

**AGENDA
REGULAR MEETING
YECA GOVERNING BOARD
November 18, 2021
11:00 A.M. Public Session**

Woodland Police Department, 1000 Lincoln Ave, “Community Room,” Woodland, CA 95695

NOTE: This meeting is being agendized to allow Board Members, staff, and the public to participate in the meeting via teleconference, pursuant to the Governor’s Executive Order N-29-20 (March 17, 2020), available at the following link:

Teleconference Options to join Zoom meeting:
By PC: <https://us02web.zoom.us/j/84847321370>
Meeting ID: 848 4732 1370
Or
By Phone: (669) 900-6833
Meeting ID: 848 4732 1370

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 September 1, 2021, Regular Meeting
- b. Operations Division Report
- c. Current Year Budget Status Update
- d. 2021 3rd Quarter – Dispatch to Queue

6. Old Business

- a. YECA Building Remodel
- b. Records Management System Update
- c. Robbins Fire District Update

7. Closed Session

Conference with Labor Negotiator (CG54957.6)

Agency Representative: Gregory Ramirez

Employee Organization: Yolo Communications Dispatchers Association (YCDA)

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 November 15, 2021 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

PUBLIC PARTICIPATION INSTRUCTIONS:

Based on guidance from the California Department of Public Health and the California Governor's Office, in order to minimize the spread of the COVID 19 virus, please do the following:

1. You are strongly encouraged to observe the live stream of the meeting at <https://us02web.zoom.us/j/84847321370>, Meeting ID: 848 4732 1370 or by phone at (669) 900-6833 Meeting ID: 848 4732 1370.
2. If you are joining the meeting via zoom and wish to make a comment on an item, press the "raise a hand" button. If you are joining the meeting by phone, press *9 to indicate a desire to make comment. The chair will call you by name or phone number when it is your turn to comment. Speakers will be limited to 3:00 minutes.
3. If you choose not to observe the meeting but wish to make a comment on a specific agenda item, please submit your comment via email by 5:00 p.m. on the Monday prior

to the meeting. Please submit your comment to the Dena Humphrey at dhumphrey@yolo911.org. Your comment will be placed into the record at the Board meeting.

4. If you are watching/listening to the live stream of the meeting and wish to make either a general public comment or to comment on a specific agenda item as it is being heard, you may also submit your comment, limited to 250 words or less, to the Dena Humphrey at dhumphrey@yolo911.org noting in the subject line: For Public Comment. Every effort will be made to read your comment into the record, but some comments may not be read due to time limitations. Comments received after an agenda item will be made part of the record if received prior to the end of the meeting.

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
September 1, 2021
2:00 P.M. Public Session
Minutes**

The YECA Governing Board met on Wednesday September 1st, 2021 at the Woodland Police Department 1000 Lincoln Ave – Community Room, Woodland. Chair Derrek Kaff called the meeting to order at 2:07 p.m.

This meeting was formatted to allow Board Members, staff, and the public to participate in the meeting via teleconference, pursuant to the Governor’s Executive Order N-29-20 (March 17, 2020), was available at the following link:

Teleconference Options to join Zoom meeting:
By PC: <https://us02web.zoom.us/j/84256097223>
Meeting ID: 842 5609 7223
Or
By Phone: (669) 900-6833
Meeting ID: 842 5609 7223

PRESENT: Primary Board Members: Derrek Kaff, City of Woodland, Dena Humphrey, YECA Executive Director, Rebecca Ramirez, Yocha Dehe Wintun Nation

Joined via ZOOM: Tom Lopez, Yolo County, Steve Binns, City of West Sacramento

Absent: John Miller, City of Winters

Entry No.2

Minute Order No. 2021-42

Approval of the Agenda - Approved as presented

MOTION: Lopez SECOND: Ramirez AYES: Kaff, Lopez, Ramirez, Binns Absent: Miller

Entry No. 3

Announcements

- a. Vanesa Hoyt Promotion to Operations Supervisor & achievement of her Emergency Number Professional (ENP) Certificate
- b. Dispatch Supervisor Promotion Chris Brewer
- c. Dave Hetland achievement of his Intermediate and Advanced POST Certificates
- d. Amanda Garrison “Life Save” Commendation

