



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

**9:00 a.m.**

**Tuesday, January 12, 2021**

**REGULAR MEETING OF THE GOVERNING BOARD OF SRFECC**  
**10545 Armstrong Ave – Room #385**  
**Mather, CA 95655-4102**

**Public Remote Access at:**

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

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

Conference ID: 950 282 072#

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**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  
Paul Zehnder, Vice Chairperson  
Chad Wilson, Board Member  
Tyler Wagaman, Board Member

Deputy Chief, Sacramento Fire Department  
Deputy Chief, Cosumnes Fire Department  
Division Chief, Folsom Fire Department  
Deputy Chief, Sacramento Metropolitan Fire District

**Pledge of Allegiance**

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

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

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**Please Note:** The Public's health and well-being are the top priority for the Board of Directors ("Board") of Sacramento Regional Fire/EMS Communications Center and therefore, because of the potential threat of COVID-19 (Coronavirus), public access to this meeting will be available through the link set forth above.

**PRESENTATION:**

1. CommandPoint CAD FitGap Presentation\*

\* INDICATES NO ATTACHMENT

**RECESS TO CLOSED SESSION:**

1. CONFERENCE WITH LABOR NEGOTIATOR\*

Pursuant to Government Code Section 54957.6

Center Negotiator(s)	Lindsay Moore, Counsel Ty Bailey, Executive Director
Employee Organization(s)	Teamsters Local 150 Teamsters Local 856 Unrepresented Administrators

2. PERSONNEL ISSUES\*

Pursuant to California Governing Code Section 54957

a. Employee Evaluation: Executive Director

3. CONFERENCE WITH LEGAL COUNSEL: Anticipated Litigation\*

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

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

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

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

1. Board Meeting Synopsis (November 10, 2020) Page 5

2. Special Board Meeting Synopsis (November 23, 2020) Page 12

PROPOSED ACTION: Motion to Approve Consent Agenda

**ACTION ITEMS:**

- 1. Election/Reelection of Board Chairperson\*
- 2. Election/Reelection of Board Vice Chairperson\*
- 3. CAD/Radio Technician Job Description Page 17
- 4. Deputy Director of Administration Contract Extension Page 21

**DISCUSSION/POSSIBLE ACTION:**

NONE

**INFORMATION:**

- 1. Communications Center Statistics Page 40
  - a. Telephony Performance (November)
  - b. Telephony Performance (December)
  - c. CAD Incidents (October)
  - d. EMD Compliance Scores (October)
  - e. CAD Incidents (November)
  - f. EMD Compliance Scores (November)
  - g. CAD Incidents (December)
  - h. EMD Compliance Scores (December)
- 2. Financial Reports Page 55
  - a. Monthly Credit Card Usage Statement (October)

\* INDICATES NO ATTACHMENT

- b. Monthly Credit Card Usage Statement (November)
- c. Budget to Actuals (2020 Q4 End)
- d. Umpqua Lease Update
- 3. Recruitment Update Page 63
- 4. Project Update Page 64
- 5. PAD Update Page 65
- 6. Website Redesign Proposal Page 66

**CENTER REPORTS:**

- 1. Executive Director Bailey\*
- 2. Deputy Director House – Administration\*
- 3. Deputy Director Soares – Operations\*
- 4. Medical Director Dr. Mackey\*

**CORRESPONDENCE:**

- 1. Letter from Cosumnes Services District, Appointing Deputy Chief Troy Bair as the JPA Board Representative and Chief Felipe Rodriguez as JPA Board Alternate Page 73

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

**BOARD MEMBER COMMENTS:**

**ADJOURNMENT:**

The next scheduled Board Meeting is February 9, 2021.

Location: 10545 Armstrong Ave, Mather, CA 95655-4102

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

Posted at: 10230 Systems Parkway, Sacramento, CA 95827  
[www.srfecc.ca.gov](http://www.srfecc.ca.gov)  
10545 Armstrong Ave, Mather, CA 95655-4102

**DISABILITY INFORMATION:**

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

\* INDICATES NO ATTACHMENT

**POSTING:**

This is to certify that on January 8, 2021, a copy of the agenda was posted:

- at 10230 Systems Parkway, Sacramento, CA 95827
- at 10411 Old Placerville Rd – Suite #210, Sacramento, CA 95827
- on the Center's website which is: [www.srfecc.ca.gov](http://www.srfecc.ca.gov)
- 10545 Armstrong Ave, Mather, CA 95655-4102

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

Clerk of the Board

## REGULAR GOVERNING BOARD MEETING

November 10, 2020

### GOVERNING BOARD MEMBERS

Deputy Chief Chris Costamagna	Sacramento Fire Department
Deputy Chief Brian Shannon	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

Tyler Wagaman	Executive Director
Diane House	Deputy Director – Administrative

### OTHERS IN ATTENDANCE

Lindsay Moore	Counsel, SRFECC
Marissa Shmatovich	Executive Assistant, SRFECC
Deputy Chief Troy Bair	Cosumnes Community Services District
Dr. Kevin Mackey	Medical Director, SRFECC
Battalion Chief Ty Bailey	Sacramento Metropolitan Fire District

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

### Join Microsoft Teams Meeting

+1 916-245-8065 United States, Sacramento (Toll)

Conference ID: 950 282 072#

The meeting was called to order and roll call taken at 9:01 a.m.

1. The Pledge of Allegiance was recited.
2. Chief Costamagna opened with announcing that the board will move Dr. Kevin Mackey's report out to before closed session, to which there was no contest. Additionally, the audit presentation was rescheduled.
3. There was no public comment.

#### 4. PRESENTATION

None

#### 5. CENTER REPORTS

Dr. Mackey began by thanking the board for the opportunity to present remotely. He went on to share the department of public health had reached out to the EMS agencies, who in turn reached out to Dr. Mackey, regarding a new test that is available, called BinaxNOW, which is a simple finger-stick antigen test. Dr. Mackey has begun working with each of the agencies to begin the steps to offer this test. Currently in the event we test a symptomatic employee, we must wait 24-48 hours for the results of that test. This test is an advantage because the results

of the test take only 20 minutes. This allows us to be more nimble and focused in contact tracing, and in turn provides more protection to the employees, their families, and our patients.

This week, CC15 through Sacramento Fire launched and is fully staffed. The County is extremely pleased with the performance of the CC units so far. Just last week, the CC units performed 1,100 swabs and this week with another CC unit up and running, are bound to break another record of tests performed.

Project Bullseye should be off the ground soon, by pushing quality for the most time sensitive and ill patients, improving delivery of care, and celebrating good work done by our staff.

Dr. Mackey closed with thanks and opened the floor for questions. Chief Shannon asked for the name of the new test. Dr. Mackey shared the BinaxNOW test, available through the County at the knowledge of Dr. Garzon, will be available to the fire agencies to utilize once Dr. Mackey completes a CLEA waiver which would allow the fire agencies to perform the test without an approved lab. Dr. Mackey does not anticipate this being an issue, and has begun the process with the assistance of the EMS officers.

## 6. CLOSED SESSION:

### 1. CONFERENCE WITH LABOR NEGOTIATOR\*

Pursuant to Government Code Section 54957.6

Center Negotiator(s) Lindsay Moore, Counsel  
Tyler Wagaman, Executive Director

Employee Organization(s) Teamsters Local 150  
Teamsters Local 856  
Unrepresented Administrators

### 2. PERSONNEL ISSUES\*

Pursuant to California Governing Code Section 54957

- a. Employee Evaluation: Executive Director

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

- a. Pursuant to California Government Code Section 54956.9 (b)  
The Board will meet in closed session to discuss significant exposure to litigation.  
Two (2) potential cases

Closed session was convened at 9:07 a.m.

Open session was reconvened at 10:00 a.m.

1. The Board received an update regarding labor negotiations. No formal action was taken.
2. The Board received an update; no formal action was taken.
3. The Board received an update; no formal action was taken.

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

A motion was made by Chief Wilson and seconded by Chief Shannon to approve the consent agenda and Board Meeting minutes (October 28, 2020).

**AYES:** Sacramento Fire Department, Sacramento Metro, Cosumnes Community

Services District, Folsom Fire

NOES:

ABSENT:

ABSTAIN:

Motion passed.

**8. ACTION ITEMS:**

1. Human Resources Manager Job Description

Chief Shannon made a motion to approve the Human Resources Manager Job Description, and Chief Wilson seconded the motion.

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

NOES:

ABSENT:

ABSTAIN:

Motion passed.

**9. DISCUSSION/POSSIBLE ACTION:**

None

**10. INFORMATION:**

1. Communications Center Statistics

A copy of this report was contained in the board packet.

2. Financial Reports

A copy of this report was contained in the board packet.

3. Financial Reports

A copy of this report was contained in the board packet.

4. Recruitment Update

A copy of this report was contained in the board packet.

5. Umpqua Lease – Change Addendum Payment – Revised Schedule

A copy of this report was contained in the board packet.

**11. CENTER REPORTS:**

Executive Director

ED Wagaman began with a discussion of the reports included in the board packet, explaining

that the data is always interesting to look through, that it drives and reinforces the work our staff does every day. What really struck ED Wagaman in this month's packet was the apparent initial lull in call volume at the beginning of the COVID-19 Pandemic, which is typically unheard of in public safety. But since then, not only has call volume bounced back, but has also returned to the 2-3% steady increase. While the increase may be a wash, due to the decreased call volume for a short period of time, it can be observed that call volume is on an upward trend.

Given this, our two highest priorities are service delivery and training our staff. Our employees are doing an incredible job every day to adhere to these priorities. Whether its EMD refresher, ProQA, CommandPoint CAD, AVD, NICE Recording Software upgrade, ACD (automatic call distribution), building out our disaster recovery site with CAD, phones, and radio, UPS replacement – all of these support our service delivery needs, and training to ensure our staff know how to use the software for a more efficient operation.

When we look at our expanded bullpen – the additional 6 call taking positions – ED Wagaman is happy to report that we are now using those positions, and fighting over them for either call taking positions or training. ED Wagaman would much rather fight for space that we have built out, rather than have space and not have anyone to put in that space.

Northrop Grumman is on site for training, and as such DD Soares is not in attendance at the board meeting but did provide ED Wagaman with updates for the board.

Academy 20-1 recruits are beginning to move to Main Dispatch training, and Academy 20-2 continues 1:1 training and all are doing well. An additional dispatcher has been signed off on Main Dispatch, and another began CRO training with another beginning soon. The next academy is scheduled for January, with a total of 6 recruits. CPR training was just completed for all dispatch staff.

COVID supplemental questioning continues during the call taking process. ProQA training is scheduled for November 16-20, and EMD training is scheduled for November 19. Our first Dispatch Review Committee (DRC) and Dispatch Steering Committee (DSC) meeting are scheduled for November 17, and are requirements for ACE Accreditation.

Carpet cleaning was just completed at the dispatch center, as a part of the deep cleaning project. Thank you to A Shift Days for facilitating and allowing this to happen – as you can imagine, bringing in a carpet cleaner to work between work stations could be quite disruptive.

The FitGap process is on-going, and with Northrop Grumman on site this week for training, there is a lot of information being learned this week and we are taking advantage of it.

#### Deputy Director House

DD House reminded the board, with the mention of the FitGap, that there will be a presentation at the December board meeting, with the results of the FitGap and where the Center stands with the potential enhancements needed. This week is like a second level of training from when Northrop Grumman was on site earlier this year, and we are able to approach the system like a new system, and assess what we could change in our own workflows rather than enhance the system. The training has been very productive, and many of the enhancements previously on the list were removed because of new workflows and new ways of doing things. We anticipate the remainder of the training will be just as productive, and look forward to the December board meeting with the FitGap update.

The UPS After-Action review is still on-going, despite and we are approaching the 2-year mark from the power outage on January 6, 2019. We will be moving off the old UPS hardware and onto new UPS hardware, a cutover that is scheduled for an early morning in December,



additional information to come, since additional agency support will be required. In January, we will be able to provide an updated report to the board from the After-Action review, which has resulted in nearly 200 items for review, and has been on-going in the background. The contingency plan for the UPS cutover will be phase 1 of the DR Center at Metro headquarters. We will have the ability to vacate the Center and work at the DR site during the power outage.

ProQA go-live is set for December 8, and is the launching point for the performance component of ACE Accreditation.

Northrop Grumman shared during a CAD presentation the hooks that are built into the new CAD system for NextGen 911 – tabs for images, video, and text, all of which are very exciting to see as we continue our project for NextGen 911. The hardware for NextGen 911 will be installed just before the December holiday. The next component will be turning the hardware on and making the switch from serial connection to fiber connection with the state. We are making great progress there, as we are one of the first PSAPs to do this.

The Viper Phone System upgrade, our 9-1-1 phone system, is in progress, particularly the paperwork since we will be using SETNA funds from the state to fund the upgrade. The documents are nearly complete and will be submitted to the state for final approval, at which point we can work with AT&T for the upgrade which will also include a component of a phone system for the DR site.

The NICE Software and Hardware upgrade PO has been issued and will kick off in January, to include integration with ProQA and AQUA software, which will lead to quicker and easier QA of calls, which leads to ACE Accreditation.

## 12. CORRESPONDENCE:

1. Letter from Sacramento Metropolitan Fire District Board Clerk, Appointing Deputy Chief Tyler Wagaman as the JPA Board Representative and Deputy Chief Adam Mitchell as JPA Board Alternate

A copy of this letter was contained in the board packet.

## 13. ITEMS FOR DISCUSSION AND POTENTIAL PLACEMENT ON A FUTURE AGENDA:

None

## 14. BOARD MEMBER COMMENTS:

### Chief Wilson

Chief Wilson opened with a general report from Folsom, announcing the new Fire Chief Ken Cusano, who will remain as alternate on the board. Welcome to Chief Cusano. Folsom is sorry to see Chief Rodriguez leave but is thankful for continued opportunities to work with him in the county.

Chief Wilson expressed appreciation for the Center for all the administrative projects, allowing the Center to meet its mission and support the agencies. He finds all the work astounding and wishes there was a better way to relay it to a larger audience of the agency staff, because it is easy to lose track of everything the Center does.

Chief Wilson has noticed the higher call volume, and with that the dispatchers have always risen to the occasion and he appreciates all their hard work. While all that is going on, we have been dealing with the worst fire season. As the OAC this season, he has been calling in to the dispatch center on a daily basis, and wanted to express thanks to every person who has been

receptive to his questions, requests for clarifications, managing IROC, and any other needs. It seems we are getting busier and busier and the dispatchers always rise to the occasion.

Chief Wilson also expressed his appreciation to Chief Wagaman. He expressed that Chief Wagaman has taken the Center to great places, and his leadership has been so valuable. Chief Wagaman will be missed, but the board wishes him best wishes in his new challenges and is looking forward to him joining the board again. Chief Wilson also welcomed Chief Bailey as the new Executive Director and thanked him for stepping up, and looks forward to him taking the Center to the next best thing.

#### Chief Costamagna

Chief Costamagna started by thanking DD House for her report out, for keeping us all on track, and for tackling the list of items in the after-action review, and for her work and involvement on the FitGap. He thanked the Clerk of the Board for her work. Chief Costamagna congratulated Chief Zehnder on his retirement and thanked him for his dedication and hard work. Chief Costamagna also congratulated Chief Wagaman on his promotion, and congratulated Chief Bailey on his new role as well and thanked him for stepping into that role. Even though DD Soares is not present, he thanked her for her work as well.

#### Chief Shannon

Chief Shannon congratulated Academies 20-1 and 20-2 for their hard work and continued progress. He also congratulated and thanked the veteran dispatchers, for their role in the academy's success.

Chief Shannon acknowledged the UPS project likely creates anxiety, but assured that Metro, along with the other agencies, will be there to ensure it goes smoothly. However, Chief Shannon expressed confidence in the Center for all the work on past projects.

Chief Shannon thanked the board for having him, welcomed Chief Bailey and congratulated Chief Wagaman for his fantastic job and his response to challenges presented in the Center. Chief Shannon also congratulated Chief Zehnder on his retirement.

#### Chief Zehnder

Chief Zehnder opened with congratulations to Chief Shannon on his retirement, and to Chief Wagaman on his promotion.

It is anticipated that Chief Bair will take Chief Zehnder's place on the board until a more official announcement comes from Chief Rodriguez in the coming weeks.

#### **14. ADJOURNMENT:**

The meeting was adjourned at 10:21 a.m.

