



BOARD OF DIRECTORS REGULAR MEETING AGENDA

July 27, 2023
Thursday
1:30 p.m.

SCR911 Conference Room
495 Upper Park Road
Santa Cruz, CA

The Board of Directors meeting is held in-person at the SCR9-1-1 Conference Room. Members of the public can attend in-person or virtually by joining via telephone or video call.

SCR9-1-1 Location: 495 Upper Park Rd, Santa Cruz

Google Meet Link: <https://meet.google.com/trv-acht-mzf>

Telephone: (US) +1 409-698-0147 PIN: 238 572 471#

*Members of the public joining via video call or teleconference will be muted by the Clerk. Video call participants may use the “Raise Hand” feature to address the board during public comment and can Unmute themselves when called upon. Teleconference participants will be verbally invited to speak during public comment. Teleconference participants can unmute themselves when called upon by pressing the * and 6 keys.*

- 1.0 ROLL CALL
- 2.0 CONSIDERATION OF LATE ADDITIONS OR CORRECTIONS TO THE AGENDA
- 3.0 ORAL COMMUNICATIONS

Any person may address the Board during its Oral Communications period. Presentations must not exceed three (3) minutes in length, and individuals may speak only once during Oral Communications. Oral Communications allows time for members of the Public to address the Board on any “Consent Item” on today’s agenda, or on any topic within the jurisdiction of the Authority that is not on the “Regular Agenda” section of the agenda.

Board members will not take action or respond immediately to any Oral Communications presented, but may choose to follow up at a later time, either individually, or on a subsequent Board of Director’s Agenda.

Page #

- 4.0 CONSENT AGENDA
 - 1-3 4.1 Approve Action Summary Minutes of May 25, 2023 Regular Meeting.
 - 4-7 4.2 Accept and File Claims Report for May 1 to June 30, 2023.
 - 8 4.3 Accept and File Reimbursement Claims from the General Manager for the period of May 1 to June 30, 2023.
 - 9-10 4.4 Accept and File a Listing of Current SCR9-1-1 Dispatchers.



Santa Cruz Regional 9-1-1
Board of Directors Regular Meeting Agenda
July 27, 2023 – Page 2

Page #

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|---------|------|---|
| 11-22 | 4.5 | Approve Corrected <i>Salary Schedule</i> Policy 1160 |
| 23-25 | 4.6 | Approve Revised <i>Vacancies</i> Policy 1060 |
| 26-47 | 4.7 | Authorize the General Manager to Execute a Sub-lease Agreement with Cruzio |
| 48-78 | 4.8 | Accept and File the Fiscal and Operational Review of SCR9-1-1 as submitted by the State of California’s 9-1-1 Emergency Communications Branch |
| 79-81 | 4.9 | Approve Revised <i>Agenda and Action Summary</i> Policy 230 |
| 82-86 | 4.10 | Approve Revised <i>Organizational Structure</i> Policy 220 |
| 87-90 | 4.11 | Approve Revised <i>Sick Leave</i> Policy 1250 |
| | 5.0 | REGULAR AGENDA |
| 91 | 5.1 | Presentation Proclaiming Rose Torres Dispatcher of the Year for Fiscal Year 2023/24. |
| 92-132 | 5.2 | Authorize the General Manager to negotiate and execute an agreement with Regional Government Services to perform a Classification Study. |
| | 6.0 | REPORT FROM THE GENERAL MANAGER |
| 133-137 | 7.0 | REPORT FROM THE CONTROLLER FOR THE AUTHORITY |
| | 7.1 | Accept and File Revenue and Expense Reports from the Controller as of June 30, 2023 as presented in the meeting packet. |
| | 8.0 | REPORT BY USERS COMMITTEE |
| | 9.0 | CORRESPONDENCE |
| 138-139 | 9.1 | PARS OPEB Pre-Funding Trust Statements dated April and May 2023. |
| | 10.0 | CLOSED EXECUTIVE SESSION |
| | 10.1 | Conference with Counsel regarding Potential Litigation per Government Code (§ 54956.9) |
| | 11.0 | RE-ADJOURN TO OPEN SESSION TO REPORT ANY ACTION RESULTING FROM THE CLOSED EXECUTIVE SESSION |
| | 12.0 | ADJOURNMENT |

Information regarding agenda items: Copies of the staff reports or other written documentation relating to each item of business referred to on the agenda are on file in the business office of Santa Cruz Regional 9-1-1 and are available for public information. Any person who has a question concerning any of the agenda items may call the Clerk for the Board at 831-471-1000 Monday through Friday, 9:00 a.m. to 4:00 p.m.

In compliance with the Americans with Disability Act, if you need special assistance to participate in this meeting, please contact the Clerk for the Board at 831-471-1000. Notification 48 hours prior to the meeting will enable SCR9-1-1 to make reasonable arrangements to ensure accessibility to this meeting.



BOARD OF DIRECTORS REGULAR MEETING
May 25, 2023
Action Summary Minutes

VOTING KEY: H = Huffaker, P = Palacios, G = Goldstein, L = Lopez

First initial indicates “maker” of motion, second initial indicates the “second”, uppercase letter = “yes” vote by director, lowercase letter = “no” vote by director, () = abstain, / = absent.

1.0 ROLL CALL

The meeting was called to order at 1:30 p.m. by Chair Carlos Palacios.

DIRECTORS PRESENT:

Carlos Palacios, representing the County of Santa Cruz
Jamie Goldstein, representing the City of Capitola
Matt Huffaker, representing the City of Santa Cruz

ALTERNATES PRESENT:

Rudy Lopez, representing the City of Watsonville

ALSO PRESENT:

SCR911: General Manager Amethyst Uchida; Operations Manager Stephanie French;
Systems Manager Wolff Bloss; and Beth Wann (Clerk to the Board)

OTHERS: Attorney for the Authority Melissa Shaw; SCR9-1-1 Senior Systems Technician Nicola Torchio; and SCR9-1-1 Senior Administrative Assistants Tina Bisgaard and María Wallen.

2.0 CONSIDERATION OF LATE ADDITIONS OR CORRECTIONS TO THE AGENDA

None.

3.0 ORAL COMMUNICATIONS

None.

4.0 CONSENT AGENDA

4.1 **APPROVED** Action Summary Minutes of March 23, 2023 Regular Meeting.

**SANTA CRUZ REGIONAL 9-1-1
BOARD OF DIRECTORS REGULAR MEETING
MAY 25, 2023 MINUTES
Page 2 of 3**

- 4.2 **APPROVED** Action Summary Minutes of April 14, 2023 Special Meeting.
- 4.3 **ACCEPTED AND FILED** Claims Report for March 1 through April 30, 2023.
- 4.4 **ACCEPTED AND FILED** Reimbursement Claims from the General Manager for the period of March 1 through April 30, 2023.
- 4.5 **ACCEPTED AND FILED** a Listing of Current SCR9-1-1 Dispatchers.
- 4.6 **AUTHORIZED** the General Manager to Execute a Purchase Agreement with Motorola Solutions for the addition of a CAD Staging Environment.
- 4.7 **AUTHORIZED** the Renewal of Software Assurance for Microsoft Licensing.
- 4.8 **APPROVED** a Side Letter to the Memorandum of Understanding with OE3.
- 4.9 **APPROVED** Modifications to Policy 1160 – Salary Schedule.
- 4.10 **APPROVED** Modifications to Policies 1350 – Employee Wellness Program and 1370 – Employee Recognition Program.
- 4.11 **AUTHORIZED** the General Manager to Execute an Updated Agreement with the County of Santa Cruz for Payroll and Accounts Payable Services.
- 4.12 **AUTHORIZED** the General Manager to Execute a Services Agreement with the Magellan Health Services for an Employee Assistance Program.

Vote: G, H, L, P

5.0 REGULAR AGENDA

- 5.1 **APPROVED** the Fiscal Year 2023/2024 Master Salary Schedule.

Vote: H, G, L, P

- 5.2 **ADOPTED** the Operating, Capital, Debt Services, and SCMRS Operating Budgets for Fiscal Year 2023/2024.

Vote: G, H, L, P

- 5.3 **ACCEPTED AND FILED** the Major Equipment Replacement Plan and **APPROVED** reconvening the Capital Subcommittee.

Vote: H, L, G, P

6.0 REPORT FROM GENERAL MANAGER

- Uchida reported, while the Authority is currently Staffed at 37 FTE, it is not, yet, seeing the benefits of it due to three dispatch staff on leave and six in training. A recruitment is currently open and will be updated with the recently adopted new salary schedule. This recruitment closes next week and the Authority will seek to hire to the full capacity, as in the budget.
- Uchida reported that she and French attended a meeting at the City of Watsonville to respond to the community’s concern regarding the flooding in the Bridge Street area on New Year’s Eve. There were a couple of citizen complaints in regards to 9-1-1 and Uchida distributed her business card amongst the group and asked attendees to reach out to her with additional information. She has not heard from any of the citizens, as of

**SANTA CRUZ REGIONAL 9-1-1
BOARD OF DIRECTORS REGULAR MEETING
MAY 25, 2023 MINUTES
Page 3 of 3**

yet.

- Uchida reported that French has been working with OR3 on the project plan for the new alert and warning software, GEM. There will be a press release on June 1 and the brand will be marketed as Cruz Aware.

7.0 REPORT OF CONTROLLER FOR AUTHORITY

- 7.1 **ACCEPTED AND FILED** Revenue and Expense Reports from the Controller as of April 30, 2023 as presented in the meeting packet.

Vote: H, G, L, P

8.0 REPORT BY USERS COMMITTEE

No report.

9.0 CORRESPONDENCE

- 9.1 **RECEIVED** PARS OPEB Pre-Funding Trust Statements dated 1-1-2023 to 1-31-2023, 2/1/2023 to 2/28/2023, and 3/1/2023 to 3/31/2023.

10.0 CLOSED EXECUTIVE SESSION

- 10.1 Adjourned to Closed Executive Session at 2:05 p.m. to Conference with Counsel regarding Potential Litigation per Government Code (§ 54956.9).

11.0 RE-ADJOURNED TO OPEN SESSION AT 2:30 P.M. TO REPORT ANY ACTION RESULTING FROM THE CLOSED EXECUTIVE SESSION

- 11.1 No action to report from Closed Session.

12.0 ADJOURNED

The meeting adjourned at 2:30 p.m. The next regular Board meeting is scheduled for:

Thursday, July 27, 2023
1:30 p.m.

Santa Cruz Regional 9-1-1
Conference Room

Date: _____

Approved: _____
René Mendez, Secretary

Action Summary Minutes by: Beth Wann, SCR9-1-1 Office Supervisor and Clerk of the Board



SANTA CRUZ REGIONAL 9-1-1
 495 Upper Park Rd, Santa Cruz, CA 95065
 831.471.1000 Fax 831.471.1010
 www.scr911.org
 Amethyst Uchida, General Manager

DATE: July 17, 2023
 TO: Board of Directors, Santa Cruz Regional 9-1-1
 FROM: Amethyst Uchida, General Manager
 SUBJECT: **Item 4.2 - May 1, 2023 through June 30, 2023 Claims Report**

The following **SCR911** claims **under \$20,000** have been approved by the General Manager without prior Board of Directors action, and submitted to the County Auditor/Controller for payment from the **Operating Budget** for the period of May 1, 2023 through June 30, 2023

1-May	DeLage	Copier lease-May 2023	306.06
3-May	CDW	Microsoft licensing upgrade	1,381.08
3-May	Ashley Baldwin	Staff meeting supplies-4/19/23	19.35
3-May	CDW	Fax toner	61.68
3-May	CDW	Printer toner	179.23
3-May	Sloan Sakai	HR professional service	1,152.00
3-May	SCMU	Water/garbage-3/15/23-4/13/23	672.12
5-May	Caltronics	Copier supplies-3/12/23-4/11/23	26.27
8-May	Cintas	Mats/towels-5/2/23	68.40
8-May	Big Trees Backflow	Annual backflow test	260.00
8-May	Shred-It	Shredding-3/30/23	108.26
8-May	Palace	Copy paper	111.00
9-May	Cintas	Mats/towels- 4/18/23	68.40
9-May	PowerDMS	Annual renewal	4,500.42
9-May	County Counsel	3rd quarter attorney fees	2,125.00
10-May	Nectar/US Bank	Employee recognition front loading programs	259.15
10-May	Amazon/US Bank	Headset	61.26
10-May	Google/US Bank	G Suite - April 2023	643.20
10-May	DocuSign/US Bank	eSignature annual subscription renewal	300.00
10-May	Amazon/US Bank	Office and Break supplies	163.62
10-May	eBay/US Bank	UPS battery back up	32.93
10-May	eBay/US Bank	VOIP office desk phone	49.13
10-May	Amazon/US Bank	Replacement chair cylinders	109.20
10-May	Amazon/US Bank	Office supplies	136.52
10-May	Amazon/US Bank	White board erasers	8.73
10-May	Amazon/US Bank	Office supplies	86.31
10-May	eBay/US Bank	HP switch	41.85
10-May	Craigslist	Job posting-SSAA	75.00
10-May	Southwest Airlines/US Bank	Airfare to Motorola Conference-Oros	818.76
10-May	United Airlines/US Bank	Baggage fees Motorola-French	35.00
10-May	Sherton 4 points/US Bank	Lodging for long distance dispatchers during storm crisis	447.93
10-May	CalNena/US Bank	911 goes to Sacramento-French	125.00
10-May	CCUG CLETS user/US Bank	Registration-Castro 4/26-4/27	100.00
11-May	County of SC/ISD	Open query-April 2022	3,755.32
23-May	AT&T	4/13/23-5/12/23 phone charges	4,652.23
23-May	AT&T	April phone charges	949.19
23-May	First Choice	Coffee/filters/cleaner	69.10
23-May	SCMU	Irrigation-April 2023	63.23
23-May	Comcast	Cable/internet-5/17/23-6/16/23	336.99
24-May	K and D Landscaping	Landscape maintenance-May 2023	812.00
24-May	Triad electric	Replace light fixtures	745.50
25-May	Verizon California	Frontier-Emergency listing May 2023	6.90
25-May	Verizon Cell	April wireless charge	493.24
25-May	Dell Financial services	Lease purchase of computers -dispatch computers	7,923.02
25-May	Cintas	Mats/towels-5/16/23	77.91
25-May	Cardiff Pest	Quarterly pest control	210.00
25-May	Caltronics	Copier supplies-4/12/23-5/11/23	32.99
25-May	M Wallen	Fire task meeting/building supplies	63.97
26-May	Amazon/US Bank	Keyboards for dispatch	74.25
26-May	Ebay/US Bank	Headsets	131.47
26-May	Google/US Bank	G Suite - May 2023	643.20
26-May	N Estrada	Supplies for Career Fair	50.05
26-May	Bay Building	Janitorial Supplies-May 2023	671.20
26-May	Amazon/US Bank	UPS batteries	338.60
26-May	Ace Hardware/US Bank	Key copy	6.54
26-May	Amazon/US Bank	Light bulbs, drip pans batteries	531.57
26-May	Garden Deli/US Bank	Lunch for SSD peer review	84.28
26-May	Amazon/US Bank	Building supplies	126.05
26-May	Amazon/US Bank	Small tools	314.69
26-May	Priority Dispatch	LaMar recertification	55.00
26-May	S French	Per diem-911 goes to Sacramento conference	70.00
26-May	S French	Per diem-Motorola	228.38
26-May	City of Sacramento/US Bank	Parking fee 2 days	36.00
26-May	Courtyard by Marriot	Lodging for 911 goes to Sacramento-French	119.50
2-Jun	Bay Building	Janitorial maintenance-May 2023	1,570.83

2-Jun	S French	Mileage to SFO-Motorola	68.12
2-Jun	S French	Mileage to Sacramento-911 goes to Sacramento conference.	182.09
2-Jun	PGE	Gas-April,Elec-4/6/23-5/7/23	5,790.22
11-Jun	County of SC/ISD	Open query-May 2022	3,755.32
11-Jun	County of SC/ISD	Open query-June 2022	3,755.32
12-Jun	Verizon California	Frontier-Emergency listing June 2023	6.90
12-Jun	CDW	UPS string batteries	2,816.91
12-Jun	K and D Landscaping	Landscape maintenance-June 2023	812.00
12-Jun	Shred-It	Shredding-4/27/23	108.26
12-Jun	CDW	Toner	142.71
12-Jun	S French	CalOES phone demo supplies	42.27
12-Jun	Bryon O'Neal	Mileage to Vacaville for peer support	165.85
12-Jun	Bryon O'Neal	Per diem-Peer support class	138.00
13-Jun	National Academy of Dispatchers	Flores EMD retesting	30.00
14-Jun	Verizon Cell	May wireless charges	1,450.55
14-Jun	AT&T	May phone charges	949.19
14-Jun	AT&T	Phone charges 4/20/23-5/19/23	123.65
14-Jun	N Torchio	Retirement supplies	34.99
14-Jun	PGE	Gas-May, Elec-5/8/23-6/6/23	5,896.19
14-Jun	SCMU	Irrigation-May 2023	305.41
14-Jun	SCMU	Water/garbage-4/14/23-5/15/23	690.97
15-Jun	K and D Landscaping	Fire blight treatment	655.23
15-Jun	Circuit breaker sales	Generator circuit breaker	7,865.67
15-Jun	Alberts plumbing	Toilet repair	290.00
20-Jun	AT&T	5/13/23-6/12/23 phone charges	4,818.44
21-Jun	Cintas	Mats/towels-5/31/23 / 6/13/23	155.80
21-Jun	Caltronics	Copier supplies-5/12/23-6/11/23	43.61
21-Jun	S French	Staff meeting supplies-6/14/23	10.68
21-Jun	Foster and Foster	GASB 75 actuarial report final payment	2,013.00
21-Jun	DeLage	Copier lease-June 2023	306.06
21-Jun	PRI Management	RMS seminar	1,220.60
24-Jun	County of Santa Cruz	Vendor claims charges FY 22/23	5,497.80
24-Jun	County of Santa Cruz	Payroll and auto deposit charge FY 22/23	10,885.28
26-Jun	County ISD	4th quartrerradio	5,008.50
29-Jun	Sandman Glass	Repair window, door closer replace	3,475.89
29-Jun	James Pini	Mowing back meadow	250.00
29-Jun	Cintas	Mats/towels-6/27/23	77.90
29-Jun	Bay Building	Janitorial service-June 2023	1,570.83
29-Jun	Alberts plumbing	Toilet replace and power flush	859.92
29-Jun	Brinks Trophy	DOTY plaque	63.36
29-Jun	Google/US Bank	G Suite-June 2023	643.20
29-Jun	M Wallen	Fire task meeting-6/8/23	14.31
29-Jun	CDW	Toner and fax drum	258.86
29-Jun	Amazon/US Bank	Hand soap dispenser and hand soap	63.82
29-Jun	Amazon/US Bank	Office supplies	113.14
29-Jun	Amazon/US Bank	Small tools	14.98
29-Jun	T Ginsburg	Mileage reimbursement 8/31/22-6/21/23	45.85
29-Jun	Holiday Inn/US Bank	Peer support training lodging-Oneal	326.01
30-Jun	Watson Furniture	Dispatch storage cabinets	6,537.25
30-Jun	Triad	Hallway light replacement	3,248.00
30-Jun	Ed Bogner	Repair BARD unit in tower shelter	1,805.83
30-Jun	Whitlow concrete	Concrete repair and pour	7,850.00
30-Jun	York Framing	DOTY framing	130.23
30-Jun	Shred-It	Shredding-5/25/23	108.26
30-Jun	First Choice	Coffee/filters-6/23/23	51.54
30-Jun	Bay Building	Janitorial supplies-June 2023	735.12
30-Jun	Badawi	FY 2022 audit	13,625.00
30-Jun	IAED	LaMar recertification	30.00
30-Jun	SCMU	Water/garbage-5/16/23-6/14/23	672.12
30-Jun	Comcast	Cable/internet-6/17/23-7/16/23	346.99
AUDITOR GRAND TOTAL			148,730.06

The following **SCR911** claims **over \$20,000** have been approved by the General Manager without prior Board of Directors action, and submitted to the County Auditor/Controller for payment from the **Operating Budget** for the period of May 1, 2023 through June 30, 2023

30-Jun	Motorola	P1 CAD maintenance Q3 January - June 2023	218,226.75
AUDITOR GRAND TOTAL			218,226.75

The following **SCR911** claims have been approved by the General Manager, in accordance with the authority granted by the Board of Directors, and submitted to the County Auditor/Controller for payment from the SCR911 **Salaries/Benefits Budget** for the period of May 1, 2023 through June 30, 2023

3-May	MHN	EAP-May 2023	555.75
5-May	Retirees	July 2023 retiree medical reimbursements	6,039.09
8-May	PERS	May medical premium	78,636.50
26-May	MHN	EAP-June 2023	554.84
7-Jun	Retirees	August 2023 retiree premium	6,039.09
10-Jun	PERS	June medical premiums	74,579.53
AUDITOR GRAND TOTAL			166,404.80

The following **SCR911** claims **under \$20,000** have been approved by the General Manager without prior Board of Directors action, and submitted to the County Auditor/Controller for payment from the **Capital Budget** for the period of May 1, 2023 through June 30, 2023

DATE	PAYEE	DESCRIPTION	AMOUNT
30-Jun	Dell Technologies	Server for VM Ware	9,107.09
AUDITOR GRAND TOTAL			

The following **SCR911** claims **over \$20,000** have been approved by the General Manager, in accordance with the authority granted by the Board of Directors, and submitted to the County Auditor/Controller for payment from the **Capital Budget** for the period of May 1, 2023 through June 30, 2023

DATE	PAYEE	DESCRIPTION	AMOUNT
		None	-
AUDITOR GRAND TOTAL			

The following **SCMRS** claims **under \$20,000** have been approved by the General Manager without prior Board of Directors action, and submitted to the County Auditor/Controller for payment from the **SCMRS Budget** for the period of May 1, 2023 through June 30, 2023

DATE	PAYEE	DESCRIPTION	AMOUNT
2-May	BMC	Track it software renewal	1,997.89
8-May	County Counsel	3rd quarter attorney	62.50
24-May	M Wallen	SCMRS chiefs meeting supplies	13.99
25-May	Verizon	Wireless-April 2023	197.61
14-Jun	Verizon	Wireless-May 2022	104.38
14-Jun	Palace	Copy paper	519.78
22-Jun	A Roggero	Mileage for FY 22 23	192.18
30-Jun	G Oros	Mileage 1/4/23-6/28/23	356.65
AUDITOR GRAND TOTAL			3,444.98

The following **SCMRS** claims **over \$20,000** have been approved by the General Manager, in accordance with the authority granted by the Board of Directors, and submitted to the County Auditor/Controller for payment from the **SCMRS Budget** for the period of May 1, 2023 through June 30, 2023

DATE	PAYEE	DESCRIPTION	AMOUNT
3-May	Central square	Egroup software maintenance fee	39,668.45
AUDITOR GRAND TOTAL			39,668.45

The following **SCR911** claims have been approved by the General Manager, in accordance with the authority granted by the Board of Directors, and submitted to the County Auditor/Controller for payment from the **SCMRS Salaries/Benefits Budget** for the period of May 1, 2023 through June 30, 2023

DATE	PAYEE	DESCRIPTION	AMOUNT
3-May	MHN	EAP-May 2023	25.65
8-May	PERS	May medical premium	2,603.46
26-May	MHN	EAP-June 2023	26.56
10-Jun	PERS	June medical premium	2,749.66
AUDITOR GRAND TOTAL			5,405.33

The following **SCR911** claims **under \$20,000** have been approved by the General Manager without prior Board of Directors action, and submitted to the County Auditor/Controller for payment from the **Debt Service Budget** for the period of May 1, 2023 through June 30, 2023

DATE	PAYEE	DESCRIPTION	AMOUNT
		None	-
AUDITOR GRAND TOTAL			-

The following **SCR911** claims **over \$20,000** have been approved by the General Manager, in accordance with the authority granted by the Board of Directors, and submitted to the County Auditor/Controller for payment from the **Debt Service Budget** for the period of May 1, 2023 through June 30, 2023

DATE	PAYEE	DESCRIPTION	AMOUNT
23-May	BNY Mellon	Administration fee for FY 22 23	1905.00
23-May	Harrell and CO	Lease revenue bond file report	2000.00
26-May	BNY Mellon	Interest on Lease revenue bond	34,448.20
26-May	BNY Mellon	Principal on Lease revenue bond	165,000.00
AUDITOR GRAND TOTAL			203,353.20

The following **SCR911** contracts/purchase orders (over \$2,500 but under \$20,000) have been approved by the General Manager, in accordance with the authority granted by the Board of Directors for the period of:
May 1, 2023 through June 30, 2023

DATE	PAYEE	DESCRIPTION	AMOUNT
		None	
		AUDITOR GRAND TOTAL	-



SANTA CRUZ REGIONAL 9-1-1
495 Upper Park Rd, Santa Cruz, CA 95065
831.471.1000 Fax 831.471.1010
www.scr911.org
Amethyst Uchida, General Manager

Date: July 17,2023
To: Board of Directors, Santa Cruz Regional 9-1-1
From: Amethyst Uchida, General Manager
Subject: Item 4.3, Claims from the General Manager

The following is an accounting of the General Manager's reimbursable expenses for the period of May 1, 2023 thru June 30, 2023

DATE	DESCRIPTION	AMOUNT
	None	
Total		\$ -



DATE: July 19, 2023
TO: Board of Directors, SCR 9-1-1
FROM: Amethyst Uchida, General Manager
SUBJECT: Item 4.4, Current SCR9-1-1 Dispatchers

RECOMMENDATION

Accept and file a listing of current SCR 9-1-1 dispatchers.

DISCUSSION

As of July 19, 2023, there are 35 occupied FTE in the dispatcher classifications. Of these, five (5) are in the training program and three (3) are on a leave of absence.

Since the May 25th Board Meeting, one Dispatcher Trainee has been released as an independent Radio Dispatcher, one Dispatcher Trainee has been released from employment, and one Dispatcher II resigned.

CURRENT SCR9-1-1 DISPATCHERS

NAME	SENIORITY DATE			SALARY STEP	COMMENTS (X = BILINGUAL)
	MO	DAY	YEAR		
SUMNER, Dave	1	2	1996	8	Dispatcher II
SHERWOOD, Melanie	11	2	1999	8	Dispatcher II
MARIZETTE, Abigail	8	12	2002	8	Dispatcher III X
FAROTTE, Lyndsay	7	3	2006	8	Dispatcher III
MELLO, Eric	2	9	2008	8	Dispatcher II
LOFTIN, Gina	7	14	2008	8	Dispatcher II
DAVIDSON, Andrew	10	1	2011	8	Dispatcher III
HIGGINS, Kristal	10	1	2011	8	Dispatcher II
SAVELL, Billie	2	29	2012	8	Dispatcher II (JS=0.5 FTE)
FLORES, German	5	21	2012	8	Dispatcher II X
CASTRO, Annie	2	11	2013	8	Dispatcher III
BIRKETT, Michael	8	6	2013	8	Dispatcher II
SANCHEZ, Areli	9	2	2013	8	Dispatcher III X
MAGGIO, Jennifer	12	9	2013	8	Dispatcher II
TRACY, Stephanie	9	8	2014	8	Dispatcher III
MAC MULLAN, Abigail	4	14	2016	7	Dispatcher II (JS=0.5 FTE)
ESCOBAR, Anne	6	20	2016	8	Dispatcher II (JS=0.5 FTE)
RIOS, Ariana	6	20	2016	8	Dispatcher II X
PRECIADO, Samantha	12	5	2016	8	Dispatcher II
CORLEY, Dillon	12	5	2016	8	Dispatcher II
ZEPEDA, Paola	8	1	2018	8	Dispatcher II X
TORRES, Maria (Rose)	8	1	2018	8	Dispatcher II X
HEBERER, Cooper	11	19	2018	4	Dispatcher II
O'NEAL, Bryon	2	10	2020	3	Dispatcher II
PEREZ, Alexander	3	15	2021	3	Dispatcher II
ROMAN, Isaias	1	10	2022	3	Dispatcher II
MURAKAMI, Magdalena	1	10	2022	3	Dispatcher II
CERRITOS, Elian	3	7	2022	3	Dispatcher I X
GARZA, Patrick	8	6	2022	4	Dispatcher II
PARKER, Jack	10	3	2022	3	Dispatcher II
THIND, Simran	10	3	2022	2	Dispatcher I
ANDERSON, Nicole	10	3	2022	5	Dispatcher I
SEYFFERT, Skylar	2	20	23	1	Dispatcher I
STIVALA, Anne	2	20	23	2	Dispatcher I
MORRIS, Jacqueline	2	20	23	2	Dispatcher I
RAYA-CERVANTES, Sandra	2	20	23	1	Dispatcher I X
WHITTLE, Bailey	3	18	23	4	Dispatcher II (JS=0.5 FTE)

**37 Total Number of Dispatchers/Dispatcher Assistants
35 FTE Occupied**

CURRENT SCR9-1-1 EXTRA HELP DISPATCHERS

NAME	SENIORITY DATE			SALARY STEP	COMMENTS (X = BILINGUAL)
	MO	DAY	YEAR		
OBERDORFER, Lisa				8	Dispatcher II
CONNER, Val				8	Dispatcher II
ESTRADA, Natalya				2	Dispatcher II



Date: July 19, 2023
To: Board of Directors, Santa Cruz Regional 9-1-1
From: Amethyst Uchida, General Manager
Subject: Item 4.5 – Approve Corrected Policy 1160 – Salary Schedule

RECOMMENDATION:

Approve corrections to Policy 1160 – Salary Schedule

BACKGROUND AND DISCUSSION:

At your May 25, 2023 Board of Directors Meeting, Policy 1160 was approved under the consent agenda, including an authorization to provide market rate adjustments of 10% and 5% to several classifications which were identified as below average when a salary survey was conducted.

The Policy in the Board packet did not reflect the authorized changes, but the Master Salary Schedule approved at the same meeting contained the correct information. Corrections have been made to Policy 1160.

FISCAL IMPACT:

None.



