



BOARD OF DIRECTORS REGULAR MEETING AGENDA

August 15, 2024
Thursday
1:30 p.m.

SCR911 Conference Room
495 Upper Park Road
Santa Cruz, CA

The Board of Directors meeting is held in-person at the SCR9-1-1 Conference Room. Members of the public can attend in-person or virtually by joining via telephone or video call.

SCR9-1-1 Location: 495 Upper Park Rd, Santa Cruz

Google Meet Link: <https://meet.google.com/qfu-dmgz-wqw>

Telephone: (US) +1 662-506-2323 PIN: 426 730 927#

*Members of the public joining via video call or teleconference will be muted by the Clerk. Video call participants may use the “Raise Hand” feature to address the board during public comment and can Unmute themselves when called upon. Teleconference participants will be verbally invited to speak during public comment. Teleconference participants can unmute themselves when called upon by pressing the * and 6 keys.*

- 1.0 ROLL CALL
- 2.0 CONSIDERATION OF LATE ADDITIONS OR CORRECTIONS TO THE AGENDA
- 3.0 ORAL COMMUNICATIONS

Any person may address the Board during its Oral Communications period. Presentations must not exceed three (3) minutes in length, and individuals may speak only once during Oral Communications. Oral Communications allows time for members of the Public to address the Board on any “Consent Item” on today’s agenda, or on any topic within the jurisdiction of the Authority that is not on the “Regular Agenda” section of the agenda.

Board members will not take action or respond immediately to any Oral Communications presented, but may choose to follow up at a later time, either individually, or on a subsequent Board of Director’s Agenda.

- 4.0 CLOSED EXECUTIVE SESSION
 - 4.1 Conference with General Manager regarding Administrative and Management Staff as per Labor Negotiations Government Code Section 54957.6
 - 4.2 The General Manager’s Performance Review will be discussed pursuant to Government Code Section 54957



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Board of Directors Regular Meeting Agenda
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	5.0	RE-ADJOURN TO OPEN SESSION
Page #	6.0	CONSENT AGENDA
1-3	6.1	Approve Action Summary Minutes of May 23, 2024 Regular Meeting.
4-7	6.2	Accept and File Claims Report for May 1 – July 31, 2024.
8-12	6.3	Accept and File Revenue and Expense Reports from the Controller as of July 31, 2024 as presented in the meeting packet.
13	6.4	Accept and File Reimbursement Claims from the General Manager for the period of May 1 – July 31, 2024.
14-15	6.5	Accept and File a Listing of Current SCR9-1-1 Dispatchers.
16-40	6.6	Accept and File a Workplace Violence Prevention Plan
41-59	6.7	Approve revisions to Policy 1180 – <i>Authorized Positions</i> and Job Descriptions for Administrative Services Supervisor, I.T. Systems Supervisor, and I.T. Analyst as part of the Authority’s ongoing classification plan changes.
60-106	6.8	Approve revisions to Policy 1030 – <i>Compensation Plan</i> , Policy 1160 – <i>Salary Schedule</i> , the Master Salary Schedule, Policy 1175 – <i>On Call Duty Pay</i> , Policy 1220 – <i>Holidays</i> , Policy 1240 – <i>Vacation Leave</i> , Policy 1280 – <i>Administrative Leave</i> , and Policy 1300 – <i>Employee Benefits</i> , authorizing pay increases and benefits modifications for unrepresented Management and Confidential Employees.
107-110	6.9	Approve revisions to Policy 1261 – <i>Job-Sharing and Part-Time Programs</i> , establishing part-time dispatcher assignments.
111-120	6.10	Approve a Side Letter Agreement with Operating Engineers Local No. 3 and approve corrections to Appendix A – Salary Schedule.
121-128	6.11	Accept and file final year end accounting for FY 2023/2024
129-135	6.12	Adopt new Policy 285.80 – <i>Procedure for Responding to Public Records Requests</i> .
136-138	6.13	Approve revisions to Policy 1360 – <i>Tuition Reimbursement</i> .
	7.0	REGULAR AGENDA
139	7.1	Presentation Proclaiming Paola Zepeda Dispatcher of the Year for Fiscal Year 2024/25.
140-212	7.2	Accept and file report of Audit for Fiscal Year ending June 30, 2023 as prepared and presented by the independent Auditor for the Authority.
213-276	7.3	Authorize the General Manager to 1) publish a Request for Proposals (RFP) in order to procure a Law Records Management System (RMS) on behalf of the SCMRS law enforcement agencies; and 2) approve a contract extension and change order for the DELTAWRX consultants to participate in the evaluation and selection of the LRMS as well as assisting with contract negotiations.
	8.0	REPORT FROM THE GENERAL MANAGER

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9.0 REPORT BY USERS COMMITTEE

10.0 CORRESPONDENCE

277-299

10.1 PARS OPEB Pre-Funding Trust Statements dated 4-1-24 to 4-30-24, 5-1-24 to 5-31-24, 6-1-24 to 6-30-24, 7-1-23 to 6-30-24, and PARS Financial Reports as of 6-30-23.

11.0 ADJOURNMENT

Information regarding agenda items: Copies of the staff reports or other written documentation relating to each item of business referred to on the agenda are on file in the business office of Santa Cruz Regional 9-1-1 and are available for public information. Any person who has a question concerning any of the agenda items may call the Clerk for the Board at 831-471-1000 Monday through Friday, 9:00 a.m. to 4:00 p.m.

In compliance with the Americans with Disability Act, if you need special assistance to participate in this meeting, please contact the Clerk for the Board at 831-471-1000. Notification 48 hours prior to the meeting will enable SCR9-1-1 to make reasonable arrangements to ensure accessibility to this meeting.



BOARD OF DIRECTORS REGULAR MEETING
May 23, 2024
Action Summary Minutes

VOTING KEY: G = Goldstein, H = Huffaker, C = Calubaquib, B = Benson

First initial indicates “maker” of motion, second initial indicates the “second”, uppercase letter = “yes” vote by director, lowercase letter = “no” vote by director, () = abstain, / = absent.

1.0 ROLL CALL

The meeting was called to order at 1:38 p.m. by Chair Goldstein.

DIRECTORS PRESENT:

Jamie Goldstein, representing the City of Capitola
Matt Huffaker, representing the City of Santa Cruz

ALTERNATES PRESENT:

Nick Calubaquib, representing the City of Watsonville
Elissa Benson, representing the County of Santa Cruz

ALSO PRESENT:

SCR911: General Manager Amethyst Uchida; Operations Manager Stephanie French;
Systems Manager Wolff Bloss; and Beth Wann (Clerk to the Board)

OTHERS: Attorney for the Authority Melissa Shaw; SCR9-1-1 Operations Supervisors
Ashley Baldwin and Andrew Davidson; SCR9-1-1 SSD Administrative Analyst PJ Garza;
SCR9-1-1 Senior Systems Technicians Nicola Torchio and Tom Ginsburg; SCR9-1-1 GIS
Technician Gabriella Santana; Sloan Sakai Lead Negotiator Allyson Hauck; and SCR9-1-1
Senior Administrative Assistant María Wallen.

2.0 CONSIDERATION OF LATE ADDITIONS OR CORRECTIONS TO THE AGENDA

Uchida presented a replacement of Page 93, Item 7.1.
Uchida presented a replacement of Page 110, Item 7.2
An updated Board packet containing these replacement pages was posted.

3.0 ORAL COMMUNICATIONS

None.

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BOARD OF DIRECTORS REGULAR MEETING
MAY 23, 2024 MINUTES
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4.0 ADJOURNED TO CLOSED EXECUTIVE SESSION AT 1:40 P.M. TO:

- 4.1 Conference with General Manager and Lead Negotiator regarding Represented Employees as per Labor Negotiations Government Code (§ 54957.6).
- 4.2 Conference with General Manager regarding Administrative and Management Staff as per Labor Negotiations Government Code (§ 54957.6)

5.0 RE-ADJOURNED TO OPEN SESSION AT 2:26 P.M.

No reportable actions from Closed Session.

6.0 CONSENT AGENDA

- 6.1 **APPROVED** Action Summary Minutes of March 28, 2024 Regular Meeting.
- 6.2 **ACCEPTED AND FILED** Claims Report for March 1 – April 30, 2024.
- 6.3 **ACCEPTED AND FILED** Revenue and Expense Reports from the Controller as of April 30, 2024 as presented in the meeting packet.
- 6.4 **ACCEPTED AND FILED** Reimbursement Claims from the General Manager for the period of March 1 – April 30, 2024.
- 6.5 **ACCEPTED AND FILED** a Listing of Current SCR9-1-1 Dispatchers.
- 6.6 **APPROVED** FY 2024/2025 Board of Directors Meeting Schedule.
- 6.7 **APPROVED** Memorandum of Understanding (MOU) between Operating Engineers Local No. 3 (OE3) and Santa Cruz Regional 9-1-1 for the period of July 1, 2024 through June 30, 2027.
- 6.8 **APPROVED** Updates to Policy 1050 (Selection and Employment).

Vote: H, B, C, G

7.0 REGULAR AGENDA

- 7.1 **AUTHORIZED** an Administrative Personnel Reorganization Plan.

Vote: H, C, B, G

- 7.2 **APPROVED** the FY 2024/2025 Budget.

Vote: B, H, C, G

- 7.3 **APPROVED** the Master Salary Schedule for FY 2024/2025.

Vote: H, C, B, G

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8.0 REPORT FROM THE GENERAL MANAGER

- 8.1 Update on SCMRS Excess Revenue and County Investment Pool
GM Uchida reported she has confirmed with Santa Cruz County personnel that the funds in the undesignated fund balances are part of the County Investment Pool, earning interest and performing.
- 8.2 Update on the Facilities Assessment Plan
GM Uchida reported the Authority is in communication with City of Santa Cruz, currently in the RFP process for a Facilities Assessment Plan, and they have agreed to allow the Authority to be a part of the future vendor's contract.
- 8.3 Introduction of Andrew Davidson
GM Uchida introduced to the Board Andrew Davidson, newly promoted Operations Supervisor.

9.0 REPORT BY USERS COMMITTEE

No report.

10.0 CORRESPONDENCE

- 10.1 **RECEIVED** PARS OPEB Pre-Funding Trust Statements dated 2-1-24 to 2-29-24 and 3-1-24 to 3-31-24.

11.0 ADJOURNED

The meeting adjourned at 3:00 p.m. The next regular Board meeting is scheduled for:

Thursday, August 15, 2024
1:30 p.m.

Santa Cruz Regional 9-1-1
Conference Room

Date: _____

Approved: _____
Carlos Palacios, Secretary

Action Summary Minutes by: Beth Wann, SCR9-1-1 Office Supervisor and Clerk of the Board



SANTA CRUZ REGIONAL 9-1-1
 495 Upper Park Rd, Santa Cruz, CA
 95065
 831.471.1000 Fax 831.471.1010
 www.scr911.org
 Amethyst Uchida, General Manager

DATE: August 1, 2024
 TO: Board of Directors, Santa Cruz Regional 9-1-1
 FROM: Amethyst Uchida, General Manager
 SUBJECT: **Item 6.2 - May 1, 2024 through July 31, 2024 Claims Report**

The following **SCR911** claims **under \$20,000** have been approved by the General Manager without prior Board of Directors action, and submitted to the County Auditor/Controller for payment from the **Operating Budget** for the period of May 1, 2024 through July 31, 2024

1-May	AT&T	3/20/24-4/19/24 phone charges	124.18
1-May	Palace	Special sized envelopes	29.14
1-May	County of Santa Cruz	Payroll warrants/auto deposit charge	10,524.80
1-May	County of Santa Cruz	Vendor claims	5,854.20
1-May	Kurt Ashley-Secure Solutions	Background check-A Perez	1,140.00
9-May	AT&T	April 2024 phone service	953.32
9-May	Verizon California	Frontier-Emergency listing-May 2024	6.93
9-May	Flyers Energy	Diesel fuel for generator	1,416.03
9-May	Cintas	Mats/towels-5/1/24	77.90
9-May	K and D Landscaping	Landscape maintenance-May 2024	852.00
9-May	Shred-It	Paper shredding-4/8/24	115.07
9-May	CDW	Adobe acrobat standard annual renewal	329.04
9-May	PowerDMS	Annual subscription software	4,905.46
9-May	SCMU	Water/garbage-3/14/24-4/13/24	722.45
20-May	Bay Building	Janitorial supplies-May 2024	797.84
20-May	M Wallen	Law/Fire task meeting supplies	13.50
20-May	4imprint	Promotional 911 carabiners	295.36
21-May	AT&T	4/13/24-5/12/24 phone charges	3,925.79
21-May	Bay Building	Janitorial maintenance-May 2024	1,625.80
21-May	Cintas	Mats/towels-5/15/24	69.95
21-May	M Wallen	Continuing Education supplies	23.63
21-May	B Wann	Continuing Education supplies	23.98
21-May	Badawi and Associates	22 23 Audit fee	14,040.00
21-May	State of California Department of Justice	Fingerprinting processing	32.00
22-May	Caltronics	Copier supplies-4/12/24-5/11/24	46.56
22-May	DeLage	Copier lease-May 2023	306.06
22-May	SCMU	Irrigation-April 2024	269.07
22-May	PGE	Gas-April 2024, Electric-4/8/24-5/6/24	8,021.84
28-May	AT&T	4/20/24-5/19/24 phone charges	124.18
28-May	Verizon cell	Wireless-April 2024	495.01
28-May	Cardiff Pest Control	Quarterly pest control	210.00
28-May	Nectar/US Bank	Rewards for employee recognition	259.15
28-May	Amazon/US Bank	CE supplies	191.25
28-May	Google	Gsuite-May 2024	643.20
28-May	Amazon/US Bank	Dishwasher and install kit	942.21
28-May	Amazon/US Bank	Office and Building supplies	164.25
28-May	Amazon/US Bank	Office supplies	56.26
28-May	Amazon/US Bank	Lapel microphone	36.03
28-May	Amazon/US Bank	Manila file folders	23.97
28-May	Amazon/US Bank	Covid test kits, toner	1,093.62
28-May	Sloan and Sakai	2024 negotiations	5,332.50
28-May	Regional Government	Class developments	800.00
28-May	Gaylord Resort/US Bank	Lodging for Motorola Summit-French	800.60
28-May	United airlines/US Bank	Baggage fees for Navigator	70.00
28-May	Gaylord Resort/US Bank	Lodging for Navigator	1,833.72
28-May	VIP/US Bank	Taxi from hotel to airport - Motorola Conference	40.00
28-May	SJC airport/US Bank	Parking for San Jose Airport- Motorola Conference	90.00
28-May	American Airlines/US Bank	Baggage fees-Motorola Conference	120.00
28-May	Eventbrite/US Bank	Job fair registration	250.00
28-May	Comcast	Cable/internet-5/17/24-6/16/24	356.47
29-May	S French	Mileage to San Jose Airport and back for Motorola	38.86
29-May	G Flores	Mileage to Career fair	54.00
29-May	S French	Per diem-French-Motorola Conference	79.00
6-Jun	CDW	Dispatch printer	309.25
6-Jun	Cintas	Mats/towels-5/29/24	63.62
6-Jun	K and D Landscaping	Irrigation assessment	1,032.00
6-Jun	Shred-It	Paper shredding-5/6/24	115.07
6-Jun	Pitney Bowes	Stamp sheets	27.26
6-Jun	CDW	Toner	347.73
6-Jun	CDW	Toner	414.21
6-Jun	Santa Cruz Live Scan	Rolling fee-Perez	30.00
6-Jun	SCMU	Water/garbage-4/13/24-5/14/24	743.71
10-Jun	Kim Turner	Active shooter class-Farotte	149.00
12-Jun	City of Watsonville	Alternate site rent-June 2024	1,918.90

12-Jun	AT&T	May 2024 phone charges	953.32
18-Jun	Verizon California	Emergency listing-5/25/24-6/24/24	6.93
18-Jun	Verizon cell	Wireless-May 2024	1,246.15
18-Jun	AT&T	5/13/24-6/12/24 phone charges	3,902.95
18-Jun	Cintas	Mats/towels-6/12/24	77.90
18-Jun	K and D Landscaping	Landscape maintenance-June 2024	852.00
18-Jun	MC Plumbing	Plumbing repair	649.78
18-Jun	Pitney Bowes	Postage	200.00
18-Jun	S French	Staff meeting supplies-6/12/24	16.62
18-Jun	DeLage	Copier lease-June 2024	306.06
18-Jun	PGE	Gas-5/2/24-5/31/24,Elec-5/7/24-6/5/24	8,723.46
19-Jun	SCMU	Irrigation-May 2024	520.95
20-Jun	J Pini Tractor	Meadow mowing	250.00
20-Jun	County of Santa Cruz	4th quarter radio charges	5,257.50
20-Jun	Bogner	Repair server room AC	599.84
20-Jun	Bay Building	Janitorial maintenance-June 2024	1,625.80
20-Jun	Bay Building	Janitorial supplies-June 2024	800.93
20-Jun	CDW	Plotter paper	82.65
20-Jun	A Roggero	11/2/24-6/6/24 miles	51.59
27-Jun	AT&T	5/20/24-6/19/24 phone charges	124.18
27-Jun	CDW	Unitrends back up support	7,701.24
27-Jun	ESRI/US Bank	Additional online credits	15.97
27-Jun	K and D Landscaping	Irrigation repair	566.36
27-Jun	Cintas	Mats/towels-6/26/24	67.60
27-Jun	Nectar/US Bank	Employee recognition rewards	259.15
27-Jun	Amazon/US Bank	Headset	758.17
27-Jun	GovWorx	QA/QI AI software	8,500.00
27-Jun	Google	Gsuite-June 2024	643.20
27-Jun	Caltronics	Copier supplies-5/12/24-6/11/24	79.57
27-Jun	M Wallen	Postage community survey	6.46
27-Jun	Amazon/US Bank	Flags, office supplies	100.23
27-Jun	Amazon/US Bank	Office supplies	139.83
27-Jun	Sloan and Sakai	2024 negotiations	5,490.50
27-Jun	Priority Dispatch	Medical Pro training-Perez	129.00
27-Jun	G Oros	November 2023 to June 2024 mileage	54.00
27-Jun	M Wallen	Mileage to Capitola PD law task meeting	25.46
27-Jun	T Ginsburg	23 24 mileage	71.02
27-Jun	Comcast	Cable/internet-6/17/24-7/16/24	356.47
29-Jun	SCMU	Garbage/water-5/15/24-6/14/24	743.71
30-Jun	Egroup	2 APC Smart UPS and rack	1,088.34
30-Jun	K and D Landscaping	Irrigation repair	252.00
30-Jun	CSC	Install seismic racks	2,500.00
30-Jun	Shred-It	Paper shredding-6/3/24	115.07
30-Jun	Egroup	Microsoft 365 annual business subscription	2,400.06
30-Jun	County Counsel	4th quarter attorney fees	1,625.00
30-Jun	County of Santa Cruz	Warehouse charges-2nd half	116.00
3-Jul	Pulsepoint	Annual subscription	8,000.00
3-Jul	Santa Cruz Live Scan	Rolling fees-5 applicants	150.00
3-Jul	NENA	Center supervisor class-Davidson	445.00
3-Jul	CSDA	Board clerk seminar-Wallen	660.00
8-Jul	City of Watsonville	Alternate site rent-July 2024	1,918.90
9-Jul	Verizon California	Frontier emergency listing-July 2024	6.93
9-Jul	AT&T	June 2024 phone charge	953.32
9-Jul	SMRN	1st quarter fire dispatch.com	1,200.00
9-Jul	Priority Dispatch	Annual maintenance PD ESP	18,332.00
9-Jul	ESRI	Annual mapping software maintenance	3,730.00
9-Jul	Aladtec	Annual scheduling software maintenance	4,193.28
9-Jul	K and D Landscape	Landscape maintenance-July 2024	852.00
9-Jul	DeLage	Copier lease-July 2024	307.37
9-Jul	First responder Support	Peer support training-Wann, Maggio, Escobar	1,050.00
18-Jul	Triad Electric	Lighting for conference room	4,797.50
18-Jul	First Choice	Coffee/filters-7/15/24	62.46
18-Jul	Law Enforcement Psych service	Psych assessments-Parker, Thind, Stevenson	1,350.00
22-Jul	PGE	Electric-6/6/24-7/7/24,Gas-June 2024	12,501.37
23-Jul	Santa Cruz County Environmental Health	24 25 generator health permit	1,175.00
24-Jul	Verizon Cell	June 2024 cell charges	496.33
24-Jul	AT&T	6/13/24-7/12/24 phone charges	5,530.20
24-Jul	SCMU	Irrigation-June 2024	464.98
25-Jul	Barb Petrie / Various Details	Window washing FY 24 25	715.00
25-Jul	Bay Building	Janitorial maintenance-July 2024	1,625.80
25-Jul	Bay Building	Janitorial supplies-July 2024	861.76
25-Jul	Elian Cerritos	Mileage to Hollister alternate site	47.97
26-Jul	AT&T	6/20/24-7/19/24 phone charges	124.18
26-Jul	Infortech	Annual Fortinet subscription	4,557.87
26-Jul	Higher Ground	Remote software annual maintenance	10,023.22
26-Jul	Egroup	VM Ware annual support	3,234.33
26-Jul	Cintas	Mats/towels-7/24/24	77.90
26-Jul	Grey Toe Inc./York Framing	DOTY framing	137.02
26-Jul	Brinks Awards	DOTY plaque	88.66
26-Jul	Caltronics	Copier supplies-6/12/24-7/11/24	40.01
26-Jul	Priority Dispatch	AQUA course-Garza/Baldwin	258.00
26-Jul	Comcast	Cable/internet-7/17/24-8/16/24	356.69
31-Jul	Calpeira/US Bank	Annual membership-Wann/French	760.00
31-Jul	Imprint.com/US Bank	ACE supplies	317.43
31-Jul	Oriental Trading Co/US Bank	ACE supplies	129.46
31-Jul	CDW	Windows 11 Pro 1 license	131.61
31-Jul	Google/US Bank	Gsuite-July 2024	793.28

31-Jul	CDW	Fax drum kit	96.41
31-Jul	Garden Deli/US Bank	Peer review supplies	201.19
31-Jul	Amazon/US Bank	Chair/carpet mats	367.62
31-Jul	Amazon/US Bank	Front office printer toner	429.67
31-Jul	Amazon/US Bank	Printer fix tool	23.02
31-Jul	Calpelra/US Bank	Disability accomodation training-French	325.00
31-Jul	Calpelra/US Bank	Registration Calpelra conference-Wann/French	1,580.00
AUDITOR GRAND TOTAL			231,329.69

The following **SCR911** claims **over \$20,000** have been approved by the General Manager without prior Board of Directors action, and submitted to the County Auditor/Controller for payment from the **Operating Budget** for the period of May 1, 2024 through July 31, 2024

1-Jul	SDRMA	Property/liability FY 24 25	139,167.30
6-Jun	Motorola	May 2024-July 2024 P1 CAD support	115,432.25
AUDITOR GRAND TOTAL			254,599.55

The following **SCR911** claims have been approved by the General Manager, in accordance with the authority granted by the Board of Directors, and submitted to the County Auditor/Controller for payment from the **SCR911 Salaries/Benefits Budget** for the period of May 1, 2024 through July 31, 2024

1-May	Retirees	July 2024 retiree medical health reimbursement	5,778.78
10-May	PERS	May 2024 medical health premium	86,002.86
3-Jun	Retirees	August 2024 retiree medical health reimbursement	5,671.46
10-Jun	PERS	June 2024 medical health premium	80,954.91
1-Jul	Retirees	September 2024 retiree health reimb	5,671.46
3-Jul	Magellan	FY 24 25 Employee Assistance Program payment	9,699.40
10-Jul	PERS	July 2024 medical premium	83,004.27
26-Jul	SDRMA	Workers comp-FY 24/25	37,410.64
AUDITOR GRAND TOTAL			314,193.78

The following **SCR911** claims **under \$20,000** have been approved by the General Manager without prior Board of Directors action, and submitted to the County Auditor/Controller for payment from the **Capital Budget** for the period of May 1, 2024 through July 31, 2024

			AMOUNT
DATE	PAYEE	DESCRIPTION	
		None	-
AUDITOR GRAND TOTAL			

The following **SCR911** claims **over \$20,000** have been approved by the General Manager, in accordance with the authority granted by the Board of Directors, and submitted to the County Auditor/Controller for payment from the **Capital Budget** for the period of May 1, 2024 through July 31, 2024

			AMOUNT
DATE	PAYEE	DESCRIPTION	
		None	-
AUDITOR GRAND TOTAL			

The following **SCMRS** claims **under \$20,000** have been approved by the General Manager without prior Board of Directors action, and submitted to the County Auditor/Controller for payment from the **SCMRS Budget** for the period of May 1, 2024 through July 31, 2024

			AMOUNT
DATE	PAYEE	DESCRIPTION	
6-May	SCR911	SCMRS FY 22 23 audit contribution	1,400.00
9-May	CDW	Windows 11 pro licenses	131.61
15-May	M Wallen	SCMRS executive meeting supplies	8.78
21-May	Deltawrx	RMS project services	5,934.00
24-May	W Bloss	Per diem for Motorola Conference	79.00
28-May	Verizon	SCMRS cell-April 2024	104.65
28-May	Gaylord Hotels	Lodging for Motorola Conference-Bloss	800.60
6-Jun	Palace Office supply	Copy paper and postcards	131.08
18-Jun	Verizon	SCMRS cell-May 2024	104.65
27-Jun	Amazon/US Bank	Copy paper and postcards	394.80
27-Jun	G Oros	Mileage - November 2023 to June 2024	272.69
30-Jun	Anthony Roggero	11/2/24-6/30/24 mileage	403.34
3-Jul	Cyrun	Alliance-1st half payment	14,643.00
24-Jul	Verizon	Cell service-June 2024	104.69
AUDITOR GRAND TOTAL			24,512.89

The following **SCMRS** claims **over \$20,000** have been approved by the General Manager, in accordance with the authority granted by the Board of Directors, and submitted to the County Auditor/Controller for payment from the **SCMRS Budget** for the period of May 1, 2024 through July 31, 2024

			AMOUNT
DATE	PAYEE	DESCRIPTION	
		None	-
AUDITOR GRAND TOTAL			

The following **SCR911** claims have been approved by the General Manager, in accordance with the authority granted by the Board of Directors, and submitted to the County Auditor/Controller for payment from the **SCMRS Salaries/Benefits Budget** for the period of May 1, 2024 through July 31, 2024

DATE	PAYEE	DESCRIPTION	AMOUNT
10-May	PERS	May 2024 health premium	2,889.24
10-Jun	PERS	June 2024 health premium	2,889.24
3-Jul	Magellan	FY 24 25 EAP SCMRS contrib	300.00
11-Jul	PERS	July 2024 medical premium	2,889.24
26-Jul	SDRMA	Workers Comp-FY 24 25	1,356.86
AUDITOR GRAND TOTAL			10,324.58

The following **SCR911** claims **under \$20,000** have been approved by the General Manager without prior Board of Directors action, and submitted to the County Auditor/Controller for payment from the **Debt Service Budget** for the period of May 1, 2024 through July 31, 2024

DATE	PAYEE	DESCRIPTION	AMOUNT
28-May	BNY Mellon	LRB administration fee	1,855.00
21-Jun	Harrell and CO	LRB report filing fee	2,000.00
5-Jul	Central Bank	SCMRS 1st quarter interest debt service	6,672.35
AUDITOR GRAND TOTAL			10,527.35

The following **SCR911** claims **over \$20,000** have been approved by the General Manager, in accordance with the authority granted by the Board of Directors, and submitted to the County Auditor/Controller for payment from the **Debt Service Budget** for the period of May 1, 2024 through July 31, 2024

DATE	PAYEE	DESCRIPTION	AMOUNT
15-May	BNY	FY 23 24 2nd interest payment	56,281.26
15-May	BNY	FY 23 24 principal payment	175,000.00
5-Jul	Central Bank	RMS 1st quarter principal debt service	35,812.13
AUDITOR GRAND TOTAL			231,281.26

The following **SCR911** contracts/purchase orders (over \$2,500 but under \$20,000) have been approved by the General Manager, in accordance with the authority granted by the Board of Directors for the period of: May 1, 2024 through July 31, 2024

DATE	PAYEE	DESCRIPTION	AMOUNT
1-Jul	GovWorx	QI/QA AI software setup and annual fee	8,500.00
1-Jul	Civic Plus	Archive social media for public records access	5,000.00
3-Jul	Google	Gsuite for July 2024 through December 2024	4,759.68
AUDITOR GRAND TOTAL			\$18,259.68

Revenue/Expenditure Balances

As Of = @prior-month-end; Years = 1; Chart Fields = Fund, GLKey, Character, Object; Balances = Adopted Budget, Adjusted Budget, Month-To-Date Actual, Year-To-Date Actual, Year-To-Date Variance, PctYear-To-Date Variance; Revenues/Expenditures = R,E
 Fund [76101, 76103, 76130]

FY 2025

Object	GL Object Title	Adopted Budget	Adjusted Budget	Month-To-Date Actual	Year-To-Date Actual	Year-To-Date Variance	Count
GL Key: 700600 -- SANTA CRUZ REGIONAL 911*							
Revenues							
Character: 10 -- REV FROM USE OF MONEY & PROP							
40430	INTEREST	25,000.00	25,000.00	7,398.43	7,398.43	17,601.57	1
40440	RENTS & CONCESSIONS	117,851.00	117,851.00	10,130.28	10,130.28	107,720.72	1
	Total 10 -- REV FROM USE OF MONEY & PROP	142,851.00	142,851.00	17,528.71	17,528.71	125,322.29	2
Character: 19 -- CHARGES FOR SERVICES							
41654	MEDICAL CHARGES-EMPLOYEE	152,262.00	152,262.00	7,266.45	7,266.45	144,995.55	1
42044	MEMBER CONTRIBUTIONS	5,480,276.00	5,480,276.00	1,918,096.95	1,918,096.95	3,562,179.05	1
42047	OTHER CHARGES CURRENT SERVICES	3,208,665.00	3,208,665.00	287,730.16	287,730.16	2,920,934.84	1
	Total 19 -- CHARGES FOR SERVICES	8,841,203.00	8,841,203.00	2,213,093.56	2,213,093.56	6,628,109.44	3
Character: 23 -- MISC. REVENUES							
42384	OTHER REVENUE	310,610.00	310,610.00	37,888.15	37,888.15	272,721.85	1
	Total 23 -- MISC. REVENUES	310,610.00	310,610.00	37,888.15	37,888.15	272,721.85	1
	Total Revenues	9,294,664.00	9,294,664.00	2,268,510.42	2,268,510.42	7,026,153.58	6
Expenditures							
Character: 50 -- SALARIES AND EMPLOYEE BENEF							
51000	REGULAR PAY-PERMANENT	4,982,473.00	4,982,473.00	251,173.99	251,173.99	4,731,299.01	1
51005	OVERTIME PAY-PERMANENT	596,270.00	596,270.00	55,158.92	55,158.92	541,111.08	1
51010	REGULAR PAY-EXTRA HELP	100,000.00	100,000.00	4,077.40	4,077.40	95,922.60	1
51025	REGULAR PAY-CALL BACK	0.00	0.00	1,426.36	1,426.36	-1,426.36	1
51035	HOLIDAY PAY	0.00	0.00	1,954.72	1,954.72	-1,954.72	1
51040	DIFFERENTIAL PAY	160,000.00	160,000.00	9,437.27	9,437.27	150,562.73	1
52010	OASDI-SOCIAL SECURITY	84,000.00	84,000.00	4,871.74	4,871.74	79,128.26	1
52015	PERS	988,020.00	988,020.00	586,753.94	586,753.94	401,266.06	1
53010	EMPLOYEE INSURANCE & BENEFITS	1,309,122.00	1,309,122.00	116,637.35	116,637.35	1,192,484.65	1
53015	UNEMPLOYMENT INSURANCE	14,700.00	14,700.00	0.68	0.68	14,699.32	1
54010	WORKERS COMPENSATION INSURANCE	39,527.00	39,527.00	37,410.64	37,410.64	2,116.36	1
	Total 50 -- SALARIES AND EMPLOYEE BENEF	8,274,112.00	8,274,112.00	1,068,903.01	1,068,903.01	7,205,208.99	11
Character: 60 -- SERVICES AND SUPPLIES							
61215	RADIO	26,383.00	26,383.00	0.00	0.00	26,383.00	1
61221	TELEPHONE-NON TELECOM 1099	86,000.00	86,000.00	8,310.96	8,310.96	77,689.04	1
61312	INVENTORIALBLE ITEMS	30,000.00	30,000.00	0.00	0.00	30,000.00	1
61535	OTHER INSURANCE	140,766.00	140,766.00	139,167.30	139,167.30	1,598.70	1
61730	MAINT-OTH EQUIP-SERVICES	574,243.00	574,243.00	72,683.42	72,683.42	501,559.58	1
61845	MAINT-STRUCT/IMPS/GRDS-OTH-SRV	122,580.00	122,580.00	4,446.20	4,446.20	118,133.80	1
62020	MEMBERSHIPS	4,155.00	4,155.00	760.00	760.00	3,395.00	1
62111	MISCELLANEOUS EXPENSE-SERVICES	4,000.00	4,000.00	672.57	672.57	3,327.43	1
62215	BOOKS	200.00	200.00	0.00	0.00	200.00	1
62217	MISC NONINVENTORIALBLE ITEMS	7,000.00	7,000.00	0.00	0.00	7,000.00	1

Revenue/Expenditure Balances

As Of = @prior-month-end; Years = 1; Chart Fields = Fund, GLKey, Character, Object; Balances = Adopted Budget, Adjusted Budget, Month-To-Date Actual, Year-To-Date Actual, Year-To-Date Variance, PctYear-To-Date Variance; Revenues/Expenditures = R,E
 Fund [76101, 76103, 76130]

FY 2025

Object	GL Object Title	Adopted Budget	Adjusted Budget	Month-To-Date Actual	Year-To-Date Actual	Year-To-Date Variance	Count
GL Key: 700600 – SANTA CRUZ REGIONAL 911*							
Expenditures							
Character: 60 – SERVICES AND SUPPLIES							
62218	PAPER	5,000.00	5,000.00	0.00	0.00	5,000.00	1
62219	PC SOFTWARE PURCHASES	105,360.00	105,360.00	118.17	118.17	105,241.83	1
62220	PHOTO COPY/PRINTER SUPPLIES	450.00	450.00	40.01	40.01	409.99	1
62221	POSTAGE	400.00	400.00	0.00	0.00	400.00	1
62222	SUBSCRIPTIONS/PERIODICALS	0.00	0.00	0.00	0.00	0.00	1
62223	SUPPLIES	26,500.00	26,500.00	2,019.11	2,019.11	24,480.89	1
62301	ACCOUNTING AND AUDITING FEES	35,000.00	35,000.00	0.00	0.00	35,000.00	1
62304	ATTORNEY	12,000.00	12,000.00	0.00	0.00	12,000.00	1
62325	DATA PROCESSING SERVICES	0.00	0.00	0.00	0.00	0.00	1
62381	PROF & SPECIAL SERV-OTHER	44,495.00	44,495.00	1,500.00	1,500.00	42,995.00	1
62420	LEGAL NOTICES	1,000.00	1,000.00	0.00	0.00	1,000.00	1
62500	EQUIPMENT LEASE & RENT	4,000.00	4,000.00	307.37	307.37	3,692.63	1
62610	RENTS/LEASES-STRUC IMP & GRNDS	38,292.00	38,292.00	3,899.92	3,899.92	34,392.08	1
62715	SMALL TOOLS & INSTRUMENTS	500.00	500.00	23.02	23.02	476.98	1
62914	EDUCATION & TRAINING(REPT)	12,000.00	12,000.00	1,395.00	1,395.00	10,605.00	1
62926	MILEAGE	2,500.00	2,500.00	47.97	47.97	2,452.03	1
62928	TRAVEL-OTHER(NON-REPT)	13,820.00	13,820.00	0.00	0.00	13,820.00	1
62930	REGISTRATIONS (NON REPT)	11,685.00	11,685.00	2,240.00	2,240.00	9,445.00	1
63070	UTILITIES	110,000.00	110,000.00	13,323.04	13,323.04	96,676.96	1
	Total 60 – SERVICES AND SUPPLIES	1,418,329.00	1,418,329.00	250,954.06	250,954.06	1,167,374.94	29
Character: 98 – APPROP FOR CONTINGENCIES							
98700	APPROP FOR CONTINGENCIES	387,698.00	387,698.00	0.00	0.00	387,698.00	1
	Total 98 – APPROP FOR CONTINGENCIES	387,698.00	387,698.00	0.00	0.00	387,698.00	1
	Total Expenditures	10,080,139.00	10,080,139.00	1,319,857.07	1,319,857.07	8,760,281.93	41
	Total 700600 – SANTA CRUZ REGIONAL 911*	-785,475.00	-785,475.00	948,653.35	948,653.35	-1,734,128.35	47
GL Key: 700650 – SCR 911-DEBT FUND							
Revenues							
Character: 10 – REV FROM USE OF MONEY & PROP							
40430	INTEREST	0.00	0.00	-26.78	-26.78	26.78	1
	Total 10 – REV FROM USE OF MONEY & PROP	0.00	0.00	-26.78	-26.78	26.78	1
Character: 19 – CHARGES FOR SERVICES							
42044	MEMBER CONTRIBUTIONS	641,397.00	641,397.00	0.00	0.00	641,397.00	1
	Total 19 – CHARGES FOR SERVICES	641,397.00	641,397.00	0.00	0.00	641,397.00	1
	Total Revenues	641,397.00	641,397.00	-26.78	-26.78	641,423.78	2

Revenue/Expenditure Balances

As Of = @prior-month-end; Years = 1; Chart Fields = Fund, GLKey, Character, Object; Balances = Adopted Budget, Adjusted Budget, Month-To-Date Actual, Year-To-Date Actual, Year-To-Date Variance, PctYear-To-Date Variance; Revenues/Expenditures = R,E
 Fund [76101, 76103, 76130]

FY 2025

Object	GL Object Title	Adopted Budget	Adjusted Budget	Month-To-Date Actual	Year-To-Date Actual	Year-To-Date Variance	Count
GL Key: 700650 – SCR 911-DEBT FUND							
Expenditures							
Character: 60 – SERVICES AND SUPPLIES							
62345	FISCAL AGENTS FEES	3,205.00	3,205.00	0.00	0.00	3,205.00	1
Total 60 – SERVICES AND SUPPLIES		3,205.00	3,205.00	0.00	0.00	3,205.00	1
Character: 70 – OTHER CHARGES							
74110	PRINCIPAL ON LONG-TERM DEBT	492,321.00	492,321.00	35,812.13	35,812.13	456,508.87	1
74425	INTEREST ON LONG-TERM DEBT	145,871.00	145,871.00	6,672.35	6,672.35	139,198.65	1
Total 70 – OTHER CHARGES		638,192.00	638,192.00	42,484.48	42,484.48	595,707.52	2
Total Expenditures		641,397.00	641,397.00	42,484.48	42,484.48	598,912.52	3
Total 700650 – SCR 911-DEBT FUND		0.00	0.00	-42,511.26	-42,511.26	42,511.26	5
GL Key: 700690 – SCR911-SC METRO RMS							
Revenues							
Character: 10 – REV FROM USE OF MONEY & PROP							
40430	INTEREST	5,000.00	5,000.00	2,550.54	2,550.54	2,449.46	1
Total 10 – REV FROM USE OF MONEY & PROP		5,000.00	5,000.00	2,550.54	2,550.54	2,449.46	1
Character: 19 – CHARGES FOR SERVICES							
41654	MEDICAL CHARGES-EMPLOYEE	500.00	500.00	227.25	227.25	272.75	1
42044	MEMBER CONTRIBUTIONS	804,694.00	804,694.00	281,642.90	281,642.90	523,051.10	1
Total 19 – CHARGES FOR SERVICES		805,194.00	805,194.00	281,870.15	281,870.15	523,323.85	2
Character: 23 – MISC. REVENUES							
42384	OTHER REVENUE	84,441.00	84,441.00	8,956.75	8,956.75	75,484.25	1
Total 23 – MISC. REVENUES		84,441.00	84,441.00	8,956.75	8,956.75	75,484.25	1
Total Revenues		894,635.00	894,635.00	293,377.44	293,377.44	601,257.56	4
Expenditures							
Character: 50 – SALARIES AND EMPLOYEE BENEF							
51000	REGULAR PAY-PERMANENT	314,874.00	314,874.00	13,813.36	13,813.36	301,060.64	1
51005	OVERTIME PAY-PERMANENT	1,000.00	1,000.00	0.00	0.00	1,000.00	1
51010	REGULAR PAY-EXTRA HELP	4,000.00	4,000.00	0.00	0.00	4,000.00	1
51025	REGULAR PAY-CALL BACK	0.00	0.00	357.75	357.75	-357.75	1
51035	HOLIDAY PAY	0.00	0.00	909.19	909.19	-909.19	1
52010	OASDI-SOCIAL SECURITY	3,750.00	3,750.00	215.62	215.62	3,534.38	1
52015	PERS	58,348.00	58,348.00	18,493.94	18,493.94	39,854.06	1
53010	EMPLOYEE INSURANCE & BENEFITS	41,866.00	41,866.00	3,620.92	3,620.92	38,245.08	1
53015	UNEMPLOYMENT INSURANCE	850.00	850.00	0.00	0.00	850.00	1
54010	WORKERS COMPENSATION INSURANCE	4,075.00	4,075.00	1,356.86	1,356.86	2,718.14	1
Total 50 – SALARIES AND EMPLOYEE BENEF		428,763.00	428,763.00	38,767.64	38,767.64	389,995.36	10
Character: 60 – SERVICES AND SUPPLIES							
61221	TELEPHONE-NON TELECOM 1099	7,050.00	7,050.00	104.69	104.69	6,945.31	1

Revenue/Expenditure Balances

As Of = @prior-month-end; Years = 1; Chart Fields = Fund, GLKey, Character, Object; Balances = Adopted Budget, Adjusted Budget, Month-To-Date Actual, Year-To-Date Actual, Year-To-Date Variance, PctYear-To-Date Variance; Revenues/Expenditures = R,E
 Fund [76101, 76103, 76130]

FY 2025

Object	GL Object Title	Adopted Budget	Adjusted Budget	Month-To-Date Actual	Year-To-Date Actual	Year-To-Date Variance	Count
GL Key: 700690 – SCR911-SC METRO RMS							
Expenditures							
Character: 60 – SERVICES AND SUPPLIES							
61312	INVENTORIABLE ITEMS	3,600.00	3,600.00	0.00	0.00	3,600.00	1
61730	MAINT-OTH EQUIP-SERVICES	52,800.00	52,800.00	14,643.00	14,643.00	38,157.00	1
62111	MISCELLANEOUS EXPENSE-SERVICES	1,000.00	1,000.00	0.00	0.00	1,000.00	1
62217	MISC NONINVENTORIABLE ITEMS	1,000.00	1,000.00	0.00	0.00	1,000.00	1
62218	PAPER	500.00	500.00	0.00	0.00	500.00	1
62219	PC SOFTWARE PURCHASES	20,116.00	20,116.00	0.00	0.00	20,116.00	1
62223	SUPPLIES	1,000.00	1,000.00	0.00	0.00	1,000.00	1
62301	ACCOUNTING AND AUDITING FEES	2,000.00	2,000.00	0.00	0.00	2,000.00	1
62325	DATA PROCESSING SERVICES	215,513.00	215,513.00	0.00	0.00	215,513.00	1
62365	MANAGEMENT SERVICES	48,224.00	48,224.00	215,513.00	215,513.00	-167,289.00	1
62381	PROF & SPECIAL SERV-OTHER	150,000.00	150,000.00	0.00	0.00	150,000.00	1
62420	LEGAL NOTICES	500.00	500.00	0.00	0.00	500.00	1
62914	EDUCATION & TRAINING(REPT)	5,000.00	5,000.00	0.00	0.00	5,000.00	1
62926	MILEAGE	2,000.00	2,000.00	0.00	0.00	2,000.00	1
62928	TRAVEL-OTHER(NON-REPT)	4,000.00	4,000.00	0.00	0.00	4,000.00	1
62930	REGISTRATIONS (NON REPT)	4,000.00	4,000.00	0.00	0.00	4,000.00	1
	Total 60 – SERVICES AND SUPPLIES	518,303.00	518,303.00	230,260.69	230,260.69	288,042.31	17
Character: 80 – FIXED ASSETS							
86204	EQUIPMENT	0.00	0.00	0.00	0.00	0.00	1
	Total 80 – FIXED ASSETS	0.00	0.00	0.00	0.00	0.00	1
Character: 98 – APPROP FOR CONTINGENCIES							
98700	APPROP FOR CONTINGENCIES	0.00	0.00	0.00	0.00	0.00	1
	Total 98 – APPROP FOR CONTINGENCIES	0.00	0.00	0.00	0.00	0.00	1
	Total Expenditures	947,066.00	947,066.00	269,028.33	269,028.33	678,037.67	29
	Total 700690 – SCR911-SC METRO RMS	-52,431.00	-52,431.00	24,349.11	24,349.11	-76,780.11	33
GL Key: 700700 – SANTA CRUZ REGIONAL 911-CAP							
Revenues							
Character: 10 – REV FROM USE OF MONEY & PROP							
40430	INTEREST	1,000.00	1,000.00	162.19	162.19	837.81	1
	Total 10 – REV FROM USE OF MONEY & PROP	1,000.00	1,000.00	162.19	162.19	837.81	1
Character: 19 – CHARGES FOR SERVICES							
42044	MEMBER CONTRIBUTIONS	749,000.00	749,000.00	0.00	0.00	749,000.00	1
	Total 19 – CHARGES FOR SERVICES	749,000.00	749,000.00	0.00	0.00	749,000.00	1
	Total Revenues	750,000.00	750,000.00	162.19	162.19	749,837.81	2
Expenditures							
Character: 60 – SERVICES AND SUPPLIES							
61845	MAINT-STRUCT/IMPS/GRDS-OTH-SRV	0.00	0.00	0.00	0.00	0.00	1

Revenue/Expenditure Balances

As Of = @prior-month-end; Years = 1; Chart Fields = Fund, GLKey, Character, Object; Balances = Adopted Budget, Adjusted Budget, Month-To-Date Actual, Year-To-Date Actual, Year-To-Date Variance, PctYear-To-Date Variance; Revenues/Expenditures = R,E
 Fund [76101, 76103, 76130]

FY 2025

Object	GL Object Title	Adopted Budget	Adjusted Budget	Month-To-Date Actual	Year-To-Date Actual	Year-To-Date Variance	Count
	GL Key: 700700 – SANTA CRUZ REGIONAL 911-CAP Expenditures						
	Character: 60 – SERVICES AND SUPPLIES						
62381	PROF & SPECIAL SERV-OTHER	0.00	0.00	0.00	0.00	0.00	1
	Total 60 – SERVICES AND SUPPLIES	0.00	0.00	0.00	0.00	0.00	2
	Character: 80 – FIXED ASSETS						
86204	EQUIPMENT	750,000.00	750,000.00	0.00	0.00	750,000.00	1
	Total 80 – FIXED ASSETS	750,000.00	750,000.00	0.00	0.00	750,000.00	1
	Total Expenditures	750,000.00	750,000.00	0.00	0.00	750,000.00	3
	Total 700700 – SANTA CRUZ REGIONAL 911-CAP	0.00	0.00	162.19	162.19	-162.19	5
		-837,906.00	-837,906.00	930,653.39	930,653.39	-1,768,559.39	90



SANTA CRUZ REGIONAL 9-1-1
495 Upper Park Rd, Santa Cruz, CA 95065
831.471.1000 Fax 831.471.1010
www.scr911.org
Amethyst Uchida, General Manager

Date: August 1, 2024
To: Board of Directors, Santa Cruz Regional 9-1-1
From: Amethyst Uchida, General Manager
Subject: Item 6.4, Claims from the General Manager

The following is an accounting of the General Manager's reimbursable expenses for the period of May 1, 2024 thru July 31, 2024

DATE	DESCRIPTION	AMOUNT
18-Mar	None	
Total		\$0.00



DATE: August 15, 2024
TO: Board of Directors, SCR9-1-1
FROM: Amethyst Uchida, General Manager
SUBJECT: Item 6.5, Current SCR9-1-1 Dispatchers

RECOMMENDATION

Accept and file a listing of current SCR 9-1-1 dispatchers.

DISCUSSION

There are currently 33.5 occupied FTE in the dispatcher classifications. Of these, one (1) is in the training program and two (2) are on a leave of absence.

Since your last Board meeting, two (2) trainees completed training and have been released to Operations. In addition, one (1) trainee resigned from employment.

We currently have four (4) applicants who have passed a background check and are continuing through additional screening processes for Public Safety Dispatcher Trainee, with an expected start date of September 30, 2024. Our continuous recruitment has resulted in four (4) additional applicants who have been sent to background with a planned start date of November 11, 2024. The final round of assessments for this continuous recruitment will begin at the end of August with a planned start date in February 2025.

CURRENT SCR9-1-1 DISPATCHERS

NAME	SENIORITY DATE			SALARY STEP	COMMENTS (X = BILINGUAL)
	MO	DAY	YEAR		
SUMNER, Dave	1	2	1996	8	Dispatcher II
SHERWOOD, Melanie	11	2	1999	8	Dispatcher II
MARIZETTE, Abigail	8	12	2002	8	Dispatcher III X
FAROTTE, Lyndsay	7	3	2006	8	Dispatcher III
MELLO, Eric	2	9	2008	8	Dispatcher II
LOFTIN, Gina	7	14	2008	8	Dispatcher III
HIGGINS, Kristal	10	1	2011	8	Dispatcher II
SAVELL, Billie	2	29	2012	8	Dispatcher II (JS=0.5 FTE)
FLORES, German	5	21	2012	8	Dispatcher II X
CASTRO, Andrea	2	11	2013	8	Dispatcher III
BIRKETT, Michael	8	6	2013	8	Dispatcher II (JS=0.5 FTE)
SANCHEZ, Areli	9	2	2013	8	Dispatcher III X
MAGGIO, Jennifer	12	9	2013	8	Dispatcher III
MAC MULLAN, Abigail	4	14	2016	7	Dispatcher II (JS=0.5 FTE)
ESCOBAR, Anne	6	20	2016	8	Dispatcher II (JS=0.5 FTE)
RIOS, Ariana	6	20	2016	8	Dispatcher III X
PRECIADO, Samantha	12	5	2016	8	Dispatcher II
CORLEY, Dillon	12	5	2016	8	Dispatcher II
ZEPEDA, Paola	8	1	2018	8	Dispatcher II X
TORRES, Maria (Rose)	8	1	2018	8	Dispatcher II X
ROMAN, Isaias	1	10	2022	5	Dispatcher II
MURAKAMI, Magdalena	1	10	2022	5	Dispatcher II
CERRITOS, Elian	3	7	2022	4	Dispatcher II X
PARKER, Jack	10	3	2022	4	Dispatcher II
THIND, Simran	10	3	2022	3	Dispatcher II
SEYFFERT, Skylar	2	20	2023	1	Dispatcher II
STIVALA, Anne	2	20	2023	2	Dispatcher II
MORRIS, Jacqueline	2	20	2023	1	Dispatcher II
RAYA-CERVANTES, Sandra	2	20	2023	1	Dispatcher II X
WHITTLE, Bailey	3	18	2023	5	Dispatcher II (JS=0.5 FTE)
LA MAR, Sheena	8	21	2023	8	Dispatcher II
GARCIA, Ashley	9	18	2023	1	Dispatcher I X
OLSON, Kylie	9	18	2023	1	Dispatcher I
HENDERSON, Austin	10	24	2023	1	Dispatcher II
PRECIADO-STODDARD, Martha	3	18	2024	3	Dispatcher I
PEREZ, Alex	5	11	2024	3	Dispatcher II

**36 Total Number of Dispatchers/Dispatcher Assistants
33.5 FTE Occupied**

CURRENT SCR9-1-1 EXTRA HELP DISPATCHERS

NAME	SENIORITY DATE			SALARY STEP	COMMENTS (X = BILINGUAL)
	MO	DAY	YEAR		
OBERDORFER, Lisa				8	Dispatcher II
CONNER, Val				8	Dispatcher II
ESTRADA, Natalya				2	Dispatcher II



Date: August 15, 2024
To: Board of Directors, Santa Cruz Regional 9-1-1
From: Beth Wann, Safety Coordinator
Subject: Item 6.6 – Accept and File a Workplace Violence Prevention Plan

RECOMMENDATION:

Accept and File a Workplace Violence Prevention Plan.

