

AGENDA
REGULAR MEETING
YECA GOVERNING BOARD
Wednesday, November 6, 2024
2:00 P.M. Public Session

Yolo County Sheriff's "Cameron Training Center" 140 Tony Diaz Drive, Woodland, CA 95776

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 6, 2024, Regular Meeting
- b. Operations Division Report
- c. Current Year Budget Status Update
- d. 2024 3rd Quarterly Law & Fire Dispatch to Que Call Stats
- e. FY24/25 Budget Adjustment
- f. YECA Administrative Holiday Schedule
- g. Workplace Violence Prevention Policy

6. Old Business

- a. **YECA Dispatch Remodel Project Update**

7. YECA Chair & Vice Chair Elections for FY24/25 – Voted Item

- a. Newly elected Board Chair & Vice-Chair for the remaining of fiscal year 24/25

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 1, 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**

September 4, 2024

2:00 P.M.

Minutes

The YECA Governing Board met on Wednesday September 4, 2024 at Yolo Emergency Communications Agency 35 N Cottonwood – Conference Room, Woodland. Board Chair Binns called the meeting to order at 2:02pm.

PRESENT: Primary Board Members: Dena Humphrey, YECA Executive Director, Steve Binns, City of West Sacramento, Kim McKinney, City of Woodland, Shawn Kinney, Yocha Dehe Wintun Nation, Tom Lopez, Yolo County

ABSENT: John Miller, City of Winters

Entry No. 2

Minute Order No. 2024-19

Approval of the Agenda - [Approved](#)

MOTION: Kinney SECOND: Lopez AYES: Binns, Kinney, McKinney, Lopez Absent: Miller

Entry No. 3

Announcements- None

Entry No. 4

Public Comment – None

Entry No. 5

Minute Order No. 2024-20

Approval of Consent Agenda – [Approved](#)

- a. Approval of the Minutes from the August 7, 2024, Regular Meeting
- b. Operations Division Report
- c. Current Year Budget Status Update

MOTION: Lopez SECOND: McKinney AYES: Binns, Kinney, McKinney, Lopez Absent: Miller

Entry No. 6

Minute Order No. 2024-21

YECA Dispatch Remodel Project with Costs and Timelines – Voted Item - [Approved](#)

- a. YECA Dispatch Room remodel summary

MOTION: Lopez SECOND: Kinney AYES: Binns, Kinney, McKinney, Lopez Absent: Miller

ED Humphrey presented updated Dispatch Room remodel costs, no additional costs will be needed from current fiscal year budget or the general reserve but funds will need to be appropriated and approved by the board at a future meeting. Target completion date for this project is mid-December.

Entry No. 7

Closed Session – Out of Session: 2:10pm

Conference with Labor Negotiator (CG54957.6)

Agency Representative: Dena Humphrey, Executive Director

Back in Session: 2:43pm– Reportable Action – Direction provided to staff.

Entry No. 8

Minute Order No. 2024-22

Yolo County Dispatchers Association (YCDA) Amendment Extension for One (1) Year with New Expiring Term of June 30, 2026 with Compensational Increases & Compensated Time Off (CTO) Temporary Annual Accrual Increase Side Letters & Non-Represented Dispatcher Supervisory Group – Voted Item – [Approved](#)

- a. Staff summary explaining extension terms dates and compensation enhancements
- b. Proposed MOU Side Letter – 2024 MOU Extension & Salary Table
- c. Proposed MOU Side Letter – 2024 MOU CTO Temp Annual Accrual Increase
- d. Proposed YECA FY24/25 & FY25/26 Agency Salary Table
- e. Proposed YECA FY24/25 Authorized Position Resolution

ED Humphrey highlighted that percentages were based on market indicators comparing YECA to neighboring PSAPs that put YECA in medium range. With these compensational increases the agency hopes to retain current employees and attract future talent to the agency.

MOTION: McKinney SECOND: Kinney AYES: Binns, Kinney, McKinney, Lopez Absent: Miller

Entry No. 9

Next Scheduled JPA Board Meeting Date: October 2, 2024 –Location TBD

Entry No. 10

Items for Future Meeting Agenda –

- a. Elections for new fiscal year Chair & Co-Chair

Entry No. 11

Meeting Adjourned at 2:55pm

Minutes submitted by Tianna Dumas

STAFF REPORT

Agenda Item: 5.b

Date: November 6, 2024
To: YECA Governing Board
Thru: Dena Humphrey, Executive Director
From: Vanesa Hoyt, Operations Manager
Subject: September 2024 Operations Division Report
Recommendation: No action required; information only.
Summary: Operations staff is currently engaged in the following:

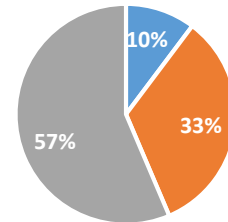
Staffing:

1. Out of 39 funded operations positions:

Classification	Filled	Funded	Vacant
Operations Manager	1	1	0
Dispatch Supervisor	4	4	0
Dispatcher III	4	4	0
Dispatcher I/II	26	26	0
Dispatch Assistant	1	4	3
TOTAL	36	39	3

September 2024

■ Vacancies ■ In-Training ■ Trained



- a. Meghan Heald has completed training on all 4 consoles.
- b. Ledina Barrientes has completed training on the YSO/WNP radio (3rd console) and has begun training on the Fire radio (4th console).
- c. Toni Hogan has completed training on the WDP radio (2nd console) and has begun training on the WSP radio (3rd console).
- d. Hollie Kiser has completed training on the YSO/WNP radio (1st console) and has begun training on the WDP radio (2nd console).
- e. Benicia Lammon has completed training on the WDP radio (1st console) and has begun training on the WSP radio (2nd console).
- f. Madison Burgess has completed training on the Fire radio (1st console) and has begun training on the WDP radio (2nd console).
- g. Angelina Paxton, Brianna Gunter, Tayra Eidenbenz and Shelbee Hudson have completed the call-taking phase of their training.
- h. New dispatchers Makayla Brooks, Monique Gomez, and Mackenzie Daniels have completed the in-house academy and have begun the call taking phase of training.

