

AGENDA
REGULAR MEETING
YECA GOVERNING BOARD
Wednesday, December 6, 2023
2:00 P.M. Public Session

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

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

4. Public Comment

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.

5. Consent Agenda

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.

- a. Approval of the Minutes from the October 4, 2023, Regular Meetings
- b. Operations Division Report
- c. Current Year Budget Status Update
- d. 2023 3rd Quarterly Law & Fire Dispatch to Que Call Stats
- e. YECA & YCDA Side-Letter Amending Article 16 Seniority for Dispatch Assistant Overtime

6. Old Business

- a. **YECA Dispatch Room Remodel Update**
- b. **Live911 Implementation Status Update**

7. Presentation and General Discussion for Records Management System (RMS) and YECA CAD System *Info Only

- a. Staff summary providing brief background of YECA CAD system and comparison

8. Next Scheduled JPA Board Meeting Date TBD

9. Items for Future Meeting Agenda

10. Adjournment

I declare under penalty of perjury that the foregoing agenda was available for public review and posted on/or before December 1, 2023 on the bulletin board outside of the Yolo County, Erwin Meier Administration Center, 625 Court St., Woodland, California and on the agency website:



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**

October 4, 2023

2:00 P.M.

Minutes

The YECA Governing Board met on Wednesday October 4th, 2023 at Yolo Emergency Communications Agency 35 N Cottonwood – Conference Room, Woodland. Board Chair Binns called the meeting to order at 2:04pm.

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

Entry No. 2

Minute Order No. 2024-06

Approval of the Agenda - [Approved](#)

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

Entry No. 3

Announcements –

- a. Introduce Jack Synder as Alternate for the City of Winters
- b. Agency announcement- Amanda Garrison promotion to Dispatch Supervisor

Entry No. 4

Public Comment – None

Entry No. 5

Minute Order No. 2024-07

Approval of Consent Agenda– [Approved](#)

- a. Approval of the Minutes from the August 2, 2023, Regular Meeting
- b. Operations Division Report
- c. Current Year Budget Status Update

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

Entry No. 6

Minute Order No. 2024-08

**YECA & YCDA Signed Side-Letter for Limited Term Training Bonus Pay – [*Voted Item-
Approved](#)**

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

- a. Board summary addressing Training Bonus Pay & Signed Side-Letter for Board Adoption
- b. YECA & YCDA Trainee & Trainer Bonus Side Letter

Board member McKinney recommendation- Remove the word “Bonus” and replace with Incentive.

Entry No. 7

Minute Order No. 2024-09

Proposed Live911 Program Implementation for YECA Law Members - *Voted item- Approved

- a. Board summary proposing the implementation of Live911 for Cities of Woodland PD, W. Sacramento PD, Winters PD, and Yolo County Sheriff

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

- a. Dena, ED advised cost would be \$9,180 for 7 licenses and \$7,000 needed annually in operating budget. Board member Synder questioned if this program is web based.

Entry No. 8

General Discussion for Records Management System (RMS) *Info Only. Item deferred for the next regular meeting.

Entry No. 9

Next Scheduled JPA Board Meeting Date: December 6, 2023

Entry No. 10

Items for Future Meeting Agenda

- a. **Records Management System (RMS)**

Entry No. 11

Meeting Adjourned at 3:00p.m.

Minutes submitted by Billy Keen

STAFF REPORT

Agenda Item: 5.b

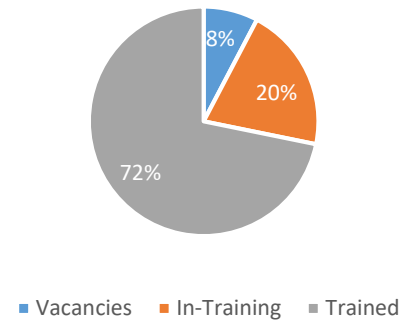
Date: December 6, 2023
To: YECA Governing Board
Thru: Dena Humphrey, Executive Director
From: Vanesa Hoyt, Operations Supervisor
Subject: September- October 2023 Combined Operations Division Report
Recommendation: No action required; information only.
Summary: Operations staff is currently engaged in the following:

