



Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3007
(916) 228-3070 – Fax (916) 228-3079

9:00 a.m.

Tuesday, October 22, 2019

MEETING OF THE GOVERNING BOARD

10545 Armstrong Ave – Rooms #384 & 385
Mather, CA 95655-4102

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

Call to Order

Chairperson

Roll Call of Member Agencies

Secretary

Primary Board Members

Chris Costamagna, Chairperson

Mike McLaughlin, Vice Chairperson

Chad Wilson, Board Member

Tyler Wagaman, Board Member

Deputy Chief, Sacramento Fire Department

Fire Chief, Cosumnes Fire Department

Division Chief, Folsom Fire Department

Assistant Chief, Sacramento Metropolitan Fire District

Pledge of Allegiance

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

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

RECESS TO CLOSED SESSION: Approximately 1-1/2 hours (9:00 – 10:30 a.m.)

1. CONFERENCE WITH LABOR NEGOTIATOR*

Pursuant to Government Code Section 54957.6

Center Negotiator(s)

Lindsay Moore, Counsel

Marc Bentovoja, Executive Director

Employee Organization(s)

Teamsters Local 150

Teamsters Local 856

2. PERSONNEL ISSUES*

Pursuant to California Governing Code Section 54957

a. Discipline/Dismissal/Release (1 matter)

b. Public Employment

Titles: Executive Director

Medical Director

3. CONFERENCE WITH LEGAL COUNSEL: Anticipated Litigation*

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

The Board will meet in closed session to discuss significant exposure to litigation.

Three (3) potential cases

RECONVENE TO OPEN SESSION: Begins at 10:30 a.m.

CONSENT AGENDA: Matters of routine approval including, but not limited to Board meeting synopsis,

00128073.1

* INDICATES NO ATTACHMENT

payroll reports, referral of issues to committee, other consent matters. Consent Agenda is acted upon as one unit unless a Board member requests separate discussion and/or action.

1. Board Meeting Synopsis (September 24, 2019)	Page	4-8
2. Special Board Meeting Synopsis (September 27, 2019)	Page	9-10

PROPOSED ACTION: Motion to Approve Consent Agenda

PRESENTATION:

None

ACTION ITEMS:

1. Approval of Revised PAD	Page	11
2. Resolution #6-19, Adopt Classifications of Descriptions for the following positions: a. Human Resource Coordinator b. Facilities Manager c. CAD Administrator d. Accounting Specialist II e. EMS Coordinator f. Payroll/Benefits Administrator <i>- job descriptions attached -</i>	Page	12-32
3. Approval of Independent Contract for Project Management Services – Tara Springer	Page	33-42
4. Approval of First Amendment to Agreement for Services Between the Sacramento Regional Public Safety Communications Center and Retired Annuitant, Marc Bentovoja	Page	43-44
5. Approval of Contract Amendment #4 – Letter of Credit Northrup Grumman Command Point CAD	Page	45-51
6. Approval to Initiate Discussions for a Lease Extension of the Conference and Training Center (CTC)		

DISCUSSION/POSSIBLE ACTION:

None

INFORMATION:

1. Update of SRFEC Projects	Page	52
2. Center Financial Reports		
a. Budget to Actuals (August)	Page	53-55
b. Monthly Credit Card Usage Report (September)	Page	56-57
c. Monthly Umpqua Lease Agreement (September)	Page	58
3. Communications Center Reports	Page	59-64

CENTER REPORTS:

1. Executive Director Bentovoja*
2. Deputy Director Soares (Operations)*
3. Deputy Director House (Administration)*

00128073.1

*INDICATES NO ATTACHMENT

4. Medical Director Mackey*

CORRESPONDENCE:

None

ITEMS FOR DISCUSSION AND POTENTIAL PLACEMENT ON A FUTURE AGENDA:

BOARD MEMBER COMMENTS:

ADJOURNMENT:

The next scheduled Board Meeting is November 12, 2019.

Location: 10545 Armstrong Ave – Room #384-385
Mather, CA 95655-4102

Time: 9:00 a.m.

Distribution: Board Members, Alternates, and Chiefs

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

DISABILITY INFORMATION:

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

POSTING:

This is to certify that on October 18, 2019, I posted a copy of the agenda:

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



Clerk of the Board

GOVERNING BOARD MEETING

September 24, 2019

GOVERNING BOARD MEMBERS

Deputy Chief Chris Costamagna	Sacramento Fire Department
Deputy Chief Eric Bridge	Sacramento Metropolitan Fire District
Deputy Chief Paul Zehnder	Cosumnes Community Services District
Division Chief Chad Wilson	Folsom Fire Department

GOVERNING BOARD MEMBERS ABSENT

COMMUNICATIONS CENTER MANAGEMENT

Marc Bentovoja	Interim Executive Director
Kylee Soares	Deputy Director – Operations
Diane House	Deputy Director - Administration

OTHERS IN ATTENDANCE

Lindsay Moore	Counsel, SRFECC
Dr. Kevin Mackey	Medical Director, SRFECC
Cierra Lewandowski	Accounting Specialist, SRFECC
Marissa Shmatovich	Interim Executive Assistant, SRFECC
Jill Short	Local 856 Representative
Cindy Saylor	Sacramento Metro Director, Division 1

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

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

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

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

District Negotiator(s)	Lindsay Moore, Counsel Marc Bentovoja, Executive Director,
Employee Organization(s)	Teamsters Local 150 Teamsters Local 856

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

a. Discipline/Dismissal/Release (2 matters)

3. **CONFERENCE WITH LEGAL COUNSEL: Anticipated Litigation***

a. Pursuant to California Government Code Section 54956.9(b)
The Board will meet in closed session to discuss significant exposure to litigation.
One (1) potential case

5. OPEN SESSION:

Open session was re-convened at 10:03 a.m.

The Board met in closed session and received an update regarding negotiations with Local 150 and Local 856; no action was taken.

During closed session the Board met to discuss two personnel issues; no action was taken.

The Board received an update regarding anticipated litigation; no action was taken.

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

1. Board Meeting(s) Synopsis (September 10, 2019)

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

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

NOES:

ABSENT:

ABSTAIN:

Motion carried.

7. **ACTION ITEMS:**

1. Approval of Independent Contractor Agreement for Office Specialist Services – Tara Springer

A motion was made by Division Chief Wilson and seconded by Deputy Chief Zehnder to bring this agreement back to the Board with specific tasks listed as the scope of work in the body of the Independent Contractor Agreement prior to taking a vote to approve it.

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

NOES:

ABSENT:

ABSTAIN:

Motion carried.

8. **DISCUSSION/POSSIBLE ACTION:**

None

9. **INFORMATION:**

1. Update of SRFEC Projects

A list of the current SRFEC projects were contained in the packet.

2. Center Personnel Update

The most recent PAD was contained in the packet.

3. Center Financial Reports

a. Budget to Actuals (July)

The Budget to Actuals report for August was contained in the packet.

b. Monthly Credit Card Usage Report

The Monthly Credit Card Usage Report for August was contained in the packet.

c. Monthly Umpqua Lease Agreement (August)

The Monthly Umpqua Lease Agreement for August was contained in the packet.

4. Communications Center Reports

The Communications Center Statistics (Reports) were contained in the packet.

10. CENTER REPORTS:

1. Interim Executive Director Bentovoja

a. We are in the process of upgrading our security systems at the Comm Center based on the threat assessment we had performed.

b. A recruit dispatch academy will be conducted in November, 2019, for two candidates. Another academy is planned for the spring of 2020.

During closed session the Board was informed of another Dispatch vacancy, but we continue to move forward to alleviate our staffing shortage on the dispatch floor. Deputy Director Soares has been filling in on the Dispatch floor as needed.

c. The financial audit will be presented at the November Board Meeting, as we are waiting for the results of our actuarial report.

d. We have adopted a new format for the financial reports that are contained in this packet. Eventually these reports will be available on-line for you to review.

e. The CAD stabilization cutover will occur tonight at 2100 hours. Brad Dorsett is taking the lead on this.

2. Deputy Director Soares (Operations)

a. Our policies and procedures are being reviewed and updated. After they have been updated we will move them to the cloud. We anticipate having this project completed by the end of the year.

b. Two of our recent dispatch employees have been signed off on call taking; and two additional employees have been signed off on radio.

c. The air show will be taking place on October 5 and 6 at Mather.

d. D/D Soares has been receiving feedback on her medic move-up matrixes and they have been well received by the EMS Chiefs.

- e. We are continuing our conversations with Region IV, with the hope of relinquishing our role of backup for them. This additional responsibility has proven to be daunting partially due to our staffing shortage on the dispatch floor, and partially because our standard call volume is so large.
 - f. The dispatcher shift bid will be initiated October 1, 2019. The administrative supervisor position has been reinstated.
 - g. OES 5264 was deployed to the Red Bank fire for one week.
 - h. Sacramento Metro highlighted “survivor stories” at their recent Board meeting and we were provided an opportunity to meet the individual in-person. Cosumnes Fire District will be doing something similar at their Board Meeting and will acknowledge the importance of our dispatchers in these success stories and will honor them at the meetings.
 - i. D/D congratulated Dispatcher Dennis McGrath on his 15 years of employment with the Center.
 - j. The Center has had a series of visits from district crews. We appreciate them coming to view first-hand what our dispatchers do on a daily basis.
3. Deputy Director House (Administration)
- a. D/D House said our Westnet project will begin on September 30th and we anticipate the cabling for the project to be completed in two weeks.
 - b. October 14, 2019, Northrup Grumman will commence the implementation of their interface.

The interface between the Northrup Grumman CAD and Westnet will begin on October 21, 2019
 - c. Criti-call testing for entry level dispatchers should be implemented by the end of this year.
 - d. The GIS Team will do a 30-minute presentation highlighting “Spatial Intelligence and Infrastructure at our October 22nd Board Meeting.
4. Medical Director Mackey
- a. The California EMS meeting was held in San Diego last week.
 - b. M/D Mackey prepared reports for Chief Harms for EMS 20/20.
 - c. A follow up review of 75 cardiac arrest cases for Sacramento City and CCSD was performed and feedback was provided to the firefighters.
 - d. Dr. Mackey is in the initial stages of planning for an EMS fellow at UC Davis next year.
 - e. The Sacramento City Fire EMS Medic minute videos have been filmed and released.
 - f. Dr. Mackey will be focusing on cardiac arrest and catheterization feedback, interventional radiology feedback and EMS five minutes or less videos. He will

continue to provide EMS advice to EMS Officers and Dispatchers.

- g. A resuscitation academy will be conducted in the first week of December.
- h. Dr. Mackey is working with long-term care facilities, Metro Fire and the Director of Eskaton - Greenhaven, to create educational programs for firefighters who deal with dementia patients and residents of long-term care facilities.
- i. The Medical Director contract expires in June, 2020, and Dr. Mackey is proposing some significant changes for his upcoming contract.

11. CORRESPONDENCE:

None

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

The GIS Presentation

13. BOARD MEMBER COMMENTS:

Deputy Chief Bridge thanked D/D Soares for all the extra effort she has put forth on behalf of the Center.

Congratulations to Dennis McGrath on his 15 years of employment as a dispatcher.

Division Chief Wilson also congratulated Dennis McGrath on his employment anniversary.

He said he had the opportunity to work with Dispatcher Miller while she was serving on OES 5264 at the Red Bluff fire incident. He told the Board he felt very proud of how well Center personnel represent themselves at incidents.

Division Chef Wilson said he is very excited that Westnet is moving forward.

He appreciates everything the Center and Center personnel does for him and is looking forward to the GIS presentation during the next Board meeting.

Deputy Chief Costamagna thanked the Command Staff and Chief Bentovoja for “making the hard decisions” and he pledged continued Board support.

The meeting of the Governing Board was adjourned at 10:46 a.m.

The next scheduled Board Meeting is Tuesday, October 22, 2019, at 9:00 a.m., at Metro Fire Board Chambers – 10545 Armstrong Ave; Mather, CA 95655-4102

Respectfully submitted,



Janice Parker
Clerk of the Board

Chris Costamagna, Chairperson

Mike McLaughlin, Vice Chairperson

SPECIAL MEETING OF THE GOVERNING BOARD

September 27, 2019

GOVERNING BOARD MEMBERS

Deputy Chief Chris Costamagna	Sacramento Fire Department
Chief Mike McLaughlin	Cosumnes Community Services District
Chief Felipe Rodriguez	Folsom Fire Department
Deputy Chief Eric Bridges, Substituting for Chief Tyler Wagaman	Sacramento Metropolitan Fire District

GOVERNING BOARD MEMBERS ABSENT

Assistant Chief Tyler Wagaman, Substituted by Deputy Chief Eric Bridges	Sacramento Metropolitan Fire District
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OTHERS IN ATTENDANCE

Lindsay Moore	Counsel, SRFEC
Deputy Chief Paul Zehnder	Cosumnes Community Services District
Joseph Thuesen	

The meeting was called to order and roll call taken at 9:31 a.m.

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

Closed session was convened at 9:31 a.m.

1. **PERSONNEL ISSUES***
Pursuant to California Governing Code Section 54957
 - a. Discipline/Dismissal/Release (1 matter)
5. **OPEN SESSION:**

Open session was re-convened at 10:00 a.m.

The Board met in closed session on one personnel item. In closed session, the Board voted unanimously to terminate the employment contract of the Center's Executive Director and gave direction to legal counsel.

The meeting of the Governing Board was adjourned at 10:01 a.m.

The next scheduled Board Meeting is Tuesday, October 22, 2019 at 9:00 a.m. at 10545 Armstrong Avenue – Room #384-385, Mather, CA 95655-4102.