BACKGROUND AND DISCUSSION:

Starting July 1, 2024 Senate Bill 553 requires employers in California to establish, implement, and maintain a Workplace Violence Prevention Plan that includes: prohibiting employee retaliation, accepting and responding to reports of workplace violence, employee workplace violence training and communication, emergency response, workplace violence hazard assessments, and other requirements such as maintain a Violent Incident Log.

FISCAL IMPACT:

None.

Approved By: Amethyst Uchida, General Manager

Santa Cruz Regional 9-1-1 Workplace Violence Prevention Plan

July 1, 2024

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- A. Workplace Violence Incident Log
- B. Workplace Violence Prevention Hazard Assessment & Correction Form
- C. Workplace Violence Emergency Response Scenarios & Procedures
 - Workplace Violence Act or Threats
 - Active Shooter
 - Bomb Threat
 - Civil Unrest
 - Medical Emergencies
 - Suspicious Package

Policy

Santa Cruz Regional 9-1-1 is committed to providing a work environment that is free of disruptive, threatening, or violent behavior involving any employee, appointed or elected official, volunteer, contractor, client, or visitor. Our policy is to establish, implement, and maintain an effective Workplace Violence Prevention Plan (Plan) that addresses the hazards known to be associated with four types of workplace violence as defined by Labor Code Section [6501.9](#). Our written Plan is located on the electronic Reading Board.

The following employees and places of employment are exempt from these requirements:

- Employees teleworking from a location of the employee's choice, which is not under the control of the employer.

Definitions

Emergency: Unanticipated circumstances that can be life threatening or pose a risk of significant injuries to employees or other persons.

Engineering Controls: An aspect of the built space or a device that removes a hazard from the workplace or creates a barrier between the employee and the hazard.

Log: The violent incident log required (Appendix A).

Plan: The workplace violence prevention Plan.

Serious Injury or Illness: Any injury or illness occurring in a place of employment or in connection with any employment that requires inpatient hospitalization for other than medical observation or diagnostic testing, or in which an employee suffers an amputation, the loss of an eye, or any serious degree of permanent disfigurement, but does not include any injury or illness or death caused by an accident on a public street or highway, unless the accident occurred in a construction zone.

Threat of Violence: Any verbal or written statement, including, but not limited to, texts, electronic messages, social media messages, or other online posts, or any behavioral or physical conduct, that conveys an intent, or that is reasonably perceived to convey an intent, to cause physical harm or to place someone in fear of physical harm, and that serves no legitimate purpose.

Work Practice Controls: Procedures and rules which are used to effectively reduce workplace violence hazards.

Workplace Violence: Any act of violence or threat of violence that occurs in a place of employment. Includes, but is not limited to the following:

- The threat or use of physical force against an employee that results in, or has a high likelihood of resulting in, injury, psychological trauma, or stress, regardless of whether the employee sustains an injury.
- An incident involving a threat or use of a firearm or other dangerous weapon, including the use of common objects as weapons, regardless of whether the employee sustains an injury.
- The following four workplace violence types:
 - **Type 1 violence** - Workplace violence committed by a person who has no legitimate business at the worksite and includes violent acts by anyone who enters the workplace or approaches employees with the intent to commit a crime.
 - **Type 2 violence** - Workplace violence directed at employees by visitors.
 - **Type 3 violence** - Workplace violence against an employee by a present or former employee, supervisor, or manager.
 - **Type 4 violence** - Workplace violence committed in the workplace by a person who does not work there but has or is known to have had a personal relationship with an employee.
 - Workplace violence does not include lawful acts of self-defense or defense of others.

Responsibility and Authority

Workplace Violence Prevention Plan Administrator

The Safety Coordinator, under the guidance of the General Manager, is the designated Workplace Violence Plan Administrator and has the authority and responsibility for developing, implementing, and maintaining this Plan.

Managers and Supervisors

Responsibilities include:

- Implementing the Plan in their respective work areas.
- Providing input to the Administrator regarding the Plan.
- Participating in investigations of workplace violence reports.
- Answering employee questions concerning this Plan.

Employees

Responsibilities include:

- Complying with the Plan.
- Maintaining a violence-free work environment.
- Attending all training.
- Following all directives, policies, and procedures.
- Reporting suspicious persons in the area and alerting the proper authorities when necessary.

Employee Active Involvement

The Authority ensures the following policies and procedures to obtain the active involvement of employees and authorized employee representatives in developing and implementing the Plan.

- Management will work with and allow employees and authorized employee representatives to participate in:
 - Identifying, evaluating, and determining corrective measures to prevent workplace violence. This includes, but is not limited to, periodic safety meetings with employees and their representatives to discuss the identification of workplace violence related concerns and hazards, and to evaluate the concerns to identify corrective action.
 - Designing and implementing training by encouraging employees to provide feedback and suggestions to help customize the training materials and sessions.
 - Reporting and potentially assisting in the investigating of workplace violence incidents.
- Management will ensure that all workplace violence policies and procedures within this Plan are clearly communicated and understood by all employees. Managers and supervisors will enforce the rules fairly and uniformly.
- All employees will follow all directives, policies, and procedures, as outlined in this Plan, and assist in maintaining a safe work environment.
- The Plan shall be in effect at all times and in all work areas and be specific to the hazards and corrective measures for each work area and operation.

Compliance

The Administrator is responsible for ensuring the Plan is clearly communicated and understood by all employees. The following techniques are used to ensure all employees understand and comply with the Plan:

- Informing all employees of the Plan during new employee safety orientation training and ongoing workplace violence prevention training.

- Providing comprehensive workplace violence prevention training to managers and supervisors concerning their roles and responsibilities for Plan implementation.
- Evaluating employees to ensure their compliance with the Plan, and recognizing employees who demonstrate safe work practices that promote the elements of the Plan.
- Disciplining employees for failure to comply with the Plan in accordance with the compliance requirements outlined in our Authority's Injury & Illness Prevention Program.

Communication

We recognize that open, two-way communication between our management team, staff, and other employers, about workplace violence issues is essential to a safe and productive workplace. The following communication system is designed to facilitate a continuous flow of workplace violence prevention information between management and staff in a form that is readily understandable by all employees, and consists of the following:

- New employee orientation includes workplace violence prevention policies and procedures.
- Workplace violence prevention training, at least annually.
- Regularly scheduled meetings that address security issues and potential workplace violence hazards.
- Effective communication between employees and supervisors about workplace violence prevention and concerns.
- Posted or distributed workplace violence prevention information.
- Encouraging employees to inform their supervisors about any threats of violence or workplace violence. Employees may use the Workplace Violence Incident Log (Appendix A) to assist in their reporting of incidents. No employee will be disciplined for reporting any threats of violence or workplace violence.
- Employees will not be prevented from accessing their mobile or other communication devices to seek emergency assistance, assess the safety of a situation, or communicate with a person to verify their safety. Employees' concerns will be investigated in a timely manner and they will be informed of the results of the investigation and any corrective actions to be taken.

Coordination with Other Employers

The Authority will implement the following effective procedures to coordinate implementation of our Plan with other employers to ensure those employers and their employees understand their respective roles:

- All employees will be trained in workplace violence prevention.
- Workplace violence incidents involving any employee are reported, investigated, and recorded.

- At a multiemployer worksite, the Authority will ensure that if our employees experience a workplace violence incident, we will record the information in the Violent Incident Log and provide a copy to the controlling employer.

Workplace Violence Incident Reporting Procedures

Employees should report all threats or acts of workplace violence to their Lead, Supervisor, Manager or General Manager. The person receiving the report will be required to inform the Administrator. A strict non-retaliation policy is in place.

Emergency Response Procedures

In the event of an actual or potential workplace violence emergency, the employee should determine the best immediate reporting option based on the situation and circumstances. The methods of reporting emergencies include, but are not limited to:

- Dialing 9-1-1.
- Immediately notifying the Lead, Supervisor, Manager, , or General Manager.

Upon being notified of a workplace violence emergency, the Administrator or designated “person-in-charge” will determine if emergency procedures should be activated and if evacuation or shelter-in-place procedures should be implemented.

Refer to Appendix C for procedures on how to respond to specific workplace violence emergency scenarios.

Workplace Violence Hazard Assessment

A Workplace hazard assessment will be conducted by the Administrator, and other selected employees, utilizing the Workplace Violence Prevention Hazard Assessment & Correction Form (Appendix B). An annual review of the past year’s workplace violence incidents will be conducted.

Inspections are performed according to the following schedule:

- When the Plan is first established.
- Annually.
- When new, previously unidentified workplace violence/security hazards are recognized.
- After each workplace violence incident or threats occur.

Workplace Violence Hazard Correction

Workplace violence hazards will be evaluated and corrected in a timely manner. The Administrator will implement the following procedures to correct the identified workplace violence hazards:

- If an imminent workplace violence hazard exists that cannot be immediately abated

without endangering employee(s), all exposed employee(s) will be removed from the situation except those necessary to correct the existing condition. Employees necessary to correct the hazardous condition will be provided with the necessary protection, depending on the exposure.

- All corrective actions taken will be documented and dated on the appropriate forms. Such as the Workplace Violence Hazard Assessment and Correction form (Appendix C), or other tracking measures.

Post Incident Response and Investigation

After a workplace incident, the Administrator or their designee will implement the following post-incident procedures:

- Visit the scene of an incident as soon as safe and practicable.
- Interview involved parties, such as employees, witnesses, law enforcement, and/or security personnel.
- Review security footage of existing security cameras if applicable.
- Examine the workplace for security risk factors associated with the incident, including any previous reports of inappropriate behavior by the perpetrator.
- Determine the cause of the incident.
- Take corrective action to prevent similar incidents from occurring.
- Complete the Violent Incident log (see Appendix A) for every workplace violence incident and ensure corrective actions are taken.
- Obtain any reports completed by law enforcement.

Training & Instruction

All employees, including managers and supervisors, will have training and instruction on general and job-specific workplace violence practices.

Training will occur:

- When the Plan is first established.
- When hired.
- Annually to ensure all employees understand and comply with the Plan.
- When a new or previously unrecognized workplace violence hazard has been identified.

Employee training on workplace violence will include:

- A review of the Plan, how to obtain a copy of the Plan, and how to participate in the development and implementation of the Plan.
- How to report workplace violence incidents or concerns to the Authority or law enforcement, without fear of reprisal.

- Workplace violence risks that employees may encounter in their jobs.
- How to recognize the potential for violence and escalating behavior.
- General and personal safety measures.
- Strategies to de-escalate behaviors and to avoid physical harm.
- The Authority's alerts, alarms, or systems that are in place to warn of emergencies.
- Information about the Authority's Employee Assistance Program.
- Information about the Violent Incident Log and how to obtain copies of records pertaining to completed logs, hazard identification, evaluation and correction, and training records.

Employees will always have opportunities for interactive questions and answers with the Administrator or a person knowledgeable about the Authority's Plan.

Recordkeeping

Records of violent incidents (Violent Incident Log), workplace violence hazard identification, evaluation and correction, and incident investigations will be maintained for (5) five years. No records shall contain medical information.

Training for each employee, including the employee's name, training dates, type of training, and training provider will be maintained for a minimum of three years.

Cal/OSHA Reporting of Work-Related Fatalities and Serious Injuries

The Authority will immediately, but no later than eight (8) hours after awareness, report to Cal/OSHA any work-related death or serious injury or illness, including any due to workplace violence, of an employee occurring at the workplace or in connection with any employment.

A serious injury or illness (CCR330) is defined as:

- Any inpatient hospitalization for more than observation
- Amputation
- Loss of an eye
- Serious degree of permanent disfigurement.

It does not include any injury or illness or death caused by an accident on a public street or highway unless the accident occurred in a construction zone.

Annual Review

The Authority's Workplace Violence Prevention Plan will be reviewed for effectiveness:

- At least annually.
- When a deficiency is observed or become apparent.

- After a workplace violence incident.
- As needed.

Review of the Plan will include measures outlined in the Employee Active Involvement section as well as the following:

- A review of the incident investigations and violent incident log.
- Assessment of the effectiveness of security systems, including alarms, emergency response, and available security personnel, if applicable.
- Review if violence risks are being properly identified, evaluated, and corrected.
- Any revisions should be made promptly and communicated to all employees.

Appendix A

WORKPLACE VIOLENT INCIDENT LOG

This form must be completed for every record of violence in the workplace.

Incident ID # *:	Date and Time of Incident:	Department:
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* Do not identify employee by name, employee #, or SSI. The Incident ID must not reflect the employee's identity.

Describe Incident (provide detailed description and information on the violence incident type. Include additional pages if needed):

Specific Location(s) of Incident & Workplace Violence Type (see definitions, enter 1, 2, 3 or 4)

	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

Where Incident Occurred:

<input type="checkbox"/> Workplace	<input type="checkbox"/> Parking lot	<input type="checkbox"/> Outside of Building	<input type="checkbox"/> Outside of workplace
------------------------------------	--------------------------------------	--	---

Type of Incident (check as many apply):

<input type="checkbox"/> Robbery	<input type="checkbox"/> Grabbed	<input type="checkbox"/> Pushed
<input type="checkbox"/> Verbal threat/harassment	<input type="checkbox"/> Kicked	<input type="checkbox"/> Scratched
<input type="checkbox"/> Sexual threat/harassment/assault	<input type="checkbox"/> Hit with an object	<input type="checkbox"/> Bitten
<input type="checkbox"/> Animal attack	<input type="checkbox"/> Shot (or attempted)	<input type="checkbox"/> Slapped
<input type="checkbox"/> Threat of physical force	<input type="checkbox"/> Bomb threat	<input type="checkbox"/> Hit with fist
<input type="checkbox"/> Threat of use of weapon or object	<input type="checkbox"/> Vandalism (of victim's property)	<input type="checkbox"/> Knifed (or attempted)
<input type="checkbox"/> Assault with a weapon or object	<input type="checkbox"/> Vandalism (of employer's property)	<input type="checkbox"/> Arson
<input type="checkbox"/> Robbery	<input type="checkbox"/> Other:	

Workplace violence committed by:

<input type="checkbox"/> Family or friend	<input type="checkbox"/> Client	<input type="checkbox"/> Coworker
<input type="checkbox"/> Partner/Spouse	<input type="checkbox"/> Family or friend of client	<input type="checkbox"/> Manager/Supervisor
<input type="checkbox"/> Former Partner/Spouse	<input type="checkbox"/> Customer	<input type="checkbox"/> Stranger w/criminal intent
<input type="checkbox"/> Parent/Relative	<input type="checkbox"/> Family or friend of customer	<input type="checkbox"/> Other:

Circumstances at time of incident:

<input type="checkbox"/> Employee performing normal duties	<input type="checkbox"/> Working in poor lighting	<input type="checkbox"/> Employee rushed
<input type="checkbox"/> Employee isolated or alone	<input type="checkbox"/> Unable to get help or assistance	<input type="checkbox"/> Working during low staffing levels
<input type="checkbox"/> Working in a community setting	<input type="checkbox"/> Working in unfamiliar/new location	<input type="checkbox"/> Other:

Consequences of incident:

Law enforcement/Security called? Yes No. If yes, explain:

Were actions taken to protect employees from continuing threat or other hazards? Yes No. If yes, explain:

Any injuries? Yes No. If yes, explain:

Emergency medical responders contacted, including on-site First Aid/CPR? Yes No. If yes, explain:

Did severity of injuries require reporting to Cal/OSHA? Yes No. If yes, enter date, time, and representative contacted:

Completed by:

Name:	Title:
Date:	Signature

Appendix B Customize checklist as warranted.

**WORKPLACE VIOLENCE PREVENTION
HAZARD ASSESSMENT & CORRECTION FORM**

Assessed by:	Title:
Location(s) Assessed:	

This checklist is designed to evaluate the workplace and job tasks to help identify situations that may place employees at risk of workplace violence.

Step 1: Identify risk factors that may increase the Authority’s vulnerability to workplace violence events.

Step 2: Conduct a workplace assessment to identify physical and process vulnerabilities.

Step 3: Develop a corrective action Plan with measurable goals and target dates.

STEP 1: IDENTIFY RISK FACTORS

Yes	No	Risk Factors	Comments:
		Does staff have contact with the public?	
		Does staff exchange money with the public?	
		Does staff work alone?	
		Is the workplace often understaffed?	
		Is the workplace located in an area with a high crime rate?	
		Does staff enter areas with high crime rates?	
		Does staff have mobile workplaces?	
		Does staff perform public safety functions that might put them in conflict with others?	
		Does staff perform duties that may upset people?	
		Does staff work with people known or suspected to have a history of violence?	
		Do any employees have a history of threats of violence?	

STEP 2: CONDUCT ASSESSMENT

Yes	No	Building Interior	Comments:
		Are employee ID badges required?	
		Are employees notified of past workplace violence events?	
		Are trained security personnel or staff accessible to employees?	
		Are bullet resistant windows or similar barriers used when money is exchanged with the public?	
		Are areas where money is exchanged visible to others?	
		Is a limited amount of cash kept on hand with appropriate signage?	
		Could someone hear an employee who called for help?	
		Do employees have a clear line of sight of visitors in waiting areas?	
		Do areas used for client or visitor interviews allow co-employees to observe problems?	
		Are waiting and work areas free of objects that could be used as weapons?	
		Is furniture in waiting and work areas arranged to prevent employee entrapment?	
		Are clients and visitors clearly informed how to use the department services so they will not become frustrated?	
		Are private, locked restrooms available for employees?	
		Do employees have a secure place to store personal belonging?	

Yes	No	Building Exterior/Parking Lot	Comments:
		Do employees feel safe walking to and from the workplace?	
		Are the entrances to the building clearly visible from the street?	
		Is the area surrounding the building free of bushes or other hiding places?	
		Are security personnel provided outside the building?	
		Is video surveillance provided outside the building?	
		Is there enough lighting to see clearly?	
		Are all exterior walkways visible to security personnel?	
		Is there a nearby parking lot reserved for staff?	
		Is the parking lot attended and secure?	
		Is the parking lot free of blind spots and landscape trimmed to prevent hiding?	
		Is there enough lighting to see clearly?	
		Are security escorts available?	

Yes	No	Security Measures	Comments:
		Is there a response Plan for workplace violence emergencies?	
		Are there physical barriers? (between staff and clients)	
		Are there security cameras?	
		Are there panic buttons?	
		Are there alarm systems?	
		Are there metal detectors?	
		Are there X-ray machines?	
		Do doors lock?	
		Does internal telephone system activate emergency assistance?	
		Are telephones with an outside line programed for 911?	
		Are there two-way radios, pagers, or cell phones?	
		Are there security mirrors?	
		Is there a secured entry?	
		Are there personal alarm devices?	
		Are there "drop safes" to limit available cash?	
		Are pharmaceuticals secured?	
		Is there a system to alert staff of the presence, location, and nature of a security threat?	
		Is there a system in place for testing security measures?	

STEP 3: DEVELOP CORRECTIVE ACTION PLAN

(Action Plan Types: BI – Building Interior, BE – Building Exterior, PA – Parking Area, SM – Security Measure)

Type	Action Item	Person(s) Responsible	Target Date	Status	Comments

WORKPLACE VIOLENCE EMERGENCY RESPONSE SCENARIOS & PROCEDURES

WORKPLACE VIOLENCE ACTS OR THREATS

Workplace violence is any act or threat of violence that occurs at the workplace. These incidents can include acts or threats of physical violence, intimidation, or harassment. Verbal abuse, physical assault, and homicide are all examples of workplace violence. We have zero tolerance toward all forms of violence.

FOUR TYPES OF WORKPLACE VIOLENCE

- **Type 1 violence** - Workplace violence committed by a person who has no legitimate business at the worksite and includes violent acts by anyone who enters the workplace or approaches employees with the intent to commit a crime.
- **Type 2 violence** - Workplace violence directed at employees by visitors.
- **Type 3 violence** - Workplace violence against an employee by a present or former employee, supervisor, or manager.
- **Type 4 violence** - Workplace violence committed in the workplace by a person who does not work there but has or is known to have had a personal relationship with an employee.

Workplace violence does not include lawful acts of self-defense or defense of others.

EMPLOYEE WARNING SIGNS

Often, warning signs are observed in employees, visitors, and others who may behave violently on a work site. These behaviors may include:

- Intimidation.
- Rude behavior toward fellow employees.
- Frequent arguments with co-workers or visitors.
- General aggressive behavior like hitting or kicking objects, breaking things, or screaming.
- Acts of revenge like stealing or property damage.
- Verbal wishes to harm other workers.

While there is no perfect way to predict violence will occur, any combination of these behaviors may be a signal. Employees are encouraged to report these actions to a Lead, Supervisor, Manager or General Manager to prevent further escalation of any type of violent situation.

WARNING SIGNS FROM VISITORS

- The person is not satisfied with any solutions you offer.
- Unreasonably agitated.
- Physical posturing (clenched fists).

If the verbal confrontation starts to escalate, remain calm, courteous, and stay neutral. Let them know you are contacting a manager to further assist them. Trust your intuition to determine if help is needed.

WHEN HELP IS NEEDED

- Continue to try and help the person by listening and providing feedback until law enforcement has arrived.
- If at any time you believe you are potentially in physical danger, yell for Help!
- If you are being assaulted:
 - Yell for help.
 - Look for a way to escape.
 - Act with aggression.

PERSONAL SAFETY

- When leaving the building:
 - Be alert to your surroundings and look around the area outside before exiting the building. Do not use or look at your phone.
 - Attackers expect passive victims, so walk with a steady pace, appear purposeful, and project confidence.
- While in your vehicle:
 - Have your keys in your hand as you approach your vehicle so that you do not have to search for them.
 - Before entering your vehicle quickly check the back seat and around the vehicle for anything unusual.
 - Always lock your car doors as soon as you enter the vehicle.

ACTIVE SHOOTER

The three most common response options for an active shooter event are evacuate, hide out, or take action. During an active shooter event, employees need to be able to determine their best course of action for the situation they are facing.

CHARACTERISTICS OF AN ACTIVE SHOOTER SITUATION

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated areas, typically through the use of firearms. Victims are typically selected at random. The event is unpredictable and evolves quickly. Law enforcement is usually required to end an active shooter situation.

HOW TO RESPOND

- 1. EVACUATE**
 - Have an escape route in mind.
 - Leave immediately.
 - Keep hands visible.
- 2. HIDE OUT**
 - Hide in an area out of the shooter's view.
 - Block the entry to your hiding place and lock doors, if possible.
 - Silence your cell phone.
- 3. TAKE ACTION**
 - Last resort when your life is in imminent danger.
 - Attempt to incapacitate the shooter.
 - Act with physical aggression and throw items at shooter.
 - Have an escape route in mind.

CALL 9-1-1 WHEN IT IS SAFE TO DO SO

When law enforcement arrives remain calm and follow all instructions.

- Put down any items in your hands (i.e., bags, jackets).
- Raise hands and spread fingers.
- Always keep your hands visible.
- Avoid quick movements toward officers.
- Avoid pointing, screaming or yelling.
- Do not stop to ask officers for help or direction when evacuating.

Information to provide law enforcement when asked:

- Location of the active shooter.
- Number of shooters.
- Physical description of shooters.
- Type of weapons if known.

Training resource:

- [Department of Homeland Security](#)
- [DHS Active Shooter Preparedness Video](#)

BOMB THREAT

Most bomb threats are false and primarily intended to elicit a response from building occupants. However, no bomb threat should be assumed fake. If a potentially harmful device is found, call 9-1-1 for assistance.

PHONE THREAT

- Remain calm.
- Immediately use the Bomb Threat Checklist for guidance and to document the call.
- After the caller has ended the call, notify the a Lead, Supervisor, Manager, or General Manager.
- If the threat was left on your voicemail, do not erase and immediately notify the Lead, Supervisor, Manager, or General Manager.

WRITTEN THREAT

- Handle the document as little as possible and immediately notify the Lead, Supervisor, Manager, or General Manager.
- If the threat should come via e-mail, save the information.

POSSIBLE EVACUATION

- The Administrator will call law enforcement and follow their instructions.
- The decision to evacuate is handled on a case-by-case basis on instructions given by law enforcement.

BOMB THREAT CHECKLIST

REMAIN CALM			
Time call received:	Time call ended:		
Document any information from the phone display window:			
Engage caller as long as possible and document their words:			
Attempt to obtain information about the device:			
When will the device detonate or activate?			
Where is the device located?			
What kind of device is it?			
What does the device look like?			
Voice Description			
<input type="checkbox"/> Male	<input type="checkbox"/> Young	<input type="checkbox"/> Calm	Accent? <input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> Female	<input type="checkbox"/> Adult	<input type="checkbox"/> Nervous	Describe:
	<input type="checkbox"/> Senior		
<i>Did you recognize the voice? Who?</i>			
<i>Did caller have knowledge of building?</i>			
<i>Unusual phrases:</i>			
<i>Any background noise or distinctive sounds?</i>			
Name of person received call			

CIVIL UNREST

Civil unrest events are often associated with riots, looting, or protests. In these instances, sheltering-in-place is an action taken to protect the building occupants from external hazards, minimizing the chance of injury and/or providing the time necessary to allow for a safe evacuation.

SHELTER IN PLACE

If there is a need to shelter-in-place the Lead, Supervisor, Manager or General Manager will advise employees and visitors of the emergency. Please note employees and visitors cannot be forced to shelter-in-place.

- The person-in-charge will collect the names of everyone in the shelter area.
- If possible, the business voicemail recording will be updated to indicate the building is closed due to the emergency.
- If the civil unrest includes hazardous chemicals, the HVAC systems may be shut off.
- If in danger of broken glass, window shades will be closed.
- Emergency supplies will be moved to the shelter area.
- The Authority will listen/read available mediums (radio, internet) for further instructions until we are told all is safe or to evacuate.

MEDICAL EMERGENCY

CPR/AED

NON-Trained Responder:

- Call 9-1-1 and designate a person to direct EMS personnel as they arrive.
- Do not move person unless absolutely necessary.

Trained and Certified CPR Responder Only:

- Designate someone to call 9-1-1 and direct EMS when they arrive.
- Check the person for responsiveness.
- Conduct a primary assessment (breathing) while checking responsiveness.
- Initiate CPR and/or AED if necessary.

FIRST AID ONLY

Non-Trained First Aid Responder:

- Call 9-1-1 and designate a person to direct EMS as they arrive.
- Do not move person unless absolutely necessary.
- Use universal precautions, such as disposable gloves, face mask if comforting person while waiting.

Trained First Aid Responder Only:

- Designate someone to call 9-1-1 (if necessary) and direct EMS as they arrive.
- Do not move the person unless absolutely necessary.
- Use universal precautions, such as disposable gloves, face mask.
- Follow any directions provided by the 9-1-1 operator.
- Designate a person to direct EMS personnel as they arrive.
- Provide person information to the EMS personnel.

SUSPICIOUS PACKAGE

Explosives or other life-threatening items can be enclosed in either a parcel or an envelope, and its outward appearance is limited only by the imagination of the sender. However, suspicious packages have exhibited some unique characteristics that might assist you. To apply these factors, it is important to know the type of mail normally received.

CHARACTERISTICS TO LOOK FOR IN A SUSPICIOUS PACKAGE OR LETTER

- Restricted endorsements such as "personal" or "private." This is important when the addressee does not normally receive personal mail at the office.
- The addressee's name and/ title might be inaccurate.
- Distorted handwriting, or the name and address might be prepared with homemade labels or cut-and-paste lettering.
- Protruding wires, aluminum foil or oil stains visible.
- Emit a peculiar odor.
- Envelope might feel rigid or appear uneven or lopsided.
- Unprofessionally wrapped with several combinations of tape. Might be endorsed "Fragile-Handle With Care" or "Rush-Do Not Delay."
- Making a buzzing or ticking noise or sloshing sound.

IF YOU SUSPECT A SUSPICIOUS PACKAGE OR LETTER

- Do not take a chance. Immediately call 9-1-1.
- Do not move, alter, open, examine, or disturb the article.
- Do not put in water or a confined space such as a desk drawer or filing cabinet.
- Isolate the suspicious package or article and clear the immediate area until law enforcement arrives.



DATE: August 15, 2024
TO: Santa Cruz Regional 9-1-1 Board of Directors
FROM: Amethyst Uchida, General Manager
SUBJECT: Item 6.7, Approve Phase One of the Administrative Personnel Reorganization

RECOMMENDATION:

Approve revisions to Policy 1180 – *Authorized Positions* and job descriptions for the following positions: Administrative Services Supervisor, Information Technology Systems Supervisor, and Information Technology Analyst.

BACKGROUND:

At the May 2024 meeting, the General Manager recommended, and the Board approved, changes to certain administrative positions to take place in FY 2024/2025. The changes were based on outcomes from the Personnel Subcommittee review of the Classification Study by Regional Government Services and included:

- Retitling the Office Supervisor to Administrative Services Supervisor
- Retitling the Support Services Administrative Analyst to Administrative Analyst
- Authorization for a promotional recruitment for Systems Supervisor
- Development of a new job classification, Information Technology Analyst/Administrator

DISCUSSION:

Today's RECOMMENDATION is to update Policy 1180 as presented in the packet, reflecting the changes outlined above; to approve an updated job description for Systems Supervisor so that the Authority can fill this position; and to approve job descriptions for new classifications Administrative Services Supervisor and Information Technology Analyst. In addition, Policy 1180 is also updated to add the existing Administrative Analyst (re-titled from Support Services Administrative Analyst), because that position was inadvertently not added to policy when the position was approved at the July 2022 Board meeting.

FISCAL IMPACT:

Approval of the RECOMMENDATION will increase costs in salaries and benefits by approximately \$7,000 in the current fiscal year. Funds are available to support the recommendation. It is also recommended that a salary study be completed after the 2024/2025 personnel changes are complete. The fiscal impact of such a study is unknown.



**COMMUNICATIONS PERSONNEL
 POLICY/PROCEDURE**

Policy No. 1180	Date Issued:	December 1, 1993
Section: 1000 – Personnel Policies	Date Revised:	February 23, 2023 August 15, 2024
SUBJECT: AUTHORIZED POSITIONS		
APPROVED: _____ Board Chairperson		

1.0 The following classifications and total number of positions are authorized:

Classification	No.	FLSA Class
1.1 General Manager	1	Exempt
1.2 Assistant General Manager	0	Exempt
1.3 P.S. Comm. Division Manager	1	Exempt
1.4 P.S. Comm. Systems Manager	<u>1</u>	Exempt
1.5 P.S. Comm. Operations Coordinator	<u>0</u>	Exempt
1.6 P.S. Comm. Systems Coordinator	<u>0</u>	Exempt
1.7 P.S. Comm. Operations Supervisor	<u>3</u>	Exempt
1.8 P.S. Comm. I.T. Systems Supervisor	<u>0</u>	Exempt
1.9 Senior P.S. Dispatcher (III) or	46	Non-Exempt
1.10 P.S. Comm. Dispatcher (II) or		Non-Exempt

1.11	P.S. Comm. Dispatcher (I) or		Non-Exempt
1.12	P.S. Dispatcher Assistant or		Non-Exempt
1.13	P.S. Dispatcher Assistant II		
1.14	Bilingual (Spanish/English) Senior P.S. Dispatcher III	2	Non-Exempt
	or		
1.15	Bilingual (Spanish/English) P.S. Comm. Dispatcher II		Non-Exempt
	or		
1.16	Bilingual (Spanish/English) P.S. Comm. Dispatcher I		Non-Exempt
	or		
1.17	Bilingual (Spanish/English)P.S. Dispatcher Assistant I		Non-Exempt
	or		
1.18	Bilingual (Spanish/English)P.S. Dispatcher Assistant II		Non-Exempt
1.19	<u>Administrative Analyst</u>	<u>1</u>	<u>Non-Exempt/Confidential</u>
1.20	<u>Info. Tech. Analyst</u>	<u>5</u>	<u>Non-Exempt/Confidential</u>
1.21	<u>P.S. Comm. Senior Systems Technician</u>	<u> </u>	<u>Non-Exempt/Confidential</u>
	or		
1.2022	P.S. Comm. Systems Technician	<u> </u>	<u>Non-Exempt/Confidential</u>
	or		
1.2123	P.S. GIS Technician		Non-Exempt/Confidential
1.2224	Office-Administrative Services Supervisor	<u> </u> 3	<u>Exempt</u>

_____	or		
1.2325	Senior Administrative Assistant		Non-Exempt/Confidential
_____	or		
1.2426	Administrative Assistant		Non-Exempt/Confidential
1.2527	P.S. Communications Intern	1	Non-Exempt/Confidential
	TOTAL	636	5.0

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2.0 Unless otherwise directed by the Board of Directors, the General Manager shall have the authority to flexibly staff the Center with any combination of Senior Dispatchers (III), Dispatchers (II or I), Dispatcher Assistant II's, Dispatcher Assistants, bilingual Senior Dispatchers (III), and/or Dispatchers (II or I) necessary to carry out the duties and responsibilities of the Center within the following guidelines:

- 2.1 The combination of Senior Dispatchers (III), Dispatchers (II or I), Dispatcher Assistant II's, Dispatcher Assistants, bilingual Senior Dispatchers (III), and bilingual Dispatchers (II/I) shall not exceed forty-eight (48).
- 2.2 The total number of Senior Dispatchers and bilingual Senior Dispatchers shall not exceed nine (9).

3.0 Unless otherwise directed by the Board of Directors, the General Manager shall have the authority to flexibly staff the Systems Division with any combination of Information Technology Analysts, Senior Systems Technicians or Systems Technicians, or GIS Technicians necessary to carry out the duties and responsibilities of the Systems Division within the following guidelines:

- 3.1 The combination of I.T. Analysts, Senior Systems Technicians, Systems Technicians, and GIS Technicians shall not exceed five (5) and the number of GIS Technicians shall not exceed one (1).

4.1 Unless otherwise directed by the Board of Directors, the General Manager shall have the authority to flexibly staff the Administrative Division with one (1) Office-Administrative Services Supervisor, plus Senior Administrative Assistants, and Administrative Assistants not to exceed three (3) FTE total.

5.0 The General Manager may utilize discretion in the filling of authorized positions by:

- 5.1 Deferring the filling of certain authorized positions in order to meet budget targets.

- 5.2 Scheduling the filling of certain authorized positions to coincide with available Training Classes.
- 5.3 Managing salary and benefit budgets, shift schedules and classification combinations in such a way that the duties and responsibilities of the Center are carried out for an extended period of time with less than the full complement of authorized positions filled.



ADMINISTRATIVE SERVICES SUPERVISOR

DEFINITION

Under general supervision, coordinates the work of front office personnel; performs varied confidential, responsible, and complex administrative and clerical duties; assists the General Manager and serves as Clerk of the Board; performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is a fully experienced paraprofessional supervisory classification. Responsibilities require the frequent use of tact, discretion, independent judgment and the interpretation and application of policies, procedures, and regulations. This class is distinguished from other administrative positions by the wider variety of complex tasks performed, the greater degree of independence exercised, and the high degree of confidentiality required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the General Manager or their designee. Exercises direct supervision over assigned support staff and interns.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Supervises assigned staff providing administrative support services; assigns and reviews work; evaluates work performance; participates in training and discipline of staff.
- Manages schedules to ensure staffing of the front office during regular business hours.
- Performs a wide variety of complex, responsible and confidential administrative support duties for the Administrative Services Division, Board of Directors, and agency managers.
- Serves as the Clerk of the Board; attends Board and other meetings; prepares documents, notices, minutes, and agenda while ensuring procedural compliance with regulatory requirements; ensures follow up on meeting actions as required.
- Prepares, organizes, prints, distributes, follows up, and documents Board and committee agenda items.
- Establishes and maintains complex and confidential filing systems, including the agency's payroll and personnel records.
- Coordinates the preparation of payroll action forms and distribution to relevant departments.
- Manages and administers the agency's benefits programs.

- Assists with the management of agency policy and procedure, ensuring compliance with federal, state, and local laws and regulations.
- Coordinates proper completion of documents related to employment status including hiring, salary actions, and separation; conducts new employee orientations and ensures appropriate paperwork is completed.
- Assists the General Manager with the administration of the workers' compensation program.
- Utilizing the agency's HR software, assists with the recruitment process as directed.
- Attends job fairs and other public education events as assigned.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic functions and organization of local government and special districts.
- Principles and procedures of record keeping.
- Brown Act, Fair Political Practices and Conflict of Interest.
- CalPERS and the California Public Records Act.
- Pertinent Federal, State, and local laws, codes and regulations.
- Principles of supervision, training and performance evaluation.
- Agency labor agreements, employee benefit and pay policies.
- Principles of human resources and employee benefits.
- English usage, spelling, grammar and punctuation.
- Business correspondence writing and report preparation.
- Principles of customer service.
- Payroll functions, budget preparation, purchasing administration and related records, sufficient to provide oversight of payroll and purchasing functions.

Ability to:

- Perform responsible and difficult administrative support work involving the use of independent judgment and personal initiative.
- Supervise, train, and evaluate assigned staff.
- Interpret and apply agency policies, procedures, laws and regulations.
- Compile, maintain and prepare documents and reports.
- Maintain confidential data and information.
- Take and transcribe accurate minutes of meetings of the Board of Directors and others.
- Maintain the agency's official records and files in accordance with applicable laws and regulations.
- Independently prepare correspondence and memorandums.
- Use initiative and independent judgment within established policy and procedural guidelines.

- Organize own work, coordinate projects, set priorities, meet critical deadlines, and follow up on assignments with a minimum of direction.
- Type and transcribe at a speed necessary for successful job performance.
- Communicate clearly and concisely, both orally and in writing.
- Operate and use modern office equipment, technology, and applicable software.
- Communicate effectively, clearly, and concisely.
- Establish and maintain effective working relationships with a diverse range of individuals, including coworkers, consultants, professional agencies, and the general public.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education

Equivalent of an Associate's degree from an accredited college or university with major coursework in business or public administration, or a closely related field.

Experience

Four (4) years of progressively responsible administrative or executive support experience including at least one (1) year in a lead or supervisory capacity.

Licenses and Certifications:

For specific positions, possession and maintenance of a valid California driver's license and the ability to meet the automobile insurability requirements of the agency or the ability to provide suitable transportation needs as a condition of continued employment.

Candidates for this classification may be required to pass a background investigation in accordance with applicable law, regulation and/or policy.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL CONDITIONS

Employees work primarily in an office environment with moderate noise levels and controlled temperature conditions, and occasionally travel to other sites where they may be exposed to inclement weather. Employees may interact with members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.

ADDITIONAL CLASS INFORMATION

Working Title(s): None

Bargaining Unit: Management and Confidential Unit (unrepresented)

Established: August 15, 2024 (New; Re-classified from Office Supervisor and updated)

Revised:

Career Ladder

- *Administrative Services Supervisor*
- Senior Administrative Assistant
- Accounting Technician
- Administrative Assistant



INFORMATION TECHNOLOGY SYSTEMS SUPERVISOR

DEFINITION

Under general direction, the incumbent supervises and directs technical personnel to perform moderate to complex technical duties, administer programs and/or systems, and provide help desk functions. The Supervisor also acts as a subject matter expert in one or more of the following information technology areas: database management, application administration and support, enterprise resource planning, network and/or server infrastructure, service desk and end user support, geographic information systems (GIS) management, reporting and analysis, and telecommunications management; and performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

This is a single position supervisory class responsible for supervision of IT personnel and the administration, development, and efficiency of technical systems as assigned. The incumbent performs the full range of information technology advanced and specialized systems support duties and are considered subject matter experts in the function(s) to which they are assigned. Incumbents may function independently in local and/or remote locations to perform work that requires extending established procedures and interpreting complex issues. Due to the nature of systems supported by this position, errors can result in significant legal exposure and impact public safety. The IT Systems Supervisor is distinguished from lower classifications within the division by the responsibility for personnel supervision, the complexity of the work performed, the greater degree of independence exercised, increased responsibility for care and planning to avoid errors, responsibility for systems uptime and reliability, and the high degree of confidentiality required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Systems Manager or designee. Supervises staff in the Systems division, including IT Analyst, Systems Technician, Geographic Information Systems (GIS) Technician, or Intern.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

The following essential job functions are typical for this classification. Incumbents may not perform all of the listed job functions and/or may be required to perform additional or different job functions from those set forth below to address business needs and changing business practices. Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Supervises assigned staff within the Systems Division; assigns and reviews work; evaluates work performance; participates in training and employee development; participates in hiring, discipline, and termination of staff.
- Manages schedules of subordinate personnel to ensure staffing of the Systems Help Desk and the 24/7 Systems on-call rotation.

- As directed by the Systems Manager, ensures essential work of the Systems division is performed, including technical support functions, end user training, maintenance of critical systems, reliable operations of the alternate sites, systems administration and maintenance, and network/infrastructure security and reliability.
- In common with other division staff, the Supervisor:
 - Participates in help desk staffing and ticket resolution; reviews and tracks service requests to ensure that customer needs are met. Maintains records of work completed and resolutions. Generates management reports on service requests.
 - Supports, manages, and administers one or more enterprise solutions, network infrastructure, or storage systems which may include:
 - 9-1-1 telephone system network infrastructure, servers, and workstations.
 - Computer Aided Dispatch (CAD) of Records Management System (RMS) including server and database maintenance, application configuration, and workstation support.
 - Geographic Information Systems (GIS) databases and applications.
 - Server infrastructure and storage devices including infrastructure for virtualized systems.
 - Network security and firewall appliances; configures routing, interfaces, and VPNs; and ensures connectivity.
 - Mobile computers and routers for external agencies; configures and maintains devices and systems.
 - Collaborates in planning, analysis, design, development, process design or re-engineering, and implementation of new and existing enterprise applications with a project manager, manager, or analyst:
 - Works with system owners and end users to define operational requirements and process and system goals.
 - Reviews and analyzes existing processes and systems for effectiveness and efficiency.
 - Researches software and hardware products and solutions
 - Works with system owners and end users to define new processes for the purpose of enhancing operations within a proposed solution
 - Identifies and resolves process and system issues
 - Prepares and delivers reports and recommendations, including cost-benefit analysis for justification of recommendations.
 - Provides orientation and training to end users for modified and new systems.
 - Provides training to end users, such as agency personnel or user agency personnel, on supported systems.
- Researches, analyzes, and evaluates system performance in order to identify opportunities for improvement.
- Develops specifications for use in purchasing systems and equipment.
- Assists with facilities maintenance activities as requested.
- Coordinates assigned projects between agency and contracting agencies.
- Participates in on-call rotation to support the communications center after hours.
- Performs related duties as assigned; may include duties of other positions in the division.

QUALIFICATIONS

Knowledge of:

- Principles and practices of technology project management and program administration.
- Principles and practices of analyzing and supporting service desk workflow systems.
- Principles and practices of information technology, including personal computers, hardware and software and related peripheral equipment.
- Principles and techniques of installing, repairing, and maintaining a variety of desktop hardware and software.
- Operational characteristics of communication systems, equipment and devices.
- Methods and techniques of testing, troubleshooting, problem solving, and maintenance of desktop computer, network, and emergency communication systems hardware and software.
- Principles and techniques of advanced troubleshooting for desktop computer and printers in a network environment.
- Principles and practices of technical and functional supervision and training.
- Principles and practices of cybersecurity.
- Server maintenance and administration.
- Computer networks and networking equipment.
- Reporting systems such as Crystal Reports, SQL Server Reporting Services, Power BI, etc.
- Scripting and programming languages
- Principles and practices of GIS and data management and related software, particularly ESRI.
- Principles, procedures, practices, techniques, and nomenclature of data communications systems and operations.
- Applicable federal, state, and local laws, codes, regulations, and standards.
- Principles and techniques for providing a high level of customer service by effectively dealing with the public, vendors, and staff.

Ability to:

- Work on critical systems while maintaining minimal downtime.
- React calmly, quickly, and effectively in emergency or stressful situations.
- Apply networking basics and principles.
- Apply computer security best practices.
- Effectively troubleshoot a variety of hardware and software issues
- Read and interpret technical documentation.
- Assist coworkers and others with the proper use and operation of various systems and equipment.
- Exercise tact, initiative, and independent decision-making within general policy, procedural, and legal guidelines.
- Maintain confidentiality of critical and sensitive information, records, and reports.
- Develop and implement backup and recovery processes and plans.
- Prioritize multiple competing work priorities and meet deadlines.
- Research and analyze data, formulate issues, and articulate recommendations.

- Establish and maintain effective working relationships with a diverse range of individuals, including coworkers, consultants, professional agencies, and the general public.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education

An Associate's degree, preferably in computer systems or a related field; or equivalent professional training.

Experience

Five (5) years of experience involving increasing responsibility for application support and operations of computer equipment, preferably in a public safety environment, including one (1) year of demonstrated formal or informal leadership such as through project management, task team leadership, or training in supervision and leadership.

Licenses and Certifications:

For specific positions, possession and maintenance of a valid California driver's license and the ability to meet automobile insurability requirements of the agency or the ability to provide suitable transportation needs as a condition of continued employment.

Candidates for this classification are required to pass a background investigation in accordance with applicable law, regulation and/or policy.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various meeting locations and associated agency sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard and to operate standard office equipment. Positions in this classification occasionally climb ladders, bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 35 pounds.

ENVIRONMENTAL CONDITIONS

Employees work primarily in an office environment with moderate noise levels and controlled temperature conditions, and occasionally travel to other sites where they may be exposed to inclement weather. This is an in-person position; remote work days may be granted occasionally but not as part of a regular schedule. Employees may interact with members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.

Employees may be required to work on evenings, weekends and holidays, and participate in after-hours on-call assignments, and work unusual and prolonged work schedules as necessary.

ADDITIONAL CLASS INFORMATION

Working Title(s): IT Systems Supervisor, Systems Supervisor
Bargaining Unit: Management and Confidential Unit (unrepresented)
Established: 3/2/2007
Revised: 8/15/2024

Career Ladder

- Systems Division Manager
- I.T. Systems Supervisor
- Information Technology Analyst
- Senior Systems Technician
- Systems Technician
- GIS Technician



INFORMATION TECHNOLOGY ANALYST

DEFINITION

Under general direction, performs complex duties and acts as a subject matter expert in one or more of the following information technology areas: database management, application administration and support, enterprise resource planning, network and/or server infrastructure, service desk and end user support, geographic information systems (GIS) management, reporting and analysis, telecommunications management; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level classification in the Systems Division. Incumbents are responsible for performing a full range of advanced and specialized information technology and systems support duties and are considered subject matter experts in the program(s) to which they are assigned. Incumbents may function independently in local and/or remote locations to perform work that requires extending established procedures and interpreting complex issues. Due to the nature of systems supported by this position, errors can result in significant legal exposure and impact public safety. The Information Technology Analyst is distinguished from the Systems Technician and Geographic Information Systems (GIS) Technician by the complexity of the work performed, the greater degree of independence exercised, the increased responsibility for care and planning to avoid errors, and the high degree of confidentiality required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Systems Manager, I.T. Systems Supervisor, or designee. No direct supervision of staff but may exercise functional supervision of the Systems Technician, GIS Technician, or Intern.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

The following essential job functions are typical for this classification. Incumbents may not perform all of the listed job functions and/or may be required to perform additional or different job functions from those set forth below to address business needs and changing business practices. Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Supports, manages, and administers one or more enterprise solutions, network infrastructure, or storage systems which may include:
 - 9-1-1 telephone system network infrastructure, servers, and workstations.
 - Computer Aided Dispatch (CAD) or Records Management System (RMS) including server and database maintenance, application configuration, and workstation support.
 - Geographic Information Systems (GIS) databases and applications
 - Server infrastructure and storage devices including infrastructure for virtualized systems.

- Network security and firewall appliances; configures routing, interfaces, and VPNs; and ensures connectivity.
 - Mobile computers and routers for external agencies; configures and maintains devices and systems.
- As directed, procures, installs, administers, upgrades, and maintains one or more of various software solutions including but not limited to:
 - Security solutions
 - Report distribution solutions
 - Help desk solutions
- Collaborates in planning, analysis, design, development, process design or re-engineering, and implementation of new and existing enterprise or consumer applications with a project manager, manager, or supervisor:
 - Works with system owners and end users to define operational requirements, processes, and system goals.
 - Reviews and analyzes existing processes and systems for effectiveness and efficiency.
 - Researches software and hardware products and solutions
 - Works with system owners and end users to define new processes for the purpose of enhancing operations within a proposed solution
 - Identifies and resolves process and system issues
 - Prepares and delivers reports and recommendations, including cost-benefit analysis for justification of recommendations.
 - Provides orientation and training to end users for modified and new systems.
- Maintains backup radio and phone systems at alternate sites; ensures hardware and software are operational; ensures connectivity to primary site and/or to offline alternative solutions.
- Supports CAD client application and related solutions on workstations, mobile, and handheld devices.
- Performs various technology functions that may include the installation and configuration of hardware and software, troubleshooting of desktop operating systems, and end user support, as assigned.
- Participates in help desk staffing and ticket resolution; reviews and tracks service requests and trouble reports related to hardware and software problems and coordinates with end users to ensure that customer needs are met. Maintains records of work completed and resolutions.
- Provides desktop support to internal and external customers.
- Provides training to staff on assigned systems.
- Assists in researching, analyzing, and evaluating system performance to identify opportunities for improvement.
- Assists with facilities maintenance activities as requested.
- Coordinates assigned projects between agency and contracting agencies.
- Participates in on-call rotation to support critical systems after hours.
- Performs related duties as assigned, including any and all duties of the Systems Technician and GIS Technician positions.

If responsible for CAD or RMS administration:

- Maintains CAD Provisioning to support mission-critical functions including closest-unit routing, capability-based recommendations, and dispatch status monitors.
- or

Maintains RMS tables and configurations to support participating User agencies' desired workflows and functions and maintain compliance with applicable regulations and state reporting requirements.

- Coordinates software updates to CAD or RMS client devices with external partners.
- Analyzes release notes and works collaboratively with internal and external customers to configure and deploy new features and functionality.

If responsible for GIS administration:

- Designs, configures, creates, supports and maintains GIS tools, workflows, integrations, spatial databases and methods for data collection, processing, interpretation and display, in coordination with internal and external partners.
- Manages and maintains mapping solutions for CAD, RMS, and other User Agencies' systems.
- Creates and distributes a variety of digital and printed maps and reports.

If responsible for Reporting and Data Feed solutions:

- Designs, configures, creates, supports and maintains custom data interfaces between primary enterprise systems and internal or external solutions.
- Manages and maintains library of standard and custom reports.
- Responds to and fulfills requests for data from agency systems including CAD and RMS.

