

**AGENDA
REGULAR MEETING
YECA GOVERNING BOARD
Wednesday, November 2, 2022
2:00 P.M. Public Session**

Yolo Emergency Communications Agency, 35 N. Cottonwood St, 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 Ralph M. Brown Act, as amended by Assembly Bill 361:

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: 896 5024 0574

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

- 1. Call to Order (2:00 PM)**
- 2. YECA Presentation & Facility Tour – * Information only**
 - a. Presentation covering key issues for YECA and facility tour
- 3. Approval of the Agenda**

- 4. Announcements**

- 5. 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.

- 6. 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 June 1, 2022, Regular Meeting & July 1, 2022, Special Session Meeting
- b. Operations Division Report
- c. Current Year Budget Status Update
- d. 2022 Quarterly Law & Fire Dispatch to Que Call Stats

- e. Renew authorization for remote (teleconference/videoconference) meetings pursuant to Assembly Bill 361 on the basis that (a) the COVID-19 pandemic state of emergency is ongoing, and (b) meeting in person would present imminent risks to the health or safety of attendees.

7. YECA Member Cost Formula Review Discussion - Voted Item

- a. Board Member McKinney is requesting for the YECA members to consider a review of the current member cost formula for the annual budget allocations

8. Next Scheduled JPA Board Meeting Date TBD

9. Items for Future Meeting Agenda

10. Adjournment

I declare under penalty of perjury that the foregoing agenda was available for public review and posted on/or before October 28, 2022 on the bulletin board outside of the Yolo County, Erwin Meier Administration Center, 625 Court St., Woodland, California and on the agency website:



Dena Humphrey, Executive Director

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, Meeting ID: <https://us02web.zoom.us/j/84256097223> 842 5609 7223 or by phone at (669) 900-6833 Meeting ID: 842 5609 7223.
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. Your comment will be distributed to Board members and placed into the agency records of the Board meeting, but will not be read aloud.

If you are a person with a disability and you need disability related accommodations to attend the meeting, please contact Tianna Dumas at (530) 666-8900 or (530) 666-8909 (fax). Requests for accommodations must be made at least two full business days before the start of the meeting.

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

June 1, 2022

2:00 P.M. Public Session

Minutes

The YECA Governing Board met on Wednesday June 1st, 2022 at Yolo Emergency Communications Agency 35 N Cottonwood – Conference Room, Woodland. Chair Steve Binns called the meeting to order at 2:02 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:

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

PRESENT: Primary Board Members: Steve Binns, City of West Sacramento, Dena Humphrey, YECA Executive Director, Kim McKinney, City of Woodland

Joined via ZOOM: Tom Lopez, Yolo County, John Miller, City of Winters

Absent: Rebecca Ramirez, Yocha Dehe Wintun Nation

Entry No.2

Minute Order No. 2022-08

Approval of the Agenda - [Approved](#)

MOTION: Lopez SECOND: McKinney AYES: Binns, Lopez, Miller, McKinney Absent: Ramirez

Entry No. 3

Announcements- Amanda Garrison honored as Northern California APCO Telecommunicator of the Year

Entry No. 4

Public Comment – None

Entry No. 5

Minute Order No. 2022-09

Approval of Consent Agenda - [Approved](#)

- a. Approval of the Minutes from the April 6, 2022, Regular Meeting
- b. Operations Division Report
- c. Current Year Budget Status Update
- d. Resolution Authorizing Remote & Hybrid Teleconference Meetings

MOTION: Miller SECOND: Lopez AYES: Binns, Lopez, Miller, McKinney Absent: Ramirez

***Miller Aye save item a. as he was absent**

Entry No. 6

Old Business

- a. YECA Building Prospects- Originally a July timeframe was suggested for the City Managers to meet at YECA. Board Member Lopez suggested pushing back this meeting as Yolo County hired a new CAO who starts June 20th. Board Member Lopez suggested meeting in August and Board Member Binns seconded this proposal. All Board Members agreed that this meeting should coincide with the next board meeting either in August or September.

Entry No. 7

After Hour Police Records Coverage Moving from YECA to the City of Woodland Police Department to Cover Cities of W. Sacramento & Winters Police Departments Discussion-

- a. Board Member McKinney advised there is no reduction of costs or savings for giving up this work load and requested looking into the FY23 budget allocation. Board Member Lopez informed that Yolo County has always handled records 24 hours a day yet their allocation does not account for records processing.

