

**AGENDA
REGULAR MEETING
YECA GOVERNING BOARD**

**Woodland Police Department, 1000 Lincoln Ave, “Community Room,” Woodland, CA 95695
March 4, 2020
2:00 P.M. Public Session**

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. The National Public Safety Telecommunications Week runs from April 12th - 18th. This is a nationally recognized time for citizens and co-workers alike to show their appreciation for professionals in the field of Public Safety Communications.
- b. The Organization of Public Safety Telecommunicators (O.P.S.T) will be recognizing the outstanding work for our Public Safety Dispatchers at this year’s banquet held at the Thunder Valley Casino in Lincoln on Saturday April 4th. Tickets are \$50 each, and can be purchased by emailing Molly Scott mScott@yolo911.org
- c. Laura Swink, Dispatcher III is being recognize for her outstanding performance during a life save. Her calm and steady CPR instructions given to the patient’s family member contributed to a successful outcome.

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 November 14, 2019, Regular Meeting
- b. Operations Division Report
- c. Current Year Budget Status Update

- d. 2019 4th Quarter – Dispatch to Que Report
- e. 2019 Annual Calls for Service Report

6. Old Business – Information Only

- a. General discussion on countywide Records Management System
- b. General discussion on YECA Building

7. FY18/19 External Audit Presentation by Richardson & Company, CPA's – Info Only

- a. FY18/19 Fiscal Audit Report – Attachment [Click Here to View Report](#)

8. YECA Organizational Overview – Info Only

- a. High level overview of organization per section

9. Closed Session

- a. Public Employee Performance Evaluation (GC54957)
Position Title: Executive Director

9. Next Scheduled JPA Board Meeting – April 1, 2020

- a. Unable to meet at Woodland PD due to all staff meeting. Alternate location proposal is to hold meeting at YECA to accommodate multiple special employee recognitions.

10. Items for Future Agenda

- a. Dispatcher of the Year
- b. Mission Critical Continuity of Operations Assessment & Presentation
- c. Proposed FY21 Budget
- d. New Accounting System Project Update

11. Adjournment

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

**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 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
November 14, 2019
MINUTES**

The YECA Governing Board met on Thursday November 14, 2019 at the Woodland Police Department 1000 Lincoln Ave – Community Room, Woodland. Chair Derrek Kaff called the meeting to order at 2:08 p.m.

PRESENT: **Primary Board Members:** Derrek Kaff, City of Woodland, Steve Binns, City of West Sacramento, Tom Lopez, Yolo County, John Donlevy, City of Winters, Gary Fredericksen, Yocha Dehe Wintun Nation, Dena Humphrey, YECA Executive Director,

Entry No.2
Minute Order No. 2019-45
Approval of the Agenda

The Agenda was approved as presented

MOTION: Lopez SECOND: Fredericksen AYES: Kaff, Binns, Donlevy, Fredericksen, Lopez

Entry No. 3
Minute Order No. 2019-46; Announcements

- a. 2019 Northern CA APCO Preston Thomson Award of Excellence – Charles Keasler **Executive Director, Dena Humphrey recognized Charles for receiving the 2019 Northern California APCO Preston Thomson Award of Excellence**
- b. Fire Chief Gary Fredericksen Resolution of Appreciation for Serving as Chair & Board Member
Retirement resolution and plaque was presented by Chairperson Derrek Kaff to Chief Gary Fredericksen Yocha Dehe Wintun Nation for his eight years of service and contributions as a YECA Board Member.

Entry No. 4
Minute Order No. 2019-47; Public Comment - None

Entry No. 5
Minute Order No. 2019-48; Consent Agenda

- a. Approval of the Minutes from the October 2, 2019, Regular Meeting
- b. Operations Division Report
- c. Current Year Budget Status Update
- d. 2019 3rd Quarter – Dispatch to Que Report
- e. YECA Discrimination & Harassment Policy
- f. Payroll Third-Party Provider Change Update

MOTION: Lopez SECOND: Donlevy AYES: Kaff, Binns, Fredericksen, Donlevy, Lopez

Entry No. 6

Minute Order No. 2019-49; Old Business – Information Only – No Action Items

- a. General discussion on countywide Records Management System
- b. Radio project update for Rumsey Radio Site

Entry No. 7

Minute Order No. 2019-50; YECA Building Architectural Assessment & Structural Analysis – Info Only

- a. Presentation from Comstock Johnson Architects, Dan Eriksson AIA, Principal providing assessment details for consideration of a remodel and expansion of the building
- b. YECA Facility Condition Assessment & Expansion Study, dated Nov 7, 2019

Dan Eriksson with Comstock Johnson Architects Inc. presented to the board the Facility Condition Assessment & Expansion Study. Assessment study was provided in the agenda to the board members. See Agenda Item 7.b.

