

**AGENDA**  
**REGULAR MEETING**  
**YECA GOVERNING BOARD**  
**Wednesday, April 2, 2025**  
**2:00 P.M. Public Session**

**Yolo Emergency Communications Agency, 35 N. Cottonwood St, Woodland, CA 95695**

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**ALL ITEMS ARE FOR ACTION UNLESS OTHERWISE NOTED WITH AN ASTERISK (\*)**

**1. Call to Order (2:00 PM)**

**2. Approval of the Agenda**

**3. Announcements**

- a. Proclamation National Public Safety Telecommunicators Week April 13<sup>th</sup> – 19<sup>th</sup>
- b. 2024 YECA Dispatcher of the Year Award Recipient “Gabriel Hernandez”
- c. Charles Keasler promotion to IT Systems Manger

**4. Public Comment**

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Speakers must state their name and city of residence for the record and limit their remarks to three minutes. Members of the public audience may address the Governing Board on any item not on today’s agenda. No response is required and no action can be taken, however, the Governing Board may add the item to the agenda of a future meeting.

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**5. Consent Agenda**

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Consent Agenda items are considered to be routine and will be considered for adoption by one motion. There will be no separate discussion of these items unless a member of the Governing Board, member of the audience, or staff requests that the Governing Board remove an item. If an item is removed, it will be discussed in the order in which it appears on the Agenda.

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- a. Approval of the Minutes from the March 5, 2025, Regular Meeting
- b. Operations Division Report
- c. Current Year Budget Status Update

**6. Closed Session**

Conference with Labor Negotiator (CG54957.6)

Agency Representative: Dena Humphrey, Executive Director

Employee Organization: YECA Non-Representative Groups (General & Management)

**7. FY25/26 Final Budget & Presentation– Voted Item**

- a. FY25/26 Final Budget
- b. FY25/26 Final CIP Summary
- c. FY25/26 Final CIP 2-Year Forecast
- d. FY24/25 Admin Restructure & Final Salary Schedule for Non-Represented Group (General & Managers Unit) with updated Job Descriptions
  - i. Executive Director
  - ii. IT Systems Manager
  - iii. Operations Manager
  - iv. Senior IT Specialist
  - v. IT Specialist
  - vi. IT Help-Desk Technician
  - vii. Human Resources/Administrative Coordinator
  - viii. Senior Accounting Technician
  - ix. Retired Annuitant Extra-Help
  - x. Office Assistant Extra-Help
- e. FY24/25 & FY25/26 Final Authorized Position Table
- f. FY24/25 & FY25/26 Final Agency Benefits Summary
- g. FY24/25 & FY25/26 Final Agency Salary Schedule

**8. Next Scheduled JPA Board Meeting Date Proposal June 4, 2025**

**9. Items for Future Meeting Agenda**

- a. Executive Director Annual Evaluation
- b. Proposal for New Carpet and Vinyl Flooring Replacement for Agency
- c. Final Dispatch Remodel Project Cost Report

**10. Adjournment**

I declare under penalty of perjury that the foregoing agenda was available for public review and posted on/or before March 28, 2025 on the bulletin board outside of the Yolo County, Erwin Meier Administration Center, 625 Court St., Woodland, California and on the agency website: [www.yolo911.org/board-meetings](http://www.yolo911.org/board-meetings).

  
\_\_\_\_\_  
Dena Humphrey, Executive Director

If you are a person with a disability and you need disability related accommodations to attend the meeting, please contact Tianna Dumas at (530) 666-8900 or (530) 666-8909 (fax). Requests for accommodations must be made at least two full business days before the start of the meeting.

**YOLO EMERGENCY COMMUNICATIONS AGENCY  
(YECA) GOVERNING BOARD**

**March 5, 2025**

**2:00 P.M.**

**Minutes**

The YECA Governing Board met on Wednesday March 5, 2025 at the Yolo Emergency Communications Agency, 35 N Cottonwood St. – Conference Room, Woodland. Board Chair Binns called the meeting to order at 2:02pm.

**PRESENT: Primary Board Members:** Dena Humphrey, YECA Executive Director, Steve Binns, City of West Sacramento, Tom Lopez, Yolo County, Jack Synder, City of Winters, Kim McKinney, City of Woodland **Absent:** Shawn Kinney, Yocha Dehe Wintun Nation

**Entry No. 2**

**Minute Order No. 2025-05**

**Approval of the Agenda - [Approved](#)**

**MOTION: Lopez SECOND: Synder AYES: Binns, Synder, McKinney, Lopez Absent: Kinney**

**Entry No. 3**

**Announcements-**

- a. Leah Goodwin retirement effective April 15, 2025, after serving 28 years with YECA

**Entry No. 4**

**Public Comment – None**

**Entry No. 5**

**Minute Order No. 2025-06**

**Approval of Consent Agenda – [Approved](#)**

- a. Approval of the Minutes from the February 5, 2025, Regular Meeting
- b. Operations Division Report
- c. Current Year Budget Status Update
- d. YCDA Side-Letter for Recruitment & Hiring Incentives

**MOTION: McKinney SECOND: Synder AYES: Binns, Synder, McKinney, Lopez Absent: Kinney**

**Entry No. 6**

**Closed Session- Out of Session: 2:09 p.m.**

- a. Conference with Labor Negotiator (CG54957.6)

Agency Representative: Dena Humphrey, Executive Director

Employee Organization: YECA Non-Representative Groups (General & Management)

**Back in session: 3:01 p.m. – Reportable Action- None**

**Entry No. 7**

**FY25/26 Proposed Draft Budget & Presentation - \*Info Only**

- a. FY25/26 Proposed Budget
- b. FY25/26 Proposed CIP Summary
- c. FY25/26 Proposed CIP 3-Year Forecast
- d. FY25/26 Proposed Position Table

ED Humphrey presented the Draft Budget for FY25/26 to Board Members. For the FY25/26 proposed Capital Investment Plan (CIP) ED Humphrey highlighted that costs were based off of currently approved grants (grants in pending status were not included). Board members proposed integrating an additional debt payment to the Capital Fund for the final budget to get ahead of funding any future loan needs due to anticipated CIP project costs. Board Member McKinney requested that the Agency re-visit the overhead cost formula of 15% for the next year's budget to determine if the formula is reflective of the overall workload.

**Entry No. 8**

**Next Scheduled JPA Board Meeting Date:** April 2, 2025

**Entry No. 9**

**Items for Future Meeting Agenda**

- a. Final Budget for FY25/26

**Entry No. 10**

**Meeting Adjourned at 3:45pm**

**Minutes submitted by Tianna Dumas**

## STAFF REPORT

**Agenda Item: 5.b**

**Date:** April 2, 2025  
**To:** YECA Governing Board  
**Thru:** Dena Humphrey, Executive Director  
**From:** Vanesa Hoyt, Operations Manager  
**Subject:** February 2025 Operations Division Report  
**Recommendation:** No action required; information only.  
**Summary:** Operations staff is currently engaged in the following:

**Staffing:**

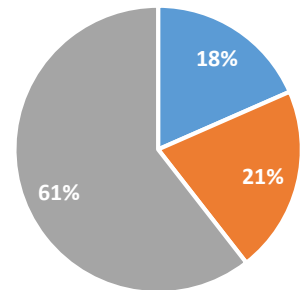
1. Out of 39 funded operations positions:

Classification	Filled	Funded	Vacant
Operations Manager	1	1	0
Dispatch Supervisor	4	4	0
Dispatcher III	4	4	0
Dispatcher I/II	22	26	4
Dispatch Assistant	1	4	*3
<b>TOTAL</b>	<b>32</b>	<b>39</b>	<b>7</b>

\*3 FTE Dispatch Assistant positions were frozen for FY24/25

March 2025

■ Vacancies ■ In-Training ■ Trained



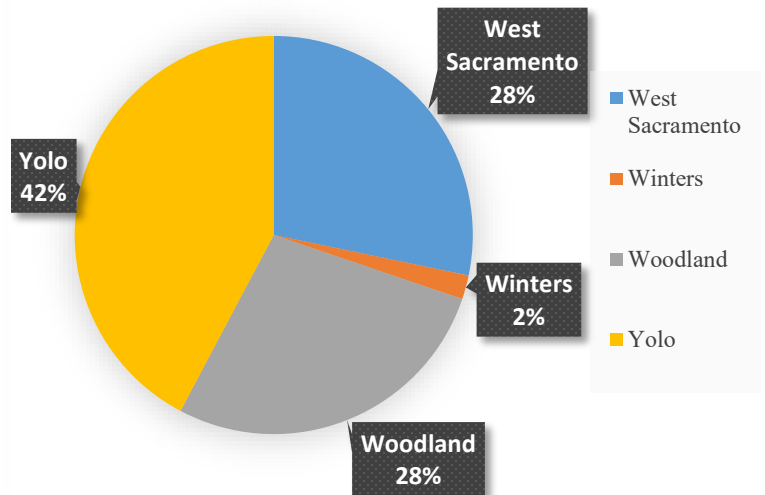
- a. Toni Hogan has completed training on the WSP radio (3rd console) and has begun training on the Fire radio (4th console).
- b. Madison Burgess has completed training on the WSP radio (4th and final console).
- c. Hollie Kiser has completed training on the WSP radio (3rd console).
- d. Brianna Gunter has completed training on the WSP radio (1st console).
- e. Benicia Lammon has completed training on the YSO radio (3rd console).
- f. Tayra Eidenbenz has completed training on the YSO radio (1st console).
- g. Shelbee Hudson has completed training on the YSO radio (1st console).
- h. Mackenzie Daniels has begun training on the WDP radio (1st console).

**Statistical Information:**

Monthly Phone Statistics:

	JAN	FEB
9-1-1	4,488	4,095
7-Digit Emergency	962	1,260
AMR	86	78
West Sacramento	3,262	2,883
Winters	233	191
Woodland	3,049	2,939
Yolo	4,826	4,357
Outgoing	4,525	4,376
<b>TOTAL</b>	<b>21,431</b>	<b>20,179</b>

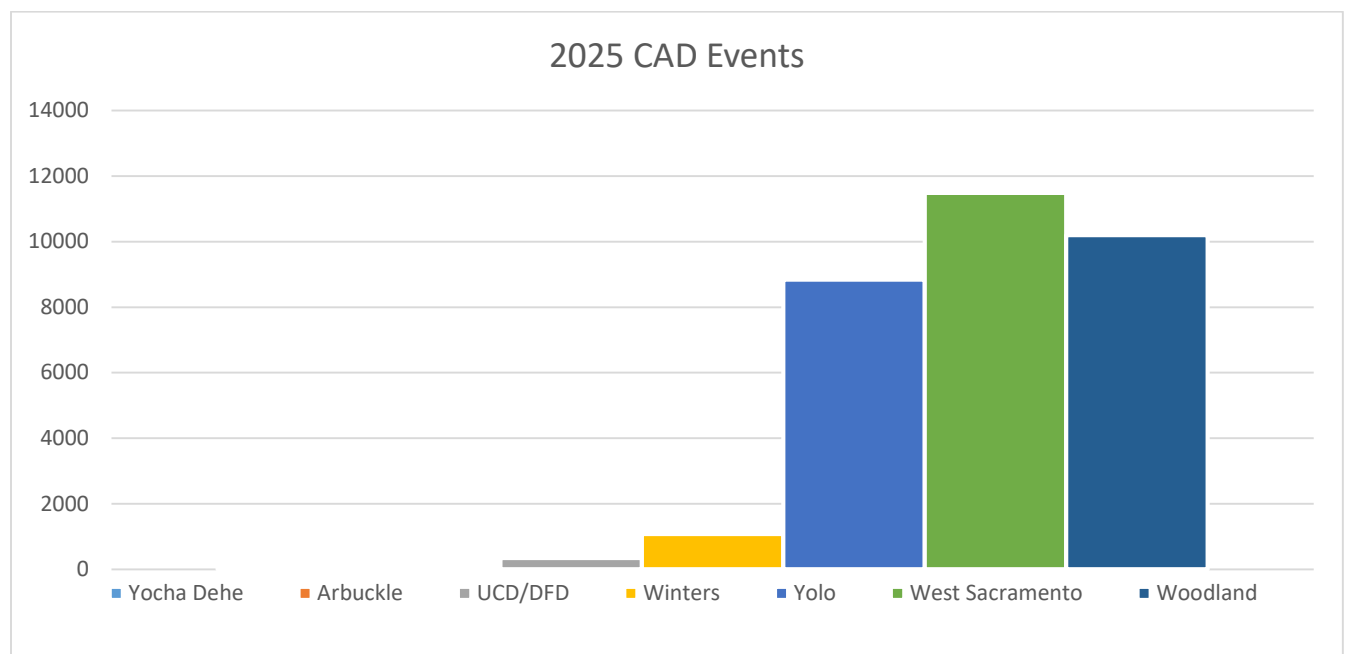
**2025 YTD  
Incoming Non-Emergency Lines**