If responsible for Network and Infrastructure:

- Maintains the agency's cybersecurity and incident response plans.
- Ensures networking equipment including endpoints, routers, and switches are updated and maintained for optimal security and reliability.
- Ensures infrastructure solutions, including virtualization solutions, are updated and secured.

QUALIFICATIONS

Knowledge of:

- Principles and practices of technology project management and program administration.
- Principles and practices of information technology, including installing, repairing, and maintaining personal computers, hardware and software and related peripheral equipment.
- Methods and techniques of testing, troubleshooting, problem solving, and maintenance of desktop computer, network, emergency communication systems hardware and software, and related peripherals.
- Principles and techniques of advanced troubleshooting for desktop computers and printers in a network environment.
- Principles and practices of technical documentation and user training.
- Principles, procedures, practices, techniques, and nomenclature of data communications systems and operations.
- Applicable federal, state, and local laws, codes, regulations, and standards.
- Principles and techniques for providing a high level of customer service by effectively dealing with internal and external customers.

- If responsible for Network/Infrastructure administration: Principles and practices of cybersecurity, server maintenance and administration, and computer networks and networking equipment.
- If responsible for Reporting and Data Feed solutions: Reporting solutions such as Crystal Reports, SQL Server Reporting Services, PowerBI, etc., and scripting and programming languages.
- If responsible for GIS administration: principles and practices of GIS and data management and related software, particularly ESRI, and related scripting languages such as Python.
- If responsible for CAD administration: principles and practices of public safety dispatch administration, and familiarity with emergency call-taking and dispatching systems.
- If responsible for RMS administration: principles and practices of law enforcement records management; state and federal reporting requirements.

Ability to:

- Work on critical systems while maintaining minimal downtime.
- React calmly, quickly, and effectively in emergency or stressful situations.
- Apply networking basics and principles.
- Apply computer security best practices.
- Effectively troubleshoot a variety of hardware and software issues.
- Read and interpret technical documentation.
- Assist coworkers and others with the proper use and operation of various systems and equipment.
- Exercise tact, initiative, and independent decision-making within general policy, procedural, and legal guidelines.
- Maintain confidentiality of critical and sensitive information, records, and reports.
- Develop and implement backup and recovery processes and plans.
- Prioritize multiple competing work priorities and meet deadlines.
- Research and analyze data, formulate issues, and articulate recommendations.
- Establish and maintain effective working relationships with a diverse range of individuals, including coworkers, consultants, professional agencies, and the general public.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Three (3) years of experience of increasing responsibility involving application support and operations of computer equipment, preferably in a public safety environment and the equivalent of the completion of twelfth grade supplemented by college level course work or professional training in a computer related field.

Licenses and Certifications:

For specific positions, possession and maintenance of a valid California driver's license and the ability to meet automobile insurability requirements of the agency or the ability to provide suitable transportation needs as a condition of continued employment.

Candidates for this classification are required to pass a background investigation in accordance with applicable law, regulation and/or policy.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office environment and use standard office equipment, including a computer; to operate a motor vehicle and to visit various meeting locations and associated agency sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas is required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally climb ladders, bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 35 pounds.

ENVIRONMENTAL CONDITIONS

Employees work primarily in an office environment with moderate noise levels and controlled temperature conditions. Employees may occasionally travel to other sites where they may work indoors or outdoors and may be exposed to inclement weather. This is an in-person position although a hybrid option may be available upon request, after completion of training and the probationary period. Employees may interact with members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.

Employees may be required to work on evenings, weekends and holidays, and participate in after-hours on-call assignments, and work unusual and prolonged work schedules as necessary.

ADDITIONAL CLASS INFORMATION

Working Title(s): IT Support Analyst, CAD Administrator, GIS Administrator, RMS Administrator

Bargaining Unit: Management and Confidential Unit (unrepresented)

Established: 8/15/2024 (New; re-classified from Senior Systems Technician and updated)

Revised:

Career Ladder

- Systems Division Manager
- Information Technology Systems Supervisor
- *Information Technology Analyst*
- Systems Technician
- GIS Technician



DATE: August 15, 2024
TO: Santa Cruz Regional 9-1-1 Board of Directors
FROM: Amethyst Uchida, General Manager
SUBJECT: Item 6.8, Non- Represented Employees

RECOMMENDATION:

Approve revisions to Policies 1030 – Compensation Plan, 1160 – Salary Schedules, 1175 – On Call Duty Pay, 1220 - Holidays, 1240 – Vacation Leave, 1280 – Administrative Leave, and 1300 – Employee Benefits authorizing increases and modifications for Management and Confidential employees.

BACKGROUND AND DISCUSSION:

Your Board met in closed session on May 23, 2024 to conduct a review and provide the General Manager parameters by which to adjust and modify salary and compensation policies that affect our management and confidential employees.

The adjustments and modifications to non-represented employees’ compensation included in the **RECOMMENDATION** include salary increases of 9.5% over three years, paid as a 3% COLA in August 2024, a 3% COLA in July 2025, and a 3.5% COLA in July 2026.

Additional changes include:

1. Increase in monthly health insurance contribution caps in 2025, 2026, and 2027 by \$25 single, \$50 plus one, and \$50 family. Also, a one-time increase to pay in-lieu of benefits by \$25 per month in 2025.
2. Increase on-call pay for non-exempt employees to \$4/hour.
3. Addition of a retention incentive of 10% of base salary at the beginning of the 20th year of continuous service (an additional 3% since staff already receive 7% incentive at the beginning of the 15th year).
4. Add Juneteenth as a paid holiday, increasing paid holidays from 13 to 14.
5. Addition of a new tier to the vacation accrual schedule. Employees with 21 to 25 years of service will accrue 180 hours of vacation leave each year.
6. Extend additional administrative leave benefits to any exempt employees who participate in formal on-call rotations, not just “Watch Commanders.”

FISCAL IMPACT:

The fiscal impact of the agreed changes to wages and benefits over a three-year period has a total cost of \$311,748. The fiscal impact for FY 2024/25 is \$65,054. Funds are available to support the recommendation.



COMMUNICATIONS PERSONNEL
POLICY/PROCEDURE

Policy No. 1030 Date Issued: April 21, 1994
Section: 1000 - Personnel Policies Date Revised: February 25, 2016 August 15, 2024
SUBJECT: COMPENSATION PLAN
APPROVED: Board Chairperson

- 1.0 The schedule of compensation rates for unrepresented classifications of Authority employees is established by the Board of Directors via their approval of and/or revisions to Policy No. 1160 (Salary Schedule).
2.0 The schedule of compensation rates for represented classifications of Authority employees is established through the negotiation process and is set forth within the Memorandum of Understanding.
3.0 The salary for each F.L.S.A. non-exempt (hourly) position or classification will consist of a Range to include one (1) or more steps of five percent (5%) each.
3.1 New employees are generally appointed at the first step in the Range.
3.2 A new employee may be appointed at any step in the Range when, in the judgment of the General Manager, it is to the advantage of the Authority.
3.2.1 The General Manager will routinely notify the Board of Directors of all advance step appointments at Step 3 or above.
3.3 Except for cases in which a position has been assigned a one (1) step Range, a step increase of approximately five percent (5%) shall be granted after each year of continuous employment in which the employee's performance is rated Standard or higher.

- 3.3.1 Annual step increases will be granted according to paragraph 3.3 until the top step in the Range for the position or classification is reached.
- 3.4 Except as otherwise provided within these Personnel Policies or within the Memorandum of Understanding, no employee's salary will exceed the top step of the range.
- 3.5 When an employee is temporarily assigned to work in a classification lower than their regular classification for a period less than sixty (60) consecutive calendar days, the employee's rate of pay will not be reduced.
- 3.6 When an employee is temporarily assigned by the General Manager to work in a classification higher than their regular classification for a period in excess of fourteen (14) or more consecutive days, the employee will receive a ten percent (10%) premium for all actual out of class hours worked.
 - 3.6.1 Work in a higher classification shall be limited to one hundred and eighty (180) consecutive calendar days per year unless otherwise approved by the Board of Directors.
- 3.7 Persons promoted from one non-exempt, hourly classification to another will have their salary set in the new range at a step closest to, but not less than, five percent (5%) above that of their previous rate in the lower classification.
- 3.8 Subject to approval by the Board of Directors, an individual employee's salary may be temporarily established, for a period of time as determined by the Board, in excess of the top salary step in the Range in cases where a reorganization has created the elimination or reclassification of a position otherwise held in good standing by such employee who was subsequently re-classed to a lower classification and salary range ('Y' Rating).
 - 3.8.1 An employee who has been granted a 'Y' Rating as described above will not receive Annual Salary reviews or increases until such time as deemed appropriate by the Board of Directors.
- 4.0 The salary for each F.L.S.A. exempt (salaried), management position or classification will consist of a range with a low and high salary, and a Control Point.
 - 4.1 The range is established at a minimum of ten (10%) below the Control Point and a maximum of twenty (20%) percent above the Control Point.
 - 4.1.1 As of March 21, 2009 the maximum range will be increased to twenty

one and one half (21.5%) above the Control Point.

- 4.2 New managers are generally appointed at the entry salary level which is ten percent (10%) below the Control Point.
 - 4.2.1 New managers may be appointed at any salary within the range when, in the judgment of the General Manager, it is to the advantage of the Authority.
 - 4.2.2 The General Manager will routinely notify the Board of Directors of all management appointments made where the salary exceeds the Control Point.
- 4.3 Persons promoted from a non-exempt, hourly classification to an exempt, salaried classification will have their salary set at not less than five percent (5%) above that of their previous rate in the lower, non-exempt classification.
- 4.4 Persons promoted from one exempt, salaried classification to another will have their salary set at not less than five percent (5%) above that of their previous rate in the lower classification.
- 4.5 The General Manager sets the individual salaries, within the guidelines set forth by this policy, for the following year based upon the manager's annual work plan/performance evaluation from the previous year.
- 5.0 The Authority shall pay as a retention incentive five percent (5%) of an employee's base salary at the beginning of the eighth (8th) year of continuous service with the Authority.
 - 5.1.1 Effective July 1, 2017 the Authority shall pay as a retention incentive 7% of the base salary at the beginning of the fifteenth (15) year of continuous service with the Authority.
 - 5.1.15.1.2 Effective August 17, 2024 the Authority shall pay as a retention incentive 10% of the base salary at the beginning of the twentieth (20) year of continuous service with the Authority.
- 6.0 All Authority employees will be paid on a bi-weekly basis every other Thursday for the pay period ending the previous Friday.



SANTA CRUZ REGIONAL 9-1-1
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 www.scr911.org
 Amethyst Uchida, General Manager

**COMMUNICATIONS PERSONNEL
 POLICY/PROCEDURE**

Policy No. 1160	Date Issued: April 21, 1994
Section: 1000 – Personnel Policies	Date Revised: July 27, 2023 <u>August 15, 2024</u>
SUBJECT: SALARY SCHEDULES	
APPROVED: _____ Board Chairperson	

- 1.0 For employees covered by collective bargaining agreements, salaries shall be reviewed and set forth as part of the negotiation process and published within the Memorandum of Understanding.
- 2.0 For employees not covered by collective bargaining agreements, the Board of Directors will set the salaries for each position as set forth by this policy with the effective date as indicated in each modification.
- 3.0 Executive Compensation
 - 3.1 Effective September 5, 2020, the General Manager’s salary schedule is as follows:

Annual		Monthly		Hourly	
Min	Max	Min	Max	Min	Max
\$175,926.40	\$175,926.40	\$14,660.94	\$14,660.94	\$84.58	\$84.58

- 3.2 Effective October 30, 2021, the General Manager’s salary schedule is as follows:

	Annual	Monthly	Hourly
Step 1	\$152,817.60	\$12,734.80	\$73.47
Step 2	\$160,451.20	\$13,370.93	\$77.14
Step 3	\$168,480.00	\$14,040.00	\$81.00
Step 4	\$176,904.00	\$14,742.00	\$85.05

3.3 Effective October 29, 2022, the General Manager’s salary schedule is as follows:

	Annual	Monthly	Hourly
Step 1	\$157,393.60	\$13,116.13	\$75.67
Step 2	\$165,256.00	\$13,771.33	\$79.45
Step 3	\$173,534.40	\$14,461.20	\$83.43
Step 4	\$182,208.00	\$15,184.00	\$87.60

3.4 Effective October 28, 2023, the General Manager’s salary schedule is as follows:

	Annual	Monthly	Hourly
Step 1	\$160,534.40	\$13,377.87	\$77.18
Step 2	\$168,563.20	\$14,046.93	\$81.04
Step 3	\$177,008.00	\$14,750.67	\$85.10
Step 4	\$185,848.00	\$15,487.33	\$89.35

3.5 Effective October 27, 2024, the General Manager’s salary schedule is as follows:

	Annual	Monthly	Hourly
Step 1	\$163,758.40	\$13,646.53	\$78.73
Step 2	\$171,932.80	\$14,327.73	\$82.66
Step 3	\$180,544.00	\$15,045.33	\$86.80
Step 4	\$189,571.20	\$15,797.60	\$91.14

4.0 Effective ~~June 27, 2020~~ August 17, 2024, the salary ranges for the following F.L.S.A. Exempt (Management) positions are established as follows:

Title	Annual		Monthly		Hourly	
	MIN	MAX	MIN	MAX	MIN	MAX
Assistant General Manager	\$107,265.60	\$143,374.40	\$8,938.80	\$11,947.87	\$51.57	\$68.93
Division Manager	\$88,566.40	\$118,372.80	\$7,380.53	\$9,864.40	\$42.58	\$56.91
Systems Manager	\$88,566.40	\$118,372.80	\$7,380.53	\$9,864.40	\$42.58	\$56.91
Systems Coordinator	\$78,520.00	\$104,936.00	\$6,543.33	\$8,744.67	\$37.75	\$50.45
Operations Supervisor	\$77,043.20	\$102,960.00	\$6,420.27	\$8,580.00	\$37.04	\$49.50
Systems Supervisor	\$77,043.20	\$102,960.00	\$6,420.27	\$8,580.00	\$37.04	\$49.50

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Title	Pay Rate - Hourly		Pay Rate - Monthly		Pay Rate - Annual	
	MIN	MAX	MIN	MAX	MIN	MAX
Assistant General Manager	\$56.93	\$76.08	\$9,867.87	\$13,187.20	\$118,414.40	\$158,246.40
Division Manager	\$51.61	\$68.97	\$8,945.73	\$11,954.80	\$107,348.80	\$143,457.60
Systems Manager	\$52.95	\$70.77	\$9,178.00	\$12,266.80	\$110,136.00	\$147,201.60
Operations Coordinator	\$45.75	\$61.15	\$7,930.00	\$10,599.33	\$95,160.00	\$127,192.00
Systems Coordinator	\$45.44	\$60.73	\$7,876.27	\$10,526.53	\$94,515.20	\$126,318.40

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Operations Supervisor	\$44.89	\$59.99	\$7,780.93	\$10,398.27	\$93,371.20	\$124,779.20
I.T. Systems Supervisor	\$44.58	\$59.58	\$7,727.20	\$10,327.20	\$92,726.40	\$123,926.40

5.0 Effective ~~July 9, 2022~~ July 5, 2025, the salary ranges for the following F.L.S.A Exempt (Management) positions are established as follows:

Title	Pay Rate - Hourly		Pay Rate - Monthly		Pay Rate - Annual	
	MIN	MAX	MIN	MAX	MIN	MAX
Assistant General Manager	\$58.63	\$78.36	\$10,162.53	\$13,582.40	\$121,950.40	\$162,988.80
Division Manager	\$53.15	\$71.04	\$9,212.67	\$12,313.60	\$110,552.00	\$147,763.20
Systems Manager	\$54.54	\$72.90	\$9,453.60	\$12,636.00	\$113,443.20	\$151,632.00
Operations Coordinator	\$47.12	\$62.98	\$8,167.47	\$10,916.53	\$98,009.60	\$130,998.40
Systems Coordinator	\$46.80	\$62.55	\$8,112.00	\$10,842.00	\$97,344.00	\$130,104.00
Operations Supervisor	\$46.23	\$61.79	\$8,013.20	\$10,710.27	\$96,158.40	\$128,523.20
I.T. Systems Supervisor	\$45.92	\$61.37	\$7,959.47	\$10,637.47	\$95,513.60	\$127,649.60

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Title	Annual		Monthly		Hourly	
	MIN	MAX	MIN	MAX	MIN	MAX
Assistant General Manager	\$110,489.60	\$147,659.20	\$9,207.47	\$12,304.93	\$53.12	\$70.99
Division Manager	\$91,208.00	\$121,908.80	\$7,600.67	\$10,159.07	\$43.85	\$58.61
Systems Manager	\$92,414.40	\$123,510.40	\$7,701.20	\$10,292.53	\$44.43	\$59.38
Systems Coordinator	\$80,870.40	\$108,097.60	\$6,739.20	\$9,008.13	\$38.88	\$51.97
Operations Supervisor	\$79,352.00	\$106,038.40	\$6,612.67	\$8,836.53	\$38.15	\$50.98
Systems Supervisor	\$81,640.00	\$109,116.80	\$6,803.33	\$9,093.07	\$39.25	\$52.46

6.0 Effective ~~July 4, 2026~~ July 8, 2023, the salary ranges for the following F.L.S.A Exempt (Management) positions are established as follows:

Title	Pay Rate - Hourly		Pay Rate - Monthly		Pay Rate - Annual	
	MIN	MAX	MIN	MAX	MIN	MAX
Assistant General Manager	\$60.69	\$81.11	\$10,519.60	\$14,059.07	\$126,235.20	\$168,708.80
Division Manager	\$55.01	\$73.53	\$9,535.07	\$12,745.20	\$114,420.80	\$152,942.40
Systems Manager	\$56.45	\$75.45	\$9,784.67	\$13,078.00	\$117,416.00	\$156,936.00
Operations Coordinator	\$48.77	\$65.18	\$8,453.47	\$11,297.87	\$101,441.60	\$135,574.40
Systems Coordinator	\$48.44	\$64.74	\$8,396.27	\$11,221.60	\$100,755.20	\$134,659.20
Operations Supervisor	\$47.85	\$63.95	\$8,294.00	\$11,084.67	\$99,528.00	\$133,016.00
I.T. Systems Supervisor	\$47.53	\$63.52	\$8,238.53	\$11,010.13	\$98,862.40	\$132,121.60

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Title	Annual		Monthly		Hourly	
	MIN	MAX	MIN	MAX	MIN	MAX
Assistant General Manager	\$112,694.40	\$150,612.80	\$9,391.20	\$12,551.07	\$54.18	\$72.41
Division Manager	\$102,169.60	\$136,552.00	\$8,514.13	\$11,379.33	\$49.12	\$65.65
Systems Manager	\$103,480.00	\$138,320.00	\$8,623.33	\$11,526.67	\$49.75	\$66.50
Systems Coordinator	\$87,401.60	\$116,792.00	\$7,283.47	\$9,732.67	\$42.02	\$56.15
Operations Supervisor	\$88,878.40	\$118,788.80	\$7,406.53	\$9,899.07	\$42.73	\$57.11
Systems Supervisor	\$85,737.60	\$114,587.20	\$7,144.80	\$9,548.93	\$41.22	\$55.09

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7.0 Effective January 6, 2024, the salary ranges for the following F.L.S.A Exempt (Management) positions are established as follows:

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Title	Annual		Monthly		Hourly	
	MIN	MAX	MIN	MAX	MIN	MAX
Assistant General Manager	\$114,961.60	\$153,628.80	\$9,580.13	\$12,802.40	\$57.97	\$77.48
Division Manager	\$104,208.00	\$139,276.80	\$8,684.00	\$11,606.40	\$50.10	\$66.96
Systems Manager	\$106,932.80	\$142,916.80	\$8,911.07	\$11,909.73	\$51.41	\$68.71
Systems Coordinator	\$91,769.60	\$122,636.80	\$7,647.47	\$10,219.73	\$44.12	\$58.96
Operations Supervisor	\$90,646.40	\$121,139.20	\$7,553.87	\$10,094.93	\$43.58	\$58.24
Systems Supervisor	\$90,646.40	\$121,139.20	\$7,553.87	\$10,094.93	\$43.58	\$58.24

8.07.0 Effective June 27, 2020 August 17, 2024, the Salary Steps for the following Non-Exempt, confidential positions are established as follows:

8.47.1 Office-Administrative Services Supervisor

Step	Hourly
Step 1	\$27.96 \$30.87
Step 2	\$29.36 \$32.41
Step 3	\$30.83 \$34.03
Step 4	\$32.37 \$35.74
Step 5	\$33.99 \$37.52
Step 6	\$35.69 \$39.40
Step 7	\$37.47 \$41.37
Step 8 (TOP)	\$39.35 \$43.44

8.27.2 Senior Administrative Assistant:

Step	Hourly
Step 1	\$23.29 \$25.71
Step 2	\$24.46 \$27.00
Step 3	\$25.68 \$28.35
Step 4	\$26.97 \$29.77
Step 5	\$28.31 \$31.26
Step 6	\$29.73 \$32.82
Step 7	\$31.22 \$34.46
Step 8 (TOP)	\$32.78 \$36.18

[8-37.3](#) Administrative Assistant:

Step	Hourly
Step 1	\$19.17 \$21.16
Step 2	\$20.12 \$22.22
Step 3	\$21.13 \$23.33
Step 4	\$22.19 \$24.50
Step 5	\$23.30 \$25.73
Step 6	\$24.46 \$27.02
Step 7	\$25.68 \$28.37
Step 8 (TOP)	\$26.97 \$29.79

[8-47.4](#) P.S. Communications Geographic Information System Technician:

Step	Hourly
Step 1	\$26.51 \$30.69
Step 2	\$27.83 \$32.22
Step 3	\$29.23 \$33.83
Step 4	\$30.69 \$35.52
Step 5	\$32.22 \$37.30
Step 6	\$33.83 \$39.17
Step 7	\$35.52 \$41.13
Step 8 (TOP)	\$37.30 \$43.19

[8-57.5](#) P.S. Communications Systems Technician:

Step	Hourly
Step 1	\$26.51 \$30.69
Step 2	\$27.83 \$32.22
Step 3	\$29.23 \$33.83
Step 4	\$30.69 \$35.52
Step 5	\$32.22 \$37.30
Step 6	\$33.83 \$39.17
Step 7	\$35.52 \$41.13
Step 8 (TOP)	\$37.30 \$43.19

8.67.6 P.S. Communications Senior Systems Technician:

<u>Step</u>	<u>Hourly</u>
Step 1	\$31.61 <u>\$34.90</u>
Step 2	\$33.19 <u>\$36.65</u>
Step 3	\$34.85 <u>\$38.48</u>
Step 4	\$36.60 <u>\$40.40</u>
Step 5	\$38.43 <u>\$42.42</u>
Step 6	\$40.35 <u>\$44.54</u>
Step 7	\$42.36 <u>\$46.77</u>
Step 8 (TOP)	\$44.48 <u>\$49.11</u>

7.7 Information Technology Analyst:

<u>Step</u>	<u>Hourly</u>
Step 1	\$34.90
Step 2	\$36.65
Step 3	\$38.48
Step 4	\$40.40
Step 5	\$42.42
Step 6	\$44.54
Step 7	\$46.77
Step 8 (TOP)	\$49.11

7.8 Administrative Analyst:

<u>Step</u>	<u>Hourly</u>
Step 1	\$34.90
Step 2	\$36.65
Step 3	\$38.48
Step 4	\$40.40
Step 5	\$42.42
Step 6	\$44.54
Step 7	\$46.77
Step 8 (TOP)	\$49.11

9.08.0 Effective ~~July 9, 2022~~July 5, 2025, the Salary Steps for the following Non- Exempt, confidential positions are established as follows:

9.18.1 ~~Office-Administrative Services~~ Supervisor

<u>Step</u>	<u>Hourly</u>
Step 1	\$28.80 <u>\$31.80</u>
Step 2	\$30.24 <u>\$33.39</u>
Step 3	\$31.75 <u>\$35.06</u>

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Step 4	\$33.34 \$36.81
Step 5	\$35.04 \$38.65
Step 6	\$36.76 \$40.58
Step 7	\$38.60 \$42.61
Step 8 (TOP)	\$40.53 \$44.74

[9-28.2](#) Senior Administrative Assistant:

<u>Step</u>	<u>Hourly</u>
Step 1	\$23.99 \$26.48
Step 2	\$25.19 \$27.80
Step 3	\$26.45 \$29.19
Step 4	\$27.77 \$30.65
Step 5	\$29.16 \$32.18
Step 6	\$30.62 \$33.79
Step 7	\$32.15 \$35.48
Step 8 (TOP)	\$33.76 \$37.25

[9-38.3](#) Administrative Assistant:

<u>Step</u>	<u>Hourly</u>
Step 1	\$19.74 \$21.79
Step 2	\$20.73 \$22.88
Step 3	\$21.76 \$24.02
Step 4	\$22.85 \$25.22
Step 5	\$23.99 \$26.48
Step 6	\$25.19 \$27.80
Step 7	\$26.45 \$29.19
Step 8 (TOP)	\$27.78 \$30.65

[9-48.4](#) P.S. Communications Geographic Information System Technician:

<u>Step</u>	<u>Hourly</u>
Step 1	\$27.30 \$31.61
Step 2	\$28.67 \$33.19
Step 3	\$30.10 \$34.85
Step 4	\$31.61 \$36.59
Step 5	\$33.19 \$38.42
Step 6	\$34.85 \$40.34
Step 7	\$36.59 \$42.36
Step 8 (TOP)	\$38.42 \$44.48

[9-58.5](#) P.S. Communications Systems Technician:

<u>Step</u>	<u>Hourly</u>
Step 1	\$27.30 \$31.61

Step 2	\$28.67 \$33.19
Step 3	\$30.10 \$34.85
Step 4	\$31.61 \$36.59
Step 5	\$33.19 \$38.42
Step 6	\$34.85 \$40.34
Step 7	\$36.59 \$42.36
Step 8 (TOP)	\$38.42 \$44.48

9-68.6 P.S. Communications Senior Systems Technician:

<u>Step</u>	<u>Hourly</u>
Step 1	\$32.56 \$35.95
Step 2	\$34.19 \$37.75
Step 3	\$35.90 \$39.64
Step 4	\$37.69 \$41.62
Step 5	\$39.58 \$43.70
Step 6	\$41.56 \$45.89
Step 7	\$43.64 \$48.18
Step 8 (TOP)	\$45.82 \$50.59

8.7 Information Technology Analyst:

<u>Step</u>	<u>Hourly</u>
<u>Step 1</u>	<u>\$35.95</u>
<u>Step 2</u>	<u>\$37.75</u>
<u>Step 3</u>	<u>\$39.64</u>
<u>Step 4</u>	<u>\$41.62</u>
<u>Step 5</u>	<u>\$43.70</u>
<u>Step 6</u>	<u>\$45.89</u>
<u>Step 7</u>	<u>\$48.18</u>
<u>Step 8 (TOP)</u>	<u>\$50.59</u>

9-78.8 ~~Support Services~~ Administrative Analyst:

<u>Step</u>	<u>Hourly</u>
Step 1	\$32.56 \$35.95
Step 2	\$34.19 \$37.75
Step 3	\$35.90 \$39.64
Step 4	\$37.69 \$41.62
Step 5	\$39.58 \$43.70
Step 6	\$41.56 \$45.89
Step 7	\$43.64 \$48.18
Step 8 (TOP)	\$45.82 \$50.59

9-88.9 P.S. Communications Intern:

<u>Step</u>	<u>Hourly</u>
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Step 1 Minimum Wage

Effective ~~July 8, 2023~~ July 4, 2026, the Salary Steps for the following Non- Exempt, confidential positions are established as follows:

10.19.1 ~~Office~~ Administrative Services Supervisor

<u>Step</u>	<u>Hourly</u>
Step 1	\$29.38 <u>\$32.91</u>
Step 2	\$30.85 <u>\$34.56</u>
Step 3	\$32.39 <u>\$36.29</u>
Step 4	\$34.01 <u>\$38.10</u>
Step 5	\$35.71 <u>\$40.01</u>
Step 6	\$37.49 <u>\$42.01</u>
Step 7	\$39.37 <u>\$44.11</u>
Step 8 (TOP)	\$41.34 <u>\$46.32</u>

10.29.2 Senior Administrative Assistant:

<u>Step</u>	<u>Hourly</u>
Step 1	\$24.47 <u>\$27.41</u>
Step 2	\$25.70 <u>\$28.78</u>
Step 3	\$26.98 <u>\$30.22</u>
Step 4	\$28.33 <u>\$31.73</u>
Step 5	\$29.75 <u>\$33.32</u>
Step 6	\$31.23 <u>\$34.98</u>
Step 7	\$32.80 <u>\$36.73</u>
Step 8 (TOP)	\$34.43 <u>\$38.57</u>

10.39.3 Administrative Assistant:

<u>Step</u>	<u>Hourly</u>
Step 1	\$20.14 <u>\$22.55</u>
Step 2	\$21.14 <u>\$23.68</u>
Step 3	\$22.20 <u>\$24.86</u>
Step 4	\$23.31 <u>\$26.10</u>
Step 5	\$24.47 <u>\$27.41</u>
Step 6	\$25.70 <u>\$28.78</u>
Step 7	\$26.98 <u>\$30.22</u>
Step 8 (TOP)	\$28.33 <u>\$31.73</u>

10.49.4 P.S. Communications Geographic Information System Technician:

<u>Step</u>	<u>Hourly</u>
Step 1	\$29.22 <u>\$32.72</u>

Step 2	\$30.68 \$34.36
Step 3	\$32.21 \$36.08
Step 4	\$33.82 \$37.88
Step 5	\$35.51 \$39.77
Step 6	\$37.29 \$41.76
Step 7	\$39.15 \$43.85
Step 8 (TOP)	\$41.11 \$46.04

~~10.59.5~~ P.S. Communications Systems Technician:

<u>Step</u>	<u>Hourly</u>
Step 1	\$29.22 \$32.72
Step 2	\$30.68 \$34.36
Step 3	\$32.21 \$36.08
Step 4	\$33.82 \$37.88
Step 5	\$35.51 \$39.77
Step 6	\$37.29 \$41.76
Step 7	\$39.15 \$43.85
Step 8 (TOP)	\$41.11 \$46.04

~~10.69.6~~ P.S. Communications Senior Systems Technician:

<u>Step</u>	<u>Hourly</u>
Step 1	\$33.21 \$37.21
Step 2	\$34.87 \$39.07
Step 3	\$36.62 \$41.02
Step 4	\$38.45 \$43.07
Step 5	\$40.37 \$45.22
Step 6	\$42.39 \$47.48
Step 7	\$44.51 \$49.85
Step 8 (TOP)	\$46.73 \$52.34

9.7 Information Technology Analyst:

<u>Step</u>	<u>Hourly</u>
<u>Step 1</u>	<u>\$37.21</u>
<u>Step 2</u>	<u>\$39.07</u>
<u>Step 3</u>	<u>\$41.02</u>
<u>Step 4</u>	<u>\$43.07</u>
<u>Step 5</u>	<u>\$45.22</u>
<u>Step 6</u>	<u>\$47.48</u>
<u>Step 7</u>	<u>\$49.85</u>
<u>Step 8 (TOP)</u>	<u>\$52.34</u>

~~10.79.8~~ ~~Support Services~~ Administrative Analyst:

<u>Step</u>	<u>Hourly</u>
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Step 1	\$33.21 <u>\$37.21</u>
Step 2	\$34.87 <u>\$39.07</u>
Step 3	\$36.62 <u>\$41.02</u>
Step 4	\$38.45 <u>\$43.07</u>
Step 5	\$40.37 <u>\$45.22</u>
Step 6	\$42.39 <u>\$47.48</u>
Step 7	\$44.51 <u>\$49.85</u>
Step 8 (TOP)	\$46.73 <u>\$52.34</u>

~~10.89.9~~ P.S. Communications Intern:

<u>Step</u>	<u>Hourly</u>
Step 1	Minimum Wage

~~11.0~~ Effective January 6, 2024, the Salary Steps for the following Non-Exempt, confidential positions are established as follows:

~~11.1~~ Office Supervisor

<u>Step</u>	<u>Hourly</u>
Step 1	\$29.97
Step 2	\$31.46
Step 3	\$33.04
Step 4	\$34.69
Step 5	\$36.42
Step 6	\$38.24
Step 7	\$40.16
Step 8 (TOP)	\$42.16

~~11.2~~ Senior Administrative Assistant:

<u>Step</u>	<u>Hourly</u>
Step 1	\$24.96
Step 2	\$26.21
Step 3	\$27.52
Step 4	\$28.90
Step 5	\$30.34
Step 6	\$31.86
Step 7	\$33.45
Step 8 (TOP)	\$35.12

~~11.3~~ Administrative Assistant:

<u>Step</u>	<u>Hourly</u>
Step 1	\$20.54
Step 2	\$21.56
Step 3	\$22.64
Step 4	\$23.78
Step 5	\$24.96
Step 6	\$26.21
Step 7	\$27.52
Step 8 (TOP)	\$28.90

11.4 P.S. Communications Geographic Information System Technician:

<u>Step</u>	<u>Hourly</u>
Step 1	\$29.80
Step 2	\$31.29
Step 3	\$32.85
Step 4	\$34.50
Step 5	\$36.22
Step 6	\$38.03
Step 7	\$39.93
Step 8 (TOP)	\$41.93

11.5 P.S. Communications Systems Technician:

<u>Step</u>	<u>Hourly</u>
Step 1	\$29.80
Step 2	\$31.29
Step 3	\$32.85
Step 4	\$34.50
Step 5	\$36.22
Step 6	\$38.03
Step 7	\$39.93
Step 8 (TOP)	\$41.93

11.6 P.S. Communications Senior Systems Technician:

<u>Step</u>	<u>Hourly</u>
Step 1	\$33.88
Step 2	\$35.57
Step 3	\$37.35
Step 4	\$39.22
Step 5	\$41.18
Step 6	\$43.24
Step 7	\$45.40
Step 8 (TOP)	\$47.67

~~11.7 Support Services Administrative Analyst:~~

<u>Step</u>	<u>Hourly</u>
Step 1	\$33.88
Step 2	\$35.57
Step 3	\$37.35
Step 4	\$39.22
Step 5	\$41.18
Step 6	\$43.24
Step 7	\$45.40
Step 8 (TOP)	\$47.67

~~11.8 P.S. Communications Intern:~~

<u>Step</u>	<u>Hourly</u>
Step 1	Minimum Wage

Santa Cruz Regional 9-1-1 Master Salary Schedule

Date Revised: 8/8/2024

Date Approved: 8/15/2024

Unrepresented Management (Exempt) Employees

FOR YEAR 2024

Title	Step	Hourly	Monthly	Annual	Effective Date	Orig. Date Approved
General Manager	1	\$78.73	\$13,646.56	\$163,758.73	10/26/2024	10/28/2021
	2	\$82.67	\$14,328.89	\$171,946.67	10/26/2024	10/28/2021
	3	\$86.80	\$15,045.33	\$180,544.00	10/26/2024	10/28/2021
	4	\$91.14	\$15,797.60	\$189,571.20	10/26/2024	10/28/2021

Title	Pay Rate - Hourly		Pay Rate - Monthly		Pay Rate - Annual		Effective Date	Orig. Date Approved
	MIN	MAX	MIN	MAX	MIN	MAX		
Assistant General Manager	\$55.26	\$73.86	\$9,578.40	\$12,802.40	\$114,940.80	\$153,628.80	1/6/2024	5/25/2023
Operations Division Manager	\$50.10	\$66.96	\$8,684.00	\$11,606.40	\$104,208.00	\$139,276.80	1/6/2024	5/25/2023
Systems Division Manager	\$51.41	\$68.71	\$8,911.07	\$11,909.73	\$106,932.80	\$142,916.80	1/6/2024	5/25/2023
P.S. Comm Operations Coordinator	\$44.42	\$59.37	\$7,699.47	\$10,290.80	\$92,393.60	\$123,489.60	1/6/2024	5/25/2023
P.S. Comm. Systems Coordinator	\$44.12	\$58.96	\$7,647.47	\$10,219.73	\$91,769.60	\$122,636.80	1/6/2024	5/25/2023
P.S. Comm. Operations Supervisor	\$43.58	\$58.25	\$7,553.87	\$10,096.67	\$90,646.40	\$121,160.00	1/6/2024	5/25/2023
I.T. Systems Supervisor	\$43.28	\$57.85	\$7,501.87	\$10,027.33	\$90,022.40	\$120,328.00	1/6/2024	5/25/2023

Unrepresented (Non-Exempt) Employees

FOR YEAR 2024

Title	Step	Hourly	Monthly	Annual	Effective Date	Orig. Date Approved
Office Supervisor	1	\$29.97	\$5,194.80	\$62,337.60	1/6/2024	7/28/2022
	2	\$31.46	\$5,453.07	\$65,436.80	1/6/2024	7/28/2022
	3	\$33.04	\$5,726.93	\$68,723.20	1/6/2024	7/28/2022
	4	\$34.69	\$6,012.93	\$72,155.20	1/6/2024	7/28/2022
	5	\$36.42	\$6,312.80	\$75,753.60	1/6/2024	7/28/2022
	6	\$38.24	\$6,628.27	\$79,539.20	1/6/2024	7/28/2022
	7	\$40.16	\$6,961.07	\$83,532.80	1/6/2024	7/28/2022
	8	\$42.16	\$7,307.73	\$87,692.80	1/6/2024	7/28/2022
Senior Systems Technician	1	\$33.88	\$5,872.53	\$70,470.40	1/6/2024	7/28/2022
	2	\$35.57	\$6,165.47	\$73,985.60	1/6/2024	7/28/2022
	3	\$37.35	\$6,474.00	\$77,688.00	1/6/2024	7/28/2022
	4	\$39.22	\$6,798.13	\$81,577.60	1/6/2024	7/28/2022
	5	\$41.18	\$7,137.87	\$85,654.40	1/6/2024	7/28/2022
	6	\$43.24	\$7,494.93	\$89,939.20	1/6/2024	7/28/2022
	7	\$45.40	\$7,869.33	\$94,432.00	1/6/2024	7/28/2022
	8	\$47.67	\$8,262.80	\$99,153.60	1/6/2024	7/28/2022
Systems Technician	1	\$29.80	\$5,165.33	\$61,984.00	1/6/2024	5/25/2023
	2	\$31.29	\$5,423.60	\$65,083.20	1/6/2024	5/25/2023
	3	\$32.85	\$5,694.00	\$68,328.00	1/6/2024	5/25/2023
	4	\$34.50	\$5,980.00	\$71,760.00	1/6/2024	5/25/2023
	5	\$36.22	\$6,278.13	\$75,337.60	1/6/2024	5/25/2023
	6	\$38.03	\$6,591.87	\$79,102.40	1/6/2024	5/25/2023
	7	\$39.93	\$6,921.20	\$83,054.40	1/6/2024	5/25/2023
	8	\$41.93	\$7,267.87	\$87,214.40	1/6/2024	5/25/2023
GIS Technician	1	\$29.80	\$5,165.33	\$61,984.00	1/6/2024	5/25/2023
	2	\$31.29	\$5,423.60	\$65,083.20	1/6/2024	5/25/2023
	3	\$32.85	\$5,694.00	\$68,328.00	1/6/2024	5/25/2023
	4	\$34.50	\$5,980.00	\$71,760.00	1/6/2024	5/25/2023
	5	\$36.22	\$6,278.13	\$75,337.60	1/6/2024	5/25/2023
	6	\$38.03	\$6,591.87	\$79,102.40	1/6/2024	5/25/2023
	7	\$39.93	\$6,921.20	\$83,054.40	1/6/2024	5/25/2023
	8	\$41.93	\$7,267.87	\$87,214.40	1/6/2024	5/25/2023

Unrepresented (Non-Exempt) Employees

FOR YEAR 2024

Title	Step	Hourly	Monthly		Annual	Effective Date	Orig. Date Approved
			Monthly	Annual			
Support Services Administrative Analyst	1	\$33.88	\$5,872.53	\$70,470.40	1/6/2024	7/28/2022	
	2	\$35.57	\$6,165.47	\$73,985.60	1/6/2024	7/28/2022	
	3	\$37.35	\$6,474.00	\$77,688.00	1/6/2024	7/28/2022	
	4	\$39.22	\$6,798.13	\$81,577.60	1/6/2024	7/28/2022	
	5	\$41.18	\$7,137.87	\$85,654.40	1/6/2024	7/28/2022	
	6	\$43.24	\$7,494.93	\$89,939.20	1/6/2024	7/28/2022	
	7	\$45.40	\$7,869.33	\$94,432.00	1/6/2024	7/28/2022	
	8	\$47.67	\$8,262.80	\$99,153.60	1/6/2024	7/28/2022	
Senior Administrative Assistant	1	\$24.96	\$4,326.40	\$51,916.80	1/6/2024	7/28/2022	
	2	\$26.21	\$4,543.07	\$54,516.80	1/6/2024	7/28/2022	
	3	\$27.52	\$4,770.13	\$57,241.60	1/6/2024	7/28/2022	
	4	\$28.90	\$5,009.33	\$60,112.00	1/6/2024	7/28/2022	
	5	\$30.34	\$5,258.93	\$63,107.20	1/6/2024	7/28/2022	
	6	\$31.86	\$5,522.40	\$66,268.80	1/6/2024	7/28/2022	
	7	\$33.45	\$5,798.00	\$69,576.00	1/6/2024	7/28/2022	
	8	\$35.12	\$6,087.47	\$73,049.60	1/6/2024	7/28/2022	
Administrative Assistant	1	\$20.54	\$3,560.27	\$42,723.20	1/6/2024	7/28/2022	
	2	\$21.56	\$3,737.07	\$44,844.80	1/6/2024	7/28/2022	
	3	\$22.64	\$3,924.27	\$47,091.20	1/6/2024	7/28/2022	
	4	\$23.78	\$4,121.87	\$49,462.40	1/6/2024	7/28/2022	
	5	\$24.96	\$4,326.40	\$51,916.80	1/6/2024	7/28/2022	
	6	\$26.21	\$4,543.07	\$54,516.80	1/6/2024	7/28/2022	
	7	\$27.52	\$4,770.13	\$57,241.60	1/6/2024	7/28/2022	
	8	\$28.90	\$5,009.33	\$60,112.00	1/6/2024	7/28/2022	
Communications Intern	N/A	CA Minimum Wage			12/22/2023	7/28/2022	

FOR YEAR 2024

Title	Pay Rate - Hourly		Pay Rate - Monthly		Pay Rate - Annual		Effective Date	Orig. Date Approved
	MIN	MAX	MIN	MAX	MIN	MAX		
Assistant General Manager	\$56.93	\$76.08	\$9,867.87	\$13,187.20	\$118,414.40	\$158,246.40	8/17/2024	8/15/2024
Operations Division Manager	\$51.61	\$68.97	\$8,945.73	\$11,954.80	\$107,348.80	\$143,457.60	8/17/2024	8/15/2024
Systems Division Manager	\$52.95	\$70.77	\$9,178.00	\$12,266.80	\$110,136.00	\$147,201.60	8/17/2024	8/15/2024
P.S. Comm Operations Coordinator	\$45.75	\$61.15	\$7,930.00	\$10,599.33	\$95,160.00	\$127,192.00	8/17/2024	8/15/2024
P.S. Comm. Systems Coordinator	\$45.44	\$60.73	\$7,876.27	\$10,526.53	\$94,515.20	\$126,318.40	8/17/2024	8/15/2024
P.S. Comm. Operations Supervisor	\$44.89	\$59.99	\$7,780.93	\$10,398.27	\$93,371.20	\$124,779.20	8/17/2024	8/15/2024
I.T. Systems Supervisor	\$44.58	\$59.58	\$7,727.20	\$10,327.20	\$92,726.40	\$123,926.40	8/17/2024	8/15/2024

Unrepresented (Non-Exempt) Employees

FOR YEAR 2024

Title	Step	Hourly	Monthly		Annual	Effective Date	Orig. Date Approved
			Monthly	Annual			
Administrative Services Supervisor	1	\$30.87	\$5,350.80	\$64,209.60	8/17/2024	8/15/2024	
	2	\$32.41	\$5,617.73	\$67,412.80	8/17/2024	8/15/2024	
	3	\$34.03	\$5,898.53	\$70,782.40	8/17/2024	8/15/2024	
	4	\$35.74	\$6,194.93	\$74,339.20	8/17/2024	8/15/2024	
	5	\$37.52	\$6,503.47	\$78,041.60	8/17/2024	8/15/2024	
	6	\$39.40	\$6,829.33	\$81,952.00	8/17/2024	8/15/2024	
	7	\$41.37	\$7,170.80	\$86,049.60	8/17/2024	8/15/2024	
	8	\$43.44	\$7,529.60	\$90,355.20	8/17/2024	8/15/2024	
Information Technology Analyst	1	\$34.90	\$6,049.33	\$72,592.00	8/17/2024	8/15/2024	
	2	\$36.65	\$6,352.67	\$76,232.00	8/17/2024	8/15/2024	
	3	\$38.48	\$6,669.87	\$80,038.40	8/17/2024	8/15/2024	
	4	\$40.40	\$7,002.67	\$84,032.00	8/17/2024	8/15/2024	
	5	\$42.42	\$7,352.80	\$88,233.60	8/17/2024	8/15/2024	
	6	\$44.54	\$7,720.27	\$92,643.20	8/17/2024	8/15/2024	
	7	\$46.77	\$8,106.80	\$97,281.60	8/17/2024	8/15/2024	
	8	\$49.11	\$8,512.40	\$102,148.80	8/17/2024	8/15/2024	
Senior Systems Technician	1	\$34.90	\$6,049.33	\$72,592.00	8/17/2024	8/15/2024	
	2	\$36.65	\$6,352.67	\$76,232.00	8/17/2024	8/15/2024	
	3	\$38.48	\$6,669.87	\$80,038.40	8/17/2024	8/15/2024	
	4	\$40.40	\$7,002.67	\$84,032.00	8/17/2024	8/15/2024	

Senior Systems Technician	5	\$42.42	\$7,352.80	\$88,233.60	8/17/2024	8/15/2024
	6	\$44.54	\$7,720.27	\$92,643.20	8/17/2024	8/15/2024
	7	\$46.77	\$8,106.80	\$97,281.60	8/17/2024	8/15/2024
	8	\$49.11	\$8,512.40	\$102,148.80	8/17/2024	8/15/2024
Systems Technician	1	\$30.69	\$5,319.60	\$63,835.20	8/17/2024	8/15/2024
	2	\$32.22	\$5,584.80	\$67,017.60	8/17/2024	8/15/2024
	3	\$33.83	\$5,863.87	\$70,366.40	8/17/2024	8/15/2024
	4	\$35.52	\$6,156.80	\$73,881.60	8/17/2024	8/15/2024
	5	\$37.30	\$6,465.33	\$77,584.00	8/17/2024	8/15/2024
	6	\$39.17	\$6,789.47	\$81,473.60	8/17/2024	8/15/2024
	7	\$41.13	\$7,129.20	\$85,550.40	8/17/2024	8/15/2024
	8	\$43.19	\$7,486.27	\$89,835.20	8/17/2024	8/15/2024
GIS Technician	1	\$30.69	\$5,319.60	\$63,835.20	8/17/2024	8/15/2024
	2	\$32.22	\$5,584.80	\$67,017.60	8/17/2024	8/15/2024
	3	\$33.83	\$5,863.87	\$70,366.40	8/17/2024	8/15/2024
	4	\$35.52	\$6,156.80	\$73,881.60	8/17/2024	8/15/2024
	5	\$37.30	\$6,465.33	\$77,584.00	8/17/2024	8/15/2024
	6	\$39.17	\$6,789.47	\$81,473.60	8/17/2024	8/15/2024
	7	\$41.13	\$7,129.20	\$85,550.40	8/17/2024	8/15/2024
	8	\$43.19	\$7,486.27	\$89,835.20	8/17/2024	8/15/2024

Unrepresented (Non-Exempt) Employees

FOR YEAR 2024

Title	Step	Hourly	Monthly	Annual	Effective Date	Orig. Date Approved
Administrative Analyst	1	\$34.90	\$6,049.33	\$72,592.00	8/17/2024	8/15/2024
	2	\$36.65	\$6,352.67	\$76,232.00	8/17/2024	8/15/2024
	3	\$38.48	\$6,669.87	\$80,038.40	8/17/2024	8/15/2024
	4	\$40.40	\$7,002.67	\$84,032.00	8/17/2024	8/15/2024
	5	\$42.42	\$7,352.80	\$88,233.60	8/17/2024	8/15/2024
	6	\$44.54	\$7,720.27	\$92,643.20	8/17/2024	8/15/2024
	7	\$46.77	\$8,106.80	\$97,281.60	8/17/2024	8/15/2024
	8	\$49.11	\$8,512.40	\$102,148.80	8/17/2024	8/15/2024
Senior Administrative Assistant	1	\$25.71	\$4,456.40	\$53,476.80	8/17/2024	8/15/2024
	2	\$27.00	\$4,680.00	\$56,160.00	8/17/2024	8/15/2024
	3	\$28.35	\$4,914.00	\$58,968.00	8/17/2024	8/15/2024
	4	\$29.77	\$5,160.13	\$61,921.60	8/17/2024	8/15/2024
	5	\$31.26	\$5,418.40	\$65,020.80	8/17/2024	8/15/2024
	6	\$32.82	\$5,688.80	\$68,265.60	8/17/2024	8/15/2024
	7	\$34.46	\$5,973.07	\$71,676.80	8/17/2024	8/15/2024
	8	\$36.18	\$6,271.20	\$75,254.40	8/17/2024	8/15/2024
Administrative Assistant	1	\$21.16	\$3,667.73	\$44,012.80	8/17/2024	8/15/2024
	2	\$22.22	\$3,851.47	\$46,217.60	8/17/2024	8/15/2024
	3	\$23.33	\$4,043.87	\$48,526.40	8/17/2024	8/15/2024
	4	\$24.50	\$4,246.67	\$50,960.00	8/17/2024	8/15/2024
	5	\$25.73	\$4,459.87	\$53,518.40	8/17/2024	8/15/2024
	6	\$27.02	\$4,683.47	\$56,201.60	8/17/2024	8/15/2024
	7	\$28.37	\$4,917.47	\$59,009.60	8/17/2024	8/15/2024
	8	\$29.79	\$5,163.60	\$61,963.20	8/17/2024	8/15/2024
Communications Intern	N/A	CA Minimum Wage		12/21/2024	8/15/2024	

Represented (Non-Exempt) Employees (Operating Engineers Local 3 Bargaining Unit)