Entry No. 8 - Approved

Minute Order No. 2019-51; Motorola Radio Consoles Grant Submittal – Voted Item

- a. Staff summary outlining grant submittal to Yocha Dehe Community Grant for Dispatch consoles to equip two work stations

MOTION: Lopez SECOND: Fredericksen AYES: Kaff, Binns, Donlevy, Fredericksen, Lopez

Entry No. 9 - Approved

Minute Order No. 2019-52; CAD Interface for IP Based Toning for Member Agency Fire Departments – Voted Item

- a. Staff summary outlining the features IP base toning offers to the Fire departments and costs
Consideration to approve the purchase of an IP based toning systems for \$60k Funding will be as follows, \$50k will be from the contingency account held for equipment failures in restricted fund balance. The balance of \$10k would be absorbed within FY20 year’s budget

MOTION: Fredericksen SECOND: Donlevy AYES: Kaff, Binns, Lopez

Entry No. 10 - Approved

Minute Order No. 2019-53; YECA Co-Chair Assignment – Voted Item

- a. Election for Co-Chair assignment for FY20
Derrek Kaff - Chair
Steve Binns- Co-Chair

MOTION: Donlevy SECOND: Fredericksen AYES: Kaff, Binns, Lopez, Fredericksen, Donlevy

Next Scheduled JPA Board Meeting – Proposal February 5, 2019

Items for Future Agenda

- c. Mission Critical Continuity of Operations Assessment & Presentation
- d. FY19 External Annual Audit of Financials - CPA Presentation
- e. 2019 Calls for Service Report
- f. New Accounting System Project Update

Adjournment:

Meeting Adjourned 3:25 PM

Minutes submitted by Corina Macias

STAFF REPORT

Agenda Item: 5.b

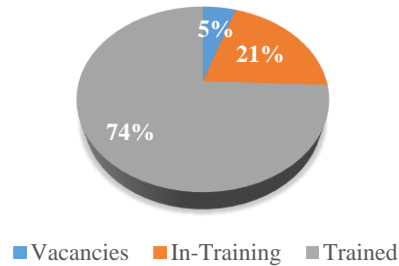
Date: March 4, 2020
To: YECA Governing Board
Thru: Dena Humphrey, Executive Director
From: Leah Goodwin, Operations Manager
Subject: November, December 2019 & January 2020 Combined Operations Division Report
Recommendation: No action required; information only.
Summary: Operations staff is currently engaged in the following:

Staffing:

1. Out of 41 funded operations positions:

Classification	Filled	Funded	Vacant
Supervisor	4	4	0
Dispatcher III	4	4	0
Dispatcher I/II	25	26	1
Dispatch Assistant	4	5	1
<i>Over Hire</i>	<i>0</i>	<i>0</i>	<i>2</i>
TOTAL	37	41	4

March 2020 Staffing



- a. Sarah Roccaforte completed training on the West Sacramento Police console (3rd radio) and began training on the Fire console December 11, 2019.
 - b. Morgan Boston has completed training on all four radio consoles.
 - c. Connie Kenton has completed training on all four radio consoles.
 - d. Tony Frasier has completed training on the West Sacramento Police console (3rd radio).
 - e. Lauren Katz has completed call-taking training and is scheduled to begin training on the Yolo County Sheriff/Winter's Police console March 4, 2020.
 - f. Michelle Pineda has completed call-taking training and has begun training on the Woodland Police console February 10, 2020.
 - g. Tianna Dumas and Naiya Johnson have completed call-taking training.
 - h. Nichole Nari and Karina Zainasheff are in the call-taking phase of their training.
2. YECA had 2 trainees resign within this report period.
 3. Dispatcher II Mayra Berumen-Perez has accepted a position with Vacaville Police Dispatch, her last day was December 27, 2019.

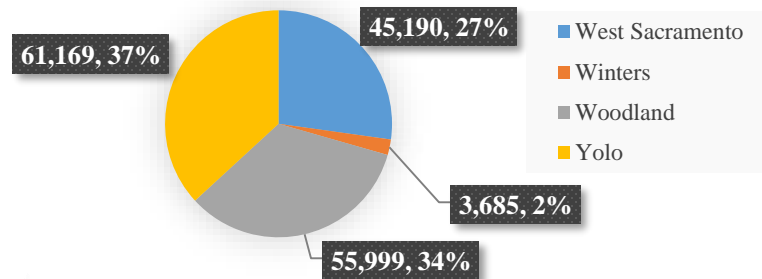
4. YECA has been provided notice of (3) retirements in 2020: Lee Sandoval, Dispatcher II (April, 2020), Craig Priester, Dispatch Supervisor (May, 2020), Traci Fitzsimmons, Dispatcher II (December, 2020).
5. YECA is currently recruiting for the next group of new hires, slated to begin June, 2020.