Respectfully submitted,



Marissa Shmatovich  
Clerk of the Board



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Chris Costamagna, Chairperson



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Paul Zehnder, Vice Chairperson



## SPECIAL BOARD MEETING

November 23, 2020

### GOVERNING BOARD MEMBERS

Deputy Chief Chris Costamagna	Sacramento Fire Department
Deputy Chief Brian Shannon	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

Tyler Wagaman	Executive Director
Kylee Soares	Deputy Director – Operations
Diane House	Deputy Director – Administrative

### OTHERS IN ATTENDANCE

Kim Bogart	Counsel, SRFECC
Marissa Shmatovich	Executive Assistant, SRFECC Cosumnes
Deputy Chief Troy Bair	Community Services District Richardson &
Brian Nash	Company
Doug Kuramoto	Richardson & Company
Jen Edwards	Dispatcher, SRFECC
Casey Quintard	Dispatch Supervisor, SRFECC
Jill Short	Dispatcher, SRFECC
Cierra Lewandowski	Payroll and Benefits Coordinator, SRFECC
Chia Vargo	Accounting Specialist II, SRFECC
Summer Carroll	Dispatcher, SRFECC

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

## Microsoft Teams meeting

**Join on your computer or mobile app**

[Click here to join the meeting](#)

**Or call in (audio only)**

+1 916-245-8065,597730609# United States, Sacramento

Phone Conference ID: 597 730 609#

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. The board received a request for public comment from Jill Short, a dispatcher with SRFECC. Chief Costamagna welcomed her and informed her of the 3 minute time limit.

Ms. Short opened with Thanksgiving wishes to the board, but is present at the board meeting to express concerns regarding the COVID-19 outbreak at the Center, with nearly 2/3 of the employees testing positive to date. She presented a snapshot of several employees at the

Center who are already sick or are afraid to become sick – one employee who is caring for her mother who is battling an aggressive form of brain cancer, and while her mother has tested negative so far, she cannot spend Thanksgiving with her family due to her own positive test; another employee lost her mother earlier this year, and cannot spend time with her father or her daughter on their first Thanksgiving without their loved one due to her positive test; yet another employee is caring for her immunocompromised mother, and is afraid she has already exposed her mother to COVID.

Earlier in the year, when the Center first began discussions of COVID-19 and when Ms. Short was still Union Steward, the Center requested suggestions of how to keep employees safe. L856 and L150 provided many ideas, but only one of those suggestions was implemented, and was one that should have been implemented regardless of COVID-19.

On October 2, after another exposure scare at the Center, Ms. Short sent an email to management and her supervisor again expressing her concerns and offering well researched updates to the EOP, and expressed that she knows she is not the only one who sent concerns through the chain of command. Ms. Short requested a written response to her email, which she never received, and explained that management seemed to be most focused on her statement that dispatchers were “miserable,” a statement she stands by now more than ever. The update to the EOP after the conversation between Ms. Short and management did nothing further to protect employees, and included unnecessary language about immunocompromised employees and reporting safety concerns to an immediate supervisor, which felt retaliatory in nature and unhelpful. Beyond management’s unwillingness to do anything to keep the dispatchers safe, the Board decided to redefine the terms of the dispatchers’ health insurance outside of negotiations and in the midst of a pandemic. Not only is this not the first issue that was not bargained in good faith, it was done in a dishonest and opaque way. Dispatchers were forced to change health plans and switch doctors because of the Center, and when the Center announced the de-funding of the insurance pool those who expressed concern were told by a previous Executive Director to “go on their husband’s plan.”

For those who do not know, Ms. Short’s father retired from Metro Fire in 2010 after a 30 year career in the fire service. He encouraged Ms. Short to become a dispatcher because of the life being a firefighter had afforded him; great benefits, time off, and a sense that you are making a positive difference in the world. But after seeing what Ms. Short has gone through as a dispatcher over the past 12 years, he feels guilt every day for suggesting SRFEC as a place to build a career. [The three minute timer expired.]

There were no other requests for public comment.

#### **4. PRESENTATION**

##### **1. FY 19/20 Audit Presentation**

Diane House began by introducing Richardson and Company who has been doing the Center’s financial audit for years. Ingrid was previously the partner who completed the audit, and the Center has recently switched partners to the newest partner Brian Nash and team. Brian Nash provided the financial audit documents provided to the board members and in the board packet. There was some redaction required due to previous legal action that was taken. Diane House thanked Brian Nash and Richardson and Company for their work on the audit and meeting the deadlines on the audit before turning it over to Mr. Nash for the presentation.

Mr. Nash opened his presentation with thanks to the board. As Diane House mentioned, the audit partners rotated as required by California Government Code, which requires audit partner rotation after 6 consecutive audits with one partner. Mr. Nash took a fresh look at the Center’s operations, but did not notice anything too significant, but all findings will be discussed.

As Diane House mentioned, there were some changes to how things were reported in order to ensure information not allowed by law under a previous settlement agreement to be disclosed was not included in the documents. All financial statements still have everything presented appropriately.

Included in the packet are Audit and Financial Statements, Required Communications Letter (everything an audit firm is supposed to report to a governing body), and a Management letter (recommendations from audit). Inside the financial statements there is also a compliance report under government auditing standards.

The clean audit opinion is included in page 1. Something important to note is that management is responsible for the financial statements. Richardson and Company prepares the financial statements on behalf of management, but management is responsible for those documents. Richardson and Company's responsibility is to provide their opinion as a result of the audit.

In review of a few of the more important parts of the audit:

- on the balance sheet on page 3 of the financial statements, the cash increased and receivables decreased as related to the CAD settlement.
- There is a large increase in prepaid expenses as related to the new CAD service contract
- Capital Assets depreciation has a large amount in the category of "not being depreciated," due to the new CAD Expenses. CAD system was not implemented prior to June 30, 2020.
- There is a line for the new CAD Capital Lease, amounting to \$1.7 million and is broken into current liability and noncurrent liability portion
- The pension liability increased approximately \$400,000 and post-retirement health care liability (OPEB) decreased approximately \$100,000.
  - The pension liability has been increasing, and will increase again due to a decrease in the discount rate with CalPERS.
- The unrestricted net position is \$12,169,907 in the negative due to the liability in the post-retirement health care, which is not uncommon.
- Operating revenues did not change significantly
- There was a \$454,000 increase in member assessment which was off-set by a reduction in revenue from deployments.
- Expenses declined, with the largest change in the services and supplies area.
- Change in net position was a positive \$63,000

Mr. Nash also pointed out new footnotes:

- Terms of capital lease are disclosed
- Post-retirement Benefit and Pension calculation information
- Reserves description
- New Lease commitment (Old Placerville Road)
- New CAD contract commitments and letter of credit

Inside of the Financial Statements includes an internal control report under Government Auditing Standards, with no findings reported in that letter (no internal control weaknesses to report). Several other required disclosures in the required communications letter include what amounts are estimated in the financial statements (pension and post-retirement benefit liabilities are estimated based on actuarial evaluations, current portion of compensated absences/vacation liability is estimated based on usage), 17 closing entries and audit adjustments combined during the audit, and 3 unadjusted differences (considered immaterial), separating the training and maintenance contracts to expense them, and payables recorded for maintenance that were reversed due to no supporting documentation.

There was no difficulty in preparing the audit, no unusual accounting practices, and no disagreements with management. Mr. Nash then turned the presentation over to Doug Kuramoto, the Senior Manager on the audit.

Mr. Kuramoto discussed the management letter. During the audit process, Richardson and Company reviews the Center's controls over financial reporting and as a result has several recommendations to management to implement in the future:

- Update Capital Assets Policy
- Create updated list of capital assets in use
- Properly updated subsidiary ledgers to reflect most accurate information
- Documentation of controls being performed (payroll records, bank information, etc.)
- Update benefits and pot-retirement benefits as given to employees not covered by the MOU(s)

Several prior year recommendations have been implemented by management.

Mr. Nash and Mr. Kuramoto concluded their presentation and opened the floor to questions. Upon no further questions, Chief Costamagna expressed thanks to the auditors for their presentation.

## 5. CLOSED SESSION:

### 1. CONFERENCE WITH LABOR NEGOTIATOR\*

Pursuant to Government Code Section 54957.6

Center Negotiator(s)	Kim Bogart, Counsel Tyler Wagaman, Executive Director
Employee Organization(s)	Teamsters Local 150 Teamsters Local 856 Unrepresented Administrators

### 2. PERSONNEL ISSUES\*

Pursuant to California Governing Code Section 54957

- |                         |                    |
|-------------------------|--------------------|
| a. Employee Evaluation: | Executive Director |
| b. Public Employment:   | Executive Director |

Closed session was convened at 9:29 a.m.

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

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

## 6. ACTION ITEMS:

1. Approval of Second Amendment to Agreement for Services of Executive Director Between the Sacramento Regional Fire/EMS Communications Center and Sacramento Metropolitan Fire District

Chief Wilson made a motion to accept the Second Amendment for Services of Executive Director between Sacramento Regional Fire/EMS Communications Center



and Sacramento Metropolitan Fire District and the motion was seconded by Chief Costamagna.

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

NOES:

ABSENT:

ABSTAIN:

Motion passed.

**7. ADJOURNMENT:**

The meeting was adjourned at 10:12 a.m.

Respectfully submitted,



Marissa Shmatovich  
Clerk of the Board



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Chris Costamagna, Chairperson



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Paul Zehnder, Vice Chairperson





## ***Sacramento Regional Fire/EMS Communications Center***

*10230 Systems Parkway, Sacramento, CA 95827-3006*

*www.srfecc.ca.gov*

### **CAD/RADIO TECHNICIAN**

#### **JOB DESCRIPTION AND MINIMUM QUALIFICATIONS**

**Salary Range: \$6,198.40- \$7,534.80 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 Deputy Director, the CAD/Radio Technician is responsible for performing Computer Aided Dispatch (CAD) and Radio related assistance to staff and allied agencies of SRF ECC.

#### **KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

The CAD/Radio Technician shall possess the following specific knowledge and abilities:

##### Knowledge of:

- Computer Aided Dispatch systems, Northrup Grumman preferred
- 911 Customer Premise Equipment (CPE) hardware and software, Intrado Viper preferred
- Hardware and software installation
- 800 MHz and VHF radio systems and subscriber equipment, VoIP, alphanumeric paging, fire station alerting systems, and UPS equipment
- Fire Station Alerting systems – including server systems and premise equipment
- Audio signal analysis and decoding of Dual Tone Multi Frequency (DTMF) and Two-tone audio signals
- Basic Geographical Information Systems (GIS) needs as it relates to CAD – location verification, Limited Access Roadways (LARs) and common places
- Desktop, laptop and mobile hardware and software support
- Hardware and software inventory management
- Principles of effective customer service and phone etiquette
- Practices, methods, terminology and trends in the wireless and wired telecommunications fields, including trunked and simulcast radio systems and/or outside plant and structured cabling systems
- Practices and methods of radio frequency measurements, including field strength, power deviation, path loss and interference resolution
- Electronics troubleshooting methodologies including voltage, Radio Frequency (RF) power, and audio systems
- Motorola Radio Customer Programming Software (CPS)
- Microsoft Office Suite, Visio, Publisher



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### Skills In:

- Interpersonal Communication – The CAD/Radio Technician 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/Radio Technician 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/Radio Technician 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/Radio Technician must be able to research and troubleshoot problems. They must have the skills to quickly identify the source and provide a solution.

### Ability to:

- Perform routine and repetitive helpdesk and system support duties
- Analyze, troubleshoot, and resolve technical and operational problems related to CAD, CPE, interfaces, 800 MHz and VHF radio systems, VoIP, alphanumeric paging, station alerting and Uninterruptible power supply (UPS) equipment
- Learn Help Desk procedures and applications
- Type proficiently
- 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
- Reason and act decisively under stressful and/or emergency situations
- Work independently with minimum supervision
- Establish and maintain effective working relationships with co-workers and vendors
- Work consistently with allied agencies in a positive manner
- Create, modify, and review technical systems documentation
- Install equipment, route cables, label and document system information
- Prepare user procedures and documentation
- Provide training to users on system implementation and operations
- 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



## ***Sacramento Regional Fire/EMS Communications Center***

*10230 Systems Parkway, Sacramento, CA 95827-3006*

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- Pass a physical exam that relates to the job requirements

### **ESSENTIAL JOB FUNCTIONS:**

The statements contained herein reflect general details as necessary to describe the principal 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.

- Respond to and process help desk tickets
- Troubleshoot and resolve tickets related to the CAD, GIS and IT environments
- Provide desktop, laptop and mobile device support
- Document system configurations, changes, and processes
- Train staff and allied agencies' staff in basic CAD, radio, and interfaces usage
- Develop and maintain vendor relationships
- Answer general CAD, GIS and IT related questions from SRF ECC staff

### **EDUCATION AND EXPERIENCE:**

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

#### Age:

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

#### Education/Training:

- Possess a high school diploma or equivalent GED certificate.
- Possession of a current EMD Certification is highly desirable.

#### Experience:

- A minimum of (2) two years of customer service experience and strong phone etiquette.
- A minimum of (2) two years working in public safety

#### Preferred Experience:

- A minimum of (2) two years of Fire/EMS call taking and dispatching
- A minimum of (2) two years of radio experience – Land Mobile Radio (LMR) troubleshooting, Motorola MCC7500 consoles, and Tait TB7100/8100 systems.
- CAD GIS experience with address verification, WPH1, WPH2, LARs, common place names and mapping
- Northrup Grumman CAD
- Intrado Viper CPE
- Westnet First-In Fire Station Alerting system configuration / troubleshooting



## ***Sacramento Regional Fire/EMS Communications Center***

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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.

**EMPLOYMENT CONTRACT**  
**between the**  
**SACRAMENTO REGIONAL FIRE/EMS COMMUNICATIONS CENTER**  
**and**  
**DIANE HOUSE**  
**(Deputy Director)**

This is the Employment Contract (“Contract”) by and between the Governing Board of the Sacramento Regional Fire/EMS Communications Center (“Board” or “Center”) and Diane House to serve as Deputy Director (“Deputy”).

In return for the consideration and other promises set forth below, the Board and Deputy agree as follows:

**I. TERM, COMPENSATION AND OTHER BENEFITS**

**A. Term**

This Contract shall commence on February 1, 2019 and shall continue in full force and shall expire at the close of business on February 1, 2021, unless:

1. Extended by the Board in accordance with Article VI., below, for a term not to exceed five (5) years; or
2. Terminated by either party in accordance with Article VII., below.

**B. Compensation and Benefits**

Deputy shall receive compensation and other benefits as set forth in Appendix A.

**II. PROFESSIONAL DUTIES AND RESPONSIBILITIES**

**A. Full Service**

Deputy shall be required to render twelve (12) months of full and regular service to the Center during each annual period covered by this Contract.

**B. Senior Management**

1. The position of Deputy Director is a senior management position. Deputy is an exempt employee and is not covered by the Fair Labor Standards Act.
2. Deputy shall report to, and serve at the direction of, the Executive Director.

**C. Duties and Responsibilities**

1. Duties and responsibilities shall be as set forth in the prevailing job description for Deputy Director. The job description may be revised from time to time by the Executive Director with input from the Deputy and final approval of the Board, as deemed necessary for the effective and efficient operations of the Center. A copy of the current job description is attached as Appendix B.
2. Deputy shall:
  - a. Perform all duties that are prescribed by the laws of the State of California, and the Board's Manual of Policies, and Center policies.
  - b. Carry out all lawful directions of the Executive Director and/or the Board.

**III. PROFESSIONAL GROWTH**

**A. Professional Growth Activities**

The Center encourages the continuing professional growth of Deputy through participation in:

1. The operations, programs and other activities conducted or sponsored by local, state and national associations related to fire and emergency dispatch communications centers;
2. Seminars and courses offered by public or private educational institutions which would serve to improve the capacity of Deputy to perform professional responsibilities for the Center; and
3. Informational meetings with other persons whose particular skills or backgrounds would serve to improve the capacity of Deputy to perform professional responsibilities for the Center.

**B. Notice to the Executive Director**

1. Deputy shall update the Executive Director on a regular basis concerning any planned and/or completed activities.
2. Deputy shall receive advance written approval for attendance at Professional Growth Activities from the Executive Director.
3. Deputy shall maintain a current, up-to-date calendar available for viewing by the Executive Director, staff and Board at all times.



#### **IV. EXPENSE REIMBURSEMENT**

- A. The Center shall reimburse Deputy for all actual and necessary expenses incurred within the scope of employment and in accordance with the Center's purchasing policy.
- B. Deputy shall be provided a credit card for this purpose.

#### **V. GOALS AND OBJECTIVES**

Within sixty (60) days of execution of this Contract, and no later than January 31 of each subsequent fiscal year that Deputy performs services under this Contract, Deputy shall submit in writing, to the Executive Director, annual goals and objectives for the upcoming fiscal year. The goal and objectives shall be:

- Reviewed, revised and approved by the Executive Director.
- Reduced to writing and shall be among the criteria by which Deputy is evaluated as hereafter provided.