Entry No. 8

Minute Order No. 2022-10

Approval for FY22/23 Final Budget- **Voted Item- Approved Option#1 No Records*

- a. FY22/23 Budget
- b. FY22/23 CIP Summary
- c. FY22/23 CIP 5-Year Forecast
- d. FY22/23 Position Table

**MOTION: Lopez SECOND: Miller AYES: Binns, Lopez, Miller, McKinney Absent: Ramirez
*Lopez Aye save item a. Objection on methodology for member shares**

Entry No. 9

Closed Session- Out of Session: 2:30 p.m.

- a. Public Employee Performance Evaluation (GC54957)
Position Title: Executive Director
Back in session: 2:56 p.m. – Reportable Action- None

Entry No. 10

Next Scheduled JPA Board Meeting Date TBD

Entry No.11

Items for Future Agenda –

- a. Methodology for the member agency allocation formula

Entry No. 12

**Meeting Adjourned at 3:02 p.m.
Minutes submitted by Tianna Dumas**

**YOLO EMERGENCY COMMUNICATIONS AGENCY (YECA)
GOVERNING BOARD
July 6, 2022
2:00 P.M. Special Session
Minutes**

The YECA Governing Board met on Wednesday July 6th, 2022 at Yolo Emergency Communications Agency 35 N Cottonwood – Conference Room, Woodland. Board Member Miller called the meeting to order at 2:01 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:

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

PRESENT: Primary Board Members: Dena Humphrey, YECA Executive Director
Joined via ZOOM: Tom Lopez, Yolo County, John Miller, City of Winters, Rebecca Ramirez, Yocha Dehe Wintun Nation, Kim McKinney, City of Woodland
Absent: Steve Binns, City of West Sacramento

Entry No.2

Minute Order No. 2022-11

Approval of the Agenda - [Approved](#)

MOTION: Lopez SECOND: McKinney AYES: Lopez, Miller, McKinney, Ramirez Absent: Binns

Entry No. 3

Public Comment – None

Entry No. 4

Action Items

Minute Order No. 2022-12

- a. **To Approve Delegation Authority to Contract with Sutter Buttes Communications for Radio Maintenance Under Emergency Situation [*Voted Item- Approved](#)**

MOTION: Ramirez SECOND: McKinney AYES: Lopez, Miller, McKinney, Ramirez Absent: Binns

Minute Order No. 2022-13

- b. **To Approve Dispatch Services Agreement for Arbuttle Fire [*Voted Item- Approved](#)**

MOTION: Lopez SECOND: McKinney AYES: Lopez, Miller, McKinney, Ramirez Absent: Binns

Entry No. 5 Meeting Adjourned at 2:14 p.m.
Minutes submitted by Tianna Dumas

STAFF REPORT

Agenda Item:

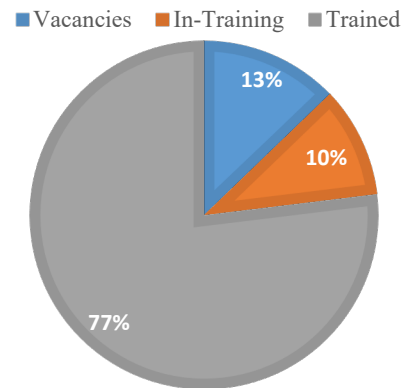
Date: November 2, 2022
To: YECA Governing Board
Thru: Dena Humphrey, Executive Director
From: Vanesa Hoyt, Operations Supervisor
Subject: September 2022 Operations Division Report
Recommendation: No action required; information only.
Summary: Operations staff is currently engaged in the following:

Staffing:

1. Out of 39 funded operations positions:

Classification	Filled	Funded	Vacant
Supervisor	4	4	0
Operations Supervisor	1	1	0
Dispatcher III	3	4	1
Dispatcher I/II	22	26	4
Dispatch Assistant	4	4	0
TOTAL	34	39	5

NOVEMBER 2022 STAFFING



- a. Jodean Hernandez has completed training on the Fire Radio and has begun training on the WDP radio (2nd console).
 - b. Raymond Fisher has completed the call taking phase of training and has begun training on the WDP radio (1st console).
 - c. C'hera Servantez has completed the call taking phase of training and has begun training on the YSO radio (1st console).
2. Toni Hogan has voluntarily re-classified from Dispatcher I to Dispatch Assistant.
 3. Recruitment has closed and there are 5 applicants that have moved forward into the director's interview phase of the selection process for the January 2023 academy.

