

**AGENDA
REGULAR MEETING
YECA GOVERNING BOARD**

**Yolo Emergency Communications Agency, 35 N. Cottonwood Street, Woodland, CA 95695
September 4, 2019
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. YECA Presentation & Facility Tour – Information only

- a. YECA presentation covering key issues and facility tour

3. Approval of the Agenda

4. Announcements

- a. Beginning in October, YECA will permanently move its monthly Public Board meetings to the Woodland Police Department, 1000 Lincoln Ave, PD Community Room

5. 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.

6. 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 May 22, 2019, Regular Meeting
- b. Operations Division Report
- c. Current Year Budget Status Update
- d. Lactation Break Policy
- e. 2019 2nd Quarter – Dispatch to Que Report

7. Old Business – Information Only

- a. General discussion on countywide Records Management System
- b. Radio project update for Rumsey Radio Site

8. New Year YECA Chair and Co-Chair Assignment(s) – Voted Item

- a. Election for Chair & Co-Chair assignment for FY20

9. Next Scheduled JPA Board Meeting October 2, 2019

10. Items for Future Agenda

- a. Continuity of Operations Plan

11. Adjournment

I declare under penalty of perjury that the foregoing agenda was available for public review and posted on/or before August 29, 2019 on the bulletin board outside of the Yolo County, Erwin Meier Administration Center, 625 Court St., Woodland, California and on the agency website:

<http://www.yolo911.org/board-meetings>



Dena Humphrey, Executive Director

**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 Corina Macias 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. **

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

May 22, 2019

MINUTES

Agenda Item: 6.a

The YECA Governing Board met on Wednesday May 22, 2019 at the Yolo Emergency Communications Agency, 35 N. Cottonwood Street, Woodland. Chair Luis Soler called the meeting to order at 2:12 p.m.

PRESENT: **Primary Board Members:** Luis Soler, City of Woodland, Tom McDonald, City of West Sacramento, Gary Fredericksen, Yocha Dehe Wintun Nation, Tom Lopez, Yolo County, Dena Humphrey, YECA Executive Director,

Alternate Board Member: John Miller, City of Winters

ABSENT: John Donlevy, City of Winters

Entry No. 2

Minute Order No. 2019-25 Public Comment - None

Entry No. 3

Minute Order No. 2019-26: Announcements -Chair Luis Soler presented Service Certificates

- a. Agency Service Awards acknowledging the following employees:
 - o 30-years Tammy Leggins
 - o 25-years Dave Hetland
 - o 20-years Kim Soares

Entry No. 4

Minute Order No. 2019-27; Approval of Agenda

The Agenda approved as presented

MOTION: Lopez SECOND: McDonald AYES: Soler, Fredericksen, Miller, McDonald, Lopez

Entry No. 5

Minute Order No. 2019-28; Consent Agenda

The Consent Agenda approved as presented

- a. Approval of the Minutes from the April 3, 2019, Regular Meeting
- b. Operations Division Report
- c. Current Year Budget Status Update
- d. CalPERS – Pay Schedules 2019-2021
- e. FY19 Budget Adjustment – CalPERS Additional Payment
- f. 2019 1st Quarter – Dispatch to Que Report

MOTION: Lopez SECOND: Fredericksen AYES: Soler, McDonald, Miller, Fredericksen Lopez

Entry No. 6

Minute Order No. 2019-29; Old Business – Informational Only- Dena Humphrey, Executive Director presented

- a. General discussion on countywide Records Management System

Board agreed to keep Records Management Systems on future agenda.

Entry No. 7

1. Minute Order No. 2019-30; YECA Building Infrastructure Cost Assessment Presentation – Information only –YECA Dispatch Move Evaluation provided to the Board by CSI.

- a. CSI Report presented and prepared by Craig Trygstad

Discussion: After presentation from Craig Trygstad Board members agreed Executive Director Dena Humphrey continue to move forward and provide additional information and budgetary cost of:

- Construction of Building
- Design of Dispatch Center – board suggest to visit other dispatch centers for design and architectural cost
- Comparison of actual construction cost between Cottonwood & Willow springs
- City Managers to give direction – Dena Humphrey will reach out to John Donlevy arrange tour of facility.

