

**AGENDA
REGULAR MEETING
YECA GOVERNING BOARD**

**Yolo Emergency Communications Agency, 35 N. Cottonwood Street, Woodland, CA 95695
August 2, 2017
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. Introduction of New Board Member Representing City of Woodland Chief Luis Soler
- b. Resolution:
Kim Maynard retirement effective July 26, 2017, after serving 29 years with YECA

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 June 7, 2017, Regular Meeting
- b. Operations Division Report
- c. Current Year Budget Status Update
- d. Arbuckle Fire Contract Renewal

6. CalPERS Requests Board Approval for Retired Annuitants Returning to Work W/Less than the Standard 180-day Wait Period for Special Circumstances

- a. Staff Summary Requesting Kim Maynard to Work as Extra Help

7. YECA Staffing Proposal Addressing After Hour Records Needs – *Information Only
a. **YECA Proposal to Staff After-Hours Records**

8. Chair and Co-Chair Assignment
a. Assignments for the New Fiscal Year

9. Next Scheduled JPA Board Meeting TBD

10. Items for Future Agenda

11. Adjournment

I declare under penalty of perjury that the foregoing agenda was available for public review and posted on/or before July 28, 2017 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/BoardCalendar2017.html>



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. **

Agenda Item: 5.a

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

June 7, 2017

MINUTES

The YECA Governing Board met on Wednesday, June 7, 2017 at the Yolo Emergency Communications Agency, 35, N Cottonwood Street, Woodland. Chair Tom McDonald called the meeting to order at 2:00 p.m.

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

ABSENT: Representative from City of Woodland

Entry No.2

Minute Order No. 2017-24: Public Comment

Gary Fredericksen made the board aware that this was the final board meeting for Chief Barry Burns due to his impending retirement. Chief Burns stated he would still be attending as a member of the public for support.

Entry No. 3

Announcements

Executive Director, Dena Humphrey informed the Board members of the upcoming Dispatcher Academy and invited them to come and introduce themselves to the new employees. Previous academy participants enjoyed this experience and YECA would like to continue this welcoming introduction by the board.

Entry No. 4

Minute Order No. 2017-25; Approval of Agenda

The Agenda approved as presented.

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

Entry No. 5

Minute Order No. 2017-26; Approval of Consent Agenda

The Consent Agenda approved as presented.

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

Entry No. 6

Minute Order No. 2017-27; Yolo LAFCo – Information Only

Christine Crawford LAFCo Executive Officer presented; LAFCo has been asked to complete multiple JPA assessments for Yolo County. YECA is one of the JPAs LAFCo is attempting to evaluate.

Comment: Tom McDonald asked if this is a directive at this time and was concerned for the staff time that this report would take. Christine Crawford expressed that at this time it is not a directive but this could be at a later date. Christine also added that the majority of the work would reside

with LAFCo. There is information gathering that would involve the YECA staff, but this would be minimal.

Entry No. 7

Minute Order No. 2017-28 Pulse Point Program – Information Only

Report presented by Kristin Weivoda Yolo County EMS Administrator; A report was handed out showing that 11,397 users have downloaded the Pulse Point Application to their devices. Data gathering to find out how many people have responded to alerts is difficult. The users must manually select that they responded or the Fire Department staff must document. YEMSA is putting together a Cardiac Improvement/Awareness program for the county and will be promoting Pulse Point during this program.

Comment: Tom Lopez mentioned adding this to all of the county websites to help promote and get the information to the public. John Donlevy commented that he is concerned that this is “just one more thing” for the agency to keep track of. Kristin expressed that this particular app has little impact on dispatch with it being an automatic process from the Dispatch CAD system. Tom McDonald asked that Kristin contact him to help push this program in West Sacramento.

Entry No. 8

Minute Order No. 2017-27 Nokia Multiplexor Project – Action Item

Presented by Dena Humphrey – Presented that YECA staff recommends utilizing CSI as project manager for this project. Asked for the Board’s approval to enter/sign agreement with Nokia (Item a). Also asked board approval to fund a contract with CSI for Project Management (Item b).

Comment: Tom Lopez commented that with CSI’s help YECA was able to cut project costs in half and was pleased with this savings.

Both Action Items a and b were approved as presented.

