

**AGENDA  
REGULAR MEETING  
YECA GOVERNING BOARD  
Wednesday, August 7, 2024  
10:00 A.M. Public Session**

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

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

**1. Call to Order (10:00 AM)**

**2. Approval of the Agenda**

**3. Announcements**

**4. Public Comment**

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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.

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**5. Consent Agenda**

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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.

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- a. Approval of the Minutes from the April 3, 2024, Regular Meeting
- b. Operations Division Report
- c. Current Year Budget Status Update
- d. 2024 1<sup>st</sup> & 2<sup>nd</sup> Quarterly Law & Fire Dispatch to Que Call Stats

**6. Old Business**

- a. YECA Dispatch Room Remodel Update

**7. Closed Session**

Conference with Labor Negotiator (CG54957.6)

Agency Representative: Dena Humphrey, Executive Director  
Gregory Ramirez, IEDA Labor Consultant

Employee Organization: Yolo Communications Dispatchers Association (YCDA)

**8. Operations Manager Position Reinstatement for Current Fiscal Year 24/25 – Voted Item**

- a. Board summary addressing managing duties and responsibilities for operations and request to reinstate the Operations Manager position
- b. Proposed YECA Organization Chart
- c. Proposed YECA FY24/25 Authorized Position Resolution
- d. Operations Manager Job Description

**9. Next Scheduled JPA Board Meeting Date September 4, 2024**

**10. Items for Future Meeting Agenda**

**11. Adjournment**

I declare under penalty of perjury that the foregoing agenda was available for public review and posted on/or before August 2, 2024 on the bulletin board outside of the Yolo County, Erwin Meier Administration Center, 625 Court St., Woodland, California and on the agency website:

  
\_\_\_\_\_  
Dena Humphrey, Executive Director

If you are a person with a disability and you need disability related accommodations to attend the meeting, please contact Tianna Dumas at (530) 666-8900 or (530) 666-8909 (fax). Requests for accommodations must be made at least two full business days before the start of the meeting.

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

**April 3, 2024**

**2:00 P.M.**

**Minutes**

The YECA Governing Board met on Wednesday April 3<sup>rd</sup>, 2024 at Yolo Emergency Communications Agency 35 N Cottonwood – Conference Room, Woodland. Board Chair Binns called the meeting to order at 2:04pm.

**PRESENT: Primary Board Members:** Dena Humphrey, YECA Executive Director, Kim McKinney, City of Woodland, John Miller, City of Winters, Shawn Kinney, Yocha Dehe Wintun Nation, Steve Binns, City of West Sacramento

**ABSENT:** Tom Lopez, Yolo County

**Entry No. 2**

**Minute Order No. 2024-13**

**Approval of the Agenda - [Approved](#)**

**MOTION: Miller SECOND: Kinney AYES: Binns, Kinney, Miller, McKinney**

**ABSENT: Lopez**

**Entry No. 3**

**Announcements**

- a. 2023 Dispatcher of the Year “Katie Gonzalez”
- b. 2024 Dispatch Week Festivities Schedule

Deputy Director Goodwin provided an update on the upcoming events that have been planned to celebrate National Public Safety Telecommunicators Week (NPSTW).

Board Chair Binns presented the proclamation for National Public Safety Telecommunicators Week April 7<sup>th</sup> – 13<sup>th</sup>.

**Entry No. 4**

**Public Comment – None**

**Entry No. 5**

**Minute Order No. 2024-14**

**Approval of Consent Agenda – [Approved](#)**

- a. Approval of the Minutes from the December 6, 2023, Regular Meeting
- b. Operations Division Report
- c. Current Year Budget Status Update

**MOTION: Kinney SECOND: Miller AYES: Binns, Kinney, Miller, McKinney**

**ABSENT: Lopez**

**Entry No. 6**

**Old Business**

- a. YECA Dispatch Room Remodel Update

ED Humphrey shared a status update on remodel project. YECA staff has been working with Yolo County on the RFP which is set to close on April 9th.

**Entry No. 7**

**Minute Order No. 2024-15**

**FY24/25 Proposed Final Budget – Approved**

- a. FY24/25 Final Budget
- b. FY24/25 Final CIP Summary
- c. FY24/25 Final CIP 3-Year Forecast
- d. FY24/25 Final Position Table

ED Humphrey presented proposed final budget that was previously presented during the March 6<sup>th</sup> 2024 YECA Board Meeting with the requested changes from Board Member Lopez of using \$125k surplus funds to increase the General Reserve opposed to the Capital Reserve to meet the Board’s goal of 20% of operating expense.

