

**AGENDA
REGULAR MEETING
YECA GOVERNING BOARD
Wednesday, May 3, 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. Special thanks to the YECA Board & members for the support given to staff during National Public Safety Telecommunicators week in April

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 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

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

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)

8. Next Scheduled JPA Board Meeting Date June 7, 2023

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

10. Adjournment

I declare under penalty of perjury that the foregoing agenda was available for public review and posted on/or before April 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
April 6, 2022 2:00 P.M.
Minutes**

The YECA Governing Board met on Wednesday April 6th, 2023 at Yolo Emergency Communications Agency 35 N Cottonwood – Conference Room, Woodland. Board Member Binns called the meeting to order at 1:59 p.m.

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

Entry No. 2

Minute Order No. 2023-01

Approval of the Agenda - [Approved](#)

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

Entry No. 3

Announcements

- a. Proclamation “National Public Safety Telecommunications Week April 9th – 15th
- b. YECA’s Dispatcher of the Year “Bethany Eakin”

Entry No. 4

Public Comment – None

Entry No. 5

Minute Order No. 2023-02

Approval of Consent Agenda - [Approved](#)

- a. Approval of the Minutes from the November 2, 2022, Regular Meeting, December 14, 2022 & January 25, 2023 Special Session Meetings
- b. Operations Division Report
- c. Current Year Budget Status Update
- d. 2022 4th Quarterly Law & Fire Dispatch to Que Call Stats
- e. 2022 Annual Calls for Service Report

MOTION: Lopez SECOND: McKinney AYES: Binns, McKinney, Kinney, Lopez Noted was not present for November 2, 2022, December 14, 2022, January 25, 2023 meetings, **Miller** Noted was not present for the November 2, 2022 meeting

Entry No. 6

FY21/22 External Audit Presentation by Richardson & Company, CPA’s – [*Info Only](#)

- a. FY21/22 Fiscal Audit Summary
- b. FY21/22 Audit Letters
- c. FY21/22 Fiscal Audit Financials - Attachment

Ingrid Shepline presented audit findings. Ingrid advised that the negative unrestricted net position was due to OPEB and pension as a projection of resources that will be needed once current employees retire. Overall they found no compliance issues or issues with internal controls and had no difficulties in performing the audit.

Entry No. 7

YECA Member Cost Formula Review Discussion - *Info Only

ED Humphrey advised meetings were held to discuss the member cost formula that included four board members. Meetings were concluded with no action further review. Board Member McKinney expressed appreciation for the information and the time provided. Advised further discussion was not needed. Board Chair Binns expressed the member cost formula was reviewed by City of West Sacramento staff and was found that there was not a better way. Board Member Lopez expressed the Yolo County representative was okay with the current formula as it stands.

Entry No. 8

FY23/24 Proposed Draft Budget & Presentation – *Info Only

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

ED Humphrey presented Surplus Fund Balance Proposal ideas, five year projections for member contributions, OPEB and CalPERS were presented, and four year CIP projection. Board Member McKinney was not comfortable voting with Helpdesk Technician position added to Authorized Position list, but expressed approval if asked to vote for a job description. ED Humphrey advised the need to have this was due to findings after the past CalPERS audit. Board Member Lopez requested clarification on whether or not the position needs to be on the Authorization List.

ED Humphrey noted that West Sacramento's Amount Change on Proposed Draft FY23/24 Member Agency Allocations (page 34) should not be in brackets depicting a negative number. Board Chair Binns confirmed notation.

ED Humphrey will bring the budget as-is to the next board meeting as a voted item.

Entry No. 9

Next Scheduled JPA Board Meeting Date: May 3rd, 2023

Entry No. 10

Items for Future Meeting Agenda

- a. UCD Fire Discussion on potential prospects of joining YECA membership
Board Chair Binns shared UC Davis Fire Chief Trauernicht has expressed interest for UC Davis to be added as a YECA primary member.
- b. FY23/24 Budget

Entry No. 11

**Meeting Adjourned at 3:36 p.m.
Minutes submitted by Billy Keen**

STAFF REPORT

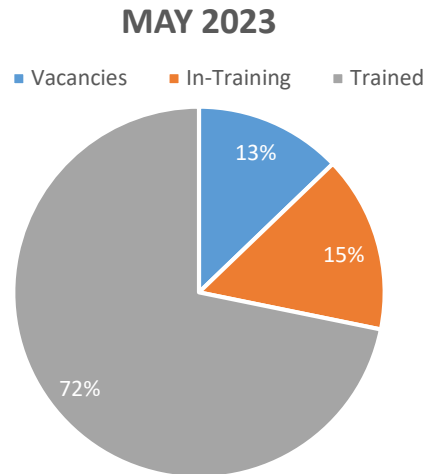
Agenda Item: 5.b

Date: May 3, 2023
To: YECA Governing Board
Thru: Dena Humphrey, Executive Director
From: Vanesa Hoyt, Operations Supervisor
Subject: March 2023 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	2	4	2
Dispatcher I/II	24	26	2
Dispatch Assistant	3	4	1
TOTAL	35	39	5



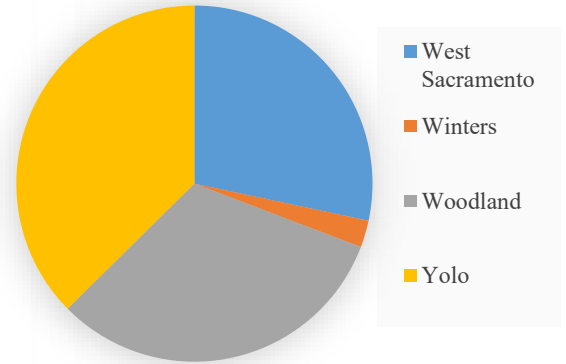
- a. Jodean Hernandez has completed training on the WPD radio (2nd console) and has begun training on the WSP radio (3rd console).
 - b. Adilene Plancarte and Lauren Boggs have completed the in-house academy and have begun the call taking phase of their training.
 - c. New dispatchers: Danielle Tavares, Neal Bassett, and Ledina Barrientes are beginning their training in the in-house academy.
2. Trainee Charrise Torres resigned.
 3. Dispatcher II Nadia Wasilevsky has resigned after eight years of service.
 4. Dispatch Assistant Kim Faulk is retiring after five years of service.
 5. Recruitment is open for the August 2023 academy.