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

Entry No. 9

Closed Session

Board Chair Tom McDonald adjourned the meeting to Closed Session at approximately 2:50 pm

Anticipated Litigation; Board gave direction for the potential litigation to the Executive Director.

Open Session resumed approximately 3:07pm

Entry No. 10

Next Scheduled JPA Board Meeting

The next board meeting will be held at Yolo Emergency Communications Center on August 2, 2017 at 2:00 PM.

Entry No. 11

Items for Future Agenda

- a. Chair and Co-Chair Assignments

Meeting was Adjourned 3:10 p.m.

Minutes submitted by: Charles Keasler, Recording Secretary

STAFF REPORT

Agenda Item: 5.b

Date: August 2, 2017
To: YECA Governing Board
Thru: Dena Humphrey, Executive Director
From: Leah Goodwin, Operations Manager
Subject: May & June combined Operations Division Report
Recommendation: No action required; information only.
Summary: Operations staff is currently engaged in the following:

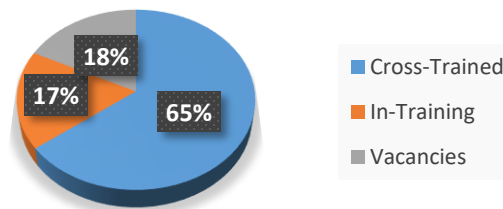
Staffing:

1. 4 newly hired dispatchers completed the academy, 3 are moving on in the training program: Brenda Bryant, Mindy Krantz and Kimberly Jillson.

2. Out of 34 funded dispatcher positions:

- 28 are filled,
- 22 are crossed trained (65%),
- 6 are in training (17%),
- 6 current vacancies (18%)

July 2017 Staffing



- a. Shawanda Peoples and Karissa Merrill have completed the call taking phase of training.
 - b. Karissa Merrill began training on the Woodland Police console (1st radio) July 5, 2017.
 - c. Shawanda Peoples is scheduled to begin training on the Yolo County Sheriff/Winters Police console (1st radio) July 9, 2017.
 - d. Katie Gonzalez has completed training on the Woodland Police console and is scheduled to begin training on the West Sacramento Police console (2nd radio) June 25th.
 - e. Irina Kinda is training on the Fire console (4th and final radio).
3. Kim Maynard, Dispatcher II retired on July 26, 2017 after almost 30 years of service with YECA.
 4. Jennifer Koch resigned effective July 21, 2017.
 5. Recruitment has begun for the next academy start date in January 2018.
 - a. July: Advertising
 - b. August: Testing
 - c. September: Interviews
 - d. October: Selection

- e. November – December: Pre-employment Processing
- f. January: Academy Start

Statistical Information:

Monthly Phone Statistics:

Description	Jan	Feb	Mar	Apr	May	Jun	TOTAL
7 Digit Emergency	563	629	593	615	700	750	3,850
911	3,206	3,576	4,175	4,026	4,445	4,813	14,983
WSP Incoming Non-Emerg	3,631	4,142	4,862	4,405	5,156	4,677	26,873
WDP Incoming Non-Emerg	3,548	4,137	4,739	4,845	5,302	5,257	27,828
Yolo Incoming Non-Emerg	1,602	1,769	1,975	1,785	1,958	1,888	10,977
WNP Incoming Non-Emerg	354	399	372	436	498	422	2,481
Comm Incoming Non-Emerg	2,814	3,207	3,845	3,378	3,818	3,833	20,895
AMB	119	123	114	120	120	134	730
Outgoing	5,185	5,642	6,041	5,881	5,986	6,671	35,406
TOTAL	21,022	23,624	26,716	25,491	28,373	28,445	125,226

Monthly CAD Events:

CAD Events by Jurisdiction							
	Jan	Feb	Mar	Apr	May	Jun	% change from previous month
Yolo County	3,658	3,202	3,632	3,363	3,384	3,154	-7%
Woodland	5,085	4,682	5,868	5,500	6,319	6,192	-2%
Winters	658	573	581	518	644	522	-19%
West Sacramento	5,969	5,267	6,002	5,757	6,129	6,268	2%
Animal Control	671	592	710	759	779	784	1%
Yocha Dehe	36	38	35	35	37	36	0%
Arbuckle	31	24	27	34	43	36	-16%
Misc.						59	
TOTAL	16,108	14,378	16,855	15,966	17,335	17,051	-2%