Entry No. 8

1. Minute Order No. 2019-31; LAFCo JPA Service Review for YECA – Information only – JPA Service Review for YECA; Yolo LAFCo adopted March 28, 2019; Resolution No 2019-03 provided to the Board Members.

- a. Service Review Report presented and prepared by Christine Crawford

Discussion: **Item# 6** Board questioned why Robbins Fire District not paying their share for Dispatch Services;

Item#9 YECA considering their own financial system; Dena Humphrey presented to the board findings with Central Square partnering with different software suites with startup cost of \$6,000 and \$2,000 per year thereafter which is affordable to implement the transition. YECA will be implementing the transition of payroll January 2020 and General Ledger accounting July 1, 2020. YECA will remain with Yolo County Treasury Department for banking services.

Item#11 Board members were in agreement JPA Board Meetings opened to the Public. Should be held in a Secured facility that accommodates the public to attend and not at YECA site 35 N Cottonwood Street for security reasons. Dena Humphrey agree to check for locations to hold public Board meetings.

Item#12 *Should member agencies be represented by executive staff or elected official level?* Christine Crawford clarified for the board this was only a recommendation and there are no penalties involved. Board communicated YECA JPA Board Member John Donlevy is a City Manager who provides financial direction. YECA will be reaching out to City Managers for a tour of the facility. Christine Crawford asked for an invite when with the city managers facility tour.

Entry No. 9

Next Scheduled JPA Board Meeting – TBA

MOTION ADJOURN: McDonald SECOND: Fredericksen AYES: Soler, Lopez, Miller, Fredericksen McDonald

Entry No. 10

Items for Future Agenda

- RMS update

Entry No. 11

Adjournment

Meeting Adjourned 3:10pm

Minutes submitted by: Eloise Austin, Recording Secretary

STAFF REPORT

Agenda Item: 6.b

Date: September 4, 2019
To: YECA Governing Board
Thru: Dena Humphrey, Executive Director
From: Leah Goodwin, Operations Manager
Subject: May, June & July Combined Operations Division
Recommendation: Report No action required; information only.
Summary: Operations staff is currently engaged in the following:

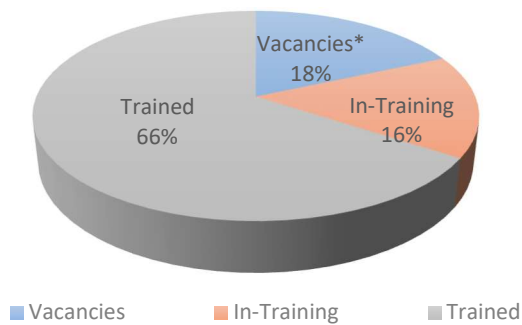
Staffing:

1. Out of 39 funded operations positions:

Classification	Funded	Vacant
Supervisor	4	0
Dispatcher III	4	0
Dispatcher I/II	26	4
Dispatch Assistant	5	2
TOTAL	39	6*

*3 scheduled to begin training 9/15/2019

September 2019 Staffing



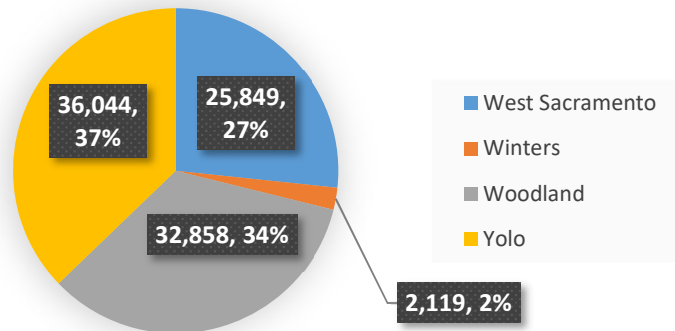
- a. Sarah Roccaforte completed training on the West Sacramento Police console (3rd radio) and is scheduled to begin training on the Fire console December 11, 2019.
 - b. Bethany Eakin has completed training on the West Sacramento Police and has begun training on the Yolo Sheriff/Winters Police (4th radio) console August 4, 2019.
 - c. Morgan Boston has completed training on the Woodland Police console and has begun training on the Fire console (3rd radio) July 26, 2019.
 - d. Connie Kenton has completed training on the Yolo Sheriff/Winters Police console and is scheduled to begin training on the Fire console (4th radio) August 25, 2019.
 - e. New trainees, Tony Frasier and Nicole Hogan, have completed the call taking phase of their training and have begun training on the Woodland Police console.
2. Laura Swink has been promoted to Dispatcher III.
 3. YECA scheduled the next in-house academy scheduled for September 15, 2019.
 4. YECA has closed recruitment for the December 8, 2019 in-house academy.