Monthly CAD Events:

Agency/CAD Events by Category	JAN	FEB	YTD
<b>West Sacramento</b>			
Law	4,976	4,182	9,158
Fire	358	281	639
Medical	598	575	1,173
Animal Control	242	198	440
Public Works/Support	44	35	79
<b>TOTAL</b>	<b>6,218</b>	<b>5,271</b>	<b>11,489</b>
<b>Winters</b>			
Law	434	361	795
Fire	57	84	141
Medical	53	50	103
Animal Control	21	9	30
Public Works/Support	2	6	8
<b>TOTAL</b>	<b>567</b>	<b>510</b>	<b>1,077</b>
<b>Woodland</b>			
Law	4,231	3,884	8,115
Fire	294	270	564
Medical	510	497	1,007
Animal Control	213	185	398
Public Works/Support	55	56	111
<b>TOTAL</b>	<b>5,303</b>	<b>4,892</b>	<b>10,195</b>
<b>YSO</b>			
Law	2,811	2,712	5,523
Fire	588	574	1,162
Medical	98	91	189

Animal Control	234	261	495
Public Works/Support	747	723	1,470
<b>TOTAL</b>	<b>4,478</b>	<b>4,361</b>	<b>8,839</b>
<b>Yocha Dehe</b>			
Fire	19	20	39
Medical	33	31	64
<b>TOTAL</b>	<b>52</b>	<b>51</b>	<b>103</b>
<b>Arbuckle</b>			
Fire	12	6	18
Medical	24	20	44
<b>TOTAL</b>	<b>36</b>	<b>26</b>	<b>62</b>
<b>UCD/DFD</b>			
Fire	88	86	174
Medical	75	91	166
<b>TOTAL</b>	<b>163</b>	<b>177</b>	<b>340</b>
<b>GRAND TOTAL</b>	<b>16,817</b>	<b>15,288</b>	<b>32,105</b>



CLETS Inquiries/Returns:

Agency	Metric	JAN	FEB	YTD
WDP	Inquiries	3,943	3,513	7,456
	Returns	19,188	18,326	37,514
WNP	Inquiries	558	324	882
	Returns	3,317	1,808	5,125
WSP	Inquiries	3,571	2,704	6,275
	Returns	17,420	13,962	31,382
YSO	Inquiries	4,315	3,026	7,341
	Returns	23,965	15,993	39,958
<b>GRAND TOTAL</b>	<b>Inquiries</b>	<b>12,387</b>	<b>9,567</b>	<b>21,954</b>
	<b>Returns</b>	<b>63,890</b>	<b>50,089</b>	<b>113,979</b>

Confidential Records Requests (Audio & CAD Print out):

JAN	FEB	YTD
12	19	31

After-Hours Records Entries:

	JAN
West Sacramento	72
<b>TOTAL</b>	<b>72</b>

\* As of 1/7/25, after-hours records are no longer handled by dispatch.

Text to 9-1-1:

JAN	FEB	YTD
10	7	17

IROC (Fire- Interagency Resource Ordering Capability):

	JAN	FEB	YTD
IROC Fill Orders	2	0	2
IROC Updates	2	1	3

9-1-1 Answering Times:

*In the busiest hour; 90% of all 9-1-1 calls shall be answered within 15 seconds, 95% of all 9-1-1 calls should be answered within 20 seconds*

Month & (Busiest Hour)	JAN (1700)	FEB (1600)	YTD AVERAGE
0-10 seconds	95.89%	97.58%	96.74%
0-15 seconds	100.00%	99.31%	99.66%
0-20 seconds	100.00%	99.65%	100.00%



## Projects:

1. Leadership Development Training
  - a. Dispatcher III training for Katie Gonzalez
  - b. Leadership Pilot Program
2. EMD-QA
  - a. Operations Manager Hoyt provides feedback for all emergency medical dispatch calls, focusing on case review and compliance.
3. Disaster Recovery Plan
  - a. Conducting regular staff training on evacuation procedures.
  - b. Utilizing cases for tactical dispatch and call-out protocols.
4. Recruitment
  - a. Recruitment for the July 2025 academy is currently open.
5. Succession Planning
6. 2025 In-Service Training Plan
  - a. ProQA Refresher Training: Focused on maintaining and improving emergency medical dispatch skills.
  - b. Communications Training Officer (CTO) Refresher Training: Enhancing skills and knowledge for CTOs to effectively mentor and train staff.
  - c. In-Service Fire Training: Specialized training for handling fire-related incidents and protocols.
  - d. In-Service Law Training: Focused on law enforcement dispatching protocols and best practices.
  - e. IROC Refresher Training: Reinforcement of skills related to the Incident Resource Ordering Capability (IROC) system.
  - f. Radio Academy: Comprehensive training on radio communication systems and procedures.
7. CalOES GIS Pilot Project
8. NG9-1-1 Equipment Installations
  - a. Phase 2 Integration: Integration of location information systems to improve caller location accuracy, enabling more precise dispatching, with potential for basic text messaging capabilities.
  - b. CPE Software Upgrade: Completed 4/13/2021
  - c. Atos Equipment installation: Completed 11/15/2021
  - d. Migration from Comtech Text to 9-1-1 to Rapid Deploy Radius: Completed 02/23/2022.
  - e. CALOES Tiger Team PSAP Readiness Testing: Completed 08/23/2023
  - f. Cloud-Based CPE Selection: YECA staff is in the review stage for Cloud-based CPE.
9. Applicant Tracking System
10. Employee Evaluation Model
11. Dispatch Remodel
  - a. Dispatch room remodel complete.
12. Employee Wellness Program
13. Scheduling Program
  - a. Pace Scheduler selected to replace VSS scheduler
14. Artificial Intelligence for non-emergency calls
15. Emergency Medical Dispatching QA Program

Agenda Item: 5.c

## YECA BUDGET MANAGEMENT SUMMARY

2024 / 2025 As of 03/25/2025

B/U	8%	17%	25%	33%	42%	50%	58%	67%	75%	83%	92%	100%
	JUL-24	AUG-24	SEPT-24	OCT-24	NOV-24	DEC-24	JAN-25	FEB-25	MAR-25	APR-25	MAY-25	JUN-25
<b>30 ADMINISTRATION</b>												
Appropriations	\$ 2,139,226	\$ 2,164,226	\$ 2,164,226	\$ 2,164,226	\$ 2,164,226	\$ 2,164,226	\$ 2,164,226	\$ 2,164,226	\$ 2,164,226	\$ 2,164,226	\$ 2,164,226	\$ 2,164,226
Encumbrances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Expenditures	\$ 181,978	\$ 388,116	\$ 495,470	\$ 1,006,145	\$ 1,099,782	\$ 1,105,241	\$ 1,220,628	\$ 1,340,727	\$ -	\$ -	\$ -	\$ -
Unencumbered	\$ 1,957,249	\$ 1,776,110	\$ 1,668,756	\$ 1,158,081	\$ 1,064,444	\$ 1,058,985	\$ 943,598	\$ 823,499	\$ 2,164,226	\$ 2,164,226	\$ 2,164,226	\$ 2,164,226
Percent Expended	9%	18%	23%	46%	51%	51%	56%	62%	0%	0%	0%	0%
<b>40 OPERATIONS - DISPATCH</b>												
Appropriations	\$ 4,937,697	\$ 4,937,697	\$ 4,937,697	\$ 4,937,697	\$ 4,937,697	\$ 4,937,697	\$ 4,937,697	\$ 4,937,697	\$ 4,937,697	\$ 4,937,697	\$ 4,937,697	\$ 4,937,697
Encumbrances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Expenditures	\$ 611,437	\$ 892,354	\$ 1,209,947	\$ 1,547,477	\$ 1,881,065	\$ 2,318,440	\$ 2,816,353	\$ 3,161,338	\$ -	\$ -	\$ -	\$ -
Unencumbered	\$ 4,326,260	\$ 4,045,343	\$ 3,727,750	\$ 3,390,220	\$ 3,056,632	\$ 2,619,257	\$ 2,121,344	\$ 1,776,359	\$ 4,937,697	\$ 4,937,697	\$ 4,937,697	\$ 4,937,697
Percent Expended	12%	18%	25%	31%	38%	47%	57%	64%	0%	0%	0%	0%
<b>50 INFORMATION TECHNOLOGY</b>												
Appropriations	\$ 761,300	\$ 761,300	\$ 761,300	\$ 761,300	\$ 761,300	\$ 804,705	\$ 804,705	\$ 804,705	\$ 804,705	\$ 804,705	\$ 804,705	\$ 804,705
Encumbrances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Expenditures	\$ 94,520	\$ 122,336	\$ 451,253	\$ 461,370	\$ 523,843	\$ 616,308	\$ 654,778	\$ 688,462	\$ -	\$ -	\$ -	\$ -
Unencumbered	\$ 666,780	\$ 638,964	\$ 310,047	\$ 299,930	\$ 237,457	\$ 188,397	\$ 149,927	\$ 136,243	\$ 804,705	\$ 804,705	\$ 804,705	\$ 804,705
Percent Expended	12%	16%	59%	61%	69%	77%	81%	83%	0%	0%	0%	0%
<b>60 GRANTS</b>												
Appropriations	\$ 163,188	\$ 163,188	\$ 163,188	\$ 163,188	\$ 163,188	\$ 163,188	\$ 163,188	\$ 163,188	\$ 163,188	\$ 163,188	\$ 163,188	\$ 163,188
Encumbrances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Expenditures	\$ 14,000	\$ 14,000	\$ 39,525	\$ 39,525	\$ 55,230	\$ 70,415	\$ 71,387	\$ 85,387	\$ -	\$ -	\$ -	\$ -
Unencumbered	\$ 149,188	\$ 149,188	\$ 123,663	\$ 123,663	\$ 107,958	\$ 92,773	\$ 91,801	\$ 77,801	\$ 163,188	\$ 163,188	\$ 163,188	\$ 163,188
Percent Expended	9%	9%	24%	24%	34%	43%	44%	52%	0%	0%	0%	0%
<b>80 BUILDING</b>												
Appropriations	\$ 670,000	\$ 670,000	\$ 670,000	\$ 670,000	\$ 670,000	\$ 670,000	\$ 670,000	\$ 670,000	\$ 670,000	\$ 670,000	\$ 670,000	\$ 670,000
Encumbrances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Expenditures	\$ -	\$ -	\$ 1,136	\$ 2,051	\$ 13,085	\$ 31,336	\$ 302,271	\$ 609,814	\$ -	\$ -	\$ -	\$ -
Unencumbered	\$ 670,000	\$ 670,000	\$ 668,864	\$ 667,949	\$ 656,915	\$ 638,664	\$ 367,729	\$ 60,186	\$ 670,000	\$ 670,000	\$ 670,000	\$ 670,000
Percent Expended	0%	0%	0%	0%	2%	5%	45%	91%	0%	0%	0%	0%
<b>TOTAL Appropriations</b>	\$ 8,671,411	\$ 8,696,411	\$ 8,696,411	\$ 8,696,411	\$ 8,696,411	\$ 8,739,816	\$ 8,739,816	\$ 8,739,816	\$ 8,739,816	\$ 8,739,816	\$ 8,739,816	\$ 8,739,816
Encumbrances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Expenditures	\$ 901,935	\$ 1,416,806	\$ 2,197,332	\$ 3,056,569	\$ 3,573,005	\$ 4,141,740	\$ 5,065,417	\$ 5,865,729	\$ -	\$ -	\$ -	\$ -
Unencumbered	\$ 7,769,476	\$ 7,279,605	\$ 6,499,079	\$ 5,639,842	\$ 5,123,406	\$ 4,598,076	\$ 3,674,399	\$ 2,874,087	\$ 8,739,816	\$ 8,739,816	\$ 8,739,816	\$ 8,739,816
Percent Expended	10%	16%	25%	35%	41%	47%	56%	67%	0%	0%	0%	0%
<b>TOTAL Estimated Revenue</b>	\$ 7,737,612	\$ 7,737,612	\$ 7,737,612	\$ 7,737,612	\$ 7,737,612	\$ 7,737,612	\$ 7,737,612	\$ 7,737,612	\$ 7,737,612	\$ 7,737,612	\$ 7,737,612	\$ 7,737,612
Realized Revenue	\$ 4,158,688	\$ 4,170,651	\$ 5,401,406	\$ 5,481,057	\$ 5,701,541	\$ 6,342,083	\$ 6,890,371	\$ 7,484,886	\$ 375,000	\$ 375,000	\$ 375,000	\$ 375,000
Unrealized Revenue	\$ 3,578,924	\$ 3,566,961	\$ 2,336,206	\$ 2,256,555	\$ 2,036,071	\$ 1,395,529	\$ 847,241	\$ 252,726	\$ 7,362,612	\$ 7,362,612	\$ 7,362,612	\$ 7,362,612
Percent Realized	54%	54%	70%	71%	74%	82%	89%	97%	5%	5%	5%	5%

