

**AGENDA
REGULAR MEETING
YECA GOVERNING BOARD
Wednesday, August 2, 2023
2:00 P.M. Public Session**

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

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

- a. Charles Keasler award recipient “Radio Technologist of the Year,” from The Northern California Chapter of Association of Public Safety Communications Officials (APCO)

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 May 3, 2023 & June 7, 2023, Regular Meetings
- b. Operations Division Report
- c. Current Year Budget Status Update
- d. 2023 2nd Quarterly Law & Fire Dispatch to Que Call Stats

6. YECA Building Expansion Concept to Fund Dispatch Room Upgrade – Voted Item

- a. Board summary addressing funding approvals needed in FY24 for Dispatch room upgrades to run concurrent with FY24 CIP Dispatch console furniture replacement

7. Yolo County Dispatchers Association (YCDA) Request for Assisted Pet Therapy Policy –Voted Item

- a. Staff summary Board letter outlining the request of proposed 6-month pilot program
- b. Proposed Assisted Pet Therapy policy
- c. Proposed Assisted Pet Therapy procedures
- d. Proposed Assisted Pet Therapy application
- e. Proposed Assisted Pet Therapy waiver form

8. Closed Session

Conference with Labor Negotiator: Dena Humphrey, Executive Director Pursuant to Government Code Section 54957.6
Bargaining Unit: Yolo County Dispatchers Association

9. YECA Chair & Vice Chair Elections for FY23/24 – Voted Item

- a. Newly elected Board Chair & Vice-Chair would begin first meeting in the new fiscal year

10. Next Scheduled JPA Board Meeting Date TBD

11. Items for Future Meeting Agenda

12. Adjournment

I declare under penalty of perjury that the foregoing agenda was available for public review and posted on/or before July 28, 2023 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**

May 3, 2023

2:00 P.M.

Minutes

The YECA Governing Board met on Wednesday May 3rd, 2023 at Yolo Emergency Communications Agency 35 N Cottonwood – Conference Room, Woodland. Board Member Binns called the meeting to order at 2:30 p.m.

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

ABSENT: Kim McKinney, City of Woodland, John Miller, City of Winters

Entry No. 2

Minute Order No. 2023-03

Approval of the Agenda - [Approved](#)

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

Entry No. 3

Announcements

- a. Thank you to all the member agencies for your showing your appreciation and stopping by during our annual Public Safety Telecommunications Week!

Entry No. 4

Public Comment – None

Entry No. 5

Minute Order No. 2023-04

Approval of Consent Agenda - [Approved](#)

- a. Approval of the Minutes from the April 5, 2023, Regular Meeting
- b. Operations Division Report
- c. Current Year Budget Status Update
- d. 2023 1st Quarterly Law & Fire Dispatch to Que Call Stats

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

Entry No. 6

Rumsey Canyon Solar Site Access Road Clearing Project – [*Info Only](#)

- a. Update to the Board on prior access to solar site and help received by Yocha Dehe Fire Department

Billy Keen presented a slide show with pictures detailing the downed trees in 6-7 locations on the access road to the Solar Site. Thanks to the support of the Yocha Dehe Fire Department the trees were cleared and there is now vehicle access to the Solar Site. Sutter Buttes Communications is on schedule to get techs up there for the PMs.

Entry No. 7

FY23/24 Final Budget - *Voted item

- a. FY23/24 Final Budget
- b. FY23/24 Final CIP Summary
- c. FY23/24 Final CIP 4-Year Forecast
- d. FY23/24 Final Position Table
- e. IT Staffing Summary
- f. IT Helpdesk Technician Job Description (Extra-help)

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

ED Humphrey clarified that on Agenda Item 7a it states “Total salaries alone increased \$75k” noting that the total increase to Salaries and Benefits was actually \$150k with the other \$75k coming from costs incurred from CalPERS and YCPARMIA. ED Humphrey also noted the change on the FY23/24 CIP summary for the Dispatch consoles from the initial estimated cost of \$85k seven years ago to \$260k citing the amount reflects current costs in today’s market.

Entry No. 8

Next Scheduled JPA Board Meeting Date: June 7, 2023

Entry No. 9

Items for Future Meeting Agenda

- a. YECA Building Planning Concept and Discussion
- b. New Elections for Chair & Co-Chair for FY23/24
- c. UCD Fire Amendment
- d. Sutter Buttes Communications Amendment
- e. YCDA Comfort Animal Proposal Policy
- f. Executive Director Annual Evaluation

Entry No. 10

Meeting Adjourned at 3:00 p.m.

Minutes submitted by Tianna Dumas

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

June 7, 2023

2:00 P.M.

Minutes

The YECA Governing Board met on Wednesday June 7th, 2023 at Yolo Emergency Communications Agency 35 N Cottonwood – Conference Room, Woodland. Board Chair Miller called the meeting to order at 1:59pm.

