



Sonoma County Public Safety Consortium
Joint Powers Authority
c/o County of Sonoma
2796 Ventura Ave.
Santa Rosa, CA 95403
707.565-1210
connie.douglas@sonoma-county.org

Agenda
Oversight Meeting
Thursday, January 4, 2018
10:00 a.m. – 12:00 p.m.

Sonoma County Sheriff's Office, 2796 Ventura Avenue, Santa Rosa, Training Room

Notice: Copies of additional materials provided to the Oversight for information on agenda items are available at Santa Rosa Police Department, 965 Sonoma Avenue in Santa Rosa. Documents are available Monday through Friday 8:00 a.m. to 5:00 p.m. The public may address the Oversight regarding any agenda item during the Oversight's consideration of the item.

Information (I), Discussion (D), Action (A)

1) CALL TO ORDER / ESTABLISH QUORUM

2) PUBLIC COMMENT PERIOD

In this time period, anyone from the public may address the SCPSO Oversight regarding any subject over which the Oversight has jurisdiction but which is not on today's agenda. Individuals will be limited to a three-minute presentation. No action will be taken by the Oversight as a result of any items presented at this time.

3) AGENDA ITEMS - CONSENT

3.1 APPROVAL OF MINUTES – From Oversight meeting on November 2, 2017

4) AGENDA ITEMS - REPORT

- 4.1 (D)(A) MOTION - DISCUSSION AND MOTION TO ELECT CHAIR, VICE CHAIR AND SECRETARY
RECOMMENDATION: Elect replacement Chair and a Vice Chair and Secretary according to JPA Bylaws.
- 4.2 (D)(A) MOTION - DISCUSSION AND MOTION TO APPROVE FY18-19 SERVICE LEVEL AGREEMENT (SLA) – *JPA Administrator*
- 4.3 (D)(A) MOTION - DISCUSSION AND MOTION TO APPROVE FY18-19 SCPSO BUDGET – *JPA Administrator*
- 4.4 (I)(D) INFORMATION / UPDATE ON SCPSO PROJECT REPORT – *Cheryl Fonseca – Central Support*



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- 4.5 (I)(D) INFORMATION / UPDATE ON DISASTER RECOVERY APPLICATION PRIORITIZATION SURVEY – Cheryl Fonseca – Central Support

- 4.6 (I)(D) INFORMATION AND DISCUSSION OF 2015-2016 AUDIT REPORT – Bobbi – Sonoma County ACTTC

- 4.8 (I)(D) SMART GUARDIAN DEMONSTRATION

5) ADJOURNMENT – GOOD OF THE ORDER

Upcoming Meetings:

MAG Meeting	Wednesday	January 24, 2018	9:00 AM	Sheriff's Office, Conf. 2C
Oversight Meeting	Thursday	February 1, 2018	10:00 AM	Sheriff's Office Training Rm
Board of Director's Meeting	Thursday	January 18, 2018	1:30 PM	Finley Center, Manzanita Rm



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Minutes

OVERSIGHT COMMITTEE

November 2, 2017 10:00 AM
Training Room, Sheriff's Office

Call to Order – 10:37 AM- Chief Savano

Oversight Present: K. Savano (Chair - Petaluma), C. Shubel (Sheriff), B. Masterson (Rohnert Park), M. Parish (Cotati), B. Sackett (Sonoma), A. Abbott (REDCOM), R. Brownlee (SRJC-Designee), C. Basurto (Windsor), H. Schreeder (Santa Rosa)

Others Present: D. Williams (REDCOM), C. Douglas (Interim SCPSC Administrator), J. Riedel (Sheriff), C. Fonseca (County ISD), K. Hinton (Santa Rosa)

Quorum is established

Public Comment Period- No public comments

Agenda Topics:

- (1) **Approve minutes from the October 2017 Oversight Meeting (A)**
Motion to approve minutes by M. Parish, seconded by A. Abbott.

- (2) **Proxy Voting – Counsel Opinion – Interim JPA Administrator**

Questions were posed to the JPA Administrator as to whether members of the Oversight and Board of Directors (BOD) could designate alternates and if that designee could then further designate through proxy. The Consortium legal counsel, Jeff Berk was consulted and asked to provide an opinion. Based on the language in the Joint Powers Agreement and the ByLaws, Directors of the Board can designate someone within their organization to attend meetings on their behalf and vote on items. However, there is no authority for a person designated to make a further designation. For example, the CAO can designate the Sheriff, but the Sheriff cannot appoint the Assistant Sheriff. Of course, the CAO could designate the Assistant Sheriff.

Jeff Berk indicated the BOD or Oversight member appointing a designee are technically not relinquishing position just designating someone to represent on their behalf. For official documents identifying members of either body, Berk suggested the BOD or Oversight member be listed and if that member has a designee, the designee would be included next to the Board member and indicate they are serving "by designation".

(3) JPA Administrator Job Description - Savano

Due to the fire events, the Strategic Planning subcommittee working on the JPA Administrator job description was unable to meet. Sonoma City Manager, Cathy Capriola reached out to the Strategic Planning consultant, Mike Frank and asked if he would be willing to donate his time to develop a recruitment brochure and job description. Frank agreed and should have something by the end of the week.

(4) Survey Questions – Vision/Goals – Aaron Abbott

Aaron has several questions drafted and waiting for feedback from Damien O'Bid, Cotati City Manager. Chief Masterson suggested now would be a good time to look for an additional funding source for the Consortium, such as asking the public for a public safety technology sales tax. It was suggested Abbott include questions in the survey related to seeking public approval for the sales tax.

(5) Disaster Recovery – Tyler Wolfmain (Cheryl Fonseca for Tyler) – Central Support

Cheryl Fonseca gave a presentation on the Consortium's system support during the recent fire events. Statistics were provided showing the increased demand placed on the system during the first week of the fire. Central Support staff worked around the clock monitoring the log files and servers to ensure systems were performing as expected. Hexagon was very supportive; notified Central Support that they had put staff on standby to assist, if necessary.

Two of the Central Support team were pulled to work at the county EOC for the first week, leaving the remaining staff to provide 24/7 hour support. The loss of essential staff during emergency events is a concern and is addressed in the FY18-19 Service Level Agreement (SLA).

The prospect of the fire potentially reaching County ISD's data center, prompted a review of our current disaster recovery plans. The current SLA provides for only CAD and RMS to be brought back up at Sonic. This does not include critical interfaces connected to CAD, such as I/Page and Informer. Aaron Abbott suggested a risk assessment be done so that group can make an informed decision on what critical options are needed. The assessment should also include outside resources such as cellular network.

Phil Gilbert is being hired by ISD to work on their business continuity project. SCPSC may consider hiring him to consult on our disaster recovery plan. Savano requested Central Support develop a list of all systems they maintain for the SCPSC, and bring back to Oversight in January for prioritization.

(6) SLA Negotiations and Budget Preparation – Interim JPA Administrator

MAG members are in the process of reviewing the FY18-19 Service Level Agreement (SLA) and budget with Central Support. The SLA is in the final draft phase with only a few minor language modifications. The next phase is preparing the SCPSC budget. Oversight direction to MAG was to try to keep the budget at baseline with the understanding there will be salary and benefit increases. If MAG has priority projects that would increase the budget, may present them as an option for consideration.

JPA Administrator mentioned Sonoma State University is interested in joining the Consortium as soon as possible, effectively creating a 3% savings to current members.

(7) Project Report – Cheryl Fonseca

Prioritized project report presented. Savano shared recent Tech Group meeting review of the following new projects:

- Dragon (transcription software) – SRPD beta tested several years ago and found it did not work well in the vehicle due to the ambient noises. Cotati PD offered to test it and an alternative solution.
- License Plate Reader (LPR) – Group agreed that agencies wishing to purchase, should use Vigilant.
- Smart Guardian – There was strong interest from the group in a SCPSC purchase.

Good of the order-

No Oversight meeting in December.

Adjourn 11:50 AM

Next Meeting:

January 4, 2018

Sheriff's Office Training Room
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January 4, 2018

Agenda Item 4.2 – Proposed Service Level Agreement (“SLA”) with Sonoma County Information Systems Central Support Team (“CST”) to provide support to the SCPSC for Fiscal Year 18-19

AGENDA ACTION: MOTION

EXECUTIVE SUMMARY:

Each fiscal year the terms of the Sonoma County Information Systems Central Support Team Service Level Agreement are reviewed and updated by the CST Project Manager and members of the Management Advisory Group (“MAG”). Annual document changes may include terminology updates, eliminating language that no longer applies, adding/deleting services, identifying staffing needs and Central Support Team operating costs.

BACKGROUND:

Fiscal year 2017-2018 approved SLA added a Programmer Analyst (“PA”) to provide additional Data Warehouse (“DAT”) maintenance and support previously performed by the Sheriff’s Office. This increased CST’s staffing level from five (5) to six (6) full-time employees with an additional cost of 4.25%. Although the SLA allowed for some flexibility in the staffing classifications CST could hire, the approved budget was for the following positions: Project Manager, Software Systems Analyst, Senior Programmer Analyst, (2) Programmer Analysts and a Geographical Technician I.

ANALYSIS:

For fiscal year 2018-2019, the most significant change to the SLA is to add the ability to engage SCPSC skilled staff as extra-help for projects or in the event of critical staffing shortages (page 12, section 13.1 & 2). With the recent retirement of two skilled CST staff members, the SCPSC has an opportunity to bring the two retirees back as extra-help. Historically, SCPSC projects remain on the list for lengthy periods due to the lack of available CST staff. Even with additional funding, pulling staff from the County Information Systems Department (“ISD”) at an hourly rate is not feasible due to the lack of SCPSC system knowledge.

Agenda Item 4.2

With the extra-help Senior Programmer Analyst (“SPA”) job classification in the SLA, the SCPSC would pay the actual costs of the position plus the additional County paid benefits for an extra-help employee, not the hourly rate (approximately \$150 per hour). Based on the FY2018-2019 proposed funding for projects (\$23,840), we estimate that the SCPSC would be able to employ an extra-help SPA for 450 hours for project related work.

MAG recommends the full-time staffing levels and job classifications remain the same as FY21017-2018 as identified above.

FISCAL IMPACT:

The ISD operational costs in schedule I increased by 8.69% which includes five percent step increases for each employee, a two percent COLA and an updated salary and benefit calculation. Total shared ISD costs increased by 7.74%. Reductions in the shared pass through and member direct costs reduced the overall schedule I increase to 4.80%.

There is no additional fiscal impact for the extra-help SPA as the proposed funding for project work (\$23,840) remains the same in FY2018-2019 as approved in FY2017-2018.

RECOMMENDATION:

The MAG recommends Oversight adopt the FY2018-2019 SLA as submitted which includes an overall increase of 4.80%.

ATTACHMENTS:

Draft 2018-2019 Information Systems Service Level Agreement

**SERVICE LEVEL AGREEMENT -
SUPPLEMENT**

Schedules A-L

for Fiscal Year 2018-2019

Negotiated by and agreed to by

County of Sonoma
Information Systems Department
Public Safety Central Support Team

&

Sonoma County Public Safety
Consortium – Joint Powers Authority

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SCHEDULE A STANDARD SERVICES

Fiscal Year 2018-2019

County shall perform the following support, maintenance, and enhancement services. Services may be provided to some or all Member agencies, but the obligation to provide such services is to SCPSC as a whole, and such services shall be provided to Members only as authorized by SCPSC as described by the conventions in the Service Level Agreement dated September 5, 2008.

1 NETWORK MAINTENANCE

County will provide, operate, and maintain on a 24 hour/7 days a week/365 days a year basis, all SCPSC network infrastructures in order to provide access to the CAD and RMS aspects of the System.

