

**AGENDA  
REGULAR MEETING  
YECA GOVERNING BOARD  
Yolo County Bauer Bldg., Suite#1600 (Thompson Room), 137 N. Cottonwood Street,  
Woodland, CA 95695  
June 4, 2014  
3:00 P.M. Public Session**

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

**1. Call to Order (3:00 PM)**

**2. 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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**3. Announcements**

- a. **Dispatcher & Assistant Dispatcher of the Year Recognition**

**4. Approval of the Agenda**

**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 March 5, 2014 Regular Meeting and April 29, 2014 Closed Session Meeting Pg. - 3
- b. Operations Division Report Pg. - 7
- c. Current Year Budget Status Update Pg. - 10
- d. Arbuckle Fire Service Agreement Pg. - 11
- e. Delta Wireless Amendment Pg. - 12

**6. Automatic Transfer Switch (ATS) Electrical Construction Contract**

- a. Project Scope Presentation, ECOM Dave Smith, Principal
- b. ATS Project Summary Pg. - 13
- c. Approval of Paschke Electric Contract

**7. Election of Officers**

**8. Medical Dispatch Times**

- a. Medical Dispatch Times Staff Summary Pg. - 14

**9. Text to 9-1-1**

- a. Update of the Recent FCC release on Text to 9-1-1 Capabilities (Information Only) Pg. - 17

**10. Software Maintenance Cost Allocations**

- a. Cost Allocation Staff Summary Pg. - 19

**11. AMR CAD-to-CAD Interface**

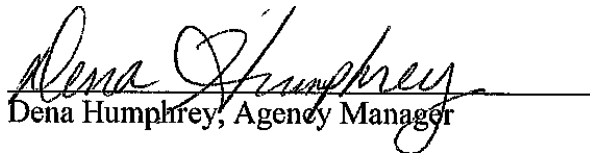
- a. Chief Fredericksen Discussion on CAD-to-CAD Interface Pg. - 20

**12. Next Scheduled JPA Board Meeting July 2, 2014**

**13. Items for Future Agenda**

**14. Adjournment**

I declare under penalty of perjury that the foregoing agenda was available for public review and posted on/or before May 30, 2014 on the bulletin board outside of the Yolo County Board of Supervisors Chambers, Erwin Meier Administration Center, 625 Court St., Woodland, California and on the agency website: <http://www.yeca911.org/BoardCalendar2014.html>

  
Dena Humphrey, Agency Manager

\*\*The meeting room is wheelchair accessible and disabled parking is available. If you are a person with a disability and you need disability related accommodations to attend the meeting, please contact Marci Criste 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. \*\*

**Agenda Item: 5.a.**

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

**March 5, 2014**

**MINUTES**

The YECA Governing Board met on Wednesday, March 5, 2014 at the Yolo Emergency Communications Agency, 35 N. Cottonwood Street, Woodland. Board Chair Gary Fredericksen called the meeting to order at 2:00 p.m.

**PRESENT:** Primary Board Members: Gary Fredericksen, Yocha Dehe Wintun Nation, Sergio Gutierrez, City of Winters, Carol Richardson, City of West Sacramento, Dan Bellini, City of Woodland, Tom Lopez, Yolo County, and Dena Humphrey, Agency Manager.

Entry No. 2

**Public Comment**

None

Entry No. 3

**Announcements**

Board Chair Gary Fredericksen announced that there was an Addendum to Agenda and the Agenda Item will follow Agenda Item No. 10.

Entry No. 4

**Minute Order No. 2014-37: Approval of Agenda**

The Agenda was approved as presented with the Agenda Addendum.

MOTION: Lopez SECOND: Gutierrez AYES: Fredericksen, Bellini, Gutierrez, Lopez, Richardson.

Entry No. 5

**Minute Order No. 2014-38: Approval of Consent Agenda**

The Consent Agenda was approved as presented.

MOTION: Gutierrez SECOND: Lopez AYES: Fredericksen, Bellini, Gutierrez, Lopez, Richardson.

Entry No. 6

**Minute Order No. 2014-39: FireDispatch.com Yearly Costs Discussion**

Board Chair Gary Fredricksen opened discussion on an invoice received from FireDispatch.com, an electronic publishing site for fire CAD incident information in real time. Currently West Sacramento Fire has been paying the yearly costs for this service. Since member agencies access

and use this site it was recommended and approved that YECA would absorb the yearly costs to maintain connection to FireDispatch.com.

MOTION: Richardson SECOND: Lopez AYES: Fredericksen, Bellini, Gutierrez, Lopez, Richardson.