**MOTION: McKinney SECOND: Kinney AYES: Binns, Kinney, Miller, McKinney**

**ABSENT: Lopez**

**Entry No. 8**

**Closed Session – Out of Session: 2:32pm**

- a. Public Employee Performance Evaluation (GC54957)  
Position Title: Executive Director

**Back in Session: 2:53pm – Reportable Action - None**

**Entry No. 9**

**Next Scheduled JPA Board Meeting Date: June 2024**

**Entry No. 10**

**Items for Future Meeting Agenda**

- a. Streamline and Consolidate Call Signs and Problem Natures

Board Member Miller requested YECA Leadership engage with staff to explore ideas and options to streamline and consolidate call signs or problem natures between the 4 Law agencies to possible assist with ease of training and retention. Board Member Miller also requested to explore what differences there may be between Fire agencies and perform the same analysis.

**Entry No. 11**

**Meeting Adjourned at 3:10p.m.**

**Minutes submitted by Billy Keen**

## STAFF REPORT

**Agenda Item: 5.b**

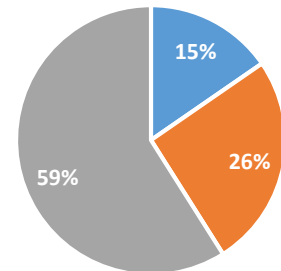
**Date:** August 7, 2024  
**To:** YECA Governing Board  
**Thru:** Dena Humphrey, Executive Director  
**From:** Leah Goodwin, Deputy Director  
**Subject:** March- June 2024 Combined Operations Division Report  
**Recommendation:** No action required; information only.  
**Summary:** Operations staff 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	3	4	1
Dispatcher I/II	24	26	2
Dispatch Assistant	1	4	3
<b>TOTAL</b>	<b>33</b>	<b>39</b>	<b>6</b>

**August 2024**  
■ Vacancies ■ In-Training ■ Trained



- a. Hollie Kiser has begun training on the YSO/WNP radio (1<sup>st</sup> console).
  - b. Ledina Barrientes has begun training on the YSO/WNP radio (3<sup>rd</sup> console).
  - c. Meghan Heald has completed training on the Fire radio (2<sup>nd</sup> console).
  - d. Toni Hogan has completed training on the WDP radio (2<sup>nd</sup> console).
  - e. Benicia Lammon has completed training on the WDP radio (1<sup>st</sup> console).
  - f. Madison Burgess has completed training on the Fire radio (1<sup>st</sup> console).
  - g. New dispatchers: Shelbee Hudson, Tayra Eidenbenz, Angelina Paxton, and Brianna Gunter have completed the in-house academy and begun the call taking phase of their training.
2. Recruitment is closed for the August 2024 academy. Three applicants have advanced to the background stage of the selection process.
  3. Recruitment has been canceled for the October 2024 academy due to low applicant pool.

**Statistical Information:**

Monthly Phone Statistics:

	Jan	Feb	Mar	Apr	May	Jun	YTD
<b>9-1-1</b>	4,450	4,477	4,744	4,984	5,751	5,600	30,006
<b>7-Digit Emergency</b>	1,004	941	875	900	1,036	1,140	5,896
<b>AMR</b>	93	92	63	96	119	92	555
<b>West Sacramento</b>	3,167	3,497	3,338	3,613	3,753	3,644	21,012
<b>Winters</b>	244	230	245	244	299	250	1,512
<b>Woodland</b>	3,704	3,492	3,565	3,686	4,215	3,658	22,320
<b>Yolo</b>	4,617	4,740	4,835	5,022	4,938	4,754	28,906
<b>Outgoing</b>	4,983	4,935	4,742	5,276	5,293	5,054	30,283
<b>TOTAL</b>	<b>22,262</b>	<b>22,404</b>	<b>22,407</b>	<b>23,821</b>	<b>25,404</b>	<b>24,192</b>	<b>140,490</b>

Monthly CAD Events:

	Jan	Feb	Mar	Apr	May	Jun	YTD
<b>West Sacramento</b>							
Law	4,369	4,365	4,634	4,713	5,038	5,027	28,146
Fire	430	400	428	383	469	465	2,575
Medical	637	576	559	579	672	620	3,643
Animal Control	185	185	206	214	213	214	1,217
Public Works/Support	31	58	29	30	27	45	220
<b>TOTAL</b>	<b>5,652</b>	<b>5,584</b>	<b>5,856</b>	<b>5,919</b>	<b>6,419</b>	<b>6,371</b>	<b>35,801</b>
<b>Winters</b>							
Law	363	405	387	428	508	559	2,650
Fire	52	74	61	84	67	57	395
Medical	50	60	50	64	39	63	326
Animal Control	11	18	24	18	28	27	126
Public Works/Support	9	11	4	4	6	3	37
<b>TOTAL</b>	<b>485</b>	<b>568</b>	<b>526</b>	<b>598</b>	<b>648</b>	<b>709</b>	<b>3,534</b>