Fire CAD Events							
	Jan	Feb	Mar	Apr	May	Jun	% change from previous month
Medical	1,109	887	950	994	1,045	1,045	0%
Other Fire	1,202	1,085	1,579	1,362	1,365	1,298	-5%
TOTAL	2,311	1,972	2,529	2,356	2,410	2,343	-3%

Confidential Records Requests (Audio & CAD Print out):

Audio/CAD release requests							
	Jan	Feb	Mar	Apr	May	Jun	% change from previous month
Requests Processed	90	61	150	114	134	129	-4%

After-Hours Records Entries:

Records Entries							
	Jan	Feb	Mar	Apr	May	Jun	
Agency	Entries	Entries	Entries	Entries	Entries	Entries	% change from previous month
WDP	366	392	576	401	321	430	25%
WNP	14	8	26	5	14	6	-57%
WSP	402	299	249	326	368	366	-1%
TOTAL	781	699	851	732	703	802	12%

Employee Recognition:

We celebrated many thanks and recognition for doing a great job!

May:

Our winner for the May raffle is Nadia Wasilevsky; Nadia was recognized for providing amazing service on a difficult situation, assembling welcoming baskets for our newest staff, assisting with providing training to search in Tiburon, and discovering more helpful resources.

June:

In June our winner for the raffle was Charles Keasler; Charles was thanked for staying late to find a fix for the PG&E fiber cut and getting WPD & FD up and running, also helping another team member change a flat.

Also acknowledged for their contributions: Elaine Maher, Mayra Berumen-Perez, Lee Sandoval, Amanda Garrison, Stephanie Taylor, Vanesa Hoyt, Irina Kinda, Traci Fitzsimmons, Melissa Romero, Kristen Root, Laura Swink, Chris Buck, Maria Roa, Kim Soares, Krista Bryant, Katie Gonzalez, Karissa Merrill, Chris Brewer, Shay Peoples, Dave Hetland, Amy O'Keefe, Scott Roberson, Billy Keen, Maria Bigham, Scott Fletcher, Molly Scott and Craig Priester.

Projects:

1. Training Committee/ Training Officer Program
2. Tactical Dispatcher Program
3. EMD-QA Implementation
 - a. Service Agreement reviewed with YEMSA
 - b. Testing has begun on PAI (calls with Pre-arrival instructions i.e. cardiac, choking, childbirth)
 - c. Cardiac calls being reviewed
4. IOP Review

5. Document Management Software
6. Evacuation Plan (Continuity of Operations)
7. Records After-Hours Responsibilities Group
 - a. 10/17/2016: Met with Records Manager Group (excluding Winters PD, unable to attend)
 - b. 10/25/2016: Data requested provided to Lorrie Marin, YSO for review.
 - c. 11/10/2016: Additional data provided to Woodland & Davis PD.
 - d. 12/15/2016: Additional data provided to Lorrie Marin, YSO.
 - e. April JPA Board meeting YSO proposal submitted to Board.
 - f. Preparing YECA's proposal
8. ENP
9. Recruitment Plan
 - a. New recruitment beginning for January 2018 academy.
10. Staffing Study
11. 2017 In-Service Training Plan
 - a. Post-fire season (in development)
 - b. Winter Law procedures in-service training (in development)
12. 2018 Schedules
13. ROSS Training
14. Mentoring Program
15. Radio Procedures Training
 - a. WSP Sergeant's meeting completed.
 - b. WSP In-service training scheduled for December.

