

**AGENDA  
REGULAR MEETING  
YECA GOVERNING BOARD  
August 5, 2020  
2:00 P.M. Public Session**

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

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

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

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**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. Recognition for Board Member John Donlevy for serving nine plus years on the YECA Board.

**4. Public Comment**

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Speakers must state their name and city of residence for the record and limit their remarks to three minutes. Members of the public audience may address the Governing Board on any item not on today’s agenda. No response is required and no action can be taken, however, the Governing Board may add the item to the agenda of a future meeting.

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**5. Consent Agenda**

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Consent Agenda items are considered to be routine and will be considered for adoption by one motion. There will be no separate discussion of these items unless a member of the Governing Board, member of the audience, or staff requests that the Governing Board remove an item. If an item is removed, it will be discussed in the order in which it appears on the Agenda.

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- a. Approval of the Minutes from the June 3, 2020, Regular Meeting
- b. Operations Division Report
- c. Current Year Budget Status Update
- d. Quarter 2 Dispatch to Que Time Stats

**6. Covid-19 Call Screening Time Stats from Call Entry to Dispatch Times – Info Only**

- a. Staff summary capturing additional time involved while screening for Covid-19

**7. Next Scheduled JPA Board Meeting – TBD**

**8. Items for Future Agenda**

**9. Adjournment**

I declare under penalty of perjury that the foregoing agenda was available for public review and posted on/or before July 31, 2020 on the bulletin board outside of the Yolo County, Erwin Meier Administration Center, 625 Court St., Woodland, California and on the agency website:

<http://www.yolo911.org/board-meetings>

  
Dena Humphrey, Executive Director

**PUBLIC PARTICIPATION INSTRUCTIONS:**

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

1. You are strongly encouraged to observe the live stream of the meeting at <https://us02web.zoom.us/j/82508885682>, Meeting ID: 825 0888 56825 or by phone at (669) 900-6833 Meeting ID: 825 0888 5682.
2. If you are joining the meeting via zoom and wish to make a comment on an item, press the "raise a hand" button. If you are joining the meeting by phone, press \*9 to indicate a desire to make comment. The chair will call you by name or phone number when it is your turn to comment. Speakers will be limited to 3:00 minutes.
3. If you choose not to observe the meeting but wish to make a comment on a specific agenda item, please submit your comment via email by 5:00 p.m. on the Monday prior to the meeting. Please submit your comment to the Dena Humphrey at [dhumphrey@yolo911.org](mailto:dhumphrey@yolo911.org). Your comment will be placed into the record at the Board meeting.
4. If you are watching/listening to the live stream of the meeting and wish to make either a general public comment or to comment on a specific agenda item as it is being heard, you may also submit your comment, limited to 250 words or less, to the Dena Humphrey at [dhumphrey@yolo911.org](mailto:dhumphrey@yolo911.org) noting in the subject line: For Public Comment. Every effort will be made to read your comment into the record, but some comments

may not be read due to time limitations. Comments received after an agenda item will be made part of the record if received prior to the end of the meeting.

If you are a person with a disability and you need disability related accommodations to attend the meeting, please contact Corina Macias at (530) 666-8919 or (530) 666-8909 (fax). Requests for accommodations must be made at least two full business days before the start of the meeting.

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

Agenda Item: 5.a

**June 3, 2020  
2:00 P.M. Public Session**

The YECA Governing Board met on Wednesday June 3, 2020 at the Woodland Police Department 1000 Lincoln Ave – Community Room, Woodland. Chair Derrek Kaff called the meeting to order at 2:00 p.m.