<b>Woodland</b>							
Law	4,497	4,183	4,612	4,614	5,037	4,508	27,451
Fire	265	272	258	282	312	353	1,742
Medical	525	487	443	513	553	484	3,005
Animal Control	200	166	188	226	192	227	1,199
Public Works/Support	68	184	54	61	61	67	495
<b>TOTAL</b>	<b>5,555</b>	<b>5,292</b>	<b>5,555</b>	<b>5,696</b>	<b>6,155</b>	<b>5,639</b>	<b>33,892</b>
<b>YSO</b>							
Law	3,096	3,022	2,975	2,794	2,994	2,881	17,762
Fire	430	478	626	691	487	404	3,116
Medical	100	80	105	103	102	111	601
Animal Control	280	261	240	276	284	267	1,608
Public Works/Support	781	755	711	736	772	818	4,573
<b>TOTAL</b>	<b>4,687</b>	<b>4,596</b>	<b>4,657</b>	<b>4,600</b>	<b>4,639</b>	<b>4,481</b>	<b>27,660</b>
<b>Yocha Dehe</b>							
Fire	10	9	8	9	9	17	62
Medical	18	19	30	24	29	23	143
<b>TOTAL</b>	<b>28</b>	<b>28</b>	<b>38</b>	<b>33</b>	<b>38</b>	<b>40</b>	<b>205</b>
<b>Arbuckle</b>							
Fire	23	14	13	18	15	23	106
Medical	22	23	24	20	21	15	125
<b>TOTAL</b>	<b>45</b>	<b>37</b>	<b>37</b>	<b>38</b>	<b>36</b>	<b>38</b>	<b>231</b>
<b>UCD/DFD</b>							
Fire	76	86	100	111	99	141	613
Medical	58	61	40	75	68	43	345
<b>TOTAL</b>	<b>134</b>	<b>147</b>	<b>140</b>	<b>186</b>	<b>167</b>	<b>184</b>	<b>958</b>
<b>GRAND TOTAL</b>	<b>16,586</b>	<b>16,252</b>	<b>16,809</b>	<b>17,070</b>	<b>18,102</b>	<b>17,462</b>	<b>102,281</b>

CLETS Inquiries>Returns:

	Jan	Feb	Mar	Apr	May	Jun	YTD
Inquiries	10,065	9,290	10,492	9,200	10,492	10,231	<b>59,770</b>
Returns	52,233	48,451	56,259	48,663	56,259	53,534	<b>315,399</b>

Confidential Records Requests (Audio & CAD Print out):

Jan	Feb	Mar	Apr	May	Jun	YTD
16	15	14	22	33	20	<b>120</b>

After-Hours Records Entries:

	Jan	Feb	Mar	Apr	May	Jun	YTD
West Sacramento	280	271	282	267	277	322	1,699
Winters	0	0	0	0	0	0	0
Woodland	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>280</b>	<b>271</b>	<b>282</b>	<b>267</b>	<b>277</b>	<b>322</b>	<b>1,699</b>

Text to 9-1-1:

	Jan	Feb	Mar	Apr	May	Jun	YTD
<b>TOTAL</b>	<b>9</b>	<b>11</b>	<b>10</b>	<b>7</b>	<b>7</b>	<b>12</b>	<b>56</b>

IROC (Fire- Interagency Resource Ordering Capability):

	Jan	Feb	Mar	Apr	May	Jun	YTD
IROC Fill Orders	0	0	0	0	0	5	<b>5</b>
IROC Updates	0	0	0	0	4	1	<b>5</b>

9-1-1 Answering Times:

*In busiest hour; 90% off all 9-1-1 calls shall be answered within 15 seconds, 95% of all 9-1-1 calls should be answered within 20 seconds*

Month & (Busiest Hour)	Jan (1700)	Feb (1800)	Mar (1500)	Apr (1600)	May (1900)	Jun (1200)	YTD
0-10 seconds	95.76%	96.30%	97.47%	93.40%	96.56%	95.28%	<b>95.80%</b>
0-15 seconds	98.94%	99.38%	99.28%	97.80%	98.94%	98.61%	<b>98.83%</b>
0-20 seconds	99.65%	99.69%	99.28	99.06%	99.74%	99.72%	<b>99.49%</b>