**COMMUNICATIONS PERSONNEL
POLICY/PROCEDURE**

Policy No.	1160	Date Issued:	April 21, 1994
			May 25, 2023 <u>July 27,</u>
Section:	1000 – Personnel Policies	Date Revised:	<u>2023</u>
 SUBJECT: SALARY SCHEDULES			
APPROVED: _____			
Board Chairperson			

- 1.0 For employees covered by collective bargaining agreements, salaries shall be reviewed and set forth as part of the negotiation process and published within the Memorandum of Understanding.
- 2.0 For employees not covered by collective bargaining agreements, the Board of Directors will set the salaries for each position as set forth by this policy with the effective date as indicated in each modification.
- 3.0 Executive Compensation
 - 3.1 Effective September 5, 2020, the General Manager’s salary schedule is as follows:

Annual		Monthly		Hourly	
Min	Max	Min	Max	Min	Max
\$175,926.40	\$175,926.40	\$14,660.94	\$14,660.94	\$84.58	\$84.58

- 3.2 Effective October 30, 2021, the General Manager’s salary schedule is as follows:

	Annual	Monthly	Hourly
Step 1	\$152,817.60	\$12,734.80	\$73.47
Step 2	\$160,451.20	\$13,370.93	\$77.14
Step 3	\$168,480.00	\$14,040.00	\$81.00
Step 4	\$176,904.00	\$14,742.00	\$85.05

3.3 Effective October 29, 2022, the General Manager’s salary schedule is as follows:

	Annual	Monthly	Hourly
Step 1	\$157,393.60	\$13,116.13	\$75.67
Step 2	\$165,256.00	\$13,771.33	\$79.45
Step 3	\$173,534.40	\$14,461.20	\$83.43
Step 4	\$182,208.00	\$15,184.00	\$87.60

3.4 Effective October 28, 2023, the General Manager’s salary schedule is as follows:

	Annual	Monthly	Hourly
Step 1	\$160,534.40	\$13,377.87	\$77.18
Step 2	\$168,563.20	\$14,046.93	\$81.04
Step 3	\$177,008.00	\$14,750.67	\$85.10
Step 4	\$185,848.00	\$15,487.33	\$89.35

3.5 Effective October 27, 2024, the General Manager’s salary schedule is as follows:

	Annual	Monthly	Hourly
Step 1	\$163,758.40	\$13,646.53	\$78.73
Step 2	\$171,932.80	\$14,327.73	\$82.66
Step 3	\$180,544.00	\$15,045.33	\$86.80
Step 4	\$189,571.20	\$15,797.60	\$91.14

4.0 Effective June 27, 2020, the salary ranges for the following F.L.S.A. Exempt (Management) positions are established as follows:

Title	Annual		Monthly		Hourly	
	MIN	MAX	MIN	MAX	MIN	MAX
Assistant General Manager	\$107,265.60	\$143,374.40	\$8,938.80	\$11,947.87	\$51.57	\$68.93
Division Manager	\$88,566.40	\$118,372.80	\$7,380.53	\$9,864.40	\$42.58	\$56.91
Systems Manager	\$88,566.40	\$118,372.80	\$7,380.53	\$9,864.40	\$42.58	\$56.91
Systems Coordinator	\$78,520.00	\$104,936.00	\$6,543.33	\$8,744.67	\$37.75	\$50.45
Operations Supervisor	\$77,043.20	\$102,960.00	\$6,420.27	\$8,580.00	\$37.04	\$49.50
Systems Supervisor	\$77,043.20	\$102,960.00	\$6,420.27	\$8,580.00	\$37.04	\$49.50

5.0 Effective July 9, 2022, the salary ranges for the following F.L.S.A Exempt (Management) positions are established as follows:

Title	Annual		Monthly		Hourly	
	MIN	MAX	MIN	MAX	MIN	MAX
Assistant General Manager	\$110,489.60	\$147,659.20	\$9,207.47	\$12,304.93	\$53.12	\$70.99
Division Manager	\$91,208.00	\$121,908.80	\$7,600.67	\$10,159.07	\$43.85	\$58.61

Systems Manager	\$92,414.40	\$123,510.40	\$7,701.20	\$10,292.53	\$44.43	\$59.38
Systems Coordinator	\$80,870.40	\$108,097.60	\$6,739.20	\$9,008.13	\$38.88	\$51.97
Operations Supervisor	\$79,352.00	\$106,038.40	\$6,612.67	\$8,836.53	\$38.15	\$50.98
Systems Supervisor	\$81,640.00	\$109,116.80	\$6,803.33	\$9,093.07	\$39.25	\$52.46

6.0 Effective July 8, 2023, the salary ranges for the following F.L.S.A Exempt (Management) positions are established as follows:

Title	Annual		Monthly		Hourly	
	MIN	MAX	MIN	MAX	MIN	MAX
Assistant General Manager	\$118,227.20	\$157,996.80	\$9,852.27	\$13,166.40	\$56.84	\$75.96
Division Manager	\$102,169.60	\$138,320.00	\$8,514.13	\$11,526.67	\$49.12	\$66.50
Systems Manager	\$103,480.00	\$138,320.00	\$8,623.33	\$11,526.67	\$49.75	\$66.50
Systems Coordinator	\$90,022.40	\$120,328.00	\$7,501.87	\$10,027.33	\$43.28	\$57.85
Operations Supervisor	\$88,857.60	\$97,760.00	\$7,404.80	\$8,146.67	\$42.72	\$47.00
Systems Supervisor	\$85,737.60	\$114,587.20	\$7,144.80	\$9,548.93	\$41.22	\$55.09
<u>Assistant General Manager</u>	<u>\$112,694.40</u>	<u>\$150,612.80</u>	<u>\$9,391.20</u>	<u>\$12,551.07</u>	<u>\$54.18</u>	<u>\$72.41</u>
<u>Division Manager</u>	<u>\$102,169.60</u>	<u>\$136,552.00</u>	<u>\$8,514.13</u>	<u>\$11,379.33</u>	<u>\$49.12</u>	<u>\$65.65</u>
<u>Systems Manager</u>	<u>\$103,480.00</u>	<u>\$138,320.00</u>	<u>\$8,623.33</u>	<u>\$11,526.67</u>	<u>\$49.75</u>	<u>\$66.50</u>
<u>Systems Coordinator</u>	<u>\$87,401.60</u>	<u>\$116,792.00</u>	<u>\$7,283.47</u>	<u>\$9,732.67</u>	<u>\$42.02</u>	<u>\$56.15</u>
<u>Operations Supervisor</u>	<u>\$88,878.40</u>	<u>\$118,788.80</u>	<u>\$7,406.53</u>	<u>\$9,899.07</u>	<u>\$42.73</u>	<u>\$57.11</u>
<u>Systems Supervisor</u>	<u>\$85,737.60</u>	<u>\$114,587.20</u>	<u>\$7,144.80</u>	<u>\$9,548.93</u>	<u>\$41.22</u>	<u>\$55.09</u>

7.0 Effective January 6, 2024, the salary ranges for the following F.L.S.A Exempt (Management) positions are established as follows:

Title	Annual		Monthly		Hourly	
	MIN	MAX	MIN	MAX	MIN	MAX
Assistant General Manager	\$114,961.60	\$153,628.80	\$9,580.13	\$12,802.40	\$57.97	\$77.48
Division Manager	\$104,208.00	\$139,276.80	\$8,684.00	\$11,606.40	\$50.10	\$66.96
Systems Manager	\$106,932.80	\$142,916.80	\$8,911.07	\$11,909.73	\$51.41	\$68.71
Systems Coordinator	\$91,769.60	\$122,636.80	\$7,647.47	\$10,219.73	\$44.12	\$58.96
Operations Supervisor	\$90,646.40	\$121,139.20	\$7,553.87	\$10,094.93	\$43.58	\$58.24
Systems Supervisor	\$90,646.40	\$121,139.20	\$7,553.87	\$10,094.93	\$43.58	\$58.24

8.0 Effective June 27, 2020, the Salary Steps for the following Non- Exempt, confidential positions are established as follows:

8.1 Office Supervisor

<u>Step</u>	<u>Hourly</u>
Step 1	\$27.96
Step 2	\$29.36
Step 3	\$30.83
Step 4	\$32.37
Step 5	\$33.99
Step 6	\$35.69
Step 7	\$37.47
Step 8 (TOP)	\$39.35

8.2 Senior Administrative Assistant:

<u>Step</u>	<u>Hourly</u>
Step 1	\$23.29
Step 2	\$24.46
Step 3	\$25.68
Step 4	\$26.97
Step 5	\$28.31
Step 6	\$29.73
Step 7	\$31.22
Step 8 (TOP)	\$32.78

8.3 Administrative Assistant:

<u>Step</u>	<u>Hourly</u>
Step 1	\$19.17
Step 2	\$20.12
Step 3	\$21.13
Step 4	\$22.19
Step 5	\$23.30
Step 6	\$24.46
Step 7	\$25.68
Step 8 (TOP)	\$26.97

8.4 P.S. Communications Geographic Information System Technician:

<u>Step</u>	<u>Hourly</u>
Step 1	\$26.51
Step 2	\$27.83
Step 3	\$29.23
Step 4	\$30.69

Step 5	\$32.22
Step 6	\$33.83
Step 7	\$35.52
Step 8 (TOP)	\$37.30

8.5 P.S. Communications Systems Technician:

<u>Step</u>	<u>Hourly</u>
Step 1	\$26.51
Step 2	\$27.83
Step 3	\$29.23
Step 4	\$30.69
Step 5	\$32.22
Step 6	\$33.83
Step 7	\$35.52
Step 8 (TOP)	\$37.30

8.6 P.S. Communications Senior Systems Technician:

<u>Step</u>	<u>Hourly</u>
Step 1	\$31.61
Step 2	\$33.19
Step 3	\$34.85
Step 4	\$36.60
Step 5	\$38.43
Step 6	\$40.35
Step 7	\$42.36
Step 8 (TOP)	\$44.48

9.0 Effective July 9, 2022, the Salary Steps for the following Non- Exempt, confidential positions are established as follows:

9.1 Office Supervisor

<u>Step</u>	<u>Hourly</u>
Step 1	\$28.80
Step 2	\$30.24
Step 3	\$31.75
Step 4	\$33.34
Step 5	\$35.01
Step 6	\$36.76
Step 7	\$38.60
Step 8 (TOP)	\$40.53

9.2 Senior Administrative Assistant:

<u>Step</u>	<u>Hourly</u>
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Step 1	\$23.99
Step 2	\$25.19
Step 3	\$26.45
Step 4	\$27.77
Step 5	\$29.16
Step 6	\$30.62
Step 7	\$32.15
Step 8 (TOP)	\$33.76

9.3 Administrative Assistant:

<u>Step</u>	<u>Hourly</u>
Step 1	\$19.74
Step 2	\$20.73
Step 3	\$21.76
Step 4	\$22.85
Step 5	\$23.99
Step 6	\$25.19
Step 7	\$26.45
Step 8 (TOP)	\$27.78

9.4 P.S. Communications Geographic Information System Technician:

<u>Step</u>	<u>Hourly</u>
Step 1	\$27.30
Step 2	\$28.67
Step 3	\$30.10
Step 4	\$31.61
Step 5	\$33.19
Step 6	\$34.85
Step 7	\$36.59
Step 8 (TOP)	\$38.42

9.5 P.S. Communications Systems Technician:

<u>Step</u>	<u>Hourly</u>
Step 1	\$27.30
Step 2	\$28.67
Step 3	\$30.10
Step 4	\$31.61
Step 5	\$33.19
Step 6	\$34.85
Step 7	\$36.59
Step 8 (TOP)	\$38.42

9.6 P.S. Communications Senior Systems Technician:

<u>Step</u>	<u>Hourly</u>
Step 1	\$32.56
Step 2	\$34.19
Step 3	\$35.90
Step 4	\$37.69
Step 5	\$39.58
Step 6	\$41.56
Step 7	\$43.64
Step 8 (TOP)	\$45.82

9.7 Support Services Administrative Analyst:

<u>Step</u>	<u>Hourly</u>
Step 1	\$32.56
Step 2	\$34.19
Step 3	\$35.90
Step 4	\$37.69
Step 5	\$39.58
Step 6	\$41.56
Step 7	\$43.64
Step 8 (TOP)	\$45.82

9.8 P.S. Communications Intern:

<u>Step</u>	<u>Hourly</u>
Step 1	Minimum Wage

10.0 Effective July 8, 2023, the Salary Steps for the following Non- Exempt, confidential positions are established as follows:

10.1 Office Supervisor

<u>Step</u>	<u>Hourly</u>
Step 1	\$29.38
Step 2	\$30.85
Step 3	\$32.39
Step 4	\$34.01
Step 5	\$35.71
Step 6	\$37.49
Step 7	\$39.37
Step 8 (TOP)	\$41.34

10.2 Senior Administrative Assistant:

<u>Step</u>	<u>Hourly</u>
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Step 1	\$24.47
Step 2	\$25.70
Step 3	\$26.98
Step 4	\$28.33
Step 5	\$29.75
Step 6	\$31.23
Step 7	\$32.80
Step 8 (TOP)	\$34.43

10.3 Administrative Assistant:

<u>Step</u>	<u>Hourly</u>
Step 1	\$20.14
Step 2	\$21.14
Step 3	\$22.20
Step 4	\$23.31
Step 5	\$24.47
Step 6	\$25.70
Step 7	\$26.98
Step 8 (TOP)	\$28.33

10.4 P.S. Communications Geographic Information System Technician:

<u>Step</u>	<u>Hourly</u>
Step 1	\$29.22
Step 2	\$30.68
Step 3	\$32.21
Step 4	\$33.82
Step 5	\$35.51
Step 6	\$37.29
Step 7	\$39.15
Step 8 (TOP)	\$41.11

10.5 P.S. Communications Systems Technician:

<u>Step</u>	<u>Hourly</u>
Step 1	\$29.22
Step 2	\$30.68
Step 3	\$32.21
Step 4	\$33.82
Step 5	\$35.51
Step 6	\$37.29
Step 7	\$39.15
Step 8 (TOP)	\$41.11

10.6 P.S. Communications Senior Systems Technician:

<u>Step</u>	<u>Hourly</u>
Step 1	\$33.21
Step 2	\$34.87
Step 3	\$36.62
Step 4	\$38.45
Step 5	\$40.37
Step 6	\$42.39
Step 7	\$44.51
Step 8 (TOP)	\$46.73

10.7 Support Services Administrative Analyst:

<u>Step</u>	<u>Hourly</u>
Step 1	\$33.21
Step 2	\$34.87
Step 3	\$36.62
Step 4	\$38.45
Step 5	\$40.37
Step 6	\$42.39
Step 7	\$44.51
Step 8 (TOP)	\$46.73

10.8 P.S. Communications Intern:

<u>Step</u>	<u>Hourly</u>
Step 1	Minimum Wage

11.0 Effective January 6, 2024, the Salary Steps for the following Non- Exempt, confidential positions are established as follows:

11.1 Office Supervisor

<u>Step</u>	<u>Hourly</u>
Step 1	\$29.97
Step 2	\$31.46
Step 3	\$33.04
Step 4	\$34.69
Step 5	\$36.42
Step 6	\$38.24
Step 7	\$40.16
Step 8 (TOP)	\$42.16

11.2 Senior Administrative Assistant:

<u>Step</u>	<u>Hourly</u>
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Step 1	\$24.96
Step 2	\$26.21
Step 3	\$27.52
Step 4	\$28.90
Step 5	\$30.34
Step 6	\$31.86
Step 7	\$33.45
Step 8 (TOP)	\$35.12

11.3 Administrative Assistant:

<u>Step</u>	<u>Hourly</u>
Step 1	\$20.54
Step 2	\$21.56
Step 3	\$22.64
Step 4	\$23.78
Step 5	\$24.96
Step 6	\$26.21
Step 7	\$27.52
Step 8 (TOP)	\$28.90

11.4 P.S. Communications Geographic Information System Technician:

<u>Step</u>	<u>Hourly</u>
Step 1	\$29.80
Step 2	\$31.29
Step 3	\$32.85
Step 4	\$34.50
Step 5	\$36.22
Step 6	\$38.03
Step 7	\$39.93
Step 8 (TOP)	\$41.93

11.5 P.S. Communications Systems Technician:

<u>Step</u>	<u>Hourly</u>
Step 1	\$29.80
Step 2	\$31.29
Step 3	\$32.85
Step 4	\$34.50
Step 5	\$36.22
Step 6	\$38.03
Step 7	\$39.93
Step 8 (TOP)	\$41.93

11.6 P.S. Communications Senior Systems Technician:

<u>Step</u>	<u>Hourly</u>
Step 1	\$33.88
Step 2	\$35.57
Step 3	\$37.35
Step 4	\$39.22
Step 5	\$41.18
Step 6	\$43.24
Step 7	\$45.40
Step 8 (TOP)	\$47.67

11.7 Support Services Administrative Analyst:

<u>Step</u>	<u>Hourly</u>
Step 1	\$33.88
Step 2	\$35.57
Step 3	\$37.35
Step 4	\$39.22
Step 5	\$41.18
Step 6	\$43.24
Step 7	\$45.40
Step 8 (TOP)	\$47.67

11.8 P.S. Communications Intern:

<u>Step</u>	<u>Hourly</u>
Step 1	Minimum Wage



DATE: July 19, 2023

TO: Board of Directors, Santa Cruz Regional 9-1-1

FROM: Amethyst Uchida, General Manager

SUBJECT: Item 4.6, Approve Revised *Vacancies* - Policy 1060

RECOMMENDATION:

Approve Revised *Vacancies* - Policy 1060.

BACKGROUND AND DISCUSSION:

Language in Policy 1060 has been added to clarify the amount of time that must lapse before a probationary employee, who has been separated due to training issues, may reapply for a position at the Authority.

FISCAL IMPACT:

None



Santa Cruz Consolidated Emergency Communications Center

495 Upper Park Road
Santa Cruz, California 95065
(831) 471-1000 Fax (831) 471-1010

9-1-1 FIRE
POLICE
MEDICAL



Michael J. McDougall
General Manager

COMMUNICATIONS PERSONNEL POLICY/PROCEDURE

Policy No. 1060 Date Issued: January 20, 1994

Section: 1000 – Personnel Policies Date Revised: July 27, 2023

Accreditation Standards:

SUBJECT: VACANCIES

APPROVED: _____

Board Chairperson

- 1.0 Subject to (and limited by) any temporary hiring freeze which may be imposed by the Board of Directors, the General Manager may utilize discretion in the filling of vacancies created by resignation, retirement, termination or reassignment in accordance with Policy No. 1180, Authorized Positions, paragraph 3.
- 2.0 The Board of Directors has the authority to eliminate any position at any time. The General Manager has the prerogative to recommend elimination of any position at any time.
- 3.0 It is the desire and intent of the Authority, when filling job vacancies, to do so from among qualified applicants from within the Authority before hiring new employees, providing the employees who apply have the required qualifications for the particular position and have demonstrated satisfactory performance.
- 4.0 If the General Manager determines that a vacancy should be filled, employment shall be made from lists in the following order:
 - 4.1 Re-employment List
 - 4.1.1 When a vacancy exists in a classification where an Authority re-employment list exists of regular employees laid off in accordance with Policy No. 1040, Work Force; the person standing highest on such list shall be offered the appointment.

4.1.2 Refusal on the part of a former employee to accept the appointment shall remove his/her name from the list.

4.2 Promotional Eligibility List for the position class.

4.3 Eligibility List resulting from an open competitive examination for the position class.

5.0 As an alternative to appointment from any open competitive list, and with the approval of the General Manager, a vacancy may be filled by the voluntary demotion of a regular or probationary employee from a higher class, provided the employee meets all the requirements for the position to which the demotion is requested.

~~5.06.0~~ Any probationary employee separated from employment due to training issues may not reapply for one year.

~~6.07.0~~ As an alternative to appointment from any open competitive list, and with the approval of the General Manager, a former regular employee who resigned in good standing may be reinstated to a vacant position in the same or lower classification within one (1) year after the former employee's date of resignation.

~~6.17.1~~ Upon reinstatement, all rights acquired by an employee prior to their resignation shall be restored subject to the following conditions and exceptions:

~~6.17.1.1~~ Sick Leave Time accumulated prior to resignation shall not be reinstated.

~~6.17.1.2~~ Vacation Time, and other accumulated Time, will not be reinstated to the extent that the employee was compensated for such Time upon resignation.

~~6.17.1.3~~ Length of Service will be considered continuous if the employee is reinstated within thirty (30) calendar days after resignation; otherwise Length of Service shall be determined from the date of reinstatement with the Authority.

~~6.27.2~~ At the option of the General Manager, a reinstated employee may be assigned a new, original probationary period.

~~6.37.3~~ The General Manager may set the salary step of a reinstated employee at any step in the range, but not greater than such employee' former step prior to resignation.



DATE: July 17, 2023
TO: Board of Directors, SCR 9-1-1
FROM: Wolff Bloss, Systems Manager
SUBJECT: Item 4.7, Cruzio Internet Tower Lease

RECOMMENDATION

Authorize the General Manager to renew a sub-lease agreement with Cruzio Internet pending execution by the City of Santa Cruz.

DISCUSSION

Cruzio Internet wishes to continue to lease tower and tower shelter space, as they have been doing since 2013, at the Authority's facilities in order to continue to provide their telecommunications services offerings in Santa Cruz County. The agreement is being updated to comply with the Authority's lease with the City of Santa Cruz.

Rates have been set using the Telecommunications Lease Rates established by the Real Estate Services Division of the California Department of General Services. The lease amount is being partially offset by services provided by Cruzio Internet to the Authority.

Proposed Rent: \$2,053.00 per month

Proposed in kind services credit: \$1,122.90 per month

Net rent due: \$1,030.10 per month

Proposed Escalator: An annual increase will be applied based on the published Telecommunications Lease Rates.

Lease Term: Five (5) years initial term, with four (4) five (5)-year automatic renewals contingent on the Master Lease term being extended.

The Cruzio Internet Site Sublease agreement provided in this packet has been reviewed by Cruzio Internet and the Attorney for the Authority. The sublease agreement properly designates the Authority as a SubLandlord and Cruzio Internet as a SubTenant, complies with the sublease terms and conditions as outlined in the Second Amendment to the Lease and Road Improvement Agreement with the City of Santa Cruz, and references that agreement as required by the City. This proposed sublease agreement was submitted to the City on May 16, 2023 in compliance with the requirement for the document to be received at least 60 days prior to the proposed effective date. At this time, the City has not executed this sublease.

It is RECOMMENDED that the Board authorize the General Manager to execute this sublease. Approval by the Board will allow the General Manager to sign the agreement once it has been signed by the City of Santa Cruz.

FISCAL IMPACT

Successful execution of this contract will increase revenue by the amount of the lease. As proposed in this document, revenue would increase by \$12,361 for FY 2023/24. Execution of this sublease was anticipated and projected revenue is already included in the approved FY 2023/2024 budget.

Approved by:

Amethyst Uchida, General Manager

SITE SUBLEASE AGREEMENT

This Site Sublease Agreement (the "**Agreement**") is made and effective as of the date the last Party executes this Agreement (the "**Effective Date**"), by and between Santa Cruz Consolidated Emergency Communications Center Joint Powers Authority d.b.a. Santa Cruz Regional 9-1-1, having a place of business at 495 Upper Park Road Santa Cruz, CA 95065 ("**Sublessor**"), and The Internet Store d.b.a. Cruzio Internet, 877 Cedar Street, Suite 150 Santa Cruz, CA 95060 ("**Sublessee**," and together with Sublessor, the "**Parties**," each a "**Party**").

WITNESSETH:

1. Definitions.

"**Affiliate(s)**" means, with respect to a Party, any person or entity, directly or indirectly, controlling, controlled by, or under common control with such Party, in each case for so long as such control continues. For purposes of this definition, "control" shall mean (i) the ownership, directly or indirectly, or at least fifty percent (50%) of either: (a) the voting rights attached to issued voting shares; or (b) the power to elect fifty percent (50%) of the directors of such entity, or (ii) the ability to direct the actions of the entity.

"**Applicable Law**" means any applicable federal, state or local act, law, statute, ordinance, building code, rule, regulation or permit, or any order, judgment, consent or approval of any Governmental Authority having jurisdiction over the Parties or this Agreement.

"**Governmental Authority**" means any: (i) federal, state, county, municipal, tribal or other local government and any political subdivision thereof having jurisdiction over the Parties or this Agreement; (ii) any court or administrative tribunal exercising proper jurisdiction; or (iii) any other governmental, quasi-governmental, self-regulatory, judicial, public or statutory instrumentality, authority, body, agency, bureau or entity of competent jurisdiction.

"**Installation**" means the installation of Sublessee's Equipment at the Premises.

"**Original Lease Agreement**" means the Lease and Road Improvement Agreement entered into between the City of Santa Cruz and the Sublessor on March 30, 1994, where the City of Santa Cruz leased the Property, and any amendments thereto, attached hereto as Exhibit C.

"**Permitted Modifications**" means adding, replacing, or modifying Sublessee's Equipment within the Premises.

"**Permitted Use**" means Sublessee's right to maintain, repair, and operate its equipment within the Premises.

"**Property**" means that certain parcel of real property upon which the Structure is located.

"**Structure**" means that certain structure of which the Premises are a part.

2. Sublease of Premises, Term, Rent and Contingencies.

2.1 Sublease of Premises. The City of Santa Cruz is the owner of the Property located at 495 Upper Park Rd., Santa Cruz, CA 95065, as more particularly described in Exhibit A. Pursuant to the Original Lease Agreement, the Sublessor leased a portion of the Property from the City of Santa Cruz. The Sublessor hereby, in compliance with all requirements and conditions of the Original Lease Agreement and the first and second amendments to the Lease Agreement, agrees to sublease to Sublessee approximately 150 square feet of space on the Property for the use and operation of its facilities with space to accommodate antennas, radios, supporting appurtenances, cable trays, cabling, and other necessary components and as such are initially described in Exhibit B, collectively referred to as the “**Premises**”. Sublessor also grants to Sublessee: (a) the right to use any available electrical systems and/or fiber installed on the Premises to support Sublessee’s Installation; and (b) any existing easements on, over, under, and across the Premises for utilities, fiber and access to the Premises. These easements shall be non-exclusive and shall terminate for Sublessee at the expiration or early termination of this Agreement. Sublessor agrees that providers of utility or fiber services may use such easement(s) and/or available conduit(s) for the installation of any equipment necessary to provide utility or fiber service. If the existing utility or fiber sources located within the Premises are insufficient for Sublessee’s Permitted Use, the Sublessee and/or the applicable third party utility or fiber, may upon receiving prior written approval from the City of Santa Cruz, and at Sublessee’s sole cost and expense, install such utilities or fiber on, over and/or under the Property as is necessary for Sublessee’s Permitted Use; provided that the City of Santa Cruz, Sublessor, and Sublessee shall mutually agree on the location of such installation(s).

2.2 Term. This Agreement shall be effective as of the Effective Date. The initial term of this Agreement (the “**Initial Term**”) begins with the Sublessee’s Installation (the “**Commencement Date**”), and will expire on the last day of the month that is sixty (60) months after the Commencement Date unless terminated sooner, renewed or extended in accordance with this Agreement. The Initial Term shall automatically renew for up to four (4) additional terms of sixty (60) months each (each, a “**Renewal Term**” and together with the Initial Term, the “**Term**”), however under no circumstances shall the Term exceed the term of the Original Lease Agreement. Sublessee may, in Sublessee’s sole and absolute discretion, elect not to renew the lease at the end of the then-current Term by giving Sublessor written Notice at least ninety (90) days prior to the end of the then-current Term. The Parties agree that, subject to the Contingencies, this Agreement constitutes a binding and valid obligation on each Party and that each Party has vested rights in this Agreement as of the Effective Date. Sublessor may terminate at any time if Sublessee’s Equipment causes Sublessor’s public safety channel(s) to cease operating or reduce coverage, subject to Section 5 concerning Interference (defined below).

2.3 Rent. Beginning on the Commencement Date and continuing through the term of this Agreement, Sublessee shall pay Sublessor rent for the Premises (“**Rent**”) in the amount of TWO THOUSAND ONE HUNDRED FIFTY THREE and 00/100 Dollars (\$2,153.00) per month. The first Rent payment shall be made within twenty (20) business days of the Commencement Date, with subsequent rent payable by the fifth day of each month. Rates are set based on the State of California’s Telecommunications Lease Rates for State Facilities/Properties (type Telecommunications Vault Lease) and shall automatically increase each year. Payments shall be delivered to the address designated by Sublessor in Section 13.10, or by electronic payment. All payments for any fractional month shall be prorated based upon the number of days during such month that the payment obligation was in force (“**Payment Terms**”). Sublessee shall require receipt of a validly completed IRS approved W-9 form (or its equivalent) prior to paying any Rent or any other amount(s) due under this Agreement.

2.4 In Kind Internet Service Donation. In the event that Sublessee has internet services available from equipment on or appurtenant to the Premises, and upon request by Sublessor, Sublessee shall, at Sublessee's sole expense, provide internet service to the Sublessor, as requested and as feasible. The value of in-kind services may be used to partially offset rent costs. The value of such services shall not exceed their retail value nor the cost of actual rent. Such service shall be provided and maintained at best available speed, subject to equipment limitations. Sublessee shall not require payment in excess of real cost for any replacement equipment, hardware, or software necessary for the provision and maintenance of internet service, nor for any repair or service calls needed to maintain service once established.

2.5 Contingencies. The Parties acknowledge and agree that Sublessee's ability to lawfully use the Premises is contingent upon Sublessee obtaining all certificates, permits, approvals and other authorizations that may be required by any Governmental Authority in accordance with Applicable Law (collectively, the "**Governmental Approvals**"). Sublessee will endeavor to obtain all such Governmental Approvals promptly. Sublessor hereby authorizes Sublessee, at Sublessee's sole cost and expense, to file and submit for Governmental Approvals. Sublessor shall: (a) cooperate with Sublessee in Sublessee's efforts to obtain such Governmental Approvals; (b) promptly execute and deliver all documents necessary to obtain and maintain the Government Approvals; and (c) not take any action that would adversely affect Sublessee's ability to obtain and/or maintain the Governmental Approvals. If: (i) any application for Governmental Approvals is rejected, conditioned, materially delayed or otherwise not approved for any or no reason; or (ii) Sublessee determines, in Sublessee's sole and absolute discretion, that such Governmental Approvals cannot be obtained in a timely and commercially reasonable manner (clauses (i) and (ii) collectively, the "**Contingencies**"), then, Sublessee shall have the right in its sole and absolute discretion to terminate this Agreement immediately upon Notice to Sublessor, without penalty or further obligation to Sublessor (or Sublessor's affiliates, employees, officers, agents or lenders). If, following the Commencement Date, and through no fault of Sublessee, any Governmental Approval issued to Sublessee is canceled, expires, lapses or is otherwise withdrawn or terminated by the applicable Governmental Authority, then Sublessee shall have the right in its sole and absolute discretion to terminate this Agreement upon ninety (90) days' Notice to Sublessor without penalty or further obligation to Sublessor (or Sublessor's affiliates, employees, officers, agents or lenders). If this Agreement is terminated, this Agreement shall be of no further force or effect (except as set forth to the contrary herein).

3. Original Lease Agreement and City Approval.

3.1 Conditions of Original Lease Agreement. In addition to the provisions of this Sublease Agreement, the Sublessee agrees to be bound by all conditions of the Original Lease Agreement. The terms, covenants, and conditions of the Original Lease Agreement are hereby incorporated into this Agreement.

3.2 Termination of Original Lease Agreement. If the Original Lease Agreement is terminated, Sublessor shall provide ninety (90) days' notice to Sublessee. Sublessee agrees that if the Original Lease Agreement is terminated for any reason, this Agreement will terminate as of the same date.

3.3 City Approval. The Sublessor and the Sublessee hereby acknowledge that this Agreement shall be void unless the City of Santa Cruz has provided express written approval of this Agreement. Any subsequent change of this Agreement or modification of the Permitted Use under this Agreement shall be subject to the additional written approval of the City of Santa Cruz.

4. Use, Access and Modifications to Sublessee's Equipment.

4.1 Sublessee's Permitted Use. Sublessor agrees that Sublessee may use the Premises for the purpose of the installation, operation, maintenance and management of a telecommunications facility (including, without limitation, equipment designed to transmit and receive radio frequency signals) (collectively, "**Sublessee's Equipment**"), which shall include the right to replace, repair, add, or otherwise modify any or all of Sublessee's Equipment and the frequencies over which Sublessee's Equipment operates ("**Sublessee's Permitted Use**"). Sublessor acknowledges and agrees that if radio frequency signage and/or barricades are required by Applicable Law, Sublessee shall have the right to install the same on the Property.

At least sixty (60) days prior to any installation of, or any material to, the Equipment, Sublessee shall submit in writing to Sublessor its construction and installation drawings and a written list of the names of and contact information for contractors and subcontractors who will be performing such work. Sublessor shall have the right to approve or disapprove such plans which approval shall not be unreasonably withheld, delayed or conditioned. Sublessee agrees to furnish such plans to the City of Santa Cruz upon request. Sublessee shall not alter any plans approved by Sublessor without following the procedures set forth above. Sublessee shall be responsible for grounding all external and internal wiring and cabling installed by Sublessee. Sublessee shall repair, at its cost, any damage to the Premises or Property caused by the Sublessee's installation, repair, maintenance, replacement or operation of the Equipment or other activities in or on the Premises. Except in case of bona fide Emergency (defined below) Sublessee shall provide in writing 24 hours' notice in both email and phone prior to any scheduled maintenance on the Premises.

4.2 Access. Commencing on the Effective Date and continuing throughout the Term, Sublessee, its employees, agents and contractors shall have non-exclusive access to the Premises, with rights of ingress and egress to the Structure and the Premises, Monday through Friday, from 8am to 5pm or in case of emergency outside of such hours. Sublessee shall coordinate such access in advance with Sublessor in order to ensure that there is no interference with other uses of the surrounding property. Such access shall be at no additional cost or expense to Sublessee. Routine, scheduled maintenance access requires 24 hour notice by email and phone to the Sublessor.

4.3 Modifications to Sublessee's Equipment. After Sublessee's initial Installation, Sublessee may make Permitted Modifications, including those which allow Sublessee to: (i) modify or add additional technologies; and (ii) modify or add equipment within the Premises; in either case, without incurring any increase in the then-current Rent, or other modification of the terms and conditions set forth in this Agreement. For any modification or addition that is not a Permitted Modification, Sublessee shall seek Sublessor's written approval of Sublessee's installation plans and specifications prior to commencing any such addition or modifications. Notice to Sublessor and the City of Santa Cruz is required thirty (30) days in advance by email AND phone call for all modifications or additions, excepting Emergency. Routine maintenance and/or service will require 24 hour Notice by email AND phone call to Sublessor. The City of Santa Cruz shall also be notified when maintenance is performed to equipment located on the tower.