Statistical Information:

Monthly Phones Statistics:

	JAN	FEB	MAR	YTD
9-1-1	5,153	4,361	5,047	14,561
7-Digit Emergency	1,026	873	990	2,889
AMR	120	130	105	355
West Sacramento	3,817	3,038	3,324	10,179
Winters	327	263	290	880
Woodland	4,130	3,549	3,745	11,424
Yolo	4,998	4,260	4,166	13,424
Outgoing	6,598	4,886	5,634	17,118
TOTAL	26,169	21,360	23,301	70,830

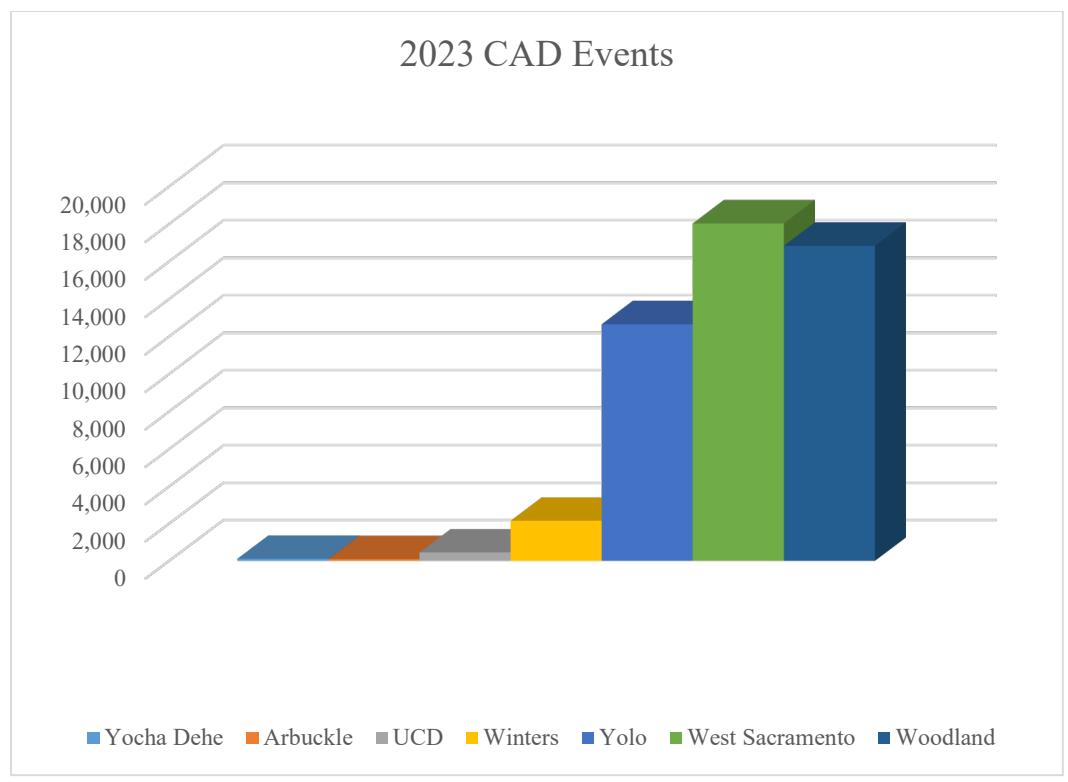
**2023 YTD
Incoming Non-
Emergency Lines**



Monthly CAD Events:

	JAN	FEB	MAR	YTD
West Sacramento				
Law	5,147	4,156	4,794	14,097
Fire	542	348	342	1,232
Medical	675	568	554	1,797
Animal Control	191	167	193	551
Public Works/Support	292	30	34	356
TOTAL	6,847	5,269	5,917	18,033
Winters				
Law	632	528	589	1,749
Fire	51	68	60	179
Medical	51	37	48	136
Animal Control	14	23	32	69
Public Works/Support	15	6	4	25
TOTAL	763	662	733	2,158
Woodland				
Law	4,958	4,093	4,443	13,494
Fire	399	327	390	1,116
Medical	462	437	478	1,377
Animal Control	202	163	167	532
Public Works/Support	190	61	69	320
TOTAL	6,211	5,081	5,547	16,839

	JAN	FEB	MAR	YTD
YSO				
Law	2,816	2,670	3,136	8,622
Fire	423	481	367	1,271
Medical	119	94	98	311
Animal Control	223	206	200	629
Public Works/Support	627	541	654	1,822
TOTAL	4,208	3,992	4,455	12,655
Yocha Dehe				
Fire	18	9	16	43
Medical	26	20	23	69
TOTAL	44	29	39	112
Arbuckle				
Fire	13	16	15	44
Medical	13	18	20	51
TOTAL	26	34	35	95
UCD/DFD				
Fire	103	77	111	291
Medical	64	56	44	164
TOTAL	167	133	155	455
GRAND TOTAL	18,266	15,200	16,881	50,347



CLETS Inquiries/Returns:

	JAN	FEB	MAR	YTD
Inquiries	28,492	24,863	26,283	79,638
Returns	46,047	40,182	42,477	128,706

Confidential Records Requests (Audio & CAD Print out):

JAN	FEB	MAR	YTD
23	15	19	57

After-Hours Records Entries:

	JAN	FEB	MAR	YTD
West Sacramento	277	249	240	766
Winters	0	1	0	1
Woodland	0	8	0	8
TOTAL	277	258	240	775

Text to 9-1-1:

	JAN	FEB	MAR	YTD
TOTAL	17	17	16	50

IROC (Fire Resource Ordering Entries):

	JAN	FEB	MAR	YTD
IROC	1	1	2	4

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> (1600)	<u>MAR</u> (1600)	YTD AVERAGE
0-10 seconds	95.05%	96.39%	93.23%	94.89%
0-15 seconds	98.76%	99.64%	97.23%	98.54%
0-20 seconds	100.00%	100.00%	98.46%	99.48%

