

**AGENDA
REGULAR MEETING
YECA GOVERNING BOARD**

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

April 6, 2016

2:00 P.M. Public Session

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

1. Call to Order (2:00 PM)

2. 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.

3. Announcements

- a. Proclamation "National Public Safety Telecommunications Week April 10th - 16th"
- b. YECA 2015 Dispatcher of the Year "Nadia Wasilevsky"

4. Approval of the Agenda

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 March 2, 2016, Regular Meeting Pg. - 1
- b. Operations Division Report Pg. - 3
- c. Current Year Budget Status Update Pg. - 5

6. FY14/15 External Audit Presentation by Macias Gini & O'Connell LLP, Scott Brunner, CPA

- a. FY14/15 Fiscal Audit Report - Attachment

7. Human Resources/Administrative Coordinator Position Upgrade

- a. Human Resource/Administrative Coordinator Staff Summary Pg. – 7
- b. Proposed Title Change: Fiscal & HR Administrator Position Description Pg. - 8

8. Dispatch Staffing Goal

- a. Dispatch Staffing Goal Summary Pg. - 11

9. Tri-Tech Inform ME Application for CAD iPhones, iPad, Android – Informational Only


- a. Staff Summary Background Pg. - 14

10. Next Scheduled JPA Board Meeting May 4, 2016

11. Items for Future Agenda

12. Adjournment

I declare under penalty of perjury that the foregoing agenda was available for public review and posted on/or before April 1, 2016 on the bulletin board outside of the Yolo County Board of Supervisors Chambers, Erwin Meier Administration Center, 625 Court St., Woodland, California and on the agency website: <http://www.yeca911.org/BoardCalendar2016.html>


Dena Humphrey, Agency Manager

**The meeting room is wheelchair accessible and disabled parking is available. If you are a person with a disability and you need disability related accommodations to attend the meeting, please contact Marci Criste at (530) 666-8919 or (530) 666-8909 (fax). Requests for accommodations must be made at least two full business days before the start of the meeting.
**

Agenda Item: 5.a

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

March 2, 2016

MINUTES

The YECA Governing Board of met on Wednesday, March 2, 2016 at the Yolo Emergency Communications Agency, 35 N Cottonwood Street, Woodland. Chair Tom Lopez called the meeting to order at 2:00 p.m.

PRESENT: Primary Board Members: Tom Lopez, Yolo County, Dan Bellini, City of Woodland, Tom McDonald, City of West Sacramento, John Donlevy, City of Winters, Gary Fredericksen, Yocha Dehe Wintun Nation, Dena Humphrey, YECA Executive Director.

Entry No.2
Public Comment
None

Entry No. 3
Announcements

The National Public Safety Telecommunications Week runs from April 10th-16th.

Entry No. 4
Minute Order No. 2016-03; Approval of Agenda

The Agenda was approved as presented.

MOTION: Fredericksen SECOND: McDonald AYES: Lopez, Bellini, McDonald, Fredericksen, Donlevy.

Entry No. 5
Minute Order No. 2016-04; Approval of Consent Agenda

The Consent Agenda was approved as presented.

MOTION: Fredericksen SECOND: McDonald AYES: Lopez, Bellini, McDonald, Fredericksen, Donlevy.

Entry No.6
Tri-Tech Inform ME Application for CAD iPhones, iPad, Android

I.T. Manager Mike Bowler presented information on the Tri-Tech Inform ME Application.

After some discussion the JPA Board Members suggested a Test Pilot Project to be done first, to evaluate if will be advantageous to Law & Fire Agencies before investing; and if pricing is concurrent per User or License, as well need pricing for over 100 devices. I.T. Manager Mike Bowler will provide additional information at next Board Meeting.

No action was taken, information only.

Entry No. 7

Member Agency Cost Model Formula Summary

Executive Director Dena Humphrey presented her research and provided other cost formulas for consideration. Board Members agreed, due to time constraints, to remain with YECA's current Standard cost formula for allocation for upcoming Budget FY16/17. Board also agreed to have discussions throughout the upcoming fiscal year in revising formula allocations for member agencies for future Budgets.

No action was taken, information only.

Entry No. 8

Minute Order No. 2016-05; Approval FY16/17 Budget

FY16/17 Base Budget, CIP, Position Table and Additional Costs and Fund Balance was approved as presented.