The regularly scheduled October 8, 2019 Board Meeting will be canceled.

Respectfully submitted,

Janice Parker
Clerk of the Board

Chris Costamagna, Chairperson

Mike McLaughlin, Vice Chairperson



Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3006

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SRFECC Positions & Authorization Document (PAD) - Revised 10/22/2019				
FY 19/20				
Center Management				
Position	FTE Positions	Part Time or Temporary	Vacancies	Comments
Executive Director	1		1	Interim contract in budget
Deputy Director, Operations	1			
Deputy Director, Administration	1			
Executive Assistant	1		1	Interim in budget
Administrative Analyst	1			
Totals	5	0	2	
Operations Division				
Position	FTE Positions	Part Time or Temporary	Vacancies	Comments
EMS Coordinator		1		Temp in 19/20 for 7 months
Dispatcher Supervisor	7		2	
Dispatcher	29		8	
Recruit Dispatcher	4			
Part Time Dispatcher				
Totals	40	1	10	
Administration and IT Division				
Position	FTE Positions	Part Time or Temporary	Vacancies	Comments
HR Coordinator		1		Temp in 19/20 for 7 months
CAD Administrator	1			New/Sys Eng 7 months
Facilities Manager	1			New/Power Outage AAR 7 months
CAD Technician	1			
GIS Coordinator	2			
Telecommunications Engineer	1			
Systems Engineer	0		0	Contract with DT, MCP in budget
Help Desk Technician	1			
Office Specialist - Center	1			
Office Specialist - CTC	1			
Financial Analyst	0		0	
Accounting Specialist	1			
Accounting Specialist II	1			New/Fin Analyst 7 months
Payroll & Benefits Administrator	1			Updated with additional tasks
Totals	12	1	0	
Totals	57	2	12	

Resolution No. 6-19

**RESOLUTION TO ADOPT CLASSIFICATION DESCRIPTIONS
FOR HUMAN RESOURCE SPECIALIST**

WHEREAS, the Sacramento Regional Fire/EMS Communications Center (“Center”) wishes to adopt a new / updated classification description that reflects essential functions, new technologies and reporting relationships.

WHEREAS, the new / updated classification description will supersede existing classification description.

NOW THEREFORE, BE IT RESOLVED that the Governing Board of the Sacramento Regional Fire/EMS Communications Center adopts the following classification descriptions:

<u>Classification Descriptions:</u>	<u>Attachment</u>
1. Human Resource Coordinator	A
2. Facilities Manager	B
3. CAD Administrator	C
4. Accounting Specialist II	D
5. EMS Coordinator	E
6. Payroll/Benefits Administrator	F

THE FOREGOING RESOLUTION was duly passed and adopted by the Governing Board of the SRFEC at a Regular meeting held on the 22nd day of October, 2019, by the following roll call vote:

AYES:

NOES:

ABSENT:

Signed and approved by me after its passage.

Chairperson of the Governing Board

ATTEST:

Secretary to the Governing Board



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HR COORDINATOR

JOB DESCRIPTION AND MINIMUM QUALIFICATIONS

\$50 per hour, Full Time Temporary

POSITION SUMMARY:

This is a non-exempt position under the guidelines of the Fair Labor Standards Act (FLSA) and is not represented by an employee bargaining unit. Under the general supervision of the Deputy Director, the HR Coordinator performs complex analytical work in Human Resources. The HR Coordinator plans, administers, and directs SRFECC including recruitment, examination development and testing, organizational development, training, workers' compensation, equal employment, or other personnel program area; educates staff and ensures compliance with applicable laws, ordinances, and codes.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

Knowledge of:

- Principles and practices of modern human resource management including staffing, testing, examination development, recruitment, classification, organizational development, training and equal employment.
- Applicable Federal, State, and local laws, regulations, codes, policies, and agreements.
- Principles and practices of personnel management, including supervision, training, and performance management.
- Effective management principles and organization.
- Statistical concepts and methods used in human resources programs.
- Current literature and trends in public and private sector human resource management.

Skills In:

- Interpersonal Communication – The HR Coordinator is tasked with customer service duties quite often. In this role, it's imperative they can connect to, settle down, and manage an upset or panicked customer. This requires empathy and the ability to listen to the customer. Interpersonal communication skills are the backbone of this process;
- Negotiation Skills - Sometimes, the HR Coordinator will put out bids for certain projects. They must have the ability to negotiate and find the best deal possible. They must complete the projects on time, so it's important that they negotiate accordingly;
- Time Management & Prioritization – The HR Coordinator is often pulled in many directions simultaneously. They must be able to prioritize their tasks and manage their time well in preparation for these instances;
- Research and Problem Solving – The HR Coordinator must be able to research and troubleshoot problems. They must have the skills to quickly identify the source and provide a solution;
- Project Management - Many tasks in the HR Coordinator's job call for project management experience. They must often oversee large projects from start to finish. Along the way, they must manage the contract, budget, staffing, and equipment required to complete the project, and must also follow a specified timeline;



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Ability to:

- Plan, organize, and direct the work of SRF ECC hiring process;
- Interpret and apply memoranda of understanding, laws, rules, regulations, and ordinances;
- Research, evaluate, and recommend policies and programs to comply with Federal, State, and local laws and regulations;
- Supervise, train, motivate, and evaluate SRF ECC staff;
- Communicate clearly and concisely, verbally and in writing;
- Establish and maintain effective working relationships;
- Conduct studies, analyze data, evaluate alternatives, and develop recommendations to resolve problems or issues.

ESSENTIAL JOB FUNCTIONS:

The statements contained herein reflect general details as necessary to describe the principle functions of this job, the level of knowledge and skills typically required and the scope of responsibility but should not be considered an all-inclusive listing of work requirements.

- Develops and directs specific personnel programs including recruitment, examination development and testing, organizational development, training, workers' compensation, equal employment, or other personnel program area to meet local needs; comply with Federal, State, City, and labor relations requirements and improve service to the public; writes proposals to secure funding; and, supervises grant or contract programs.
- Makes presentations before various committees, hearing officers, and other decision-making or public interest groups.
- Plans, organizes, evaluates and coordinates assignments; selects, hires, coaches, counsels, and disciplines staff and makes other personnel decisions; prepares and delivers performance evaluations.
- Evaluates and implements changes in work methods, determines workload methods and standards, and establishes measures of effectiveness; justifies proposed expenditures.
- Interprets and applies laws, regulations, rules, and policies; drafts, reviews, and analyzes existing and proposed codes, rules, and ordinances affecting area of specialty, and recommends and implements changes as needed.
- Works with representatives of employee organizations; meets with management to resolve problems within area of responsibility; advises management on policy issues, the interpretation of various rules and agreements; and participates in the development of new or revised policies.
- Provides exceptional customer service to those contacted in the course of work.
- Other related duties may also be performed; not all duties listed are necessarily performed by holding this classification.

EDUCATION AND EXPERIENCE:

Any combination of training and experience that could likely provide the required knowledge and abilities may be qualifying. Work experience may be substituted at management's discretion.



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Education/Training:

Age:

- Must be at least eighteen (18) years of age.

Education:

- A Bachelor's degree from an accredited college or university with major course work in public or business administration, human resources management, or a closely related field.

Substitution: Additional qualifying supervisory experience may be substituted for the required education on a year-for-year basis.

Experience:

- Five years of progressively responsible administrative analytical experience in personnel programs, including a minimum of two years of advanced journey level or professional supervisory experience.

DISCLAIMER

This classification is not an exhaustive statement of duties, responsibilities and requirements. Employees are required to perform other job-related tasks/functions as assigned by their supervisor.

NONDISCRIMINATION IN EMPLOYMENT

The SRF ECC shall not unlawfully discriminate against employees or job applicants on the basis of sex, race, color, religious creed, national origin, ancestry, age, marital status, sexual orientation, physical or mental disability, status as a veteran or any other basis prohibited by federal, state or local law.

The SRF ECC shall not discriminate against physically or mentally disabled persons who, with reasonable accommodation, can perform the essential functions of the job in question.



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FACILITIES MANAGER

JOB DESCRIPTION AND MINIMUM QUALIFICATIONS

Salary Range: \$6605.93 - \$8029.55 Monthly

POSITION SUMMARY:

This is a non-exempt position under the guidelines of the Fair Labor Standards Act (FLSA) and is not represented by an employee bargaining unit. Under the general supervision of the Deputy Director, the Facilities Manager is responsible for the building maintenance and security for our primary and secondary locations. The Facilities Manager is required to manage and keep the facilities in working order, cleaned, and promote a positive and safe working environment. It's a very behind-the-scenes, yet customer service-oriented position.

Our facilities included common places like dispatch floor, cabins, exercise rooms, kitchens, storage locations, equipment rooms and office buildings. In addition, the Facilities Manager is responsible for vehicles, inventory, e-waste, HVAC, security cameras, utility and backup power.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

The Facilities Manager should possess the following specific knowledge and abilities:

Knowledge and ability to:

- Fix, repair, or schedule routine check-ups for facility equipment and real estate.
- Contract, evaluate and supervise maintenance vendors and staff.
- Respond to customer or employee maintenance concerns.
- Engage in negotiations regarding outside repairs.
- Oversee and adjust maintenance budget.
- Ensure facilities meet NFPA 1221 codes and standards for a Communications Center, government health and safety standards, and adjust accordingly.
- Perform updates to comply with NFPA 1221 Standards and Codes.
- Oversee Generators – maintenance, weekly testing, repairs and vendor management.
- Be responsible for UPS – maintenance, weekly testing, repairs and vendor management.
- Maintain Facility Security – cameras, door access, alarms
- Monitor Fire Prevention – alarms, testing, inspections and sprinklers
- Coordinator Landscaping maintenance
- Manage facility cleaning services
- Ensure upkeep of furnishings – to include, paint, flooring and lighting
- Maintain facility keys – Masters and storage
- Facilitate office space relocations, design and improvement.
- Manage center fleet vehicles.

Skills In:

- Interpersonal Communication – The Facilities Manager is tasked with customer service duties quite often. In this role, it's imperative they can connect to, settle down, and manage an upset or panicked customer. This requires empathy and the ability to listen to the customer. Interpersonal communication skills are the backbone of this process.



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- Negotiation Skills - Sometimes, the Facilities Manager will put out bids for certain hardware, software or components. They must have the ability to negotiate and find the best deal possible. They must complete the projects on time, so it's important that they negotiate accordingly.
- Time Management & Prioritization – The Facilities Manager is often pulled in a lot of directions simultaneously. They may be knee-deep in a project or focused on a spreadsheet, when an emergency like a busted pipe or building fire requires them to redirect their attention. They must be able to prioritize their tasks and manage their time well in preparation for these instances.
- Research and Problem Solving – The Facilities Manager must be able to research and analyze contracts. Often, they'll be called upon to enlist the help of an outside company to complete an internal project. This requires shopping around for the best deal. They'll also be tasked with researching a problem before making the call to an outside contractor.

Ability to:

- Understand and carry out complex oral and written instructions;
- Place proper attention to accuracy and detail;
- Communicate clearly and concisely in English, orally and in writing;
- Prioritize multiple projects and tasks to achieve desired goals in a timely manner;
- Provide input to develop goals, objectives, policies and establish priorities;
- Work with allied agencies in a positive manner;
- Be on call after work hours, and respond to the center on a 24-hour basis;
- Attend classes and training out of the area;
- Possess and maintain a valid California driver's license;
- Pass a background investigation and,
- Pass a physical exam that relates to the job requirements.

EDUCATION AND EXPERIENCE:

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying.

Education/Training:

Age:

- Must be at least eighteen (18) years of age.

Education:

- Possess a GED, High School Diploma or higher.

Experience:

- Any combination of work experience, education and/or training which would provide an opportunity to acquire the knowledge and abilities listed.
- Typically, at least five (3) years of progressively responsible experience in building maintenance or facility management would provide such opportunity.



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DISCLAIMER

This classification is not an exhaustive statement of duties, responsibilities and requirements. Employees are required to perform other job-related tasks/functions as assigned by their supervisor.

NONDISCRIMINATION IN EMPLOYMENT

The SRFECC shall not unlawfully discriminate against employees or job applicants on the basis of sex, race, color, religious creed, national origin, ancestry, age, marital status, sexual orientation, physical or mental disability, status as a veteran or any other basis prohibited by federal, state or local law.

The SRFECC shall not discriminate against physically or mentally disabled persons who, with reasonable accommodation, can perform the essential functions of the job in question.



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CAD ADMINISTRATOR

JOB DESCRIPTION AND MINIMUM QUALIFICATIONS

Salary Range: \$7611.41 – \$9251.72 Monthly

POSITION SUMMARY:

This is a non-exempt position under the guidelines of the Fair Labor Standards Act (FLSA) and is not represented by an employee bargaining unit. Under the general supervision of the Deputy Director, the CAD Administrator is responsible for leading and coordinating the activities required to support the ongoing operation of the SRFECC CAD Systems. The CAD Administrator provides leadership, technology planning, implementation and support of the specialized applications, systems and interfaces required to meet the growing needs of the SRFECC and their member agencies. The CAD Administrator is directly responsible for keeping the CAD System operation efficiently and effectively.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

The CAD Administrator should possess the following specific knowledge and abilities:

Knowledge of:

- Open VMS;
- SQL Databases;
- Various SRFECC interfaces and systems;
- Design and programming methodology;
- Computer Aided Dispatch equipment and systems, Northrup Grumman is preferred;
- Applications, interfaces and systems used by SRFECC;
- Fire Records applications and interfaces;
- Geographical boundaries for response zones and planning;
- Principles of change management;
- Practices and techniques of operational analysis and report preparation.