## STAFF REPORT

**Agenda Item:** 7.a

**Date:** April 2, 2025

**To:** YECA Governing Board

**From:** Dena Humphrey, Executive Director

**Subject:** YECA Final Budget for FY25/26 – Voted Items 7.a -7.g

**Summary:**

This year's Final Budget for FY25/26 captures the operational costs for staffing 44 FTE's, from the current 46 FTE's, resulting in (2) FTE Dispatch Assistant positions frozen. The FY25/26 Budget is inclusive of all bargaining costs for the represented and non-represented.

**Agency Overall:**

The total final budget for FY25/26 is \$8,877,709. The use of surplus funds \$500k, and revenue from the UCD Fire contract \$179k, Arbuckle Fire \$47k, State reimbursements \$34k, T-Mobile lease agreement \$38k, and \$100k in bank interest and IRS Subsidies brought a total reduction of \$898k, to member allocations. Resulting, in a total revenue offset to member allocations increase of \$164k or 22%.

The total gross budget increase from previous fiscal year was \$858k or a 10.7% increase. The allocation increase to members increased by \$702k, due to reduced grant revenues, an additional increase of a \$161k allocation to the Capital Fund, along with increasing costs. Majority of the cost increase came from salaries and benefits \$558k, a 9.3% increase, along with increases in supplies and services \$338k, a 25.88% increase.

FY25/26 will be year 9 of the 10-year capital plan. In prior years, capital costs were presented separately and typically funded with bond money or fund balance. The CIP with the 10-year forecast, provided even allocations yearly into the capital fund to ease spikes to members and ensures future funding for needed equipment. A comprehensive engineering and vendor review will be completed within the next 6-8 months addressing the radio infrastructure replacement. Next year the CIP will include radio replacement pricing updates along with an extended period of the next 10-years. As the agency continues to build another 10-year plan.

**Cost Changes for FY25/26:**

Salaries & benefits for 44 FTE's increased by \$558k or 9.3%. The cost increase is inclusive of bargaining and reflects overall increases from i.e., CalPERS, Merits, COLA's, Medical, and OPEB. Total regular salaries increased \$316k, or 8.5% from previous year's budget. CalPERS costs increased \$122k, or 16% from previous year's budgeted amount, while CalPERS Medical increased \$82k, or 9%, remaining increases came from Worker's Compensation of \$39k, a 32% increase. Supplies & Services major object resulted in an increase of \$338k, or 26%. A major contributor to this increase was the continual increase of electrical rates, YCPARMIA, radio and IT services.

# Fiscal Year Comparison

Current year budget FY24/25 comparison to FY25/26 proposed budget:

Major Objects	FY24/25	Proposed FY25/26	Change	Percent
Total Salaries & Benefits	\$ 5,976,390	\$ 6,534,846	\$ 558,456	9.3%
Total Service & Supplies	\$ 1,308,169	\$ 1,646,731	\$ 338,562	25.8%
Total Other Charges	\$ 336,664	\$ 166,190	\$ (170,474)	-2.5%
Capital Equipment & Reserve	\$ 398,000	\$ 529,942	\$ 131,942	33.0%
<b>TOTAL APPROPRIATIONS</b>	<b>\$ 8,019,223</b>	<b>\$ 8,877,709</b>	<b>\$ 858,486</b>	<b>10.7%</b>

Total Member Contribution	\$ 6,926,009	\$ 7,658,677	\$ 707,688	10.2%
Total Capital Lease Payments	\$ 334,164	\$ 163,690	\$ (170,474)	-51.0%
Total Other	\$ 734,050	\$ 1,055,342	\$ 321,292	43.8%
<b>TOTAL REVENUE</b>	<b>\$ 8,019,223</b>	<b>\$ 8,877,709</b>	<b>\$ 858,486</b>	<b>10.7%</b>

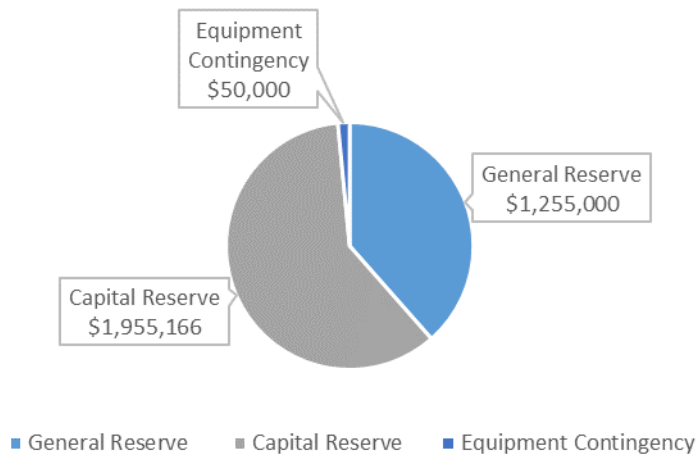
**FY24/25 Current Year – Reserve Balance Summary:**

The General Reserve established Nov 2015 for emergency needs has a current balance \$1.25M, representing 17% of the current FY25 operating budget (goal set by the JPA Board 20%).

The Capital/Special Projects Reserve is expected to have an FY24/25 yearend balance of \$1.95M.

The Equipment Contingency is a small contingency fund primarily set up for radio equipment failures. This fiscal year, the agency experienced two HVAC units go out in the server room and the main Admin area of the building, resulting in \$45K, in costs. Potential yearend funds is expected to replace the use of these funds.

## FY24/25 Current Reserve Balances

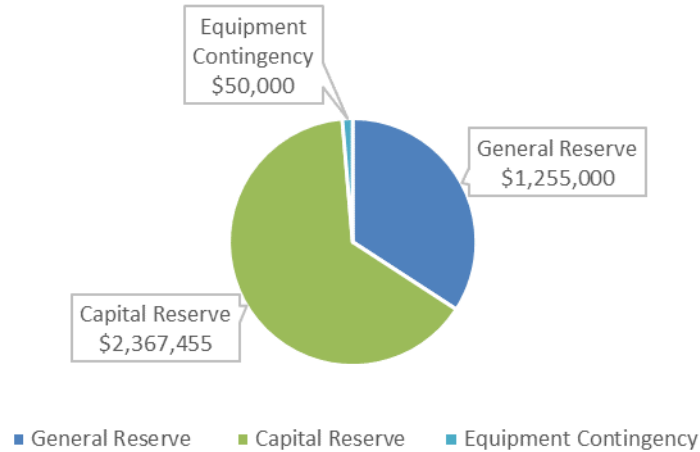


**FY25/26 Final – Reserve Balances Summary:**

**General Reserve:** The current balance of \$1.255M would reflect a 15% operating budget in reserves reaching 75% of the Board’s goal.

**Capital/Special Projects Reserve:** the final budget includes a contribution of \$412k into the fund for FY26, bringing the balance to \$2.36M.

**Estimated Final FY25/26 Reserve Balances**



**Use of Fund Balance**

The agency realized a \$600k fund balance, a result of vacancies and carryovers from prior years, as noted in the FY23/24 Financial Audit. The Board approved the transfer of \$200k, for the Dispatch remodel, leaving \$400k, fund balance. As a result, the agency proposes the following use of funds:

Description	Year	Amount	Fund	Division
1. Offset Member Shares for FY26 Budget	FY26	\$ 400,000	#10	#30
2. Offset Member Shares for FY26 Budget	FY26	\$ 100,000	#10	#30
<b>Total</b>		<b>\$ 500,000</b>		

1. To offset member shares for FY25/26, the use of \$400k from fund balance was built into the FY25/26 final budget.
2. To offset additional member shares for FY25/26, the use of \$100k is a projected amount from current year FY24/25 surplus funds due to the staggering of eight vacancies.

## Final FY25/26 Member Agency Allocations

The agency allocations shown on the table below reflects operations & maintenance on a side-by-side comparison with the CIP allocation.

*\*Note: the scheduled debt service payment will be paid fully Nov 2025. The amounts below include the additional \$161k, allocation to the Capital Fund, representing the other half of the debt payment.*

Agency Totals	Current Year's Allocations	New Proposed	Amount Change	Percent
	FY 24/25	FY 25/26	Increase/ (Decrease)	
<b>Winters - O&amp;M/Capital</b>	\$287,400	\$333,000	\$45,600	
<b>Winters - Debt Service</b>	<u>\$21,777</u>	<u>\$10,892</u>	<u>(\$10,885)</u>	
<b>Total</b>	<b>\$309,177</b>	<b>\$343,892</b>	<b>\$34,715</b>	<b>11.2%</b>
<b>Woodland - O&amp;M/ Capital</b>	\$2,436,031	\$2,614,492	\$178,461	
<b>Woodland - Debt Service</b>	<u>\$96,105</u>	<u>\$48,068</u>	<u>(\$48,037)</u>	
<b>Total</b>	<b>\$2,532,136</b>	<b>\$2,662,560</b>	<b>\$130,424</b>	<b>5.2%</b>
<b>West Sac - O&amp;M/Capital</b>	\$2,284,144	\$2,534,352	\$250,208	
<b>West Sac - Debt Service</b>	<u>\$54,919</u>	<u>\$27,468</u>	<u>(\$27,451)</u>	
<b>Total</b>	<b>\$2,339,063</b>	<b>\$2,561,820</b>	<b>\$222,757</b>	<b>9.5%</b>
<b>Yolo County - O&amp;M/Capital</b>	\$1,844,638	\$2,248,841	\$404,203	
<b>Yolo County - Debt Service</b>	<u>\$142,446</u>	<u>\$71,246</u>	<u>(\$71,200)</u>	
<b>Total</b>	<b>\$1,987,084</b>	<b>\$2,320,087</b>	<b>\$333,003</b>	<b>16.8%</b>
<b>Yocha Dehe - O&amp;M/Capital</b>	\$73,796	\$85,088	\$11,292	
<b>Yocha Dehe - Debt Service</b>	<u>\$8,533</u>	<u>\$4,268</u>	<u>(\$4,265)</u>	
<b>Total</b>	<b>\$82,329</b>	<b>\$89,356</b>	<b>\$7,027</b>	<b>8.5%</b>

## STAFF REPORT

### Agenda Item: 7.b

**Date:** April 2, 2025  
**To:** YECA Governing Board  
**From:** Dena Humphrey, Executive Director  
**Subject:** Final FY25/26 Capital Investment Plan (CIP)

### Summary:

The proposed CIP costs for FY25/26 is a continuation of the 10-year plan, along with minor changes for FY24/25. The initial draft to the Board for the 10-year CIP was approved April 2017. The plan identifies when the asset is needed along with potential funding streams from grants or State reimbursements. The projected Capital/Special Projects account balance for FY24/25 yearend projection to be \$1.95M.

The Board approved a fixed overall contribution of \$368k into the plan. This allows member agencies to receive a stable allocation for capital costs and provides YECA necessary funds for fluent operations. The Board elected to contribute an additional \$161k to the Capital Fund, for a total contribution of \$529k. The total cost over the 10-year plan is estimated \$3.7M comprising of multiple equipment replacements throughout the years, primarily focusing on the replacement for the radio system in years FY26 and FY27.