## Projects:

1. Leadership Development Training
  - a. Leadership pilot program
  - b. Train and develop Dispatch Supervisor Amanda Garrison.
  - c. Train and develop Dispatcher III Eakin and Patterson
2. EMD-QA
  - a. Operations Supervisor Hoyt provides weekly feedback for all cardiac events and calls, including PAIs, focusing on case review and compliance.
  - b. Monthly Cardiac Events entered in Yolo County Cardiac Arrest CQI
3. Disaster Recovery Plan
  - a. Regular training sessions for staff on effective evacuation procedures
  - b. Cases are used in tactical dispatch events and call out requests
4. Recruitment
  - a. Recruitment was canceled for the October 2024 academy.
5. Succession Planning
6. 2024 In-Service Training Plan
  - a. Radio Academy (January, April, October)
  - b. ProQA Refresher Training (January & November)
  - c. Fire Season Training (May-July)
  - d. IROC Refresher Training (May-June)
  - e. In- Service Law Training (September)
7. CalOES GIS Pilot Project
8. NG9-1-1 Equipment Installations
  - a. YECA is in Phase 2 (CalOES changed from phase 5 to 2 10/20/2021)
  - b. CPE Software Upgrade completed 4/13/2021
  - c. Atos Equipment installation completed 11/15/2021
  - d. Migration from Comtech Text to 9-1-1 to Rapid Deploy Radius completed 02/23/2022
  - e. CALOES Tiger Team completed PSAP readiness testing 08/23/2023
  - f. Tentative NG 911 installation in September 2024
9. Applicant Tracking System
10. Onboarding Implementation
11. Headset Replacement
12. Employee Evaluation Model
13. Dispatch Remodel
14. Employee Wellness Program
15. Multi-Discipline Protocol Review

## YECA BUDGET MANAGEMENT SUMMARY

2023 / 2024 As of 7/3/2024

		8%	17%	25%	33%	42%	50%	58%	67%	75%	83%	92%	100%
B/U	30	JUL-23	AUG-23	SEPT-23	OCT-23	NOV-23	DEC-23	JAN-24	FEB-24	MAR-24	APR-24	MAY-24	JUN-24
	<b>ADMINISTRATION</b>												
	Appropriations	\$ 2,374,109	\$ 2,374,109	\$ 2,374,109	\$ 2,374,109	\$ 2,374,109	\$ 2,374,109	\$ 2,374,109	\$ 2,374,109	\$ 2,374,109	\$ 2,374,109	\$ 2,374,109	\$ 2,374,109
	Encumbrances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Expenditures	\$ 333,379	\$ 448,268	\$ 513,232	\$ 639,179	\$ 856,221	\$ 913,292	\$ 996,939	\$ 1,166,043	\$ 1,218,353	\$ 1,408,029	\$ 1,803,546	\$ 1,982,957
	Unencumbered	\$ 2,040,730	\$ 1,925,841	\$ 1,860,877	\$ 1,734,930	\$ 1,517,888	\$ 1,339,224	\$ 1,377,170	\$ 1,218,066	\$ 1,165,756	\$ 966,080	\$ 570,563	\$ 391,152
	Percent Expended	14%	19%	22%	27%	36%	38%	42%	49%	51%	59%	76%	84%
	<b>OPERATIONS - DISPATCH</b>												
	Appropriations	\$ 4,651,703	\$ 4,651,703	\$ 4,651,703	\$ 4,651,703	\$ 4,651,703	\$ 4,651,703	\$ 4,651,703	\$ 4,651,703	\$ 4,651,703	\$ 4,651,703	\$ 4,651,703	\$ 4,651,703
	Encumbrances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Expenditures	\$ 421,414	\$ 838,693	\$ 1,044,108	\$ 1,484,591	\$ 1,660,970	\$ 2,195,076	\$ 2,533,005	\$ 2,725,742	\$ 3,170,827	\$ 3,466,528	\$ 3,868,102	\$ 4,165,901
	Unencumbered	\$ 4,230,289	\$ 3,813,010	\$ 3,607,595	\$ 3,167,112	\$ 2,990,733	\$ 2,456,627	\$ 2,118,698	\$ 1,925,961	\$ 1,480,876	\$ 1,185,175	\$ 763,601	\$ 485,802
	Percent Expended	9%	18%	22%	32%	36%	47%	54%	59%	68%	75%	83%	90%
	<b>INFORMATION TECHNOLOGY</b>												
	Appropriations	\$ 711,800	\$ 711,800	\$ 711,800	\$ 711,800	\$ 711,800	\$ 711,800	\$ 711,800	\$ 711,800	\$ 711,800	\$ 711,800	\$ 711,800	\$ 711,800
	Encumbrances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Expenditures	\$ 98,589	\$ 118,717	\$ 196,182	\$ 485,712	\$ 493,475	\$ 566,368	\$ 612,352	\$ 625,107	\$ 677,287	\$ 680,630	\$ 710,985	\$ 715,804
	Unencumbered	\$ -	\$ 593,083	\$ 515,618	\$ 226,088	\$ 218,325	\$ 145,432	\$ 99,438	\$ 86,693	\$ 34,513	\$ 31,170	\$ 815	\$ (4,004)
	Percent Expended	14%	17%	28%	68%	69%	80%	86%	88%	95%	96%	100%	101%
	<b>TOTAL Appropriations</b>	\$ 7,737,612	\$ 7,737,612	\$ 7,737,612	\$ 7,737,612	\$ 7,737,612	\$ 7,737,612	\$ 7,737,612	\$ 7,737,612	\$ 7,737,612	\$ 7,737,612	\$ 7,737,612	\$ 7,737,612
	Encumbrances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Expenditures	\$ 853,382	\$ 1,405,678	\$ 1,753,522	\$ 2,609,482	\$ 3,010,666	\$ 3,674,736	\$ 4,142,306	\$ 4,506,893	\$ 5,066,467	\$ 5,555,187	\$ 6,382,633	\$ 6,864,662
	Unencumbered	\$ 6,884,230	\$ 6,331,934	\$ 5,984,090	\$ 5,128,130	\$ 4,726,946	\$ 4,062,876	\$ 3,595,306	\$ 3,230,719	\$ 2,671,145	\$ 2,182,425	\$ 1,354,979	\$ 872,950
	Percent Expended	11%	18%	23%	34%	39%	47%	54%	56%	65%	72%	82%	89%
	<b>TOTAL Estimated Revenue</b>	\$ 7,737,612	\$ 7,737,612	\$ 7,737,612	\$ 7,737,612	\$ 7,737,612	\$ 7,737,612	\$ 7,737,612	\$ 7,737,612	\$ 7,737,612	\$ 7,737,612	\$ 7,737,612	\$ 7,737,612
	Realized Revenue	\$ 2,632,823	\$ 2,638,458	\$ 3,214,462	\$ 5,088,161	\$ 5,061,500	\$ 6,362,829	\$ 6,366,176	\$ 6,370,346	\$ 7,586,444	\$ 7,580,909	\$ 7,592,456	\$ 7,802,162
	Unrealized Revenue	\$ 5,104,789	\$ 5,099,154	\$ 4,523,150	\$ 2,679,451	\$ 2,676,112	\$ 1,374,783	\$ 1,371,436	\$ 1,367,266	\$ 1,711,669	\$ 1,567,703	\$ 1,45,756	\$ (64,550)
	Percent Realized	34%	34%	42%	65%	65%	82%	82%	82%	98%	98%	98%	101%