Agenda Item: 5.c

YECA BUDGET MANAGEMENT SUMMARY

2017 / 2018 As of 7/26/17

	8% JUL-17	17% AUG-17	25% SEPT-17	33% OCT-17	42% NOV-17	50% DEC-17	58% JAN-18	67% FEB-18	75% MAR-18	83% APR-18	92% MAY-18	100% JUN-18
360 360-1 ADMINISTRATION												
Appropriations	\$ 2,383,473	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Expenditures	\$ 101,557	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Percent Expended	4%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
360 360-2 OPERATIONS - DISPATCH												
Appropriations	\$ 4,084,834	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Expenditures	\$ 233,023	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Percent Expended	6%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
TOTAL for all budget units - B/U 360-1 Administration; 360-2 Operations Dispatch;												
Appropriations	\$ 6,468,307	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Expenditures	\$ 334,580	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Unencumbered	\$ 6,133,727	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Percent Expended	5%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Estimated Revenue	\$ 6,468,307	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Realized Revenue	\$ 493,207	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Unrealized Revenue	\$ 5,975,100	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Percent Realized	7%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

STAFF REPORT

Agenda Item: 5.d

Date: August 2, 2017

To: YECA Governing Board

From: Dena Humphrey, Communications Agency Manager

Subject: Arbuckle Fire Service Agreement

Recommendation: Approve Agreement for the Continuance of 24-Hour Fire & Medical EMD Services for Arbuckle-College City Fire Protection District

YECA has been providing all medical and fire Dispatch services to the community of Arbuckle Fire District, since 1998. The 2016 Annual Calls for Service Report reflected 442 calls provided to Arbuckle, a 3.5% decrease from the previous year. This agreement supersedes any previous agreement, while updating only the term and rates for service.

The contract term is from July 1, 2017 – June 30, 2022. This agreement includes a 2% increase for each year of the five-year agreement and provides approximately \$40k of revenue per year to YECA. This rate has taken into account the calls for service, cost per call per service, and prorated share of the radio system infrastructure.

Fiscal Year	Amount	Annual Increase 2%
2017-2018	\$37,517	-----
2018-2019	\$38,267	\$750
2019-2020	\$39,033	\$765
2020-2021	\$39,813	\$781
2021-2022	\$40,610	\$796

STAFF REPORT

Agenda Item: 6.a

Date: August 2, 2017

To: YECA Governing Board

From: Dena Humphrey, Executive Director

Subject: CalPERS Waiver for 180-Day Wait Period for Retired Annuitant Kim Maynard

Recommendation: Approve a waiver to bypass the standard 180-day waiting period to have Kim Maynard return to YECA as extra-help for dispatch services.

The agency is currently experiencing unexpected vacancies, along with a shortage in trained personnel, with the current breakdown reflecting 65% fully-cross trained, 17% in training, along with a 18% vacancy rate. To retain the specialized skillset of an almost 30-year veteran for the continuance of fluid operations is needed. Hiring a retired annuitant as extra help is critical at this time to maintain proper service levels.

CalPERS standard requirement for all retired annuitants returning to work must follow a period of 180-days after retirement to become eligible for employment through a CalPERS employer. However, due to special circumstances CalPERS allows exceptions to this rule:

“The public agency or school employer certifies the nature of the employment and that the appointment is necessary to fill a critically needed position before 180 days have passed, and the appointment has been approved by the governing body of the employer in a public meeting. The appointment may not be placed on a consent calendar.”

CalPERS additional requirements for retired annuitants is for the hours not to exceed 960 hours in a fiscal year and the pay rate not be less than the minimum nor exceeds the maximum paid to other employees performing comparable duties.

STAFF REPORT

Agenda Item: 7.a

Date: August 2, 2017

To: YECA Governing Board

From: Dena Humphrey, Executive Director

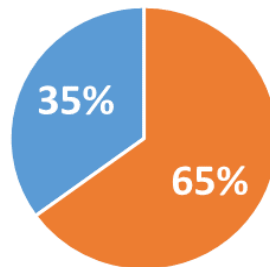
Subject: YECA After-Hour Record Entry Staffing Proposal - *Information Only

Summary:

Back in 1994, the JPA Board proposed to implement a pilot project for YECA to handle after-hours records entries for a trial period of 6 months for the Woodland Police Department. YECA continued to absorb the coverage with no additional staffing. Then in 1996, YECA began handling after-hour record entries for West Sacramento and Winters. Over the years, periodic increases have continued to the coverage hour times with no additional staff. Currently, YECA is weekly covering 65% of the time sensitive after-hour record entries for the three member agencies.