Skills In:

- Interpersonal Communication – The CAD Administrator is tasked with customer service duties quite often. In this role, it's imperative they can connect to, settle down, and manage an upset or panicked customer. This requires empathy and the ability to listen to the customer. Interpersonal communication skills are the backbone of this process;
- Negotiation Skills - Sometimes, the CAD Administrator will put out bids for certain hardware, software or components. They must have the ability to negotiate and find the best deal possible. They must complete the projects on time, so it's important that they negotiate accordingly;
- Time Management & Prioritization – CAD Administrator is often pulled in many directions simultaneously. They must be able to prioritize their tasks and manage their time well in preparation for these instances;
- Research and Problem Solving – The CAD Administrator must be able to research and troubleshoot problems. They must have the skills to quickly identify the source and provide a solution;



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- Project Management - Many tasks in the CAD Administrator's job call for project management experience. They must often oversee large projects from start to finish. Along the way, they must manage the contract, budget, staffing, and equipment required to complete the project, and must also follow a specified timeline.

Ability to:

- Understand and carry out complex oral and written instructions;
- Place proper attention to accuracy and detail;
- Communicate clearly and concisely in English, orally and in writing;
- Provide input to develop goals, objectives, policies and establish priorities;
- Work with allied agencies in a positive manner;
- Be on call after work hours, and respond to the center on a 24-hour basis to coordinate solutions for all CAD System support incidents that require immediate action;
- Attend user groups, classes and training out of the area;
- Possess and maintain a valid California driver's license;
- Pass a background investigation;
- Pass a physical exam that relates to the job requirements.

ESSENTIAL JOB FUNCTIONS:

The CAD Administrator has a lot to balance in their day-to-day work. This requires a large and diversified skill set. Here are a few of the most valuable skills required by the CAD Administrator:

- Lead and coordinate the activities required to support the ongoing operation of the SRFECC CAD System.
- Troubleshoot, analyze and diagnose problems related to the CAD System's operation and quickly develop and implement solutions.
- Develop and implement plans and procedures for all hardware and software installation and support of the CAD System.
- Provide technical leadership, mentoring, and supervision of all resources assigned to CAD System Support.
- Be on-call (nights, weekends, and holidays) to coordinate solutions for all CAD System support incidents that require immediate action.
- Ensure the CAD System architecture is in alignment with technical standards and the long-term technology vision of SRFECC and member agencies.
- Coordinate the integration of the CAD System with the other systems required to provide dispatch services.
- Communicate issues, feature requests, and change requests to the CAD System vendor and manage the requests to their resolution / completion.
- Communicate the schedule and status of all service releases to applicable internal and external customers.
- Coordinate and Manage the testing activities related to all service releases.
- Work closely with internal and external customers and stakeholders to ensure that the CAD System is meeting the needs of the SRFECC's member agencies.
- Coordinate with training staff to ensure that new features, configurations, and workflows are properly captured and addressed in the ongoing training program.
- Actively research available technologies that would improve reliability and usability of the CAD System.



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- Responsible for the configuration, implementation and administration of that CAD system and other supporting systems used by SRF ECC and their member agencies.

EDUCATION AND EXPERIENCE:

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying.

Education/Training:

Age:

- Must be at least eighteen (18) years of age.

Education:

- Possess a GED, High School Diploma or higher.

Experience:

- Any combination of work experience, education and/or training which would provide an opportunity to acquire the knowledge and abilities listed.
- At least five (5) years of progressively responsible experience in:
 - Supporting and maintaining a CAD System
 - Supporting the system 24/7/365
 - Supporting Public Safety Systems

DISCLAIMER

This classification is not an exhaustive statement of duties, responsibilities and requirements. Employees are required to perform other job-related tasks/functions as assigned by their supervisor.

NONDISCRIMINATION IN EMPLOYMENT

The SRF ECC shall not unlawfully discriminate against employees or job applicants on the basis of sex, race, color, religious creed, national origin, ancestry, age, marital status, sexual orientation, physical or mental disability, status as a veteran or any other basis prohibited by federal, state or local law.

The SRF ECC shall not discriminate against physically or mentally disabled persons who, with reasonable accommodation, can perform the essential functions of the job in question.



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ACCOUNTING SPECIALIST II

JOB DESCRIPTION AND MINIMUM QUALIFICATIONS

Salary Range: \$6,775.46 - \$8,235.61 Monthly

POSITION SUMMARY:

This is a non-exempt position under the guidelines of the Fair Labor Standards Act (FLSA) and is not represented by the employee bargaining unit. Under the general supervision of the Deputy Director, the Senior Accounting Specialist performs paraprofessional accounting duties in a joint powers authority (JPA). Confidential position responsible for a variety of advanced professional level financial related accounting activities including, but not limited to, accounts payable, accounts receivable, fixed assets, financial reporting and budget preparation. Maintain financial records supporting the operations of the Center.

KNOWLEDGE SKILLS AND ABILITIES REQUIRED:

The Accounting Specialist II should possess the following specific knowledge and abilities:

Knowledge of:

- Strong understanding of Generally Accepted Accounting Principles (GAAP);
- Governmental Accounting Standards Board (GABS);
- Principles of financial administration: budgeting, financial reporting, data processing, accounts payable, accounts receivable, cost allocation, and payroll processing;
- State, local and federal laws, ordinances and rules related to financial accounting and payroll;
- CalPERS retirement system and Special District;
- Proficient in Microsoft Dynamics GP;
- Proficient in Microsoft Excel, Word, and Outlook.

Skills In:

- Interpersonal Communication – The Accounting Specialist II is tasked with customer service duties quite often. In this role, it's imperative they can connect to, settle down, and manage an upset or panicked customer or employee. This requires empathy and the ability to listen to the customer. Interpersonal communication skills are the backbone of this process;
- Negotiation Skills - Sometimes, the Accounting Specialist II will put out bids for certain required purchases. They must have the ability to negotiate and find the best deal possible;
- Time Management & Prioritization – The Accounting Specialist II is often pulled in many directions simultaneously. They must be able to prioritize their tasks and manage their time well in preparation for these instances;
- Research and Problem Solving – The Accounting Specialist II must be able to research and troubleshoot problems. They must have the skills to quickly identify the source and provide a solution;
- Project Management - Many tasks in the Accounting Specialist II's job call for project management experience. They must often oversee projects from start to finish. Along the way, they must manage the contract, budget, resources, and equipment required to complete the project, and must also follow a specified timeline.



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Ability to:

- Work independently with little supervision;
- Monitor, maintain and administer a variety of financial transactions for various accounts and projects with accuracy using an enterprise resource planning (ERP) system;
- Review, analyze and interpret financial statements, reports, transactions and records;
- Complete accurate financial calculations and verify the accuracy of accounting and financial data;
- Maintain confidentiality of information;
- Ability to reason and act decisively under stressful and/or emergency situations;
- Communicate effectively, both verbally and in writing;
- Understand and carry out oral and written directions.

ESSENTIAL JOB FUNCTIONS:

The statements below reflect the principle functions of this job, the level of knowledge, skills typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements.

- Oversee and perform all day-to-day accounting duties, including but not limited to accounts payable, accounts receivable and assist with payroll processing.
- Coordinate month-end and year-end close.
- Reconcile bank statements and credit card statements.
- Complete periodic summaries and reports, such as the Budget to Actual, for statistical and administrative purposes.
- Balances and posts cash receipts, payments and registers.
- Balance various statistical and financial transactions with source documents and controls.
- Review trial balances and analyze variances.
- Assist in the preparation of State Controller reports.
- Monitor and evaluate internal controls in accordance with standard audit requirements.
- Prepare, analyze and/or review estimated revenues, reimbursements, expenditures
- Prepare tax returns including, but not limited to, IRS forms 1099, 1096, W-2's, 944, 941, 990- N, CA EDD forms DE-9, DE-9C, DE-88, DE-34, and CA BOE form 401.
- Manage cash functions including, monitoring cash flows, performing monthly cash reconciliations and weekly deposits.
- Serve as the program administrator for the purchasing card program, online banking systems and accounting systems.
- Monitor, maintain, and report on post-employment retirement trusts.
- Assist with the review payroll transactions for mathematical accuracy, proper reporting, and proper implementation of Employment Agreements and current labor laws.
- Understand, interpret, and explain salary and benefit policies to agency employees.
- Analyze and solve problems related to payroll and benefits.
- Work with management to construct the annual budget.
- Assist with annual auditing requirements. Participate in the preparation and auditing of payroll materials requiring analysis of supporting documents, ensures all entries and adjustments are entered properly into the payroll system.



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- Possess and maintain a valid California driver's license.
- Pass a comprehensive background investigation which includes a physical, drug testing and polygraph.
- Meet the physical requirements necessary to safely and effectively perform the assigned duties such as: sitting for extended periods of time at a keyboard or workstation, perform simple grasping and fine manipulation.
- Performs other related duties as assigned.

EDUCATION AND EXPERIENCE:

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying.

Education/Training:

Age:

- Must be at least eighteen (18) years of age.

Education/Training:

- Possess a High School Diploma or GED or higher.
- Minimum of thirty (30) units of college credit in accounting and/or finance.

Experience:

- Any combination of work experience, education and/or training which would provide an opportunity to acquire the knowledge and abilities listed.
- Typically, at least five (5) years of progressively responsible experience in payroll, bookkeeping, statistical work or accounting activities would provide such opportunity.
- Financial experience in the public sector field specific to CALPERS reporting and Special Districts is preferred.

DISCLAIMER

This classification is not an exhaustive statement of duties, responsibilities and requirements. Employees are required to perform other job-related tasks/functions as assigned by their supervisor.

NONDISCRIMINATION IN EMPLOYMENT

The SRF ECC shall not unlawfully discriminate against employees or job applicants on the basis of sex, race, color, religious creed, national origin, ancestry, age, marital status, sexual orientation, physical or mental disability, status as a veteran or any other basis prohibited by federal, state or local law.



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The SRFECC shall not discriminate against physically or mentally disabled persons who, with reasonable accommodation, can perform the essential functions of the job in question.



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EMS COORDINATOR

JOB DESCRIPTION AND MINIMUM QUALIFICATIONS

\$50 per hour, Full Time Temporary

POSITION SUMMARY:

This is a non-exempt position under the guidelines of the Fair Labor Standards Act (FLSA) and is not represented by an employee bargaining unit. Under the general supervision of the Deputy Director, the EMS Coordinator is responsible for leading and coordinating the activities required to implement Priority Dispatch Systems™ ProQA and AQUA. The EMS Coordinator is responsible for leading a successful transition from the manual EMD process to the automated ProQA process.

The EMS Coordinator is responsible for reviewing the current EMD Quality Assurance (QA), Quality Improvement (QI) Management Program. The EMS Coordinator will update the program as necessary, achieve SCEMSA approval of the program and establish an EMD Oversight Committee. The EMS Coordinator will work collaboratively with the Dispatcher Supervisor – EMS Officer.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

Knowledge of:

- Priority Dispatch Systems™ ProQA and AQUA;
- IAED EMD Certification and Recertification requirements;
- ACE Accreditation requirements and standards for maintenance;
- Medical terminology;
- Emergency medical service system plan development pre-hospital care systems, agencies and their inter-relationships and funding sources;
- Quality assurance principles and practices applicable to Emergency Medical Dispatching;
- Basic statistics and methods of graphic presentation.

Skills In:

- Interpersonal Communication – The EMS Coordinator is tasked with customer service duties quite often. In this role, it's imperative they can connect to, settle down, and manage an upset or panicked customer. This requires empathy and the ability to listen to the customer. Interpersonal communication skills are the backbone of this process;
- Negotiation Skills - Sometimes, the EMS Coordinator will put out bids for certain projects. They must have the ability to negotiate and find the best deal possible. They must complete the projects on time, so it's important that they negotiate accordingly;
- Time Management & Prioritization – The EMS Coordinator is often pulled in many directions simultaneously. They must be able to prioritize their tasks and manage their time well in preparation for these instances;
- Research and Problem Solving – The EMS Coordinator must be able to research and troubleshoot problems. They must have the skills to quickly identify the source and provide a solution;



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- Project Management - Many tasks in the EMS Coordinator's job call for project management experience. They must often oversee large projects from start to finish, and as part of the process, they must manage the contract, budget, staffing, and equipment required to complete the project, and must follow a specified timeline.

Ability to:

- Analyze a variety of data/information to ensure compliance with protocols and standards;
- Prepare effective written reports and summaries;
- Develop and present effective presentations;
- Communicate effectively and tactfully in both oral and written forms;
- Establish and maintain effective work relationships;
- Possess a valid Class C Driver License and maintain it throughout employment;
- Pass a background investigation;
- Pass physical examination that relates to job requirements.

ESSENTIAL JOB FUNCTIONS:

The statements contained herein reflect general details as necessary to describe the principle functions of this job, the level of knowledge and skills typically required and the scope of responsibility but should not be considered an all-inclusive listing of work requirements.

- Initiate and lead the Priority Dispatch Systems™ ProQA and AQUA project.
- Coordinate the activities required to implement Priority Dispatch Systems™ ProQA and AQUA.
- Work collaboratively with the Dispatcher Supervisor – Training Officer to successfully train and transition all current staff from the manual EMD process to the automated ProQA process.
- Review the current EMD Quality Assurance (QA), Quality Improvement (QI) Management Program.
- Provide written recommendations of improvement to the QA/QI Management Program.
- Implement the updated QA/QI Management Program after obtaining the approval from SCEMSA.
- Establish an EMD oversight committee.
- Work collaboratively with the Dispatcher Supervisor – EMS Officer to evaluate and review EMD audits.
- Coordinates the development of performance improvement plans and remediation programs.
- Establish a high standard of excellence for emergency medical dispatch through policy, procedure and coaching.
- Initiate and lead ACE Accreditation for Emergency Medical Dispatching through International Academies of Emergency Dispatch (IAED).
- Writes reports and correspondence.