Statistical Information:

Monthly Phone Statistics:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
9-1-1	4,138	3,792	4,378	4,440	4,903	4,870	5,230	5,061	4,921	4,565	4,477	4,475	55,250
7-Digit Emergency	950	793	914	886	899	1,027	984	946	1,024	1,211	1,030	826	11,490
AMR	65	60	90	73	89	93	98	77	81	90	87	91	994
West Sacramento	3,612	3,285	3,757	3,802	3,665	3,767	3,961	4,288	4,115	3,714	3,685	3,539	45,190
Winters	271	247	282	335	313	329	342	332	316	362	272	284	3,685
Woodland	4,595	3,852	4,596	4,769	5,043	4,820	5,183	4,870	4,800	4,349	4,754	4,368	55,999
Yolo	5,399	4,699	5,208	5,294	5,358	5,020	5,066	4,914	4,962	5,283	5,465	4,501	61,169
Outgoing	5,599	5,201	5,937	5,626	6,088	6,056	6,155	6,258	6,134	6,517	5,916	5,867	71,354
TOTAL	24,629	21,929	25,162	25,225	26,358	25,982	27,019	26,746	26,353	26,091	25,686	23,951	305,131

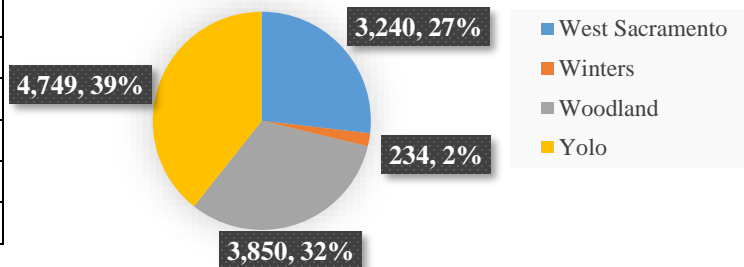
**2019 YTD
Incoming Non-Emergency
Lines**



2020 Phone Statistics:

	Jan	YTD
9-1-1	3,923	3,923
7-Digit Emergency	784	784
AMR	108	108
West Sacramento	3,240	3,240
Winters	234	234
Woodland	3,850	3,850
Yolo	4,749	4,749
Outgoing	5,563	5,563
TOTAL	22,451	22,451

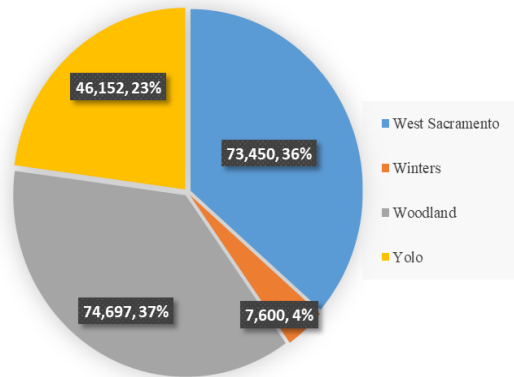
**2020 YTD
Incoming Non-Emergency
Lines**



Monthly 2019 CAD Events:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
West Sacramento													
TOTAL	5,916	5,354	6,339	6,156	6,301	6,413	6,480	6,610	6,371	6,400	5,595	5,515	73,450
Winters													
TOTAL	570	453	531	686	639	655	785	774	624	661	627	595	7,600
Woodland													
TOTAL	5,787	4,985	6,217	6,385	6,579	6,702	6,999	6,694	6,335	6,509	5,850	5,655	74,697
Yolo													
TOTAL	3,938	3,682	3,634	3,842	3,613	3,625	3,811	4,008	3,793	4,255	4,377	3,574	46,152
Yocha Dehe													
TOTAL	48	42	34	34	55	47	38	33	41	47	40	49	508
Arbuckle													
TOTAL	50	36	38	34	33	42	42	43	36	61	44	16	475
Outside Agency/non-geo validated													
TOTAL	83	44	88	60	66	88		49	68	67	69	46	728
UCD													
TOTAL	111	103	92	107	99	91	82	102	130	205	144	79	1,345
GRAND TOTAL	16,503	14,699	16,973	17,304	17,385	17,663	18,237	18,313	17,398	18,205	16,746	15,529	204,955

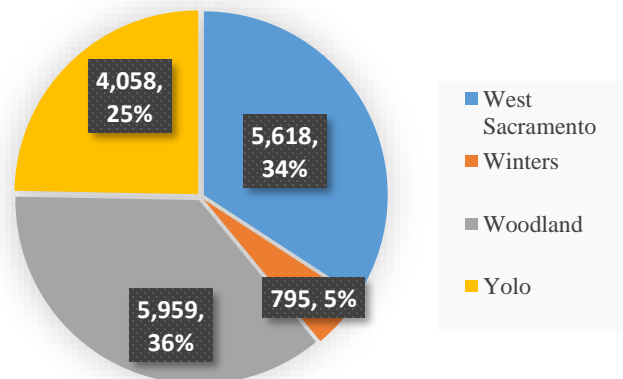
2019 YTD CAD Events



Monthly 2020 CAD Events:

	Jan	YTD
West Sacramento		
TOTAL	5,618	5,618
Winters		
TOTAL	795	795
Woodland		
TOTAL	5,959	5,959
Yolo		
TOTAL	4,058	4,058
Yocha Dehe		
TOTAL	37	37
Arbuckle		
TOTAL	24	24
Outside Agency/non-geo validated		
TOTAL	76	76
UCD		
TOTAL	126	126
GRAND TOTAL	16,693	16,693

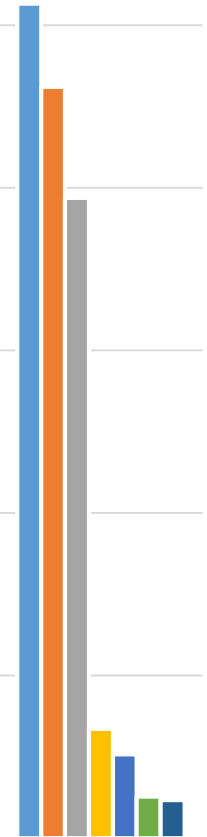
2020 YTD CAD Events



2019 Fire CAD Events:

2019 Fire Events

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
West Sacramento													
Fire	414	290	318	373	323	399	393	351	372	484	379	304	4,400
Medical	468	449	504	491	505	507	496	459	492	485	503	507	5,866
TOTAL	882	739	822	864	828	906	889	810	864	969	882	811	10,266
Winters													
Fire	61	76	52	97	40	45	37	46	43	50	70	53	670
Medical	39	16	29	39	34	24	31	34	25	26	32	30	359
TOTAL	100	92	81	136	74	69	68	80	68	76	102	83	1,029
Woodland													
Fire	342	358	348	384	399	371	375	346	368	534	434	359	4,618
Medical	350	350	445	414	398	347	373	375	395	366	355	456	4,624
TOTAL	692	708	793	798	797	718	748	721	763	900	789	815	9,242
Yolo													
Fire	440	610	512	811	488	486	399	478	468	530	1,106	373	6,701
Medical	120	67	116	134	157	72	79	99	81	70	94	88	1,177
TOTAL	560	677	628	945	645	558	478	577	549	600	1,200	461	7,878
Yocha Dehe													
Fire	12	15	12	11	17	11	18	11	16	16	19	12	170
Medical	36	27	22	23	38	36	20	22	25	31	21	37	338
TOTAL	48	42	34	34	55	47	38	33	41	47	40	49	508
Arbuckle													
Fire	35	19	18	18	12	31	23	27	19	33	32	10	277
Medical	15	17	20	16	21	11	19	16	17	28	12	6	198
TOTAL	40	36	38	34	33	42	42	43	36	61	44	16	465
UCD													
Fire	65	58	58	54	52	58	50	70	89	119	84	59	816
Medical	46	45	34	53	47	33	32	32	41	86	60	20	529
TOTAL	111	103	92	107	99	91	82	102	130	205	144	79	1,345
ALL													
Fire	1,369	1,368	1,260	1,694	1,279	1,343	1,295	1,329	1,329	1,770	2,124	1,170	17,330
Medical	1,028	926	1,136	1,117	1,217	1,030	1,050	1,037	1,076	1,088	1,077	1,144	12,926
TOTAL	2,397	2,294	2,396	2,811	2,496	2,373	2,345	2,366	2,405	2,858	3,201	2,314	30,256