Entry No. 7

**Minute Order No. 2014-40: Revised Purchasing Policy**

Agency Manager Dena Humphrey presented YECA's proposed revised Purchasing Policy to the Board. The revised policy includes procedures that specify threshold approvals in relation to the audit finding; increasing the Purchasing Agent's signing authority, establishing informal and formal thresholds, and giving the Purchasing Agent discretion to dispose surplus up to a specified amount.

It was recommended that first priority be given to non-profit organizations and/or other agencies before disposing surplus property. After some discussion the Board approved the revised Purchasing Policy with the addition that a year-end report would be presented to the Board.

MOTION: Bellini SECOND: Gutierrez AYES: Fredericksen, Bellini, Gutierrez, Lopez, Richardson.

Entry No. 8

**Staffing Trends and Recommendation**

**8.a. Summary for Record Entry**

Agency Manager Dena Humphrey gave a summary of the other duties YECA has absorbed over the years for the other member agencies.

No action was taken, information only.

**8.b. Staffing with Staggered Approach**

This Agenda Item was tabled until after discussion on 9.a. Revised Proposed Base Budget for FY 14/15.

Entry No. 9

**Minute Order No. 2014-41: Revised FY 14/15 YECA Agency Budget**

The revised proposed base budget for FY 14/15 was approved as presented and included the recommendation to convert (2) open and funded Dispatch Assistant positions to (2) Dispatcher positions as presented in Agenda Item No. 8.b. Board Member Carol Richardson recommended revisiting increasing the recommended positions over time (FY15/16 and FY 16/17) in six (6) months.

MOTION: Richardson SECOND: Bellini AYES: Fredericksen, Bellini, Gutierrez, Lopez, Richardson.

Entry No. 10

**Minute Order No. 2014-42: CAD-to-CAD**

Board approved the recommendation to move forward with the implementation of the CAD-to-CAD as presented with AMR. IT Manager Mike Bowler will follow up with CHP interest.

MOTION: Richardson SECOND: Gutierrez AYES: Fredericksen, Bellini, Gutierrez, Lopez, Richardson.

Entry No. 11

**Minute Order No. 2014-43: Automatic Transfer Switch Replacement (Agenda Addendum)**

Board approved as presented and gave direction to staff to move forward with design.

MOTION: Richardson SECOND: Bellini AYES: Fredericksen, Bellini, Gutierrez, Lopez, Richardson.

The next regular scheduled meeting is April 2, 2014. Meeting will be held at Yolo Emergency Communications Agency, 35 N. Cottonwood Street, Woodland.

Meeting was adjourned at 3:01 p.m.

Minutes submitted by: Marci Criste, Recording Secretary

**YOLO EMERGENCY COMMUNICATIONS AGENCY (YECA)  
SPECIAL CLOSED SESSION  
GOVERNING BOARD MEETING  
April 29, 2014  
MINUTES**

The YECA Governing Board met on Tuesday, April 29, 2014 at the Yolo Emergency Communications Agency, 35 N. Cottonwood Street, Woodland. Board Vice Chair Sergio Gutierrez called the meeting to order at 9:00 a.m.

**PRESENT:** Primary Board Members:  
Sergio Gutierrez, City of Winters, Carol Richardson, City of West Sacramento,  
Dan Bellini, City of Woodland, Tom Lopez, Yolo County, and Dena Humphrey,  
Agency Manager.

**ABSENT:** Gary Fredericksen, Yocha Dehe Wintun Nation

Entry No. 2

**Closed Session**

The meeting adjourned to closed session at 9:05 a.m.

Entry No. 3

**Closed Session Announcements**

The Board voted to authorize an increase to Dispatch Assistant staff from four (4) FTEs to five (5) FTEs.

Meeting was adjourned at 9:35 a.m.

Minutes submitted by: Marci Criste, Recording Secretary

## STAFF REPORT

### Agenda Item: 5.b.

**Date:** May 14, 2014  
**To:** YECA Governing Board  
**Thru:** Dena Humphrey, Agency Manager  
**From:** Karen Avara, Operations Manager  
**Subject:** Operations Division Report

**Recommendation:** No action required; information only.

**Summary:** Operations staff is currently engaged in the following:

- Dispatcher and Dispatch Assistant of the Year for 2013:

Our Dispatcher and Dispatch Assistant of the Year received a trophy at the annual banquet, will have their names added to the plaque on the wall and have a preferential parking space for three months.

This year our winners are:

- **DISPATCHER OF THE YEAR 2013:**

Aleyda “Lee” Sandoval, Lee was nominated by her peers for being an overall outstanding member of the team. Lee is ALWAYS ready to jump in and help her co-workers; offering to make calls or run records checks. Lee’s constant cheerful attitude and excellence in customer service skills makes Lee a well-deserved recipient of the Dispatcher of the Year award.