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EDUCATION AND EXPERIENCE:

Any combination of training and experience that could likely provide the required knowledge and abilities may be qualifying. Work experience may be substituted at management's discretion.

Education/Training:

Age:

- Must be at least eighteen (18) years of age.

Education:

- Possess a GED, High School Diploma or higher
- EMD Training and Certification
- CPR Certification
- Associate of Arts/Sciences degree in a related field or a current Paramedic, LVN or RN license

Experience:

- Minimum of five (5) years experience working as a Public Safety Dispatcher, dispatching Fire and EMS
- Experience in providing Emergency Medical Dispatch instructions over the phone
- Experience working with an EMD PRS – Emergency Medical Dispatch Priority Reference Systems

DISCLAIMER

This classification is not an exhaustive statement of duties, responsibilities and requirements. Employees are required to perform other job-related tasks/functions as assigned by their supervisor.

NONDISCRIMINATION IN EMPLOYMENT

The SRF ECC shall not unlawfully discriminate against employees or job applicants on the basis of sex, race, color, religious creed, national origin, ancestry, age, marital status, sexual orientation, physical or mental disability, status as a veteran or any other basis prohibited by federal, state or local law.

The SRF ECC shall not discriminate against physically or mentally disabled persons who, with reasonable accommodation, can perform the essential functions of the job in question.



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PAYROLL/BENEFITS ADMINISTRATOR

JOB DESCRIPTION AND MINIMUM QUALIFICATIONS

Salary Range: \$6,907.63 - \$8,396.26 Monthly

POSITION SUMMARY:

This is a non-exempt position under the guidelines of the Fair Labor Standards Act (FLSA) and is not represented by an employee bargaining unit. Under the general supervision of the Deputy Director, the Payroll/Benefits Administrator is responsible for calculating, reviewing, posting and documenting complex payroll and timekeeping information. The Payroll/Benefits Administrator performs analysis, generating and reviewing a variety of payroll and benefit reports detecting and responding to due dates and any discrepancies; analyzing and interpreting the Memoranda of Understanding (MOU's) for represented employees.

KNOWLEDGE AND ABILITIES REQUIRED:

The Payroll/Benefits Administrator should possess the following specific knowledge and abilities:

Knowledge of:

- The principles and practices of financial record keeping and accounting;
- Payroll and personnel records systems; salary policies and resolutions; and various terms and conditions contained in memoranda of understanding as they relate to the agency;
- Working knowledge of employee benefits, insurances, allowances and related entitlements as outlined in memoranda of understanding with unions, unrepresented employees and contract employees; payroll deductions to include federal and state withholding taxes; applicable laws and regulations including wage and hour laws;
- FLSA (Fair Labor Standards Act), ADA (Americans with Disabilities Act), FMLA (Family Medical Leave Act), Worker's Compensation and any other applicable act or law that affects employee pay and benefits;
- Knowledge and skill in the use of computers and computer software including spreadsheets, databases and word processing; and office procedures
- Effective customer service.

Skills In:

- Interpersonal Communication – The Payroll/Benefits Administrator is tasked with customer service duties quite often. In this role, it's imperative they can connect to, settle down, and manage an upset or panicked customer or employee. This requires empathy and the ability to listen to the customer. Interpersonal communication skills are the backbone of this process;
- Negotiation Skills - Sometimes, the Payroll/Benefits Administrator will put out bids for certain required purchases. They must have the ability to negotiate and find the best deal possible;
- Time Management & Prioritization – The Payroll/Benefits Administrator is often pulled in many directions simultaneously. They must be able to prioritize their tasks and manage their time well in preparation for these instances;



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- Research and Problem Solving – The Payroll/Benefits Administrator must be able to research and troubleshoot problems. They must have the skills to quickly identify the source and provide a solution;
- Project Management - Many tasks in the Payroll/Benefits Administrator's job call for project management experience. They must often oversee projects from start to finish. Along the way, they must manage the contract, budget, resources, and equipment required to complete the project, and must also follow a specified timeline.

Ability to:

- Understand, interpret, and explain salary and benefit policies, to agency employees;
- Analyze and solve problems related to payroll and benefits;
- Make complex arithmetic calculations accurately and rapidly;
- Independently initiate, prioritize, and perform work assignments;
- Establish and maintain cooperative and harmonious working relationships with center employees, allied agencies and the public;
- Ensure accuracy and processing of time worked records and related documents;
- Meet fixed or fluctuating deadlines in order to achieve work objectives;
- Compile and prepare periodic summaries and reports for statistical and administrative purposes;
- Operate electronic information system equipment at 40 net words per minute.
- Communicate effectively, both verbally and in writing.
- Understand and carry out oral and written directions;
- Possess and maintain a valid California driver's license;
- Pass a comprehensive background investigation which includes a physical, drug testing and polygraph;
- Meet the physical requirements necessary to safely and effectively perform the assigned duties such as: sitting for extended periods of time at a keyboard or workstation; perform simple grasping and fine manipulation.

ESSENTIAL JOB FUNCTIONS:

The statements below reflect the principle functions of this job, the level of knowledge, skills typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements.

- Compiles and maintains time and attendance records; ensures that records are properly distributed and submitted; verifies that reported time worked and leave has been authorized and coincides with work reports; may assign reported time worked to appropriate cost center; identifies any inconsistencies; corrects or notifies supervisory personnel of needed adjustments requiring their attention and authorization.
- Verifies time worked, leave, overtime, and differentials; maintains file of agency input documents.
- Interprets salary ordinances, policies, procedures, memoranda of understanding, and payroll coding systems; modifies agency procedures in order to ensure prompt and timely changes.



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- Prepares and maintains records related to employee leave balances; explains accrual and deduction rates to employees; monthly prepares summary reports of leave balances for administrative management.
- Establishes and maintains payroll and benefits files; validates and records changes in employment status and pay of employees; files or forwards specified copies to employees.
- Prepares employment forms for persons entering the workforce; prepares necessary materials and signs up new employees; provides orientation of benefits for new and existing personnel; maintains a record of initial employment materials for each employee.
- Understands, interprets, and implements collective bargaining agreements and reviews for changes. Reviews unrepresented employee terms and conditions; assists management staff in implementing collective bargaining agreements.
- Works with management to construct the annual budgets.
- Assists with annual auditing requirements. Participates in the preparation and auditing of payroll materials requiring analysis of supporting documents; ensures all entries and adjustments are entered properly into the payroll system.
- Compiles and prepares periodic summaries or reports for statistical and/or administrative purposes (such as employment inventory and leave and pay status).
- Stays abreast of payroll and benefit regulations and issues by attending periodic meetings and workshops; informs agency's management and supervisory employees of such changes as they would affect their normal activities; maintains records of changes in their records.
- Accurately prepares, posts, and submits payroll for processing; assures conformance with applicable guides and procedures governing the status and payment of employees; coordinates the correction of problems; enters data into computer files via electronic data processing terminals and adjusts as needed.
- Process vendor payments and prepares monthly payroll reconciliation.
- Performs other related duties as assigned.

EDUCATION AND EXPERIENCE:

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying.

Education/Training:

Age:

- Must be at least eighteen (18) years of age.

Education:

- Possess a High School Diploma or GED or higher.
- **Completion/Participation in** training offered by SHRM, LCW or CalPERS.



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Experience:

- Any combination of work experience, education and/or training which would provide an opportunity to acquire the knowledge and abilities listed.
- Typically, at least five (5) years of progressively responsible experience in payroll, benefits or accounting activities would provide such opportunity.
- Financial experience in the public sector field specific to CALPERS reporting and Special Districts is preferred.

DISCLAIMER

This classification is not an exhaustive statement of duties, responsibilities and requirements. Employees are required to perform other job-related tasks/functions as assigned by their supervisor.

NONDISCRIMINATION IN EMPLOYMENT

The SRF ECC shall not unlawfully discriminate against employees or job applicants on the basis of sex, race, color, religious creed, national origin, ancestry, age, marital status, sexual orientation, physical or mental disability, status as a veteran or any other basis prohibited by federal, state or local law.

The SRF ECC shall not discriminate against physically or mentally disabled persons who, with reasonable accommodation, can perform the essential functions of the job in question.

**INDEPENDENT CONTRACTOR AGREEMENT
FOR SPECIAL SERVICES
Project Management Services**

This agreement ("Agreement") is by and between the Sacramento Regional Public Safety Communications Center ("Center") and **Tara Springer** ("Contractor") (together, they are referred to as "Parties," and individually, as a "Party").

RECITALS

1. Center is authorized by Section 53060 of the California Government Code to contract with and employ any persons to furnish special services and advice in financial, economic, accounting, engineering, legal or administrative matters, if those persons are specially trained, experienced, and competent to perform the special services that are required.
2. Center is in need of such services and advice, and the Contractor warrants that it is specially trained, licensed, experienced, and competent to perform the services required by Center.

AGREEMENT

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
- Exhibit B: Compensation
- Exhibit C: General Terms and Conditions

2. EFFECTIVE DATE AND TERM

- a. This Agreement is effective on September 9, 2019 ("Effective Date").
- b. Unless terminated or otherwise cancelled in accordance with a provision of this Agreement, the term of this Agreement shall remain in effect.

3. INDEPENDENT CONTRACTOR

Contractor, in the performance of this Agreement, is and shall act as an independent contractor. Contractor understands and agrees that Contractor and all of Contractor's employees shall not be considered officers, employees, agents, partner, or joint venture of the Center, and are not entitled to benefits of any kind or nature normally provided employees of the Center and/or to which Center's employees are normally entitled, including, but not limited to, State Unemployment Compensation or Worker's

Compensation. Contractor 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 Contractor's employees.

4. SCOPE OF SERVICES

Contractor shall furnish to the Center the services described in Exhibit A ("Services").

5. COMPENSATION

Contractor shall receive payment, for Services satisfactorily rendered pursuant to this Agreement, as specified in Exhibit B ("Compensation").

6. GENERAL TERMS AND CONDITIONS

The General Terms and Conditions are set forth in Exhibit C.

7. NOTICE

Any notice required by this Agreement may be given either by personal service or by deposit (postage prepaid) in the U.S. mail addressed as follows:

To Center:

Sacramento Regional Public Safety
Communications Center
10230 Systems Parkway
Sacramento, CA 95827-3007
Attn: Marc Bentovoja,
Interim Executive Director

To Contractor:

Tara Springer
2653 Chassella Way
Rancho Cordova, CA 95670

8. LIMITATION OF LIABILITY

Other than as provided in this Agreement, Center's financial obligations under this Agreement shall be limited to the payment of the compensation provided in this Agreement. Notwithstanding any other provision of this Agreement, in no event shall Center 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 the services performed in connection with this Agreement.

The Parties have executed this Agreement on the dates indicated below.

**Sacramento Regional Public Safety
Communications Center**

Tara Springer

Date: OCTOBER 17, 2019

Date: OCTOBER 17, 2019

By: 

By: 

Print Name: Marc Bentoraji

Print Name: TARA SPRINGER

Its: _____

Its: _____

EXHIBIT A
to AGREEMENT FOR SERVICES

SCOPE OF SERVICES

Contractor shall, as directed by the Center's Executive Director and Deputy Directors, perform project management services, which include, by way of illustration and not by limitation, the following:

PROJECT MANAGEMENT

- a. Be an integral member of the Center team and integrate into the Center environment to effectively manage projects. Build positive professional relationships with the Center, its constituents, and other third parties and associates.
- b. Manage identified projects and related specific activities within given constraints of time and budget.
- c. For projects, ensure scope, schedule and costs remain reasonable and achievable based on similar industry experience.
- d. Ensure contractors deliver their contract commitments as documented by tracking the deliverables, payment milestones and acceptance sign-offs.
- e. Manage the change control process throughout the projects.
- f. Hold regular project status meetings.
- g. Allocate work among individuals, IT Team, the Center team, constituents, third parties and other resources associated with the management of project activities.
- h. Lead the project efforts, consult and provide guidance regularly.
- i. Ensure Center tasks are completed on time, with a goal of always being early.
- j. Conduct periodic reviews of projects to ensure projects are on track.
- k. Ensure project documentation remains updated and conveyed to relevant stakeholders on time.
- l. Plan, schedule and control project activities to fulfill identified objectives, applying technical, theoretical and managerial skills to meet project requirements.
- m. Coordinate task interdependency tactics within the project teams, their tasks and overall project strategy.

COMPENSATION

A. Compensation

Contractor shall be compensated at the rate of fifty dollars (\$50.00) per hour.

B. Expenses

Contractor shall be reimbursed for actual expenses incurred for the proper completion of project services set forth in Exhibit A, and only if it has been preapproved by SRFECC.

C. Payment

1. Schedule

Contractor shall be paid in monthly increments.

2. Process

Payment shall be made (for all undisputed amounts) within thirty (30) calendar days after the Contractor submits an invoice to the Center for Services actually completed.