2. Kathryn Gonzalez was recently promoted to the Dispatcher III position.

Statistical Information:

Monthly Phone Statistics:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD
9-1-1	4,450	4,477	4,744	4,984	5,751	5,600	5,855	5,700	4,949	46,510
7-Digit Emergency	1,004	941	875	900	1,036	1,140	1,166	956	960	8,978
AMR	93	92	63	96	119	92	92	94	94	835
West Sacramento	3,167	3,497	3,338	3,613	3,753	3,644	3,806	3,584	3,678	32,080
Winters	244	230	245	244	299	250	363	265	272	2,412
Woodland	3,704	3,492	3,565	3,686	4,215	3,658	4,044	4,020	3,515	33,899
Yolo	4,617	4,740	4,835	5,022	4,938	4,754	5,031	4,922	4,691	43,550
Outgoing	4,983	4,935	4,742	5,276	5,293	5,054	5,458	5,347	5,257	46,345
TOTAL	22,262	22,404	22,407	23,821	25,404	24,192	25,815	24,888	23,416	214,609

Monthly CAD Events:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD
West Sacramento										
Law	4,369	4,365	4,634	4,713	5,038	5,027	5,167	5,020	4,964	43,297
Fire	430	400	428	383	469	465	470	437	432	3,914
Medical	637	576	559	579	672	620	665	630	585	5,523
Animal Control	185	185	206	214	213	214	192	188	198	1,795
Public Works/Support	31	58	29	30	27	45	51	54	41	366
TOTAL	5,652	5,584	5,856	5,919	6,419	6,371	6,545	6,329	6,220	54,895
Winters										
Law	363	405	387	428	508	559	622	554	485	4,311
Fire	52	74	61	84	67	57	66	80	53	594
Medical	50	60	50	64	39	63	60	70	65	521
Animal Control	11	18	24	18	28	27	24	28	26	204
Public Works/Support	9	11	4	4	6	3	11	5	6	59
TOTAL	485	568	526	598	648	709	783	737	635	5,689
Woodland										

Law	4,497	4,183	4,612	4,614	5,037	4,508	5,005	5,176	4,679	42,311
Fire	265	272	258	282	312	353	387	320	310	2,759
Medical	525	487	443	513	553	484	502	528	490	4,525
Animal Control	200	166	188	226	192	227	220	236	253	1,908
Public Works/Support	68	184	54	61	61	67	62	67	69	693
TOTAL	5,555	5,292	5,555	5,696	6,155	5,639	6,176	6,327	5,801	52,196
YSO										
Law	3,096	3,022	2,975	2,794	2,994	2,881	2,934	3,539	3,121	27,356
Fire	430	478	626	691	487	404	368	380	451	4,315
Medical	100	80	105	103	102	111	91	135	89	916
Animal Control	280	261	240	276	284	267	344	328	291	2,571
Public Works/Support	781	755	711	736	772	818	813	909	894	7,189
TOTAL	4,687	4,596	4,657	4,600	4,639	4,481	4,550	5,291	4,846	42,347
Yocha Dehe										
Fire	10	9	8	9	9	17	18	12	12	104
Medical	18	19	30	24	29	23	29	23	29	224
TOTAL	28	28	38	33	38	40	47	35	41	328
Arbuckle										
Fire	23	14	13	18	15	23	15	17	25	163
Medical	22	23	24	20	21	15	17	18	9	169
TOTAL	45	37	37	38	36	38	32	35	34	332
UCD/DFD										
Fire	76	86	100	111	99	141	112	100	106	931
Medical	58	61	40	75	68	43	29	18	46	438
TOTAL	134	147	140	186	167	184	141	118	152	1,369
GRAND TOTAL	16,586	16,252	16,809	17,070	18,102	17,462	18,274	18,872	17,729	157,156

CLETS Inquiries/Returns:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD
Inquiries	10,065	9,290	10,492	9,200	10,492	10,231	11,020	11,888	10,358	93,036
Returns	52,233	48,451	56,259	48,663	56,259	53,534	57,281	60,283	53,797	486,760

Confidential Records Requests (Audio & CAD Print out):

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD
16	15	14	22	33	20	15	18	19	172

After-Hours Records Entries:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD
West Sacramento	280	271	282	267	277	322	251	266	279	2,495
Winters	0	0	0	0	0	0	0	0	0	0
Woodland	0	0	0	0	0	0	0	0	0	0
TOTAL	280	271	282	267	277	322	251	266	279	2,495

Text to 9-1-1:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD
TOTAL	9	11	10	7	7	12	7	23	16	102

IROC (Fire- Interagency Resource Ordering Capability):

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD
IROC Fill Orders	0	0	0	0	0	5	22	8	6	41
IROC Updates	0	0	0	0	4	1	2	1	1	9