## Quarter 1, 2024 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	80	139	95	7	94	319	85	155	89	620
2	126	1,332	115	109	121	1,563	129	328	123	3,332

### 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	91	112	47	7	65	277	62	153	69	549
2	140	972	68	105	196	1,235	96	301	159	2,613

### 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	125	27	0	-	152	42	1076	2	167	71
2	214	360	164	4	271	328	163	22	238	714

### 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	263	27	0	-	400	42	1366	2	375	71
2	977	360	1120	4	1384	328	399	22	1147	714

### 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	124	139	47	7	109	319	79	155	104	620
2	366	1,332	107	109	446	1,563	116	328	370	3,332



## Quarter 1, 2024 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	50	458	55	55	48	681	46	8	54	176	50	1,378
Code 3	58	1,587	60	206	59	2,177	48	81	63	881	59	4,932

### 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	458	22	55	39	681	18	8	22	176	29	1,378
Code 3	19	1,587	22	206	23	2,177	22	81	24	881	22	4,932

### 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	64	85	72	12	38	235	50	3	51	69	47	404
	Code 3	74	411	78	78	66	702	45	19	61	466	67	1,676
Medical Aid Call Types	Code 2	47	373	50	43	52	438	43	5	57	107	50	966
	Code 3	52	1,177	49	128	55	1,479	48	62	64	420	55	3,266

### Queue Entry to First Unit Dispatched - Fire and Medical

Average Seconds from Pending Queue Entry to First Unit Dispatched													
Call Type	PRIORITY	WDL		WNF		WSF		YDF		County		Total	
		Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls
Fire Call Types	Code 2	20	85	21	12	27	235	16	3	26	69	25	404
	Code 3	23	411	26	78	26	702	21	19	27	466	25	1,676
Medical Aid Call Types	Code 2	18	373	22	43	20	438	19	5	20	107	19	966
	Code 3	18	1,177	19	128	21	1,479	22	62	20	420	20	3,266



## Quarter 2, 2024 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	82	182	61	18	82	312	85	148	82	660
2	114	1,676	106	125	113	1,840	107	501	113	4,142

### 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	57	143	44	17	78	268	70	142	70	570
2	173	1,240	88	122	155	1,422	104	458	152	3,242

### 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	303	39	60	1	291	44	81	6	280	90
2	242	436	71	3	346	418	156	43	286	900

### 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	433	39	132	1	925	44	85	6	647	90
2	981	436	49	3	1079	418	565	43	1003	900

### 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	137	182	49	18	198	312	70	148	148	660
2	383	1,676	87	125	365	1,840	143	501	337	4,142



## Quarter 2, 2024 Fire Call Statistics

### Call Processing Time - All Fire Calls

Average Seconds from First Keystroke to Pending Queue Entry												
PRIORITY	WDL		WNF		WSF		YDF		County		Total	
	Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls
Code 2	53	492	44	56	46	748	45	8	56	254	50	1,558
Code 3	58	1,702	59	229	58	2,281	43	99	62	1,007	59	5,318