MOTION: Bellini SECOND: Fredericksen AYES: Lopez, Bellini, McDonald, Fredericksen, Donlevy.

Entry No. 9

Next Scheduled JPA Board Meeting April 6, 2016.

Entry No. 10

Items for Future Agenda:

- a. FY14/15 External Audit Presentation
- b. HR Coordinator Position Description
- c. Staffing Goal
- d. Tri-Tech Inform ME Application for CAD iPhones, iPad, Android-Informational

Meeting was adjourned at 2:27 p.m.

Minutes submitted by: Eloise Austin Sr. Admin Specialist II
for Marci Criste, Recording Secretary

STAFF REPORT

Agenda Item: 5.b

Date: April 6, 2016
To: YECA Governing Board
Thru: Dena Humphrey, Executive Director
From: Karen Avara, Operations Manager
Subject: Operations Division Report

Recommendation: No action required; information only.

Summary: Operations staff is currently engaged in the following:

- Staffing:
We have started a list of eligible applicants, testing and interviewing is still in progress anticipating an academy start date September 2016.
- OPST:
We greatly appreciate the bronze level sponsorship from the Woodland Peace Officers Association.
- Public Safety Telecommunications Week:
April 10th – 16th has been designated as National Public Safety Telecommunications Week, we have lots of fun activities planned for our Dispatchers to show them they are appreciated.
- Internal Affairs: February 2016-March 2016
 1. **Grievances:** None
 2. **Complaints:** None
 3. **Commendations:** One
Night shift crew were recognized for their teamwork during a busy shift.
- Monthly Gold Board Employee Recognition:
February 2016:
Diana Wilson is the lucky winner for February, Diana was recognized for jumping in to assist during a Woodland vehicle pursuit.

Krista Ralph, Chris Buck, Laura Swink, Maria Bigham, Kim Lindsay, Mike Bowler, Charles Keasler, Billy Keen, Craig Priester, Traci Fitzsimmons, Elaine Savage-Helphingstine, Stephanie Taylor, Maria Roa, Scott Fletcher, and Tammy Leggins were all recognized for doing a great job.

Statistical Information:

- Monthly Phone Statistics:

Month	9-1-1	Non-Emergency	Outgoing	Total
February	4,370	19,602	5,079	29,051

- Monthly CAD Events:

Included in “Other” category is AMR, Animal Control, All Public Works, County Maintenance, Social Services, Environmental Health, and Public Guardian.

Month	Law	Fire	Other
February	13,669	2,187	786

- Confidential Records Requests:

Month	# of Requests
January	137

Agenda Item: 5.c

YECA BUDGET MANAGEMENT SUMMARY

2015 / 2016 As of 3/28/16

	8% JUL-15	17% AUG-15	25% SEPT-15	33% OCT-15	42% NOV-15	50% DEC-15	58% JAN-16	67% FEB-16	75% MAR-16	83% APR-16	92% MAY-16	100% JUN-16
360 360-1 ADMINISTRATION												
Appropriations	\$ 2,305,019	\$ 2,305,019	\$ 2,305,019	\$ 2,305,019	\$ 2,305,019	\$ 2,305,019	\$ 2,305,019	\$ 2,305,019	\$ 2,305,019	\$ 2,305,019	\$ 2,305,019	\$ 2,305,019
Expenditures	\$ 36,855	\$ 130,248	\$ 140,010	\$ 653,385	\$ 733,311	\$ 896,208	\$ 999,467.90	\$ 1,125,686	\$ 1,210,774	\$ -	\$ -	\$ -
Percent Expended	2%	6%	6%	28%	32%	39%	43%	49%	53%	0%	0%	0%
360 360-2 OPERATIONS - DISPATCH												
Appropriations	\$ 3,944,824	\$ 3,944,824	\$ 3,944,824	\$ 3,944,824	\$ 3,944,824	\$ 3,944,824	\$ 3,944,824	\$ 3,944,824	\$ 3,944,824	\$ 3,944,824	\$ 3,944,824	\$ 3,944,824
Expenditures	\$ 235,299	\$ 464,253	\$ 601,682	\$ 1,338,327	\$ 1,566,883	\$ 1,844,018	\$ 2,096,097	\$ 2,356,056	\$ 2,542,884	\$ -	\$ -	\$ -
Percent Expended	6%	12%	15%	34%	40%	47%	53%	60%	64%	0%	0%	0%