Staffing:

1. Out of 39 funded operations positions:

Classification	Filled	Funded	Vacant
Supervisor	4	4	0
Operations Supervisor	1	1	0
Dispatcher III	4	4	0
Dispatcher I/II	25	26	1
Dispatch Assistant	2	4	2
TOTAL	36	39	3

October 2023



- a. Jodean Hernandez has completed training on the YSO radio (4th and final console).
- b. Danielle Tavares has completed the call taking phase of training and has begun training on the Fire radio (1st console).
- c. Neal Bassett has completed the call taking phase of training and has begun training on the WDP radio (1st console).
- d. Ledina Barrientes has completed the call taking phase of training and will begin training on the WDP radio (1st console).
- e. Cynthia Anderson and Meghan Heald have completed the call taking phase of training.
- f. Rosita Vidales has completed the academy and is in the call taking phase of her training.

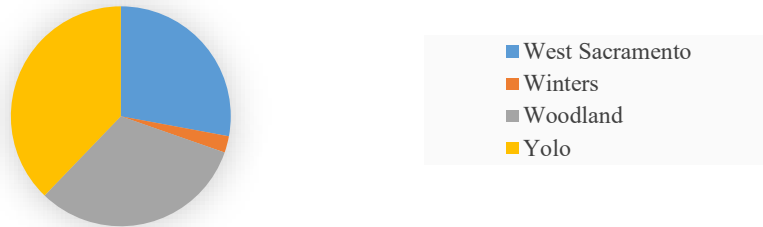
2. Two new dispatchers will begin training in the in-house academy on December 4, 2023.

Statistical Information:

Monthly Phones Statistics:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	YTD
9-1-1	5,153	4,361	5,047	5,864	6,370	6,173	6,329	5,618	5,128	5,379	55,422
7-Digit Emergency	1,026	873	990	951	1,047	1,067	1,210	1,235	945	1,065	10,409
AMR	120	130	105	84	66	84	77	75	66	103	910
West Sacramento	3,817	3,038	3,324	3,476	3,447	3,432	3,580	3,906	3,532	3,584	35,136
Winters	327	263	290	310	294	359	342	284	317	274	3,060
Woodland	4,130	3,549	3,745	4,035	4,374	4,396	3,865	4,341	3,832	3,824	40,091
Yolo	4,998	4,260	4,166	5,014	4,881	4,736	4,670	5,137	4,484	5,237	47,583
Outgoing	6,598	4,886	5,634	5,908	6,725	6,253	6,207	6,012	5,157	5,496	58,876
TOTAL	26,169	21,360	23,301	25,642	27,204	26,500	26,280	26,608	23,461	24,962	251,487