EXHIBIT C
to AGREEMENT FOR SERVICES

GENERAL TERMS AND CONDITIONS

1. **STANDARD OF CARE.** Contractor'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. **ORIGINALITY OF SERVICES.** Contractor agrees that all technologies, formulae, procedures, processes, methods, writings, ideas, dialogue, compositions, recordings, teleplays and video productions prepared for, written for, or submitted to the Center and/or used in connection with this Agreement, shall be wholly original to Contractor and shall not be copied in whole or in part from any other source, except those submitted to Contractor by Center as a basis for such services.
3. **PRODUCT.** Contractor understands and agrees that all matters produced under this Agreement shall become the property of Center and cannot be used without Center's express written permission. Center shall have all right, title and interest in said matters, including the right to secure and maintain the copyright, trademark and/or patent of said matter in the name of the Center. Contractor consents to use of Contractor's name in conjunction with the sale, use, performance and distribution of the matters, for any purpose and in any medium.
4. **TERMINATION.**
 - a. **Without Cause by Center.** Center may, at any time, with or without reason, terminate this Agreement and compensate Contractor only for services satisfactorily rendered to the date of termination. Written notice by Center shall be sufficient to stop further performance of services by Contractor. Notice shall be deemed given when received by the Contractor 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 Center.** Center may terminate this Agreement upon giving written notice of intent to terminate for cause. Cause shall include:
 - (1) material violation of this Agreement by the Contractor; or
 - (2) any act by Contractor exposing the Center 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 Center 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, the Center may secure the required services from another Contractor. If the expense, fees, and/or costs to the Center exceeds the cost of providing the service pursuant to this Agreement, the Contractor shall immediately pay the excess expense, fees, and/or costs to the Center upon the receipt of the Center'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 Center.

- 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 the Center; or
- (2) any act by Center exposing the Contractor to liability to others for personal injury or property damage; or
- (3) Center is adjudged bankrupt, Center 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.

- e. Upon termination, Contractor shall provide the Center with all documents produced maintained or collected by Contractor pursuant to this Agreement, whether or not such documents are final or draft documents.

5. INDEMNIFICATION/ DEFENSE /HOLD HARMLESS.

- a. **Generally.** To the furthest extent permitted by California law, Contractor shall indemnify, defend, and hold free and harmless the Indemnified Parties from any Claim to the extent that the Claim:
 - (1) arises out of, pertains to, or relates to the negligent errors or omissions (active or passive, ordinary or gross), recklessness (ordinary or gross), or willful misconduct of Contractor, its directors, officials, officers, employees, contractors, subcontractors, consultants, or subconsultants; or
 - (2) arises out of, pertains to, or relates to the

performance of this Agreement

- b. **Indemnified Parties, Defined.** The “Indemnified Parties” are the Center, its officers, consultants, employees, and trustees.
- c. **Claim, Defined.** A “Claim” consists of actions, assessments, counts, citations, claims, costs, damages, demands, judgments, liabilities (legal, administrative or otherwise), losses, notices, expenses, fines, penalties, proceedings, responsibilities, violations, reasonable attorney’s and consultants’ fees and causes of action to property or persons, including personal injury and/or death, except that:
- (1) If the Contract is a contract for design professional services under Civ. Code, § 2782.8, a “Claim” shall be limited to those that arise out of, pertain to, or relate to the negligence, recklessness, or willful misconduct of the Contractor; and
 - (2) If the Contract is a construction contract with a public agency under Civ. Code, § 2782, a “Claim” shall exclude any loss to the extent that such loss arises from the active negligence, sole negligence, or willful misconduct of the Indemnified Parties or defects in design furnished by those persons.
- d. The Center may accept or reject legal counsel Contractor proposes to defend the Center with, in its sole and absolute discretion, and may thereafter appoint, legal counsel to defend the Center at Contractor’s expense against a Claim set forth in Section 5.a, supra, of this Exhibit C.
6. **CONFIDENTIALITY.** The Contractor and the Contractor’s agents, personnel, employee(s), and/or subcontractor(s) shall maintain the confidentiality of all information received in the course of performing the Services (“Confidential Information”), and shall not disclose Confidential Information, including information derived from Confidential Information, to any person not a party to this Agreement without the express prior written consent of the Center, except as required by law or as necessary for Contractor’s agents, personnel, employee(s), and/or subcontractor(s) to perform the Services. If Contractor or any of Contractor’s agents, personnel, employee(s), and/or subcontractor(s) is served with any subpoena, court order, or other legal process seeking disclosure of any Confidential Information, both Contractor and the person served shall each promptly send to Center notice(s) of the legal process”, but in no event shall do so any later than forty-eight (48) hours or such shorter time frame as necessary so that Center may exercise any applicable legal rights and remedies. Contractor shall require its agents, personnel, employee(s), and/or subcontractor(s), as a condition of their retention, appointment, employment, or contract, to agree to comply with

the provisions of this Section, and shall not permit its agents, personnel, employee(s), and/or subcontractor(s) access to Confidential Information in the absence of such agreement being effective. The obligations imposed in this Section shall survive the termination of this Agreement.

7. **CONFLICT OF INTEREST.** Through its execution of this Agreement, Contractor 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 Contractor receives any information subsequent to execution of this Agreement that might constitute a violation of these provisions, Contractor agrees it shall immediately notify Center of this information.
8. **APPROVAL OF LEGISLATIVE BODY.** This Agreement shall not be binding upon Center until Center’s Governing Board has approved all the terms and conditions contained herein.
9. **DISPUTES.** Pending resolution of any dispute, Contractor shall neither rescind the Agreement nor stop performing the Services.
10. **COMPLIANCE WITH LAWS.** Contractor shall observe and comply with all rules and regulations of the governing board of the Center and all federal, state, and local laws, ordinances and regulations. Contractor shall give all notices required by any law, ordinance, rule and regulation bearing on conduct of the Services as indicated or specified. If Contractor observes that any of the Services required by this Agreement is at variance with any such laws, ordinance, rules or regulations, Contractor shall notify the Center, in writing, and, at the sole option of the Center, 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 Contractor’s receipt of a written termination notice from the Center. If Contractor performs any work that is in violation of any laws, ordinances, rules or regulations, without first notifying the Center of the violation, Contractor shall bear all costs arising therefrom.
11. **PERMITS/LICENSES.** Contractor and all Contractor’s employees or agents shall secure and maintain in force all permits and licenses that are required by law in connection with the furnishing of Services pursuant to this Agreement.
12. **ANTI-DISCRIMINATION.** It is the policy of the Center 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 the Contractor 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, the Contractor agrees to require like compliance by all its subcontractor(s).

- 13. AUDIT.** Contractor shall establish and maintain books, records, and systems of account, in accordance with generally accepted accounting principles, reflecting all business operations of Contractor transacted under this Agreement. Contractor shall retain these books, records, and systems of account during the Term of this Agreement and for three (3) years thereafter. Contractor shall permit the Center, its agent, other representatives, or an independent auditor to audit, examine, and make excerpts, copies, and transcripts from all books and records, and to make audit(s) of all billing statements, invoices, records, and other data related to the Services covered by this Agreement. Audit(s) may be performed at any time, provided that the Center shall give reasonable prior notice to Contractor and shall conduct audit(s) during Contractor's normal business hours, unless Contractor otherwise consents.
- 14. EVALUATION OF CONTRACTOR AND SUBORDINATES.** The Center may evaluate the Contractor in any manner which is permissible under the law. The Center's evaluation may include, without limitation:
- a. Requesting that Center employee(s) evaluate the Contractor and the Contractor's employees and subcontractors and each of their performance.
 - b. Announced and unannounced observance of Contractor, Contractor's employee(s), and/or subcontractor(s)
- 15. TIME IS OF THE ESSENCE.** Time is of the essence in the performance of Services and the timing requirements agreed upon by the Parties, if any, shall be strictly adhered to unless otherwise modified in writing in accordance with Section 28 of this Agreement. Contractor shall commence performance and shall complete all required Services no later than the dates agreed upon by the Parties. Any Services for which times for performance are not specified shall be commenced and completed by Contractor in a reasonably prompt and timely manner based upon the circumstances and direction communicated to Contractor by Center.
- 16. 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.

- 17. ASSIGNMENT AND SUCCESSORS.** Neither Center nor Contractor shall, without the prior written consent of the other Party, assign the benefit or in any way transfer their respective obligations under this Agreement. This Agreement shall inure to the benefit of and be binding upon the Parties hereto and, except as otherwise provided herein, upon their executors, administrators, successors, and assigns.
- 18. 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.
- 19. 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.
- 20. VENUE/GOVERNING LAWS.** This Agreement shall be governed by the laws of the State of California and venue shall be in the County and/or federal judicial district in which the Center's principal administrative office is located.
- 21. ATTORNEY'S FEES.** If suit is brought by either Party to enforce any of the terms of this Agreement, each Party shall bear its own attorney's fees and costs.
- 22. EXHIBITS.** All Exhibits referred to in this Agreement are incorporated in this Agreement and made a part of this Agreement as if fully set forth herein.
- 23. ENTIRE AGREEMENT.** This Agreement represents the entire agreement between Center and Contractor and supersedes all prior negotiations, representations or agreements, either written or oral. This Agreement may be amended or modified only

by an agreement in writing, signed by both Center and Contractor.

- 24. **MODIFICATION.** This Agreement may be amended at any time by the written agreement of Center and Contractor.
- 25. **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.
- 26. **AUTHORITY.** The individual executing this Agreement on behalf of Contractor warrants that he/she is authorized to execute the Agreement on behalf of Contractor and that Contractor will be bound by the terms and conditions contained herein.
- 27. **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.

- 28. **COUNTERPARTS.** This Agreement may be executed in counterparts, each of which shall be deemed an original, but all of which, together, when signed by all of the Parties hereto, shall constitute one and the same instrument. A facsimile or electronic signature shall be as valid as an original.

**FIRST AMENDMENT TO
AGREEMENT FOR SERVICES
(Interim Executive Director)
between
SACRAMENTO REGIONAL PUBLIC SAFETY
COMMUNICATIONS CENTER
and
MARC BENTOVOJA,
RETIRED ANNUITANT**

The SACRAMENTO REGIONAL PUBLIC SAFETY COMMUNICATIONS CENTER, a joint powers authority organized under the laws of the state of California (“Center”), and MARC BENTOVOJA (“Annuitant”) are parties to an Agreement for Services for the position of Interim Executive Director signed May 17, 2019.

The Parties have agreed that Section II, entitled Hours of Work, will be replaced with the following language:

- II. HOURS OF WORK
- A. Annuitant’s first day of work is May 28, 2019.
 - B. Under no circumstances shall Annuitant be compensated for work in excess of nine hundred sixty (960) hours in one (1) fiscal year.
 - C. Annuitant shall submit to the Board, at the end of each month, a schedule of hours worked in that month, which shall document:
 - 1. Whether the work was completed on site or remotely; and
 - 2. The work completed, in 1/10 hour increments.
 - D. Center shall report to CalPERS, on a monthly basis, the pay rate and hours worked by Annuitant.

Except as noted for change above, all other provisions of the Agreement for Services between the Center and Annuitant shall remain the same.

[Signatures on the Following Page]

Date: _____

FOR THE SACRAMENTO REGIONAL PUBLIC SAFETY COMMUNICATIONS CENTER

By: _____

Name: _____

Its: Chairperson

I accept this First Amendment to Agreement for Services and agree to comply with all of its terms and to fulfill all of the duties of employment of Interim Executive Director.

Date: _____

Marc Bentovoja
Interim Executive Director

**NORTHROP GRUMMAN IRREVOCABLE LETTER OF CREDIT
IN FAVOR OF CENTER, BENEFICIARY**

{Letterhead of Issuing Bank}

Letter of Credit No.: _____

Dated as of: August 1, 2019

Beneficiary:

Sacramento Regional Fire/EMS Communications Center
10230 Systems Parkway
Sacramento, CA 95827

Account Party:

Northrop Grumman Systems Corporation, a Delaware corporation
Attention: Diane House
Deputy Director

Re: Deposit Letter of Credit for Northrop Grumman Corporation
(Issuing Bank Customer Account No. _____)

Ladies and Gentlemen:

We hereby establish and issue, in favor of Beneficiary an irrevocable letter of credit in the amount of One Million Seven Hundred Twenty Thousand Forty-Six Dollars (\$1,720,046.00) lawful money of the United States of America. Beneficiary may draw upon this letter of credit, at any time from time-to-time, by delivering a Letter of Credit Notice, substantially in the form set forth below (a "Notice"), which Notice shall specify the amount (the "Draw Amount") to be drawn and the Bank account (the "Bank Account") to which the Draw Amount should be delivered and shall be signed by an official designated and duly authorized by Beneficiary, to Issuing Bank at the address listed below, or to such other address as Issuing Bank shall notify Beneficiary in writing by certified mail. Promptly after the delivery of each Notice, Issuing Bank hereby covenants and agrees to deliver, by wire transfer of immediately available funds, the Draw Amount to the Bank Account.

In addition to the notice described in the previous paragraph, Beneficiary shall present (a) Beneficiary's sight draft(s), in a form determined by Beneficiary, bearing the clause "Drawn under _____ Bank Irrevocable Letter of Credit No. _____" and dated the date of presentation to Issuing Bank; and (b) Beneficiary's written certificate, in the forms attached hereto signed by an

authorized representative of Beneficiary.

Issuing Bank hereby irrevocably agrees that drafts drawn in compliance with the terms hereof and received by Issuing Bank before 4:00 p.m. New York, New York time, on any Business Day shall be honored on the following Business Day by wire transfer of immediately available funds to any account designated by Beneficiary (or by other reasonable means specified by Beneficiary). As used in this Irrevocable Letter of Credit, the term "Business Day" means a day other than a Saturday, Sunday, or other day on which banking institutions in the State of New York are authorized or required by law to close.