The FY25/26 proposed expenditures for equipment is approximately \$170k. The pending grants could fund partial or all if approved, leaving an unknown balance funded by the Capital Fund.

### Current FY24/25 CIP Items – Status

#### Completed Items:

- R750 Servers (2): (Completed June 2024)
- Portable Radio's: (Completed December 2024)
- Radio Site HVAC: (Bald Mountain Completed November 2024)
- Dispatch Furniture Consoles & Remodel: (Completed January 2025)

#### **SAN (Disaster Recovery): (Slated for Completion April 2025)**

The offsite SAN is a storage array (1 of 2) that stores YECA's backup jobs offsite to preserve data in the event of a catastrophic failure at YECA (fire, flood, power spike that destroys the boxes, etc.) that has reached end of life.

**TSM 8000 Server – Microwave: (Slated for Completion April 2025)**

This server is the logging point for all radio system alarms from all equipment throughout the system. It is also the primary access point for programming and configuration of radio infrastructure.

**9-1-1 Voice Logger (Server): (Slated for completion June 2025)**

The 9-1-1 voice logger records the primary VHF/UHF channels and telephone calls in coming and going from the Vesta phone system. These servers have reached end of life.

**Radio Site HVAC: (Slated for completion October 2025)**

Each radio site is equipped with two HVAC units each to control shelter room temperatures. Knights Landing will be the next site for replacement slated for May 2025.

**New CIP Item for FY24/25:**

**Front Security Gate Replacement: (Slated for completion May 2025)**

The agency’s front gate needs replacement and the estimated quote is \$55k. A grant was submitted to YCPARMIA, under the PRISM grant for potential partial funding. This is a new project identified on the CIP for FY25.

**Proposed FY25/26 CIP Items:**

**Radio Site HVAC Replacements: (Slated for October 2025)**

Each radio site is equipped with two HVAC units each to control shelter room temperatures. The Port of Sacramento and Clarksburg will be the next two sites to be replaced.

**Core Switches (8): (Slated for November 2025)**

YECA has eight core switches making up the backbone of YECA’s entire network. This equipment provides communication between all servers, firewalls, routers, all user PC’s (including CAD & RMS PC’s), with connections to member agency’s networks for interoperability.

Summary of costs for Proposed FY25/26 CIP Items:

Project	Cost	Status
Core Switches (8)	\$ 110,000	<i>Slated for FY26</i>
Radio Sites HVAC	\$ 60,000	<i>Slated for FY26</i>
<b>TOTAL</b>	<b>\$ 170,000</b>	



**FY24/25 CIP  
Current & 2-Year Projection**

<b>Project</b>	<b>FY 24-25</b>	<b>FY 25-26</b>	<b>FY 26-27</b>
<b>Furniture</b>			
Dispatch Consoles			
<b>Server Room</b>			
R750 Servers (2)			
Offsite SAN (Disaster Recovery)			
UPS			
Core Switches (8)		<b>\$110,000</b>	
Internet Firewalls			
Interagency Firewalls			
911 Voice Logger (Server only) I	<b>\$29,000</b>		
911 Voice Logger (Server only) II			
SAN			
R730 Servers (2)			
<b>Radio/911 Equipment Room</b>			
Radio/Microwave Multiplexor			<b>\$380,000</b>
Batteries for Radio Power Plant			
Dispatch 911 Phones (CPE)			
TSM 8000 Server - Microwave			
Zetron Toning System			
Radios			<b>\$235,000</b>
Microwave Radios			<b>\$135,000</b>
Channel Banks			<b>\$135,000</b>
GPS Clocks			<b>\$20,000</b>
Comparators			<b>\$205,000</b>
<b>Radio Sites</b>			
Batteries for Radio Power Plant			
Generator for Bald			
Radios			<b>\$590,000</b>
Microwave Radios			<b>\$550,000</b>
Channel Banks			<b>\$100,000</b>
GPS Clocks			<b>\$130,000</b>
HVAC	<b>\$30,000</b>	<b>\$60,000</b>	<b>\$60,000</b>
<b>Building</b>			
YECA Roof			<b>\$200,000</b>
Security Gate	<b>\$55,000</b>		
<b>Totals</b>	\$114,000	\$170,000	\$2,740,000
<b>Total per Funding Source (Grants)</b>	<b>\$58,000</b>	<b>\$52,347</b>	<b>\$0</b>
<b>Member Agencies</b>	<b>\$56,000</b>	<b>\$117,653</b>	<b>\$2,740,000</b>
<b>Annual Sinking Fund</b>	<b>\$368,000</b>	<b>\$529,942</b>	<b>\$368,000</b>
<b>Annual Balance</b>	\$312,000	\$412,289	-\$2,372,000
<b>Running Balance</b>	\$1,955,166	\$2,367,455	-\$4,545

\*Salmon- grants submitted  
 \*Green- grants approved  
 \*Yellow- potential grants  
 \*Gray- agency funded

**Agenda Item: 7.d**

**Date:** April 2, 2025  
**To:** YECA Governing Board  
**From:** Dena Humphrey, Executive Director  
**Subject:** YECA Administrative/IT/Operations Division Restructure & New Salary Schedule

**Summary:**

The agency has prepared for the vacancy of the Deputy Director position. After considering agency needs in succession planning and retaining vital skillsets needed in a small agency, making a change is necessary. Restructuring positions within the Administration division will position the agency to retain specialized skillsets and aid with continuity.

Also part of the restructure entailed a needs assessment for the IT Division. The Systems Administrator is being downgraded to a Sr. IT Specialist, while the need to hire the existing Extra-Help IT Helpdesk Technician to full-time to assist with increasing helpdesk duties and additional administrative support.

The restructure entails using existing staff to absorb the duties of the Deputy Director, while reclassifying the Sr. Administrative Specialist – Confidential to HR/Admin Coordinator. The following proposed positions would be assigned the following areas to absorb the loss of the Deputy Director position and increase (1) FTE position for the IT division;

- Executive Director
  - Continue oversight of all HR Areas
  - Risk Management
  
- HR/Administrative Coordinator \*Reclassification
  - Pension & Medical Benefits, Leave management, Payroll, and Administrative Duties
  - Reports to Executive Director
  
- Sr. IT Specialist \*Reclassification
  - Downgraded from Systems Administrator
  - Reports to IT Manager
  
- IT Helpdesk Technician\* New (1) FTE Position
  - Resolve helpdesk tickets and provide administrative support
  - Reports to IT Manager

This restructure is designed to increase agency institutional knowledge within a small agency, hire a full-time position for IT, and to allow for the following:

- Full continuity of administrative & IT duties
- Plan for building future skillsets and cross training for contingency
- Spread out job knowledge and responsibilities amongst staff

Summary of the overall proposed restructure:

Proposal	Position	Hourly Salary Range	FY24/25 Remaining Annual Difference (3 mo)	FY25/26 Annual Difference	FLSA Status	Status
<b>Proposed</b> Current	HR/Admin Coordinator	\$33.24 - \$42.43	(\$17,871)	(\$71,271)	Non-Exempt	Vacant
	Deputy Director	\$55.94 - \$69.17			Exempt	
<b>Proposed</b> Current	Sr. IT Specialist	\$36.75 - \$46.90	(\$6,075)	(\$24,300)	Non-Exempt	Vacant
	Systems Administrator	\$42.95 - \$52.20			Non-Exempt	
<b>Proposed</b> Current	IT Helpdesk Technician	\$29.05 - \$37.08	\$8,214	\$60,424	Non-Exempt	Extra-Help
	Extra-Help IT Helpdesk	\$26.53 - \$32.25				
		<b>Sub-Total</b>	<b>(\$15,732)</b>	<b>(\$35,147)</b>		
Vacant Sr. IT Specialist Salary Savings (3mo)			<b>(\$21,069)</b>			
		<b>TOTAL</b>	<b>(\$31,464)</b>	<b>(\$35,147)</b>		

The proposed salary schedule below provides market salary recommendations based off a recent compensation study provided by Bryce Consulting, Inc. The study compared both administrative and public safety agencies within cities/counties and the closest joint power agencies performing public safety duties.

The new job classifications and salary placement costs for the remainder of the last three months for FY24/25, with fully loaded costs is \$25,251. This also includes full-time benefits for the extra-help person. The proposed restructure costs and current market survey would be absorbed within FY24/25 Budget; no additional funds are needed. As the agency, will realize a total salary savings of (\$133,753), with a net savings of (\$108,502) from vacancies held within Admin.

Increased costs for FY25/26 for salaries is \$91,442, with the offset of the two position downgrades and fixed standby pay of \$4/hour, brought the offset to (\$44,567), reflecting the FY25/26 net increase \$46,875, for the eight (8) FTE Admin/IT/Operations positions.

Upon Board approval, the new agency salary schedule would go into effect April 6, 2025, which includes the two reclassifications and one (1) new FTE. The following new salary schedule reflects the Non-Represented Group covering the General & Managers Unit, and Extra-Help positions:

**New Salary Schedule for Non-Represented  
General & Managers Unit, and Extra-Help positions:**

<b>Effective April 6, 2025</b>			
		<b>Salary Range</b>	
<b>Position</b>	<b>Time Base</b>	<b>Minimum</b>	<b>Maximum</b>
Executive Director	Hourly	\$77.17	\$98.49
Operations Manager	Hourly	\$58.27	\$74.67
IT Systems Manager	Hourly	\$64.31	\$82.08
Senior IT Specialist	Hourly	\$36.75	\$46.90
IT Specialist	Hourly	\$33.41	\$42.64
IT Helpdesk Technician	Hourly	\$29.05	\$37.08
Senior Accounting Technician	Hourly	\$31.83	\$40.63
Human Resources/Admin Coordinator	Hourly	\$33.24	\$42.43
Retired Annuitant Extra-Help	Hourly	\$30.65	\$63.50
Office Assistant Extra-Help	Hourly	\$24.00	\$30.63

**7.e Final FY24/25 & FY25/26 Position Table**

**Authorized Position Resolution**

			Current				Proposed	
			FTE Auth	FTE Funded	FTE Vacant	FTE Current	Proposed FTE Changes	FTE Auth & Funded
<i>Active Positions</i>		Effective						
1	Executive Director	2015	1	1		1	1	
2	Operations Manager	2008	1	1		1	1	
3	Dispatch Supervisor	1999	4	4		4	4	
4	911/Public Safety Dispatcher I/II	2015	26	26	4	22	26	
5	911/Public Safety Dispatcher III	2006	4	4		4	4	
6	Dispatch Assistant	2014	4	4	3	1	2	
7	IT Systems Manager	2012	1	1		1	1	
8	Information Technology Specialist	2018	0	0		0	0	
9	Senior Information Technology Specialist	2025	2	2	1	1	2	
10	Senior Accounting Technician	2023	1	1		1	1	
11	HR/Admin Coordinator	2025	1	1		1	1	
12	Retired Annuitant Extra-Help	2025	0	0		0	0	
13	Office Assistant Extra-Help	2025	0	0		0	0	
<b>Totals</b>			46	46	8	38	2	44

**Positions removed from list, no longer active:**

1. Administrative Specialist II, 2008
2. Radio Systems Administrator, 2008
3. Sr. Radio Administrator, 2013
4. HR/Fiscal Administrator, 2016
5. Systems Administrator, 2018
6. Accountant II, 2021
7. Operations Supervisor, 2021
8. Deputy Director, 2021
9. Sr. Administrative Specialist – Confidential, 2023