Entry No. 4

Public Comment – Dan Tafoya – to be included with Agenda item 6.c. Robbins Fire District Update

Entry No. 5

Minute Order No. 2021-43

Approval of Consent Agenda - Approved

- a. Approval of the Minutes from the June 2, 2021, Regular Meeting
- b. Operations Division Report
- c. Current Year Budget Status Update
- d. 2021 2nd Quarter- Dispatch to Queue
- e. FY21 Destruction of Records Request

MOTION: Binns SECOND: Ramirez AYES: Kaff, Lopez, Ramirez, Binns Absent: Miller

Entry No. 6

Old Business

- a. YECA Building Remodel- Chair Kaff and board member Binns are reaching out to the city managers group, Chair Kaff advised to report back on this item at the next meeting.
- b. Records Management System Update & Central Square Agreement Details- I.T. Manager Billy Keen presented findings. Billy advised Woodland is ready to go live, Sheriff's office has a projection of March. Member agencies are in favor of Option 2: Single Tenant Solution
- c. Robbins Fire District Update- Public Comment from Dan Tafoya – Dan communicated the issues Robbins Fire District has been experiencing in taking on their own dispatch operations as he has observed.
 - 1- Coverage- radio compatibility (making sure ample coverage for area they are taking over)
 - 2- Costs- no communication from Robbins on authorization to move forward with associated costsAll board members agreed to get this project to move forward by getting a formal notice sent from the county that sets an established deadline of January 1st, 2022.
- d. ALERTWildfire Camera Program Status- At Bald Mountain 2 360-degree view cameras have been installed.

Entry No. 7

Regional Radio Needs Assessment Presentation from CSI Telecommunications, Craig Trygstad, Principal Engineer- Info Only

- a. Radio Needs Assessment Report – Craig Trygstad presented findings. Chair Kaff advised the goal for Woodland is to go digital. Board member Lopez questioned maintenance, Craig advised there would be maintenance for both systems. Board member Ramirez questioned funding for this project for the smaller rural fire agencies. Chair Kaff suggested grants going towards YECA as a funding source and to bring back this agenda item in January after review.

Entry No. 8

Closed Session- Out of Session: 3:17p.m.

- a. Conference with Labor Negotiator (CG54957.6)
Agency Representative: Gregory Ramirez
Employee Organization: Yolo Communications Dispatchers Association (YCDA)
Back in session: 3:27p.m. – No reportable action

Entry No.9

Minute Order No. 2021-44

Records Management QI System Server Housed at YECA- [Approved](#)

- a. Staff Summary Board Letter Detailing Project Scope Option# 2 Single Tenant Solution was voted in.

Motion: Lopez Second: Binns Ayes: Kaff, Lopez, Ramirez, Binns Absent: Miller

EntryNo.10

Minute Order No. 2021-45

Extend Assignment for FY22 – [Approved](#)

- a. Election for Chair & Co-Chair Assignment for FY22
Chair: Derrek Kaff, City of Woodland
Co-Chair: Steve Binns, City of West Sacramento

Motion: Binns Second: Ramirez Ayes: Kaff, Binns, Ramirez, Lopez Absent: Miller

Entry No. 11

Next Scheduled JPA Board Meeting Date November 3rd, 2021

Entry No.12

Items for Future Agenda - None

Entry No. 13 Meeting Adjourned at 3:40 p.m.