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)	<u>Jan</u> (1700)	<u>Feb</u> (1800)	<u>Mar</u> (1500)	<u>Apr</u> (1600)	<u>May</u> (1900)	<u>Jun</u> (1200)	<u>Jul</u> (2100)	<u>Aug</u> (1600)	<u>Sep</u> (1500)	YTD
0-10 seconds	95.76%	96.30%	97.47%	93.40%	96.56%	95.28%	95.53%	89.07%	90.71%	94.45%
0-15 seconds	98.94%	99.38%	99.28%	97.80%	98.94%	98.61%	97.77%	97.27%	99.07%	98.56%
0-20 seconds	99.65%	99.69%	99.28	99.06%	99.74%	99.72%	99.44%	99.45%	100%	99.51%

Projects:

1. Leadership Development Training
 - a. Operations Manager training for Vanesa Hoyt
 - b. Leadership pilot program
2. EMD-QA
 - a. Operations Manager 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. Succession Planning
5. 2024 In-Service Training Plan
 - a. Radio Academy (January, April, November)
 - b. ProQA Refresher Training (January & December)
 - c. Fire Season Training (May-July)
 - d. IROC Refresher Training (May-June)
6. CalOES GIS Pilot Project
7. NG9-1-1 Equipment Installations
 - a. YECA is in Phase 2 of 5 under CalOES implementation timeline
 - 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 2025
 - g. YECA staff in selection stage of Cloud-based CPE
8. Applicant Tracking System
9. Onboarding Implementation
10. Headset Replacement
11. Employee Evaluation Model
12. Dispatch Remodel
13. Employee Wellness Program
14. Multi-Discipline Protocol Review
15. Active Assailant Protocol implementation
16. Schedule Program
17. Artificial Intelligence for non-emergency calls

Agenda Item: 5.C

YECA BUDGET MANAGEMENT SUMMARY

2024 / 2025 As of 10/31/2024

		8%	17%	25%	33%	42%	50%	58%	67%	75%	83%	92%	100%
B/U	30	JUL-24	AUG-24	SEPT-24	OCT-24	NOV-24	DEC-24	JAN-25	FEB-25	MAR-25	APR-25	MAY-25	JUN-25
ADMINISTRATION													
	Appropriations	\$ 2,139,226	\$ 2,139,226	\$ 2,139,226	\$ 2,139,226	\$ 2,139,226	\$ 2,139,226	\$ 2,139,226	\$ 2,139,226	\$ 2,139,226	\$ 2,139,226	\$ 2,139,226	\$ 2,139,226
	Encumbrances	-	-	-	-	-	-	-	-	-	-	-	-
	Expenditures	\$ 191,849	\$ 397,987	\$ 530,083	-	-	-	-	-	-	-	-	-
	Unencumbered	\$ 1,947,378	\$ 1,741,239	\$ 1,609,143	\$ 2,139,226	\$ 2,139,226	\$ 1,339,224	\$ 2,139,226	\$ 2,139,226	\$ 2,139,226	\$ 2,139,226	\$ 2,139,226	\$ 2,139,226
	Percent Expended	9%	19%	25%	0%	0%	0%	0%	0%	0%	0%	0%	0%
OPERATIONS - DISPATCH													
	Appropriations	\$ 4,937,697	\$ 4,937,697	\$ 4,937,697	\$ 4,937,697	\$ 4,937,697	\$ 4,937,697	\$ 4,937,697	\$ 4,937,697	\$ 4,937,697	\$ 4,937,697	\$ 4,937,697	\$ 4,937,697
	Encumbrances	-	-	-	-	-	-	-	-	-	-	-	-
	Expenditures	\$ 611,437	\$ 892,354	\$ 1,209,947	-	-	-	-	-	-	-	-	-
	Unencumbered	\$ 4,326,260	\$ 4,045,343	\$ 3,727,750	\$ 4,937,697	\$ 4,937,697	\$ 4,937,697	\$ 4,937,697	\$ 4,937,697	\$ 4,937,697	\$ 4,937,697	\$ 4,937,697	\$ 4,937,697
	Percent Expended	12%	18%	25%	0%	0%	0%	0%	0%	0%	0%	0%	0%
INFORMATION TECHNOLOGY													
	Appropriations	\$ 761,300	\$ 761,300	\$ 761,300	\$ 761,300	\$ 761,300	\$ 761,300	\$ 761,300	\$ 761,300	\$ 761,300	\$ 761,300	\$ 761,300	\$ 761,300
	Encumbrances	-	-	-	-	-	-	-	-	-	-	-	-
	Expenditures	\$ 85,550	\$ 113,366	\$ 442,283	-	-	-	-	-	-	-	-	-
	Unencumbered	\$ 675,750	\$ 647,934	\$ 319,017	\$ 761,300	\$ 761,300	\$ 761,300	\$ 761,300	\$ 761,300	\$ 761,300	\$ 761,300	\$ 761,300	\$ 761,300
	Percent Expended	11%	15%	58%	0%	0%	0%	0%	0%	0%	0%	0%	0%
TOTAL Appropriations		\$ 7,838,223	\$ 7,838,223	\$ 7,838,223	\$ 7,838,223	\$ 7,838,223	\$ 7,838,223	\$ 7,838,223	\$ 7,838,223	\$ 7,838,223	\$ 7,838,223	\$ 7,838,223	\$ 7,838,223
Encumbrances		-	-	-	-	-	-	-	-	-	-	-	-
Expenditures		\$ 888,836	\$ 1,403,707	\$ 2,182,313	-	-	-	-	-	-	-	-	-
Unencumbered		\$ 6,949,387	\$ 6,434,516	\$ 5,655,910	\$ 7,838,223	\$ 7,838,223	\$ 7,838,223	\$ 7,838,223	\$ 7,838,223	\$ 7,838,223	\$ 7,838,223	\$ 7,838,223	\$ 7,838,223
Percent Expended		11%	18%	28%	0%	0%	0%	0%	0%	0%	0%	0%	0%
TOTAL Estimated Revenue		\$ 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
Total Revenue		\$ 4,154,559	\$ 4,291,722	\$ 5,522,277	\$ 375,000	\$ 375,000	\$ 375,000	\$ 375,000	\$ 375,000	\$ 375,000	\$ 375,000	\$ 375,000	\$ 375,000
Unrealized Revenue		\$ 3,583,053	\$ 3,445,890	\$ 2,215,335	\$ 7,362,612	\$ 7,362,612	\$ 7,362,612	\$ 7,362,612	\$ 7,362,612	\$ 7,362,612	\$ 7,362,612	\$ 7,362,612	\$ 7,362,612
Percent Realized		54%	55%	71%	5%	5%	5%	5%	5%	5%	5%	5%	5%