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

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**PRESENT: Primary Board Members:** Derrek Kaff, City of Woodland, Steve Binns, City of West Sacramento, Tom Lopez, Yolo County, Dena Humphrey, YECA Executive Director,

Via Zoom: John Donlevy, City of Winters, Rebecca Ramirez, Yocha Dehe Wintun Nation,  
**ABSENT: None**

**Entry No.2**

**Minute Order No. 2020-15**

**Approval of the Agenda - [The Agenda was approved as presented](#)**

**MOTION: Lopez SECOND: Binns AYES: Binns, Donlevy, Lopez, Ramirez, Kaff,**

**Entry No. 3**

**Announcements - None**

**Entry No. 4**

**Public Comment - None**

**Entry No. 5**

**Minute Order No. 2020-16; Approval of Consent Agenda - [Approved](#)**

- a. Approval of the Minutes from the May 6, 2020, Regular Meeting
- b. Operations Division Report
- c. Current Year Budget Status Update
- d. Delta Wireless Radio Maintenance Extension Three -Year Service Agreement
- e. FY20 Budget Adjustments

**MOTION: Lopez SECOND: Donlevy AYES: Kaff, Binns, Donlevy, Lopez, Ramirez**

**Entry No. 6**

**Minute Order No. 2020-17; FieldOps Mobile CAD Application for Field Users – [Voted Item-Option #2 Approved](#)**

- a. Staff summary outlining additional access through tablets for CAD data

Billy Keen YECA I.T. Manager presented: upgrade CAD system; Fixed the issue of the application that was preventing us to move forward. YECA can begin testing, seeking direction from the board for the preferred licensing cost allocations. For Initial testing - reached out to all participating agencies. Estimating 43 initial licenses with a potential increase of 208 at full implementation, these numbers are budgetary and estimate. Could be lower depending on each departments application use or larger if choose to further application.

Benefits – application provides access to CAD data, call per service, unit location data, android, iPhone, IPAD, give capability of having a mobile application & not requiring a full computer within the vehicle for the officer or Fire.

**Dena Humphrey Executive Director implementation suggestion-** Appoint fiscal agent for the departments as well CAO for the voluntary fire departments and move forward invoicing the member agency for cost allocations and follow up with reports next budget cycle next year to the JPA Board to know where the numbers are with data. For the initial cost move forward and in the interim get authorization from each fiscal officers which this would offer more of an approval process.

**Licensing Cost Options:**

YECA is seeking direction on the preferred option to allocate agency licensing costs for the Field Ops mobile application. YECA currently does not have these costs budgeted in the FY21 budget. All license costs are subscription based and due for renewal annually. Testing phase license cost is estimated at \$5,160.00 and could increase to \$26,760.00 annually at full implementation.

Costs would be dependent on the amount of request for each license by each agency and subject to growth. Agency exception would apply to outside contracts e.g., UCD Fire, since they are not included in the member cost formula. All outside contracted agencies would need to be billed separately.

**Option #1:** Costs for initial licensing will be invoiced to the respective agency, while annual license renewal cost will be budgeted within YECA’s operating budget.

**Option #2:** Costs for all licensing will be invoiced to each respective agency for initial purchase of license and thereafter for the annual renewals.

	<b>Initial Purchase of Licenses</b>	<b>Annual Renewal Costs</b>
Option #1	Member Agencies	YECA
Option #2	Member Agencies	Member Agencies

**Approved for Option #2 with YECA Executive Director Dena Humphrey direction of approval process.**

**MOTION: Donlevy SECOND: Binns AYES: Kaff, Binns, Donlevy, Lopez, Ramirez,**

**Entry No. 7**

**Minute Order No. 2020-10; FY20/21 Final Budget – Voted Item - Approved**

**a. FY20/21 Budget**

This year’s budget for FY20/21 captures the operational costs for current staffing of 46 FTE’s. The FY21 budget is inclusive of all bargaining costs for the represented and non-represented.

**Agency Overall:**

The total budget for FY20/21 is \$6,836,246 with an allocation to partners of \$5,843,741 for operations and maintenance plus \$367,505 for the scheduled debt service payment (the scheduled debt service payment will be paid fully Nov 2025). The use of surplus funds \$300k, \$90k transfer from Capital/Special Projects fund and revenue from the UCD Fire contract \$75k, Arbuckle Fire \$40k, and grants/reimbursements \$120k, brought a total reduction of \$625k, to the member allocations.