Minutes submitted by Tianna Dumas

STAFF REPORT

Agenda Item: 5.b

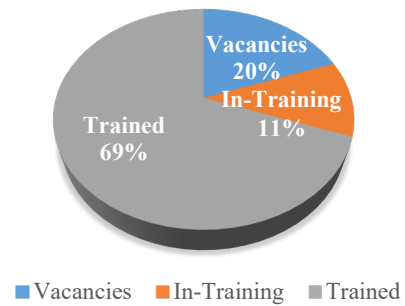
Date: November 18, 2021
To: YECA Governing Board
Thru: Dena Humphrey, Executive Director
From: Leah Goodwin, Deputy Director
Subject: August - October 2021 Combined Operations Division Report
Recommendation: No action required; information only.
Summary: Operations staff is currently engaged in the following:

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	21	26	5
Dispatch Assistant	3	4	1
TOTAL	32	39	7

November 2021 Staffing



- a. Bailey Clemons has completed training on the WSP radio (2nd console) and is in the final stages of training on the WDP radio (3rd console).
 - b. Brittany Bray has completed training on the YSO/WNP radio (4th and final console) and will be eligible for promotion to Dispatcher II in March 2022.
 - c. Gabriel Hernandez has completed training on the WDP radio (1st console) and is in training on the YSO/WNP radio (2nd console).
 - d. Nikole Patterson has completed training on the Fire radio (1st console), and has begun training on the WSP radio (2nd radio) and is scheduled to begin training on the WDP radio (2nd console) November 16, 2021.
2. Both trainees hired in the last recruitment have resigned before completing their call taking phase of training.
 3. Recruitment for the December 2021 academy yielded no successful applicants.
 4. Recruitment is open and in progress for a February 2022 academy.
 5. Promotions:

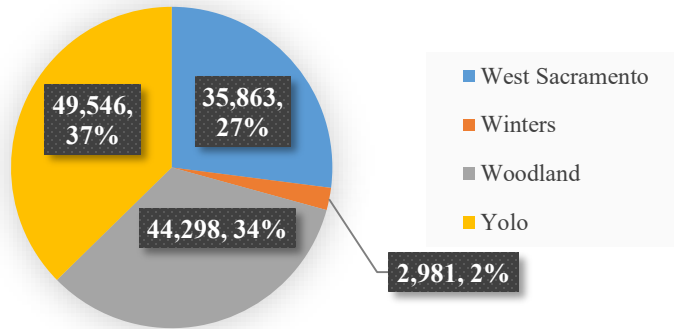
- Naiya Johnson, Dispatcher II (October)
- Melissa Viramontes, Dispatcher III (November)
- Connie Kenton, Dispatcher III (December)

Statistical Information:

Monthly Phones:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	YTD
9-1-1	4,766	4,019	4,594	5,149	5,561	5,635	5,751	5,329	5,256	4,219	50,279
7-Digit Emergency	960	768	835	872	1,105	1,121	1,052	988	1,024	837	9,562
AMR	124	118	159	146	152	153	168	150	135	89	1,394
West Sacramento	3,772	3,412	3,536	3,657	3,440	3,496	3,520	4,255	3,809	2,966	35,863
Winters	298	286	327	317	299	302	310	294	315	233	2,981
Woodland	4,397	4,222	4,423	4,502	4,433	4,963	5,007	4,337	4,561	3,453	44,298
Yolo	4,979	4,609	5,212	4,943	5,508	5,413	5,402	4,503	4,602	4,375	49,546
Outgoing	5,453	4,936	5,658	5,559	6,404	5,979	6,133	5,855	5,904	4,635	56,516
TOTAL	24,749	22,370	24,744	25,145	26,902	27,062	27,343	25,711	25,606	20,807	250,439