Quarter 3, 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	180	67	12	87	345	83	123	84	660
2	127	1,797	138	132	120	2,006	104	545	121	4,480

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	64	157	38	11	54	285	64	119	59	572
2	175	1,368	89	128	156	1,609	117	495	155	3,600

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	358	24	143	1	123	60	87	4	185	89
2	235	429	92	4	216	397	189	50	223	880

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	706	24	656	1	421	60	174	4	489	89
2	1063	429	154	4	1036	397	667	50	1024	880

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	149	180	89	12	118	345	67	123	116	660
2	387	1,797	91	132	330	2,006	168	545	326	4,480



Quarter 3, 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	56	500	59	58	47	729	42	8	54	238	51	1,533
Code 3	59	1,729	58	283	59	2,320	47	109	66	954	60	5,395

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	500	20	58	24	729	16	8	20	238	22	1,533
Code 3	19	1,729	20	283	21	2,320	23	109	22	954	21	5,395

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	69	129	72	15	40	260	46	4	54	110	51	518
	Code 3	70	468	67	115	64	757	54	30	67	607	66	1,977
Medical Aid Call Types	Code 2	51	371	55	43	51	464	37	4	55	128	52	1,010
	Code 3	55	1,263	51	169	56	1,566	44	79	64	350	56	3,427

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	22	129	25	15	23	260	13	4	22	110	23	518
	Code 3	22	468	22	115	23	757	18	30	23	607	23	1,977
Medical Aid Call Types	Code 2	19	371	19	43	19	464	19	4	19	128	19	1,010
	Code 3	19	1,263	18	169	19	1,566	24	79	20	350	19	3,427

STAFF REPORT

Agenda Item: 5.e

Date: November 6, 2024
To: YECA Governing Board
From: Dena Humphrey, Executive Director
Subject: FY24/25 Budget Adjustments – Summary Report

Summary:

The following summary report details the necessary FY24/25 budget adjustments made with the in/out flows throughout the year. This summary of adjustments provides a record of the changes that took place from the original FY24/25 Final Budget approved by the Board for audit purposes. Some of the reasons included e.g., reimbursements and transfer of funds after the final budget was approved.

Fund	Division	Account	Amount	Notes
10	30	81070	\$ 43,405	AT&T 9-1-1 CPE Maintenance
10	30	75090	\$ (43,405)	Reiumbursement from State
20		54500	\$ 200,000	Transfer Out Reserve Fund Grant Match for Dispatch Remodel
10	80	79000	\$ (200,000)	Transfer In Grant Match for Dispatch Remodel
10	80	79999	\$ (200,000)	Increase Budget Using Fund Balance for Dispatch Remodel

AT&T 9-1-1 CPE Maintenance

YECA utilizes AT&T’s VESTA 9-1-1 telephone premise equipment to provide call handling in alignment with our Agency goals. YECA’s premise system is in year 8 of its life cycle, up for renewal of the annual maintenance term. At the maintenance renewal term, November 23, 2024 – November 22, 2025, YECA will be required to pay the extended maintenance amount of \$43,404.55 and submit for reimbursement through the CalOES TD290 process. The reimbursement process takes approximately 6-8 weeks.

Dispatch Remodel

The Board approved the Dispatch Remodel Project for a total budget of \$400k; using \$200k from the Reserve Grant Match fund and the remaining balance of \$200k from the use of FY23/24 fund balance.

STAFF REPORT

Agenda Item: 5.f

Date: November 6, 2024
To: YECA Governing Board
From: Dena Humphrey, Executive Director
Subject: Administration Holiday Closure Schedule - Voted Item

Recommendation: To approve the closure of administrative staffing for two days during the upcoming Holiday season

Summary:

Each year the agency minimally staffs the front office during the holiday season. This year Christmas and New Year's Day falls on a Wednesday. As most public agencies within the county close down administrative functions for one to two weeks during the holiday season, the agency requests to close down the Thursday and Friday during Christmas week for administrative functions only. Administrative staff would be required to use personal leave for these two days and IT would remain on-call for support services.

Proposed Closure Dates for Administrative Functions:

- Thursday, December 26, 2024
- Friday, December 27, 2024

Agenda Item: 5.g

Date: November 6, 2024
To: YECA Governing Board
Thru: Dena Humphrey, Executive Director
From: Leah Goodwin, Deputy Director
Subject: Workplace Violence Prevention Policy - Voted Item

Introduction:

SB-553 Occupational safety: workplace violence: restraining orders and workplace violence prevention plan requires California employers to implement workplace violence prevention plans. Requirements of these plans include implementing a policy document identifying potential violence, responding to potential violence, and training and reporting mechanisms. The primary purpose of this Workplace Violence Prevention Plan is to protect employees from workplace violence by providing a reporting mechanism, response procedure, and corrective action plan for threats of violence and workplace violence.