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 **ABSENT:** Tom Lopez, Yolo County, Steve Binns, City of West Sacramento

Entry No. 2

Minute Order No. 2023-05

Approval of the Agenda - [Approved](#)

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

Entry No. 3

Announcements – None

Entry No. 4

Public Comment – None

Entry No. 5

Minute Order No. 2023-06

Approval of Consent Agenda B-F – [Approved](#) – excluding item A (Board Member McKinney & Miller were absent will need to vote with May Meeting Board Members)

- a. Approval of the Minutes from the May 3, 2023, Regular Meeting
- b. Operations Division Report
- c. Current Year Budget Status Update
- d. UCD Fire Dispatch Services Contract Amendment
- e. Sutter Buttes Radio Services Contract Agreement
- f. Position Downgrade Accountant II to Sr. Accounting Technician

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

Entry No. 6

YECA Building Expansion Needs Discussion and Planning – [*Info Only](#)

- a. Discussion for YECA building concept to address current and future office space needs

Dena, ED, discussed the trends in calls for service with an average increase of 1.5% calls per year. The proposed building expansion would take care of growth needs for the next 20 years based on call volume. Potential funding needs for FY23/24 were discussed with proposed grant funds of \$331K and member costs of \$331K, with the member share portion coming from the \$175K year-end surplus and \$156K general reserve to cover estimated costs of the building expansion. Dena, ED, noted that the estimated costs are contractor costs that do not include the costs for an architect. Board member Kinney advised with the Community Grant fund re-structuring that the Agency pull the current grant

submittal. Dena, ED, was in agreement and advised that YECA will pull the current grant submittal and re-submit with updates.

- b. Physical building tour of office and training room space needs- Dena, ED, conducted physical tour of the agency, including proposed expansion plans.

Entry No. 7

Yolo County Dispatchers Association (YCDA) Request for Assisted Pet Therapy Policy - *Voted item

- a. Staff summary board letter outlining the request of proposed 6-month pilot program
- b. Proposed Assisted Pet Therapy policy

No reportable action – Board came to a general consensus that Dena, ED, will meet with the association, draft procedures, and meet with YCPARMIA to get final approval and bring back to the board at the next regular meeting as an agenda item.

Entry No. 8

YECA Chair & Vice Chair Elections for FY23/24 - *Voted item

- a. Newly elected Board Chair & Vice-Chair would begin first meeting in the new fiscal year

No reportable action- Board elected to postpone election and include on the agenda for the next regular meeting.

Entry No. 9

Closed session- Out of Session: 2:57p.m.

- a. Public Employee Performance Evaluation (GC54957)

Position Title: Executive Director

Back in session: 3:17p.m. – Reportable Action- None

Entry No. 10

Next Scheduled JPA Board Meeting Date: TBD

Entry No. 11

Items for Future Meeting Agenda

- a. Assisted Pet Therapy Policy
- b. YECA Chair & Vice Chair Elections for FY23/24

Entry No. 12

Meeting Adjourned at 3:18 p.m.

Minutes submitted by Tianna Dumas

STAFF REPORT

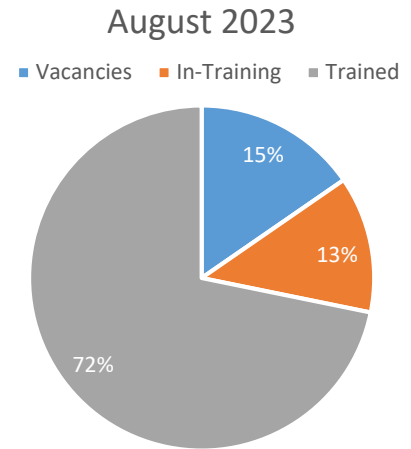
Agenda Item: 5.b

Date: August 2, 2023
To: YECA Governing Board
Thru: Dena Humphrey, Executive Director
From: Vanesa Hoyt, Operations Supervisor
Subject: May-June 2023 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	33	39	6



- a. Jodean Hernandez has completed training on the WPD radio (2nd console) and is currently training on the WSP radio (3rd console).
 - b. Adilene Plancarte has completed the call taking phase of her training and has begun training on the Fire radio (1st console).
 - c. New dispatchers Neal Bassett and Ledina Barrientes have completed the in-house academy and are in the call taking phase of their training.
 - d. Danielle Tavares has completed the call taking phase of training.
2. Dispatcher I, Lauren Boggs, has resigned from her position.
 3. Beginning on July 30th, 2023, Dispatcher II Bethany Eakin and Nikole Patterson will be promoted to Dispatcher III.
 4. Four new dispatchers, Cynthia Anderson, Meghan Heald, Luis Lara, and Rosita Vidales, will begin training in the in-house academy on August 7th, 2023.