5. Utilities, Liens and Taxes.

~~5.1 Utilities. Sublessee may use and make reasonable modifications to the Premises' electrical system to accommodate the electrical requirements of Sublessee's Equipment at Sublessee's sole cost and expense. Sublessee will furnish and install its own utility sub-meter at the Premises for the measurement of service to the Sublessee's Equipment. Sublessee will be responsible for payment of its own utility charges to Sublessor based upon Sublessor's reading of the sub-meter. Sublessee shall pay Sublessor within thirty (30) days after receipt of an invoice from Sublessor indicating the utility usage amount based upon reading of the sub-meter. Sublessor shall invoice Sublessee on a quarterly basis and all such invoices shall be sent to Sublessee at the address established in section 13.10. If Sublessee establishes its own utility account and billing and makes such payment directly to the utility, sub-meter installation is not required and no such invoices shall be sent.~~

5.1 Utilities. Sublessee may use the Premises' existing electrical system to accommodate the electrical requirements of Sublessee's Equipment. Sublessor's Rent as defined in Section 2.3 includes costs for electrical utilities. During annual rent adjustment, the cost for utilities may be adjusted to reflect utility rate increases and/or updates to utility expenses under the State of California's Telecommunications Lease Rates. Sublessor reserves the right to require Sublessee to install its own utility sub-meter at the Premises and pay actual utility charges, invoiced quarterly. Sublessor shall provide Sublessee written notice of such a change at least one hundred twenty (120) days prior to required implementation and Rent shall be adjusted accordingly. If Sublessee establishes its own utility account and billing and makes such payment directly to the utility, the costs of electrical utilities shall be removed from the Rent.

5.2 Liens. Sublessee will use commercially reasonable efforts to prevent any lien from attaching to the Structure or the Premises, or any part thereof. If any lien is filed purporting to be for labor or material furnished or to be furnished at the request of Sublessee, then Sublessee shall do all acts necessary to discharge such lien by payment, satisfaction or posting of bond within ninety (90) days of receipt of Notice of the same from Sublessor; provided, that Sublessee may contest any such lien if Sublessee provides Sublessor with cash or a letter of credit in the amount of said lien as security for its payment within such ninety (90) day period, and thereafter diligently contests such lien. In the event Sublessee fails to deposit the aforementioned security with Sublessor and fails to pay any lien claim after entry of final judgment in favor of the claimant, then Sublessor shall have the right to expend all sums reasonably necessary to discharge the lien claim.

5.3 Taxes. Sublessor shall pay all taxes that accrue against the Structure during the Term. If any such tax or excise is levied or assessed directly against Sublessee, then Sublessee shall be responsible for and shall pay the taxing authority. Sublessee shall be liable for all taxes against Sublessee's personal property or Sublessee's fixtures placed in the Premises, whether levied or assessed against Sublessor or Sublessee. Sublessor shall reasonably cooperate with Sublessee, at Sublessee's expense, in any appeal or challenge to Taxes. If, as a result of any appeal or challenge by Sublessee, there is a reduction, credit or repayment received by Sublessor for any Taxes previously paid by Sublessee, Sublessor agrees to promptly reimburse to Sublessee the amount of said reduction, credit or repayment. If Sublessee does not have the standing rights to pursue a good faith and reasonable dispute of any Taxes under this section, Sublessor will pursue such dispute at Sublessee's sole cost and expense upon written request of Sublessee.

6. Interference and Relocation of Sublessee's Equipment.

6.1 Interference. Sublessee agrees to use commercially reasonable efforts to ensure that Sublessee's Equipment does not cause measurable Interference (as defined below) with any

telecommunication services or equipment installed at the Structure as of the Effective Date. If at any point, Sublessee's Equipment interferes with any of the above or Sublessor's public safety radio channel(s) causing the channel(s) to cease to function or a reduction in coverage, Sublessee shall within 24 hours work to cure the issue. Sublessee shall reduce power or cease operation except for intermittent testing to confirm resolution of such Interference. If Sublessee is unable to cure the issue, Sublessee may terminate the Agreement. Recognizing that Sublessee is not the sole occupant of the Premises, Sublessee understands that other equipment upgrades or modifications have the potential to block or otherwise interfere with transmission or reception by Sublessee's Equipment ("Interference"). Sublessor agrees to facilitate communication between Sublessee to review proposed changes in advance of implementation and/or to correct Interference problems as they arise. If the Interference cannot be remedied to the reasonable satisfaction of the Sublessee, the Sublessee shall have the right to terminate this Agreement upon sixty (60) days written notice to the Sublessor.

6.2 Relocation of Sublessee's Equipment. Following Sublessee's receipt of a written Notice from Sublessor, Sublessee agrees to temporarily relocate its equipment to a mutually agreed upon location on the Premises (a "**Temporary Location**") to facilitate Sublessor's performance of maintenance, repair or similar work at the Property or in or on the Structure, provided that: (a) Sublessor pays all costs incurred by Sublessee for relocating Sublessee's Equipment to the Temporary Location as well as back to the original location; (b) Sublessor gives Sublessee at least six (6) months prior written Notice (except in the case of a bona fide emergency which is reasonably likely to result in damage or injury to persons, the Structure or the Property, or disruption to Sublessee's network (an "**Emergency**"), in which event Sublessor will provide the greatest amount of notice possible under the circumstances; and (c) except for an Emergency Sublessee shall not be required to relocate its equipment to a Temporary Location more than one (1) time within any five (5) year period. If Sublessee's use of the Temporary Location requires Sublessee to undergo re-zoning or re-permitting, Sublessor shall not require Sublessee to relocate Sublessee's Equipment, absent an Emergency, until Sublessee's receipt of all Governmental Approvals applicable to Sublessee's use of the Temporary Location.

7. Maintenance and Repair Obligations.

7.1 Sublessor Maintenance of the Structure. Sublessor represents and warrants that, as of the Effective Date, the Structure, the Structure's systems and all structural elements of the Structure are in compliance with Applicable Law. Throughout the term of this Agreement, Sublessor shall maintain, at its sole cost and expense, the Structure and the Property (but not Sublessee's Equipment located thereon) in good operating condition. Sublessor shall not have any obligation to maintain, repair or replace Sublessee's Equipment except to the extent required due to the acts and/or omissions of Sublessor, Sublessor's agents, contractors or other tenants of the Structure. Sublessor agrees to safeguard Sublessee's Equipment with the same standard of care it uses to protect its own property, but in no event less than reasonable care. In addition, Sublessee may take all actions necessary, in Sublessee's reasonable discretion, to secure and/or restrict access to Sublessee's Equipment (but only to Sublessee's Equipment).

7.2 Sublessee Maintenance of Sublessee's Equipment. Sublessee assumes sole responsibility for the maintenance, repair and/or replacement of Sublessee's Equipment, except as set forth in Section 6.1. Sublessee agrees to perform all maintenance, repair or replacement of Sublessee's Equipment ("**Sublessee Maintenance**") in accordance with Applicable Law, and in a good and workmanlike manner.

Sublessee shall not be permitted to conduct Sublessee Maintenance in a manner that would materially increase the size of the Premises.

8. Surrender and Hold Over.

8.1 Surrender. Except as set forth to the contrary herein, within ninety (90) days following the expiration or termination of this Agreement (the “**Equipment Removal Period**”), in accordance with the terms of this Agreement, Sublessee will surrender the Premises to Sublessor in a condition similar to that which existed immediately prior to Sublessee’s Installation together with any additions, alterations and improvements to the Premises, in either case, normal wear and tear excepted. The Parties acknowledge and agree that Rent will not accrue during the Equipment Removal Period. However, if Sublessee’s Equipment is not removed during the Equipment Removal Period, Sublessee will be deemed to be in Hold Over (as defined in Section 8.2 below) until Sublessee’s Equipment is removed from the Premises. Sublessee shall have the right to access the Premises or remove any or all of Sublessee’s Equipment from the Premises at any time during the Term or the Equipment Removal Period.

8.2 Hold Over. If Sublessee occupies the Premises beyond the Equipment Removal Period without Sublessor’s written consent (“**Hold Over**”), Sublessee will be deemed to occupy the Premises on a month-to-month basis, terminable by either Party on thirty (30) days’ written Notice to the other Party. All of the terms and provisions of this Agreement shall be applicable during that period, except that Sublessee shall pay Sublessor a rental fee equal to the then current monthly Rent applicable at the expiration or termination of the Agreement, prorated for the number of days of such hold over.

9. Default, Remedies and Termination.

9.1 Default. If any of the following events occur during the Term (each a “**Default**”), then the non-Defaulting Party may elect one or more of the remedies set forth below in this Section 9 or seek any other remedy available: (a) Sublessee’s failure to make any payment required by this Agreement within thirty (30) days after receipt of written Notice from the Sublessor of such failure to pay; (b) Sublessee’s failure to comply with any applicable requirements of the Original Lease Agreement; (c) failure by either Party to observe or perform any provision of this Agreement where such failure: (1) continues for a period of thirty (30) days after written Notice thereof from the non-Defaulting Party and the Defaulting Party has failed to cure or commenced the cure of such Default; and/or (2) based upon Sublessee’s reasonable determination, materially affects Sublessee’s ability to transmit or receive wireless communications signals to or from the Premises; (d) either Party files a petition in bankruptcy or insolvency or for reorganization or arrangement under the bankruptcy laws or under any insolvency act of any state, or admits the material allegations of any such petition by answer or otherwise, or is dissolved or makes an assignment for the benefit of creditors; and/or (e) involuntary proceedings under any such bankruptcy law or insolvency act or for the dissolution of either Party are instituted against either Party, or a receiver or trustee is appointed for all or substantially all of the property of either Party, and such proceeding is not dismissed, or such receivership or trusteeship vacated within sixty (60) days after such institution or appointment.

9.2 Remedies. Upon the occurrence of any uncured Default, the non-Defaulting Party may thereafter terminate this Agreement immediately upon written Notice to the other Party without prejudice to any other remedies the non-Defaulting Party may have at law or in equity.

9.3 Termination. Sublessee shall have the right to terminate this Agreement without further liability upon thirty (30) days prior written Notice to Sublessor due to any one or more of the following: (i) changes in Applicable Law which prohibit or adversely affect Sublessee's ability to operate Sublessee's Equipment at the Premises; (ii) Sublessee, in its sole discretion, determines that Sublessee's Permitted Use of the Premises is obsolete or unnecessary; (iii) Sublessor or a third party installs any structure, equipment, or other item which blocks, hinders, limits, or prevents Sublessee from being able to use the Sublessee Equipment for Sublessee's Permitted Use.

10. Indemnification.

10.1 Sublessee's Indemnity of Sublessor. Except to the extent caused by the breach of this Agreement by Sublessor or the acts or omissions of Sublessor, its officers, agents, employees, or contractors, Sublessee shall defend, indemnify and hold Sublessor and its officers, directors, shareholders, employees, agents and representatives ("**Sublessor's Representatives**") harmless from and against any and all claims, demands, litigation, settlements, judgments, damages, liabilities, costs and expenses (including, without limitation, reasonable attorneys' fees) (individually or collectively, a "Claim") arising directly or indirectly out of: (i) any act or omission of Sublessee, its officers, agents, employees, contractors, or any other person or entity for whom Sublessee is legally responsible ("Sublessee's Representatives"); or (ii) a breach of any representation, warranty or covenant of Sublessee contained or incorporated in this Agreement. Sublessee's obligations under this Section 10.1 shall survive the expiration or earlier termination of this Agreement for two (2) years.

10.2 Sublessee's Indemnity of City. Sublessee shall defend, indemnify, and hold the City of Santa Cruz and its officers, directors, employees, agents, and representatives harmless from and against any and all Claims arising out of Sublessee's use or occupancy of the Premises, or Sublessee's performance or nonperformance of the terms of this Agreement or any applicable requirements of the Original Lease Agreement. Sublessee's duty to indemnify and hold harmless the City of Santa Cruz shall not apply to the extent such Claims are caused by the sole or active negligence or willful misconduct of the City of Santa Cruz or its officers, directors, employees, agents, or representatives.

10.3 Sublessor's Indemnity. Except to the extent caused by the breach of this Agreement by Sublessee or the acts or omissions of Sublessee or Sublessee's Representatives, Sublessor shall defend, indemnify and hold Sublessee, its officers, directors, shareholders, employees, agents and representatives harmless from and against any and all Claims arising directly or indirectly out of: (i) any act or omission of Sublessor, its officers, agents, employees, contractors or any other person or entity for whom Sublessor is legally responsible; (ii) a breach of any representation, warranty or covenant of Sublessor contained or incorporated in this Agreement; and/or (iii) the generation, possession, use, storage, presence, release, spill, treatment, transportation, manufacture, refinement, handling, production and/or disposal of Hazardous Substances in, on, about, adjacent to, under or near the Premises, the Structure and/or the Property, and/or any contamination of the Premises, the Structure and/or the Property by any Hazardous Substance, but only to the extent not caused by Sublessee or Sublessee's Representatives. Sublessor's obligations under this Section 10.3 shall survive the expiration or earlier termination of this Agreement for two (2) years.

10.4 Indemnification Procedure. The Party seeking indemnification (the "Indemnified Party") shall promptly send Notice to the Party from whom indemnification is being sought (the "Indemnifying

Party”) of the claim or suit for which indemnification is sought. The Indemnified Party shall not make any admission as to liability or agree to any settlement of or compromise any claim without the prior written consent of the Indemnifying Party. The Indemnified Party shall, at the Indemnifying Party request and expense, give the Indemnifying Party all reasonable assistance in connection with those negotiations and litigation.

11. Insurance.

11.1 Sublessor Obligations. Throughout the Term, Sublessor shall maintain, at Sublessor’s sole cost and expense, the following insurance coverage: Commercial General Liability of not less than \$2,000,000 per occurrence and \$2,000,000 aggregate. All such policies shall be endorsed to include Sublessee as an additional insured. Subject to the policy minimums set forth above in this Section 11.1, the insurance required of Sublessor hereunder may be maintained by a blanket or master policy that includes properties other than the Property.

11.2 Sublessee Obligations. Throughout the Term, Sublessee shall maintain and comply with all insurance requirements of the Original Lease Agreement, at Sublessee’s sole cost and expense, including but not limited to the following insurance coverage: (i) workers’ compensation insurance with no less than the minimum limits required by Applicable Law; (ii) employer’s liability insurance with such limits as required by Applicable Law; and (iii) commercial general liability with a minimum limit of \$2,000,000 per occurrence and \$2,000,000 aggregate. All such policies shall be endorsed to include Sublessor, and the City of Santa Cruz, its officers, officials, and employees, as additional insureds.

11.3 Insurance Requirements. All policies required by this Section 11 shall be issued by insurers that (1) are licensed to do business in the state in which the Property and/or Structure are located, and (2) have a current A.M. Best’s rating of no less than A-:VII.

11.4 Waiver of Subrogation. To the fullest extent permitted by law, Sublessor and Sublessee for themselves and any and all parties claiming under or through them, including, without limitation, their respective insurers, hereby mutually release and discharge each other and the other’s Affiliates, and their respective officers, directors, shareholders, agents, employees, contractors, and/or any other person or entity for whom a Party is legally responsible from any claims for damage to any person or to the Premises or any other real or personal property that are or are claimed to have been caused by or result from risks insured against under any insurance policies carried by the waiving party and in force at the time of such damage and hereby waive any right of subrogation that might otherwise exist in or accrue to any person on account thereof. All policies required to be carried by either Party herein shall contain an endorsement in favor of the other Party waiving the insurance company’s right of subrogation against such other Party. THIS RELEASE SHALL APPLY EVEN IF THE LOSS OR DAMAGE IS CAUSED BY THE FAULT OR NEGLIGENCE OF A PARTY HERETO OR BY ANY PERSON FOR WHICH SUCH PARTY IS RESPONSIBLE. EACH PARTY AGREES TO NOTIFY ITS INSURANCE CARRIER(S) OF THIS PROVISION.

12. Representations and Warranties.

12.1 Representations and Warranties. Sublessor represents, warrants and covenants that: (a) Sublessor has the right and authority to execute and perform this Agreement, with the written approval of the City of Santa Cruz as applicable; (b) there are no liens, judgments or other title matters materially and adversely affecting Sublessor’s interest in the Property; (c) there are no covenants, easements or

restrictions that prevent the use of the Premises for Sublessee's Permitted Use, as approved by the City of Santa Cruz; (d) the Structure and the Premises are in good repair and suitable for Sublessee's Permitted Use; (e) Sublessor will comply with all federal, state, and local laws in connection with any substances brought on to the Property and/or Structure that are identified as toxic or hazardous by any Applicable Law, ordinance or regulation ("**Hazardous Substance**"); and (f) Sublessee's use and quiet enjoyment of the Premises shall not be disturbed. Sublessor is responsible for any loss or damage, including remediation, with respect to Hazardous Substances as per Applicable Law. Sublessor understands and agrees that notwithstanding anything contained in this Agreement to the contrary, in no event shall Sublessee have any liability whatsoever with respect to any Hazardous Substance that was on, about, adjacent to, under or near the Structure prior to the Effective Date, or that was generated, possessed, used, stored, released, spilled, treated, transported, manufactured, refined, handled, produced or disposed of on, about, adjacent to, under or near the Property and/or Structure by: (1) Sublessor, its agents, employees, contractors or invitees; or (2) any third party who is not an employee, agent, contractor or invitee of Sublessee.

13. Miscellaneous.

13.1 Assignment. Neither Party may assign or otherwise transfer any of its rights or obligations under this Agreement to any third party without the prior written approval of the other Party, which consent shall not be unreasonably withheld, conditioned or delayed. Notwithstanding the foregoing, either Party may assign or transfer some or all of its rights and/or obligations under the Agreement to: (i) an Affiliate; (ii) a successor entity to its business, whether by merger, consolidation, reorganization, or by sale of all or substantially all of its assets or stock; (iii) any entity in which a Party or its Affiliates have any direct or indirect equity investment; and/or (iv) any other entity directly or indirectly controlling, controlled by or under common control with any of the foregoing, and in each case, such assignment, transfer or other such transaction shall not be considered an assignment under this Section 13.1 requiring consent and the non-assigning Party shall have no right to delay, alter or impede such assignment or transfer.

13.2 Sale of Property or Structure. Should the City of Santa Cruz, at any time during the Term, sell or transfer all or any part of the Property or the Structure, such transfer shall be subject to this Agreement and Sublessee shall attorn to the purchaser, subject to the unmodified terms of this Agreement upon any such sale and recognize such purchaser as lessor under this Agreement.

13.3 Condemnation. If all or any portion of the Premises is condemned, taken by a Governmental Authority or otherwise appropriated by the exercise of the right of eminent domain or a deed or conveyance in lieu of eminent domain (each, a "**Taking**"), either Party hereto shall have the right to terminate this Agreement immediately upon Notice to the other Party. If either Party elects to terminate this Agreement, the Rent set forth herein shall be abated, and Sublessee's liability therefore will cease as of the date of such Taking, this Agreement shall terminate as of such date, and any prepaid rent shall be returned to Sublessee. If this Agreement is not terminated as herein provided, then it shall continue in full force and effect, and Sublessor shall, within a reasonable time after possession is physically taken by the condemning authority restore the remaining portion of the Premises to render it reasonably suitable for the uses permitted by this Agreement and the Rent shall be proportionately and equitably reduced. Notwithstanding the foregoing, Sublessor shall not be obligated to expend an amount greater than the proceeds received from the condemning authority less all expenses reasonably incurred in connection therewith (including attorneys' fees) for the restoration. All compensation awarded in

connection with a Taking shall be the property of the City of Santa Cruz, provided that if allowed under Applicable Law, Sublessee may apply for and keep as its property a separate award for (i) the value of Sublessee's leasehold interest; (ii) the value of Sublessee's Equipment or other personal property of Sublessee; (iii) Sublessee's relocation expenses; and (iv) damages to Sublessee's business incurred as a result of such Taking.

13.4 Recording. If requested by Sublessee, Sublessor and Sublessee agree to execute a Memorandum of Lease that Sublessee may record at Sublessee's sole cost and expense. The date set forth in the Memorandum of Lease is for recording purposes only, and bears no reference to commencement of the Term or rent payments of any kind.

13.5 Force Majeure. Notwithstanding anything to the contrary in this Agreement, neither Party shall be liable to the other Party for nonperformance or delay in performance of any of its obligations under this Agreement due to causes beyond its reasonable control, including, without limitation, strikes, lockouts, pandemics, labor troubles, acts of God, accidents, technical failure governmental restrictions, insurrections, riots, enemy act, war, civil commotion, fire, explosion, flood, windstorm, earthquake, natural disaster or other casualty ("**Force Majeure**"). Upon the occurrence of a Force Majeure condition, the affected Party shall immediately notify the other Party with as much detail as possible and shall promptly inform the other Party of any further developments. Immediately after the Force Majeure event is removed or abates, the affected Party shall perform such obligations with all due speed. Neither Party shall be deemed in default of this Agreement to the extent that a delay or other breach is due to or related to a Force Majeure event. A proportion of the Rent herein reserved, according to the extent that such Force Majeure event shall interfere with the full enjoyment and use of the Premises, shall be suspended and abated from the date of commencement of such Force Majeure event until the date that such Force Majeure event subsides. If such Force Majeure event prevents the affected Party from performing its obligations under this Agreement, in whole or in part, for a period of forty-five (45) or more days, then the other Party may terminate this Agreement immediately upon Notice to the affected Party.

13.6 Successors and Assigns. The respective rights and obligations provided in this Agreement shall bind and shall continue to apply for the benefit of the Parties hereto, their legal representative, heirs, successors and permitted assigns. No rights however, shall continue to apply for the benefit of any assignee, unless such assignment was made in accordance with Section 13.1 of this Agreement.

13.7 Governing Law and Construction. This Agreement shall be construed, governed and enforced in accordance with the laws of the state in which the Premises is located. The section and paragraph headings contained in this Agreement are solely for reference purposes, and shall not affect in any way the meaning or interpretation of this Agreement.

13.8 Severability. Each provision of this Agreement shall be construed as separable and divisible from every other provision and the enforceability of any one provision shall not limit the enforceability, in whole or in part, of any other provision. If a court or administrative body of competent jurisdiction holds any provision of this Agreement to be invalid, illegal, void or less than fully enforceable as to time, scope or otherwise, such provision shall be construed by limiting and reducing it so that such provision is valid, legal and fully enforceable while preserving to the greatest extent permissible the original intent of the parties; the remaining terms and conditions of this Agreement shall not be affected by such alteration, and shall remain in full force and effect.

13.9 Waiver; Remedies. It is agreed that, except as expressly set forth in this Agreement, the rights and remedies herein provided in case of Default or breach by either Sublessor or Sublessee are cumulative and shall not affect in any manner any other remedies that the non-breaching Party may have by reason of such default or breach. The exercise of any right or remedy herein provided shall be without prejudice to the right to exercise any other right or remedy provided herein, at law, in equity or otherwise. In addition to, and not in limitation of, the preceding, the Parties acknowledge and agree that there will not be an adequate remedy at law for noncompliance with the provisions of Section 5, and therefore either Party shall have the right to equitable remedies, including, without limitation, injunctive relief and specific performance.

13.10 Notice. All notices or requests that are required or permitted to be given pursuant to this Agreement must be given in writing by certified US mail (postage pre-paid) with return receipt requested or by courier service (charges prepaid), or solely in the case of notice to Sublessor by email, to the party to be notified, addressed to such party at the address(es) or email address(es) set forth below, or such other address(es), email address(es) or fax number(s) as such Party may have substituted by written notice (given in accordance with this Section 13.10) to the other Party (“**Notice**”). The sending of such Notice to the proper email address (in the case of email transmission) or the receipt of such Notice (in the case of delivery by first-class certified mail or by courier service) will constitute the giving thereof.

If to be given to Sublessor:

Santa Cruz Regional 9-1-1
Attn: General Manager
495 Upper Park Rd
Santa Cruz, CA 95065

Email address: frontoffice@scr911.org
Attn: General Manager

If to be given to Sublessee:

Cruzio Internet
Attn: James Hackett/COO
877 Cedar Street, Suite 150
Santa Cruz, CA 95060

If to be given to City of Santa Cruz:

City of Santa Cruz
Economic Development
C/O Asset Manager
337 Locust Street
Santa Cruz, CA 95060
831-420-5150
economicdevelopment@cityofsantacruz.com

13.11 Entire Agreement. This Agreement sets forth the entire, final and complete understanding between the Parties hereto regarding the subject matter of this Agreement, and it supersedes and replaces all previous understandings or agreements, written, oral, or implied, regarding the subject matter of this Agreement made or existing before the date of this Agreement. Except as expressly provided by this Agreement, no waiver or modification of any of the terms or conditions of this Agreement shall be effective unless in writing and signed by both Parties. Any provision of this Agreement that logically would be expected to survive termination or expiration, shall survive for a reasonable time period under the circumstances, whether or not specifically provided in this Agreement.

13.12 Compliance with Law. Each Party shall, with respect to its actions and/or inactions pursuant to and in connection with this Agreement, comply with all applicable statutes, laws, rules,

ordinances, codes and governmental or quasi-governmental orders or regulations (in each case, whether federal, state, local or otherwise) and all amendments thereto, now enacted or hereafter promulgated and in force during the term of this Agreement, a Renewal Term or any extension of either of the foregoing.

13.13 Counterparts. This Agreement may be executed in any number of identical counterparts and, if so executed, shall constitute one agreement, binding on all the Parties hereto, notwithstanding that all the Parties are not signatories to the original or the same counterpart. Execution of this Agreement by facsimile or electronic signature shall be effective to create a binding agreement and, if requested, Sublessor and Sublessee agree to exchange original signed counterparts in their possession.

13.14 Attorneys' Fees. If an action is brought by either Party for breach of any covenant and/or to enforce or interpret any provision of this Agreement, the prevailing Party shall be entitled to recover its costs, expenses and reasonable attorneys' fees, both at trial and on appeal, in addition to all other sums allowed by law.

13.15 Incorporation of Exhibits. All exhibits referenced herein and attached hereto are hereby incorporated herein in their entirety by this reference.

[Remainder of page intentionally left blank. Signature page follows.]

IN WITNESS WHEREOF, the Parties have caused their duly authorized representatives to execute this Agreement as of the Effective Date.

SUBLESSOR:

**SANTA CRUZ CONSOLIDATED EMERGENCY
COMMUNICATIONS CENTER JOINT POWERS
AUTHORITY d.b.a. SANTA CRUZ REGIONAL 9-1-1**

By: _____

Name: _____

Its: _____

Date: _____

SUBLESEE:

**THE INTERNET STORE
d.b.a. CRUZIO INTERNET**

By: _____

Name: _____

Its: _____

Date: _____

**APPROVED BY
CITY OF SANTA CRUZ**

By: _____

Name: _____

Its: _____

Date: _____

EXHIBIT A

LEGAL DESCRIPTION OF PROPERTY

EXHIBIT A – LEGAL DESCRIPTION

The land referred to herein is described as follows:

SITUATE IN THE CITY OF SANTA CRUZ, COUNTY OF SANTA CRUZ, STATE OF CALIFORNIA AND DESCRIBED AS FOLLOWS:

PARCEL 1:

COMMENCING AT AN ANGLE POINT IN THE SOUTHERLY LINE OF THE DE LAVEAGA REGIONAL PARK AS SAID SOUTHERLY LINE IS DESCRIBED ON THAT CERTAIN PARCEL MAP RECORDED IN VOLUME 3 OF PARCEL MAP AT PAGE 17, MAY 5, 1971;

THENCE FROM SAID ANGLE POINT ON THE SOUTHERLY LINE, EASTERLY ALONG THE SOUTHERLY BOUNDARY OF THE DE LAVEAGA REGIONAL PARK, NORTH 77 DEGREES 41' 00" EAST, 8.94 FEET TO A POINT;

THENCE AT RIGHT ANGLES TO THE SOUTHERLY BOUNDARY LINE OF DE LAVEAGA PARK, NORTH 12 DEGREES 09' 00" WEST, 249.54 FEET TO THE MOST SOUTH WESTERLY CORNER OF PARCEL 1 TO BE DESCRIBED HEREIN, SAID POINT BEING THE TRUE POINT OF BEGINNING FOR PARCEL 1;

THENCE CONTINUING AROUND PARCEL 1 FOLLOWING COURSES AND DISTANCES, NORTH 05 DEGREES 42' 19" WEST, 81.73 FEET;

THENCE NORTH 84 DEGREES 17' 41" EAST, 32.37 FEET, TO A POINT DESIGNATED "A" FOR FURTHER USE IN THE DESCRIPTION FOR PARCEL 2;

THENCE FROM SAID POINT "A", SOUTH 05 DEGREES 42' 19" EAST, 51.63 FEET;

THENCE NORTH 84 DEGREES 07' 57" EAST, 166.01 FEET;

THENCE SOUTH 05 DEGREES 52' 03" EAST, 30.00 FEET;

THENCE SOUTH 84 DEGREES 07' 57" WEST, 198.47 FEET TO THE POINT OF BEGINNING OF PARCEL 1.

PARCEL 2:

BEGINNING AT POINT "A", AS SAID POINT IS DESCRIBED IN THE AFOREMENTIONED DESCRIPTION FOR PARCEL 1, THENCE CONTINUING NORTHERLY THE FOLLOWING COURSES AND DISTANCES NORTH 05 DEGREES 42' 19" WEST, 91.79 FEET; THENCE NORTH 27 DEGREES 09' 18" EAST, 46.77 FEET;

THENCE NORTH 00 DEGREES 00' 00" EAST, 32.26 FEET TO A POINT ON A CONCAVE CURVE TO THE EAST WHOSE RADIAL BEARING TO THE CENTER POINT IS NORTH 61 DEGREES 31' 19" EAST;

DISCLAIMER: This certificate is made upon the mutual understanding that First Title has not examined all instruments and proceedings in the chain of title to the above described real property and that such certificate is not a guarantee of the title and that First Title shall not be liable for defects in the title to the above described real estate.

The information on this report was obtained through records at the county courthouse. Every attempt has been made to ensure thorough and accurate information. The report may not contain information affecting above real estate that cannot be indexed due to different spelling of owners name, incorrectly recorded parcel number or incorrect recorder or tax assessment office information. Liability is limited to search cost, unless specifically contracted for otherwise.