### 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	21	492	18	56	29	748	35	8	26	254	26	1,558
Code 3	20	1,702	19	229	22	2,281	19	99	24	1,007	22	5,318

### 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	73	113	66	11	43	292	32	4	50	120	51	540
	Code 3	61	435	73	92	60	714	52	26	63	556	62	1,823
Medical Aid Call Types	Code 2	47	379	39	45	48	449	59	4	62	133	49	1,010
	Code 3	57	1,267	50	137	56	1,571	40	73	62	452	57	3,500

### 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	30	113	20	11	27	292	53	4	28	120	28	540
	Code 3	24	435	23	92	25	714	20	26	25	556	25	1,823
Medical Aid Call Types	Code 2	18	379	17	45	20	449	17	4	21	133	19	1,010
	Code 3	18	1,267	17	137	20	1,571	19	73	22	452	19	3,500

## STAFF REPORT

### Agenda Item: 8.a

**Date:** August 7, 2024  
**To:** YECA Governing Board  
**From:** Dena Humphrey, Executive Director  
**Subject:** Operations Manager Position Reinstatement Request for FY24/25 - Voted Item

### Summary:

This request to reinstate the Operations Manager coincides with the succession plan that was presented to the Board, May 12, 2021.

At that time, the position of the Operations Manager was downgraded to an Operations Supervisor, as part of an agency restructure. The Operations Supervisor was created as part of succession planning to allow the transition from a Dispatch Supervisor to the reinstatement of the Operations Manager.

During this time, the Operations Supervisor role was expanded to provide additional insight and duties to the management of the center with training, policies, monthly/annual reports, schedule oversight, coordinating dispatch operations; meeting with regional stakeholders, etc. This position did not have any direct reports, as this position's primary focus was to learn the facets of systems and the operational activities of the center.

The need to reinstate the Operations Manager is needed to continue with the succession plan and shift duties and responsibilities for the next phase in the plan. The following proposed reporting and duties would be assigned as follows:

- Deputy Director
  - Risk Management, Benefits, Leave Management, and Payroll
  - HR Personnel Matters
  - High Level Operational Oversight
- Operations Manager \*Reinstated
  - Reports to Deputy Director
  - Daily Operations responsibilities
- Dispatch Supervisor
  - Reports to Operations Manager

The succession planning is designed to preserve continuity and institutional knowledge within a small agency and to continue the following:

- Full planning for continuity of operations & administrative duties
- Plan for building future skillsets and cross training for succession planning
- Spread out job knowledge and responsibilities amongst staff

Summary of the proposed costs:

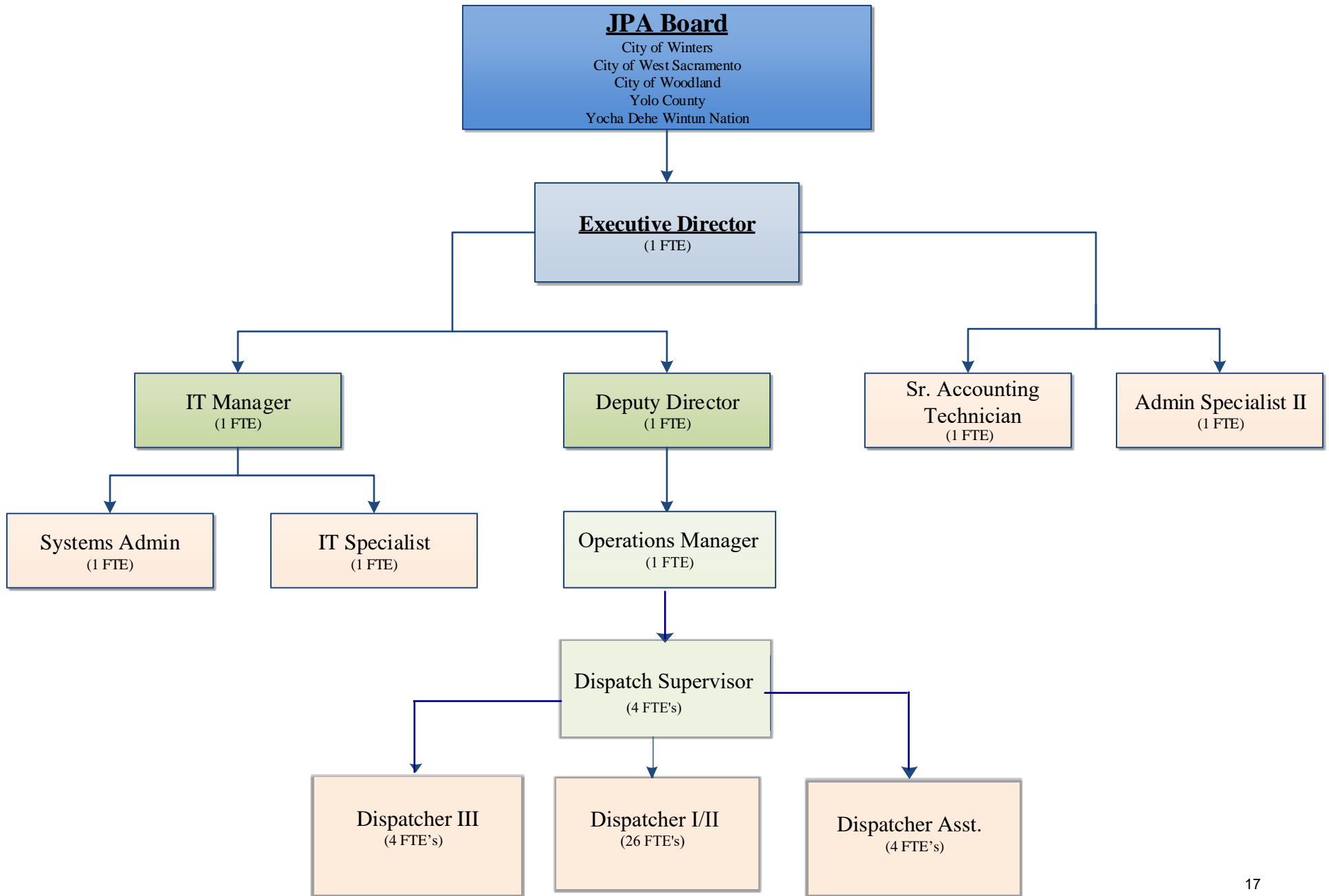
Status	Position	Hourly Salary Range	FY25 Annual Difference	Top Step Projected FY25/26 Annual Difference	FLSA Status	Additional Benefit
<b>Proposed</b>	Operations Manager	\$50.07 - \$61.49	\$18,515	\$28,267	Exempt	*80hrs Admin
Current	Operations Supervisor	\$39.10 - \$47.90			Exempt	