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 open for the August 2023 academy.
5. Succession Planning
6. 2023 In-Service Training Plan
 - a. Active Shooter training- April 2023
 - b. IROC refresher training- May 2023
 - c. CTO Train the Trainer- September 2023
 - d. In service Law training- September 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

Agenda Item: 5.c

YECA BUDGET MANAGEMENT SUMMARY

2022 / 2023 As of 04/26/2023

	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	\$ 1,152,087	\$ 1,152,087
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	\$ 2,147,761	\$ 2,147,761
Percent Expended	3%	18%	22%	24%	37%	41%	43%	48%	50%	54%	0%	0%
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	\$ 4,524,852	\$ 4,524,852
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	\$ 4,524,852	\$ 4,524,852
Percent Expended	11%	17%	26%	30%	39%	46%	54%	61%	65%	71%	0%	0%
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	\$ 702,140	\$ 702,140
Unencumbered	\$ -	\$ 320,736	\$ 275,631	\$ 255,341	\$ 246,111	\$ 206,735	\$ 201,961	\$ 188,689	\$ 150,644	\$ 118,182	\$ 702,140	\$ 702,140
Percent Expended	6%	54%	61%	64%	65%	71%	71%	73%	79%	83%	0%	0%
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	\$ 6,836,246	\$ 6,836,246
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	\$ 7,374,753	\$ 7,374,753
Percent Expended	8%	21%	28%	32%	41%	47%	53%	59%	62%	67%	0%	0%
TOTAL Estimated Revenue	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246
Realized Revenue	\$ 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	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246
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	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246
Percent Realized	5%	55%	55%	55%	73%	73%	73%	90%	90%	0%	0%	0%



Quarter 1, 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	42	665	47	39	52	690	71	7	60	174	49	1,575
Code 3	66	1,540	58	167	57	2,169	42	99	65	915	61	4,890

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	17	665	22	39	20	690	66	7	25	174	20	1,575
Code 3	19	1,540	22	167	48	2,169	19	99	23	915	33	4,890

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	31	321	43	7	43	201	74	6	50	54	37	589
	Code 3	62	427	89	55	63	685	41	30	65	493	64	1,690
Medical Aid Call Types	Code 2	51	346	48	32	55	490	59	1	61	120	54	989
	Code 3	67	1,113	43	112	53	1,457	42	69	64	425	59	3,176

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	19	321	34	7	23	201	76	6	34	54	22	589
	Code 3	23	427	28	55	24	685	19	30	25	493	24	1,690
Medical Aid Call Types	Code 2	16	346	19	32	18	490	6	1	18	120	17	989
	Code 3	17	1,113	19	112	18	1,457	18	69	18	425	18	3,176



Quarter 1, 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	98	181	61	10	87	333	92	137	91	661
2	125	1,350	146	103	116	1,415	113	375	120	3,243

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	118	134	35	10	53	283	71	135	73	562
2	153	939	68	100	133	1,152	85	354	131	2,545

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	77	47	0	-	110	50	166	2	95	99
2	262	411	100	3	223	263	154	21	243	698

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	425	47	0	-	566	50	479	2	497	99
2	1258	411	678	3	1192	263	560	21	1209	698

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	198	181	35	10	130	333	77	137	136	661
2	490	1,350	86	103	330	1,415	111	375	363	3,243

STAFF REPORT

Agenda Item: 7. a

Date: May 3, 2023

To: YECA Governing Board

From: Dena Humphrey, Executive Director

Subject: YECA Final Budget for FY23/24 – Voted Item

Summary:

This year's Final Budget for FY23/24 captures the operational costs for current staffing of 46 FTE's. The FY23/24 Budget is inclusive of all bargaining costs for the represented and non-represented.

Agency Overall:

The total FY23/24 Budget is \$7,758,861. The use of surplus funds \$375k, and revenue from the UCD Fire contract \$137k, Arbuckle Fire \$44k, Homeland Security Grants \$164k, T-Mobile lease agreement \$35k, and \$47k in bank interest and IRS Subsidies brought a total reduction of \$802k, to the member allocations. The total net allocation increase to members was \$161k, or 2.65%.

FY23/24 will be year 7 of the 10-year capital plan. In prior years, capital costs were presented separately and typically funded with bond money or fund balance. The CIP now includes a 10-year forecast, which evenly allocates money yearly into the capital fund to ease spikes to members and ensures future funding for needed equipment.

Cost Changes for FY23/24:

Total salaries & benefits for 46 FTE's increased by \$175k or 3.2%. The extra-help position for the IT Helpdesk Technician costs was included and added \$25k, to this total. The overall cost increase is inclusive of bargaining and reflects overall increases from i.e., CalPERS, Merits, COLA's, Medical, and OPEB.

Total salaries alone increased \$75k, or 50% from previous year's budget. CalPERS costs increased \$13k, or 1.9% from previous year's budgeted amount. CalPERS Medical increased \$32k, or 3.9%. YCPARMIA Workmen's Compensation increased \$20k or 20%.

Supplies & Services major object resulted in an increase of \$53k, or 4.4%. A major contributor to this increase came from YCPARMIA with a \$28k, increase in General Liability. This was a 23% increase from previous budget. Other increases included utilities and software costs.