TOTAL for all budget units - B/U 360-1 Administration; 360-2 Operations Dispatch;												
Appropriations	\$ 6,249,843	\$ 6,249,843	\$ 6,249,843	\$ 6,249,843	\$ 6,249,843	\$ 6,249,843	\$ 6,249,843	\$ 6,249,843	\$ 6,249,843	\$ 6,249,843	\$ 6,249,843	\$ 6,249,843
Expenditures	\$ 272,155	\$ 594,501	\$ 741,693	\$ 1,991,713	\$ 2,300,194	\$ 2,740,226	\$ 3,095,564	\$ 3,481,742	\$ 3,753,658	\$ -	\$ -	\$ -
Unencumbered	\$ 5,974,115	\$ 5,651,891	\$ 5,504,938	\$ 4,255,146	\$ 3,949,649	\$ 3,509,617	\$ 3,154,279	\$ 2,768,101	\$ 2,496,185	\$ 6,249,843	\$ 6,249,843	\$ 6,249,843
Percent Expended	4%	10%	12%	32%	37%	44%	50%	56%	60%	0%	0%	0%
Estimated Revenue	\$ 6,249,843	\$ 6,249,843	\$ 6,249,843	\$ 6,249,843	\$ 6,249,843	\$ 6,249,843	\$ 6,249,843	\$ 6,249,843	\$ 6,249,843	\$ 6,249,843	\$ 6,249,843	\$ 6,249,843
Realized Revenue	\$ 276	\$ 426	\$ 10,530	\$ 1,966,324	\$ 2,955,194	\$ 2,955,471	\$ 2,956,854	\$ 4,059,388	\$ 4,475,195	\$ -	\$ -	\$ -
Percent Realized	0%	0%	0%	31%	47%	47%	47%	65%	72%	0%	0%	0%

360 360-3 RAD BofA Capital Lease												
Appropriations	\$ 55,000	\$ 55,000	\$ 55,000	\$ 55,000	\$ 55,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Expenditures	\$ -	\$ -	\$ -	\$ 54,124	\$ 55,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Unencumbered	\$ 55,000	\$ 55,000	\$ 55,000	\$ 876	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Percent Expended	0%	0%	0%	98%	100%							
Estimated Revenue	\$ 55,000	\$ 55,000	\$ 55,000	\$ 55,000	\$ 55,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Realized Revenue	\$ -	\$ -	\$ -	\$ 54,124	\$ 55,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Unrealized Revenue	\$ 55,000	\$ 55,000	\$ 55,000	\$ 876	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Percent Realized	0%	0%	0%	98%	100%							

360 360-3 FY13 HSG Grant (Cameras)												
Estimated Revenue	\$ 25,658	\$ 25,658	\$ 25,658	\$ 25,658	\$ 25,658	\$ 25,658	\$ 25,658	\$ 25,658	\$ -	\$ -	\$ -	\$ -
Realized Revenue	\$ (25,658)	\$ (25,658)	\$ (25,658)	\$ (25,658)	\$ (25,658)	\$ (25,658)	\$ (25,658)	\$ 25,721	\$ -	\$ -	\$ -	\$ -
Percent Realized	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%

360 360-3 FY14 HSG Grant (Cameras @ 4 Sites)												
Appropriations	\$ 18,658	\$ 18,658	\$ 18,658	\$ 18,658	\$ 18,658	\$ 18,658	\$ 18,658	\$ 18,658	\$ 18,658	\$ 186,588	\$ 18,658	\$ 18,688
Expenditures	\$ -	\$ -	\$ -	\$ -	\$ 9,637	\$ 9,637	\$ 9,637	\$ -	\$ -	\$ -	\$ -	\$ -
Percent Expended	0%	0%	0%	0%	52%	52%	0%	0%	0%	0%	0%	0%
Estimated Revenue	\$ 18,658	\$ 18,658	\$ 18,658	\$ 18,658	\$ 18,658	\$ 18,658	\$ 18,658	\$ 18,658	\$ 18,658	\$ 18,658	\$ 18,658	\$ 18,658
Realized Revenue	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Percent Realized	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Agenda Item: 6.a

Yolo Emergency Communications Agency
Independent Auditor's Report
For Fiscal Year Ended June 30, 2015

Attachment

STAFF REPORT

Agenda Item: 7.a

Date: April 6, 2016

To: YECA Governing Board

From: Dena Humphrey, Executive Director

Subject: Administrative & Human Resources Coordinator Position

Summary:

The current job description for the Administrative & Human Resource Coordinator is to oversee YECA's various human resource programs and to provide highly specialized administrative support duties. After reviewing the job description and assessing the needs of the agency, it's apparent an accounting and payroll background is needed in this position. The agency is preparing for a retirement for this position in a couple of months and is recommending to upgrade this position to include an accounting and payroll aspect.