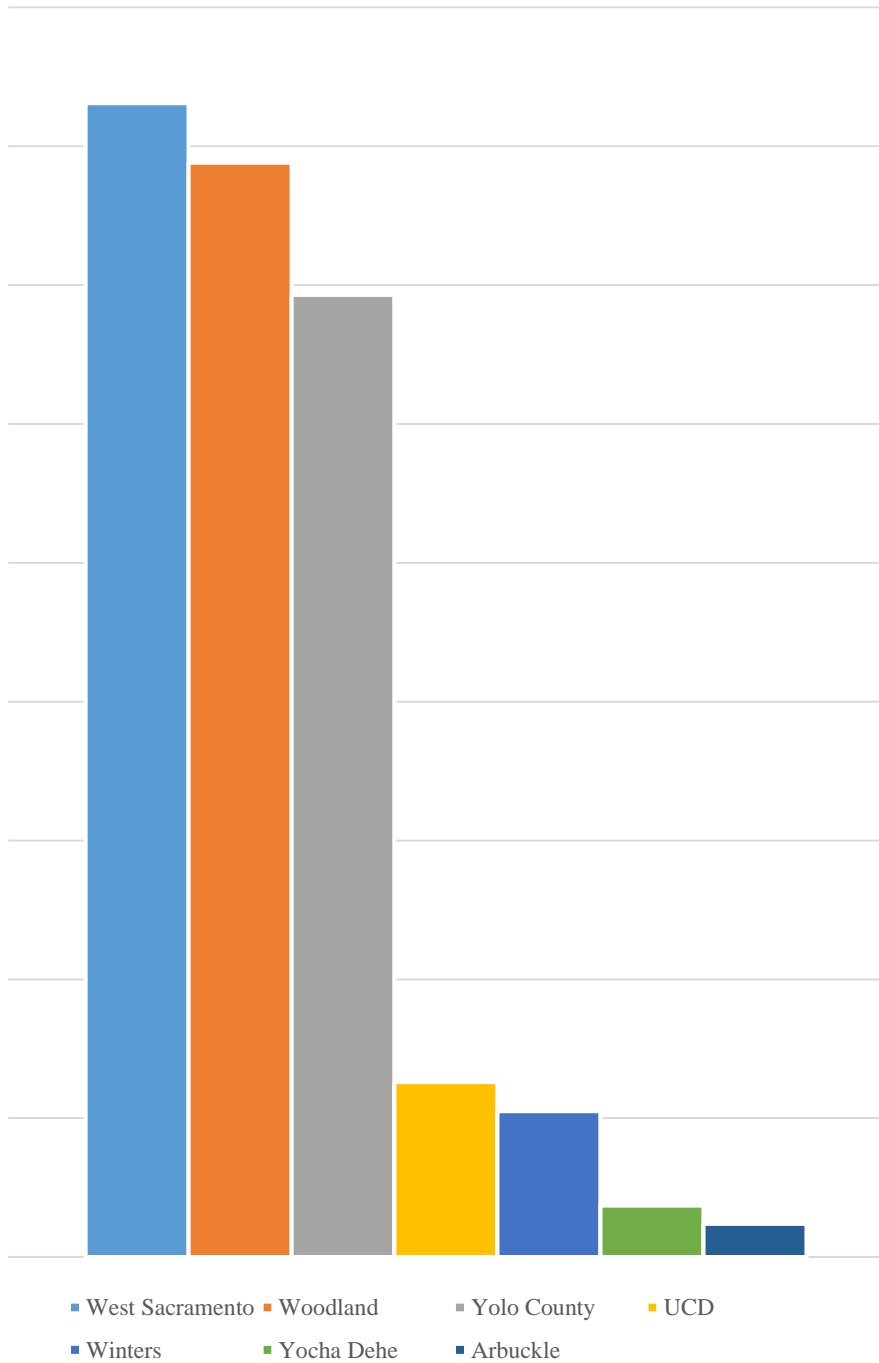


- West Sacramento
- Woodland
- Yolo County
- UCD
- Winters
- Yocha Dehe
- Arbuckle

2020 Fire CAD Events:

	Jan	YTD
West Sacramento		
Fire	325	325
Medical	506	506
TOTAL	831	831
Winters		
Fire	72	72
Medical	33	33
TOTAL	105	105
Woodland		
Fire	378	378
Medical	410	410
TOTAL	788	788
Yolo		
Fire	614	614
Medical	79	79
TOTAL	693	693
Yocha Dehe		
Fire	11	11
Medical	26	26
TOTAL	37	37
Arbuckle		
Fire	14	14
Medical	10	10
TOTAL	24	24
UCD		
Fire	81	81
Medical	45	45
TOTAL	126	126
ALL		
Fire	1,495	1,495
Medical	1,109	1,109
TOTAL	2,604	2,604

2020 Fire Events



2019 CLETS Inquiries/Returns:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Inquiries	35,218	32,321	38,049	40,723	38,296	40,811	40,321	40,582	38,280	35,984	33,643	31,679	445,907
Returns	56,917	52,235	61,493	65,814	61,892	65,956	65,164	65,586	61,866	58,155	54,372	51,198	720,648

2020 CLETS Inquiries/Returns:

	Jan	YTD
Inquiries	36,531	36,531
Returns	59,039	59,039

2019 Confidential Records Requests (Audio & CAD Print out):

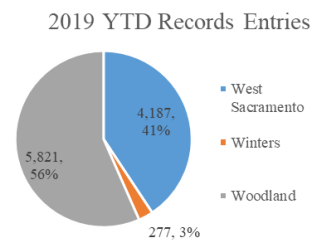
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
132	62	158	117	165	158	170	165	136	152	151	124	1,690