All drafts, certificates, notices, and other communications to Issuing Bank in connection with this Irrevocable Letter of Credit shall be addressed to us at Issuing Bank's offices at

_____.

This Irrevocable Letter of Credit shall expire at 5:00 p.m., New York, New York time, on August 1, 2020, but shall be extended automatically for one (1) twelve (12) month period, ending at 5:00 p.m. New York time on August 1, 2021, unless (a) Beneficiary presents this Letter of Credit for cancellation prior to the applicable date of expiration or (b) Issuing Bank elects not to automatically renew this Irrevocable Letter of Credit. In the event that Issuing Bank elects not to automatically renew this Irrevocable Letter of Credit, it shall deliver to Beneficiary a 60-day Notice of Non-Renewal prior to June 1, 2020. Such Notice of Non-Renewal shall be sent only by delivery method that provides tracking and verification of delivery (e.g. registered mail, FedEx) and shall be sent to the attention of the Deputy Director of the Sacramento Regional Fire/EMS Communications Center, with a copy to Kingsley Bogard LLP, Attention: Lindsay K. Moore at 600 Coolidge Drive, Suite 160, Folsom, CA 95630. In any event, this Irrevocable Letter of Credit shall expire absolutely on August 1, 2021. This Irrevocable Letter of Credit shall be promptly surrendered by Beneficiary to Issuing Bank upon expiration hereof.

Partial drawings shall be permitted hereunder upon the submittal of a sight draft(s) and certificate by Beneficiary to Issuing Bank as described above. The aggregate amount available under this Irrevocable Letter of Credit at any time shall be the face amount of this Irrevocable Letter of Credit, less the aggregate amount of all partial drawings previously paid to the Beneficiary at such time.

All drawings under this Irrevocable Letter of Credit will be paid with funds of the Issuing Bank without any requirement that the Beneficiary or the Issuing Bank make prior claims against the Account Party.

This Irrevocable Letter of Credit sets forth Issuing Bank's undertaking in full, and such undertaking shall not be modified, amplified, or limited by the provisions of any other document referred to herein (except by an Amendment as described above, and the Uniform Customs, as

hereinafter defined), nor shall any reference be deemed to incorporate any such document herein.

Except so far as otherwise expressly stated herein, this Irrevocable Letter of Credit is subject to Uniform Customs and Practice Documentary Credits (2007 Revision), International Chamber of Commerce, Publication No. 600 (the "Uniform Customs"); and as to matters not governed by the Uniform Customs, the Laws of the State of New York. Notwithstanding Article 36 of the Uniform Customs, if this Irrevocable Letter of Credit shall be properly drawn upon by Beneficiary prior to its expiration date during an interruption of business as described in Article 36, then Issuing Bank shall be specifically authorized and agree to effect payment in accordance with such drawing, so long as the Irrevocable Letter of Credit is drawn on within ten (10) Business Days of Issuing Bank's written notice to Beneficiary that Issuing Bank has resumed business. In addition, notwithstanding anything contained in Article 36 of the Uniform Customs to the contrary, this Irrevocable Letter of Credit is intended to and shall remain in full force and effect until it expires in accordance with its terms.

Very truly yours,

[Issuing Bank]

[Name]

**FORM OF
LETTER OF CREDIT NOTICE**

[Name of Lender]
[Address of Lender]
[City, State, Zip Code]

Re: Irrevocable Letter of Credit No. _____

Dear Sir or Madam,

You are hereby notified, and the undersigned hereby certifies, that the undersigned is an official designated and duly authorized by Sacramento Regional Fire/EMS Communications Center (the "Center") to deliver this notice that the amount of _____ Dollars (\$_____) (the "Draw Amount") is due from _____ ("Applicant"), its representatives, successors or assigns to the Center pursuant to the terms of the Letter of Credit No. _____.

Pursuant to that certain Irrevocable Letter of Credit referenced above, we hereby request that you deliver payment of the Draw Amount to the bank account listed below by wire transfer of immediately available funds:

Name of Bank Account:	Umpqua Bank
Account Number:	9813928364
ABA Routing Number:	123205054
Reference:	_____
Name of Contact:	_____
Telephone Number:	_____
Facsimile Number:	_____

Please confirm receipt of this Notice and the Federal Reserve wire confirmation number of the delivery of the Draw Amount by sending a facsimile to the person at the number listed below.

Sincerely,

Sacramento Regional Fire/EMS Communications Center

By: _____

Name: Diane House

Title: Deputy Director

FORM OF BENEFICIARY CERTIFICATE

IRREVOCABLE LETTER OF CREDIT NO. _____
DATED AS OF AUGUST 1, 2019

ISSUING BANK: _____

FACE AMOUNT: \$1,720,046.00

The above-referenced Letter of Credit contains the following clause:

We hereby establish and issue, in favor of Beneficiary, an irrevocable letter of credit in the amount of One Million Seven hundred twenty thousand forty-six Dollars (\$1,760,046.00) lawful money of the United States of America. Beneficiary may draw upon this letter of credit, at any time from time-to time, by delivering a Letter of Credit Notice, substantially in the form below (a "Notice"), which Notice shall specify the amount (the "Draw Amount") to be drawn and the Bank account (the "Bank Account") to which the Draw Amount should be delivered and shall be signed by an official designated and duly authorized by Beneficiary, to Issuing Bank at the address listed below, or to such other address as Issuing Bank shall notify Beneficiary in writing by certified mail. Promptly after the delivery of each Notice, Issuing Bank hereby covenants and agrees to deliver by wire transfer of immediately available funds, the Draw Amount to the Bank Account."

BENEFICIARY

Sacramento Regional Fire/EMS Communications Center

Diane House, Deputy Director

Date: _____

FORM OF SIGHT DRAFT

DRAWN UNDER: _____ LETTER OF CREDIT NO.

(Issuing Bank)

DATED [___], 2019,

For the Account of Northrup Grumman Corporation

DRAW DOWN DATE: _____

At sight, Pay to the Order of: Sacramento Regional Fire/EMS Communications Center, as
Beneficiary

By wire transfer of immediately payable funds:

To: Umpqua Bank
To credit Account Number: 9813928364
U.S. \$1,720,046.00
ABA Routing Number: 123205054

I certify that the amount of the draft is payable.

BENEFICIARY:
Sacramento Regional Fire/EMS Communications Center

By: _____
Diane House, Deputy Director



Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3006

www.srfecc.ca.gov

SRFECC Projects Update – October 22, 2019

Project Description	Operations Lead	IT/Admin Lead	Key Dates	Project Update
NG CAD CommandPoint CAD	Tara Poirier	Brad Dorsett	Project Kickoff: 12/3/19	Kickoff scheduled, NG confirming dates internally
NG COBOL CAD Hardware Upgrade		Brad Dorsett	Complete	Go Live: 9/24/19 Acceptance: 10/7/19
WestNet	Roman Kukharets	Brad Dorsett Chuck Schuler	Hardware Install: 9/30/19	Installation in progress, cutover will push from week of 10/21 to 10/28
NG FitGap	Tara Poirier Casey Quintard Summer Carroll	Brad Dorsett	Training: 12/3/19-12/13/19	NG confirmed dates
NG CommandPoint Hardware	Tara Poirier	Brad Dorsett	Q2 2020	Pending FitGap results
NG Time and Materials		Brad Dorsett	On going	
KVM Switches		Brad Dorsett	Q2 2020	Pending FitGap results
Mission Critical Electrical Services		Kelson Patterson	Q4 2019	Scheduled
CritiCall	Tara Poirier	Brad Dorsett	Q4 2019	Invoice paid, install and training to be scheduled
Kronos Upgrade - Payroll		Cierra Lewandowski	Q4 2019	Project kickoff held 9/15/19
Kronos Upgrade - TeleStaff	Kylee Soares	Cierra Lewandowski Brad Dorsett	Cutover: 12/1/19	Project kickoff held 8/29/19
Center Security	Julee Todd	Kelson Patterson	Complete	Installation completed 9/19/19, working through list of reported issues
SharePoint	Katherine Shelton Kylee Soares	Tara Springer Marissa Shmatovich Matt Wooden Brad Dorsett	Q4 2019	In progress
VDI Replacement with Laptops		Brad Dorsett	Q4 2019	10/16: Image tested with issues
SysAid to the Cloud		Brandon Nguyen	Q4 2019	To be scheduled
Keepass to LastPass		Brad Dorsett	Closed	Evaluation complete, will retain Keepass
UPS - Phase 3		Kelson Patterson	Q4 2019	Scheduled, kick off meeting held on 9/2/19
Complete Contract Review		Tara Springer Marissa Shmatovich	Q4 2019	All contracts scanned. Sharepoint upload in progress.
SOPs - Operations	Kylee Soares	Marissa Shmatovich	Q4 2019	Complete and out for staff review
SOPs - Administration		Diane House Tara Springer	Q2 2020	
Employee Handbook Update		Marissa Shmatovich	Q4 2019	Rough draft completed
Rules and Regulations Update		Marissa Shmatovich	Q4 2019	In review.
JPA Board Policies Review and Update		Marc Bentovoja	Q1 2020	
Center Policies and Procedure Review and Update	Kylee Soares	Marc Bentovoja Diane House	Q1 2020	
OES Radius Map	Supervisors	Brad Dorsett	Complete	Bug fixed applied, application working.
Chair Inventory Surplus		Kelson Patterson	Q3 2019	In progress
AAR Power Outage		Marissa Shmatovich	Q4 2019	In progress
GIS Regionalization		John Herrera Matthew Wooden	Q4 2019	Preparing for board presentation on 11/12/19
Verizon Cellular Data Review		Kelson Patterson	Complete	On going, monthly savings reduced from \$2500/month to \$500/month
ATT Circuits Data and Phone Review		Jeff Davis	Q3 2019	On going, monthly savings reduced from \$7500/month to \$3700/month
Intrado Personal Greeting	Kylee Soares Supervisors	Brad Dorsett Linda Biagi	Complete	Completed in August
Radio Inventory		Linda Biagi	Complete	Completed in July
P25 Radio Programming and Training		Chuck Schuler	On going	Radio Failure Plan in progress.
OES EDI Project		Linda Biagi	Complete	Completed in August



Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3006

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SRFECC - FY 19/20 Budget to Actuals Report

Month of August 2019

Page 1 of 3

GL Account	Description	August 2019 Actual	YTD Actual	YTD Budget (Monthly)	Variance
EMPLOYEE-RELATED EXPENSES					
5010	Base Salaries and Wages	338,909	644,263	801,036	156,773
5020	Overtime	19,268	48,116	34,867	(13,249)
5030	Overtime - FLSA	6,671	10,912	22,906	11,995
5040	Uniform Allowance	3,000	17,050	23,100	6,050
5050	Night/Admin Shift Differential	2,978	5,610	5,115	(495)
5055	Out-of-Class Pay	4,202	10,727	7,200	(3,527)
5060	Longevity	9,700	12,200	5,000	(7,200)
5065	On-Call Pay	4,650	9,575	12,200	2,625
5115	Vacation Cash Out	24,797	36,427	12,940	(23,487)
5120	Sick Leave	8,546	18,929	0	(18,929)
5130	CTO Leave	0	12,353	0	(12,353)
5140	Holiday Pay	(216)	9,189	32,106	22,917
5220	Training Pay	4,986	6,333	5,167	(1,167)
5225	Medical Insurance Pool	2,473	5,077	0	(5,077)
5310	Workers Compensation Insurance	0	0	10,000	10,000
5410	FED ER Tax - Medicare	5,994	11,534	11,667	133
5413	FED ER Tax - Social Security	225	369	1,750	1,381
5420	State ER Tax - ETT	13	22	350	328
5423	State ER Tax- UI-	566	927	3,667	2,739
5510	Medical Insurance	61,951	61,035	147,711	86,676
5520	Dental Insurance	6,661	13,173	7,904	(5,270)
5530	Vision Insurance	613	557	813	256
5610	Retirement Benefit Expense	86,793	176,602	187,747	11,145
5620	OPEB Benefit Expense	39,689	40,069	45,865	5,797
5625	Education Incentive	1,785	2,724	5,000	2,276
5690	Other Salary and Benefit Expens	2,626	4,123	3,000	(1,123)
TOTAL EMPLOYEE-RELATED EXPENSES		636,880	1,157,896	1,387,111	229,215



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10230 Systems Parkway, Sacramento, CA 95827-3006

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SRFECC - FY 19/20 Budget to Actuals Report

Month of August 2019

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GL Account	Description	August 2019 Actual	YTD Actual	YTD Budget (Monthly)	Variance
MATERIALS & SUPPLIES					
6010	Office Supplies	386	702	1,667	965
6011	Office Supplies CTC	0	7	333	326
6013	Office Supplies - Ink Cartridge	278	563	1,367	804
6015	Equipment Rental	771	1,354	1,200	(154)
6020	Postage	14	14	167	152
6090	Other Materials and Supplies	1,144	2,286	2,250	(36)
TOTAL MATERIALS & SUPPLIES		2,593	4,926	6,984	2,057
PROFESSIONAL SERVICES					
6110	Legal Services	0	0	30,000	30,000
6115	Accounting and Audit Services	12,880	12,880	2,667	(10,213)
6125	Consulting Services	32,542	73,445	58,276	(15,169)
6140	Technological Services	20	40	9,583	9,543
TOTAL PROFESSIONAL SERVICES		45,442	86,365	100,526	14,161
COMMUNICATION EQUIPMENT & SERVICES					
6220	Maintenance - Radios & Radio Equipment	0	0	5,488	5,488
6221	Maintenance - Radio Consoles & Other	0	0	12,236	12,236
6223	Radio - Backbone Subscription SRRCS	0	0	18,112	18,112
6230	Communication Services	20,958	44,814	48,866	4,052
6245	Maintenance - Tower Equipment	0	0	2,500	2,500
6247	Comm Van Materials/Equipment	0	0	1,520	1,520
6290	Other Communication Services and Equipment	267	554	3,333	2,779
TOTAL COMMUNICATION EQUIPMENT & SERVICE!		21,225	45,368	92,055	46,687
HW & SW MAINT					
6310	Hardware Maintenance - Equipment	13	13	3,715	3,702
6316	Hardware Maint - Network	0	0	6,983	6,983
6319	Hardware Maintenance Other	0	0	2,417	2,417
6320	Software Maintenance - Applications	2,974	4,636	30,176	25,541
6322	CAD Maintenance and Support/Northrop Grumma	7,351	14,702	39,448	24,746
6323	Software Maintenance - GIS	2,119	2,674	11,548	8,874
6330	Software Maintenance - Network	214	428	2,772	2,343
6390	Other, Computer Services and Supplies	(1,231)	1,596	2,000	404
TOTAL HW & SW MAINT		11,440	24,049	99,059	75,009