THENCE ALONG SAID CONCAVE CURVE TO THE EAST THROUGH CENTRAL ANGLE OF 24 DEGREES 35' 34" WITH A RADIUS OF 220.00 FEET FOR AN ARC DISTANCE OF 94.43 FEET, TO A POINT OF COMPOUND CURVATURE FROM WHICH THE RADIAL BEARING IS NORTH 86 DEGREES 06' 53" EAST;

THENCE ALONG A COMPOUND CURVE TO THE EAST THROUGH A CENTRAL ANGLE OF 34 DEGREES 54' 51" WITH A RADIUS OF 135.00 FEET FOR AN ARC DISTANCE OF 82.26 FEET TO A POINT OF TANGENCY;

THENCE CONTINUING NORTH 31 DEGREES 01' 44" EAST, 46.78 FEET TO A POINT OF TANGENCY WITH A CONCAVE CURVE TO THE WEST;

THENCE CONTINUING ALONG SAID CONCAVE CURVE TO THE WEST WITH A RADIUS OF 200.00 FEET, THROUGH A CENTRAL ANGLE OF 21 DEGREES 04' 57" FOR AN ARC DISTANCE OF 73.59 FEET TO A POINT OF COMPOUND CURVATURE WITH A CURVE OF RADIUS 375.00 FEET, WHICH POINT OF COMPOUND CURVATURE HAS A RADIAL BEARING TO THE CENTER POINT OF NORTH 80 DEGREES 03' 13" WEST;

THENCE CONTINUING ALONG SAID CONCAVE CURVE TO THE WEST WITH A RADIUS OF 375.00 FEET, THROUGH A CENTRAL ANGLE OF 02 DEGREES 44' 53" FOR AN ARC DISTANCE OF 17.99 FEET TO A POINT DESIGNATED POINT "D" FOR FUTURE REFERENCE IN THE DESCRIPTION OF PARCEL 3, THE RADIAL BEARING THROUGH POINT "D" TO THE CENTER OF CURVATURE BEING NORTH 82 DEGREES 48' 06" WEST;

THENCE CONTINUING FROM SAID POINT D ALONG THE AFOREMENTIONED CONCAVE CURVE TO THE WEST WITH A RADIUS OF 375.00, THROUGH THE CENTRAL ANGLE OF 18 DEGREES 52' 15" FOR AN ARC DISTANCE 123.51 FEET TO A POINT OF COMPOUND CURVATURE WITH A CURVE ALSO CONCAVE TO THE WEST WITH RADIUS OF 925.00 FEET, THE RADIAL BEARING OF BOTH CONCAVE CURVES BEING SOUTH 78 DEGREES 19' 39" WEST;

THENCE ALONG SAID AFOREMENTIONED CURVE CONCAVE TO THE WEST WITH A RADIUS OF 925.00 FEET THROUGH CENTRAL ANGLE OF 06 DEGREES 03' 27" FOR ARC DISTANCE OF 97.79 FEET TO A POINT OF TANGENCY;

THENCE CONTINUING NORTHWESTERLY, NORTH 17 DEGREES 43' 48" WEST, 110.29 FEET TO A POINT DESIGNATED POINT "B" FOR FUTURE REFERENCE IN PARCEL 3;

THENCE FROM SAID POINT "B" AT RIGHT ANGLES, SOUTH 72 DEGREES 16' 12" WEST, 30.00 FEET;

PARCEL 2: (CONTINUED)

THENCE AT RIGHT ANGLES PARALLEL WITH AFOREMENTIONED COURSE SOUTH 17 DEGREES 42' 48" EAST, 110.29 TO A POINT OF TANGENCY WITH A CURVE CONCAVE TO THE WEST;

THENCE ALONG SAID CONCAVE CURVE WITH A RADIUS OF 895.00 FEET THROUGH A CENTRAL ANGLE OF 06 DEGREES 03' 27" FOR AN ARC LENGTH OF 94.62 FEET TO A POINT OF COMPOUND CURVATURE WITH A CURVE OF RADIUS 345.00 FEET, THE RADIAL BEARING FOR THE COMPOUND CURVES BEING SOUTH 78 DEGREES 19' 39" WEST;

THENCE ALONG SAID COMPOUND CURVE TO THE WEST WITH A RADIUS OF 345.00 FEET THROUGH CENTRAL ANGLE OF 21 DEGREES 37' 09" AN ARC DISTANCE OF 130.18 TO A POINT OF COMPOUND

CURVATURE WITH A CURVE ALSO CONCAVE TO THE WEST WITH RADIUS 170.00 FEET, THE RADIAL BEARING FOR SAID COMPOUND CURVATURE POINT BEING NORTH 80 DEGREES 03' 13" WEST;

THENCE ALONG SAID COMPOUND CURVE TO THE WEST WITH A RADIUS OF 170.00 FEET THROUGH A CENTRAL ANGLE OF 21 DEGREES 04' 57" FOR AN ARC DISTANCE OF 62.55 FEET TO A POINT OF TANGENCY;

THENCE SOUTH 31 DEGREES 01' 44" WEST, 46.78 FEET TO A POINT OF CURVATURE FOR A CURVE CONCAVE TO THE EAST;

THENCE ALONG SAID CONCAVE CURVE TO THE EAST WITH A RADIUS OF 165.00 FEET THROUGH A CENTRAL ANGLE OF 34 DEGREES 54' 51" FOR AN ARC DISTANCE OF 100.55 FEET TO A POINT OF COMPOUND CURVATURE WITH A CURVE OF RADIUS 250.00 FEET, THE BEARING THROUGH THE COMPOUND CURVE POINT BEARS NORTH 86 DEGREES 06' 53" EAST;

THENCE ALONG THE COMPOUND CURVE CONCAVE TO THE EAST WITH A RADIUS OF 250.00 FEET THROUGH A CENTRAL ANGLE OF 26 DEGREES 25' 18" FOR AN ARC DISTANCE OF 115.29 FEET TO A POINT WHOSE RADIAL BEARING TO THE CENTER OF CURVATURE BEARS NORTH 59 DEGREES 41' 35" EAST;

THENCE FOR THE END OF SAID CURVE SOUTH 27 DEGREES 09' 18" WEST, 29.72 FEET;

THENCE SOUTH 05 DEGREES 42' 19" EAST, 119.29 FEET, TO A POINT ON THE NORTHERLY SIDE OF AFOREMENTIONED PARCEL "C";

THENCE NORTH 84 DEGREES 17' 41" EAST, 12.00 FEET TO THE AFOREMENTIONED POINT "C" AND THE POINT OF BEGINNING FOR PARCEL 2

PARCEL 3:

BEGINNING AT POINT "B" AS SAID POINT IS DESCRIBED IN THE AFOREMENTIONED PARCEL 2, THENCE ALONG AN EXISTING CHAINLINK FENCE NORTH 76 DEGREES 35' 43" EAST, 114.60 FEET TO A POINT;

THENCE CONTINUING ALONG THE CHAINLINK FENCE SOUTH 76 DEGREES 26' 33" EAST, 177.70 FEET;

THENCE CONTINUING ALONG THE CHAINLINK FENCE SOUTH 00 DEGREES 13' 17" EAST, 264.96 FEET; TO POINT "C" TO BE LATER USED AS A CLOSURE TIE BACK TO THE SOUTHERLY LINE TO DE LAVEAGA REGIONAL PARK;

THENCE FROM SAID POINT "C" CONTINUING ALONG AN EXISTING FENCE LINE SOUTH 80 DEGREES 48' 59" WEST, 97.94 FEET TO AN ANGLE POINT;

THENCE CONTINUING ALONG SAID AFOREMENTIONED FENCE LINE, SOUTH 77 DEGREES 56' 32" WEST, 128.42 FEET TO THE AFOREMENTIONED POINT "D" ON PARCEL 2;

THENCE CONTINUING NORTHERLY ALONG AFOREMENTIONED PARCEL 2 ON A CONCAVE CURVE TO THE WEST WITH A RADIUS OF 375.00 FEET FROM WHICH A RADIAL BEARING IS NORTH 82 DEGREES 48' 06" WEST, THROUGH A CENTRAL ANGLE OF 18 DEGREES 52' 15" FOR AN ARC DISTANCE OF 123.51 FEET

TO A POINT OF COMPOUND CURVATURE WITH A CURVE OF RADIUS 925.00 FEET CONCAVE TO THE WEST, THE RADIAL BEARING FOR SAID COMPOUND CURVE BEARS, SOUTH 78 DEGREES 19' 39" WEST;

THENCE CONTINUING ALONG SAID CONCAVE CURVE TO THE WEST WITH A RADIUS OF 925 FEET, THROUGH A CENTRAL ANGLE OF 06 DEGREES 03' 27", FOR AN ARC DISTANCE OF 97.79 FEET TO A POINT OF TANGENCY;

THENCE CONTINUING ALONG TANGENT LINE, NORTH 17 DEGREES 43' 48" WEST, 110.29, TO THE AFOREMENTIONED POINT "B", AND THE POINT OF BEGINNING.

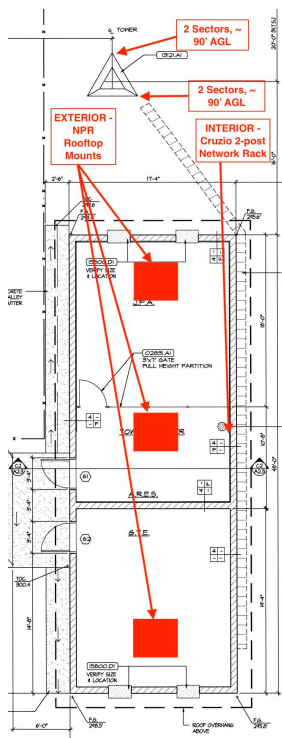
THE AFOREMENTIONED PARCELS 1, 2, AND 3 ALL RELATE TO EACH OTHER AS WELL AS TO THE SOUTHERLY BOUNDARY OF DE LAVEAGA REGIONAL PARK, A SECONDARY TIE FOR THE ABOVE DESCRIPTIONS COMMENCES AT POINT "C" AS SAID POINT IS DESCRIBED IN PARCEL 3 AND PROCEEDS AT RIGHT ANGLES TO THE SOUTHERLY BOUNDARY AT THE DE LAVEAGA REGIONAL PARK, SOUTH 12 DEGREES 59' 00" EAST, 757.59 FEET, TO A POINT ON THE SOUTHERLY LINE OF DE LAVEAGA REGIONAL PARK;

THENCE WESTERLY ALONG THE SOUTHERLY LINE OF THE DE LAVEAGA REGIONAL PARK SOUTH 77 DEGREES 01' 00" WEST, 18.71 FEET TO THE MOST NORTH EASTERLY CORNER OF THAT CERTAIN PARCEL MAP RECORDED IN VOLUME 28 OF PARCEL MAPS, PAGE 4 AT WHICH POINT AN IRON PIPE PROPERTY CORNER WAS LOCATED.

PARCEL ID: 009-301-06-000

EXHIBIT B

SITE PLAN



Sled #1:



Sled#2:



Sled#3:



EXHIBIT C

ORIGINAL LEASE AGREEMENT AND AMENDMENTS
(Attached)



Date: July 19, 2023
To: Board of Directors, SCR9-1-1
From: Stephanie French, Operations Division Manager
SUBJECT: Item 4.8, CalOES Fiscal and Operational Review

RECOMMENDATION

Accept and file the May 23, 2023, State of California 9-1-1 Emergency Communications Branch Fiscal and Operations Review Report.

BACKGROUND

The California 9-1-1 Emergency Communications Branch (CA 9-1-1 Branch) oversees the 9-1-1 system for California, including allocating funds to California 9-1-1 centers.

As part of its responsibilities, the CA 9-1-1 Branch conducts periodic fiscal and operational reviews of the 9-1-1 center, providing comprehensive reports to both the Public Safety Answering Point (PSAP) and the State of California. These reviews aim to ensure the efficient functioning of the 9-1-1 system and the delivery of prompt emergency services to the citizens of our state.

FINDINGS

The report highlighted that SCR9-1-1 did not meet the CA 9-1-1 Branch's answering standard of 90% of 9-1-1 calls answered within 15 seconds between May 2022 and April 2023. During this period, SCR9-1-1 answered 135,934 calls, 83.41% of calls within the 15-second standard. To gauge the caller's experience, the state employs an "Answer Time" report, which measures the time from call seizure (including call setup) to agent answer. In addition to this report, SCR9-1-1 uses a "Ring Time" report, which measures the time from presentation at the station to agent answer (Ring Seconds Only). The Ring Time report is an accurate representation of the dispatcher's performance. According to the Ring Time report, SCR9-1-1 demonstrated 89.36% compliance with the standard. The notable difference of nearly 6% suggests potential performance issues in our call-handling equipment.

STAFF ACTION

In light of the findings from the report, it is prudent to undertake a thorough system audit of our call-handling equipment to identify and rectify any inefficiencies. This audit will help us address the performance issues that have been indicated and ensure that SCR9-1-1 consistently meets the required standards for emergency call answering.

FISCAL IMPACT

No cost. The audit will be conducted as part of our routine maintenance procedures, ensuring that we maintain an efficient and reliable 9-1-1 emergency communications system without incurring any extra financial burden.

Approved by:

Amethyst Uchida, General Manager

**State of California
9-1-1 Emergency Communications Branch**

FISCAL AND OPERATIONAL REVIEW

**SANTA CRUZ REGIONAL 9-1-1
MAY 23, 2023**



Prepared for: Amethyst Uchida & Stephanie French
495 Upper Park Rd., Santa Cruz CA 95065
831-471-1035

Prepared by: Theresa Fryer
911 Advisor, Advisory & Compliance Unit
916-894-5020

State of California
9-1-1 Emergency Communications Branch
FISCAL AND OPERATIONAL REVIEW
Summary

SANTA CRUZ REGIONAL 9-1-1
May 23, 2023

The California Government Code Sections 53100-53120 authorizes the California 9-1-1 Emergency Communications Branch (CA 9-1-1 Branch) to oversee the disbursement of funds collected from the State Emergency Telephone Number Account (SETNA) and to oversee the 9-1-1 system for the state of California. Included in Government Code Section 53114.2 is the CA 9-1-1 Branch's obligation to publish, review, and update technical and operational standards for public agency systems on an ongoing basis. Further, the CA 9-1-1 Branch is to monitor all emergency telephone systems to ensure they comply with minimal operational and technical standards as described in Government Code Section 53115e. Therefore, the CA 9-1-1 Branch is providing this review of fiscal and operational policies for the benefit of the Public Safety Answering Point (PSAP) and the State of California.

This review includes a summary of the funding provided by the CA 9-1-1 Branch for the PSAP's last upgrade and the funding that is provided on a continuing basis for operations and other authorized activities. Additionally, this review addresses various performance requirements; CA 9-1-1 Branch funded equipment deployments, as well as information on other industry standards.

This Summary provides the PSAP with an overview of the intent and scope of the Fiscal and Operational Review (FOR).

Section I – Fiscal Review

The Fiscal Review provides the PSAP with specific data regarding the funding that has been provided for the PSAP's most recent equipment upgrade/replacement and the related maintenance funding. Additionally, this section addresses ongoing funding provided by the CA 9-1-1 Branch for network services, and other operational funding from the CA 9-1-1 Branch. The CA 9-1-1 Branch provided **\$594,000** for the last upgrade at the Santa Cruz Regional 9-1-1 in addition to approximately **\$36,450** for ongoing operations during the past fiscal year. **The CA 9-1-1 Branch anticipates providing approximately \$894,798 over five years for 9-1-1 service at the Santa Cruz Regional 9-1-1.**

Section II – Network Review

The Network Review addresses the specific network services provisioned by the telephone service providers that have been funded by the CA 9-1-1 Branch. The CA 9-1-1 Branch Advisor and the PSAP management will review this information together to ensure that the records are accurate, that the services are required, and that the billing is correct. According to the billing records from the serving telephone company, it appears that the **CA 9-1-1 Branch is paying for (32) total telephone lines** for the Santa Cruz Regional 9-1-1, including (24) 9-1-1 trunks, (5) alternate answer line, (1) dial backup line and (2) Automatic Location Information (ALI) circuits. These network services will be verified during the FOR meeting.

Section III – Customer Premise Equipment (CPE)

The Customer Premise Equipment (CPE) Review includes a list of the equipment that has been funded by the CA 9-1-1 Branch, including the associated maintenance. The CA 9-1-1 Branch Advisor and the PSAP Manager will review the equipment list and discuss the maintenance provided by the equipment vendor

Section IV – Operational Performance

Operational Performance addresses specific performance measurements as provided by the CA 9-1-1 Branch contracted Management Information System (MIS) solution.

According to the MIS solution, Emergency Call Tracking System (ECaTS), **83.41% of the 9-1-1 calls are answered within 15 seconds at the Santa Cruz Regional 9-1-1.**

The CA 9-1-1 Branch’s standard for this measurement is 90% of 9-1-1 calls should be answered within 15 seconds.

Per California Government Code section 53112 (d) “By January 1, 2021, each PSAP shall deploy a text to 911 service that enables an individual to text “911” for emergency services that is capable of accepting Short Message Service (SMS) messages and Real-Time Text (RTT) messages.” For those PSAPs that are currently using an Over the Top (OTT) solution for text to 9-1-1 shall have personnel logged in 24/7 and available to receive and respond to text to 9-1-1 messages. For those PSAPs that have text to 9-1-1 integrated into their CPE solutions, they shall have personnel logged into a terminal that is capable to receive and respond to text to 9-1-1 messages.

Section V – Next Generation 9-1-1 and Cloud-based CPE

Next Generation 9-1-1 (NG 9-1-1) allows for quicker delivery and more accurate routing of 9-1-1 calls, and it also provides better resiliency and redundancy in the event of 9-1-1 outages. NG 9-1-1 equipment is to be installed in all PSAPs within the state of California. This equipment will allow the PSAP to transition from legacy (physical) CAMA trunks to NENA i3 compliant IP based 9-1-1 call delivery. Each PSAP will have redundant connections to the Prime Network Service Provider (PNSP) as well as the Regional Network Service Provider (RNSP). These are the Next Gen Core Service (NGCS) providers that will deliver your 9-1-1 calls in the NG 9-1-1 environment. Cloud-based Call Processing Equipment (CPE) is NENA i3 compliant, state of the art, 9-1-1 call handling available to all PSAPs in the state. Cloud-based CPE requires far less equipment in your PSAPs backroom and requires little to no onsite presence for repairs. Cloud-based CPE offers many additional features that were not available with legacy CPE. Some of these features include integrated text to 9-1-1, full integration with mapping systems, visual and audible queues and the ability for the call taker and/or admin staff to integrate publicly available Internet of Things (IoT) devices and CCTV feeds.

Section VI - References

The Reference section provides web links for additional information regarding 9-1-1 standards, CA 9-1-1 Branch contact information, the CA 9-1-1 Branch Operations Manual, CA 9-1-1 Branch contracts, 9-1-1 Advisory Board, and other 9-1-1 related organizations.

Conclusion

As stated above, this FOR is part of the CA 9-1-1 Branch’s statutory obligation to monitor the PSAP’s adherence to standards but it is also intended as a review of the support provided by the CA 9-1-1 Branch and to strengthen the communications and relationship between the PSAP and the CA 9-1-1 Branch.

State of California
9-1-1 Emergency Communications Branch
FISCAL AND OPERATIONAL REVIEW
Section I

SANTA CRUZ REGIONAL 9-1-1
May 23, 2023

Fiscal Review

The following Fiscal and Operational Review (FOR) provides the Public Safety Answering Point (PSAP) with summary information about the California 9-1-1 Emergency Communications Branch (CA 9-1-1 Branch) funding that has been provided. The specific categories are described below.

1. Customer Premise Equipment (CPE) Replacement/Upgrade and Maintenance Costs

This information summarizes the total expenses reimbursed for the last replacement or upgrade of the CPE at the PSAP, including residual spending (if applicable) and the costs associated with maintenance for that system.

2. Annual Training Allotment (ATA) Reimbursements

The CA 9-1-1 Branch allots a specific dollar amount to each PSAP to cover expenses for specifically defined 9-1-1 related training that is held within the State of California within that fiscal year. The amount of the allotment is based on the call volume of the PSAP which then determines the funding level the PSAP falls into. The figure presented in this section reflects the funding level that your PSAP falls within as well as the balance of the allotment remaining for the current State fiscal year (July – June).

3. Estimated Recurring Costs Paid by the CA 9-1-1 Branch

The figures presented represent the costs that are paid by the CA 9-1-1 Branch on an ongoing basis for continuing service. In some cases, they are estimates based on call volume at the PSAP and in other cases they are specific costs.

- a. **Authorized Reimbursements** – This figure represents the total authorized reimbursements to this PSAP during the past fiscal year excluding those associated with Annual Training Allotment (ATA) and CPE which are represented elsewhere.
- b. **Management Information System (MIS) Costs** – The costs paid by the CA 9-1-1 Branch during the past fiscal year for Emergency Call Tracking System (ECaTS) for each PSAP. This MIS system provides valuable information on the number of calls received, abandoned, and transferred at each PSAP, by hour of the day, as well as the speed of answer, call durations, transfers, and other important management information. This data is available to each PSAP as a valuable management tool.
- c. **Foreign Language Emergency Interpretation Service Expenses** – The specific amount paid by the CA 9-1-1 Branch for foreign language emergency interpretation services during the past fiscal year.

**Governor's Office Of Emergency Services
CA 9-1-1 Emergency Communications Branch
Santa Cruz Consolidated Emergency Center
Santa Cruz County**

Fiscal Review Summary

I. CPE Replacement/Upgrade and Maintenance Costs	
CPE Replacement/Upgrade Expenses – CA 9-1-1- Branch <i>funded equipment and software for the last replacement/upgrade, not including maintenance.</i>	\$ 185,500.00
Maintenance Expenses – <i>The amount set aside by the CA 9-1-1 Branch for maintenance of the CPE purchased for the last replacement/upgrade.</i>	\$ 248,499.84
CPE Purchased with Other Residual Funding - <i>CPE that was funded with other residual funding by the State from the original allotment.</i>	\$ 160,000.16
Total State Funding for CPE for Upgrade/Changeout:	\$ 594,000.00

II. Annual Training Allotment (ATA) Reimbursements	
Annual Training Allotment (ATA) - <i>Each PSAP is allotted funds fiscal year for specifically defined 9-1-1 related training that is held within the State of California. SCR911 recent allotment was \$20,000. This figure represents the balance of the allotment that remains for the current fiscal year.</i>	\$ 18,547.01

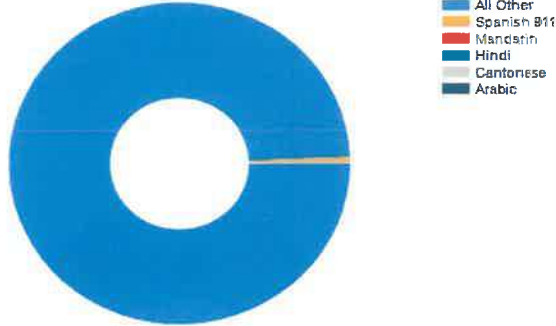
III. Estimated Recurring Costs Paid by the CA 9-1-1 Branch	
Authorized Reimbursements - <i>The value of reimbursed expenses for the past fiscal year, excluding ATA and CPE related expenses.</i>	\$ -
MIS Costs – <i>The PSAP's costs for the MIS system ECaTS that was paid by the CA 9-1-1 Branch for the past fiscal year.</i>	\$ 2,640.00
Data sharing - <i>The amount paid for data sharing services for specific use by the PSAP for the past fiscal year.</i>	\$ 1,896.00
Alert and warning - <i>The amount paid for alert and warning services for specific use by the PSAP for the last fiscal year.</i>	\$ 11,328.00
Location Accuracy - <i>The amount paid for Rapid Deploy location services for specific use by the PSAP for the past fiscal year.</i>	\$ 7,860.00
Foreign Language Emergency Interpretation Service Expenses – <i>The amount paid for foreign language emergency interpretation service for specific use of this service by the PSAP for the past fiscal year.</i>	\$ 12,726.20
Total State funding during the evaluation period:	\$ 36,450.20
Previous Five Years funded by the CA 9-1-1 Branch	\$ 894,798.01

LANGUAGE USAGE
(484382) Cal OES

Start Date: March 01, 2022
End Date: March 31, 2023

Top 5 Languages	Minutes
All Other	3,203,603
Spanish 911	18,367
Mandarin	170
Hindi	50
Cantonese	29
Arabic	22
Total	3,222,241

TOP 5 LANGUAGES VS ALL OTHER



LANGUAGE USAGE

Language	03/01/2022 - 03/31/2023			03/01/2021 - 03/31/2022			% Change		
	Calls	Minutes	Charge	Calls	Minutes	Charge	Calls	Minutes	Charge
Spanish 911	3,590	18,367	\$12,489.56	3,621	17,203	\$10,097.46	-1%	7%	24%
Arabic	4	22	\$14.96	3	228	\$132.24	33%	-90%	-89%
Mandarin	20	170	\$115.60	5	47	\$27.26	300%	262%	324%
Hindi	7	50	\$34.00	6	44	\$26.02	17%	14%	31%
French	4	11	\$7.48	3	46	\$27.08	33%	-76%	-72%
Cantonese	4	29	\$19.72	3	15	\$8.70	33%	93%	127%
Punjabi	2	16	\$10.88	3	28	\$18.24	-33%	-43%	-40%
Burmese				3	31	\$17.98	-100%	-100%	-100%
Vietnamese	1	4	\$2.72	4	27	\$15.66	-75%	-85%	-83%
Korean	3	13	\$8.84	2	15	\$8.70	50%	-13%	2%
Russian	3	9	\$6.12	3	13	\$7.54	0%	-31%	-19%
Brazilian Portuguese				2	13	\$7.54	-100%	-100%	-100%
Tagalog	1	10	\$6.80	1	2	\$1.16	0%	400%	486%
Mixteco				1	9	\$5.22	-100%	-100%	-100%
Polish	1	9	\$6.12				NA	NA	NA
German				2	8	\$4.64	-100%	-100%	-100%
Urdu				1	5	\$2.90	-100%	-100%	-100%
Japanese	1	5	\$3.40				NA	NA	NA
Total	3,641	18,715	\$12,726.20	3,663	17,734	\$10,408.34	-1%	6%	22%

Start Date: March 01, 2022
End Date: March 31, 2023

LANGUAGE PERFORMANCE
(484382) Cal OES

Language	Calls										
	Offered Calls	Answered Calls	Abandoned Calls	Aborted to Client Services	Minutes	AHT (Minutes)	ASA (Seconds)	Connection Rate	Service Level	CS Assistance	Max Wait Time (Sec)
Arabic	4	4	0	0	22	6	13	100%	100%	0%	19
Cantonese	4	4	0	0	29	7	47	100%	25%	0%	133
French	4	4	0	0	11	3	41	100%	50%	0%	72
Hindi	7	7	0	0	50	7	37	100%	86%	0%	163
Japanese	1	1	0	0	5	5	4	100%	100%	0%	4
Korean	3	3	0	0	13	4	16	100%	67%	0%	40
Mandarin	20	20	0	0	170	9	33	100%	70%	0%	120
Polish	1	1	0	0	9	9	4	100%	100%	0%	4
Punjabi	2	2	0	0	16	8	10	100%	100%	0%	10
Russian	3	3	0	1	9	3	136	100%	50%	25%	304
Spanish 911	3,719	3,590	121	6	18,367	5	12	97%	90%	0%	223
Tagalog	1	1	0	0	10	10	17	100%	100%	0%	17
Vietnamese	1	1	0	0	4	4	5	100%	100%	0%	5
Total	3,770	3,641	121	7	18,715	5	12	97%	90%	0%	304

State of California
9-1-1 Emergency Communications Branch
FISCAL AND OPERATIONAL REVIEW
Section II

SANTA CRUZ REGIONAL 9-1-1
May 23, 2023

Network Review

Each month the CA 9-1-1 Branch pays the telephone companies for the network service costs associated with the 9-1-1 program. These costs include the network services such as Automatic Location Identification (ALI) database and frame relay circuits to support ALI retrieval, dial backup lines for ALI re-bids, Centralized Automatic Message Accounting (CAMA) trunks, alternate answer lines, and other miscellaneous network related costs.

Since these costs make up such a significant portion of the expenses paid by the CA 9-1-1 Branch each year, it is important to review the information below to verify that all these services are indeed provided to the PSAP and that they are required. There is the possibility that network charges are being incurred unnecessarily or that the telephone company's records may be inaccurate. A thorough review of these expenses will ensure that the CA 9-1-1 Branch is paying only for services that are required by the PSAP and that the services are in fact provided to the PSAP.

State of California
9-1-1 Emergency Communications Branch
FISCAL AND OPERATIONAL REVIEW
Section III

SANTA CRUZ REGIONAL 9-1-1
May 23, 2023

Customer Premise Equipment (CPE) and Maintenance Review

The California 9-1-1 Emergency Communications Branch (CA 9-1-1 Branch) reimburses Public Safety Answering Points (PSAPs) for the expenses associated with upgrading or replacing the telephone equipment required to answer 9-1-1 calls commonly known as Customer Premise Equipment (CPE) and the maintenance expenses required to keep that equipment functioning properly. The entire CA 9-1-1 Branch CPE funding process is described in Chapter III of the CA 9-1-1 Operations Manual which is available to be viewed and downloaded as follows:

[CA 9-1-1 Operations Manual Chapter III Funding](#)

The specific equipment that has been funded by the CA 9-1-1 Branch is included on the following pages below. This equipment will be verified during the FOR meeting with the PSAP to ensure that the CPE vendor has provided all of the equipment that has been funded and included on the maintenance agreement. Also included in this section is a diagram of the floor plan of the communications center and a rack diagram of the equipment that is installed in the “back room”.

CPE INFORMATION

Vendor:	INTRADO
System Type Deployed:	VIPER
State Funded 911 Positions:	(14)
MPA Contract Number:	#5-12-58-05
TD-288 Approval Date:	7.31.2015
CPE System Acceptance (TD284 Form) Date:	7.15.2016
5-YR Maintenance Expiration Date:	7.14.2021
6-YR Maintenance Expiration Date:	7.14.2022
TD288#24295 TD290-Reimbursement Completed	10.07.2021
7-YR Maintenance Expiration Date:	7.14.2023
TD288#24295 TD290-Reimbursement Completed	8.29.2022
8-YR Maintenance Expiration Date:	7.14.2024
Not Established	

Revised October 2022

State of California, California 9-1-1 Emergency Communications Office (9-1-1 Office)
COMMITMENT TO FUND 9-1-1 EQUIPMENT AND SERVICES

TD-288 (Rev. 12/06)

This Form To Be Completed By The State 9-1-1 Office Only

Public Agency:	Santa Cruz Regional 9-1-1	Contractor Name:	Intrado, Corp.
Address:	495 Upper Park Road	Mailing Address:	
City, State, Zip:	Santa Cruz, CA 95065	City, State, Zip:	
PSAP Manager:	Amethyst Uchida	Representative:	Roy Halterman
E-mail Address:	amethyst@scr911.org	E-Mail Address:	roy.halterman@intrado.com
Phone Number:	831-471-1035	Phone Number:	559-917-8588
Fax Number:		Fax Number:	

Type of Funding Request:

- 9-1-1 Equipment () 9-1-1 Network () Training
 9-1-1 Education () County Coordinator Expense () 7-Digit Phone Lines
 Maintenance Other:

Description of Equipment and Services to be funded: Intrado, Corp. to install and maintain VIPER Power911 (14 position) CPE with PowerMIS; per MPA: 5-12-58-05 and Scope of Work.

Purchase/Service Information: Include equipment or service description, quantity, part number, unit cost, installation cost, monthly cost, tax and total cost. Attach contractors quote or PSAP purchase order, where applicable.

Description	Quantity	Service/ Eqmt. ID#	Unit Cost	Installation	Monthly Cost	Total Recurring Cost	Total Non- Recurring Cost
VIPER Power911 CPE	1		164,049.72			-	164,049.72
Maintenance	48				5,177.08	248,499.84	-
PowerMIS	1		21,450.28			-	21,450.28
						-	-
						-	-
						-	-
						-	-
						-	-
						-	-
						-	-
Subtotal						248,499.84	185,500.00
Tax and Surcharge							
TOTAL APPROVED						\$433,999.84	

TD-288 expiration date: N/A Fiscal Year:
 All invoices shall refer to tracking number: 17571 Account Name: 4401

The State of California's monetary obligation under this agreement in subsequent fiscal years is subject to, and contingent upon, availability of funds in the State Emergency Telephone Account. Please be advised that this commitment to fund does not constitute a binding purchase order agreement.

RECOMMENDED FOR APPROVAL BY	Telephone Number	APPROVED BY	Date
 KYLE S. PEASE	916-657-9145	 DANA L. EARL	7/31/15

Minor Discrepancies:

- Ticket 158225 - Display "Route" in List Module not working
- * Ticket 159322 - Unable to conference toll-free numbers (Intrado needs to present SCR9-1-1 caller ID.)
- Ticket 16115 - Calls "stuck" in abandoned call queue after callback.

Tracking #: 17571

Approved TD-288 Amount: \$433,999.34

As the authorized representative of:

Santa Cruz Regional 911 (CA) (PSAP name),

I hereby acknowledge receipt, installation and satisfactory performance of the service and/or equipment. If minor discrepancies exist, but do not keep the equipment from performing in accordance with the contracted terms and conditions, these discrepancies are noted above.

AUTHORIZED BY:

[Signature]
 Signature
DENNIS KIDD
 Printed/Typed Name

ACTUAL ACCEPTANCE DATE
VERIFIED OFFICER: 7/15/14
GENERAL MANAGER
 Date
 Title

IMMEDIATELY AFTER ACCEPTANCE:

Submit the original TD-284, signed by the PSAP authorized representative to the Contractor and submit a copy to the CA 9-1-1 Division

State of California
 California 9-1-1 Emergency Communications Division
SYSTEM ACCEPTANCE AND AUTHORIZATION FORM
 TD-284 (Rev. 2/2012)

This document shall be used by the PSAP to validate that the purchased 9-1-1 system (equipment, software and all functionality) is acceptable.