**2023 YTD
Incoming Non-Emergency Lines**



Monthly CAD Events:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	YTD
West Sacramento											
Law	5,147	4,156	4,794	4,947	5,165	4,984	5,238	5,114	4,785	4,855	49,185
Fire	542	348	342	384	413	386	435	451	367	448	4,116
Medical	675	568	554	557	594	497	587	604	536	599	5,771
Animal Control	191	167	193	183	253	241	256	217	181	179	2,061
Public Works/Support	292	30	34	34	29	21	28	35	37	35	575
TOTAL	6,847	5,269	5,917	6,105	6,454	6,129	6,544	6,421	5,906	6,116	61,708
Winters											
Law	632	528	589	579	547	445	531	509	440	499	5,299
Fire	51	68	60	72	87	48	85	54	61	57	643
Medical	51	37	48	54	55	69	65	50	57	56	542
Animal Control	14	23	32	30	38	21	22	31	27	20	258
Public Works/Support	15	6	4	9	9	12	3	8	4	5	75
TOTAL	763	662	733	744	736	595	706	652	589	637	6,817
Woodland											
Law	4,958	4,093	4,443	4,390	4,870	4,915	4,684	4,616	4,297	4,498	45,764
Fire	399	327	390	330	379	443	390	341	300	321	3,620
Medical	462	437	478	469	494	522	501	546	507	520	4,936
Animal Control	202	163	167	202	205	254	242	260	215	251	2,161
Public Works/Support	190	61	69	64	57	63	87	78	80	71	820
TOTAL	6,211	5,081	5,547	5,455	6,005	6,197	5,904	5,841	5,399	5,661	57,301
YSO											
Law	2,816	2,670	3,136	2,822	3,107	2,999	3,524	3,467	3,170	3,352	31,063
Fire	423	481	367	680	537	455	332	442	456	542	4,715
Medical	119	94	98	108	106	111	87	80	108	96	1,007
Animal Control	223	206	200	226	235	205	235	237	227	225	2,219
Public Works/Support	627	541	654	667	594	646	625	687	615	778	6,434
TOTAL	4,208	3,992	4,455	4,503	4,579	4,416	4,803	4,913	4,576	4,993	45,438
Yocha Dehe											
Fire	18	9	16	15	14	16	10	8	10	13	129
Medical	26	20	23	27	31	29	24	31	25	23	259
TOTAL	44	29	39	42	45	45	34	39	35	36	388
Arbuckle											
Fire	13	16	15	11	10	23	17	17	16	36	174
Medical	13	18	20	26	18	23	16	16	17	19	186
TOTAL	26	34	35	37	28	46	33	33	33	55	360
UCD/DFD											
Fire	103	77	111	83	108	115	103	122	91	122	1,035
Medical	64	56	44	81	65	46	20	23	47	98	544
TOTAL	167	133	155	164	173	161	123	145	138	220	1,579
GRAND TOTAL	18,266	15,200	16,881	17,050	18,020	17,589	18,147	18,044	16,676	17,718	173,591

CLETS Inquiries>Returns:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	YTD
Inquiries	28,492	24,863	26,283	24,927	25,013	24,751	28,008	28,489	27,055	29,046	266,927
Returns	46,047	40,182	42,477	40,286	40,425	40,001	45,265	46,042	43,725	46,942	431,391

Confidential Records Requests (Audio & CAD Print out):

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	YTD
23	15	19	18	12	14	21	16	18	21	177

After-Hours Records Entries:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	YTD
West Sacramento	277	249	240	293	309	244	314	261	286	242	2,715
Winters	0	1	0	0	0	0	0	0	0	0	1
Woodland	0	8	0	0	0	0	0	0	0	0	8
TOTAL	277	258	240	293	309	244	314	261	286	242	2,724

Text to 9-1-1:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Total YTD
TOTAL	<u>17</u>	<u>17</u>	<u>16</u>	<u>18</u>	<u>22</u>	<u>19</u>	<u>30</u>	<u>44</u>	<u>13</u>	<u>23</u>	219

IROC (Fire Resource Ordering Entries):

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	YTD
IROC	1	1	2	2	3	0	8	6	3	0	26

9-1-1 Answering Times:

In busiest hour; 90% off 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)	Mar (1600)	Apr (1500)	May (1400)	Jun (1400)	Jul (1400)	Aug (1600)	Sep (1900)	Oct (1800)	YTD AVERAGE
0-10 seconds	95.05%	96.39%	93.23%	92.09%	95.32%	97.80%	94.19%	97.73%	96.60%	97.76%	95.62%
0-15 seconds	98.76%	99.64%	97.23%	98.72%	98.03%	98.78%	98.99%	99.15%	99.07%	100%	98.84%
0-20 seconds	100.00%	100.00%	98.46%	99.74%	99.75%	99.51%	99.75%	99.72%	100%	100%	99.65%

Projects:

1. Leadership Development Training
 - a. Leadership pilot program
 - b. Dispatch Supervisor Garrison training and development
 - c. Dispatcher III Eakin, Patterson, and DaPrato training and development.
2. EMD-QA
 - a. Ops Supervisor Hoyt reviews all cardiac events and calls that include PAIs and provides weekly feedback to staff, focusing on case review and compliance.
 - a. Monthly Cardiac Events entered in Yolo County Cardiac Arrest CQI
3. Disaster Recovery Plan
 - a. Cases completed, ongoing training with the staff on evacuation procedures
 - b. Cases being used in tactical call outs
4. Recruitment
 - a. Next recruitment tentatively scheduled for Feb 2024
5. Succession Planning
6. 2023 In-Service Training Plan
 - a. IROC Refresher Training- May
 - b. Radio Academy- June and September
 - c. CTO Train the Trainer- September
 - d. Post fire season training- December
7. CalOES GIS Pilot Project
8. NG9-1-1 Equipment Installations
 - a. YECA is in Phase 2 (CalOES changed from phase 5 to 2 10/20/2021)
 - 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 completed PSAP readiness testing 08/23/2023
 - f. Tentative NG 911 installation in September 2024
9. Tentative CPE installation in September 2024
10. Applicant Tracking System
11. Onboarding Implementation
12. Headset Replacement
13. Employee evaluation model
14. Dispatch remodel
15. Employee wellness program

Agenda Item: 5.c

YECA BUDGET MANAGEMENT SUMMARY

2023 / 2024 As of 11/29/2023

	8%	17%	25%	33%	42%	50%	58%	67%	75%	83%	92%	100%
	JUL-22	AUG-22	SEPT-22	OCT-22	NOV-22	DEC-22	JAN-23	FEB-23	MAR-23	APR-23	MAY-23	JUN-23
B/U 30 ADMINISTRATION												
Appropriations	\$ 2,374,109	\$ 2,374,109	\$ 2,374,109	\$ 2,374,109	\$ 2,374,109	\$ 2,374,109	\$ 2,374,109	\$ 2,374,109	\$ 2,374,109	\$ 2,374,109	\$ 2,374,109	\$ 2,374,109
Encumbrances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Expenditures	\$ 333,379	\$ 448,268	\$ 513,232	\$ 639,179	\$ 856,221	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Unencumbered	\$ 2,040,730	\$ 1,925,841	\$ 1,860,877	\$ 1,734,930	\$ 1,517,888	\$ 1,339,224	\$ 2,374,109	\$ 2,374,109	\$ 2,374,109	\$ 2,374,109	\$ 2,374,109	\$ 2,374,109
Percent Expended	14%	19%	22%	27%	36%	0%	0%	0%	0%	0%	0%	0%
B/U 40 OPERATIONS - DISPATCH												
Appropriations	\$ 4,651,703	\$ 4,651,703	\$ 4,651,703	\$ 4,651,703	\$ 4,651,703	\$ 4,651,703	\$ 4,651,703	\$ 4,651,703	\$ 4,651,703	\$ 4,651,703	\$ 4,651,703	\$ 4,651,703
Encumbrances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Expenditures	\$ 421,414	\$ 838,693	\$ 1,044,108	\$ 1,484,591	\$ 1,660,970	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Unencumbered	\$ 4,230,289	\$ 3,813,010	\$ 3,607,595	\$ 3,167,112	\$ 2,990,733	\$ 4,651,703	\$ 4,651,703	\$ 4,651,703	\$ 4,651,703	\$ 4,651,703	\$ 4,651,703	\$ 4,651,703
Percent Expended	9%	18%	22%	32%	36%	0%	0%	0%	0%	0%	0%	0%
B/U 50 INFORMATION TECHNOLOGY												
Appropriations	\$ 711,800	\$ 711,800	\$ 711,800	\$ 711,800	\$ 711,800	\$ 711,800	\$ 711,800	\$ 711,800	\$ 711,800	\$ 711,800	\$ 711,800	\$ 711,800
Encumbrances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Expenditures	\$ 98,589	\$ 118,717	\$ 196,182	\$ 485,712	\$ 493,475	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Unencumbered	\$ -	\$ 593,083	\$ 515,618	\$ 226,088	\$ 218,325	\$ 711,800	\$ 711,800	\$ 711,800	\$ 711,800	\$ 711,800	\$ 711,800	\$ 711,800
Percent Expended	14%	17%	28%	68%	69%	0%	0%	0%	0%	0%	0%	0%
TOTAL Appropriations	\$ 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
Encumbrances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Expenditures	\$ 853,382	\$ 1,405,678	\$ 1,753,522	\$ 2,609,482	\$ 3,010,666	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Unencumbered	\$ 6,884,230	\$ 6,331,934	\$ 5,984,090	\$ 5,128,130	\$ 4,726,946	\$ 7,737,612	\$ 7,737,612	\$ 7,737,612	\$ 7,737,612	\$ 7,737,612	\$ 7,737,612	\$ 7,737,612
Percent Expended	11%	18%	23%	34%	39%	0%	0%	0%	0%	0%	0%	0%
TOTAL Estimated Revenue	\$ 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	\$ 2,607,823	\$ 2,613,458	\$ 3,189,462	\$ 5,033,161	\$ 5,036,500	\$ 350,000	\$ 350,000	\$ 350,000	\$ 350,000	\$ 350,000	\$ 350,000	\$ 350,000
Unrealized Revenue	\$ 5,129,789	\$ 5,124,154	\$ 4,548,150	\$ 2,704,451	\$ 2,701,112	\$ 7,387,612	\$ 7,387,612	\$ 7,387,612	\$ 7,387,612	\$ 7,387,612	\$ 7,387,612	\$ 7,387,612
Percent Realized	34%	34%	41%	65%	65%							