1.1 Network infrastructure typically includes:

- 1.1.1 The wide area network which provides access to the CAD system.
- 1.1.2 The wide area network provides access to CAD and other services including RMS, CLETS, the County of Sonoma's Integrated Justice System, and other DOJ entities.
- 1.1.3 Modifications to the County firewall as needed for SCPSC access to the network.
- 1.1.4 Management of identified SCPSC Mobile Communication Network Architecture within the County managed network.
- 1.1.5 Monitoring of license usage of networking software.

1.2 Maintenance and support for the networks covered under this Agreement includes:

- 1.2.1 Provision of network/voice lines used to provide connectivity.
- 1.2.2 Resolution of all network problems either directly or in conjunction with hardware and software providers and agency technical staff.
- 1.2.3 Maintenance and support of advanced authentication for all SCPSC devices using the authentication service.
- 1.2.4 Maintenance of the SCPSC's routers and related equipment located at Member agencies, as identified in Schedule J – Inventory. This includes onsite repair, routine maintenance, upgrades and replacements; Provision and maintenance of firewalls as required by FBI CJIS Policies.

2 MOBILE COMMUNICATION NETWORK ACCESS

County will provide and maintain access to the Mobile Communications Network.

- 2.1 The Mobile Communications Network includes:
 - 2.1.1 The mobility servers, including hardware, operating system, and application administration support.
 - 2.1.2 County will work with the current aircard vendor on issues outside of county control.
 - 2.1.3 Interfacing with hardware providers to ensure timely fixes or replacements of failed equipment.

3 HARDWARE MAINTENANCE

The County will maintain and support on a 24 hour/7 days a week/365 days a year basis, all hardware used for the provision of System services as identified as supported in Schedule J - Inventory.

- 3.1 Hardware maintenance services covered under this Agreement include:
 - 3.1.1 Plan, provide, monitor and maintain a comprehensive virus scanning and protection program for the SCPSC Servers, as identified in Schedule J - Inventory, according to DOJ and HIPAA requirements.
 - 3.1.2 Plan, provide, monitor, and maintain backup hardware, backup media, and a comprehensive backup routine for Servers, as identified in Schedule J - Inventory, to ensure the recoverability of data for the System, in the event of a failure. This will include the management of a backup media retention and archive schedule, off-site storage arrangements and restoration routines.
 - 3.1.3 Provide preventative and scheduled maintenance for all CAD workstations in accordance with equipment warranty and maintenance agreements a minimum of every 12 months.
 - 3.1.4 Provide maintenance either directly or, for equipment under warranty or maintenance plans, through the hardware vendor
 - 3.1.5 Coordinate all hardware changes that will affect SCPSC Member access or functionality with agency coordinators according to the time frames established in Schedule C - Service Availability, so that the SCPSC can assess and plan for impacts to its local technical environments.
 - 3.1.6 Monitor all hardware in an effort to ascertain and resolve potential hardware problems.
 - 3.1.7 Provide all diagnosis and problem resolution for hardware problems either directly or in conjunction with the hardware vendor.
 - 3.1.8 Monitor work done by hardware vendors to assure that work is done on a timely basis and conforms to the conditions within the warranty and maintenance agreements with those vendors.

- 3.1.9 Escalate work done by hardware vendors.
- 3.1.10 Maintain hardware documentation, including information about age, type, supplier and configuration of all hardware, as well as repair or replacement records for hardware. Refer to Schedule J – Inventory, which serves as an accurate record of the inventory at the start of the fiscal year. The living, updated document will reside on PSC_Share.
- 3.1.11 Provide on-site agency spare keyboards and mice which may be installed by agency IT staff.

4 SOFTWARE AND DATABASE MAINTENANCE

County will maintain and support on a 24 hour/7 days a week/365 days a year basis software applications and databases, as identified in Schedule J - Inventory, necessary to operate System services. Server software maintenance and support will include:

- 4.1 Maintain licensed applications as identified in Schedule J - Inventory, including annual license renewals, consistent with the software license agreements.
- 4.2 Perform software installation, configuration, and optimization directly or in conjunction with the software vendor and agency IT.
- 4.3 Perform software updates, install upgrades and service level patches that meet DOJ and HIPAA standards as needed, directly or in conjunction with the software vendor.
- 4.4 Perform preventative or other scheduled maintenance in accordance with best practices and related software warranty and maintenance agreements.
- 4.5 Coordinate planned maintenance with Agency Coordinators in order to minimize impact on Member services and technical environments.
- 4.6 Maintain software documentation, including software manuals and records of updates, upgrades and patches installed. This maintenance includes assuring that documentation is current and posted to the repository.
- 4.7 Maintain and monitor centralized databases and perform all database administration functions as needed.
- 4.8 Trouble-shooting and problem resolution, including responding to all supported software failures and supported hardware failures.
- 4.9 Diagnose problems and resolve them directly or in conjunction with software vendor and Agency Coordinator.
- 4.10 If necessary, assist software vendor with additional diagnostics or other work necessary to diagnose and resolve a problem.
- 4.11 Notify affected users of problem and resolution steps.
- 4.12 Monitor status of reported problem to ensure final resolution.
- 4.13 Document problem and resolution in the work request system.

- 4.14 Monitor all work performed by software vendors to assure that work is completed on a timely basis and conforms to the conditions within the warranty and maintenance agreements with those vendors.
- 4.15 Escalate work done by software vendors as necessary.

5 DATABASE REPORTING

County will provide development, maintenance and support for Consortium supported products used by the Data Analysis Technology (DAT) group.. This includes troubleshooting the development of queries and reports derived from County supported databases.

Development and enhancements to DAT supported databases may be provided as per Schedule B, Non-Standard Services.

County will provide the database connectivity and credentials necessary for SCPSC to develop and produce reports.

County will assist in providing audit reports from the CAD and RMS databases when requested by individuals listed as Confidential Representatives in the repository references in Schedule D.

6 GEOGRAPHIC INFORMATION SYSTEMS (GIS)

- 6.1 County will maintain a GIS map to be utilized in the System. Normal work includes:
 - 6.1.1 Maintaining the street network, addressing information, community code layer, and emergency response/reporting areas.
 - 6.1.2 Maintaining cartographic layers for the map.
 - 6.1.3 Maintain topology for layers used within the map.
- 6.2 New or fixed map data for integration into the System will be released pursuant to priorities set by SCPSC.
- 6.3 Enhancements to the map, after review by the Joint Operations Advisory Group (“JOAG”) as appropriate, will be prioritized with normal work pursuant to the SCPSC Change Management Protocol.
- 6.4 County will coordinate with individual jurisdictions, adjoining counties and other entities as need for GIS related updates.

7 CALIFORNIA LAW ENFORCEMENT TELECOMMUNICATIONS SYSTEMS (CLETS)

- 7.1 County will maintain entry forms as required by Department of Justice for inquiries, modifications and additions to CLETS.
- 7.2 Add or remove mnemonics to database for CLETS access. Provide list of currently tabled mnemonics upon request of the Member or Affiliate Agency CLETS Coordinator (ACC).

- 7.3 Provide trouble shooting and support assistance for Non-CAD workstations that are designated as the Primary CLETS mnemonic for the Members and Affiliates.
- 7.4 Notify and distribute to the ACC's the current installation and updated files for CLETS.
- 7.5 Provide access to CLETS database required for audit or investigation purposes to Member and Affiliate Agency CLETS Coordinators.
- 7.6 Affiliate agencies that do not have domain trust with the County may request CLETS audit reports, as needed.

8 CAD (DISPATCH) WORKSTATIONS

- 8.1 County will maintain and support Member CAD workstations, as identified in Schedule J - Inventory. CAD Workstation maintenance and support includes:
 - 8.1.1 Respond to any CAD workstation hardware failure and repair and/or replace as necessary based on the priorities outlined in Schedule C – Service Availability.
 - 8.1.2 Respond to CAD software and interface failures and make repairs as necessary, based on the priorities outlined in Schedule C – Service Availability.
 - 8.1.3 Maintain CAD workstation images for use as necessary for workstation repair.
- 8.2 Peripheral hardware, such as ergonomic keyboards or mice, added by the Member to any CAD workstation is not part of the Standard Services, but may be maintained and/or serviced under Schedule B - Non-Standard Services.

9 NON-CAD WORKSTATIONS

- 9.1 County will provide limited support for Non-CAD workstations. Limited support includes:
 - 9.1.1 Maintain a library of current versions of each Non-CAD software component of the System and make copies available to agencies for rebuilding Non-CAD workstations; Maintain documentation for Non-CAD software components.
 - 9.1.2 Assist Member and Affiliate technical staff or Application Leads with resolution of System-related problems. Expedited service may be offered to member agency IT technical staff.
- 9.2 Provide SCPSC and Affiliate technical staff with access to source media and documentation of current versions necessary to implement changes and build Non-CAD Member systems.

10 ADMINISTRATION

County will support SCPSC by providing technical assistance and contract management. SCPSC shall provide administrative support for conducting of general business.

- 10.1 Contract and Third-Party Vendor Management - County may enter into contracts in its own name to purchase SCPSC budgeted items and services when approved by Oversight Committee, Board of Directors, or Joint Power Authority Administrator as designated below:
 - 10.1.1 County must comply with the following notification and approval guidelines:
 - 10.1.1.1 Coordinate vendor selection with SCPSC as appropriate.
 - 10.1.1.2 If the contract will be less than \$5,000, County must first notify the JPA Administrator or his/her designee, in writing, identifying the item or service being purchased and the contract vendor. The JPA Administrator or his/her designee must give written approval to County for the purchase within 31 calendar days. If 31 calendar days have elapsed without a written response to County, County is authorized to proceed with the contract.
 - 10.1.1.3 If the contract will be more than \$5,000 but less than \$100,000, County must first obtain written authorization from the Oversight Committee.
 - 10.1.1.4 If an exigency exists that precludes waiting for an approval during the next scheduled meeting of the Oversight Committee, then emergency approval may be obtained from the JPA Administrator.
 - 10.1.2 If the contract will be more that \$100,000, County must first obtain written authorization from the SCPSC Board of Directors.
 - 10.1.3 County will manage contracts and relationships with third-party vendors on behalf of SCPSC as requested. County will:
 - 10.1.3.1 Act as primary point of contact with vendors.
 - 10.1.3.2 Ensure that vendor services are provided according to written agreements.
 - 10.1.3.3 Ensure that vendor staff has complied with background and security requirements as described in Section 8.2 of the Service Level Agreement, dated September 5, 2008.
 - 10.1.3.4 Ensure that agreements and warranties are renewed or renegotiated in a timely manner.
 - 10.1.3.5 Ensure that vendor services are maintained without interruption.