#### **VI. EVALUATION**

- A. The Executive Director shall evaluate, in writing, the performance of Deputy at least once during each year that Deputy performs services under this Contract ("Yearly Evaluation"). The timeline for the Yearly Evaluation shall be set by the Executive Director after consultation with Deputy.
- B. Evaluation of Deputy shall be related to the duties and responsibilities of Deputy as set forth in Article II, the goals and objectives established by the Executive Director and Deputy as set forth in Article V, Appendix B (Job Description), and any applicable law and Policy (Board's Manual of Policies or Center adopted).
- C. The Evaluation shall assess both overall performance and specific criteria, in accordance with the timeline set pursuant to Article VI, Paragraph A, above.
- D. A copy of the final written Yearly Evaluation shall be delivered to Deputy and the Deputy shall have the right to submit a written response in accordance with the timeline set by the Executive Director pursuant to Article VI, Paragraph A, above.
- E. If the Executive Director determines that the Performance of Deputy is satisfactory or better, the Board will consider a one-year extension of this contract (not to exceed a five-year term) and an increase in Base Salary.
- F. If the Executive Director determines that the performance of Deputy is unsatisfactory in any respect, the final written Yearly Evaluation shall describe such unsatisfactory performance in reasonable detail. The Yearly Evaluation shall include recommendations for improvement in those areas where the Executive

Director deems performance to be unsatisfactory and may include recommendations for improvement in other instances where the Executive Director deems such to be appropriate.

- G. Additional evaluations, if deemed appropriate by the Executive Director, may be performed at any time.

## VII. TERMINATION OF CONTRACT

This Contract may be terminated by any of the following actions:

### A. Termination By the Board (Cause Not Required)

1. Deputy is an *at-will employee* of the Center.
2. As such, the employment of Deputy may be terminated at any time and for no cause whatsoever by the Executive Director, with the approval of the Board. If this option is exercised, the Executive Director shall provide Deputy with written notice of termination. The effective date of termination shall be specified in the written notice of termination. *The decision shall be final.*
3. If the Contract is terminated pursuant to Article VII, Paragraph A, Deputy shall:
  - a. receive six (6) months of Base Salary as severance pay commencing with the effective date of the termination specified in the notice of termination; and
  - b. This Paragraph was intentionally omitted.

### B. Resignation or Retirement of Deputy

This Contract shall be terminated upon the resignation or retirement of Deputy. Except in extraordinary circumstances, Deputy shall give the Center at least ninety (90) calendar days' advance written notice of resignation or retirement.

### C. Termination for Cause

Nothing in this Termination for Cause paragraph alters Deputy's *at-will employee* status:

1. Discharge for cause shall be defined as conduct which is seriously prejudicial to the Center, including but not limited to:
  - a. unprofessional conduct or insubordination;
  - b. neglect of duty;

- c. breach of Contract;
  - d. an act of dishonesty or moral turpitude;
  - e. theft or misappropriation of Center property;
  - f. any act injuring, abusing, or endangering others;
  - g. any act that might tend to bring Deputy into public disrepute, contempt, scandal, or ridicule;
  - h. any act that might reflect unfavorably on or endanger the reputation, integrity or good will of the Center, its officers, employees, agents or associated agencies; or
  - i. a violation of any lawful rule, regulation, ordinance or statute.
2. Should the Board elect to terminate this Contract prior to its expiration pursuant to this section, the Board shall notify Deputy in writing. The effective date of termination shall be determined by the Board and specified in the written notice of termination.
  3. Upon request by Deputy, the Board shall serve upon Deputy a reasonably detailed statement of charges. Deputy shall provide notice of the request for statement of charges to the Board within ten (10) days of the service of the notice of termination.
  4. Upon request, Deputy will be afforded an opportunity for a hearing before the Board, which shall include the right to be represented by counsel, the right to record the hearing and the right to call witnesses. Deputy shall provide notice of the request for hearing pursuant to this section to the Board within thirty (30) days of the service of notice of termination. If Deputy chooses to be accompanied by legal counsel at such hearing, Deputy shall bear any costs therein involved. Such hearing shall be conducted in closed session, unless Deputy requests an open meeting. Deputy shall be provided a written decision describing the results of the hearing. The decision of the Board shall be final.
  5. In appropriate circumstances, progressive discipline may be utilized by the Board in lieu of discharge for cause. Such use is, however, at the sole discretion of the Board.

## **VIII. GENERAL PROVISIONS**

### **A. Full and Complete Contract**

This Contract is the full and complete contract between the Center and Deputy and supersedes all prior negotiations, representations or agreements, either written or oral. It can be changed or modified only by an agreement in writing, signed by the Executive Director, Deputy, and Board.

**B. Subject to Applicable Laws and the Board's Manual of Policies**

Except as modified herein, this Contract is subject to all applicable laws of the State of California and to the lawful rules, and Manual of Policies of the Board. Said laws, rules, and policies, to the extent they have not been lawfully superseded by this Contract, are hereby made a part of the terms and conditions of this Contract as though fully set forth herein.

**C. Severance Clause**

Should any provision of this Contract be declared or determined by a court of competent jurisdiction to be illegal, invalid or unenforceable, the legality, validity and enforceability of the remaining parts, terms or provisions shall not be affected thereby, unless to do so would frustrate the intent and purpose of this Contract. Said illegal, invalid or unenforceable part, term or provision shall be deemed not to be a part of this Contract.

**D. Venue and Governing Law**

Any action arising out of this Contract shall be brought in Sacramento County, California, regardless of where else venue may lie. This Contract shall be governed by and construed in accordance with the laws of the State of California.

**E. Negotiated Agreement**

The Center and Deputy acknowledge and agree that the terms and provisions of this Contract have been negotiated and discussed between them, and that this Contract reflects their mutual agreement regarding the subject matter of this Contract. Because of the nature of such negotiations and discussions, neither party shall be deemed to be the drafter of this Contract, and therefore no presumption for or against the drafter shall be applicable in interpreting or enforcing this Contract.

**IN WITNESS HERETO**, we affix our signatures to this Contract as the full and complete understanding of the relationships between the parties.

**[Signatures on Following Page]**

**GOVERNING BOARD OF THE SACRAMENTO  
REGIONAL FIRE/EMS COMMUNICATIONS CENTER**



Chairperson of the Governing Board

4-26-2019

Date

**ACCEPTANCE:**

I hereby accept the terms of this Contract of Employment and agree to fulfill all of the duties of the Deputy Director for the Sacramento Regional Fire/EMS Communications Center



Diane House

4/26/19

Date

**APPENDIX "A"**  
**DEPUTY DIRECTOR**

**Diane House**  
**COMPENSATION AND OTHER BENEFITS**

**1. COMPENSATION**

**A. Base Salary**

1. The Deputy's Base Salary:

	<u>Annual</u>	<u>Monthly</u>
Effective February 1, 2019	\$151,260	\$12,605
Effective January 1, 2020	\$159,222	\$13,268.50
Effective February 1, 2020	\$163,999	\$13,666.58
Effective February 1, 2021	\$172,199	\$14,349.92

2. Deputy's Base Salary may also be increased as set forth in Article VI, above.

**B. Health and Welfare Benefits**

1. Insurance Plans

a. Medical Insurance

Deputy, and Deputy's dependents, shall have the option of enrolling in any medical insurance plan available through the Center's contract with the Health Division of the Public Employees Retirement System (PERS).

Deputy shall participate in the Center's "pool" and the Center shall pay the actual premium cost (at the lesser of Kaiser HMO or Blue Shield HMO) of Deputy plus one; all other costs shall be according to the "pool" amount.

b. Dental Insurance

Deputy, and Deputy's dependents, shall have the option of enrolling in the dental plan selected by the Center.

Deputy shall participate in the Center's "pool" and the Center shall pay the actual premium cost of Deputy plus one; all other costs shall be according to the "pool" amount.

c. Vision Insurance

Deputy, and Deputy's dependents, shall have the option of enrolling in the vision plan selected by the Center.

Deputy shall participate in the Center's "pool" and the Center shall pay the actual premium cost of Deputy plus one; all other costs shall be according to the "pool" amount.

d. Life Insurance Benefits

The Center shall provide Deputy with a life insurance policy in the amount of Fifty Thousand Dollars (\$50,000.00). The Center shall pay the full premium cost.

e. Long-term Disability Benefits

The Center shall provide a long-term disability insurance plan for Deputy. The Center shall pay the full premium cost.

**C. Allowances**

1. Uniform

- Deputy shall be provided one "Class A" uniform within 30 days of signing this Contract.
- Deputy shall follow the uniform policy of the Center.
- Deputy shall receive a uniform allowance in the amount of One Hundred Dollars (\$100.00) per month.

2. Transportation

The Center shall provide Deputy with a vehicle that shall be marked in accordance with Internal Revenue Service Regulations. This vehicle is a "take-home" vehicle and is assigned in recognition of the need to respond 24/7.

- There shall be no additional compensation for use of Deputy's personal automobile.
- Travel other than by automobile shall be reimbursed in accordance with adopted Center policies.
- Use of the Center-provided credit card (see Article IV above) is authorized for fuel.

- The vehicle is to be used only for Center business (which includes to and from work).
- The Center is responsible for all maintenance on the vehicle.

3. Technology

Deputy shall be provided with the appropriate technology (*e.g.* cell phone, tablet (iPad), computer, and supporting service/data plans) to perform her duties. Appropriate personal use is permitted.

**D. Retirement**

1. PERS Contribution

- a. Retirement benefits shall be provided to Deputy in accordance with the contract between the Center and PERS adopted by the Board in 2013:
  - 2% at 62
  - highest average over 36 consecutive months
  - conversion of accrued/unused sick leave to service credit, in accordance with the Center/PERS contract.
- b. Paragraph intentionally omitted. (Note: Effective January 1, 2013, the law prohibits Employer Paid Member Contributions (“EPMC”) for “PEPRA” employees.)
- c. Paragraph intentionally omitted. (Note: Effective January 1, 2013, the law prohibits Employer Paid Member Contributions (“EPMC”) for “PEPRA” employees.)
- d. Optional Benefits Cost Sharing (OBCS) shall be paid by Deputy in the same manner as it is by other “PEPRA” non-represented Center employees.
- e. Upon retirement, Deputy shall receive full medical benefits, not to exceed employee plus one (at the lesser of Kaiser HMO or Blue Shield HMO) and shall follow the PERS guideline and Board Resolution in the same manner as it is by other “Classic” non-represented Center employees. On January 1, if the increase in the premium cost for any plan (medical, dental or vision) is greater than five percent (5%), the Center’s obligation shall be limited to five percent (5%) for that plan.



2. 1959 Survivor Benefits

Deputy shall pay Two Dollars (\$2.00) per month for 1959 Survivor (Level 3) benefits.

**E. Deferred Compensation**

1. The Center has entered into an agreement with PERS to provide an IRC 457 Deferred Compensation investment program. Deputy may place a portion, up to the current legal maximum, of pre-taxable wages into a tax deferred account until retirement or termination of employment with the Center.
2. The Center shall establish an IRC §401(a) plan to be utilized by Deputy and other employees.

**2. VACATION, HOLIDAYS and LEAVES**

**A. Annual Vacation**

1. Entitlement

Upon hire Deputy shall be credited with 120 hours of vacation. Thereafter, Deputy shall be at year 4 and credited with the following hours of annual vacation for each month of service with the Center:

<u>Year Through and Including</u>	<u>ANNUAL</u>	<u>MONTHLY</u>
1-3	96 hours	8 hours
4-6	120 hours	10 hours
7-9	144 hours	12 hours
10-12	168 hours	14 hours
13 and over	192 hours	16 hours

2. Annual Leave Bank

- a. Deputy may not have credited to Deputy's account, at any time, more than twice Deputy's annual accrual rate of vacation.
- b. If Deputy has accumulated the maximum permitted, vacation accrual shall be suspended, and Deputy shall accrue no additional vacation until Deputy's vacation accumulation is less than the maximum.
- c. The Center reserves the right to direct Deputy's use of vacation.

**B. Holidays**

The Center recognizes fourteen (14) paid holidays:

January 1 <sup>st</sup>	New Year's Day
3 <sup>rd</sup> Monday in January	Martin Luther King Jr. Day
2 <sup>nd</sup> Monday in February	Lincoln's Birthday
3 <sup>rd</sup> Monday in February	President's Day
Last Monday in May	Memorial Day
July 4 <sup>th</sup>	Independence Day
1 <sup>st</sup> Monday in September	Labor Day
2 <sup>nd</sup> Monday in October	Columbus Day
November 11 <sup>th</sup>	Veterans Day
4 <sup>th</sup> Thursday in November	Thanksgiving Day
Friday after Thanksgiving	Day After Thanksgiving
December 24 <sup>th</sup>	Christmas Eve
December 25 <sup>th</sup>	Christmas Day
December 31 <sup>st</sup>	New Year's Eve

**C. Senior Management Leave**

1. Upon signing this Contract, Deputy shall be credited with 80 hours of Senior Management Leave.
2. If Senior Management Leave is not used, it has no cash value and expires on June 30<sup>th</sup> of each year. Senior Management Leave resets on July 1<sup>st</sup> of each year of this Contract in the amount of 80 hours.

**D. Sick Leave**

1. Definition

Sick Leave, as used in this Contract, shall be defined as absence from work without loss of pay because of Deputy's non-service related illness or injury.

Within reasonable limits, accrued sick leave may be utilized in the case of illness of a minor child, or a parent (as defined in Labor Code Section 233), or any of the following persons who are living in Deputy's household: spouse, domestic partner, or grandparent.

2. Entitlement

- a. Deputy shall earn ten and one-half (10½) hours of sick leave for each month of service.

- b. Deputy shall be entitled to accumulate sick leave on an unlimited basis.
- c. There shall be no cash compensation for unused sick leave upon termination of Deputy's employment with the Center by the Board under this Contract. The current PERS contract, however, provides for conversion of sick leave to service credit.

**D. Other Leaves**

1. Military

Deputy shall be eligible for leaves of absence for military duty in accordance with the requirements of applicable State and Federal law.

2. Disability

Should Deputy become physically disabled, and exhausts Deputy's entitlement to paid leave under this Contract, Deputy may request and will be granted an unpaid leave of absence of up to four (4) calendar months.

a. This additional leave, if requested, shall also satisfy the Center's obligation under the state and federal "Family Leave Acts." During this leave, the Center shall have the right to refill Deputy's position on a permanent basis if failure to do so would cause substantial injury to the operations of the Center.

b. While on this leave of absence, Deputy shall:

- continue to be covered under the Center's Health, Dental, Vision, Life and LTD programs, with the Center making its normal contribution toward such coverage;
- not accrue additional sick leave and/or vacation.

3. Funeral Leave

a. Leave for Family Members

- Deputy shall be eligible for up to five (5) consecutive calendar days of leave, commencing no later than seven (7) days after the death, without loss of pay for the purpose of arranging for and/or attending the funeral of a member of Deputy's immediate family.
- Deputy shall list the relationship to the deceased on the leave request form.

- For the purposes of this section, immediate family includes spouse, child, mother, father, aunt, uncle, grandmother, grandfather, mother-in-law, father-in-law, sister, brother, brother-in-law, sister-in-law, daughter-in-law, son-in-law, or any person permanently domiciled in Deputy's household.

b. Notice

Deputy should make every attempt possible to notify the Executive Director when the use of funeral leave is anticipated.

4. Leave for Trial Jury Service

a. Summons for Service

Should Deputy be summoned for trial jury service in either State or Federal court, Deputy will be released from scheduled duty without loss of pay for those periods during which Deputy is required to be present at the courthouse. Deputy shall request "telephone standby" when this option has been offered to Deputy.

b. Notice to Center

If Deputy is required to report for jury service, Deputy shall notify the Executive Director of that fact and the Executive Director shall arrange for replacement as required. Proof of jury service shall be submitted to the Executive Director.

5. Other Leaves in Accordance with the Law

Deputy may be entitled to receive other leaves if required by State or Federal law.

**E. Notice/Report**

Deputy shall send a monthly written report to the Executive Director setting forth her usage of the leaves provided in this section (Vacations, Holidays and Leaves).

**JOB DESCRIPTION AND MINIMUM QUALIFICATIONS**

**CLASSIFICATION:**  
**DEPUTY DIRECTOR**

FLSA: Exempt

Bargaining Unit: Unrepresented Confidential Employee

**SUMMARY FUNCTION**

The Deputy Director is an at-will employee pursuant to the terms of an employment contract. Under the general direction and supervision of the Executive Director (ED), the Deputy Director assists in planning, organizing, and directing the designated division of the Sacramento Regional Fire/EMS Communications Center (SRFECC). The Deputy Director also assists the ED in following any direction(s) from the Governing Board including achieving Board policies, procedures, goals, and any mandates provided by the Board; performs other duties as directed.

**GENERAL CHARACTERISTICS**

The Deputy Director is responsible for directing all personnel, including managing and supervising the operations of the designated division within SRFECC; carry out a variety of assignments directly supporting the ED and Governing Board's use of a master plan, fiscal budget development and oversight.