The agency realized a \$550k fund balance, as a result of vacancies and carryovers from prior years, as noted in the FY18/19 Financial Audit. As a result, the agency proposes the following use of funds:

To offset member shares for FY21, the use of \$300k from fund balance was built into the FY20/21 Budget. A one-time purchase of \$35k, use of fund balance was recently approved by the Board to buy equipment for YECA’s evacuation plan for FY20. To replenish the Equipment Contingency Fund back to original balance, the use of fund balance of \$47k will bring the fund back to \$50k. Purchases were made from this fund to address the Fire station toning issues. The JPA Board set the goal of having 20% of the operating budget set aside in the General Reserve fund. The current balance is \$900k, reflecting 14% of the operating budget. Increasing the fund by \$168k, will bring the General Reserve to \$1,068,000, reaching 89% of the Board’s goal.

- b. FY20/21 Capital Investment Plan (CIP) see Agenda Item #7. b 5-year projection
- c. FY20/21 Authorized Positions Table-see Agenda Item 7.c Board’s direction to fill 3 vacant positions and float the remaining vacancies.

**MOTION: Ramirez SECOND: Donlevy AYES: Kaff, Binns, Donlevy, Lopez, Ramirez,**

**Entry No. 8**

**Next Scheduled JPA Board Meeting – TBD – No meeting in July 2020; Next meeting August 5, 2020**

**Entry No. 9**

**Items for Future Agenda**

**Entry No. 10 Meeting Adjourned at 2:40 p.m.  
Minutes submitted by Eloise Austin**

## STAFF REPORT

**Agenda Item: 5.b.**

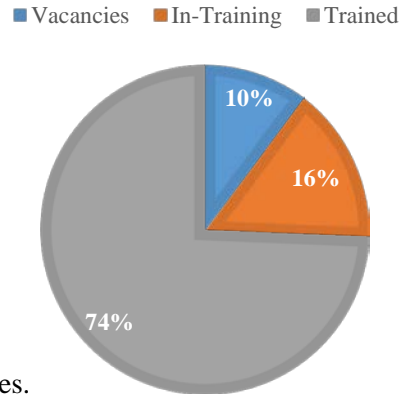
**Date:** August 5, 2020  
**To:** YECA Governing Board  
**Thru:** Dena Humphrey, Executive Director  
**From:** Leah Goodwin, Operations Manager  
**Subject:** May & June 2020 Combined Operations Division Report  
**Recommendation:** No action required; information only.  
**Summary:** Operations staff is currently engaged in the following:

**Staffing:**

1. Out of 39 funded operations positions:

Classification	Filled	Funded	Vacant
Supervisor	4	4	0
Dispatcher III	3	4	1
Dispatcher I/II	24	26	2
Dispatch Assistant	4	5	1
<b>TOTAL</b>	34	39	4

### AUGUST 2020 STAFFING



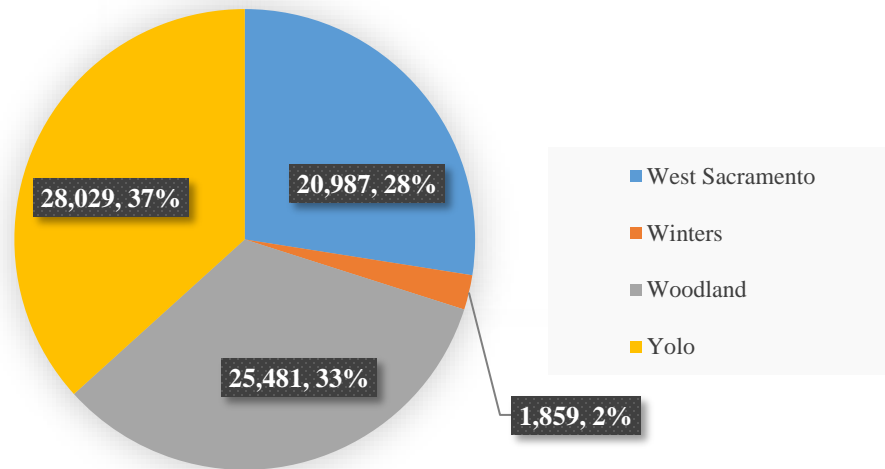
- a. Tony Frasier has completed his training on all consoles.
  - b. Lauren Katz has completed training on the YSO/WNP radio (1<sup>st</sup> console).
  - c. Michelle Pineda has completed training on the WPD radio and has begun training on the WSP radio (2<sup>nd</sup> console).
  - d. Naiya Johnson has completed training on the WSP radio and is scheduled to begin training on the YSO/WNP radio in August (2<sup>nd</sup> console).
  - e. Brittany Bray has completed the basic academy, EMD certification and begun training on call taking.
  - f. Bailey Clemons has completed the basic academy, EMD certification and begun training on call taking.
2. Tianna Dumas resigned after completing training on one radio.
  3. Traci Fitzsimmons, Dispatcher II has a planned retirement date in December, 2020.
  4. Recruitment/upcoming academies have been postponed.