All verification is to be completed by the PSAP authorized representative. Each item should be validated against the referenced MPA RFP Requirement. The MPA RFP Requirements can be downloaded from the CA 9-1-1 Division website at:

<http://www.cta.ca.gov/PSCO/Services/911/MasterPurchaseAgreement.htm>

MPA RFP Requirement Number	Requirement	PSAP Initial
Audio		
6.2.1.4	Audio Quality	AW
6.2.1.5	Acoustic Noise	AW
6.2.1.6	Crosstalk	AW
System Physical Requirements		
6.2.2.2	Electrical Requirements	AW
6.2.2.3	Uninterruptable Power Supply	AW
6.2.2.4	Multiple Lines/Workstation Requirement	AW
Intelligent Workstation Physical Requirements		
6.2.3.1	User Volume Controls	AW
6.2.3.2	Keyboard	AW
6.2.3.3	Mouse	AW
6.2.3.4	Keyboard Arbitrator	N/A
6.2.3.5	Monitor	AW
Interconnectivity		
6.2.4.1	System Connections	AW
6.2.4.2	Wireless Connections	N/A
6.2.4.3	Local Exchange Carrier (LEC) Network Connections	AW
6.2.4.4	Cabling	AW
6.2.4.5	Interface to Existing Equipment	AW
6.2.4.6	Remote Data Transfer Interface	AW
6.2.4.7	Additional LCD Monitor Interface	AW
6.2.4.8	Trunk and Line Interfaces	AW
6.2.4.9	Logging Recorder Interface	AW
6.2.4.10	Local Maintenance Terminal Interface	AW
System Features		
6.3.1.1	ALI Controller	AW
6.3.1.2	ANI/ALI Display	AW
6.3.1.3	Dynamic ANI/ALI Output	AW
6.3.1.4	ALI Error Reporting	AW
6.3.1.5	Abandoned Call Detail	AW

6.3.1.6	Internal Time Synchronization	all
6.3.1.7	External Source Time Synchronization	all
6.3.1.8	Caller I.D.	all
6.3.1.9	Wireless ALI – FCC 94-102 – Phase I and Phase II	all
6.3.1.10	Voice over Internet Protocol (VoIP) Capability	all
6.3.1.11	Complete Call Progress Detection	all
Call and System Detail Records		
6.3.2.1	Call Detail Record (CDR) Format	all
6.3.2.2	Remote CDR Collection Services	all
6.3.2.3	System Detail Records	all
System Functionality		
6.3.3.1	Flash Transfer	all
6.3.3.2	Conferencing	all
6.3.3.3	Distinctive Ringing	all
6.3.3.4	Call Queuing	all
6.3.3.5	Last Stored Number Redial	all
6.3.3.6	Abandoned Call Redial	all
6.3.3.7	Automatic Callback	all
6.3.3.8	Pre-Arrival ALI	all
6.3.3.9	Incoming Call Display	all
6.3.3.10	Speed Dial	all
6.3.3.11	Voice Transfer	all
6.3.3.12	Ring Volume	all
6.3.3.13	Transmit Mute	all
6.3.3.14	Release	all
6.3.3.15	Radio System Interface	all
6.3.3.16	Integrated Voice Recording (Instant Recall Recorder)	all
6.3.3.17	Telecommunications Device for the Deaf (TDD/TTY)	all
Intelligent Work Station Telephone (IWS) Functionality (Verify on each IWS)		
6.3.7.a	Hold	all
6.3.7.b	Dial	all
6.3.7.c	Re-dial	all
6.3.7.d	Release	all
6.3.7.e	Transfer	all
6.3.7.f	Conference	all
6.3.7.g	Speed Dial	all
6.3.7.h	ALI Request	all
6.3.7.i	ANI/ALI display (separate display is allowed)	all
6.3.7.j	Four (4) line appearances or more	all
6.3.7.k	Ten (10) multi-function programmable keys or more, programmed as telephone line appearance or a feature of the telephone set	all
6.3.7.l	Headset/handset interface	all
6.3.7.m	Volume control for inbound audio signal for headset/handset	all
6.3.7.n	Volume control for outbound signal and sidetone for headset/handset	all
6.3.7.o	Call status indication (ringing, answered or both)	all

FINAL ACCEPTANCE FORM

DATE July 8, 2016

Products: (Hardware or Software) Delivered Not Applicable
 Installation: Completed Not Applicable
 Training: Completed Not Applicable
 Other Services: Completed Not Applicable

CUSTOMER / END-USER INFORMATION	
PSAP Name / Site/ State	Santa Cruz Regional 911 (CA)
West Project Number	51009 and 51453
West Sales Order #s	106107329 and 106107823
Associated Project Numbers	
Customer / Telco	Santa Cruz Regional 911 (CA)
Customer PO #s	CA - TD17571 and Santa Cruz PO - 2485 & 2635
Customer / Telco Contact	Amethyst Uchida

DESCRIPTION OF EQUIPMENT AND/OR SERVICE	
Number of positions	15
Main products or services	Viper, Power 911, PMIS, Printer and 15 new positions with network cabling.
Cut Over Date	6/9/16

ACCEPTANCE	
The West supplied equipment and/or service has been completed and is accepted in its entirety.	
SIGNATURE	<i>Open tickets from cutover need resolution.</i>
Signature of Authorized Personnel	<i>Amethyst K. Uchida</i>
Print Name	<i>7/15/16</i>
Date	

For West Use Only	
Authorized West Project Manager	
Print Name	Date
<i>Frank Flores</i>	<i>July 8, 2016</i>

Please return signed form to West PM directly or you may also fax it to 1-855-538-7561.

COMMITMENT TO FUND 9-1-1 EQUIPMENT AND SERVICES

TD-288 (Rev. 12/06)

This Form To Be Completed By The State 9-1-1 Office Only

Public Agency:	SANTA CRUZ REGIONAL 911	Contractor Name:	INTRADO
Address:	495 UPPER PARK DR.	Mailing Address:	ordermanagement.safetyservices@west.com
City, State, Zip:	SANTA CRUZ, CA 95065	City, State, Zip:	
PSAP Manager:	DENNIS KIDD	Representative:	JEFF REEVE
E-mail Address:	dennis@scr911.org	E-Mail Address:	jeff.reeve@intrado.com
Phone Number:	831-471-1033	Phone Number:	949-582-9595
Alternate Contact:	Amethyst Uchida; 831-471-1035; amethyst@scr911.org		

Type of Funding Request:

- () 9-1-1 Equipment () 9-1-1 Network () Training
 () 9-1-1 Education () County Coordinator Expense () 7-Digit Phone Lines
(X) CPE Maintenance Other:

Description of Equipment and Services to be funded: INTRADO to provide monthly maintenance of VIPER Power911 system; (15) positions; per Quote#63577; State funding support is to (14) positions & Santa Cruz 911 PSAP support is to (1) position; service for up to 24 months; start date July 15, 2021. **PSAP may cancel service, giving INTRADO 30 days written notice; usually cancelled at time of subsequent CPE replacement.** **PAYMENT PROCESSING:** Santa Cruz Regional 911 shall pay INTRADO directly for service then seek reimbursement in arrears of payment via the TD290-Reimbursement Claim form process; reimbursement shall be for (14) positions. Complete TD290 form, submit to state with copy of vendor invoice and agency proof-of-payment (copy of canceled check and/or detailed accounting ledger may be accepted); include State Tracking (TD288) #24295 on TD290 form. **PAYMENT ROUTE: PSAP REIMBURSEMENT**

Purchase/Service Information: Include equipment or service description, quantity, part number, unit cost, installation cost, monthly cost, tax and total cost. Attach contractors quote or PSAP purchase order, where applicable.

Description	Quantity	Service/ Eqmt. ID#	Unit Cost	Installation	Monthly Cost	Total Recurring Cost	Total Non- Recurring Cost
QUOTE# 63577 v-4						-	-
STATE FUNDING PORTION: CPE VIPER (14) POSITIONS						-	-
MAINTENANCE YEAR-6; 7/15/2021 - 7/14/2022						-	-
COST PER POSITION: \$459.38	12				6,431.25	77,175.00	-
MAINTENANCE YEAR-7; 7/15/2022 - 7/14/2023	12				6,513.33	78,159.90	-
COST PER POSITION: \$465.24						-	-
PSAP RESPONSIBILITY: CPE VIPER (1) POSITION						-	-
MAINTENANCE YEAR-6; (1) POSITION COST: \$459.38	12				459.38	5,512.50	(5,512.50)
MAINTENANCE YEAR-7; (1) POSITION COST: \$465.24	12				465.24	5,582.85	(5,582.85)
NOTES: VIPER 911 PROCURED VIA TD288#17571					Subtotal	166,430.25	(11,095.35)
PowerMIS not included in extended maintenance; Year-6 / Year-7.					Tax and Surcharge		
Total Position Count: (15); State Supported (14) & PSAP Supported (1)					TOTAL APPROVED	\$155,334.90	

TD-288 expiration date: 7/14/2023 Fiscal Year: 2021/22 & 2022/23
 All invoices shall refer to tracking number: **24295** Account Name: 4401 / 702.14

The State of California's monetary obligation under this agreement in subsequent fiscal years is subject to, and contingent upon, availability of funds in the State Emergency Telephone Account. Please be advised that this commitment to fund does not constitute a binding purchase order agreement.

RECOMMENDED FOR APPROVAL BY	Telephone Number	APPROVED BY	Date
DocuSigned by:  THERESA FRYER BF776F700B5740B	916-894-5020	DocuSigned by:  ANDREW MATTSON BE9BBFF1E4E8AC3	7/12/2021

**State of California
9-1-1 Emergency Communications Branch
FISCAL AND OPERATIONAL REVIEW
Section IV**

**SANTA CRUZ REGIONAL 9-1-1
May 23, 2023**

Operational Performance

The Operational Performance section provides a review of the various performance areas of the Public Safety Answering Point (PSAP).

Speed of Answer

The current standard for answering calls in California (as stated in the Chapter 1 of the CA 9-1-1 Operations Manual) is 90% of the 9-1-1 calls should be answered within 15 seconds. According to the Emergency Call Tracking System (ECaTS) data available to the CA 9-1-1 Branch, this Public Safety Answering Point (PSAP) answered an average of **83.41%** of the 9-1-1 calls within 15 seconds over the past (12) months.

This agency has answered an average of **(11,328)** 9-1-1 calls per month over the past 12 months.

24/7 Operation

The current standard for PSAPs funded by the CA 9-1-1 Branch is that they must answer 9-1-1 calls 24 hours a day, 7 days a week.

ECaTS data indicates that this PSAP is answering 9-1-1 calls around the clock.

Master Street Address Guide (MSAG) Update Process

The CA 9-1-1 Branch is interested in understanding the process utilized by this agency when an inaccuracy is identified in the MSAG database and how that information is communicated to the 9-1-1 County Coordinator for correction. Examples of inaccuracies include "No Records Found", misroutes, Automatic Number Identification (ANI) and Automatic Location Identification (ALI) discrepancies. It is important to know that the 9-1-1 County Coordinator will require as much information as possible including the type of call (landline, wireless, Voice over Internet Protocol (VoIP)) and nature of the inaccuracy. Additionally, a screen print of the ANI/ALI data will help the 9-1-1 County Coordinator identify and correct the problem.

County Coordinator Contact information:

**Amethyst Uchida
831-471-1035
amethyst@scr911.org**

Text to 9-1-1

Each PSAP shall have the service and ability to accept and respond to any person who is texting to 9-1-1 for assistance.

- PSAPs using an Over the Top (OTT) solution, the PSAP shall have personnel logged into the Rapid Deploy solution 24/7 and available to receive and respond to text to 9-1-1 messages.
- PSAPs that have text to 9-1-1 integrated into their CPE solutions, they shall have personnel logged into a terminal that is capable to receive and respond to text to 9-1-1 messages.

Teletypewriter (TTY) Capability

According to the current National Emergency Number Association (NENA) Operational Standards, ***PSAP answering equipment should be able to accept TTY calls*** and 9-1-1 call-takers should be trained in the proper use of the equipment and have a familiarity with the types of calls they might receive.

For reference purposes, the following NENA Operational Standards regarding TTY calls can be viewed and downloaded from the NENA website as follows:

[NENA Standards & Other Documents - National Emergency Number Association](#)

- Minimum Training Standards for TDD/TTY Use in the Public Safety Communications Center (Document APCO/NENA ANS 3.105.1-2015, February 24th, 2015)
- Managers Guide to the ADA Title II: Direct Access (Document NENA-STA-035.2-2018, November 15th, 2018)
- TTY Phone Pals Program Operational Information Document (Document 52-5001, July 29th, 2004)
- Video Relay Service & IP Relay Service PSAP Interaction Information (Document (NENA-INF-013.2-2015, June 27th, 2015)

Management Information System (MIS)

The CA 9-1-1 Branch has contracted with Intrado to provide an MIS solution to monitor call activity at each PSAP. Intrados MIS is called ECaTS. This system provides statistics on the number of calls received at the PSAP during a given hour, the time it takes to answer the calls, the duration of calls, and other call related data. If there are any changes to equipment, 9-1-1 trunks or administration lines, please contact your CA 9-1-1 Branch consultant. ECaTS can be viewed or downloaded as follows:

<https://ca.ecats911.com/Home/tabid/37/ctl/Login/Default.aspx?returnurl=%2fdefault.aspx>

If you do not have a login name and password, please contact:

ECaTS Help Desk #: (888) 725-8099
Email Support: support@ecats911.com

Last 12 Months Answer Time Santa Cruz 911 Regional

495 Upper Park Road

Santa Cruz, CA 95065

County: Santa Cruz

Years: 2022 - 2023

Agency Affiliation Consolidated Multi-Affiliate

PSAP Size Extra Large

Report Date: 05/11/2023 16:33:48

Report Date From: 05/01/2022

Report Date To: 04/30/2023

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

PSAP Size: All

Include: Voice Calls

The Last 12 Months Answer Time Report is representative of the caller's answer time experience. Seizure-to-Answer Time is measured from the time of call seizure to the time of agent answer. Times shown include Setup, and may include Queue Seconds and/or Ring Seconds depending on PSAP configuration.

	PSAP						
	Total Calls	Percent Answered Within 10 Secs	Percent Answered Within 15 Secs	Percent Answered Within 20 Secs	Percent Answered Within 40 Secs	Percent Answered Within 60 Secs	Percent Answered Within 120 Secs
May	11,343	61.86%	83.85%	92.79%	99.33%	99.89%	100.00%
June	11,712	63.46%	84.79%	92.92%	99.20%	99.80%	100.00%
July	12,231	63.90%	85.64%	93.54%	99.35%	99.87%	100.00%
August	11,852	61.69%	83.65%	92.25%	99.10%	99.78%	100.00%
September	11,313	60.69%	82.47%	91.47%	98.71%	99.78%	100.00%
October	10,816	62.98%	84.77%	92.81%	99.14%	99.76%	99.95%
November	10,162	62.76%	85.08%	93.28%	99.33%	99.86%	99.99%
December	11,715	65.39%	85.50%	93.11%	99.12%	99.78%	100.00%
January	11,557	62.82%	84.52%	92.92%	98.99%	99.84%	100.00%
February	10,233	59.30%	83.31%	92.07%	99.02%	99.79%	100.00%
March	11,373	51.03%	75.51%	87.09%	97.87%	99.57%	100.00%
April	11,627	59.01%	81.77%	91.02%	98.49%	99.56%	99.99%
Total	135,934	61.27%	83.41%	92.11%	98.97%	99.77%	99.99%

Last 12 Months Ring Time Santa Cruz 911 Regional

495 Upper Park Road

Santa Cruz, CA 95065

County: Santa Cruz

Years: 2022 - 2023

Agency Affiliation: Consolidated Multi-Affiliate

PSAP Size: Extra Large

Report Date: 05/11/2023 16:39:40

Report Date From: 05/01/2022

Report Date To: 04/30/2023

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

PSAP Size: All

The Last 12 Months Ring Time Report is representative of the agent's answer time experience. Ring-to-Answer is measured from the time of presentation at the station to the time of agent answer (Ring Seconds Only).

	PSAP						
	Total Calls	Percent Answered Within 10 Secs	Percent Answered Within 15 Secs	Percent Answered Within 20 Secs	Percent Answered Within 40 Secs	Percent Answered Within 60 Secs	Percent Answered Within 120 Secs
May	11,343	75.89%	89.89%	95.06%	99.48%	99.90%	100.00%
June	11,712	77.42%	90.24%	95.22%	99.39%	99.80%	100.00%
July	12,231	78.09%	90.88%	95.61%	99.47%	99.89%	100.00%
August	11,852	75.67%	89.45%	94.63%	99.31%	99.81%	100.00%
September	11,313	74.86%	88.39%	93.89%	99.04%	99.82%	100.00%
October	10,816	77.12%	90.04%	95.04%	99.38%	99.82%	99.98%
November	10,162	77.08%	90.58%	95.59%	99.47%	99.90%	100.00%
December	11,715	79.18%	90.82%	95.25%	99.30%	99.82%	100.00%
January	11,557	78.14%	90.55%	95.00%	99.25%	99.88%	100.00%
February	10,233	76.05%	89.63%	94.87%	99.23%	99.82%	100.00%
March	11,373	67.99%	83.49%	90.86%	98.24%	99.62%	100.00%
April	11,627	74.88%	88.40%	93.80%	98.74%	99.60%	99.99%
Total	135,934	76.04%	89.36%	94.56%	99.19%	99.81%	100.00%

Call Summary (Classic) Santa Cruz 911 Regional

495 Upper Park Road

Santa Cruz, CA 95065

County: Santa Cruz

Years: 2022 - 2023

Agency Affiliation Consolidated Multi-Affiliate

PSAP Size Extra Large

Report Date: 05/10/2023 11:31:20

Report Date From: 05/01/2022

Report Date To: 04/30/2023

Period Group: Month

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

NSI Filters: NSI Included in 911 Totals

Agency Affiliation: All

PSAP Size: All

Date	911	911 Abdn	Unparsed 911	Total 911	911 Abdn Percentage	911 Outbound	Average Call Duration
May 2022	9,959	1,384	0	11,343	12.20%	1	207.2
June 2022	10,378	1,334	0	11,712	11.39%	0	152.9
July 2022	10,697	1,534	0	12,231	12.54%	0	153.6
August 2022	10,412	1,440	0	11,852	12.15%	0	154.4
September 2022	9,898	1,415	0	11,313	12.51%	0	153.9
October 2022	9,520	1,296	0	10,816	11.98%	0	186.9
November 2022	8,933	1,229	0	10,162	12.09%	0	169.4
December 2022	9,946	1,769	0	11,715	15.10%	0	158.8
January 2023	10,187	1,370	0	11,557	11.85%	0	158.7
February 2023	8,880	1,353	0	10,233	13.22%	0	155.6
March 2023	9,877	1,496	0	11,373	13.15%	0	159.6
April 2023	10,169	1,458	0	11,627	12.54%	0	156.1
PSAP Totals	118,856	17,078	0	135,934	12.56%	1	163.7

MONTHLY CALL ANSWER AVERAGE: 11,328

Calls Per Hour

Santa Cruz 911 Regional

495 Upper Park Road

Santa Cruz, CA 95065

County: Santa Cruz

Report Date: 05/11/2023 18:14:50

Report Date From: 05/01/2022

Report Date To: 04/30/2023

Period Group: Month

Time Group: 60 Minute

Time Block: 00:00 - 23:59

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Include Outbound: Inbound Only

Agency Affiliation: All

PSAP Size: All

Include: Voice Calls

Years: 2022 - 2023

Agency Affiliation: Consolidated Multi-Affiliate

PSAP Size: Extra Large

Date	00:00	01:00	02:00	03:00	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	Total
May 2022	286	212	216	174	149	128	229	316	367	460	500	630	636	620	655	733	790	724	687	660	649	604	494	424	11343
June 2022	323	254	215	156	142	163	216	304	393	470	525	619	641	672	677	719	751	771	672	707	725	684	529	384	11712
July 2022	385	289	281	192	162	154	241	303	364	400	503	571	642	636	652	768	804	717	800	734	750	785	618	500	12231
August 2022	339	284	242	184	138	154	257	308	427	501	571	622	740	696	696	711	713	748	748	664	631	589	444	445	11852
September 2022	296	245	190	158	141	192	233	296	441	462	511	628	592	569	637	721	745	767	660	662	663	561	498	425	11313
October 2022	307	260	206	152	118	168	210	311	422	428	573	521	535	617	569	579	747	760	646	681	601	540	462	401	10816
November 2022	239	221	195	163	153	159	236	333	428	442	516	573	623	628	620	692	641	649	566	548	495	411	343	298	10162
December 2022	287	196	222	157	139	172	240	332	461	530	592	774	809	704	663	711	715	675	648	660	559	541	566	342	11715
January 2023	325	273	286	231	192	210	260	394	526	510	631	591	639	603	652	660	710	812	677	569	573	457	426	340	11557
February 2023	287	167	158	169	145	178	189	324	444	507	474	553	574	613	648	648	656	633	667	604	484	478	358	295	10233
March 2023	264	242	180	206	152	167	229	341	498	507	622	563	668	827	722	691	721	655	695	600	573	518	413	339	11373
April 2023	294	231	193	163	146	168	215	330	425	529	545	619	669	747	716	749	748	661	724	655	619	579	509	393	11627
Total	3612	2874	2576	2105	1777	2013	2755	3892	5196	5746	6563	7254	7768	7932	7927	8362	8741	8572	8180	7744	7342	6747	5660	4586	135934
Average	301	240	215	175	148	168	230	324	433	479	547	605	647	661	697	728	728	714	652	645	612	562	472	362	472

Abandoned Calls	352	277	249	196	177	206	334	449	607	801	873	1107	1125	999	1144	1150	1182	985	1086	947	862	757	706	497	17076
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Class of Service

Santa Cruz 911 Regional

495 Upper Park Road

Santa Cruz, CA 95065

County: Santa Cruz

Month - Year: May 2022

Agency Affiliation: Consolidated Multi-Affiliate

PSAP Size: Extra Large

Report Date: 05/11/2023 16:44:12

Report Date From: 05/01/2022

Report Date To: 04/30/2023

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

PSAP Size: All

Class	PSAP	
	Call Count	%
BUSN	241	2.12%
CNTX	7	0.06%
COIN	0	0.00%
No Class of Service	6	0.05%
OTHER	0	0.00%
PAYP	43	0.38%
PBX	392	3.46%
RESD	337	2.97%
TLMA	12	0.11%
Unparsed 911	0	0.00%
VOIP	914	8.06%
W911	2035	17.94%
WPH2	7356	64.85%
TOTALS	11343	

Wireless 82.79%

**State of California
9-1-1 Emergency Communications Branch
FISCAL AND OPERATIONAL REVIEW
Section V**

**SANTA CRUZ REGIONAL 9-1-1
May 23, 2023**

Next Generation 9-1-1 and Cloud-based CPE

The CA 9-1-1 Branch has been actively working with PSAPs and vendors to install Next Generation 9-1-1 (NG 9-1-1) equipment at all PSAPs within the State of California. Each PSAP will have a rack of equipment in their back room for both the Prime Next-Gen Service Provider (PNSP) and their Regional Next-Gen Service Provider (RNSP). NG 9-1-1 allows for quicker delivery and more accurate routing of 9-1-1 calls and provides a more resilient and redundant network in the event of 9-1-1 outages. The equipment installed in the back room of the PSAP takes up much less space than the current racks and trunk that exist with legacy 9-1-1 equipment.

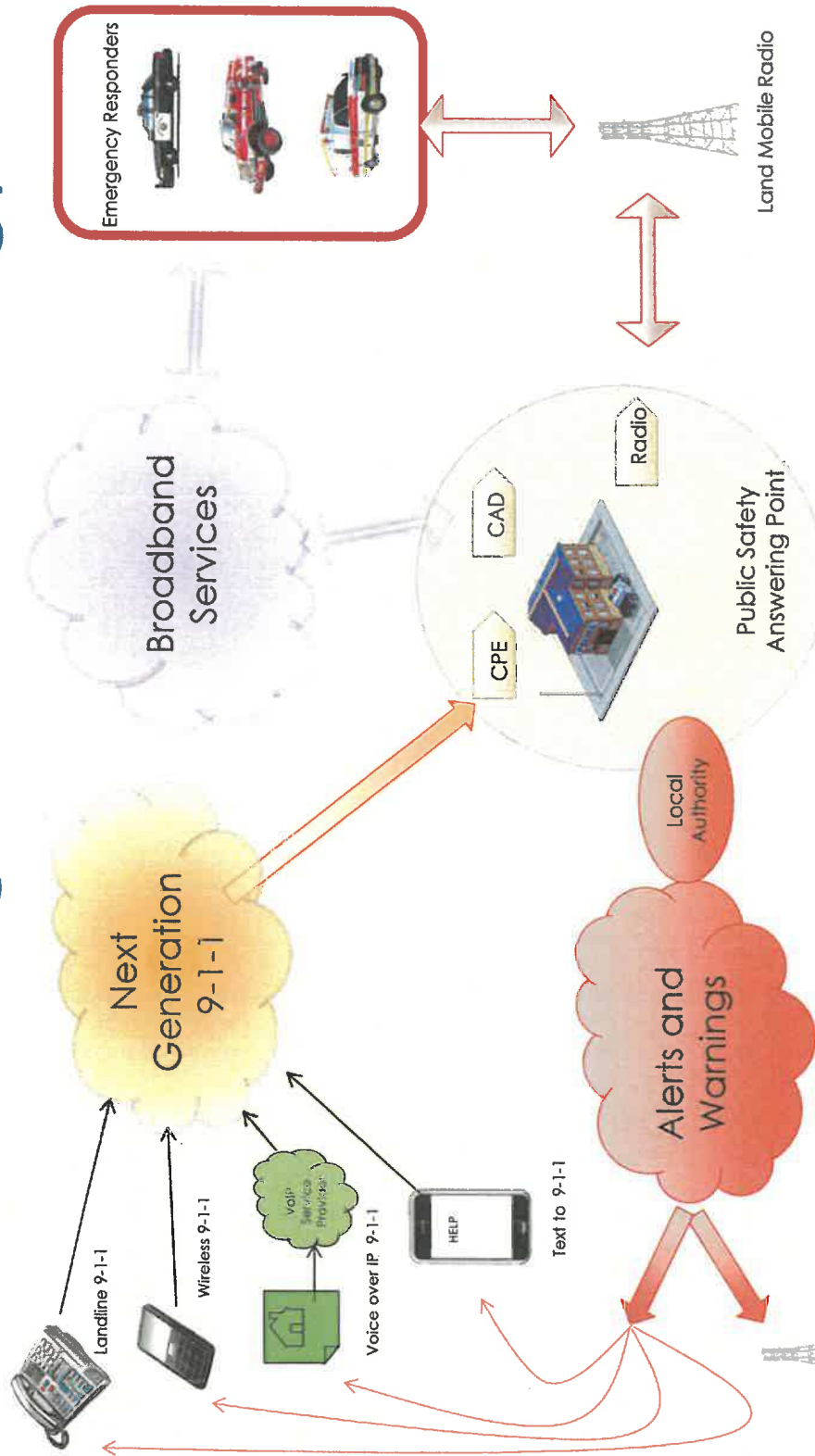
During the FOR the advisor will give a brief overview of the equipment and answer any questions that the PSAP may have.

Cloud-based CPE is the new NENA i3 compliant call taking equipment that has been validated in the NG 9-1-1 Lab and is approved by the state of California for all PSAPs. During the FOR the advisor will go over all approved vendors that are currently available to sell their equipment to PSAPs in the state and answer any funding questions the PSAP may have.

The Cloud CPE solutions do not have "on premise" equipment. The Cloud CPE will utilize a small network appliance in the back room to connect the local workstations to the Cloud CPE. In the event the PSAP would like to utilize a laptop workstation, the network connection must be purchased by the CA 9-1-1 Branch from the NG 9-1-1 Service Provider and must be a tariffed network service. All 9-1-1 services in California are regulated by the California Public Utilities Commission (CPUC) and all 9-1-1 traffic must utilize tariffed network services.

[CA 911 Services & Contracts | California Governor's Office of Emergency Services](#)

Connecting the Technology



CPE – Customer Premise Equipment used to answer 9-1-1 calls
 CAD – Computer Aided Dispatch used to dispatch emergency responders
 LMR – Land Mobile Radio used for mission critical voice communications

Broadcast Message

State of California
9-1-1 Emergency Communications Branch
FISCAL AND OPERATIONAL REVIEW
Section VI

SANTA CRUZ REGIONAL 9-1-1
May 23, 2023

REFERENCES

The **CA 9-1-1 Branch's Operations Manual** may be viewed and downloaded from our website as follows:

[CA 911 Operations Manual | California Governor's Office of Emergency Services](#)

The **CA 9-1-1 Branch's Contact information** may be viewed and downloaded from our website as follows:

[Microsoft Word - 911 ORG chart August 2022 \(ca.gov\)](#)

The **California 9-1-1 Advisory Board** may be viewed and downloaded from our website as follows:

[CA 911 Information | California Governor's Office of Emergency Services](#)

The CA 9-1-1 Branch's **Foreign Language Emergency Interpretation Services** contract may be viewed and downloaded from our website as follows:

[Agreement #A211006155 - Foreign Language Interpretation Services \(FLIS\) - signed.pdf \(ca.gov\)](#)

The CA 9-1-1 Branch's **9-1-1 Systems and Services Master Purchase Agreements** may be viewed and downloaded from our website as follows:

[CA 911 Services & Contracts | California Governor's Office of Emergency Services](#)

988 Mental Health Services for the state of California may be viewed from the following website:

[Home | 988 California](#)

REFERENCES (con't)

The **National Emergency Number Association (NENA)** may be viewed from the following website:

<http://www.nena.org/>

The **California chapter of the National Emergency Number Association (CALNENA)** may be viewed from the following website:

<http://www.calnena.org/index.html>

The **Association of Public-Safety Communications Officials (APCO)** may be viewed from the following website:

<https://www.apcointl.org/>

Northern911 is a Canadian based company that offers support to PSAPs if they receive a 9-1-1 call from outside their jurisdiction and require assistance in identifying the PSAP and phone number to transfer the call.

PSAPs can call the Northern911 Emergency Response Centre at **1-866-869-9959** and request assistance in identifying the PSAP and phone number to that PSAP for calls received outside their jurisdiction/county/state and within North America.

Note: there is a charge associated, confirm process with Northern911

Information about **Northern911** may be viewed from the following website:

<http://www.northern911.com/911-services/psap-support/>



DATE: July 19, 2023

TO: Board of Directors, Santa Cruz Regional 9-1-1

FROM: Beth Wann, Office Supervisor

SUBJECT: Item 4.9, Approve Revised *Agenda and Action Summary* - Policy 230

RECOMMENDATION:

Approve Revised *Agenda and Action Summary* - Policy 230.

BACKGROUND AND DISCUSSION:

The language in Policy 230 has been updated to the current practice of the Clerk's responsibilities in distributing and posting Board of Director's packets and agendas, reflecting the use of electronic mail and posting to the Authority's website.

FISCAL IMPACT:

None

Approved by:

Amethyst Uchida, General Manager



Santa Cruz Consolidated Emergency Communications Center

495 Upper Park Road
Santa Cruz, California 95065
(831) 471-1000 Fax (831) 471-1010

9-1-1 FIRE
POLICE
MEDICAL



Michael J. McDougall
General Manager

COMMUNICATIONS ADMINISTRATIVE POLICY/PROCEDURE

Policy No.	230	Date Issued:	April 15, 1993
Section:	200 – Administrative Policies	Date Revised:	May 22, 2008 <u>July 27, 2023</u>
Accreditation Standards:			
SUBJECT: AGENDA AND ACTION SUMMARY			
APPROVED: _____			
Board Chairperson			

- 1.0 The Board of Directors will set their Agendas in accordance with Section 10 of the Joint Powers Authority By-Laws.
 - 1.1 Any Member of the Board of Directors may place any item on the Agenda for Board consideration.
 - 1.2 The Clerk of the Board will generally assist the Board Chairperson, Board Secretary, and the General Manager with the administrative and clerical function of Agenda preparation as necessary.
 - 1.3 All agenda items shall be reviewed by the Board Chairperson and the General Manager in advance before scheduling the items for presentation to the Board of Directors.
 - 1.4 All reports requested by the Board of Directors will be placed on the Agenda by the General Manager.
 - 1.4.1 Completed staff reports with all attachments for an upcoming agenda are to be submitted to the General Manager the Tuesday before the week of the Board meeting.
 - 1.5 All requests for resolutions or agreements shall be reviewed and approved as to form by the Attorney for the Authority in advance of Agenda consideration.

1.5.1 The Attorney for the Authority shall report any substantial or significant opinions, suggestions or recommendations to the Board for consideration.