Statistical Information:

Monthly Phone Statistics:

	Jan	Feb	Mar	Apr	May	Jun	Jul	YTD
9-1-1	4,138	3,792	4,378	4,440	4,903	4,870	5,230	31,751
7-Digit Emergency	950	793	914	886	899	1,027	984	6,453
AMR	65	60	90	73	89	93	98	568
West Sacramento	3,612	3,285	3,757	3,802	3,665	3,767	3,961	25,849
Winters	271	247	282	335	313	329	342	2,119
Woodland	4,595	3,852	4,596	4,769	5,043	4,820	5,183	32,858
Yolo	5,399	4,699	5,208	5,294	5,358	5,020	5,066	36,044
Outgoing	5,599	5,201	5,937	5,626	6,088	6,056	6,155	40,662
TOTAL	24,629	21,929	25,162	25,225	26,358	25,982	27,019	176,394

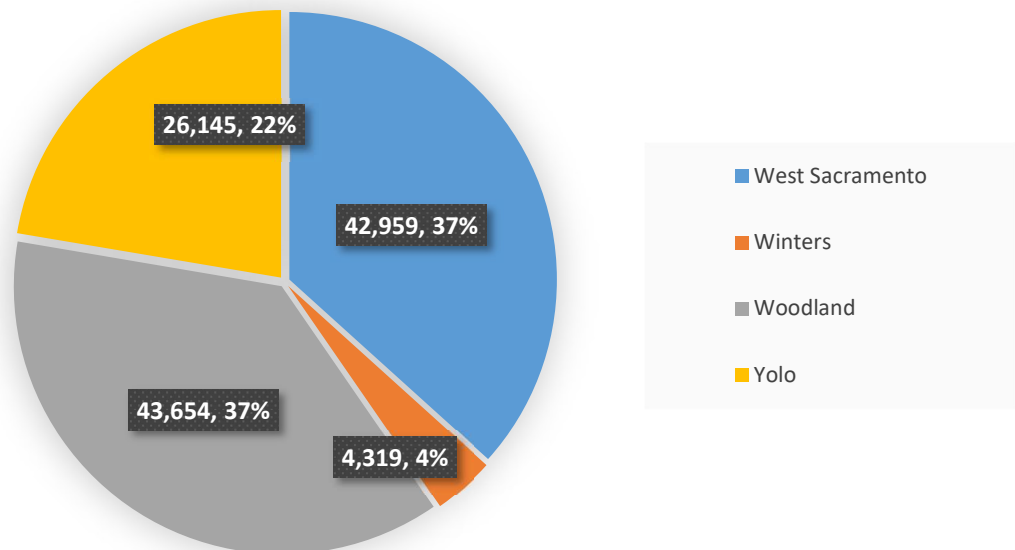
**2019 YTD
Incoming Non-Emergency Lines**



Monthly CAD Events:

	Jan	Feb	Mar	Apr	May	Jun	Jul	YTD
West Sacramento								
TOTAL	5,916	5,354	6,339	6,156	6,301	6,413	6,480	42,959
Winters								
TOTAL	570	453	531	686	639	655	785	4,319
Woodland								
TOTAL	5,787	4,985	6,217	6,385	6,579	6,702	6,999	43,654
Yolo								
TOTAL	3,938	3,682	3,634	3,842	3,613	3,625	3,811	26,145
Yocha Dehe								
TOTAL	48	42	34	34	55	47	38	298
Arbuckle								
TOTAL	50	36	38	34	33	42	42	275
Outside Agency/non-geo validated								
TOTAL	83	44	88	60	66	88		429
UCD								
TOTAL	111	103	92	107	99	91	82	685
GRAND TOTAL	16,503	14,699	16,973	17,304	17,385	17,663	18,237	118,764