**Statistical Information:**

Monthly Phone Statistics:

	Jan	Feb	Mar	Apr	May	Jun	YTD
9-1-1	3,923	4,320	4,432	4,536	4,843	5,473	27,527
7-Digit Emergency	784	876	789	741	923	1,139	5,252
AMR	108	96	96	67	80	80	527
West Sacramento	3,240	3,253	3,597	3,399	3,396	4,102	20,987
Winters	234	224	332	300	369	400	1,859
Woodland	3,850	3,928	4,215	4,162	4,536	4,790	25,481
Yolo	4,749	5,082	4,854	4,432	4,886	4,026	28,029
Outgoing	5,563	5,768	5,020	5,105	5,858	7,154	34,468
<b>TOTAL</b>	<b>22,451</b>	<b>23,547</b>	<b>23,335</b>	<b>22,742</b>	<b>24,891</b>	<b>27,164</b>	<b>144,130</b>

**2020 YTD  
Incoming Non-Emergency Lines**



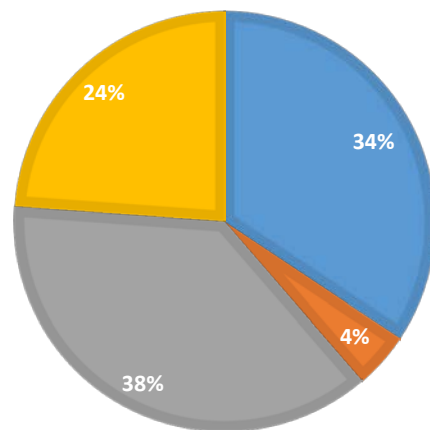
Monthly CAD Events:



	Jan	Feb	Mar	Apr	May	Jun	YTD
West Sacramento							
<b>TOTAL</b>	<b>5,618</b>	<b>5,582</b>	<b>5,362</b>	<b>5,201</b>	<b>5,173</b>	<b>5,719</b>	<b>32,655</b>
Winters							
<b>TOTAL</b>	<b>795</b>	<b>690</b>	<b>669</b>	<b>627</b>	<b>681</b>	<b>682</b>	<b>4,144</b>
Woodland							
<b>TOTAL</b>	<b>5,959</b>	<b>5,990</b>	<b>5,536</b>	<b>5,425</b>	<b>6,374</b>	<b>6,380</b>	<b>35,664</b>
Yolo							
<b>TOTAL</b>	<b>4,058</b>	<b>4,098</b>	<b>3,493</b>	<b>3,800</b>	<b>3,791</b>	<b>3,452</b>	<b>22,692</b>
Yocha Dehe							
<b>TOTAL</b>	<b>37</b>	<b>26</b>	<b>19</b>	<b>4</b>	<b>9</b>	<b>32</b>	<b>127</b>
Arbuckle							
<b>TOTAL</b>	<b>24</b>	<b>29</b>	<b>24</b>	<b>19</b>	<b>40</b>	<b>63</b>	<b>199</b>
Outside Agency/non-geo validated							
Fire	<b>1</b>			<b>1</b>		<b>1</b>	<b>3</b>
Law	<b>53</b>	<b>45</b>	<b>40</b>	<b>45</b>	<b>43</b>	<b>50</b>	<b>276</b>
Animal Control	<b>22</b>	<b>17</b>	<b>12</b>	<b>14</b>	<b>30</b>	<b>8</b>	<b>103</b>
<b>TOTAL</b>	<b>76</b>	<b>62</b>	<b>52</b>	<b>60</b>	<b>73</b>	<b>59</b>	<b>382</b>
UCD							
<b>TOTAL</b>	<b>126</b>	<b>137</b>	<b>102</b>	<b>45</b>	<b>62</b>	<b>71</b>	<b>543</b>
<b>GRAND TOTAL</b>	<b>16,693</b>	<b>16,614</b>	<b>15,257</b>	<b>15,181</b>	<b>16,203</b>	<b>16,458</b>	<b>96,406</b>