Statistical Information:

Monthly Phones Statistics:

	JAN	FEB	MAR	APR	MAY	JUN	YTD
9-1-1	5,153	4,361	5,047	5,864	6,370	6,173	32,968
7-Digit Emergency	1,026	873	990	951	1,047	1,067	5,954
AMR	120	130	105	84	66	84	589
West Sacramento	3,817	3,038	3,324	3,476	3,447	3,432	20,534
Winters	327	263	290	310	294	359	1,843
Woodland	4,130	3,549	3,745	4,035	4,374	4,396	24,229
Yolo	4,998	4,260	4,166	5,014	4,881	4,736	28,055
Outgoing	6,598	4,886	5,634	5,908	6,725	6,253	36,004
TOTAL	26,169	21,360	23,301	25,642	27,204	26,500	150,176

Monthly CAD Events:

	JAN	FEB	MAR	APR	MAY	JUN	YTD
West Sacramento							
Law	5,147	4,156	4,794	4,947	5,165	4,984	29,193
Fire	542	348	342	384	413	386	2,415
Medical	675	568	554	557	594	497	3,445
Animal Control	191	167	193	183	253	241	1,228
Public Works/Support	292	30	34	34	29	21	440
TOTAL	6,847	5,269	5,917	6,105	6,454	6,129	36,721
Winters							
Law	632	528	589	579	547	445	3,320
Fire	51	68	60	72	87	48	386
Medical	51	37	48	54	55	69	314
Animal Control	14	23	32	30	38	21	158

Public Works/Support	15	6	4	9	9	12	55
TOTAL	763	662	733	744	736	595	4,233
Woodland							
Law	4,958	4,093	4,443	4,390	4,870	4,915	27,669
Fire	399	327	390	330	379	443	2,268
Medical	462	437	478	469	494	522	2,862
Animal Control	202	163	167	202	205	254	1,193
Public Works/Support	190	61	69	64	57	63	504
TOTAL	6,211	5,081	5,547	5,455	6,005	6,197	34,496
YSO							
Law	2,816	2,670	3,136	2,822	3,107	2,999	17,550
Fire	423	481	367	680	537	455	2,943
Medical	119	94	98	108	106	111	636
Animal Control	223	206	200	226	235	205	1,295
Public Works/Support	627	541	654	667	594	646	3,729
TOTAL	4,208	3,992	4,455	4,503	4,579	4,416	26,153
Yocha Dehe							
Fire	18	9	16	15	14	16	88
Medical	26	20	23	27	31	29	156
TOTAL	44	29	39	42	45	45	244
Arbuckle							
Fire	13	16	15	11	10	23	88
Medical	13	18	20	26	18	23	118
TOTAL	26	34	35	37	28	46	206
UCD/DFD							
Fire	103	77	111	83	108	115	597
Medical	64	56	44	81	65	46	356
TOTAL	167	133	155	164	173	161	953
GRAND TOTAL	18,266	15,200	16,881	17,050	18,020	17,589	103,006

CLETS Inquiries>Returns:

	JAN	FEB	MAR	APR	MAY	JUN	YTD
Inquiries	28,492	24,863	26,283	24,927	25,013	24,751	154,329
Returns	46,047	40,182	42,477	40,286	40,425	40,001	249,417

Confidential Records Requests (Audio & CAD Print out):

JAN	FEB	MAR	APR	MAY	JUN	YTD
23	15	19	18	12	14	101

After-Hours Records Entries:

	JAN	FEB	MAR	APR	MAY	JUN	YTD
West Sacramento	277	249	240	293	309	244	1,612
Winters	0	1	0	0	0	0	1
Woodland	0	8	0	0	0	0	8
TOTAL	277	258	240	293	309	244	1,621

Text to 9-1-1:

	JAN	FEB	MAR	APR	MAY	JUN	YTD
TOTAL	17	17	16	18	22	19	109

IROC (Fire Resource Ordering Entries):

	JAN	FEB	MAR	APR	MAY	JUN	YTD
IROC	1	1	2	2	3	0	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> <u>(1700)</u>	<u>FEB</u> <u>(1600)</u>	<u>MAR</u> <u>(1600)</u>	<u>APR</u> <u>(1500)</u>	<u>MAY</u> <u>(1400)</u>	<u>JUN</u> <u>(1400)</u>	<u>YTD</u> <u>AVERAGE</u>
0-10 seconds	95.05%	96.39%	93.23%	92.09%	95.32%	97.80%	94.98%
0-15 seconds	98.76%	99.64%	97.23%	98.72%	98.03%	98.78%	98.53%
0-20 seconds	100.00%	100.00%	98.46%	99.74%	99.75%	99.51%	99.49%