2.0 The Clerk of the Board is responsible for the following:

2.1 ~~Em~~Mailing the Agenda packet to each Board Member, the General Manager, the Attorney for the Authority, and the Authority Auditor-Controller one week in advance of (and no later than 72 hours prior) to each regularly scheduled meeting.

2.2 ~~M~~EMailing the written agenda and any written summary material or reports to each designated member of the Users Committee no later than 72 hours prior to each regularly scheduled meeting.

2.3 ~~Em~~Mailing an Action Summary of each Board meeting to each designated member of the Users Committee no later than one (1) week prior to the next regularly scheduled meeting.

2.4 Posting the written agenda containing a brief general description of each item of business to be transacted or discussed at the meeting, and indicating the time and place of the meeting no later than 72 hours prior to each regularly scheduled meeting.

2.4.1 Agendas are posted at the following locations which are accessible to the public:

~~2.4.1.1 Santa Cruz Main Library~~

~~2.4.1.2 Watsonville Main Library~~

~~2.4.1.1 Santa Cruz Consolidated Emergency Communications Center~~
~~Regional 9-1-1~~

~~2.4.1.2 Santa Cruz Regional 9-1-1's website~~

~~2.4.1.3 Emailed for posting to Board Clerks at County of Santa Cruz; Cities of Watsonville, Santa Cruz, and Capitola; City of Hollister; and County of San Benito~~

2.5 Providing notice of special, adjourned or concluded, or emergency meetings in accordance with the provisions of the Brown Act and the JPA By-Laws.

2.6 Mailing or emailing notice of every regularly scheduled meeting, and of any special meeting which is called at least one week prior to the date set for the meeting, to any person who has filed a written request for that notice with the Board in accordance with Government Code 54954.1, and has paid the fee established by the Board to pay for the estimated cost of providing service.



DATE: July 19, 2023

TO: Board of Directors, Santa Cruz Regional 9-1-1

FROM: Amethyst Uchida, General Manager

SUBJECT: Item 4.10, Approve Revised *Organizational Structure* - Policy 220

RECOMMENDATION:

Approve Revised *Organizational Structure* - Policy 220.

BACKGROUND AND DISCUSSION:

The language in Policy 220 has been revised to indicate the correct meeting date and time and language has been added to note the merging of Central Fire Protection District with the Aptos/La Selva Fire Protection District. Additional language has been added in order to update the current non-charter agencies.

FISCAL IMPACT:

None



Santa Cruz Consolidated
 Emergency Communications Center
 495 Upper Park Road
 Santa Cruz, California 95065
 (831) 471-1000 Fax (831) 471-1010

9-1-1 FIRE
 POLICE
 MEDICAL



Michael J. McDougall
 General Manager

**COMMUNICATIONS ADMINISTRATIVE
 POLICY/PROCEDURE**

Policy No.	220	Date Issued:	April 15, 1993
Section:	200 – Administrative Policies	Date Revised:	January 8, 1998 July 27, 2023
Accreditation Standards:		1.1.1, 2.1.1	
SUBJECT: ORGANIZATIONAL STRUCTURE			
APPROVED: _____			
Board Chairperson			

- 1.0 The Joint Powers Authority shall be governed by a Board of Directors composed of:
 - 1.1 The Santa Cruz County Administrative Officer.
 - 1.2 The City Manager of Capitola.
 - 1.3 The City Manager of Santa Cruz.
 - 1.4 The City Manager of Watsonville.
- 2.0 The functions of the Board of Directors shall be to:
 - 2.1 formulate and set policy.
 - 2.2 provide for the development of a consolidated emergency communications center and program.
 - 2.3 approve and adopt the annual operating and capital budget(s) for the Center.
 - 2.3.1 provide for the establishment of policies and procedures for expenditures of budgeted items.

- 2.4 select and appoint a General Manager.
- 2.5 select and appoint an Attorney for the Authority.
- 3.0 The Board of Directors shall generally meet the ~~second~~fourth Thursday of each month at ~~3:00~~1:30 PM. The usual location shall be the Consolidated Communications Center Conference Room, 495 Upper Park Road, Santa Cruz.
- 4.0 Each Member of the Board shall appoint alternates to serve in their absence.
 - 4.1 Appointed alternates shall not concurrently serve as designated members of the Users Committee.
 - 4.2 Appointed alternates shall be authorized to serve when requested by their appointing Director.
- 5.0 The General Manager shall appoint a Clerk of the Board.
 - 5.1 The Clerk of the Board will assist the Board Chairperson, Board Secretary, and the General Manager with the clerical and administrative functions of Board related matters as necessary.
- 6.0 At any Board meeting, the Board of Directors may consider any matter that it deems proper for carrying out the purpose of the Joint Powers Agreement, provided that the Board complies with the provisions of the Ralph M. Brown Act.
- 7.0 Pursuant to Section 3., Sub-section B. of the Joint Powers Agreement, an advisory entity which is subordinate to the Parties to the Agreement, has been created as the Users Committee.
 - 7.1 The purpose of the Users Committee is to:
 - 7.1.1 provide independent technical and operational advice to the Board of Directors.
 - 7.1.2 provide technical and operational advice to the General Manager.
 - 7.1.3 provide a forum for discussion and coordination of communications operating policies, procedures, programs, and technical standards.
 - 7.2 Membership of the Users Committee is specified in the JPA Agreement.

- 7.2.1 Members of the Users Committee shall be the Chief Officer or designee of each public safety agency receiving services from the Center.
- 7.2.2 In order to provide for the effective participation of all Users, the Board of Directors may designate additional agency representation as it deems appropriate.
- 7.3 Board appointed agencies who are not specifically enumerated in the JPA Agreement shall be known as non-charter members. Non-charter members shall have the same authority as charter members.
- 7.4 The charter agency membership of the Users Committee is specified in the JPA Agreement as follows:
 - 7.4.1 Capitola Police Department
 - 7.4.2 Santa Cruz Police Department
 - 7.4.3 Santa Cruz County Sheriff's Office
 - 7.4.4 Watsonville Police Department
 - 7.4.4.7.4.5 [Aptos/La Selva Fire Protection District \(merged with Central Fire Protection District as of 2/5/2021\)](#)
 - ~~7.4.5~~ ~~[Aptos/La Selva Fire Protection District](#)~~
 - 7.4.6 Ben Lomond Fire Protection District
 - 7.4.7 Boulder Creek Fire Protection District
 - 7.4.8 Branciforte Fire Protection District
 - 7.4.9 Central Fire Protection District
 - 7.4.10 Felton Fire Protection District
 - 7.4.11 Santa Cruz City Fire Department
 - 7.4.12 Scotts Valley Fire Protection District
 - 7.4.13 Watsonville City Fire Department
 - 7.4.14 Zayante Fire Protection District
 - 7.4.15 Santa Cruz County Emergency Services Department
 - 7.4.16 California Department of Forestry and Fire
 - 7.4.17 Protection/Santa Cruz County Fire
 - 7.4.18 AMR Transportation, Inc.
- 7.5 Non-charter agencies which have been designated by the Board of Directors as additional representatives to the Users Committee in accordance with paragraph 7.2.2 of this Policy are as follows:
 - ~~7.5.1~~ ~~[University of Santa Cruz Fire Department](#)~~
 - ~~7.5.2~~ ~~[University of Santa Cruz Police Department](#)~~
 - 7.5.1 [Santa Cruz County Emergency Medical Services](#)
 - 7.5.2 [Hollister Police Department](#)
 - 7.5.3 [Hollister Fire Department](#)
 - 7.5.4 [San Benito County Sheriff](#)



DATE: July 19, 2023

TO: Board of Directors, Santa Cruz Regional 9-1-1

FROM: Amethyst Uchida, General Manager

SUBJECT: Item 4.11, Approve Revised *Sick Leave* - Policy 1250

RECOMMENDATION:

Approve Revised *Sick Leave* - Policy 1250.

BACKGROUND AND DISCUSSION:

Language in Policy 1250 has been modified to distinguish between sick leave taken for routine family illnesses and sick leave that is protected under the federal Family Medical Leave Act (FMLA) and the California Family Rights Act (CFRA). Leave taken when the employee has submitted documentation of a family member's serious medical condition and requested leave and/or accommodations under FMLA and/or CFRA will not have any restrictions on the number of hours that can be paid from an employee's sick leave bank.

FISCAL IMPACT:

None.



COMMUNICATIONS PERSONNEL
POLICY/PROCEDURE

Policy No. 1250 Date Issued: February 17, 1994
Section: 1000 - Personnel Policies Date Revised: January 1 July 27, 2023
SUBJECT: SICK LEAVE
APPROVED: Board Chairperson

- 1.0 Regular and probationary full-time employees of the Authority shall accrue sick leave in the amount of ten (10) hours per month of service (i.e., 120 hours per year).
2.0 Regular and probationary part-time employees shall accrue sick leave on a pro-rata basis according to the number of annual hours assigned.
3.0 Sick leave shall be allowed for non-work related absences due to:
3.1 The inability of an employee to be present or perform the employee's duties because of a personal illness, off-duty injury or confinement for medical treatment.
3.2 Personal medical or dental appointments which are impossible to schedule outside of regular working hours.
3.3 The need to be present during childbirth, surgery, critical illness, injury or death involving members of the immediate family, as defined by Policy No. 1010, Personnel System, paragraph 2.7., for up to forty (40) hours per incident.
3.4 Family sick leave in order to care for a child, parent, spouse, or domestic partner, or designated person with a serious medical condition for up to sixty (60) hours per calendar year.

3.4.3.4.1 When the employee has applied for and been granted leave under the California Family Rights Act and/or the federal Family Medical Leave Act, use of sick leave in order to care for a child, parent, spouse, domestic partner, or designated person with a serious medical condition shall not be limited except by the balance of the employee's sick leave bank.

- 3.4.1 The Authority may limit an employee's leave to care for one designated person per a 12-month period.
- 4.0 When accrued sick leave is to be used, an employee will directly notify the on-duty Operations Supervisor of the cause of leave and its probable duration at least two (2) hours prior to their regular scheduled starting time.
- 4.1 Sick leave shall not be granted unless such report or advance notice has been made; provided, however, that the General Manager may grant an exception to this paragraph when it is determined that the employee's failure to notify was due to extreme circumstances beyond the control of the employee.
- 5.0 The General Manager may require satisfactory evidence of sickness or disability prior to authorizing payment for sick leave hours.
- 6.0 The Authority may also require an employee requesting to return to work after sick leave (or leave of absence for medical reasons) to submit to a medical examination by a physician(s) approved by the Authority for the purpose of determining that such employee is physically/mentally able to perform the essential functions of the employee's former position without hazard to the employee or to fellow employees.
- 6.1 Such examination(s) shall be at the sole expense of the Authority.
- 7.0 The maximum accumulation of unused sick leave is set at 1000 hours.
- 7.1 For employees hired after January 1, 2019, the maximum accumulation of unused sick leave is set at 400 hours.
- 7.2 Sick leave accumulated in any calendar year in excess of the maximum hours shall be paid at the following rates:
- 7.2.1 Employees with less than twenty (20) years of service - thirty three and one-third (33.33%) percent of such excess.
- 7.2.2 Employees with twenty (20) years of service or more – sixty six and two thirds (66.66%) percent of such excess.
- 7.2.3 The balance of such unused sick leave is lost and the sick leave accrual is reduced to 1000 hours or 400 hours (depending on the service date and accumulation as expressed in section 7.1 above) in the last pay period before but not including January 1 of each year.
- 8.0 An employee separating from Authority service, for other than termination for just cause, may receive a sick leave pay-off at the employee's regular pay rate in accordance with the following:
- 8.1 After ten (10) years of service to the completion of the nineteenth (19)



**IN RECOGNITION OF ROSE TORRES FOR HER SELECTION AS
THE SANTA CRUZ REGIONAL 9-1-1 DISPATCHER OF THE YEAR
FOR FISCAL YEAR 2023/2024**

WHEREAS, the Santa Cruz Regional 9-1-1 Joint Powers Authority has established an employee recognition program; and

WHEREAS, the purpose of this program is to publicly show support to employees for their outstanding efforts on behalf of the citizens and User Agencies served by Santa Cruz Regional 9-1-1; and

WHEREAS, Rose Torres began her career as a 9-1-1 Public Safety Dispatcher with Santa Cruz Regional 9-1-1 on August 1, 2018. She completed initial training on December 28, 2018 and continued to expand her skills by becoming fully law cross-trained on November 30, 2019. As a bilingual dispatcher, Rose is essential to the Authority's ability to provide all citizens equitable access to emergency services; and

WHEREAS, Rose Torres established herself within the organization, continuing to build skills by becoming an Emergency Medical Dispatcher (EMD) in 2020 and a Communications Training Officer (CTO) in 2021. Rose also serves her co-workers as the Vice President of the Employee Association; and

WHEREAS, Rose Torres embodies the values of "A Successful Netcom Employee" by treating Users, the public and peers with respect and care. Rose is generous with her compassion and empathy, communicating with respect and courtesy while working to urgently obtain important information from callers. Rose understands, embraces and looks to enhance her role in the success of the public safety mission; and

WHEREAS, Rose Torres was selected by her peers and unanimously endorsed by the Authority's management team to receive this annual award, and as such, it serves as a statement of appreciation for the qualities Rose possesses from all those who work with her on a daily basis.

NOW THEREFORE, I, Jamie Goldstein, Chairperson of the Santa Cruz Regional 9-1-1 Board of Directors, acting on behalf of all Members of the Board, do hereby honor and recognize Rose Torres for her dedicated service on behalf of the Joint Powers Authority.

Jamie Goldstein, Chairperson
Board of Directors
July 27, 2023



DATE: July 19, 2023

TO: Board of Directors, Santa Cruz Regional 9-1-1

FROM: Amethyst Uchida, General Manager

SUBJECT: Item 5.2, Classification Study Proposal

RECOMMENDATION:

Authorize the General Manager to negotiate and execute an agreement with Regional Government Services to perform a Classification Study, evaluating 13 administrative and management positions for a cost not to exceed \$25,300.

BACKGROUND AND DISCUSSION:

During the special Board Meeting held on March 9, 2023, when discussing compensation for unrepresented personnel and the challenges in conducting a salary survey for those personnel, the Board directed the General Manager to undertake a classification study in order to evaluate the accuracy of unrepresented employees' job descriptions and job titles.

Staff published a Request for Proposals on June 5, 2023, seeking a qualified firm to review thirteen existing management and administrative job descriptions, evaluate the work performed by employees in those classifications, and provide recommendations for updates or changes to job titles and job descriptions and/or organizational structure. At the close of the RFP on July 5, 2023 (extended from June 26, 2023), only one response was received. The proposal from Regional Government Services has been evaluated by Staff and deemed responsive. Staff conducted reference checks and received positive feedback.

Staff recommends the Board authorize the General Manager to negotiate and execute a services agreement with RGS, subject to review by the Attorney for the Authority in order to complete the Classification Study during the proposed time frame.

FISCAL IMPACT:

The selected proposal states a not-to-exceed amount of \$25,300. Funds are available and appropriated within the FY 2023/2024 Budget.

RGS Is Committed to Reducing Paper Waste by Use of Electronic Processes

RGS requests your assistance with meeting these waste reduction goals by joining us in the use of digital signature and electronic payment methods during our collaboration to reduce mailing and paper expenses.

As a convenience, RGS offers DocuSign to digitally sign our Agreements, providing a secure and legally binding digital signature process that eliminates the need for printing and distribution of documents.

Preamble: The agreement for services described below is also an agreement to engage in a relationship between organizations – Agency partners. In order to establish a mutually respectful relationship as well as a productive one, RGS has adopted the following values and business methods.

Our Values

- **Expert Services:** RGS serves exclusively public sector agencies with its team of public-sector experts.
- **Innovation:** RGS encourages and develops innovative and sustainable services to help each Agency meet its challenges through new modes of service provision.
- **Customer Driven:** RGS customizes solutions to achieve the right level and right kind of service at the right time for each Agency's unique organizational needs.
- **Perseverance:** Sometimes the best solutions are not immediately apparent. RGS listens, works with you, and sticks with it until a good fit with your needs is found.
- **Open Source Sharing:** RGS tracks emerging best practices and shares them, learning openly from each other's hard-won experience.
- **Commitment:** Government agencies are the public's only choice for many services. Public trust is earned and must be used wisely. And RGS will do its part. Each Agency should and will know how RGS sets its rates. RGS' pledge to you is that we will act with honesty, openness, and full transparency.

How RGS Does Business

When you work with RGS you can expect:

- RGS will strive to be explicit up front and put our understandings in writing. Before making assumptions, we hope to talk directly to prevent any misunderstandings.
- Ongoing interaction throughout our relationship to ensure that your needs are being met, and that projects progress appropriately and agreed-upon timelines are met.
- RGS is committed to honest interaction.
- When RGS employees are on your site, we expect them to treat people respectfully and be treated respectfully. If problems arise, we want to communicate early, accurately, and thoroughly to ensure that we find mutually acceptable solutions.
- As a public Agency, partnering is valued. We look out for each Agency's interests consistent with maintaining the public trust.
- To keep expectations realistic, it is important to understand that RGS is a governmental, joint powers authority evolving to meet changing local government needs. RGS has carefully constructed policies and procedures to allow maximum flexibility to meet your needs.

Agreement for Management and Administrative Services

This Agreement for Management Services (“Agreement”) is made and entered into as of the 27th day of July 2023, by and between the **SANTA CRUZ CONSOLIDATED EMERGENCY COMMUNICATIONS CENTER JOINT POWERS AUTHORITY D.B.A. SANTA CRUZ REGIONAL 9-1-1**, a Joint Powers Authority (“Agency”), and **Regional Government Services Authority** (RGS), a joint powers authority, (each individually a “Party” and, collectively, the “Parties”).

RECITALS

THIS AGREEMENT is entered into with reference to the following facts and circumstances:

- A. That Agency desires to engage RGS to render certain services to it;
- B. That RGS is a management and administrative services provider and is qualified to provide such services to the Agency; and
- C. That Agency has elected to engage the services of RGS upon the terms and conditions as hereinafter set forth.

TERMS AND CONDITIONS

Section 1. Services. The services to be performed by RGS under this Agreement shall include those services set forth in the attached **Exhibits**, which are incorporated by this reference herein and made a part hereof as though it were fully set forth herein.

Where in conflict, the terms of this Agreement supersede and prevail over any terms set forth in the **Exhibits**.

- 1.1 Standard of Performance.** RGS shall perform all services required pursuant to this Agreement in the manner and according to the standards observed by a competent practitioner of the types of services that RGS agrees to provide in the geographical area in which RGS operates.
- 1.2 Service Advisor.** To ensure quality and consistency for the services provided, RGS also assigns a service advisor to Agency. The service advisor is available to assigned RGS staff and to Agency management and will check in regularly with both to address program/project directives. Typically service advisor time is not billed to Agency, with some exceptions where significant programmatic direction is provided.
- 1.3 Reassignment of Personnel.** Assignment of personnel to provide the services described in the **Exhibits** is at the sole discretion of RGS. In the event that Agency or RGS, at any time during the term of this Agreement, desires the reassignment of personnel, Agency and RGS shall meet and discuss in good faith to address the issue of concern, including but not limited to reassigning such person or persons. For the avoidance of doubt, however, RGS retains sole control as to assignment of its personnel.
- 1.4 Time.** RGS shall devote such time to the performance of services pursuant to this Agreement as may be reasonably necessary to meet the standard of performance described above and to provide the services described in the **Exhibits**.

Section 2. Term of Agreement and Termination.

- 2.1** Services shall commence on or about July 27, 2023, and this Agreement is anticipated to remain in force to December 15, 2023, at which time services may continue on a month-to-month basis until one party terminates the Agreement or if Section 3 contains a “not to exceed” amount, until RGS charges for services reach the not-to-exceed amount at which point the Agreement will automatically terminate unless amended. Services provided under the month-to-month provision are subject to current RGS staff rates in effect at the time of service. Once this Agreement has converted to a month-to month basis, it shall automatically terminate upon the ninety-first (91st) continuous day with no billable service hours. After the ninety-first (91st) day with no billable service hours, RGS shall provide Agency with written notice of the automatic termination of the Agreement.
- 2.2** This Agreement may be terminated by either Party, with or without cause, upon 30 days’ written notice. Agency has the sole discretion to determine if the services performed by RGS are satisfactory to the Agency which determination shall be made in good faith. If Agency determines that the services performed by RGS are not satisfactory, Agency may terminate this Agreement by giving written notice to RGS. Upon receipt of notice of termination by either Party, RGS shall cease performing duties on behalf of Agency on the termination date specified and the compensation payable to RGS shall include only the period for which services have been performed by RGS.

Section 3. Compensation. Payment for services under this Agreement shall not exceed \$25,300 and shall be as provided in the **Exhibits**.

Section 4. Effective Date. This Agreement shall become effective on the date first herein above written.

Section 5. Relationship of Parties.

- 5.1** It is understood that the relationship of RGS to the Agency is that of an independent contractor and all persons working for or under the direction of RGS are its agents or employees and not agents or employees of Agency. The Agency and RGS shall, at all times, treat all persons working for or under the direction of RGS as agents and employees of RGS, and not as agents or employees of the Agency. Agency shall have the right to control RGS employees only insofar as the results of RGS’ services rendered pursuant to this Agreement. In furtherance of this Section 5.1, the Parties agree as follows:
- 5.1.1** Agency shall not request from RGS or from an RGS employee providing services pursuant to this Agreement an RGS employee’s Social Security Number or other similar personally identifying information.
- 5.1.2** Agency shall not report an RGS employee to a third party as an employee of Agency. For the purposes of this Section 5.1, “third party” means another government agency, private company, or individual.

5.1.3 In the event that a third-party requests information about an RGS employee—including but not limited to personally identifying information, hours or locations worked, tasks performed, or compensation—Agency shall inform RGS of the request prior to responding. If Agency possesses such information about an RGS employee, the Parties shall confer in good faith about an appropriate and legally compliant response to the request.

5.2 RGS shall provide services under this Agreement through one or more employees of RGS qualified to perform services contracted for by Agency. The positions of RGS staff that will coordinate services to the Agency are indicated in the **Exhibits**. The Executive Director or assigned supervising RGS staff will consult with Agency on an as-needed basis to assure that the services to be performed are meeting Agency's objectives. At any time the RGS employee may be providing services to one or more RGS clients concurrent with the services being provided under this Agreement.

5.3 Agency shall not have the ability to direct how services are to be performed, specify the location where services are to be performed, or establish set hours or days for performance of services, except as set forth in the **Exhibits**. Agency confirms that RGS employees are not assuming and are not expected to assume any Agency staff position(s).

5.4 RGS employees may require access to Agency's computer systems and networks to complete the assigned services. RGS requires its employees to agree to appropriate system usage policies, which include a pledge not to use partner agency electronic equipment for anything other than partner agency work. (These policies can be provided to Agency upon request.)

5.5 Agency shall not have any right to discharge any employee of RGS from RGS employment.

5.6 RGS shall, at its sole expense, supply for its employees providing services to Agency pursuant to this Agreement any and all benefits, such as worker's compensation, disability insurance, vacation pay, sick pay, or retirement benefits; obtain and maintain all licenses and permits usual or necessary for performing the services; pay any and all taxes incurred as a result of the employee(s) compensation, including employment or other taxes; and provide Agency with proof of payment of taxes on demand.

Section 6. General Liability Coverage. RGS, pursuant to California Government Code Section 990, may satisfy its contractual liabilities with self-insurance and/or participate in a pooled risk purchasing program. RGS has and will continue to maintain a program of liability coverage against claims for injuries to persons or damages to property that may arise from or in connection with the performance of the work hereunder by RGS and its agents, representatives, employees, and subcontractors.

6.1 Workers' Compensation Coverage.

6.1.1 General requirements. RGS shall, at its sole cost and expense, maintain Workers' Compensation coverage and Employer's Liability coverage with limits of not less than \$1,000,000.00 per occurrence.

6.1.2 Waiver of subrogation. The Workers' Compensation coverage shall be endorsed with or include a waiver of subrogation in favor of Agency for all work performed by RGS, its employees, agents, and subcontractors.

6.2 Commercial General, Automobile, and Professional Liability Coverages.

6.2.1 General requirements. RGS, at its own cost and expense, shall maintain commercial general and automobile liability coverage for the term of this Agreement in an amount not less than \$2,000,000 per occurrence, combined single limit coverage for risks associated with the work contemplated by this Agreement. RGS shall additionally maintain commercial general liability coverage in an amount not less than \$2,000,000 aggregated for bodily injury, personal injury, and property damage.

6.2.2 Minimum scope of coverage. RGS coverage may not be written on ISO forms but will always provide coverage at least as broad as the latest version of the following: (A) *General Liability*: Insurance Services Office Commercial General Liability coverage (occurrence form CG 0001); and (B) *Automobile Liability*: Insurance Services Office Business Auto Coverage form number CA 001, code 1 (any auto).

6.3 Professional Liability Insurance. RGS, at its own cost and expense, shall maintain for the period covered by this Agreement professional liability coverage for licensed professionals performing work pursuant to this Agreement in an amount not less than \$2,000,000 covering the licensed professionals' errors and omissions.

6.4 All Policies Requirements.

6.4.1 Coverage requirements. Each of the following shall be included in the coverage or added as an endorsement:

- a. Agency and its officers, employees, and agents, shall be covered as additional covered parties with respect to RGS' general commercial, and automobile coverage for claims, demands, and causes of action arising out of or relating to RGS' performance of this Agreement and to the extent caused by RGS' negligent act, error, or omission.
- b. An endorsement to RGS' general commercial and automobile coverages must state that coverage is primary with respect to Agency and its officers, officials, employees and agents.
- c. All coverages shall be on an occurrence or an accident basis, and not on a claims-made basis.

6.4.2 Acceptability of coverage providers. All coverages required by this section shall be acquired through providers with a Bests' rating of no less than A: VII or through sources that provide an equivalent level of reliability.

- 6.4.3 Verification of coverage.** Prior to beginning any work under this Agreement, RGS shall furnish Agency with notifications of coverage and with original endorsements effecting coverage required herein. The notifications and endorsements are to be signed by a person authorized to bind coverage on its behalf. Agency reserves the right to require complete, certified copies coverage at any time.
- 6.4.4 Subcontractors.** RGS shall include all subcontractors as insureds under its coverage or shall furnish separate certificates and endorsements for each subcontractor. All coverages for subcontractors shall be subject to all of the requirements stated herein.
- 6.4.5 Variation.** During the term of this Agreement, RGS may change the insurance program in which it participates. RGS will provide reasonable notice of any such change to Agency and replacement copies of Certificates of Coverage and endorsements.
- 6.4.6 Deductibles and Self-Insured Retentions.** RGS shall disclose any self-insured retention if Agency so requests prior to performing services under this Agreement or within a reasonable period of time of a request by Agency during the term of this Agreement.
- 6.4.7 Maintenance of Coverages.** The coverages stated herein shall be maintained throughout the term of this Agreement and proof of coverage shall be available for inspection by Agency upon request.
- 6.4.8 Notice of Cancellation or Reduction in Coverage.** In the event that any coverage required by this section is reduced, limited, or materially affected in any other manner, RGS shall provide written notice to Agency at RGS earliest possible opportunity and in no case later than five business days after RGS is notified of the change in coverage.

Section 7. Legal Requirements.

- 7.1 Governing Law.** The laws of the State of California shall govern this Agreement.
- 7.2 Compliance with Applicable Laws.** RGS and any subcontractors shall comply with all laws applicable to the performance of the work hereunder.
- 7.3 Reporting Requirements.** If there is a statutory or other legal requirement for RGS to report information to another government entity, RGS shall be responsible for complying with such requirements.
- 7.4 Other Governmental Regulations.** To the extent that this Agreement may be funded by fiscal assistance from another governmental entity, RGS and any subcontractors shall comply with all applicable rules and regulations to which Agency is bound by the terms of such fiscal assistance program.

- 7.5 Licenses and Permits.** RGS represents and warrants to Agency that RGS and its employees, agents, and any subcontractors have all licenses, permits, qualifications, and approvals of whatsoever nature that are legally required to provide the services contemplated by this Agreement. RGS represents and warrants to Agency that RGS and its employees, agents, and subcontractors shall, at their sole cost and expense, keep in effect at all times during the term of this Agreement any licenses, permits, and approvals that are legally required to practice their respective professions.
- 7.6 Nondiscrimination and Equal Opportunity.** RGS shall not discriminate on the basis of a person's race, religion, color, national origin, age, physical or mental handicap or disability, medical condition, marital status, sex, or sexual orientation, against any employee, applicant for employment, subcontractor, bidder for a subcontract, or participant in, recipient of, or applicant for any services or programs provided under this Agreement. RGS shall comply with all applicable federal, state, and local laws, policies, rules, and requirements related to equal opportunity and nondiscrimination in employment, contracting, and the provision of any services that are the subject of this Agreement.

Section 8. Keeping and Status of Records.

- 8.1 Records Created as Part of RGS' Performance.** All final versions of reports, data, maps, models, charts, studies, surveys, photographs, memoranda, plans, studies, specifications, records, files, or any other documents or materials, in electronic or any other form, that RGS prepares or obtains pursuant to this Agreement and that relate to the matters covered hereunder shall be the property of Agency. RGS hereby agrees to deliver those documents to Agency upon termination of the Agreement, if requested. It is understood and agreed that the documents and other materials, including but not limited to those described above, prepared pursuant to this Agreement are prepared specifically for Agency and are not necessarily suitable for any future or other use.
- 8.2 Confidential Information.** RGS shall hold any confidential information received from Agency in the course of performing this Agreement in trust and confidence and will not reveal such confidential information to any person or entity, either during the term of the Agreement or at any time thereafter. Upon expiration of this Agreement, or termination as provided herein, RGS shall return materials which contain any confidential information to Agency. For purposes of this paragraph, confidential information is defined as all information disclosed to RGS which relates to Agency past, present, and future activities, as well as activities under this Agreement, which information is not otherwise of public record under California law. Agency shall notify RGS what information and documents are confidential and thus subject to this section 8.2.
- 8.3 RGS Books and Records.** RGS shall maintain any and all ledgers, books of account, invoices, vouchers, canceled checks, and other records or documents evidencing or relating to charges for services or expenditures and disbursements charged to Agency under this Agreement for a minimum of 3 years, or for any longer period required by law, from the date of final payment under this Agreement.

8.4 Inspection and Audit of Records. Any records or documents that Section 8.3 of this Agreement requires RGS to maintain shall be made available for inspection, audit, and/or copying at any time during regular business hours, upon oral or written request of Agency. Under California Government Code Section 8546.7, if the amount of public funds expended under this Agreement exceeds \$10,000.00, the Agreement shall be subject to the examination and audit of the State Auditor, at the request of Agency or as part of any audit of Agency, for a period of three years after final payment under the Agreement.

Section 9. Non-assignment. This Agreement is not assignable either in whole or in part without the written consent of the other party.

Section 10. Amendments. This Agreement may be amended or modified only by written Agreement signed by both Parties.

Section 11. Validity. The invalidity, in whole or in part, of any provisions of this Agreement shall not void or affect the validity of any other provisions of this Agreement.

Section 12. Disputes. Should any dispute arise out of this Agreement, Agency agrees that it shall only file a legal action against RGS, and shall not file any legal action against any of the public entities that are members of RGS.

Section 13. Venue/Attorneys' Fees. Any suit or action initiated by either party shall be brought in Alameda County, California. In the event of litigation between the Parties hereto to enforce any provision of the Agreement, the prevailing Party shall be entitled to reasonable attorney's fees and costs of litigation.

Section 14. Mediation. Should any dispute arise out of this Agreement, the Parties shall meet in mediation and attempt to reach a resolution with the assistance of a mutually acceptable mediator. Neither Party shall be permitted to file legal action without first meeting in mediation and making a good faith attempt to reach a mediated resolution. The costs of the mediator, if any, shall be paid equally by the Parties. If a mediated settlement is reached, neither Party shall be deemed the prevailing party for purposes of the settlement and each Party shall bear its own legal costs.

Section 15. Employment Offers to RGS Staff. Should Agency desire to offer permanent or temporary employment to an RGS employee who is either currently providing RGS services to Agency or has provided RGS services to Agency within the previous six months, said Agency will be charged a fee equal to the full-time cost of the RGS employee for one month, using the most recent RGS bill rate for the RGS employee's services to Agency. This fee is to recover RGS' expenses in recruiting the former and replacement RGS staff.

