required to respond to the CPRA request.

d. ***Remedies***. In addition to the procedures for a CPRA request specified in Section 6.c above, if a Party discloses or uses (or threatens to disclose or use) Confidential Information, the Party whose Confidential Information is or may be disclosed or used will have the right, in addition to any other remedies under this Agreement, to seek injunctive relief to enjoin such acts, it being specifically acknowledged by the Parties that other available legal remedies are inadequate.

8. ***Ownership***. The Parties agree that the Services and all copyrights, moral rights, notes, records, drawings, designs, inventions, improvements, developments, discoveries, computer programs (e.g. source code, object code, listings), work-in-progress, deliverables, drawings, designs, logos, images, trademarks, and trade secrets conceived, discovered, developed or reduced to practice by Company (collectively, "**Inventions**"), solely or in collaboration with others, are the sole property of Company, except the extent of any Customer Confidential Information.

9. ***Indemnity; Disclaimer; Limitations of Liability.***

a. ***Indemnification by Customer***. The Customer shall indemnify, defend and hold harmless the Company, and its affiliates and their respective officers, employees and agents, from any and all claims, demands, damages, costs, and liabilities including reasonable attorneys' fees, due to or arising out of Customer's or any Authorized User's misuse, negligence, recklessness, of willful misconduct arising out of the use of the Services; or any breach of this Agreement.

b. ***Indemnification by Company***. The Company agrees to indemnify, defend, and hold Customer harmless from and against any and all third-party claims, including reasonable attorneys' fees, costs, and expenses incidental thereto, which may be suffered by, accrued against, charged to, or recoverable from Customer, arising out of a claim that the Services infringe or misappropriate any United States or foreign patent, copyright, trade secret, trademark, or other proprietary right (an "**Infringement Claim**") except for any third party claims that are directly or indirectly related to (i) Customer's use of the Services in breach of this Agreement, (ii) Customer's use of the Services in combination with other products or services not explicitly approved by the Company, or (iii) Customer's modification of the Services without the explicit consent of Company. In the event that the Company is enjoined from delivering either preliminary or permanently, or continuing to license to Customer, the Services and such injunction is not dissolved within thirty (30) days, or in the event that Customer is adjudged, in any final order of a court of competent jurisdiction from which no appeal is taken, to have infringed upon or misappropriated any patent, copyright, trade secret, trademark, or other proprietary right in the use of the Services, then the Company may, at its expense and option: (a) obtain for Customer the right to continue using the Services; (b) replace or modify the Services so that it does not infringe upon or misappropriate such proprietary right and is free to be delivered to and used by Customer; or, (c) in the event that the Company is unable or determines, in its reasonable judgment, that it is commercially unreasonable to do either of the aforementioned, the Company shall reimburse to Customer the unused portion of the fees paid for the Services.

c. ***Indemnification Procedures***. Promptly after receipt by Customer of a threat of any Infringement Claim, or a notice of the commencement, or filing of any Infringement Claim against Customer, Customer shall give notice thereof to the Company, provided that failure to give or delay in giving such notice to the Company shall not relieve the Company of any liability it may have to Customer except to the extent that the Company demonstrates that the defense of such action is prejudiced thereby. Customer shall not independently defend or respond to any such claim; provided, however, that Customer shall have the right, at its own expense, to monitor the Company's defense of any such claim. The Company shall have sole control of the defense and of all negotiations for settlement of such action. At the Company's request, Customer shall cooperate with the Company in defending or settling any such action; provided, however, that the Company shall reimburse Customer for all reasonable out-of-pocket costs incurred by Customer (including, without limitation, reasonable attorneys' fees and expenses) in providing such cooperation.

d. ***DISCLAIMER***. EACH PARTY DISCLAIMS ANY AND ALL WARRANTIES AND INDEMNITIES, EXPRESS OR IMPLIED, IN THE PROVISION OF SERVICES HEREUNDER, INCLUDING THE IMPLIED WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE. THE CUSTOMER'S AND EACH AUTHORIZED USER'S USE OF THE SERVICES IS AT THEIR SOLE RISK. THE SERVICES ARE PROVIDED ON AN

"AS IS" AND "AS AVAILABLE" BASIS AND THE COMPANY ASSUMES NO RESPONSIBILITY FOR THE TIMELINESS, DELETION, MISDELIVERY OR FAILURE TO STORE ANY USER COMMUNICATIONS OR PERSONALIZATION SETTINGS. SPECIFICALLY, THE COMPANY MAKES NO WARRANTY THAT (i) THE SERVICES WILL MEET CUSTOMER'S REQUIREMENTS AND (ii) ANY AUTHORIZED USER ACCESS WILL BE UNINTERRUPTED, TIMELY, SECURE OR ERROR-FREE. EXCLUDING ONLY DAMAGES ARISING OUT OF THE COMPANY'S WILLFUL MISCONDUCT, THE COMPANY SHALL NOT BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR EXEMPLARY DAMAGES RESULTING FROM THE CUSTOMER'S OR ANY AUTHORIZED USER'S USE OR INABILITY TO USE ANY SERVICES OR SERVICES THEREON. SCHEDULED AND PREVENTIVE MAINTENANCE AS WELL AS REQUIRED AND EMERGENCY MAINTENANCE WORK MAY TEMPORARILY INTERRUPT SERVICES OR ACCESS TO THE SERVICES. THE COMPANY IS NOT RESPONSIBLE FOR CUSTOMER'S OR ANY AUTHORIZED USER'S USE OF THE SERVICES OR THE DECISIONS AND INCIDENT MANAGEMENT OF THE CUSTOMER OR ANY OF ITS AUTHORIZED USERS. THE COMPANY IS NOT RESPONSIBLE FOR ANY DAMAGES INCURRED BY CUSTOMER, ANY AUTHORIZED USER OR ANY THIRD PARTY CAUSED BY THE IMPROPER USE OF THE SERVICES. THE SERVICES ARE SUBJECT TO WIFI UNAVAILABILITY, INCLUDING EMERGENCIES, THIRD PARTY SERVICE FAILURES, TRANSMISSION, EQUIPMENT OR NETWORK PROBLEMS OR LIMITATIONS, INTERFERENCE, SIGNAL STRENGTH, AND MAINTENANCE AND REPAIR. COMPANY IS NOT LIABLE FOR ANY ISSUES ARISING FROM THIRD-PARTY INTEGRATIONS OR SERVICES USED IN CONJUNCTION WITH THE SERVICES OR CUSTOMER OR ITS AUTHORIZED USERS' USE OF THE SERVICES NOT IN ACCORDANCE WITH TERMS OF THIS AGREEMENT.

e. ***LIMITATION OF LIABILITY***.

Company. In no event shall the Company's total cumulative liability to the Customer, any Authorized User or any other party under this Agreement, arising out of the use of the Services or otherwise exceed the amounts paid by the Customer to the Company under this Agreement in the preceding 12 months prior the applicable claim. Some jurisdictions do not allow the exclusion of certain warranties or the limitation or exclusion of liability for incidental or consequential damages. Accordingly, some of the above limitations may not apply to the Company. The disclaimers of warranty and limitations of liability apply, without limitation, to any damages or injury caused by the failure of performance, error, omission, interruption, deletion, defect, delay in operation or transmission, computer virus, communication line failure, theft or destruction or unauthorized access to, alteration of or use of any asset, whether arising out of breach of contract, tortious behavior, negligence or any other course of action by the company. Any claim or cause of action arising out of or related to use of the Services or this Agreement must be filed within one (1) year after such claim or cause of action arose or be forever barred.

Customer. Other than as provided in this Agreement, Customer's financial obligations under this Agreement shall be limited to the payment of the fees provided in this Agreement. Notwithstanding any other provision of this Agreement, in no event, shall Customer be liable, regardless of whether any claim is based on contract or tort, for any special, consequential, indirect or incidental damages, including, but not limited to, lost profits or revenue, arising out of or in connection with this Agreement for Company.