- 10.1.4 County will coordinate all technical changes to the System components as commensurate to this Schedule A.
- 10.2 Fiscal Management
 - 10.2.1 County will prepare an annual services budget and provide a preliminary budget to SCPSC Oversight by the October Oversight Committee meeting. The SCPSC Oversight Committee or designee will present the preliminary budget to the JPA Board by the first board meeting of each calendar year. Budget preparation will include, but not be limited to:
 - 10.2.1.1 Coordinate with SCPSC to determine requirements for services and/or new projects for the year shall be completed by mid-September.
 - 10.2.1.2 Assess the cost for hardware upgrades and replacement fund contributions.
 - 10.2.2 County will monitor SCPSC-related expenditures to ensure the best value for SCPSC as follows:
 - 10.2.2.1 Prepare a budget to actual projection report mid-year and at the end of the third quarter.
 - 10.2.2.2 Provide cost estimates and information about resource availability, at the direction of SCPSC, for service level modifications and/or new projects.
 - 10.2.2.3 Provide cost estimates, at the direction of SCPSC, of the financial impact of changes in participation amongst the Members and Affiliates.
- 10.3 Procurement - Purchases of SCPSC system equipment, software, and services will be made by the County with the approval of SCPSC. The County will make budgetary adjustments with the Board of Supervisors, as necessary, to facilitate SCPSC purchase requests. County will also:
 - 10.3.1 Provide technical consultation to assist in the selection of equipment and software.
 - 10.3.2 Prepare and process paperwork related to SCPSC purchases.
 - 10.3.3 Invoice SCPSC quarterly for purchases.
- 10.4 Inventory Management - County will maintain an inventory of SCPSC-owned assets, as identified in Schedule J, including:
 - 10.4.1 Software Inventory - maintain an inventory of SCPSC software.
 - 10.4.2 Hardware Inventory - will maintain an inventory of hardware covered under the replacement plan.
- 10.5 Operations Management - County will provide the following operations management services:

- 10.5.1 Maintain copies of Policies and Procedures provided by SCPSC, including making them electronically accessible by Members.
- 10.5.2 Administer the County portions of the SCPSC records retention schedule, taking into consideration standard business practices and legal mandates.
- 10.5.3 Collect, maintain, analyze and provide reports on operational statistics and related information as defined in Schedule F - Service Level Reporting, Service Review.
- 10.5.4 Participate in meetings as follows:
 - 10.5.4.1 Ad Hoc Operational Meetings - County will participate in meetings and work sessions as needed to share information, conduct strategic planning, prepare for changes such as System upgrades, develop and maintain operating policies and procedures or for other reasons as may be reasonably requested; such meetings will be coordinated collaboratively between County and SCPSC.
 - 10.5.4.2 Application and User Groups Meetings - County will participate in meetings and work groups aimed at defining, clarifying, and documenting general workflow and system administrative requirements necessary for both the County and SCPSC.
 - 10.5.4.3 Requests for attendance at additional application meetings will be considered on a case-by-case basis and coordinated collaboratively between the County and SCPSC.

11 PROJECT MANAGEMENT

County will provide Project Management services for SCPSC IT projects or enhancements such as software and hardware upgrades or implementations of new technologies. Initiation of projects will be a collaborative effort with SCPSC. County will coordinate with SCPSC in a change management process that is identified in the change management protocol, and which may include requirements, technical feasibility, cost-benefit analysis, approval of the requested change, execution of approved change, comprehensive testing, verification, and acceptance. Project Management services may include:

- 11.1 The development of a written project plan in cooperation with SCPSC.
- 11.2 Collaboration throughout the project with SCPSC Project Lead.
- 11.3 Oversight and management of the project plan, including participation of Member representatives and vendors as appropriate.
- 11.4 Provision of technical resources needed for research and/or implementation; ensuring that Members have an opportunity to participate in and have reasonable

time to review, evaluate and accept project deliverables throughout the project period.

- 11.5 Notification to SCPSC in the event project timelines and deliverables are being compromised or may result in the cancellation or delay of the project.

12 IMPROVEMENT PROJECTS

County and SCPSC will collaboratively create a list of projects for the fiscal year. The list should also contain projects running outside of the fiscal year. For addition of new projects, refer to the Change Management Protocol.

13 STAFF ASSIGNED

- 13.1 Civil Service Ordinance and Job Titles

INFORMATION SYSTEMS PROJECT MANAGER (ISPM)

SYSTEM SOFTWARE ANALYST (SSA)

PROGRAMMER ANALYST

SENIOR PROGRAMMER ANALYST (SPA)

GEOGRAPHIC INFORMATION TECHNICIAN I (GIT I)

GEOGRAPHIC INFORMATION TECHNICIAN II (GIT II)

SENIOR PROGRAMER ANALYST (SPA) – EXTRA-HELP

- 13.2 Technical staffing assignments for full time personnel are the discretion of the County and shall include personnel assigned solely in support of the SCPSC. All personnel assigned to work in support of the SCPSC shall report directly to the Project Manager. At the direction of MAG, Oversight or the JPA Administrator, SCPSC extra-help personnel may be engaged to support special project implementation or a critical staffing shortage.

13.2.1 Extra-help services shall be approved by MAG according to the needs to the SCPSC and Central Support Team.

- 13.3 County enterprise support staff that meet security requirements in Section 8.2 of the Service Level Agreement dated September 5, 2008 may provide additional services by written approval of the Management Advisory Group (MAG), Oversight Committee, or the JPA Administrator for a fixed duration or a defined assigned scope in cases that dedicated staff are unavailable or unable to adequately complete the assigned services. Any additional services provided by County enterprise support will be summarized and documented, including scope and cost, and presented at the next Management Advisory Group meeting. In the event none of the aforementioned individuals are available for approval, and the

additional services required are determined to be Priority 1 in nature, then County may proceed without such approval, but shall fully document the extent of the services and notify MAG or the JPA Administrator at the earliest opportunity.

- 13.4 County may seek written approval from the MAG to utilize staff assigned to SCPSC to assist County Enterprise Support Staff for a fixed duration or a defined assigned scope.
- 13.5 County may contract with an outside vendor to assist with the delivery of services following the approval guidelines in 10.1.1. Vendor staff will be subject to the same level of security compliance and background as described per the Service Level Agreement Section 8.2.
- 13.6 In the event that either party employs a person who exhibits unethical or otherwise unprofessional conduct in connection with the administration of this Agreement, the other party can request that the offending person be re-assigned, which reassignment shall not be unreasonably denied. Neither party to this Agreement shall unilaterally deny reasonable and customary system access to authorized representatives of the other.

14 STAFF REASSIGNMENT

- 14.1 In the event of temporary staffing needs of departments or groups outside of this agreement, there shall be no more than one (1) staff member from PSCST team reassigned for other duties. This temporary reassignment must be approved by the MAG. This is to ensure the smooth operation of the System.

SCHEDULE B NON-STANDARD SERVICES

FY 2018-2019

Upon request, County may provide the following services, or services outlined in Schedule G, to one or more Members or Affiliates. These services are not part of the Standard Service Agreement and charges will be separately itemized on the quarterly SCPSC invoice. Agencies requesting these Non-Standard Services agree to pay the County for such services. Non-Standard Services will be charged in accordance with the rates the County publishes in the County budget instructions. Materials will be charged at actual cost.

County's ability to perform the requested services will be subject to County's resource load at the time, which capacity shall be determined solely by County.

1 SUPPORT FOR NON-STANDARD CAD HARDWARE

1.1 Support for non-standard hardware that a Member attaches to County-supported hardware. Non-standard hardware includes:

- 1.1.1 Keyboard, Video, and Mouse (KVM) switch boxes, also known as CAD keyboard arbitrators.
- 1.1.2 Member printers (connection to the printer will be supported).
- 1.1.3 Non-standard keyboards or mice purchased directly by Member or Affiliates.

2 SUPPORT FOR CLIENT UPGRADES, SOFTWARE MODIFICATIONS, AND CLETS FORMS INSTALLATIONS

2.1 County can offer support to assist a Member or Affiliate agency with loading applications, installing CLETS forms or modifications on PCs not supported under Schedule A - Standard Services and other services found in Schedule G.

2.2 County will provide Ad Hoc CLETS audit reports for member and affiliate agencies that do have a domain trust with the County.

3 ACCOUNT MANAGEMENT

County may manage user accounts, on behalf of the Sheriff and at the request of the County Control Agent, for Affiliate agencies needing access to DOJ CLETS.

4 NETWORK AUDITS

The County, at the request of the County Control Agent, may assist with network security audits on Member or Affiliate agencies to ensure compliance with DOJ requirements. Cost for these services will be assessed to the member or affiliate agency being audited.

5 DATABASE SUPPORT AND REPORTING SERVICES

County may provide database development, support, analysis and reporting services for SCPSC databases administered by County as identified in Schedule J – Inventory.

SCHEDULE C SERVICE AVAILABILITY

FY 2018-2019

The key to effective support is the open communication between the service providers and the users. County service delivery is set up to provide the SCPSC users with this ability including an electronic work request and problem reporting system, a 24-hour help desk, and a commitment to open and ongoing communication.

1 HELP DESK

- 1.1 County will provide 24 hour/7 days a week/365 days a year Help Desk. Help Desk hours of operation will be divided into two categories:
 - 1.1.1 Workday Hours - Workday Hours are 8:00 a.m. to 5:00 p.m. on County workdays. During Workday Hours, the Help Desk will provide assistance with issues according to the Priority Levels and time frames and in the time frames described in section 2 of this Schedule. Contact methods during Workday Hours are as follows:
 - 1.1.1.1 Priority Level 1 – High: Members should contact County using the Help Desk phone number 707.565.2565.
 - 1.1.1.2 Priority Level 2 – Medium: Members should either email ps-cst@sonoma-county.org or open a log item on the Work Request System.
 - 1.1.1.3 Priority Level 3 – Low: Members should either email ps-cst@sonoma-county.org or open a log item on the Work Request System.
 - 1.1.1.4 General questions - Members should either email ps-cst@sonoma-county.org or open a log item on the Work Request System.
 - 1.1.2 Non-Business Hours – Non-Business Hours are 5:00 p.m. to 8:00 a.m. on County workdays and all day on weekends and County Holidays. During Non-Business Hours, the Help Desk will provide assistance with the following issues:
 - 1.1.2.1 Priority Level 1 – High: as described in section 2 of this Schedule.
 - 1.1.2.2 User account password resets for Member and Affiliate agencies.
 - 1.1.2.3 During Non-Business Hours, Agencies should only contact County using the Help Desk phone number 707.565.2565 for issues that cannot wait until the next business day.
- 1.2 Problem Reporting – County will maintain a problem reporting and Work Request System which includes Member access in order to manage problem resolution and work order completion, as well as to provide statistical information

for System management. Guidelines for SCPSC to report problems and request work are included in Schedule G - SCPSC Responsibilities.

2 SYSTEM PROBLEM PRIORITY LEVELS AND RESOLUTION

Trouble calls fall into three priority levels. Typically, trouble calls will take precedence over service requests. General guidelines for the priorities are detailed below. An issue may be assigned a special priority upon agreement between County and SCPSC. County staff will document progress in the issue log as appropriate and in a consistent manner, providing monthly updates and a general review of items quarterly. Work orders that are not defined in this section will be considered Service Requests as defined in Section 3.

2.1 Priority Level 1 – High

2.1.1 Definition – Problem requires immediate attention; System-wide problem affecting all Agencies; Member-specific problem with no alternative; or productive use of application is prohibited. Notification should be made to the Help Desk line. Includes the following occurrences:

- 2.1.1.1 Application ceases to function which compromises user's ability to perform duties.
- 2.1.1.2 DOJ or Justice connection down.
- 2.1.1.3 Primary mnemonic terminal failure (CAD and Non-CAD) includes Affiliate agencies.
- 2.1.1.4 Critical Interface down (paging, fire station printing, etc).
- 2.1.1.5 Member connection to County down.
- 2.1.1.6 CAD Workstation down and no alternate workstation is available.
- 2.1.1.7 User password resets (for Members during non-business Hours only; for Affiliates 24 hours per day).
- 2.1.1.8 Failure of County managed portion of advanced authentication system necessary for user authentication. If issue is deemed to be a domain trust issue, County will also notify Agency IT. County will work with Agency to help resolve issue.
- 2.1.1.9 Issue that has been escalated from a lower category due to business need. These issues indicate a need to resolve matters faster than the time requirements for that priority level. As such, resolution timelines for each such issue will be flexible and will be negotiated between County and SCPSC to assure timely resolution.