Agenda Item: 7.f

<b>2025 YECA Benefits Summary</b>				
<b>Effective April 6, 2025</b>				
Unit Designation	General JG	General G	Supervisory Sup	Management M
Representation	YCDA	None	None	None
Overtime/CT	Yes	Yes	Yes	No
Monthly Benefit Package: Includes: Medical, Dental, Vision Health - ee	\$1,002	\$1,002	\$1,102	\$1,102
Health - ee + 1	\$2,003	\$2,003	\$2,103	\$2,103
Health - family	\$2,604	\$2,604	\$2,704	\$2,704
Opt-Out Health	\$500	\$500	\$875	\$875
Medical Packages Based off 90% Kaiser Sacramento Regional Rate				
Life Insurance (Maximum \$100k)	Annual Salary	Annual Salary	Annual Salary	Annual Salary
CalPERS Classic	2% @55	2% @55	2% @55	2% @55
CalPERS PEPRA	2% @62	2% @62	2% @62	2% @62
Misc. Member Contribution - Classic EE Pays	7.0%	7.0%	7.0%	7.0%
Misc. Member Contribution - PEPRA EE Pays	7.75%	7.75%	7.75%	7.75%
Social Security	No	No	No	No
Monthly Longevity Service Pay:				
10 Years	\$130	\$130	\$130	\$130
15 Years	\$180	\$180	\$180	\$180
20 Years	\$230	\$230	\$230	\$230
Retirement Medical Monthly	\$252	\$252	\$252	\$700
Paid Holidays (8-hour day)	Cash: 12-days or 10-days	10-days	Cash or Time 10-days	10-days
Accumulated Time Off (ATO)	N/A	N/A	80hrs	N/A
Floating Holidays	16hrs or 32hrs	32hrs	32hrs	32hrs
Annual Sick Leave Accrual	96hrs	96hrs	96hrs	96hrs
Annual Admin Leave	N/A	N/A	N/A	80hrs
Comp Time One-Time Accruals:	80hrs	80hrs	80hrs	N/A
COLA Increases:				
July 1, 2025	0% - 2%	N/A	2%	N/A
Standby Pay	\$2.50/hr	\$4.00/hr	\$2.50/hr	N/A
Minimum Call-Back Pay	3hr	1hr	3hr	N/A
Sick Leave Incentive	\$400-\$500	\$400-\$500	\$400-\$500	N/A
Vacation Buy Back	40hrs	40hrs	40hrs	80hrs

**STAFF REPORT**

**Agenda Item:** 7.g

**Date:** April 2, 2025  
**To:** YECA Governing Board  
**From:** Dena Humphrey, Executive Director  
**Subject:** New Agency Pay Schedules for FY24/25 & FY25/26

<b>Effective April 6, 2025</b>			
<b>Position</b>	<b>Time Base</b>	<b>Salary Range</b>	
		<b>Minimum</b>	<b>Maximum</b>
Dispatch Assistant	Hourly	\$24.72	\$33.10
Dispatcher I/II	Hourly	\$24.72	\$43.57
Dispatcher III	Hourly	\$45.76	\$47.60
Dispatch Supervisor	Hourly	\$49.78	\$55.18
Executive Director	Hourly	\$77.17	\$98.49
Operations Manager	Hourly	\$58.27	\$74.67
IT Systems Manager	Hourly	\$64.31	\$82.08
Senior IT Specialist	Hourly	\$36.75	\$46.90
IT Specialist	Hourly	\$33.41	\$42.64
IT Helpdesk Technician	Hourly	\$29.05	\$37.08
Senior Accounting Technician	Hourly	\$31.83	\$40.63
Human Resources/Admin Coordinator	Hourly	\$33.24	\$42.43
Retired Annuitant Extra-Help	Hourly	\$30.65	\$63.50
Office Assistant Extra-Help	Hourly	\$24.00	\$30.63



<b>Effective July 1, 2025</b>			
		<b>Salary Range</b>	
<b>Position</b>	<b>Time Base</b>	<b>Minimum</b>	<b>Maximum</b>
Dispatch Assistant	Hourly	\$24.72	\$33.76
Dispatcher I/II	Hourly	\$24.72	\$44.44
Dispatcher III	Hourly	\$46.67	\$48.55
Dispatch Supervisor	Hourly	\$50.77	\$56.29
Executive Director	Hourly	\$77.17	\$98.49
Operations Manager	Hourly	\$58.27	\$74.67
IT Systems Manager	Hourly	\$64.31	\$82.08
Senior IT Specialist	Hourly	\$36.75	\$46.90
IT Specialist	Hourly	\$33.41	\$42.64
IT Helpdesk Technician	Hourly	\$29.05	\$37.08
Senior Accounting Technician	Hourly	\$31.83	\$40.63
Human Resources/Admin Coordinator	Hourly	\$33.24	\$42.43
Retired Annuitant Extra-Help	Hourly	\$30.65	\$63.50
Office Assistant Extra-Help	Hourly	\$24.00	\$30.63



Position: Executive Director	Position Number:
Department: YECA	FSLA: Exempt
Reports to: JPA Board	Salary Grade:

**Definition**

To plan, organize, direct and review the overall activities and operations of YECA 911; to advise and assist the JPA Board of Directors; to represent the YECA’s goals and interests locally, regionally, and at State and Federal levels; to coordinate activities with outside agencies and the community; and to provide highly responsible and complex assistance to the JPA Board of Directors.

**Distinguishing Characteristics**

This is a single-position chief executive classification. The Executive Director’s duties are administrative/managerial and highly complex in nature, involving highly technical functions. The incumbent is responsible for representing the Board's policies and programs with employees, community organizations and the general public.

**Supervision Received and Exercised**

Receives policy direction from the JPA Board of Directors.

Exercises direct supervision over assigned management, professional, technical and administrative support staff.

**Examples of Essential Duties and Responsibilities (Illustrative Only):**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Coordinate YECA activities between departments and with outside agencies and organizations; make appropriate decisions or recommendations for Board of Directors consideration and adoption; provide assistance and advice to the Board of Directors; prepare and present staff reports and other necessary correspondence.
- Direct, oversee and participate in the development of agency-wide work plans; assign work activities, projects and programs; monitor workflow; review and evaluate work products, methods and procedures.
- Direct the development and administration of YECA’s budget; direct the forecast of additional funds needed for staffing, equipment, materials and supplies; monitor and approve expenditures; implement mid-year adjustments.
- Prepare and submit to the Board of Directors annual reports of financial, administrative, and operational activities; keep the Board of Directors advised of financial conditions, program progress, regulatory issues, and the present and future needs of YECA.
- Select, train, motivate and evaluate personnel; provide or coordinate staff training; conduct performance evaluations; implement discipline procedures; maintain discipline and high standards necessary for the efficient and professional operation of YECA.

- Monitor and provide direction, as needed, for media and public relations; ensure YECA's interests are represented with customers, stakeholders, governmental agencies, the financial community and the public.
- Coordinates with legal counsel and outside counsel on legal issues affecting YECA.
- Represent YECA to outside groups and organizations; participate in outside community and professional groups and committees; provide technical assistance as necessary.
- Research and prepare technical and administrative reports and studies; prepare written correspondence as necessary.
- Research and prepare technical and administrative reports; prepare written correspondence.
- Represent YECA with dignity, integrity, and the spirit of cooperation in all relations with staff and the public.
- Foster an environment that embraces integrity, service, inclusion and collaboration.
- Be an integral team player, which involves flexibility, cooperation, and communication.
- Build and maintain positive working relationships with co-workers, other YECA employees and the public using principles of good customer service.
- Perform related duties as assigned.

### **Job Related and Essential Qualifications**

#### Knowledge of:

- Principles and practices of modern and highly complex public administration, departments, organization, and services.
- Principles and practices of effective public relations and interrelationships with community groups, local, regional, State and Federal agencies, and the public.
- Policy, regulatory, and compliance issues affecting the JPA.
- Principles and practices of policy development and implementation.
- Principles and practices of leadership, motivation, team building and conflict resolution.
- Organizational and management practices as applied to the analysis and evaluation of programs
- Pertinent local, State and Federal rules, regulations and laws.
- Principles and practices of budget preparation and administration.
- Principles and practices of supervision, training and personnel management.
- Modern office practices, methods, and computer equipment including relevant software programs.
- Oral and written communication skills; business English including vocabulary, spelling, and correct grammatical usage and punctuation.
- Safe work practices.
- Principles and practices of excellent customer service.

#### Ability to:

- Plan, direct and control the administration and operations of YECA.
- On a continuous basis, analyze budget and technical reports; interpret and evaluate staff reports; know laws, regulations and codes; observe performance and evaluate staff; problem solve agency related issues; remember various personnel rules; and explain and interpret policy.

- On a continuous basis, sit at desk and in meetings for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone; write or use keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.
- Develop and implement YECA policies and procedures.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Serve effectively as the administrative agent of the JPA Board of Directors.
- Gain cooperation through discussion and persuasion.
- Interpret and apply Agency and department policies, procedures, rules and regulations.
- Supervise, train and evaluate personnel.
- Read, write and comprehend the English language at a level necessary for effective job performance exercising correct English usage, vocabulary, spelling, grammar and punctuation.
- Communicate effectively, tactfully and positively in both oral and written form.
- Operate and use modern office equipment and technology, including computers and applicable software.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Utilize appropriate safety procedures and practices for assigned duties.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Contribute effectively to the accomplishments of YECA goals, objectives and activities.

### **Education and/or Experience**

Any combination of education, experience, and training that would provide the best qualified candidates. A typical way to obtain the knowledge and abilities would be:

#### **Education:**

Equivalent of a Bachelor's degree from an accredited college or university with major coursework in Public Safety Administration, Business Administration, Public Administration or another field of study applicable to the responsibilities and requirements of this job class. Possession of a master's degree is desirable.

#### **Experience:**

Eight years of progressively responsible experience in public administration including three years of administrative and management responsibility.

### **Working Conditions:**

Work is performed in a typical temperature controlled office environment subject to typical office noise and environment. Duties require work outside of normal business hours including evenings and weekends and travel.



YECA

Position: IT Systems Manager	Position Number:
Department: Information Technology	FSLA: Exempt
Reports to: Executive Director	Salary Grade:

**DEFINITION:**

To plan, organize, direct and coordinate the activities of the Information Technology Division including providing technological support for a variety of business and operational processes; to coordinate information technology activities with other divisions; and to provide highly complex staff assistance to the Executive Director.

**DISTINGUISHING CHARACTERISTICS:**

The Information Technology Manager level recognizes positions that provide full line and functional management responsibility for a division, as identified by YECA.

**SUPERVISION RECEIVED AND EXERCISED:**

Receives administrative direction from the Executive Director.

Exercises direct supervision over assigned professional, technical and administrative support staff.

**EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES (Illustrative Only):**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Develop and implement Information Technology Division goals, objectives, policies and procedures.
- Plan, organize and direct Information Technology Division activities including managing and supervising staff who are responsible for information technology operations including, but not limited to, data centers, local/wide area information technology services, database administration, data backups and protection, cyber-security, disaster recovery, help desk services, end-user computer support and problem resolution, and Microsoft Office applications support.
- Direct, oversee and participate in the development of the Information Technology work plan; assign work activities, projects, and programs; monitor workflow; review and evaluate work products, methods and procedures.
- Prepare the Information Technology Division budget; assist in budget implementation; participate in the forecast of additional funds needed for staffing, equipment, materials and supplies; administer the approved budget.

- Recommend the appointment of personnel; provide or coordinate staff training; conduct performance evaluations; implement discipline procedures as required; maintain discipline and high standards necessary for the efficient and professional operation of the division.
- Plan, recommend, and implement information technology strategies and activities; forecast technology trends and predict impact on YECA operations.
- Direct and assist with the development, implementation and control of various networks, business applications, database systems, communication systems, and related technology hardware/software utilized throughout YECA; assure system security, stability and performance.
- Provide information technology advice, support, and assistance to YECA managers and staff as needed; recommend comprehensive strategies to improve the efficiency and effectiveness of their operations through the use of information technology.
- Manage and set priorities for the proper design, development, evaluation and maintenance of YECA technology infrastructure systems such as LAN, WAN, Internet, Intranet, data communication systems, and ancillary security systems.
- Review and conduct feasibility studies, evaluate, and plan for various infrastructure upgrade projects, oversee conversions, migrations, implementation strategies.
- Prepare RFPs and evaluate bid proposals and specifications for complex infrastructure projects; prepare and review contracts, project plans, scope of work, status and summary reports.
- Oversee Radio/Microwave vendor and routine maintenance of radio sites and participate in discussions, meetings, planning, and implementing new equipment needs for both radio and microwave systems.
- Represent the YECA to outside agencies and organizations; participate in outside community and professional groups and committees; provide technical assistance as necessary.
- Research and prepare technical and administrative reports; prepare written correspondence.
- Represent the YECA with dignity, integrity, and the spirit of cooperation in all relations with staff and the public.
- Foster an environment that embraces integrity, service, inclusion and collaboration.
- Be an integral team player, which involves flexibility, cooperation, and communication.
- Build and maintain positive working relationships with co-workers, other YECA employees and the public using principles of good customer service.
- Perform related duties as assigned.