### 2020 YTD CAD EVENTS

■ West Sacramento ■ Winters ■ Woodland ■ Yolo



Fire CAD Events:

	Jan	Feb	Mar	Apr	May	Jun	YTD
West Sacramento							
Fire	325	318	384	286	335	439	2,087
Medical	506	501	511	462	488	436	2,904
<b>TOTAL</b>	<b>831</b>	<b>819</b>	<b>895</b>	<b>748</b>	<b>823</b>	<b>875</b>	<b>4,991</b>
Winters							
Fire	72	85	82	60	64	60	423
Medical	33	36	31	28	33	35	196
<b>TOTAL</b>	<b>105</b>	<b>121</b>	<b>113</b>	<b>88</b>	<b>97</b>	<b>95</b>	<b>619</b>
Woodland							
Fire	378	355	347	305	346	388	2,119
Medical	410	401	375	305	384	372	2,247
<b>TOTAL</b>	<b>788</b>	<b>756</b>	<b>722</b>	<b>610</b>	<b>730</b>	<b>760</b>	<b>4,366</b>
Yolo							
Fire	614	880	882	771	622	481	4,250
Medical	79	82	70	83	69	74	457
<b>TOTAL</b>	<b>693</b>	<b>962</b>	<b>952</b>	<b>854</b>	<b>691</b>	<b>555</b>	<b>4,707</b>
Yocha Dehe							
Fire	11	12	9	4	5	10	51
Medical	26	26	10	0	4	22	88
<b>TOTAL</b>	<b>37</b>	<b>38</b>	<b>19</b>	<b>4</b>	<b>9</b>	<b>32</b>	<b>139</b>
Arbuckle							
Fire	14	18	13	11	25	22	103
Medical	10	11	11	8	15	41	96
<b>TOTAL</b>	<b>24</b>	<b>29</b>	<b>24</b>	<b>19</b>	<b>40</b>	<b>63</b>	<b>199</b>
UCD							
Fire	81	87	65	35	49	62	379
Medical	45	50	37	10	13	9	164
<b>TOTAL</b>	<b>126</b>	<b>137</b>	<b>102</b>	<b>45</b>	<b>62</b>	<b>71</b>	<b>543</b>
ALL							
Fire	1,495	1,755	1,782	1,472	1,446	1,462	9,412
Medical	1,109	1,104	1,045	896	1,006	989	6,149
<b>TOTAL</b>	<b>2,604</b>	<b>2,859</b>	<b>2,827</b>	<b>2,368</b>	<b>2,452</b>	<b>2,451</b>	<b>15,561</b>

CLETS Inquiries/Returns:

	Jan	Feb	Mar	Apr	May	Jun	YTD
Inquiries	36,531	38,102	29,557	29,405	34,033	28,326	<b>195,954</b>
Returns	59,039	61,578	47,768	47,523	55,002	45,779	<b>316,689</b>