The additional costs to reinstate the Operations Manager would be absorbed within FY24/25 Budget; no additional funds would be needed to fund this reinstatement. As the agency will realize a salary savings with current vacancies and projected recruitments.



# Yolo Emergency Communications Agency

## Proposed Organizational Chart



**8.c Proposed FY24/25 Position Table**

**Authorized Position Resolution**

*as of  
08/01/2024*

			Current				Proposed	
			FTE Auth	FTE Funded	FTE Vacant	FTE Current	Proposed FTE Changes	FTE Auth & Funded
<i>Active Positions</i>		Effective						
1	Executive Director	2015	1	1		1	1	
2	HR/Fiscal Administrator	2016	0	0		0	0	
3	Administrative Specialist II	2008	0	0		0	0	
4	Operations Manager	2008	1	1		0	1	
5	Dispatch Supervisor	1999	4	4		4	4	
6	911/Public Safety Dispatcher I/II	2015	26	26	-1	27	26	
7	911/Public Safety Dispatcher III	2006	4	4	1	3	4	
8	Dispatch Assistant	2014	4	4	3	1	4	
9	IT Systems Manager	2012	1	1		1	1	
10	Sr. Radio Administrator	2013	0	0		0	0	
11	Radio Systems Administrator	2008	0	0		0	0	
12	Systems Administrator	2018	1	1		1	1	
13	Information Technology Specialist	2018	1	1		1	1	
14	Accountant II	2021	0	0		0	0	
15	Deputy Director	2021	1	1		1	1	
16	Operations Supervisor	2021	1	1		1	0	
17	Sr. Administrative Specialist – Confidential	2022	1	1		1	1	
18	IT Helpdesk Technician	2023	0	0		0	0	
19.	Sr. Accounting Technician	2023	1	1		1	1	
<b>Totals</b>			46	46	3	43	46	

\*Please note, the three applicants due to begin the Academy, August 26, 2024 are counted on this table.

## YECA

## Position Description

Position: Operations Manager	
Division: Operations	FSLA: Exempt
Reports to: Deputy Director	Salary Grade: 127

### **Summary**

The Operations Manager performs work of considerable difficulty in planning, managing, developing, implementing, and coordinating the dispatch operations and staff of the YECA regional 9-1-1 emergency dispatch center. Assures the efficient and economical use of division resources, personnel, facilities, and implements management practices to optimize utilization of human resources.

### **Distinguishing Characteristics**

This manager position is within the Operations Division and is under the general direction of the Deputy Director. The Operations Manager position has the responsibility for planning, directing, and managing the activities of the Agency's regional emergency and non-emergency police, fire, medical call taking, and field unit dispatch center and is expected to exercise considerable discretion in carrying out responsibilities independently with awareness of emergency communications issues and sensitivities. This position is responsible for applying an extensive, fully seasoned knowledge of modern techniques and concepts of emergency service communications, requiring considerable initiative, creativity, analysis, and interpretation to create a motivating atmosphere. The incumbent maintains close working relationships with member agencies and political jurisdiction. Problems encountered in this position are technical, logistical, or personnel related.