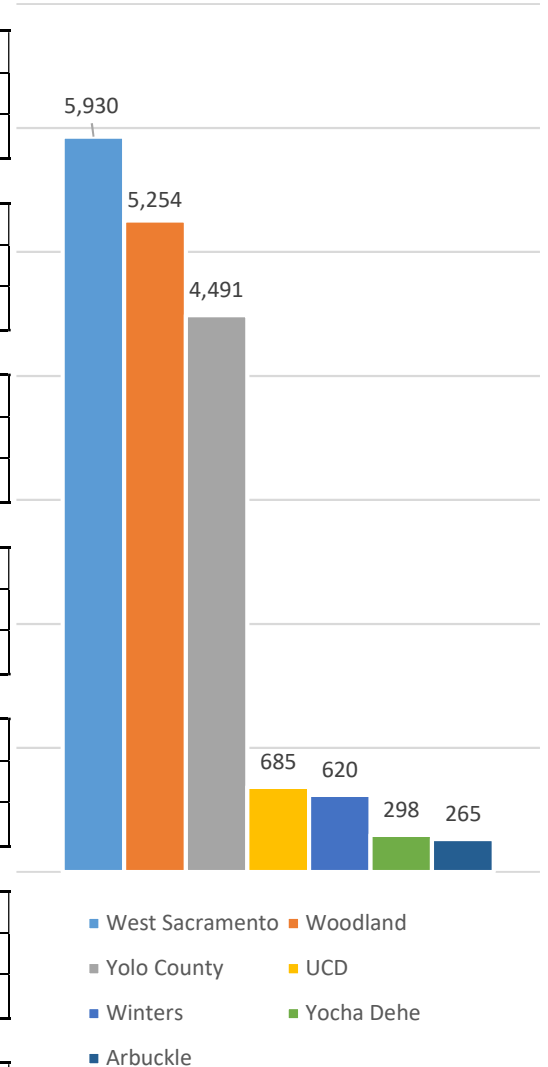
2019 YTD CAD Events



Fire CAD Events:

	Jan	Feb	Mar	Apr	May	Jun	Jul	YTD
West Sacramento								
Fire	414	290	318	373	323	399	393	2,510
Medical	468	449	504	491	505	507	496	3,420
TOTAL	882	739	822	864	828	906	889	5,930
Winters								
Fire	61	76	52	97	40	45	37	408
Medical	39	16	29	39	34	24	31	212
TOTAL	100	92	81	136	74	69	68	620
Woodland								
Fire	342	358	348	384	399	371	375	2,577
Medical	350	350	445	414	398	347	373	2,677
TOTAL	692	708	793	798	797	718	748	5,254
Yolo								
Fire	440	610	512	811	488	486	399	3,746
Medical	120	67	116	134	157	72	79	745
TOTAL	560	677	628	945	645	558	478	4,491
Yocha Dehe								
Fire	12	15	12	11	17	11	18	96
Medical	36	27	22	23	38	36	20	202
TOTAL	48	42	34	34	55	47	38	298
Arbuckle								
Fire	35	19	18	18	12	31	23	156
Medical	15	17	20	16	21	11	19	119
TOTAL	40	36	38	34	33	42	42	265
UCD								
Fire	65	58	58	54	52	58	50	395
Medical	46	45	34	53	47	33	32	290
TOTAL	111	103	92	107	99	91	82	685
ALL								
Fire	1,369	1,368	1,260	1,694	1,279	1,343	1,295	9,608
Medical	1,028	926	1,136	1,117	1,217	1,030	1,050	7,504
TOTAL	2,397	2,294	2,396	2,811	2,496	2,373	2,345	17,112