The need has risen over the last 18 months due to more accounting and payroll services no longer being provided by the County. YECA has absorbed the duties in the handling of journal entries for capital assets, preparing the agency's financials, trial balance audit adjustments, accrual adjustments, appropriation transfers, long term debt journal entries, processing payroll, and contracting out for the annual audits. With these additional accounting and payroll duties and past external audits, it's become apparent staff oversight with accounting expertise is needed.

The oversight with payroll has become critical with reviews and monthly reconciling. Salaries and benefits represents 77% of operating expenses or \$4M. As this is the largest expense for the agency a higher priority should be set to include an accounting skillset. Another critical impact to the agency has been the change with the financial system administered by the County. This has required even more oversight, as the agency has not had access to the system since October 2015. The only visibility to the agency's financial standing has been by limited access of reports. The ability to process claims, journal entries, or deposit revenue is currently being handled by County staff, who is handling an unusual high volume of transactions from the other agencies that can lead to potential errors. The County has not been able to commit to a timeframe when system access will return to the Special Districts and JPA's.

The modified position would continue to handle the human resources programs and oversee accounting, payroll, and CalPERS reporting functions for 40+ employees. To acquire these additional skillsets and experience would require an increase to the current monthly salary of \$4,416 - \$5,423 to a monthly of \$6,188-\$7,167. The salary increase would be absorbed in the approved salary budget.

Agenda Item: 7.b

YECA

Position Description

Position: Fiscal/Human Resources Administrator	Position Number:
Department: YECA	FSLA: Exempt
Reports to: Executive Director	Salary Grade: 118

Summary

Provides professional administration and technical assistance in the development, administration, and implementation of YECA's human resource programs, including recruitment, examination, compensation, salary, benefits, risk management, and overseeing governmental accounting functions.

Plans and coordinates the administrative aspects of projects and programs, regular communication with external organizations, office systems, and procedures, research, electronic record keeping. Exercises coordination and supervises clerical staff.

Distinguishing Characteristics

This position is responsible for overseeing YECA's human resource programs and accounting/personnel systems. Incumbents in this position report directly to the Executive Director.

Essential Duties and Responsibilities

- Oversees or participates in the posting, balancing, and reconciliation of the general ledger; Direct and/or participate in the entry of automated payroll system and personnel system; audits and reconciles payroll documents; makes complex or difficult adjustment entries and transfers of appropriations and accruals; works with County Financial staff to assure timely processing of transactions.
- Oversees or prepares a variety of detailed accounting, financial statements or reports; works with external auditors during audits and resolves accounting problems in the process
- Assists the Executive Director with development of budget proposals. Oversees and organizes approved budgets, transaction records, and audit trails, including those for special projects/grants.
- Plans and conducts recruitment, prepares job announcements, application supplements, and advertising of job opportunities; performance tests; reviews and screens employment applications; determines and monitors eligibility list certification. Serves as the initial contact in the organization for inquiries on employment as well as new employee orientation.

- Conducts classification and organization studies; develops and revises classification specifications. Conducts pay and benefits surveys, analyzes and presents salary data and related recommendations.
- Perform administrative work related to employee benefits programs including insurance, leave, retirement, incentive pays, deferred compensation, and employee assistance programs. Initiates and responds to a variety of surveys, correspondence, and reports; provides administrative support to the labor negotiation team; ensures accuracy of employee compensation and benefits, personnel transactions and salary schedule data.
- Participates in the administration of the risk management functions and coordinates and manages Workers' Compensation claims.
- Designs, improves, standardizes, and installs forms, layouts, procedures, work methods, controls, filing and recording systems, etc., to increase efficiency of administrative support operations. Ensures that mandated files and filing systems are up-to-date.
- Provide direction, training, guidance, and leadership to clerical staff; plans, organizes, and coordinates work activities; prepares work priorities, schedules, and routines; expedites workflow; reviews work for accuracy, completeness, conformance to policies and procedures and conducts performance evaluations.
- Identify opportunities for improvement in the current policies, procedures, and systems; develop recommendations for changes; implement modifications to the program, policies, and/or procedures as appropriate.
- Processes and/or provides support, often of confidential or sensitive nature to the Executive Director with considerable dealings with outside agencies and customers, both individuals and groups.
- Maintains YECA personnel files.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