**2021 YTD
Incoming Non-Emergency
Lines**

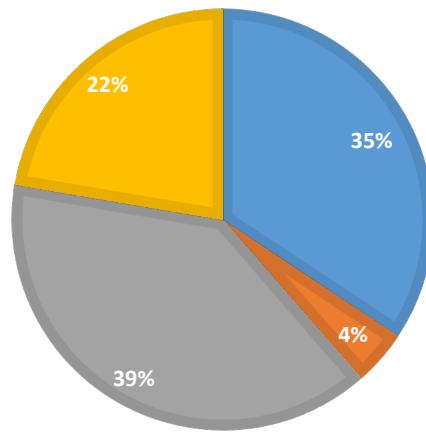


Monthly CAD Events:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	YTD
West Sacramento											
TOTAL	5,671	5,799	5,272	5,688	5,994	5,826	6,132	6,314	5,881	6,310	58,887
Winters											
TOTAL	620	591	737	752	738	808	848	690	689	727	7,200
Woodland											
TOTAL	6,664	6,254	6,487	6,995	7,150	7,209	6,967	6,467	6,500	6,349	67,042
Yolo											
TOTAL	3,285	3,290	4,061	3,978	4,350	3,926	4,098	3,438	3,705	4,136	38,267
Yocha Dehe											
TOTAL	36	28	37	36	39	36	38	26	30	25	331
Arbuckle											
TOTAL	43	36	32	33	51	61	43	43	36	47	425
Outside Agency/non-geo validated											
TOTAL	153	133	189	97	135	128	116	104	105	100	1,260
UCD											
TOTAL	103	87	89	93	143	112	106	99	152	207	1,191
GRAND TOTAL	16,575	16,218	16,904	17,672	18,600	18,106	18,348	17,181	17,098	17,901	174,603

2021 YTD CAD Events

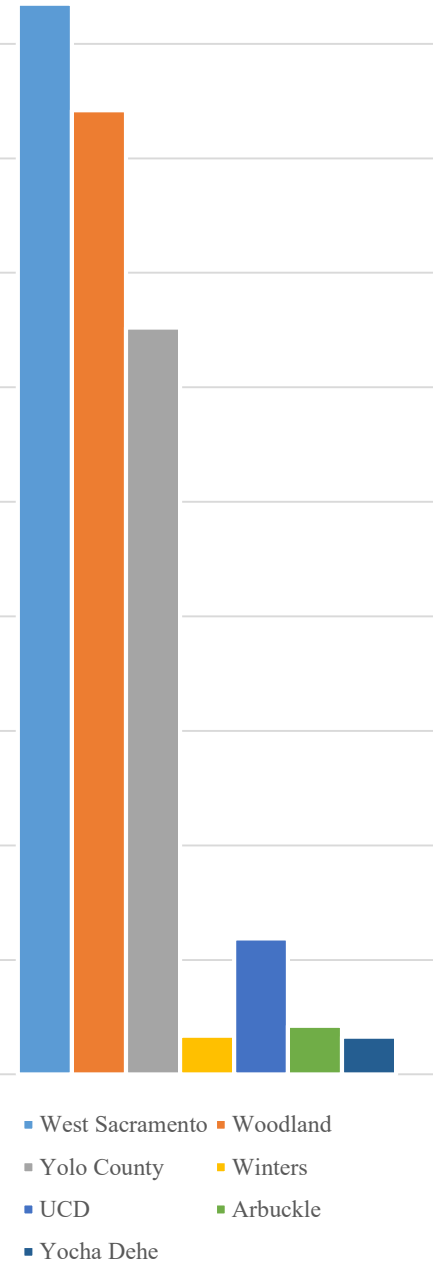
■ West Sacramento ■ Winters ■ Woodland ■ Yolo



Fire CAD Events:

2021 Fire Events

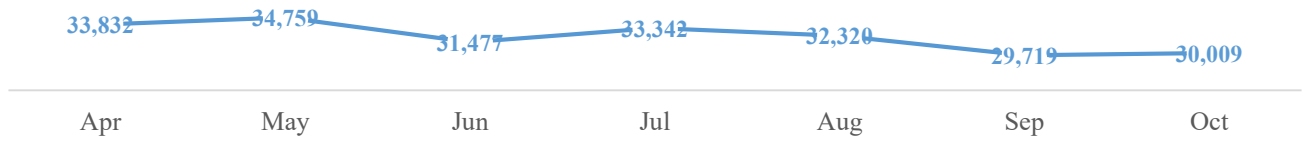
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	YTD
West Sacramento											
Fire	412	282	383	349	513	405	428	413	393	505	4,083
Medical	521	423	495	517	591	511	561	589	562	497	5,267
TOTAL	933	705	878	866	1,104	916	989	1,002	955	1,002	9,350
Winters											
Fire	76	67	73	50	55	61	46	28	49	47	552
Medical	38	21	33	28	35	34	33	42	35	40	339
TOTAL	114	88	106	78	90	95	79	70	84	87	891
Woodland											
Fire	452	364	382	415	376	395	415	367	373	412	3,951
Medical	470	376	436	440	451	445	471	464	464	452	4,469
TOTAL	922	740	818	855	827	840	886	831	837	864	8,420
Yolo											
Fire	751	834	912	654	384	403	361	218	354	663	5,534
Medical	93	83	104	94	124	86	105	91	101	108	989
TOTAL	844	917	1,016	748	508	489	466	309	455	771	6,523
Yocha Dehe											
Fire	17	16	14	12	23	9	8	7	15	6	127
Medical	19	12	23	24	16	27	30	19	15	19	204
TOTAL	36	28	37	36	39	36	38	26	30	25	331
Arbuckle											
Fire	22	16	16	17	37	30	31	25	14	25	233
Medical	21	20	16	16	14	31	12	18	22	22	192
TOTAL	43	36	32	33	51	61	43	43	36	47	425
UCD											
Fire	77	65	72	73	117	92	87	77	86	115	861
Medical	23	22	17	20	26	20	19	22	66	92	327
TOTAL	100	87	89	93	143	112	106	99	152	207	1,188
ALL											
Fire	1,807	1,644	1,857	1,570	1,505	1,395	1,376	1,135	1,284	1,773	15,341
Medical	1,180	952	1,119	1,138	1,257	1,154	1,231	1,245	1,265	1,230	11,771
TOTAL	1,180	2,596	2,976	2,708	2,762	2,549	2,607	2,380	2,549	3,003	27,112



CLETS Inquiries/Returns:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	YTD
Inquiries	29,831	30,165	31,963	33,832	34,759	31,477	33,342	32,320	29,719	30,009	317,417
Returns	48,211	48,751	51,657	54,677	56,175	50,871	53,885	52,234	48,030	48,499	512,990

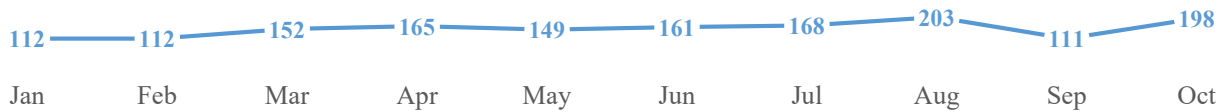
2021 YTD CLETS INQUIRIES



Confidential Records Requests (Audio & CAD Print out):

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	YTD
112	112	152	165	149	161	168	203	111	198	1,531