FOR YEAR 2024

Title	Step	Hourly	Monthly	Annual	Effective Date	Date
						Approved by Board
Public Safety Dispatcher III	1	\$35.98	\$6,236.53	\$74,838.40	1/6/2024	5/25/2023
	2	\$37.77	\$6,547.11	\$78,565.35	1/6/2024	5/25/2023
	3	\$39.66	\$6,874.47	\$82,493.62	1/6/2024	5/25/2023
	4	\$41.65	\$7,218.88	\$86,626.55	1/6/2024	5/25/2023
	5	\$43.73	\$7,579.82	\$90,957.88	1/6/2024	5/25/2023
	6	\$45.92	\$7,958.81	\$95,505.77	1/6/2024	5/25/2023
	7	\$48.21	\$8,356.76	\$100,281.06	1/6/2024	5/25/2023
	8	\$50.62	\$8,774.59	\$105,295.11	1/6/2024	5/25/2023
Public Safety Dispatcher II	1	\$28.38	\$4,919.20	\$59,030.40	1/6/2024	5/25/2023
	2	\$29.80	\$5,165.16	\$61,981.92	1/6/2024	5/25/2023
	3	\$31.29	\$5,423.42	\$65,081.02	1/6/2024	5/25/2023
	4	\$32.86	\$5,695.13	\$68,341.57	1/6/2024	5/25/2023
	5	\$34.50	\$5,979.89	\$71,758.65	1/6/2024	5/25/2023
	6	\$36.23	\$6,279.48	\$75,353.76	1/6/2024	5/25/2023
	7	\$38.04	\$6,593.45	\$79,121.45	1/6/2024	5/25/2023
	8	\$39.94	\$6,923.13	\$83,077.52	1/6/2024	5/25/2023
Public Safety Dispatcher II (EMD)	1	\$29.13	\$5,049.20	\$60,590.40	1/6/2024	5/25/2023
	2	\$30.55	\$5,295.16	\$63,541.92	1/6/2024	5/25/2023
	3	\$32.04	\$5,553.42	\$66,641.02	1/6/2024	5/25/2023
	4	\$33.61	\$5,825.13	\$69,901.57	1/6/2024	5/25/2023
	5	\$35.25	\$6,109.89	\$73,318.65	1/6/2024	5/25/2023
	6	\$36.98	\$6,409.48	\$76,913.76	1/6/2024	5/25/2023
	7	\$38.79	\$6,723.45	\$80,681.45	1/6/2024	5/25/2023
	8	\$40.69	\$7,053.13	\$84,637.52	1/6/2024	5/25/2023
Public Safety Dispatcher II (Law Cross-Trained)	1	\$30.88	\$5,352.53	\$64,230.40	1/6/2024	5/25/2023
	2	\$32.30	\$5,598.49	\$67,181.92	1/6/2024	5/25/2023
	3	\$33.79	\$5,856.75	\$70,281.02	1/6/2024	5/25/2023
	4	\$35.36	\$6,128.46	\$73,541.57	1/6/2024	5/25/2023
	5	\$37.00	\$6,413.22	\$76,958.65	1/6/2024	5/25/2023
	6	\$38.73	\$6,712.81	\$80,553.76	1/6/2024	5/25/2023
	7	\$40.54	\$7,026.79	\$84,321.45	1/6/2024	5/25/2023
	8	\$42.44	\$7,356.46	\$88,277.52	1/6/2024	5/25/2023
Public Safety Dispatcher II (EMD & Law)	1	\$31.63	\$5,482.53	\$65,790.40	1/6/2024	5/25/2023
	2	\$33.05	\$5,728.49	\$68,741.92	1/6/2024	5/25/2023
	3	\$34.54	\$5,986.75	\$71,841.02	1/6/2024	5/25/2023
	4	\$36.11	\$6,258.46	\$75,101.57	1/6/2024	5/25/2023
	5	\$37.75	\$6,543.22	\$78,518.65	1/6/2024	5/25/2023
	6	\$39.48	\$6,842.81	\$82,113.76	1/6/2024	5/25/2023
	7	\$41.29	\$7,156.79	\$85,881.45	1/6/2024	5/25/2023
	8	\$43.19	\$7,486.46	\$89,837.52	1/6/2024	5/25/2023

FOR YEAR 2024

Title	Step	Hourly	Monthly	Annual	Effective Date	Date
						5/25/2023
Public Safety Dispatcher II (Fire/EMS)	1	\$30.38	\$5,265.87	\$63,190.40	1/6/2024	5/25/2023
	2	\$31.80	\$5,511.83	\$66,141.92	1/6/2024	5/25/2023
	3	\$33.29	\$5,770.08	\$69,241.02	1/6/2024	5/25/2023
	4	\$34.86	\$6,041.80	\$72,501.57	1/6/2024	5/25/2023
	5	\$36.50	\$6,326.55	\$75,918.65	1/6/2024	5/25/2023
	6	\$38.23	\$6,626.15	\$79,513.76	1/6/2024	5/25/2023
	7	\$40.04	\$6,940.12	\$83,281.45	1/6/2024	5/25/2023
	8	\$41.94	\$7,269.79	\$87,237.52	1/6/2024	5/25/2023

Public Safety Dispatcher II (Law & Fire/EMS)	1	\$32.88	\$5,699.20	\$68,390.40	1/6/2024	5/25/2023
	2	\$34.30	\$5,945.16	\$71,341.92	1/6/2024	5/25/2023
	3	\$35.79	\$6,203.42	\$74,441.02	1/6/2024	5/25/2023
	4	\$37.36	\$6,475.13	\$77,701.57	1/6/2024	5/25/2023
	5	\$39.00	\$6,759.89	\$81,118.65	1/6/2024	5/25/2023
	6	\$40.73	\$7,059.48	\$84,713.76	1/6/2024	5/25/2023
	7	\$42.54	\$7,373.45	\$88,481.45	1/6/2024	5/25/2023
	8	\$44.44	\$7,703.13	\$92,437.52	1/6/2024	5/25/2023
Public Safety Dispatcher I	1	\$25.53	\$4,425.20	\$53,102.40	1/6/2024	5/25/2023
	2	\$26.81	\$4,646.46	\$55,757.52	1/6/2024	5/25/2023
	3	\$28.15	\$4,878.78	\$58,545.40	1/6/2024	5/25/2023
	4	\$29.56	\$5,123.21	\$61,478.52	1/6/2024	5/25/2023
	5	\$31.03	\$5,379.37	\$64,552.45	1/6/2024	5/25/2023
	6	\$32.59	\$5,648.34	\$67,780.07	1/6/2024	5/25/2023
	7	\$34.22	\$5,930.76	\$71,169.07	1/6/2024	5/25/2023
	8	\$35.93	\$6,227.29	\$74,727.53	1/6/2024	5/25/2023
Public Safety Dispatcher I (EMD)	1	\$26.28	\$4,555.20	\$54,662.40	1/6/2024	5/25/2023
	2	\$27.56	\$4,776.46	\$57,317.52	1/6/2024	5/25/2023
	3	\$28.90	\$5,008.78	\$60,105.40	1/6/2024	5/25/2023
	4	\$30.31	\$5,253.21	\$63,038.52	1/6/2024	5/25/2023
	5	\$31.78	\$5,509.37	\$66,112.45	1/6/2024	5/25/2023
	6	\$33.34	\$5,778.34	\$69,340.07	1/6/2024	5/25/2023
	7	\$34.97	\$6,060.76	\$72,729.07	1/6/2024	5/25/2023
	8	\$36.68	\$6,357.29	\$76,287.53	1/6/2024	5/25/2023
Public Safety Dispatcher Asst II	1	\$25.36	\$4,395.73	\$52,748.80	1/6/2024	5/25/2023
	2	\$26.62	\$4,614.64	\$55,375.69	1/6/2024	5/25/2023
	3	\$27.95	\$4,845.37	\$58,144.47	1/6/2024	5/25/2023
	4	\$29.35	\$5,087.64	\$61,051.70	1/6/2024	5/25/2023
	5	\$30.82	\$5,342.02	\$64,104.28	1/6/2024	5/25/2023
	6	\$32.36	\$5,609.12	\$67,309.50	1/6/2024	5/25/2023
	7	\$33.98	\$5,889.58	\$70,674.97	1/6/2024	5/25/2023
	8	\$35.68	\$6,184.06	\$74,208.72	1/6/2024	5/25/2023
Public Safety Dispatcher Asst II (EMD)	1	\$26.11	\$4,525.73	\$54,308.80	1/6/2024	5/25/2023
	2	\$27.37	\$4,744.64	\$56,935.69	1/6/2024	5/25/2023
	3	\$28.70	\$4,975.37	\$59,704.47	1/6/2024	5/25/2023
	4	\$30.10	\$5,217.64	\$62,611.70	1/6/2024	5/25/2023
	5	\$31.57	\$5,472.02	\$65,664.28	1/6/2024	5/25/2023
	6	\$33.11	\$5,739.12	\$68,869.50	1/6/2024	5/25/2023
	7	\$34.73	\$6,019.58	\$72,234.97	1/6/2024	5/25/2023
	8	\$36.43	\$6,314.06	\$75,768.72	1/6/2024	5/25/2023
Public Safety Dispatcher Asst I	1	\$22.95	\$3,978.00	\$47,736.00	1/6/2024	5/25/2023
	2	\$24.10	\$4,176.90	\$50,122.80	1/6/2024	5/25/2023
	3	\$25.30	\$4,385.75	\$52,628.94	1/6/2024	5/25/2023
	4	\$26.57	\$4,605.03	\$55,260.39	1/6/2024	5/25/2023
	5	\$27.90	\$4,835.28	\$58,023.41	1/6/2024	5/25/2023
	6	\$29.29	\$5,077.05	\$60,924.58	1/6/2024	5/25/2023
	7	\$30.76	\$5,330.90	\$63,970.81	1/6/2024	5/25/2023
	8	\$32.29	\$5,597.45	\$67,169.35	1/6/2024	5/25/2023
Extra-Help Dispatcher	Min/Hr	\$28.38	Max/Hr	\$50.62	1/6/2024	5/25/2023

Represented (Non-Exempt) Employees (Operating Engineers Local 3 Bargaining Unit)

FOR YEAR 2024

Title	Step	Hourly	Monthly	Annual	Effective Date	Date
						Approved by Board
Public Safety Dispatcher III	1	\$36.70	\$6,361.26	\$76,335.17	7/6/2024	5/23/2024
	2	\$38.53	\$6,679.33	\$80,151.93	7/6/2024	5/23/2024
	3	\$40.46	\$7,013.29	\$84,159.52	7/6/2024	5/23/2024
	4	\$42.48	\$7,363.96	\$88,367.50	7/6/2024	5/23/2024
	5	\$44.61	\$7,732.16	\$92,785.87	7/6/2024	5/23/2024
	6	\$46.84	\$8,118.76	\$97,425.17	7/6/2024	5/23/2024
	7	\$49.18	\$8,524.70	\$102,296.43	7/6/2024	5/23/2024
	8	\$51.64	\$8,950.94	\$107,411.25	7/6/2024	5/23/2024
	1	\$28.95	\$5,017.58	\$60,211.01	7/6/2024	5/23/2024
	2	\$30.39	\$5,268.46	\$63,221.56	7/6/2024	5/23/2024

Public Safety Dispatcher II	3	\$31.91	\$5,531.89	\$66,382.64	7/6/2024	5/23/2024
	4	\$33.51	\$5,808.48	\$69,701.77	7/6/2024	5/23/2024
	5	\$35.19	\$6,098.90	\$73,186.86	7/6/2024	5/23/2024
	6	\$36.95	\$6,403.85	\$76,846.20	7/6/2024	5/23/2024
	7	\$38.79	\$6,724.04	\$80,688.51	7/6/2024	5/23/2024
	8	\$40.73	\$7,060.24	\$84,722.93	7/6/2024	5/23/2024
Public Safety Dispatcher II (EMD)	1	\$29.70	\$5,147.58	\$61,771.01	7/6/2024	5/23/2024
	2	\$31.14	\$5,398.46	\$64,781.56	7/6/2024	5/23/2024
	3	\$32.66	\$5,661.89	\$67,942.64	7/6/2024	5/23/2024
	4	\$34.26	\$5,938.48	\$71,261.77	7/6/2024	5/23/2024
	5	\$35.94	\$6,228.90	\$74,746.86	7/6/2024	5/23/2024
	6	\$37.70	\$6,533.85	\$78,406.20	7/6/2024	5/23/2024
	7	\$39.54	\$6,854.04	\$82,248.51	7/6/2024	5/23/2024
	8	\$41.48	\$7,190.24	\$86,282.93	7/6/2024	5/23/2024
Public Safety Dispatcher II (Law Cross-Trained)	1	\$31.45	\$5,450.92	\$65,411.01	7/6/2024	5/23/2024
	2	\$32.89	\$5,701.80	\$68,421.56	7/6/2024	5/23/2024
	3	\$34.41	\$5,965.22	\$71,582.64	7/6/2024	5/23/2024
	4	\$36.01	\$6,241.81	\$74,901.77	7/6/2024	5/23/2024
	5	\$37.69	\$6,532.24	\$78,386.86	7/6/2024	5/23/2024
	6	\$39.45	\$6,837.18	\$82,046.20	7/6/2024	5/23/2024
	7	\$41.29	\$7,157.38	\$85,888.51	7/6/2024	5/23/2024
	8	\$43.23	\$7,493.58	\$89,922.93	7/6/2024	5/23/2024
Public Safety Dispatcher II (EMD & Law)	1	\$32.20	\$5,580.92	\$66,971.01	7/6/2024	5/23/2024
	2	\$33.64	\$5,831.80	\$69,981.56	7/6/2024	5/23/2024
	3	\$35.16	\$6,095.22	\$73,142.64	7/6/2024	5/23/2024
	4	\$36.76	\$6,371.81	\$76,461.77	7/6/2024	5/23/2024
	5	\$38.44	\$6,662.24	\$79,946.86	7/6/2024	5/23/2024
	6	\$40.20	\$6,967.18	\$83,606.20	7/6/2024	5/23/2024
	7	\$42.04	\$7,287.38	\$87,448.51	7/6/2024	5/23/2024
	8	\$43.98	\$7,623.58	\$91,482.93	7/6/2024	5/23/2024
FOR YEAR 2024						
Title	Step	Hourly	Monthly	Annual	Effective Date	Date Approved by Board
Public Safety Dispatcher II (Fire/EMS)	1	\$30.95	\$5,364.25	\$64,371.01	7/6/2024	5/23/2024
	2	\$32.39	\$5,615.13	\$67,381.56	7/6/2024	5/23/2024
	3	\$33.91	\$5,878.55	\$70,542.64	7/6/2024	5/23/2024
	4	\$35.51	\$6,155.15	\$73,861.77	7/6/2024	5/23/2024
	5	\$37.19	\$6,445.57	\$77,346.86	7/6/2024	5/23/2024
	6	\$38.95	\$6,750.52	\$81,006.20	7/6/2024	5/23/2024
	7	\$40.79	\$7,070.71	\$84,848.51	7/6/2024	5/23/2024
	8	\$42.73	\$7,406.91	\$88,882.93	7/6/2024	5/23/2024
Public Safety Dispatcher II (Law & Fire/EMS)	1	\$33.45	\$5,797.58	\$69,571.01	7/6/2024	5/23/2024
	2	\$34.89	\$6,048.46	\$72,581.56	7/6/2024	5/23/2024
	3	\$36.41	\$6,311.89	\$75,742.64	7/6/2024	5/23/2024
	4	\$38.01	\$6,588.48	\$79,061.77	7/6/2024	5/23/2024
	5	\$39.69	\$6,878.90	\$82,546.86	7/6/2024	5/23/2024
	6	\$41.45	\$7,183.85	\$86,206.20	7/6/2024	5/23/2024
	7	\$43.29	\$7,504.04	\$90,048.51	7/6/2024	5/23/2024
	8	\$45.23	\$7,840.24	\$94,082.93	7/6/2024	5/23/2024
Public Safety Dispatcher I	1	\$26.04	\$4,513.70	\$54,164.45	7/6/2024	5/23/2024
	2	\$27.34	\$4,739.39	\$56,872.67	7/6/2024	5/23/2024
	3	\$28.71	\$4,976.36	\$59,716.30	7/6/2024	5/23/2024
	4	\$30.15	\$5,225.18	\$62,702.12	7/6/2024	5/23/2024
	5	\$31.65	\$5,486.44	\$65,837.23	7/6/2024	5/23/2024
	6	\$33.24	\$5,760.76	\$69,129.09	7/6/2024	5/23/2024
	7	\$34.90	\$6,048.80	\$72,585.54	7/6/2024	5/23/2024
	8	\$36.64	\$6,351.23	\$76,214.82	7/6/2024	5/23/2024
Public Safety Dispatcher I (EMD)	1	\$26.79	\$4,643.70	\$55,724.45	7/6/2024	5/23/2024
	2	\$28.09	\$4,869.39	\$58,432.67	7/6/2024	5/23/2024
	3	\$29.46	\$5,106.36	\$61,276.30	7/6/2024	5/23/2024
	4	\$30.90	\$5,355.18	\$64,262.12	7/6/2024	5/23/2024
	5	\$32.40	\$5,616.44	\$67,397.23	7/6/2024	5/23/2024
	6	\$33.99	\$5,890.76	\$70,689.09	7/6/2024	5/23/2024
	7	\$35.65	\$6,178.80	\$74,145.54	7/6/2024	5/23/2024

	8	\$37.39	\$6,481.23	\$77,774.82	7/6/2024	5/23/2024
Public Safety Dispatcher Asst II	1	\$25.87	\$4,483.65	\$53,803.78	7/6/2024	5/23/2024
	2	\$27.16	\$4,707.83	\$56,493.96	7/6/2024	5/23/2024
	3	\$28.52	\$4,943.22	\$59,318.66	7/6/2024	5/23/2024
	4	\$29.94	\$5,190.38	\$62,284.60	7/6/2024	5/23/2024
	5	\$31.44	\$5,449.90	\$65,398.83	7/6/2024	5/23/2024
	6	\$33.01	\$5,722.40	\$68,668.77	7/6/2024	5/23/2024
	7	\$34.66	\$6,008.52	\$72,102.21	7/6/2024	5/23/2024
	8	\$36.40	\$6,308.94	\$75,707.32	7/6/2024	5/23/2024
Public Safety Dispatcher Asst II (EMD)	1	\$26.62	\$4,613.65	\$55,363.78	7/6/2024	5/23/2024
	2	\$27.91	\$4,837.83	\$58,053.96	7/6/2024	5/23/2024
	3	\$29.27	\$5,073.22	\$60,878.66	7/6/2024	5/23/2024
	4	\$30.69	\$5,320.38	\$63,844.60	7/6/2024	5/23/2024
	5	\$32.19	\$5,579.90	\$66,958.83	7/6/2024	5/23/2024
	6	\$33.76	\$5,852.40	\$70,228.77	7/6/2024	5/23/2024
	7	\$35.41	\$6,138.52	\$73,662.21	7/6/2024	5/23/2024
	8	\$37.15	\$6,438.94	\$77,267.32	7/6/2024	5/23/2024
Public Safety Dispatcher Asst I	1	\$23.41	\$4,057.56	\$48,690.72	7/6/2024	5/23/2024
	2	\$24.58	\$4,260.44	\$51,125.26	7/6/2024	5/23/2024
	3	\$25.81	\$4,473.46	\$53,681.52	7/6/2024	5/23/2024
	4	\$27.10	\$4,697.13	\$56,365.59	7/6/2024	5/23/2024
	5	\$28.45	\$4,931.99	\$59,183.87	7/6/2024	5/23/2024
	6	\$29.88	\$5,178.59	\$62,143.07	7/6/2024	5/23/2024
	7	\$31.37	\$5,437.52	\$65,250.22	7/6/2024	5/23/2024
	8	\$32.94	\$5,709.39	\$68,512.73	7/6/2024	5/23/2024
Extra-Help Dispatcher	Min/Hr	\$28.95	Max/Hr	\$51.64	7/6/2024	5/23/2024

Santa Cruz Regional 9-1-1 Master Salary Schedule

Date Revised: 8/8/2024

Date Approved: 8/15/2024

Unrepresented Management (Exempt) Employees

FOR YEAR 2025

Title	Step	Hourly	Monthly	Annual	Effective Date	Orig. Date Approved
General Manager	1	\$78.73	\$13,646.56	\$163,758.73	10/26/2024	10/28/2021
	2	\$82.67	\$14,328.89	\$171,946.67	10/26/2024	10/28/2021
	3	\$86.80	\$15,045.33	\$180,544.00	10/26/2024	10/28/2021
	4	\$91.14	\$15,797.60	\$189,571.20	10/26/2024	10/28/2021

Title	Pay Rate - Hourly		Pay Rate - Monthly		Pay Rate - Annual		Effective Date	Orig. Date Approved
	MIN	MAX	MIN	MAX	MIN	MAX		
Assistant General Manager	\$58.63	\$78.36	\$10,162.53	\$13,582.40	\$121,950.40	\$162,988.80	7/5/2025	8/15/2024
Operations Division Manager	\$53.15	\$71.04	\$9,212.67	\$12,313.60	\$110,552.00	\$147,763.20	7/5/2025	8/15/2024
Systems Division Manager	\$54.54	\$72.90	\$9,453.60	\$12,636.00	\$113,443.20	\$151,632.00	7/5/2025	8/15/2024
P.S. Comm Operations Coordinator	\$47.12	\$62.98	\$8,167.47	\$10,916.53	\$98,009.60	\$130,998.40	7/5/2025	8/15/2024
P.S. Comm. Systems Coordinator	\$46.80	\$62.55	\$8,112.00	\$10,842.00	\$97,344.00	\$130,104.00	7/5/2025	8/15/2024
P.S. Comm. Operations Supervisor	\$46.23	\$61.79	\$8,013.20	\$10,710.27	\$96,158.40	\$128,523.20	7/5/2025	8/15/2024
I.T. Systems Supervisor	\$45.92	\$61.37	\$7,959.47	\$10,637.47	\$95,513.60	\$127,649.60	7/5/2025	8/15/2024

Unrepresented (Non-Exempt) Employees

FOR YEAR 2025

Title	Step	Hourly	Monthly	Annual	Effective Date	Orig. Date Approved
Administrative Services Supervisor	1	\$31.80	\$5,512.00	\$66,144.00	7/5/2025	8/15/2024
	2	\$33.39	\$5,787.60	\$69,451.20	7/5/2025	8/15/2024
	3	\$35.06	\$6,077.07	\$72,924.80	7/5/2025	8/15/2024
	4	\$36.81	\$6,380.40	\$76,564.80	7/5/2025	8/15/2024
	5	\$38.65	\$6,699.33	\$80,392.00	7/5/2025	8/15/2024
	6	\$40.58	\$7,033.87	\$84,406.40	7/5/2025	8/15/2024
	7	\$42.61	\$7,385.73	\$88,628.80	7/5/2025	8/15/2024
	8	\$44.74	\$7,754.93	\$93,059.20	7/5/2025	8/15/2024
Information Technology Analyst	1	\$35.95	\$6,231.33	\$74,776.00	7/5/2025	8/15/2024
	2	\$37.75	\$6,543.33	\$78,520.00	7/5/2025	8/15/2024
	3	\$39.64	\$6,870.93	\$82,451.20	7/5/2025	8/15/2024
	4	\$41.62	\$7,214.13	\$86,569.60	7/5/2025	8/15/2024
	5	\$43.70	\$7,574.67	\$90,896.00	7/5/2025	8/15/2024
	6	\$45.89	\$7,954.27	\$95,451.20	7/5/2025	8/15/2024
	7	\$48.18	\$8,351.20	\$100,214.40	7/5/2025	8/15/2024
	8	\$50.59	\$8,768.93	\$105,227.20	7/5/2025	8/15/2024
Senior Systems Technician	1	\$35.95	\$6,231.33	\$74,776.00	7/5/2025	8/15/2024
	2	\$37.75	\$6,543.33	\$78,520.00	7/5/2025	8/15/2024
	3	\$39.64	\$6,870.93	\$82,451.20	7/5/2025	8/15/2024
	4	\$41.62	\$7,214.13	\$86,569.60	7/5/2025	8/15/2024
	5	\$43.70	\$7,574.67	\$90,896.00	7/5/2025	8/15/2024
	6	\$45.89	\$7,954.27	\$95,451.20	7/5/2025	8/15/2024
	7	\$48.18	\$8,351.20	\$100,214.40	7/5/2025	8/15/2024
	8	\$50.59	\$8,768.93	\$105,227.20	7/5/2025	8/15/2024
Systems Technician	1	\$31.61	\$5,479.07	\$65,748.80	7/5/2025	8/15/2024
	2	\$33.19	\$5,752.93	\$69,035.20	7/5/2025	8/15/2024
	3	\$34.85	\$6,040.67	\$72,488.00	7/5/2025	8/15/2024
	4	\$36.59	\$6,342.27	\$76,107.20	7/5/2025	8/15/2024
	5	\$38.42	\$6,659.47	\$79,913.60	7/5/2025	8/15/2024
	6	\$40.34	\$6,992.27	\$83,907.20	7/5/2025	8/15/2024
	7	\$42.36	\$7,342.40	\$88,108.80	7/5/2025	8/15/2024
	8	\$44.48	\$7,709.87	\$92,518.40	7/5/2025	8/15/2024

GIS Technician	1	\$31.61	\$5,479.07	\$65,748.80	7/5/2025	8/15/2024
	2	\$33.19	\$5,752.93	\$69,035.20	7/5/2025	8/15/2024
	3	\$34.85	\$6,040.67	\$72,488.00	7/5/2025	8/15/2024
	4	\$36.59	\$6,342.27	\$76,107.20	7/5/2025	8/15/2024
	5	\$38.42	\$6,659.47	\$79,913.60	7/5/2025	8/15/2024
	6	\$40.34	\$6,992.27	\$83,907.20	7/5/2025	8/15/2024
	7	\$42.36	\$7,342.40	\$88,108.80	7/5/2025	8/15/2024
	8	\$44.48	\$7,709.87	\$92,518.40	7/5/2025	8/15/2024

Unrepresented (Non-Exempt) Employees

FOR YEAR 2025

Title	Step	Hourly	Monthly	Annual	Effective Date	Orig. Date Approved
Administrative Analyst	1	\$35.95	\$6,231.33	\$74,776.00	7/5/2025	8/15/2024
	2	\$37.75	\$6,543.33	\$78,520.00	7/5/2025	8/15/2024
	3	\$39.64	\$6,870.93	\$82,451.20	7/5/2025	8/15/2024
	4	\$41.62	\$7,214.13	\$86,569.60	7/5/2025	8/15/2024
	5	\$43.70	\$7,574.67	\$90,896.00	7/5/2025	8/15/2024
	6	\$45.89	\$7,954.27	\$95,451.20	7/5/2025	8/15/2024
	7	\$48.18	\$8,351.20	\$100,214.40	7/5/2025	8/15/2024
	8	\$50.59	\$8,768.93	\$105,227.20	7/5/2025	8/15/2024
Senior Administrative Assistant	1	\$26.48	\$4,589.87	\$55,078.40	7/5/2025	8/15/2024
	2	\$27.80	\$4,818.67	\$57,824.00	7/5/2025	8/15/2024
	3	\$29.19	\$5,059.60	\$60,715.20	7/5/2025	8/15/2024
	4	\$30.65	\$5,312.67	\$63,752.00	7/5/2025	8/15/2024
	5	\$32.18	\$5,577.87	\$66,934.40	7/5/2025	8/15/2024
	6	\$33.79	\$5,856.93	\$70,283.20	7/5/2025	8/15/2024
	7	\$35.48	\$6,149.87	\$73,798.40	7/5/2025	8/15/2024
	8	\$37.25	\$6,456.67	\$77,480.00	7/5/2025	8/15/2024
Administrative Assistant	1	\$21.79	\$3,776.93	\$45,323.20	7/5/2025	8/15/2024
	2	\$22.88	\$3,965.87	\$47,590.40	7/5/2025	8/15/2024
	3	\$24.02	\$4,163.47	\$49,961.60	7/5/2025	8/15/2024
	4	\$25.22	\$4,371.47	\$52,457.60	7/5/2025	8/15/2024
	5	\$26.48	\$4,589.87	\$55,078.40	7/5/2025	8/15/2024
	6	\$27.80	\$4,818.67	\$57,824.00	7/5/2025	8/15/2024
	7	\$29.19	\$5,059.60	\$60,715.20	7/5/2025	8/15/2024
	8	\$30.65	\$5,312.67	\$63,752.00	7/5/2025	8/15/2024
Communications Intern	N/A	CA Minimum Wage		12/21/2024	8/15/2024	

Represented (Non-Exempt) Employees (Operating Engineers Local 3 Bargaining Unit)

FOR YEAR 2025

Title	Step	Hourly	Monthly	Annual	Effective Date	Date Approved by Board
Public Safety Dispatcher III	1	\$37.43	\$6,488.49	\$77,861.87	1/4/2025	5/23/2024
	2	\$39.31	\$6,812.91	\$81,754.96	1/4/2025	5/23/2024
	3	\$41.27	\$7,153.56	\$85,842.71	1/4/2025	5/23/2024
	4	\$43.33	\$7,511.24	\$90,134.85	1/4/2025	5/23/2024
	5	\$45.50	\$7,886.80	\$94,641.59	1/4/2025	5/23/2024
	6	\$47.78	\$8,281.14	\$99,373.67	1/4/2025	5/23/2024
	7	\$50.16	\$8,695.20	\$104,342.35	1/4/2025	5/23/2024
	8	\$52.67	\$9,129.96	\$109,559.47	1/4/2025	5/23/2024
Public Safety Dispatcher II	1	\$29.53	\$5,117.94	\$61,415.23	1/4/2025	5/23/2024
	2	\$31.00	\$5,373.83	\$64,485.99	1/4/2025	5/23/2024
	3	\$32.55	\$5,642.52	\$67,710.29	1/4/2025	5/23/2024
	4	\$34.18	\$5,924.65	\$71,095.80	1/4/2025	5/23/2024
	5	\$35.89	\$6,220.88	\$74,650.59	1/4/2025	5/23/2024
	6	\$37.68	\$6,531.93	\$78,383.12	1/4/2025	5/23/2024
	7	\$39.57	\$6,858.52	\$82,302.28	1/4/2025	5/23/2024
	8	\$41.55	\$7,201.45	\$86,417.39	1/4/2025	5/23/2024

Public Safety Dispatcher II (EMD)	1	\$30.28	\$5,247.94	\$62,975.23	1/4/2025	5/23/2024
	2	\$31.75	\$5,503.83	\$66,045.99	1/4/2025	5/23/2024
	3	\$33.30	\$5,772.52	\$69,270.29	1/4/2025	5/23/2024
	4	\$34.93	\$6,054.65	\$72,655.80	1/4/2025	5/23/2024
	5	\$36.64	\$6,350.88	\$76,210.59	1/4/2025	5/23/2024
	6	\$38.43	\$6,661.93	\$79,943.12	1/4/2025	5/23/2024
	7	\$40.32	\$6,988.52	\$83,862.28	1/4/2025	5/23/2024
	8	\$42.30	\$7,331.45	\$87,977.39	1/4/2025	5/23/2024
Public Safety Dispatcher II (Law Cross-Trained)	1	\$32.03	\$5,551.27	\$66,615.23	1/4/2025	5/23/2024
	2	\$33.50	\$5,807.17	\$69,685.99	1/4/2025	5/23/2024
	3	\$35.05	\$6,075.86	\$72,910.29	1/4/2025	5/23/2024
	4	\$36.68	\$6,357.98	\$76,295.80	1/4/2025	5/23/2024
	5	\$38.39	\$6,654.22	\$79,850.59	1/4/2025	5/23/2024
	6	\$40.18	\$6,965.26	\$83,583.12	1/4/2025	5/23/2024
	7	\$42.07	\$7,291.86	\$87,502.28	1/4/2025	5/23/2024
	8	\$44.05	\$7,634.78	\$91,617.39	1/4/2025	5/23/2024
Public Safety Dispatcher II (EMD & Law)	1	\$32.78	\$5,681.27	\$68,175.23	1/4/2025	5/23/2024
	2	\$34.25	\$5,937.17	\$71,245.99	1/4/2025	5/23/2024
	3	\$35.80	\$6,205.86	\$74,470.29	1/4/2025	5/23/2024
	4	\$37.43	\$6,487.98	\$77,855.80	1/4/2025	5/23/2024
	5	\$39.14	\$6,784.22	\$81,410.59	1/4/2025	5/23/2024
	6	\$40.93	\$7,095.26	\$85,143.12	1/4/2025	5/23/2024
	7	\$42.82	\$7,421.86	\$89,062.28	1/4/2025	5/23/2024
	8	\$44.80	\$7,764.78	\$93,177.39	1/4/2025	5/23/2024

FOR YEAR 2025

Title	Step	Hourly	Monthly	Annual	Effective Date	Date Approved by Board
Public Safety Dispatcher II (Fire/EMS)	1	\$31.53	\$5,464.60	\$65,575.23	1/4/2025	5/23/2024
	2	\$33.00	\$5,720.50	\$68,645.99	1/4/2025	5/23/2024
	3	\$34.55	\$5,989.19	\$71,870.29	1/4/2025	5/23/2024
	4	\$36.18	\$6,271.32	\$75,255.80	1/4/2025	5/23/2024
	5	\$37.89	\$6,567.55	\$78,810.59	1/4/2025	5/23/2024
	6	\$39.68	\$6,878.59	\$82,543.12	1/4/2025	5/23/2024
	7	\$41.57	\$7,205.19	\$86,462.28	1/4/2025	5/23/2024
	8	\$43.55	\$7,548.12	\$90,577.39	1/4/2025	5/23/2024
Public Safety Dispatcher II (Law & Fire/EMS)	1	\$34.03	\$5,897.94	\$70,775.23	1/4/2025	5/23/2024
	2	\$35.50	\$6,153.83	\$73,845.99	1/4/2025	5/23/2024
	3	\$37.05	\$6,422.52	\$77,070.29	1/4/2025	5/23/2024
	4	\$38.68	\$6,704.65	\$80,455.80	1/4/2025	5/23/2024
	5	\$40.39	\$7,000.88	\$84,010.59	1/4/2025	5/23/2024
	6	\$42.18	\$7,311.93	\$87,743.12	1/4/2025	5/23/2024
	7	\$44.07	\$7,638.52	\$91,662.28	1/4/2025	5/23/2024
	8	\$46.05	\$7,981.45	\$95,777.39	1/4/2025	5/23/2024
Public Safety Dispatcher I	1	\$26.56	\$4,603.98	\$55,247.74	1/4/2025	5/23/2024
	2	\$27.89	\$4,834.18	\$58,010.12	1/4/2025	5/23/2024
	3	\$29.28	\$5,075.89	\$60,910.63	1/4/2025	5/23/2024
	4	\$30.75	\$5,329.68	\$63,956.16	1/4/2025	5/23/2024
	5	\$32.29	\$5,596.16	\$67,153.97	1/4/2025	5/23/2024
	6	\$33.90	\$5,875.97	\$70,511.67	1/4/2025	5/23/2024
	7	\$35.59	\$6,169.77	\$74,037.25	1/4/2025	5/23/2024
	8	\$37.37	\$6,478.26	\$77,739.11	1/4/2025	5/23/2024
Public Safety Dispatcher I (EMD)	1	\$27.31	\$4,733.98	\$56,807.74	1/4/2025	5/23/2024
	2	\$28.64	\$4,964.18	\$59,570.12	1/4/2025	5/23/2024
	3	\$30.03	\$5,205.89	\$62,470.63	1/4/2025	5/23/2024
	4	\$31.50	\$5,459.68	\$65,516.16	1/4/2025	5/23/2024
	5	\$33.04	\$5,726.16	\$68,713.97	1/4/2025	5/23/2024
	6	\$34.65	\$6,005.97	\$72,071.67	1/4/2025	5/23/2024
	7	\$36.34	\$6,299.77	\$75,597.25	1/4/2025	5/23/2024
	8	\$38.12	\$6,608.26	\$79,299.11	1/4/2025	5/23/2024

Public Safety Dispatcher Asst II	1	\$26.38	\$4,573.32	\$54,879.85	1/4/2025	5/23/2024
	2	\$27.70	\$4,801.99	\$57,623.84	1/4/2025	5/23/2024
	3	\$29.09	\$5,042.09	\$60,505.04	1/4/2025	5/23/2024
	4	\$30.54	\$5,294.19	\$63,530.29	1/4/2025	5/23/2024
	5	\$32.07	\$5,558.90	\$66,706.80	1/4/2025	5/23/2024
	6	\$33.67	\$5,836.85	\$70,042.14	1/4/2025	5/23/2024
	7	\$35.36	\$6,128.69	\$73,544.25	1/4/2025	5/23/2024
	8	\$37.13	\$6,435.12	\$77,221.46	1/4/2025	5/23/2024
Public Safety Dispatcher Asst II (EMD)	1	\$27.13	\$4,703.32	\$56,439.85	1/4/2025	5/23/2024
	2	\$28.45	\$4,931.99	\$59,183.84	1/4/2025	5/23/2024
	3	\$29.84	\$5,172.09	\$62,065.04	1/4/2025	5/23/2024
	4	\$31.29	\$5,424.19	\$65,090.29	1/4/2025	5/23/2024
	5	\$32.82	\$5,688.90	\$68,266.80	1/4/2025	5/23/2024
	6	\$34.42	\$5,966.85	\$71,602.14	1/4/2025	5/23/2024
	7	\$36.11	\$6,258.69	\$75,104.25	1/4/2025	5/23/2024
	8	\$37.88	\$6,565.12	\$78,781.46	1/4/2025	5/23/2024
Public Safety Dispatcher Asst I	1	\$23.88	\$4,138.71	\$49,664.53	1/4/2025	5/23/2024
	2	\$25.07	\$4,345.65	\$52,147.76	1/4/2025	5/23/2024
	3	\$26.32	\$4,562.93	\$54,755.15	1/4/2025	5/23/2024
	4	\$27.64	\$4,791.08	\$57,492.91	1/4/2025	5/23/2024
	5	\$29.02	\$5,030.63	\$60,367.55	1/4/2025	5/23/2024
	6	\$30.47	\$5,282.16	\$63,385.93	1/4/2025	5/23/2024
	7	\$32.00	\$5,546.27	\$66,555.23	1/4/2025	5/23/2024
	8	\$33.60	\$5,823.58	\$69,882.99	1/4/2025	5/23/2024
Extra-Help Dispatcher	Min/Hr	\$29.53	Max/Hr	\$52.67	1/4/2025	5/23/2024

FOR YEAR 2025

Title	Step	Hourly	Monthly	Annual	Effective Date	Date
						Approved by Board
Public Safety Dispatcher III	1	\$38.56	\$6,683.14	\$80,197.73	7/5/2025	5/23/2024
	2	\$40.48	\$7,017.30	\$84,207.61	7/5/2025	5/23/2024
	3	\$42.51	\$7,368.17	\$88,417.99	7/5/2025	5/23/2024
	4	\$44.63	\$7,736.57	\$92,838.89	7/5/2025	5/23/2024
	5	\$46.87	\$8,123.40	\$97,480.84	7/5/2025	5/23/2024
	6	\$49.21	\$8,529.57	\$102,354.88	7/5/2025	5/23/2024
	7	\$51.67	\$8,956.05	\$107,472.63	7/5/2025	5/23/2024
	8	\$54.25	\$9,403.85	\$112,846.26	7/5/2025	5/23/2024
Public Safety Dispatcher II	1	\$30.41	\$5,271.47	\$63,257.69	7/5/2025	5/23/2024
	2	\$31.93	\$5,535.05	\$66,420.57	7/5/2025	5/23/2024
	3	\$33.53	\$5,811.80	\$69,741.60	7/5/2025	5/23/2024
	4	\$35.21	\$6,102.39	\$73,228.68	7/5/2025	5/23/2024
	5	\$36.97	\$6,407.51	\$76,890.11	7/5/2025	5/23/2024
	6	\$38.81	\$6,727.88	\$80,734.62	7/5/2025	5/23/2024
	7	\$40.76	\$7,064.28	\$84,771.35	7/5/2025	5/23/2024
	8	\$42.79	\$7,417.49	\$89,009.92	7/5/2025	5/23/2024
Public Safety Dispatcher II (EMD)	1	\$31.16	\$5,401.47	\$64,817.69	7/5/2025	5/23/2024
	2	\$32.68	\$5,665.05	\$67,980.57	7/5/2025	5/23/2024
	3	\$34.28	\$5,941.80	\$71,301.60	7/5/2025	5/23/2024
	4	\$35.96	\$6,232.39	\$74,788.68	7/5/2025	5/23/2024
	5	\$37.72	\$6,537.51	\$78,450.11	7/5/2025	5/23/2024
	6	\$39.56	\$6,857.88	\$82,294.62	7/5/2025	5/23/2024
	7	\$41.51	\$7,194.28	\$86,331.35	7/5/2025	5/23/2024
	8	\$43.54	\$7,547.49	\$90,569.92	7/5/2025	5/23/2024
Public Safety Dispatcher II (Law Cross-Trained)	1	\$32.91	\$5,704.81	\$68,457.69	7/5/2025	5/23/2024
	2	\$34.43	\$5,968.38	\$71,620.57	7/5/2025	5/23/2024
	3	\$36.03	\$6,245.13	\$74,941.60	7/5/2025	5/23/2024
	4	\$37.71	\$6,535.72	\$78,428.68	7/5/2025	5/23/2024
	5	\$39.47	\$6,840.84	\$82,090.11	7/5/2025	5/23/2024
	6	\$41.31	\$7,161.22	\$85,934.62	7/5/2025	5/23/2024
	7	\$43.26	\$7,497.61	\$89,971.35	7/5/2025	5/23/2024
	8	\$45.29	\$7,850.83	\$94,209.92	7/5/2025	5/23/2024
	1	\$33.66	\$5,834.81	\$70,017.69	7/5/2025	5/23/2024
	2	\$35.18	\$6,098.38	\$73,180.57	7/5/2025	5/23/2024
	3	\$36.78	\$6,375.13	\$76,501.60	7/5/2025	5/23/2024

Public Safety Dispatcher II (EMD & Law)	4	\$38.46	\$6,665.72	\$79,988.68	7/5/2025	5/23/2024
	5	\$40.22	\$6,970.84	\$83,650.11	7/5/2025	5/23/2024
	6	\$42.06	\$7,291.22	\$87,494.62	7/5/2025	5/23/2024
	7	\$44.01	\$7,627.61	\$91,531.35	7/5/2025	5/23/2024
	8	\$46.04	\$7,980.83	\$95,769.92	7/5/2025	5/23/2024

FOR YEAR 2025

Title	Step	Hourly	Monthly	Annual	Effective Date	Date
						Approved by Board
Public Safety Dispatcher II (Fire/EMS)	1	\$32.41	\$5,618.14	\$67,417.69	7/5/2025	5/23/2024
	2	\$33.93	\$5,881.71	\$70,580.57	7/5/2025	5/23/2024
	3	\$35.53	\$6,158.47	\$73,901.60	7/5/2025	5/23/2024
	4	\$37.21	\$6,449.06	\$77,388.68	7/5/2025	5/23/2024
	5	\$38.97	\$6,754.18	\$81,050.11	7/5/2025	5/23/2024
	6	\$40.81	\$7,074.55	\$84,894.62	7/5/2025	5/23/2024
	7	\$42.76	\$7,410.95	\$88,931.35	7/5/2025	5/23/2024
	8	\$44.79	\$7,764.16	\$93,169.92	7/5/2025	5/23/2024
Public Safety Dispatcher II (Law & Fire/EMS)	1	\$34.91	\$6,051.47	\$72,617.69	7/5/2025	5/23/2024
	2	\$36.43	\$6,315.05	\$75,780.57	7/5/2025	5/23/2024
	3	\$38.03	\$6,591.80	\$79,101.60	7/5/2025	5/23/2024
	4	\$39.71	\$6,882.39	\$82,588.68	7/5/2025	5/23/2024
	5	\$41.47	\$7,187.51	\$86,250.11	7/5/2025	5/23/2024
	6	\$43.31	\$7,507.88	\$90,094.62	7/5/2025	5/23/2024
	7	\$45.26	\$7,844.28	\$94,131.35	7/5/2025	5/23/2024
	8	\$47.29	\$8,197.49	\$98,369.92	7/5/2025	5/23/2024
Public Safety Dispatcher I	1	\$27.36	\$4,742.10	\$56,905.17	7/5/2025	5/23/2024
	2	\$28.73	\$4,979.20	\$59,750.43	7/5/2025	5/23/2024
	3	\$30.16	\$5,228.16	\$62,737.95	7/5/2025	5/23/2024
	4	\$31.67	\$5,489.57	\$65,874.85	7/5/2025	5/23/2024
	5	\$33.25	\$5,764.05	\$69,168.59	7/5/2025	5/23/2024
	6	\$34.92	\$6,052.25	\$72,627.02	7/5/2025	5/23/2024
	7	\$36.66	\$6,354.86	\$76,258.37	7/5/2025	5/23/2024
	8	\$38.50	\$6,672.61	\$80,071.29	7/5/2025	5/23/2024
Public Safety Dispatcher I (EMD)	1	\$28.11	\$4,872.10	\$58,465.17	7/5/2025	5/23/2024
	2	\$29.48	\$5,109.20	\$61,310.43	7/5/2025	5/23/2024
	3	\$30.91	\$5,358.16	\$64,297.95	7/5/2025	5/23/2024
	4	\$32.42	\$5,619.57	\$67,434.85	7/5/2025	5/23/2024
	5	\$34.00	\$5,894.05	\$70,728.59	7/5/2025	5/23/2024
	6	\$35.67	\$6,182.25	\$74,187.02	7/5/2025	5/23/2024
	7	\$37.41	\$6,484.86	\$77,818.37	7/5/2025	5/23/2024
	8	\$39.25	\$6,802.61	\$81,631.29	7/5/2025	5/23/2024
Public Safety Dispatcher Asst II	1	\$27.18	\$4,710.52	\$56,526.25	7/5/2025	5/23/2024
	2	\$28.53	\$4,946.05	\$59,352.56	7/5/2025	5/23/2024
	3	\$29.96	\$5,193.35	\$62,320.19	7/5/2025	5/23/2024
	4	\$31.46	\$5,453.02	\$65,436.20	7/5/2025	5/23/2024
	5	\$33.03	\$5,725.67	\$68,708.01	7/5/2025	5/23/2024
	6	\$34.68	\$6,011.95	\$72,143.41	7/5/2025	5/23/2024
	7	\$36.42	\$6,312.55	\$75,750.58	7/5/2025	5/23/2024
	8	\$38.24	\$6,628.18	\$79,538.11	7/5/2025	5/23/2024
Public Safety Dispatcher Asst II (EMD)	1	\$27.93	\$4,840.52	\$58,086.25	7/5/2025	5/23/2024
	2	\$29.28	\$5,076.05	\$60,912.56	7/5/2025	5/23/2024
	3	\$30.71	\$5,323.35	\$63,880.19	7/5/2025	5/23/2024
	4	\$32.21	\$5,583.02	\$66,996.20	7/5/2025	5/23/2024
	5	\$33.78	\$5,855.67	\$70,268.01	7/5/2025	5/23/2024
	6	\$35.43	\$6,141.95	\$73,703.41	7/5/2025	5/23/2024
	7	\$37.17	\$6,442.55	\$77,310.58	7/5/2025	5/23/2024
	8	\$38.99	\$6,758.18	\$81,098.11	7/5/2025	5/23/2024
Public Safety Dispatcher Asst I	1	\$24.59	\$4,262.87	\$51,154.47	7/5/2025	5/23/2024
	2	\$25.82	\$4,476.02	\$53,712.19	7/5/2025	5/23/2024
	3	\$27.11	\$4,699.82	\$56,397.80	7/5/2025	5/23/2024
	4	\$28.47	\$4,934.81	\$59,217.69	7/5/2025	5/23/2024
	5	\$29.89	\$5,181.55	\$62,178.58	7/5/2025	5/23/2024
	6	\$31.39	\$5,440.63	\$65,287.51	7/5/2025	5/23/2024
	7	\$32.96	\$5,712.66	\$68,551.88	7/5/2025	5/23/2024
	8	\$34.61	\$5,998.29	\$71,979.48	7/5/2025	5/23/2024

Extra-Help Dispatcher	Min/Hr	\$30.41	Max/Hr	\$54.25	7/5/2025	5/23/2024
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Santa Cruz Regional 9-1-1 Master Salary Schedule

Date Revised: 8/8/2024

Date Approved: 8/15/2024

Unrepresented Management (Exempt) Employees

FOR YEAR 2026

Title	Step	Hourly	Monthly	Annual	Effective Date	Orig. Date Approved
General Manager	1	\$78.73	\$13,646.56	\$163,758.73	10/26/2024	10/28/2021
	2	\$82.67	\$14,328.89	\$171,946.67	10/26/2024	10/28/2021
	3	\$86.80	\$15,045.33	\$180,544.00	10/26/2024	10/28/2021
	4	\$91.14	\$15,797.60	\$189,571.20	10/26/2024	10/28/2021

Title	Pay Rate - Hourly		Pay Rate - Monthly		Pay Rate - Annual		Effective Date	Orig. Date Approved
	MIN	MAX	MIN	MAX	MIN	MAX		
Assistant General Manager	\$60.69	\$81.11	\$10,519.60	\$14,059.07	\$126,235.20	\$168,708.80	7/4/2026	8/15/2024
Operations Division Manager	\$55.01	\$73.53	\$9,535.07	\$12,745.20	\$114,420.80	\$152,942.40	7/4/2026	8/15/2024
Systems Division Manager	\$56.45	\$75.45	\$9,784.67	\$13,078.00	\$117,416.00	\$156,936.00	7/4/2026	8/15/2024
P.S. Comm Operations Coordinator	\$48.77	\$65.18	\$8,453.47	\$11,297.87	\$101,441.60	\$135,574.40	7/4/2026	8/15/2024
P.S. Comm. Systems Coordinator	\$48.44	\$64.74	\$8,396.27	\$11,221.60	\$100,755.20	\$134,659.20	7/4/2026	8/15/2024
P.S. Comm. Operations Supervisor	\$47.85	\$63.95	\$8,294.00	\$11,084.67	\$99,528.00	\$133,016.00	7/4/2026	8/15/2024
I.T. Systems Supervisor	\$47.53	\$63.52	\$8,238.53	\$11,010.13	\$98,862.40	\$132,121.60	7/4/2026	8/15/2024