- **DISPATCH ASSISTANT OF THE YEAR 2013:**

Scott Roberson is Yolo Emergency Communications Agency’s Dispatch Assistant of the Year for 2013. He was nominated by his co-workers for his excellence in call taking, willingness to help others and for his participation in the CAD selection committee. Scott’s advanced knowledge and exposure to the new CAD system came in handy for the week of YECA’s “GO LIVE” event. He was able to wander the dispatch room answering questions when needed; even staying late to help the oncoming shift ease into the system.

- Grants:

- FY12 HSGP-The new receive antennas have been installed, the 800MHz back up radio and antenna are scheduled for installation May 19<sup>th</sup> and 20<sup>th</sup>. The cameras at Knights Landing and Bald Mountain were installed the week of May 12<sup>th</sup>.
- FY13 HSGP- The new intercom system, cameras and monitors have been installed at YECA.

- Staffing:

We had several good candidates and put six forward into backgrounds, two candidates will start June 1<sup>st</sup>. The remaining candidates phased out of the process due to withdrawals and not passing background.

- Internal Affairs: February 21, 2014 through May 14, 2014
  1. **Grievances:** None
  2. **Complaints:** None
  3. **Commendations:** Four
    - 03/28/14-CMF Consulting commended Supervisor Hetland for his professionalism and peer support during Leadership training.
    - 04/05/14-West Sacramento Sgt. Kinney commended Supervisor Scott for her initiative in using the CAD mapping and AVL to locate an officer who needed assistance but wasn't giving an accurate location.
    - 04/08/14-Supervisor Hetland commended Dispatcher II Kim Lindsay for her room awareness, self-initiation, and assistance during a vehicle pursuit.
    - 5/8/14-Supervisor Fletcher commended Dispatcher III Chris Brewer, Dispatcher II's Kim Lindsay, Tammy Lancaster, and Vanesa Hoyt, Dispatcher I Tina Garman, and Dispatch Assistant Maria Roa for outstanding teamwork on a domestic violence incident that turned into a barricaded subject.
  
- Employee Milestone Recognition:

Dispatcher II Alyeda (Lee) Sandoval, 10 years of service January 27, 2014  
Supervisor Scott Fletcher, 15 years of service February 22, 2014  
Dispatcher II Tammy Leggins, 25 years of service April 24, 2014  
Supervisor Dave Hetland, 20 years of service May 15, 2014  
Dispatcher II Kim Soares, 15 years of service May 10, 2014
  
- Employee Quarterly Perfect Attendance Awards:

**November 2013-January 2014:**

  - Dispatcher I Mayra Berumen-Perez
  - Dispatcher III Chris Brewer
  - Supervisor Scott Fletcher
  - Dispatcher II Lee Sandoval
  - Dispatcher II Stephanie Taylor
  - Dispatcher I Diana Wilson

**February-April 2014:**

  - Dispatcher I Mayra Berumen-Perez
  - Dispatcher II Krista Bryant
  - Supervisor Dave Hetland
  - Dispatcher II Kim Lindsay
  - Dispatcher II Lee Sandoval
  - Dispatcher II Kim Soares
  - Dispatcher I Diana Wilson



**Statistical Information:**

- Monthly Phone Statistics:

<b>Month</b>	<b>9-1-1</b>	<b>Non-Emergency</b>	<b>Outgoing</b>	<b>Total</b>
February	4,283	14,351	6,014	24,648
March	4,897	15,960	6,991	27,848
April	4,605	14,160	6,664	25,429

- Monthly CAD Events:

Included in "Other" category are AMR, Animal Control, All Public Works, County Maintenance, Social Services, Environmental Health, and Public Guardian.

<b>Month</b>	<b>Law</b>	<b>Fire</b>	<b>Other</b>
February	13,457	2,029	710
March	15,357	2,119	786
April	15,306	2,040	882

- Confidential Records Requests:

<b>Month</b>	<b># of Requests</b>
February	86
March	118
April	110

Agenda Item: 5.c

YECA BUDGET MANAGEMENT SUMMARY

2013 / 2014 As of 5/28/14

	8% JUL-13	17% AUG-13	25% SEPT-13	33% OCT-13	42% NOV-13	50% DEC-13	58% JAN-14	67% FEB-14	75% MAR-14	83% APR-14	92% MAY-14	100% JUN-14
<b>360 360-1 ADMINISTRATION</b>												
Appropriations	\$ 2,327,492	\$ 2,327,492	\$ 2,327,492	\$ 2,327,492	\$ 2,327,492	\$ 2,327,492	\$ 2,327,492	\$ 2,327,492	\$ 2,327,492	\$ 2,327,492	\$ 2,327,492	\$ 2,327,492
Expenditures	\$ 49,610	\$ 130,805	\$ 259,992	\$ 550,208	\$ 648,772	\$ 730,529	\$ 839,421	\$ 901,070	\$ 991,853	\$ 1,113,663	\$ 1,388,805	\$ -
Percent Expended	3%	6%	12%	24%	28%	31%	36%	39%	43%	48%	60%	0%
<b>360 360-2 OPERATIONS - DISPATCH</b>												
Appropriations	\$ 3,306,268	\$ 3,306,268	\$ 3,306,268	\$ 3,306,268	\$ 3,306,268	\$ 3,306,268	\$ 3,306,268	\$ 3,306,268	\$ 3,306,268	\$ 3,306,268	\$ 3,306,268	\$ 3,306,268
Expenditures	\$ 163,679	\$ 348,791	\$ 709,356	\$ 965,348	\$ 1,188,437	\$ 1,379,023	\$ 1,636,534	\$ 1,816,287	\$ 2,061,339	\$ 2,374,480	\$ 2,568,679	\$ -
Percent Expended	5%	11%	22%	29%	36%	42%	50%	55%	62%	72%	78%	0%

TOTAL for all budget units - B/U 360-1 Administration; 360-2 Operations Dispatch;												
Estimated Revenue	\$ -	\$ 5,633,760	\$ 5,633,760	\$ 5,633,760	\$ 5,633,760	\$ 5,633,760	\$ 5,633,760	\$ 5,633,760	\$ 5,633,760	\$ 5,633,760	\$ 5,633,760	\$ 5,633,760
Realized Revenue	\$ 17,610	\$ 18,844	\$ 102,300	\$ 1,098,628	\$ 3,214,926	\$ 3,217,791	\$ 3,725,235	\$ 3,725,242	\$ 4,156,594	\$ 4,238,575	\$ 5,136,383	\$ -
Percent Realized	0%	0%	2%	20%	57%	57%	66%	66%	74%	75%	91%	0%

	8% JUL-13	17% AUG-13	25% SEPT-13	33% OCT-13	42% NOV-13	50% DEC-13	58% JAN-14	67% FEB-14	75% MAR-14	83% APR-14	92% MAY-14	100% JUN-14
<b>360 360-3 CAD CAD PROJECT</b>												
DWR GRANT & BoFA Lease												
Appropriations	\$ 1,349,862	\$ 1,349,862	\$ 1,349,862	\$ 1,349,862	\$ 1,349,862	\$ 1,349,862	\$ 1,349,862	\$ 1,349,862	\$ 1,349,862	\$ 1,349,862	\$ 1,349,862	\$ 1,349,862
Expenditures	\$ 3,744	\$ 45,743	\$ 50,040	\$ 240,089	\$ 485,479	\$ 611,174	\$ 611,174	\$ 613,244	\$ 650,466	\$ 650,466	\$ 650,466	\$ -
Unencumbered	\$ 1,346,118	\$ 1,304,119	\$ 1,299,822	\$ 1,109,773	\$ 864,383	\$ 738,688	\$ 738,688	\$ 736,618	\$ 699,396	\$ 699,396	\$ 699,396	\$ 1,349,862
Percent Expended	0%	3%	4%	18%	36%	45%	45%	45%	48%	48%	48%	0%
Estimated Revenue	\$ 1,349,862	\$ 1,349,862	\$ 1,349,862	\$ 1,349,862	\$ 1,349,862	\$ 1,349,862	\$ 1,349,862	\$ 1,349,862	\$ 1,349,862	\$ 1,349,862	\$ 1,349,862	\$ 1,349,862
Realized Revenue	\$ -	\$ -	\$ -	\$ -	\$ 482,784	\$ 608,478	\$ 610,548	\$ 610,548	\$ 647,088	\$ 647,088	\$ 647,088	\$ -
Percent Realized	0%	0%	0%	0%	36%	45%	45%	45%	48%	48%	48%	0%
<b>360 360-3 DWR EOC/Radios</b>												
DWR GRANT	\$ 13,327	\$ 13,327	\$ 13,327	\$ 13,327	\$ 13,327	\$ 13,327	\$ 13,327	\$ 13,327	\$ 13,327	\$ 13,327	\$ 13,327	\$ 13,327
PROG EOC	\$ -	\$ -	\$ 2,580	\$ 2,580	\$ 2,580	\$ 2,580	\$ 11,977	\$ 11,977	\$ 11,977	\$ 13,273	\$ 13,273	\$ -
Unencumbered	\$ 13,327	\$ 13,327	\$ 10,747	\$ 10,747	\$ 10,747	\$ 10,747	\$ 1,350	\$ 1,350	\$ 1,350	\$ 54	\$ 54	\$ 13,327
Percent Expended	0%	0%	19%	19%	19%	19%	90%	90%	90%	100%	100%	0%
Estimated Revenue	\$ 13,327	\$ 13,327	\$ 13,327	\$ 13,327	\$ 13,327	\$ 13,327	\$ 13,327	\$ 13,327	\$ 13,327	\$ 13,327	\$ 13,327	\$ 13,327
Realized Revenue	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Unrealized Revenue	\$ -	\$ -	\$ -	\$ -	\$ 13,327	\$ 13,327	\$ 13,327	\$ 13,327	\$ 13,327	\$ 13,327	\$ 13,327	\$ 13,327
Percent Realized	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>360 360-3 FY11 HSG FY12</b>												
radio & Microwave Proj												
Appropriations	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 54,870	\$ 54,870	\$ 54,870
Expenditures	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 5,744	\$ 5,995	\$ -
Percent Expended	0%	0%	0%	0%	0%	0%	0%	0%	0%	10%	11%	0%
Estimated Revenue	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 54,870	\$ 54,870	\$ 54,870
Realized Revenue	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Percent Realized	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>360 360-3 FY13 HSG FY13</b>												
HSG Grant												
Appropriations	\$ 25,658	\$ 25,658	\$ 25,658	\$ 25,658	\$ 25,658	\$ 25,658	\$ 25,658	\$ 25,658	\$ 25,658	\$ 25,658	\$ 25,658	\$ 25,658
Expenditures	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Percent Expended	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Estimated Revenue	\$ 25,658	\$ 25,658	\$ 25,658	\$ 25,658	\$ 25,658	\$ 25,658	\$ 25,658	\$ 25,658	\$ 25,658	\$ 25,658	\$ 25,658	\$ 25,658
Realized Revenue	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Percent Realized	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