Quarter 3, 2023 Law Call Statistics

Call Processing Time - All Calls

Average Seconds from First Keystroke to Pending Queue Entry										
PRIORITY	WDP		WNP		WSP		YSO		Total	
	Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls
1	95	193	126	11	94	293	93	162	95	659
2	127	1,729	118	168	123	1,916	110	496	123	4,309

Queue Entry to First Unit Dispatched - Units Available

Average Seconds from Pending Queue Entry to First Unit Dispatched										
PRIORITY	WDP		WNP		WSP		YSO		Total	
	Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls
1	87	139	168	11	70	236	64	158	75	544
2	187	1,245	76	166	165	1,407	88	458	158	3,276

Queue Entry to Law Supervisor Notified - No Units Available

Average Seconds from Pending Queue Entry to the Law Supervisor Notification of No Units Available										
PRIORITY	WDP		WNP		WSP		YSO		Total	
	Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls
1	88	54	0	-	177	57	93	4	132	115
2	248	484	82	2	273	509	276	38	261	1,033

Queue Entry to First Unit Dispatched After Law Supervisor Notification - No Units Available

Average Seconds from Pending Queue Entry to First Unit Dispatched after Law Supervisor Notification has Occurred										
PRIORITY	WDP		WNP		WSP		YSO		Total	
	Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls
1	581	54	0	-	591	57	153	4	571	115
2	1164	484	249	2	1271	509	507	38	1191	1,033

Queue Entry to First Unit Dispatched - All Calls - Including Available and Unavailable Units

Average Seconds from Pending Queue Entry to First Unit Dispatched										
PRIORITY	WDP		WNP		WSP		YSO		Total	
	Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls
1	225	193	168	11	172	293	66	162	161	659
2	460	1,729	78	168	459	1,916	121	496	406	4,309



Quarter 3, 2023 Fire Call Statistics

Call Processing Time - All Fire Calls

Average Seconds from First Keystroke to Pending Queue Entry												
PRIORITY	WDL		WNF		WSF		YDF		County		Total	
	Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls
Code 2	53	478	57	57	52	676	58	5	54	169	53	1,385
Code 3	60	1,790	64	244	58	2,146	47	97	64	867	60	5,144

Queue Entry to First Unit Dispatched - All Fire Calls

Average Seconds from Pending Queue Entry to First Unit Dispatched												
PRIORITY	WDL		WNF		WSF		YDF		County		Total	
	Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls
Code 2	23	478	17	57	24	676	35	5	32	169	24	1,385
Code 3	21	1,790	24	244	22	2,146	20	97	24	867	22	5,144

Call Processing Time - Fire and Medical

Average Seconds from First Keystroke to Pending Queue Entry													
Call Type	PRIORITY	WDL		WNF		WSF		YDF		County		Total	
		Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls
Fire Call Types	Code 2	61	135	58	17	52	242	14	2	57	78	55	474
	Code 3	70	451	96	69	64	705	52	21	65	520	67	1,766
Medical Aid Call Types	Code 2	50	341	56	40	52	433	65	4	53	89	52	907
	Code 3	57	1,339	60	148	55	1,445	45	76	63	343	57	3,351