Projects:

1. Leadership Development Training
 - a. Leadership pilot program
2. EMD-QA
 - a. Ops Supervisor Hoyt reviews all cardiac events and calls that include PAIs and provides weekly feedback to staff, focusing on case review and compliance
 - a. Monthly Cardiac Events entered in Yolo County Cardiac Arrest CQI
3. Disaster Recovery Plan
 - a. Cases completed, ongoing training with the staff on evacuation procedures
 - b. Cases being used in tactical call outs
4. Recruitment
 - a. Recruitment is closed for the August 2023 academy
 - b. The recruitment process for the December 2023 academy will open soon
5. Succession Planning
6. 2023 In-Service Training Plan
 - a. IROC Refresher Training- May 2023
 - b. Radio Academy- June 2023
 - c. CTO Train the Trainer- September 2023
 - d. In service Law Training- September/October 2023
 - e. ProQa Refresher Training- November 2023
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. Tentative NG 911 installation in September 2024
9. Tentative CPE installation in September 2024
10. Applicant Tracking System
11. Onboarding Implementation
12. Headset Replacement
13. Employee evaluation model
14. Furniture replacement
15. Employee wellness program

Agenda Item: 5.c

YECA BUDGET MANAGEMENT SUMMARY

2022 / 2023 As of 07/25/2023

	8%	17%	25%	33%	42%	50%	58%	67%	75%	83%	92%	100%
	JUL-22	AUG-22	SEPT-22	OCT-22	NOV-22	DEC-22	JAN-23	FEB-23	MAR-23	APR-23	MAY-23	JUN-23
B/U 30 ADMINISTRATION												
Appropriations	\$ 2,147,761	\$ 2,147,761	\$ 2,147,761	\$ 2,147,761	\$ 2,147,761	\$ 2,147,761	\$ 2,147,761	\$ 2,147,761	\$ 2,147,761	\$ 2,147,761	\$ 2,147,761	\$ 2,147,761
Encumbrances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Expenditures	\$ 74,789	\$ 377,452	\$ 472,787	\$ 525,639	\$ 785,670	\$ 889,270	\$ 926,487	\$ 1,040,197	\$ 1,079,951	\$ 1,152,087	\$ 1,440,564	\$ 1,566,268
Unencumbered	\$ 2,072,972	\$ 1,770,309	\$ 1,674,974	\$ 1,622,122	\$ 1,362,091	\$ 1,339,224	\$ 1,221,274	\$ 1,107,564	\$ 1,067,810	\$ 995,674	\$ 707,197	\$ 581,494
Percent Expended	3%	18%	22%	24%	37%	41%	43%	48%	50%	54%	67%	73%
B/U 40 OPERATIONS - DISPATCH												
Appropriations	\$ 4,524,852	\$ 4,524,852	\$ 4,524,852	\$ 4,524,852	\$ 4,524,852	\$ 4,524,852	\$ 4,524,852	\$ 4,524,852	\$ 4,524,852	\$ 4,524,852	\$ 4,524,852	\$ 4,524,852
Encumbrances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Expenditures	\$ 475,444	\$ 778,995	\$ 1,195,557	\$ 1,374,261	\$ 1,782,495	\$ 2,095,741	\$ 2,463,327	\$ 2,763,948	\$ 2,938,301	\$ 3,226,812	\$ 3,653,513	\$ 4,067,522
Unencumbered	\$ 4,049,408	\$ 3,745,857	\$ 3,329,295	\$ 3,150,591	\$ 2,742,357	\$ 2,429,111	\$ 2,061,525	\$ 1,760,904	\$ 1,586,551	\$ 1,298,040	\$ 871,340	\$ 457,330
Percent Expended	11%	17%	26%	30%	39%	46%	54%	61%	65%	71%	81%	90%
B/U 50 INFORMATION TECHNOLOGY												
Appropriations	\$ 702,140	\$ 702,140	\$ 702,140	\$ 702,140	\$ 702,140	\$ 702,140	\$ 702,140	\$ 702,140	\$ 702,140	\$ 702,140	\$ 702,140	\$ 702,140
Encumbrances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Expenditures	\$ 45,188	\$ 381,404	\$ 426,509	\$ 446,799	\$ 456,029	\$ 495,405	\$ 500,179	\$ 513,451	\$ 551,496	\$ 583,958	\$ 620,369	\$ 651,459
Unencumbered	\$ -	\$ 320,736	\$ 275,631	\$ 255,341	\$ 246,111	\$ 206,735	\$ 201,961	\$ 188,689	\$ 150,644	\$ 118,182	\$ 81,771	\$ 50,681
Percent Expended	6%	54%	61%	64%	65%	71%	71%	73%	79%	83%	88%	93%
TOTAL Appropriations	\$ 7,374,753	\$ 7,374,753	\$ 7,374,753	\$ 7,374,753	\$ 7,374,753	\$ 7,374,753	\$ 7,374,753	\$ 7,374,753	\$ 7,374,753	\$ 7,374,753	\$ 7,374,753	\$ 7,374,753
Encumbrances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Expenditures	\$ 595,421	\$ 1,537,851	\$ 2,094,853	\$ 2,346,699	\$ 3,024,194	\$ 3,480,416	\$ 3,889,994	\$ 4,317,596	\$ 4,569,748	\$ 4,962,858	\$ 5,714,446	\$ 6,285,248
Unencumbered	\$ 6,779,332	\$ 5,836,902	\$ 5,279,900	\$ 5,028,054	\$ 4,350,559	\$ 3,894,337	\$ 3,484,759	\$ 3,057,157	\$ 2,805,005	\$ 2,411,895	\$ 1,660,307	\$ 1,089,505
Percent Expended	8%	21%	28%	32%	41%	47%	53%	59%	62%	67%	77%	85%
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	\$ 351,448	\$ 3,773,352	\$ 3,789,054	\$ 3,789,808	\$ 4,986,237	\$ 4,989,570	\$ 5,016,588	\$ 6,183,311	\$ 6,184,118	\$ 6,235,105	\$ 7,406,284	\$ 7,426,113
Unrealized Revenue	\$ 6,484,798	\$ 3,062,894	\$ 3,047,192	\$ 3,046,438	\$ 1,850,009	\$ 1,846,676	\$ 1,819,658	\$ 652,935	\$ 652,128	\$ 601,141	\$ (570,038)	\$ (589,867)
Percent Realized	5%	55%	55%	55%	73%	73%	73%	90%	90%	91%	108%	109%