TOTAL for Grant budget units - 3603 CAD PROJECT; 3603 DWR/EOC; 3603 FY12; 3603 FY13;												
Appropriations	\$ 1,388,847	\$ 1,388,847	\$ 1,388,847	\$ 1,388,847	\$ 1,388,847	\$ 1,388,847	\$ 1,388,847	\$ 1,388,847	\$ 1,388,847	\$ 1,443,717	\$ 1,443,717	\$ 1,443,717
Expenditures	\$ 3,744	\$ 45,743	\$ 52,620	\$ 242,669	\$ 488,059	\$ 613,754	\$ 623,151	\$ 625,221	\$ 662,443	\$ 669,483	\$ 669,734	\$ -
Percent Expended	0%	3%	4%	17%	35%	44%	45%	45%	48%	46%	46%	0%
Estimated Revenue	\$ 1,388,847	\$ 1,388,847	\$ 1,388,847	\$ 1,388,847	\$ 1,388,847	\$ 1,388,847	\$ 1,388,847	\$ 1,388,847	\$ 1,388,847	\$ 1,443,717	\$ 1,443,717	\$ 1,443,717
Realized Revenue	\$ -	\$ -	\$ -	\$ -	\$ 482,784	\$ 608,478	\$ 610,548	\$ 610,548	\$ 647,088	\$ 647,088	\$ 647,088	\$ -
Percent Realized	0%	0%	0%	0%	35%	44%	44%	44%	47%	45%	45%	0%

## STAFF REPORT

### Agenda Item: 5.d

**Date:** June 4, 2014  
**To:** YECA Governing Board  
**From:** Dena Humphrey, Communications Agency Manager  
**Subject:** Arbuckle Fire Service Agreement

**Recommendation:** Approve Agreement for the Continuance of Fire & Medical EMD Services for Arbuckle Fire District

YECA has been providing all medical and fire Dispatch services to the community of Arbuckle Fire District, since 1998. The 2013 Calls for Service Report reflected 423 calls provided to Arbuckle, a 15% increase from the previous year. This agreement supersedes any previous agreement while updating only the term and call rates for service.

The contract term is from July 1, 2014 – June 30, 2017. This agreement includes a 3% increase for each year of the three year agreement and provides approximately \$35k of revenue per year to YECA. This rate has taken into account the calls for service, cost per call per service, and prorated share of the radio system infrastructure.

## STAFF REPORT

**Agenda Item: 5.e**

**Date:** June 4, 2014

**To:** YECA Governing Board

**From:** Dena Humphrey, Communications Agency Manager

**Subject:** Radio Maintenance Amendment Summary

**Recommendation:** Approve Radio Maintenance Amendment with Delta Wireless

**Summary:**

Delta Wireless contract is due to expire on June 30, 2014 as our primary service provider for the radio and microwave system. This amendment is to extend the contract another year and provide a maximum cap for non-essential radio issues. The amendment accounts for having a technician available 16 hours per week to work through non-essentials and punch list items. The service contract still maintains a 24/7 service for radio system failures.