Summary:

The proposed policy for YECA’s Workplace Violence Prevention Policy is being presented to the Board for adoption to fulfill SB533 requirements. This policy was reviewed and provided by Yolo County Counsel.

Key Components of the Plan:

- Definitions
- Training
- Reporting Mechanisms
- Response Procedures
- Workplace Hazard Corrections
- Recordkeeping
- Reporting

Proposed Implementation Timeline:

With Board approval, the proposed plan will be decimated to staff for review with Vector Solutions Workplace Prevention Training to enhance understanding and expectations December 1, 2024. Full implementation effective January 2, 2025.

Impacts:

The proposed plan will put YECA in compliance with SB533 employer requirements and allow for a streamlined and efficient response to threats or acts of violence within the workplace.

Budget Considerations:

Costs associated with implementing the proposed plan are limited to staff time for initial training and ongoing training. Training resources are provided through YCPARMIA’s Vector Solutions Training Portal.

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TITLE: Workplace Violence Prevention Plan

DEPARTMENT: Human Resources

TYPE: Policy 3525

DATE: October 31, 2024

REVISION:

A. STATEMENT OF PURPOSE

Yolo Emergency Communications Agency “YECA” is committed to ensuring a workplace environment free from threats and acts of violence. Threats of violence or violent acts in the workplace will not be tolerated. The primary purpose of this Workplace Violence Prevention Plan is to protect employees from workplace violence by providing a reporting mechanism, response procedure, and corrective action plan for threats of violence and workplace violence. Employees are directed to report threats of violence and incidents of workplace violence pursuant to this policy.

B. DEFINITIONS

Emergency - Unanticipated circumstances that can be life threatening or pose a risk of significant injuries to employees or other persons.

Plan - This workplace violence prevention plan required by Labor Code Section 6401.9.

Threat of violence - Any verbal or written statement, including but not limited to, texts, electronic messages, social media messages, or other online posts, or any behavioral or physical conduct, that conveys an intent, or that is reasonably perceived to convey an intent, to cause physical harm or to place someone in fear of physical harm, and that serves no legitimate purpose.

Violent incident log - The violent incident log required by Labor Code Section 6401.9. This log will be maintained by the Safety Committee.

Workplace violence - Any act of violence or threat of violence that occurs in a place of employment. Workplace violence includes, but is not limited to, the following:

- The threat or use of physical force against an employee that results in, or has a high likelihood of resulting in, injury, psychological trauma, or stress, regardless of whether the employee sustains an injury.
- An incident involving a threat or use of a firearm or other dangerous weapon, including the use of common objects as weapons, regardless of whether the employee sustains an injury.

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Workplace violence does not include lawful acts of self-defense or defense of others.

Workplace violence injury - Any physical injury that occurs in a place of employment as a result of workplace violence. A workplace violence injury need not be serious in nature to merit response under this policy. Examples of a workplace violence injury may include, but is not limited to, bruising, abrasions, swelling, loss of consciousness, concussion, bone fracture, protracted loss or impairment of function of any bodily member or organ, and serious disfigurement.

C. RESPONSIBILITY

The Workplace Violence Prevention Plan (“WVPP”) Administrator, Human Resources and the Risk Manager, has the authority and responsibility for implementing the provisions of this plan for YECA.

Position / Phone #	WVPP Responsibilities
Human Resources (530) 666-8911	The Human Resources Department will approve the final plan and any changes made thereafter, subject to final approval from the YECA Governing Board.
Risk Manager (530) 666-8911	The Risk Manager conducts safety inspections, coordinates emergency response procedures, communicates with other employees about the plan, organizes Safety Committee meetings, develops, and updates training materials, and handles any reports of workplace violence.

All managers, supervisors, and Safety Committee Members are responsible for implementing and maintaining the WVPP in their work areas, and for answering employee questions about the WVPP.

D. EMPLOYEE ACTIVE INVOLVEMENT

The Agency implements the following standards to obtain active involvement of employees and authorized employee representatives in the WVPP.

The Agency will work with and allow employees and authorized employee representatives to participate in the following:

- 1. Identifying, evaluating, and determining corrective measures to prevent workplace violence.** It shall be the policy of the Agency to provide ongoing training opportunities and to facilitate access to educational resources for the identification and prevention of workplace violence. The Agency shall ensure that this WVPP and other key policies and procedures (e.g., Whistleblower Protection, Code of Ethics-Standards of Ethical Conduct, Workplace Civility, Equal Employment Opportunity, Equal Employment Opportunity and Harassment), and training mandated by law or statute (e.g., Sexual

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Harassment Prevention and job classification, profession, or role specific safety training) is accomplished in compliance with the applicable mandate.

The Risk Manager conducts monthly countywide safety meetings with department representatives to discuss identification of workplace hazards and potential violence in the workplace. The Safety Committee then evaluates identified concerns and how to correct them in a timely manner. These meetings also involve discussions of recent accidents, and a review of relevant Agency safety procedures, when appropriate.

- 2. Designing and implementing training.** Employees may request to participate in designing and implementing WVPP training. Supervisors are encouraged to allow employees reasonable opportunities to participate, where participation adds value to the employee's current or prospective job duties, or where time away from job duties is feasible and funds, if applicable, are available.