Use of Fund Balance

The agency realized a \$775k fund balance, \$200k is money set –aside for grant matches allocated last year by the YECA Board. The remaining balance \$575k, is a result of vacancies and carryovers from prior years, as noted in the FY21/22 Financial Audit. As a result, the agency recommended the following use of funds:

Description	Year	Amount	Fund	Division
Offset Member Shares for FY24 Budget	FY24	\$ 350,000	#10	#30
YECA Building Roof	FY23	\$ 200,000	#20	
Temporary Help – IT Technician	FY24	\$ 25,000	#10	
Total		\$ 575,000		

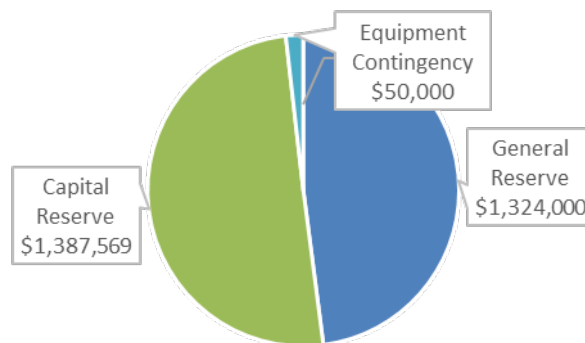
1. To offset member shares for FY23/24, the use of \$350k from fund balance was built into the FY23/24 Budget.
2. Yolo County General Services completed a roofing assessment and provided a full report detailing the roof’s condition. The estimated replacement cost is approximately \$220k. The \$200k would be transferred to the Capital Reserve account in FY23 and is noted on the CIP.
3. This year a request is being made for \$25k, to assist the IT Division with an extra help person. This amount brings the total use of fund balance to \$375k, for member share off-sets.

FY23/24 – Reserve Balance Summary

The recommendation is to keep the \$1.324M balance the same for FY23/24. This would reflect 19% of the operating budget in reserves reaching 97% of the Board’s goal.

The Capital/Special Projects Reserve yearend balance for FY23 is \$1.155M. The additional \$200k held for the roof will increase the reserve to \$1.355M. For FY23/24 the anticipated yearend balance is estimated to be \$1.387M.

FY23/24
Estimated Yearend Reserve Balances



Final FY23/24 Member Agency Allocations

The agency allocations shown on the table below reflects operations & maintenance on a side by side comparison with the CIP allocation.

For the FY23/24 Final Budget encompassing member formula allocation, after-hour records were disregarded for both the Cities of Woodland & Winters for their three-year rolling averages.

**Note: the scheduled debt service payment will be paid fully Nov 2025*

Agency Totals	Current Year's Allocations	FINAL Allocations	Amount Change	Percent
	FY 22/23	FY 23/24	Increase/ (Decrease)	
Winters - O&M/Capital	\$262,676	\$276,676	\$14,000	
Winters - Debt Service	<u>\$21,837</u>	<u>\$21,808</u>	(\$29)	
Total	\$284,513	\$298,484	\$13,971	5%
Woodland - O&M/ Capital	\$2,327,395	\$2,386,204	\$58,809	
Woodland - Debt Service	<u>\$96,367</u>	<u>\$96,239</u>	(\$128)	
Total	\$2,423,762	\$2,482,443	\$58,681	2%
West Sac - O&M/Capital	\$2,182,265	\$2,234,648	\$52,383	
West Sac - Debt Service	<u>\$55,069</u>	<u>\$54,995</u>	(\$74)	
Total	\$2,237,334	\$2,289,643	\$52,309	2%
Yolo County - O&M/Capital	\$1,628,665	\$1,663,375	\$34,710	
Yolo County - Debt Service	<u>\$142,833</u>	<u>\$142,643</u>	(\$190)	
Total	\$1,771,498	\$1,806,018	\$34,520	2%
Yocha Dehe - O&M/Capital	\$69,238	\$70,854	\$1,616	
Yocha Dehe - Debt Service	<u>\$8,557</u>	<u>\$8,545</u>	(\$12)	
Total	\$77,795	\$79,399	\$1,604	2%

5-Year Projections (FY23/24 – FY27/28)

CalPERS	5-Year Projected Future Employer Contribution Rates				
	2023-24	2024-25	2025-26	2026-27	2027-28
Employer Normal Cost%:	12.47%	12.5%	12.5%	12.5%	12.5%
Employer Normal Cost	\$ 336,522	\$ 349,982	\$ 362,232	\$ 374,910	\$ 388,032
UALS	\$ 309,925	\$ 297,000	\$ 271,000	\$ 245,000	\$ 209,000
Total CalPERS Cost	\$ 646,447	\$ 646,982	\$ 633,232	\$ 619,910	\$ 597,032
Amount Change	-	\$ 535	\$ (13,750)	\$ (13,322)	\$ (22,878)
Percent Change	-	-	-2.1%	-2.1%	-3.7%

OPEB	5-Year Projected Annual Benefit				
	2023-24	2024-25	2025-26	2026-27	2027-28
Annual Projected Cost	\$ 89,686	\$ 91,879	\$ 91,182	\$ 94,214	\$ 96,992
Amount Change	-	\$ 2,193	\$ (697)	\$3,032	\$ 2,778
Percent Change	-	2.0%	-	3.3%	3.0%

5-Year YECA Member Annual Projection					
Members	FY23/24	FY24/25	FY25/26	FY26/27	FY27/28
Winters	\$ 298,484	\$ 310,423	\$ 322,840	\$ 335,754	\$ 349,184
Woodland	\$ 2,482,443	\$ 2,581,741	\$ 2,685,010	\$ 2,792,411	\$ 2,904,107
W. Sac	\$ 2,289,643	\$ 2,381,229	\$ 2,476,478	\$ 2,575,537	\$ 2,678,558
Yolo	\$ 1,806,018	\$ 1,878,259	\$ 1,953,389	\$ 2,031,525	\$ 2,112,786
Yocha Deha	\$ 79,399	\$ 82,575	\$ 85,878	\$ 89,313	\$ 92,886
Total	\$ 6,955,987	\$ 7,234,226	\$ 7,523,596	\$ 7,824,539	\$ 8,137,521
Amount Change	-	\$ 278,239	\$ 289,369	\$ 300,944	\$ 312,982
Percent Change	-	3.9%	4.0%	4.0%	4.0%

In summary, the FY23/24 Budget reflects on average a 2% increase per member. The above projection uses 4% increases and is inclusive of the debt service; resulting in an added buffer for this projection especially in FY25/26 when the debt service will be fully paid off. The current CalPERS pension evaluation projects costs to begin decreasing in FY25/26, however uncertainty remains with the potential lowering of the discount rate.