2.1.2 Response

- 2.1.2.1 County will answer call immediately; if contact is not made within five (5) minutes, either by answering a call directly or by response to a voicemail message, caller will escalate the call to the County ISD Service Desk at 565.2030.
- 2.1.2.2 If system-wide, County will notify all affected SCPSC Agencies.
- 2.1.2.3 County will escalate to the appropriate vendor within four (4) hours if unable to remedy.
- 2.1.2.4 County will provide updates to Member a minimum of every four (4) hours until the problem is resolved.
- 2.1.2.5 Expected time for resolution by County is within 24 cumulative hours.

2.2 Priority Level 2 - Medium

2.2.1 Definition - Problem is important, yet does not require immediate attention and user deems the matter can wait until the next business day for County response; alternate resource may be available. Includes the following occurrences:

- 2.2.1.1 Single CAD workstation down (alternate workstation available).
- 2.2.1.2 Previously reported application crash or slowness, cannot be replicated and can be restarted by user.
- 2.2.1.3 Corruption or loss of data (condition may warrant reprioritization to high).
- 2.2.1.4 Non-reproducible application issue that occurs more than once, and logs exist; can be restarted by user; due to non-reproducible nature, may not be resolved during priority time frame.
- 2.2.1.5 Issue that has been escalated from the low category due to business need. These issues indicate a need to resolve matters faster than the time requirements for that priority level. As such, resolution timelines for each such issue will be flexible and will be negotiated between County and SCPSC to assure timely resolution.
- 2.2.1.6 CAD map does not operate (normally found at map publish).

2.2.2 Response

- 2.2.2.1 County staff will review and take ownership of the item within 1 working day of being opened.
- 2.2.2.2 If issue cannot be remedied by County staff within ten (10) business days, call will be escalated to appropriate vendor.

- 2.2.2.3 Expected time to resolve by County is within thirty (30) cumulative days, with the definition of day being each business day that the items is in the possession of the County.
 - 2.2.2.4 The County is responsible for status checks when work is assigned to the County to ensure forward momentum.
- 2.3 Priority Level 3 - Low
- 2.3.1 Definition - Issues that do not require immediate attention and determined to be low by User, and may include:
 - 2.3.1.1 Minor system configuration issues.
 - 2.3.1.2 Map Roll related GIS corrections.
 - 2.3.1.3 Graphical User Interface (GUI) issues.
 - 2.3.2 Response
 - 2.3.2.1 County staff will review and status the item within two (2) working days of being opened.
 - 2.3.2.2 If issue cannot be remedied by County staff within forty-five (45) cumulative days, call will be escalated to appropriate vendor.
 - 2.3.2.3 Expected time to resolve issues by County is ninety (90) cumulative days, with the definition of day being each business day that the item is in the possession of the County.
 - 2.3.2.4 The County is responsible for status checks when work is not assigned to the County to ensure forward momentum.

3 RESPONSE TIMES FOR SERVICE REQUESTS

- 3.1 County will respond to the following service requests within the following time frames, and will automatically close these work types once completed:
 - 3.1.1 Employee record transfer (CAD to RMS), within two (2) business days of request.
 - 3.1.2 Adding Member mobile connections, within two (2) business days of request.
 - 3.1.3 CLETS mnemonic modifications, within five (5) business days of request.
- 3.2 Configuration requests will be accompanied by an expected completion date or as mutually agreed.
- 3.3 If a service request has a specific timeline or deadline, SCPSC will indicate so in the work order.

- 3.4 Each system enhancement as approved by the SCPSC Change Protocol, within a mutually agreed upon time frame.
 - 3.4.1 Projects – Projects may be identified and approved by SCPSC. The schedule for completion may involve months of preparation and will require cooperation by all parties; County will work with SCPSC and vendors to ensure timely completion of projects. Projects may be reclassified to a higher priority by agreement of the parties.

4 SYSTEM STATUS NOTIFICATIONS

County will make every attempt to notify SCPSC Member and Affiliate Agencies of the System status using the following criteria:

- 4.1 Planned system maintenance - Applications will be taken down to perform maintenance or other necessary technical support. Notification via e-mail will be made by County to Member Application Representatives identified in Schedule D - Place of Service Delivery and Notices at least 72 hours in advance.
- 4.2 Unplanned System-wide Outage - Major application experiences loss of productive use; Priority Level-1 High
 - 4.2.1 CLETS - If outage will last longer than ten (10) minutes:
 - 4.2.1.1 County will notify all CLETS user agencies using Emergency Notification Process.
 - 4.2.1.2 Message will be left for Agencies or Affiliates that do not answer their emergency number, such as an outage during non-business hours for 8-5 Agencies.
 - 4.2.2 Mobile - If outage continues longer than ten (10) minutes County will notify all CAD centers using Emergency Notification Process or CAD message.
 - 4.2.3 RMS - If outage will last longer than ten (10) minutes County will notify all RMS user agencies using Emergency Notification Process.
 - 4.2.4 CAD - If outage will last longer than ten (10) minutes County will notify all CAD user agencies using Emergency Notification Process.
 - 4.2.5 Netviewer - If outage will last more than one (1) hours County will notify using Emergency Notification Process.
 - 4.2.6 Advanced Authentication - If outage continues longer than thirty (30) minutes County will notify all CAD centers using Emergency Notification Process or CAD message.
 - 4.2.7 Active Directory Domain Trust - If outage continues longer than thirty (30) minutes County will notify all CAD centers using Emergency Notification Process or CAD message.

- 4.2.8 Data Warehouse - If outage continues longer than thirty (30) minutes County will notify all CAD centers using Emergency Notification Process or CAD message.
- 4.3 Updates to outages listed above will be made a minimum of every four (4) hours, while the outage persists. Announcements on status may be posted on the problem reporting and Work Request System.
- 4.4 When an outage (planned or unplanned) is resolved, affected users will be notified that the system is again available for use.

SCHEDULE D PLACE OF SERVICE DELIVERY AND NOTICES

FY 2018-2019

1. All notices, communications, and other forms of coordination shall be through the designated contacts which are listed in the repository. Each party is responsible for ensuring that this list is kept current.
 - 1.1 Should contact information need to be modified within the fiscal year, the Member Agency or Affiliate designee will notify the County, who will then post the updated information in the repository.
 - 1.2 In the event the designated Agency Coordinator contact listed in the repository no longer works for the Member Agency, the agency head shall have ultimate authority to request new assignments to the repository.
 - 1.3 The County will send an email reminder every 90 days to each Member Agency Representative or non-CLETS Affiliate designee requesting them to review and update contact information in the repository.

SCHEDULE E SYSTEM MODIFICATIONS

FY 2018-2019

1 OVERVIEW

In order to provide flexibility while ensuring continuity of service, County will work with SCPSC to process modification requests that enhance the utility of the System or modify the Standard Services to accommodate new requirements of the SCPSC.

Requests for modification to the Standard Services must be evaluated on a case-by-case basis. The implementation of such modifications will depend on County's ability to maintain functionality, usability, security, and stability in the shared server environment. Planning efforts will be collaborative between the SCPSC and the County to ensure reasonable time lines and expectations are established. SCPSC and County will assess whether the reallocation of resources and project time lines is necessary should a modification request conflict with standard services, fiscal responsibilities or already established requests, concentrating on but not limited to the following considerations:

- Availability of budgeted resources
- Impact on County's ability to provide system services, both short and long term
- Scheduling adjustment due to overlap with already planned services
- Training requirements
- Cost factors, as necessary

If SCPSC requests modifications or enhancements that are not within the Standard Services, County will so inform SCPSC and the parties will work towards a mutually acceptable arrangement.

2 PROCESS

Normally, major system modifications and/or enhancements would be addressed in the quarterly Services Reviews and the annual budget process. In this case, SCPSC will provide a description of the new requested service or system modification and County will determine required resources and costs to provide the service. If County and SCPSC agree, the project or service will be included in the annual budget, subject to the authorizations required by Service Level Agreement (SLA) Section 2.4.

There may be occasions when modifications or enhancements are requested outside of the normal budget process. In this case, County will research, evaluate, and categorize the requests into one of the following types of changes prior to the commencement of any work.

2.1 Additions to Standard Services

This category includes modifications that will require expenditures of funds not budgeted for, including, but not limited to, additional third-party contracts and/or unanticipated purchases of new equipment or software. Such modifications require a change to Schedule A - Standard Services and must be agreed upon and

duly authorized by SCPSC and County representatives pursuant to the Service Level Agreement dated September 5, 2008, Section 2.4.

Examples of such changes include:

- 2.1.1 New component of a system requested that requires a new contract or statement of work with a third-party vendor.
- 2.1.2 Requests by SCPSC to add additional duties to Schedule A Standard Services. The request may require additional County resources not included in the annual budget. These requests will not be considered unless a formal change management document has been submitted.

2.2 Reallocation of Budgeted Resources

- 2.2.1 This category includes modifications that do not require third-party contract resources or expenditure of funds in excess of the Annual Budget. Such resource re-allocations require approval by duly authorized representatives of the parties pursuant to Service Level Agreement Section 2.4 of the Agreement.

3 PROJECTS

Projects are added through the Change Management Protocol.

SCHEDULE F SERVICE LEVEL REPORTING, SERVICE REVIEW

FY 2018-2019

1 REGULAR REPORTS

County will provide on the SCPSC repository the following reports:

Title	Frequency
Service Desk Monthly phone report (Table with Details, including: user, date & time of call, agency, work order, summary)	Monthly
Quarterly Labor Hour Allocation (Showing time spent, at minimum, to support major applications which include: CAD, I/Leads, I/Mobile, CLETS, DAT, GIS, and Netviewer)	Quarterly
MAG Project Report	Monthly/Repository
GIS Fixes and Enhancements	At Map Roll
Open Application Track-It Items	Weekly
Inventory	Dynamic/Repository
Work Order to SLA Compliance Report	Upon request

2 OTHER REPORTS

One time special reports will be requested via the work request process and incorporated into normal work.

SCHEDULE G SCPSC RESPONSIBILITIES

FY 2018-2019

In order for County to provide the specified services, SCPSC Member and Affiliate agencies will comply with the following guidelines, as contemplated and provided by the Joint Powers Agreement, including Section 7 and Section 10 therein.

1 NETWORK MAINTENANCE

All Member and Affiliate agencies will provide access to network equipment maintained by County, but housed at the Member or Affiliate agency, for maintenance and/or replacement activities. Work may be on a scheduled or emergency response basis.

2 HARDWARE AND SOFTWARE MAINTENANCE (CAD)

SCPSC members will not provide support services, connect any devices, peripherals, or install any software, with the exception of keyboards and mice, to the SCPSC CAD workstations without prior written approval from the County.

3 HARDWARE MAINTENANCE NETWORK ATTACHED EQUIPMENT (NON-CAD)

SCPSC Members will maintain Non-CAD connected equipment in working order and consistent with minimum standards. Minimum standards are posted on the SCPSC repository.

4 SOFTWARE MAINTENANCE AND NETWORK ATTACHED EQUIPMENT (NON-CAD)

By and through the Joint Powers Agreement, including Section 7 and Section 10 therein, Members will:

- 4.1 Maintain current virus protection on network connected, Non-CAD equipment, including MDCs.
- 4.2 Install and maintain SCPSC software on Member Non-CAD equipment including MDCs in compliance with current released versions.
- 4.3 Respond to Non-CAD workstation client software issues including troubleshooting, problem reporting, and software installations.
- 4.4 Install Malicious Code Protection software on MDC's (like Microsoft EMET or similar).
- 4.5 Provide County with updated GIS information for jurisdiction, such as annexations, new subdivisions, or street name changes.

- 4.6 Install and configure hard drive encryption software on MDC's (like Microsoft Bitlocker).

5 INCIDENT REPORTING AND WORK REQUESTS

In order to manage incoming requests and document progress, SCPSC will comply with the following procedure:

5.1 Incident Reports

- 5.1.1 Priority Level High - User calls 707-565-2565 and reports issue, providing details of the issue.