The Agency shall, through the YCPARMIA's Vector learning management system and in-house training, offer an ongoing training designed to do the following:

- Prepare employees for their specific job responsibilities.
- Increase employees' level of technical, behavioral, or managerial competence.
- Allow development of new skills that may lead to beneficial job changes, promotions, and/or increased responsibilities.
- Prepare employees to meet the challenges brought about by organizational, technological, or workplace environmental changes.
- Assure compliance with and current knowledge of local, state, and federal regulations that impact the workplace.
- Comply with training mandates from local, state, or federal government.

Responsibility for the catalogue content shall rest with Human Resources, who from time to time shall survey employees, managers, and department heads to determine topics for training and development.

- 3. Reporting and investigating workplace violence incidents.** The Agency is committed to ensuring a workplace environment free from threats and acts of violence. Threats of violence or violent acts in the workplace will not be tolerated. Any threats or incidents of violence must be reported promptly. The Agency will take all reasonable and necessary steps to prevent violence in the workplace, in accordance with the type of incident (LEVEL 1, LEVEL 2, or LEVEL 3) defined with action steps in the table below.

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LEVEL 1 - IMMEDIATE PHYSICAL THREAT TO PERSON OR PROPERTY

Examples: Bomb threat; employee assaulted in the parking lot; prosecutor citizen in our building brandishing a weapon; any instance in which an employee is subjected to a workplace violence injury, and/or employee threatens another employee or citizen with immediate harm or damage to property.

ACTION STEPS	RESPONSIBLE PERSON(S)
Call for emergency responders (Relate the specifics of the incident to ensure appropriate personnel are dispatched.)	Employee
Contact YECA Supervision	Employee
Notify Supervisor or Manager and Department Head	YECA Supervision
Notify Risk Manager	YECA Supervision
Notify Executive Director	Risk Manager
Determination of countywide notification of incident	Executive Director, Risk Manager

LEVEL 2 - SERIOUS, BUT NOT IMMEDIATE, THREAT TO PERSON OR PROPERTY

Examples: Verbal threat to commit physical harm or property damage in the near future; an employee receives threat of damage to personal vehicle; threats associated with domestic issues or domestic violence.

ACTION STEPS	RESPONSIBLE PERSON(S)
Notify Supervisor or Manager	Employee
Notify Department Head and Human Resources Director	YECA Supervision
Notify Risk Manager	YECA Supervision
Notify Law Enforcement and Department Head	YECA Supervision
Assess and implement preventive security measures	Executive Director, Risk Manager, Safety Committee, YECA Supervision

LEVEL 3 - NONPHYSICAL THREAT

Examples: Verbal harassment without a threat of physical harm to persons or property.

ACTION STEPS	RESPONSIBLE PERSON(S)
Notify Supervisor or Manager	Employee
Notify Department Head and Human Resources	Supervisor or Manager
Notify Risk Manager	Human Resources

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Notify Department Safety Committee Member	Risk Manager
Attempt to resolve	Executive Director, Risk Manager, Safety Committee, YECA Supervision

Employees are encouraged to report disputes in which there is a **high potential** of violence being brought into the workplace. Once reported, the WVPP Administrator can then assist in taking steps to protect the employee and co-workers. To that end, the YECA Board delegates joint authority to the County Counsel and YECA Executive Director, following consultation with the County Counsel or a designee, to seek a restraining order on behalf of the Agency.

4. YECA also provides a number of ways to report workplace issues. Employees may report harassment or violence by:
 - Talking with their Supervisor;
 - Contacting the Human Resources Department at (530) 666-8911 and/or inquiry@yolo911.org;

Nothing in this section prohibits employees from discussing concerns with their authorized representative, including their bargaining unit representative.

E. EMPLOYEE COMPLIANCE

The Agency’s system to ensure that employees comply with the rules and work practices designed to make the workplace more secure, and that they do not engage in threats or physical actions which create a safety or security hazard for others in the workplace, includes at a minimum:

1. Training employees, supervisors, and managers in the provisions of the WVPP.
2. Effective procedures to ensure that supervisory and nonsupervisory employees comply with the WVPP. The Agency will ensure compliance by the following:
 - Maintaining open communication with its employees;
 - Consistently applying policies throughout the organization;
 - Providing training resources for managers and supervisors;
 - Ongoing communication through Safety Committee meetings;
 - Setting clear expectations of acceptable workplace behaviors;
 - Providing retraining to employees whose safety performance and/or workplace behavior is not aligned with the WVPP;

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- Recognizing employees who demonstrate work practices that promote the WVPP in the workplace by issuing memos, emails, or certificates of recognition, when appropriate;
- The WVPP Administrator will ensure that all workplace violence policies and procedures within this written plan are clearly communicated and understood by all employees. Managers and supervisors will enforce the rules fairly and uniformly. All employees will follow all workplace violence prevention plan directives, policies, and procedures, and assist in maintaining a safe work environment; and
- Issuing employee discipline if an employee fails to comply with the WVPP pursuant to Article 14 of the YCDA disciplinary procedures and the applicable Memorandums of Understanding.

F. COMMUNICATION WITH EMPLOYEES

Two-way communication between management and staff about workplace violence issues is essential to a safe and productive workplace. The following communication system is designed to facilitate a continuous flow of workplace violence prevention information throughout the organization in a form that is readily understandable by all employees, and consists of one or more of the following:

1. New employee orientation including workplace violence prevention policies and procedures.
2. Workplace violence prevention training programs.
3. Regularly scheduled Safety Committee meetings that address safety issues and potential workplace violence hazards.
4. Effective communication between employees and supervisors about workplace violence prevention and violence concerns. Communication between employees and supervisors regarding workplace violence will be accomplished by:
 - One on one conversations between supervisor and employee (without fear of reprisal/ retaliation);
 - Use of the secure intranet mailbox (inquiry@yolo911.org) to report workplace violence concerns;
 - Discussions with the Department Safety Committee Member;
 - Job-specific training;
 - Departmental "tailgate" meetings (e.g., brief safety meetings designed to inform workers about the hazards associated with specific tasks);
 - Evaluating the WVPP communications process on an annual basis;

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5. Posted or distributed workplace violence prevention information.