2020 Confidential Records Requests (Audio & CAD Print out):

Jan	YTD
143	143

2019 After-Hours Records Entries:

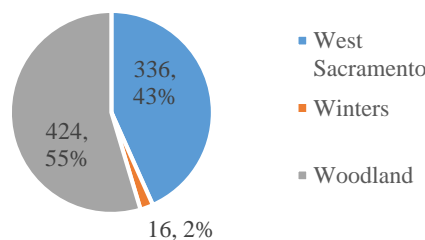
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
West Sacramento	354	251	337	330	335	362	323	349	420	404	373	349	4187
Winters	9	14	17	36	59	24	25	10	21	14	22	26	277
Woodland	431	373	469	523	536	637	559	474	623	461	367	368	5821
TOTAL	794	638	823	889	930	1,023	907	833	1,064	879	762	743	10,285



2020 After-Hours Records Entries:

	Jan	YTD
West Sacramento	336	336
Winters	16	16
Woodland	424	424
TOTAL	776	776

2020 YTD Records Entries



2019 Text to 9-1-1:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
TOTAL	15	10	15	10	9	15	15	12	15	19	13	18	166

2020 Text to 9-1-1:

	Jan	YTD
TOTAL	25	25

2019 ROSS Orders/Entries:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
ROSS	0	0	0	0	0	21	1	5	7	6	1	0	41

2020 ROSS Orders/Entries:

	Jan	YTD
ROSS	0	0

Projects:

1. Cell Tower PSAP Routing Audit
2. Supervisor promotion process
3. EMD-QA
 - a. Quality Assurance reviews occurring weekly (increased to 15/week)
4. Policy Manual Revisions/Re-format – FIRE Manual
5. Records After-Hours Responsibilities Group
6. Recruitment
7. Next academy scheduled begins June 28, 2020 & tentative September & November 2020.
8. Succession Planning
9. 2020 In-Service Training Plan
 - a. Annual training topics
 - i. Emotional Intelligence (all staff over next 24 months)
 - ii. Customer Service (all staff over next 24 months)
 - iii. Tactical Dispatch
 - iv. Active Shooter
 - b. Dispatcher in Charge monthly update training (in progress)
10. Radio Procedures Training
 - a. WPD completed
 - b. WSP TBD 2nd session
 - c. YSO/WNP to be scheduled/offered
11. Scheduling software research & selection
12. Learning Management software review
13. RapidLite Rapid Deploy Project- final review IP
14. CalOES GIS Pilot Project
15. Central Square CAD upgrade to new queues/completed Jan 2020
16. Retirement planning
17. National Public Safety Telecommunicators Week planning (April 12-April 18, 2020)

Agenda Item: 5.c

YECA BUDGET MANAGEMENT SUMMARY

2019 / 2020 As of 10/31/19

	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
360 3601-8350 ADMINISTRATION												
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	\$ -	\$ -	\$ -	\$ -	\$ -
Percent Expended	6%	12%	16%	28%	33%	37%	44%	0%	0%	0%	0%	0%
360 3602-8351 OPERATIONS - DISPATCH												
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	\$ -	\$ -	\$ -	\$ -	\$ -
Percent Expended	10%	18%	24%	34%	40%	47%	55%	0%	0%	0%	0%	0%
360 3601-8356 INFORMATION TECHNOLOGY												
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	\$ -	\$ -	\$ -	\$ -	\$ -
Percent Expended	0%	11%	44%	60%	56%	60%	70%	0%	0%	0%	0%	0%
TOTAL for all budget units - B/U 360-1 Administration; 360-2 Operations Dispatch; 3601-8356-Information Technology												
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	\$ 1,356,541	\$ 1,971,324	\$ 2,369,041	\$ 2,727,269	\$ 3,209,072	\$ -	\$ -	\$ -	\$ -	\$ -
Unencumbered	\$ 6,333,313	\$ 5,826,628	\$ 5,537,969	\$ 4,923,186	\$ 4,525,469	\$ 4,167,241	\$ 3,685,438	\$ 6,894,510	\$ 6,894,510	\$ 6,894,510	\$ 6,894,510	\$ 6,894,510
Percent Expended	8%	15%	20%	29%	34%	40%	47%	0%	0%	0%	0%	0%
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	\$ -	\$ -	\$ -	\$ -	\$ -
Unrealized Revenue	\$ 4,906,099	\$ 4,010,677	\$ 3,495,582	\$ 2,310,490	\$ 2,272,545	\$ 2,271,217	\$ 1,693,818	\$ 6,894,510	\$ 6,894,510	\$ 6,894,510	\$ 6,894,510	\$ 6,894,510
Percent Realized	29%	42%	49%	66%	67%	67%	75%	0%	0%	0%	0%	0%



Quarter 4, 2019 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	87	257	117	14	94	327	91	168	91	766
2	125	1820	116	140	126	1,776	112	543	123	4,279

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	88	229	34	14	123	288	78	165	99	696
2	195	1,541	84	138	174	1,499	100	530	169	3,708

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	28	0	-	146	39	58	3	131	70
2	231	279	39	2	343	277	173	13	283	571