5.2 Priority Level Medium and Low

- 5.2.1 CAD - Agency CAD representative(s) identified in Schedule D will triage incidents prior to reporting to County. If the issue appears to be system-related (as opposed to Member-specific or training-related), SCPSC agency CAD representative will log an item in the Work Request System.
- 5.2.2 Non-CAD - SCPSC agency IT staff will triage non-urgent incidents prior to reporting to County. If the issue appears to be system-related (as opposed to Member-specific or training-related), SCPSC agency IT will log an item in the Work Request System.
- 5.2.3 During Non-Business Hours, as defined by Schedule C - Service Availability, Members and Affiliates should only use the Help Desk phone number for issues that cannot wait until the next business day. By definition, medium or low priority issues can wait until the next business day. Thus medium and low priority issues encountered during Non-Business Hours should be logged on the Work Request System.
- 5.2.4 The following information is required when logging items in the Work Request System:
 - PC ID
 - User ID
 - Date, time of occurrence
 - Description of the issue
 - Incident/event number if appropriate
 - Workflow, and indicate if it is reproducible
 - Error message or log saved if appropriate
 - If issue is not reproducible, but has occurred with some frequency indicate the frequency.

5.3 Service Requests

- 5.3.1 Requests for non-confidential reports, employee transfers, and Member connections shall be made via the Work Request System and will include sufficient detail and deadline required, if applicable.
- 5.3.2 Work requests that enhance the functionality of the system, should be processed through the change request process described in Schedule E - System Modifications.
- 5.3.3 Requests for confidential reports shall be recorded in the Work Request System and followed by an email to ps-cst@sonoma-county.org containing the confidential information.
- 5.4 During business hours, general questions may be submitted to the County at ps-cst@sonoma-county.org.

6 INCIDENT REQUEST RESOLUTION

- 6.1 In the course of problem resolution, SCPSC agency application representative(s) will be made available to assist with clarification of the issue. This may include meetings/conference calls with the vendor.
- 6.2 The agency application representative(s) will take the lead role concerning workflow and operational matters associated with application trouble reports.
- 6.3 SCPSC will respond to log items listed as “Pending User Response” (more information is required). Generally, the following guidelines apply:
 - 6.3.1 High issues requiring additional information – within one (1) hour of request, when received via phone.
 - 6.3.2 Medium issues requiring additional information – within one (1) week of request.
 - 6.3.3 Low issues requiring additional information – within two (2) weeks of request.
- 6.4 Issues reported by SCPSC, and returned to user with a resolution will be reviewed and confirmed by SCPSC prior to closing the item. Generally, the following guidelines apply:
 - 6.4.1 High (Priority Level 1) issues - review, confirm and authorize closure within four (4) hours of notification of solution.
 - 6.4.2 Medium (Priority Level 2) issues - review, confirm and authorize closure with two (2) weeks of notification of solution.
 - 6.4.3 Low (Priority Level 3) issues - review, confirm and authorize closure within three (3) weeks of notification of solution.
- 6.5 Issues that have a resolution or Pending User Response and have not been responded to within one week longer than the guideline will be forwarded to the Agency Coordinator for follow-up.

- 6.6 Issues that have a resolution or Pending User Response and have not been responded to within two weeks longer than the guideline will be forwarded to SCPSC Management Advisory Group (MAG) Representative for follow-up.
- 6.7 Issues that have a resolution or Pending User Response and have not been responded to within three weeks longer than the guideline, will be closed by the County with notification to requestor, agency coordinator and MAG.

7 SCPSC CONTACTS

- 7.1 Each SCPSC Member Agency Coordinator will provide and update contact information as identified in Schedule D, and will notify County of any changes via email.
- 7.2 Sheriff will provide Affiliate CLETS only contact information as identified in Schedule D.
- 7.3 SCPSC Administrator will provide other Affiliate contact information as identified in Schedule D.

8 ASSET MANAGEMENT

Members will track and inventory their agency assets purchased through the JPA.

9 SHARED DOCUMENT MANAGEMENT

SCPSC may desire to have documents electronically stored in a central location for topics that concern system wide usage or maintenance. The posted documents will include, but are not limited to:

- 9.1 Adopted retention schedule.
- 9.2 Adopted standard system wide operating procedures and protocols.
- 9.3 SCPSC will provide all documents electronically that are desired to be available from a central location maintained by County.

10 CHANGE MANAGEMENT

SCPSC will process all requests for projects, system enhancements and configurations as provided in Schedule E.

11 PROJECT MANAGEMENT

- 11.1 SCPSC will develop project plans in cooperation with the County.
- 11.2 SCPSC will provide operational resources to assist with research and implementation of new technologies.

- 11.3 SCPSC will take lead role concerning workflow and operational matters associated with application enhancements.
- 11.4 Members will participate in reviews, tests, evaluations, and acceptance of requested changes.
- 11.5 When unplanned mid-year projects are requested, SCPSC will work with County to incorporate the new project into the existing work plan.

12 TRAINING

- 12.1 SCPSC will sufficiently train users to enable effective operation of the System.
- 12.2 Sheriff will train Affiliate users on CLETS application use.
- 12.3 Through the budget process, SCPSC will consider training requests from the County that are essential to the support of the system. SCPSC acknowledges that ongoing training will be necessary to ensure efficient administration of the System.

13 DOMAIN TRUST

- 13.1 SCPSC Agencies or Affiliate Agencies which utilize the Domain Trust are responsible for their components of authentication through the trust. SCPSC Agencies will be responsible to make modifications necessary to allow users to access available resources provided by the County.
- 13.2 SCPSC Agency IT will take the lead on resolving access for users of that Agency.

14 ADVANCED AUTHENTICATION

SCPSC Agencies and Affiliate Agencies running CLETS in physically unsecured locations (like Patrol Cars) shall install SCPSC approved advanced authentication software configured for mandatory two-factor authentication.

15 CLETS FORMS

- 15.1 SCPSC Agencies and Affiliate Agencies must provide the County appropriate specification documentation from Department of Justice for modifications to CLETS forms.
- 15.2 SCPSC Agencies and Affiliate Agencies are responsible for the testing and verification of the modified forms to ensure modifications made meet Department of Justice requirements.

SCHEDULE H RETENTION SCHEDULE

FY 2018-2019

County will assist SCPSC in complying with the adopted SCPSC retention schedule. Some removals must be done manually by the owner Member.

SCHEDULE I ISD ANNUAL BUDGET

FY 2018-2019

ISD OPERATIONS COSTS	
Salary & Benefits	\$ 1,090,524
Training and Travel	\$ 22,400
Baseline Insourcing	\$ 75,000
Network & PC infrastructure	\$ 35,681
Administrative Overhead	\$ 168,000
Communications	\$ 10,859
Supplies and Operating expenses	\$ 21,800
Sub Total - ISD Operational Costs	\$ 1,424,264

Agency Shared Pass Through Costs	
Contract Services – (Sonic)	\$ 13,188
Insourcing (Project Work)	\$ 23,840
Shared Agency Communications Lines	\$ 103,995
Software Purchases and Renewals	\$ 73,802
Maintenance of Equipment (Hardware)	\$ 29,081
GIS baseline	\$ 72,723
Sub Total – Shared Operational Costs	\$ 306,629

TOTAL SHARED SYSTEM SUPPORT COSTS	
	\$ 1,730,893

MEMBER DIRECT OPERATIONAL COSTS	
Agency Air Cards	\$ 226,061
Agency Communications Lines	\$ 9,025
Agency Equipment Purchase	\$ 250,000
Sub Total – Member Direct Operational Costs	\$ 485,086

TOTAL ALL OPERATIONAL COSTS	
	\$ 2,215,979

SCHEDULE J INVENTORY

FY 2018-2019

County will maintain an inventory for SCPSC assets including hardware identified in the SCPSC replacement fund and software licensed for use by SCPSC. Summary of inventory is available on the SCPSC repository.

SCHEDULE K DISASTER RECOVERY AND BACKUP

FY 2018-2019

County will maintain and operate an offsite Disaster Recovery (DR) location to house the servers necessary to allow access to the systems outlined below. SCPSC will maintain fiscal responsibility for the disaster recovery location and equipment.

In the event of activation, the recovery of the SCPSC systems operation is limited to a CAD server running in single mode, an RMS server running in single mode and a domain controller to allow access.

The recovery site is a “cold site” setup. This means that data must be restored from tape before the servers are minimally functional. Recovery time is estimated at 6 hours for CAD and 10 hours for RMS.

A test activation in cooperation with a designated SCPSC agency will be performed once per year.

County performs data backup daily, with the backup media housed at the disaster recovery site. This offers the ability to restore production (60 days) data with no more than one day data loss. Archive data will not be immediately available as part of the disaster recovery process

SCHEDULE L VALUE ADDED SERVICES

FY 2018-2019

County provides the following services and facilities at no cost to the SCPSC at this time.

Under no circumstance shall the County be liable for any lapse in service for any of these no-cost items.

1 FACILITIES

- 1.1 House Systems servers and related equipment at the County’s Information Systems Department main data center and assure that facility is secure and has adequate HVAC and other appropriate environmental conditions for computing equipment.
- 1.2 Provision, maintenance and monitoring of power and power conditioning.
- 1.3 Provision, maintenance and monitoring of uninterruptible power supply systems and generator power to maintain Server operations in the event of any power failure.
- 1.4 Office space for staff assigned to support the SCPSC Systems.
- 1.5 Server rack space for all central server equipment housed in the main data center

- 1.6 Warehouse space for current inventory of SCPSC owned equipment and spare parts not currently in use but described in Schedule J.

Agenda Item 4.3



Sonoma County Public Safety Consortium Joint Powers Authority

c/o County of Sonoma
2796 Ventura Ave.
Santa Rosa CA 95403
707.565.1210

connie.douglas@sonoma-county.org

January 4, 2018

Agenda Item 4.3 – Proposed Budget for Fiscal Year 2018-2019

AGENDA ACTION: MOTION

EXECUTIVE SUMMARY:

BACKGROUND:

Fiscal year 2017-2018 approved budget added a Programmer Analyst (“PA”) to provide additional Data Warehouse (“DAT”) maintenance and support previously performed by the Sheriff’s Office. This increased CST’s staffing level from five (5) to six (6) full-time employees with an additional cost of 4.25%. Although the SLA allowed for some flexibility in the staffing classifications CST could hire, the approved budget was for the following positions: Project Manager, Software Systems Analyst, Senior Programmer Analyst, (2) Programmer Analysts and a Geographical Technician I. This budget proposal retains the same staffing levels.

The approved SCPSC budget for FY2017-2018 was \$3,420,079.

ANALYSIS:

The proposed FY2018-2019 SCPSC operations budget is \$2,896,654, an increase of \$122,082 or a 4.21% increase.

Although there was a 7.74% increase in ISD’s operations costs, there were cost savings in other areas bringing the total proposed budget increase to 4.21%.

Historically, Hexagon’s maintenance costs increase by 3-5% annually. As a token of their support for Sonoma County in the wake of the devastating firestorm, Hexagon will forego the standard maintenance pricing uplift for FY2018-2019. Hexagon has committed to reassessing the firestorm recovery process the following fiscal year and may agree to forego uplifting for an additional year. The cost savings for this fiscal year could be as much as \$22,000.

Costs related to the JPA Administrator are estimates based previous Board of Directors meeting discussions, as the job classifications have not been approved at the time of

Agenda Item 4.3

this writing. The proposal increases the Administrator salaries and benefits to \$170,000 or an increase of \$15,727.