Unrepresented (Non-Exempt) Employees

FOR YEAR 2026

Title	Step	Hourly	Monthly	Annual	Effective Date	Orig. Date Approved
Administrative Services Supervisor	1	\$32.91	\$5,704.40	\$68,452.80	7/4/2026	8/15/2024
	2	\$34.56	\$5,990.40	\$71,884.80	7/4/2026	8/15/2024
	3	\$36.29	\$6,290.27	\$75,483.20	7/4/2026	8/15/2024
	4	\$38.10	\$6,604.00	\$79,248.00	7/4/2026	8/15/2024
	5	\$40.01	\$6,935.07	\$83,220.80	7/4/2026	8/15/2024
	6	\$42.01	\$7,281.73	\$87,380.80	7/4/2026	8/15/2024
	7	\$44.11	\$7,645.73	\$91,748.80	7/4/2026	8/15/2024
	8	\$46.32	\$8,028.80	\$96,345.60	7/4/2026	8/15/2024
Information Technology Analyst	1	\$37.21	\$6,449.73	\$77,396.80	7/4/2026	8/15/2024
	2	\$39.07	\$6,772.13	\$81,265.60	7/4/2026	8/15/2024
	3	\$41.02	\$7,110.13	\$85,321.60	7/4/2026	8/15/2024
	4	\$43.07	\$7,465.47	\$89,585.60	7/4/2026	8/15/2024
	5	\$45.22	\$7,838.13	\$94,057.60	7/4/2026	8/15/2024
	6	\$47.48	\$8,229.87	\$98,758.40	7/4/2026	8/15/2024
	7	\$49.85	\$8,640.67	\$103,688.00	7/4/2026	8/15/2024
	8	\$52.34	\$9,072.27	\$108,867.20	7/4/2026	8/15/2024
Senior Systems Technician	1	\$37.21	\$6,449.73	\$77,396.80	7/4/2026	8/15/2024
	2	\$39.07	\$6,772.13	\$81,265.60	7/4/2026	8/15/2024
	3	\$41.02	\$7,110.13	\$85,321.60	7/4/2026	8/15/2024
	4	\$43.07	\$7,465.47	\$89,585.60	7/4/2026	8/15/2024
	5	\$45.22	\$7,838.13	\$94,057.60	7/4/2026	8/15/2024
	6	\$47.48	\$8,229.87	\$98,758.40	7/4/2026	8/15/2024
	7	\$49.85	\$8,640.67	\$103,688.00	7/4/2026	8/15/2024
	8	\$52.34	\$9,072.27	\$108,867.20	7/4/2026	8/15/2024
Systems Technician	1	\$32.72	\$5,671.47	\$68,057.60	7/4/2026	8/15/2024
	2	\$34.36	\$5,955.73	\$71,468.80	7/4/2026	8/15/2024
	3	\$36.08	\$6,253.87	\$75,046.40	7/4/2026	8/15/2024
	4	\$37.88	\$6,565.87	\$78,790.40	7/4/2026	8/15/2024
	5	\$39.77	\$6,893.47	\$82,721.60	7/4/2026	8/15/2024
	6	\$41.76	\$7,238.40	\$86,860.80	7/4/2026	8/15/2024
	7	\$43.85	\$7,600.67	\$91,208.00	7/4/2026	8/15/2024
	8	\$46.04	\$7,980.27	\$95,763.20	7/4/2026	8/15/2024
GIS Technician	1	\$32.72	\$5,671.47	\$68,057.60	7/4/2026	8/15/2024
	2	\$34.36	\$5,955.73	\$71,468.80	7/4/2026	8/15/2024
	3	\$36.08	\$6,253.87	\$75,046.40	7/4/2026	8/15/2024
	4	\$37.88	\$6,565.87	\$78,790.40	7/4/2026	8/15/2024
	5	\$39.77	\$6,893.47	\$82,721.60	7/4/2026	8/15/2024
	6	\$41.76	\$7,238.40	\$86,860.80	7/4/2026	8/15/2024

	7	\$43.85	\$7,600.67	\$91,208.00	7/4/2026	8/15/2024
	8	\$46.04	\$7,980.27	\$95,763.20	7/4/2026	8/15/2024

Unrepresented (Non-Exempt) Employees

FOR YEAR 2026

Title	Step	Hourly	Monthly	Annual	Effective Date	Orig. Date Approved
Administrative Analyst	1	\$37.21	\$6,449.73	\$77,396.80	7/4/2026	8/15/2024
	2	\$39.07	\$6,772.13	\$81,265.60	7/4/2026	8/15/2024
	3	\$41.02	\$7,110.13	\$85,321.60	7/4/2026	8/15/2024
	4	\$43.07	\$7,465.47	\$89,585.60	7/4/2026	8/15/2024
	5	\$45.22	\$7,838.13	\$94,057.60	7/4/2026	8/15/2024
	6	\$47.48	\$8,229.87	\$98,758.40	7/4/2026	8/15/2024
	7	\$49.85	\$8,640.67	\$103,688.00	7/4/2026	8/15/2024
	8	\$52.34	\$9,072.27	\$108,867.20	7/4/2026	8/15/2024
Senior Administrative Assistant	1	\$27.41	\$4,751.07	\$57,012.80	7/4/2026	8/15/2024
	2	\$28.78	\$4,988.62	\$59,863.44	7/4/2026	8/15/2024
	3	\$30.22	\$5,238.05	\$62,856.61	7/4/2026	8/15/2024
	4	\$31.73	\$5,499.95	\$65,999.44	7/4/2026	8/15/2024
	5	\$33.32	\$5,774.95	\$69,299.41	7/4/2026	8/15/2024
	6	\$34.98	\$6,063.70	\$72,764.39	7/4/2026	8/15/2024
	7	\$36.73	\$6,366.88	\$76,402.60	7/4/2026	8/15/2024
	8	\$38.57	\$6,685.23	\$80,222.73	7/4/2026	8/15/2024
Administrative Assistant	1	\$22.55	\$3,908.67	\$46,904.00	7/4/2026	8/15/2024
	2	\$23.68	\$4,104.53	\$49,254.40	7/4/2026	8/15/2024
	3	\$24.86	\$4,309.07	\$51,708.80	7/4/2026	8/15/2024
	4	\$26.10	\$4,524.00	\$54,288.00	7/4/2026	8/15/2024
	5	\$27.41	\$4,751.07	\$57,012.80	7/4/2026	8/15/2024
	6	\$28.78	\$4,988.53	\$59,862.40	7/4/2026	8/15/2024
	7	\$30.22	\$5,238.13	\$62,857.60	7/4/2026	8/15/2024
	8	\$31.73	\$5,499.87	\$65,998.40	7/4/2026	8/15/2024
Communications Intern	N/A		CA Minimum Wage		12/20/2025	8/15/2024

Represented (Non-Exempt) Employees (Operating Engineers Local 3 Bargaining Unit)

FOR YEAR 2026

Title	Step	Hourly	Monthly	Annual	Effective Date	Date Approved by Board
Public Safety Dispatcher III	1	\$39.91	\$6,917.05	\$83,004.65	7/4/2026	5/23/2024
	2	\$41.90	\$7,262.91	\$87,154.88	7/4/2026	5/23/2024
	3	\$44.00	\$7,626.05	\$91,512.62	7/4/2026	5/23/2024
	4	\$46.20	\$8,007.35	\$96,088.26	7/4/2026	5/23/2024
	5	\$48.51	\$8,407.72	\$100,892.67	7/4/2026	5/23/2024
	6	\$50.93	\$8,828.11	\$105,937.30	7/4/2026	5/23/2024
	7	\$53.48	\$9,269.51	\$111,234.17	7/4/2026	5/23/2024
	8	\$56.15	\$9,732.99	\$116,795.88	7/4/2026	5/23/2024
Public Safety Dispatcher II	1	\$31.48	\$5,456.53	\$65,478.40	7/4/2026	8/15/2024
	2	\$33.05	\$5,728.67	\$68,744.00	7/4/2026	8/15/2024
	3	\$34.70	\$6,014.67	\$72,176.00	7/4/2026	8/15/2024
	4	\$36.44	\$6,316.27	\$75,795.20	7/4/2026	8/15/2024
	5	\$38.26	\$6,631.73	\$79,580.80	7/4/2026	8/15/2024
	6	\$40.17	\$6,962.80	\$83,553.60	7/4/2026	8/15/2024
	7	\$42.18	\$7,311.20	\$87,734.40	7/4/2026	8/15/2024
	8	\$44.29	\$7,676.93	\$92,123.20	7/4/2026	8/15/2024
Public Safety Dispatcher II (EMD)	1	\$32.23	\$5,586.53	\$67,038.40	7/4/2026	8/15/2024
	2	\$33.80	\$5,858.67	\$70,304.00	7/4/2026	8/15/2024
	3	\$35.45	\$6,144.67	\$73,736.00	7/4/2026	8/15/2024
	4	\$37.19	\$6,446.27	\$77,355.20	7/4/2026	8/15/2024
	5	\$39.01	\$6,761.73	\$81,140.80	7/4/2026	8/15/2024
	6	\$40.92	\$7,092.80	\$85,113.60	7/4/2026	8/15/2024
	7	\$42.93	\$7,441.20	\$89,294.40	7/4/2026	8/15/2024
	8	\$45.04	\$7,806.93	\$93,683.20	7/4/2026	8/15/2024
	1	\$33.98	\$5,889.87	\$70,678.40	7/4/2026	8/15/2024
	2	\$35.55	\$6,162.00	\$73,944.00	7/4/2026	8/15/2024
	3	\$37.20	\$6,448.00	\$77,376.00	7/4/2026	8/15/2024

Public Safety Dispatcher II (Law Cross-Trained)	4	\$38.94	\$6,749.60	\$80,995.20	7/4/2026	8/15/2024
	5	\$40.76	\$7,065.07	\$84,780.80	7/4/2026	8/15/2024
	6	\$42.67	\$7,396.13	\$88,753.60	7/4/2026	8/15/2024
	7	\$44.68	\$7,744.53	\$92,934.40	7/4/2026	8/15/2024
	8	\$46.79	\$8,110.27	\$97,323.20	7/4/2026	8/15/2024
Public Safety Dispatcher II (EMD & Law)	1	\$34.73	\$6,019.87	\$72,238.40	7/4/2026	8/15/2024
	2	\$36.30	\$6,292.00	\$75,504.00	7/4/2026	8/15/2024
	3	\$37.95	\$6,578.00	\$78,936.00	7/4/2026	8/15/2024
	4	\$39.69	\$6,879.60	\$82,555.20	7/4/2026	8/15/2024
	5	\$41.51	\$7,195.07	\$86,340.80	7/4/2026	8/15/2024
	6	\$43.42	\$7,526.13	\$90,313.60	7/4/2026	8/15/2024
	7	\$45.43	\$7,874.53	\$94,494.40	7/4/2026	8/15/2024
	8	\$47.54	\$8,240.27	\$98,883.20	7/4/2026	8/15/2024

FOR YEAR 2026

Title	Step	Hourly	Monthly	Annual	Effective Date	Date Approved by Board
Public Safety Dispatcher II (Fire/EMS)	1	\$33.48	\$5,803.20	\$69,638.40	7/4/2026	8/15/2024
	2	\$35.05	\$6,075.33	\$72,904.00	7/4/2026	8/15/2024
	3	\$36.70	\$6,361.33	\$76,336.00	7/4/2026	8/15/2024
	4	\$38.44	\$6,662.93	\$79,955.20	7/4/2026	8/15/2024
	5	\$40.26	\$6,978.40	\$83,740.80	7/4/2026	8/15/2024
	6	\$42.17	\$7,309.47	\$87,713.60	7/4/2026	8/15/2024
	7	\$44.18	\$7,657.87	\$91,894.40	7/4/2026	8/15/2024
	8	\$46.29	\$8,023.60	\$96,283.20	7/4/2026	8/15/2024
Public Safety Dispatcher II (Law & Fire/EMS)	1	\$35.98	\$6,236.53	\$74,838.40	7/4/2026	8/15/2024
	2	\$37.55	\$6,508.67	\$78,104.00	7/4/2026	8/15/2024
	3	\$39.20	\$6,794.67	\$81,536.00	7/4/2026	8/15/2024
	4	\$40.94	\$7,096.27	\$85,155.20	7/4/2026	8/15/2024
	5	\$42.76	\$7,411.73	\$88,940.80	7/4/2026	8/15/2024
	6	\$44.67	\$7,742.80	\$92,913.60	7/4/2026	8/15/2024
	7	\$46.68	\$8,091.20	\$97,094.40	7/4/2026	8/15/2024
	8	\$48.79	\$8,456.93	\$101,483.20	7/4/2026	8/15/2024
Public Safety Dispatcher I	1	\$28.32	\$4,908.80	\$58,905.60	7/4/2026	8/15/2024
	2	\$29.74	\$5,154.93	\$61,859.20	7/4/2026	8/15/2024
	3	\$31.23	\$5,413.20	\$64,958.40	7/4/2026	8/15/2024
	4	\$32.79	\$5,683.60	\$68,203.20	7/4/2026	8/15/2024
	5	\$34.43	\$5,967.87	\$71,614.40	7/4/2026	8/15/2024
	6	\$36.15	\$6,266.00	\$75,192.00	7/4/2026	8/15/2024
	7	\$37.96	\$6,579.73	\$78,956.80	7/4/2026	8/15/2024
	8	\$39.86	\$6,909.07	\$82,908.80	7/4/2026	8/15/2024
Public Safety Dispatcher I (EMD)	1	\$29.07	\$5,038.80	\$60,465.60	7/4/2026	8/15/2024
	2	\$30.49	\$5,284.93	\$63,419.20	7/4/2026	8/15/2024
	3	\$31.98	\$5,543.20	\$66,518.40	7/4/2026	8/15/2024
	4	\$33.54	\$5,813.60	\$69,763.20	7/4/2026	8/15/2024
	5	\$35.18	\$6,097.87	\$73,174.40	7/4/2026	8/15/2024
	6	\$36.90	\$6,396.00	\$76,752.00	7/4/2026	8/15/2024
	7	\$38.71	\$6,709.73	\$80,516.80	7/4/2026	8/15/2024
	8	\$40.61	\$7,039.07	\$84,468.80	7/4/2026	8/15/2024
Public Safety Dispatcher Asst II	1	\$28.13	\$4,875.87	\$58,510.40	7/4/2026	8/15/2024
	2	\$29.54	\$5,120.27	\$61,443.20	7/4/2026	8/15/2024
	3	\$31.02	\$5,376.80	\$64,521.60	7/4/2026	8/15/2024
	4	\$32.57	\$5,645.47	\$67,745.60	7/4/2026	8/15/2024
	5	\$34.20	\$5,928.00	\$71,136.00	7/4/2026	8/15/2024
	6	\$35.91	\$6,224.40	\$74,692.80	7/4/2026	8/15/2024
	7	\$37.71	\$6,536.40	\$78,436.80	7/4/2026	8/15/2024
	8	\$39.60	\$6,864.00	\$82,368.00	7/4/2026	8/15/2024
Public Safety Dispatcher Asst II (EMD)	1	\$28.88	\$5,005.87	\$60,070.40	7/4/2026	8/15/2024
	2	\$30.29	\$5,250.27	\$63,003.20	7/4/2026	8/15/2024
	3	\$31.77	\$5,506.80	\$66,081.60	7/4/2026	8/15/2024
	4	\$33.32	\$5,775.47	\$69,305.60	7/4/2026	8/15/2024
	5	\$34.95	\$6,058.00	\$72,696.00	7/4/2026	8/15/2024
	6	\$36.66	\$6,354.40	\$76,252.80	7/4/2026	8/15/2024
	7	\$38.46	\$6,666.40	\$79,996.80	7/4/2026	8/15/2024
	8	\$40.35	\$6,994.00	\$83,928.00	7/4/2026	8/15/2024

Public Safety Dispatcher Asst I	1	\$25.45	\$4,412.07	\$52,944.88	7/4/2026	5/23/2024
	2	\$26.73	\$4,632.68	\$55,592.12	7/4/2026	5/23/2024
	3	\$28.06	\$4,864.31	\$58,371.73	7/4/2026	5/23/2024
	4	\$29.47	\$5,107.53	\$61,290.31	7/4/2026	5/23/2024
	5	\$30.94	\$5,362.90	\$64,354.83	7/4/2026	5/23/2024
	6	\$32.49	\$5,631.05	\$67,572.57	7/4/2026	5/23/2024
	7	\$34.11	\$5,912.60	\$70,951.20	7/4/2026	5/23/2024
	8	\$35.82	\$6,208.23	\$74,498.76	7/4/2026	5/23/2024
Extra-Help Dispatcher	Min/Hr	\$31.48	Max/Hr	\$56.15	7/4/2026	5/23/2024



COMMUNICATIONS PERSONNEL
POLICY/PROCEDURE

Policy No. 1175 Date Issued: April 21, 1994
Section: 1000 - Personnel Policies Date Revised: February 28, 2019 August 15, 2024
SUBJECT: ON-CALL DUTY PAY
APPROVED: Board Chairperson

- 1.0 On-call duty is defined as the requirement by the Authority for an employee to leave a phone number where the employee may be reached during off-duty hours, or carry a pager during off-duty hours, and the employee must be available to report to work within a one (1) hour period from receiving a call to return to duty.
1.1 On-call assignments shall be approved by the General Manager in advance.
1.2 Operations Supervisors may modify an on-call assignment, without prior approval, as long as the total number of on-call hours assigned does not increase.
2.0 Non-exempt represented personnel assigned on-call duty shall be compensated at a rate of pay set forth within the Memorandum of Understanding for the period of on-call assignment.
3.0 Unrepresented non-exempt personnel assigned on-call duty shall be compensated at a rate of three-four dollars (\$34.00) per hour for the period of the on-call assignment.
3.1 An on-call, unrepresented employee who is called back to duty shall be considered on-call until he/she reaches the facility. Travel time to the facility shall not be considered time worked.
3.2 Time worked shall be deducted from the pre-approved on-call hours to determine appropriate on-call pay.



Santa Cruz Consolidated Emergency Communications Center

495 Upper Park Road
Santa Cruz, California 95065
(831) 471-1000 Fax (831) 471-1010

9-1-1 FIRE
POLICE
MEDICAL



Michael J. McDougall
General Manager

COMMUNICATIONS PERSONNEL POLICY/PROCEDURE

Policy No.	1220	Date Issued:	February 17, 1994 February 26, 2009 August
Section:	1000 – Personnel Policies	Date Revised:	<u>15, 2024</u>
Accreditation Standards:			
SUBJECT: HOLIDAYS			
APPROVED: _____			
Board Chairperson			

1.0 The following are designated as fixed holidays off with pay -and considered no work days for full time, administratively assigned and/or non-dispatch personnel (totaling ~~104~~112 hours per year):

- 1.1 January 1 (New Year's Day)
- 1.2 Third Monday in January (Martin Luther King's Birthday)
- 1.3 Lincoln's Birthday (Floating 8 hours)
- 1.4 Third Monday in February (Presidents' Day)
- ~~1.5~~ 1.6 Last Monday in May (Memorial Day)
- ~~1.5~~ 1.6 ~~Juneteenth (June 19; floating 8 hours)~~
- ~~1.6~~ 1.7 July 4 (Independence Day)
- ~~1.7~~ 1.8 First Monday in September (Labor Day)
- ~~1.8~~ 1.9 November 11 (Veterans Day)
- ~~1.9~~ 1.10 Thanksgiving Day
- ~~1.10~~ 1.11 Friday following Thanksgiving Day
- ~~1.11~~ 1.12 December 24 (Christmas Eve)
- ~~1.12~~ 1.13 December 25 (Christmas Day)
- ~~1.13~~ 1.14 December 31 (New Years Eve)

2.0 Fixed holidays falling on a Saturday will be observed on the Friday prior to the holiday.

3.0 Fixed holidays falling on a Sunday will be observed on the Monday following the holiday.

- 4.0 Full or part time, administratively assigned, and/or non-dispatch personnel shall be scheduled off on fixed holidays and their pay for such holiday will be calculated on a pro-rata basis according to the number of annual hours scheduled.
- 5.0 The following holiday provisions shall apply to unrepresented employees assigned to the Operations Division and not covered under paragraph 1. above:
 - 5.1 Full-time employees shall receive one hundred and ~~four~~twelve hours (~~104~~112) per year off in lieu of holidays.
 - 5.1.1 Management employees shall be authorized payment at the manager's regular rate of pay for all unused holiday hours at the end of each calendar year.
 - 5.2 Part-time employees shall receive hours off per year in lieu of holidays on a pro-rata basis according to the number of annual hours scheduled.
- 6.0 Holiday provisions for represented employees are set forth within the Memorandum of Understanding.
- 7.0 To qualify for paid holiday hours off, an employee must be on paid status on his/her last scheduled workday before the fixed or scheduled holiday and his/her first scheduled workday after the holiday.
- 8.0 Any employee who is on authorized sick leave or on a scheduled and approved vacation when a holiday occurs, will receive pay for the holiday and will not have their sick leave or vacation accrual charged for the holiday.
- 9.0 Notwithstanding the foregoing, employees may be assigned to work on a fixed or scheduled holiday, in which case:
 - 9.1 Any such non-exempt employee will, in addition to holiday pay, be compensated therefore at the overtime rate of pay or receive equal compensating time-off for all time worked on such day pursuant to Policy No. 1230, Overtime.
 - 9.2 Any manager shall be authorized payment at the manager's regular rate of pay for all unused annual holiday hours at the end of each calendar year.



Santa Cruz Consolidated Emergency Communications Center

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9-1-1 FIRE
POLICE
MEDICAL



Michael J. McDougall
General Manager

COMMUNICATIONS PERSONNEL POLICY/PROCEDURE

Policy No.	1240	Date Issued:	February 17, 1994 March 23, 2006 <u>August 15, 2024</u>
Section:	1000 – Personnel Policies	Date Revised:	<u>2024</u>
Accreditation Standards:	<u>CALEA 3.2.2</u>		
SUBJECT: VACATION LEAVE			
APPROVED:	_____		
	Board Chairperson		

- 1.0 Regular and probationary full-time employees of the Authority shall accrue paid vacation hours according to the following schedule:
 - 1.1 Zero (0) through two (2) years of service - ninety (90) hours per year.
 - 1.2 Three (3) through five (5) years of service - one hundred (100) hours per year.
 - 1.3 Six (6) through ten (10) years of service - one hundred and twenty (120) hours per year.
 - 1.4 Eleven (11) through fifteen (15) years of service - one hundred and thirty six (136) hours per year.
 - 1.5 Sixteen (16) through twenty ~~five (25)~~ 20 years of service - one hundred and sixty (160) hours per year.
 - 1.5 1.6 ~~Twenty-one through twenty five (25) years of service – one hundred and eighty (180) hours per year.~~
 - 1.6 1.7 ~~More than Twenty five (25) years or more~~ of service - two hundred (200) hours per year.
- 2.0 Regular and probationary part-time employees shall accrue paid vacation hours on a pro-rata basis according the number of annual hours scheduled.

- 3.0 Probationary employees will not be eligible to use vacation hours until they have completed 1040 hours of service.
- 4.0 Employees in a non-pay status do not earn or accrue paid vacation hours.
- 5.0 No employees may accrue in excess of two (2) times their annual vacation hour accrual.
 - 5.1 In the event of an Authority vacation cancellation due to an emergency situation or a paid leave of absence due to an industrial injury where employees would exceed their accrual limitation; the accumulation of vacation hours may temporarily exceed the limitation, in which case the Authority will make every effort to reschedule canceled vacations in periods suitable to employees.
- 6.0 Employees who have unused vacation hours and who leave Authority service for any reason shall be paid the monetary value for all accumulated but unused vacation leave to the date of separation.
- 7.0 It is the policy of the Authority that employees shall take their normal vacation each year at such time or times as may be approved by the Authority.
- 8.0 Notwithstanding the foregoing, management or confidential employees may elect to be paid at their regular rate of pay for a maximum of forty (40) hours of unused vacation leave during each fiscal year.
- 9.0 The General Manager may grant management or confidential employees up to a maximum of forty (40) additional hours of vacation leave per fiscal year in recognition of extraordinary work efforts and/or hours devoted to a significant project, program or situational assignment.



**COMMUNICATIONS PERSONNEL
POLICY/PROCEDURE**

Policy No. 1280	Date Issued: December 1, 1993 February 24, 2022 August
Section: 1000 – Personnel Policies	Date Revised: <u>15, 2024</u>
SUBJECT: ADMINISTRATIVE LEAVE	
APPROVED: _____ Board Chairperson	

- 1.0 The purpose of Administrative Leave is to recognize work performed by exempt employees within the scope of their management duties in excess of a forty (40) hour work week.
 - 1.1 While Administrative Leave is not based upon actual hours worked on an hour-for-hour basis, it does allow exempt employees to receive recognition of time worked in excess of their forty (40) hour work week.
- 2.0 Eighty (80) hours of Administrative Leave per calendar year will be granted to each exempt employee who has committed, or is expected to commit, a minimum of eighty (80) hours per fiscal year beyond their regularly scheduled work hours.
 - 2.1 ~~Operations Supervisors~~ Exempt employees who ~~are assigned as Shift Watch Commanders~~ participate in formally scheduled on-call rotations occupying at least 20% of their off-duty time annually will be granted an additional forty (40) hours of Administrative Leave per calendar year in recognition of the extra time worked in that assignment.
 - 2.2 Exempt employees shall have an option to receive their Administrative Leave as paid time off or additional pay (as based upon their hourly salary rate at the time of pay out), or any combination which does not exceed the total allotment granted for the specific calendar year.
- 3.0 Administrative Leave may not be carried over to any subsequent calendar year if not used in the year of allocation.

3.1 Unused Administrative Leave shall be cashed out if not used in the year of allocation.

4.0 Exempt employees who terminate employment during a calendar year ~~(or Watch Commanders who change assignments)~~ will be compensated for Administrative Leave on a pro-rated basis.



COMMUNICATIONS PERSONNEL
POLICY/PROCEDURE

Policy No. 1300 Date Issued: May 19, 1994
Section: 1000 - Personnel Policies Date Revised: July 15, 2021 August 15, 2024
Accreditation Standards:
SUBJECT: EMPLOYEE BENEFITS
APPROVED: Board Chairperson

- 1.0 The purpose of this policy is to generally describe the benefits available to Authority employees.
2.0 Eligibility: All regular and probationary employees are eligible to participate in the employee benefit program effective upon the first day of employment with the Authority.
2.1 IRS recognized spousal relationships and children shall be considered eligible dependant(s).
2.2 To the extent allowable by the Authority's Insurance Providers, principal domestic partners will also be covered under the Authority benefit plan.
2.2.1 A principal domestic partner is defined as an unmarried equivalent of husband or wife who has lived with the employee for at least six (6) months and has filed an affidavit of domestic partnership with the Authority.
2.2.2 In the event that the Authority's health care Provider does not insure principal domestic partners as defined above, the Authority shall reimburse employee who privately purchase health care coverage for their domestic partner up to a maximum of \$100.00 per month per employee.

3.0 Retirement:

3.1 All employees hired on or before December 31, 2011 shall participate in the California Public Employee's Retirement System (PERS) 2% @ 55 Plan, without Social Security, single highest year formula. Employees shall be required to pay the 7% employee share of the PERS retirement contributions.

3.2 All employees hired on or after January 1, 2012 shall participate in the California Public Employee's Retirement System (PERS) 2% @ 60 Plan, without Social Security, highest three-year average formula. Employees shall be required to pay the entire employees share of the PERS retirement contributions.

3.3 All employees hired who are "New Members" on or after January 1, 2013 shall participate in the California Public Employees Retirement System (PERS) as defined by the Public Employees Pension Reform Act (PEPRA) of 2012. Some of the provisions of PEPRA include:

- A "New Member" is defined as:
 - A new hire who is brought into CalPERS membership for the first time on or after January 1, 2013, and who has no prior membership in any California public retirement system, or
 - A new hire who is brought into CalPERS membership for the first time on or after January 1, 2013, and who is not eligible for reciprocity with another California public retirement system or,
 - A member who first established CalPERS membership prior to January 1, 2013 and who is rehired by a different CalPERS employer after a break in service of greater than six months.
- A defined benefit formula of 2%@62 with three-year final compensation period.
- Employee contribution rate of 50% of total normal costs or 7%, whichever is greater.

3.4 Beginning March 1, 2016 all employees will pick up an additional 1% of PERS (total of 8%) on a pre-tax basis.

4.0 Health:

4.1 The Authority shall contribute to PERS PEMCHA Program or any other PERS approved Authority offered alternative medical plans the following monthly amounts for active, eligible employees in budgeted positions who elect to participate in such program:

4.2 Effective July 1, 2024, any employees newly approved for a Job Share or Part Time schedule will receive 100% of the employer contribution for Employee

Only and 75% of the employer contribution for Employee + one dependent or Employee + two or more dependents.

4.2.1 Any employee working in a Job Share or Part Time position prior to July 1, 2024 shall continue to receive the full employer contribution for no more than two years.

4.1.14.2.2 Effective July 1, 2026, any employee working in a Job Share or Part Time position will have the 75% employer contribution implemented for the Employee + one and Employee + two plan tiers.

4.24.3 For calendar year ~~2022~~2025, the Authority will provide the following monthly benefit contributions for active employees:

4.2.14.3.1 CalPERS PEMCHA Contribution

4.2.1.14.3.1.1 Employee only – the Authority shall contribute the PEMCHA minimum as determined by CalPERS on an annual basis.

4.2.1.24.3.1.2 Employee + one dependent – the Authority shall contribute the PEMCHA minimum as determined by CalPERS on an annual basis.

4.2.1.34.3.1.3 Employee + two or more dependents - the Authority shall contribute the PEMCHA minimum as determined by CalPERS on an annual basis.

4.2.24.3.2 Flexible Benefit Plan Contribution – The Authority shall, for active employees, credit into a Section 125 Plan (Flexible Benefit Plan) the following monthly amounts based upon the actual election of medical plan and level of coverage by the employee:

4.2.2.14.3.2.1 Employee only: ~~\$802.33~~897.33, less the PEMCHA contribution in 13.3.C.a.

4.2.2.24.3.2.2 Employee plus one: ~~\$1,639.82~~1,789.82, less the PEMCHA contribution in 13.3.C. a.

4.2.2.34.3.2.3 Family: ~~\$2,145.86~~2,295.86, less the PEMCHA contribution in 13.3.C.a.

4.34.4 For calendar year ~~2023~~2026, the Authority will provide the following monthly benefit contributions for active employees:

4.3.14.4.1 CalPERS PEMCHA Contribution

4.3.1.14.4.1.1 Employee only – the Authority shall contribute the PEMCHA minimum as determined by CalPERS on an annual basis.

4.3.1.24.4.1.2 Employee + one dependent – the Authority shall contribute the PEMCHA minimum as determined by CalPERS on an annual basis.

4.3.1.34.4.1.3 Employee + two or more dependents - the Authority shall contribute the PEMCHA minimum as determined by CalPERS on an annual basis.

4.3.24.4.2 Flexible Benefit Plan Contribution – The Authority shall, for active employees, credit into a Section 125 Plan (Flexible Benefit Plan) the following monthly amounts based upon the actual election of medical plan and level of coverage by the employee:

4.3.2.14.4.2.1 Employee only: ~~\$832.33~~922.33, less the PEMCHA contribution in 13.3.C.a.

4.3.2.24.4.2.2 Employee plus one: ~~\$1,689.82~~1,839.82, less the PEMCHA contribution in 13.3.C. a.

4.3.2.34.4.2.3 Family: ~~\$2,195.86~~2,345.86, less the PEMCHA contribution in 13.3.C.a.

4.4.5 For calendar year ~~2024~~2027, the Authority will provide the following monthly benefit contributions for active employees:

4.4.14.5.1 CalPERS PEMCHA Contribution

4.4.1.14.5.1.1 Employee only – the Authority shall contribute the PEMCHA minimum as determined by CalPERS on an annual basis.

4.4.1.24.5.1.2 Employee + one dependent – the Authority shall contribute the PEMCHA minimum as determined by CalPERS on an annual basis.

4.4.1.34.5.1.3 Employee + two or more dependents - the Authority shall contribute the PEMCHA minimum as determined by CalPERS on an annual basis.

4.4.24.5.2 Flexible Benefit Plan Contribution – The Authority shall, for active employees, credit into a Section 125 Plan (Flexible Benefit Plan) the following monthly amounts based upon the actual election of medical plan and level of coverage by the employee:

4.4.2.14.5.2.1 Employee only: ~~\$872.33~~947.33, less the PEMCHA contribution in 13.3.C.a.

4.4.2.24.5.2.2 Employee plus one: ~~\$1,739.82~~1,889.82, less the PEMCHA contribution in 13.3.C. a.

4.4.2.34.5.2.3 Family: ~~\$2,245.86~~2,395.86, less the PEMCHA contribution in 13.3.C.a.

4.5.4.6 Employees are responsible for payment of any costs in excess of the maximum Authority contribution.

4.6.4.7 Employees who elect to opt out and/or refuse all health benefits described in Paragraph 4 will be compensated ~~\$200.00~~225 per month upon providing proof of alternate health benefit coverage.

5.0 Retiree Health Care

5.1 Employees of the Authority who retire through CalPERS may enroll in a CalPERS health plan as provided under Public Employees' Medical & Hospital Care Program (PEMCHA).

5.2 The Authority agrees to contribute as shown below for eligible retirees who are enrolled in a CalPERS PEMCHA medical plan. The Authority

contribution is as follows:

- 5.2.1 For all employees who retire on or after January 1, 2015:
 - 5.2.1.1 Retirees with 0-5 Years of Service with the Authority are entitled to receive the PEMCHA Minimum Only.
 - 5.2.1.2 For retirees with 6+ Years of Service with the Authority or transition time under Policy 1051, each additional year of service will result in an increased benefit with a cap of \$500 for 20 or more years. Specific benefit amounts are show on Attachment #1
 - 5.2.1.3 Attachment #1 will be modified on an annual basis when the PEMCHA minimum is determined.
 - 5.2.1.4 The formula for Attachment #1 is: $((\$500 - \text{PEMCHA Min}) / 15) + \text{the amount for one less year of service.}$
- 5.2.2 Nothing in this policy guarantees continued medical insurance coverage upon or after the expiration of this policy for retirees, their dependents, or their survivors. The Authority reserves the right to make modifications to retiree medical coverage, including termination of coverage.

6.0 **Dental, Vision, Life Insurance and Long Term Disability:** The Authority shall contribute the full cost towards an Authority sponsored long term disability and group term life insurance program administered through the Santa Cruz County Personnel Department, Benefits Division.

- 6.1 Long Term disability insurance coverage equal to sixty six and two-thirds percent (66.6%) salary per month subject to the maximum monthly benefit as described by the plan administered by the Santa Cruz County Personnel Department, Benefits Division.
 - 6.2 Group term life insurance coverage of \$50,000 per employee.
 - 6.3 Dental care benefits as provided to Authority employees via the Santa Cruz County Personnel Department, Benefits Division.
 - 6.4 Vision care benefits as provided to Authority employees by the Vision Service Plan (VSP) as administered by the Santa Cruz County Personnel Department, Benefits Division.
- 7.0 For employees not covered by collective bargaining agreements, the Board of Directors will annually review the benefits provided as set forth by this policy in March of each year.
- 7.1 The Board of Directors reserves the right to make changes or to terminate the employee benefit program(s) as described within this policy.

ATTACHMENT #1

SCR9-1-1 Retiree Health Contribution

Retirement Year 2024		
PEMCHA		
Min.	\$	157.00
Years of Service	0-5	\$ 157.00
	6	\$ 179.87
	7	\$ 202.73
	8	\$ 225.60
	9	\$ 248.47
	10	\$ 271.33
	11	\$ 294.20
	12	\$ 317.07
	13	\$ 339.93
	14	\$ 362.80
	15	\$ 385.67
	16	\$ 408.53
	17	\$ 431.40
	18	\$ 454.27
	19	\$ 477.13
	20	\$ 500.00



DATE: August 15, 2024
TO: Santa Cruz Regional 9-1-1 Board of Directors
FROM: Amethyst Uchida, General Manager
SUBJECT: Item 6.9 – Update Policy 1261 – *Job Share and Part Time Programs*

RECOMMENDATION:

Approve changes to Policy 1261 - *Job Share and Part Time* implementing a part-time program for journey-level employees in the public safety dispatching series.

BACKGROUND:

As part of the Authority’s Strategic Plan for improving dispatcher staffing, a proposal for a new part-time program for Dispatchers was presented during bargaining sessions earlier this year. The Operating Engineers Local No. 3 union representative and the Authority stewards supported the proposal and further agreed to a change in the benefits structure for employees in job-share and part-time positions for financial sustainability.

DISCUSSION:

Policy 1261 has been modified to establish a part-time program in addition to the existing job-share program. The programs are differentiated in that job-share represents a full-time position shared equally between two employees, whereas part-time is an established work schedule that is less than 40 hours per workweek and does not require a partner. The current job-share program requires participants to commit for a period of two years but does not have any limitations on time in the position, so long as a partnership exists. In contrast, the part-time program as recommended is a temporary, flexible arrangement with an initial term of one year, which can be extended once for an additional year with approval from the General Manager.

Both the job-share and part-time programs are exclusively available to employees in permanent status with the Authority. Participants in either program may return to full-time status upon request, provided a position is available in the dispatcher classification. In the event of a vacancy in the job-share program, the policy outlines the procedure for filling the position through an internal recruitment process. If the vacancy cannot be filled, the policy allows for the conversion of the unpartnered job-share participant to part-time. The policy allows a maximum of 12 dispatchers to participate in any combination of job-share and part-time at any given time.

FISCAL IMPACT:

There is no direct fiscal impact associated with this RECOMMENDATION.





COMMUNICATIONS PERSONNEL
POLICY/PROCEDURE

Policy No. 1261 Date Issued: August 4, 1994
Section: 1000 – Personnel Policies Date Revised: 15, 2024
SUBJECT: JOB SHARING SHARE AND PART TIME PROGRAMS
APPROVED: Board Chairperson

- 1.0 Job Sharing Share is defined as a specified full-timefull-time job assignment shared between two (2) employees. Each employee must work at least 40 hours per pay period.
1.1. Assigned hours may vary and may exceed twenty (20) hours per workweek based on participant availability and Authority need. Job-share employees may not work more than forty (40) hours per workweek without advance approval from a supervisor.
2.0 Part Time is defined as an employee who is scheduled to work less than 40 hours per workweek.
3.0 The General Manager is authorized to approve requests for employee participation in the job-sharing and part-time programs.
3.1. The General Manager may approve job-sharing and part-time positions for up to a maximum of six (6) authorized Full Time Equivalent (FTE) P.S. Comm Dispatcher II positions (i.e. twelve (12) employees equally sharing six (6) positions).
3.2. The General Manager may approve job-sharing and part-time positions for up to a maximum of two (2) authorized Full Time Equivalent (FTE) P.S. Dispatcher Assistant II positions (i.e. four (4) employees equally sharing two (2) positions).
4.0 Eligibility for participation in the job-sharing program is subject to the following guidelines and conditions:

4.1. Both employees must hold permanent Authority authorized positions of equal classification and similar certifications.

4.2. Both employees must commit to participate in the job-sharing program for a minimum of two (2) years.

4.2.1. The General Manager may require that either or both employees return to ~~full time~~ full-time employment at any time if it is determined to be in the best interest of the Authority.

4.3. Only employees with a current performance evaluation of standard or higher are eligible to request participation.

5.0 Eligibility for participation in the part-time program is subject to the following guidelines and conditions:

5.1. Part-time participation is granted on a case-by-case basis for a period not to exceed one year. Up to one additional year in the program may be requested and approved

5.2. Part-time employees must hold permanent Authority authorized positions.

5.3. If all requests for part-time cannot be fulfilled, the General Manager will consider whether there are need-based reasons for the request and prioritize those. Otherwise, requests will be fulfilled based on seniority with the Authority.

4.3-5.4. The General Manager may require part-time employees to return to ~~full time~~ full-time employment at any time if it is determined to be in the best interest of the Authority.

5.06.0 ~~In addition to sharing one (1) FTE position,~~ Employees approved for and participating in the job-share or part-time programs shall accrue Holiday, Sick Leave, and Vacation Leave on a pro-rated basis according to actual hours worked.

5.1-6.1. The Authority's Health Benefit contribution for each employee, including those approved for and participating in the job-share and part-time programs, is set forth within the MOU and Policy No. 1300.

7.0 When conditions are such that a Required Overtime signup is in effect, job-share and part-time employees must sign up for hours proportional to their established base schedule. For example, a job-share employee with a half time base schedule will be required to sign up for half of the required shifts as a full-time employee.

6.08.0 In the event that one job-sharing partner terminates employment with the Authority, the General Manager may conduct a thirty (30) day internal recruitment to fill the ~~job-sharing~~ job-sharing position.

6.1-8.1. If the internal recruitment is unsuccessful, the General Manager may convert the position to a full-time position and the remaining partner will assume the full-time position. If staffing permits, the remaining partner may be converted to a part-time position.

7.09.0 In the event that one or both ~~job-job~~-sharing partner(s) request to be returned to full-time status upon completion of the two (2) year period, the General Manager will conduct a thirty (30) day internal recruitment to fill the ~~job-sharing~~ position(s).

7.1.9.1. If the internal recruitment is unsuccessful, the General Manager ~~will~~may return ~~both job sharing~~the requesting partners to ~~full-full~~full-time status, and the remaining partner to part-time status, as soon as possible and subject to the following conditions:

7.1.1.9.1.1. vacancies must exist in the Dispatcher series which would enable such employees to convert to ~~full-full~~full-time without exceeding the authorized FTE positions in accordance with Policy No. 1180, Authorized Positions.

7.1.2.9.1.2. as vacancies exist, the returning employees will be converted to ~~full-full~~full-time status in order of their Length of Service as defined by Policy No. 1150, Length of Service.

10.0 Employees participating in the job-share program may accrue up to a maximum of four (4) times their annual, pro-rated vacation hour accrual rate, but as per Policy No. 1240 (Vacation Leave), the vacation leave balance may not exceed two (2) times their annual full-time vacation hour accrual rate.

8.011.0 Notwithstanding the provisions of Policy No. 1240 (Vacation Leave), employees participating in the job share program may accrue up to a maximum of four (4) times their annual, pro-rated vacation hour accrual rate, but not more than two (2) times their annual, full time vacation hour accrual rate.



DATE: August 15, 2024

TO: Santa Cruz Regional 9-1-1 Board of Directors

FROM: Amethyst Uchida, General Manager

SUBJECT: Item 6.10 – Approve a Side Letter Agreement to the 2024-2027 Memorandum of Understanding (MOU) between the Authority and Operating Engineers Local No. 3

RECOMMENDATION:

Ratify a Side Letter Agreement to the 2024-2027 MOU with Operating Engineers Local No. 3, pertaining to Holiday hours for part-time employees.
Approve an Update to Appendix A – Salary Schedule of the MOU to correct an error in calculation of the 3.5% COLA scheduled for July 2026 as it pertains to the positions of Public Safety Dispatcher Assistant II, Public Safety Dispatcher I, and Public Safety Dispatcher II.

BACKGROUND AND DISCUSSION:

At the meeting of this Board on May 23, 2024, a Memorandum of Understanding between the Authority and Operating Engineers Local No. 3 was approved. The adjustment to the MOU included in the side letter agreement and this **RECOMMENDATION** documents past practice by adding a new section, 10.1.3.1, to address reconciliation on a quarterly basis to adjust the award of Holiday leave based on hours actually worked. Due to staffing levels, job share employees typically work much more than half time. In calendar year 2023, such reconciliation resulted in 61 additional hours being credited to the 5 employees participating in a job share assignment.

The second part of the **RECOMMENDATION** pertains to the Salary Schedule published in Appendix A of the MOU and as part of the Master Salary Schedule. There was a calculation error in the spreadsheet which caused the hourly pay rates to be incorrect for the positions of Public Safety Dispatcher Assistant II, Public Safety Dispatcher I, and Public Safety Dispatcher II after the 3.5% cost of living increase scheduled for July 4, 2026. The increase was calculated using the pay rates for January 2025, and therefore not including the 3% COLA amounts added for the July 2025 pay rates. Approval of the recommendation will update both salary schedule documents with the correct hourly rates for the affected positions.

FISCAL IMPACT:

The fiscal impact of the side letter is minor. The update to the salary schedule is for 2026 and has no direct fiscal impact. Most covered employees use their Holiday hours as time off. If the additional hours credited as part of this side letter were cashed out rather than used, based on average dispatcher pay, the cost would be approximately \$3,400 which can be absorbed in the Regular Pay sub object.



SANTA CRUZ REGIONAL 9-1-1
495 Upper Park Rd, Santa Cruz, CA 95065
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www.scr911.org
Amethyst Uchida, General Manager

NetCom Proposal to OE3
7/16/2024

10.1.3 Part-time and job share employees shall be credited with 30 hours of Holiday Time in the first full pay period of January and 30 hours of Holiday Time in the first full pay period of July of each year.

10.1.3.1 Part-time and job share employees shall have their Holiday hours reconciled on a quarterly basis based on actual hours worked, and their Holiday bank adjusted accordingly.

Tentative agreement subject to Board of Directors approval and Union ratification.

For the Authority:

Signature: [Handwritten Signature]

Date: 7/22/2024

For OE3:

Signature: [DocuSigned by: M S M]
64D3F906C2C7485...

Date: 7/23/2024

APPENDIX A
SALARY SCHEDULE

July 6, 2024 - January 3, 2025

Public Safety Dispatcher Assistant (Level I):

STEP	HOURLY
Step 1	\$23.41
Step 2	\$24.58
Step 3	\$25.81
Step 4	\$27.10
Step 5	\$28.45
Step 6	\$29.88
Step 7	\$31.37
Step 8	\$32.94

Public Safety Dispatcher Assistant (Level II):

STEP	HOURLY	EMD
Step 1	\$25.87	\$0.75
Step 2	\$27.16	\$0.75
Step 3	\$28.52	\$0.75
Step 4	\$29.94	\$0.75
Step 5	\$31.44	\$0.75
Step 6	\$33.01	\$0.75
Step 7	\$34.66	\$0.75
Step 8	\$36.40	\$0.75

Trainee Public Safety Dispatcher (Level I):

STEP	HOURLY	EMD
Step 1	\$26.04	\$0.75
Step 2	\$27.34	\$0.75
Step 3	\$28.71	\$0.75
Step 4	\$30.15	\$0.75
Step 5	\$31.65	\$0.75
Step 6	\$33.24	\$0.75
Step 7	\$34.90	\$0.75
Step 8	\$36.64	\$0.75

APPENDIX A
SALARY SCHEDULE

July 6, 2024 - January 3, 2025

Public Safety Dispatcher (Level II):

STEP	HOURLY	EMD	LAW	Fire/EMS
Step 1	\$28.95	\$0.75	\$2.50	\$1.25
Step 2	\$30.39	\$0.75	\$2.50	\$1.25
Step 3	\$31.91	\$0.75	\$2.50	\$1.25
Step 4	\$33.51	\$0.75	\$2.50	\$1.25
Step 5	\$35.19	\$0.75	\$2.50	\$1.25
Step 6	\$36.95	\$0.75	\$2.50	\$1.25
Step 7	\$38.79	\$0.75	\$2.50	\$1.25
Step 8	\$40.73	\$0.75	\$2.50	\$1.25

Senior Public Safety Dispatcher (Level III):

STEP	HOURLY
Step 1	\$36.70
Step 2	\$38.53
Step 3	\$40.46
Step 4	\$42.48
Step 5	\$44.61
Step 6	\$46.84
Step 7	\$49.18
Step 8	\$51.64

APPENDIX A
SALARY SCHEDULE

January 4, 2025 - July 4, 2025

Public Safety Dispatcher Assistant (Level I):

STEP	HOURLY
Step 1	\$23.88
Step 2	\$25.07
Step 3	\$26.32
Step 4	\$27.64
Step 5	\$29.02
Step 6	\$30.47
Step 7	\$32.00
Step 8	\$33.60

Public Safety Dispatcher Assistant (Level II):

STEP	HOURLY	EMD
Step 1	\$26.38	\$0.75
Step 2	\$27.70	\$0.75
Step 3	\$29.09	\$0.75
Step 4	\$30.54	\$0.75
Step 5	\$32.07	\$0.75
Step 6	\$33.67	\$0.75
Step 7	\$35.36	\$0.75
Step 8	\$37.13	\$0.75

Trainee Public Safety Dispatcher (Level I):

STEP	HOURLY	EMD
Step 1	\$26.56	\$0.75
Step 2	\$27.89	\$0.75
Step 3	\$29.28	\$0.75
Step 4	\$30.75	\$0.75
Step 5	\$32.29	\$0.75
Step 6	\$33.90	\$0.75
Step 7	\$35.59	\$0.75
Step 8	\$37.37	\$0.75

APPENDIX A
SALARY SCHEDULE

January 4, 2025 - July 4, 2025

Public Safety Dispatcher (Level II):

STEP	HOURLY	EMD	LAW	Fire/EMS
Step 1	\$29.53	\$0.75	\$2.50	\$1.25
Step 2	\$31.00	\$0.75	\$2.50	\$1.25
Step 3	\$32.55	\$0.75	\$2.50	\$1.25
Step 4	\$34.18	\$0.75	\$2.50	\$1.25
Step 5	\$35.89	\$0.75	\$2.50	\$1.25
Step 6	\$37.68	\$0.75	\$2.50	\$1.25
Step 7	\$39.57	\$0.75	\$2.50	\$1.25
Step 8	\$41.55	\$0.75	\$2.50	\$1.25

Senior Public Safety Dispatcher (Level III):

STEP	HOURLY
Step 1	\$37.43
Step 2	\$39.31
Step 3	\$41.27
Step 4	\$43.33
Step 5	\$45.50
Step 6	\$47.78
Step 7	\$50.16
Step 8	\$52.67

APPENDIX A
SALARY SCHEDULE

July 5, 2025 - July 3, 2026

Public Safety Dispatcher Assistant (Level I):

STEP	HOURLY
Step 1	\$24.59
Step 2	\$25.82
Step 3	\$27.11
Step 4	\$28.47
Step 5	\$29.89
Step 6	\$31.39
Step 7	\$32.96
Step 8	\$34.61

Public Safety Dispatcher Assistant (Level II):

STEP	HOURLY	EMD
Step 1	\$27.18	\$0.75
Step 2	\$28.53	\$0.75
Step 3	\$29.96	\$0.75
Step 4	\$31.46	\$0.75
Step 5	\$33.03	\$0.75
Step 6	\$34.68	\$0.75
Step 7	\$36.42	\$0.75
Step 8	\$38.24	\$0.75

Trainee Public Safety Dispatcher (Level I):

STEP	HOURLY	EMD
Step 1	\$27.36	\$0.75
Step 2	\$28.73	\$0.75
Step 3	\$30.16	\$0.75
Step 4	\$31.67	\$0.75
Step 5	\$33.25	\$0.75
Step 6	\$34.92	\$0.75
Step 7	\$36.66	\$0.75
Step 8	\$38.50	\$0.75

APPENDIX A
SALARY SCHEDULE

July 5, 2025 - July 3, 2026

Public Safety Dispatcher (Level II):

STEP	HOURLY	EMD	LAW	Fire/EMS
Step 1	\$30.41	\$0.75	\$2.50	\$1.25
Step 2	\$31.93	\$0.75	\$2.50	\$1.25
Step 3	\$33.53	\$0.75	\$2.50	\$1.25
Step 4	\$35.21	\$0.75	\$2.50	\$1.25
Step 5	\$36.97	\$0.75	\$2.50	\$1.25
Step 6	\$38.81	\$0.75	\$2.50	\$1.25
Step 7	\$40.76	\$0.75	\$2.50	\$1.25
Step 8	\$42.79	\$0.75	\$2.50	\$1.25

Senior Public Safety Dispatcher (Level III):

STEP	HOURLY
Step 1	\$38.56
Step 2	\$40.48
Step 3	\$42.51
Step 4	\$44.63
Step 5	\$46.87
Step 6	\$49.21
Step 7	\$51.67
Step 8	\$54.25

APPENDIX A
SALARY SCHEDULE

July 4, 2026 - June 30, 2027

Public Safety Dispatcher Assistant (Level I):

STEP	HOURLY
Step 1	\$25.45
Step 2	\$26.73
Step 3	\$28.06
Step 4	\$29.47
Step 5	\$30.94
Step 6	\$32.49
Step 7	\$34.11
Step 8	\$35.82

Public Safety Dispatcher Assistant (Level II):

STEP	HOURLY	EMD
Step 1	\$28.13	\$0.75
Step 2	\$29.54	\$0.75
Step 3	\$31.02	\$0.75
Step 4	\$32.57	\$0.75
Step 5	\$34.20	\$0.75
Step 6	\$35.91	\$0.75
Step 7	\$37.71	\$0.75
Step 8	\$39.60	\$0.75

Trainee Public Safety Dispatcher (Level I):

STEP	HOURLY	EMD
Step 1	\$28.32	\$0.75
Step 2	\$29.74	\$0.75
Step 3	\$31.23	\$0.75
Step 4	\$32.79	\$0.75
Step 5	\$34.43	\$0.75
Step 6	\$36.15	\$0.75
Step 7	\$37.96	\$0.75
Step 8	\$39.86	\$0.75

APPENDIX A
SALARY SCHEDULE

July 4, 2026 - June 30, 2027

Public Safety Dispatcher (Level II):

STEP	HOURLY	EMD	LAW	Fire/EMS
Step 1	\$31.48	\$0.75	\$2.50	\$1.25
Step 2	\$33.05	\$0.75	\$2.50	\$1.25
Step 3	\$34.70	\$0.75	\$2.50	\$1.25
Step 4	\$36.44	\$0.75	\$2.50	\$1.25
Step 5	\$38.26	\$0.75	\$2.50	\$1.25
Step 6	\$40.17	\$0.75	\$2.50	\$1.25
Step 7	\$42.18	\$0.75	\$2.50	\$1.25
Step 8	\$44.29	\$0.75	\$2.50	\$1.25

Senior Public Safety Dispatcher (Level III):

STEP	HOURLY
Step 1	\$39.91
Step 2	\$41.90
Step 3	\$44.00
Step 4	\$46.20
Step 5	\$48.51
Step 6	\$50.93
Step 7	\$53.48
Step 8	\$56.15



SANTA CRUZ REGIONAL 9-1-1
495 Upper Park Road, Santa Cruz, California 95065
831.471.1000 Fax 831.471.1010
Dennis Kidd, General Manager

Date: July 24, 2024
To: Board of Directors, Santa Cruz Regional 9-1-1
From: Amethyst Uchida, Acting General Manager
Subject: Item 6.11, Year End Accounting for FY 23/24

RECOMMENDATION:

- 1) Accept and file final year-end budget accounting for Fiscal Year 2023/2024**

BACKGROUND AND DISCUSSION:

Attached to this Item, your Board will find budget spread sheets which detail the final line item accounting for Fiscal Year 2023/2024. The Board should note the following:

- 1) All Major Budget Object Levels within the SCR911 Operating Budget closed under budget.**
- 2) The total SCR911 Operating surplus was \$514,187 which is \$104,514 more than anticipated.**
- 3) All Major Budget Object Levels within the SCMRS Operating Budget closed under budget.**
- 4) The total SCMRS Operating surplus was \$495,849 which is \$374,160 more than anticipated. This is primarily due to the \$310,939 refund from Central Square**
- 5) The SCR911 Capital budget surplus was zero in 2023/2024.**

cc: Edith Driscoll, Controller for the Authority

OPERATING BUDGET EXPENSES (700600)

Acct #	Description	Adopted FY 23 24	Actual FY 23 24	Difference	Adopted FY 24 25
51000	Regular Pay	4,912,311	4,429,516	482,795	4,982,473
51005	Overtime Pay	596,270	728,564	-132,294	596,270
51010	Extra Help	100,000	71,298	28,702	100,000
51040	Differential Pay	120,000	155,299	-35,299	160,000
52010	Medicare, OASDI, SS	76,000	81,842	-5,842	84,000
52015	Retirement (PERS)	863,126	828,351	34,775	988,020
53010	Insurance & Benefits	1,158,301	1,178,946	-20,645	1,309,122
53015	Unemployment	15,400	7,565	7,835	14,700
54010	Worker's Compensation	45,000	25,516	19,484	39,527
Total Salaries and Benefits		7,886,408	7,506,897	379,510	8,274,112

Acct #	Description	Adopted FY 23 24	Actual FY 23 24	Difference	Adopted FY 24 25
61215	Radio Services	26,383	21,030	5,353	26,383
61221	Telephone	110,000	69,560	40,440	86,000
61312	Inventoriable Items	23,175	15,208	7,967	30,000
61535	Other Insurance	122,889	121,483	1,406	140,766
61730	Maint/Other Equip (Systems)	516,623	521,656	-5,033	574,243
61845	Maint Struc/Grounds	87,701	86,923	778	122,580
62020	Memberships	3,464	3,563	-99	4,155
62111	Misc. Expenses/Svs	2,500	2,540	-40	4,000
62215	Books	200	0	200	200
62217	Misc. Non-Inventory Items	10,600	5,678	4,922	7,000
62218	Paper	5,000	4,442	558	5,000
62219	Computer Software	102,396	58,516	43,880	105,360
62220	Copier Supplies	450	471	-21	450
62221	Postage	400	450	-50	400
62222	Magazine Subscriptions	0	0	0	0
62223	Supplies	20,000	20,696	-696	26,500
62301	Accounting & Auditing Fees	35,000	31,769	3,231	35,000

SCR911 FINAL BUDGET ACCOUNTING FY 23/24

Operating Budget Expenses (cont.)