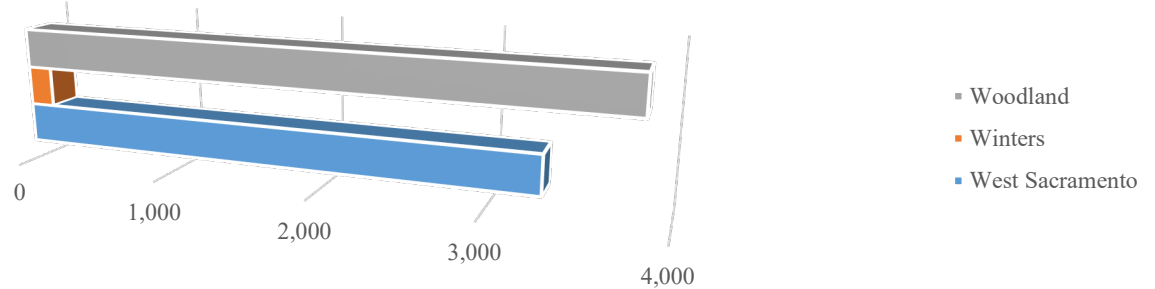
2021 RECORDING REQUESTS



After-Hours Records Entries:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	YTD
West Sacramento	403	295	383	337	298	284	305	311	398	307	3,320
Winters	19	8	21	17	17	16	12	9	15	25	159
Woodland	303	400	457	263	382	252	383	290	373	736	3,839
TOTAL	725	703	861	617	697	552	700	610	786	1,068	7,319

2021 YTD Records Entries



Text to 9-1-1:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Total YTD
TOTAL	<u>16</u>	<u>29</u>	<u>32</u>	<u>28</u>	<u>16</u>	<u>27</u>	<u>30</u>	178

Service Awards (Dispatch-Anniversaries):

- Amanda Garrison: 15 Years

Projects:

1. Leadership Development Training
 - a. Operations Supervisor Hoyt preliminary introduction to tasks (transitions to off the floor responsibilities February 2022
 - b. Dispatch Supervisor Brewer training and development
 - c. Dispatcher III training: Melissa Viramontes & Connie Kenton
2. EMD-QA – Ops Supervisor Hoyt
3. Policy Manual Revisions
4. Disaster Recovery Plan
 - a. Cases completed, initial phase of staff training completed
 - b. Cases being used in tactical call outs and training
5. Recruitment – in progress
6. Succession Planning
7. 2022 In-Service Training Plan
 - a. Pro-QA Refresher logistics in progress
8. CalOES GIS Pilot Project
9. Next Gen 9-1-1 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 11/15/2021
 - d. Migration from ComTech Text to 9-1-1 to Rapid Deploy Radius in progress
10. CPE Replacement Planning (pending upgrade to Next Gen)
11. YCDA Negotiations