MAG members and accounting staff reevaluated replacement fund expenditures for servers and Hexagon software upgrade, which reduced member agency contributions. The cost to upgrade in FY2015-2016 was \$611,210. For the last several years, the Hexagon software upgrade was projected to cost \$1,400,000. This budget proposal reduces that upgrade cost to \$850,000 and includes \$50,000 to hire a project manager if necessary. The readjustments in replacement fund costs resulted in a shared member contribution reduction of \$86,305 or 9.5%.

Projects anticipated in FY2018-2019 are the replacement of the Records Management System (RMS) and the purchase of three new servers to stand up the new RMS. The estimates for the new RMS is spread over two fiscal years at a cost of \$725,000. This cost could be less after contract negotiations are complete. The budgeted amount also includes \$50,000 for project management. The new servers are to replace the existing ILeads servers, not in addition to existing. The new RMS software cannot be installed on the existing servers while ILeads is still in production.

FISCAL IMPACT:

The ISD operational costs in schedule I increased by 8.69% which includes five percent step increases for each employee, a two percent COLA and an updated salary and benefit calculation. Total shared ISD costs increased by 7.74%. Reductions in the shared pass through and member direct costs reduced the overall schedule I increase to 4.80%.

The overall SCPSC FY2018-2019 budget increase is \$27,005, an increase of .79%.

RECOMMENDATION:

The MAG recommends Oversight adopt the FY2018-2019 budget proposal with a .79% increase for \$3,447,084.

ATTACHMENTS:

Draft 2018-2019 Budget worksheets

**SONOMA COUNTY PUBLIC SAFETY CONSORTIUM
FY 2018-19 Draft Budget**

Schedule I - Annual Budget
FY 2018-19 Draft

	FY 2017-18 Final Budget	FY 2018-19 Preliminary Budget	Change \$
Revenue			
Member contributions operations	2,519,070	2,634,881	115,811
Affiliated non-member contributions	9,194	14,663	5,469
Interest income			-
Agency Equipment Revenue	250,000	250,000	-
Sub-total	2,778,264	2,899,544	121,280

Transfer In		-	-
Revenue	2,778,264	2,899,544	121,280

Agency Shared ISD 's Costs

Salaries & Benefits	995,765	1,090,524	94,759
Training & Travel	19,850	22,400	2,550
ISD Insourcing	75,000	75,000	-
Network & PC Support	28,068	35,681	7,613
Administrative Overhead	164,082	168,000	3,918
Communications	10,859	10,859	0
Supplies and Operating expenses	20,413	21,800	1,387
Labor allocated to RF projects	(320,000)	(320,000)	-
Transfers Out - within a Fund	320,000	320,000	-
			-
Labor from Operations allocated to RF projects	320,000	320,000	-
Transfers In - within a Fund	(320,000)	(320,000)	-
Sub-total	1,314,036	1,424,264	110,228

Agency Shared Pass Through Costs

Contract Services (Sonic)	13,188	13,188	-
Insourcing (Project Work)	23,840	23,840	-
Shared Agency Communications Lines	103,995	103,995	-
Software Purchases and Renewals	68,720	63,802	(4,918)
Maintenance of Equipment (Hardware)	28,592	29,081	489
GIS Baseline*	71,182	72,723	1,541
Sub-total	309,517	306,629	(2,888)

Total Shared System Support 1,623,554 1,730,893 107,339

Member Direct Operational Cost

Agencies Air Cards	227,045	226,061	(984)
Agency Communications Lines	9,025	9,025	-
Agency Equipment Purchases	250,000	250,000	-
Sub-total	486,070	485,086	(984)

Total Schedule I 2,109,624 2,215,979 106,355
106,355

JPA Administration Costs

	FY 2017-18	FY 2018-19	\$ Change
Administrator	154,273	170,000	15,727
Insurance Certificate *	10,000	10,000	-
County Auditors Office - Annual Accounting Support and Financial Reporting	29,000	29,000	-

Outside Auditing Firm TBD - Annual Auditing Services	13,200	13,200	-
County Counsel	10,000	10,000	-
Postage, Copies, Mileage	500	500	-
Training, Travel	3,000	3,000	-
Overhead**	2,500	2,500	-
Total	222,473	238,200	15,727

Hexagon Shared Costs

	FY 2017-18	FY 2018-19	\$ Change
IPS System	442,475	442,475	-
Total Expenditures- Operations	2,774,572	2,896,654	122,082
Operations fund beginning balance	37,808	41,500	
Total Revenue	2,778,264	2,899,544	
Total Expenses	2,774,572	2,896,654	
Change in Fund Balance	3,692	2,890	
ENDING FUND BALANCE	41,500	44,390	

Estimated Replacement Projects

	Budget FY 2017-18	Preliminary Budget FY 2018-19	
Revenue			
Member Shared contributions	428,694	380,000	(48,694)
Agency contributions	472,315	434,758	(37,557)
Affiliate contributions	2,609	2,555	(54)
Interest income	-	-	-
Revenue	903,618	817,313	(86,305)

SPATCH & CENTRAL SITE (CAD Workstations, Central Network, Servers, Applications, Mobile Network and Mobile Data Rad

Central Network			-
Servers, Storage & Equip	30,000	250,000	220,000
AirCards	-	-	-
Mobile Network	-	-	-
RMS	-	725,000	725,000
Hexagon Software	-	-	-
Edge Frontier	-	-	-
Total Expenditures	30,000	975,000	945,000

Mobile Data Computers

CAD Workstations	118,122	10,000	(108,122)
Mobile Computers	1,849,239	31,200	(1,818,039)
Total Expenditures	1,967,361	41,200	(1,926,161)

Agency Projects			-
Depreciation Expense	160,000	160,000	-
Total Expenditures	160,000	160,000	-

Total 2017-18 Expenditures- Replacement Fund	2,157,361	1,176,200	(981,161)
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Replacement fund beginning balance	4,559,909	3,306,166	
Total Revenue	903,618	817,313	
Total Expenses	2,157,361	1,176,200	
Change in Fund Balance	(1,253,743)	(358,887)	
ENDING FUND BALANCE	3,306,166	2,947,279	
FB Agency MDC & CADs	78,059	457,060	
FB Shared Replacement Fund	3,228,107	2,490,219	

SONOMA COUNTY PUBLIC SAFETY CONSORTIUM
 FY 18-19 Draft Budget 5 Year Rolling Average
 Budget Option #2

Operations	Description	Cotati	Petaluma	Rohnert Park	Santa Rosa	Sonoma	County	Windor	SRIC	SSU	REDCOM
	Alloc. %										
ISD SLA	100.00%	1,730,893	212,207	173,435	487,419	43,792	318,484	49,850	66,120	51,927	275,385
Administrative Costs		238,200	29,203	23,868	67,077	6,026	43,829	6,860	9,099	7,146	37,898
IPS		442,475	54,247	44,336	124,601	11,195	81,415	17,743	16,903	13,274	70,398
Affiliate		(14,663)	(1,798)	(1,469)	(4,129)	(371)	(2,698)	(422)	(560)	(440)	(2,333)
Agency Air Cards		228,951	23,917	15,784	46,741	4,669	55,244	6,988	5,848	2,943	61,561
Agency Comm Lines		9,025			2,868			4,288			1,869
Total 18-19 Operations Fund		2,634,881	317,778	255,954	724,578	65,311	496,275	76,019	101,698	74,850	444,778
Equipment Purchases		250,000									
Total 18-19 Equipment Fund		250,000									
Affiliate - Replacement Fund		(2,555)	(313)	(256)	(719)	(65)	(470)	(74)	(98)	(77)	(407)
Shared Network Replacement		380,000	46,588	38,076	107,008	9,614	69,920	10,944	14,516	11,400	60,458
MDCs and CADs		434,758	42,642	31,085	88,438	8,405	116,298	12,608	11,594	5,253	108,943
Total 18-19 Replacement Fund		812,203	88,917	68,905	194,727	17,954	185,748	23,478	26,012	16,576	168,994
Total 18-19		3,447,084	406,695	324,859	919,304	83,265	682,023	99,497	127,710	91,426	613,772
2017-18		3,420,079	406,161	315,599	934,443	85,346	676,726	105,934	114,955	43,182	636,450
Increase (Decrease)		27,005	534	9,260	(15,139)	(2,081)	5,297	(6,437)	12,755	48,244	(22,678)
% change		0.79%	0.13%	2.93%	-1.62%	-2.44%	0.78%	-6.08%	11.10%	111.72%	-3.56%

SCPSC Draft 5 Year Rolling Average Allocation Module

For Fiscal Year 2018-19 Budget

Combined I-LEADS and CFS	2012-2013		2013-2014		2014-2015		2015-2016		2016-2017		5-Year Avg 2017		
											Total	Average	%
Cotati	15,703	3.0%	15,504	3.0%	16,119	3.2%	16,553	3.2%	14,791	2.8%	78,670.00	15,734.00	3.02%
Petaluma	64,939	12.4%	65,203	12.5%	61,745	12.3%	63,233	12.1%	64,053	12.0%	319,173.00	63,834.60	12.26%
Rohnert Park	51,326	9.8%	53,519	10.2%	50,355	10.0%	52,749	10.1%	53,004	9.9%	260,953.00	52,190.60	10.02%
Santa Rosa	146,428	28.0%	145,863	27.9%	136,501	27.2%	147,872	28.3%	156,588	29.3%	733,252.00	146,650.40	28.16%
City of Sonoma	14,036	2.7%	13,145	2.5%	12,713	2.5%	13,215	2.5%	12,850	2.4%	65,959.00	13,191.80	2.53%
County of Sonoma	99,185	18.9%	99,595	19.1%	91,680	18.3%	92,222	17.6%	96,462	18.1%	479,144.00	95,828.80	18.40%
WindSOR	15,785	3.0%	14,050	2.7%	14,662	2.9%	15,370	2.9%	15,212	2.8%	75,079.00	15,015.80	2.88%
SRJC	20,205	3.9%	21,358	4.1%	19,351	3.9%	19,441	3.7%	19,026	3.6%	99,381.00	19,876.20	3.82%
SSU	17,756	3.4%	15,965	3.1%	15,086	3.0%	15,598	3.0%	13,738	2.6%	78,143.00	15,628.60	3.00%
REDCOM	78,504	15.0%	77,942	14.9%	82,965	16.6%	86,388	16.5%	88,651	16.6%	414,450.00	82,890.00	15.91%
	523,867	100%	522,144	100%	501,177	100%	522,641	100%	534,375	100%	2,604,204.00	520,840.80	100.00%

SONOMA COUNTY PUBLIC SAFETY CONSORTIUM
FY 2018-19 Draft Budget Option #2
Staffing: PM, SSA, SPA, PA, PA, GIS1
Schedule I - Annual Budget

	FY 2017-18	FY 2018-19	Change \$	Change %
Agency Shared ISD 's Costs				
Salaries & Benefits	995,765	1,090,524	94,759	8.69%
Training & Travel	19,850	22,400	2,550	11.38%
ISD Insourcing	75,000	75,000	-	0.00%
ISD Network & PC Support	28,068	35,681	7,613	21.34%
Administrative Overhead	164,082	168,000	3,918	2.33%
Communications	10,859	10,859	-	0.00%
Supplies and Operating expenses	20,413	21,800	1,387	6.36%
Sub-total	1,314,037	1,424,264	110,227	7.74%
Agency Shared Pass Through Costs				
Contract Services (Sonic)	13,188	13,188	-	0.00%
Insourcing (Project Work)	23,840	23,840	-	0.00%
Shared Agency Communications Lines	103,995	103,995	-	0.00%
Software Purchases and Renewals	68,720	63,802	(4,918)	-7.71%
Maintenance of Equipment (Hardware)	28,592	29,081	489	1.68%
GIS Baseline	71,182	72,723	1,541	2.12%
Sub-total	309,517	306,629	(2,888)	-0.94%
Total Shared System Support	1,623,554	1,730,893	107,339	
Member Direct Operational Cost				
Agencies Air Cards	227,045	226,061	(984)	-0.44%
Agency Communications Lines	9,025	9,025	-	0.00%
Agency Equipment Purchases	250,000	250,000	-	0.00%
Sub-total	486,070	485,086	(984)	-0.20%
Total Schedule I	2,109,624	2,215,979	106,355	4.80%