Fiscal Year Comparison

Current year budget FY22/23 comparison to FY23/24 Final Budget:

Major Objects	FY22/23	FY23/24	Change	Percent
Total Salaries & Benefits	\$ 5,458,966	\$ 5,634,621	\$ 175,655	3.2%
Total Service & Supplies	\$ 1,193,863	\$ 1,246,890	\$ 53,027	4.4%
Total Other Charges	\$ 353,924	\$ 345,447	\$ (8,477)	-2.4%
Capital Equipment & Reserve	\$ 368,000	\$ 531,903	\$ 163,903	30.8%
TOTAL APPROPRIATIONS	\$ 7,374,753	\$ 7,758,861	\$ 384,108	5.2%

Total Member Contribution	\$ 6,444,329	\$ 6,631,757	\$ 187,428	3.9%
Total Capital Lease Payments	\$ 351,424	\$ 342,947	\$ (8,477)	-2.4%
Total Other	\$ 579,000	\$ 784,157	\$ 180,157	31.0%
TOTAL REVENUE	\$ 7,374,753	\$ 7,758,861	\$ 384,108	5.2%

Note: The above final budget for FY23/24 includes a total of \$375k, used from fund balance shown in revenue. The additional funds needed for the IT Helpdesk Technician (Extra-help) \$25k, increased the proposed draft budget from FY23/24 \$7,733,861 to final FY23/24 \$7,758,861.

STAFF REPORT

Agenda Item: 7.b

Date: May 3, 2023
To: YECA Governing Board
From: Dena Humphrey, Executive Director
Subject: Final FY23/24 Capital Investment Plan (CIP)

Summary:

The Final CIP costs for FY24 is a continuation of the 10-year plan. The initial draft to the Board for the 10-year CIP was approved April 2017. The plan identifies when the asset is needed along with potential funding streams from grants or State reimbursements. The projected Capital/Special Projects fund balance at FY23 yearend is projected to be \$1.155M, not including the \$200k from fund balance designated for the roof replacement.

The Board approved a fixed overall member contribution of \$368k into the plan. This allows member agencies to receive a stable allocation for capital costs and provides YECA necessary funds for fluent operations. The total cost over the 10-year plan is estimated \$3.7M comprising of multiple equipment replacements throughout the years, primarily focusing on the replacement of the microwave system and radios in years FY24 and FY26.

The FY23/24 proposed expenditures for equipment is approximately \$500k. The approved grants expected to fund partial of FY24 equipment expenditures is 33% or \$164k, leaving the balance to be paid by the annual member CIP contribution.

Current FY22/23 CIP Items – Status

TSM 8000 Server – Microwave: (Slated for Completion May 2023)

This server is the logging point for all radio system alarms from all equipment throughout the system. It is also the primary access point for programming and configuration of radio infrastructure.

Final FY23/24 CIP Items:

Dispatch Furniture Consoles:

The current furniture in the communications center was purchased 20 plus years and is showing its age being used 24 x 7. The \$85k, amount was used five years ago as a budgetary figure. Recent quotes have projected the budgetary costs to be approximately \$260k This amount addresses the furniture and electrical. More planning is needed to determine additional costs for addressing the walls, ceiling, ducting, and flooring. The estimated cost for this work is \$130k; FY23 yearend surplus could be a potential funding source for this additional cost.

R740 Servers (2):

The R730 servers are physical servers that support the virtual server infrastructure that are end-of-life servers for the network (CAD, Email, file storage, CLETS, etc.) that are in need of replacement due to age.

9-1-1 Voice Logger (Server):

The 9-1-1 voice logger records the primary VHF/UHF channels and telephone calls that are made and received from the Vesta phone system. These servers have reached end of life.

SAN (Disaster Recovery):

The offsite SAN is a storage array (1 of 2) that stores YECA’s backup jobs offsite to preserve data in the event of a catastrophic failure at YECA (fire, flood, power spike that destroys the boxes, etc.) that has reached end of life.

Portable Radio’s:

This is to replace YECA’s existing cache of portable back-up radios in the event of a console radio going down to communicate to the field or during an evacuation of the center.

Summary of costs for Final FY23/24 CIP Items:

Project	Cost	Status
Dispatch Furniture	\$ 260,000	<i>Slated for FY24-FY25</i>
R740 Servers	\$ 52,000	<i>Slated for FY24</i>
911 Voice Loggers	\$ 63,000	<i>Slated for FY24</i>
SAN	\$ 90,000	<i>Slated for FY24</i>
Portable Radios (5)	\$ 35,000	<i>Slated for FY24</i>
TOTAL	\$ 500,000	

**Final FY23/24 CIP
5-Year Projection**

Project	FY 22-23	FY 23-24	FY 24-25	FY 25-26	FY 26-27
Furniture					
Dispatch Consoles		\$260,000			
Server Room					
R740 Servers		\$52,000			
Offsite SAN (Disaster Recovery)					
UPS					
Core Switches (6)				\$66,000	
Internet Firewalls				\$16,000	
Interagency Firewalls				\$7,000	
911 Voice Logger (Server only) I		\$52,000			
911 Voice Logger (Server only) II		\$11,000			
SAN		\$90,000			
R730 Servers (2)					
Radio/911 Equipment Room					
Radio/Microwave Multiplexor					\$380,000
Batteries for Radio Power Plant					
Dispatch 911 Phones (CPE)				\$370,000	
TSM 8000 Server - Microwave	\$17,000				
Zetron Toning System					
Radios		\$35,000	\$235,000		
Microwave Radios					\$135,000
Channel Banks					\$135,000
GPS Clocks					\$20,000
Comparators					\$205,000
Radio Sites					
Batteries for Radio Power Plant					
Generator for Bald					
Radios			\$590,000		
Microwave Radios					\$550,000
Channel Banks					\$100,000
GPS Clocks					\$130,000
HVAC				\$60,000	\$60,000
Building					
YECA Roof			\$200,000		
Totals	\$17,000	\$500,000	\$1,025,000	\$519,000	\$1,715,000
Total per Funding Source	\$17,000	\$163,903	\$90,000	\$82,000	\$90,000
Surplus Transfer (YECA Roof)	\$200,000			\$452,000	
Member Agencies	\$0	\$336,097	\$935,000	\$67,000	\$1,625,000
Annual Sinking Fund	\$368,000	\$368,000	\$368,000	\$368,000	\$368,000
Annual Balance	\$568,000	\$31,903	-\$567,000	\$301,000	-\$1,257,000
Running Balance	\$1,355,666	\$1,387,569	\$820,569	\$1,121,569	-\$135,431