Agenda Item: 5.c

YECA BUDGET MANAGEMENT SUMMARY

2021 / 2022 As of 10/30/2021

	8%	17%	25%	33%	42%	50%	58%	67%	75%	83%	92%	100%
	JUL-21	AUG-21	SEPT-21	OCT-21	NOV-21	DEC-21	JAN-22	FEB-22	MAR-22	APR-22	MAY-22	JUN-22
B/U 30 ADMINISTRATION												
Appropriations	\$ 2,091,745	\$ 2,091,745	\$ 2,091,745	\$ 2,091,745	\$ 2,091,745	\$ 2,091,745	\$ 2,091,745	\$ 2,091,745	\$ 2,091,745	\$ 2,091,745	\$ 2,091,745	\$ 2,091,745
Encumbrances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Expenditures				\$ 597,402								
Unencumbered	\$ 2,091,745	\$ 2,091,745	\$ 2,091,745	\$ 1,494,343	\$ 2,091,745	\$ 1,339,224	\$ 2,091,745	\$ 2,091,745	\$ 2,091,745	\$ 2,091,745	\$ 2,091,745	\$ 2,091,745
Percent Expended	0%	0%	0%	29%	0%	0%	0%	0%	0%	0%	0%	0%
B/U 40 OPERATIONS - DISPATCH												
Appropriations	\$ 4,364,613	\$ 4,364,613	\$ 4,364,613	\$ 4,364,613	\$ 4,364,613	\$ 4,364,613	\$ 4,364,613	\$ 4,364,613	\$ 4,364,613	\$ 4,364,613	\$ 4,364,613	\$ 4,364,613
Encumbrances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Expenditures				\$ 1,064,427								
Unencumbered	\$ 4,364,613	\$ 4,364,613	\$ 4,364,613	\$ 3,300,186	\$ 4,364,613	\$ 4,364,613	\$ 4,364,613	\$ 4,364,613	\$ 4,364,613	\$ 4,364,613	\$ 4,364,613	\$ 4,364,613
Percent Expended	0%	0%	0%	24%	0%	0%	0%	0%	0%	0%	0%	0%
B/U 50 INFORMATION TECHNOLOGY												
Appropriations	\$ 667,240	\$ 667,240	\$ 667,240	\$ 667,240	\$ 667,240	\$ 667,240	\$ 667,240	\$ 667,240	\$ 667,240	\$ 667,240	\$ 667,240	\$ 667,240
Encumbrances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Expenditures				\$ 427,130								
Unencumbered	\$ -	\$ 667,240	\$ 667,240	\$ 240,110	\$ 667,240	\$ 667,240	\$ 667,240	\$ 667,240	\$ 667,240	\$ 667,240	\$ 667,240	\$ 667,240
Percent Expended	0%	0%	0%	64%	0%	0%	0%	0%	0%	0%	0%	0%
TOTAL Appropriations	\$ 7,123,598	\$ 7,123,598	\$ 7,123,598	\$ 7,123,598	\$ 7,123,598	\$ 7,123,598	\$ 7,123,598	\$ 7,123,598	\$ 7,123,598	\$ 7,123,598	\$ 7,123,598	\$ 7,123,598
Encumbrances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Expenditures	\$ -	\$ -	\$ -	\$ 2,088,960	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Unencumbered	\$ 7,123,598	\$ 7,123,598	\$ 7,123,598	\$ 5,034,638	\$ 7,123,598	\$ 7,123,598	\$ 7,123,598	\$ 7,123,598	\$ 7,123,598	\$ 7,123,598	\$ 7,123,598	\$ 7,123,598
Percent Expended	0%	0%	0%	29%	0%	0%	0%	0%	0%	0%	0%	0%
TOTAL Estimated Revenue	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246
Realized Revenue				\$ 4,764,602								
Unrealized Revenue	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246	\$ 2,071,644	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246
Percent Realized	0%	0%	0%	70%	0%	0%	0%	0%	0%	0%	0%	0%



Quarter 3, 2021 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	38	616	54	34	42	665	53	6	52	196	42	1,517
Code 3	56	1,664	55	174	53	2,161	46	83	60	911	55	4,993

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	20	616	23	34	23	665	26	6	33	196	23	1,517
Code 3	20	1,664	24	174	24	2,161	24	83	43	911	26	4,993

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	27	290	81	12	29	217	60	4	48	98	32	621
	Code 3	61	400	67	67	56	673	55	16	55	511	57	1,667
Medical Aid Call Types	Code 2	48	325	40	22	48	448	40	2	55	98	49	895
	Code 3	55	1,264	47	107	52	1,493	44	67	65	400	54	3,331

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	290	29	12	28	217	17	4	47	98	26	621
	Code 3	24	400	25	67	27	673	37	16	27	511	26	1,667
Medical Aid Call Types	Code 2	19	325	20	22	21	448	44	2	20	98	20	895
	Code 3	19	1,264	23	107	21	1,493	21	67	25	400	21	3,331



Quarter 3, 2021 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	81	213	71	14	91	314	91	175	88	716
2	122	1,605	118	116	117	1,791	110	495	118	4,007

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	95	169	50	14	88	285	72	173	85	641
2	206	1,297	85	111	174	1,549	109	471	175	3,428

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	128	44	0	-	402	29	152	2	234	75
2	298	308	204	5	286	242	318	24	293	579

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	566	44	0	-	716	29	383	2	619	75
2	997	308	805	5	1113	242	611	24	1028	579

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	192	213	50	14	146	314	76	175	141	716
2	358	1,605	116	116	301	1,791	134	495	298	4,007