**ESSENTIAL FUNCTIONS**

**Duties**

- When designated by the ED, serve as the ED in the absence of the ED.
- Manage, plan, organize, direct, and control the activities of the programs and functions of the assigned division of the SRFECC; direct subordinate personnel to ensure appropriate staffing and schedule supplemental or overtime work when necessary.
- Serve as an assistant and confidential aide to the ED; consult and advise in an honest, frank, tactful, and timely manner; promote a positive, harmonious, and effective working relationship with the Governing Board, SRFECC personnel, and members of the community.
- Participate in and fulfill major responsibilities for the development and implementation of SRFECC's strategic short and long-range planning efforts, goals and objectives, budgeting, and programs consistent with SRFECC's mission.
- Manage, train, and motivate SRFECC personnel under their assignment in the performance of daily work routines, special projects, and staffing.

- Hold subordinates accountable for the enforcement of rules, regulations, orders, procedures, policies and employment agreements.
- Evaluate and appraise the performance of subordinate staff; may conduct internal investigations and report to the ED with findings; may recommend discipline based on findings; keep ED informed in a timely fashion.
- Conduct and/or participate in working meetings with a wide variety of individuals and groups; utilize their leadership, management, and interpersonal skills in reaching decisions, formulating recommendations, and provide negotiation/resolution of competing issues that are significant, sensitive, and may often be controversial.
- Review and oversee preliminary and final budgets for the assigned division of the SRFECC; to include staffing, training, services, supplies, and improvements; utilize the chain-of-command, organizational structure, and the appropriate delegation of authority and responsibility for various work projects; present program and budget recommendations.
- Explain, justify, defend, and promote SRFECC programs, policies, rules, regulations, and activities; represent SRFECC to Governing Board, any special interest groups, appropriate officials of the local, state, and federal governments as well as general public.
- Attend regular and special Governing Board meetings; provide background information and research data to the Governing Board through personal and/or subordinate staff reports on plans, proposals, alternatives, and provide recommendations on agenda presentation items.
- Coordinate and manage special projects; develop, recommend and assist in formulating SRFECC rules, regulations, policies, and procedures; receive and answer SRFECC correspondence for general inquiries and for any SRFECC matters.
- May respond at any time (day or night) to the Center for any purpose; may assume any subordinate position or relieve any subordinate for re-assignment; may be required to make emergency operational decisions under conditions of extreme physical and/or mental stress; maintain clear and effective command communications with ED and SRFECC staff as well as representatives of other agencies; appropriately accommodate and direct inquiries from the media.
- Review and may inspect personnel, apparatus, buildings and grounds, equipment, training evolutions and exercises, emergency and routine operations and procedures, and other aspects of SRFECC functions as may be necessary to personally observe that discipline, fitness, and/or operational readiness is maintained, and results achieved are within performance standard parameters.
- Recommend appointment of subordinates; direct their training, development; recommend discipline and release of personnel for cause.
- Communicate, coordinate, and cooperate with the fire districts and the departments that SRFECC serves as well as with the surrounding contiguous fire departments and assists in maintaining the operational readiness of mutual aid assistance programs.
- Develop and recommend goals and objectives; delegate authority and responsibility to meet the goals, strategies, and objectives; evaluate and report to the ED on the effectiveness and efficiency of the assigned division of the SRFECC.

## **Physical Requirements**

Maintain physical ability and stamina to meet position tasks and responsibilities. Physical abilities must be commensurate with the essential functions of the position.

The physical requirements described here are representative of those that must be met by a position incumbent in order to successfully perform the essential duties of this job:

- Mobility: continuous use of keyboard; frequent sitting; intermittent twisting; occasional walking, standing, bending and stooping; and occasional driving;
- Lifting: regularly up to ten (10) pounds;
- Vision: constant use of overall vision and continuous computer use;
- Dexterity: frequent repetitive motion; frequent writing; frequent grasping, holding and reaching;
- Hearing/Talking: frequent hearing and talking in person and/or on the phone

No person shall pose a threat to themselves or to the health and safety of other individuals in the work place, or to the public they serve.

## **MINIMUM QUALIFICATIONS**

### **Education & Experience**

The education or experience requirements may be modified or waived at the sole discretion of the Executive Director. At least one of the education or experience requirements must be met; both requirements cannot be modified or waived. The Sacramento Regional Fire/EMS Communications Center Board of Directors shall be notified of any such modifications or waivers.

#### ***Education:***

- Possess a high school diploma or equivalent GED certificate.
- A Bachelor's Degree from a post-secondary institution currently accredited by any accreditation body recognized by either the Counsel for Higher Education Accreditation (CHEA) or the United States Department of Education with a major in public or business administration, fire service or emergency services management, or a closely related field. A Master's Degree with a major in any similar field is highly desirable.
- Additional qualifying experience may substitute for the education requirement on a year-for-year basis.

***Experience:*** Five years of increasingly responsible work experience, at least two of the five years' experience should be working in a Public Safety Communications Center at a supervisory, managerial, administrative, or executive staff level, and which would demonstrate the knowledge and abilities listed below.

## **Special Requirements**

Offers of employment are contingent upon successful completion of a physical to include a drug screen.

- Age: Must be a minimum of eighteen (18) years of age;
- Possess a valid Class C Driver License and maintain it throughout employment;
- Pass a background investigation;
- Pass psychological examinations that relate to job requirements;
- Respond promptly to SRFECC on a 24-hour basis.

## **Personal Qualities**

The highest level of discretion, tact, integrity, judgment, and loyalty.

## **Additional Desirable Qualities**

Bilingual ability.

## **Knowledge & Ability Requirements**

### **Knowledge of:**

- Principles of organization and administrative review necessary to plan, analyze, develop, direct, and evaluate programs, policies, and organizational structures and administrative problems.
- Principles of employee management, supervision, EMDQ, and training.
- Principles and methods of fiscal management, budgetary preparation and controls, program planning, implementation and administration.

### **Ability to:**

- Establish and maintain harmonious and effective working relationships with a wide variety of people that include senior management, employees, outside agencies, and the general public; speak effectively in public.
- Develop effective working relationships with District Divisions.
- Direct a program of research and analysis resulting in recommendations on complex administrative issues, programs and budgetary problems.
- Analyze administrative problems, reach practical and logical conclusions and put effective changes into practice.
- Develop effective working relationships with a variety of government and community agencies, and District personnel involving all organizational levels.
- Prepare and present concise, logical, oral and written reports; and explain policy, procedures or recommendations on a wide variety of administrative issues.
- Implement principles and practices of public administration, financial management, and personnel management.
- Understand any regulatory agencies laws, rules, regulations, procedures, and policies that pertain to maintaining the operational readiness of SRFECC.
- Develop and present analytical reports.



- Conduct performance evaluations.
- Implement progressive discipline.
- Schedule and maintain 24-hour working operations.
- Conduct oneself with the highest quality of leadership and integrity.
- Communicate clearly and concisely in English, orally and in writing.
- Prioritize multiple projects and tasks to achieve desired goals in a timely manner.
- Reason and act decisively under stressful and/or emergency situations.
- Work independently with minimum supervision.
- Perform any other duties as assigned.

### **DISCLAIMER**

This classification is not an exhaustive statement of duties, responsibilities, and requirements.

All SRFECC Employees are required to perform other job-related tasks/functions as assigned by their supervisor.

### **NONDISCRIMINATION IN EMPLOYMENT**

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.

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



# Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3006

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## Telephony Performance Measure November 2020

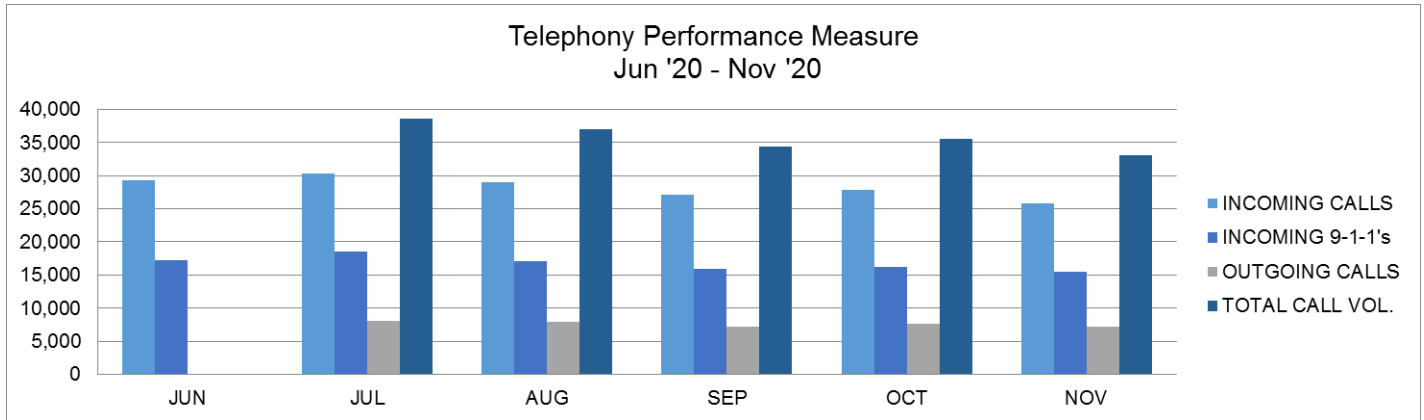
The following data is the telephony performance measures for the Sacramento Regional Fire/EMS Communications Center (SRFECC) during the month of November, 2020 for all incoming and outgoing calls to and from the Center on 9-1-1 lines, Seven-Digit Emergency (7DE) lines, Allied Agencies (i.e. Sacramento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

### Summary of Information

During the month of November, 2020 dispatch staff processed **25,807** incoming calls and **7,178** outgoing calls for a total call volume of **33,029**.

### Detailed Breakdown of Information – Incoming Lines

- **9-1-1 Emergency lines: 15,542**
- **“Seven-Digit” Emergency lines (7DE): 4,198**
- **Allied Agency/Alarm Companies: 2,718**
- **Non-Emergency/Administrative (7DA) lines: 3,659**



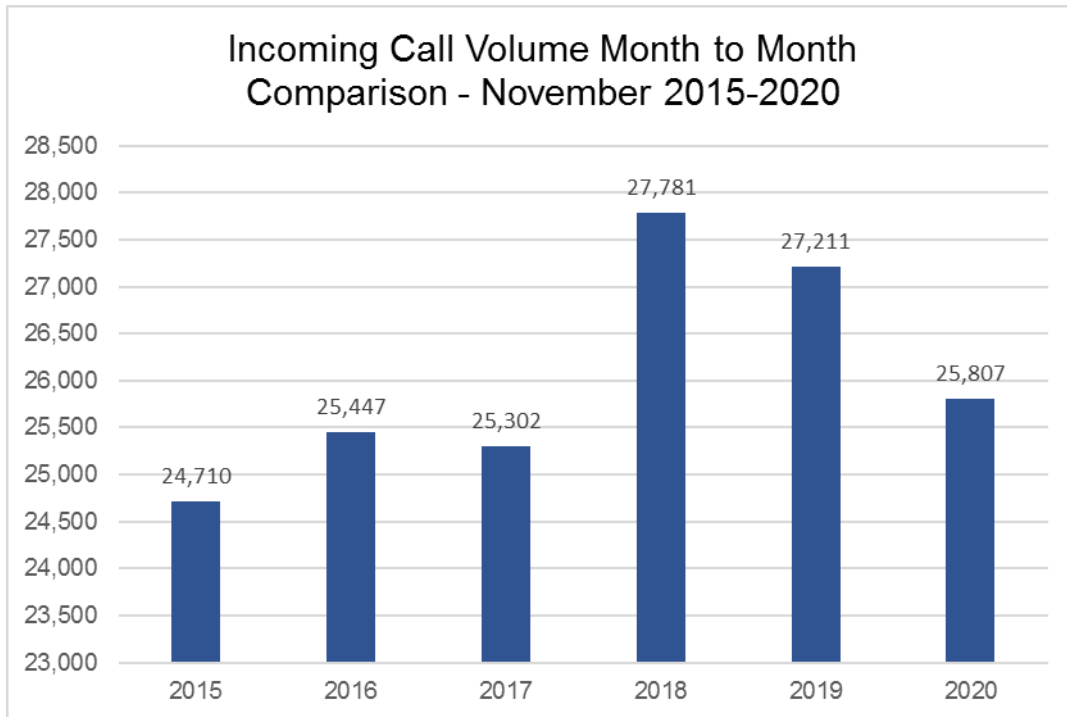


## **Sacramento Regional Fire/EMS Communications Center**

10230 Systems Parkway, Sacramento, CA 95827-3006

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





# Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3006

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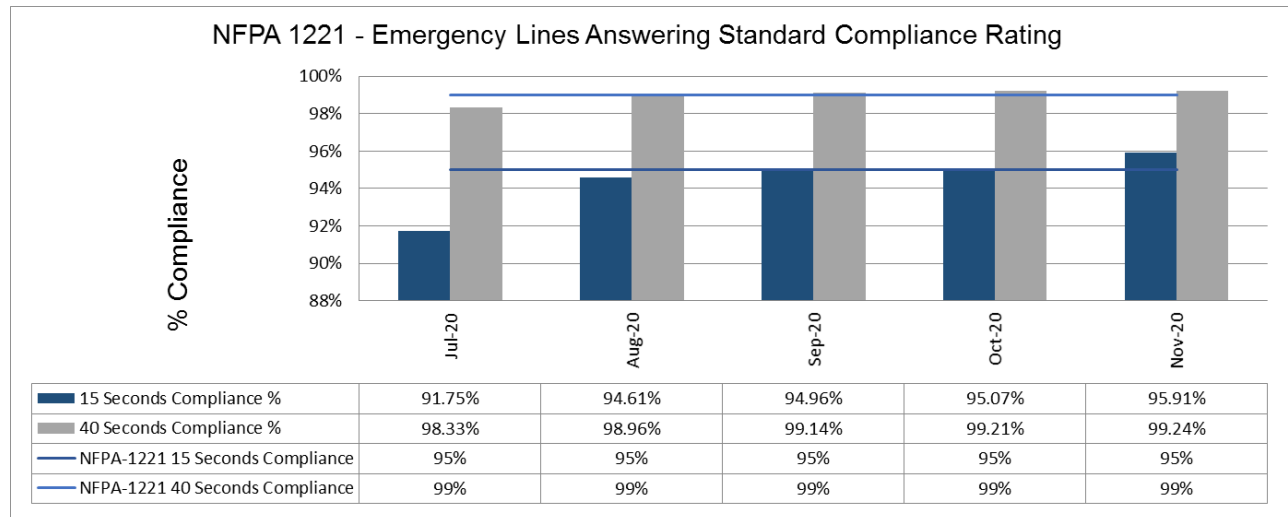
## Emergency Lines Answering Standard: NFPA-1221 (2016 Edition)

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 November, the dispatch team answered all calls on emergency lines within 15 seconds 95.91% of the time and answered within 40 seconds 99.24% of the time.

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.





# Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3006

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## Telephony Performance Measure December 2020

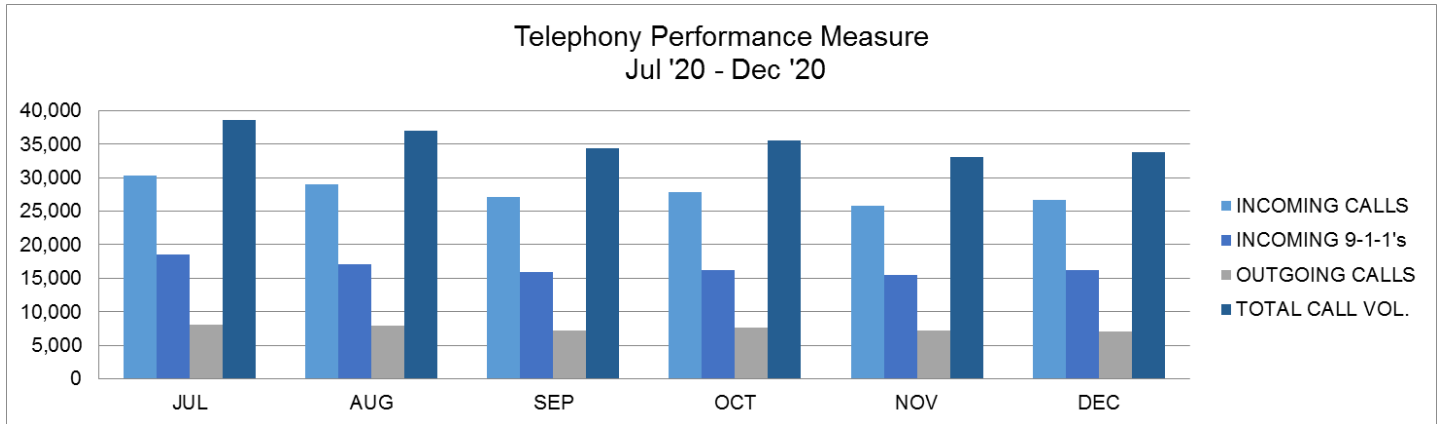
The following data is the telephony performance measures for the Sacramento Regional Fire/EMS Communications Center (SRFECC) during the month of December, 2020 for all incoming and outgoing calls to and from the Center on 9-1-1 lines, Seven-Digit Emergency (7DE) lines, Allied Agencies (i.e. Sacramento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

### Summary of Information

During the month of December, 2020 dispatch staff processed **26,730** incoming calls and **7,072** outgoing calls for a total call volume of **33,839**.