Legend Highlight:

- Green = Approved Grant Funding
- Yellow = Potential Grant Funding
- Grey = Agency Funded

7.d Final FY23/24 Position Table

Authorized Position Resolution

as of
04/27/2023

			Current				Proposed	
			FTE Auth	FTE Funded	FTE Vacant	FTE Current	Proposed FTE Changes	FTE Auth & Funded
<i>Active Positions</i>		Effective						
1	Executive Director	2015	1	1		1		1
2	HR/Fiscal Administrator	2016	0	0		0		0
3	Administrative Specialist II	2008	0	0		0		0
4	Operations Manager	2008	0	0		0		0
5	Dispatch Supervisor	1999	4	4		4		4
6	911/Public Safety Dispatcher I/II	2015	26	26	2	24		26
7	911/Public Safety Dispatcher III	2006	4	4	2	2		4
8	Dispatch Assistant	2014	4	4	1	3		4
9	IT Systems Manager	2012	1	1		1		1
10	Sr. Radio Administrator	2013	0	0		0		0
11	Radio Systems Administrator	2008	0	0		0		0
12	Systems Administrator	2018	1	1		1		1
13	Information Technology Specialist	2018	1	1		1		1
14	Accountant II	2021	1	1	1	0		1
15	Deputy Director	2021	1	1		1		1
16	Operations Supervisor	2021	1	1		1		1
17	Sr. Administrative Specialist – Confidential	2022	1	1		1		1
18	IT Helpdesk Technician	2023	0	0		0		0
Totals			46	46	6	40		46

STAFF REPORT

Agenda Item: 7.e

Date: May 3, 2023
To: YECA Governing Board
Thru: Dena Humphrey, Executive Director
From: Billy Keen, Information Technology Manager
Subject: IT Staffing Summary – IT Helpdesk Technician (Extra-Help) Request

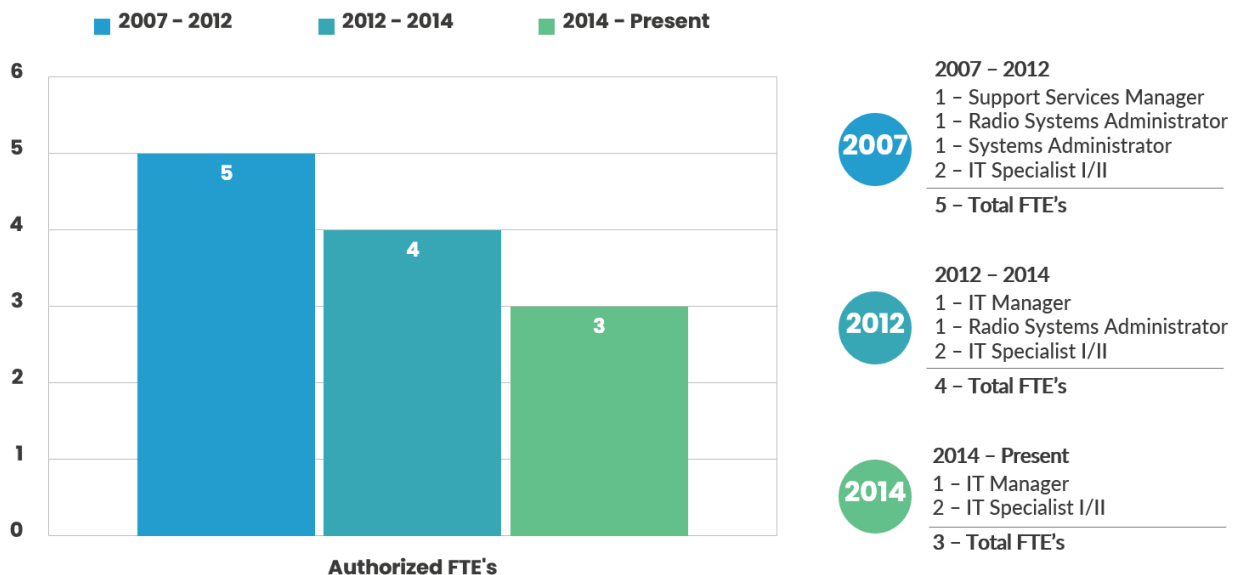
Summary:

YECA's IT staff is currently comprised of three (3) FTE's, including an IT Manager, Systems Administrator and IT Specialist. These staff monitor, manage, maintain, and upgrade IT infrastructure, radio infrastructure, phone infrastructure, project management, and assist with member agency dispatch related projects. Staff also provides 24/7/365 after-hours support for all network systems and radio infrastructure outages.

Department Staffing History:

Over the past sixteen (16) years to present, the total number of FTE's was reduced from five (5) to three (3). During the elimination process of the positions, workloads were distributed to existing FTE's.