Quarter 2, 2023 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	91	193	87	10	93	311	105	143	95	657
2	129	1,489	141	112	122	1,693	122	411	125	3,705

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	184	140	36	10	75	267	79	138	103	555
2	503	1,090	69	106	158	1,357	105	386	276	2,939

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	86	53	0	-	169	44	65	5	121	102
2	258	399	179	6	313	336	201	25	280	766

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	173	53	0	-	776	44	137	5	431	102
2	227	399	278	6	1166	336	963	25	663	766

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	181	193	36	10	174	311	81	143	154	657
2	429	1,489	80	112	358	1,693	157	411	356	3,705



Quarter 2, 2023 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	46	598	78	55	49	641	38	13	59	213	50	1,520
Code 3	58	1,634	63	214	58	1,998	44	109	68	905	60	4,860

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	598	20	55	25	641	23	13	24	213	22	1,520
Code 3	19	1,634	19	214	21	1,998	18	109	22	905	20	4,860

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	37	260	186	13	36	220	33	8	68	65	44	566
	Code 3	62	373	67	61	66	652	48	25	64	443	64	1,554
Medical Aid Call Types	Code 2	52	339	45	42	55	417	45	5	55	149	53	952
	Code 3	57	1,262	62	153	54	1,350	43	84	72	463	58	3,312

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	260	28	13	23	220	25	8	30	65	22	566
	Code 3	21	373	21	61	23	652	19	25	25	443	23	1,554
Medical Aid Call Types	Code 2	18	339	17	42	18	417	20	5	20	149	18	952
	Code 3	18	1,262	18	153	19	1,350	17	84	20	463	19	3,312

STAFF REPORT

Agenda Item: 6.a

Date: August 2, 2023

To: YECA Governing Board

From: Dena Humphrey, Executive Director

Subject: FY24 Funding Approvals for Dispatch Room Upgrade - Voted Item

Recommendation: To approve funding for room upgrades to the Dispatch Center in order to match FY24 CIP approvals for the procurement of Dispatch console furniture

Summary:

At the last Board meeting, a building concept was presented to the Board for a 20-year plan. This plan entailed adding two dispatch consoles; upgrading the dispatch room; adding a computer lab for training and call overflow; expanding the Supervisors office; building a new IT area; and replacing the roof.

The upgrade for the dispatch room included walls, ceiling, and flooring. The Board approved FY24 Budget that included the purchase of dispatch console furniture. The amount for the furniture was \$270k and approved on the FY24 CIP. The funding for the furniture comes directly from the Capital/Projects Fund. Given the complexity and 24/7 continuous operations it makes sense to address the upgrade, while planning for the furniture replacement.

The estimated costs for the Dispatch room upgrade is approximately \$135k. The need to prioritize this project is needed due to the age of the console furniture 20+ years and the replacement parts for these desks to function are no longer available. The best window of time to plan for this renovation project due to call volume trending, in-service trainings, and staffing availability resulted in January 2024, as the optimal month.