### Detailed Breakdown of Information – Incoming Lines

- **9-1-1 Emergency lines: 16,203**
- **“Seven-Digit” Emergency lines (7DE): 4,275**
- **Allied Agency/Alarm Companies: 2,877**
- **Non-Emergency/Administrative (7DA) lines: 3,705**



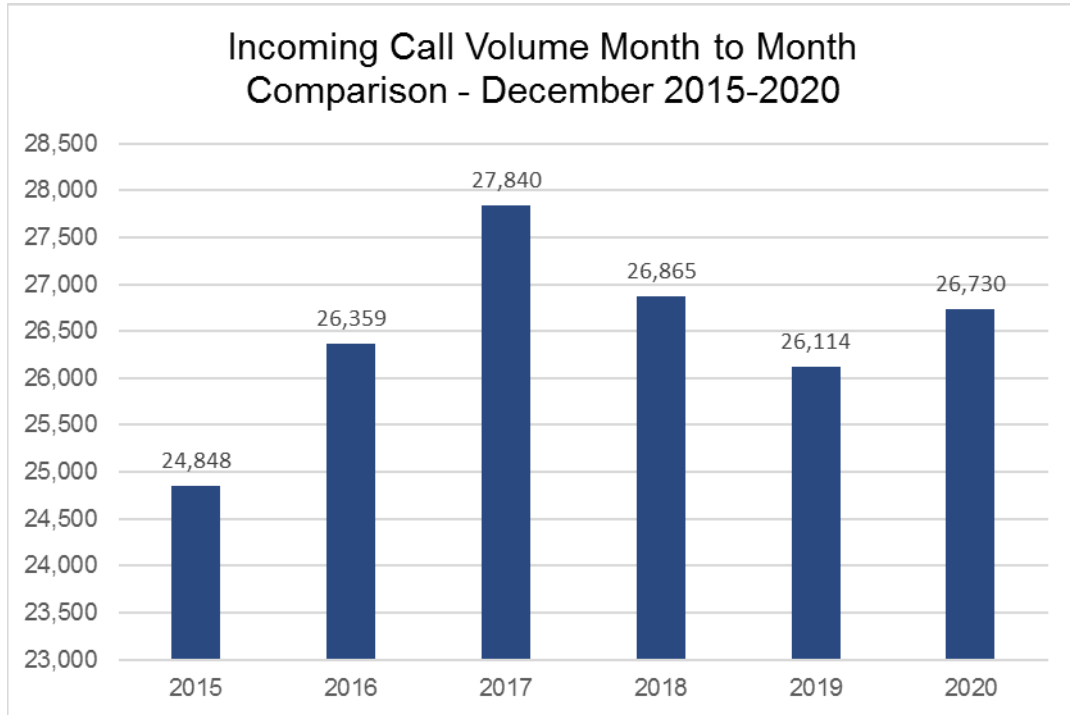


## **Sacramento Regional Fire/EMS Communications Center**

10230 Systems Parkway, Sacramento, CA 95827-3006

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





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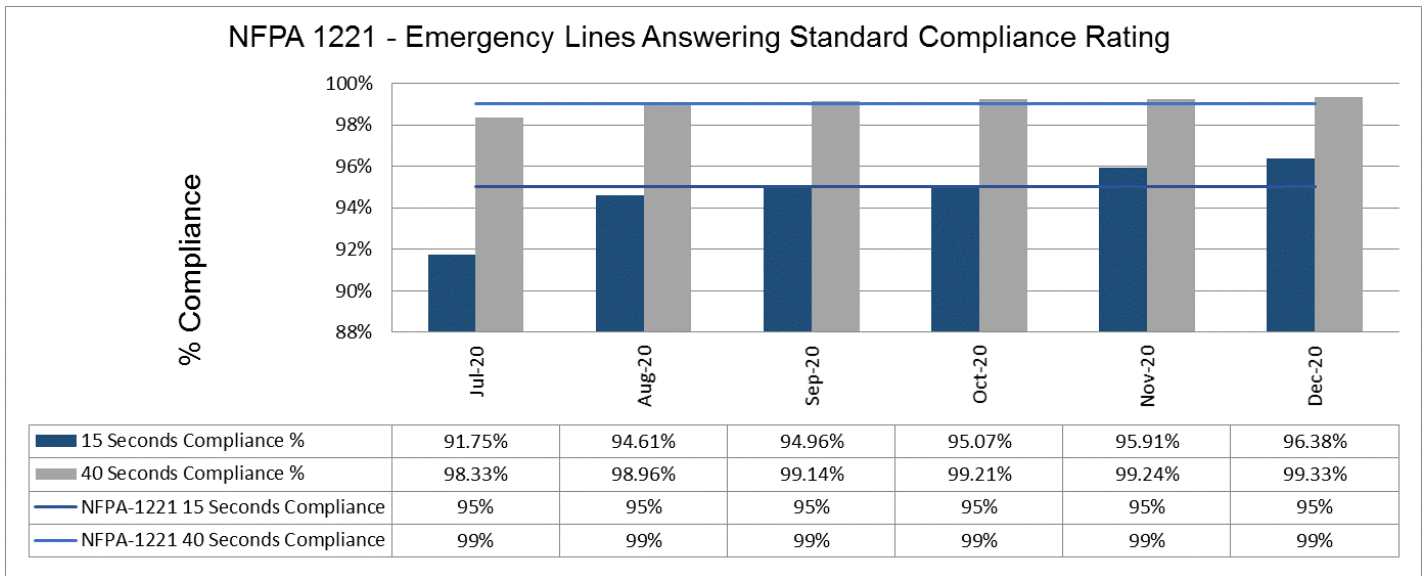
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NFPA-1221 (2016 ed.) recommends that all calls received on emergency lines shall be answered within 15 seconds 95% of the time and 99% percent of emergency lines shall be answered within 40 seconds – In December, the dispatch team answered all calls on emergency lines within 15 seconds **96.38%** of the time and answered within 40 seconds **99.33%** of the time.

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.





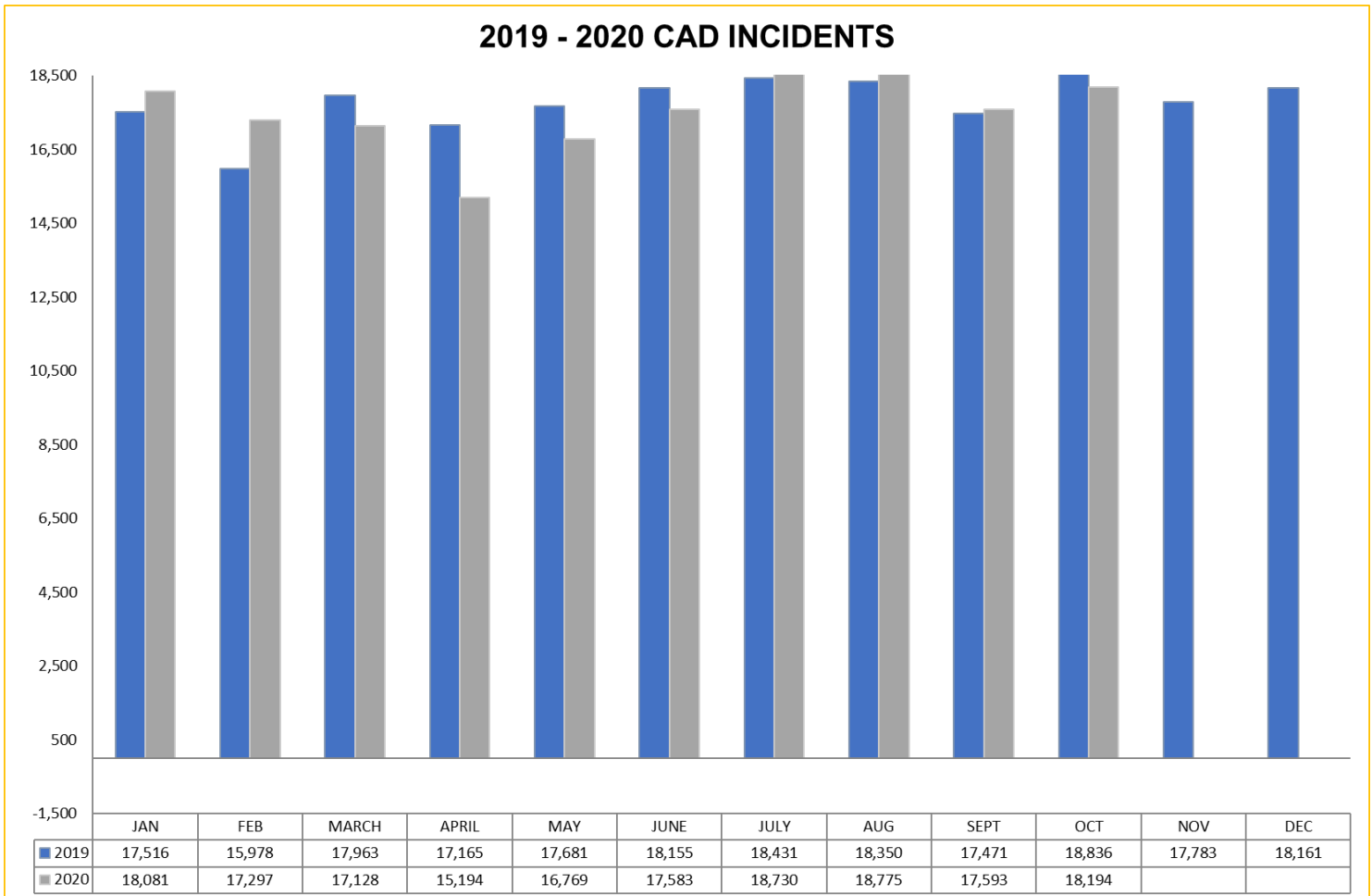
# Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3006

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## CAD Incidents October 2020

**Total number of CAD incidents entered for OCTOBER: 18,194**







# Sacramento Regional Fire/EMS Communications Center

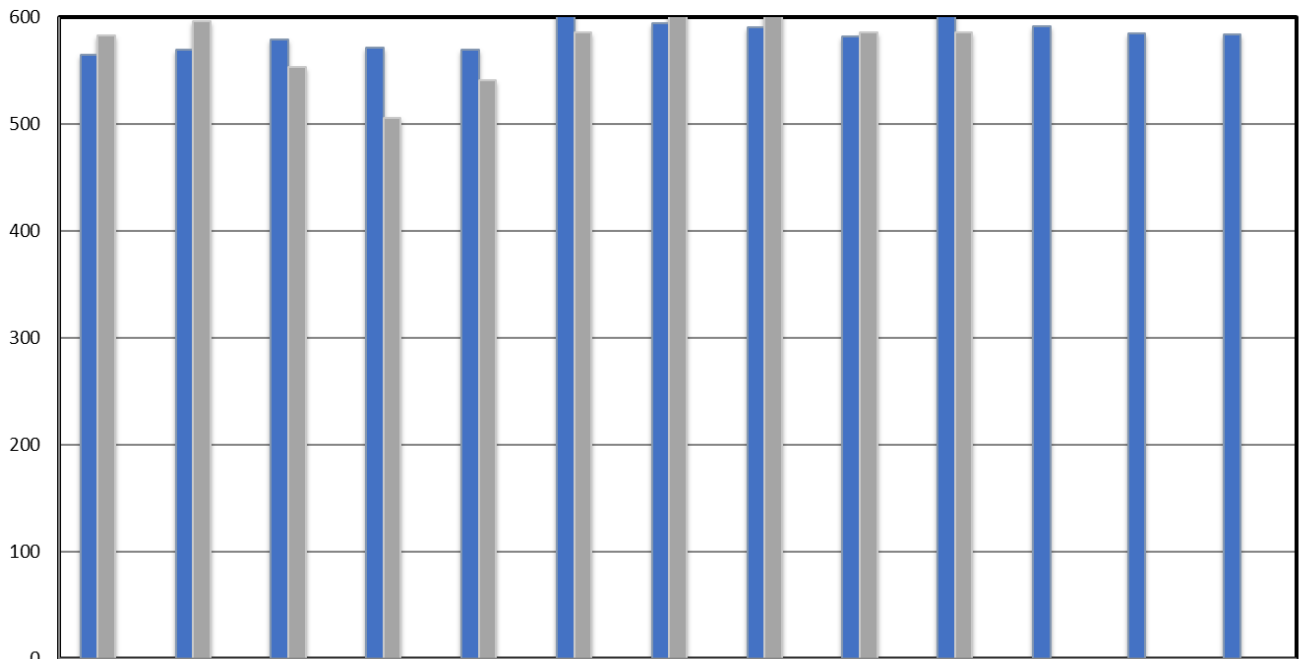
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## CAD Incidents October 2020

**Average number of CAD incidents entered per day for OCTOBER: 586**

### Average Number of Incidents Per Day



	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YEARLY AVERAGE
2019	565	570	579	572	570	605	594	591	582	607	592	585	584
2020	583	596	553	506	541	586	604	605	586	586			
% CHANGE	3.19%	4.56%	-4.49%	-11.54%	-5.09%	-3.14%	1.68%	2.37%	0.69%	-3.46%			





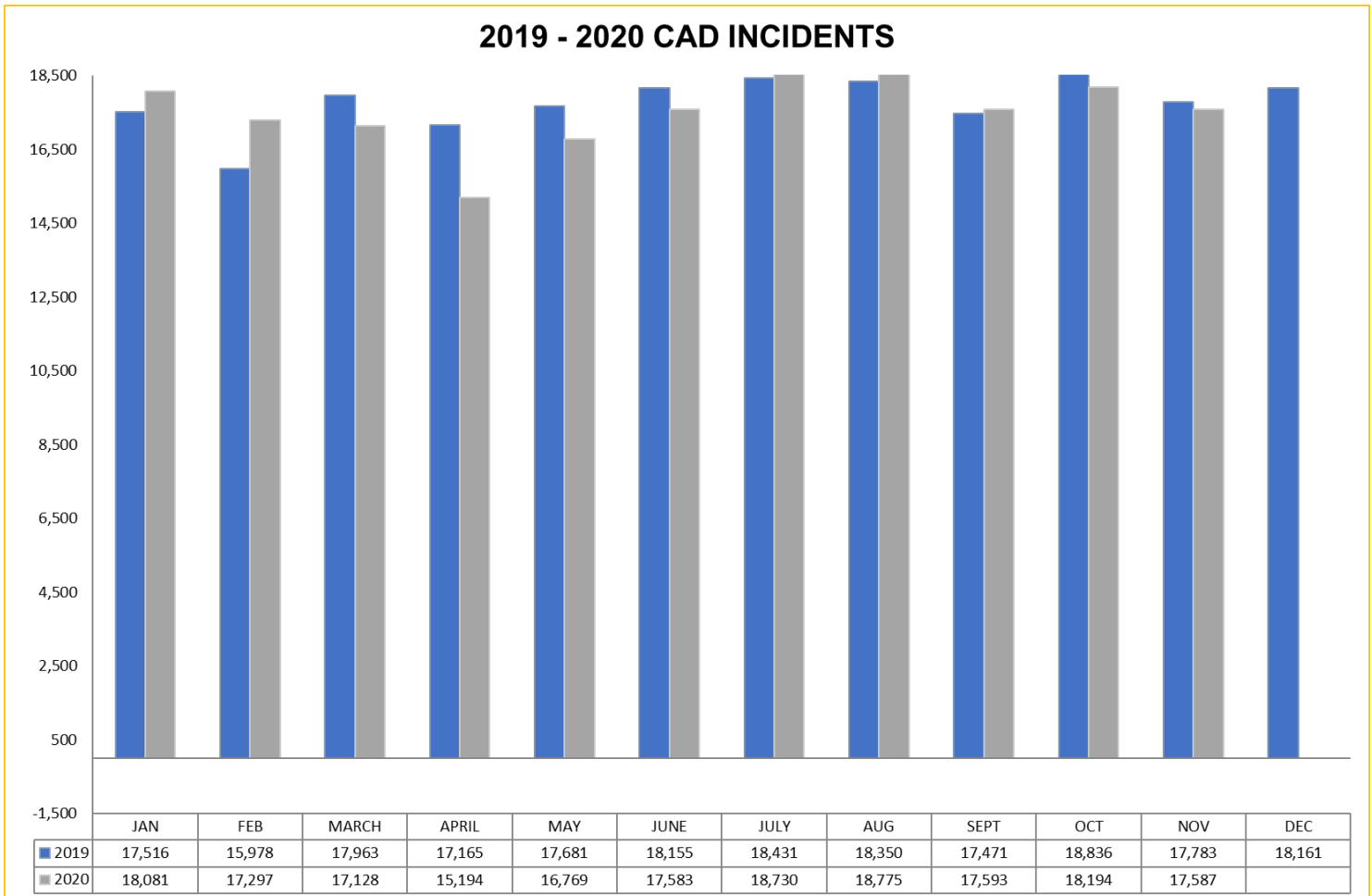
# Sacramento Regional Fire/EMS Communications Center