SONOMA COUNTY PUBLIC SAFETY CONSORTIUM
FY 18-19 Draft Budget

JPA Administration Costs	FY16-17 Final Budget	FY 17-18 Final Budget	FY 18-19 Draft Budget	\$ Change	% Change
Administrator	146,927.00	154,273.35	170,000.00	15,726.65	10%
Insurance Certificate *	10,000.00	10,000.00	10,000.00	-	0%
County Auditors Office - Annual Accounting Support and Final Division	27,000.00	29,000.00	29,000.00	-	0%
Annual Auditing Services	24,000.00	13,200.00	13,200.00	-	0%
County Counsel	5,000.00	10,000.00	10,000.00	-	0%
Postage, Copies, Mileage	500.00	500.00	500.00	-	0%
Training, Travel	2,600.00	3,000.00	3,000.00	-	0%
Overhead**	5,000.00	2,500.00	2,500.00	-	0%
A-87 Costs	-	-	-	-	-
Total	221,027.00	222,473.35	238,200.00	15,726.65	7%

* Any savings should be allocated into a reserve for de insurance - deductible

** Includes A-87 (Accounting Services Cost Plan Charges)

SONOMA COUNTY PUBLIC SAFETY CONSORTIUM
Allocation Percentages with CLETS User Only Agencies
FY 18-19

Welfare Fraud (DAT) Per MOU	\$ 3,600.00
District Attorney Investigators (DAT) MOU	\$ 1,800.00

**PARTICIPATING
AGENCY**

	Total PCs	% of Total
Member Agency Mnemonic Count	677	93.77%
<i>Affiliate Agencies (CLETS User only)</i>	45	6.23%
TOTAL	722	100.00%

Total CLETS Related Costs

CLETS related system support		\$148,617
CLETS related replacement contributions	100.00%	\$41,000
TOTAL - CLETS Related Costs		\$189,617

Affiliate Agencies CLETS User Only Costs

(affiliate agency percent of total shown above)

CLETS related system support	\$ 9,263.00	45
CLETS related replacement contributions	\$ 2,555.00	45
Total Non-Member CLETS User Only Costs	\$ 11,818.00	

	\$ 205.84
	\$ 56.78
Affiliate Agency CLETS access Cost per mnemonic	\$ 262.62

FY 18-19 Affiliate - CLETS mnemonic Counts	FY 18-19	
Courts	1	\$262.62
DA	24	\$6,302.88
Eldridge	1	\$262.62
FBI	2	\$525.24
Sonoma County Human Services	7	\$1,838.34
Sonoma County Probation	8	\$2,100.96
US Probation	1	\$262.62
Cloverdale	1	\$262.62
Total	45	\$11,817.90

	Revenue
Cost per mnemonics	\$262.62
Courts	1 262.62
DA	24 6,302.88
Eldridge	1 262.62
FBI	2 525.24
Human Services	7 1,838.34
Probation	8 2,100.96
US Probation	1 262.62
Cloverdale	1 262.62
Total	45 11,817.90

Affiliate Agencies (CLETS USER ONLY) COSTS - ITEMIZED		2018-19	SCH I
Salary and Benefits	8.46%	\$ 92,258	\$ 1,090,524
Communication Lines	8.46%	\$ 764	\$ 9,025
Cellular: Cell Phones and Wireless Accounts	8.46%	\$ 919	\$ 10,859
Maintenance	100%	\$ 15,000	\$ 15,000
Software Purchases and Renewals	8.46%	\$ 5,398	\$ 63,802
Data Processing: PC's on Network and Account & ID	8.46%	\$ 3,019	\$ 35,681
Internal Administration	8.46%	\$ 14,213	\$ 168,000
Intergraph Contract *	100%	\$ 17,047	\$ 17,047.00
		\$148,617	\$1,409,938

Affiliate Agencies (CLETS USER ONLY) REPLACEMENT CONTRIBUTION		
CAD Workstations & Central Site Equipment	\$41,000	\$ 41,000

	<u>Replacement Fund</u>	<u>Operations</u>	<u>Rates</u>
Courts	\$ 56.78	\$ 205.84	\$ 205.84
DA	\$ 1,362.67	\$ 4,940.27	\$ 56.78
Eldridge	\$ 56.78	\$ 205.84	
FBI	\$ 113.56	\$ 411.69	
Human Services	\$ 397.44	\$ 1,440.91	
Probation	\$ 454.22	\$ 1,646.76	
US Probation	\$ 56.78	\$ 205.84	
Cloverdale	\$ 56.78	\$ 205.84	
	<u>\$ 2,555.00</u>	<u>\$ 9,263.00</u>	

**SONOMA COUNTY PUBLIC SAFETY CONSORTIUM
FY 18-19 Draft Budget**

MDC

Members	Count	CF 31	Central Site	%	MDCs Actual	MDC Yearly Contributions for 5 Years
		5,200.00				
Cotati	8	41,600	427	2.05%	42,027	8,405
Petaluma	38	197,600	2,027	9.74%	199,627	39,925
Rohnert Park	27	140,400	1,440	6.92%	141,840	28,368
Santa Rosa	79	410,800	4,213	20.26%	415,013	83,003
City of Sonoma	8	41,600	427	2.05%	42,027	8,405
County of Sonoma	105	546,000	5,600	26.92%	551,600	110,320
Windsor	12	62,400	640	3.08%	63,040	12,608
SRJC	10	52,000	533	2.56%	52,533	10,507
SSU	5	26,000	267	1.28%	26,267	5,253
REDCOM	98	509,600	5,227	25.13%	514,827	102,965
	390	2,028,000	20,801	100.00%	2,048,801	409,759

Central Site	4	20,800.00				
Grand Total	394	2,048,800.00			2,048,800.00	409,760.00

CAD

Members	Count	CAD	Central Site	%	Total Cost by Member	CAD Yearly Contributions for 5 Years
		2,500.00				
Cotati	2	5,000	435	4.35%	5,435	1,087
Petaluma	5	12,500	1,087	10.87%	13,587	2,717
Rohnert Park	5	12,500	1,087	10.87%	13,587	2,717
Santa Rosa	10	25,000	2,174	21.74%	27,174	5,435
County of Sonoma	11	27,500	2,391	23.91%	29,890	5,978
SRJC	2	5,000	435	4.35%	5,435	1,087
REDCOM	11	27,500	2,391	23.91%	29,890	5,978
	46	115,000	10,000	100.00%	124,998	24,999

Central Site	4	10,000.00				
Grand Total	50	125,000.00			125,000.00	25,000.00

Contributions

Members	CAD & MDC Balance 07/01/2018	MDC/CAD Yearly Contributions for 2018-19	Amount to be used 18-19	Shared Unit Costs to be used in 18-19	Projected CAD & MDC Balance 06/30/2019
Cotati	(0.00)	9,492.00			9,492.00
Petaluma	0.00	42,642.00			42,642.00
Rohnert Park	14,283.89	31,085.00			45,368.89
Santa Rosa	10,913.83	88,438.00			99,351.83
City of Sonoma	0.27	8,405.00			8,405.27
County of Sonoma	23,189.49	116,298.00			139,487.49
Windsor	0.01	12,608.00			12,608.01
SRJC	(0.00)	11,594.00			11,594.00
SSU	-	5,253.00			5,253.00
REDCOM	28,579.67	108,943.00			137,522.67
	76,967.16	434,758.00	-	-	511,725.16

5 Year Replacement	Total	Yearly Contribution
Servers	500,000	
Hexagon	850,000	
Total	1,350,000	270,000

7 Year Replacement		
Central Network	470,000	
Mobile Network	300,000	
	770,000	110,000

Total Annual Due	2,120,000	380,000
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Cotati	3.02%	11,476
Petaluma	12.26%	46,588
Rohnert Park	10.02%	38,076
Santa Rosa	28.16%	107,008
City of Sonoma	2.53%	9,614
County of Sonoma	18.40%	69,920
Windsor	2.88%	10,944
SRJC	3.82%	14,516
SSU	3.00%	11,400
REDCOM	15.91%	60,458
		380,000

Members	MDC Due For Replacement in 17/18	CAD Due For Replacement in 17/18	CAD & MDC Balance 06/30/2017	MDC/CAD Yearly Contributions for 2017-18	MDC Amount available to be used in 17-18	CAD Amount available to be used in 17-18	Shared Amount to be used in 17-18	Projected CAD & MDC Balance 06/30/2018
Cotati	8	2	(0)	9,492	39,259	5,494	469	(0)
Petaluma	37	5	0	42,642	188,037	13,735	1,649	0
Rohnert Park	24	5	14,284	31,085	125,019	13,735	1,369	14,284
Santa Rosa	74	9	10,914	88,438	385,475	24,723	3,289	10,914
City of Sonoma	8	-	0	8,405	41,673	-	225	0
County of Sonoma	92	11	23,189	116,298	479,240	30,217	4,123	23,189
Windsor	12	-	0	12,608	62,510	-	337	0
SRJC	8	2	(0)	11,594	39,260	5,494	469	(0)
REDCOM	90	7	28,580	108,943	468,821	19,229	3,983	28,580
Shared	2	2						
	355	43	76,967	429,505	1,829,293	112,628	15,912	76,967

Estimated Replacement Projects through FY24-25

	FY16-16/17 Actuals	FY17-18	FY18-19	FY19-20	FY20-21	FY21-22	FY22-23	FY23-24	FY24-25
General Replacement Fund									
Est. Balance July 1	2,812,306	2,997,426	3,216,247	2,654,190	1,490,448	1,424,157	1,796,105	1,961,232	962,667
Est. Member Contribution	448,337	428,694	380,000	380,000	380,000	380,000	380,000	380,000	380,000
Type of Replacement									
Central Network									
Servers, Storage & Equip									
AirCards									
Mobile Network									
RMS									
Hexagon Software									
Edge Frontier									
Actual Expenses									
Total Expenditures									
Interest earned (est 1%)									
Interest Accumulated									
Balance									

Mobile Data Computers									
Est. Balance July 1	1,098,918	1,562,483	78,059	471,617	880,375	1,281,833	1,716,591	182,249	575,807
Est. Contribution	463,565	472,315	434,758	434,758	434,758	434,758	434,758	434,758	434,758
CAD Workstations									
Mobile Computers									
Total Expenditures									
Balance									

Est. total balance June 30	4,559,909	3,294,306	3,125,807	2,370,823	2,705,990	3,512,696	2,143,481	1,538,474	2,342,617
Total Yearly Contributions	911,902	901,009	814,758	814,758	814,758	814,758	814,758	814,758	814,758
Reserve in RF sb \$1.5 Million	3,059,909	1,794,306	1,625,807	870,823	1,205,990	2,012,696	643,481	38,474	842,617
Excess									
1,500,000									