The performance of Delta has been exceptional. The expertise of the technicians and the customer service as a whole has been incredible. They've completed the full optimization of the system and have completed other numerous projects to enhance the system. Alcatel provided training to both YECA IT and Delta technicians for a total of three weeks on the microwave system covering all aspects of the microwave system.

Due to the specialized and complexity of radio and engineering services, Delta has eight certified technicians available to provide regular repair, maintenance, and after hour tech support from their Sacramento location. Delta also has locations in Stockton, Atwater, and Turlock. All technicians employed by Delta have passed extensive background checks. Delta has been serving the area since 1996, and includes some of the following surrounding customers: UCD, City of Davis, Citrus Heights, Roseville, Nevada County Sheriff, Folsom PD, and Sacramento Airport.

If approved, the contract term would be for an additional year July 1, 2014 – June 30, 2015. The cost not to exceed is \$115,368, and includes an annual preventive maintenance optimization of the system, regular maintenance, trouble shooting, 24/7 Tech support; fixed hourly rates for engineering services, tower climbing, radio repair, parts, and in-shop labor. The cost not to exceed also includes a 10% contingency for equipment replacement and any other additional cost not covered under the scope of work. The contract also includes fixed hourly rates for member agencies seeking radio/mobile repair and maintenance services.

## STAFF REPORT

**Agenda Item: 6.b**

**Date:** June 4, 2014  
**To:** YECA Governing Board  
**From:** Dena Humphrey, Communications Agency Manager  
**Subject:** Automatic Transfer Switch (ATS) Electrical Contract

**Recommendation:** Approve Agreement with Paschke Electric for the Replacement of the ATS

This contract is for the construction of the 'Auto Transfer Switch Replacement Project' at YECA. The JPA Board approved the hiring of ECOM to start the electrical engineering design for the ATS and main electrical cabinets to be replacement during the March 5, 2014 meeting. The recommendation to waive the competitive process for an emergency situation was also approved by the Board during this March 5<sup>th</sup> meeting.

YECA began working with Yolo County General Services Department and ECOM Engineering to locate the electrical contractor for this project. Paschke Electric from Woodland was selected for their overall quality of workmanship; ten years work experience with the County, and their competitive pricing. Paschke Electric previous work experience includes the Yolo County new Juvenile Hall Building, Court Holding ATS and generator replacements, and the Woodland Community Center.

If approved, they would immediately begin the work needed to prepare for the replacement of the Auto Transfer Switch, main electrical meter, and breaker cabinets. The time to prep the site, order the new electrical equipment, and for the construction work to be completed will take 3-4 months. The total cost for the work and generator rental is \$261,514, with a 10% contingency for a grand total not to exceed \$287,665. Funding for the project will be paid out of the contingency fund for 360-1 Administration.

## STAFF REPORT

### Agenda Item: 8.a

**Date:** June 4, 2014  
**To:** YECA Governing Board  
**From:** Karen Avara, Operations Manager  
**Subject:** EMD-Determinate Dispatching Impact on Call Times

### Background:

With the installation of a new CAD system the Yolo County Fire Chiefs and the YECA JPA Board adopted a policy to use EMD determinate dispatching for medical aid calls to reduce the liability of apparatus rolling with lights and sirens on incidents that are not of a life threatening nature.

Determinate dispatching requires the call taker to ask questions to determine the severity and nature of the medical problem before entering the call to be dispatched. Prior to the installation of the new CAD and implementation of determinate dispatching, the procedure was to enter the call for Dispatch and then go back and complete the questioning, that is known as pre-alerting.

Determinate dispatching was first implemented 12/01/13. The medical calls received between 12/1/13 - 3/31/14 was 3,706 medical aid calls. Out of the 550 Code Two calls, responders advised they were upgrading to Code Three seven (7) times. The following are the call stats for this time period between Codes Two & Three:

- Dec 1, 2013 – March 31, 2014
- Code Three: 3,156 calls or 85%
  - Code Two: 550 calls or 15%

Following industry standards, the National Academy of Emergency Medical Dispatch (NAEMD) does not have a standard or recommendation for call processing times, their standards are limited to following their own protocols.

The National Fire Protection Association (NFPA) standards are used by all Fire Departments. NFPA 1221 Standard 7.4.2.2 recommends that 90% of emergency medical call processing shall be completed within 90 seconds, e.g., calls requiring EMD, translation services, TTY/TDD, calls with criminal activity, hazardous materials, technical rescue, and within 120 seconds 99% of the time.