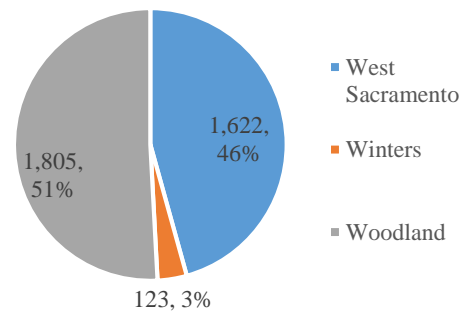
Confidential Records Requests (Audio & CAD Print out):

Jan	Feb	Mar	Apr	May	Jun	YTD
143	112	145	73	103	117	<b>693</b>

After-Hours Records Entries:

	Jan	Feb	Mar	Apr	May	Jun	YTD
West Sacramento	336	343	281	167	270	225	1622
Winters	16	23	34	11	18	21	123
Woodland	424	401	364	170	212	234	1805
<b>TOTAL</b>	<b>776</b>	<b>767</b>	<b>679</b>	<b>348</b>	<b>500</b>	<b>480</b>	<b>3,550</b>

2020 YTD Records Entries



Text to 9-1-1:

	Jan	Feb	Mar	Apr	May	Jun	Total YTD
<b>TOTAL</b>	<u>25</u>	<u>9</u>	<u>22</u>	<u>16</u>	<u>15</u>	<u>30</u>	<b>117</b>

IROC Orders/Entries:

	Jan	Feb	Mar	Apr	May	Jun	YTD
IROC/ROSS	0	1	0	0	0	9	<b>10</b>

Conversion Project completed – 80 hours YTD data entry/review + 40 hours training prep + 64 hours total training = 184 hours of staff time for IROC conversion (one more training session TBS). \* 2 staff still need training

**Projects:**

1. COVID-19 Response and planning
2. IROC Implementation
3. Supervisor promotion: Vanesa Hoyt promoted – in training
4. EMD-QA
5. Policy Manual Revisions/Re-format – FIRE Manual - complete
6. Records After-Hours Responsibilities Group

7. Emergency Staffing Plan – distribution and training in progress
8. Recruitment – on hold
9. June academy completed, subsequent recruitments have been postponed.
10. Succession Planning
11. 2021 In-Service Training Plan
12. Radio Procedures Training
  - a. pending scheduling
13. Scheduling software research & selection
14. CalOES GIS Pilot Project
15. Dispatcher III Promotion