Acct #	Description	Adopted FY 23 24	Actual FY 23 24	Difference	Adopted FY 24 25
62304	Attorney Fees	12,000	6,297	5,703	12,000
62325	Data Processing Charges	168,006	168,016	-10	0
62381	Professional Services	77,778	106,841	-29,063	44,495
62420	Publications and Legal Notices	500	69	431	1,000
62500	Rents & Leases (Equipment)	3,500	3,805	-305	4,000
62610	Rents & Leases (Structures)	38,292	23,205	15,087	38,292
62715	Small Tools and Instruments	500	364	136	500
62914	Education & Training	12,100	6,962	5,138	12,000
62926	Mileage	2,500	1,523	977	2,500
62928	Travel	9,700	6,305	3,395	13,820
62930	Registration	7,000	6,531	469	11,685
63070	Utilities	110,000	112,162	-2,162	110,000
Total Services and Supplies		1,508,657	1,406,064	102,593	1,418,329

Subtotal Operating Expenses	9,395,065	8,912,961	482,103	9,692,441
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Acct #	Description	Adopted FY 23 24	Actual FY 23 24	Difference	Adopted FY 24 25
98700	Approp for Contingencies	375,803	0	375,803	387,698
Total Contingencies		375,803	0	375,803	387,698
86204	Fixed Asset Equipment	0	0	0	0
Total Fixed Assets		0	0	0	0
GRAND TOTAL EXPENSES		9,770,867	8,912,961	857,906	10,080,138

**OPERATING BUDGET
REVENUE (700600)**

Acct #	Description	Adopted FY 23 24	Actual FY 23 24	Difference	Adopted FY 24 25
40430	Interest	5,000	74,992	\$69,992	25,000
40440	Rents and Concessions	119,335	115,348	-\$3,987	117,851
	EOC Space	22,362	22,362	0	23,279
	Tower Space Subleases	77,073	77,198	126	77,073
	Tower Utilities Reimbursement	19,900	15,788	-4,112	17,500
42047	Charges for Current Services (Users)	2,936,820	2,888,905	-47,915	3,208,665
42044	Member Contributions	5,939,148	5,939,147	-\$1	5,480,276
	County	1,985,433	1,985,433	\$0	1,742,985
	Capitola	547,449	547,449	\$0	487,870
	Santa Cruz	2,010,924	2,010,924	\$0	1,925,022
	Watsonville	1,395,341	1,395,341	\$0	1,324,399
41654	Medical Charges - Employee	62,709	92,540	\$29,831	152,262
42384	Other Revenue	305,225	289,391	-\$15,834	310,610
	Misc. Users/Records charges	105,862	90,028	-\$15,834	88,746
	Reimbursements (Users)	16,140	16,140	\$0	38,640
	SCMRS Indirect Overhead	48,224	48,224	\$0	48,224
	Fire/EMS Technician Reimbursements	135,000	135,000	\$0	135,000
	Revenue Subtotal	9,368,236	9,400,322	32,086	9,294,664

NA	Operating Budget Fund Balance	Adopted FY 23 24	Actual FY 23 24	Difference	Adopted FY 24 25
		402,632	1,236,695	834,063	785,476

GRAND TOTAL REVENUE & FUND BAL. 9,770,868 10,637,017 866,149 10,080,140

Note: Operating Fund Balance was \$1,236,695.20 as of 6/30/24.

**CAPITAL BUDGET
EXPENDITURES (700700)**

Acct #	Description	Adopted FY 23 24	Actual FY 23 24	Difference	Adopted FY 24 25
86204	Capital Equipment Radio Consoles	102,641	65,803	36,838	750,000
	P1 Staging Environment	73,675	36,837	36,838	
	Logging Recorder server replacement	28,966	28,966	0	750000
62381	Professional Services		0		0
61845	Building Upgrades/Maint.	0			0
Total Expenditures		102,641	65,803	36,838	750,000

**CAPITAL BUDGET
REVENUE (700700)**

40430	Interest/Excess Revenues	4,000	989	-3,011	1,000
42044	Member Contributions	98,643	98,643	0	749,000
	County	46,885	46,885	0	355,999.70
	Capitola	11,798	11,798	0	89,580.40
	Santa Cruz	22,550	22,550	0	171,221.40
	Watsonville	17,410	17,410	0	132,198.50
42462	Transfer in from Operating				
Revenue subtotals		102,643	99,632	-3,011	750,000
Fund Balance Usage		0	0		
Total Revenues & Fund Balance		102,643	99,632	-3,011	750,000

Fund Balance Summary	
Fund Balance as of 6/30/24	43,689

Justification is offered for accounts in which more than \$5,000 in expenses or revenue is anticipated.

**DEBT SERVICE
EXPENDITURES (700650)**

Acct #	Description	Adopted FY 23 24	Est. Actual FY 23 24	Difference	Adopted FY 24 25
62345	Bond Paying Agent Fees	3,205	3,205	0	3,205
74110	Principal	337,513	478,012	-140,499	492,321
	Lease Revenue Bonds	175,000	175,000	0	180,000
	CAD Premier One 8 of 10	162,513	162,513	0	167,388
	RMS Lease Purchase	0	140,499	-140,499	144,932
74425	Interest on Long Term Debt	132,959	162,398	-29,438	145,871
	Lease Revenue Bonds	112,563	112,563	0	105,344
	CAD Premier One 8 of 10	20,397	20,397	0	15,521
	RMS Lease Purchase	0	29,438	-29,438	25,005
	Total Expenditures	473,677	643,615	-169,937	641,397

**DEBT SERVICE
REVENUE (700650)**

40430	Interest Income	0	4,123	4,123	0
42044	Member Contributions	473,677	643,615	169,938	641,397
	County	225,139	225,139	0	224,084
	Capitola	56,652	56,652	0	56,386
	Santa Cruz	108,283	108,283	0	107,775
	Watsonville	83,604	83,604	0	83,212
	Revenue subtotal				641,397
74425	Fund Balance				
	Transfer in from Misc. Revenue				
	Total Revenue	473,677	647,738	174,061	641,397

NOTE: Fund Balance was \$39,152.21 as of 6/30/24

**SANTA CRUZ METRO RECORDS MANAGEMENT SYSTEM
OPERATING BUDGET - EXPENSES (700690)**

Acct #	Description	Adopted FY 23 24	Actual FY 23 24	Difference	Adopted FY 24 25
51000	Regular Pay	314,874	274,038	40,836	314,874
51005	Overtime	1,000	482	518	1,000
52010	Medicare, OASDI	3,750	3,943	-193	3,750
52015	Retirement (PERS)	53,831	50,823	3,007	58,348
53010	Insurance and Benefits	41,866	40,143	1,722	41,866
53015	Unemployment	850	378	472	850
54010	Workers Compensation	4,075	1,023	3,052	4,075
51010	Extra Help	0	0	0	4,000
Total Salary/Benefits		420,245	370,830	49,415	428,763
61221	Telephone and Telegraph	1,700	1,110	590	7,050
61312	Inventoriable Items	3,600	0	3,600	3,600
61730	Maintenance/System	88,200	46,736	41,464	52,800
62111	Misc. Expenses/Svs.	1,000	0	1,000	1,000
62217	Non-Inventory Items	1,000	0	1,000	1,000
62218	Paper	500	526	-26	500
62219	Computer Software	7,550	5,641	1,909	20,116
62223	Supplies	1,000	36	964	1,000
62301	Accounting/Audit Fees	2,000	1,400	600	2,000
62325	Data Processing Charges	0	0	0	215,513
62365	Managment Services/In. Overhead	48,224	48,224	0	48,224
62381	Professional Services	100,000	40,607	59,393	150,000
62420	Legal Notices/Publications	500	83	417	500
62914	Training	5,000	130	4,870	5,000
62926	Mileage	3,000	1,452	1,548	2,000
62928	Travel	3,000	1,373	1,627	4,000
62930	Registration	4,000	1,100	2,900	4,000
98700	Approp for Contingency	0	0	0	0
CAPITAL PROJECT					
86204	Capital Expenses - RMS Debt Service	169,938	0	0	0
	Capital Expenses	0	0	0	0
Total Serv./Supp.		440,212	148,418	121,856	518,303
TOTAL EXPENSES		860,457	519,248	341,209	947,066

Justification is offered for accounts in which more than \$5,000 in expenses or revenue is anticipated.

Santa Cruz Metro Records Management System
OPERATING BUDGET - REVENUE (700690)

Acct #	Description	Adopted FY 23 24	Actual FY 23 24	Difference	Adopted FY 24 25
40430	Interest	1,200	12,656	11,456	5,000
41654	Employee Medical Charges	500	2,685	2,185	500
42384	Other Revenue (MDC/Other Users)	54,087	365,025	310,938	84,441
42044	Member Contributions	804,670	634,731	-169,939	804,694
		0	0	0	0
		247,243	184,270		220,099
	Santa Cruz	82,201	82,201		82,201
	SC In Car Support	48,924	35,979		46,512
	Capitola	132,054	132,054		154,301
	Watsonville	294,247	200,227		301,581
	SC County				
	SCMRS MDC Hardware Maintenance	82,201			
42384	Other Revenue (MDC /Other Users)	54,087	365,025	310,938	84,441
	Ben Lomond Fire Reimbursement	520	520		533
	Boulder Creek Fire Reimbursement	520	520		533
	Branciforte Fire Reimbursement	1,040	1,040		0
	Central Fire Reimbursement	7,281	7,281		7,464
	Felton Fire Reimbursement	520	520		533
	Santa Cruz Fire Reimbursement	3,640	3,640		3,732
	Scotts Valley Fire Reimbursement	4,681	4,681		5,865
	Watsonville Fire Reimbursement	520	520		533
	Zayante Fire Reimbursement	520	520		533
	AMR (Santa Cruz) Reimbursement	10,401	10,401		10,663
	AMR (San Benito) Reimbursement	520	520		533
	San Benito Sheriff Reimbursement	6,241	6,241		17,460
	Hollister Police Reimbursement	17,162	17,162		35,523
	Hollister Fire Reimbursement	520	520		533
	Revenue Subtotal	860,457	1,015,098	-154,641	894,635
	TOTAL REVENUE	860,457	1,015,098	154,641	947,066

Justification is offered for accounts in which more than \$5,000 in expenses or revenue is anticipated.



Date: August 15, 2024
To: Board of Directors, Santa Cruz Regional 9-1-1
From: Stephanie French, Operations Division Manager and Custodian of Records
Subject: Item 6.12 – Approve New Policy 285.80 – *Procedure for Fulfilling Public Record Requests*

RECOMMENDATION:

Approve new procedure, Policy 285.80 – Procedure for Fulfilling Public Records Requests

BACKGROUND AND DISCUSSION:

Since its inception, the Authority has maintained that any records—such as phone and radio audio, and CAD logs—created by the Authority in relation to a call for service or field activity belong to the agency of jurisdiction. The Authority merely holds these records but is not their owner. Therefore, any California Public Records Act (CPRA) requests received by the Authority have been referred to the agency for whom these records were created. In 2020, the California Supreme Court ruled that a public agency must be responsive to requests for any public records in the agency’s possession, even if the record was not prepared, owned, or used by the agency that received the request. While we have a few policies and internal documents related to the duplication of records, release of information, and cost recovery, they lacked detail and did not comply with this ruling. This new procedure has been developed to bring the Authority into full compliance with the CPRA and provide better direction to employees.

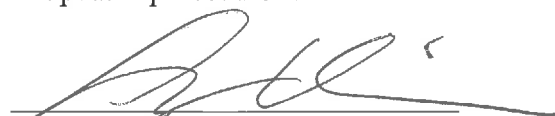
The procedure provides a framework for Authority employees to manage requests for the inspection or copying of records under the CPRA. It ensures that employees understand their responsibilities and the proper procedures to follow, maintaining compliance with the PRA's regulations and definitions. The procedure specifically outlines the roles and responsibilities of the Custodian of Records in handling such requests, including the process for receiving, logging, responding to requests, and cost recovery. It also emphasizes the necessity for training and continuous knowledge updates for the Custodian of Records.

Additionally, the procedure provides criteria for determining whether responsive public records exist, ensuring that exemptions are properly applied and that consultations with relevant agencies are conducted when necessary.

FISCAL IMPACT:

No direct fiscal impact is expected although the updated procedure will increase staff time required to process CPRA requests.

Approved:


Amethyst Uchida, General Manager



**COMMUNICATIONS PERSONNEL
POLICY/PROCEDURE**

Policy No. 285.80	Date Issued: August 15, 2024
Section:	Date Revised:
SUBJECT: PROCEDURE FOR FULFILLING PUBLIC RECORDS REQUESTS	
APPROVED: _____ Board Chairperson	

1.0 Policy

The purpose of this policy is to provide information and procedures for Authority employees to follow in managing request for inspection of or copies of records under the California Public Records Act (CPRA). This policy is to be read consistently with, and interpreted in conformance with, the regulations and definitions contained in the California Public Records Act, set forth at Government Code section 6250 *et seq.* Any questions regarding interpretation of this policy should be directed to the Attorney for the Authority, who may consult with appropriate attorneys for Member and User Agencies.

The CPRA declares that access to information concerning the conduct of the people’s business is a fundamental and necessary right of every person in California. In accordance with the CPRA, any person is entitled to inspect and to receive copies of the public records held by the Authority, unless an express exemption applies.

2.0 Custodian of Records

A member of the Management Team shall be designated as the Custodian of Records. The Custodian of Records shall receive initial training on CPRA principles, issues, and obligations, and maintain knowledge by reviewing CPRA materials at least annually and attending available training when necessary.

- 2.1 The Custodian of Records or their designee(s) shall receive, manage, and respond to public records requests and ensure the Authority’s response complies with deadlines and obligations of the CPRA.

3.0 Procedure

- 3.1 Receiving Records Requests

- 3.1.1 Public records are open to inspection at all times during the hours that Authority offices are open for business, and every person has a right to inspect any disclosable public record subject to the Authority's right to protect the security and integrity of Authority and User Agency records. If a record can be divided into disclosable and non-disclosable portions, the non-disclosable portions should be redacted and the disclosable portions produced for inspection.
 - 3.1.1.1 In the interest of transparency, many common documents such as policies and procedures, collective bargaining agreements, and salary schedules, are published on the Authority's public-facing website.
- 3.1.2 Public Records Requests may be made as an oral request or written request in person, by telephone, or via electronic communication such as an e-mail or website form. Staff may not require a requester to put the request in writing. If an oral request is complicated, the receiving employee should document the request in writing. If possible, staff should obtain agreement from the requester that the request is accurate as documented.
- 3.1.3 Requesters are not required to provide a reason for the request except under very limited circumstances explicitly allowed under the Government Code.
- 3.1.4 Public-facing staff may refer requesters to the Custodian of Records when such referral does not provide unnecessary delays or impediments to the requester.

3.2 Logging the Request

- 3.2.1 Staff accepting a records request shall notify the Custodian of Records of the request.
- 3.2.2 The Custodian of Records or their designee(s) will update the Records Request Log with the date of the request, nature of the request, and the due date of the request.
- 3.2.3 The log will be maintained to document when the request was fulfilled or to document if it was not fulfilled and the reason why it was not fulfilled.

3.3 Assisting the Public and Clarifying the Request

- 3.3.1 All requests for public records must be specific and focused enough to allow the Authority to identify the information being requested. If the request is unclear, overly broad, or unduly burdensome based on the way the request is drafted, staff should respond to the requester to ask that the request be clarified. Under the CPRA, the Authority has a duty to assist the public in making effective requests for records. Staff can satisfy this duty by following the procedure below.

- 3.3.2 When a person requests to inspect or obtain a copy of a public record, staff shall assist the person to make a focused and effective request that reasonably describes an identifiable public record. This includes, to the extent reasonable under the circumstances:
 - 3.3.2.1 Assisting the person to identify records and information that are responsive to the request or to the purpose of the request, if stated;
 - 3.3.2.2 Describing the information technology and physical location in which the records exist; and
 - 3.3.2.3 Providing suggestions for overcoming any practical basis for denying access to the records or information sought.
- 3.3.3 Oftentimes requesters ask for “all” records, communications, or files regarding a subject matter when they are really only looking for specific documents, or documents produced within a specific date range. These requesters do not realize that drafting requests in such a broad manner results in a waste of time and money, as well as an over-production of materials that are not wanted. Where a CPRA request is not naturally narrow and specific, staff should interact with the requester to explain the process, the practice of recovering direct costs of providing records to the requester pursuant to Government Code section 6253(b), and the desire to get the person what they are really looking for. In order to do this, one might ask the requester:
 - 3.3.3.1 “Can you narrow the scope of this request to a specific date range?”
 - 3.3.3.2 “Can you think of any keywords I could use to search for this?”
- 3.3.4 Note that a requester is not required to agree to a suggested restriction; alternatively, the requester may agree to a restriction initially but may make another, broader request later. Any questions or concerns regarding whether a request is overly broad or unduly burdensome should be referred to the Attorney for the Authority.

3.4 Deadlines for Responding: Whenever possible, documents should be produced for inspection or copying immediately upon request. However, as a practical matter, Authority staff may need time to identify and locate records and determine whether any exemptions apply. The deadlines associated with responding to a CPRA request take this issue into account and provide the Authority with extra time to identify and produce records depending on the complexity of the request.

3.4.1 Request Contact Information: If a record cannot be produced for inspection or copying immediately, staff should ask the requester for contact information in order to keep the requester updated about the production status. If the requester prefers not to provide contact information, give the requester the name, phone number, and email address of the Custodian of Records or their designee who can be contacted regarding the status of the request.

3.4.2 Ten-Day Letter: Within ten calendar days from the date the request is received, the Custodian of Records or their designee shall determine whether the request, in whole or in part, seeks copies of disclosable public records and shall notify the requester of what is available for production, any costs associated with the request, any applicable exemptions under which public records will be withheld, and the approximate date disclosable public records will be available.

3.4.2.1 The Authority and the requester may negotiate an agreement to extend the time for the Authority to issue the ten-day letter. Any such extension should be documented in writing.

3.4.3 Fourteen-Day Extension: In unusual circumstances, the ten-day notification requirement may be extended without negotiation by up to an additional fourteen days (for a total of 24 days). Any such extension must be documented in writing to the requester, and the notification must include the reason the extension is needed and the date on which a determination is expected to be made.

3.4.3.1 For purposes of this analysis, “unusual circumstances” means:

3.4.3.1.1 The need to search for, collect, and appropriately examine a voluminous amount of separate and distinct records that are demanded in a single request;

3.4.3.1.2 The need for consultation, which shall be conducted with all practicable speed, with another agency having substantial interest in the determination of the request. As some records in the Authority’s possession (Computer Aided Dispatch records for instance) are held on behalf of the Member and User Agencies, staff must consult with those Agencies to determine whether the records held by the Authority are a disclosable public record; or

3.4.3.1.3 The need to compile data related to existing records or write programming language or construct a computer report necessary to extract existing records.

3.4.4 Staff has a reasonable amount of time to produce the documents after determining whether documents will be produced. A “reasonable” amount of time is not defined by law but should be justifiable based on the scope of the request and the amount of disclosable records. Staff should communicate the approximate date disclosable public records will be available.

3.5 Determining Whether Responsive Records Exist

3.5.1 Conducting a Search: Upon receiving a CPRA request, the Custodian of Records, or their designee(s), shall determine whether responsive public records exist. As part of this effort, responsible staff must make reasonable efforts to determine all of the locations where responsive documents are likely to exist and determine the identity of the particular individuals likely to possess or maintain the responsive documents. The Custodian of Records must also make reasonable efforts to contact individuals likely to hold responsive records to determine whether they have responsive public records, including any records contained in non-Authority controlled locations such as private electronic media or mail accounts, private servers, or personal cell phones. All employees should remember that a public record maintains its inherent character as a public record regardless of where it is located.

3.5.1.1 In determining whether a record kept on a private device or private server is a “public record”, the Custodian of Records should consider several factors, including a) the content of the record; b) the context of the record; c) the purpose of the record; d) the audience; and e) whether the employee was acting within the scope of employment in preparing or receiving the communication.

3.5.1.2 If an employee responds that they have no responsive documents held on private accounts or devices, absent any contradictory information the Custodian of Records should accept the employee’s response and act accordingly.

3.5.1.3 If there are no responsive documents, the Custodian of Records is not required to create a document that contains the information requested.

3.5.2 Exemptions

3.5.2.1 In responding to a CPRA request, staff should distinguish between “public records” and “disclosable public records.” Just because a public record exists does not mean that it is disclosable. It is only a disclosable public record if it is not exempt from disclosure. For example, the CPRA contains exemptions for:

- Preliminary drafts, notes, memoranda not retained by the Authority in the ordinary course of business, if the public interest in withholding those records clearly outweighs the public interest in disclosure;
- Privileged legal writings and records pertaining to pending litigation;

- Personnel, medical, or similar files;
- Law enforcement investigatory records; and
- Many other specific topics (see Government Code section 6254 and succeeding sections).

3.5.2.2 Certain records, such as Computer Aided Dispatch (CAD) incident reports and 9-1-1 recordings, are held by the Authority on behalf of the Member and User Agencies. As such, it is necessary for staff to consult with those outside Agencies to determine whether any of the exemptions under the CPRA are applicable to those records.

3.6 Cost Recovery

Under Government Code section 6253(b), the Authority may charge for the “direct costs” of making and providing copies of an identifiable record.



DATE: August 15, 2024
TO: Santa Cruz Regional 9-1-1 Board of Directors
FROM: Amethyst Uchida, General Manager
SUBJECT: Item 6.13 – Update Policy 1360 – *Tuition Reimbursement*

RECOMMENDATION:

Approve changes to Policy 1360 – *Tuition Reimbursement* implementing a part-time program for journey-level employees in the public safety dispatching series.

DISCUSSION:

The RECOMMENDATION is to update Policy 1360 to require employees to submit their receipt of payment for the course(s) for which they are requesting reimbursement and to limit reimbursement to the actual cost of the course(s) when the Authority’s reimbursement cap is higher than the cost of the course(s).

FISCAL IMPACT:

The tuition reimbursement program is infrequently used. Based on the most recent reimbursements, the change to this policy will have no direct fiscal impact.



Santa Cruz Consolidated
Emergency Communications Center

495 Upper Park Road
Santa Cruz, California 95065
(831) 471-1000 Fax (831) 471-1010

9-1-1
FIRE
POLICE
MEDICAL



Michael J. McDougall
General Manager

**COMMUNICATIONS PERSONNEL
POLICY/PROCEDURE**

Policy No. 1360	Date Issued:	August 4, 1994
Section: 1000 – Personnel Policies	Date Revised:	<u>August 15, 2024</u>
Accreditation Standards:		
SUBJECT: TUITION REIMBURSEMENT PROGRAM		
APPROVED: _____		
Board Chairperson		

- 1.0 The purpose of the Tuition Reimbursement Program is to encourage Authority employees to voluntarily further their academic and technical education by providing financial assistance.
- 2.0 All Authority employees are eligible to participate in the Tuition Reimbursement Program.
 - 2.1 To receive tuition reimbursement, the employee must be employed by the Authority from the beginning through the end of the course.
- 3.0 Eligible courses include academic and/or vocational courses taken for credit from an accredited college, university, adult education department or professional association.
- 4.0 Eligible courses are those which:
 - 4.1 are job related.
 - 4.2 improve knowledge and skills for an employee’s present position or for positions of higher classification within the Center, and;
 - 4.3 prepare an employee for anticipated technological changes occurring in their current field.
- 5.0 Individual requests must be approved for reimbursement by the General Manager in advance of registration.

- 5.1 Courses are to be attended on the employee's own time and the employee must furnish their own transportation.
- 5.2 Time spent in attendance at such courses is not considered as hours worked.
- 6.0 Reimbursement will be made only upon successful completion of the course.
 - 6.1 The employee must submit proof of successful completion and a receipt for payment.
 - 6.1.1 For the purposes of successful completion, a letter grade of at least 'C' or equivalent is required.
 - 6.2 Reimbursement will be made based upon the cost of tuition (or the registration fee), and does not include books, equipment, parking, lodging, meals, lab fees, student body fees, or other incidental costs or fees.
- 7.0 Authority reimbursement shall be limited as follows:
 - 7.1 one (1) to five (5) day courses or workshops - maximum of \$150.00 per course.
 - 7.2 courses or workshops which exceed five (5) days - maximum of \$300.00 per course.
 - 7.27.3 In no case shall reimbursement exceed the actual amount paid by the employee.

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**IN RECOGNITION OF PAOLA ZEPEDA FOR HER SELECTION AS
THE SANTA CRUZ REGIONAL 9-1-1 DISPATCHER OF THE YEAR
FOR FISCAL YEAR 2024/2025**

WHEREAS, the Santa Cruz Regional 9-1-1 Joint Powers Authority has established an employee recognition program; and

WHEREAS, the purpose of this program is to publicly show support to employees for their outstanding efforts on behalf of the citizens and User Agencies served by Santa Cruz Regional 9-1-1; and

WHEREAS, Paola Zepeda began her career as a 9-1-1 Public Safety Dispatch Assistant with Santa Cruz Regional 9-1-1 on August 1, 2018. She completed initial training and was promoted to Public Safety Dispatcher II in April 2019 and continued to expand her skills by becoming fully law cross-trained in March 2020. As a bilingual dispatcher, Paola is essential to the Authority's ability to provide all citizens equitable access to emergency services; and

WHEREAS, Paola Zepeda established herself within the organization, continuing to build skills by becoming an Emergency Medical Dispatcher (EMD) in December 2021 and a Fire Dispatcher in January 2022. She added Communications Training Officer (CTO) in February 2023. Paola also serves her co-workers in a dual role for the Employee Association as the Treasurer and Secretary; and

WHEREAS, Paola Zepeda embodies the values of "A Successful Netcom Employee" by treating Users, the public and peers with respect and care; and

WHEREAS, Paola Zepeda was selected by her peers and unanimously endorsed by the Authority's management team to receive this annual award, and as such, it serves as a statement of appreciation for the qualities Paola possesses from all those who work with her on a daily basis.

NOW THEREFORE, I, Matt Huffaker, Chairperson of the Santa Cruz Regional 9-1-1 Board of Directors, acting on behalf of all Members of the Board, do hereby honor and recognize Paola Zepeda for her dedicated service on behalf of the Joint Powers Authority.

Matt Huffaker, Chairperson
Board of Directors
August 15, 2024

Santa Cruz Regional 9-1-1

Basic Financial Statements and Independent
Auditors' Report

For the Year Ended June 30, 2023

Santa Cruz Regional 9-1-1

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INDEPENDENT AUDITOR'S REPORT

To the Board of Directors
of the Santa Cruz Regional 9-1-1 Authority
Santa Cruz, California

Report on the Audit of the Financial Statements

Opinions

We have audited the accompanying financial statements of the governmental activities and each major fund of the Santa Cruz Regional 9-1-1 Authority, California (Authority) as of and for the years ended June 30, 2023, and the related notes to the financial statements, which collectively comprise the Authority's basic financial statements as listed in the table of contents.

In our opinion, the accompanying financial statements present fairly, in all material respects, the respective financial position of the governmental activities and each major fund of the Authority, as of June 30, 2023, and the respective changes in financial position thereof for the years then ended in accordance with accounting principles generally accepted in the United States of America.

Basis for Opinions

We conducted our audit in accordance with auditing standards generally accepted in the United States of America (GAAS). Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are required to be independent of the Authority and to meet our other ethical responsibilities, in accordance with the relevant ethical requirements relating to our audit. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinions.

Responsibilities of Management for the Financial Statements

The Authority's management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting principles generally accepted in the United States of America, and for the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is required to evaluate whether there are conditions or events, considered in the aggregate, that raise substantial doubt about The Authority's ability to continue as a going concern for twelve months beyond the financial statement date, including any currently known information that may raise substantial doubt shortly thereafter.

To the Board of Directors
of the Santa Cruz Regional 9-1-1 Authority
Santa Cruz, California
Page Two

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinions. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with GAAS will always detect a material misstatement when it exists. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. Misstatements are considered material if there is a substantial likelihood that, individually or in the aggregate, they would influence the judgment made by a reasonable user based on the financial statements.

In performing an audit in accordance with GAAS, we:

- Exercise professional judgment and maintain professional skepticism throughout the audit.
- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding the amounts and disclosures in the financial statements.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Authority's internal control. Accordingly, no such opinion is expressed.
- Evaluate the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluate the overall presentation of the financial statements.
- Conclude whether, in our judgment, there are conditions or events, considered in the aggregate, that raise substantial doubt about the Authority's ability to continue as a going concern for a reasonable period of time.

We are required to communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit, significant audit findings, and certain internal control-related matters that we identified during the audit.

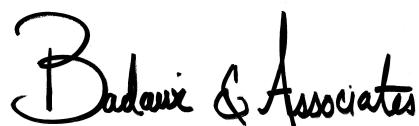
To the Board of Directors
of the Santa Cruz Regional 9-1-1 Authority
Santa Cruz, California
Page Three

Required Supplementary Information

Accounting principles generally accepted in the United States of America require that the management's discussion and analysis and budgetary comparison schedule be presented to supplement the basic financial statements. Such information, although not a part of the basic financial statements, is required by the Governmental Accounting Standards Board who considers it to be an essential part of financial reporting for placing the basic financial statements in an appropriate operational, economic, or historical context. We have applied certain limited procedures to the required supplementary information in accordance with auditing standards generally accepted in the United States of America, which consisted of inquiries of management about the methods of preparing the information and comparing the information for consistency with management's responses to our inquiries, the basic financial statements, and other knowledge we obtained during our audit of the basic financial statements. We do not express an opinion or provide any assurance on the information because the limited procedures do not provide us with sufficient evidence to express an opinion or provide any assurance.

Supplementary Information

Our audit was conducted for the purpose of forming opinions on the financial statements that collectively comprise the Authority's basic financial statements. The budgetary comparison schedules for the debt service fund and capital project fund are presented for purposes of additional analysis and are not a required part of the basic financial statements. Such information is the responsibility of management and was derived from and relates directly to the underlying accounting and other records used to prepare the basic financial statements. The information has been subjected to the auditing procedures applied in the audit of the basic financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the basic financial statements or to the basic financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, the budgetary comparison schedules for the debt service fund and capital project fund are fairly stated, in all material respects, in relation to the basic financial statements as a whole.



Badawi & Associates, CPAs
Berkeley, California
May 30, 2024

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**Santa Cruz Regional 9-1-1
Management's Discussion and Analysis
June 30, 2023**

The Santa Cruz Regional 911 ("Authority") is a Joint Powers Authority (JPA) providing 9-1-1 and public safety dispatch services for the County of Santa Cruz and the cities of Capitola, Santa Cruz, and Watsonville. For fiscal year 2021-2022, the Authority also provided service to the County of San Benito Sheriff, the City of Hollister Law and Fire, American Medical Response West (the local paramedic and ambulance transport provider), County Animal Services Authority, Santa Cruz County Fire and nine (9) fire districts.

OVERVIEW OF THE FINANCIAL STATEMENTS

This discussion and analysis is intended to serve as an introduction to the Authority's basic financial statements. The Authority's basic financial statements comprise three components: (1) Government-wide financial statements, (2) Fund financial statements, and (3) Notes to the basic financial statements.

Government - Wide Financial Statement

Government-wide financial statements are designed to provide readers with a broad overview of the Authority finances, in a manner similar to a private-sector business.

The *Statement of Net Position* presents information on all the Authority assets, deferred outflows of resources, liabilities, and deferred inflows of resources with the difference between the two reported as net position. Over time, increases or decreases in net position may serve as a useful indicator of whether or not the financial position of the Authority is improving or deteriorating.

The *Statement of Activities* presents information showing how the Authority's net position changed during the most recent fiscal year. All changes in net position are reported as soon as the underlying event giving rise to the change occurs, regardless of the timing of related cash flows. Thus, revenues and expenses are reported in this statement for some items that will only result in cash flows in future fiscal periods such as expenses pertaining to earned but unused vacation and sick leave.

Both of these government-wide financial statements distinguish functions of the Authority that are principally supported by taxes and intergovernmental revenues (*governmental activities*) from other functions that are intended to recover all or a significant portion of their costs through user fees and charges (*business-type activities*). The only business-type activities conducted by the Authority are those associated with records requests. Since these activities are an intricate part of the Authority's operations and the results of these activities are immaterial, these activities are included in the governmental activities.

**Santa Cruz Regional 9-1-1
Management's Discussion and Analysis
June 30, 2023**

Fund Financial Statements

The fund financial statements are designed to report information about groupings of related accounts, which are used to maintain control over resources that have been segregated for specific activities or objectives. The Authority, like other state and local governments, uses fund accounting to ensure and demonstrate compliance with finance-related legal requirements. All of the funds of the Authority are classified as governmental funds.

Governmental funds are used to account for essentially the same functions reported as *governmental activities* in the government-wide financial statements. These statements, however, focus on (1) how cash and other financial assets can readily be converted to available resources and (2) the balances left at year-end that are available in the near future to finance the Authority's programs.

Because the focus of governmental funds is narrower than that of the government-wide financial statements, it is useful to compare the information presented for governmental funds with similar information presented for governmental activities in the government-wide financial statements. By doing so, readers may better understand the long-term impact of the Authority near-term financing decisions. Both the governmental funds Balance Sheet and the governmental funds Statement of Revenues, Expenditures, and Changes in Fund Balances provide a reconciliation to facilitate this comparison between governmental funds and governmental activities.

The Authority maintains three individual governmental funds organized according to their type (general, capital projects, and debt service). Information is presented separately in the governmental funds Balance Sheet and the Statement of Revenues, Expenditures and Changes in Fund Balances for the general fund, the capital projects fund, and the debt service fund, which are all considered to be major funds.

Notes to the Basic Financial Statements

The notes to the basic financial statements provide additional information that is essential to a full understanding of the data provided in the government-wide and fund financial statements.

Required Supplementary Information

In addition to the basic financial statements and accompanying notes, this report presents certain required supplementary information concerning the Authority's general fund budgetary comparison schedule, pension schedules, and OPEB schedules.

**Santa Cruz Regional 9-1-1
Management's Discussion and Analysis
June 30, 2023**

GOVERNMENT-WIDE FINANCIAL ANALYSIS

**Summary of Net Position
Governmental Activities**

	<u>2023</u>	<u>2022</u>	<u>Variance (%)</u>
Asset			
Current assets	\$ 1,201,859	\$ 556,294	116%
Noncurrent assets	2,144,700	3,123,678	-31%
Total assets	<u>3,346,559</u>	<u>3,679,972</u>	-9%
Deferred outflows	<u>3,541,700</u>	<u>2,031,295</u>	74%
Liabilities			
Current liabilities	934,432	793,233	18%
Noncurrent liabilities	13,019,030	10,606,780	23%
Total liabilities	<u>13,953,462</u>	<u>11,400,013</u>	22%
Deferred inflows	<u>1,456,179</u>	<u>2,588,486</u>	-44%
Net position:			
Net investment in capital assets	(193,272)	(1,775,144)	-89%
Restricted	841,076	-	100%
Unrestricted	<u>(9,169,186)</u>	<u>(6,502,088)</u>	41%
Total net position	<u>\$ (8,521,382)</u>	<u>\$ (8,277,232)</u>	3%

Analysis of Net Position

As noted earlier, net position may serve as a useful indicator of a government's financial position. For the fiscal year ended June 30, 2023, the Authority's liabilities and deferred inflows exceeded its assets and deferred outflows by \$8,521,382.

Decreases in noncurrent assets were due to depreciation expense.

Decreases in noncurrent liabilities were due to repayments made on long-term debt, decreases in then net pension liability due to decreases in the CalPERS Cost Sharing Plan net pension liability that the Authority is a part of, and increases in the net OPEB liability attributable to changes in assumptions due to updated actuarial tables.

A portion of the Authority's net position reflects its net investment in capital assets (e.g. structures and improvements, and other equipment), less any related debt to acquire those assets that is still outstanding, as a result debt for investment in capital assets exceeds net capital assets (\$193,272). The Authority uses these capital assets to provide services to citizens; consequently, these assets are not available for future spending. Although the Authority's net investment in capital assets is reported net of related debt, it should be noted that the resources needed to repay this debt must be provided from other sources, since the capital assets themselves cannot be used to liquidate these liabilities.

**Santa Cruz Regional 9-1-1
Management's Discussion and Analysis
June 30, 2023**

Analysis of Net Position, Continued

The Authority reported restricted net position for debt service of \$316,604 and \$524,472 for capital projects. The Authority's unrestricted net position is a negative \$9,169,186. This is primarily due to the Authority's net pension liability, OPEB liability and noncapital debt.

	2023	2022	Variance %
Revenues			
Program revenues:			
Charges for services	\$ 2,639,913	\$ 2,974,658	-11%
Operating grants and contributions	6,649,391	5,350,011	24%
Capital grants and contributions	-	-	
General revenues			
Interest income	39,403	5,760	584%
Rents and concessions	84,437	73,185	15%
Other revenues	361,118	422,630	-15%
Total revenues	<u>9,774,262</u>	<u>8,826,244</u>	11%
Expenses			
Governmental activities:	<u>10,549,497</u>	<u>8,712,551</u>	21%
Total expenses	<u>10,549,497</u>	<u>8,712,551</u>	
Change in net position	<u>\$ (775,235)</u>	<u>\$ 113,693</u>	

Analysis of Change in Net Position

The Authority's change in net position decreased by \$888,928 for the fiscal year ended June 30, 2023. The decrease in net position is expenses exceeding revenues by \$775,235. Included in the actual expenses is depreciation expense of \$405,543, pension expense of \$1,099,081, and OPEB expense of \$211,717. The increase in net position is mainly attributable to higher pension expense attributable to higher than projected investment returns by CalPERS during the measurement period. Contributions and charges for services are currently determined based on immediate capital needs and current funding requirements for the Authority's pension and OPEB plans, and hence resulted in a favorable change in net position.

**Santa Cruz Regional 9-1-1
Management's Discussion and Analysis
June 30, 2023**

FINANCIAL ANALYSIS OF THE REGIONAL 911'S FUNDS

As noted earlier, the Authority uses fund accounting to ensure and demonstrate compliance with finance-related legal requirements.

Governmental Funds

The Authority's governmental fund financial statements provide the same type of information found in the government-wide financial statements, but in more detail.

At June 30, 2023, the Authority's governmental funds reported combined ending fund balances of \$1,665,366.

Governmental revenues totaled \$9,774,262 in the fiscal year 2022-2023, and expenditures totaled \$9,244,331. In the fiscal year 2022-2023, governmental expenditures exceeded revenues by \$529,931. This was mainly attributable to higher member contributions during the year.

The following schedule shows a comparison of actual revenues and expenditures by source between the current and prior fiscal years.

Revenues and Expenditures Classified by Sources - Governmental Funds

	2023		2022		Increase/(Decrease)	
	Amount	% of Total	Amount	% of Total	Amount	% of change
Revenues by source						
Use of money/property	\$ 123,838	1%	\$ 78,948	1%	\$ 44,890	57%
Charges for services and member contributions	9,289,304	95%	8,324,669	94%	964,635	12%
Miscellaneous revenues	361,120	4%	422,627	5%	(61,507)	-15%
Total	\$ 9,774,262	100%	\$ 8,826,244	100%	\$ 948,018	11%
Expenditures by sources						
Salaries and benefits	\$ 7,215,490	78%	\$ 6,994,615	77%	\$ 220,875	3%
Services and supplies	1,354,247	15%	1,359,578	15%	(5,331)	0%
Payment to County of Santa Cruz	-	0%	-	0%	-	n/a
Debt service - Principal	458,982	5%	445,221	5%	13,761	3%
Debt service - Interest	178,028	2%	192,789	2%	(14,761)	-8%
Capital outlay	37,584	0%	112,953	1%	(75,369)	100%
Total	\$ 9,244,331	100%	\$ 9,105,156	100%	\$ 139,175	2%

**Santa Cruz Regional 9-1-1
Management's Discussion and Analysis
June 30, 2023**

Following are explanations of significant changes in revenues and expenditures by source:

The increase in charges for services is mainly due to the increased member contribution fees, which were necessary to fund increased salaries and benefits and cover increased debt service requirements.

The increase in expenditures was due mainly due to higher salaries during the year.

The current year excess of expenditures over revenues is presented below:

**Statement of Revenues, Expenditures, and Changes in Fund Balance
Governmental Funds**

	Major Funds			Total
	General Fund	Capital Project Fund	Debt Service Fund	
Revenues	\$ 9,159,552	\$ 336	\$ 614,374	\$ 9,774,262
Expenditures	(8,636,793)	(9,107)	(598,431)	(9,244,331)
Net change in fund balances	522,759	(8,771)	15,943	529,931
Fund balances, beginning (restated)	301,531	533,243	300,661	1,135,435
Fund balances, ending	\$ 824,290	\$ 524,472	\$ 316,604	\$ 1,665,366

Capital Assets

The Authority's investment in capital assets for its governmental activities as of June 30, 2023, totaled \$968,350 (net of accumulated depreciation). This investment in capital assets includes structures and improvements, and equipment.

Capital assets for the governmental activities are presented below to illustrate changes from the prior year:

			Increase/(Decrease)
	2023	2022	% of Change
Structures and improvements	\$ 3,093,516	\$ 3,753,089	-18%
Equipment	6,503,852	7,422,349	-12%
Less accumulated depreciation	(8,629,018)	(8,722,937)	-1%
Total capital assets, net	\$ 968,350	\$ 2,452,501	-61%

Additional information on the Authority's capital assets can be found in Note 5 of this report. The significant decrease is attributable to the record management system impairment loss reported in 2023.

**Santa Cruz Regional 9-1-1
Management’s Discussion and Analysis
June 30, 2023**

Debt Administration

For the governmental activities, the Authority had long-term debt outstanding at June 30, 2023, of \$4,746,094 as compared to \$5,209,562 in the prior year, a decrease of \$463,468. The decrease was mainly the result of scheduled debt payments.

Following is the Authority’s long-term debt activity to illustrate changes from the prior year:

	Governmental Activities	
	2023	2022
Lease revenue bonds	\$ 2,400,000	\$ 2,565,000
Unamortized bond discount	(3,240)	(6,477)
Finance purchase agreements	1,676,234	1,970,216
Compensated absences	673,100	680,823
Total	\$ 4,746,094	\$ 5,209,562

Additional information on the Authority's long-term debt can be found in Note 6 of this report.

ECONOMIC FACTORS AND NEXT YEAR’S BUDGET

The Authority is funded by Member Contributions and User Agency Service Agreements. The County of Santa Cruz has a 9-1-1 Response Fee Ordinance in place, which provides funding to partially offset their Member Contributions. As this fee has been upheld in past years, at this time it is anticipated that there will be no effect on this fee in future years.

REQUESTS FOR INFORMATION

This financial report is designed to provide a general overview of the Authority’s finances for all those with an interest in the government’s finances. Questions concerning any of the information provided in this report or requests for additional financial information should be addressed to the Santa Cruz Regional 911 General Manager.

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BASIC FINANCIAL STATEMENTS

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GOVERNMENT-WIDE FINANCIAL STATEMENTS

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Santa Cruz Regional 9-1-1
Statement of Net Position
June 30, 2023

ASSETS	
Current assets:	
Cash	\$ 1,147,913
Accounts receivable	53,946
Total current assets	1,201,859
Noncurrent assets:	
Lease receivable	333,126
Restricted cash	824,820
Prepaid items	18,404
Capital assets, net	968,350
Total noncurrent assets	2,144,700
Total assets	3,346,559
DEFERRED OUTFLOWS OF RESOURCES	
Deferred outflows of resources - pension	2,785,452
Deferred outflows of resources - OPEB	756,248
Total deferred outflows of resources	3,541,700
LIABILITIES	
Current liabilities:	
Accounts payable - claims	276,339
Accounts payable - payroll	112,771
Finance purchase agreements payable, current portion	303,012
Lease revenue bond payable, current portion	175,000
Compensated absences, current portion	67,310
Total current liabilities	934,432
Noncurrent liabilities:	
Finance purchase agreements payable	1,373,222
Lease revenue bond payable	2,221,760
Compensated absences	605,790
Net OPEB liability	3,054,435
Net pension liability	5,763,823
Total noncurrent liabilities	13,019,030
Total liabilities	13,953,462
DEFERRED INFLOWS OF RESOURCES	
Deferred inflows of resources - pension	262,233
Deferred inflows of resources - OPEB	870,213
Deferred inflows of resources - leases	323,733
Total deferred inflows of resources	1,456,179
NET POSITION	
Net investment in capital assets	(193,272)
Restricted for	
Debt service	316,604
Capital projects	524,472
Unrestricted	(9,169,186)
Net position	\$ (8,521,382)

See accompanying Notes to Basic Financial Statements.

Santa Cruz Regional 9-1-1
Statement of Activities
For the year ended June 30, 2023

	Expenses	Program Revenues			Total	Net (Expense)
		Charges for Services	Operating Grants and Contributions	Capital Grants and Contributions		Revenue and Changes in Net Position
						Governmental Activities
Governmental activities						
General government	\$ 10,549,497	\$ 2,639,913	\$ 6,649,391		\$ 9,289,304	\$ (1,260,193)
Total governmental activities	<u>\$ 10,549,497</u>	<u>\$ 2,639,913</u>	<u>\$ 6,649,391</u>	<u>\$ -</u>	<u>\$ 9,289,304</u>	<u>(1,260,193)</u>
General Revenues:						
						39,403
						84,437
						361,118
						<u>484,958</u>
						(775,235)
						<u>(7,746,147)</u>
						<u>\$ (8,521,382)</u>

See accompanying Notes to Basic Financial Statements.

FUND FINANCIAL STATEMENTS

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GOVERNMENTAL FUND FINANCIAL STATEMENTS

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Santa Cruz Regional 9-1-1
Balance Sheet - Governmental Funds
June 30, 2023

	General Fund	Capital Project Fund	Debt Service Fund	Total
ASSETS				
Cash	\$ 1,122,550	\$ 18,967	\$ 6,396	\$ 1,147,913
Restricted cash	-	514,612	310,208	824,820
Accounts receivable	53,946	-	-	53,946
Lease receivable	333,126	-	-	333,126
Prepaid items	18,404	-	-	18,404
Total assets	\$ 1,528,026	\$ 533,579	\$ 316,604	\$ 2,378,209
LIABILITIES, DEFERRED INFLOWS OF RESOURCES, AND FUND BALANCES				
Liabilities:				
Accounts payable - claims	\$ 267,232	\$ 9,107	\$ -	\$ 276,339
Accounts payable - payroll	112,771	-	-	112,771
Total liabilities	380,003	9,107	-	389,110
Deferred inflows of resources:				
Deferred inflows - leases	323,733	-	-	323,733
Total deferred inflows of resources	323,733	-	-	323,733
Fund balances:				
Nonspendable:				
Prepaid items	18,404	-	-	18,404
Restricted:				
Debt service	-	-	316,604	316,604
Capital projects	-	524,472	-	524,472
Assigned:				
Record management systems	52,431	-	-	52,431
Unassigned	753,455	-	-	753,455
Total fund balances	824,290	524,472	316,604	1,665,366
Total liabilities, deferred inflows of resources, and fund balances	\$ 1,528,026	\$ 533,579	\$ 316,604	\$ 2,378,209

See accompanying Notes to Basic Financial Statements.