A review of times for Medical Aid calls from first keystroke to dispatch, showed an increase of doubling call processing times with full EMD determinate dispatching:

- **Prior to Implementation:** September-November: Average 90 seconds
- **Determinate implemented:** December-March: Average 180 seconds

## Findings:

Upon review for the doubling of time increase, the following were impacts:

- The full EMD question process accounts for 90-120 seconds of the total average call 180 seconds
- EMD translator calls range 3-4 minutes
- Invalid or limited location information
- It takes on average 10-25 seconds longer to enter a call for service
  - New steps needed when validating an address
  - Adding the method the call was received (for crime analysis) previously not required
- Law incidents that spawn a fire response, the fire call shows the initial law incident call time
- If a call is started, put on hold, and then resumed it shows the original call answer time

As part of our research, we visited San Mateo County and AMR Dispatch center; and phoned Sacramento Regional Fire, and Contra Costa EMS. We asked if they were NAEMD accredited agency, practice determinate dispatching, and if they are pre-alerting, or waiting for determinate code.

San Mateo County:

- Accredited
- Use Determinate
- Pre-alert, call is entered once they have address, phone and chief complaint, they dispatch and then complete questions
- Unknown on EMD call processing time

AMR:

- Accredited
- Use Determinate
- Call entry once they have address, phone and chief complaint, dispatch then complete questions
- On average it takes 90-120 seconds to complete the EMD process

Sacramento Regional Fire:

- Not accredited
- Use Determinate
- Pre-alert, call is entered once they have address, phone and chief complaint, they dispatch and then complete questions
- They are on cards and don't have an average EMD process time

Contra Costa EMS has three centers, Richmond, San Ramon, and Contra Costa Fire:

- One center is Accredited, one is pending accreditation, one is not accredited
- One center Pre-alerts, call is entered once they have address, phone and chief complaint, they dispatch and then complete questions
- Two centers wait until they have a determinate code
- Of the two that use determinate dispatching efforts are made to meet the 90 second standard but average 120 + seconds

In all cases when agencies are pre-alerting, it is based on the need to meet the NFPA or contract standards. YECA's EMD call processing times are comparable with other local centers contacted.

## **Options:**

Due to EMD standards and protocols the options are very limited to the following:

1. Continue with determinate dispatching
  - This will result in longer call processing times
  
2. Pre-alert and then complete EMD
  - Dispatch times would be reduced by approximately 90 seconds per call
  - Initial text page will only show MEDAID
  - MDC's will show the incident type and response code change
  - Fire may arrive on scene before the determinate code is reached
  - Less stress on employees to process calls bettering service needs



## STAFF REPORT

### Agenda Item: 9.a

**Date:** May 25, 2014  
**To:** YECA Governing Board  
**From:** Karen Avara, Operations Manager  
**Subject:** Text to 9-1-1

### Background:

Text to 9-1-1 is the ability to send a text message to reach 9-1-1 from your mobile phone. In December 2012, AT&T Mobility, Sprint, T-Mobile, and Verizon Wireless, in cooperation with the Federal Communications Commission (FCC), National Emergency Number Association (NENA), and the Association of Public Safety Officials (APCO) came to an agreement to provide text to 9-1-1 as a nationwide interim solution until the Next Generation of 9-1-1 (NG 9-1-1) is deployed.

The NG 9-1-1 initiative is a research and development project to define the system architecture to establish a digital, Internet Protocol (IP) foundation for the delivery of multimedia 9-1-1 calls.

Beginning May 15, 2014 the Public Safety Answering Points (PSAPs) can request the wireless carriers to deliver text to 9-1-1 service to the PSAP.

Between November 2013 and April 2014 the California 9-1-1 Emergency Communications Branch (CA9-1-1 Branch) conducted field trials at six (6) PSAPs in California to test the three forms of text to 9-1-1 solutions that will be made available to PSAPs; trials were conducted to identify the technology limitations and/or benefits.

The interim text to 9-1-1 solution will be for Short Message Service (SMS) texting only. Photos, videos, and multiple recipients for text message are not supported in SMS technology. The California PSAPs may choose one of three (3) different options to receive text to 9-1-1:

- Text-to-TTY/TDD: which emulates the current technology used to support TTY/TDD service for the deaf, hard of hearing and the speech impaired community
- Web Portal: which operate over a web based interface connected to the PSAP
- Integrated NG9-1-1 Interface: this service will require a full (IP) enabled network to support the application, and currently only available in limited area of California

### Findings:

While the test revealed specific results for each application, there are commonalities that are shared across all applications:

- Call set up times average approximately 30 seconds
- Transfer capabilities will be limited by the application
- Language translation is currently not available
- Text to 9-1-1 is a best effort service, no guarantee a text message will be sent, delivered or received in a timely manner or at all
- Routing by centroid (coarse location), unlike wireless voice calls which use approved Emergency Service Number (ESN) routing, text sessions use a commercial product that routes on the centroid of

the cell sector. The text to 9-1-1 session will be routed to the PSAP whose jurisdictional boundary contains the cell sector centroid