Employee concerns will be investigated in a timely manner, and they will be informed of the results of the investigation and any corrective actions to be taken.

G. WORKPLACE VIOLENCE INCIDENT REPORTING PROCEDURE

YECA will implement effective procedures to ensure that threats or acts of workplace violence are reported. This will be accomplished by any of the methods articulated in previous sections, and specifically, Section D. Employee Active Involvement and Section F. Communication with Employees. If necessary, incidents may be reported directly to the WVPP Administrator.

Employees who report harmful, discriminatory, or unethical behaviors will be protected from retaliation. Employees will not suffer retaliation or other adverse job actions for making a good-faith report of actual or potential workplace violence. The goal is to prevent victimization and other retaliatory behaviors towards the employee. Employees should not be afraid to speak up about these issues and it is in Agency's best interests to resolve them promptly. In all cases, the Agency will strive to maintain legality and uphold government ethics. Anti-retaliation applies to all prospective, current, or former employees of Yolo Emergency Communications Agency.

H. EMERGENCY RESPONSE PROCEDURES

The Agency has in place the following specific measures to handle actual or potential workplace violence emergencies:

1. Effective means to alert employees of the presence, location, and nature of workplace violence emergencies by the following: notification system and email announcements.
2. In accordance with OSHA Standard (29 CFR 1910.38) YECA will provide training on Agency wide evacuation and sheltering plans.
3. In the event of an emergency, including a Workplace Violence Emergency, follow the action steps referenced in Section D. Employee Active Involvement.

I. WORKPLACE VIOLENCE HAZARD IDENTIFICATION AND EVALUATION

The following inspections are established and required to be conducted by the Agency to ensure that workplace violence hazards are identified and evaluated.

1. **General Inspections.** Inspections shall be conducted when the WVPP is first established, after a workplace violence incident occurs, and whenever the employer is made aware of a new or previously unrecognized hazard. The Safety Committee will review all submitted/reported concerns of potential hazards.
2. **Periodic Inspections.** Periodic inspections of workplace violence hazards will identify unsafe conditions and work practices. This may require assessment for more than one type of workplace violence. Periodic inspections shall be conducted quarterly or when a

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potential workplace hazard is reported. Periodic inspections to identify and evaluate workplace violence and hazards will be performed by the Safety Committee. Each Safety Committee Member will perform periodic inspections within their own assigned Department. A roster of Safety Committee Members is maintained by the Risk Manager on the Agency's employee intranet.

Inspections for workplace violence hazards may include assessing:

- Lack of perimeter security (24 hours);
- Vagrancy;
- Lack of situational awareness;
- Absence of safety training;
- Procedures for reporting suspicious persons or activities;
- Malfunctioning equipment, e.g., emergency buttons and alarms;
- Inadequate signage directing employees to safe areas;
- The availability of employee escape routes; and
- Failure to act on potential threats.

J. WORKPLACE VIOLENCE HAZARD CORRECTION

Workplace violence hazards will be evaluated and corrected in a timely manner. YECA will implement the following effective procedures to correct workplace violence hazards that are identified:

1. If an imminent workplace violence hazard exists that cannot be immediately abated without endangering employee(s), all exposed employee(s) will remain in locked down in the center, if appropriate, until law enforcement or appropriate personnel can respond to correct the existing condition.
2. The County Safety Committee and the associated Department Safety Committee Member will serve as a point of contact for LEVEL 1, 2, and 3 incident correction.

K. PROCEDURES FOR POST INCIDENT RESPONSE AND INVESTIGATION

After a workplace incident, the Risk Manager, the Department Head, and the Department Safety Committee Member will visit the scene of an incident as soon as it is safe and practical. The WVPP Administrator or their designee will implement the following post-incident procedures:

1. Interview involved parties, such as employees, witnesses, law enforcement, and/or security personnel.
2. Review security footage of existing security cameras if applicable.

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3. Examine the workplace for security risk factors associated with the incident, including any previous reports of inappropriate behavior by the perpetrator.
4. Determine the cause of the incident.
5. Take corrective action to prevent similar incidents from occurring.
6. Obtain any reports completed by law enforcement.
7. Record the findings in the Violent Incident Log and ensuring corrective actions are taken. The violent incident log will be used for every workplace violence incident and will include information, such as:
 - The date, time, and location of the incident.
 - The workplace violence type or types involved in the incident.
 - A detailed description of the incident.
 - A classification of who committed the violence, including whether the perpetrator was a client or customer, family or friend of a client or customer, stranger with criminal intent, coworker, supervisor or manager, partner or spouse, parent or relative, or another perpetrator.
 - A classification of circumstances at the time of the incident, including but not limited to, whether the employee was completing usual job duties, working in poorly lit areas, rushed, working during a low staffing level, isolated or alone, unable to get help or assistance, working in a community setting, or working in an unfamiliar or new location.
 - A classification of where the incident occurred, such as in the workplace, parking lot or other area outside the workplace, or other area.
 - The type of incident (LEVEL 1, LEVEL 2, or LEVEL 3), including but not limited to, whether it involved any of the following:
 - Physical attack without a weapon, including but not limited to, biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching, or spitting.
 - Attack with a weapon or object, including but not limited to, a firearm, knife, or other object.
 - Threat of physical force or threat of the use of a weapon or other object.
 - Sexual assault or threat, including but not limited to, rape, attempted rape, physical display, or unwanted verbal or physical sexual contact.
 - Animal attack.
 - Other relevant information regarding type of violence.