Agenda Item: 5.c

YECA BUDGET MANAGEMENT SUMMARY

2019 / 2020 As of 7/29/20

	8% JUL-19	17% AUG-19	25% SEPT-19	33% OCT-19	42% NOV-19	50% DEC-19	58% JAN-20	67% FEB-20	75% MAR-20	83% APR-20	92% MAY-20	100% JUN-20
<b>360 3601-8350 ADMINISTRATION</b>												
Appropriations	\$ 2,049,919	\$ 2,049,919	\$ 2,049,919	\$ 2,049,919	\$ 2,049,919	\$ 2,049,919	\$ 2,049,919	\$ 2,049,919	\$ 2,049,919	\$ 2,049,919	\$ 2,049,919	\$ 2,049,919
Expenditures	\$ 126,557	\$ 237,892	\$ 337,341	\$ 575,827	\$ 683,298	\$ 749,837	\$ 903,596	\$ 944,406	\$ 1,090,449	\$ 1,462,803	\$ 1,713,089	\$ 1,849,406
Unencumbered	\$ -	\$ 1,812,027	\$ 1,712,578	\$ 1,474,092	\$ 1,366,621	\$ 1,339,224	\$ 1,146,323	\$ 1,105,513	\$ 959,470	\$ 587,116	\$ 336,830	\$ 200,513
Percent Expended	6%	12%	16%	28%	33%	37%	44%	46%	53%	71%	84%	90%
<b>360 3602-8351 OPERATIONS - DISPATCH</b>												
Appropriations	\$ 4,163,301	\$ 4,163,301	\$ 4,163,301	\$ 4,163,301	\$ 4,163,301	\$ 4,163,301	\$ 4,163,301	\$ 4,163,301	\$ 4,163,301	\$ 4,163,301	\$ 4,163,301	\$ 4,163,301
Expenditures	\$ 434,640	\$ 757,038	\$ 1,019,199	\$ 1,395,497	\$ 1,685,743	\$ 1,977,432	\$ 2,305,475	\$ 2,457,018	\$ 2,869,894	\$ 3,150,520	\$ 3,440,258	\$ 3,744,202
Percent Expended	10%	18%	24%	34%	40%	47%	55%	59%	69%	76%	83%	90%
<b>360 3601-8356 INFORMATION TECHNOLOGY</b>												
Appropriations	\$ 681,290	\$ 681,290	\$ 681,290	\$ 681,290	\$ 681,290	\$ 681,290	\$ 681,290	\$ 681,290	\$ 681,290	\$ 681,290	\$ 681,290	\$ 681,290
Expenditures	\$ -	\$ 72,952	\$ 301,416	\$ 406,316	\$ 378,244	\$ 408,319	\$ 478,369	\$ 482,636	\$ 519,259	\$ 544,469	\$ 594,478	\$ 633,136
Percent Expended	0%	11%	44%	60%	56%	60%	70%	71%	76%	80%	87%	93%
<b>TOTAL for all budget units - B/U 360-1 Administration; 360-2 Operations Dispatch; 3601-8356-Information Technology</b>												
Appropriations	\$ 6,894,510	\$ 6,894,510	\$ 6,894,510	\$ 6,894,510	\$ 6,894,510	\$ 6,894,510	\$ 6,894,510	\$ 6,894,510	\$ 6,894,510	\$ 6,894,510	\$ 6,894,510	\$ 6,894,510
Expenditures	\$ 561,197	\$ 1,067,882	\$ 1,657,956	\$ 2,377,640	\$ 2,747,284	\$ 3,135,589	\$ 3,687,440	\$ 3,884,060	\$ 4,479,602	\$ 5,157,791	\$ 5,747,825	\$ 6,226,744
Unencumbered	\$ 6,333,313	\$ 5,826,628	\$ 5,236,554	\$ 4,516,870	\$ 4,147,226	\$ 3,758,921	\$ 3,207,070	\$ 3,010,450	\$ 2,414,908	\$ 1,736,719	\$ 1,146,685	\$ 667,766
Percent Expended	8%	15%	24%	34%	40%	45%	53%	56%	65%	75%	83%	90%
Estimated Revenue	\$ 6,894,510	\$ 6,894,510	\$ 6,894,510	\$ 6,894,510	\$ 6,894,510	\$ 6,894,510	\$ 6,894,510	\$ 6,894,510	\$ 6,894,510	\$ 6,894,510	\$ 6,894,510	\$ 6,894,510
Realized Revenue	\$ 1,988,411	\$ 2,883,833	\$ 3,398,928	\$ 4,584,020	\$ 4,621,965	\$ 4,623,293	\$ 5,200,692	\$ 5,210,525	\$ 6,312,026	\$ 6,335,789	\$ 6,857,694	\$ 6,863,891
Unrealized Revenue	\$ 4,906,099	\$ 4,010,677	\$ 3,495,582	\$ 2,310,490	\$ 2,272,545	\$ 2,271,217	\$ 1,693,818	\$ 1,683,985	\$ 582,484	\$ 558,721	\$ 36,816	\$ 30,619
Percent Realized	29%	42%	49%	66%	67%	67%	75%	76%	92%	92%	99%	100%

updated 11/6/19



## Quarter 2, 2020 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	92	231	75	12	90	319	90	146	90	708
2	124	1862	126	147	125	1,805	109	548	122	4,362

### 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	106	205	31	12	79	282	82	146	88	645
2	205	1,571	77	144	176	1,604	109	532	175	3,851

### 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	118	26	0	-	173	37	0	-	151	63
2	325	291	185	3	263	201	219	16	296	511

### 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	493	26	0	-	825	37	0	-	688	63
2	1058	291	1044	3	904	201	883	16	992	511

### 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	150	231	31	12	166	319	82	146	141	708
2	338	1862	97	147	257	1,805	132	548	271	4,362