### **JOB RELATED AND ESSENTIAL QUALIFICATIONS:**

#### Knowledge of:

- Principles and practices of current trends and sources of information technology, including infrastructure, business and operations applications, web technology, IT life-cycle management and system security.
- Principles and practices of project management.
- Principles and practices of leadership, motivation, team building and conflict resolution.
- Methods for the installation, maintenance, customization, testing and integration of interrelated systems such as servers, LANs, WANs, SANs, switchers, routers, firewalls, and other similar system components.

- Pertinent local, State and Federal rules, regulations and laws.
- Principles and practices of organizational analysis and management.
- Budgeting procedures and techniques.
- Principles and practices of supervision, training and personnel management.
- Modern office practices, methods, and computer equipment including relevant software programs.
- Oral and written communication skills; business English including vocabulary, spelling, and correct grammatical usage and punctuation.
- Safe work practices.
- Principles and practices of excellent customer service.

Ability to:

- Organize and direct Information Technology operations, ensuring compliance with YECA policies and procedures, local, state and federal laws and regulations.
- On a continuous basis, analyze budget and technical reports; interpret and evaluate staff reports; know laws, regulations and codes; observe performance and evaluate staff; problem solve department related issues; remember various personnel rules; and explain and interpret policy.
- On a continuous basis, sit at desk and in meetings for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone; write or use keyboard to communicate through written means; and lift or carry weight of 30 pounds or less.
- Develop, recommend, and administer sound information technology activities.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Gain cooperation through discussion and persuasion.
- Interpret and apply YECA policies, procedures, rules and regulations.
- Supervise, train and evaluate personnel.
- Read, write and comprehend the English language at a level necessary for effective job performance exercising correct English usage, vocabulary, spelling, grammar and punctuation.
- Communicate effectively, tactfully and positively in both oral and written form.
- Operate and use modern office equipment and technology, including computers and applicable software.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Utilize appropriate safety procedures and practices for assigned duties.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Contribute effectively to the accomplishments of YECA goals, objectives and activities.

**Education and/or Experience:**

Any combination of education, experience, and training that would provide the best qualified candidates. A typical way to obtain the knowledge and abilities would be:

Education:

Equivalent of a Bachelor's degree from an accredited college or university with major coursework in Computer Science, Information Technology or another field of study applicable to the responsibilities and requirements of this job class.

**Experience:**

Five years of progressively responsible experience in information technology administration, implementation and support, including three years of supervisory responsibility. Experience in a public safety environment is desirable.

**Licenses and/or Certifications:**

Possession of at least one valid industry-recognized certification from any of the following vendors is highly desirable: CompTIA, Microsoft, VMware, Cisco, Juniper, Citrix, or Project Management Institute.

**Working Conditions:**

Work is performed in a typical temperature controlled office environment subject to typical office noise and environment. Duties may require work outside of normal business hours including evenings and weekends and travel.





Position: Operations Manager	Position Number:
Department: Operations	FSLA: Exempt
Reports to: Executive Director	Salary Grade:

**DEFINITION:**

To plan, organize, direct and coordinate the activities of the Emergency Dispatch Center including daily operations and personnel management, ensuring efficient and effective emergency response; to coordinate activities with other divisions; and to provide highly complex staff assistance to the Executive Director.

**DISTINGUISHING CHARACTERISTICS:**

The Operations Manager level recognizes positions that provide full line and functional management responsibility for a division, as identified by YECA.

**SUPERVISION RECEIVED AND EXERCISED:**

Receives administrative direction from the Executive Director.

Exercises direct supervision over assigned supervisor, technical and administrative support staff.

**EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES (Illustrative Only):**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Develop and implement goals, objectives, policies and procedures related to the Emergency Dispatch Center.
- Plan, organize and direct Emergency Dispatch Center activities including daily activities, staffing, scheduling, and resource allocation.
- Direct, oversee and participate in the development of the Emergency Dispatch Center work plan; assign work activities, projects, and programs; monitor workflow; review and evaluate work products, methods and procedures.
- Prepare the Operations budget; assist in budget implementation; participate in the forecast of additional funds needed for staffing, equipment, materials and supplies; administer the approved budget.
- Recommend the appointment of personnel; provide or coordinate staff training; conduct performance evaluations; implement discipline procedures as required; maintain discipline and high standards necessary for the efficient and professional operation of the Emergency Dispatch Center.
- Develop, implement, and oversee a quality assurance program to effectively evaluate call handling, dispatch procedures, and overall performance.
- Provide support to call-takers, dispatchers, and supervisors during critical incidents by answering or taking radio calls.
- Develop, implement, deliver, and evaluate training programs for dispatch staff; train on new or modified procedures, technologies, and emergency response protocols.

- Oversee Emergency Dispatch Center technology infrastructure, including Computer Aided Dispatch systems, phone systems, and recording equipment; stay informed of, recommend, and participate in the implementation of new technology or upgrades to existing technology.
- Represent YECA to outside agencies and organizations; participate in outside community and professional groups and committees; provide technical assistance as necessary.
- Research and prepare technical and administrative reports; prepare written correspondence.
- Represent YECA with dignity, integrity, and the spirit of cooperation in all relations with staff and the public.
- Foster an environment that embraces integrity, service, inclusion and collaboration.
- Be an integral team player, which involves flexibility, cooperation, and communication.
- Build and maintain positive working relationships with co-workers, other YECA employees and the public using principles of good customer service.
- Perform related duties as assigned.

### **JOB RELATED AND ESSENTIAL QUALIFICATIONS:**

#### Knowledge of:

- Principles, practices, and technology associated with emergency modern public safety communications including computer aided dispatch.
- Policies and procedures of law enforcement, fire, and emergency medical response, as they pertain to emergency communications.
- Principles and practices of community and public relations.
- Principles and practices of leadership, motivation, team building and conflict resolution.
- Pertinent local, State and Federal rules, regulations and laws.
- Principles and practices of organizational analysis and management.
- Budgeting procedures and techniques.
- Principles and practices of supervision, training and personnel management.
- Modern office practices, methods, and computer equipment including relevant software programs.
- Oral and written communication skills; business English including vocabulary, spelling, and correct grammatical usage and punctuation.
- Safe work practices.
- Principles and practices of excellent customer service.

#### Ability to:

- Organize and direct Emergency Dispatch Center operations, ensuring compliance with YECA policies and procedures, local, state and federal laws and regulations.
- On a continuous basis, analyze budget and technical reports; interpret and evaluate staff reports; know laws, regulations and codes; observe performance and evaluate staff; problem solve department related issues; remember various personnel rules; and explain and interpret policy.
- On a continuous basis, sit at desk and in meetings for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone; write or use keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.
- Manage, evaluate, and direct a comprehensive emergency communications operation and staff.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Gain cooperation through discussion and persuasion.
- Interpret and apply YECA and Emergency Dispatch Center policies, procedures, rules and regulations.
- Supervise, train and evaluate personnel.

- Read, write and comprehend the English language at a level necessary for effective job performance exercising correct English usage, vocabulary, spelling, grammar and punctuation.
- Communicate effectively, tactfully and positively in both oral and written form.
- Operate and use modern office equipment and technology, including computers and applicable software.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Utilize appropriate safety procedures and practices for assigned duties.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Contribute effectively to the accomplishments of YECA goals, objectives and activities.

**Education and/or Experience:**

Any combination of education, experience, and training that would provide the best qualified candidates. A typical way to obtain the knowledge and abilities would be:

**Education:**

Equivalent of a Bachelor's degree from an accredited college or university with major coursework in Public Safety Administration, Business Administration, Public Administration or another field of study applicable to the responsibilities and requirements of this job class.

**Experience:**

Five years of progressively responsible experience in emergency dispatch operations, including three years of supervisory responsibility.

**Licenses and/or Certifications:**

Possession of a valid Emergency Medical Dispatcher (EMD) certification

Possession of a valid Emergency Medical Dispatcher (EMD)-Q certification.

Possession, or ability to obtain, a valid Emergency Number Professional (ENP) certifications within 24 months of employment.

**Working Conditions:**

Work is performed in a typical temperature controlled office environment subject to typical office noise and environment. Duties may require work outside of normal business hours including evenings and weekends and travel.



Position: Senior IT Specialist	Position Number:
Department: Information Technology	FSLA: Non-Exempt
Reports to: IT Systems Manager	Salary Grade:

**DEFINITION:**

To perform responsible technical duties in support of YECA technology including installing, configuring, and troubleshooting workstations, applications, and servers; to install, configure, and maintain Microsoft Active Directory, VMware vSphere network; and to provide other support duties as assigned.

**DISTINGUISHING CHARACTERISTICS:**

This is the single level class where employees within this class perform the full range of technical information technology support activities. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

**SUPERVISION RECEIVED AND EXERCISED:**

Receives general supervision from the Information Technology Manager.

**EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES (Illustrative Only):**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Diagnose and resolve issues with the computer aided dispatch (CAD) system, including, but not limited to, software issues, connectivity issues and system lag; manage data for locations, incidents, personnel, and Fire response plans.
- Create custom reports for internal and member agency purposes.
- Maintain YECA’s website and intranet content; create reports on website usage, analytics and other data-driven insights.
- Support various applications; assist with troubleshooting software issues and assist with installation, updates and configurations.
- Build and configure servers to host applications, including the set-up of operating systems, configuring of software, and managing server security.
- Manage Active Directory user access and permissions, enforcing security policies, software installations and other configurations.
- Provide technical assistance to users including troubleshooting hardware, software, and network issues.
- Participate as an on-call emergency contact, as part of a rotational schedule.
- Represent the YECA with dignity, integrity, and the spirit of cooperation in all relations with staff and the public.
- Foster an environment that embraces integrity, service, inclusion and collaboration.

- Be an integral team player, which involves flexibility, cooperation, and communication.
- Build and maintain positive working relationships with co-workers, other YECA employees and the public using principles of good customer service.
- Perform related duties as assigned.

### **JOB RELATED AND ESSENTIAL QUALIFICATIONS:**

#### Knowledge of:

- Methods for installing, configuring and maintaining computer systems.
- Use of servers and storage in a virtual environment.
- Principles and practices of information technology.
- Active Directory structure and functions.
- Microsoft Windows operating systems.
- Principles and techniques of a variety of desktop operating and data communications systems.
- Principles and techniques of installing, repairing, and maintaining desktop hardware and software and peripheral equipment.
- Principles and techniques of advanced troubleshooting for desktop computer and printers in a network environment.
- Project management methodologies.
- Pertinent local, State and Federal laws, ordinances, rules and regulations.
- Modern office practices, methods, and computer equipment including relevant software programs.
- Oral and written communication skills; business English including vocabulary, spelling, and correct grammatical usage and punctuation.
- Safe work practices.
- Principles and practices of excellent customer service.

#### Ability to:

- Independently provide technical information technology support.
- On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.
- On a continuous basis, sit at a desk for long periods of time. Intermittently walk, bend, or stoop while installing/repairing equipment; twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use keyboard to communicate through written means; and lift or carry weight of 30 pounds or less.
- Operate a variety of workstations, servers, operating systems and network infrastructure.
- Analyze and resolve complex technical problems.
- Read, understand, and apply information from technical manuals.
- Diagnose and repair or instruct users in resolving hardware and software problems.
- Train and instruct users in Microsoft Operating Systems and Office Suites, e-mail and internet use and use and operation of a variety of peripheral equipment.
- Maintain confidentiality as necessary.
- Independently perform personal computer hardware and software customer support duties including system installations, problem correction, and repair of equipment.
- Explain department and YECA policies regarding use of computer and communications systems.
- Effectively troubleshoot, diagnose, and resolve hardware and software issues.
- Prioritize work in order to meet deadlines and maintain schedules.
- Understand and carry out oral and written instructions and prioritize workload to meet deadlines.