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- Consequences of the incident, including but not limited to:
 - Whether security or law enforcement was contacted and their response.
 - Actions taken to protect employees from a continuing threat or from any other hazards identified as a result of the incident.
 - Information about the person completing the log, including their name, job title, and the date completed.
- 8. Reviewing all previous Violent Incident Log incidences.
- 9. Ensure that no personal identifying information is recorded or documented in the Violent Incident Log. This includes information which would reveal identification of any person involved in a violent incident, such as the person's name, address, electronic mail address, telephone number, social security number, or other information that, alone or in combination with other publicly available information, reveals the person's identity.

L. TRAINING AND INSTRUCTION

All employees, including managers and supervisors, will have training and instruction on general and job-specific workplace violence practices. These sessions could involve presentations, discussions, and practical exercises. Training and instruction will be provided as follows:

- When the WVPP is first established;
- Upon hire and recurring annually to ensure all employees understand and comply with the plan;
- Whenever a new or previously unrecognized workplace violence hazard has been identified and when changes are made to the plan. The additional training may be limited to addressing the new workplace violence hazard or changes to the plan.

The Agency will provide its employees with training and instruction on the definitions found on page 1 of this plan and the requirements listed below:

- The Agency's WVPP, how to obtain a copy of the WVPP at no cost, and how to participate in development and implementation of the WVPP.
- How to report workplace violence incidents or concerns to the Agency or law enforcement without fear of reprisal.
- Workplace violence hazards specific to employees' jobs, the corrective measures the Agency has implemented, how to seek assistance to prevent or respond to violence, and strategies to avoid physical harm.
- The Violent Incident Log and how to obtain copies of the log and/or records pertaining to hazard identification, evaluation and correction, and training records.

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- Opportunities the Agency has for interactive questions and answers with a person knowledgeable about the WVPP.
- Strategies to avoid/prevent workplace violence and physical harm, such as:
 - How to recognize workplace violence hazards including the risk factors associated with workplace violence.
 - Ways to defuse hostile or threatening situations.
- How to recognize alerts, alarms, or other warnings about emergency conditions and how to use identified escape routes or locations for sheltering.
- Employee routes of escape, shelter-in-place.
- Post-event trauma counseling for employees desiring such assistance.

M. EMPLOYEE ACCESS TO THE WVPP

The Agency ensures that the WVPP plan shall be in writing and shall always be available and easily accessible to employees, authorized employee representatives, and representatives of Cal/OSHA. This will be accomplished by:

1. Providing a printed copy of the WVPP upon request from an employee or designated representative. An electronic copy of the WVPP may be provided if agreed to by the employee or designated representative.
2. Providing unobstructed access through a company server or website, which allows an employee to review, print, and email the current version of the written WVPP. Unobstructed access means that the employee, as part of their regular work duties, predictably and routinely uses the electronic means to communicate with management or co-employees.

N. RECORDKEEPING

The Agency will:

1. Create and maintain records of workplace violence hazard identification, evaluation, and correction, for a minimum of five (5) years.
2. Create and maintain training records for a minimum of one (1) year and include the following:
 - Training dates.
 - Contents or a summary of the training sessions.
 - Names and qualifications of persons conducting the training.
 - Names and job titles of all persons attending the training sessions.

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3. Maintain violent incident logs for a minimum of five (5) years.
4. Maintain records of workplace violence incident investigations for a minimum of five (5) years. The records shall not contain medical information per subdivision (j) of Section 56.05 of the Civil Code.

All records of workplace violence hazard identification, evaluation, and correction; training, incident logs and workplace violence incident investigations required by Labor Code Section 6401.9(f), shall be made available to Cal/OSHA upon request for examination and copying.

O. ACCESS TO RECORDS

The following records shall be made available to employees and their representatives, upon request and without cost, for examination and copying within **15 calendar days of a request**:

1. Records of workplace violence hazard identification, evaluation, and correction.
2. Training records.
3. Violent incident logs.

P. REVIEW AND REVISION OF THE WVPP

The Agency WVPP will be reviewed for effectiveness:

1. When a deficiency is observed or becomes apparent.
2. After a workplace violence incident.
3. As needed.

Review of the Agency's WVPP should include, but is not limited to:

1. Review of incident investigations and the violent incident log.
2. Assessment of the effectiveness of security systems, including alarms, emergency response, and security personnel availability (if applicable).
3. Review that violence risks are being properly identified, evaluated, and corrected.

Any necessary revisions are made promptly and communicated to all employees.

Q. EMPLOYER REPORTING RESPONSIBILITIES

As required by California Code of Regulations (CCR), Title 8, Section 342(a) Reporting Work-Connected Fatalities and Serious Injuries, YECA will immediately report to Cal/OSHA any serious injury or illness (as defined by CCR, Title 8, Section 330(h)), or death (including any due to Workplace Violence) of an employee occurring in a place of employment or in connection

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with any employment. “Immediately” means as soon as practically possible but not longer than 8 hours after the employer knows or with diligent inquiry would have known of the death or serious injury or illness. If the employer can demonstrate that exigent circumstances exist, the time frame for the report may be made no longer than 24 hours after the incident.