*10. **Privacy Compliance***.

a. ***Personal Information Defined***. "**Personal Information**" for purposes of this Agreement means information that the Company processes on Customer's behalf that identifies, relates to, describes, or is reasonably capable of being associated with or linked to a particular identifiable person or household and includes, without limitation, "personal information" as defined by the California Consumer Privacy Act of 2018, as amended, and as defined by the Personal Information Protection and Electronic Documents Act (Canada), but excludes such information of Customer's business representatives that the Company collects and processes for its own purposes (e.g., billing, technical support, marketing). For avoidance of doubt and not limitation, de-identified or aggregated information that is no longer reasonably capable of being associated with or linked to a particular identifiable person or household ("**Anonymized Information**") will not be deemed Personal Information even if such information was derived from Personal Information. The Company will not attempt to re-identify the persons associated with Anonymized Information and may use and disclose Anonymized Information without limitation or restriction.

b. ***Restrictions on Use***. Unless specifically directed or authorized by Customer, the Company will not (i) sell or share (for cross-context behavioral advertising purposes) Personal Information; (ii) retain, use, or disclose Personal Information for any purpose other than the specific purpose of performing the Services, including retaining, using, or disclosing Personal Information for a commercial purpose other than providing the Services; (iii) retain, use, or disclose Personal Information outside of the direct business relationship between the Parties; or (iv) combine the Customer's Personal Information with personal information the Company processes on behalf of third parties or itself to the extent prohibited by applicable privacy and data security laws. Notwithstanding the foregoing, the Company may retain, use, or disclose Personal Information as reasonably necessary to fulfill or demonstrate compliance with its legal obligations.

c. ***Consent for Use***. The Customer will provide all notices and obtain all consents required by applicable laws and regulations for the Company to process Personal Information in connection with the Services including, without limitation, the Company's transfer to and processing of Personal Information in the United States of America, Canada, and Australia. The Customer and each Authorized User will use the Services in compliance with all applicable laws and regulations.

d. ***Data Security***. The Company will implement reasonable administrative, technical, and physical safeguards to protect Personal Information in its possession or control from unauthorized or unlawful access, disclosure, or use (a "**Data Breach**"). Without limiting the generality of the foregoing, the Company will (i) encrypt all Personal Information while in transit from/to the Customer or a third party designated by the Customer via SSL 256 bit AES encryption or equivalent;

(ii) store Personal Information on server(s) located in SSAE 16 certified data center(s); and (iii) not disclose Personal Information to third-party subcontractors unless such subcontractors have entered into a written agreement with the Company imposing privacy, data security, and confidentiality obligations on such subcontractors no less stringent than those imposed on the Company in this Agreement. The Customer gives consent to the Company's use of subcontractors to process Personal Information on the Customer's behalf so long as the foregoing criteria are satisfied, and the Customer waives any right it may have under applicable privacy and data security laws to receive notice of the Company's appointment or removal of any subcontractor. The Customer will not knowingly introduce, or negligently permit to be introduced, into the Company's computer systems, databases, hardware, or software any virus, malware, ransomware, or other contaminants (including, but not limited to, codes, commands, instructions, devices, techniques, bugs, or flaw) that may be used to access, alter, delete, threaten, infect, damage, disable, or inhibit our full use of the Company's computer systems, databases, hardware, or software.

e. ***Data Breach***. The Company shall provide immediate notice by email to Customer and in no event shall such notice be more than seventy-two (72) hours after the Company confirms a Data Breach occurred relating to the Customer's Personal Information. The Company will provide information reasonably requested by the Customer to aid the Customer in making any necessary notices to impacted data subjects and/or governmental authorities.

f. ***Cooperation***. The Company will reasonably cooperate with Customer, at the Customer's cost, (i) in response to data subject requests for access, correction, deletion, or to exercise any other right provided by applicable laws and regulations to the use of such data subject's Personal Information and (ii) in response to the Customer's requests for assistance in connection with a data protection impact assessment, risk assessment, or similar analysis required by applicable privacy and data security laws. In the event the Company receives a data subject request relating to Personal Information, the Company will notify such data subject that it is unable to respond to the request without authorization from the Customer and will direct such data subject to contact the Customer directly to make the request.

g. ***User IDs***. The Customer will use best efforts to protect the confidentiality of user IDs, passwords, and other access credentials used by the Customer, or Customer's employees, agents, representatives, and Authorized Users to access any of the services provided by the Company. The Customer will provide prompt notice to the Company of any actual or suspected compromised user IDs, passwords, or other access credentials. The Customer is responsible for all actions taken under its access credentials even if Customer did not authorize such actions.

h. ***Notice of Noncompliance***. The Company will provide notice to the Customer if the Company determines it can no longer process Personal Information in compliance with this Agreement or applicable privacy and data security laws. The Customer may, at Customer's cost and upon at least thirty (30) days prior written notice to the Company, take reasonable and appropriate steps to mitigate the Company's processing of Personal Information that is not in compliance with this Agreement or applicable privacy and data security laws.

i. ***Audit***. No more than once per twelve-month period, at the Customer's cost, the Customer or its designee may audit the Company's data security and privacy practices related to Personal Information. The Customer will provide at least thirty (30) days' prior written notice of its intent to conduct such audit and will reasonably cooperate with the Company to minimize disruption to the Company's day-to-day business operations as a result of such audit.

j. ***Personal Information Retention***. Upon termination of the Customer's account, the Company will return or destroy, at the Customer's option, the Personal Information the Company processes on the Customer's behalf. Notwithstanding the foregoing, if return of such Personal Information is impractical, the Company may destroy such Personal Information. Further notwithstanding the foregoing, the Company may retain such Personal Information (i) stored in an archive or backup system until such Personal Information is deleted from such system in the normal course of the Company's business and (ii) as reasonably necessary to fulfill or demonstrate compliance with its legal obligations or to defend or pursue a legal claim.

k. ***Opt-In Data Disclosures***. From time-to-time the Company may make available features or integrations that permit Customer to make certain data, which may include Personal Information, available to other Company customers or to third parties. If Customer opts-in to the use of such features or integrations, Customer authorizes and directs Company to make Customer's data available as explained during the opt-in process. Customer agrees that Company will have no liability to Customer related to data disclosed to other Company customers or third parties in connection with such features or integrations. Customer may withdraw its consent at any time by providing written notice to Company at the address for notice listed below, or via an email message sent to support@tabletcommand.com.

l. ***AVL Data***. The Company is hereby authorized and directed to share Automatic Vehicle Location ("**AVL**") data with other Company customers. Customer acknowledges and agrees that Company will have no liability to Customer related to AVL data shared with other Company customers. Company acknowledges and agrees that Customer retains the ability to opt out of participation in this AVL data sharing agreement at any time by providing written notice to Company at the address for notice listed below, or via an email message sent to support@tabletcommand.com.

11. ***Insurance***. The Customer will maintain in force during the Term the insurance coverages as set forth on <u>Exhibit B</u>.

12. ***Records***. The Company will maintain complete and accurate records in accordance with its then-current policies.

13. ***Miscellaneous****.*

a. ***Governing Law; Venue***. This Agreement shall be governed by the laws of the State of California without regard to California's conflicts of law rules. The Parties agree that the exclusive venue for any dispute arising hereunder shall be the federal or state located in the City and County of San Francisco, California and the parties waive any objection to personal jurisdiction or venue in any forum located in that county.

b. ***Assignability***. This Agreement may not be assigned by Customer, including by operation of law, without the prior written consent of the Company. The rights and liabilities of the parties hereto shall bind and inure to the benefit of their respective successors, executors and administrators.
c. ***Entire Agreement***. This Agreement constitutes the entire agreement between the Parties and supersedes all prior and contemporaneous written and oral agreements between the Parties regarding the subject matter of this Agreement. Except with regard to updates pursuant to Section 12(g), any waiver, modification, or amendment of any provision of this Agreement shall be effective only if in writing and signed by the Parties hereto.
d. ***Publicity***. Each party may issue press releases or otherwise publicly reference the other in advertising and marketing (such as Internet, TV, radio and print) including the use of quotations from key staff, pictures, and videos.
e. ***Attorney's Fees***. If any action at law or in equity is necessary to enforce or interpret the terms of this Agreement, the prevailing party shall be entitled to reasonable attorneys' fees, costs and necessary disbursements in addition to any other relief to which such party may be entitled.
f. **Counterparts; Electronic Signatures**. This Agreement may be executed electronically including by Customer's acceptance of an online order form that refers to this Agreement, and the Parties agree that they will accept signature by electronic transmission in lieu of original signatures and that the Agreement and any amendments hereto or order forms entered pursuant to this Agreement will have the same binding and enforceable effect with electronic signatures as they would have with original signatures.

[signature page follows]

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the date first written above. The authorized representatives of the parties have signed this Agreement as of the Effective Date.