## Quarter 2, 2020 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	48	502	50	41	48	574	48	5	63	127	50	1,249
Code 3	60	1,280	69	157	62	1,710	52	35	64	724	62	3,906

### 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	502	20	41	20	574	12	5	26	127	20	1,249
Code 3	18	1,280	32	157	20	1,710	17	35	25	724	21	3,906

### 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	46	243	55	16	39	190	50	4	61	59	46	512
	Code 3	62	341	88	65	68	529	69	10	61	445	65	1,390
Medical Aid Call Types	Code 2	49	259	47	25	53	384	43	1	65	68	52	737
	Code 3	59	939	56	92	59	1,181	45	25	67	279	60	2,516

### 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	17	243	24	16	24	190	12	4	35	59	22	512
	Code 3	20	341	49	65	25	529	19	10	28	445	26	1,390
Medical Aid Call Types	Code 2	18	259	17	25	18	384	14	1	19	68	18	737
	Code 3	20	939	17	92	18	1,181	16	25	20	279	19	2,516

## STAFF REPORT

**Agenda Item: 6.a**

**Date:** July 28, 2020  
**To:** YECA Governing Board  
**Thru:** Dena Humphrey, Executive Director  
**From:** Leah Goodwin, Operations Manager  
**Subject:** Board Summary: COVID-19 Pre-Screening  
**Recommendation:** No action required; information only.  
**Summary:** COVID-19 Screening and Call Processing

**Background:**

On April 4, 2020, in response to member agency requests, YECA staff began screening all calls that required in person contact for known COVID-19 risk to responders: fever, cough or shortness of breath, individuals under quarantine and individuals diagnosed with COVID-19. These questions are asked after the chief complaint, location and priority details have been obtained.

**Impact:**

YECA staff have seen no significant increase or decrease in average call processing times (time of call receipt to first unit dispatched) during the review period of March 1, 2020 through June 31, 2020.

<b>2019 Medical</b>	Jan	Feb	Mar	Apr	May	Jun	YTD Average
0-60 seconds	27.44%	31.10%	28.16%	26.23%	27.63%	25.54%	27.68%
60-120 seconds	85.81%	86.61%	85.37%	85.76%	85.66%	84.18%	85.57%
<b>2020 Medical</b>	Jan	Feb	Mar	Apr	May	Jun	YTD Average
0-60 seconds	33.33%	23.91%	26.32%	22.18%	35.88%	31.34%	28.83%
60-120 seconds	83.59%	85.95%	85.26%	82.88%	86.67%	87.66%	85.34%

YECA staff have experienced a minor overall increase of 4 seconds in call duration (time of dispatchers on the call) during the review period that could be attributed to the extra call screening.

# of calls <b>2019</b>	Hold Time	Call Duration
97,867	6.13	131.8
# of calls <b>2020</b>	Hold Time	Call Duration
93,758	5.99	135.37



**Considerations:**

YECA generates reporting on average times only for call processing. NFPA Standard 1221 establishes call-handling times in that, “90 percent of emergency alarm processing shall be completed within 64 seconds, and 95 percent of alarm processing shall be completed within 106 seconds.” Extensions are granted for:

- reports involving Emergency Medical Dispatch (EMD) protocols (which applies to the Medical data provided),
- foreign languages,
- hazardous materials,
- technical rescue,
- criminal activity that might compromise responder safety
- text messages, and
- calls that require determining the location of the alarm due to insufficient location.

These exemptions potentially apply to a large number of the calls handled in a PSAP. Eighty-four (84%) of our calls in the last twelve (12) months originated from wireless callers, which require the call-taker to spend extra time determining the location of the incident.

At this time with current resources, YECA is unable to review and determine each call type falling within the above NFPA’s allowable time extensions vs non-allowable calls in order to make a determination for meeting NFPA Standard 1221. Evaluating each call type within the specified criteria would encompass reviewing approximately 17,000 Fire calls.

Historically, the agency has always used industry standards for 9-1-1 call answering times reported to the State using the National Emergency Number Association (NENA) 9-1-1 Call Answering Time Guidelines.