Authorized FTE's



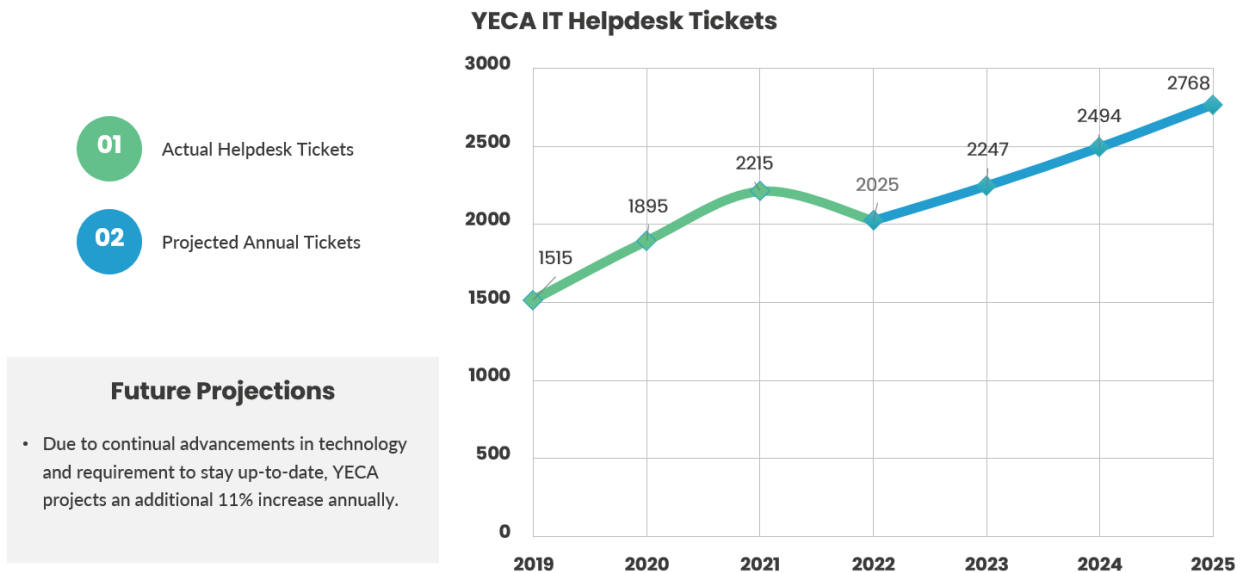
Department Responsibilities:

After-Hours On-Call:

Department staff provide 6,236 hours of 24x7x365 on-call services annually to dispatch and member agency units for emergency issues and outages while they are required to maintain a 60 minute response time to YECA if on-site support is required. IT staff averages 40 hours of after-hour callouts annually. An after-hours call-out can range from a 15-minute remote support call to a 4+ hour on-site response.

Helpdesk Support:

Helpdesk tickets are one metric that is utilized by the department to track and log reported issues and enhancements. In 2019, IT processed 1,515 helpdesk tickets which increased to 2,025 tickets in 2022. Based on historical data, YECA projects an 11% increase of helpdesk tickets annually due to projects, upgrades, and implementations.



User Accounts and Unit Support:

The IT department supports over 2,500 user accounts and 3,125 units for YECA and its member agencies. This support includes password management, account creation/deletion, application support, hardware support, enhancement requests, upgrades, and issue tracking.

Network, Servers and Other Hardware:

Hardware supported includes 90 servers which require over 1,350 hours annually to install patches, upgrade, and maintain. Also supported are 360 individual hardware devices that include desktops, laptops, security cameras, radios, etc. To maintain public safety standard and reliable infrastructure, YECA maintains a five (5) to eight (8) year replacement cycle pending the longevity of support on individual equipment. This requires all equipment to be replaced on a rotating cycle to ensure high standard dispatching services while decreasing downtime and cybersecurity risk.

YECA maintains a complex network infrastructure that includes a physical production network, virtual production network, physical disaster recovery network and radio network. These networks are made up of over forty (40) switches, routers and miscellaneous network devices that are managed, maintained and updated with new firmware on a quarterly basis to decrease the risk of cybersecurity exploits. Patching all devices require approximately 250 hours annually.

YECA's network has secure connections to outside networks that include; Cities of West Sacramento, Woodland, Winters, County of Yolo, Yocha Dehe Winton Nation, Yolo Superior Court, DOJ. These connections allow for; CAD/Mobile software access, records checks, RMS system access, fire station alerting and data sharing.

Cybersecurity:

Due to the critical nature of networks and applications maintained by YECA, cybersecurity is at the utmost importance to YECA's IT staff. Cybersecurity is maintained internally with project support from vendors during critical hardware and software upgrades. Possible threats and exploits are investigated by the staff when alerted by monitoring software to evaluate the alert and verify the infrastructures security and stability and ensure no threat has infiltrated production systems.

Applications:

Over 45 applications are supported by YECA for use by admin, dispatch, and member agency staff. The largest application supported is the Computer Aided Dispatch application. Installed in 2013, this application requires more application support when compared to the previous CAD system. In 2022, CAD tickets into the YECA helpdesk were 813, making up 40% of all tickets processed by IT. The CAD system is upgraded semi-annually which requires approximately 320 hours annually for upgrade investigation, coordination, installation and testing. The CAD system also provided additional features available for member agencies that were not available before 2013. One primary feature is the ability for integrations into 3rd party applications to share data. This is a feature that has been utilized by a majority of member agencies with internal projects throughout their departments. YECA currently maintains and supports 15 external CAD connections with 3rd party vendors including:

- CAD to CAD (AMR)
- PulsePoint
- ImageTrend (UCD/WNF/YDF Fire RMS)
- Emergency Reporting (MDS/WOF/KNI/DNN/YOL/PAY/WPL Fire RMS)
- Zoll (WDL/WSF Fire RMS)
- Inform RMS (WSP/WDP RMS)
- First Watch (Fire Stats)
- Active911 (Volunteer Fire Agencies)
- Fusus (WSP)
- Comtech (WDL/WSF/UCD/WNF/YDF Fire Station Alerting)
- ProQA (Medical Call Processing)
- Fire Dashboard (WPL)
- LiveMUM (Fire Station Move-up Notifications)
- SSRS Reporting
- AD Integration (Password Consolidation)

Radio System:

YECA currently maintains a contract with Sutter Buttes Communications for radio technician support and system maintenance. IT staff currently is responsible of fielding all radio complaints from dispatch and field units to evaluate and gather initial information prior to calling out technicians. Throughout the troubleshooting process IT is monitoring the progress of issues and reporting to dispatch, field units, command staff, and administration of the status and estimated repair completion timelines. YECA maintains 7 radio sites throughout Yolo County that contain generators, battery plants, A/C systems, and microwave systems. The IT staff monitors this equipment and works with vendors for all repairs and escorts technicians to all sites during repairs and preventative maintenance 24/7.