Santa Cruz Regional 9-1-1
Reconciliation of the Balance Sheet of Governmental Funds to the Statement of Net Position
For the year ended June 30, 2023

Fund Balances of Governmental Funds	\$ 1,665,366
Amounts reported for governmental activities in the Statement of Net Position are different because:	
Capital assets used in governmental activities are not financial resources and therefore are not reported in governmental funds.	968,350
In the Government-Wide Financial Statements, certain differences between actuarial amounts and actual results for pension are deferred and amortized over a period of time, however these differences do not impact the Governmental Funds Balance Sheet:	
Deferred outflows of resources - pension	2,785,452
Deferred outflows of resources - OPEB	756,248
Deferred inflows of resources - pension	(262,233)
Deferred inflows of resources - OPEB	(870,213)
Long-term liabilities, including bonds payable, are not due and payable in the current period and therefore they are not reported in the governmental funds.	
Lease revenue refunding bond, including discount	(2,396,760)
Finance purchase agreement payable	(1,676,234)
Compensated absences	(673,100)
Net pension liability	(5,763,823)
Other post-employment benefits	(3,054,435)
Net Position of Governmental Activities	<u>\$ (8,521,382)</u>

See accompanying Notes to Basic Financial Statements.

Santa Cruz Regional 9-1-1
Statement of Revenues, Expenditures and Changes in Fund Balances
For the year ended June 30, 2023

	General Fund	Capital Project Fund	Debt Service Fund	Total
REVENUES:				
Use of money and property	\$ 112,175	\$ 336	\$ 11,327	\$ 123,838
Charges for services	2,639,913	-	-	2,639,913
Member contributions	6,046,344	-	603,047	6,649,391
Miscellaneous revenues	361,120	-	-	361,120
Total revenues	9,159,552	336	614,374	9,774,262
EXPENDITURES:				
Current:				
Public safety:				
Salaries and benefits	7,215,490	-	-	7,215,490
Services and supplies	1,350,342	-	3,905	1,354,247
Capital outlay	28,477	9,107	-	37,584
Debt service:				
Principal	34,448	-	424,534	458,982
Interest and fiscal charges	8,036	-	169,992	178,028
Total expenditures	8,636,793	9,107	598,431	9,244,331
Net change in fund balances	522,759	(8,771)	15,943	529,931
FUND BALANCES:				
Beginning of year, as restated	301,531	533,243	300,661	1,135,435
End of year	\$ 824,290	\$ 524,472	\$ 316,604	\$ 1,665,366

See accompanying Notes to Basic Financial Statements.

Santa Cruz Regional 9-1-1
Reconciliation of the Statement of Revenues, Expenditures and Changes in Fund
Balances of Governmental Funds to the Statement of Activities
For the year ended June 30, 2023

Net Change in Fund Balances - Total Governmental Funds \$ 529,931

Amounts reported for governmental activities in the Statement of Activities are different because:

Governmental funds report capital outlay as expenditures. In the statement of activities, however, the cost of those assets is allocated over their estimated useful lives as depreciation expense. This is the difference between capital outlay expenditures and depreciation in the current year.

Current year capital asset acquisitions	158,711
Depreciation expense	(405,543)
Impairment loss	(1,237,319)

Current year employer pension contributions recorded as expenditures in the governmental funds, however these amounts are reported a deferred outflow of resources on the Government-Wide Statement of Net Position.

869,176

Pension expense is recorded as incurred in the Government-Wide Statement of Activities, however pension expense is not recognized in the governmental funds.

(1,099,081)

Current year employer OPEB contributions recorded as expenditures in the governmental funds, however these amounts are reported a deferred outflow of resources on the Government-Wide Statement of Net Position.

157,139

OPEB expense is recorded as incurred in the Government-Wide Statement of Activities, however OPEB expense is not recognized in the governmental funds.

(211,717)

New debt issuances or lease financing purchase arrangements are reported as other financing sources, and repayments of such debt principal is an expenditure in the governmental funds. However, these transactions increase or decrease the long-term liabilities in the statement of net position.

Lease revenue refunding bonds	165,000
Finance purchase agreements	293,982

Some expenses reported in the statement of activities do not require the use of current financial resources and, therefore, are not reported as expenditures in governmental funds.

Amortization of bond discount	(3,237)
Change in compensated absences	7,723

Change in Net Position of Governmental Activities \$ (775,235)

See accompanying Notes to Basic Financial Statements.

FIDUCIARY FUND FINANCIAL STATEMENTS

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Santa Cruz Regional 9-1-1
Statement of Fiduciary Net Position
Fiduciary Funds
June 30, 2023

	Santa Cruz PFA 2012A Project Custodial Fund
Assets	
Restricted cash and investments	5,298
Total assets	<u>5,298</u>
Liabilities	
Due to other government	-
Total liabilities	<u>-</u>
Net Position	
Held in trust restricted for custodial funds	5,298
Total net position	<u>\$ 5,298</u>

See accompanying Notes to Basic Financial Statements.

Santa Cruz Regional 9-1-1
Statement of Changes in Fiduciary Net Position
Fiduciary Funds
For the year ended June 30, 2023

	Santa Cruz PFA 2012A Project Custodial Fund
Additions	
Interest income	\$ 161
Total additions	<u>161</u>
Deductions	
Transfers to County of Santa Cruz	<u>-</u>
Total deductions	<u>-</u>
Change in fiduciary net position	<u>161</u>
Net Position - beginning	<u>5,137</u>
Net Position - ending	<u><u>\$ 5,298</u></u>

See accompanying Notes to Basic Financial Statements.

NOTES TO BASIC FINANCIAL STATEMENTS

Santa Cruz Regional 9-1-1
Notes to Basic Financial Statements
For the year ended June 30, 2023

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

The basic financial statements of the Santa Cruz Regional 9-1-1 (Authority) have been prepared in conformity with generally accepted accounting principles (GAAP) in the United States as applied to governmental units. The Governmental Accounting Standards Board (GASB) is the accepted standard-setting body for establishing governmental accounting and financial reporting principles. The more significant of the Authority's accounting policies are described below:

A. *Description of Reporting Entity*

The Authority was formed on July 1, 1991, by the execution of a joint powers agreement by and among the cities of Capitola, Santa Cruz, and Watsonville, and the County of Santa Cruz. The Regional 911 is governed by a four-member board.

E. *Basis of Accounting/Measurement Focus*

The accounts of the Authority are organized on the basis of funds, each of which is considered a separate accounting entity. The operations of each fund are accounted for with a separate set of self-balancing accounts that comprise its assets, liabilities, fund equity, revenues, and expenditures or expenses, as appropriate. Governmental resources are allocated to and accounted for in individual funds based upon the purposes for which they are to be spent and the means by which spending activities are controlled.

Government - Wide Financial Statements - The Authority's government-wide financial statements include a Statement of Net Position and a Statement of Activities. These statements present summaries of governmental activities for the Authority.

The Statement of Net Position and Statement of Activities display information about the primary government. These statements include the financial activities of the overall government.

The Statement of Activities presents a comparison between direct expenses and program revenues for each function of the Authority's governmental activities. Direct expenses are those that are specifically associated with the Authority. Program revenues include contributions from other governmental agencies that are restricted for meeting the operational or capital requirements of the Authority. Revenues that are not classified as program revenues, including investment income, are presented instead as general revenues.

When both restricted and unrestricted resources are available for use, it is the Authority's policy to use restricted resources first, then unrestricted resources as they are needed.

Certain eliminations have been made in regards to interfund activities. All internal balances (transfers in and out) in the Statement of Net Position have been eliminated.

Santa Cruz Regional 9-1-1
Notes to Basic Financial Statements
For the year ended June 30, 2023

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES, Continued

B. Basis of Accounting/Measurement Focus, Continued

The government-wide and fiduciary financial statements are prepared using the economic resources measurement focus and the accrual basis of accounting. This differs from the manner in which governmental fund financial statements are prepared. Therefore, governmental fund financial statements include reconciliation with brief explanations to better identify the relationship between government-wide statements and the statements for governmental funds.

The accounting objectives of the economic resources measurement focus are the determination of operating income, changes in net position (or cost recovery), financial position and cash flows. All assets, deferred outflows of resources, liabilities, and deferred inflows of resources (whether current or non-current) associated with their activities are reported. Fund equity is classified as net position.

Under the accrual basis of accounting, revenues are recorded when earned and expenses are recorded at the time liabilities are incurred or economic asset used.

Governmental Fund Financial Statements - Fund financial statements are organized into funds, each of which is considered to be a separate accounting entity. Each fund is accounted for by providing a separate set of self-balancing accounts that constitute its assets, deferred outflow of resources, liabilities, deferred inflow of resources, fund equity, revenues, and expenditures. Funds are organized into three major categories: governmental, proprietary, and fiduciary.

The emphasis of fund financial statements is on major governmental and enterprise funds rather than reporting funds by type. Each major fund is presented in a separate column. The Authority has no proprietary funds.

The Authority reports three major governmental funds. Those funds are:

General Fund - The General Fund is the general operating fund of the Authority. It is used to account for all financial resources, which are not required to be accounted for in another fund.

Capital Projects Fund - The Capital Projects Fund was created during fiscal year 1993-1994, for the purpose of accounting for the construction of the Authority building, and is maintained for the purchase of equipment.

Debt Service Fund - The Debt Service fund was created during fiscal year 2005-2006, for the purpose of periodic payment of interest and principal on the Authority's long-term liabilities.

Measurement focus is a term used to describe "which" transactions are recorded within the various financial statements. Basis of accounting refers to "when" transactions are recorded regardless of the measurement focus applied.

Santa Cruz Regional 9-1-1
Notes to Basic Financial Statements
For the year ended June 30, 2023

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES, Continued

B. Basis of Accounting/Measurement Focus, Continued

Revenues, expenses, gains, losses, assets and liabilities resulting from exchange and exchange-like transactions are recognized when the exchange takes place.

The governmental fund financial statements are prepared using the current financial resources measurement focus and the modified accrual basis of accounting.

In the current financial resources measurement focus, only current financial assets and liabilities are generally included on the balance sheets. The operating statements present sources and uses of funds available for financial resources during a given period. The fund balance is used as the measure of available financial resources at the end of the period.

Under the modified accrual basis of accounting, revenues are recognized when measurable and available. Measurable means knowing or being able to reasonably estimate the amount. Available means having been earned and collectible within the current period. Expenditures (including capital outlay) are recorded when the related liability is incurred, except for debt service expenditures (principal and interest), as well as expenditures related to compensated absences which are reported when due.

Fiduciary Fund Financial Statements - Fiduciary fund financial statements include a statement of net position and statement of changes in net position. The Authority has one custodial fund.

The Authority's custodial fund is used to account for unspent monies held by the Authority on behalf of the County of Santa Cruz. These amounts are to be used for County of Santa Cruz projects, and were received through the issuance of the 2012A Lease Revenue Bonds.

C. New Accounting Pronouncements

In 2023, the Authority adopted new accounting standards in order to conform to the following Governmental Accounting Standards Board Statements:

GASB Statement No. 91, Conduit Debt Obligations - The primary objectives of this Statement are to provide a single method of reporting conduit debt obligations by issuers and eliminate diversity in practice associated with (1) commitments extended by issuers, (2) arrangements associated with conduit debt obligations, and (3) related note disclosures. The requirements of this statement did not apply to the District for the current fiscal year.

GASB Statement 94, Public-Private and Public-Public Partnerships and Availability Payment Arrangements - The primary objective of this Statement is to improve financial reporting by addressing issues related to public-private and public-public partnership arrangements (PPPs). As used in this Statement, a PPP in an arrangement in which a government (the transferor) contracts with an operator (a governmental or nongovernmental entity) to provide public services by conveying control of the right to operate or use a nonfinancial asset, such as infrastructure or other capital asset (the underlying PPP asset), for a period of time in an exchange or exchange-like transaction. The requirements of this statement did not apply to the District for the current fiscal year.

Santa Cruz Regional 9-1-1
Notes to Basic Financial Statements
For the year ended June 30, 2023

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES, Continued

C. *New Accounting Pronouncements, Continued*

GASB Statement No. 96, Subscription-based Information Technology Arrangements – This Statement provides guidance on the accounting and financial reporting for subscription-based information technology arrangements (SBITAs) for government end users (governments). This Statement (1) defines a SBITA; (2) establishes that a SBITA results in a right-to-use subscription asset – an intangible asset – and a corresponding subscription liability; (3) provides the capitalization criteria for outlays other than subscription payments, including implementation costs of a SBITA; and (4) requires note disclosures regarding a SBITA. The requirements of this Statement did not apply to the District for the current fiscal year.

D. *Leases - Lessor*

The Authority is a lessor for noncancellable leases of a cell towers. The Authority recognizes lease receivables and a deferred inflow of resources in the government-wide and fund financial statements.

At the commencement of a lease, the Authority initially measures the lease receivable at the present value of payments expected to be received during the lease term. Subsequently, the lease receivable is reduced by the principal portion of lease payments received. The deferred inflow of resources is initially measured as the initial amount of the lease receivable, adjusted for lease payments received at or before the lease commencement date. Subsequently, the deferred inflow of resources is recognized as revenue over the life of the lease term.

Key estimates and judgments include how the Authority determines (1) the discount rate it uses to discount the expected lease receipts to present value, (2) lease term, and (3) lease receipts.

- The Authority uses its estimated incremental borrowing rate as the discount rate for leases.
- The lease term includes the noncancellable period of the lease. Lease receipts included in the measurement of the lease receivable is composed of fixed payments from the lessee.

The Authority monitors changes in circumstances that would require a remeasurement of its lease, and will remeasure the lease receivable and deferred inflows of resources if certain changes occur that are expected to significantly affect the amount of the lease receivable.

E. *Interfund Transactions*

Activity between funds that are representative of lending/borrowing arrangements outstanding at the end of the year are referred to as "due to/from other funds" (i.e. current portion of interfund loans) or "advances from/to other funds" (i.e. noncurrent portion of interfund loans).

F. *Prepaid Items*

Certain payments to vendors reflect costs applicable to future accounting periods and are recorded as prepaid items in both government-wide and fund financial statements. A reservation of fund balance has been reported in the governmental funds to show that prepaid amounts do not constitute "available spendable resources."

Santa Cruz Regional 9-1-1
Notes to Basic Financial Statements
For the year ended June 30, 2023

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES, Continued

G. Capital Assets and Depreciation

Capital assets purchased or acquired with an original cost of \$5,000 or more are reported at historical cost or estimated historical cost. Contributed assets are reported at fair market value as of the date received. Additions, improvements and other capital outlays that significantly extend the useful life of an asset are capitalized. Other costs incurred for repairs and maintenance are expensed as incurred. Depreciation on all assets is provided on the straight-line basis over the following estimated useful lives:

Buildings and structure	20-40 years
Equipment	3-15 years

H. Net Position

In the government-wide financial statements, net position is classified in the following categories:

Net Investment in Capital Assets - This amount consists of capital assets net of accumulated depreciation and reduced by outstanding debt that is attributed to the acquisition, construction, or improvements of the assets.

Restricted Net Position - This amount is restricted by external creditors.

Unrestricted Net Position - This amount is all net position that does not meet the definition of "net investment in capital assets" or "restricted net position."

I. Fund Balances

In the fund financial statements, fund balances represent the net current assets of each fund. Net current assets generally represent a fund's cash, receivables, and other current assets, less its liabilities.

As prescribed by GASB Statement No. 54, governmental funds report fund balance in classifications based primarily on the extent to which the Authority is bound to honor constraints on specific purposes for which amounts in the funds can be spent. June 30, 2023, fund balances for governmental funds are made up of the following:

Nonspendable Fund Balance - includes amounts that are (a) not in spendable form, or (b) legally or contractually required to be maintained intact. The "not in spendable form" criterion includes items that are not expected to be converted to cash, for example: inventories, prepaid items, and long-term loans receivable.

Restricted Debt Service - includes the funds held by trustees or fiscal agents for future payment of bond principal and interest, or otherwise are restricted by bond terms. These funds are not available for general operations.

Assigned Fund Balance - comprises amounts intended to be used by the Authority for specific purposes that are neither restricted nor committed. The Authority has not designated any level of authority for assigning fund balance, therefore, the Board of Directors can assign fund balance.

Santa Cruz Regional 9-1-1
Notes to Basic Financial Statements
For the year ended June 30, 2023

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES, Continued

I. Fund Balances, Continued

Unassigned Fund Balance – is the residual classification for the general fund and includes all amounts not contained in the other classifications. Unassigned amounts are technically available for any purpose. In other governmental funds, if expenditures exceed amounts restricted, committed, or assigned, the negative amount is reflected as negative unassigned fund balance.

In circumstances when an expenditure is made for a purpose for which amounts are available in multiple fund balance classifications, fund balance is generally depleted in the order of restricted, committed, assigned, and unassigned.

J. Pension Expense

For purposes of measuring the net pension liability and deferred outflows/inflows of resources related to pensions, and pension expense, information about the fiduciary net position of the Authority’s California Public Employees’ Retirement System (CalPERS) plan and additions to/deductions from the Plan’s fiduciary net position have determined on the same basis as they are reported by CalPERS. For this purpose, benefit payments (including refunds of employee contributions) are recognized when due and payable in accordance with the benefit terms. Investments are reported at fair value.

K. Other Postemployment Benefits (OPEB)

For purposes of measuring the net OPEB liability, deferred outflows of resources and deferred inflows of resources related to OPEB, and OPEB expense, information about the fiduciary net position of the Authority’s plan (OPEB Plan) and additions to/deductions from the OPEB Plan’s fiduciary net position have been determined on the same basis. For this purpose, benefit payments are recognized when currently due and payable in accordance with the benefit terms. Investments are reported at fair value. Generally accepted accounting principles require that the reported results must pertain to liability and asset information within certain defined timeframes. For this report, the following timeframes are used:

Valuation Date	June 30, 2021
Measurement Date	June 30, 2022
Measurement Period	July 1, 2021 to June 30, 2022

L. Deferred Outflows/Inflows of Resources

In addition to assets, the statement of financial position will sometimes report deferred outflows of resources. Deferred outflows of resources represent a consumption of net position that applies to future periods and so will not be recognized as an outflow of resources (expense/expenditures) until then.

In addition to liabilities, the statement of financial position will sometimes report deferred inflows of resources. Deferred inflows of resources represent an acquisition of net position that applies to future periods and so will not be recognized as an inflow of resources (revenue) until then.

Santa Cruz Regional 9-1-1
Notes to Basic Financial Statements
For the year ended June 30, 2023

2. CASH AND INVESTMENTS

The Authority maintains cash and investments as summarized below:

Primary Government:	
County of Santa Cruz Investment Pool	\$ 1,147,913
Total cash and investments	<u>\$ 1,147,913</u>
Restricted cash and investments	<u>\$ 824,820</u>
Fiduciary Funds:	
Restricted cash and investments	<u>\$ 5,298</u>

A. Investment with Santa Cruz County Investment Pool

\$1,147,913 at June 30, 2023 is part of the common investment pool of the Santa Cruz County Investment Pool. It is the policy of the Treasurer-Tax Collector of Santa Cruz County to invest public funds in a manner which provides for the safety of the funds on deposit, the cash flow demands, or liquidity needs of the treasury pool participants, and the highest possible yield after first considering the first two objectives of safety and liquidity. In addition, it is the Treasurer-Tax Collectors’ policy to invest all funds in strict conformance with all state statutes governing the investment of public monies.

Investments are measured at fair value on a recurring basis. *Recurring* fair value measurements are those that Governmental Accounting Standards Board (GASB) Statements require or permit in the statement of net position at the end of each reporting period. Fair value measurements are categorized based on the valuation inputs used to measure an asset’s fair value: Level 1 inputs are quoted prices in active markets for identical assets; Level 2 inputs are significant other observable inputs; Level 3 inputs are significant unobservable inputs.

The Authority’s investment in the Santa Cruz County Investment Pool is exempt from levelling disclosure.

B. Interest Rate Risk

At June 30, 2023, the Authority had the following investment maturities.

Investment Type	Fair Value	Investment Maturity (In Years)		
		Less than 1	1 to 2	2 to 3
Santa Cruz County Investment Pool	\$ 1,147,913	\$ 1,147,913	\$ -	\$ -
Total	<u>\$ 1,147,913</u>	<u>\$ 1,147,913</u>	<u>\$ -</u>	<u>\$ -</u>

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Notes to Basic Financial Statements
For the year ended June 30, 2023

2. CASH AND INVESTMENTS, Continued

C. Concentration of Credit Risk

At June 30, 2023, in accordance with State law and the County’s Investment Policy, the County did not have 5% or more of its net investment in commercial paper, corporate bonds or medium-term notes of a single organization, nor did it have 10% or more of its net investment in any one money market mutual fund. Investments in obligations of the U.S. government, U.S. government agencies, or government-sponsored enterprises are exempt from these limitations.

The following schedule is a summary of the credit quality distribution and concentration of credit risk by investment type as a percentage of the County Investment Pool’s fair value at June 30, 2023.

Investment Type	Standard & Poor's	Moody's	% of Portfolio
Local Agency Bonds	A	Aa3	3.33%
U.S Treasury Securities	N/A	N/A	30.53%
Federal Agency Securities	AA+	Aaa	30.71%
Medium-Term Notes	A/AAA	A+	7.67%
Money Market Mutual Funds	Unrated	Unrated	10.80%
Local Agency Investment Fund (LAIF)	Unrated	Unrated	0.41%
Certificates of Deposit	A1	P1	8.14%
Checking Account	Unrated	Unrated	1.31%
Supranational	AAA	Aaa	7.10%
Total			100.00%

3. RESTRICTED ASSETS

Certain proceeds of the Authority’s lease revenue bonds with the Santa Cruz Public Financing Authority, as well as certain resources set aside for bond payments, are classified as restricted assets on the Balance Sheet because the majority of the assets are maintained in a separate bank account and the use of all of these assets is limited by applicable bond terms.

In addition, unspent debt proceeds held in separate bank account are classified as restricted assets on the Balance Sheet.

Santa Cruz Regional 9-1-1
Notes to Basic Financial Statements
For the year ended June 30, 2023

4. LEASE RECEIVABLE

For the year ended June 30, 2023, the financial statements include the adoption of GASB Statement No. 87, Leases. The primary objective of this statement is to enhance the relevance and consistency of information about the Authority's leasing activities. This statement establishes a single model for lease accounting based on the principal that leases are financings of the right to use an underlying asset. The Authority has one cell tower lessor financing leases in which it is acting as Lessor. The total value of the lease receivable and deferred inflow of resources at June 30, 2023 were \$333,126. The total lease revenue recognized during the fiscal year was \$28,137. The lease amounts were measured using a discount rate of 3.18%

On August 16, 1994, the Authority entered into an operating lease agreement as lessor with GTE Mobilenet. GTE Mobilenet agreed to lease space on the transmitting tower for an initial term of five (5) years, beginning on January 1, 1995, with an option to extend the lease for three (3) additional periods of five (5) years each. The agreement calls for GTE Mobilenet to pay the Regional 911 an initial Base Rent of \$28,800 per year (in monthly installments) for the first year, with the rent being subject to an annual adjustment each January 1st during the term of the sublease. Since the inception of the lease, GTE Mobilenet has become Verizon Wireless and has continuously exercised the option to extend the lease through December 31, 2034.

5. CAPITAL ASSETS

The following is a summary of capital assets activity for the fiscal year ended June 30, 2023:

	Balance at July 1, 2022	Addition	Deletion	Balance at June 30, 2023
Depreciable assets:				
Structures/improvements	\$ 3,753,089	\$ -	\$ (659,573)	\$ 3,093,516
Equipment	7,422,349	158,711	(1,077,208)	6,503,852
Total depreciable assets	11,175,438	158,711	(1,736,781)	9,597,368
Less accumulated depreciation:				
Structures/improvements	(3,358,987)	(124,363)	123,416	(3,359,934)
Equipment	(5,363,950)	(281,180)	376,046	(5,269,084)
Total accumulated depreciation	(8,722,937)	(405,543)	499,462	(8,629,018)
Total capital assets, net	\$ 2,452,501	\$ (246,832)	\$ (1,237,319)	\$ 968,350

The Authority recorded an impairment loss of \$1,237,319 for equipment that was no longer operational at the end of the year. The Authority does not have any plans for repair due to dispute with the equipment vendor.

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Notes to Basic Financial Statements
For the year ended June 30, 2023

6. NON-CURRENT LIABILITIES

The following is a summary of changes in non-current liabilities transactions for the fiscal year ended June 30, 2023:

	Balance July 1, 2022	Additions	Deletions	Balance June 30, 2023	Due Within One Year	Due in More Than One Year
Finance purchase agreements:						
Motorola Solutions Inc.	\$ 837,674	\$ -	\$ (157,780)	\$ 679,894	\$ 162,513	\$ 517,381
Government Capital Corporation	1,132,542	-	(136,202)	996,340	140,499	855,841
Subtotal	1,970,216	-	(293,982)	1,676,234	303,012	1,373,222
Lease revenue refunding bond	2,565,000	-	(165,000)	2,400,000	175,000	2,225,000
Unamortized bond discount	(6,477)	-	3,237	(3,240)	-	(3,240)
Subtotal	2,558,523	-	(161,763)	2,396,760	175,000	2,221,760
Compensated absences	680,823	-	(7,723)	673,100	67,310	605,790
Total long-term liabilities	\$ 5,209,562	\$ -	\$ (463,468)	\$ 4,746,094	\$ 545,322	\$ 4,200,772

A. Lease Revenue Refunding Bond

On May 15, 2012, the County of Santa Cruz Public Financing Authority, on behalf of Authority, issued \$3,965,000 2012 Lease Revenue Refunding Bonds, Series A, with interest rates ranging from 2% to 5%. The proceeds of the bonds were used to (i) currently refund \$2,870,000 of the outstanding 2002A Lease Revenue Refunding Bonds, (ii) terminate an existing lease, (iii) purchase equipment, (iv) fund a reserve account for the bonds and (v) pay the costs incurred in connection with the issuance of the bonds. The redemption discount in the amount of \$35,612 is being amortized as a deferred credit over the remaining life of the current debt.

Principal payments are due annually in June and interest payments are due semi-annually in December and June. The debt service requirements, including interest, are as follows:

Year Ending June 30,	Principal	Interest	Total
2024	\$ 175,000	\$ 112,562	\$ 287,562
2025	180,000	105,345	285,345
2026	190,000	97,694	287,694
2027	195,000	89,382	284,382
2028	205,000	80,606	285,606
2029-2033	1,180,000	249,319	1,429,319
2034	275,000	13,750	288,750
Total	\$ 2,400,000	\$ 748,658	\$ 3,148,658

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Notes to Basic Financial Statements
For the year ended June 30, 2023

6. NON-CURRENT LIABILITIES, Continued

B. Compensated Absences Payable

Compensated absences are those absences, for which employees will be paid, such as vacation, sick, compensation time and administrative leave. A liability for compensated absences that are attributable for services already rendered that are not contingent on a special event that is outside the control of the government and its employees is accrued as employees earn the rights to the benefits. On June 30, 2023, the liability for compensated absences included \$288,952 of vacation pay, \$284,880 of vested sick leave and \$99,268 of accumulated overtime for a total of \$673,100.

C. Finance Purchase Agreements - Direct Borrowing

The Authority has entered into certain finance purchase agreements under which the related equipment becomes the property of the Authority. The Authority entered into an agreement on November 10th, 2016 with Motorola Solutions Inc. for various computer-aided dispatch equipment and software. On September 26, 2019, the Authority entered into an agreement with Government Capital Corporation for TriTech Inform Records Enterprise complete solution and hardware.

The debt service requirements, including interest for Motorola Solutions Inc. are as follows:

Year Ending June 30,	Principal	Interest	Total
2024	\$ 162,513	\$ 20,397	\$ 182,910
2025	167,388	15,522	182,910
2026	172,411	10,499	182,910
2027	177,582	5,328	182,910
Total	\$ 679,894	\$ 51,746	\$ 731,640

The debt service requirements, including interest for Government Capital Corporation are as follows:

Year Ending June 30,	Principal	Interest	Total
2024	\$ 140,499	\$ 29,439	\$ 169,938
2025	144,932	25,006	169,938
2026	149,505	20,433	169,938
2027	154,223	15,715	169,938
2028	159,088	10,850	169,938
2029-2030	248,093	6,814	254,907
Total	\$ 996,340	\$ 108,257	\$ 1,104,597

Santa Cruz Regional 9-1-1
Notes to Basic Financial Statements
For the year ended June 30, 2023

7. PLEDGE OF FUTURE REVENUES

The Santa Cruz Public Financing Authority 2012 Lease Revenue Bonds, Series A were issued, on behalf of Authority, to (i) refinance an existing lease, (ii) terminate an existing lease, (iii) purchase equipment, (iv) fund a reserve account for the bonds and (v) pay the costs incurred in connection with the issuance of the bonds. The bonds are payable from the revenues pledged under the Indenture of Trust, consisting primarily of lease payments to be made by the Authority to the Santa Cruz County Public Financing Authority as rental for certain facilities pursuant to a Lease Agreement. The lease payments are paid from use payments paid to the Authority by the cities of Santa Cruz, Watsonville, and Capitola and the County of Santa Cruz.

8. DEFINED BENEFIT PENSION PLAN

A. Plan Description

All qualified permanent and probationary employees are eligible to participate in the Public Agency Cost-Sharing Multiple-Employer Defined Benefit Pension Plan (Plan) administered by the California Public Employees' Retirement System (CalPERS). The Plan consists of individual rate plans (benefit tiers) within a safety risk pool (police and fire) and a miscellaneous risk pool (all other.) Plan assets may be used to pay benefits for any employer rate plan of the safety and miscellaneous risk pools. Accordingly, rate plans within the safety or miscellaneous pools are not separate plans under GASB Statement No. 68. Individual employers may sponsor more than one rate plan in the miscellaneous or safety risk pools. The Authority sponsors three rate plans (three miscellaneous). Benefit provisions under the Plan are established by State statute and Authority resolution. CalPERS issues publicly available reports that include a full description of the pension plan regarding benefit provisions, assumptions and membership information that can be found on the CalPERS website.

B. Benefits Provided

CalPERS provides service retirement and disability benefits, annual cost of living adjustments and death benefits to plan members who must be public employees and beneficiaries. Benefits are based on years of credited service, equal to one year of full time employment. Members with five years of total service are eligible to retire at age 55 with statutorily reduced benefits. All members are eligible for non-duty disability benefits after 10 years of service. The death benefit is one of the following: the Basic Death Benefit, the 1957 Survivor Benefit, or the Optional Settlement 2W Death Benefit. The cost of living adjustments for each plan are applied as specified by the Public Employee's Retirement Law.

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Notes to Basic Financial Statements
For the year ended June 30, 2023

8. DEFINED BENEFIT PENSION PLAN, Continued

B. Benefits Provided, Continued

The rate plan provisions and benefits in effect at June 30, 2023 are summarized as follows:

Hire Date	Tier 1	Tier 2	PEPRA
	Prior to 2/4/2012	2/4/2012 to 12/31/2012	On or after 1/1/2013
Benefit formula	2.0% @55	2.0% @ 60	2.0% @ 62
Benefit vesting schedule	5 years	5 years	5 years
Earliest retirement age	50	50	52
Maximum benefit factor	2.418% @ 63	2.418% @ 63	2.5% @ 67
Final compensation	12 months	36 months	36 months
Required employee contribution rates	8.00%	8.00%	8.00%
Required employer contribution rates	10.87%	8.63%	7.47%
Required UAL payment	\$ 495,107	\$ 7,987	\$ 884

C. Contribution

Section 20814(c) of the California Public Employees’ Retirement Law requires that the employer contribution rates for all public employers be determined on an actuarial basis, annually and is effective on July 1 following notice of a change in the rate. Funding contributions for the Plan are determined annually on an actuarial basis as of June 30 by CalPERS. The actuarially determined rate is the estimated amount necessary to finance the costs of benefits earned by employees during the year, with an additional amount to finance any unfunded accrued liability. The Authority is required to contribute the difference between the actuarially determined rate and the contribution rate of employees.

The Authority’s contributions to the Plan for the measurement period ended June 30, 2022 were \$855,326. The Authority’s contributions to the Plan for the fiscal year ended June 30, 2023 were \$869,176.

D. Pension Liabilities, Pension Expenses, and Deferred Outflows/Inflows of Resources Related to Pensions

As of June 30, 2023, the Authority reported a net pension liability for its proportionate share of the net pension liability of the Plan of \$5,763,823.

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Notes to Basic Financial Statements
For the year ended June 30, 2023

8. DEFINED BENEFIT PENSION PLAN, Continued

D. Pension Liabilities, Pension Expenses, and Deferred Outflows/Inflows of Resources Related to Pensions, Continued

The Authority's net pension liability for the Plan is measured as the proportionate share of the total net pension liability of the Plan. The net pension liability of the Plan is measured as of June 30, 2022, and the total pension liability for the Plan used to calculate the net pension liability was determined by actuarial valuations as of June 30, 2021 rolled forward to June 30, 2022 using standard update procedures. The Authority's proportionate share of the net pension liability was based on the Authority's plan liability and asset-related information where available, and proportional allocations of individual plan amounts as of the valuation date where not available.

The Authority's proportionate share of the net pension liability for the Plan as of the measurement dates June 30, 2021 and 2022 were as follows:

Proportion - June 30, 2021	0.04147%
Proportion - June 30, 2022	<u>0.04990%</u>
Change - Increase (Decrease)	<u>0.00843%</u>

For the year ended June 30, 2023, the Authority recognized pension expense of \$1,099,081 in the government wide statement of activities. At June 30, 2023, the Authority reported deferred outflows of resources and deferred inflows of resources related to pensions from the following sources:

	Deferred Outflows of Resources	Deferred Inflows of Resources
	<u> </u>	<u> </u>
Pension contributions subsequent to measurement date	\$ 869,176	\$ -
Changes in assumptions	590,624	-
Differences between expected and actual experience	115,749	77,524
Changes in employer's proportion	154,124	-
Differences between the employer's contribution and the employer's proportionate share of contributions	-	184,709
Net differences between projected and actual earnings on plan investments	<u>1,055,779</u>	<u>-</u>
Total	<u>\$ 2,785,452</u>	<u>\$ 262,233</u>

Santa Cruz Regional 9-1-1
Notes to Basic Financial Statements
For the year ended June 30, 2023

8. DEFINED BENEFIT PENSION PLAN, Continued

D. Pension Liabilities, Pension Expenses, and Deferred Outflows/Inflows of Resources Related to Pensions, Continued

The \$869,176 reported as deferred outflows of resources related to contributions subsequent to the measurement date will be recognized as a reduction of the net pension liability in the year ended June 30, 2024. Other amounts reported as deferred outflows of resources and deferred inflows of resources related to pensions will be recognized as pension expense as follows:

Fiscal Year Ending June 30:		
2024	\$	443,719
2025		367,837
2026		196,737
2027		645,750

Actuarial assumptions

The total pension liabilities in the June 30, 2021 actuarial valuations were determined using the following actuarial assumptions:

Valuation Date	June 30, 2021
Measurement Date	June 30, 2022
Actuarial Cost Method	Entry-Age Normal Cost Method
Actuarial Assumptions:	
Discount Rate	6.90%
Inflation	2.30%
Projected Salary Increase	Varies by entry age and service
Investment Rate of Return ⁽¹⁾	6.90%
Mortality	Derived by CalPERS membership data for all funds
Post Retirement Benefit Increase	Contract COLA up to 2.30% until Purchasing Power Protection Allowance Floor on Purchasing Power applies

⁽¹⁾ Net of pension plan investment expenses, including inflation

The mortality table used was developed based on CalPERS-specific data. The table includes 15 years of mortality improvements using Society of Actuaries Scale 90% of scale MP 2016. For more details on this table, please refer to the December 2017 experience study report (base on CalPERS demographic data from 1997 to 2015) that can be found on the CalPERS website (www.calpers.ca.gov).

Santa Cruz Regional 9-1-1
Notes to Basic Financial Statements
For the year ended June 30, 2023

8. DEFINED BENEFIT PENSION PLAN, Continued

D. Pension Liabilities, Pension Expenses, and Deferred Outflows/Inflows of Resources Related to Pensions, Continued

Discount Rate – The discount rate used to measure the total pension liability as of the measurement date of June 30, 2022 for the Plan was 6.90. The projection of cash flows used to determine the discount rate assumed that contributions from plan members will be made at the current member contribution rates and that contributions from employers will be made at statutorily required rates, actuarially determined. Based on those assumptions, the Plan’s fiduciary net position was projected to be available to make all projected future benefit payments of current plan members. Therefore, the long-term expected rate of return on plan investments was applied to all periods of projected benefit payments to determine the total pension liability. A detailed report testing these projections can be obtained from the CalPERS website.

In determining the long-term expected rate of return, CalPERS took into account long-term market return expectations as well as the expected pension fund cash flows. Projected returns for all asset classes are estimated and, combined with risk estimates, are used to project compound (geometric) returns over the long term. The discount rate used to discount liabilities was informed by the long-term projected portfolio return.

The expected real rates of return by asset class are as follows:

Asset Class	New Strategic Allocation	Real Return ^{(a)(b)}
Global Equity - Cap-weighted	30.0%	4.54%
Global Equity - Non-Cap-weighted	12.0%	3.84%
Private Equity	13.0%	7.28%
Treasury	5.0%	0.27%
Mortgage-backed Securities	5.0%	0.50%
Investment Grade Corporates	10.0%	1.56%
High Yield	5.0%	2.27%
Emerging Market Debt	5.0%	2.48%
Private Debt	5.0%	3.57%
Real Assets	15.0%	3.21%
Leverage	-5.0%	-0.59%
Total	100.0%	

^(a) An expected inflation of 2.30% used for this period.

^(b) Figures are based on the 2021 Asset Liability Management study.

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Notes to Basic Financial Statements
For the year ended June 30, 2023

8. DEFINED BENEFIT PENSION PLAN, Continued

D. Pension Liabilities, Pension Expenses, and Deferred Outflows/Inflows of Resources Related to Pensions, Continued

Sensitivity of the net pension liability to changes in the discount rate

The following presents the net pension liability of the Authority, calculated using the discount rate, as well as what the Authority's net pension liability would be if it were calculated using a discount rate that is 1-percentage point lower or 1-percentage point higher than the current rate:

1% Decrease	5.90%
Net Pension Liability (Asset)	\$ 9,398,072
Current Discount Rate	6.90%
Net Pension Liability (Asset)	\$ 5,763,823
1% Increase	7.90%
Net Pension Liability (Asset)	\$ 2,773,737

Pension Plan Fiduciary Net Position – Detailed information about each pension plan’s fiduciary net position is available in the separately issued CalPERS financial reports.

Payable to the Pension Plan

At June 30, 2023 the Authority reported no amount payable for outstanding required contributions to the pension plan for the year ended June 30, 2023.

10. POST-EMPLOYMENT HEALTH CARE BENEFITS

A. Plan Description

Employees of the Authority who retire through CalPERS, their spouse, and eligible dependents may receive health plan coverage through the Public Employees’ Medical & Hospital Care Program (PEMHCA) Plan (the Plan). The Plan is a defined benefit agent multiple-employer plan, which provides the retirees a monthly medical contribution that is not to exceed the cost of the plan selected. The cost of the plan to the Authority for each bargaining group will be determined through CalPERS regulations and requirements.

The Authority contributes to CalPERS PEMHCA Plan or any other CalPERS approved alternate medical plans up to \$500 a month (but never less than the PEMHCA minimum) for active and retired eligible employees who have elected to participate in such programs. The Plan does not issue a financial report.

Santa Cruz Regional 9-1-1
Notes to Basic Financial Statements
For the year ended June 30, 2023

9. POST-EMPLOYMENT HEALTH CARE BENEFITS, Continued

B. Employees Covered

As of the June 30, 2022 measurement date, the following current and former employees were covered by the benefit terms under the OPEB Plan:

Active employees	51
Inactives entitled to but not yet receiving benefits	8
Inactives currently receiving benefits	22
Total	81

C. Contributions

The annual contribution is based on the actuarially determined contribution. For the measurement period ended June 30, 2022, the Authority’s cash contributions were \$120,084, and the estimated implied subsidy was \$27,000 less \$467 in admin expenses resulting in total payments of \$147,551.

D. Net OPEB Liability

The Authority’s net OPEB liability was measured as of June 30, 2022, and the total OPEB liability used to calculate the net OPEB liability was determined by an actuarial valuation dated June 30, 2022 that was based on the following actuarial methods and assumptions:

Actuarial Assumptions	
Discount Rate	4.01%
Inflation	2.50%
Salary Increases	Aggregate - 2.75%; Merit - CalPERS 1997-2019 Experience Study
Investment Rate of Return	5.50%
Municipal Bond Rate	3.54%
Crossover Test	Plan assets projected to be insufficient
Mortality Rate	CalPERS 2000-2019 Experience Study
PEMHCA Minimum Increases	4.00%
Medical Trend	Non-Medicare - 3.75% to 6.50% Medicare (Non-Kaiser) - 3.75% to 5.65% Medicare (Kaiser) - 3.75% to 4.60%
Healthcare Participation for future retirees	60% with 5 years, grading up to 80% at 20 years PEMHCA Minimum Only: 60%

Santa Cruz Regional 9-1-1
Notes to Basic Financial Statements
For the year ended June 30, 2023

9. POST-EMPLOYMENT HEALTH CARE BENEFITS, Continued

D. Net OPEB Liability, Continued

Change of assumptions: For measurement date June 30, 2022, the following assumptions were updated:

- Long-term expected rate of return on investments was updated based on asset allocation change
- Discount rate updated based on the crossover test

The long-term expected rate of return on OPEB plan investments was determined using a building-block method in which expected future real rates of return (expected returns, net of OPEB plan investment expense and inflation) are developed for each major asset class. These ranges are combined to produce the long-term expected rate of return by weighting the expected future real rates of return by the target asset allocation percentage and by adding expected inflation. The target allocation and best estimates of arithmetic real rates of return for each major asset class are summarized in the following table:

Investment Class	Target Allocation	Long-Term Expected Real Rate of Return
Global Equity	50%	4.56%
Fixed Income	45%	0.78%
Cash	5%	-0.50%
Total	100%	
Assumed Long-Term Rate of Inflation		2.50%
Expected Long-Term Net Rate of Return, Rounded		5.50%

E. Discount Rate

The discount rate used to measure the total OPEB liability was 5.50 percent. The projection of cash flows used to determine the discount rate assumed that Authority contributions will be made at rates equal to the actuarially determined contribution rates. Based on those assumptions, the OPEB plan’s fiduciary net position was projected to be available to make all projected OPEB payments for current active and inactive employees and beneficiaries. Therefore, the long-term expected rate of return on OPEB plan investments was applied to all periods of projected benefit payments to determine the total OPEB liability.

Santa Cruz Regional 9-1-1
Notes to Basic Financial Statements
For the year ended June 30, 2023

9. POST-EMPLOYMENT HEALTH CARE BENEFITS, Continued

F. Changes in the OPEB Liability

The changes in the net OPEB liability for the OPEB Plan are as follows:

	Increase (Decrease)		
	Total OPEB Liability (a)	Plan Fiduciary Net Position (b)	Net OPEB Liability/(Asset) (c) = (a) - (b)
Balance at June 30, 2022 (Measurement Date June 30, 2021)	\$ 3,972,964	\$ 291,407	\$ 3,681,557
Changes recognized for the measurement period:			
Service cost	145,453	-	145,453
Interest	99,100	-	99,100
Difference between expected and actual experience		-	-
Changes in Assumption	(761,851)	-	(761,851)
Contributions - employer	-	147,551	(147,551)
Net investment income	-	(36,547)	36,547
Benefit payment	(147,084)	(147,084)	-
Administrative expenses	-	(1,180)	1,180
Net Changes	(664,382)	(37,260)	(627,122)
Balance at June 30, 2023 (Measurement Date June 30, 2022)	\$ 3,308,582	\$ 254,147	\$ 3,054,435

G. Sensitivity of the Net OPEB Liability to Changes in the Discount Rate

The following presents the net OPEB liability of the Authority if it were calculated using a discount rate that is one percentage point lower or one percentage point higher than the current rate for the measurement period ended June 30, 2022:

	1% Decrease (3.01%)	Current Discount Rate (4.01%)	1% Increase (5.01%)
Net OPEB Liability	\$ 3,514,621	\$ 3,054,435	\$ 2,675,725

Santa Cruz Regional 9-1-1
Notes to Basic Financial Statements
For the year ended June 30, 2023

9. POST-EMPLOYMENT HEALTH CARE BENEFITS, Continued

H. Sensitivity of the Net OPEB Liability to Changes in the Healthcare Cost Trend Rates

The following presents the net OPEB liability of the Authority if it were calculated using healthcare cost trend rates that are one percentage point lower or one percentage point higher than the current rate for measurement period ended June 30, 2022:

	1% Decrease	Current Healthcare Cost Trend Rate	1% Increase
Net OPEB Liability	\$ 2,856,389	\$ 3,054,435	\$ 3,375,337

I. Recognition of Deferred Outflows and Deferred Inflows of Resources

Gains and losses related to changes in the total OPEB liability and fiduciary net position are recognized in OPEB expense systematically over time. Amounts are first recognized in OPEB expense for the year the gain or loss occurs. The remaining amounts are categorized as deferred outflows and deferred inflows of resources related to OPEB and are to be recognized in future OPEB expense. The recognition period differs depending on the source of the gain or loss.

J. OPEB Expense and Deferred Outflows/Inflows of Resources Related to OPEB

For the fiscal year ended June 30, 2023, the Authority recognized OPEB expense of \$211,717. As of June 30, 2023, the Authority reported deferred outflows/inflows of resources related to OPEB from the following sources:

	Deferred Outflows of Resources	Deferred Inflows of Resources
Differences between expected and actual experience	\$ 73,746	\$ 161,961
Changes in assumptions	498,767	708,252
Net difference between projected and actual earnings	26,596	-
Employer contributions made subsequent to the measurement date	157,139	-
	<u>\$ 756,248</u>	<u>\$ 870,213</u>

**Santa Cruz Regional 9-1-1
Notes to Basic Financial Statements
For the year ended June 30, 2023**

9. POST-EMPLOYMENT HEALTH CARE BENEFITS, Continued

The \$157,139 reported as deferred inflow of resources related to contributions subsequent to the June 30, 2022 measurement date will be recognized as a reduction of the net OPEB liability during the fiscal year ending June 30, 2024. Other amounts reported as deferred inflows of resources related to OPEB will be recognized as expense as follows:

Fiscal Year Ending June 30:	
2024	\$ (21,762)
2025	(21,011)
2026	(21,415)
2027	(17,024)
2028	(32,268)
Thereafter	(157,624)

10. DEFERRED COMPENSATION PLAN

The Authority participates in the Deferred Compensation Plan (the Plan) offered by the County of Santa Cruz. The Plan was created in accordance with Section 457 of the Internal Revenue Code. The Plan permits employees to defer a portion of their salary until future years. The deferred compensation is not available to employees until termination, retirement, death, or emergency. Employees direct the investment of plan assets into certificates of deposit and various mutual funds. The County has insignificant administrative duties.

As of June 30, 2023, the County’s Plan assets are not recorded in the Authority’s financial statements as they are deposited with a third party administrator independent of the County and the Authority. The Authority evaluated the Plan in accordance with GASB Statement No. 97, and accounts for the Plan as other employee benefits.

11. COMMITMENTS AND CONTINGENCIES

The Authority is party to legal proceedings and litigation arising in the ordinary course of business. Management is of the opinion that any liability or loss in excess of insurance coverage resulting from such litigation will not have a material adverse effect on the financial statements.

**Santa Cruz Regional 9-1-1
Notes to Basic Financial Statements
For the year ended June 30, 2023**

12. RISK MANAGEMENT

The Authority is exposed to various risks of loss related to limited torts; theft of; damage to and destruction of assets; errors and omissions and natural disasters for which the Authority carries insurance. There have been no significant reductions in coverage from the prior year and settlements have not exceeded coverage in the past three years.

The Authority participates in the Special District Risk Management Authority (SDRMA), a joint powers agency comprised of California special districts, for general, property, automobile, and public officials’ errors and omissions. Loss contingency reserves established by the SDRMA are funded by contributions from member agencies. The Authority pays an annual contribution to the SDRMA that includes its pro-rata share of excess insurance premiums, charges for pooled risk, claims adjusting and legal costs, and administrative and other costs to operate the SDRMA. SDRMA provides insurance through the pool up to a certain level, beyond which group purchased commercial excess insurance is obtained.

13. PRIOR PERIOD ADJUSTMENTS

The Authority recorded the following prior period corrections in 2023:

- Correction to accounts payable accrual as of June 30, 2022.
- Recognize unspent debt proceeds received from software financing purchase agreement as of June 30, 2022.

Net position and fund balance were restated as follows:

	As Previously Reported	Restricted Cash and Investments	Accounts Payable	As Restated
Governmental Activities	\$ (8,277,232)	\$ 514,612	\$ 16,473	\$ (7,746,147)
Capital Project Fund	\$ 2,158	\$ 514,612	\$ 16,473	\$ 533,243

15. SUBSEQUENT EVENTS

On February 5, 2024, the Authority and TriTech Software Solutions (TriTech) entered into a termination agreement of the system purchase agreement dated September 26, 2019 for Trittech Records Management System, support agreement, and subscription service license and use agreement. The related financing agreement is not terminated as it is separate from the Authority’s agreement with Trittech. As part of the termination agreement, the Authority received a \$310,934 refund from Trittech.

REQUIRED SUPPLEMENTARY INFORMATION

Santa Cruz Regional 9-1-1
Required Supplementary Information
For the year ended June 30, 2023

1. BUDGETS AND BUDGETARY ACCOUNTING

A. Budgetary Comparison Schedule

Budgetary Comparison Schedule, General Fund

	Budgeted Amounts		Actual Amounts	Variance with Final Budget Positive (Negative)
	Original	Final		
Budgetary balance, beginning	\$ 301,531	\$ 301,531	\$ 301,531	\$ -
Resources (inflows)				
Use of money and property	79,942	79,942	112,175	32,233
Charges for services	2,659,437	2,659,437	2,639,913	(19,524)
Member contributions	6,216,287	6,216,287	6,046,344	(169,943)
Miscellaneous revenues	385,403	385,403	361,120	(24,283)
Amounts available for appropriation	<u>9,341,069</u>	<u>9,341,069</u>	<u>9,159,552</u>	<u>(181,517)</u>
Charges to appropriations (outflows)				
Salaries and benefits	7,444,197	7,444,197	7,215,490	228,707
Services and supplies	1,876,459	1,868,375	1,350,342	518,033
Capital assets	264,938	264,938	70,961	193,977
Total charges to appropriation	<u>9,585,594</u>	<u>9,577,510</u>	<u>8,636,793</u>	<u>940,717</u>
Budgetary balances, ending	<u>\$ 57,006</u>	<u>\$ 65,090</u>	<u>\$ 824,290</u>	<u>\$ 759,200</u>

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**Santa Cruz Regional 9-1-1
Required Supplementary Information
For the year ended June 30, 2023**

2. DEFINED BENEFIT PENSION PLAN

A. Schedule of the Authority's Proportionate Share of the Net Pension Liability - Last 10 Years*

Fiscal year:	2023	2022	2021	2020	2019	2018
Measurement date:	6/30/2022	6/30/2021	6/30/2020	6/30/2019	6/30/2018	6/30/2017
Proportion of the net pension liability	0.04990%	0.04147%	0.04547%	0.04477%	0.43980%	0.44690%
Proportionate share of the net pension liability	\$ 5,763,823	\$ 2,242,725	\$ 4,947,084	\$ 4,587,124	\$ 4,237,813	\$ 4,432,346
Covered payroll	\$ 4,247,697	\$ 4,145,328	\$ 4,168,762	\$ 4,073,316	\$ 4,036,384	\$ 3,839,712
Proportionate Share of the net pension liability as percentage of covered payroll	135.69%	54.10%	118.67%	112.61%	104.99%	115.43%
Plan fiduciary net position as a percentage of the total pension liability	76.68%	88.29%	75.10%	75.26%	75.26%	73.31%

Notes to Schedule:

* Fiscal year 2014-15 was the 1st year of implementation; therefore only 9 years are presented.