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	538	28	0	-	699	39	99	3	609	70
2	1005	279	38	2	1174	277	329	13	1068	571

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	137	257	34	14	191	327	78	168	145	766
2	319	1820	84	140	330	1,776	106	543	289	4,279



Quarter 4, 2019 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	45	532	47	24	53	567	50	6	66	176	52	1,305
Code 3	64	1,586	65	166	63	1,933	43	117	63	1,061	63	4,863

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	532	34	24	20	567	51	6	21	176	20	1,305
Code 3	21	1,586	21	166	23	1,933	17	117	25	1,061	22	4,863

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	36	299	59	8	44	173	69	4	69	94	44	578
	Code 3	67	520	74	84	70	657	20	30	62	655	66	1,946
Medical Aid Call Types	Code 2	57	233	41	16	58	394	34	2	63	82	57	727
	Code 3	62	1,066	56	82	60	1,276	42	87	64	406	61	2,917

Queue Entry to First Unit Dispatched - Fire and Medical

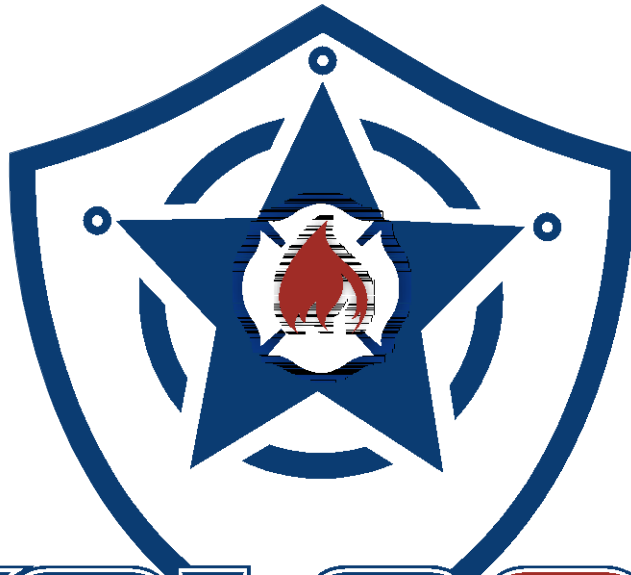
Average Seconds from Pending Queue Entry to First Unit Dispatched													
Call Type	PRIORITY	WDL		WNF		WSF		YDF		County		Total	
		Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls
Fire Call Types	Code 2	18	299	66	8	23	173	69	4	23	94	21	578
	Code 3	27	520	25	84	32	657	20	30	28	655	29	1,946
Medical Aid Call Types	Code 2	17	233	18	16	19	394	16	2	18	82	18	727
	Code 3	18	1,066	18	82	18	1,276	16	87	21	406	18	2,917

YOLO

EMERGENCY

COMMUNICATIONS

AGENCY



YOLO 911
EMERGENCY DISPATCH

2019

ANNUAL CALLS

FOR SERVICE REPORT

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YECA – YOLO
EMERGENCY
COMMUNICATIONS
AGENCY

EMD – EMERGENCY
MEDICAL DISPATCHER

CLETS – CALIFORNIA
LAW ENFORCEMENT
TELECOMMUNICATIONS
SYSTEM

CAD – COMPUTER
AIDED DISPATCH

JPA – JOINT POWERS
AUTHORITY

CAD EVENTS & ALL PHONE

YECA UTILIZES TRITECH CAD SOFTWARE TO SUPPORT THE COMPLEXITIES OF YECA'S MULTI-JURISDICTIONAL ENVIRONMENT.

ALL CAD EVENTS =

204,966

+1.5% FROM 2018



ALL FIRE EVENTS =

17,330



ALL LAW EVENTS =

171,344



ALL MEDICAL EVENTS =

12,926



ALL SUPPORT EVENTS =

3,366



YECA UTILIZES AT&T'S VESTA PHONE SYSTEM TO RETRIEVE AND PROCESS INCOMING AND OUTGOING CALLS.