Customer	**Tablet Command, Inc.**
By:	By:
Name:	Name: William Pigeon
Title:	Title: Chief Executive Officer
Address for Notice:	Address for Notice: Tablet Command, Inc. 1212 Broadway Plaza, Ste 2100 Walnut Creek, California 9459

EXHIBIT A
TABLET COMMAND QUOTE(S)

EXHIBIT B
INSURANCE REQUIREMENTS

During the term of the Agreement, the Company will maintain in force no less than the insurance coverages set forth as follows:

General Liability

General Aggregate:	$4,000,000
Each Occurrence:	$2,000,000

Automobile Liability

Hired/Non-Owned:	$4,000,000

Errors & Omissions

General Aggregate:	$4,000,000
Per Claim:	$2,000,000
Per Occurrence:	$2,000,000

Cyber Liability

General Aggregate:	$4,000,000
Each Occurrence:	$2,000,000

Exhibit C
Additional General Terms and Conditions

1. **STANDARD OF CARE.** Company's Services will be performed, findings obtained, reports and recommendations prepared in accordance with generally and currently accepted principles and practices of his/her profession for services to California public agencies.
2. **TERMINATION.**
   a. **Without Cause by Customer.** Customer may, at any time, with or without reason, terminate this Agreement and compensate Company only for services satisfactorily rendered to the date of termination. Written notice by Customer shall be sufficient to stop further payment obligation. Notice shall be deemed given when received by Company or no later than three (3) days after the day of mailing, whichever is sooner.
   b. **Without Cause by Contractor.** Contractor may not terminate this Agreement without cause.
   c. **With Cause by Customer.** Customer may terminate this Agreement upon giving written notice of intent to terminate for cause. Cause shall include:
      (1) material violation of this Agreement by Contractor; or
      (2) any act by Contractor exposing Customer to liability to others for personal injury or property damage; or
      (3) Contractor is adjudged bankrupt, Contractor makes a general assignment for the benefit of creditors, or a receiver is appointed on account of Contractor's insolvency.

   Written notice by Customer shall contain the reasons for such intent to terminate and unless within three (3) calendar days after that notice the condition or violation shall cease, or satisfactory arrangements for the correction thereof be made, this Agreement shall upon the expiration of the three (3) calendar days cease and terminate. In the event of this termination, Customer may secure the required services from another Contractor. If the expense, fees, and/or costs to Customer exceeds the cost of providing the service pursuant to this Agreement, Contractor shall immediately pay the excess expense, fees, and/or costs to Customer upon the receipt of Customer's notice of these expense, fees, and/or costs. The foregoing provisions are in addition to and not a limitation of any other rights or remedies available to Customer.
   d. **With Cause by Contractor.** Contractor may terminate this Agreement upon giving of written notice of intention to terminate for cause. Cause shall include:
      (1) material violation of this Agreement by Customer; or
      (2) any act by Customer exposing Contractor to liability to others for personal injury or property damage; or
      (3) Customer is adjudged bankrupt, Customer makes a general assignment for the benefit of creditors or a receiver is appointed on account of Contractor's insolvency.

   Written notice by Contractor shall contain the reasons for such intention to terminate and unless within thirty (30) calendar days after that notice the condition or violation shall cease, or satisfactory arrangements for the correction thereof be made, this Agreement shall upon the expiration of the thirty (30) calendar days cease and terminate. The foregoing provisions are in addition to and not a limitation of any other rights or remedies available to Contractor.

3. **CONFLICT OF INTEREST.** Through its execution of this Agreement, Company acknowledges that it is familiar with the provisions of Gov. Code, § 1090 et seq. and Chapter 7 of the Political Reform Act of 1974 (Gov. Code, § 87100 et seq.), and certifies that it does not know of any facts that constitute a violation of those provisions. In the event Company receives any information subsequent to execution of this Agreement that might constitute a violation of these provisions, Company agrees it shall immediately notify Customer of this information.
4. **APPROVAL OF LEGISLATIVE BODY.** This Agreement shall not be binding upon Customer until Customer's Governing Board has approved all the terms and conditions contained herein.
5. **DISPUTES.** In the event of a dispute between the parties as to performance of Services, Agreement interpretation, or payment, the Parties shall attempt to resolve the dispute by negotiation and/or mediation, if agreed to by the Parties. Pending resolution of the dispute, Company shall neither rescind the Agreement nor stop the Services.
6. **COMPLIANCE WITH LAWS.** The Parties shall observe and comply with all rules and regulations of the governing board of Customer and all federal, state, and local laws, ordinances and regulations. Company shall give all notices required by any law, ordinance, rule and regulation bearing on conduct of the Services as indicated or specified. If Company observes that any of the Services required by this Agreement is at variance with any such laws, ordinance, rules or regulations, Company shall notify Customer, in writing, and, at the sole option of Customer, any necessary changes to the scope of the Services shall be made and this Agreement shall be appropriately amended in writing, or this Agreement shall be terminated effective upon Company's receipt of a written termination notice from Customer. If Company performs any work that is in violation of any laws, ordinances, rules or regulations, without first notifying Customer of the violation, Company shall bear all costs arising therefrom.
7. **ANTI-DISCRIMINATION.** It is the policy of Customer that in connection with all work performed under contracts there be no discrimination against any employee engaged in the work because of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation, or military and veteran status, or any other class or status protected by applicable law, and therefore Company agrees to comply with applicable Federal and California laws including, but not limited to the California Fair Employment and Housing Act beginning with Government Code Section 12900 and Labor Code Section 1735. In addition, Company agrees to require like compliance by all its subcontractor(s).
8. **PROVISIONS REQUIRED BY LAW DEEMED INSERTED.** Each and every provision of law and clause required by law to be inserted in this Agreement shall be deemed to be inserted and this Agreement shall be read and enforced as though it were included. If through mistake or otherwise, any provision is not inserted or is not correctly inserted, then upon application of either Party, the Agreement shall be amended to make the insertion or correction. All references to statutes and regulations shall include all amendments, replacements, and enactments in the subject which are in effect as of the date of this Agreement, and any later changes which do not materially and substantially alter the positions of the Parties.
9. **SEVERABILITY.** In the event that any provision of this Agreement shall be construed to be illegal or invalid for any reason, said illegality or invalidity shall not affect the remaining provisions hereof, but such illegal or invalid provision shall be fully severable and this Agreement shall be construed and enforced as if such illegal or invalid provision had never

been included herein, unless to do so would frustrate the intent and purpose of this Agreement.

10. **FORCE MAJEURE.** No Party shall be liable to any other Party for any loss or damage of any kind or for any default or delay in the performance of its obligations under this Agreement (except for payment obligations) if and to the extent that the same is caused, directly or indirectly, by fire, flood, earthquake, elements of nature, epidemics, pandemics, quarantines, acts of God, acts of war, terrorism, civil unrest or political, religious, civil or economic strife, or any other cause beyond a Party's reasonable control.
11. **MODIFICATION.** This Agreement may be amended at any time by the written agreement of Customer and Company.
12. **WAIVER.** Waiver of a breach or default under this Agreement shall not constitute a continuing waiver of a subsequent breach of the same or any other provision under this Agreement.
13. **AUTHORITY.** The individual executing this Agreement on behalf of Company warrants that he/she is authorized to execute the Agreement on behalf of Company and that Company will be bound by the terms and conditions contained herein.
14. **HEADINGS AND CONSTRUCTION.** Headings at the beginning of each paragraph and subparagraph are solely for the convenience of the Parties and are not a part of the Agreement. Whenever required by the context of this Agreement, the singular shall include the plural and the masculine shall include the feminine and vice versa. This Agreement shall not be construed as if it had been prepared by one of the Parties, but rather as if both Parties had prepared the same. Unless otherwise indicated, all references to paragraphs, sections, subparagraphs, and subsections are to this Agreement.
15. **NOTICE.** Any notice required by this Agreement may be given either by personal service or by deposit (postage prepaid) in the U.S. mail and addressed as follows:

To Customer:
Sacramento Regional Fire/EMS Communications Center
102490 Systems Pkwy Suite 200
Rancho Cordova, CA 95827
Attn: Chief Executive Director

To Company:
Tablet Command
[Contractor Address]
[Contractor City, State, Zip code]
Attn: [Contractor Contact]

Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3006
www.srfecc.ca.gov

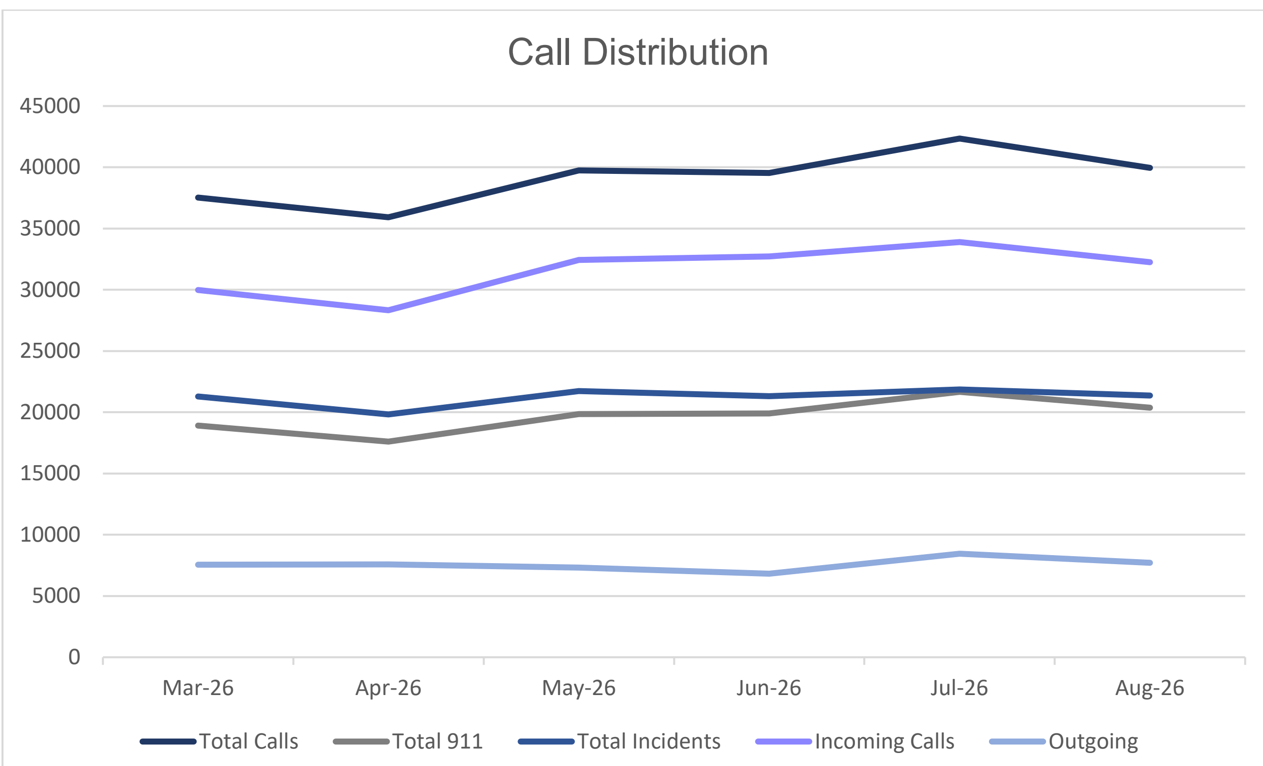
Telephony Performance Measure
August 2026

Overview

TOTAL CALL VOL.	39,960
TOTAL INCIDENTS	21,366
INCOMING CALLS	32,241
OUTGOING CALLS	7,719

Incoming Lines Detail

911 LINES	20,368
SEVEN DIGIT EMERGENCY	4,653
ALLIED/ADMIN	7,206

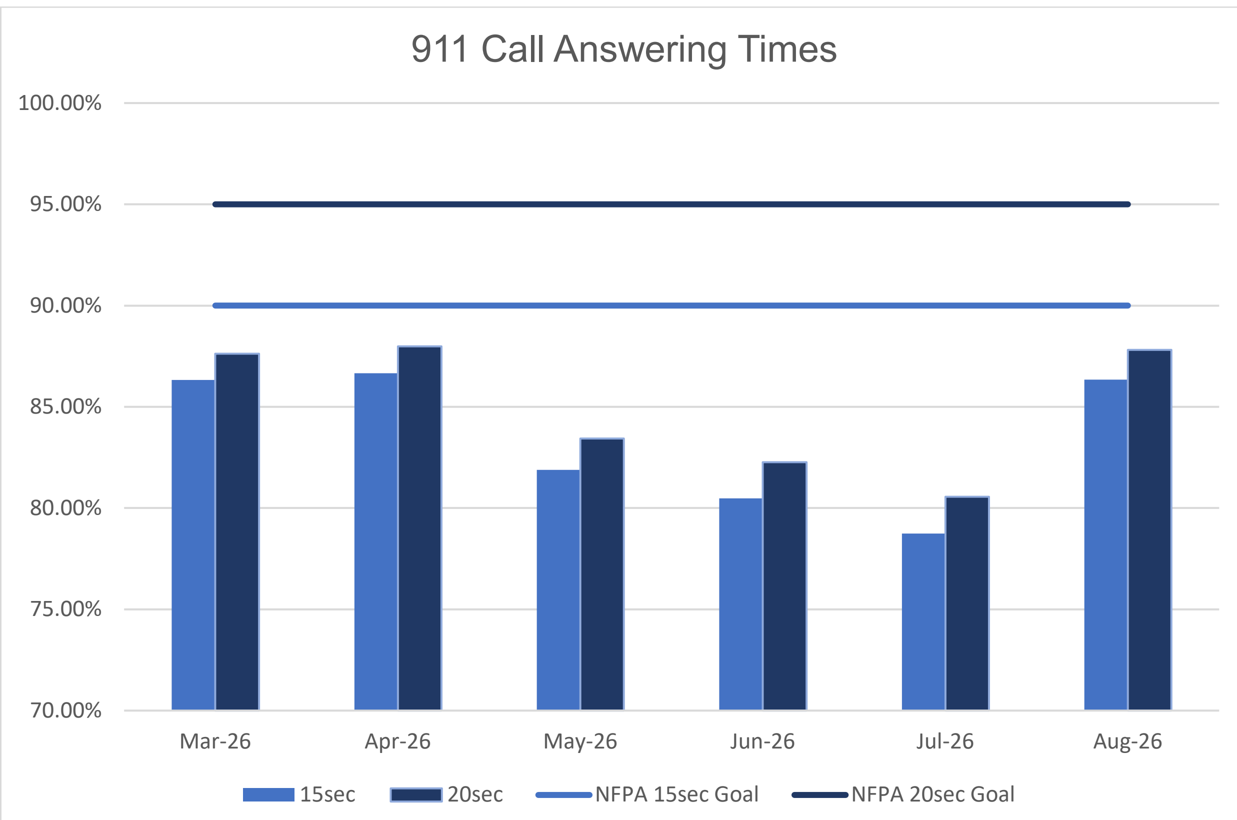


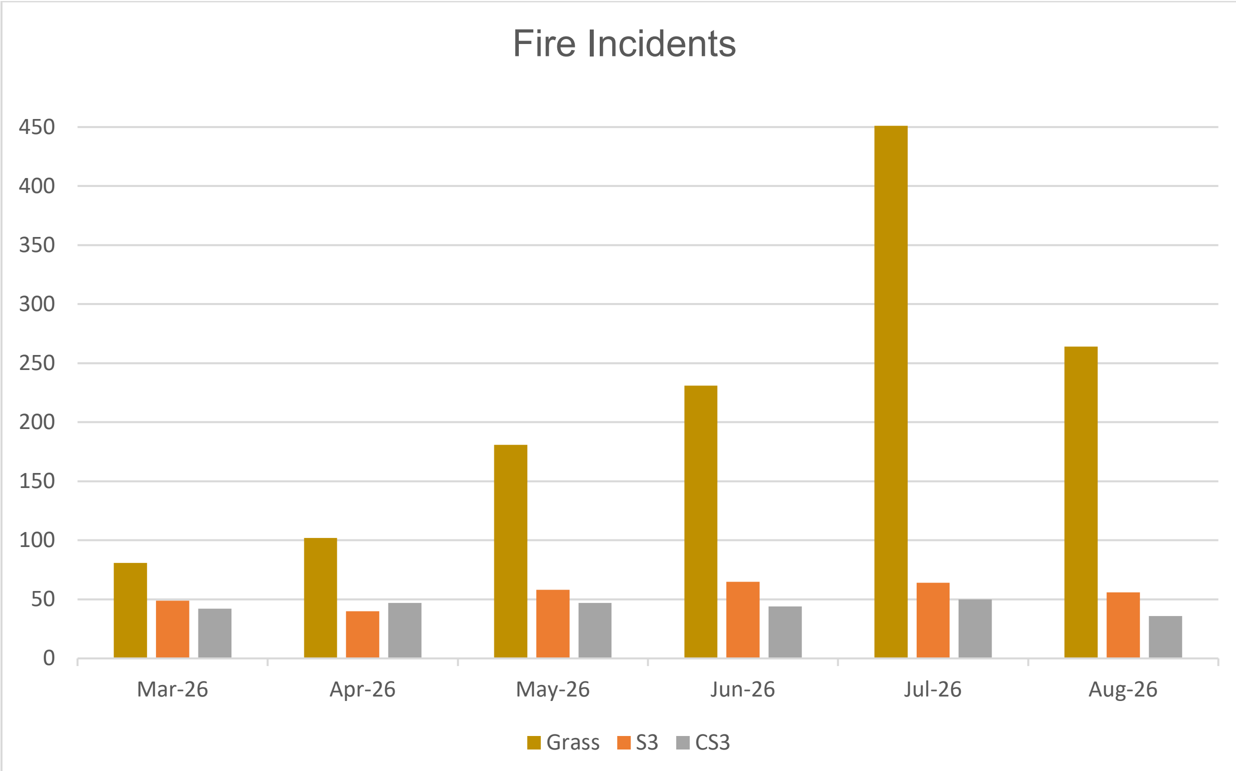
Sacramento Regional Fire/EMS Communications Center
10230 Systems Parkway, Sacramento, CA 95827-3006
www.srfecc.ca.gov