The coordination for this work involves working with Yolo County GSD for the renovating for this project. The project is estimated to be 3-4 weeks for the room to be renovated and the new dispatch console furniture to be installed. The project cost for the room is estimated \$135k, with a 20% retainer brings a total amount to \$162k.

To simply the process of applying for grants at this time and delaying the renovation, a request to use funds from the General Reserve to fund this portion is being proposed. The current balance of the General Reserve is \$1.324M, which would leave the balance of the General Reserve fund to \$1.162M. To replenish the \$162k, the agency would use available surplus funds over the next few FY's to rebuild back the reserve.

The table on the following page re-prioritizes the 20-year building plan concept and lists the priority order with potential timeframes:

Building Needs & Expansion Project					
Priority	Area	Type	Time Period	Funding	Costs
1	Dispatch Furniture	Replacement	Jan 2024	Capital Reserve	\$ 270,000
	Dispatch Room	Upgrade	Jan 2024	General Reserve	\$ 162,000
Total					\$ 432,000
Grant Portion Submittal					
2	Roof Replacement	Upgrade	Jun 2024		\$ 220,000
	Roof Retrofit (estimate)	Upgrade	Jun 2024		\$ 100,000
3	Training Lab/Sup Office	Remodel	Jan 2025		\$ 80,000
	IT Work Space	Remodel	Jan 2025		\$ 250,000
4	Parking Lot	Upgrade	Jun 2025		\$ 50,000
	Hallway Flooring	Upgrade	Jun 2025		\$ 25,000
	Server Room	Upgrade	Jun 2025		\$ 25,000
Sub-Total					\$ 750,000
<i>Retainer 20%</i>					<i>\$ 150,000</i>
Total					\$ 900,000
Funds Available					Sub-total \$ (400,000)
Total					\$500,000
Proposed Grant Submittal					\$ (250,000)
Member Costs					\$ 250,000

It's anticipated FY22/23 year-end surplus will yield approximately \$600k, to apply towards the member share offsets of \$350k for FY24/25 Budget and the above \$250k. Furthermore, the agency is anticipating additional surplus funds for year-end FY23/24, from an estimated 3 FTE vacancies.

STAFF REPORT

Agenda Item: 7.a
Date: August 2, 2023
To: YECA Governing Board
From: Dena Humphrey, Executive Director
Subject: YECA Assisted Pet Therapy Pilot Program - Voted Item

Recommendation: To approve a 6-month pilot program to allow employees to bring their pet dog on to the workplace premise to an outdoor designated area to provide comfort and boost morale fostering a positive workplace

Summary:

The Yolo County Dispatchers Association (YCDA) approached management with the idea of bringing their pet dog(s) to work to foster a positive work environment in order to help relieve stressors of the job. The concept of adding a type of animal therapy to public safety is becoming more acceptable for the physical and mental health benefits.

According to published research, the mechanisms that underly positive human-dog interactions are likely to be interrelated and broadly, yet differentially, impactful across the three influencers of health (biological, psychological and social). Scientists also found an oxytocin positive feedback loop between dogs and humans, a hormone that plays an important role in the development of human bonds, leading to the belief that the bond between dog and human can also act as social support for humans.

From an online article from the [International Critical Incident Stress Foundation](#), states “The interaction between humans and canines prompts neurochemical releases, such as oxytocin, in the circulatory system and brain. Oxytocin buffers the stress response and cortisol secretion (stress hormone) and is also involved in emotion, trust, and bonding.”

Animal Assisted Therapy provides a positive effect e.g., a visiting dog can improve a person’s mood by decreasing their distress and pain by the production of endorphins, which ultimately trigger the release of chemicals that act like painkillers and produce feel good feelings with the release of oxytocin and dopamine. Dog visits have also been shown to decrease levels of cortisol, norepinephrine, and epinephrine, which are all stress hormones. Having a dog present creates a safe place to process emotions and provides helpful distractions resulting in lower blood pressure and promotes good health.

In the past, YECA has established several programs over the years to help support staff i.e., Employee Assistance Program (EAP), Peer to Peer mentorships programs, Leadership intervention during critical incident for check-ups. However, traditional crisis response resources offered has not always achieved the desired results, as those most in need of them are often unable or unwilling to seek help when needed. This proposed program is sought to help those that need some additional support while performing during critical incidents.

The proposed policy was reviewed by YCPARMIA, Yolo County Counsel, and sent to Yolo County General Services. The YCDA has proposed to cover the costs of the outdoor dog kennel. If approved, the next step would be to meet with YCDA and complete a full set of procedures with written understandings for those who wish to participate in the program and report back to the Board in 6-months with the results.

PILOT PROGRAM

Assisted Pet Therapy Procedures

Policy Purpose

Currently dogs are the only authorized pet category. The overall objective of this policy is to ensure responsible dog guardianship and to promote an environment where dogs can foster a calmer and happier workplace on agency work premise.