Type	Service	Summary	Status	Notes
		Project - Dragon Dictation Software	Assigned	Chris/Cotati is giving SpeakRight a trial and will report back.
CAD		Project - SmartGuardian Software	Assigned	Ken S. will be giving a demo to Oversight. RMS product may have a similar add-on option. RMS contract review group will be reviewing and determine if it should be purchased for Consortium.
NetMotion	1-High	Project 1 - Install Net Motion and test	Back to Technician	Working with vendor on authentication issue.
Hardware	1-High	Project 1 - MDC Replacement 17/18	Back to Technician	Placed about 2/3 of orders for CF-33 packages. MPS screen/button issues -
Hardware	1-High	Project 1 - PSC CAD Workstation Hardware Replacement	Back to Technician	Installing one ws at each agency that has more than 2 workstations.
Hardware	1-High	Project 1 - Purchase new firewall(s) for REDCOM to replace surplus device	Pending Vendor Response	ISD & PS-CST determined the firewall policy configurations. Successfully deployed on 12/5 (downtime was 5-5:15am). 1 listener/CAD issue.
Software (Other)	1-High	Project 1 - RMS replacement RFP	Pending User Response	Technical kickoff meeting held. Report demos.
ILEADS	1-High	Project 1 - SSU Agency addition to Consortium	Assigned	Tech meeting kickoff on Monday 12/11/17 at 1-3pm.
ILEADS	1-High	Project 1D - Perform I/LEADS location duplicate merge/record removal	Assigned	Working on when time permits.
CAD	1-High	Project 1E - Live MUM upgrade - Pending 6647	Pending Vendor Response	Resolution to issue: install I/Dispatch with LiveMum. Testing
DAT	2-Medium	Project 2 - Add Spatial Data Extension (SDE) to DWDAT through ARCGIS Server - Nov. 2017	Scheduled	Was delayed due to wildfires/workload. Once the agreement has been located, we can support HSD.
DAT	2-Medium	Project 2 - DAT site rebuild	Assigned	Developing.
Edge Frontier	2-Medium	Project 2 - Edge Frontier to feed CII, FBI, DL, SSN, AKA into IJS/Leads from Livescan	Assigned	When Tyler has time.
ILEADS	2-Medium	Project 2 - Establish new I/Box and get ILEADS data refresh running to CopLink - Q2/Q3	Scheduled	Q3
SQL Database	2-Medium	Project 2 - RIMMS data to DAT and NCRIC - Q2/Q3	Scheduled	Q3
CAD	2-Medium	Project 2A - Implement Verint AudioLog Integration to I/Dispatcher - With New CAD Workstation	Scheduled	Dependent on CAD workstation replacement. Not compatible with current OS on W/S.
Edge Frontier	2-Medium	Project 2C - Implement Edge Frontier interface to Cal Fire	Pending Vendor Response	Aaron A. is following up with CalFire
CAD	3-Low	Project 3 - CAD to Rohnert Park Firehouse database Interface	Pending User Response	Kenny suggested RP look into ImageTrend.
Hardware	3-Low	Project 3 - New CAD workstation for SRPD - Pending WO 6785	Scheduled	Workstation has been purchased.
Mobile Responder	3-Low	Project 3 - Purchase and implement Mobile Responder	Pending Vendor Response	Vendor software not working in test.
DAT	3-Low	Project 3 - Replicate live CAD data to data warehouse	Assigned	Added to project list.

Sonoma County Public Safety Consortium

**Independent Auditor's Report, Management's Discussion and Analysis,
and Basic Financial Statements
For the Fiscal Years Ended
June 30, 2016 and 2015**



**Sonoma County Public Safety Consortium
Independent Auditor’s Report and Basic Financial Statements
For the Fiscal Years Ended
June 30, 2016 and 2015**

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Independent Auditor's Report (continued)

Opinion

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of the Consortium as of June 30, 2016 and 2015, and the changes in financial position and cash flows for the years then ended in conformity with accounting principles generally accepted in the United States of America.

Other Matters

Required Supplementary Information

Accounting principles generally accepted in the United States of America require that management's discussion and analysis as listed in the table of contents be presented to supplement the basic financial statements. Such information, although not a part of the basic financial statements, is required by the Governmental Accounting Standards Board who considers it to be an essential part of financial reporting for placing the basic financial statements in an appropriate operational, economic, or historical context. We have applied certain limited procedures to the required supplementary information in accordance with auditing standards generally accepted in the United States of America, which consisted of inquiries of management about the methods of preparing the information and comparing the information for consistency with management's responses to our inquiries, the basic financial statements, and other knowledge we obtained during our audits of the basic financial statements. We do not express an opinion or provide any assurance on the information because the limited procedures do not provide us with sufficient evidence to express an opinion or provide any assurance.

Other Information

The Roster of Board of Directors has not been subjected to the auditing procedures applied in the audits of the basic financial statements, and accordingly, we do not express an opinion or provide any assurance on it.

Other Reporting Required by *Government Auditing Standards*

In accordance with *Government Auditing Standards*, we have also issued our report dated November 15, 2017 on our consideration of the Consortium's internal control over financial reporting and on our tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements and other matters. The purpose of that report is solely to describe the scope of our testing of internal control over financial reporting and compliance and the results of that testing, and not to provide an opinion on the effectiveness of the Consortium's internal control over financial reporting or on compliance. That report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering the Consortium's internal control over financial reporting and compliance.

Presenti & Brinku LLP

Santa Rosa, California
November 15, 2017

**Sonoma County Public Safety Consortium
Management's Discussion and Analysis
For the Fiscal Years Ended June 30, 2016 and 2015**

As management of the Sonoma County Public Safety Consortium (the Consortium), we offer readers of the Consortium's financial statements this narrative overview and analysis of the financial activities of the Consortium for the fiscal years ended June 30, 2016 and 2015. We encourage readers to consider the information presented here in conjunction with the Consortium's financial statements and the accompanying notes to the basic financial statements.

The primary mission of the Consortium is to operate, maintain and improve the public safety communication and data management system comprised of Computer Aided Dispatch (CAD), Records Management System (RMS), and Mobile Data Computing (MDC) among the County, cities, districts and other public entities within Sonoma County. Please refer to the definition of the reporting entity within the notes to the financial statements for additional detail.

Financial Highlights

- The Consortium's assets exceeded its liabilities at the close of the fiscal years ended June 30, 2016 and 2015 by \$5,274,065 and \$4,626,856 of which \$1,621,272 and \$1,641,742 represents its investment in capital assets and \$3,652,793 and \$2,985,114 representing unrestricted net position, respectively.
- The Consortium's liabilities amounted to \$382,593 and \$323,344 at the close of the fiscal years ended June 30, 2016 and 2015 consisting of \$59,249 and \$0 in accounts payable, \$323,344 and \$323,344 in customer deposits.

Overview of the Basic Financial Statements

This discussion and analysis is intended to serve as an introduction to the Consortium's basic financial statements. The Consortium's basic financial statements are comprised of two components: 1) basic financial statements and 2) notes to the basic financial statements.

The Consortium is engaged only in business-type activities. The Consortium accounts for its financial activity utilizing fund accounting, specifically enterprise fund accounting, to ensure and demonstrate compliance with finance-related legal requirements. An enterprise fund is a proprietary fund type used to report activities for which a fee is charged to external customers for goods or services provided. The focus of an enterprise fund is the determination of operating income, changes in net position (or cost recovery), and cash flow.

**Sonoma County Public Safety Consortium
Management's Discussion and Analysis
For the Fiscal Years Ended June 30, 2016 and 2015**

All activities are presented in the following three basic financial statements:

- Statements of Net Position
- Statements of Revenues, Expenses and Changes in Net Position
- Statements of Cash Flows

The notes provide additional information that is essential to a full understanding of the data provided in the financial statements.

Financial Analysis

Net Position. Over time, changes in net position may indicate whether the financial position of the Consortium is improving or deteriorating. Net position increased to \$5,274,065 during the fiscal year ended June 30, 2016, a change of \$647,209 from the fiscal year ended June 30, 2015. Net position increased to \$4,626,856 during the fiscal year ended 2015, a change of \$366,341 from the fiscal year ended June 30, 2014. The following table summarizes the net position for the Consortium's activities:

Statement of Net Position (summarized)

	June 30, 2016	June 30, 2015
	<u> </u>	<u> </u>
Asset:		
Current assets	\$ 4,035,386	\$ 3,308,458
Capital assets	1,621,272	1,641,742
Total assets	<u>5,656,658</u>	<u>4,950,200</u>
Liabilities:		
Current liabilities	<u>382,593</u>	<u>323,344</u>
Total liabilities	<u>382,593</u>	<u>323,344</u>
Net Position:		
Net investment in capital assets	1,621,272	1,641,742
Unrestricted net position	<u>3,652,793</u>	<u>2,985,114</u>
Total net position	<u>\$ 5,274,065</u>	<u>\$ 4,626,856</u>

**Sonoma County Public Safety Consortium
Management's Discussion and Analysis
For the Fiscal Years Ended June 30, 2016 and 2015**

Change in Net Position - Total revenues for the fiscal year ended June 30, 2016 and 2015 were \$3,122,169 and \$2,807,679 compared with expenses of \$2,474,960 and \$2,441,338. The following table summarizes the changes in net position for the current and prior fiscal years ended:

Change in Net Position (summarized)

	June 30, 2016	June 30, 2015
Revenues:		
Operating revenues	\$ 2,106,047	\$ 1,932,172
Non-operating revenues		
Contributions from other governments	992,404	839,154
Investment earnings	23,718	36,353
Total revenues	3,122,169	2,807,679
Expenses:		
Operating expenses	2,474,960	2,441,338
Total expenses	2,474,960	2,441,338
Increase (decrease) in net position	647,209	366,341
Net position - beginning of the year	4,626,856	4,260,515
Net position - end of the year	\$ 5,274,065	\$ 4,626,856

Capital Assets

The Consortium's investment in capital assets consists of equipment and software utilized to support the public safety communication and data management system in Sonoma County. For the fiscal year ended June 30, 2016, the Consortium capital asset purchases consisted of servers in the amount of \$35,110 and a software upgrade in the amount of \$719,222. For the fiscal year ended June 30, 2015, the Consortium had no capital asset purchases. The Consortium's net investment in capital assets decreased by \$20,470 to \$1,621,272, as a result of purchases, depreciation, and amortization during the fiscal year ended June 30, 2016. The Consortium's net investment in capital assets increased by \$296,438 as a result of purchases during the year ended June 30, 2015.

**Sonoma County Public Safety Consortium
Management's Discussion and Analysis
For the Fiscal Years Ended June 30, 2016 and 2015**

Capital Assets			
	<u>June 30, 2016</u>	<u>June 30, 2015</u>	<u>June 30, 2014</u>
Capital assets, not being depreciated:			
Work in progress - Equipment	\$ -	\$ 357,942	\$ -
Work in progress - Intangibles	-	<u>11,622</u>	-
Total capital assets, not being depreciated:	-	<u>369,564</u>	-
Capital assets, being depreciated:			
Equipment	1,879,904	1,477,399	1,477,399
Intangibles	2,418,406	2,155,108	2,053,718
Accumulated depreciation and amortization	<u>(2,677,038)</u>	<u>(2,360,329)</u>	<u>(2,185,813)</u>
Total capital assets, being depreciated:	<u>1,621,272</u>	<u>1,272,178</u>	<u>1,345,304</u>
Capital assets, net	\$ <u>1,621,272</u>	\$ <u>1,641,742</u>	\$ <u>1,345,304</u>

Economic Outlook

The Consortium's budget is driven primarily by the costs of services to operate the communication and data management CAD/RMS/MDC system contracted with the County of Sonoma Information Systems Department (ISD). Per Service Level of Agreement (SLA) and contract, ISD is required to submit an annual budget to the Consortium estimating its costs. For the fiscal year ending June 30, 2017, the cost for ISD's services is estimated to increase \$43,482.

Request for Additional Information

This financial report is designed to provide a general overview of the Consortiums' finances. Questions concerning any of the information provided in this report or requests for additional financial information should be addressed to Sonoma County Public Safety Consortium, 585 Fiscal Dr., Suite 100, Santa Rosa, CA 95403.