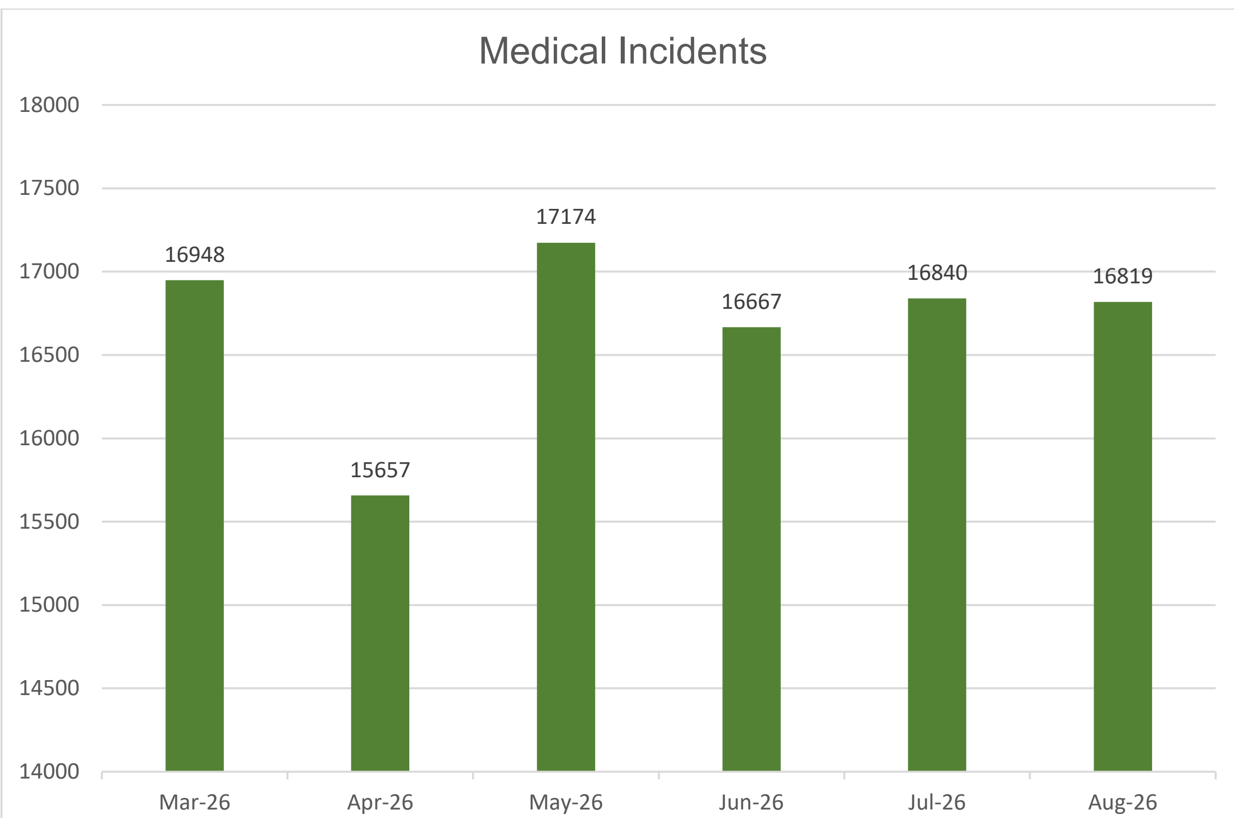
Emergency Lines Answering Standard: NFPA-1221 (2019 Edition)

90% answered within 15 seconds
95% answered within 20 seconds

Month	15 Seconds Compliance	20 Seconds Compliance
Mar	86.32%	87.62%
Apr	86.66%	87.99%
May	81.89%	83.44%
June	80.48%	82.26%
July	78.74%	80.56%
August	86.35%	87.82%




Fire Incidents
450
400
350
300
250
200
150
100
50
0
Mar-26
Apr-26
May-26
Jun-26
Jul-26
Aug-26
Grass
S3
CS3


Medical Incidents
18000
17500
17000
16500
16000
15500
15000
14500
14000
16948
15657
17174
16667
16840
16819
Mar-26
Apr-26
May-26
Jun-26
Jul-26
Aug-26

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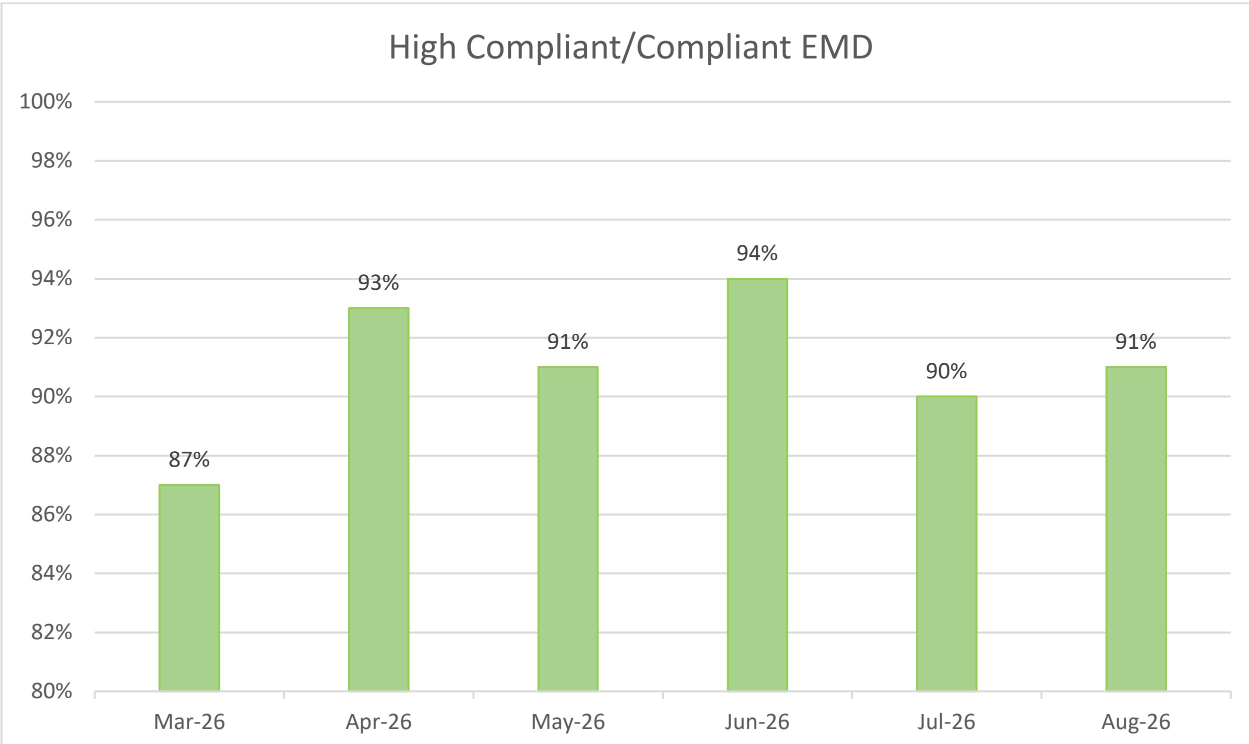