This work was previously managed by the Radio Systems Administrator before being consolidated into the IT department with the elimination of that position by the board in August of 2013. Approximately 500 hours of work annually is spent on Radio system, network, and facility support.

Project Management:

IT staff assists in the management and technical resources for many IT, Operations and member agency projects. Internal YECA projects include IT staff to advise in technical aspects and involvement is often times involved throughout the duration of the project. Member agencies will reach out to YECA IT staff and ask for assistance on external projects within their perspective agencies. There are currently six (6) active member agency projects requiring status meeting attendance and YECA IT support. Some examples of these workloads include; RMS projects, fire station alerting upgrades, CAD data analytic software implementations, network upgrades and real time CAD data analytics, displays and alerting. Any member agency project that contains CAD data for analytics or real time alerting involves YECA IT staff along with ongoing support and maintenance of the CAD interface. Participation in member agency project status meetings and working with technical staff and vendor's averages more than 300 hours of work annually while increasing ongoing workloads in annual support in future years.

Increased Workloads:

Over the last 16 years, technology advancements have required YECA and Member Agencies to implement many improvements and upgrades to ensure secure network infrastructures and application deployments. This has caused workloads to increase for all staff. The following are the areas of significant increases in staff time to support, maintain, and consult services.

Hardware & Software:

- Servers
 - o Additional 65 servers or a 350% increase over 16 years
- Disaster Recovery System
 - o 7 additional Virtual Server Hosts, Firewalls, and Switches
 - o 7 Evacuation/Tactical Dispatch Cases
 - o DR Backup and Recovery Software

CAD:

- New CAD System
 - o Increased application support required
 - Increased annual ticket compared to previous CAD system in 2013 of 663 tickets or 440%
 - o 15 new CAD 3rd party interface applications
 - Historical data reflects a projected trend of 2 new additional interfaces per year

Helpdesk:

- Annual Helpdesk Ticket Increase 300, or 15%

Radio:

- Radio Site Facility Upgrades since 2007
 - o 6 additional radio sites
 - o Battery Power and A/C Systems
- Simulcasting of 4 Radio Frequencies
- Radio System Administrator workload added to IT Staff

Projects:

- Increase of Member Agency technical advancement projects requesting CAD data connections

Request:

YECA is requesting approval to create an IT Helpdesk Technician position as Extra-Help. This position will be limited to 16 hours per week with an annual cost of \$21,216 - \$25,792. This position will provide Tier-1 technical support for YECA staff to relieve lower level tasks and responsibilities in order for remaining staff to concentrate on higher level technical needs.

	IT Helpdesk Technician (Extra-help)				
	STEP 1	STEP 2	STEP 3	STEP 4	STEP 5
Hourly	\$ 25.50	\$ 26.78	\$ 28.11	\$ 29.52	\$ 31.00

Long Range Planning:

Over the next three years, YECA’s Radio infrastructure will migrate from an analog system to an IP network based system. This change will put additional workloads on IT as it will involve switches, routers, firewalls, etc. At this point in time it would become inevitable to request one (1) FTE for this oversight of YECA’s Radio System, potentially in FY25/26.

YECA

Position Description

Position: IT Helpdesk Technician (Extra-help)	Position Number:
Department: Information Technology	FSLA:
Reports to: Information Technology Manager	Salary Grade:

Summary

Performs a variety of technical duties that include configuring workstations and printers, installing Microsoft applications and updates, and troubleshooting user-level issues with hardware devices and a variety of software applications. This is a temporary extra-help position, minimum of 8 hours and a maximum of 20 hours per week.

Distinguishing Characteristics

This is an entry level, extra-help, position in the IT Division under the general direction of the Information Technology Manager. The incumbent is given job oversight by the IT Specialist and/or System Administrator. Incumbents perform general, user-level technical support functions, including the installation, configuration and maintenance of workstations, laptops, printers and a variety of operating system and application software.

Essential Duties and Responsibilities

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

- Helps maintain an inventory of all computer software/hardware and systems.
- Acts as technical resource in assisting users to resolve problems with equipment and data; staffs a centralized help desk to facilitate exchange of information and advice.
- Will install, configure, and maintain workstations, laptops, and printers.
- Troubleshoots problems with computer systems, including hardware, operating systems, and applications. Makes repairs or corrections where required. Documents all actions taken to complete the repair.
- Helps maintain current knowledge of hardware and software technology.
- Helps maintain documentation for each software application or system.
- Provides system users both in person and over the phone with system use instructions and troubleshooting steps.
- Provides preventative maintenance and upgrades for a variety of systems.
- Performs other related duties to accomplish the objectives of the position.
- Assist vendors with access to remote radio sites throughout Yolo County.

Qualifications

▪ **Knowledge and Skills**

Requires the ability to analyze problems, identify solutions and implement methods, procedures and techniques for resolution. A working knowledge of the practices, techniques, and methods of computer hardware and software installation and maintenance. Must communicate effectively with end-users and technical staff. Working knowledge of Windows 10 and Windows 11 is highly desirable. Basic knowledge of computer networking (TCP/IP) is desirable.

▪ **Abilities**

Must be able to perform all of the relevant duties of the position with general supervision. Must be able to operate a variety of computer workstations, printers, operating systems, and hardware. Ability to read, understand and apply information from technical manuals and prioritize work in order to meet deadlines and maintain schedules.

▪ **Physical Abilities**

This position involves light to medium work including walking, standing, stooping, carrying and lifting of light to medium weight materials (10-50 pounds). Requires visual acuity and depth perception, strong arm, hand and finger dexterity, and hand-eye coordination. Requires speaking and hearing ability sufficient to hear over phone and carry on routine conversations.

▪ **Education, Experience, Special Skills**

Education equivalent to completion of one year of college-level coursework in a technical field or one year on the job training in the installation and support of Windows 10, Windows 11, Microsoft Office Suite, and basic networking principles is required. Candidates with working knowledge of Microsoft Excel, Microsoft Access, Microsoft Word, Microsoft Outlook and Adobe Acrobat are preferred.

▪ **Licenses and Certificates**

Must possess and maintain a valid California class C driver's license and a satisfactory driving record.