Queue Entry to First Unit Dispatched - Fire and Medical

Average Seconds from Pending Queue Entry to First Unit Dispatched													
Call Type	PRIORITY	WDL		WNF		WSF		YDF		County		Total	
		Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls
Fire Call Types	Code 2	20	135	15	17	28	242	13	2	24	78	25	474
	Code 3	24	451	26	69	25	705	24	21	25	520	25	1,766
Medical Aid Call Types	Code 2	18	341	18	40	20	433	37	4	21	89	19	907
	Code 3	19	1,339	22	148	20	1,445	18	76	21	343	20	3,351

STAFF REPORT

Agenda Item: 5.e

Date: December 6, 2023

To: YECA Governing Board

From: Dena Humphrey, Executive Director

Subject: YECA & YCDA Side-Letter Amending MOU between YECA & YCDA July 1, 2022- June 30, 2025, Article 16.2 Seniority for Assignment of Overtime – *Voted Item

Recommendation: Approve Side-Letter amending language in Article 16.2 Seniority for Assignment to allow Dispatch Assistants first priority for voluntary signups for overtime within this classification

Summary:

Current language in the MOU allows voluntary overtime to the most senior employees requesting overtime. In this case, when a Dispatch Assistant slot becomes available on a shift for overtime, all classifications may request the overtime based on their seniority. As a result, the Dispatch Assistant who holds this position rarely has an opportunity to request the overtime, as overtime is assigned to staff with higher seniority. This amended language allows a less senior employee who is in a Dispatch Assistant or Dispatch Recruit position to have first priority for the request for overtime.

YECA – YCDA
2022-2025 Memorandum of Understanding

2023 Side Letter of Agreement Amending Article 16 Seniority

I. Parties

The Parties to this Side Letter of Agreement (herein after “Side Letter”) are the Yolo Emergency Communications Agency, hereinafter referred to as “Agency” or “Employer” and the Yolo Emergency Dispatchers’ Association, hereinafter referred to as “Association”.

II. Background

The Parties are the signatories to a 2022-2025 Memorandum of Understanding (hereinafter referred to as the “MOU”) setting forth terms and conditions of employment for certain Agency employees within what is commonly referred to as the “Dispatchers’ Unit”, hereinafter referred to as “Dispatchers”. The terms set forth below amend the existing MOU.

The Agency and the Association have met and conferred and have agreed to amend and modify the existing MOU terms as set forth below, hereby agreeing as follows:

III. MOU Amendment

- A. For Purposes of the MOU amendments set forth below, language that is overstruck (e.g., overstruck) will be omitted from the MOU. Language that is *italicized* and **boldfaced** will be added to the MOU as indicated. Appendix B, attached hereto and referred to below, will replace the existing appendix B in its entirety. The existing MOU and any side letters extant will, in all other respects, remain in effect without change through the new term specified below.
- B. Article 16. Seniority, Sub-Section 16.2 Seniority for Assignment of Overtime, Sub-Sub-Section 16.2.1 Overtime, of the MOU is hereby amended to read as follows:

16.2 Seniority for Assignment of Overtime

16.2.1 Overtime

Voluntary

Voluntary overtime will be given to the most senior employee requesting the overtime shift, providing that there is a reasonable distribution of overtime shifts for all employees requesting overtime. Regular employees shall receive first opportunity to sign up for posted overtime.

Involuntary

The Agency may assign employees to mandatory overtime to meet minimum staffing requirements. Employees so assigned will be the least senior, providing that there is a reasonable distribution of involuntary overtime for all employees.

Dispatcher Assistant Classification

When posting overtime for a Dispatcher Assistant on the schedule, a Dispatcher Assistant or a Dispatcher Recruit released as a call taker before release on first radio with the highest date of hire

seniority would get first choice for voluntary overtime. For involuntary overtime all classifications with the least amount of overtime over the last 30 days would be assigned.