- **Knowledge and Skills**

The position requires a general and governmental accounting theory, principles and practices and their application to a wide variety of accounting transactions; application and operation of computerized accounting systems and spreadsheets; auditing principles, and techniques. General knowledge or ability to grasp principles and practices of public human resources administration including methods and techniques used in recruitment and selection, classification, salary administration, risk management. Applicable federal, state, and local laws regulations, records retention management, ordinances and policies of governing agencies. Considerable knowledge of effective use of personal computer-based systems in an office environment. Requires specific, advanced skill in word processing, spreadsheet applications, presentation graphics, electronic filing sufficient to train others

and perform basic troubleshooting of problems. Requires a strong working knowledge of general ledger record keeping. Requires sufficient knowledge of and skill at applying English grammar and composition, and spelling to business and/or legal formats.

▪ **Abilities**

Requires the ability to independently perform all of the duties of the position. Must be able to learn, interpret, explain and apply knowledge of the agency, its operations, programs, functions, special terminology, and labor agreements. Requires the ability to prepare spreadsheets, enter, import, and export data to and from databases. Requires the ability to plan, organize and prioritize work in order to meet schedules and timelines; know laws, regulations and codes; observe performance and evaluate staff; problem solve related issues; remember various rules, policies and procedures; explain and interpret policy.

▪ **Competencies**

To perform the job successfully, an individual should demonstrate the following competencies Analytical - Synthesizes complex or diverse information; collects and researches data; designs work flows and procedures. Continuous Learning - Pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others; Job Knowledge - keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; uses resources effectively. Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully. Oral Communication - Listens and gets clarification. Quality Management - Demonstrates accuracy and thoroughness. Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments.

▪ **Physical Abilities**

This class includes administrative positions requiring light physical effort which may include frequent lifting of up to ten pounds and occasional lifting of up to twenty-five pounds. Some bending and stooping, and/or squatting may be required. Considerable walking may be involved. Sufficient hand/eye coordination and manual dexterity to keyboard at a rate (about 35 wpm); sufficient visual acuity to recognize words letters and numbers. Sufficient auditory acuity to carry on conversations over the phone and in person.

▪ **Education and Experience**

Bachelor's degree from four-year college or university in Business or Accounting; or six years related experience and/or training; or equivalent combination of education and experience with four or more years in governmental accounting

▪ **Licenses and Certificates**

May require a valid driver's license.

▪ **Working Conditions**

Work is performed indoors where minimal safety considerations exist.

STAFF REPORT

Agenda Item: 8.a

Date: April 6, 2016

To: YECA Governing Board

From: Dena Humphrey, Executive Director

Subject: Staffing Goals Summary – Informational Only

Summary:

In 2014, the JPA Board recognized the need to increase staffing levels to meet current operations. In doing so, 4 Dispatch positions were increased. The Board requested at a later time to return with overall staffing goals that fully addresses the needs of the Agency. The current authorized Dispatch positions for FY16/17 is 36 FTE's. There are currently 7 Dispatchers in training and 5 positions to fill in September. Once these 12 positions are trained, the 36 FTE's are expected to satisfy operational demands.

While preparing for the staffing goals, a set of priorities were developed. These priorities were set in response to objectives of building a more efficient, effective, and responsive workforce.

Dispatch Operations Priorities:

1. Improve Employee Training Program – (fill Training Coordinator Position)
2. Meet Field Service Demands
3. Balance Dispatcher Time Spent on Answering 911-Calls
4. Succession Planning for Upcoming Retirements

The creation of the Operations Staffing Goals took these priorities along with a look of historical needs and future projections. The current authorized positions of 36 FTE's meet an industry standards recommendation by 88% for staffing levels. This model used from the National Emergency Number Association (NENA) took a variety of factors into consideration e.g., minimum positions required, NCIC/State/Local queries, CAD Incident volume, call processing times, phone call volume, attrition rates, along with employee availability with vacation and sick time. In response to the identified Dispatch Operations priorities to provide better support to YECA's member agencies, the following key positions were identified:

Proposed Dispatch Staffing Goals:

1. Training Coordinator Position
2. Dispatch Retirement Backfill
3. Dispatch Assistants

1. Training Coordinator Position

This was a position that was staffed before the economic downfall and never replaced. The training program and oversight was divided up amongst Lead Dispatchers and Supervisors. The universal oversight to a de-centralized model has lost its effective approach of addressing critical training needs for Law, Fire, and EMD. This position is critical for ensuring dispatch staff of 36 employees are compliant with P.O.S.T training requirements of 24 hours per employee, another 24 hours for EMD medical dispatch certification requirements, CPR certifications, EMD quality assurance requirement reviews, along with direct in-service training for 200+ Law and Fire policies, frequent CAD updates, CLETS, and radio.

By having a viable training program overseen by one person would allow for better accountability, consistency, and effectiveness. The direct benefits to member agencies would see a greater service level to field units and citizens, by improving customer service and responsiveness. With the ever changing technology and resources, the ability to respond to the high emergency demands has placed a greater need for having a more robust training program in place.

2. Dispatch Retirement Backfill Positions

The agency for the first time will begin to see retirements in the next couple of years. The agency has 3 Dispatchers eligible to retire today and another 3 eligible to retire in 2 years. The current years of service within the Dispatcher class: 3 employees (25-31 years), 7 employees (15-25 years), 11 employees (10-15 years), 10 employees (10 years or less). The senior class of Dispatchers will need to be planned well to mitigate staffing shortages considering the length of training.

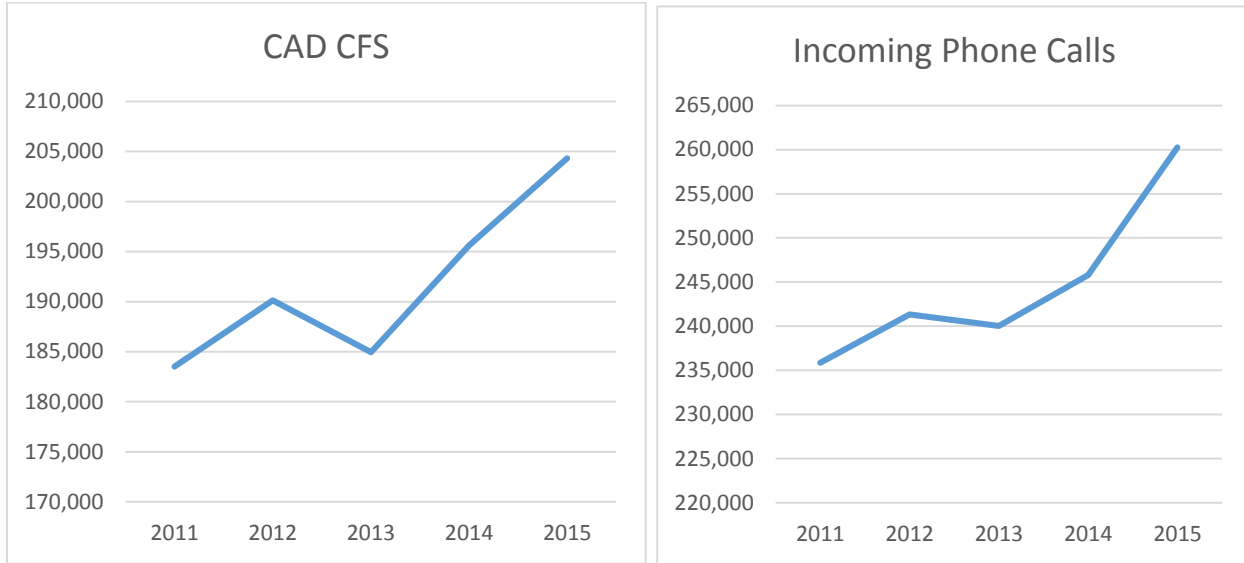
3. Dispatch Assistants Position

The Public Safety Dispatcher primary duty is to dispatch incidents, process field unit requests, CLETS inquiries, and maintain unit status. Dispatchers also answers emergency and non-emergency calls, some of which require EMD instructions for conditions that range from minor medical symptoms to life saving CPR instructions. Answering these calls can alter the focus of the Dispatcher with their attention being split between the caller and field units. This adversely impacts the dispatcher's ability to react promptly to field unit needs, and it lessens the Dispatcher proficiency causing delays in processing requests, and increases the likelihood that a field unit could be asked to "stand by."