66,740

9-1-1 CALLS

+6% FROM 2018

71,354

OUTGOING CALLS

+1% FROM 2018

167,037

NON-EMERGENCY CALLS

-1% FROM 2018

305,131

TOTAL CALLS

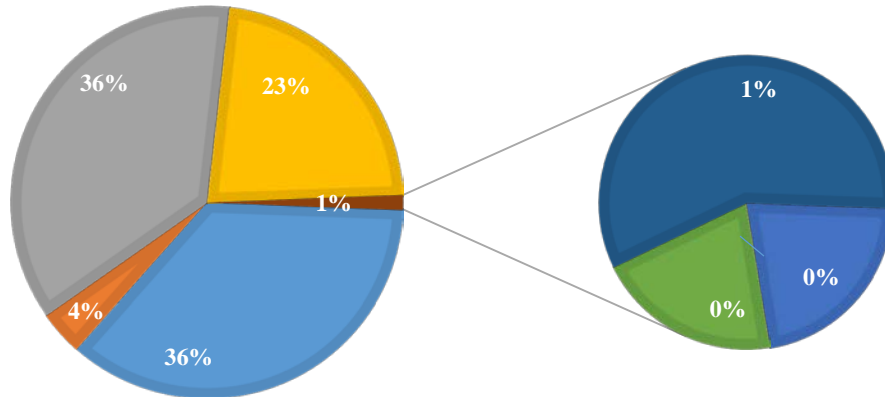
+1% FROM 2018



ALL AGENCIES

2019 OVERALL STATISTICS

■ West Sacramento ■ Winters ■ Woodland ■ Yolo ■ Yocha Dehe ■ Arbuckle ■ UCD



Overall YECA	2018 Total	2019 Total	% Change
Calls for Services			
Law	159,027	160,532	1%
Fire	16,789	17,330	3%
Medical	11,940	12,926	8%
Police Records Entries*	9,254	10,285	11%
Probation	2,620	3,082	18%
Public Works/Support	2,734	3,366	23%
Animal Control	7,734	7,730	-.05%
Total	210,098	215,251	2%

2% OVERALL INCREASE IN WORKLOAD; INCREASE IN MEDICAL CALLS (8%) RESULT IN ADDITIONAL TIME SPENT ON CALL HANDLING (EMERGENCY MEDICAL DISPATCH INSTRUCTIONS)

*WEIGHTED BY TIME

CITY OF WINTERS



Agency	2018 Total	2019 Total	% Change
City of Winters			
Police	7,421	6,307	-15%
Police Records Entries*	376	277	-26%
Fire	635	670	6%
Medical	336	359	7%
Public Works	46	64	39%
Animal Control	237	200	-16%
CLETS Returns	27,276	28,826	6%
Phone Calls	12,109	10,314	-15%
Total	48,436	47,017	-3%

*WEIGHTED BY TIME

CITY OF WOODLAND



Agency	2018 Total	2019 Total	% Change
City of Woodland			
Police	63,884	61,857	-3%
Police Records Entries*	5,025	5,821	16%
Fire	4,655	4,618	-1%
Medical	4,415	4,624	5%
Public Works	977	1,167	19%
Animal Control	2,599	2,431	-6%
CLETS Returns	259,118	266,640	3%
Total Phone Calls	115,027	112,898	-2%
Total	455,700	460,056	1%

*WEIGHTED BY TIME

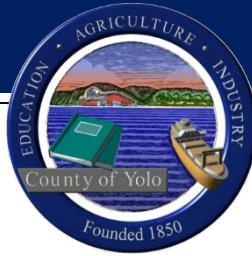
CITY OF WEST SACRAMENTO



Agency	2018 Total	2019 Total	% Change
City of West Sacramento			
Police	56,070	60,345	8%
Police Records Entries*	3,853	4,187	9%
Fire	4,297	4,400	2%
Medical	5,498	5,866	7%
Public Works	467	541	16%
Animal Control	2,260	2,298	2%
CLETS Returns	238,662	259,433	9%
Total Phone Calls	105,947	109,847	4%
Total	417,054	446,917	7%

*WEIGHTED BY TIME

COUNTY OF YOLO



Agency	2018 Total	2019 Total	% Change
County of Yolo			
Sheriff	31,652	30,718	-3%
Fire	6,356	6,701	5%
Medical	926	1,177	27%
Public Works	502	717	43%
Animal Control	2,638	2,801	6%
District Attorney	37	18	-51%
Maintenance	0	18	180%
Probation	2,620	3,082	18%
Social Services	742	820	11%
Mental Health	0	0	0%
Environmental Health	8	7	-13%
Communications	0	0	0%
Explosive Ordinance	32	40	25%
Fire Investigative Unit	0	0	0%
Fire Service Misc.	365	365	0%
Yolo Narcotics	42	18	-57%
Public Guardian	25	32	28%
CLETS Returns	156,835	165,749	6%
Total Phone Calls	69,621	70,180	1%
Total	272,401	282,443	4%

UNIVERSITY OF CALIFORNIA DAVIS



Contract Fire	2018 Total	2019 Total	% Change
UC Davis Fire			
Fire	404	816	102%
Medical	218	529	143%
Total	622*	1,345	116%

*CALLS FOR SERVICE 7/1/2018-12/31/2018

YOCHA DEHE FIRE



Agency	2018 Total	2019 Total	% Change
Yocha Dehe Wintun Nation			
Fire	169	170	1%
Medical	343	338	-1%
Total	512	508	-1%

ARBUCKLE FIRE



Contract Fire	2018 Total	2019 Total	% Change
Arbuckle			
Fire	273	277	1%
Medical	187	198	6%
Total	460	465	1%