

MONTEREY COUNTY EMERGENCY COMMUNICATIONS DEPARTMENT
EXECUTIVE BOARD MINUTES
 February 9, 2023

Participants	Agency	Representing	Present
David Sargenti (Chair)	Monterey County Regional Fire	District Fire Chiefs	X
Steve Adams (Vice Chair)	City of King	South County City Managers	X
Sonia De La Rosa	County of Monterey	County of Monterey	X
Tina Nieto	Monterey County Sheriff	Monterey County Sheriff	X
Ben Harvey	City of Pacific Grove	City Managers South Peninsula	X
Vibeke Norgaard	City of Sand City	North Peninsula Cities	
Steve Carrigan	City of Salinas	City of Salinas	X
Non-Voting Advisors	Agency	Representing	Present
Lee Ann Magoski	County of Monterey ECD	County of Monterey ECD	X
Gaudenz Panholzer	City of Monterey Fire Chief	ECD Operations Board	X

Agenda Items:

1. **Call to Order and Introductions** – The meeting was called to order at 1330 hours by Chair David Sargenti.
Roll Call of BOARD Members and Advisors – John Vaught
 - Rollcall taken and attendees marked present above.
2. **Additions and Corrections to Agenda:** None
3. **Public Comment for items not on the agenda:** None
4. **Approval of Minutes**
 - December 8, 2022 – Attachment 1 – **Action Item – David Sargenti**

ACTION/MOTION: Steve Carrigan made motion to approve December 8, 2022 minutes. Steve Adams seconded. Roll Call taken. Tina Nieto abstained. All members were in favor of approving minutes.

5. **AB 361 - County Counsel not present. AB 361 was cited by Lee Ann Magoski.**
 Remote Meeting Approval – **Action Item** – It is recommended that the Emergency Communication Executive Board find, pursuant to AB361, that the COVID-19 pandemic state of emergency declared by Governor Newsom is still in effect; the Emergency Communications Executive Board has reconsidered the circumstances of the state of emergency; and the state of emergency continues to directly impact the ability of the members to meet in person.

ACTION/MOTION: Tina Nieto made a motion to approve the continuance of remote meeting pursuant to AB 361. Steve Carrigan seconded. Roll Call taken. All members were in favor of approving AB 361.

6. **FY2023-24 Budget and User Agency Cost Planning**
 - **Alert & Warning** - \$90,000 Expected Charge in FY2023/24 for Genasys.
 John Vaught will be sending out a billing estimate to all the paying agencies and it will be summarized with the expected costs. This is not an action item at this time. This is not in the ECD budget. DEM will come back to this Board with a future item on the agenda for approval to charge out approximately \$90,000 for a new Genasys System.

FY2023-24 Budget and User Agency Cost Planning - continued

- **Inform Mobile License Costs – 5% Contract Escalator from Current Year** – John Vaught reported that ECD charges informed mobile license costs and will be in the Dispatch budget. The cost is based on the number of actual devices on the system at the time of billing and the estimate will be based on the cost from the current year.
- **Dispatch Budget – Year over Year Cost Drivers** – Attachment 2 – John Vaught presented the Dispatch Fund 028 – FY2023/24 Budget – Year Over Year Cost Drivers. He outlined the following:

Increases to payments:

- 16.94% COLA for Dispatcher Series staff
- Add new position: Project Mgr. (Mgmt. Analyst II)
- Reclass vacant Shift Supervisor to Operations Supervisor
- COWCAP increase
- CAD hardware rehost. Servers, software, vendor time
- 2.5% COLA for all staff on July 1st, 2023
- Cabling Project & new monitors for Dispatch floor.
- Amazon Connect for AI Answering of non-emergency calls

Reductions to payments:

- Reduction for partially completed fence project
- Increased revenue from interest of fund balance
- Special Events revenue - Increased hourly rate charged
- Increased Public Safety sales tax revenue (Prop 172)
- Offset billable costs with fund balance from prior year surplus

- **Dispatch Budget & Billing Approval – Action Item 23-005 –**

1. Approve, and recommend the Monterey County Board of Supervisors approve, the Emergency Communications Department Dispatch Budget (Fund 028), which includes \$186,871 of Inform Mobile costs and reserve contribution of \$329,000, in the amount of:

- **Revenue:** \$14,968,452
- **Appropriations:** \$15,374,615

2. Authorize the Department of Emergency Communications to bill the dispatch costs quarterly, in advance of each quarter and Inform Mobile costs in full to actual expenses in the 4th quarter of FY2023/24.