- Roaming is not supported, text to 9-1-1 is only available within in the subscriber's wireless service provider's coverage area
- Text to 9-1-1 setup and session duration as tested is longer than a voice call

### **Conclusion:**

Each PSAP needs to consider the type of application that will best serve the PSAP, while each application can provide text to 9-1-1, each application has limitations that may or may not be conducive with the operations of the PSAP

Besides the issue of selecting the application that will best work for the PSAP, PSAPs must consider the best option to deploy text to 9-1-1. The FCC and NENA recommend that PSAPs consider wide area roll outs such as a county wide deployment, this will eliminate the possibility of creating small area where only a limited number of PSAPs take text and limits the ability of citizens to be able to reach a PSAP.

We've met with Davis and UC Davis Dispatch, who are also both not ready to accept text to 9-1-1 at this time. We are collectively working together and leaning towards the IP interface delivery method. UC Davis is setting up a meeting with our AT&T sales representative to discuss options and equipment. The three PSAPs will meet regularly to discuss equipment replacement and text to 9-1-1.

YECA has been aware that NG 9-1-1 and text to 9-1-1 were on the horizon and have been ensuring, where possible, that equipment upgrades/replacements are NG 9-1-1 capable. Currently the new CAD is capable, the logger is capable of recording and storing text and video, and we are slated to replace our phone equipment in July 2015 and will be purchasing a NG 9-1-1 capable system funded by the State.

## STAFF REPORT

### Agenda Item: 10.a

**Date:** June 4, 2014  
**To:** YECA Governing Board  
**Thru:** Dena Humphrey, Agency Manager  
**From:** Mike Bowler, IT Manager  
**Subject:** Software licensing cost allocations for hosted systems

### Summary:

The YECA hosts several systems that benefit both the YECA and member agencies. One of those systems is Omnixx, which allows users to access CLETS via a web browser from any desktop within their respective agency.

YECA holds eight Ominxx licenses for use in the event that the Tri Tech CAD-to-CLETS connection fails, however YECA does not regularly use the Omnixx system. YECA hosts the Omnixx system primarily for the benefit of the member agencies and Davis PD. Davis PD pays a share of the overall annual costs for Omnixx per a separate MOU dated June 2007.

The Ominxx licensing is currently allocated as follows:

AGENCY	TOTAL
DA's Office	3
Probation	4
Social Services	1
UCD	2
WDP	10
WNP	6
WSP	8
YONET	1
YSO	4
YECA	8
Davis PD	4
Davis Sunridge CAD	41
OMNIXX TOTAL:	92

The one-time (purchase) cost of the Omnixx client license is \$316.00 each, and the annual recurring cost is \$99.00 per client.

On May 6<sup>th</sup>, 2014 West Sacramento requested a quote for six (6) additional Omnixx licenses, at an initial cost (purchase plus support) of about \$2,300. The annual recurring cost for these licenses will be about \$600.

### Direction:

The YECA staff respectfully requests direction with regard to the allocation of costs for software licensing when member agencies request additional purchases.

## STAFF REPORT

### Agenda Item: 11.a

**Date:** June 4, 2014  
**To:** YECA Governing Board  
**From:** Dena Humphrey, Communications Agency Manager  
**Subject:** AMR CAD-to-CAD Interface

### **Recommendation: Approve YECA's Existing CAD-to-CAD Interface for the Use of AMR**

Over the last several months YECA, Chief Fredericksen and the Yolo Emergency Medical Services Agency (YEMSA) has been in discussions with AMR to connect the two agencies YECA and AMR together through a CAD-to-CAD connection. This connection would help improve time responses from AMR to the patient. Total calls last year to AMR was 12,243. The average time on the phone relaying the data to AMR for them to Dispatch is approximately 3 minutes, potentially saving 11 hours per week. Resulting in quicker response time of paramedics to the patient and saving Dispatch staff time of being on the phone directly with AMR. This CAD-to-CAD interface also eliminates the error factor of using the phone to transfer information.

This CAD-to-CAD interface will also benefit YEMSA with the contract oversight on response times with AMR. AMR will also benefit by the electronic interface with response times and contractual requirements. Through negotiations with AMR, they have agreed to pay for the share YECA paid for the initial link approximately \$86k. AMR has requested for payment to be made in January 2015, with work to begin immediately.

The recommendation is for the Board to approve this effort and delegate signing authority to the Agency Manager to capture this agreement in writing with AMR for payment to be received by Jan 2015 and for the connection work with Tri-Tech to begin immediately.