Statistical Information:

Monthly Phones Statistics:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD
9-1-1	4,569	4,545	5,167	5,020	5,598	5,373	5,628	5,038	5,246	46,184
7-Digit Emergency	877	903	922	997	1,070	1,086	981	988	993	8,817
AMR	92	87	108	114	121	102	98	94	119	935
West Sacramento	3,455	3,528	3,863	3,829	4,118	4,204	4,108	4,155	3,745	35,005
Winters	220	223	235	270	576	291	324	288	285	2,712
Woodland	3,919	4,018	4,419	4,475	4,597	4,478	5,081	4,183	4,147	39,317
Yolo	4,298	4,508	4,721	4,625	5,136	4,907	4,946	4,886	4,699	42,726
Outgoing	4,889	4,807	5,570	5,623	5,983	5,831	5,627	5,590	5,752	49,672
TOTAL	22,319	22,619	25,005	24,953	27,199	26,272	26,793	25,222	24,986	225,368

Total Monthly CAD Events:

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	YTD
West Sacramento										
Law	4,428	4,485	4,986	4,649	4,814	4,770	4,886	4,881	4,647	42,546
Fire	388	330	376	386	475	476	434	428	496	3,789
Medical	634	506	550	538	589	601	607	521	591	5,137
Animal Control	146	142	180	178	226	187	168	203	162	1,592
Public Works/Support	37	36	49	22	27	49	38	45	58	361
TOTAL	5,633	5,499	6,141	5,773	6,131	6,083	6,133	6,078	5,954	53,425
Winters										
Law	515	572	671	613	582	609	783	687	698	5,730
Fire	55	70	59	59	59	63	54	43	33	495
Medical	52	50	39	39	56	49	56	42	50	433
Animal Control	25	20	21	13	22	16	28	29	13	187
Public Works/Support	4	4	6	4	10	4	4	5	5	46
TOTAL	651	716	796	728	729	741	925	806	799	6,891

Woodland										
Law	5,287	5,222	5,817	5,592	5,543	5,613	5,050	4,718	4,425	47,267
Fire	354	346	390	432	440	471	429	361	375	3,598
Medical	420	463	479	478	474	477	538	456	447	4,232
Animal Control	169	147	238	171	196	258	226	218	238	1,861
Public Works/Support	71	73	59	95	87	73	94	101	95	748
TOTAL	6,301	6,251	6,983	6,768	6,740	6,892	6,337	5,854	5,580	57,706
Yolo County										
Law	2,516	2,235	2,520	2,449	2,686	2,825	3,143	3,251	2,957	24,582
Fire	439	731	696	460	444	432	418	352	437	4,409
Medical	109	100	72	96	116	99	112	112	99	915
Animal Control	181	188	200	210	210	221	188	216	204	1,818
Public Works/Support	498	504	589	457	490	473	497	487	509	4,504
TOTAL	3,743	3,758	4,077	3,672	3,946	4,050	4,358	4,418	4,206	36,228
Yocha Dehe										
Fire	15	12	8	4	14	15	15	12	10	105
Medical	19	16	15	25	20	25	19	24	30	193
TOTAL	34	28	23	29	34	40	34	36	40	298
Arbuckle										
Fire	13	20	18	18	16	26	31	28	27	197
Medical	24	17	18	30	18	21	16	16	18	178
TOTAL	37	37	36	48	34	47	47	44	45	375
UCD/DFD										
Fire	67	85	98	68	104	135	81	76	137	851
Medical	58	41	26	62	70	39	21	27	60	404
TOTAL	125	126	124	130	174	174	102	103	197	1,255
GRAND TOTAL	16,524	16,415	18,180	17,148	17,788	18,027	17,936	17,339	16,821	156,178

CLETS Inquiries/Returns:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD
Inquiries	30,625	28,731	30,821	28,282	29,147	29,725	29,985	30,955	28,519	266,790
Returns	49,494	46,433	49,811	45,708	47,106	48,040	48,460	50,028	46,091	431,170