2019 YTD Fire Events



CLETS Inquires>Returns:

	Jan	Feb	Mar	Apr	May	Jun	Jul	YTD
Inquiries	35,218	32,321	38,049	40,723	38,296	40,811	40,321	265,739
Returns	56,917	52,235	61,493	65,814	61,892	65,956	65,164	429,471

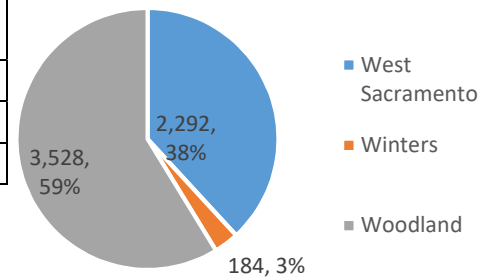
Confidential Records Requests (Audio & CAD Print out):

Jan	Feb	Mar	Apr	May	Jun	Jul	YTD
132	62	158	117	165	158	170	962

After-Hours Records Entries:

	Jan	Feb	Mar	Apr	May	Jun	Jul	YTD
West Sacramento	354	251	337	330	335	362	323	2292
Winters	9	14	17	36	59	24	25	184
Woodland	431	373	469	523	536	637	559	3528
TOTAL	794	638	823	889	930	1,023	907	6,004

2019 YTD Records Entries



Text to 9-1-1:

	Jan	Feb	Mar	Apr	May	Jun	Jul	YTD
TOTAL	<u>15</u>	<u>10</u>	<u>15</u>	<u>10</u>	<u>9</u>	<u>15</u>	<u>15</u>	89

ROSS Orders/Entries (new report item):

2018 YTD TOTAL 107

	Jan	Feb	Mar	Apr	May	Jun	Jul	YTD
ROSS	0	0	0	0	0	21	1	22

Projects:

1. EMD-QA
 - a. Quality Assurance reviews occurring weekly
2. Policy Manual Revisions/Re-format – FIRE Manual
3. Records After-Hours Responsibilities Group
4. Recruitment
 - a. Next academy scheduled for September 15, 2019 (3 applicants in process) & December 8, 2019
 - b. 12 applicants scheduled for Director interviews
5. 2020 In-Service Training Plan
 - a. Annual training topics

- i. Emotional Intelligence (all staff over next 24 months)
 - ii. Customer Service (all staff over next 24 months)
 - iii. Tactical Dispatch
 - b. Dispatcher in Charge monthly update training (in progress)
 - i. On the job injuries
 - ii. Handling complaints
 - iii. Equipment Call Outs
- 6. Radio Procedures Training
 - a. WSP training completed
 - b. WPD (1 session complete, 2nd session TBD- waiting for Woodland Police)
- 7. Scheduling software research & selection
- 8. Learning Management software research & selection
- 9. RapidLite RapidDeploytime
- 10. Central Square CAD upgrade to new queues
- 11. Shift picks 2020