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GL Account	Description	August 2019 Actual	YTD Actual	YTD Budget (Monthly)	Variance
FACILITIES & FLEET					
6410	Services - Landscaping	800	1,600	1,633	33
6415	Maintenance - Building	178	178	4,687	4,508
6260	Lease - CTC	1,500	3,000	3,000	0
6420	Services - Custodial	4,000	8,140	12,220	4,080
6421	Services - Center Security	11,320	28,240	8,900	(19,340)
6425	Maintenance - HVAC	4,330	4,866	2,790	(2,075)
6235	Maintenance - Power Supply	539	2,015	12,197	10,182
6430	Services - Cable	0	0	320	320
6435	Services - Pest Control	200	200	100	(100)
6490	Other, Facilities and Fleet	464	2,102	937	(1,164)
6510	Utilities - Electric	5,426	10,662	14,450	3,788
6515	Utilities - Water	903	1,780	1,542	(238)
6520	Utilities - Refuse Collection / Disposal	454	1,369	986	(383)
6525	Utilities - Sewage Disposal Services	46	437	240	(197)
6635	Services - Bottled Water	263	518	500	(18)
6645	Services - Printing	135	258	333	76
6650	Services - Shredding	151	327	333	6
6652	Fleet - Maintenance	86	86	1,250	1,164
6654	Fleet - Fuel	734	1,295	2,492	1,197
6655	Insurance (Property and Fleet)	5,834	11,668	7,583	(4,085)
6690	Other - Facility & Fleet Management	345	2,965	1,197	(1,768)
TOTAL FACILITIES & FLEET		37,708	81,706	77,690	(4,016)
RECRUITMENT, RETENTION & TRAINING					
6610	Recruitment	719	1,865	5,035	3,170
6612	Employee Retention	0	(190)	2,583	2,773
6615	Employee Education & Training	279	2,324	3,325	1,001
6618	Conference Registration	0	0	2,128	2,128
6620	Travel / Transportation	(139)	(111)	0	111
6621	Air	0	0	2,167	2,167
6622	Lodging	0	0	3,750	3,750
6623	Rental Cars	0	0	340	340
6624	Parking	0	0	167	167
6625	Membership Dues	0	0	557	557
6626	Taxi, Uber, Mileage, Other	0	0	500	500
6627	Per Diem	0	746	1,285	540
6639	Accrediations - ACE	0	0	708	708
6640	Uniform/Badges/Shirts	0	261	1,000	739
6660	Operations Support	0	687	8,217	7,530
6661	Administration Support	0	0	4,500	4,500
TOTAL RECRUITMENT, RETENTION & TRAINING		859	5,582	36,262	30,681
GRAND TOTAL		756,147	1,405,892	1,799,687	393,795



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Executive Monthly Credit Card Usage Report

Reporting Month: September 2019

Last 4 of card	Last Name	Status	Credit Limit	Monthly Usage	Approvals		
					Employee	DD	ED
5961	Patterson	Open	\$ 5,000.00	\$ 873.64	✓	DH	MS
3418	Shmatovich	Open	\$ 1,500.00	\$ 561.35	✓		MS
4343	Soares	Open	\$ 500.00	\$ 148.79	✓		MS
7447	Tackett	Open	\$ 1,500.00	\$ 274.95	✓		MS
4358	Vargo	Open	\$ 5,000.00	\$ 694.97	✓	OH	MS
6142	Wolfe	Open	\$ 1,500.00	\$ 109.74	✓	KS	MS
6159	Schuler	Open	\$ 100.00	\$ 40.00	✓	DH	MS
	Credits			\$ (240.00)			
		Total:		\$ 2,463.44			
6001	AP	Open	\$ 10.00	\$ -			
6115	Mackey	Open	\$ 500.00	\$ -			
7785	Strong	Open	\$ 100.00				
6167	Dorsett	Open	\$ 100.00	\$ -			
		Total:	\$ 15,810.00				

Monthly Activity: September 2019

New accounts added: None

Closed accounts: Meyer, Macias, Kukharets

Cards reported lost or stolen: None

Disputed transactions: \$240, resolved

Changes in authorization limits: Dr. Mackey decreased from \$1000 to \$500.

Monthly Liability: Previous monthly liability was \$200,000. In July we reduced it to \$34,510.00, In August, to \$25,000 and September to \$15,810.



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FY 19-20			
Total Monthly Credit Card Usage			
July	\$ 7,437.00	January	\$ -
August	\$ 3,068.91	February	\$ -
September	\$ 2,463.44	March	\$ -
October	\$ -	April	\$ -
November	\$ -	May	\$ -
December	\$ -	June	\$ -

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


Executive Director Signature

10-16-19
Date



Sacramento Regional Fire/EMS Communications Center

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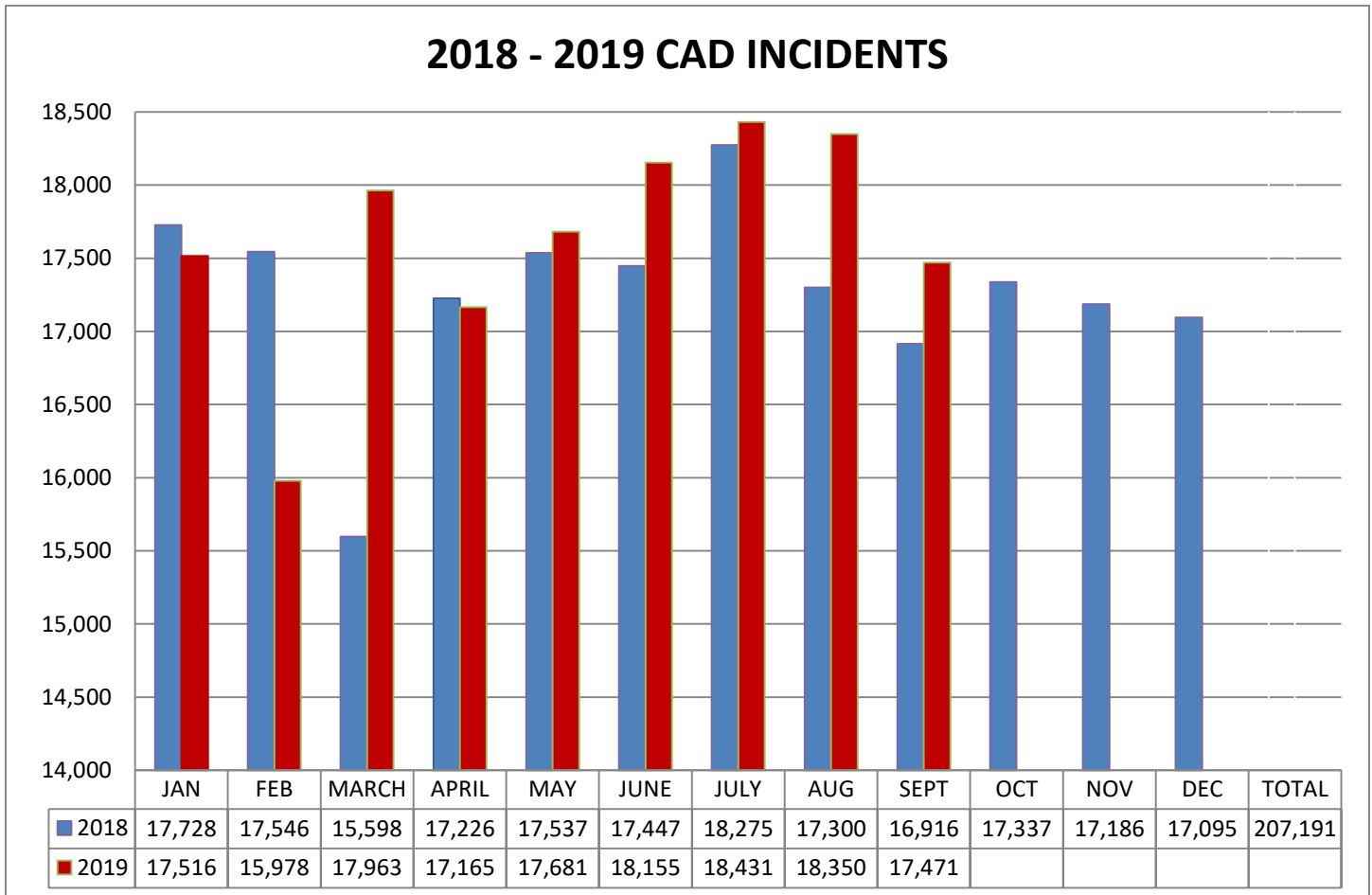
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SRFECC – Umpqua Lease Agreement Monthly Report October 22, 2019

Umpqua Lease-Purchase Budget		Hardware	Software & Services	Warranty Mnt
NG COBOL CAD Hardware Stabilization	\$ (429,446)	\$ 97,411.00	\$ 262,679.00	\$ 69,356.00
NG Command Point SW Upgrade	\$ (1,991,562)		\$ 1,720,047.00	\$ 271,515.00
NG CommandPoint Fit Gap	\$ (199,381)		\$ 199,381.00	
NG CommandPoint Hardware Upgrade	\$ (512,171)	\$ 512,171.00		
NG CommandPoint switches and power	\$ (200,000)	\$ 200,000.00		
Westnet Hardware and Software	\$ (667,440)	\$ 412,633.40	\$ 254,806.60	
Total	\$ -			
Umpqua Payment Schedules		Lease Payments		
Schedule 1 - Funding Request #1	Amount	Date	Description	Amount
NG Invoice 1001	\$ 52,487.00	10/1/2019	Lease Initiation	\$ 500.00
NG Invoice 0011	\$ 88,214.00	10/1/2019	Legal Fees (June)	\$ 385.00
NG Invoice 0003	\$ 150,306.10	10/1/2019	Legal Fees (July)	\$ 6,757.50
NG Invoice 1002Z	\$ 37,487.00	10/3/2019	Interest Payment	\$ 4,318.69
NG Invoice 0001R	\$ 214,723.00			
NG Invoice 0002	\$ 516,014.00			
Schedule 1 - Funding Request #1 Total:	\$ 1,059,231.10			
Schedule 1 - Funding Request #2				
NG Invoice 0004	\$ 406,933.50			
Schedule 1 - Funding Request #3				
Westnet Invoice 24637	\$ 242,269.09			
Total Schedule 1	\$ 1,708,434			
Schedule 2 - Estimate Q2 2020	\$ 1,300,000			
Schedule 2 - Estimate Dec 2020	\$ 1,000,000			
Total	\$ 4,008,434	Total		\$ 11,961.19

CAD Incidents - SEPTEMBER, 2019

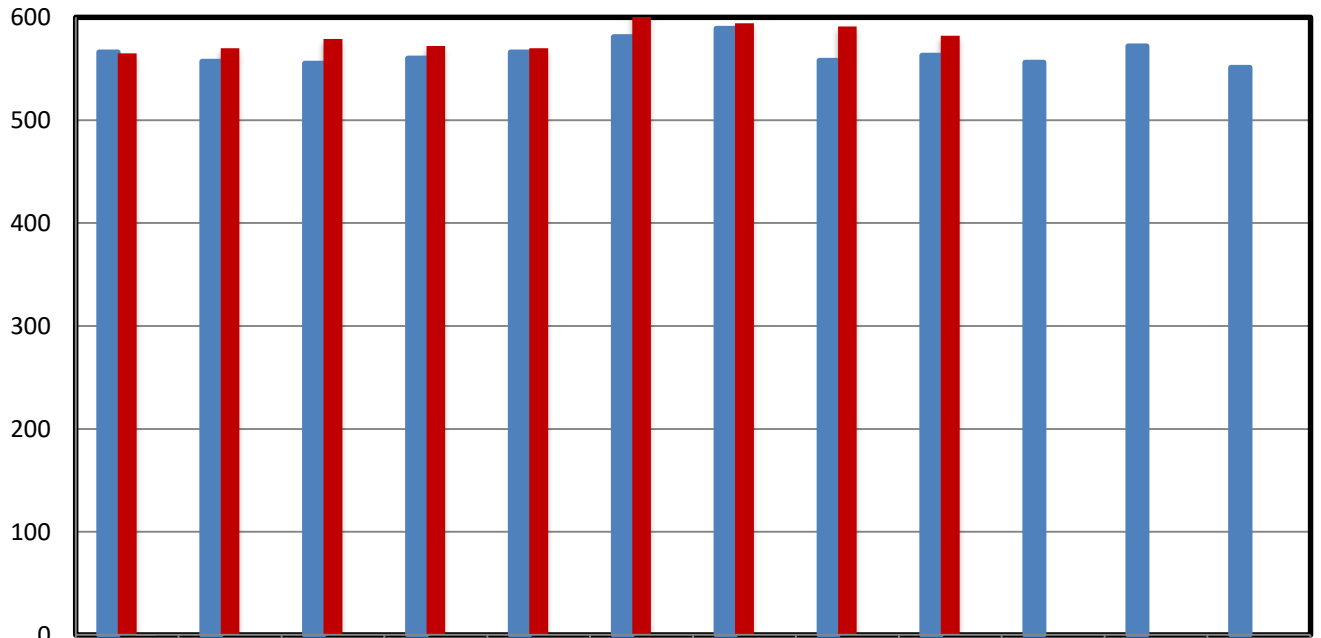
Total number of CAD incidents entered for SEPTEMBER: 17,471