Confidential Records Requests (Audio & CAD Print out):

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD
174	170	222	169	150	156	208	111	259	1,619

After-Hours Records Entries:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD
West Sacramento	341	433	388	351	347	370	310	260	341	3,141
Winters	22	22	39	36	32	23	16	6	0	196
Woodland	458	416	428	398	453	516	7	1	0	2,677
TOTAL	821	871	855	785	832	909	333	267	341	6,014

Text to 9-1-1:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD
TOTAL	5	12	15	10	20	13	11	8	20	114

IROC (Fire Resource Ordering Entries):

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD
IROC	0	1	1	2	10	4	5	4	7	34

9-1-1 Answering Times:

In busiest hour; 90% off all 9-1-1 calls shall be answered within 15 seconds, 95% of all 9-1-1 calls should be answered within 20 seconds

Month & (Busiest Hour)	Jan (1500)	Feb (1600)	Mar (1500)	Apr (1700)	May (1400)	Jun (1200)	Jul (2100)	Aug (1300)	Sep (1500)	YTD
0-10 seconds	94.93%	94.18%	96.28%	95.85%	94.93%	90.00%	95.17%	90.98%	97.65%	94.44%
0-15 seconds	99.32%	98.55%	99.07%	98.62%	97.18%	96.55%	99.31%	97.74%	98.66%	98.33%
0-20 seconds	100.00%	99.27%	99.69%	99.65%	98.87%	98.28%	100%	98.87%	99.33%	99.33%

Projects:

1. Leadership Development Training
 - a. Dispatch Supervisor Brewer training and development
 - b. Dispatcher III training: Connie Kenton
2. EMD-QA – Ops Supervisor Hoyt reviews all cardiac events and calls that include PAIs and provides weekly feedback to staff, focusing on case review and compliance.
 - a. Monthly Cardiac events will be sent to Douglas Brim (YEMSA)
3. Disaster Recovery Plan
 - a. Cases completed, ongoing training with the staff on evacuation procedures
 - b. Cases being used in tactical call outs
4. Recruitment
 - a. 1st round of Director interviews conducted for the January 2023 academy
 - b. Selected applicants will move forward to the background phase of the selection process.
5. Succession Planning
6. 2022 In-Service Training Plan
 - a. Message Switch (TTMS)- October 2022
 - b. Emotional Intelligence- December 2022
 - c. POST Fire Season training- December 2022
7. CalOES GIS Pilot Project
8. NG9-1-1 Equipment Installations – Tentative NG 911 installation Sept 2024
 - a. YECA is in Phase 2 (CalOES changed from phase 5 to 2 10/20/2021)
 - b. CPE Software Upgrade completed 4/13/2021
 - c. Atos Equipment installation completed 11/15/2021
 - d. Rapid Deploy Radius completed 02/23/2022
9. Tentative CPE installation in September 2024
10. Applicant Tracking System
11. Onboarding Implementation
12. Headset Replacement
13. Employee evaluation model
14. Furniture replacement