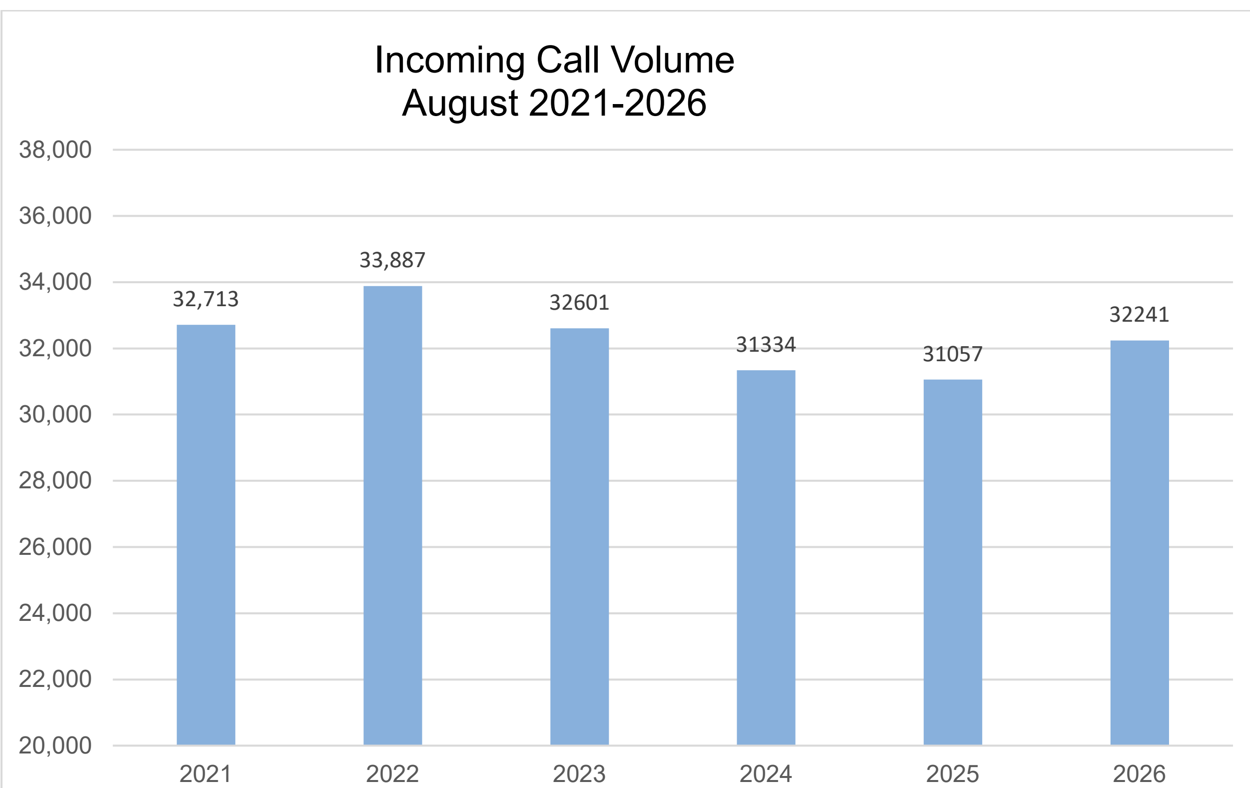

Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3006
www.srfecc.ca.gov

FY 26/27 Budget to Actuals Report
Month End August 2026
Page 1 of 3

GL Account	Description	FY 26/27 Budget	Period 1 Actual	Period 2 Actual	FY 26/27 YTD Actual	FY 26/27 YTD Budget	FY 26/27 YTD Variance	FY 26/27 YTD Variance %	Budget Remainder
	REVENUE								
4010-910	Member Contribution SMFD	(6,460,912)	3,230,456	0	3,230,456	(1,076,819)	(4,307,275)	400.00%	(3,230,456)
4010-920	Member Contribution SFD	(6,614,851)	3,307,426	0	3,307,426	(1,102,475)	(4,409,901)	400.00%	(3,307,425)
4010-930	Member Contribution CFD	(1,436,764)	718,382	0	718,382	(239,461)	(957,843)	400.00%	(718,382)
4010-940	Member Contribution FFD	(579,535)	289,768	0	289,768	(96,589)	(386,357)	400.00%	(289,767)
4014-000	OES Deployment	(1)	0	0	0	(1)	(1)	100.00%	(1)
4015:4998	Other Revenue	0	3,376	5,956	9,332	0	(9,332)	0.00%	(9,332)
	TOTAL REVENUE	**(15,092,063)**	**7,549,408**	**5,956**	**7,555,364**	**(2,515,345)**	**(10,070,708)**	**400.37%**	**(7,555,363)**

GL Account	Description	FY 26/27 Budget	Period 1 Actual	Period 2 Actual	FY 26/27 YTD Actual	FY 26/27 YTD Budget	FY 26/27 YTD Variance	FY 26/27 YTD Variance %	Budget Remainder
	EMPLOYEE-RELATED EXPENSES								
5010	Base Salaries and Wages	6,595,371	203,574	419,082	622,656	1,099,229	476,573	43.36%	5,972,716
5020	Overtime	289,800	48,409	80,551	128,960	48,300	(80,660)	-167.00%	160,840
5030	Overtime - FLSA	152,198	7,865	5,790	13,655	25,366	11,711	46.17%	138,543
5035	OES Deployment	1	0	0	0	1	1	100.00%	1
5040	Uniform Allowance	50,400	500	500	1,000	8,400	7,400	88.10%	49,400
5050	Night/Admin Shift Differential	56,700	2,288	4,035	6,323	9,450	3,128	33.10%	50,378
5055	Out-of-Class Pay	41,300	3,121	2,537	5,657	6,883	1,226	17.81%	35,643
5060	Longevity	46,200	3,600	7,650	11,250	7,700	(3,550)	-46.10%	34,950
5065	On-Call Pay	54,750	2,750	5,400	8,150	9,125	975	10.68%	46,600
5115	Vacation Cash Out	60,500	6,251	2,064	8,314	10,083	1,769	17.54%	52,186
5120	Sick Leave	0	14,397	14,907	29,304	0	(29,304)	0.00%	(29,304)
5130	CTO Leave	0	15,315	10,529	25,844	0	(25,844)	0.00%	(25,844)
5140	Holiday Pay	268,995	24,595	(3,710)	20,885	44,833	23,947	53.41%	248,110
5220	Training Pay	45,600	4,713	2,188	6,901	7,600	699	9.20%	38,699
5310	Workers Compensation Insurance	106,500	6,918	6,918	13,837	17,750	3,913	22.05%	92,663
5410	FED ER Tax - Medicare	85,000	7,271	7,316	14,587	14,167	(421)	-2.97%	70,413
5413	FED ER Tax - Social Security	1,000	0	0	0	167	167	100.00%	1,000
5420	State ER Tax - ETT	3,500	2	0	2	583	581	99.60%	3,498
5423	State ER Tax- UI-	30,000	69	0	69	5,000	4,931	98.63%	29,931
5510	Medical Insurance	1,384,622	102,392	94,897	197,289	230,770	33,481	14.51%	1,187,333
5520	Dental Insurance	120,088	7,379	7,722	15,102	20,015	4,913	24.55%	104,986
5530	Vision Insurance	13,298	744	655	1,399	2,216	817	36.88%	11,899
5610	Retirement Benefit Expense	1,598,495	104,977	73,838	178,815	266,416	87,601	32.88%	1,419,680
5620	OPEB Benefit Expense	543,175	41,137	41,137	82,275	90,529	8,254	9.12%	460,900
5625	Education Incentive	55,200	5,346	4,866	10,212	9,200	(1,012)	-11.00%	44,988
5690	Other Salary and Benefit Expens	16,000	1,360	1,979	3,339	2,667	(672)	-25.21%	12,661
	TOTAL EMPLOYEE-RELATED EXPENSES	**11,618,693**	**614,973**	**790,851**	**1,405,825**	**1,936,450**	**530,625**	**27.40%**	**10,212,868**

GL Account	Description	FY 26/27 Budget	Period 1 Actual	Period 2 Actual	FY 26/27 YTD Actual	FY 26/27 YTD Budget	FY 26/27 YTD Variance	FY 26/27 YTD Variance %	Budget Remainder
	MATERIALS & SUPPLIES								
6010	Office Supplies	12,000	419	51	470	2,000	1,530	76.48%	11,530
6013	Office Supplies - Ink Cartridge	1,500	0	415	415	250	(165)	-65.95%	1,085
6015	Equipment Rental	13,500	848	848	1,697	2,250	553	24.59%	11,803
6020	Postage	1,000	22	0	22	167	145	87.05%	978
6050	Center Supplies	25,000	1,693	1,187	2,880	4,167	1,287	30.89%	22,120
6090	Other Materials and Supplies	2,000	0	0	0	333	333	100.00%	2,000
	TOTAL MATERIALS & SUPPLIES	**55,000**	**2,982**	**2,501**	**5,484**	**9,167**	**3,683**	**40.18%**	**49,517**

GL Account	Description	FY 26/27 Budget	Period 1 Actual	Period 2 Actual	FY 26/27 YTD Actual	FY 26/27 YTD Budget	FY 26/27 YTD Variance	FY 26/27 YTD Variance %	Budget Remainder
	PROFESSIONAL SERVICES								
6110	Legal Services	195,000	8,130	5,000	13,130	32,500	19,370	59.60%	181,870
6115	Accounting and Audit Services	27,600	478	439	917	4,600	3,683	80.07%	26,683
6120	Actuary Services	11,500	7,700	0	7,700	1,917	(5,783)	-301.74%	3,800
6125	Consulting Services	756,723	50,952	62,735	113,687	126,121	12,434	9.86%	643,036
6140	Technological Services	127,790	2,343	2,343	4,686	21,298	16,612	78.00%	123,104
6190	Other Professional Services	700	1,908	318	2,226	117	(2,109)	-1807.87%	(1,526)
	TOTAL PROFESSIONAL SERVICES	**1,119,313**	**71,511**	**70,835**	**142,346**	**186,553**	**44,205**	**23.70%**	**976,966**