Agenda Item: 6.c

YECA BUDGET MANAGEMENT SUMMARY

2018 / 2019 As of 6/30/19

	8% JUL-18	17% AUG-18	25% SEPT-18	33% OCT-18	42% NOV-18	50% DEC-18	58% JAN-19	67% FEB-19	75% MAR-19	83% APR-19	92% MAY-19	100% JUN-19
360 3601-8350 ADMINISTRATION												
Appropriations	\$ 2,196,047	\$ 2,196,047	\$ 2,196,047	\$ 2,196,047	\$ 2,196,047	\$ 2,196,047	\$ 2,196,047	\$ 2,196,047	\$ 2,196,047	\$ 2,196,047	\$ 2,696,047	\$ 2,696,047
Encumbrances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Expenditures	\$ 129,426	\$ 201,940	\$ 382,621	\$ 491,278	\$ 884,171	\$ 979,589	\$ 1,055,751	\$ 1,412,691	\$ 1,539,746	\$ 1,618,514	\$ 2,390,219	\$ 2,655,142
Percent Expended	6%	9%	17%	22%	40%	45%	48%	64%	70%	74%	89%	98%
360 3602-8351 OPERATIONS - DISPATCH												
Appropriations	\$ 4,267,127	\$ 4,267,127	\$ 4,267,127	\$ 4,267,127	\$ 4,267,127	\$ 4,267,127	\$ 4,267,127	\$ 4,267,127	\$ 4,267,127	\$ 4,267,127	\$ 4,267,127	\$ 4,267,127
Encumbrances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Expenditures	\$ 409,300	\$ 547,101	\$ 1,257,513	\$ 1,371,871	\$ 1,843,301	\$ 2,101,413	\$ 2,329,423	\$ 2,599,242	\$ 2,818,791	\$ 3,074,525	\$ 3,347,168	\$ 3,878,641
Percent Expended	10%	13%	29%	32%	43%	49%	55%	61%	66%	72%	78%	91%
360 3601-8356 INFORMATION TECHNOLOGY												
Appropriations	\$ 149,000	\$ 149,000	\$ 149,000	\$ 149,000	\$ 149,000	\$ 149,000	\$ 149,000	\$ 149,000	\$ 149,000	\$ 149,000	\$ 149,000	\$ 149,000
Encumbrances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Expenditures	\$ -	\$ 1,997	\$ 63,224	\$ 73,236	\$ 33,944	\$ 60,309	\$ 61,083	\$ 62,303	\$ 69,660	\$ 75,099	\$ 80,428	\$ 115,342
Percent Expended	0%	1%	42%	49%	23%	40%	41%	42%	47%	50%	54%	77%

TOTAL for all budget units - B/U 360-1 Administration; 360-2 Operations Dispatch; 3601-8356-Information Technology; 8355 Homeland Security Grant FY16												
Appropriations	\$ 6,612,174	\$ 6,612,174	\$ 6,612,174	\$ 6,612,174	\$ 6,612,174	\$ 6,612,174	\$ 6,612,174	\$ 6,612,174	\$ 6,612,174	\$ 6,612,174	\$ 7,112,174	\$ 7,112,174
Encumbrances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Expenditures	\$ 538,725	\$ 749,041	\$ 1,640,134	\$ 1,863,149	\$ 2,727,472	\$ 3,081,002	\$ 3,385,174	\$ 4,011,932	\$ 4,358,537	\$ 4,693,038	\$ 5,817,815	\$ 6,649,125
Unencumbered	\$ 6,073,449	\$ 5,863,133	\$ 4,972,040	\$ 4,749,025	\$ 3,884,702	\$ 3,531,172	\$ 3,227,000	\$ 2,600,242	\$ 2,253,637	\$ 1,919,136	\$ 1,294,359	\$ 463,049
Percent Expended	8%	11%	25%	28%	41%	47%	51%	61%	66%	71%	82%	93%
Estimated Revenue	\$ 6,612,174	\$ 6,612,174	\$ 6,612,174	\$ 6,612,174	\$ 6,612,174	\$ 6,612,174	\$ 6,612,174	\$ 6,612,174	\$ 6,612,174	\$ 6,612,174	\$ 7,112,174	\$ 7,112,174
Realized Revenue	\$ -	\$ 787,703	\$ 2,900,079	\$ 2,910,222	\$ 4,286,934	\$ 4,299,359	\$ 4,370,653	\$ 4,389,572	\$ 5,921,968	\$ 5,963,434	\$ 7,023,345	\$ 7,140,321
Unrealized Revenue	\$ 6,612,174	\$ 5,824,471	\$ 3,712,095	\$ 3,701,952	\$ 2,325,240	\$ 2,312,815	\$ 2,241,521	\$ 2,222,602	\$ 690,206	\$ 648,740	\$ 88,829	\$ (28,147)
Percent Realized	0%	12%	44%	44%	65%	65%	66%	66%	90%	90%	99%	100%

updated 8/27/19

STAFF REPORT

Agenda Item: 6.d

Date: September 4, 2019

To: YECA Governing Board

From: Dena Humphrey, Executive Director

Subject: Lactation Break Policy

Summary:

This new policy establishes the framework to be in compliance with the Fair Labor Standards Act and California Labor Code, meeting reasonable break times and appropriate facilities to accommodate any employee desiring to express breast milk for the employee's infant child. (29 USC § 207 and Labor Code § 1030.)