YECA BUDGET MANAGEMENT SUMMARY

2022 / 2023 As of 10/27/22

			8%	17%	25%	33%	42%	50%	58%	67%	75%	83%	92%	100%
			JUL-22	AUG-22	SEPT-22	OCT-22	NOV-22	DEC-22	JAN-23	FEB-23	MAR-23	APR-23	MAY-23	JUN-23
B/U	30	ADMINISTRATION												
		Appropriations	\$ 2,147,761	\$ 2,147,761	\$ 2,147,761	\$ 2,147,761	\$ 2,147,761	\$ 2,147,761	\$ 2,147,761	\$ 2,147,761	\$ 2,147,761	\$ 2,147,761	\$ 2,147,761	\$ 2,147,761
		Encumbrances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		Expenditures	\$ 74,789	\$ 377,452	\$ 472,787	\$ 525,639	\$ 2,147,761	\$ 1,339,224	\$ 2,147,761	\$ 2,147,761	\$ 2,147,761	\$ 2,147,761	\$ 2,147,761	\$ 2,147,761
		Unencumbered	\$ 2,072,972	\$ 1,770,309	\$ 1,674,974	\$ 1,622,122	\$ 2,147,761	\$ 1,339,224	\$ 2,147,761	\$ 2,147,761	\$ 2,147,761	\$ 2,147,761	\$ 2,147,761	\$ 2,147,761
		Percent Expended	3%	18%	22%	24%	0%	0%	0%	0%	0%	0%	0%	0%
B/U	40	OPERATIONS - DISPATCH												
		Appropriations	\$ 4,524,852	\$ 4,524,852	\$ 4,524,852	\$ 4,524,852	\$ 4,524,852	\$ 4,524,852	\$ 4,524,852	\$ 4,524,852	\$ 4,524,852	\$ 4,524,852	\$ 4,524,852	\$ 4,524,852
		Encumbrances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		Expenditures	\$ 475,444	\$ 778,995	\$ 1,195,557	\$ 1,374,261	\$ 4,524,852	\$ 4,524,852	\$ 4,524,852	\$ 4,524,852	\$ 4,524,852	\$ 4,524,852	\$ 4,524,852	\$ 4,524,852
		Unencumbered	\$ 4,049,408	\$ 3,745,857	\$ 3,329,295	\$ 3,150,591	\$ 4,524,852	\$ 4,524,852	\$ 4,524,852	\$ 4,524,852	\$ 4,524,852	\$ 4,524,852	\$ 4,524,852	\$ 4,524,852
		Percent Expended	11%	17%	26%	30%	0%	0%	0%	0%	0%	0%	0%	0%
B/U	50	INFORMATION TECHNOLOGY												
		Appropriations	\$ 702,140	\$ 702,140	\$ 702,140	\$ 702,140	\$ 702,140	\$ 702,140	\$ 702,140	\$ 702,140	\$ 702,140	\$ 702,140	\$ 702,140	\$ 702,140
		Encumbrances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		Expenditures	\$ 45,188	\$ 381,404	\$ 426,509	\$ 446,799	\$ 702,140	\$ 702,140	\$ 702,140	\$ 702,140	\$ 702,140	\$ 702,140	\$ 702,140	\$ 702,140
		Unencumbered	\$ -	\$ 320,736	\$ 275,631	\$ 255,341	\$ 702,140	\$ 702,140	\$ 702,140	\$ 702,140	\$ 702,140	\$ 702,140	\$ 702,140	\$ 702,140
		Percent Expended	6%	54%	61%	64%	0%	0%	0%	0%	0%	0%	0%	0%
		TOTAL Appropriations	\$ 7,374,753	\$ 7,374,753	\$ 7,374,753	\$ 7,374,753	\$ 7,374,753	\$ 7,374,753	\$ 7,374,753	\$ 7,374,753	\$ 7,374,753	\$ 7,374,753	\$ 7,374,753	\$ 7,374,753
		Encumbrances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		Expenditures	\$ 595,421	\$ 1,537,851	\$ 2,094,853	\$ 2,346,699	\$ 7,374,753	\$ 7,374,753	\$ 7,374,753	\$ 7,374,753	\$ 7,374,753	\$ 7,374,753	\$ 7,374,753	\$ 7,374,753
		Unencumbered	\$ 6,779,332	\$ 5,836,902	\$ 5,279,900	\$ 5,028,054	\$ 7,374,753	\$ 7,374,753	\$ 7,374,753	\$ 7,374,753	\$ 7,374,753	\$ 7,374,753	\$ 7,374,753	\$ 7,374,753
		Percent Expended	8%	21%	28%	32%	0%	0%	0%	0%	0%	0%	0%	0%
		TOTAL Estimated Revenue	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246
		Realized Revenue	\$ 351,448	\$ 3,773,352	\$ 3,789,054	\$ 3,789,808	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246
		Unrealized Revenue	\$ 6,484,798	\$ 3,062,894	\$ 3,047,192	\$ 3,046,438	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246	\$ 6,836,246
		Percent Realized	5%	55%	55%	55%	0%	0%	0%	0%	0%	0%	0%	0%



Quarter 2, 2022 Fire Call Statistics

Call Processing Time - All Fire Calls

Average Seconds from First Keystroke to Pending Queue Entry												
PRIORITY	WDL		WNF		WSF		YDF		County		Total	
	Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls
Code 2	46	708	45	45	50	706	37	3	60	176	49	1,638
Code 3	60	1,645	70	201	60	2,135	126	94	59	1,021	61	5,096