ACTION/MOTION: Steve Carrigan made a motion to approve the dispatch budget and billing as presented by John Vaught. Ben Harvey seconded. Roll Call taken. All members were in favor of approval.

- **NGEN O&M Budget & Billing Approval, Debt Service Billing Approval – Action Item 23-006 -** Steve Paxton and John Vaught discussed NGEN Systems Operations & Maintenance Expenditure Budget and excludes transfers to NGEN Capital Fund. John discussed the FY24 NGEN O&M Costs per Agency. The new NGEN agreement has a revised billing formula where fire radios are weighted at 75% and that is not being used in this action as the contract is not signed. This is the last payment of the 13-year amortization resulting in the cost being the same as last year.

1. Approve, and recommend the Monterey County Board of Supervisors approve the FY2023/24 NGEN Operations and Maintenance Budget (Fund 026) revenue and appropriations budgets for \$1,255,935 (Exhibit 1).
2. **Amend** the Department of Emergency Communications to bill NGEN Operations & Maintenance costs (Exhibit 2) for FY 2023/24 quarterly, in advance of each quarter, using the February 2022 Radio True Up.

This item will be brought back to this Board with the True Up amendment using the new formula from the NGEN Service Agreement.

NGEN O&M Budget & Billing Approval, Debt Service Billing Approval – Action Item 23-006 *continued*

3. Approve and authorize the Department of Emergency Communications to charge NGEN Debt Service payment 13 of 13 (Exhibit 3) using the February 2022 Radio True Up as a single charge in Quarter 1 of FY2023/24. This item will be brought back to this Board with the True Up amendment using the new formula from the NGEN Service Agreement.

ACTION/MOTION: Tina Nieto made a motion to approve Action item numbers 1 with number 2 and 3 to be brought back for approval using a new True Up. True Up to be amended using the new formula from the NGEN Service Agreement. Steve Carrigan seconded. Roll call taken. All members were in favor of approval of Action.

7. NGEN

- NGEN Agreement Changes and Approval to Release for Signatures.
Attachments 5 and 6 – Action Item 23-007

ACTION/MOTION: Steve Carrigan made a motion to approve the NGEN Agreement changes and approval to release for signatures. Sonia De La Rosa seconded. Roll call taken. All members are in favor of approval of Action.

- NGEN Project Updates

Steve Paxton reported that the Microwave project has been completed pending final invoices and retrieval of UASI Grant from the City of San Francisco. Two NGEN projects are moving forward, and the PO has been processed for the ISI gateway to the system. Phase 2 upgrade to the system, which will include from Harris, at no extra cost to NGEN, a system release upgrade from system release level 1 to a system release level 4. ITD is pending the final quote from Harris and will process and get both completed and funded.

- Post Ranch is still on hold pending resolution of the lease from Passport Resorts.

8. Directors Report

CAD Update:

- At this time the Department is not proceeding with Motorola CAD contract and giving Central Square a final opportunity to upgrade the CAD to a stable version. This decision was based on difficulties in contract negotiations, the changing technology factors and determining what is most fiscally prudent for the Department over the long term. Motorola is willing to revisit the contract talks should future efforts with Central Square become unproductive.

Call Answering Strategies:

- The Department working with Amazon to purchase automated call answering technology for non-emergency calls. This is an Artificial Intelligence technology that has been used successfully in other customer service settings to allow the system to converse with the caller to be able to satisfy the caller's request. The technology can continue to grow as it learns how to direct the callers to the necessary information and provides the Department with more analytics to be able to anticipate what callers are requesting. This type of service will improve the speed of the call process, allowing more and more services to be done without the intervention of the Communications Dispatcher, who can now focus their time on 9-1-1 calls, law and fire resource management and critical incidents. This will be offered in English and Spanish and there will be mechanisms in place for emergency calls to be routed to a Dispatcher.

- 9. ECD Operations Board:** No Ops Board Meeting in January 2023.
- 10. Discuss new Board meeting times and location for 2023:** The Board discussed returning to “In Person” meetings as the Governor ended the Covid-19 State of Emergency effective Feb. 28, 2023. The issue discussed was having a location that the public could attend. ECD has a Zoom Room (Conference Room) where the Board will meet in person.
- 11. Future Agenda Items:** None.
- 12. Adjournment:**
Chair Sargenti expressed appreciation to all agencies who provided input into the NGEN Service Agreement. He concurred with Steve Carrigan that it was a long process. Steve Paxton to send out the agreement, via 911, for signatures.

Meeting adjourned 1433 hours.