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## CAD Incidents November 2020

**Total number of CAD incidents entered for November: 17,587**





# Sacramento Regional Fire/EMS Communications Center

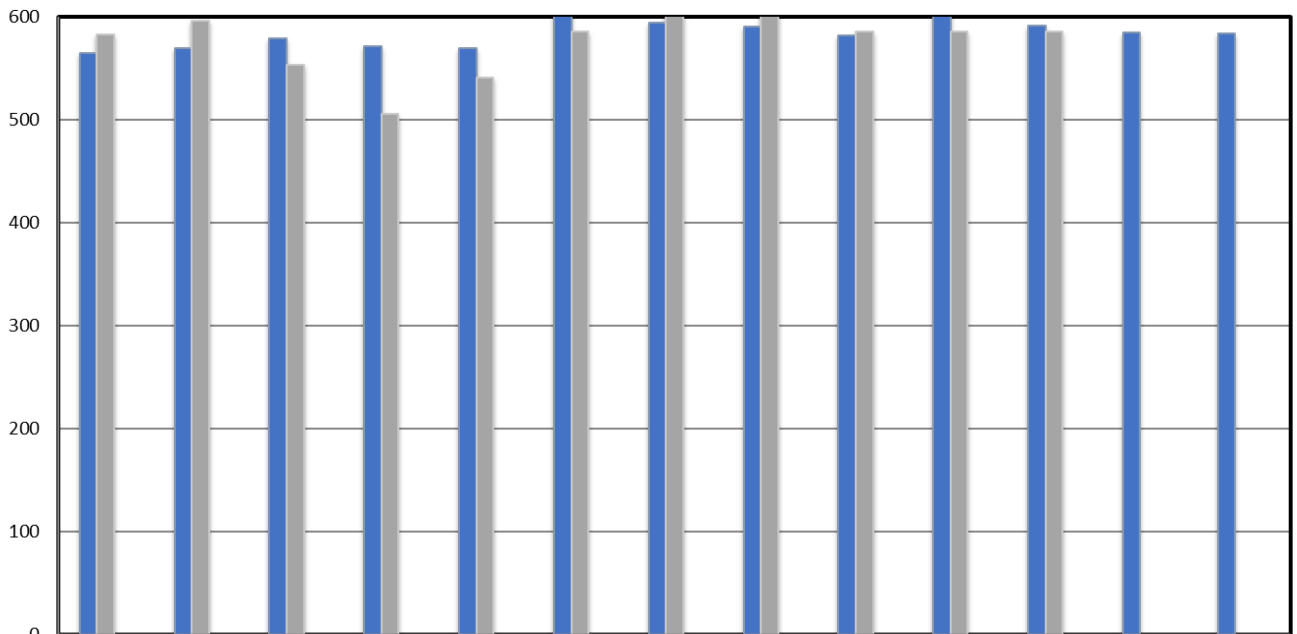
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## CAD Incidents November 2020

**Average number of CAD incidents entered per day for November: 586**

### Average Number of Incidents Per Day



	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YEARLY AVERAGE
2019	565	570	579	572	570	605	594	591	582	607	592	585	584
2020	583	596	553	506	541	586	604	605	586	586	586		
% CHANGE	3.19%	4.56%	-4.49%	-11.54%	-5.09%	-3.14%	1.68%	2.37%	0.69%	-3.46%	-1.01%		





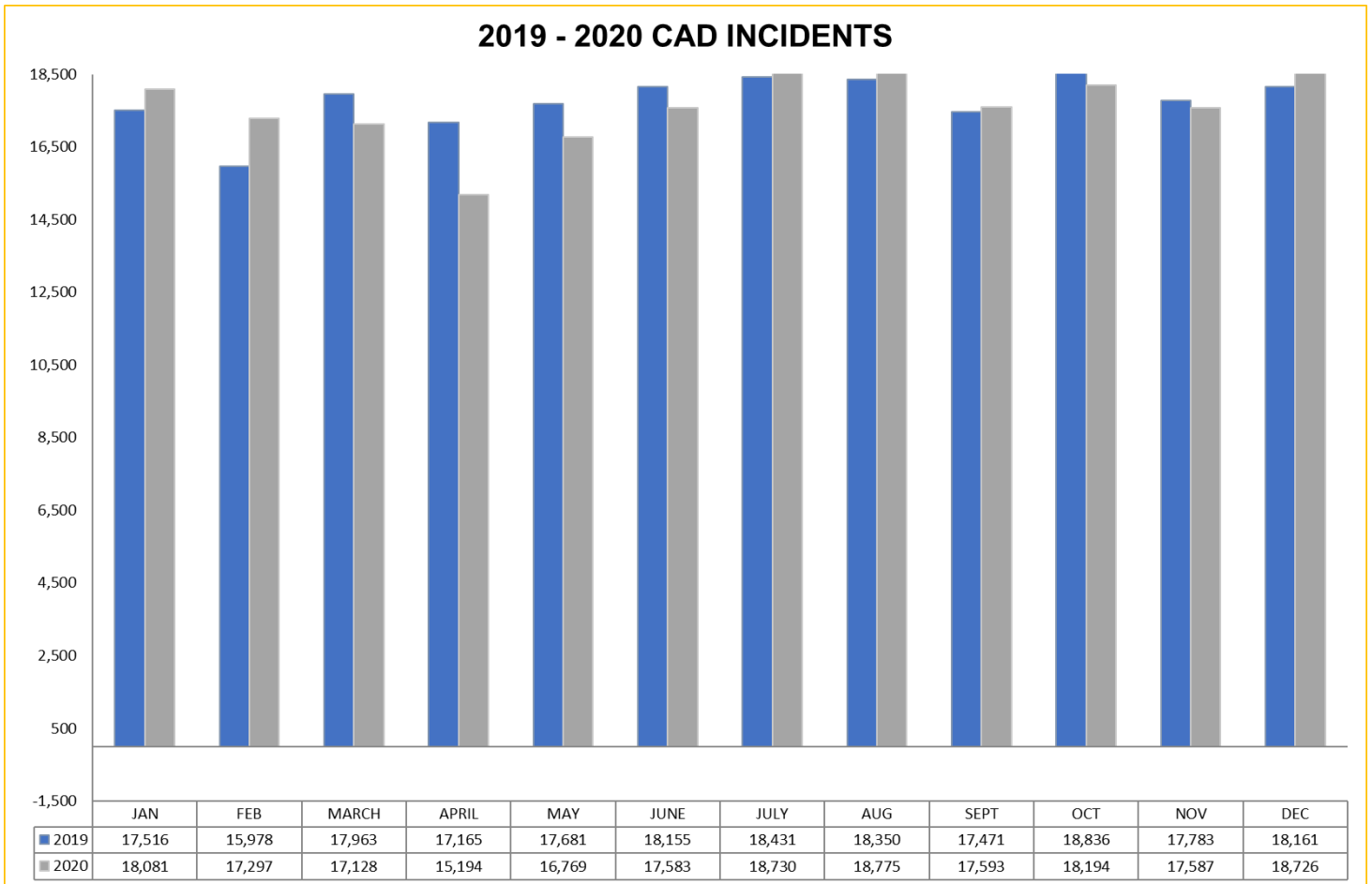
# Sacramento Regional Fire/EMS Communications Center

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## CAD Incidents December 2020

**Total number of CAD incidents entered for December: 18726**





# Sacramento Regional Fire/EMS Communications Center

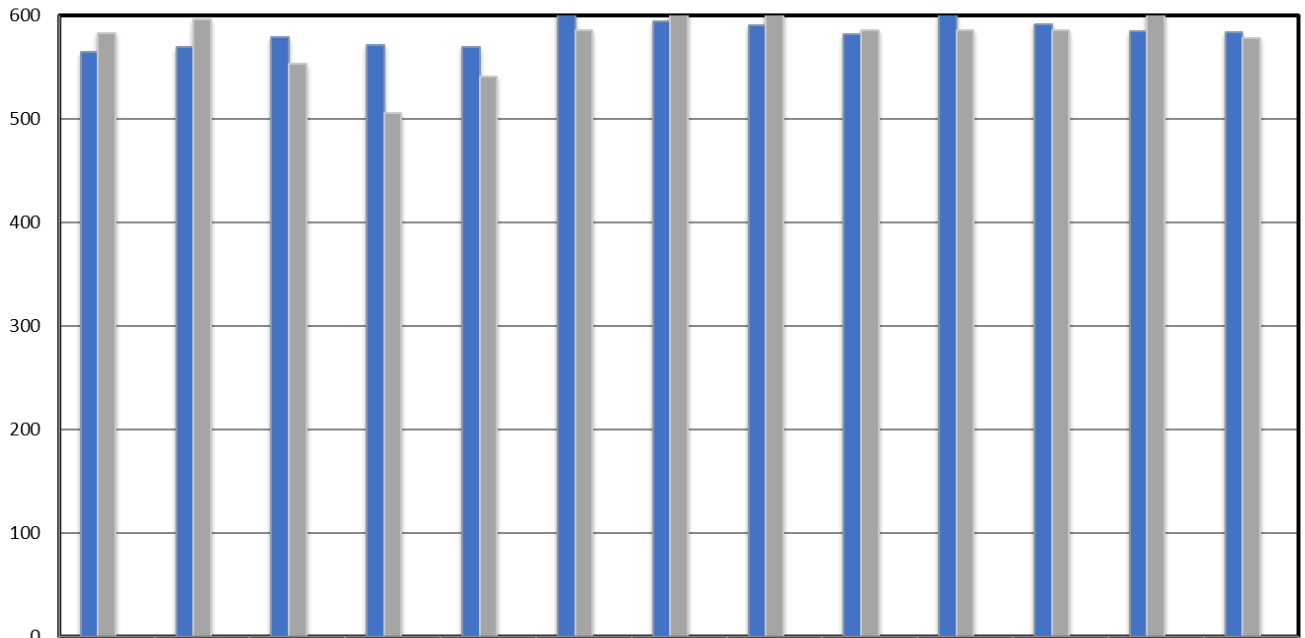
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## CAD Incidents December 2020

**Average number of CAD incidents entered per day for December: 604**

### Average Number of Incidents Per Day



	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YEARLY AVERAGE
2019	565	570	579	572	570	605	594	591	582	607	592	585	584
2020	583	596	553	506	541	586	604	605	586	586	586	604	578
% CHANGE	3.19%	4.56%	-4.49%	-11.54%	-5.09%	-3.14%	1.68%	2.37%	0.69%	-3.46%	-1.01%	3.25%	







## Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3006

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### Executive Monthly Credit Card Usage Report

Reporting Month: October 2020

Last 4 of card	Last Name	Status	Credit Limit	Monthly Usage	Approvals		
					Employee	DD	ED
3418	Shmatovich	Open	\$ 5,000.00	\$ 479.92	<sup>DS</sup> MS	<sup>DS</sup> DA	<sup>DS</sup> TW
7447	Tackett	Open	\$ 1,500.00	\$ 319.54	<sup>DS</sup> ST	<sup>DS</sup> DA	<sup>DS</sup> TW
4358	Vargo	Open	\$ 5,000.00	\$ 620.16	<sup>DS</sup> CV	<sup>DS</sup> DA	<sup>DS</sup> TW
6115	Mackey	Open	\$ 1,500.00	\$ -			
6917	House	Open	\$ 1,000.00	\$ -			
6925	Soares	Open	\$ 1,000.00	\$ 159.71	<sup>DS</sup> ES	<sup>DS</sup> DA	<sup>DS</sup> TW
8740	Wagaman	Open	\$ 2,000.00	\$ 7.99	<sup>DS</sup> TW	<sup>DS</sup> DA	<sup>DS</sup> TW
		<b>Total:</b>	<b>\$ 17,000.00</b>	<b>\$ 1,587.32</b>			

Monthly Activity: October 2020

New/Closed Accounts Added:

Cards Reported Lost or Stolen: None

Disputed Transactions: None

Changes in Authorization Limits: None

Monthly Liability: \$17,000.00



## Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3006

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FY 20-21			
Total Monthly Credit Card Usage			
July	\$	2,458.07	January
August	\$	1,761.92	February
September	\$	1,361.75	March
October	\$	1,587.32	April
November			May
December			June

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

DocuSigned by:

*Tyler Wagaman*

11/24/2020

9DA2F2A0A970486...  
Executive Director Signature

Date



## Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3006

www.srfecc.ca.gov

### Executive Monthly Credit Card Usage Report

Reporting Month: November 2020

Last 4 of card	Last Name	Status	Credit Limit	Monthly Usage	Approvals		
					Employee	DD	ED
3418	Shmatovich	Open	\$ 5,000.00	\$ 2,262.82	MS	DT	TB
7447	Tackett	Open	\$ 1,500.00	\$ 81.81	ST	DT	TB
4358	Vargo	Open	\$ 5,000.00	\$ 584.82	CV	DT	TB
6115	Mackey	Open	\$ 1,500.00	\$ 695.00	EM	DT	TB
6917	House	Open	\$ 1,000.00	\$ -			
6925	Soares	Open	\$ 1,000.00	\$ 469.25	ES	DT	TB
8740	Wagaman	Open	\$ 5,000.00	\$ 1,550.24	TW	DT	TB
		<b>Total:</b>	<b>\$ 20,000.00</b>	<b>\$ 5,643.94</b>			

Monthly Activity: November 2020

**New/Closed Accounts Added:** New card requested for ED Bailey of \$5,000 (not yet received).

**Cards Reported Lost or Stolen:** None

**Disputed Transactions:** None

**Changes in Authorization Limits:** Increased ED Wagaman's credit limit to \$5,000

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



**Sacramento Regional Fire/EMS Communications Center**

10230 Systems Parkway, Sacramento, CA 95827-3006

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FY 20-21			
Total Monthly Credit Card Usage			
July	\$	2,458.07	January
August	\$	1,761.92	February
September	\$	1,361.75	March
October	\$	1,587.32	April
November	\$	5,643.94	May
December			June

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

DocuSigned by:

*Ty Bailey*  
3A9025160EF64E1...