- Read, write and comprehend the English language at a level necessary for effective job performance exercising correct English usage, vocabulary, spelling, grammar and punctuation.
- Communicate effectively, tactfully and positively in both oral and written form.
- Operate and use modern office equipment and technology, including computers and applicable software.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Utilize appropriate safety procedures and practices for assigned duties.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Contribute effectively to the accomplishments of YECA goals, objectives and activities.

**Education and/or Experience:**

Any combination of education, experience, and training that would provide the best qualified candidates. A typical way to obtain the knowledge and abilities would be:

**Education:**

Equivalent to a Bachelor's Degree with major coursework in Computer Science, Information Technology, or another field of study applicable to the responsibilities and requirements of this job class.

**Experience:**

5+ years of progressively responsible information technology support experience that included installing, configuring, and troubleshooting workstations, applications, and servers.

**Licenses and/or Certifications:**

Industry recognized certifications in information technology related fields will be considered as part of the experience or education requirements for this position

**Working Conditions:**

Work is performed in a typical temperature controlled office environment subject to typical office noise and environment. Some duties may require work outside of normal business hours including evenings and weekends.



Position: IT Specialist	Position Number:
Department: Information Technology	FSLA: Non-Exempt
Reports to: IT Systems Manager	Salary Grade:

**DEFINITION:**

To perform the more routine technical duties related to computer hardware and software customer support; to provide project support for new and modified systems; to install and configure desktop computers and related peripheral equipment; and to provide other support duties as assigned.

**DISTINGUISHING CHARACTERISTICS:**

This is the single level class where employees within this class perform the more routine of helpdesk activities. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

**SUPERVISION RECEIVED AND EXERCISED:**

Receives general supervision from the Information Technology Manager.

**EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES (Illustrative Only):**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Install and configure desktop and laptop computers, printers, and other desktop peripherals; install and support various software and train customers in the use of hardware and software.
- Support and troubleshoot current desktop operating systems; perform basic diagnostic testing; identify and report network problems to the proper network areas.
- Create and maintain desktop deployment images.
- Analyze failed equipment and perform repairs or return equipment to vendor; review and test vendor repairs.
- Provide technical support in diagnosing and solving problems by telephone or remote access; respond to help desk trouble tickets according to urgency and priority levels; log calls into help desk database and use helpdesk software.
- Participate in projects related to PC deployment, software and hardware procurement, or hardware consolidation.
- Develop documentation and standard operating procedures as they relate to assignment.
- Assist users with log-on authentication; instruct users in saving data and backing up systems.
- Participate as an on-call emergency contact, as part of a rotational schedule.
- Order supplies and maintain and track inventory; assist in asset management of personal computers, laptops, and related peripheral equipment.
- Represent the YCEA with dignity, integrity, and the spirit of cooperation in all relations with staff and the public.
- Foster an environment that embraces integrity, service, inclusion and collaboration.
- Be an integral team player, which involves flexibility, cooperation, and communication.

- Build and maintain positive working relationships with co-workers, other YECA employees and the public using principles of good customer service.
- Perform related duties as assigned.

### **JOB RELATED AND ESSENTIAL QUALIFICATIONS:**

#### Knowledge of:

- Principles and practices of information technology.
- Personal computers, including hardware and software and related peripheral equipment.
- Active Directory structure and functions.
- Microsoft Windows operating systems.
- Principles and techniques of a variety of desktop operating and data communications systems.
- Principles and techniques of installing, repairing, and maintaining desktop computers, hardware, software and printers in a network environment.
- Modern office practices, methods, and computer equipment including relevant software programs.
- Oral and written communication skills; business English including vocabulary, spelling, and correct grammatical usage and punctuation.
- Safe work practices.
- Principles and practices of excellent customer service.

#### Ability to:

- Perform computer hardware and software customer support duties.
- On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.
- On a continuous basis, sit at a desk for long periods of time. Intermittently walk, bend, or stoop while installing/repairing equipment; twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use keyboard to communicate through written means; and lift or carry weight of 30 pounds or less.
- Perform routine troubleshoot, diagnose, and resolve hardware, software, and database issues.
- Train and instruct users in Microsoft Operating Systems and Office Suites, e-mail and internet use and use and operation of a variety of peripheral equipment.
- Maintain confidentiality as necessary.
- Understand and carry out oral and written instructions and prioritize workload to meet deadlines.
- Read, write and comprehend the English language at a level necessary for effective job performance exercising correct English usage, vocabulary, spelling, grammar and punctuation.
- Communicate effectively, tactfully and positively in both oral and written form.
- Operate and use modern office equipment and technology, including computers and applicable software.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Utilize appropriate safety procedures and practices for assigned duties.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Contribute effectively to the accomplishments of YECA goals, objectives and activities.

### **Education and/or Experience:**

Any combination of education, experience, and training that would provide the best qualified candidates. A typical way to obtain the knowledge and abilities would be:

#### Education:



Equivalent to an Associate's Degree with major coursework in Computer Science, Information Technology, or another field of study applicable to the responsibilities and requirements of this job class.

Experience:

2+ years of experience in information technology supporting enterprise level applications.

**Licenses and/or Certifications:**

Industry recognized certifications in information technology related fields will be considered as part of the experience or education requirements for this position.

**Working Conditions:**

Work is performed in a typical temperature controlled office environment subject to typical office noise and environment. Some duties may require work outside of normal business hours including evenings and weekends.



Position: IT Help-Desk Technician	Position Number:
Department: Information Technology	FSLA: Non-Exempt
Reports to: IT Systems Manager	Salary Grade:

**DEFINITION:**

To perform the more routine technical duties related to computer hardware and software customer support; to provide project support for new and modified systems; to install and configure desktop computers and related peripheral equipment; and to provide other support duties as assigned.

**DISTINGUISHING CHARACTERISTICS:**

This is the single level class where employees within this class perform the routine of helpdesk activities. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

**SUPERVISION RECEIVED AND EXERCISED:**

Receives general supervision from an assigned supervisor or manager.

**EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES (Illustrative Only):**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Install and configure desktop and laptop computers, printers, and other desktop peripherals; install and support various software and train customers in the use of hardware and software.
- Support and troubleshoot current desktop operating systems; perform basic diagnostic testing; identify and report network problems to the proper network areas.
- Create and maintain desktop deployment images.
- Analyze failed equipment and perform repairs or return equipment to vendor; review and test vendor repairs.
- Provide technical support in diagnosing and solving problems by telephone or remote access; respond to help desk trouble tickets according to urgency and priority levels; log calls into help desk database and use helpdesk software.
- Participate in projects related to PC deployment, software and hardware procurement, or hardware consolidation.
- Develop documentation and standard operating procedures as they relate to assignment.
- Assist users with log-on authentication; instruct users in saving data and backing up systems.
- Order supplies and maintain and track inventory; assist in asset management of personal computers, laptops, and related peripheral equipment.
- Assist in providing administrative support for the Administrative Division and Operations Division, and to provide other support duties as assigned.
- Participate as an on-call emergency contact, as part of a rotational schedule.

- Represent the YECA with dignity, integrity, and the spirit of cooperation in all relations with staff and the public.
- Foster an environment that embraces integrity, service, inclusion and collaboration.
- Be an integral team player, which involves flexibility, cooperation, and communication.
- Build and maintain positive working relationships with co-workers, other YECA employees and the public using principles of good customer service.
- Perform related duties as assigned.

### **JOB RELATED AND ESSENTIAL QUALIFICATIONS:**

#### Knowledge of:

- Principles and practices of information technology.
- Personal computers, including hardware and software and related peripheral equipment.
- Active Directory structure and functions.
- Microsoft Windows operating systems.
- Principles and techniques of a variety of desktop operating and data communications systems.
- Principles and techniques of installing, repairing, and maintaining desktop hardware and software.
- Principles and techniques of basic troubleshooting for desktop computer and printers in a network environment.
- Modern office practices, methods, and computer equipment including relevant software programs.
- Oral and written communication skills; business English including vocabulary, spelling, and correct grammatical usage and punctuation.
- Safe work practices.
- Principles and practices of excellent customer service.

#### Ability to:

- Perform personal computer hardware and software customer support duties.
- On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.
- On a continuous basis, sit at a desk for long periods of time. Intermittently walk, bend, or stoop while installing/repairing equipment; twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use keyboard to communicate through written means; and lift or carry weight of 30 pounds or less.
- Perform routine troubleshoot, diagnose, and resolve hardware, software, and database issues.
- Train and instruct users in Microsoft Operating Systems and Office Suites, e-mail and internet use and use and operation of a variety of peripheral equipment.
- Maintain confidentiality as necessary.
- Understand and carry out oral and written instructions and prioritize workload to meet deadlines.
- Read, write and comprehend the English language at a level necessary for effective job performance exercising correct English usage, vocabulary, spelling, grammar and punctuation.
- Communicate effectively, tactfully and positively in both oral and written form.
- Operate and use modern office equipment and technology, including computers and applicable software.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Utilize appropriate safety procedures and practices for assigned duties.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Contribute effectively to the accomplishments of YECA goals, objectives and activities.

**Education and/or Experience:**

Any combination of education, experience, and training that would provide the best qualified candidates. A typical way to obtain the knowledge and abilities would be:

**Education:**

Equivalent to an Associate's degree with major coursework in Computer Science, Information Technology, or another field of study applicable to the responsibilities and requirements of this job class.

**Experience:**

One year of information technology customer service experience.

**Licenses and/or Certifications:**

Industry recognized certifications in Information Technology related fields will be considered as part of the experience or education requirements for this position.

**Working Conditions:**

Work is performed in a typical temperature controlled office environment subject to typical office noise and environment. Some duties may require work outside of normal business hours including evenings and weekends.



Position: Human Resources/Administrative Coordinator	Position Number:
Department: Administration	FSLA: Non-Exempt
Reports to: Executive Director	Salary Grade:

**DEFINITION:**

To perform responsible professional duties in support of human resources and YECA administrative activities, including recruitment and selection, employee/labor relations, training and development, providing responsible administrative support for the Information Technology Division, Operations Division, and agency-wide activities; and to provide other support duties as assigned.

**DISTINGUISHING CHARACTERISTICS:**

This is the single level class where employees within this class perform the full range of professional human resources and administrative support activities. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

**SUPERVISION RECEIVED AND EXERCISED:**

Receives general supervision from the Executive Director.

**EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES (Illustrative Only):**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Design and implement recruitment activities to obtain qualified candidates, including the creation of recruitment timelines, advertisement sources and selection process including application review, supplemental questionnaire development, and test administration; receive, research and respond to candidate appeals; coordinate onboarding and orientation for new hires.
- Interpret and explain policies, procedures, and regulations to YECA staff and the public; respond to complaints and requests for information from employees, management, outside agencies and the public.
- Prepare a variety of administrative and technical reports and correspondence.
- Participate in special projects; participate in the selection of consultants and vendors; review and approve the work of consultants and vendors.
- Serve as point of contact for employee inquiries and concerns and facilitate communication between management and staff in the promotion of a positive workplace culture.
- Assist in the development, implementation, and enforcement of human resources policies and procedures and ensure compliance with labor laws and regulations.
- Develop, implement, and/or coordinate employee training.
- Research, evaluate, and prepare statistical, financial, and demographic data used in reports, studies, surveys and analyses; analyze and make recommendations in the development and administration of assigned program area.
- Participate in the development and implementation of strategic plans.

- Investigate, analyze, develop and prepare special studies or projects and corresponding documentation and technical reports; make recommendations.
- Research, document, coordinate and participate in the implementation of new technology including the development of tools, processes and procedures; develop and provide training and serve as system administrator.
- Assist in the development and analysis of agency policies, procedures and systems; recommend goals and objectives.
- Receive, research, and respond to questions from outside agencies, staff and the general public; support department's communications efforts.
- Research grant opportunities and review grant guidelines and requirements to assess compliance with requirements and risks associated with receiving grants; prepare grant analyses and proposals; develop, maintain and monitor grant budgets and award milestones; and ensure all requirements are being met and submitted accordingly.
- Assist with the selection and management of consultants and contractors; develop, monitor and administer contracts.
- Assist with tracking and managing the performance appraisal process.
- Represent the YECA with dignity, integrity, and the spirit of cooperation in all relations with staff and the public.
- Foster an environment that embraces integrity, service, inclusion and collaboration.
- Be an integral team player, which involves flexibility, cooperation, and communication.
- Build and maintain positive working relationships with co-workers, other YECA employees and the public using principles of good customer service.
- Perform related duties as assigned.