Employees with approved dogs at work are expected to be sensitive to employees and/or visitors, especially those who may not be dog-oriented and who may have allergies that preclude them from being in close proximity to a dog. It is considered a privilege to have a dog at work and as such, requires the complete cooperation and responsible action(s) of all dog owners at all times.

Assisted Pet Therapy Procedures

A. Screening

The following are requirements that must be met by any employee pet owner wishing to bring a dog to work:

1. Dog must be clean, well groomed, and free of illness and disease
2. A current (renew annually) veterinary record proving wellness, heartworm prevention, parasite control and vaccine compliance must be provided to HR.
3. Aggressive dogs or breeds will not be permitted e.g., Rottweilers, Pit-bulls, Doberman Pinschers, or Chow Akita, etc.
4. Dog must be registered and licensed and at least 6-months of age spayed or neutered
5. Dog must have no history of aggressive behavior or biting, and be well socialized to people
6. Dog must be controlled and on leash at all times
7. Present current documentation of insurance policy that covers their pets

B. Approval

1. Employees must have approval of the agency YECA prior to bringing in their pet dog to work. An employee would submit an application request to HR for approval.
2. Employee must sign contract abiding by all rules and a waiver assuming full responsibility in order to receive approval and privileges.

C. General Rules

1. Any display of aggressive behavior will require immediate removal from the premises. Employees will be responsible for contacting another party to have their pet picked up.
2. Dogs are only permitted outside and to be housed in the designated dog kennel
3. Dogs are not allowed to run off-leash on agency work premise at any time
4. Water and food must be provided for the dog
5. Employees are responsible for cleaning up after their dogs. All waste removals must be sealed in a bag and discarded in the dumpster
6. Employees will be held financially responsible for any damage that is done to the property or its employees
7. Any employee that is interested in interacting with an employee's pet must have the owner present during the initial encounter to build a safe interaction

D. Weather Permitting

During periods of inclement weather e.g., excessive temperatures heat/cold or rain, dogs will not be permitted. Excessive heat temperature is above 85 degrees. In the event of rain dogs will also not be permitted.

E. Scheduling

1. A maximum of 1 dog, or two small dogs with the same owner will be allowed per shift during the pilot program.
2. The kennel will be reserved by qualifying candidate seniority on an outlook calendar bi-weekly. Each candidate will get to reserve 1 spot per week, until the list of candidates have been worked through. Then it will be open to any candidate to reserve the remaining spots. Each dispatchers spot will be numbered 1, 2, 3 in order they were reserved.
3. Owners will have a 3 strike policy for excessive barking or for not cleaning up after their dog. If someone notices a mess that was not cleaned up, the calendar will be reviewed and the last person to check out will receive a strike. If there's been 3 strikes, privileges will be revoked.
4. Complaints can be sent to the YCDA Rules Committee who will keep an up to date log of all employees eligible to bring dogs and their strike status.
5. If the kennel is reserved to a shift and someone with a dog on the opposite shift is being held over it is the responsibility of the "Pet Owner" to call the next shift and advise them of the circumstance. If an employee on the incoming shift have reservations, the employee who has had more reservations will be asked to keep their dog at home. If they both have had the same number of reservations, the employee who requested a reservation first will be able to bring in their dog.

F. Complaint Process

It's important all employees feel safe in their workplace. It's also vital employees clean up after their pet. If an employee has concerns or problems resulting from a dog at work, they can follow this process:

- Talk to the pet's owner in case they can resolve the problem immediately
- Email YCDA Rules Committee to resolve animal clean-up issues, calendar reservation questions, etc.
- Any aggressive behavior shall be immediately directed to a supervisor
- File an official complaint

YOLO EMERGENCY COMMUNICATIONS AGENCY (YECA) ASSISTED PET THERAPY POLICY

Section 1. Policy Purpose

The overall objective of this policy is to ensure responsible dog guardianship and to promote an environment where dogs can foster a calmer and happier workplace on agency work premise.

Employees with approved dogs at work are expected to be sensitive to employees and/or visitors, especially those who may not be dog-oriented and who may have allergies that preclude them from being in close proximity to a dog. It is considered a privilege to have a dog at work and as such, requires the complete cooperation and responsible action(s) of all dog owners at all times. Currently dogs are the only authorized pet category.