12/17/2020

Executive Director Signature

Date



# Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3006

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## FY 20/21 Budget to Actuals Report Quarter End December 2020

Page 1 of 3

GL Account	Description	FY 20/21 Budget	Oct-20 Actual	Nov-20 Actual	Dec-20 Actual	FY 20/21 YTD Actual	FY 20/21 YTD Budget	YTD Variance Bud - Act	YTD Var % Bud - Act	Budget Remainder
<b>EMPLOYEE-RELATED EXPENSES</b>										
5010	Base Salaries and Wages	3,859,165	291,089	280,686	271,070	1,725,580	1,929,583	204,003	11%	2,133,586
5020	Overtime	189,000	41,151	44,215	38,773	247,486	94,500	(152,986)	(162%)	(58,486)
5030	Overtime - FLSA	145,824	11,106	4,458	3,635	67,517	72,912	5,395	7%	78,307
5040	Uniform Allowance	53,650	247	200	1,193	18,893	26,825	7,932	30%	34,757
5050	Night/Admin Shift Differential	48,332	3,309	3,699	3,374	18,475	24,166	5,691	24%	29,857
5055	Out-of-Class Pay	29,167	0	0	0	725	14,583	13,858	95%	28,442
5060	Longevity	35,200	2,150	2,150	2,150	12,700	17,600	4,900	28%	22,500
5065	On-Call Pay	51,506	5,275	4,100	4,625	26,900	25,753	(1,147)	(4%)	24,606
5115	Vacation Cash Out	58,335	0	3,711	3,117	15,661	29,168	13,506	46%	42,674
5120	Sick Leave	0	10,759	10,210	17,977	54,793	0	(54,793)	0%	(54,793)
5130	CTO Leave	0	0	0	0	0	0	0	0%	0
5140	Holiday Pay	196,847	10,974	30,488	30,822	93,595	98,424	4,829	5%	103,252
5220	Training Pay	39,267	4,680	2,912	1,742	24,190	19,634	(4,557)	(23%)	15,077
5310	Workers Compensation Insurance	65,000	4,775	4,775	4,775	28,647	32,500	3,853	12%	36,353
5410	FED ER Tax - Medicare	87,640	5,138	5,222	5,142	31,179	43,820	12,641	29%	56,461
5413	FED ER Tax - Social Security	13,149	0	0	0	0	6,574	6,574	100%	13,149
5420	State ER Tax - ETT	2,632	0	0	0	30	1,316	1,286	98%	2,602
5423	State ER Tax - UI	27,541	11	0	0	1,089	13,771	12,681	92%	26,452
5510	Medical Insurance	827,353	62,273	58,779	57,400	371,545	413,677	42,132	10%	455,808
5520	Dental Insurance	79,905	5,970	5,358	5,531	31,122	39,953	8,831	22%	48,783
5530	Vision Insurance	7,909	539	496	510	3,134	3,955	821	21%	4,775
5610	Retirement Benefit Expense	1,115,007	94,073	94,712	93,943	565,131	557,504	(7,627)	(1%)	549,876
5611	Pension Adjustment-	0	0	0	0	0	0	0	0%	0
5620	OPEB Benefit Expense	289,656	24,220	24,220	24,133	143,451	144,828	1,377	1%	146,204
5625	Education Incentive	20,172	1,587	1,662	1,965	10,102	10,086	(16)	(0%)	10,070
5690	Other Salary and Benefit Expns	9,563	312	305	603	2,624	4,781	2,157	45%	6,938
<b>TOTAL EMPLOYEE-RELATED EXPENSES</b>		<b>7,251,820</b>	<b>579,638</b>	<b>582,358</b>	<b>572,480</b>	<b>3,494,569</b>	<b>3,625,913</b>	<b>131,338</b>	<b>4%</b>	<b>3,757,249</b>

GL Account	Description	FY 20/21 Budget	Oct-20 Actual	Nov-20 Actual	Dec-20 Actual	FY 20/21 YTD Actual	FY 20/21 YTD Budget	YTD Variance Bud - Act	YTD Var % Bud - Act	Budget Remainder
<b>MATERIALS &amp; SUPPLIES</b>										
6010	Office Supplies	12,000	0	1,131	225	2,206	6,000	3,794	63%	9,794
6013	Office Supplies - Ink Cartridge	4,000	386	0	0	479	2,000	1,522	76%	3,522
6015	Equipment Rental	7,200	582	582	582	3,628	3,600	(28)	(1%)	3,572
6020	Postage	1,000	0	0	48	167	500	333	67%	833
6090	Other Materials and Supplies	7,200	779	3,201	1,853	10,503	3,600	(6,903)	(192%)	(3,303)
<b>TOTAL MATERIALS &amp; SUPPLIES</b>		<b>31,400</b>	<b>1,747</b>	<b>4,914</b>	<b>2,708</b>	<b>16,983</b>	<b>15,700</b>	<b>(1,282)</b>	<b>-8%</b>	<b>14,418</b>

GL Account	Description	FY 20/21 Budget	Oct-20 Actual	Nov-20 Actual	Dec-20 Actual	FY 20/21 YTD Actual	FY 20/21 YTD Budget	YTD Variance Bud - Act	YTD Var % Bud - Act	Budget Remainder
<b>PROFESSIONAL SERVICES</b>										
6110	Legal Services	240,000	13,382	12,410	5,000	69,805	120,000	50,195	42%	170,195
6115	Accounting and Audit Services	18,500	0	17,800	0	18,500	9,250	(9,250)	(100%)	0
6120	Actuary Services	17,000	0	0	0	0	8,500	8,500	100%	17,000
6125	Consulting Services	636,561	51,139	51,684	50,369	310,736	318,281	7,544	2%	325,825
6140	Technological Services	182,000	5,500	5,313	5,200	36,270	91,000	54,730	60%	145,730
6710	Umpqua Lease Interest Only	120,000	5,199	5,200	27,349	53,485	60,000	6,515	11%	66,515
6190	Other Professional Services	0	0	0	0	0	0	0	0%	0
<b>TOTAL PROFESSIONAL SERVICES</b>		<b>1,214,061</b>	<b>75,220</b>	<b>92,407</b>	<b>87,918</b>	<b>488,796</b>	<b>607,031</b>	<b>118,234</b>	<b>19%</b>	<b>725,265</b>



# Sacramento Regional Fire/EMS Communications Center

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## FY 20/21 Budget to Actuals Report Quarter End December 2020

Page 2 of 3

GL Account	Description	FY 20/21 Budget	Oct-20 Actual	Nov-20 Actual	Dec-20 Actual	FY 20/21 YTD Actual	FY 20/21 YTD Budget	YTD Variance Bud - Act	YTD Var % Bud - Act	Budget Remainder
<b>COMMUNICATION EQUIPMENT &amp; SERVICES</b>										
6220	Maintenance - Radios & Radio Equipment	32,930	0	0	0	0	16,465	16,465	100%	32,930
6221	Maintenance - Radio Consoles & Other	51,000	3,381	3,381	6,381	26,737	25,500	(1,237)	(5%)	24,263
6223	Radio - Backbone Subscription SRCS	20,000	908	908	908	5,445	10,000	4,555	46%	14,555
6230	Communication Services	221,223	17,215	12,883	17,473	94,826	110,612	15,785	14%	126,397
6245	Maintenance - Tower Equipment	15,000	1,838	745	103	3,370	7,500	4,130	55%	11,630
6290	Other Communication Services and Equipment	40,000	174	415	106	745	20,000	19,255	96%	39,255
<b>TOTAL COMMUNICATION EQUIPMENT &amp; SERVICES</b>		<b>380,153</b>	<b>23,516</b>	<b>18,332</b>	<b>24,971</b>	<b>131,123</b>	<b>190,077</b>	<b>58,953</b>	<b>31%</b>	<b>249,030</b>

GL Account	Description	FY 20/21 Budget	Oct-20 Actual	Nov-20 Actual	Dec-20 Actual	FY 20/21 YTD Actual	FY 20/21 YTD Budget	YTD Variance Bud - Act	YTD Var % Bud - Act	Budget Remainder
<b>HW &amp; SW MAINT</b>										
6310	Hardware Maintenance - Equipment	12,200	0	0	0	0	6,100	6,100	100%	12,200
6315	Hardware Maintenance - Network	23,400	134	134	134	883	11,700	10,817	92%	22,517
6316	Hardware Maint - Network	0	0	0	0	0	0	0	0%	0
6319	Hardware Maintenance Other	14,500	0	0	0	0	7,250	7,250	100%	14,500
6320	Software Maintenance - Applications	134,349	6,672	2,730	2,732	32,748	67,175	34,427	51%	101,601
6322	CAD Maintenance and Support/Northrop Grumman	396,428	47,686	47,686	47,686	286,117	198,214	(87,903)	(44%)	110,311
6323	Software Maintenance - GIS	26,424	5,977	6,656	6,113	36,677	13,212	(23,465)	(178%)	(10,253)
6330	Software Maintenance - Network	16,630	214	214	214	1,845	8,315	6,470	78%	14,785
6390	Other, Computer Services and Supplies	12,000	164	22	0	2,030	6,000	3,970	66%	9,970
<b>TOTAL HW &amp; SW MAINT</b>		<b>635,931</b>	<b>60,847</b>	<b>57,442</b>	<b>56,879</b>	<b>360,300</b>	<b>317,966</b>	<b>(42,335)</b>	<b>-13%</b>	<b>275,631</b>

GL Account	Description	FY 20/21 Budget	Oct-20 Actual	Nov-20 Actual	Dec-20 Actual	FY 20/21 YTD Actual	FY 20/21 YTD Budget	YTD Variance Bud - Act	YTD Var % Bud - Act	Budget Remainder
<b>FACILITIES &amp; FLEET</b>										
6410	Services - Landscaping	4,800	399	399	398	2,391	2,400	9	0%	2,409
6415	Maintenance - Building	20,000	0	0	713	5,618	10,000	4,382	44%	14,382
6260	Lease - CTC	78,000	6,129	6,129	6,129	36,775	39,000	2,225	6%	41,225
6420	Services - Custodial	36,000	3,000	3,000	3,000	18,000	18,000	0	0%	18,000
6421	Services - Center Security	0	0	0	0	0	0	0	0%	0
6425	Maintenance - HVAC	16,742	22,081	5,405	0	33,335	8,371	(24,964)	(298%)	(16,593)
6235	Maintenance - Power Supply	35,000	930	930	930	6,332	17,500	11,168	64%	28,668
6430	Services - Cable	3,108	162	172	172	1,023	1,554	531	34%	2,085
6435	Services - Pest Control	600	50	50	50	300	300	0	0%	300
6490	Other, Facilities and Fleet	6,026	232	1,857	323	2,895	3,013	118	4%	3,131
6510	Utilities - Electric	48,700	3,808	3,402	3,601	23,091	24,350	1,259	5%	25,609
6515	Utilities - Water	7,250	523	540	132	2,932	3,625	693	19%	4,318
6520	Utilities - Refuse Collection / Disposal	3,800	554	554	558	3,317	1,900	(1,417)	(75%)	484
6525	Utilities - Sewage Disposal Services	1,800	139	0	139	416	900	484	54%	1,384
6635	Services - Bottled Water	1,200	211	169	386	1,803	600	(1,203)	(201%)	(603)
6645	Services - Printing	2,000	65	78	0	659	1,000	341	34%	1,341
6650	Services - Shredding	2,000	109	110	189	720	1,000	280	28%	1,280
6652	Fleet - Maintenance	7,000	1,542	135	54	1,978	3,500	1,522	43%	5,022
6654	Fleet - Fuel	14,000	349	315	294	2,372	7,000	4,628	66%	11,628
6655	Insurance (Property and Fleet)	62,000	3,613	3,613	3,613	24,063	31,000	6,937	22%	37,937
6690	Other - Facility & Fleet Management	7,000	254	274	232	5,947	3,500	(2,447)	(70%)	1,053
<b>TOTAL FACILITIES &amp; FLEET</b>		<b>357,026</b>	<b>44,150</b>	<b>27,132</b>	<b>20,913</b>	<b>173,967</b>	<b>178,513</b>	<b>4,547</b>	<b>3%</b>	<b>183,061</b>



# Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3006

[www.srfecc.ca.gov](http://www.srfecc.ca.gov)

## FY 20/21 Budget to Actuals Report

Quarter End December 2020

Page 3 of 3

GL Account	Description	FY 20/21 Budget	Oct-20 Actual	Nov-20 Actual	Dec-20 Actual	FY 20/21 YTD Actual	FY 20/21 YTD Budget	YTD Variance Bud - Act	YTD Var % Bud - Act	Budget Remainder
<b>RECRUITMENT, RETENTION &amp; TRAINING</b>										
6610	Recruitment	20,050	875	1,675	1,892	20,216	10,025	(10,191)	(102%)	(166)
6612	Employee Retention	2,500	0	0	0	77	1,250	1,173	94%	2,423
6615	Employee Education & Training	10,150	2,485	704	3,084	7,066	5,075	(1,991)	(39%)	3,084
6618	Conference Registration	0	0	0	0	0	0	0	0%	0
6620	Travel / Transportation	0	0	0	0	0	0	0	0%	0
6621	Air	0	0	0	0	0	0	0	0%	0
6622	Lodging	0	880	1,210	128	2,218	0	(2,218)	0%	(2,218)
6624	Parking	1,200	0	0	0	0	600	600	100%	1,200
6625	Membership Dues	290	0	0	0	100	145	45	31%	190
6626	Taxi, Uber, Mileage, Other	560	1,188	527	0	3,928	280	(3,648)	(1302%)	(3,367)
6627	Per Diem	12	0	747	0	747	6	(741)	(12735%)	(735)
6640	Uniform/Badges/Shirts	9,000	0	0	0	872	4,500	3,628	81%	8,128
6660	Operations Support	21,300	1,736	0	3,045	6,712	10,650	3,938	37%	14,588
6661	Administration Support	17,000	261	2,707	0	3,553	8,500	4,947	58%	13,447
<b>TOTAL RECRUITMENT, RETENTION &amp; TRAINING</b>		<b>82,062</b>	<b>7,425</b>	<b>7,570</b>	<b>8,149</b>	<b>45,489</b>	<b>41,031</b>	<b>(4,457)</b>	<b>-11%</b>	<b>36,574</b>
<b>GRAND TOTAL</b>		<b>9,952,453</b>	<b>792,543</b>	<b>790,155</b>	<b>774,018</b>	<b>4,711,227</b>	<b>4,976,231</b>	<b>265,000</b>	<b>5%</b>	<b>5,241,227</b>



# Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3006

[www.srfecc.ca.gov](http://www.srfecc.ca.gov)

## Umpqua Lease Agreement Monthly Report January 6, 2021

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

Umpqua Payment Schedules		Lease Payments		
Schedule 1 - Funding Request #1		Date	Description	Amount
NG Invoice 1001	\$ 52,487.00	10/1/2019	Lease Initiation	\$ 500.00
NG Invoice 0011	\$ 88,214.00	10/1/2019	Legal Fees (June)	\$ 385.00
NG Invoice 0003	\$ 150,306.10	10/1/2019	Legal Fees (July)	\$ 6,757.50
NG Invoice 1002Z	\$ 37,487.00	10/3/2019	Interest Payment	\$ 4,318.69
NG Invoice 0001R	\$ 214,723.00	11/1/2019	Interest Payment	\$ 10,558.31
NG Invoice 0002	\$ 516,014.00	12/2/2020	Interest Payment	\$ 7,656.19
<b>Schedule 1 - Funding Request #1 Total:</b>	<b>\$ 1,059,231.10</b>	1/2/2020	Interest Payment	\$ 7,656.19
		2/1/2020	Interest Payment	\$ 7,656.19
		3/2/2020	Interest Payment	\$ 7,360.20
		4/1/2020	Interest Payment	\$ 7,344.10
		5/1/2020	Interest Payment	\$ 6,122.25
		6/1/2020	Interest Payment	\$ 6,113.70
<b>Schedule 1 - Funding Request #2</b>		7/1/2020	Interest Payment	\$ 5,242.37
NG Invoice 0004	\$ 406,993.50	8/1/2020	Interest Payment	\$ 5,260.88
<b>Schedule 1 - Funding Request #3</b>		9/1/2020	Interest Payment	\$ 5,234.54
Westnet Invoice 24637	\$ 242,269.09	10/1/2020	Interest Payment	\$ 5,198.81
<b>Total Schedule 1</b>	<b>\$ 1,708,494</b>	11/1/2020	Interest Payment	\$ 5,199.66
		12/1/2020	Lease Payment	\$ 23,021.75
		12/1/2020	Interest Payment	\$ 4,327.36
		1/1/2021	Lease Payment	\$ 22,394.34
Schedule 2 - Estimate Q2 2020	\$ 1,300,000			
Schedule 2 - Estimate Dec 2020	\$ 1,000,000			
<b>Total</b>	<b>\$ 4,008,494</b>		<b>Total</b>	<b>\$ 148,308.03</b>





## **Sacramento Regional Fire/EMS Communications Center**

10230 Systems Parkway, Sacramento, CA 95827-3006

[www.srfecc.ca.gov](http://www.srfecc.ca.gov)

### **SRFECC Staff Report – Jan 6, 2021**

#### **Dispatcher Positions:**

We currently have 6 vacant dispatcher openings. Two candidates have been made job offers and are in the final stages of the background check process.

#### **Academy 20-2:**

The 4 Cadets in the 20-2 Academy graduated on October 2, 2020 and have been signed off as call takers!

#### **Academy 21-1:**

Scheduled to start on March 8, 2021 and we are targeting 6 new hires.

#### **Recruitment Activity:**

On August 4<sup>th</sup>, we resumed our Dispatcher Recruitment activities. We have received and reviewed over 4600 resumes thus far and conducted 425 phone screens. 88 Candidates have taken the CritiCall Assessment and 22 have passed. Our 2<sup>nd</sup> round of panel interviews is scheduled for January 7, 2021 and we have 13 candidates scheduled.



# Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3006

[www.srfecc.ca.gov](http://www.srfecc.ca.gov)

## SRFECC Projects Update – January 5, 2021

Project Description	Operations Lead	IT/Admin Lead	Key Dates	Project Update
WestNet and AVD	Roman Kukharets	Brad Dorsett Chuck Schuler	Q1 2021	Working through final list of project issues for project acceptance.
UPS - Phase 3	Kylee Soares	Diane House	Week of 2/2/2021	Scheduled for 2/4/2021
Priority Dispatch - ProQA	Eli Strong	Brad Dorsett	3/1/2021	Delayed due to COVID -19.
ACE Accreditation	Kylee Soares	Diane House	Q4 2021	Dependent on ProQA go live
NG FitGap	Tara Poirier Casey Quintard Summer Carroll	Brad Dorsett	Q1 2021	Fit Gap wrapped up in Dec 2020 for NG to provide quotes. Meetings with Ops Chiefs and Board.
NG CommandPoint Hardware	Tara Poirier	Brad Dorsett	Q2 2021	1/5/21 - NG advised to proceed with this step.
NG CAD CommandPoint CAD	Tara Poirier	Brad Dorsett	Go Live EY 2021	1/5/21 - NG advised to proceed to next step - hardware.
Dispatch Academy 21-1	Casey Quintard	Brad Dorsett	3/8/2021	Delayed due to COVID -19.
NICE Hardware and Software Upgrade with AQUA Integration	Kylee Soares	Brad Dorsett Diane House	Q1 2021	Kicked off 1/5/21, hardware ordered.
Kronos Upgrade - TeleStaff	Supervisors	Marissa Shmatovich Cierra Lewandowski	Q2 2021	WFR configuration issues created delay. Pay calc engine upgrade required.
Kronos Upgrade - PayCalc II		Marissa Shmatovich Cierra Lewandowski	Q1 2021	Engagement kick off in 1/11/21
NextGen (NG) 911		Diane House	Q2 2021	Power installed. Server Rack installed. Oracle DB installed. Pending installation scheduled for remaining application servers.
Website Update/Maintenance		Mark Hicks Marissa Shmatovich	Q1 2021	Kicked off 1/4/21
SharePoint	Katherine Shelton Kylee Soares	Shelby Tackett Diane House	Q2 2021	Department by department migrating in progress - Finance and Facilities departments complete. Operations, HR, Executive and Contract management in progress.
Audio Files - Move to OneDrive/SP	Eli Strong Kylee Soares	Shelby Tackett	Q1 2021	Working through the workflow and requests. Email group set up.
OES Radius Map	Kyler Soares	Brad Dorsett	Q2 2021	Bug fixed applied, application working. Pending Ops full deployment and use.
OES Radius Mapping Plus	Kylee Soares	Diane House	Q2 2021	Added feature of Text FROM 911, need Center deployment plan.
AAR Power Outage		Diane House	Q1 2021	Final report planned to be delivered to board following completion of UPS project. March 2021.
Employee Handbook Update	Kylee Soares	Marissa Shmatovich	Q1 2021	Final reviews in progress.
Add eFax - decommission fax lines		Shelby Tackett	1/1/2021	
ESRI - Event Server		Diane House	Hold	GIS Resource needed
ECaTS Real Time		Diane House	Hold	GIS Resource needed
EM Resource		Diane House	Hold	On hold for NG CommandPoint CAD

<b>SRFECC Positions &amp; Authorization Document (PAD) - Revised 01/06/2021</b>			
<b>FY 20/21</b>			
<b>Center Management</b>			
<b>Position</b>	<b>Authorized</b>	<b>Actual</b>	<b>Comments</b>
Executive Director	1	1	
Deputy Director, Operations	1	1	
Deputy Director, Administration	1	1	
Executive Assistant	1	1	
<b>Totals</b>	<b>4</b>	<b>4</b>	
<b>Operations Division</b>			
<b>Position</b>	<b>Authorized</b>	<b>Actual</b>	<b>Comments</b>
EMS Coordinator "Temporary"	1	0	
Dispatcher Supervisor	6	6	
Dispatcher	35	29	
<b>Totals</b>	<b>42</b>	<b>35</b>	
<b>Administration and IT Division</b>			
<b>Position</b>	<b>Authorized</b>	<b>Actual</b>	<b>Comments</b>
Human Resource Manager	1	1	
CAD Administrator	1	1	
Telecommunications Engineer	1	1	
Office Specialist - Admin	1	1	
Accounting Specialist II	1	1	
Payroll & Benefits Administrator	1	1	
<b>Totals</b>	<b>6</b>	<b>6</b>	
<b>Totals</b>	<b>52</b>	<b>45</b>	



# SRFECC MARKETING PROPOSAL



## PROPOSAL

Mark Hicks  
SRFECC

Hi Mark,

**We are looking forward to discussing how we can help you on the projects that are outlined in this proposal.**

The Sacramento Regional Fire/EMS Communications Center needs to improve the website structure to educate potential recruits and current team members about the services and values that SRFECC has, and why they should choose to work here. TRSTY Media has developed the following project overview to improve and grow the selected SRFECC business in 2021 and beyond.

This proposal outlines the deliverables as defined below :

- Improve Website Structure
- Photography and Video Opportunities

Please feel free to call or email with any questions about content, or to discuss the project in greater detail.

Again, thank you for this opportunity. We look forward to getting started!

Sincerely,

A handwritten signature in black ink that reads 'Jerry Kobza'.

Jerry Kobza  
Principal  
Direct - 916-837-3524 / jerry@trsty.co



# SRFECC Website Re-Design

## Develop Improved Website Page Structure

The current SRFECC website is dated and is not mobile friendly.

Here's some key areas of focus:

- Update the look and feel of the website to better communicate all of the services that SRFECC provides to the community, and why this is a great place to work.
- Improve SEO – Make sure that potential employee candidates find the SRFECC site.
- Included Technical Feature – Install Google, Facebook and LinkedIn Tracking Pixels
  - The tracking pixel is snippet of code that gets placed on all pages of a website. Once installed, it will track all visitor activity and allow TRSTY Media to build targeted audiences for future ads to re-market to qualified job candidates.

## Current Site Issues

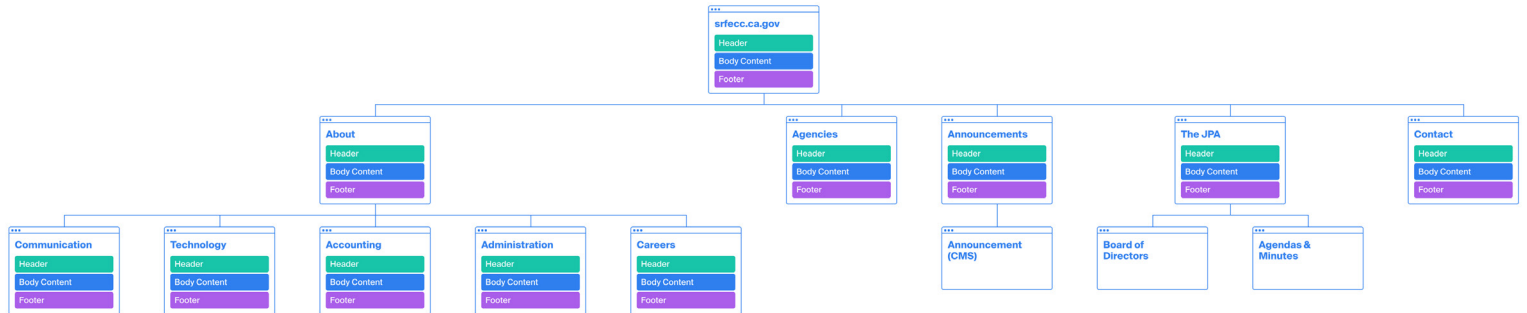
- Confusing navigation
- Visually dated
- Dead links and bulky content
- Not Mobile Friendly
- Application process is not geared for today's application process
- Extra pages that should need to be consolidated
- The voice of the agency needs to be consistent throughout the site





# SRFECC Website Re-Design

## Suggested Site Map



## Static Website Pages



### Homepage

- About Page
- Communication Page
- Technology Page
- Accounting Page
- Administration Page
- Careers Page
- Agencies Page (or Dropdown to External URL's)
- Announcements Page (CMS)
- The JPA (Dropdown or 1 page)
- Board of Directors Page
- Agendas & Minutes (CMS, Link to PDF or other file format)
- Contact
- 404 Page
- Privacy Policy
- Terms & Conditions Homepage

### Samples of Websites that we have built:

- <https://www.adventurelabsmedia.com/>
- <https://www.myqualitytuneup.com>
- <https://www.licaptech.com/>
- <https://www.dekgard.com/>
- <https://www.buildwiththompson.com>
- <https://www.redleafdevelopments.com/>
- <https://www.aeroof.com/>
- <http://thechefstablerocklin.com/>
- <https://www.liftedsalon.com/>





## SRFECC Website Re-Design Elements

### **Website Development Overview - Design & Development**

TRSTY Media will develop the SRFECC website utilizing HTML5, CSS, and JavaScript.

We will set up the Content Management System and additional technical integrations. TRSTY Media will ensure that the SRFECC site looks great on all screen sizes and devices. TRSTY Media will optimize all photos and videos for web use, ensuring the website load time is quick and creates a positive web experience for website visitors. TRSTY Media will install Google Analytics that allow tracking of user behavior on the website. TRSTY Media will install a Facebook pixel code, which will allow TRSTY Media to use this data to target people on Facebook and Instagram for future recruiting initiatives.

### **SEO Initial Setup**

TRSTY Media will implement on-page SEO for search engines, including keyword placement, title tags, page descriptions, schema micro data, local SEO, and permalink optimizations. To effectively grow the success of the SEO efforts, TRSTY recommends monthly management and updates to expand the ability for search engines to catalog and find the SRFECC website.

### **Included Technical Feature - Content Management System (CMS)**

TRSTY Media will implement a CMS to streamline updating the landing page as needed with images and information as supplied from the SRFECC team.

### **Included Technical Feature - Analytics Platform**

Google Analytics is designed to provide a visual view on key web traffic data. Google Analytics will provide SRFECC/TRSTY with a deeper understanding of all website traffic with basic tracking and reporting functionalities. No additional costs for monthly usage.

### **Included Technical Feature - Facebook Advertising Pixel**

The Facebook pixel is snippet of code that gets placed on all pages of a website. Once installed, it will track all visitor activity and allow TRSTY Media to build targeted audiences for future recruiting efforts to re-market to qualified leads back on Facebook and Instagram social platforms – people who have already taken some kind of action on the website like viewing a job posting or submitting a request for contact. No additional monthly cost.

## SRFECC Pricing

### **SRFECC Website Re-Design**

Develop and build the event landing page with elements as described in the proposal

<b>Website Re-Development and Launch</b>	<b>\$5,100</b>
<b>Monthly Website Management and SEO Management (Building out additional pages is extra)</b>	<b>\$ 300</b>
<b>Website Hosting (If Needed)</b>	<b>\$ 499 per year</b>





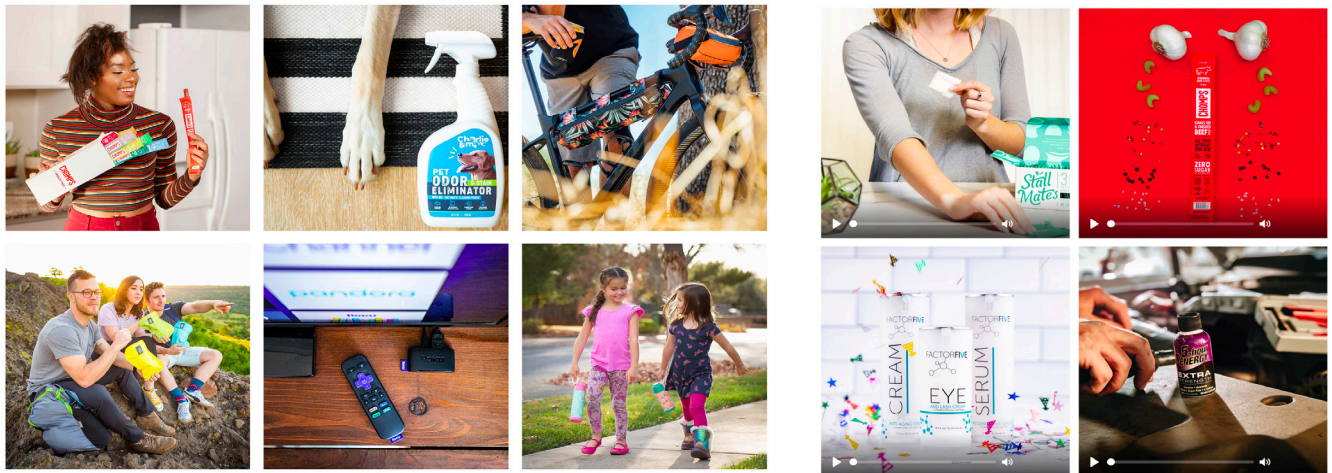
## SRFECC Photography and Video Production

### *Photography and Video for use on the Website and Social Media*

The use of video has become the standard to effectively build brands, tell stories about the culture of the company, and develop opportunities to further engage with your community and recruiting initiatives. TRSTY Media recommends creating a video for usage on the website, as well as other platforms for future marketing and recruiting purposes. The video will allow SRFECC to showcase the human element behind the company and build awareness surrounding the internal culture and work environment. We recommend the video focus on these areas of SRFECC:

- Employees of SRFECC working in the office environment
- Engagement of employees on location or outside

### *Samples of our work -*



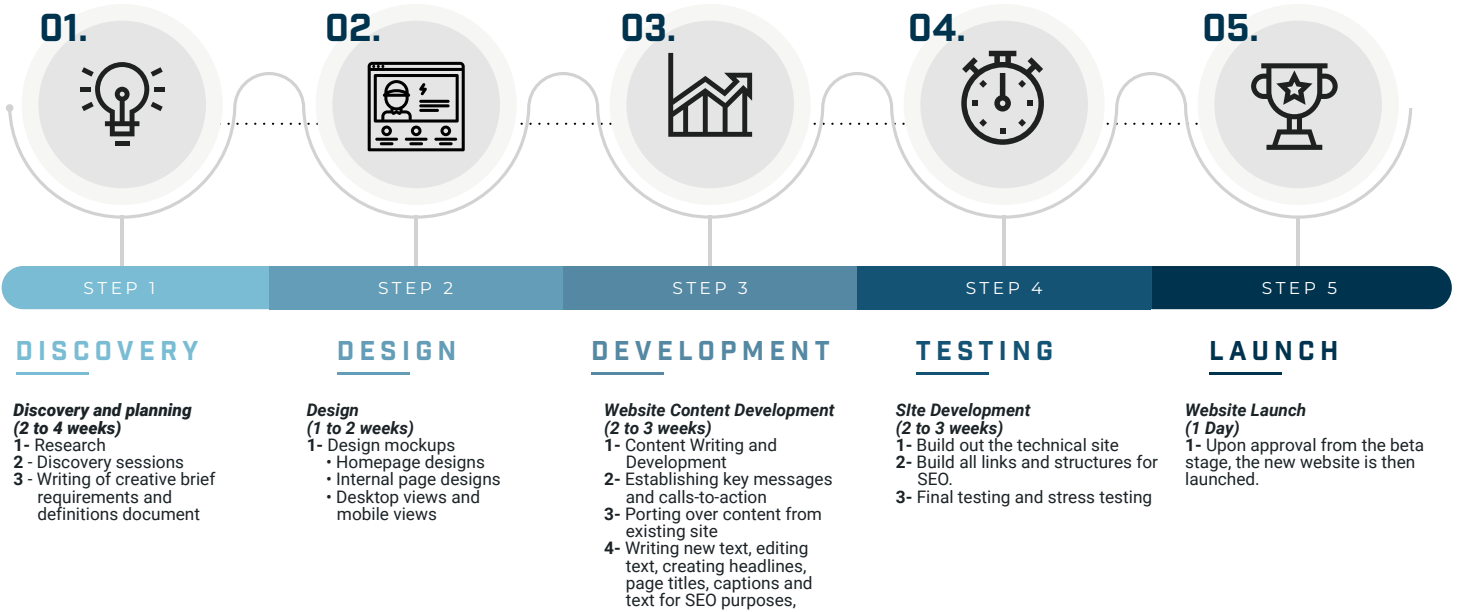
### *Pricing*

**Photography and Video Production - Pricing includes all production and editing for use across platforms**

**People and Work Environment Photography and Video – 15 photos and :30 second video - \$1,750.00**



## SRFECC Timeline



## SRFECC Pricing

### SRFECC Website Re-Design

Develop and build the event landing page with elements as described in the proposal

<b>Website Re-Development and Launch</b>	<b>\$5,100</b>
<b>Monthly Website Management and SEO Management (Building out additional pages is extra)</b>	<b>\$ 300</b>
<b>Website Hosting</b>	<b>\$ 499 per year</b>

### Photography and Video Development

TRSTY Media will create and produce photography and video to capture the people and facilities in action for the SRFECC

**Photography Production - Pricing includes all production and editing for use across platforms**

<b>People and Work Environment Photography – 15 photos</b>	<b>\$1,750.00</b>
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**COSUMNES FIRE DEPARTMENT**

10573 E Stockton Blvd.  
Elk Grove, CA 95624

(916) 405-7100  
Fax (916) 685-6622  
www.yourcsd.com

January 5, 2021

Ms. Marissa Shmatovich  
Sacramento Regional Fire/EMS Communications Center  
10230 Systems Parkway  
Sacramento, CA 95827-3007

Subject: Alternate on SRFECC Board

Dear Marissa,

The Deputy Chief of Administration and Support Services, Paul Zehnder, has retired from the Cosumnes Fire Department. Effective immediately, the Deputy Chief of Operations, Troy Bair, will step into Paul Zehnder's role. Fire Chief Felipe Rodriguez will take on the role of alternate on the Board of Directors for the Sacramento Regional Fire/EMS Communications Center until the position of Deputy Chief of Administration and Support Services is filled.

If you have any questions or need any further information, please do not hesitate to contact me.

Sincerely,

Felipe Rodriguez  
Fire Chief