CAD Incidents - SEPTEMBER, 2019

Average number of CAD incidents entered per day for SEPTEMBER: 582

Average Number of Incidents Per Day



	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
■ 2018	566	557	555	560	566	581	589	558	563	556	572	551
■ 2019	565	570	579	572	570	605	594	591	582			
■ % CHANGE	-0.18%	2.28%	4.15%	2.10%	0.70%	3.97%	0.84%	5.58%	3.26%	0.00%	0.00%	0.00%

SRFECC Telephony Performance Measure September 2019

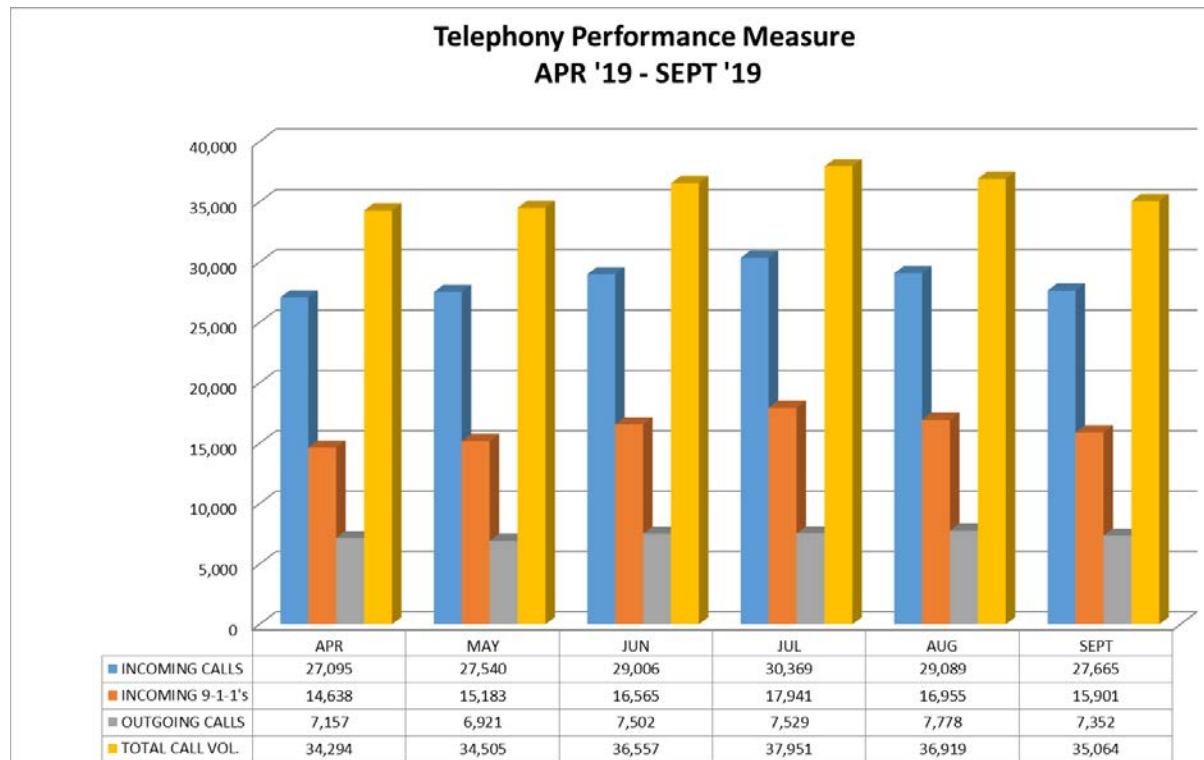
The following data is the telephony performance measures for the Sacramento Regional Fire/EMS Communications Center (SRFECC) during the month of September, 2019 for all incoming and outgoing calls to and from the Center on 9-1-1 lines, Seven-Digit Emergency (7DE) lines, Allied Agencies (i.e. Sacramento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

Summary of Information

During the month of September, 2019 dispatch staff processed **27,665** incoming calls and **7,352** outgoing calls for a total call volume of **35,064**.

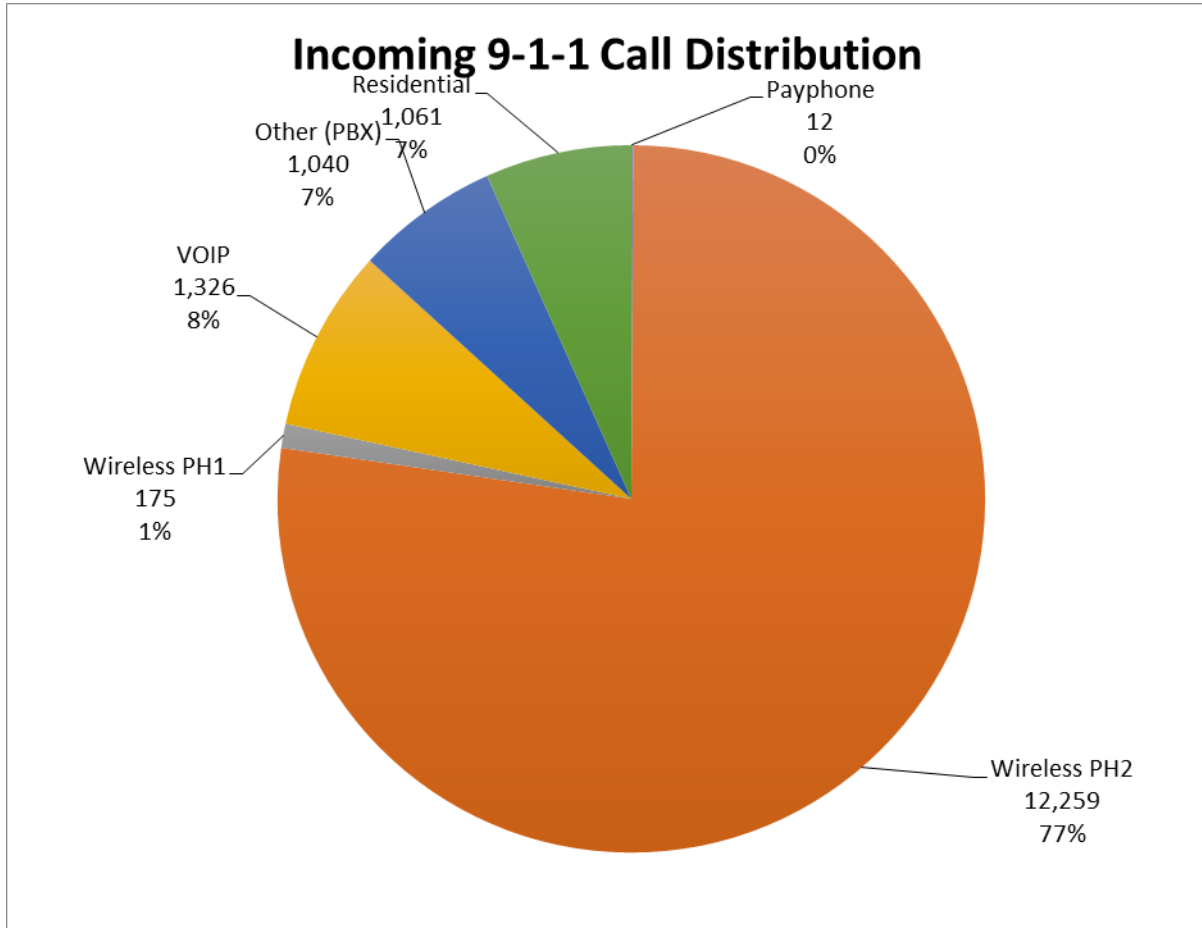
Detailed Breakdown of Information – Incoming Lines

- **9-1-1 Emergency lines: 15,901**
- **“Seven-Digit” Emergency lines (7DE): 4,643**
- **Allied Agency/Alarm Companies: 3,046**
- **Non-Emergency/Administrative (7DA) lines: 4,407**



SRFECC Telephony Performance Measure September 2019

The following data represents incoming call distribution according to class of service. September totals: **15,901** incoming 9-1-1 calls:



SRFECC Telephony Performance Measure September 2019

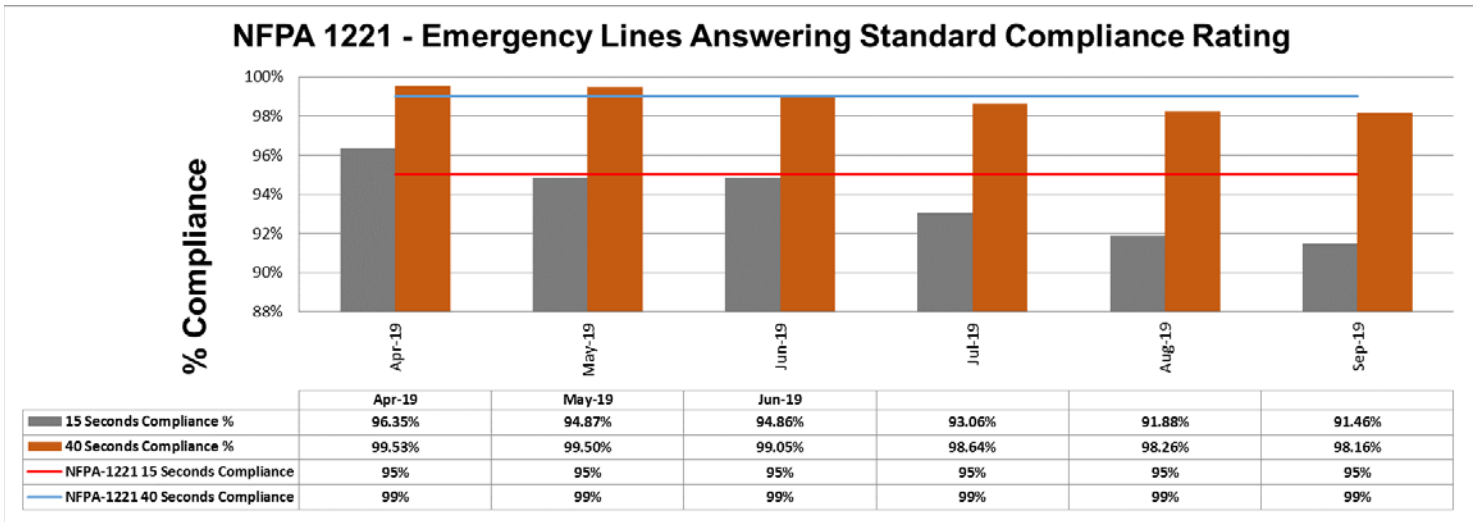
Emergency Lines Answering Standard: NFPA-1221 (2016 Edition)

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

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

NFPA-1221 (2016 ed.) recommends that all calls received on emergency lines shall be answered within 15 seconds 95% of the time and 99% percent of emergency lines shall be answered within 40 seconds – In September, the dispatch team answered all calls on emergency lines within 15 seconds **91.46%** of the time and answered within 40 seconds **98.16%**.

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



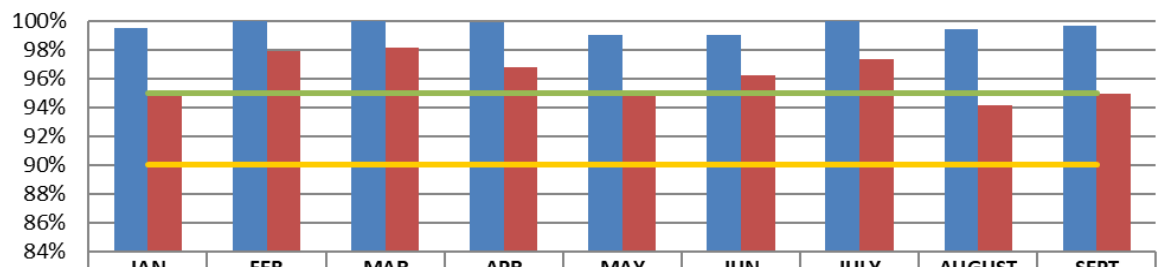
Emergency Medical Dispatching (EMD) Compliance Scores

- **Customer Service Score Average* (Baseline Requirement of 95%)**
 - **Overall Customer Service Score – SEPTEMBER: 99.71%**
 - **Overall Customer Service Score – JAN to SEPT: 99.64%**

- **Overall Compliance Score Average* (Baseline Requirement of 90%)**
 - **Overall Compliance Score – SEPTEMBER: 94.93%**
 - **Overall Compliance Score – JAN to SEPT: 95.89%**

% Compliance

EMD Compliance Rating - JAN-SEPT 2019



	JAN	FEB	MAR	APR	MAY	JUN	JULY	AUGUST	SEPT
Customer Service Rating	99.54%	100.00%	100.00%	99.91%	99.05%	99.10%	100.00%	99.49%	99.71%
Overall Compliance Rating	94.88%	97.90%	98.21%	96.85%	95.12%	96.28%	97.38%	94.16%	94.93%
IAED - Baseline - Customer Service	95%	95%	95%	95%	95%	95%	95%	95%	95%
IAED - Baseline - Overall Compliance	90%	90%	90%	90%	90%	90%	90%	90%	90%

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