Queue Entry to First Unit Dispatched - All Fire Calls

Average Seconds from Pending Queue Entry to First Unit Dispatched												
PRIORITY	WDL		WNF		WSF		YDF		County		Total	
	Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls
Code 2	18	708	29	45	30	706	20	3	29	176	25	1,638
Code 3	19	1,645	23	201	22	2,135	17	94	24	1,021	21	5,096

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	35	375	48	9	41	263	37	3	55	75	39	725
	Code 3	61	453	86	87	65	720	70	23	57	561	63	1,844
Medical Aid Call Types	Code 2	56	336	44	36	55	442	0	-	62	103	56	917
	Code 3	60	1,192	57	114	57	1,415	41	70	60	465	58	3,256

Queue Entry to First Unit Dispatched - Fire and Medical

Average Seconds from Pending Queue Entry to First Unit Dispatched													
Call Type	PRIORITY	WDL		WNF		WSF		YDF		County		Total	
		Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls
Fire Call Types	Code 2	19	375	59	9	35	263	20	3	70	75	31	725
	Code 3	22	453	27	87	24	720	19	23	26	561	24	1,844
Medical Aid Call Types	Code 2	17	336	22	36	19	442	0	-	21	103	19	917
	Code 3	18	1,192	21	114	20	1,415	17	70	21	465	19	3,256



Quarter 2, 2022 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	93	190	102	8	83	282	92	151	88	631
2	129	1,703	137	121	130	1,958	109	474	128	4,256

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	114	153	35	7	64	241	73	144	80	545
2	154	1,265	57	115	128	1,528	109	432	133	3,340

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	341	37	107	1	94	41	94	7	201	86
2	247	438	80	6	242	430	192	42	241	916

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	575	37	126	1	332	41	117	7	417	86
2	1080	438	581	6	1145	430	473	42	1079	916

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	204	190	46	8	103	282	75	151	126	631
2	392	1,703	83	121	351	1,958	141	474	336	4,256



Quarter 3, 2022 Fire Call Statistics

Call Processing Time - All Fire Calls

Average Seconds from First Keystroke to Pending Queue Entry												
PRIORITY	WDL		WNF		WSF		YDF		County		Total	
	Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls
Code 2	46	708	45	45	50	706	37	3	60	176	49	1,638
Code 3	60	1,645	70	201	60	2,135	126	94	59	1,021	61	5,096

Queue Entry to First Unit Dispatched - All Fire Calls

Average Seconds from Pending Queue Entry to First Unit Dispatched												
PRIORITY	WDL		WNF		WSF		YDF		County		Total	
	Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls
Code 2	18	640	18	48	25	693	29	14	29	199	23	1,594
Code 3	20	1,630	23	201	24	2,148	19	88	25	992	23	5,059

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	35	289	52	11	36	251	35	11	57	81	38	643
	Code 3	69	4	68	75	64	746	57	18	61	608	63	1,451
Medical Aid Call Types	Code 2	54	351	55	37	57	445	90	3	72	118	58	954
	Code 3	59	1,209	56	126	57	1,405	48	70	62	386	58	3,196

Queue Entry to First Unit Dispatched - Fire and Medical

Average Seconds from Pending Queue Entry to First Unit Dispatched													
Call Type	PRIORITY	WDL		WNF		WSF		YDF		County		Total	
		Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls	Average	# of Calls
Fire Call Types	Code 2	19	289	18	11	29	251	30	11	30	81	24	643
	Code 3	24	4	29	75	25	746	25	18	26	608	26	1,451
Medical Aid Call Types	Code 2	18	351	18	37	20	445	26	3	21	118	19	954
	Code 3	18	1,209	20	126	21	1,405	18	70	22	386	20	3,196



Quarter 3, 2022 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	89	179	63	15	87	285	98	154	90	633
2	128	1,568	120	139	122	1,833	101	496	122	4,036

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	136	148	49	15	75	230	74	152	90	545
2	215	1,154	99	135	158	1,439	105	453	169	3,181

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	115	31	0	-	104	55	533	2	118	88
2	219	414	145	4	232	394	221	43	224	855

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	653	31	0	-	393	55	2324	2	529	88
2	1169	414	376	4	1285	394	743	43	1197	855

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	225	179	49	15	136	285	104	154	151	633
2	467	1,568	107	139	400	1,833	160	496	386	4,036