IV. General Provisions

- A. The amendments made herein will be effective [redacted] upon this Side Letter being approved and adopted by the Yolo Emergency Communications Agency Board.
- B. The written terms herein embody the entire Side Letter of Agreement between the Parties.
- C. This Side Letter of Agreement amended language will be incorporated into any successor MOU by the Parties unless otherwise negotiated, agreed to, and the change ratified and adopted.

In witness hereof, this Side Letter of Agreement was ratified and adopted by a vote of the Yolo Emergency Communications Agency Board on _____, 2023.

YOLO COUNTY DISPATCHERS' ASSOCIATION

YOLO EMERGENCY COMMUNICATIONS AGENCY

By: _____
Stephanie Taylor, President

By: _____
Dena Humphrey, Executive Director

Date: _____

Date: _____

By: _____
Jeff Carter, Labor Consultant

By: _____
Gregory Ramirez, Labor Consultant

Date: _____

Date: _____

STAFF REPORT

Agenda Item: 7.a

Date: December 6, 2023

To: YECA Governing Board

Thru: Dena Humphrey, Agency Manager

From: Billy Keen, IT Manager

Subject: Computer Aided Dispatch (CAD) & Records Management Systems (RMS)

Recommendation: No Action Required; Information Only

Summary:

YECA currently is using a Central Square Enterprise CAD system that was implemented in 2013. The CAD software purchase cost and implementation was approximately \$2.4 million. The replacement project took approximately 4 years to implement and build. The build out consisted of manually inputting and programming the following i.e., Data Identifiers, Users, and Custom Interfaces:

Item	Count
Premise Locations	8,041
Unit Identifiers	3,814
Vehicles	3,658
Users	3,172
Response Plans (Fire & Law)	2,918
Response Areas	245
3 rd Party Software Custom Interfaces	15

YECA's CAD currently maintains 7 RMS custom interfaces (2 Law RMS' and 5 Fire RMS systems). A review was requested of YECA staff into possible options for CAD and RMS solutions, while member agencies are working on their individual RMS solutions and possible replacements.

Provided below are three options that were reviewed regarding a Sunridge Systems' product called RIMS CAD/RMS as an example. For future consideration, other possible solutions could be provided by other vendors.

Option A:

RIMS CAD and Consolidated RMS System

This option would replace YECA's Central Square CAD system with a RIMS CAD system and integrate with a singular RMS system. RIMS initial budgetary software cost would be \$1.5 million with a \$170k annual license fee. This does not include all other implementation and staff

costs. This option would require all Law member agencies to participate in the consolidated RMS solution for records check purposes.

During initial review of this solution with neighboring agencies, responses showed RIMS CAD may have some limitations that would create operational concerns for dispatchers. One of these items include the inability to query 3rd party RMS systems within the CAD system. Lack of this feature would require all Law member agencies to be on the RIMS RMS product so dispatchers do not need to log into additional systems to query separate RMS systems outside of the CAD system. Through discussion with other agencies it was stated that one agency on CAD that runs fire does not use the CAD system’s built in fire response plans, as it does not work for them. This agency is currently using excel worksheets and documents to dispatch required fire resources to calls. Further investigation is needed to confirm the limitations of the system.

Option B:

Central Square CAD and Individual RMS Systems

This solution would keep YECA’s Central Square CAD, as it has the functionality to connect to many different RMS vendors in the public safety software community. This enables any of our member agencies to choose RMS vendors as they see fit. YECA’s costs for a 3rd party RMS interface is \$12k and a \$6.5k annual license fee. For example, YSO, WSP, WDP, and WNP individually implement a new, non-Central Square, RMS system would cost \$48k initially and \$26k annually.

YECA’s Cost Review (Software Only):

	Option A	Option B* (Per Member Connection)
Initial Purchase	\$1,500,000	\$12,000
Annual Fee’s	\$170,000	\$6,500

*Costs are for RMS products not owned by Central Square

Items not included in these estimates are; existing CAD data conversion, 3rd party vendor costs if applicable (15 total), dispatcher training and overtime costs (approx. 2,000hrs), IT training and build hours (approx. 4,000hrs), project management (approx. 1,000hrs), 3rd party consulting.