Weekly Responsibility for Records Entry Coverage - 168 hours

■ Member Agencies handling records entries ■ YECA handling records entries



During the week YECA maintains record entry coverage for W. Sac (11 hours), Woodland (12 hours), and Winters (15 ½ hours), while also providing 24hr coverage on weekends and Holidays. At the September 2016 JPA Board meeting, the Board standardized the hours and requested if the YSO could provide a proposal for their staff to provide after-hour coverage for the three member agencies. This proposal was provided at the February 2017 JPA Board meeting with a proposal cost of \$356,908.

Competing Priorities:

Record Entries require a high level of concentration to ensure accurate data is entered in this critical function. Dispatch staff are often faced with competing tasks, most requiring immediate attention. A record entry can take anywhere from 5-30 minutes of uninterrupted time. Within the last 3 year's record entries continue to increase, as shown below:



Additionally, each year call volume has continued to increase steadily by 10,000 calls per year, bringing the expected annual inbound/outbound calls to an estimated 330,000+ phone calls, and over 200,000 calls for service. Many of these calls generate numerous other activities in support of the field unit's needs.

Ideal Standard:

The ideal standard for effective PSAP operations is to separate competing priorities i.e., call taking, record entry, etc. from the dispatch function. This allows for the Dispatcher to be solely focused on responder safety, not distracted by call taking, lessening the potential for missing critical radio transmissions. The dispatch function is critical in monitoring and recording the location and activity of responders during an incident, providing needed support and resources to those responders as incidents evolve.

Equally important, the call taking function is critical in interacting with the public, obtaining necessary responder and scene safety information, providing pre-arrival instructions for medical emergencies, and assisting the public prior to the arrival of responders on scene.

Combining multiple functions into the dispatcher role i.e., radio traffic monitoring, call taking and records entry builds in risk exposure by requiring the individual to split their attention from each of these vital responsibilities.

Ideal Standard Cont'd.

To determine the appropriate staffing levels for call processing, the State’s ECaT’s 9-1-1 phone reporting system provides suggested staffing models. The system uses actual agency data to project staffing needs down to the hour. Based off our call volume the program recommends that the follow number of positions are needed to answer incoming calls efficiency:

State ECaT's Suggested Staffing Model	YECA Current Call Taker Staffing Levels
(4) FTE Call Takers from 0700-2000	(1) FTE Call Taker from 0800-1800
(3) FTE Call Takers from 2000-0300	(1) FTE Call Taker from 1600-0200
(2) FTE Call Takers from 0300-0700	*No Call Taker from 0200-0800

The ECaT’s suggested staffing model reflects 564 hours of coverage or 14 FTE’s covering a 24-hour period. YECA’s authorized 4 FTE’s Call Taking positions reflect 160 hours of coverage over an 18-hour period, meeting 28% of the suggested staffing model for the annual 330,000+ incoming/outbound calls. Currently, YECA’s Dispatchers are answering 73% of all incoming calls with the remaining 27% processed by the (4) FTE Call Taking staff.

YECA Proposal

YECA’s proposal includes the recommendation to hire (3) FTE’s to fill the classification of a Call Taker. The projected 33% increase with record entries and projected 5% increase with calls for service will impact existing staff, along with the heavy call volume answered by majority of the Dispatch staff.

The approach is to balance out heavy call loads with the exposure of handling after hour records. An approach that includes a 50/50 model. The (3) FTE Call Taking hours would be split, utilizing 50% of the time towards heavy call periods; reducing emergency call handling for the dispatcher. While the remaining proposed staff time to cover 50% of the time needed for after hour records. Ultimately, this would increase the 28% actual staffing to 50% of the ideal model under ECaT’s.

The cost for (3) FTE Call Taker’s is \$195,000. The 50/50 split ratio for directly covering after hour records would be \$97,500. The additional Call Taking staff would also be heavily utilized in answering emergency & non-emergency calls, filling tow truck requests, calling back reporting parties, confirming warrants, etc. In essence, every telephone call either received or placed by a Call Taker rather than a Dispatcher contributes to the focus and service to the field unit.

By splitting the costs up and allocating 50% directly to the three member agencies for after-hour coverage and the remaining 50% to reduce dispatch staff from emergency call handling could be allocated through normal means with the new cost accounting method, sample breakdown:

Agency	Costs
W. Sacramento	\$79,073
Woodland	\$79,073
Winters	\$13,796
Yolo County	\$21,938
Yocha Dehe	\$1,120