### **JOB RELATED AND ESSENTIAL QUALIFICATIONS:**

#### Knowledge of:

- General principles and practices of human resources administration and organizational management.
- Practices, methods and procedures utilized in recruitment and selection.
- Advanced methods of statistical research and presentation.
- Principles and practices of project management.
- Practices, methods and procedures utilized in recruitment and selection.
- Pertinent local, State and Federal laws, ordinances, rules and regulations.
- Modern office practices, methods, and computer equipment including relevant software programs.
- Oral and written communication skills; business English including vocabulary, spelling, and correct grammatical usage and punctuation.
- Safe work practices.
- Principles and practices of excellent customer service.

#### Ability to:

- Independently perform professional analytical work in support of human resources programs.
- On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.
- On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.
- Understand and carry out oral and written instructions and prioritize workload to meet deadlines.
- Read, write and comprehend the English language at a level necessary for effective job performance exercising correct English usage, vocabulary, spelling, grammar and punctuation.
- Communicate effectively, tactfully and positively in both oral and written form.

- Operate and use modern office equipment and technology, including computers and applicable software.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Utilize appropriate safety procedures and practices for assigned duties.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Contribute effectively to the accomplishments of YECA goals, objectives and activities.

**Education and/or Experience:**

Any combination of education, experience, and training that would provide the best qualified candidates. A typical way to obtain the knowledge and abilities would be:

**Education:**

Equivalent of a Bachelor's degree from an accredited college or university with major coursework in Human Resources Management, Business Administration, Public Administration or another field of study applicable to the responsibilities and requirements of this job class.

**Experience:**

Two years of progressively responsible professional human resources experience, preferably in a public agency.

**Working Conditions:**

Work is performed in a typical temperature controlled office environment subject to typical office noise and environment.



Position: Senior Accounting Technician	Position Number:
Department: Administration	FSLA: Non-Exempt
Reports to: Executive Director	Salary Grade:

**DEFINITION:**

To perform responsible technical accounting and payroll support duties; to assist with auditing, budgeting, and grants management activities; to prepare documents, correspondence and routine reports; and to provide other support duties as assigned.

**DISTINGUISHING CHARACTERISTICS:**

This is the single level class where employees within this class perform the full range of technical accounting activities. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

**SUPERVISION RECEIVED AND EXERCISED:**

Receives general supervision from an assigned supervisor or manager.

**EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES (Illustrative Only):**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Perform specialized and detailed work in the review and processing of payroll and related materials; ensure the integrity of data and information related to payroll.
- Analyze and reconcile a variety of payroll records; prepare, process, and maintain payroll records, and transactions, including Workers' Compensation, and Employment Development Department.
- Analyze and reconcile a variety of journals, accounts, reports and records; prepare, process, and maintain accounting system records, and transactions.
- Reconcile and transfer payroll taxes, quarterly taxes, and PERS retirement contributions.
- Audit and process timecards; check payroll batches for errors and reconcile differences.
- Audit and calculate adjustments and retroactive pay, benefit changes, pay raises and promotions; review all personnel transactions.
- Answer questions and provide information to employees about payroll and personnel procedures; interpret and explain payroll rules and regulations.
- Balance payroll system controls; balance and post payroll transactions to payroll ledgers and reconcile to the accounting system; and balance various other financial transactions with source documents and controls.
- Prepare, compile, tabulate and maintain payroll data and complex documents; assist with preparing technical financial, statistical and operational reports, statements and records.
- Receive, research and resolve discrepancies related to accounts payable and receivable; receive, research and respond to inquiries from staff and vendors.



- Prepare journal entries and general ledger reconciliations and perform month and year-end closing of accounting records; assist with budget development and monitoring.
- Balance financial information system controls; balance and post financial transactions to ledgers and sub-ledgers and reconcile to the accounting system; and balance various other financial transactions with source documents and controls.
- Audit reimbursable expense reports and verify accuracy, documentation, and run process and validate payable for payment.
- Verify and post annual/quarterly billing for JPA board member agencies.
- Prepare, compile, tabulate and maintain data and complex documents; assist with preparing technical financial, statistical and operational reports, statements and records.
- Represent the YECA with dignity, integrity, and the spirit of cooperation in all relations with staff and the public.
- Foster an environment that embraces integrity, service, inclusion and collaboration.
- Be an integral team player, which involves flexibility, cooperation, and communication.
- Build and maintain positive working relationships with co-workers, other YECA employees and the public using principles of good customer service.
- Perform related duties as assigned.

### **JOB RELATED AND ESSENTIAL QUALIFICATIONS:**

#### Knowledge of:

- Practices, methods, and terminology used in financial and statistical record keeping.
- Governmental accounting and reporting practices, especially as applied to municipal organizations.
- Practices, methods, and terminology used in payroll and timekeeping.
- Principles and practices of routine analytical research.
- Pertinent local, State and Federal laws, ordinances, rules and regulations related to payroll, wage and garnishment laws.
- Governmental accounting and payroll practices, especially as applied to municipal organizations.
- Modern office practices, methods, and computer equipment including relevant software programs.
- Oral and written communication skills; business English including vocabulary, spelling, and correct grammatical usage and punctuation.
- Safe work practices.
- Principles and practices of excellent customer service.

#### Ability to:

- Independently perform technical accounting and payroll activities.
- On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.
- On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.
- Prepare, process, review, and check submitted payroll and financial documents, records, and forms for accuracy, completeness and conformance to applicable policies, rules, and regulations.
- Research and compile technical and financial information.
- Understand and carry out oral and written instructions and prioritize workload to meet deadlines.
- Read, write and comprehend the English language at a level necessary for effective job performance exercising correct English usage, vocabulary, spelling, grammar and punctuation.
- Communicate effectively, tactfully and positively in both oral and written form.
- Operate and use modern office equipment and technology, including computers and applicable software.

- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Utilize appropriate safety procedures and practices for assigned duties.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Contribute effectively to the accomplishments of YECA goals, objectives and activities.

**Education and/or Experience:**

Any combination of education, experience, and training that would provide the best qualified candidates. A typical way to obtain the knowledge and abilities would be:

**Education:**

Equivalent to completion of the twelfth grade, GED, or higher level education.

**Experience:**

Three years of progressively responsible technical accounting experience.

**Working Conditions:**

Work is performed in a typical temperature controlled office environment subject to typical office noise and environment.



Position: Retired Annuitant Extra-Help	Position Number:
Department: Administration	FSLA: Non-Exempt
Reports to: Executive Director	Salary Grade:

**DEFINITION:**

To perform responsible administrative and project management duties in support of YECA operations, including financial, information technology, procurement, and/or policy and procedure support.

**DISTINGUISHING CHARACTERISTICS:**

This is the single level class reserved for retiree annuitants that work on special projects that have a limited timeframe.

**SUPERVISION RECEIVED AND EXERCISED:**

Receives general supervision from the Executive Director.

**EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES (Illustrative Only):**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

When assigned to Finance:

- Develop, monitor, and review complex financial calculations, reconciliations, and reports of the financial data.
- Ensure that internal controls are proper and operate efficiently.
- Prepare YECA’s financial statements.
- Perform year-end close and complete all detailed schedules and information to ensure the external audit is completed accurately and on schedule.

When assigned to Information Technology:

- Prepare Requests for Proposal and Requests for Quotes, review proposals, and negotiate contracts and services with vendors.
- Manage information technology projects which includes budget monitoring, recommending priorities for competing resources, ensuring compliance with scope of work, and resolving vendor issues.

When assigned to Agency policies and procedures:

- Develop and analyze YECA policies, procedures and systems; recommend new or revised policies and procedures.
- Perform research related to excising or new policies, procedures, and/or programs.
- Performs special projects on an as needed basis

When assigned to Procurement:

- Prepare Requests for Proposal and Requests for Quotes, review proposals, and negotiate contracts and services with vendors.
- Manage agency procurement projects, which includes budget monitoring, recommending priorities for competing resources, ensuring compliance with scope of work, and resolving vendor issues.

When assigned to Operations:

- Research and pull CAD print outs and 911 audio recordings for PRA requests.
- Research information for small projects and provide management recommendations or findings.

**Working Conditions:**

Work is performed in a typical temperature controlled office environment subject to typical office noise and environment.



Position: Office Assistant Extra-Help	Position Number:
Department: Administration	FSLA: Non-exempt
Reports to: Executive Director	Salary Grade:

**DEFINITION:**

To perform responsible administrative and customer support duties including receiving and responding to inquiries from the public, other YECA divisions and outside agencies; to prepare documents, correspondence and routine reports; and to provide other support duties as assigned.

**DISTINGUISHING CHARACTERISTICS:**

This is the single level class where employees within this class perform the full range of administrative support activities. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

**SUPERVISION RECEIVED AND EXERCISED:**

Receives general supervision from an assigned supervisor or manager.

**EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES (Illustrative Only):**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Serve as first line of contact to external customers via telephone or in person; refer customers to appropriate staff and/or provide a variety of general information regarding YECA functions and services; and explain YECA operating policies and procedures.
- Prepare, compile, tabulate and maintain data including databases, various documents, and statistical and operational reports and records.
- Type and proofread a variety of documents including general correspondence, agendas, reports, memos and statistical reports.
- Develop, maintain and archive a variety of files and records.
- Support YECA hiring process; schedule interviews; complete and submit new hire documents; inform new hires of YECA policies and procedures; arrange computer and facility access.
- Receive, review and process invoices, payment requests, reimbursement requests and credit card charges; track costs, ensuring proper coding; research and resolve errors in orders received and invoices; prepare and process purchase requisitions.
- Order, maintain and reconcile purchases of office supplies, merchandise and other and special purchases related to YECA operations; maintain inventory.
- Schedule meetings and maintain calendars for staff; reserve and prepare conference rooms; prepare meeting agendas; attend meetings and take and publish meeting minutes.
- Make travel arrangements for staff; receive and process reimbursement requests.
- Respond to letters and routine correspondence; receive, sort, open, time stamp and distribute time mail.

- Fulfill Public Records Act (PRA) requests.
- Create, edit and update YECA information on internet and intranet.
- Assist with annual and mid-year budget entry; prepare monthly budget reports.
- Perform administrative tasks in support of special projects that includes the collection, review, compilation and verification of data.
- Represent the YECA with dignity, integrity, and the spirit of cooperation in all relations with staff and the public.
- Foster an environment that embraces integrity, service, inclusion and collaboration.
- Be an integral team player, which involves flexibility, cooperation, and communication.
- Build and maintain positive working relationships with co-workers, other YECA employees and the public using principles of good customer service.
- Perform related duties as assigned.

### **JOB RELATED AND ESSENTIAL QUALIFICATIONS:**

#### Knowledge of:

- Business letter writing and report preparation.
- Basic accounting principles; financial record keeping and reporting.
- Modern office practices, methods, and computer equipment including relevant software programs.
- Oral and written communication skills; business English including vocabulary, spelling, and correct grammatical usage and punctuation.
- Safe work practices.
- Principles and practices of excellent customer service.

#### Ability to:

- Independently perform administrative and customer service duties in support of assigned department or program.
- On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.
- On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.
- Research, respond to and assist in the resolution of inquiries and complaints.
- Prepare correspondence, memorandums, and routine financial and operational reports.
- Understand and carry out oral and written instructions and prioritize workload to meet deadlines.
- Read, write and comprehend the English language at a level necessary for effective job performance exercising correct English usage, vocabulary, spelling, grammar and punctuation.
- Communicate effectively, tactfully and positively in both oral and written form.
- Operate and use modern office equipment and technology, including computers and applicable software.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Utilize appropriate safety procedures and practices for assigned duties.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Contribute effectively to the accomplishments of YECA goals, objectives and activities.

### **Education and/or Experience:**

Any combination of education, experience, and training that would provide the best qualified candidates. A typical way to obtain the knowledge and abilities would be:

Education:

Equivalent to completion of the twelfth grade, GED, or higher level education.

Experience:

Two years of progressively responsible administrative support and customer service experience.

**Working Conditions:**

Work is performed in a typical temperature controlled office environment subject to typical office noise and environment.