Section 2. Application of Policy

1. An employee must have approval of the agency YECA prior to bringing a pet dog to work. Dog owners are responsible at all times for ensuring that their dog is properly registered, licensed, vaccinated, in generally good health, and has adequate food, clean water, and veterinary care. All dogs greater than 6-months of age must be spayed or neutered. Dogs will need to be pre-approved and be scheduled prior to being onsite. Scheduling instructions for dogs will be noted in agency written procedures.
2. Dogs are to be housed outside of the building in designated outdoor dog run area. To ensure employee's dog is cared for properly reasonable periods of supervision, at least once every four (4) hours to ensure dog's well-being. Dogs must be kept on a leash at all times while on agency work premise. When moving about outside the leash should never be extended more than 6 feet from the owner. During periods of inclement weather e.g., excessive temperatures heat/cold or rain, dogs will not be permitted.
3. Dogs are not allowed to run off-leash on agency work premise at any time. Although brief periods of interaction/socialization (with no more than two dogs at a time) are allowed. Dogs are to be on a leash and accompanied by their owner during this interaction to maximize owner control. At no time should there be more than two dogs
4. Dog owners are personally responsible at all times for controlling the behavior of their dog regarding, but not limited to, aggressive, protective and/or unfriendly behavior; biting; excessive barking; destructiveness; fighting with other animals; proper clean up and waste disposal. Any dog behavior interfering with the agency's and/or another employee's ability to work, will be cause for a dog to be banned from agency premise.
5. Dog owners are completely responsible for the actions of their dogs at all times on agency work premise and are financially responsible for any damage, injury, or special cleaning needed as a result of the pet's actions. The agency assumes no responsibility for any pet. Aggressive dogs or breeds will not be permitted e.g., Rottweilers, Pit-bulls, Doberman Pinschers, or Chow Akita, etc. Due to the extensive list of known and potential aggressive breeds, all requests will be reviewed accordingly.

6. Any concerns regarding the observance/administration of this policy are to be expressed in writing to the Executive Director or designee. Any employee who fails to act responsibly, as defined herein and as determined, shall be subject to losing their dog privileges and will be required to remove their dog from the agency work premise. Employees are required to sign owner responsibility form prior to bringing their pet dog to work.

**YECA Application
Bring Your Pet to Work**

Owner's name: _____

PET PROFILE:

Pet's Name: _____ Breed: _____ Age: _____

How long have you owned him/her? _____

Spayed/Neutered*? Pet's gender:

Does your pet receive medication for flea/tick prevention?

Is your pet current with the following vaccinations?

Please attach copies of vaccination records.

DDHP Administered Date _____ Expiration Date _____

Rabies Administered Date _____ Expiration Date _____

Bordatella Administered Date _____ Expiration Date _____

Please submit proof of liability coverage under your rental/homeowner's policy.

Please attach a picture of your pet.

Is your dog registered and licensed?

**Pets must be 6+ months of age, clean, well groomed, free of illness and disease, registered and licensed before coming to the office. They must be spayed/neutered by 6 months old.*

**Aggressive dogs or breeds will not be permitted e.g., Rottweilers, Pit-bulls, Doberman Pinschers, or Chow Akita, etc.*

I agree to submit annual veterinarian certificate of wellness and current vaccination records.

Signature

Date

YECA
Pet Owner Responsibility, Waiver, and Release Form

I, _____ am interested in bringing my pet dog to work. I understand that my pet must be well trained and that I must always maintain full control of my pet. In addition, I understand that I am fully and solely responsible for cleaning up any pet messes in the kennel or on work premise. I agree and understand, I am financially responsible for any damage, liability, injury, or special cleaning. The agency assumes no financial responsibility for any pet.

WAIVER OF LIABILITY:

In consideration of being permitted to bring one's dog to the work place, the dog owner hereby unconditionally releases, indemnifies, waives, discharges, and agrees to hold harmless Yolo Emergency Communications Agency and staff from any loss, damage, liability and expense, including court costs and attorney fees, that may be incurred as a result of injuries, including death to persons or dogs, or damage to property, directly or indirectly associated with the owner bringing his/her dog to the work place, whether caused by the negligence of other staff or otherwise pet.

BY SIGNING THIS AUTHORIZATION AND RELEASE, THE DOG OWNER EXPRESSLY ACKNOWLEDGES AND REPRESENTS that he/she has carefully read the foregoing terms and conditions, understands the contents thereof and signs voluntarily; he/she is at least eighteen (18) years of age and fully competent; and executes this Authorization and Release intending that he/she, his/her spouse and family members, and his/her heirs, assigns and personal representatives if deceased, be legally bound by same. The owner agrees that YECA may terminate this program at any time for any reason.

Finally, I have received the Pet Assisted Therapy policy and procedures and acknowledge understanding of the policy and the procedures set forth. I understand my privileges may be revoked upon receiving 3 strikes or if the program is terminated.

Employee Signature

Date

SUPERVISOR APPROVAL:

I have reviewed the completed Authorization and Release form. I approve this request, subject to employee following these requirements and demonstrating responsible dog ownership.

Supervisor Signature

Date