Section 16. Entire Agreement. This Agreement, including the **Exhibits**, comprises the entire Agreement.

Section 17. Indemnification.

17.1 RGS' indemnity obligations.

RGS shall indemnify, defend, and hold harmless Agency and its legislative body, boards and commissions, officers, and employees ("Indemnitees") from and against all claims, demands, and causes of action by third parties, including but not limited to attorneys' fees, arising out of RGS' performance of this Agreement, to the extent caused by RGS' negligent act, error, or omission. Nothing herein shall be interpreted as obligating RGS to indemnify Agency against its own negligence or willful misconduct.

Training disclaimer

Agency understands and acknowledges that RGS advisors may, as part of the scope of services under this Agreement, provide training on various matters including human resources, accounting, or management practices. The advice and guidance included in such training does not, and is not intended to, constitute legal advice; instead, all information, content, and materials provided are based on industry best practices, but may not be applicable in all situations. Agency staff should not act or refrain from acting on the basis of the information provided as part of a training without first seeking legal advice from counsel in its relevant jurisdiction and/or appropriate Agency approval. RGS' obligation to indemnify, defend, and hold harmless indemnities pursuant to this section 17.1 for professional errors and omissions shall not exceed \$500,000.

17.2 Agency's indemnity obligations. Agency shall indemnify, defend and hold harmless RGS and its officers, directors, employees and agents from any and all claims and lawsuits where such persons are named in the lawsuit solely because of a duty any of them performs in accordance with the services outlined in Exhibit B.

It is the intent of the parties here to define indemnity obligations that are related to or arise out of Agency's actions as a governmental entity. Thus, Agency shall be required to indemnify and defend only under circumstances where a cause of action is stated against RGS, its employees or agents:

- a. which is unrelated to the skill they have used in the performance of the duties delegated to them under this Agreement;
- b. when the allegations in such cause of action do not suggest the active fraud or other misconduct of RGS, its employees, or agents; or
- c. where an Agency employee, if he had been acting in a like capacity, otherwise would be acting within the scope of that employment.

Whenever Agency owes a duty hereunder to indemnify RGS, its employees or agents, Agency further agrees to pay RGS a reasonable fee for all time spent by any RGS employee, or spent by any person who has performed work pursuant to this Agreement, for the purpose of preparing for or testifying in any suit, action, or legal proceeding in connection with the services the assigned employee has provided under this Agreement.

17.3 Obligations and indemnity related to defined benefit retirement plan participation.

- a. RGS and Agency acknowledge and agree that, if Agency participates in a defined benefit plan (such as CalPERS, a pension plan, or Social Security) (“Retirement Program”), it is possible that the Retirement Program may find that RGS employees providing services pursuant to this Agreement are employees of Agency and should be registered with the Retirement Program as employees of Agency, which possibility is the same as if Agency were contracting with a private consulting firm. Pursuant to Section 5.1 of this Agreement, Agency has an obligation to treat all persons working for or under the direction of RGS as agents and employees of RGS, and not as agents or employees of Agency. Agency agrees not to ask RGS employees for personally identifying information.
- b. In the event that the Agency’s Retirement Program initiates an inquiry that includes examination of whether individuals providing services under this Agreement to Agency are Agency’s employees, Agency shall inform RGS within five business days and share all communications and documents from the Retirement Program that it may legally share. In the event that either RGS or Agency files an appeal or court challenge, RGS and Agency each agree to cooperate with each other in responding to the inquiry and any subsequent administrative appeal or court challenge of an adverse determination. Notwithstanding Section 17.1 of this Agreement, RGS and Agency shall each bear their own costs in responding to an inquiry by a Retirement Program, including but not limited to costs of an administrative appeal or court challenge.
- c. In the event that any RGS employee or subconsultant providing services under this Agreement is determined by a court of competent jurisdiction or the Agency’s Retirement Program to be eligible for enrollment in the Retirement Program as an employee of the Agency, to the fullest extent of the law, Agency shall indemnify, defend, and hold harmless RGS for any Retirement Program contribution payment that Agency is required as a result to make to the Retirement Program as well as for the payment of any penalties and interest on such payments, if any.

Section 18. Notices. All notices required by this Agreement shall be given to Agency and RGS in writing, by first class mail, postage prepaid, or by email transmission addressed as follows:

Agency: Santa Cruz Regional 9-1-1
Attn: General Manager
495 Upper Park Rd
Santa Cruz, CA 95065
email: frontoffice@scr911.org

RGS: Regional Government Services Authority
P. O. Box 1350
Carmel Valley, CA 93924
Email: contracts@rgs.ca.gov

Notice by email transmission shall be deemed given upon verification of receipt if received before 5:00p.m. on a regular business day or else on the next business day.

IN WITNESS WHEREOF, the Parties hereto have caused this Agreement to be executed on the date first written by their respective officers duly authorized on their behalf.

DATED: _____

Agency

By: _____

Amethyst Uchida, General Manager

E: amethyst@scr911.org

DATED: _____

Regional Government Services Authority

By: _____

Sophia Selivanoff, Executive Director

Exhibit A

Compensation.

1. **Fees.** Agency agrees to pay to RGS the hourly rates set forth in the tables below for each RGS employee providing services to Agency, which are based in part on RGS' full cost of compensation and support for the RGS employee(s) providing the services herein described.

RGS and Agency acknowledge and agree that compensation paid by Agency to RGS under this Agreement is based upon RGS' costs of providing the services required hereunder. The Parties further agree adjustments to the hourly bill rate shown below for "RGS Staff" will be made on July 1 of each year, when RGS' hourly bill rates will be adjusted by the percentage change in the Consumer Price Index (Bureau of Labor Statistics, CPI for urban wage earners and clerical workers in the San Francisco-Oakland-San Jose area) ("CPI") for the twelve months through the end of December of the prior year. Irrespective of the movement of the CPI, RGS will not adjust its hourly rates downward; nor will RGS adjust its hourly rates upward in excess of a five percentage (5%) change, excepting instances where there was no increase in the prior year's hourly rates. In that event, RGS will adjust its hourly rates by the full percentage change in the CPI for the twelve months through the end of December of the prior year.

2. **Reimbursement of RGS' Direct Costs.** Agency shall reimburse RGS for direct external costs. Direct external costs, including such expenses as travel or other costs incurred for the exclusive benefit of the Agency are not included in the hourly bill rate and, will be invoiced to Agency when received and without mark-up. These external costs will be due upon receipt.
3. **Terms of Payment.** RGS shall submit invoices monthly for the prior month's services. Invoices shall be sent approximately 10 days after the end of the month for which services were performed and are due and shall be delinquent if not paid within 30 days of receipt. Delinquent payments will be subject to a late payment carrying charge computed at a periodic rate of one-half of one percent per month, which is an annual percentage rate of six percent, which will be applied to any unpaid balance owed commencing 7 days after the payment due date. Additionally, in the event the Agency fails to pay any undisputed amounts due to RGS within 15 days after payment due date, then Agency agrees that RGS shall have the right to consider said default a total breach of this Agreement and the duties of RGS under this Agreement may be terminated by RGS upon 5 working days' advance written notice.

Payment Process/Address. RGS prefers invoices be paid electronically.

RGS will reach out to your invoicing contact to establish and provide electronic payment instructions.

However, should you have questions or need other payment options, please contact:

Lindsay Rice, RGS Accounting Manager
(650) 587-7300X12 | lrice@rgs.ca.gov

[EXHIBIT A CONTINUES ON FOLLOWING PAGE]

AGENCY CONTACTS

Agency Billing Contact. Invoices are sent electronically only. Please provide the contact person to whom invoices should be sent:

NAME	EMAIL
Tina Bisgaard, Sr. Admin Assistant	tina@scr911.org

Agency Insurance Contact. Please provide the contact person to whom the certificate of coverage should be sent:

NAME	EMAIL
Beth Wann, Office Supervisor	beth@scr911.org

RGS STAFF RATES

TITLE	HOURLY RATE*
Strategic Services Consultant	\$176
Senior Advisor	\$150
Advisor	\$128
Technical Specialist	\$114
Administrative Specialist	\$102

**The Hourly Rate does not include direct external costs which will be invoiced to Agency with no markup and will fall outside of the not-to-exceed (if established) for services provided.*

Exhibit B

Scope of Services. Subject to the terms and conditions of this Agreement, Regional Government Services Authority (RGS) shall perform the functions as described in the attached proposal dated 6/26/23.



PROPOSAL

SANTA CRUZ REGIONAL 9-1-1

Classification Study
June 26, 2023



Consultant Contact Information 2

Firm Background 2

Consultant Team 3

Work Plan..... 5

Related Experience 7

Cost Proposal 10

Project Schedule 11

References 12

Appendix A – Resumes

CONSULTANT CONTACT INFORMATION

REGIONAL GOVERNMENT SERVICES

P.O. Box 1350
Carmel Valley, CA 93924

Bobbi Bennett, Strategic Services Consultant
Ph: (650) 587-7303
email: bbennett@rgs.ca.gov

FIRM BACKGROUND

Regional Government Services (RGS) was formed in 2001 by a city and a regional planning and services agency to help local governments meet three challenges: decreasing revenues, increasing service demands (and costs), and the loss of experienced staff. Government leaders knew that these challenges were likely to continue, so agencies would have to work together – uniting their voices and resources to advocate and become more efficient. The idea behind creating RGS was to form an agency that would help local governments share expertise and improve efficiencies. A need was emerging for some way to help agencies get the expertise and experience needed without each agency having to hire full-time staff when the need might be less than full-time. Agencies could, in effect, share expertise through a third party.

Today, RGS is a solvent organization governed by several member agencies, all with the common goal expressed in the JPA's mission statement: To provide quality, innovative, cost-effective services exclusively to public agencies. RGS has now served over 400 cities, special districts, joint powers authorities, and other local governments and non-profits that support local governments. RGS currently has 172 professional Advisors and 14 RGS Administrative staff.

RGS developed a highly flexible platform of administrative support and programs that could serve the diverse needs of cities, special districts, counties, and other joint powers authorities. Flexibility was vital because partner agencies' needs varied, and RGS services were 100 percent fee-based. Thus, RGS costs needed to be able to ramp up or down quickly as demand changed.

The highest value RGS can bring is to share our experiences with our clients, constantly refining Best Practices to provide quality expertise to benefit all our partner clients. The RGS staff prides itself on delivering accurate, professional products and services within reasonable timelines. We meet deadlines and provide clear, honest, and effective communications, all of which help promote good relations with stakeholders at all phases of a project.

Since 2015, RGS advisor teams have completed several hundred classification and compensation and multiple staffing projection studies for agencies throughout the State of California, including municipalities, county organizations, water and wastewater districts, special districts, a municipal insurance agency, transportation agencies, waste management agencies, and joint powers authorities. These studies have ranged from organization-wide comprehensive classification and compensation studies and staffing projections as part of an organizational development assessment or redesign. Most of our partner agencies have intended to design and implement traditional organizational hierarchies. We respect each agency's policy in offering classification and compensation services while providing creative and effective solutions to enhance staff attraction, retention, growth, and delivery of excellent public service.

In addition to our specific classification and compensation studies, RGS regularly provides organizational assessment studies in which alternative staffing, structure, and service delivery models are explored.

Regional Government Services (RGS) takes a holistic approach to classification study since each agency is unique in its work culture, services, and community. RGS will consider these factors when analyzing and making recommendations. The methods of how the study will be approached and analyzed are addressed fully in the Work Plan section of this proposal.

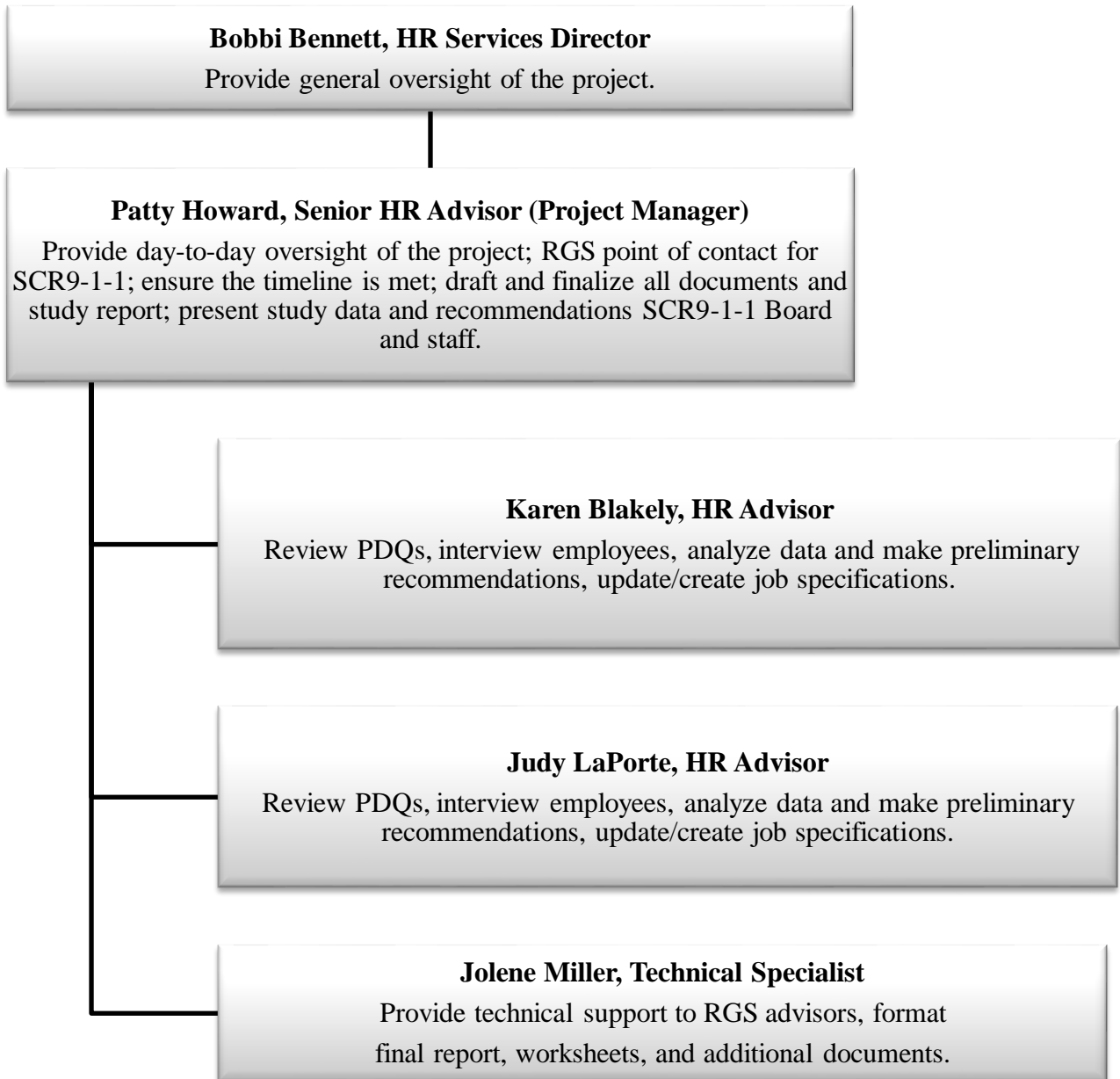
CONSULTANT TEAM

RGS is a virtual government agency and has developed a unique network of geographically distributed Advisors who can work onsite at partner agency offices or through various remote access technologies to deliver services to partner agencies. This flexible service delivery system reduces overhead and expands our ability to provide high-quality services throughout the state.

The RGS team we have assembled to assist SCR9-1-1 has outstanding relevant experiences, talents, and accomplishments in a range of public-sector operations. The primary project staff resourced for this team are available and prepared to begin immediately, will be available to the extent proposed for the duration of the contract, and have extensive experience in staffing projections, classification projects, and developing compensation structures and strategies. RGS does not utilize sub-consultants. The primary project team assigned to the SCR9-1-1 to deliver services will consist of the following:

- Bobbi Bennett, Strategic Services Consultant
- Patty Howard, Senior Human Resources Advisor
- Karen Blakely, Human Resources Advisor
- Judy LaPorte, Human Resources Advisor
- Jolene Miller, Technical Specialist

The following organizational chart reflects the primary project team's roles throughout the classification study. Summary resumes for the identified key RGS project team may be found in Appendix A. In addition, RGS may add other available and qualified Advisors to the team at the Senior Advisor's discretion as project requirements and priorities may require.



WORK PLAN

RGS will take the following steps to complete the classification study. The RGS Lead Advisor and Project Advisors will be available for phone and email consultation and video conference/phone meetings throughout the project.

VIRTUAL KICK-OFF MEETING WITH THE SCR9-1-1 POINT(S) OF CONTACT

The kick-off meeting will allow SCR9-1-1 to provide RGS with pertinent organizational data and share information regarding SCR9-1-1's classification plan. RGS will explain and answer any questions regarding the methodology, objectives, deliverables, and data collection methods to be used during the study.

REQUEST AND REVIEW KEY ORGANIZATIONAL BACKGROUND MATERIAL

Once the contract is executed, RGS will request and review key background material and documents from SCR9-1-1's current classification, compensation, organizational structure, policies, and procedures. Typical materials requested include:

- Organizational Charts.
- Existing classification specifications.
- Current salary schedules.
- Applicable policies and procedures.
- Current budget documents.
- Previous classification studies related to the study classifications.

CLASSIFICATION STUDY

During the study, RGS will conduct a job task analysis of each position, working with employees, managers, and executive staff to acquire the information we will use to ensure the proper classification of each position.

1. Position Description Questionnaires (PDQ)

a. Participant Orientation and Survey Tool Deployment

The project begins with virtual employee orientation meeting(s) to introduce the PDQ, followed by its distribution to employees. RGS will utilize a secure web based PDQ to collect incumbent job information for this study. RGS will distribute a link to the electronic PDQ using email. These PDQs allow employees to fully describe their positions' purpose, duties, and responsibilities in the easiest and quickest way possible.

The PDQ will also capture other job-related information, including knowledge, skills, abilities, frequency and nature of contacts, physical requirements, authority, autonomy of decision-making, consequences of error, environmental working conditions, education, and supervisory and managerial responsibilities. For vacant positions included in the study, the assigned supervisor should complete the PDQ.

After the orientation, employees are provided with written instructions and a link to the PDQ. Employees may save and exit for later return while completing the survey and print a PDF of their completed survey. Supervisors receive an email link to review, comment, and electronically sign completed surveys.

During the survey process, RGS professionals can provide remote support to employees, answer questions related to the survey, or resolve technical difficulties with the survey tool.

b. Review Completed PDQs – Evaluate Job Classification Structure

RGS advisors will review the PDQ data collected, evaluating all classification factors of the position, the class series, the job family, and the internal relationships within the classification plan. RGS advisors will review the structure of each classification and the placement, levels, and parity of classifications within and across SCR9-1-1's classification plan.

c. Conduct Data Clarification Interviews

Based on a thorough review of all employees' PDQ surveys, RGS advisors will conduct individual or group interviews, as needed, to clarify and secure additional information. For classifications with no incumbent, the classification's supervisor will be interviewed. Interviews may be conducted via telephone or video conference. Fully experienced RGS Advisors will conduct employee interviews.

2. Develop Classification Recommendations

RGS will review, compile, and analyze all information collected through the PDQ, participant interviews, and organizational materials obtained from SCR9-1-1. Using this information and, where necessary, data from other comparable agencies, RGS will develop recommendations for each classification description, structure, and format to ensure each classification accurately reflects the following information:

- Job Title
- General description and purpose of classification
- Supervision exercised and received
- Distinguishing characteristics in relation to other classifications performing similar work within the same job family or across the class plan

- An illustrative list of essential duty statements in order of importance
- Knowledge, skills, abilities, and other attributes necessary to perform the essential duties
- Minimum qualifications required at entry to successfully perform the essential functions, including education, experience, training, certifications, licenses, etc.
- A statement of the physicality necessary to effectively perform the essential duties
- Appropriate FLSA designation, if requested by SCR9-1-1

3. Job Classification Descriptions

RGS will prepare classification descriptions and recommendations for appropriate classification structure to ensure the plan and descriptions align with current business and operational needs. The descriptions will be finalized based on SCR9-1-1's edits.

4. Classification Study Report

RGS will compile and incorporate information gathered in the collaborative review process and finalize the report. The final report will include, at a minimum, the following:

- Executive Summary – including process followed and methodology used.
- Classification Study
 - Findings related to job titles, job PDQs, job specifications, and employee interviews
 - Confirmation that duties listed on the job specifications reflect the needs of SCR9-1-1, identification of positions where there is a disparity in duties performed and the job specification, and insight into areas of note related to span of control, reporting relationships, and career ladders
 - Confirmation that the job titles and job specifications are consistent with the work performed by each incumbent
 - Revised, updated, retitled, or newly proposed classification specifications that include accurate duty statements, skills, and competencies required for each position
 - Recommendations for obsolete job titles or classes or those that might benefit from the modernization of title and nomenclature, new classes and titles, and position reclassifications
 - Recommendation for a process to maintain the classification plan along with tools

RELATED EXPERIENCE

Our advisors have worked on multiple comprehensive classification and compensation studies for public entities at the state, county, and local levels. We are skilled at crafting, reviewing, and analyzing a wide array of public sector organizational classification and compensation structures.

The following is the list of clients for which RGS has completed similar studies in the last five (5) years. Included is the agency name, the year(s) of the project, the project type, and a brief project description.

CLIENT	YEAR OF PROJECT	TYPE OF PROJECT	PROJECT DETAIL
City of Lynwood	2018	Compensation Study	Three classifications, ten comparator agencies
Felton Fire District	2018	Compensation Study	Three classifications, ten comparator agencies
City of Arvin	2018	Classification and Compensation Study	Nineteen classifications, fifteen benchmark classes, and seven comparator agencies
Delta Diablo	2018	Classification Study	Agency-wide sixty-five classifications, eighty-one employees
Solano County Water Agency	2019	Compensation Study	Seven benchmark classifications, seventeen comparator agencies
Sonoma County Library	2019	Compensation Study	Twenty-nine benchmark classifications, twelve comparator agencies
City of Marysville	2019	Compensation Study	Twelve classifications, eight comparable agencies
City of Sacramento	2020	Classification and Compensation Study	Convention Center, nineteen classifications, forty-two employees. In addition, seven individual classification studies
City of San Rafael	2020	Classification Study	Three classifications, four employees
East Contra Costa Fire Protection District	2020	Compensation Study	Seven classifications, ten comparator agencies

CLIENT	YEAR OF PROJECT	TYPE OF PROJECT	PROJECT DETAIL
Calaveras Council of Governments	2020	Classification and Compensation Study	Agency-wide, six classifications, four employees; four benchmark classes, eight comparator agencies
Contra Costa Transportation Authority	2020	Compensation Study	Three benchmark classifications, nine comparator agencies
Sonoma County Employees' Retirement Authority	2020	Compensation Study	Single class (Executive Director), twelve comparator agencies
Central Coast Community Energy (3CE)	2021	Compensation Study	Agency-wide, thirty-four classifications, six comparator agencies
Sedona Fire District	2021	Classification Study	Five classifications, five employees
City of Fairfield	2019-2021	Classification and Compensation Study	Various - eighteen separate class and comp studies for single classifications
City of Salinas	2018-2021	Classification and Compensation Study	Various - seventeen separate class and comp studies for single classifications
City of Fort Bragg	2021-2022	Classification and Compensation Study	Agency-wide class and comp study; twenty-eight classes; thirty-seven employees; ten comparable agencies.
Sonoma County Employees' Retirement Authority	2022	Compensation Study	Single class (Executive Director), twelve comparator agencies

CLIENT	YEAR OF PROJECT	TYPE OF PROJECT	PROJECT DETAIL
Regional Water Authority	2022	Classification and Compensation Study	Three class studies and agency-wide compensation study
City of Yreka	2022	Compensation Study	Twenty-seven benchmark classes, ten comparable agencies
West Valley Sanitation District	2022	Compensation Study	Fourteen benchmark classes, ten comparable agencies
Hi-Desert Water District	2022	Classification Study/Salary Analysis	Three class studies; conducted internal salary alignment analysis
Orange County Fire Authority	2022-2023	Classification and Salary Study	Seven classes; thirty-two employees; fifteen comparator agencies
Grossmont Healthcare District	2022-2023	Compensation Study	Agency-wide comp study; nine classes; twenty-four comparator agencies

COST PROPOSAL

At RGS, we bill only actual hours attributable to the project at the specific Advisor or Technician's rate. Work will commence upon notification by SCR9-1-1 of the project award. Work is performed as agreed and subsequently billed each month based on hours actually worked. RGS Advisors are skilled at prioritizing projects and working within the budget of partner agencies. Mileage, if applicable, will be calculated and invoiced using the current IRS rate.

In calculating the costs for the project, RGS has considered the most efficient and cost-effective methods while continuously maintaining Human Resources' best practices. The total project cost for the classification study would **not exceed \$25,300**. Estimated project costs include:

CLASSIFICATION STUDY PHASES	ESTIMATED COST
1. Client contact: Kickoff meeting; emails, phone calls, status meeting/reports.	\$2,500
2. Classification study: Process PDQs, conduct interviews with staff, analyze data, and develop recommendations.	\$15,600
3. Study documents: draft and finalize class specifications, classification maintenance plan, and draft/final study report.	\$5,600
4. Presentation of classification findings and recommendations to the SCR9-1-1 Board of Directors and other stakeholders, as needed.	\$1,600
TOTAL ESTIMATED COST NOT TO EXCEED:	\$25,300

The hourly rate for work performed will be billed at the following hourly rates based on the Advisor(s) assigned to the project.

Title	Hourly Rate
Chief Operating Officer	\$140 to \$230
Deputy Chief Operating Officer	\$135 to \$205
Senior/Lead Advisor	\$130 to \$200
Advisor	\$120 to \$170
Project Advisor	\$110 to \$130
Project Coordinator	\$90 to \$125
Technical Specialist	\$80 to \$120

Regional Government Services may charge travel expenses at the current Federal rate for advisor travel to and from agency worksite.

PROJECT SCHEDULE

The following is a tentative project timeline that may be modified with mutual agreement between SCR9-1-1 and RGS. As SCR9-1-1 has set an extremely ambitious completion date for a project of this type and scope, in order to meet the following timeline, staff availability and responsiveness will be critical.

Meetings between RGS and SCR9-1-1's points of contact can be scheduled as required. Progress reports will be provided throughout the project. RGS strives to manage the timeline to ensure deadlines are met.

CLASSIFICATION STUDY	TENTATIVE DATES	RESPONSIBLE PARTY
1. Request and review SCR9-1-1's documents.	Week 1	SCR9-1-1/RGS
2. Kick-Off Meetings with SCR9-1-1's points of contact to discuss project.	Week 1	SCR9-1-1/RGS
3. Orientation meeting(s) with employees to provide information on study and directions about online PDQ.	Week 2	SCR9-1-1/RGS
4. Issue online PDQs to employees.	Week 2	RGS
5. Employee completed PDQs to Managers/ General Manager for review.	Week 4	SCR9-1-1
6. Manager/General Manager review completed, and all PDQs submitted to RGS for analysis.	Week 5	SCR9-1-1
7. Status update regarding PDQ submittals.	Week 5	SCR9-1-1/RGS
8. Review all PDQs and reviewer comments.	Week 6	RGS
9. Employees/Managers/General Manager interviews.	Week 7	SCR9-1-1/RGS
10. Analysis and development of recommendations.	Week 8	RGS
11. Status meeting to discuss findings and draft recommendations for classification plan.	Week 8	SCR9-1-1/RGS
12. Draft classification descriptions and classification report submitted to SCR9-1-1 for review.	Week 10	RGS
13. SCR9-1-1 returns draft classification descriptions and report to RGS with edits.	Week 11	SCR9-1-1
14. Final job classifications and report submitted to SCR9-1-1.	Week 12	RGS

REFERENCES

RGS teams regularly provide services beyond contract requirements and partner agency expectations. The intent is to address the services identified in the contract and take a holistic approach to ensure our partner agencies have considered all avenues, risks, and implementation options. RGS always strives to provide exceptional service without exceeding the contract's financial constraints. We are familiar with and have helped many organizations successfully navigate the challenges and opportunities that surface in studies. Additional references can be provided upon request.

GROSSMONT HEALTHCARE DISTRICT

RGS conducted an agency-wide total compensation study, surveying twenty-four designated comparator agencies for nine of the District's classifications. RGS collected salary and benefits data for all comparable classifications and recommended salary adjustments based on the external market data and the internal compensation alignment analysis conducted. Salary recommendations were made utilizing generally accepted compensation standards to ensure equity within class series, families, and across the various workgroups.

Tom Scaglione

Chief Administrative Officer

tscaglione@grossmonthealthcare.org

9001 Wakarusa Street

La Mesa, CA 91942

CITY OF FORT BRAGG

RGS conducted an agency-wide classification and compensation study of the thirty-one classifications (thirty-nine employees). RGS conducted job analysis on each position in the Division, identified essential duties, aligned positions into job families within classification series and across the classification plan, recommended new classification titles, and created new classification specifications for positions at various levels of the organization. RGS then conducted an internal compensation alignment analysis based on the updated classification plan. Salary recommendations were made utilizing generally accepted compensation standards to ensure equity within class series, class families, and across the various workgroups.

Peggy Ducey

Interim City Manager

pducey@fortbragg.com

416 North Franklin Street

Fort Bragg, CA 95437

CITY OF WATERFORD

RGS conducted an agency-wide total compensation study, surveying thirteen (13) designated comparator agencies for twenty-two of the City's classifications. RGS collected salary and benefits data for all comparable classifications and recommended salary adjustments based on the external market data and the internal compensation alignment analysis conducted. Salary recommendations were made utilizing generally accepted compensation standards to ensure equity within class series, families, and across the various workgroups.

Corbett Browning

City Attorney

cjb@rbgmlaw.com

101 E. Street

Waterford, CA 95386

Bobbi Bennett, M.A., PHR, IPMA-CP

Human Resources Services Director

Since 2000, Ms. Bennett has worked in both city and county government, specifically in human resources. During her career, she has overseen centralized full service Human Resources departments that addressed recruitments, classification and compensation, benefits, worker's compensation, performance management, discipline, employee relations, labor relations, labor negotiations, and training. Ms. Bennett's key skill is assisting all levels of an organization evaluate and address complex employee and organizational matters to facilitate effective resolutions.

PROFESSIONAL EXPERIENCE

REGIONAL GOVERNMENT SERVICES, JPA

Human Resources Services Director

Leads the human resources services teams in providing expert human resource consulting services to small municipalities, special districts, and government entities on leave and disability management, performance management, policy development, staffing, classification and compensation, employee relations, strategic planning, payroll and FLSA compliance, and a broad range of other human resource topics and services.

COUNTY OF ELDORADO, HUMAN RESOURCES DEPARTMENT

Human Resources Manager

Approximately 1900 employees. Oversaw and managed daily operations of all areas of Human Resources.

CITY OF POWAY, ADMINISTRATIVE SERVICES DEPARTMENT

Human Resources Manager

Approximately 360 employees. Oversaw and managed daily operations of all areas of Human Resources.

CITY OF CHULA VISTA, HUMAN RESOURCES DEPARTMENT

Senior Human Resources Analyst

Approximately 1600 employees. As a Senior Human Resources Analyst, handled politically sensitive requirements, classification reviews, salary surveys in preparation for negotiations, served as scribe on the management negotiation team, monitored criminal background checks, and served as a trainer. Performed discipline investigations. Served as chair of City's PRIDE and Work program.

CITY OF CHULA VISTA, HUMAN RESOURCES DEPARTMENT

Human Resources Analyst

Official job title changed from Citywide Volunteer Coordinator since the majority of the position included human resources tasks and assignments. Ms. Bennett handled more complex recruitments, salary surveys and classification reviews. Monitored criminal background checks and served as a trainer on various topics. Served as chair of the City's PRIDE and Work program.

CITY OF CHULA VISTA, HUMAN RESOURCES DEPARTMENT

Citywide Volunteer Coordinator

Volunteer program and Human Resources responsibilities included, but were not limited to: recruitments, on-boarding, salary surveys and training development. Monitored criminal background checks.

NATIONAL CONFLICT RESOLUTION CENTER

Mediator

Volunteer mediator on various court mandated mediations and voluntary mediations.