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GL Account	Description	FY 26/27 Budget	Period 1 Actual	Period 2 Actual	FY 26/27 YTD Actual	FY 26/27 YTD Budget	FY 26/27 YTD Variance	FY 26/27 YTD Variance %	Budget Remainder
	COMMUNICATION EQUIPMENT & SERVICES								
6220	Maintenance - Radios & Radio Equipment	45,578	11,200	1,935	13,135	7,596	(5,538)	-72.91%	32,443
6221	Maintenance - Radio Consoles & Other	95,807	6,126	7,222	13,347	15,968	2,621	16.41%	82,460
6223	Radio - Backbone Subscription SRRCS	22,000	(10,812)	2,663	(8,149)	3,667	11,816	322.25%	30,149
6230	Communication Services	317,267	36,653	37,624	74,278	52,878	(21,400)	-40.47%	242,989
6245	Maintenance - Tower Equipment	17,577	130	130	260	2,930	2,670	91.13%	17,317
6250	Communication Supplies	11,000	0	0	0	1,833	1,833	100.00%	11,000
6290	Other Communication Services and Equipment	2,000	0	0	0	333	333	100.00%	2,000
	TOTAL COMMUNICATION EQUIPMENT & SERVICES	**511,229**	**43,297**	**49,574**	**92,871**	**85,205**	**(7,666)**	**-9.00%**	**418,358**

GL Account	Description	FY 26/27 Budget	Period 1 Actual	Period 2 Actual	FY 26/27 YTD Actual	FY 26/27 YTD Budget	FY 26/27 YTD Variance	FY 26/27 YTD Variance %	Budget Remainder
	HW & SW MAINT								
6310	Hardware Maintenance - Equipment	26,250	1,086	1,086	2,172	4,375	2,203	50.36%	24,078
6315	Hardware Maintenance - Network	827	45	45	90	138	48	34.67%	737
6319	Hardware Maintenance Other	1,000	0	0	0	167	167	100.00%	1,000
6320	Software Maintenance - Applications	255,391	17,201	18,214	35,414	42,565	7,151	16.80%	219,976
6322	CAD Maintenance and Support/Northrop Grumman	618,350	62,037	47,897	109,934	103,058	(6,876)	-6.67%	508,416
6323	Software Maintenance - GIS	96,860	6,117	7,935	14,052	16,143	2,091	12.96%	82,808
6330	Software Maintenance - Network	1,149	0	0	0	192	192	100.00%	1,149
6350	Computer Supplies	7,000	1,919	6,517	8,437	1,167	(7,270)	-623.14%	(1,437)
6390	Other, Computer Services and Supplies	3,000	0	0	0	500	500	100.00%	3,000
	TOTAL HW & SW MAINT	**1,009,827**	**88,405**	**81,694**	**170,099**	**168,305**	**(1,794)**	**-1.07%**	**839,728**

GL Account	Description	FY 26/27 Budget	Period 1 Actual	Period 2 Actual	FY 26/27 YTD Actual	FY 26/27 YTD Budget	FY 26/27 YTD Variance	FY 26/27 YTD Variance %	Budget Remainder
	FACILITIES & FLEET								
6410	Services - Landscaping	4,800	399	0	399	800	401	50.17%	4,401
6415	Maintenance - Building	15,500	124	435	559	2,583	2,024	78.36%	14,941
6260	Lease - CTC	101,970	8,258	8,258	16,515	16,995	480	2.82%	85,455
6420	Services - Custodial	73,500	5,390	5,390	10,780	12,250	1,470	12.00%	62,720
6421	Services - Center Security	60	0	0	0	10	10	100.00%	60
6425	Maintenance - HVAC	17,500	4,317	1,979	6,296	2,917	(3,379)	-115.85%	11,204
6235	Maintenance - Power Supply	28,000	16,131	416	16,547	4,667	(11,880)	-254.58%	11,453
6430	Services - Cable	2,562	186	186	373	427	54	12.71%	2,189
6435	Services - Pest Control	1,210	87	87	174	202	28	13.72%	1,036
6490	Other, Facilities and Fleet	21,698	0	0	0	3,616	3,616	100.00%	21,698
6510	Utilities - Electric	73,346	5,686	5,818	11,504	12,224	721	5.89%	61,842
6515	Utilities - Water	10,350	858	1,197	2,054	1,725	(329)	-19.10%	8,296
6520	Utilities - Refuse Collection / Disposal	12,189	1,069	1,193	2,262	2,032	(230)	-11.34%	9,927
6525	Utilities - Sewage Disposal Services	2,391	0	181	181	398	217	54.50%	2,210
6635	Services - Bottled Water	6,325	399	393	793	1,054	262	24.81%	5,532
6645	Services - Printing	3,795	213	208	421	633	212	33.46%	3,374
6650	Services - Shredding	4,554	562	351	913	759	(154)	-20.35%	3,641
6652	Fleet - Maintenance	13,000	3,328	2,289	5,617	2,167	(3,451)	-159.27%	7,383
6654	Fleet - Fuel	15,000	1,124	1,988	3,112	2,500	(612)	-24.49%	11,888
6655	Insurance (Property and Fleet)	85,000	6,808	6,808	13,616	14,167	550	3.88%	71,384
6690	Other - Facility & Fleet Management	3,000	0	0	0	500	500	100.00%	3,000
	TOTAL FACILITIES & FLEET	**495,750**	**54,939**	**37,177**	**92,116**	**82,626**	**(9,492)**	**-11.49%**	**403,634**

Sacramento Regional Fire/EMS Communications Center

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GL Account	Description	FY 26/27 Budget	Period 1 Actual	Period 2 Actual	FY 26/27 YTD Actual	FY 26/27 YTD Budget	FY 26/27 YTD Variance	FY 26/27 YTD Variance %	Budget Remainder
	RECRUITMENT, RETENTION & TRAINING								
6610	Recruitment	25,750	1,486	10,303	11,789	4,292	(7,497)	-174.70%	13,961
6612	Employee Retention	25,300	1,939	2,262	4,201	4,217	16	0.37%	21,099
6615	Employee Education & Training	27,000	680	(10,237)	(9,557)	4,500	14,057	312.37%	36,556
6618	Conference Registration	38,000	2,650	0	2,650	6,333	3,683	58.16%	35,350
6621	Air	22,000	4,132	290	4,422	3,667	(756)	-20.61%	17,578
6622	Lodging	22,000	15,852	(1,562)	14,290	3,667	(10,623)	-289.73%	7,710
6623	Rental Cars	3,500	0	1,446	1,446	583	(863)	-147.89%	2,054
6624	Parking	2,500	420	84	504	417	(87)	-20.96%	1,996
6625	Membership Dues	7,190	50	0	50	1,198	1,148	95.83%	7,140
6626	Taxi, Uber, Mileage, Other	5,040	399	72	471	840	369	43.97%	4,569
6627	Per Diem	12,000	2,511	311	2,822	2,000	(822)	-41.10%	9,178
6639	Accrediations - ACE	650	0	0	0	108	108	100.00%	650
6640	Uniform/Badges/Shirts	11,000	490	2,216	2,706	1,833	(873)	-47.59%	8,294
6660	Operations Support	46,781	562	1,113	1,674	7,797	6,123	78.53%	45,107
6661	Administration Support	33,541	1,002	804	1,805	5,590	3,785	67.70%	31,735
	TOTAL RECRUITMENT, RETENTION & TRAINING	**282,252**	**32,173**	**7,102**	**39,273**	**47,042**	**7,768**	**16.51%**	**242,978**
	GRAND TOTAL EXPENSES	**15,092,063**	**908,280**	**1,039,734**	**1,948,014**	**2,515,348**	**567,330**	**22.55%**	**13,144,049**

GL Account	Description	FY 26/27 Budget	Period 1 Actual	Period 2 Actual	FY 26/27 YTD Actual	FY 26/27 YTD Budget	FY 26/27 YTD Variance	FY 26/27 YTD Variance %	Budget Remainder
	CAPITAL IMPROVEMENTS								
6997-021	Capital Improvement - CAD	745,904	0	0	0	124,317	124,317	100.00%	745,904
6997-022	Capital Improvement - DRC	0	0	0	0	0	0	0.00%	0
6997-023	Capital Improvement - Equipment	387,964	45,814	0	45,814	64,661	18,847	29.15%	342,150
6997-024	Capital Improvement - Facility	0	0	0	0	0	0	0.00%	0
6997-025	Capital Improvement - Hardware	70,000	0	0	0	11,667	11,667	100.00%	70,000
6997-026	Capital Improvement - Software	110,000	0	0	0	18,333	18,333	100.00%	110,000
6997-027	Capital Improvement - Technology	50,000	0	0	0	8,333	8,333	100.00%	50,000
	TOTAL CAPITAL IMPROVEMENTS	**1,363,868**	**45,814**	**-**	**45,814**	**227,311**	**181,498**	**79.85%**	**1,318,054**