This policy went through the meet and confer process with the Yolo County Dispatchers Association (YCDA) and reviewed by Yolo County Counsel for legal form.

Lactation Break Policy

PURPOSE AND SCOPE

The purpose of this policy is to provide reasonable accommodations to employees desiring to express breast milk for the employee's infant child. (29 USC § 207 and Labor Code §§ 1030-1032.)

POLICY

It Is the policy of this Agency to provide, in compliance with the Fair Labor Standards Act and California Labor Code, reasonable break time and appropriate facilities to accommodate any employee desiring to express breast milk for the employee's infant child. (29 USC § 207 and Labor Code § 1030.)

A. LACTATION BREAK TIME

1. A rest period should be permitted each time the employee has the need to express breast milk. (29 USC § 207.) In general, lactation breaks that cumulatively total 30 minutes or less during any four-hour work period or major portion of a four-hour work period would be considered reasonable. However, individual circumstances may require more or less time. Such breaks, if feasible, should be taken concurrently with the employee's regularly scheduled rest or meal periods. (Labor Code § 1030.)
2. While a reasonable effort will be made to provide additional time beyond authorized breaks, any break time for an employee that does not run concurrently with the employee's regularly scheduled rest or meal periods shall be unpaid. (Labor Code § 1030.)
3. Once a lactation break has been approved, the break should not be interrupted except for emergency or exigent circumstances.

B. PRIVATE LOCATION

1. The Agency will make reasonable efforts to accommodate employees with the use of an appropriate room or other location, other than a bathroom or toilet stall, to express breast milk in private. Such room or place should be in close proximity to the employee's work area. The location must be shielded from view and free from intrusion from co-workers and the public (29 USC § 207 and Labor Code § 1031).
2. Employees occupying such private areas shall either secure the door or otherwise make it clear to others that the area is occupied with a need for privacy. All other employees should avoid interrupting an employee during an authorized break, except to announce an emergency or other urgent circumstance.

3. Authorized lactation breaks for employees assigned to the field may be taken at the nearest appropriate private area.

C. STORAGE OF EXPRESSED MILK

Any employee storing expressed breast milk in any authorized refrigerated area within the Agency shall clearly label it as such and shall remove it at the end of shift.



Quarter 2, 2019 Law Call Statistics

Agenday Item: 6.e

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	89	238	92	13	91	333	82	145	89	729
2	134	1,987	146	116	129	1,807	116	501	130	4,411

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	80	214	30	12	69	308	66	144	71	678
2	166	1,700	64	112	166	1,526	89	481	154	3,819

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	108	24	55	1	89	25	29	1	96	51
2	245	287	68	4	281	281	431	20	267	592

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	663	24	399	1	589	25	55	1	609	51
2	1113	287	145	4	824	281	710	20	956	592

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	139	238	59	13	108	333	66	145	109	729
2	303	1,987	67	116	129	1,807	114	501	204	4,411



Quarter 2, 2019 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	45	493	61	19	54	580	37	3	66	104	52	1,199
Code 3	62	1,382	62	151	62	1,811	40	120	64	773	62	4,237

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	18	493	19	19	18	580	14	3	22	104	18	1,199
Code 3	18	1,382	22	151	20	1,811	16	120	22	773	20	4,237

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	33	242	52	3	43	181	49	1	69	32	40	459
	Code 3	63	367	66	59	62	547	39	22	50	412	58	1,407
Medical Aid Call Types	Code 2	57	251	63	16	59	399	32	2	69	72	60	740
	Code 3	61	1,015	59	92	62	1,264	40	98	64	361	61	2,830

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	18	242	18	3	19	181	14	1	18	32	18	459
	Code 3	22	367	28	59	24	547	18	22	28	412	25	1,407
Medical Aid Call Types	Code 2	18	251	19	16	18	399	14	2	20	72	18	740
	Code 3	17	1,015	18	92	18	1,264	16	98	20	361	18	2,830