When on duty, the Dispatch Assistant, commonly known as Call Taker, can absorb 30-40 % of those incoming calls, allowing the Dispatcher to be more attentive to the radio activity. Dispatch Assistants can also contribute to Dispatcher proficiency by filling tow truck requests, calling back reporting parties, confirming warrants, etc. In essence, every telephone call either received or placed by a Dispatch Assistant rather than a Dispatcher contributes to the focus and service to the field unit.

Another consideration is if city growth continues and call volume increases continue there will be a need to increase these positions in the future to respond effectively and to limit Dispatcher time spent on answering phones for field unit needs. Over the last five years, CAD calls for service have increased by 10% or 22,000 CFS, and incoming phone calls have increased by 9% or 25,000 calls.

The trend chart below shows the continued increases:



The other component to consider for these positions is the onset of Next Generation 911 (NG911) that will move communications centers across America to an IP-based platform. This technology will create a faster method of delivering data to Dispatch Centers in response to technology used by the public. The digital information (e.g., voice, photos, video, text messaging) will flow through the centers to first responders. Additional staffing to process the incoming digital information may also need to be considered at the time of implementation.

The future staffing goals are presented in response to the priorities of ultimately meeting field service demands, maintaining a highly skilled workforce, and providing exceptional lifesaving emergency service to the citizens.

Proposed Dispatch Operations Staffing Goals				
Year	Cost	Qty	Position	Notes
FY17/18	\$110k	1 FTE	Training Coordinator	
FY17/18	\$130k	2 FTE	Retirement Backfill	
FY19/20	\$120k	2 FTE	Dispatch Assistants	<i>*if needed based on City & County growth, NextGen Text to 911</i>

One alternative to the Training Coordinator position would entail converting an existing Supervisor position to the Training Coordinator. This would create a cost savings for the position. However, would create some gaps in supervision and change the span of control from 5 employees to 10 employees per Supervisor. This would also result in some shifts without supervisory support covering the 24/7 operations from the remaining 3 Supervisors.

STAFF REPORT

Agenda Item: 9.a

Date: Apr 6, 2016
To: YECA Governing Board
Thru: Dena Humphrey, Agency Manager
From: Mike Bowler, IT Manager
Subject: Tri Tech Inform ME Application

Summary:

Inform ME is an application developed by Tri Tech that allows users to access many Mobile-like functions from an iPad. Inform ME is being developed for iPhones and Android devices as well, and these versions are expected to be available later this year.

While the features of Inform ME are similar to those in the Inform Mobile application that is used in the Law and Fire vehicles, Inform ME is a “work-in-progress” that developers are continuing to add features and functions on an ongoing basis.

Some of the functionality listed in the Tri Tech data sheet, such as the ability to perform records checks or the ability for the application to run on iPhones and Android devices, are not yet available in the current version release.

One recently added feature, announced March 28th, is the ability to run Inform ME on iPads running iOS 9.0 to 9.2. Licensing for Inform ME is on a per-device basis, and each individual device is assigned a license number by the Inform ME server. Inform ME licenses are sold in blocks of 1 - 40, 41 - 100, and 101 - 250.

Introductory pricing for Inform ME was available through December 31, 2015. YECA asked for and received an extension of this pricing because the YECA CAD was only recently upgraded to the level required to support Inform ME.

The introductory pricing, shown below, expires May 2, 2016. YECA did not receive introductory pricing for licensing in excess of 100 devices.

License Count	One-time cost	Annual, recurring cost
1 - 40 Devices	\$ 7,700.00	\$ 5,300.00
41 – 100 Devices	\$ 15,200.00	\$ 12,000.00

Standard Inform ME Pricing is listed below:

License Count	One-time cost	Annual, recurring cost
1 - 40 Devices	\$ 34,300.00	\$ 5,300.00
41 – 100 Devices	\$ 75,000.00	\$ 12,000.00
101 – 250 Devices	\$137,600.00	\$22,000.00

YECA Staff respectfully seeks the Board's direction with regard to implementing the Inform ME application. If direction to purchase is given, the initial, one-time licensing costs could be apportioned among the users opting to implement the system. Invoices would be sent directly to member agencies for the upfront one-time cost, while the annual recurring cost would be absorbed in YECA's budget.