### **Essential Duties and Responsibilities**

*The statements contained below reflect general details as necessary to describe the principle functions of this job, the level of knowledge, skills typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements.*

- Plans, organizes, directs, and evaluates Dispatch Center activities and personnel; reviews work through subordinate supervisors; ensures the flow and quality of work; while ensuring achievement of Agency mission, goals, and performance measures are met;
- Prepares and administers the operational division budget. Monitors operations performance against the annual budget;
- Participates in hiring, counseling, disciplining employees in accordance with accepted management practices and Agency policy;
- Plans, organizes, directs, and evaluates the performance of assigned supervisors and staff; establish performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; approves and modifies disciplinary actions up to and including recommending termination to address performance deficiencies in accordance with

- Agency policies and labor contract agreements; represents the Agency in labor relations matters including labor/management committees, side agreements, and labor contract negotiations;
- Provides leadership and works with communication supervisors to develop and retain highly competent, service oriented staff through selection, compensation, training and day-to-day management practices that support the Agency's mission, objectives and service expectations;
- Manages YECA training programs, including dispatch academy, radio academy, fire training, etc. and assigns trainers to conduct specialized trainings
- Provides leadership and participates in programs and activities that promote workplace diversity and a positive employee relations environment; coordinates with human resource staff to analyze and implement human resource and management policies and practices to increase employee retention and improve employee selection practices and employee/management relations;
- Plans, organizes, and directs the operations of Agency's law, fire and emergency medical services call taking, and dispatch activities for various affiliated members and represents operations on a variety of committees, task forces, and project teams;
- Plans, organizes, and directs the activities of the Agency's multi-jurisdictional Public Safety Answering Point (PSAP);
- Develop, review, and direct the implementation of policies and procedures for the Agency's operations division; directs the development of goals, objectives and policies for design, management and implementation;
- Attends conferences, conventions, and other educational meetings to keep abreast of state, regional and national trends in 9-1-1 technology, policies, and procedures;
- Participates in regular scheduled communications status meetings with the Deputy Director and Executive Director;
- Participates in Governing Board meetings and provides comprehensive and timely reports;
- May act-in-capacity for the Deputy Director during their absence;
- Performs other related duties as assigned.

## **Qualifications**

### **▪ Knowledge and Skills**

The position requires knowledge of the operation of a computer aided dispatch system; thorough knowledge of theory, principles, practices, techniques, and technology in the field of emergency communications for a medium sized, multi-jurisdictional public safety organization. Knowledge of policies and procedures of various law, fire, and emergency services user agencies as they pertain to emergency communications. Knowledge of regulatory agencies, laws, regulations, and policies that pertain to the public emergency communications agency; principles and practices of public administration for budgeting,

purchasing, and maintenance of public records; research methods and analysis techniques; principles and practices of effective human resource management and supervision. Requires a strong knowledge of effective community and public relations methods and practices; Agency personnel policies, labor contract provisions, and training requirements; practices, and principles of sound business communication.

▪ **Abilities**

Requires the ability to manage, evaluate, and direct comprehensive emergency communications operations and personnel; lead, motivate, and mentor a diverse staff; Define issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rule, and policies. Organize, set priorities and exercise sound independent judgment within areas of responsibility. Prepare clear, concise and comprehensive reports and other written materials. Exercise sound expert, independent judgment with general policy guidelines. Operate a computer and standard business software; present information clearly, logically and persuasively; communicate effectively both orally and in writing. Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations. Establish and maintain effective relationships with members of other governmental agencies, community and business organizations, employees, the public and others encountered in the course of work.

▪ **Physical Abilities**

Requires light physical effort including frequent lifting and moving of objects up to 10 pounds, occasional lifting/moving of heavy objects. Some bending, stooping, reaching and pulling are required. Sufficient visual acuity to recognize letters, numbers, words, dials, buttons and other instruments; hand-eye coordination to grasp small objects; auditory ability to project voice for a distance of 50 feet are all required. Ability to sit for long periods of time, move about and work in an indoor environment.

▪ **Education, Experience, Special Skills**

Graduation from an accredited college or university with a Bachelor's Degree in Business or Public Administration or related field desirable. Five (5) years of increasingly responsible dispatching experience in a public safety communications center, including 3 years in a supervisor capacity.

▪ **Licenses and Certificates**

Must possess and maintain a valid California class C driver's license and a satisfactory driving record. Must also possess Emergency Number Professional (ENP) certification or obtain certification within 24 months of employment.

▪ **Working Conditions**

Work is performed indoors where minimal safety considerations exist.  
Flexible work arrangements, such as limited remote and hybrid work, may be offered to eligible employees when circumstances and conditions allow continued operations.