EDUCATION

MA, Counseling Psychology, National University
MA, Home Economics, San Diego State University

CERTIFICATIONS

- Professional in Human Resources (PHR), 1998
- IPMA Professional certification, 2008
- IPMA Certification Trainer, 2009 – Current
- CalPelra Labor Academies
- IPMA National Committee to revise IPMA Certification training presentation, 2009
- Certified Mediator, 2005
- Certificate in Internal Investigations, 2006

MEMBERSHIPS

- IPMA, local chapter and national
- CalPELRA
- MMANC
- SHRM
- CCPA (County and Cities Personnel Association), San Diego. Past chairperson

Patricia J. Howard, M.A.

Lead Advisor

Ms. Howard joined Regional Government Services as an Advisor in the Human Resources service group in 2016. She provides a broad range of human resources services to municipalities and special districts throughout northern California as well as serving as the Lead Advisor on the Classification and Compensation team.

Prior to joining RGS, Ms. Howard had over twenty-eight years of management-level human resources experience in local government agencies. Ms. Howard has served in the public sector in all areas of human resources management including recruitment and selection, classification and compensation, employee relations, labor negotiations, and EEO investigations. She is also a seasoned trainer, having developed and presented supervisory and lead worker training, harassment and discrimination prevention, and new employee orientations.

Ms. Howard has a master's degree in public administration with an emphasis in human resources. She holds certificates as a Senior Human Resources Professional from IPMA, a master's in labor relations from CALPELRA, and in Mediation Skills and Instruction Techniques for Trainers.

PROFESSIONAL EXPERIENCE

REGIONAL GOVERNMENT SERVICES

Human Resources Lead Advisor

As a Lead Advisor, Ms. Howard has been assigned to over twelve different partner agencies. She has provided human resources services such as:

- Conducted classification and compensation studies.
- Reviewed employee's position description questionnaires.
- Created draft job specifications.
- Conducted research regarding comparable classifications within study agencies and/or outside agencies.
- Developed recommendations for setting salaries of new and existing classifications based on data gathered.

KOFF & ASSOCIATES

Senior Associate

Ms. Howard served as a human resources consultant with a full-service HR consulting firm specializing in public sector management. Her assignments included:

- Assisted with classification and compensation studies.
- Conducted research related to compensation and benefit data of comparable agencies.

- Analyzed data to ensure reliability and accuracy.
- Provided data for review by executive staff.

CITY OF ROCKLIN

Principal Human Resources Analyst

Ms. Howard served as the Supervisor of all human resources activities for the city. Some of her duties included:

- Organized, directed, and oversaw the activities of the human resources division.
- Served as city training coordinator.
- Supervised professional, technical, and administrative human resources staff.
- Developed and administered division budget.
- Participated in labor negotiations as a member of the management negotiating team.
- Conducted investigations related to allegations of misconduct, harassment, discrimination, and violence in the workplace in compliance with local, State and Federal laws and guidelines.
- Conducted classification and compensation studies.

COUNTY OF EL DORADO

Principal Personnel Analyst

Ms. Howard was responsible for supervising and overseeing personnel staff and operations such as:

- Supervised professional, technical, and administrative personnel staff in the areas of recruitment and selection, classification and compensation, training and orientation, operations support.
- Coordinated countywide training programs.
- Prepared and implemented departmental budget.
- Conducted investigations related to allegations of misconduct, harassment, discrimination, and violence in the workplace.
- Provided HR assistance including contract interpretation.
- Served as member of management team for contract negotiations with various bargaining units.
- Conducted classification and compensation studies.
- Analyzed all data to ensure reliability and accuracy.
- Provided data for review by management staff.

Karen Blakely

Project Advisor

Ms. Blakely joined Regional Government Services in 2017. She has over twenty-seven years of experience providing professional Human Resources services as a generalist to public agencies. She has a depth of knowledge of Human Resources, including, but not limited to budgeting, data analysis, negotiations costing, legislative analysis, classification and compensation, and recruitment and selection. She is well versed in State and Federal employment laws and regulations, legal opinions, and court rulings as they apply to implementing best practices.

Ms. Blakely achieved the Human Resources Certification from the International Public Management Association (IPMA), and certificates in Recruitment and Selection, Classification and Compensation, Labor and Employee Relations, Ethics, Prevention of Harassment and Violence in the Workplace.

Ms. Blakely served as an elected Board Member of the Sacramento-Mother Lode IPMA Chapter for eight years.

PROFESSIONAL EXPERIENCE

REGIONAL GOVERNMENT SERVICES

Project Advisor

As an Advisor, Ms. Blakely has led organizational development projects for partner agencies. Specific assignments have included:

- Performed and coordinated complex classification and compensation studies
- Developed and updated job specifications
- Created detailed reports from data analysis
- Performed complex Human Resources services

CITY OF ROCKLIN

Principal Management Analyst

Ms. Blakely performed professional and analytical functions for the City, Finance, and Human Resources departments. Her responsibilities included:

- Oversight of payroll, benefits, classification and compensation, employee relations, and policy interpretation
- Created and maintained the City's Ten-Year Personnel Budget
- Provided ten-year costing data in labor negotiations
- Reviewed new legislation for impacts on Human Resources practices

- Analyzed CalPERS actuarial reports and presented impacts in annual Council presentations

COUNTY OF EL DORADO

Senior Personnel Analyst

Ms. Blakely supported all aspects of Human Resources and served all thirty-three departments. Some specific areas of responsibility included:

- Policy development and implementation
- Labor relations including negotiations working closely with County Counsel
- Analysis of legislation for impact on Human Resources practices
- Classification
- Compensation and benefit studies
- Recruitment and selection
- Reorganization and reductions in force
- Employee relations
- Interface with Payroll in Finance Department

Judy LaPorte

Advisor

Judy LaPorte joined Regional Government Services as an Advisor in the Human Resources service group in 2019. Her areas of expertise include human resources, risk management, finance, information technology, management, and project oversight.

Ms. LaPorte has over twenty years of senior level management experience in public sector agencies. Prior to joining RGS, Ms. LaPorte served in senior management positions in county, city and special district government, and has experience as an executive recruiter for public agencies.

Ms. LaPorte has a bachelor's degree in business administration.

PROFESSIONAL EXPERIENCE

REGIONAL GOVERNMENT SERVICES

Project Advisor

As an Advisor, Ms. LaPorte has led organizational development projects for partner agencies. Specific assignments have included:

- Organizational assessments
- Reorganization analysis
- Classification and compensation studies
- Created detailed reports from data analysis
- Recruitments
- Performed complex Human Resources services

DEBORAH GLASSER LABOR RELATIONS, LLC.

Labor Relations Specialist

Ms. LaPorte served as Chief Negotiator for a northern California client resulting in settlement of two contracts, on time and within the agency's budget. She met with the agency's Board on a regular basis in closed session

COUNTY OF PLACER

Assistant Director of Human Resources

Overseeing a staff of 50, Ms. LaPorte was responsible for assisting in the overall direction and management of the Human Resources Department including managing the administrative and fiscal operations, benefits, HR Information System, participating in labor negotiations, and providing professional assistance to management on personnel matters.

COUNTY OF PLACER – SHERIFF’S OFFICE

Administrative Services Manager

Ms. LaPorte was responsible for managing the fiscal and human resource function for this the Sheriff’s Office of 500 employees with an annual budget of \$110 million.

BOB MURRAY & ASSOCIATES

Vice President

Ms. LaPorte conducted executive searches for senior management positions serving cities, counties, and special districts.

CITY OF ROCKLIN

Director of Administrative Services

Ms. LaPorte was responsible for overseeing the department comprised of the Finance, Human Resources, Risk Management, Information Technology, and Fleet Services divisions.

Jolene Miller

Technical Specialist

Ms. Miller joined Regional Government Services (RGS) as a Project Technical Specialist in 2015. She has been providing expert technical services within RGS, in Training and Development, Business Development, Contracts Administration, Document Report Design, Editing and Production; Strategic Planning and Outreach and Communication as well as for our partner agencies.

Prior to joining RGS, Ms. Miller had over sixteen years of professional experience in both executive assistance and information technology services.

During her duty in the Navy, Ms. Miller was awarded the Human Sea Service Award for meritorious direct participation in operations to help the citizens of East Timor.

PROFESSIONAL EXPERIENCE

REGIONAL GOVERNMENT SERVICES

Project Technical Specialist

Ms. Miller has provided professional technical services for the Training and Development Team for several years. Recently, in 2020, the RGS training program had to pivot to online training exclusively. Ms. Miller spearheaded the technical and logistical initiatives to make the interactive trainings successful. Throughout her time with RGS, she has prepared training materials and provided technical support for local government trainings. In addition, she has researched to explore remote training solutions to support unique learning objectives and trained new staff on Adobe Connect functions and best practices.

Ms. Miller also assists with business development and marketing, contract administration, maintains databases, administers enrollments and payments for internal RGS staff trainings, and provides technical support to trainers and services to many teams in RGS by coordinating and formatting materials to be sent to the public and to partner agencies.

Ms. Miller's service to partner agencies has focused on compiling data and records, editing and producing documents, coordinating communication, and facilitating groups to implement project plans.

PACIFIC MUNICIPAL CONSULTANTS

Executive Assistant/ Office Manager

For over twelve years, Ms. Miller was the Executive Assistant and Office Manager for Pacific Municipal Consultants, a firm with 140 employees that served public-sector clients with planning, environmental, and municipal services throughout California. Ms. Miller provided professional-level administrative support for executives of all seven offices. In addition, she managed and maintained two corporate digital mailboxes, handling over 200 messages daily as well as the marketing mailboxes. She coordinated and managed the workload of a six-member Internal Service Provider (ISP) team. Ms. Miller served as the liaison between management and vendors for all final document publishing.

UNITED STATES NAVY

Information Systems Technician

Ms. Miller operated and maintained the Navy's global satellite telecommunications system, mainframe computers, local and wide area networks, and microcomputer systems used in the fleet. She managed, planned, and coordinated unit-level security of information systems and integration across the fleet, ensuring proper security and control of Communications Security (COMSEC) materials, systems, and equipment. She researched and recommended network and data communications hardware and software solutions.

As Help Desk Shift Supervisor, Ms. Miller provided technical assistance for a crew of 3,500 Sailors and Marines. She also assisted the Information Systems Security Officer in access control security.

Revenue and Expense

As Of = @prior-month-end; Years = 1; Chart Fields = Fund, GLKey, Character, Object; Balances = Adopted Budget, Adjusted Budget, Month-To-Date Actual, Year-To-Date Actual, Year-To-Date Variance, PctYear-To-Date Variance; Revenues/Expenses = R,E
 Fund [76101, 76103, 76130]

FY 2023

Object	GL Object Title	Adopted Budget	Adjusted Budget	Month-To-Date Actual	Year-To-Date Actual	Year-To-Date Variance	Count
GL Key: 700600 -- SANTA CRUZ REGIONAL 911*							
Revenues							
Character: 10 -- REV FROM USE OF MONEY & PROP							
40430	INTEREST	3,700.00	3,700.00	2,999.67	24,561.75	-20,861.75	1
40440	RENTS & CONCESSIONS	75,042.00	75,042.00	9,757.73	75,044.37	-2.37	1
Total 10 -- REV FROM USE OF MONEY & PROP		78,742.00	78,742.00	12,757.40	99,606.12	-20,864.12	2
Character: 19 -- CHARGES FOR SERVICES							
41654	MEDICAL CHARGES-EMPLOYEE	72,043.00	72,043.00	4,561.31	58,996.81	13,046.19	1
42044	MEMBER CONTRIBUTIONS	5,545,595.00	5,545,595.00	0.00	5,545,591.00	4.00	1
42047	OTHER CHARGES CURRENT SERVICES	2,586,894.00	2,586,894.00	262,370.84	2,579,661.54	7,232.46	1
Total 19 -- CHARGES FOR SERVICES		8,204,532.00	8,204,532.00	266,932.15	8,184,249.35	20,282.65	3
Character: 23 -- MISC. REVENUES							
42384	OTHER REVENUE	317,000.00	317,000.00	16,576.57	292,717.44	24,282.56	1
Total 23 -- MISC. REVENUES		317,000.00	317,000.00	16,576.57	292,717.44	24,282.56	1
Total Revenues		8,600,274.00	8,600,274.00	296,266.12	8,576,572.91	23,701.09	6
Expenditures							
Character: 50 -- SALARIES AND EMPLOYEE BENEF							
51000	REGULAR PAY-PERMANENT	4,346,587.00	4,346,587.00	381,363.71	3,905,692.59	440,894.41	1
51005	OVERTIME PAY-PERMANENT	410,000.00	410,000.00	69,293.99	591,960.67	-181,960.67	1
51010	REGULAR PAY-EXTRA HELP	100,000.00	100,000.00	4,783.41	63,491.70	36,508.30	1
51025	REGULAR PAY-CALL BACK	0.00	0.00	2,627.30	57,984.72	-57,984.72	1
51035	HOLIDAY PAY	0.00	0.00	3,762.84	39,842.08	-39,842.08	1
51040	DIFFERENTIAL PAY	120,000.00	120,000.00	20,622.18	119,904.01	95.99	1
52010	OASDI-SOCIAL SECURITY	76,000.00	76,000.00	7,371.07	74,277.41	1,722.59	1
52015	PERS	850,881.00	850,881.00	29,640.70	773,928.79	76,952.21	1
53010	EMPLOYEE INSURANCE & BENEFITS	1,101,523.00	1,101,523.00	82,080.45	1,056,229.22	45,293.78	1
53015	UNEMPLOYMENT INSURANCE	15,050.00	15,050.00	15.25	7,621.10	7,428.90	1
54010	WORKERS COMPENSATION INSURANCE	50,000.00	50,000.00	0.00	47,238.57	2,761.43	1
55020	SICK LEAVE RESERVE	0.00	0.00	6,284.90	83,534.67	-83,534.67	1
Total 50 -- SALARIES AND EMPLOYEE BENEF		7,070,041.00	7,070,041.00	607,845.80	6,821,705.53	248,335.47	12
Character: 60 -- SERVICES AND SUPPLIES							
61215	RADIO	26,383.00	26,383.00	5,008.25	20,033.00	6,350.00	1
61221	TELEPHONE-NON TELECOM 1099	90,000.00	90,000.00	7,288.76	98,670.21	-8,670.21	1
61312	INVENTORIALBLE ITEMS	29,500.00	29,500.00	6,537.25	19,968.40	9,531.60	1
61335	OTHER INSURANCE	100,849.00	100,849.00	0.00	103,335.29	-2,486.29	1
61730	MAINT-OTH EQUIP-SERVICES	493,289.00	493,289.00	218,226.75	484,255.62	9,033.38	1
61845	MAINT-STRUCT/IMPS/GRDS-OTH-SRV	69,755.00	69,755.00	31,733.98	87,052.83	-17,297.83	1
62020	MEMBERSHIPS	3,464.00	3,464.00	0.00	3,759.00	-295.00	1
62111	MISCELLANEOUS EXPENSE-SERVICES	1,500.00	1,500.00	193.59	2,346.49	-846.49	1
62215	BOOKS	200.00	200.00	0.00	0.00	200.00	1

Revenue and Expense

As Of = @prior-month-end; Years = 1; Chart Fields = Fund, GLKey, Character, Object; Balances = Adopted Budget, Adjusted Budget, Month-To-Date Actual, Year-To-Date Actual, Year-To-Date Variance, PctYear-To-Date Variance; Revenues/Expenditures = R,E
 Fund [76101, 76103, 76130]

FY 2023

Object	GL Object Title	Adopted Budget	Adjusted Budget	Month-To-Date Actual	Year-To-Date Actual	Year-To-Date Variance	Count
GL Key: 700600 – SANTA CRUZ REGIONAL 911*							
Expenditures							
Character: 60 – SERVICES AND SUPPLIES							
62217	MISC NONINVENTORIABLE ITEMS	10,600.00	10,600.00	0.00	14,441.45	-3,841.45	1
62218	PAPER	5,000.00	5,000.00	216.52	3,978.66	1,021.34	1
62219	PC SOFTWARE PURCHASES	86,545.00	86,545.00	643.20	29,412.59	57,132.41	1
62220	PHOTO COPY/PRINTER SUPPLIES	300.00	300.00	43.61	438.86	-138.86	1
62221	POSTAGE	400.00	400.00	0.00	235.67	164.33	1
62223	SUPPLIES	20,000.00	20,000.00	1,028.39	19,806.37	193.63	1
62301	ACCOUNTING AND AUDITING FEES	32,000.00	32,000.00	30,008.08	30,336.58	1,663.42	1
62304	ATTORNEY	10,000.00	10,000.00	0.00	8,500.00	1,500.00	1
62325	DATA PROCESSING SERVICES	45,000.00	45,000.00	3,117.84	36,915.72	8,084.28	1
62381	PROF & SPECIAL SERV-OTHER	48,323.00	48,323.00	2,013.00	68,148.39	-19,825.39	1
62420	LEGAL NOTICES	500.00	500.00	0.00	0.00	500.00	1
62500	EQUIPMENT LEASE & RENT	3,500.00	3,500.00	306.06	3,532.46	-32.46	1
62610	RENTS/LEASES-STRUC IMP & GRNDS	35,652.00	35,652.00	1,981.20	22,495.66	13,156.34	1
62715	SMALL TOOLS & INSTRUMENTS	500.00	500.00	14.98	440.91	59.09	1
62914	EDUCATION & TRAINING(REPT)	10,000.00	10,000.00	792.36	6,910.78	3,089.22	1
62926	MILEAGE	2,500.00	2,500.00	211.70	1,355.97	1,144.03	1
62928	TRAVEL-OTHER(NON-REPT)	8,700.00	8,700.00	-6,592.92	3,233.38	5,466.62	1
62930	REGISTRATIONS (NON REPT)	7,000.00	7,000.00	0.00	5,350.00	1,650.00	1
63070	UTILITIES	99,000.00	99,000.00	7,911.68	99,257.65	-257.65	1
	Total 60 – SERVICES AND SUPPLIES	1,240,460.00	1,240,460.00	310,684.28	1,174,211.94	66,248.06	28
Character: 95 – INTRAFUND TRANSFERS							
95002	INTRAFUND TRANSFERS-OUT	0.00	0.00	0.00	1,183.48	-1,183.48	1
	Total 95 – INTRAFUND TRANSFERS	0.00	0.00	0.00	1,183.48	-1,183.48	1
Character: 98 – APPROP FOR CONTINGENCIES							
98700	APPROP FOR CONTINGENCIES	332,420.00	332,420.00	0.00	0.00	332,420.00	1
	Total 98 – APPROP FOR CONTINGENCIES	332,420.00	332,420.00	0.00	0.00	332,420.00	1
	Total Expenditures	8,642,921.00	8,642,921.00	918,530.08	7,997,100.95	645,820.05	42
	Total 700600 – SANTA CRUZ REGIONAL 911*	-42,647.00	-42,647.00	-622,263.96	579,471.96	-622,118.96	48
GL Key: 700650 – SCR 911-DEBT FUND							
Revenues							
Character: 10 – REV FROM USE OF MONEY & PROP							
40430	INTEREST	0.00	0.00	14.28	2,216.66	-2,216.66	1
	Total 10 – REV FROM USE OF MONEY & PROP	0.00	0.00	14.28	2,216.66	-2,216.66	1
Character: 19 – CHARGES FOR SERVICES							
42044	MEMBER CONTRIBUTIONS	470,277.00	470,277.00	0.00	603,046.53	-132,769.53	1
	Total 19 – CHARGES FOR SERVICES	470,277.00	470,277.00	0.00	603,046.53	-132,769.53	1
	Total Revenues	470,277.00	470,277.00	14.28	605,263.19	-134,986.19	2

Revenue and Expense

As Of = @prior-month-end; Years = 1; Chart Fields = Fund, GLKey, Character, Object; Balances = Adopted Budget, Adjusted Budget, Month-To-Date Actual, Year-To-Date Actual, Year-To-Date Variance, PctYear-To-Date Variance; Revenues/Expenses = R, E
 Fund [76101, 76103, 76130]

FY 2023

Object	GL Object Title	Adopted Budget	Adjusted Budget	Month-To-Date Actual	Year-To-Date Actual	Year-To-Date Variance	Count
GL Key: 700650 – SCR 911-DEBT FUND							
Expenditures							
Character: 60 – SERVICES AND SUPPLIES							
62345	FISCAL AGENTS FEES	3,205.00	3,205.00	0.00	3,905.00	-700.00	1
Total 60 –	SERVICES AND SUPPLIES	3,205.00	3,205.00	0.00	3,905.00	-700.00	1
Character: 70 – OTHER CHARGES							
74110	PRINCIPAL ON LONG-TERM DEBT	322,780.00	322,780.00	0.00	424,533.54	-101,753.54	1
74425	INTEREST ON LONG-TERM DEBT	144,293.00	144,293.00	0.00	169,992.26	-25,699.26	1
Total 70 –	OTHER CHARGES	467,073.00	467,073.00	0.00	594,525.80	-127,452.80	2
Character: 95 – INTRAFUND TRANSFERS							
95001	INTRA-FUND TRANSFERS-IN	0.00	0.00	0.00	-1,183.48	1,183.48	1
Total 95 –	INTRAFUND TRANSFERS	0.00	0.00	0.00	-1,183.48	1,183.48	1
Total Expenditures							
Total 700650 –	SCR 911-DEBT FUND	470,278.00	470,278.00	0.00	597,247.32	-126,969.32	4
		-1.00	-1.00	14.28	8,015.87	-8,016.87	6
GL Key: 700690 – SCR911-SC METRO RMS							
Revenues							
Character: 10 – REV FROM USE OF MONEY & PROP							
40430	INTEREST	1,200.00	1,200.00	137.72	3,174.10	-1,974.10	1
Total 10 –	REV FROM USE OF MONEY & PROP	1,200.00	1,200.00	137.72	3,174.10	-1,974.10	1
Character: 19 – CHARGES FOR SERVICES							
41654	MEDICAL CHARGES-EMPLOYEE	500.00	500.00	103.25	1,254.17	-754.17	1
42044	MEMBER CONTRIBUTIONS	670,692.00	670,692.00	0.00	500,753.08	169,938.92	1
Total 19 –	CHARGES FOR SERVICES	671,192.00	671,192.00	103.25	502,007.25	169,184.75	2
Character: 23 – MISC. REVENUES							
42384	OTHER REVENUE	68,403.00	68,403.00	25,221.00	68,403.00	0.00	1
Total 23 –	MISC. REVENUES	68,403.00	68,403.00	25,221.00	68,403.00	0.00	1
Total Revenues		740,795.00	740,795.00	25,461.97	573,584.35	167,210.65	4
Expenditures							
Character: 50 – SALARIES AND EMPLOYEE BENEF							
51000	REGULAR PAY-PERMANENT	275,390.00	275,390.00	25,692.91	270,396.46	4,993.54	1
51005	OVERTIME PAY-PERMANENT	600.00	600.00	0.00	0.00	600.00	1
51025	REGULAR PAY-CALL BACK	0.00	0.00	612.00	6,528.00	-6,528.00	1
51035	HOLIDAY PAY	0.00	0.00	1,211.76	17,418.01	-17,418.01	1
51040	DIFFERENTIAL PAY	0.00	0.00	-128.20	156.80	-156.80	1
52010	OASDI-SOCIAL SECURITY	3,400.00	3,400.00	399.19	4,315.56	-915.56	1
52015	PERS	52,076.00	52,076.00	2,917.59	51,984.30	91.70	1
53010	EMPLOYEE INSURANCE & BENEFITS	37,765.00	37,765.00	3,235.26	40,737.11	-2,972.11	1
53015	UNEMPLOYMENT INSURANCE	850.00	850.00	0.00	277.12	572.88	1
54010	WORKERS COMPENSATION INSURANCE	4,075.00	4,075.00	0.00	4,075.00	0.00	1

Revenue and Expense

As Of = @prior-month-end; Years = 1; Chart Fields = Fund, GLKey, Character, Object; Balances = Adopted Budget, Adjusted Budget, Month-To-Date Actual, Year-To-Date Actual, Year-To-Date Variance, PctYear-To-Date Variance; Revenues/Expenditures = R,E
 Fund [76101, 76103, 76130]

FY 2023

Object	GL Object Title	Adopted Budget	Adjusted Budget	Month-To-Date Actual	Year-To-Date Actual	Year-To-Date Variance	Count
GL Key: 700690 – SCR911-SC METRO RMS							
Expenditures							
Character: 50 – SALARIES AND EMPLOYEE BENEF							
55020	SICK LEAVE RESERVE	0.00	0.00	0.00	3,934.92	-3,934.92	1
Total 50	– SALARIES AND EMPLOYEE BENEF	374,156.00	374,156.00	33,940.51	399,823.28	-25,667.28	11
Character: 60 – SERVICES AND SUPPLIES							
61221	TELEPHONE-NON TELECOM 1099	1,700.00	1,700.00	44.38	1,423.60	276.40	1
61312	INVENTORIALBLE ITEMS	10,000.00	10,000.00	0.00	6,509.90	3,490.10	1
61730	MAINT-OTH EQUIP-SERVICES	184,434.00	184,434.00	0.00	65,372.96	119,061.04	1
62111	MISCELLANEOUS EXPENSE-SERVICES	1,000.00	1,000.00	0.00	0.00	1,000.00	1
62217	MISC NONINVENTORIALBLE ITEMS	1,000.00	1,000.00	0.00	0.00	1,000.00	1
62218	PAPER	500.00	500.00	519.78	519.78	-19.78	1
62219	PC SOFTWARE PURCHASES	38,721.00	38,721.00	0.00	44,672.45	-5,951.45	1
62223	SUPPLIES	1,000.00	1,000.00	0.00	331.95	668.05	1
62301	ACCOUNTING AND AUDITING FEES	2,000.00	2,000.00	0.00	0.00	2,000.00	1
62365	MANAGEMENT SERVICES	48,224.00	48,224.00	0.00	48,224.00	0.00	1
62381	PROF & SPECIAL SERV-OTHER	3,500.00	3,500.00	0.00	5,250.00	-1,750.00	1
62420	LEGAL NOTICES	500.00	500.00	0.00	0.00	500.00	1
62914	EDUCATION & TRAINING(REPT)	5,000.00	5,000.00	0.00	1,180.00	3,820.00	1
62926	MILEAGE	2,000.00	2,000.00	548.83	1,099.08	900.92	1
62928	TRAVEL-OTHER(NON-REPT)	2,000.00	2,000.00	0.00	34.00	1,966.00	1
62930	REGISTRATIONS (NON REPT)	2,000.00	2,000.00	0.00	325.00	1,675.00	1
Total 60	– SERVICES AND SUPPLIES	303,579.00	303,579.00	1,112.99	174,942.72	128,636.28	16
Character: 80 – FIXED ASSETS							
86204	EQUIPMENT	264,938.00	264,938.00	0.00	70,960.96	193,977.04	1
Total 80	– FIXED ASSETS	264,938.00	264,938.00	0.00	70,960.96	193,977.04	1
Total Expenditures		942,673.00	942,673.00	35,053.50	645,726.96	296,946.04	28
Total 700690	– SCR911-SC METRO RMS	-201,878.00	-201,878.00	-9,591.53	-72,142.61	-129,735.39	32
GL Key: 700700 – SANTA CRUZ REGIONAL 911-CAP							
Revenues							
Character: 10 – REV FROM USE OF MONEY & PROP							
40430	INTEREST	16,416.00	16,416.00	42.34	336.20	16,079.80	1
Total 10	– REV FROM USE OF MONEY & PROP	16,416.00	16,416.00	42.34	336.20	16,079.80	1
Character: 19 – CHARGES FOR SERVICES							
42044	MEMBER CONTRIBUTIONS	-2,416.00	-2,416.00	0.00	0.00	-2,416.00	1
Total 19	– CHARGES FOR SERVICES	-2,416.00	-2,416.00	0.00	0.00	-2,416.00	1
Total Revenues		14,000.00	14,000.00	42.34	336.20	13,663.80	2

Revenue and Expense

As Of = @prior-month-end; Years = 1; Chart Fields = Fund, GLKey, Character, Object; Balances = Adopted Budget, Adjusted Budget, Month-To-Date Actual, Year-To-Date Actual, Year-To-Date Variance, PctYear, To-Date Variance; Revenues/Expenditures = R,E
 Fund [76101, 76103, 76130]

FY 2023

Object	GL Object Title	Adopted Budget	Adjusted Budget	Month-To-Date Actual	Year-To-Date Actual	Year-To-Date Variance	Count
GL Key: 700700 – SANTA CRUZ REGIONAL 911-CAP							
Expenditures							
Character: 80 – FIXED ASSETS							
86204	EQUIPMENT	14,000.00	14,000.00	9,107.09	-7,365.77	21,365.77	1
	Total 80 – FIXED ASSETS	14,000.00	14,000.00	9,107.09	-7,365.77	21,365.77	1
	Total Expenditures	14,000.00	14,000.00	9,107.09	-7,365.77	21,365.77	1
	Total 700700 – SANTA CRUZ REGIONAL 911-CAP	0.00	0.00	-9,064.75	7,701.97	-7,701.97	3
		-244,526.00	-244,526.00	-640,905.96	523,047.19	-767,573.19	89

SANTA CRUZ REGIONAL 9-1-1 JPA
PARS OPEB Trust Program

Account Report for the Period
4/1/2023 to 4/30/2023

Amethyst Uchida
General Manager
Santa Cruz Regional 9-1-1 JPA
495 Upper Park Road
Santa Cruz, CA 95065

Account Summary

Source	Beginning Balance as of 4/1/2023	Contributions	Earnings	Expenses	Distributions	Transfers	Ending Balance as of 4/30/2023
OPEB	\$263,108.96	\$0.00	\$1,940.96	\$126.58	\$0.00	\$0.00	\$264,923.34
Totals	\$263,108.96	\$0.00	\$1,940.96	\$126.58	\$0.00	\$0.00	\$264,923.34

Investment Selection

Source	
OPEB	Moderate Index PLUS

Investment Objective

Source	
OPEB	The dual goals of the Moderate Strategy are growth of principal and income. It is expected that dividend and interest income will comprise a significant portion of total return, although growth through capital appreciation is equally important. The portfolio will be allocated between equity and fixed income investments.

Investment Return

Source	1-Month	3-Months	1-Year	Annualized Return			Plan's Inception Date
				3-Years	5-Years	10-Years	
OPEB	0.74%	0.12%	0.73%	3.11%	3.52%	-	8/24/2015

Information as provided by US Bank, Trustee for PARS; Not FDIC Insured; No Bank Guarantee; May Lose Value

Past performance does not guarantee future results. Performance returns may not reflect the deduction of applicable fees, which could reduce returns. Information is deemed reliable but may be subject to change.
Investment Return: Annualized rate of return is the return on an investment over a period other than one year multiplied or divided to give a comparable one-year return.
Account balances are inclusive of Trust Administration, Trustee and Investment Management fees

*SANTA CRUZ REGIONAL 9-1-1 JPA
PARS OPEB Trust Program*

**Account Report for the Period
5/1/2023 to 5/31/2023**

Amethyst Uchida
General Manager
Santa Cruz Regional 9-1-1 JPA
495 Upper Park Road
Santa Cruz, CA 95065

Account Summary

Source	Beginning Balance as of 5/1/2023	Contributions	Earnings	Expenses	Distributions	Transfers	Ending Balance as of 5/31/2023
OPEB	\$264,923.34	\$0.00	-\$2,487.65	\$128.39	\$0.00	\$0.00	\$262,307.30
Totals	\$264,923.34	\$0.00	-\$2,487.65	\$128.39	\$0.00	\$0.00	\$262,307.30

Investment Selection

Source	
OPEB	Moderate Index PLUS

Investment Objective

Source	
OPEB	The dual goals of the Moderate Strategy are growth of principal and income. It is expected that dividend and interest income will comprise a significant portion of total return, although growth through capital appreciation is equally important. The portfolio will be allocated between equity and fixed income investments.

Investment Return

Source	1-Month	3-Months	1-Year	Annualized Return			Plan's Inception Date
				3-Years	5-Years	10-Years	
OPEB	-0.94%	1.72%	-0.67%	1.90%	3.17%	-	8/24/2015

Information as provided by US Bank, Trustee for PARS; Not FDIC Insured; No Bank Guarantee; May Lose Value

Past performance does not guarantee future results. Performance returns may not reflect the deduction of applicable fees, which could reduce returns. Information is deemed reliable but may be subject to change.
Investment Return: Annualized rate of return is the return on an investment over a period other than one year multiplied or divided to give a comparable one-year return.
Account balances are inclusive of Trust Administration, Trustee and Investment Management fees

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