CASH FLOW FY 26/27	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
1116 Operating - opening balance	3,134,160.87	3,909,409.62	7,004,281.63	7,004,281.63	7,004,281.63	7,004,281.63	7,004,281.63	7,004,281.63	7,004,281.63	7,004,281.63	7,004,281.63	7,004,281.63	
IN	3,566,745.97	4,103,062.47	-	-	-	-	-	-	-	-	-	-	7,669,808.44
Member Agencies Contributions	3,539,280.47	4,068,588.17											7,607,868.64
Sum of Debits	27,465.50	34,474.30											61,939.80
OUT	(2,791,497.22)	(1,008,190.46)	-	-	-	-	-	-	-	-	-	-	(3,799,687.68)
Employee Related Expenses	(374,540.00)	(390,584.81)											(765,124.81)
CalPERS Expenses	(1,062,610.89)	(252,319.99)											(1,314,930.88)
Operating Expenses	(1,354,346.33)	(365,285.66)											(1,719,631.99)
Transfer Out / Transfer In	-	-											-
1116 Operating - closing balance	3,909,409.62	7,004,281.63	7,004,281.63	7,004,281.63	7,004,281.63	7,004,281.63	7,004,281.63	7,004,281.63	7,004,281.63	7,004,281.63	7,004,281.63	**7,004,281.63**	
1197 CIP - opening balance	310,388.67	264,575.01	264,575.01	264,575.01	264,575.01	264,575.01	264,575.01	264,575.01	264,575.01	264,575.01	264,575.01	264,575.01	
IN	-	-	-	-	-	-	-	-	-	-	-	-	-
OUT	(45,813.66)	-	-	-	-	-	-	-	-	-	-	-	(45,813.66)
CAD	-	-											-
DRC	-	-											-
Equipment	(45,813.66)	-											(45,813.66)
Facility	-	-											-
Hardware	-	-											-
Software	-	-											-
Technology	-	-											-
Other	-	-											-
1197 CIP - closing balance	264,575.01	264,575.01	264,575.01	264,575.01	264,575.01	264,575.01	264,575.01	264,575.01	264,575.01	264,575.01	264,575.01	**264,575.01**	
1113 Lease - beginning balance	379,649.88	357,258.57	334,867.09	334,867.09	334,867.09	334,867.09	334,867.09	334,867.09	334,867.09	334,867.09	334,867.09	334,867.09	
IN	3.03	2.86											5.89
OUT	(22,394.34)	(22,394.34)											(44,788.68)
1113 Lease - closing balance	357,258.57	334,867.09	334,867.09	334,867.09	334,867.09	334,867.09	334,867.09	334,867.09	334,867.09	334,867.09	334,867.09	**334,867.09**	
1114 Reserve - opening balance	1,747,760.85	1,750,581.20	1,753,406.12	1,753,406.12	1,753,406.12	1,753,406.12	1,753,406.12	1,753,406.12	1,753,406.12	1,753,406.12	1,753,406.12	1,753,406.12	-
IN	2,820.35	2,824.92											5,645.27
OUT	-	-											-
1114 Reserve - closing balance	1,750,581.20	1,753,406.12	1,753,406.12	1,753,406.12	1,753,406.12	1,753,406.12	1,753,406.12	1,753,406.12	1,753,406.12	1,753,406.12	1,753,406.12	**1,753,406.12**	-
1126 HF - opening balance	491.93	811.93	716.53	716.53	716.53	716.53	716.53	716.53	716.53	716.53	716.53	716.53	
IN	320.00	300.00											620.00
OUT	-	(395.40)											(395.40)
1126 HF - closing balance	811.93	716.53	716.53	716.53	716.53	716.53	716.53	716.53	716.53	716.53	716.53	**716.53**	
1110 - LAIF - opening balance	524,000.00	524,000.00	524,000.00	524,000.00	524,000.00	524,000.00	524,000.00	524,000.00	524,000.00	524,000.00	524,000.00	524,000.00	-
IN	-	-											-
OUT	-	-											-
1114 Reserve - closing balance	524,000.00	524,000.00	524,000.00	524,000.00	524,000.00	524,000.00	524,000.00	524,000.00	524,000.00	524,000.00	524,000.00	**524,000.00**	-
TOTAL	**6,282,636.33**	**9,357,129.85**	**9,357,129.85**	**9,357,129.85**	**9,357,129.85**	**9,357,129.85**	**9,357,129.85**	**9,357,846.38**	**9,357,846.38**	**9,357,846.38**	**9,357,846.38**	**9,357,846.38**	

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Columbia Lease Agreement Monthly Report
FY 25/26

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

Columbia Payment Schedules	
Schedule 1 - Funding Request #1	**Amount**
NG Invoice 1001	$ 52,487.00
NG Invoice 0011	$ 88,214.00
NG Invoice 0003	$ 150,306.10
NG Invoice 1002Z	$ 37,487.00
NG Invoice 0001R	$ 214,723.00
NG Invoice 0002	$ 516,014.00
Schedule 1 - Funding Request #1 Total:	**$ 1,059,231.10**
Schedule 1 - Funding Request #2	
NG Invoice 0004	**$ 406,993.50**
Schedule 1 - Funding Request #3	
Westnet Invoice 24637	**$ 242,269.09**
Total Schedule 1	**$ 1,708,494**

Lease Payments		
Date	**Description**	**Amount**
FY19-20	Consolidated Amount	$ 72,428.32
FY20-21	Consolidated Amount	$ 187,851.41
FY21-22	Consolidated Amount	$ 268,732.08
FY22-23	Consolidated Amount	$ 268,732.08
FY23-24	Consolidated Amount	$ 268,732.08
FY24-25	Consolidated Amount	$ 268,732.08
FY25-26	Consolidated Amount	$ 268,732.08
7/1/2026	Lease Payment	$ 22,394.34
8/1/2026	Lease Payment	$ 22,394.34
	Total	**$ 1,648,728.81**

SRFECC Positions & Authorization Document (PAD) - Revised 09/30/2026			
FY 26/27			
Center Management			
Position	**Authorized**	**Actual**	**Comments**
Chief Executive Director	1	1	
Deputy Director of Operations	1	1	
Deputy Director of Administration	1	1	
Executive Assistant	1	1	
Totals	4	4	
Operations Division			
Position	**Authorized**	**Actual**	**Comments**
Dispatcher Supervisor	4	3	
Managers	3	3	
Dispatcher	42	43	
Annuitants	3	0	Extra Help
Totals	52	49	
Administration and IT Division			
Position	**Authorized**	**Actual**	**Comments**
Human Resource Manager	1	1	
Human Resource Technician	1	1	
CAD Administrator	1	0	
IT Manager	1	1	
Radio Communications System Analyst	1	1	
CAD Technician	1	1	
Data Technician	1	1	
GIS Analyst	1	1	
Systems Engineer	1	1	
Office Specialist	1	0	
Accounting Specialist II	1	1	
Payroll & Benefits Administrator	1	*1*	
Totals	12	11	
Totals	**68**	**63**	

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

Service Anniversaries 2026

Service Anniversaries – September 2026

1. Staci Lipsey – 1 year
2. Alicia Ilaga – 5 years
3. Tyler Stoddard – 5 years
4. Mellisa Gingery – 5 years
5. Ana Lencioni – 2 years
6. Jennifer Gonzales – 2 years
7. Alex Chavez – 2 years
8. Shelby Sherry – 2 years
9. Chia Vargo – 9 years
10. Tara Poirier – 20 years
11. Corbyn Brooker – 3 years

Service Anniversaries So Far in 2026:

1. Olivia Rolling – 3 years
2. Olivia LaFace – 4 years
3. Julia McDaniel – 4 years
4. Roman Kukharets – 14 years
5. Jennifer Hottal – 3 years
6. Abby Castillo – 3 years
7. Mary White – 3 years
8. Virginia (Leni) Sina – 3 years
9. Sarah Lee – 1 year
10. Cierra Lewandowski – 28 years
11. Brad Dorsett – 13 years
12. Casey Quintard – 17 years
13. Dan Hess – 5 years
14. Alex Burns – 5 years
15. Brandy Clark – 1 year
16. Linzie Lewis – 4 years
17. Cooper Seyfer – 4 years
18. Jason Comilang – 6 years
19. Nolan Saulter – 6 years
20. Rashawn Porter – 2 years
21. Brittany Won – 3 years
22. Bayleigh Nichols – 3 years
23. Eric Kizzie – 8 years
24. Jenn Edwards – 17 years
25. Sarah Hopkins – 5 years
26. Katherine Shelton – 14 years
27. Amanda Stone-Hodge – 7 years
28. Jenna Walkingstick – 6 years
29. Yvonne Vazquez – 9 years