Additional years will be presented as they become available.

The CalPERS discount rate was increased from 7.5% to 7.65% in fiscal year 2016, and then decreased from 7.65% to 7.15% in fiscal year 2018, and to 6.90% in fiscal year 2023.

The CalPERS mortality assumptions were adjusted in fiscal year 2019.

<u>2017</u>	<u>2016</u>	<u>2015</u>
<u>6/30/2016</u>	<u>6/30/2015</u>	<u>6/30/2014</u>
0.04461%	0.04466%	0.04873%
\$ 3,860,072	\$ 3,065,464	\$ 3,032,114
\$ 3,594,626	\$ 3,477,576	\$ 3,351,522
107.38%	88.15%	90.47%
74.06%	78.40%	79.82%

**Santa Cruz Regional 9-1-1
Required Supplementary Information
For the year ended June 30, 2023**

2. DEFINED BENEFIT PENSION PLAN, Continued

B. Schedule of the Authority's Contributions - Last 10 Years*

Fiscal year:	2023	2022	2021	2020	2019	2018
Contractually required contribution (actuarially determined)	\$ 869,176	\$ 855,326	\$ 820,136	\$ 771,021	\$ 670,183	\$ 592,137
Contribution in relation to the actuarially determined contributions	(869,176)	(855,326)	(820,136)	(771,021)	(670,183)	(592,137)
Contribution deficiency (excess)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Covered payroll	\$ 4,240,602	\$ 4,247,697	\$ 4,145,328	\$ 4,168,762	\$ 4,073,316	\$ 4,036,384
Contributions as a percentage of covered payroll	20.50%	20.14%	19.78%	18.50%	16.45%	14.67%

Note to Schedules

*Fiscal year 2015 was the 1st year of implementation, therefore only six years are shown.

Methods and assumptions used to determine contribution rates:

Valuation date :	6/30/2020	6/30/2019	6/30/2018	6/30/2017	6/30/2016	6/30/2015
Actuarial cost method:	Entry Age	Entry Age	Entry Age	Entry Age	Entry Age	Entry Age
Amortization method:	(1)	(1)	(1)	(1)	(1)	(1)
Assets valuation method:	Market Value	Market Value	Market Value	Market Value	Market Value	Market Value
Inflation:	2.50%	2.50%	2.50%	2.63%	2.75%	2.75%
Salary increases:	(2)	(2)	(2)	(2)	(2)	(2)
Investment rate of return:	7.00%	7.00%	7.00%	7.25%	7.375%	7.50%
Retirement age:	(3)	(3)	(3)	(3)	(3)	(3)
Mortality:	(4)	(4)	(4)	(4)	(4)	(4)

(1) Level percentage of payroll, closed

(2) Depending on age, service, and type of employment

(3) 50 for all plans, with the exception of 52 for Miscellaneous PEPRA 2%@62

(4) Mortality assumptions are based on mortality rates resulting from the most recent CalPERS Experience Study adopted by the CalPERS Board.

2017	2016	2015
\$ 564,435	\$ 507,760	\$ 471,099
(564,435)	(507,760)	(471,099)
\$ -	\$ -	\$ -
\$ 3,839,712	\$ 3,594,626	\$ 3,477,576
14.70%	14.13%	13.55%

6/30/2014	6/30/2013	6/30/2012
Entry Age	Entry Age	Entry Age
(1)	(1)	(1)
Market Value	Market Value	15 Year Smoothed Market Method
2.75%	2.75%	2.75%
(2)	(2)	(2)
7.50%	7.50%	7.50%
(3)	(3)	(3)
(4)	(4)	(4)

**Santa Cruz Regional 9-1-1
Required Supplementary Information
For the year ended June 30, 2023**

3. OTHER POST-EMPLOYMENT BENEFITS (OPEB)

A. Schedule of changes in the Net OPEB Liability and Related Ratios - Last 10 Years*

<i>Measurement Period</i>	2022	2021	2020
Total OPEB Liability			
Service Cost	\$ 145,453	\$ 102,629	\$ 100,664
Interest on the total OPEB liability	99,100	180,651	176,048
Differences between expected and actual experience	-	(207,583)	-
Changes of assumptions	(761,851)	627,150	(47,485)
Benefit payments, including refunds of employee contributions	(147,084)	(136,450)	(150,582)
Net change in total OPEB liability	(664,382)	566,397	78,645
Total OPEB liability - beginning	3,972,964	3,406,567	3,327,922
Total OPEB liability - ending (a)	\$ 3,308,582	\$ 3,972,964	\$ 3,406,567
Plan Fiduciary Net Position			
Contributions - employer	\$ 147,551	\$ 136,839	\$ 151,003
Net investment income	(36,547)	35,417	10,904
Benefit payments, including refunds of employee contributions	(147,084)	(136,450)	(150,582)
Administrative expense	(1,180)	(1,075)	(1,045)
Net change in plan fiduciary net position	(37,260)	34,731	10,280
Plan fiduciary net position - beginning	291,407	256,676	246,396
Plan fiduciary net position - ending (b)	\$ 254,147	\$ 291,407	\$ 256,676
Net OPEB liability/(asset) - ending (a) - (b)	\$ 3,054,435	\$ 3,681,557	\$ 3,149,891
Plan fiduciary net position as a percentage of the total OPEB liability	7.7%	7.3%	7.5%
Covered-employee payroll **	\$ 4,376,152	\$ 4,874,251	\$ 4,909,991
Net OPEB liability as a percentage of covered-employee payroll	69.8%	75.5%	64.2%

Notes to Schedule:

*Historical information is required only for measurement periods for which GASB 75 is applicable. Future years' information will be displayed up to 10 years as information becomes available.

**For the 12 month period ended on the measurement date.

Changes of assumption: For measurement date June 30, 2019, demographic assumptions were updated to CalPERS 1997-2015, mortality improvement scale was updated to Scale MP-2020, and Kaiser Medicare trend was updated. For measurement date June 30, 2020, ACA excise tax was removed.

2019	2018	2017
\$ 72,224	\$ 70,120	\$ 68,078
162,608	159,640	157,076
136,510	-	-
17,501	-	-
(171,981)	(178,728)	(177,947)
216,862	51,032	47,207
3,111,060	3,060,028	3,012,821
<u>\$ 3,327,922</u>	<u>\$ 3,111,060</u>	<u>\$ 3,060,028</u>

\$ 172,419	\$ 228,728	\$ 263,747
15,861	7,194	8,868
(171,981)	(178,728)	(177,947)
(1,023)	(554)	(368)
15,276	56,640	94,300
231,120	174,480	80,180
<u>\$ 246,396</u>	<u>\$ 231,120</u>	<u>\$ 174,480</u>

\$ 3,081,526	\$ 2,879,940	\$ 2,885,548
7.4%	7.4%	5.7%
\$ 4,717,794	\$ 4,568,104	\$ 4,458,702
65.3%	63.0%	64.7%

**Santa Cruz Regional 9-1-1
Required Supplementary Information
For the year ended June 30, 2023**

3. OTHER POST-EMPLOYMENT BENEFITS (OPEB), Continued

B. Schedule of the Authority's Contributions - Last 10 Years*

Fiscal Year Ended June 30	2023	2022	2021
Actuarially Determined Contribution (ADC)	\$ 348,000	\$ 406,000	\$ 394,000
Contributions in relation to the ADC	157,139	147,551	136,839
Contribution deficiency (excess)	\$ 190,861	\$ 258,449	\$ 257,161
 Covered-employee payroll	 \$ 5,312,942	 \$ 4,376,152	 \$ 4,874,251
 Contributions as a percentage of covered-employee payroll	 3.0%	 3.4%	 2.8%

Notes to Schedule:

*Historical information is required only for measurement periods for which GASB 75 is applicable. Future years' information will be displayed up to 10 years as information becomes available.

Methods and assumptions used to determine contribution rates:

Valuation Date:	June 30, 2021	June 30, 2019	June 30, 2019
Actuarial Cost Method:	Entry Age Normal, Level % of Pay	Entry Age Normal, Level % of Pay	Entry Age Normal, Level % of Pay
Amortization Method:	Level % of Pay	Level % of Pay	Level % of Pay
Amortization Period:	10.9 years	13.3 years	13.3 years
Asset Valuation Method:	(1)	(1)	(1)
Discount Rate:	5.50%	5.25%	5.25%
General Inflation:	2.50%	2.75%	2.75%
Medical Trend:	3.75%-6.50%	4%-7%	4%-7%
Mortality:	(7)	(5)	(5)
Mortality Improvement:	(8)	(6)	(6)

- (1) Investment gains and losses spread over 5-year rolling period.
- (2) CalPERS 1997-2011 experience study.
- (3) Post-retirement mortality projected fully generational with Society of Actuaries Scale MP-2017.
- (4) Mortality projected fully generational with Scale MP-14 converging to ultimate improvement rates in 2022.
- (5) CalPERS 1997-2011 experience study.
- (6) Post-retirement mortality projected fully generational with Society of Actuaries Scale MP-2017.
- (7) CalPERS 2000-2019 experience study.
- (8) Post-retirement mortality projected fully generational with Society of Actuaries Scale MP-2021.

2020	2019	2018
\$ 320,000	\$ 310,000	\$ 265,000
151,003	172,419	228,728
<u>\$ 168,997</u>	<u>\$ 137,581</u>	<u>\$ 36,272</u>
\$ 4,909,991	\$ 4,717,794	\$ 4,568,104
3.1%	3.7%	5.0%

June 30, 2017 Entry Age Normal, Level % of Pay	June 30, 2017 Entry Age Normal, Level % of Pay	June 30, 2014 Entry Age Normal, Level % of Pay
Level % of Pay	Level % of Pay	Level % of Pay
14.1 years	15.1 years	16.4 years
(1)	(1)	N/A
5.25%	5.25%	4%-5.5%
2.75%	2.75%	3.00%
4%-7.5%	4%-7.5%	5%-7.2%
(2)	(2)	(2)
(3)	(3)	(4)

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SUPPLEMENTARY INFORMATION

**Santa Cruz Regional 9-1-1
Supplementary Information
For the year ended June 30, 2023**

Budgetary Comparison Schedule, Capital Project Fund

	Budgeted Amounts		Actual Amounts	Variance with Final Budget Positive (Negative)
	Original	Final		
Budgetary balance, beginning, as restated	\$ 533,243	\$ 533,243	\$ 533,243	\$ -
Resources (inflows)				
Use of money and property	16,416	16,416	336	(16,080)
Charges for services	-	-	-	-
Amounts available for appropriation	16,416	16,416	336	(16,080)
Charges to appropriations (outflows)				
Capital outlay	14,000	14,000	9,107	4,893
Total charges to appropriation	14,000	14,000	9,107	4,893
Budgetary balances, ending	\$ 535,659	\$ 535,659	\$ 524,472	\$ (11,187)

**Santa Cruz Regional 9-1-1
Supplementary Information
For the year ended June 30, 2023**

Budgetary Comparison Schedule, Debt Service Fund

	Budgeted Amounts		Actual Amounts	Variance with Final Budget Positive (Negative)
	Original	Final		
Budgetary balance, beginning	\$ 300,661	\$ 300,661	\$ 300,661	\$ -
Resources (inflows)				
Use of money and property	-	-	11,327	11,327
Member contributions	470,277	470,277	603,047	132,770
Amounts available for appropriation	470,277	470,277	614,374	144,097
Charges to appropriations (outflows)				
Services and supplies	3,205	3,205	3,905	(700)
Debt service	467,073	467,073	594,526	(127,453)
Total charges to appropriation	470,278	470,278	598,431	(128,153)
Budgetary balances, ending	\$ 300,660	\$ 300,660	\$ 316,604	\$ 272,250



DATE: August 15, 2024

TO: Santa Cruz Regional 9-1-1 Board of Directors

FROM: Amethyst Uchida, General Manager

SUBJECT: Item 7.3, Approve RMS RFP Release and Change Order for DELTAWRX Professional Services Contract

RECOMMENDATION:

Authorize the General Manager to:

- 1) publish a Request for Proposals (RFP) to procure a Law Records Management System (RMS) on behalf of the Santa Cruz Metro Records System (SCMRS) law enforcement agencies; and**
- 2) execute a contract extension with DELTAWRX to provide additional services related to the evaluation, selection, and contract negotiations for the RMS.**

BACKGROUND AND DISCUSSION:

The Authority has been providing technical services to the Capitola Police, Santa Cruz Police, and Watsonville Police under the letter agreement SCMRS since 2001. In 2019, the Santa Cruz Sheriff's Office joined SCMRS with the intent of working with the Police agencies to select and purchase a shared RMS. The initial procurement effort from 2019 was unsuccessful and the project was canceled in 2023. Since that time, a RMS Project team consisting of representatives from the four law agencies, as well as from the Authority, have been working to prepare for the launch of a new procurement. One action taken was to hire a consultant, DELTAWRX, to assist with developing the RFP, including conducting a needs assessment and business process review, developing a functional requirement list, defining interfaces and items requiring additional clarification, and creating a selection and evaluation process. The RMS Project Team has additionally conducted a marketplace review by attending online demonstrations of RMS solutions that are available today. Now, in collaboration with DELTAWRX and relying on the information the team has gathered, a draft RFP is complete.

Today's RECOMMENDATION is in two parts. The first is to authorize the General Manager and Systems Division Manager to publish a Request for Proposals for a new Law Records Management System as designed by the RMS Project Team in partnership with DELTAWRX. The published RFP shall be in a form substantially similar to the attached document contained in this packet. Staff collected standard contract requirements from all SCMRS agencies. Although the purchase will be made by the Authority and is only subject to the purchasing requirements of the Authority, agency-specific terms and conditions have been incorporated whenever necessary and feasible. The Attorney for the Authority has reviewed the proposed RFP and her feedback has been incorporated.

The second part of the RECOMMENDATION is to execute a contract extension with DELTAWRX to provide additional services to assist the Authority and the SCMRS agencies by providing leadership in the proposal evaluation, vendor selection, and contract negotiation processes for the RMS procurement, for a fixed fee of \$120,658. The original agreement with DELTAWRX for Professional Services was executed in February 2024. That agreement contained provisions for the Authority to request additional services in support of the RMS replacement project from DELTAWRX as needed. The work performed by DELTAWRX to date has been excellent and Authority staff as well as SCMRS agency staff recommend this extension be approved.

FISCAL IMPACT:

Approval of the first part of the RECOMMENDATION (publication of the RFP) is expected to lead to procurement of a new RMS. The costs of a new RMS (software licensing, hardware or cloud subscription, implementation fees, and other costs) is expected to be in the millions of dollars, either as a one-time purchase plus maintenance or via a Software as a Service (SaaS) licensing model (calculated over five (5) years). There are residual funds from the previous project available in the SCMRS fund balance (\$311,989) and in the escrow account (\$514,000) which can be used to cover initial expenses in FY 24/25. The Authority will need to identify funding sources for this project, perhaps considering financing some or all of the costs, beginning in FY 25/26.

Approval of the RECOMMENDATION will encumber \$120,658 in professional service fees. The proposal from DELTAWRX is for a fixed fee and will not exceed the amount in the proposal. Funds are available in the SCMRS FY 24/25 budget to support this recommendation.





**SANTA CRUZ REGIONAL 9-1-1
RFP # 24-08-001**

**REQUEST FOR PROPOSALS
For
MULTI-AGENCY LAW ENFORCEMENT
RECORDS MANAGEMENT SYSTEM**

**DUE DATE: October 7, 2024
@ 3:00 P.M. Local Time**

**SANTA CRUZ REGIONAL 9-1-1
495 UPPER PARK ROAD
SANTA CRUZ, CA 95065**

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Appendices (presented under separate cover):

- **Appendix A: Proposal Response Forms**
- **Appendix B: Functional Requirements**
- **Appendix C: System Volume Requirements**
- **Appendix D: System Performance Expectations**
- **Appendix E: Acceptance Test Requirements**

Part 1.0 Introduction

Santa Cruz Regional 9-1-1 (“SCR9-1-1”), on behalf of the Santa Cruz Sheriff’s Office (“SCSO”), Santa Cruz Police Department (“SCPD”), Capitola Police Department (“CPD”) and Watsonville Police Department (“WPD”), collectively referred to as the Participating Agencies, is soliciting Proposal(s) from firms interested and qualified to perform the design, implementation and support of a commercial-off-the-shelf (COTS) Multi-Agency Law Enforcement Records Management System (RMS) solution, hereinafter referred to as “System”. Through the procurement of a new system, Participating Agencies would like to modernize their current Report Writing and RMS functionality, improve the end-users’ experience with the applications, increase end-user efficiency and form a beneficial long-term partnership with a systems provider.

SCR9-1-1 intends to contract with one Prime Contractor who will be solely responsible for the system’s performance and will be the sole point of contact for SCR9-1-1 regarding contractual matters. The proposal must include all components of the System (Report Writing, RMS and associated interfaces). It is expected that the Prime Contractor will provide the implementation, training, maintenance and other services described within this RFP. Should the Prime Contractor elect to partner with a third-party to provide desired functionality, the Prime Contractor will be solely responsible for managing all contractual matters with its third-party partner(s) and the proposal should clearly indicate the functionality that will be provided by a third-party.

The RFP is divided into five (5) sections as follows:

Part 1.0 Introduction

Part 2.0 Scope of Work

Part 3.0 Terms and Conditions

Part 4.0 Proposal Response Format

Part 5.0 Evaluation Procedure and Contract Award

1.1 RFP Coordinator/Communications/Inquiries

Upon release of this RFP, all communications should be directed in writing via email to the RFP Coordinator listed below. Unless authorized by the RFP Coordinator, no other agency official or employee is empowered to speak for SCR9-1-1 with respect to this procurement. Unauthorized contact with any employee of SCR9-1-1 or Participating Agencies may result in disqualification from the RFP process. Any oral communication will be considered unofficial and non-binding by SCR9-1-1.

Following the proposal submittal deadline, Proposers shall not contact the RFP Coordinator or any other SCR9-1-1 or Participating Agency official or employee, except to respond to a request by the RFP Coordinator.

The Coordinator for this RFP is:

Wolff Bloss
Systems Division Manager
Santa Cruz Regional 9-1-1
495 Upper Park Road
Santa Cruz, CA 95065
(831) 471-1019
wolff@scr911.org

1.1.1 Background

Santa Cruz Regional 9-1-1 (“SCR9-1-1”) was created in 1991 as a Joint Powers Authority (JPA) to provide public safety and 9-1-1 dispatch services for the Santa Cruz County Sheriff’s Office, Santa Cruz Police and Fire Departments, Capitola Police Department and Watsonville Police and Fire Departments and added services for other Law, Fire, and EMS agencies in 1996 and 2011. SCR9-1-1 is the primary PSAP for Santa Cruz and San Benito Counties, serving more than 330,000 residents.

In addition to handling call taking and dispatch responsibilities, SCR9-1-1 also provides support for comprehensive law enforcement records management tools to a subset of the consortium of agencies it serves. This subset is collectively known as the Santa Cruz Metropolitan Records System (SCMRS). The three police agencies, Santa Cruz, Capitola and Watsonville, use the Alliance PD Central RMS while the Santa Cruz Sheriff’s Office uses EIS Records RMS. The SCSO has decided to partner with the Santa Cruz, Capitola and Watsonville Police Departments to jointly select a new RMS in order to streamline operations countywide and seamlessly share data. Together these Departments comprise the Participating Agencies for this endeavor.

The Participating Agencies desire to replace their existing law enforcement records management systems to improve productivity and data sharing, eliminate redundant tasks and hardcopy reports, improve officer situational awareness and consolidate the number of disparate databases used to manage law enforcement records-related data, where feasible and necessary. The future system should provide the flexibility to incorporate changes as necessitated by local, state and federal mandates and/or data collection requirements. In addition, it should be designed to support agency-level configurations and meet or exceed industry standard security requirements. While SCR9-1-1 prefers a cloud/SaaS or hybrid on-premise/cloud-based system, SCR9-1-1 will also consider on-premise solutions. Further, compliance with the Appendix B – Functional Requirements and other scoring criteria as defined herein will also be factored in the Participating Agencies’ evaluation of proposals. The

selected Proposer should also provide system training, product support, warranty and maintenance as specified in this RFP.

It should be noted, CAD, Mobile and JMS are not included in the current system scope. These applications are included in the system interface descriptions and interface functional requirements. The following sections provide further details regarding the current report writing and records management environment.

1.1.2 Current Report Writing and Records Environment

1.1.2.1 Overview

There are approximately 600 combined impacted report writing and RMS users across the Participating Agencies. The Core RMS systems (Alliance PD Central and EIS Records) are on premise with physical footprints at the SCR9-1-1 communication center and County facilities, respectively. Administration and support for Alliance is provided by SCR9-1-1, while County IT and EIS collaboratively provide support for the application. While the Alliance PD Central and EIS RMS systems have provided the respective agencies a basic level of report writing and records management functionality, each Participating Agency also relies upon numerous additional applications to support their report writing and RMS needs, as described further in Section 1.1.2.2 Technology.

1.1.2.2 Technology

Users in Participating Agencies rely on multiple applications to conduct their daily operations, as outlined in the table below.

Table 1. Current Environment

System/Vendor	Purpose
Motorola PremierOne CAD	Call For Service Data
Crossroads	E-Citations and Crash Reporting
FileOnQ	Property and Evidence
DigitalOnQ	Digital Evidence
AXON	Digital Evidence/Body Worn Cameras
Coplogic	Online Citizen Reporting
Veritone	RIPA Data Collection and Reporting
CrimeTracer (formerly COPLINK)	Investigations Data Collection and Query
CommSys	Message Switch for NCIC/CLETS Queries
Data Posse	FI Cards
Tyler	Courts/Warrants
Moon	Coroner Medical

System/Vendor	Purpose
Teleosoft	Civil Paper Tracking
Cogent	Mugshots
Karpel	DA Court Case Management
LexisNexis Accurint	Research/Crime Analysis
LEAP	Crime Analysis
IA Pro	Internal Affairs
Guardian Tracking	Personnel Evaluations
LEFTA	Field Training
Agency360	Field Training
InTime	Scheduling and Equipment
Police1	Training Calendar
MS Excel/Access	Stats/Reporting/Logs
Crystal Reports	RMS Queries and Reporting
EIS	Jail Management System

Though the Alliance PD Central and EIS Records Management Systems have met the basic report writing and records management needs of the Participating Agencies, the Departments use several additional ancillary applications to support lacking and/or insufficient functionality offered by these systems. The current RMS systems in use are also not integrated with other core applications, such as CAD/Mobile and JMS, and as such, data cannot be transferred from CAD/Mobile to the Report Writing and Records Management Systems, nor from these systems to the EIS JMS. These factors, combined with limited data sharing capabilities between the current Records Management Systems has led the Participating Agencies to procure a single solution that fully addresses its business needs.

1.2 Current Technology Environment

The current Alliance PD Central is on-premise, administered and supported collaboratively by each City's IT Department, SCR9-1-1 and the vendor. SCR9-1-1 and respective City IT staff provide initial troubleshooting for end-users, and SCR9-1-1 communicates with vendor support personnel to discuss resolutions to complex system issues and are responsible for performing application updates. The EIS Records RMS is on-premise, administered and supported collaboratively by the County IT Department and the vendor.

While SCR9-1-1 and the Participating Agencies have a preference for a cloud-based or hybrid cloud/on-premise solution, entirely on-premise system architectures will be given equal consideration as well. SCR9-1-1 and Participating Agencies are also interested in learning the options available for maintaining Highly Available applications in a robust Disaster Recovery

environment including but not limited to vendor-hosted solutions, SaaS solutions and other alternatives.

1.3 Preliminary Schedule

Event	Date
RFP Released	August 19, 2024
Pre-Proposal Conference (virtual)	September 4, 2024
Deadline for Questions	September 20, 2024
Answers to Questions Released via Addendum	September 25, 2024
Proposals Due	October 7, 2024

1.4 Proposal Due-Date and Location

Proposal must be submitted no later than **October 7, 2024** at 3:00 PM local time to:

Wolff Bloss
Systems Division Manager
Santa Cruz Regional 9-1-1
495 Upper Park Road
Santa Cruz, CA 95065
(831) 471-1019
wolff@scr911.org

Proposers must contact the Proposal Coordinator at least one week prior to the proposal submission deadline to receive a unique proposal submission link. Proposals submitted by fax or email will not be accepted.

All proposals and accompanying documentation will become property of SCR9-1-1 and will not be returned. The Proposer has full responsibility to ensure the proposal arrives before this deadline and accepts all risks of late delivery regardless of fault.

1.5 Purchasing Website

SCR9-1-1 will use its transparency portal <https://www.scr911.org/rfps> to post this RFP and all related addenda. All project correspondence will be posted on this website. It is the Proposers' responsibility to check the website regularly for updates and RFP clarifications, as well as any addenda.

1.6 Pre-Proposal Conference

A Pre-Proposal Conference is scheduled for **September 4, 2024** from 10:00 AM to 11:00 AM local time. Please email the RFP Coordinator at wolff@scr911.org to register for the Pre-Proposal Conference and obtain the meeting link.

While the Pre-Proposal Conference is not mandatory, Proposers are highly encouraged to attend. SCR9-1-1 shall have key personnel in attendance to answer questions and discuss issues that may arise. Proposers are expected to raise any questions or issues they have concerning the RFP document at this point in the process. In order for questions to be answered at the Conference, they shall be submitted via email to the RFP Coordinator by 3:00 PM local time on **August 28, 2024**. Questions not submitted in advance may be asked at the Conference, but may or may not be answered at the Conference. Please note that questions submitted by the aforementioned deadline will not necessarily be answered at the Conference.

SCR9-1-1 does not intend to issue minutes or notes from the Conference. However, written clarifications or addenda deemed necessary by SCR9-1-1 will be posted on the SCR9-1-1 transparency portal website. It is the obligation and responsibility of the Proposers to learn of any addenda, responses or notices issued by SCR9-1-1 as a result of the Conference.

Proposers shall note that only SCR9-1-1's written answers provided after the Conference will be binding. The written responses shall represent SCR9-1-1's official position and will supersede any previous oral statements made during the Conference or at any time by SCR9-1-1 or Participating Agency personnel.

1.7 Questions and Clarifications Regarding the RFP

Any explanation desired by a Proposer regarding the meaning or interpretation of the Request for Proposal must be submitted in writing to the RFP Coordinator. The deadline for all questions and requests for clarifications or interpretations is 3:00 PM local time on **September 20, 2024**. SCR9-1-1 is not obligated to respond to questions or requests for clarifications or interpretations not received by the stated deadline.

If SCR9-1-1 determines that clarifications, supplemental instructions, or changes to this RFP are necessary, it will issue an official written addendum that will become part of this RFP and be included as part of the Contract. Oral explanations or instructions given before the award of the Contract shall not be binding.

Questions (and answers) that warrant an addendum will be posted on the SCR9-1-1 transparency portal website. It is the obligation and responsibility of the Proposer to learn of any addenda, responses or notices issued by SCR9-1-1 and posted on the website. Proposers shall not be allowed to take advantage of any errors or omissions found in this RFP. Full instructions will be given if such error or omission is discovered and called to the attention of SCR9-1-1 point of contact in a timely manner.

It is the responsibility of Proposers to ensure that they have received addenda if any are issued. For each addendum, the Proposer must include a signed copy of the addendum acknowledging receipt and include it as part of the proposal.

Part 2.0 Scope of Work

2.1 Project Overview

SCR9-1-1 seeks to procure a state-of-the-art Report Writing and law enforcement Records Management System (RMS) as well as identified interfaces (collectively “System”). SCR9-1-1 intends to work with a single Proposer serving as the Prime Contractor. SCR9-1-1 desires the successful Proposer to provide the software, hardware and services described in the remainder of this RFP. However, SCR9-1-1 reserves the right to purchase hardware from sources other than the Proposer.

2.2 Scope of Services

2.2.1 **Software Systems**

SCR9-1-1 expects the Proposer to provide all software necessary to ensure a fully functioning system at the time of implementation. Proposers are responsible for providing a system with sufficient functionality and performance capabilities to support all of the Participating Agencies’ needs. The proposed system should be sized to meet the performance standards for the projected volumes plus a margin for unexpected growth. The selected Proposer will assume any and all costs associated with increasing the system capabilities as required to support potential increases in volume within a five-year period after Final System Acceptance.

All proposed software versions must be available and operational in a live environment on or before the proposal deadline. The version for each module proposed must be identified in the Proposer’s response.

The following is a list of systems that must be included in the Proposer’s solution:

- 1) **Law Enforcement Records Management System (RMS):** A fully integrated, NIBRS/CIBRS-compliant RMS to perform a broad range of functionality as further defined in Appendix B. The system should also have tools to assist with data integrity and accuracy and users should be able to search and access external databases from a single query. The RMS solution should include all requested interfaces and provide for a seamless transfer of information between all applications.
- 2) **Report Writing:** A Report Writing application that allows field users to complete reports in a mobile environment and submit those reports electronically to the RMS via a Department-specified report review and approval process. The application should provide for the pre-population of report forms via interface with the Participating Agencies’ Mobile application. Additionally, the system should support unique workflow requirements as dictated by Participating Agencies.

2.2.2 **Interfaces**

In addition to the integration of the proposed System applications, the Proposer will be responsible for providing interfaces to the SCR9-1-1, City, County and external systems described in this section. The specific functional requirements for each of the following interfaces are included in **Appendix B** to this RFP.

- 1) **Motorola PremierOne CAD/Mobile:** Participating Agencies require Call For Service data to be transferred from the Motorola PremierOne CAD and Mobile applications to the RMS at Participating Agency-defined intervals and points in the workflow to be used throughout officer/deputy report writing and records-related queries and workflows.
- 2) **CLETS/NCIC:** The interface should allow Participating Agencies to query and allow entry into CLETS and NCIC databases from within the RMS application. Query returns should populate the appropriate fields in the RMS, the report writing module, and the booking module upon user request. Returned information should be displayed in an easily readable format with agency-defined words highlighted. Mobile users should be able to save a query return to a “clipboard” and import subject, vehicle, or article information into the RMS for use when writing reports. Authorized users also require the ability to enter, modify, locate, and cancel required NCIC data from within the RMS applications. This includes information pertaining to warrants, protection orders, sex offenders, property, vehicles, persons of caution, gangs and gang members, guns and missing persons, gun permits, etc. The RMS interface should comply with state security-level requirements, with NCIC warrant submission standards and all state and federal audit requirements.
- 3) **Crossroads e-Citations and Crash Reporting:** Participating Agencies require an interface that allows the RMS to consume the information entered into the Crossroads application as soon as the citation data entry is completed. If a subject exists in the MNI, the citation should be linked to that subject. An MNI record should not be created unless it is verified that the subject record does not already exist in the MNI. Participating Agencies should be able to configure the point in the workflow at which the transfer of information occurs. The interface should transfer citation data in such a way that either system can reproduce a printed copy of the citation from the resulting RMS citation record. The citation should be linked to the call for service record in the RMS Call for Service module and any associated incident reports or forms. It should also be linked to master files such that a search on a person will retrieve any associated citations and/or warnings.

The interface should also support the synchronization of statute tables in the Crossroads and RMS applications.

- Participating Agencies are also seeking a one-way interface from the Crossroads Crash Reporting application to import Participating Agency-defined fields and complete reports from Crossroads to the RMS system at Participating Agency-defined intervals.
- 4) **FileOnQ Property and Evidence:** Some Participating Agencies will continue using FileOnQ to manage their property and evidence. The Agencies are seeking a two-way interface with FileOnQ to transfer Agency-defined property and evidence data between FileOnQ and the RMS at Agency-defined intervals. Users would also like to be able to query the FileOnQ system from within the RMS application, update data in the RMS when updates are made to property/evidence items in FileOnQ, and transfer Participating Agency-defined case information from the RMS to FileOnQ at Participating Agency-defined intervals. Please note, vendors are required to respond with their ability to support this interface, even if proposing to meet the Participating Agencies' Property and Evidence needs natively or through a third-party.
 - 5) **DigitalOnQ Digital Evidence:** Some Participating Agencies use the DigitalOnQ system to manage their Digital Evidence. The Agencies are seeking a two-way interface with DigitalOnQ to transfer Agency-defined digital evidence data between DigitalOnQ and the RMS at Agency-defined intervals. Users would also like to be able to query the DigitalOnQ system from the RMS, update data in the RMS when updates are made to property/evidence items in DigitalOnQ, and transfer Participating Agency-defined case information from the RMS to DigitalOnQ at Participating Agency-defined intervals. Please note, vendors are required to respond with their ability to support this interface, even if proposing to meet the Participating Agencies' Digital Evidence requirements natively or through a third-party.
 - 6) **Axon:** Participating Agencies require a two-way interface between Axon Evidence.com and the LRMS. Today, agencies track digital evidence in a variety of methods. Some Participating Agencies utilize Axon for digital evidence management (DEMS). These agencies should be able to query the RMS and identify any digital evidence in the Axon DEMS. Users should be able to search the Axon DEMS from the RMS and view files stored within the Axon DEMS from within the RMS. The Participating Agencies should have the ability to compress Axon DEMS files before viewing.
 - 7) **Tyler Warrants:** Participating Agencies desire a two-way interface that transfers data between the Tyler Warrants database and the RMS. Participating Agencies are seeking the ability to define the fields that are transferred between the applications and intervals at which the fields are transferred as well as the ability to edit any data that is received in the RMS from the Tyler Warrants system and append data in the Master Name Index from data received from the Tyler Warrants system. Please note, vendors are required to

- respond with their ability to support this interface, even if proposing to meet the Participating Agencies' Warrants requirements natively or through a third-party).
- 8) **LexisNexis Accurint:** Investigators and Crime Analysts from Participating Agencies use the LexisNexis Accurint application to analyze data and conduct research for cases. The Participating Agencies desire a one-way interface to transfer Participating Agency-defined data from the RMS to the LexisNexis Accurint system for crime analysis purposes.
 - 9) **CrimeTracer (formerly COPLINK):** Investigators in Participating Agencies use the CrimeTracer database to conduct queries and research during the course of investigations. The Department desires a one-way interface to export Department-defined data from the RMS to CrimeTracer as well as the ability for authorized users to query the CrimeTracer database from within the RMS.
 - 10) **Karpel Court Case Management:** Attorneys in the County use the Karpel court case management system. The Participating Agencies desire a two-way interface between Karpel and the RMS to transfer Participating Agency-defined data between the application at Participating Agency-defined intervals/points in the process. The Participating Agencies are seeking the ability to transfer case information from the RMS to Karpel and for data held in the RMS to be automatically updated when case and evidence status changes are made in Karpel and the ability to update the disposition of evidence in the RMS when Participating Agency-defined case and /or evidence status changes occur in Karpel.
 - 11) **Coplogic:** Some Participating Agencies use the Coplogic application for online citizen reporting purposes and desire a one-way interface from Coplogic to the RMS to enable reports submitted by the public to follow the Participating Agency-defined report submission and approval process. Please note, vendors are required to respond with their ability to support this interface, even if proposing to meet the Participating Agencies' Citizen Online Reporting requirements natively or through a third-party.
 - 12) **EIS JMS:** Participating Agencies desire a two-way interface between the RMS and the SCSO's EIS Jail Management System (JMS) to send booking information from the RMS to the JMS and retrieve prisoner status and disposition information, mugshots, and other identifiers held in the JMS from the RMS.

2.2.3 Hardware and System Software

The Proposer shall supply all necessary hardware or cloud infrastructure and system software to ensure that the application software provided by the Proposer will perform at its optimum

capabilities for users. Microsoft Windows is the preferred platform for any application. It is expected that the system will be able to maintain compatibility with the participating agencies' multiple versions of MS Windows products but also accommodate Windows applications as they migrate to new versions.

Participating Agencies will provide all workstation hardware (excluding peripherals), but expects the Proposer to provide, where indicated in the RFP, minimum specifications necessary for optimum application software performance. These specifications should include maximum age of hardware and software versions. SCR9-1-1 expects a minimum of three (3) environments: Production, Training, and Staging/Testing. A Backup/Disaster Recovery environment is also desired.

SCR9-1-1 reserves the right to purchase hardware from sources other than the Proposer.

2.2.4 Implementation and Support

The Proposer, with appropriate involvement from Participating Agency employees, must perform all tasks required to implement the proposed system, including all configuration, testing, training, and construction of interfaces. The Proposer must include in its proposal a comprehensive Project Plan showing time and resources required to accomplish tasks.

To assist in developing the Project Plan, SCR9-1-1 has identified implementation tasks, system modules and functionality as either Phase 1 or Phase 2 throughout this RFP. In this context, Phase 1 refers to those tasks, modules and functionality SCR9-1-1 considers of highest priority to have available in the production environment at system cutover. Phase 1 tasks/functionality will receive the primary focus of Participating Agency resources during the system implementation phase of the project. Phase 2 items refer to tasks, modules and functionality that are of lower priority for Participating Agencies to have available at system cutover than Phase 1 items, and if necessary, may be implemented post go-live. Proposers should include all requested functionality in their proposals, regardless of the Phase (Phase 1 or Phase 2) to which it has been assigned by SCR9-1-1.

The proposed project schedule, implementation plan and any other materials submitted in Proposer's response should reflect the Phase to which the task, module and/or functionality has been assigned herein. SCR9-1-1 reserves the right to re-assign any Phase 1 items to Phase 2, and vice-versa, and expects to discuss each item with the selected vendor when developing the Statement of Work during contract negotiations. Any relevant changes will be clearly identified prior to commencing system implementation with the selected Proposer.

Further Implementation and Project Management requirements are described in Section 4.9 of this RFP.

2.2.5 Project Management

The successful Proposer will be responsible for applying project management methodologies in the areas of project planning, resource management, project monitoring, configuration

management, quality assurance, test planning and execution, training, change management, business process re-engineering, and post-implementation support.

- Proposer must describe the location in which they intend to perform the different phases of the project.
- The Proposer shall provide a project manager who, along with SCR9-1-1's project manager, will be responsible for the overall success of the Project.
- During the course of the project, until Final System Acceptance, the contracting firm's Project Manager will:
 - Attend regular status meetings
 - Submit regular status reports, covering such items as:
 - Progress of work being performed
 - Milestones attained
 - Resources expended
 - Problems encountered
 - Corrective action taken
 - Status of issues/problems
 - Participate in weekly project status conference calls
 - Provide agendas, post-trip reports, and other similar documentation, as required by SCR9-1-1
 - Coordinate all resources and meetings in concert with the SCR9-1-1 Project Manager

2.2.6 Business Process Re-Engineering

SCR9-1-1 believes this Project will alter Participating Agencies' current business processes. Participating Agencies plan to work with the Proposer to identify process changes and develop training tools and materials to facilitate the transition to the new systems using new business processes.

2.2.7 Documentation

Documentation must be developed to support the software and the Participating Agencies' business processes. Any software tools or utilities that are desirable to tune, test, maintain or support the system must be specified in the documentation. Any tailoring or configuring must be documented and delivered to SCR9-1-1 and the Participating Agencies.

All user documentation, including application and interface documentation, help documentation and software tutorials shall be available online and accessible from within the

relevant application. Additionally, the successful Proposer is expected to provide sufficient copies of each type of user documentation to each user group.

2.2.8 Configuration and Training

SCR9-1-1 recognizes the involvement, understanding, and commitment of employees is essential to the successful implementation of the proposed System. As such, SCR9-1-1 and Participating Agency employees will assist in all key process design and configuration decisions.

It should be noted that training may need to take place in various locations throughout Santa Cruz County and at times that are convenient to personnel working non-regular hours. The Proposer is expected to provide the following types of training programs:

1. A training program for SCR9-1-1's core project implementation team that includes the training necessary for SCR9-1-1, Participating Agency and City/County IT personnel to understand the overall system architecture, interface configurations, data import/export capabilities and workflow configuration options.
2. A training program for application administrators that includes the training necessary to configure, tailor, monitor and administer the system's technical and functional aspects.
3. A training plan and training documentation to support the training of all end-users in the functionality of the various proposed system components relevant to their job duties.
4. Post-implementation training for ongoing end-user training of the initial system, as well as for future version releases.

Except for post-implementation training, all training must be completed in a satisfactory manner before SCR9-1-1 will give formal Final System Acceptance. Proposers shall make available post-implementation training as requested by SCR9-1-1.

Additionally, the Proposer shall provide a training system that will allow users to simulate live operations for the System without degrading system performance.

2.2.9 System Testing

System implementation must include adequate provisions for functional, performance and reliability testing before Final System Acceptance. SCR9-1-1 requires the Proposer's involvement in the development and execution of all test plans to assure the System delivers the expected results.

Satisfactory completion of a mutually agreed-upon acceptance test for each stage of the implementation is required, as is a final acceptance test. The acceptance test will include a confirmation of each functional requirement identified in this RFP, in addition to required performance and reliability acceptance procedures that SCR9-1-1 may require.

2.2.10 Reliability and Performance Standards

2.2.10.1 Warranty

The entire system solution as proposed in this RFP must include a first-year warranty, including all software updates, enhancements and refinements and interfaces, for a minimum of twelve (12) months after the Final System Acceptance date. The warranty shall conform to contractually agreed upon specifications and protect against any defects or damage caused by manufacturers, Proposers, or proposed Subcontractors, in the System's equipment or software. Additionally, the Proposer will warrant its responses to the functional requirements included in **Appendix B** to this RFP and any other element of this RFP and will agree to attach its RFP response to any contract reached with SCR9-1-1.

Final System Acceptance shall be determined by the SCR9-1-1 according to an agreed upon testing plan. All repairs and expenses to cover repairs made under warranty, including parts, software, labor travel expenses, meals, lodging and any other costs shall be borne by the Proposer. All repairs and expenses to cover repairs that are due to the Proposer's inability to perform based upon warranty guidelines shall be borne by the Proposer.

2.2.10.2 Support and Maintenance

SCR9-1-1 expects that a six (6) year maintenance and support agreement will be offered. It is expected that Year 1 of maintenance (defined as one year from date of final system acceptance) will be at no charge. Furthermore, a 24 x 7 x 365 support plan shall be mandatory. The SCR9-1-1 support agreement must describe priority levels for system errors and include a guaranteed response time for each priority level in accordance with the system performance expectations defined in Appendix D.

2.2.10.3 Account Manager

The selected Proposer will provide SCR9-1-1 with an Account Manager who will be the single point of contact throughout the Proposer's relationship with SCR9-1-1.

Part 3.0 Terms and Conditions

3.1 No Obligation to Proceed

SCR9-1-1 is under no obligation to proceed with this project and may cancel this Request for Proposal at any time without the substitution of another, if such cancellation is deemed to be in the best interest of SCR9-1-1.

3.2 Withdrawal or Modification of Proposal

SCR9-1-1 may allow a Proposer's representative bearing proper authorization and identification to sign for, receive and withdraw the Proposer's unopened proposal prior to the submission deadline. A Proposer wishing to modify its proposal may do so by uploading new files with a notation on the cover page indicating that it contains a modification to the original proposal and identifying the proposal by name, number and updated submission date and time. No Proposal may be withdrawn after the scheduled closing time for receipt of Proposals.

3.3 Proposal Validity Period

Submission of a proposal will signify the Proposer's agreement that its proposal and the content thereof are valid for one-hundred eighty (180) days following the submission deadline unless otherwise agreed to in writing by both parties.

3.4 Proposal Verification

Proposer responses are subject to verification. Misleading and/or inaccurate answers may be grounds for disqualification at any stage in the procurement process.

SCR9-1-1 may contact individual Proposers for clarification or correction of minor errors and omissions. Upon such a request, the Proposer must furnish any requested information to SCR9-1-1 within five (5) business days or the proposal will be evaluated as originally received. Major errors or omissions may result in rejection of the proposal from further consideration.

3.5 Rejection and Waiver

SCR9-1-1 reserves the right to reject any or all proposals and to waive informalities and minor irregularities in offers received. Furthermore, SCR9-1-1 may issue a new or modified Request for Proposal, if doing so is found to be in the best interest of SCR9-1-1.

3.6 Purchase Orders

The Proposer shall furnish no services, equipment materials or labor unless a properly executed order is received from SCR9-1-1.

3.7 Subcontractors

SCR9-1-1 intends to contract with one Prime Contractor who will be solely responsible for contractual performance and who shall be the sole point of contact for SCR9-1-1 with regard to contractual matters. In the event the Prime Contractor utilizes one or more subcontractors, the Prime Contractor will assume all responsibility for performance of services by the subcontractor(s).

3.8 Requirement to Meet All Proposal Provisions

Each Proposer shall respond to all of the specifications and proposal terms and conditions contained herein. By virtue of the Proposal submission, the Proposer acknowledges agreement with and acceptance of all of the specifications except as expressly qualified in the Proposal.

3.9 Proposal to Become Part of Contract

The submitted Proposal, along with this Request for Proposal, will become part of the Contract that is negotiated between SCR9-1-1 and the successful party.

3.10 Contract Negotiation

SCR9-1-1 reserves the right to negotiate all elements of the requirements, submittals, proposals, terms and conditions and/or scope of services as part of the contract negotiation process prior to any formal authorization of the contract by SCR9-1-1.

If at any time the contract negotiations are judged to be ineffective, SCR9-1-1 may cease all activities with a Proposer and begin contract negotiations and preparation activities with a different Proposer, continuing the process until a Contract is executed. As a part of this process, SCR9-1-1 may obtain “best and final offers (BAFOs)” from any or all Proposers. SCR9-1-1 reserves the right to cease all contract negotiation activities at any time and reject all proposals if such action is determined by SCR9-1-1 to be in its best interest. Please note that further negotiations may take place after the receipt of BAFOs.

3.11 Modifications to Scope of Work

In the event that sufficient funds do not become available to complete each task in the Scope of Work, the Scope of Work may be amended, based upon the cost breakdown required in the Cost Proposal.

3.12 Prohibited Contracts

SCR9-1-1 shall not contract with, and shall reject any proposals submitted by the persons or entities specified below, unless SCR9-1-1 finds that Special Circumstances exist which justify the approval of such a contract.

- Profit-making firms or businesses in which employees described in this solicitation serve as officers, principals, partners or major shareholders;
- Persons who, within the immediately preceding twelve (12) months, came within the provisions this solicitation and who (1) were employed in positions of substantial

- responsibility in the area of service to be performed by the contract, or (2) participated in any way in developing the contract or its service specifications; and
- Profit-making firms or businesses in which the former employees described in this solicitation serve as officers, principals, partners or major shareholders.

3.13 Award of Contract

If a contract is awarded, the contract will be awarded to the Proposer that best presents a product that will be the most advantageous to SCR9-1-1. SCR9-1-1 will negotiate with the selected Proposer to acquire the combination of functionality and implementation assistance that best meets SCR9-1-1 and Participating Agencies' needs.

SCR9-1-1 may in its sole discretion, negotiate and award a contract without presentations, interviews or best and final offers, based solely on information provided in the proposal responses.

3.14 Public Records

After award of contract, proposal responses shall be considered public record and subject to review. If the Proposer believes any specific section(s) of its proposal response is confidential or proprietary, the Proposer shall clearly mark the page(s) and select text confidential and isolate the pages marked confidential in a specific and clearly labeled section of its proposal response. Additionally, the Proposer shall include a written statement as to the basis for considering the selected information confidential and the material will be reviewed.

3.15 Conflict of Interest

SCR9-1-1, Participating Agencies and Participating Cities/County comply with all California statutes and regulations related to conflicts of interest.

No person performing services for SCR9-1-1, in connection with the establishment of any agreements or any projects resulting from this solicitation, shall have a financial or other personal interest other than employment or retention by SCR9-1-1 or Participating Agency/City/County, in any contract or subcontract in connection with this solicitation or any resulting project. No officer or employee of such person retained by SCR9-1-1 or Participating Agency/City/County shall have any financial or other personal interest in the resulting project, unless such interest is openly disclosed upon the public records of SCR9-1-1, Participating Agency/City/County and such officer, employee, or person has not participated in the acquisition of such property for or on behalf of SCR9-1-1.

3.16 Partial Award

SCR9-1-1 reserves the right to award portions of this contract only and is not required to procure all systems identified within this RFP, if deemed to be in the best interest of SCR9-1-1.

3.17 Reimbursements

There is no express or implied obligation for SCR9-1-1 to reimburse responding firms for any expenses incurred in preparing Proposals in response to this Request for Proposal and SCR9-1-1 will not reimburse responding firms for these expenses, nor will SCR9-1-1 pay any subsequent costs associated with the provision of any additional information or presentation, or to procure a contract for these services.

3.18 Management

Should there be a change in ownership or executive management, the contract shall be canceled unless a mutual agreement is reached with the new owner or manager to continue the contract with its present provisions and prices. This contract is nontransferable by either party.

3.19 Disclosure

After Proposals are submitted there will be no disclosure of contents to competing firms, and all Proposals will be kept confidential during the negotiation process. Except for trade secrets and confidential information which the firm identifies as proprietary, all Proposals will be open for public inspection after the contract award.

3.20 Equal Employment Opportunity/Non-Discrimination

During and in relation to the performance of this Contract, Proposer agrees as follows:

A. The Proposer shall not discriminate against any employee or applicant for employment because of race, color, creed, religion, national origin, ancestry, physical or mental disability, medical condition (including cancer-related and genetic characteristics), marital status, sexual orientation, age (over 18), veteran status, gender, pregnancy, or any other non-merit factor unrelated to job duties. Such action shall include, but not be limited to, the following: recruitment, advertising, layoff or termination, rates of pay or other forms of compensation, selection for training (including apprenticeship), employment, upgrading, demotion, or transfer. The Proposer agrees to post in conspicuous places, available to employees and applicants for employment, notice setting forth the provisions of this non-discrimination clause.

B. If this Contract provides compensation in excess of \$50,000 to Proposer and if Proposer employs fifteen (15) or more employees, the following requirements shall apply:

(1) The Proposer shall, in all solicitations or advertisements for employees placed by or on behalf of the Proposer, state that all qualified applicants will receive consideration for employment without regard to race, color, creed, religion, national origin, ancestry, physical or mental disability, medical condition (including cancer-related and genetic characteristics), marital status, sexual orientation, age (over 18), veteran status, gender, pregnancy, or any other non-merit factor unrelated to job duties. Such action shall include, but not be limited to, the following: recruitment;

advertising, layoff or termination, rates of pay or other forms of compensation, selection for training (including apprenticeship), employment, upgrading, demotion, or transfer. In addition, the Proposer shall make a good faith effort to consider Minority/Women/Disabled Owned Business Enterprises in Proposer's solicitation of goods and services. Definitions for Minority/Women/Disabled Owned Business Enterprises for the purposes of this agreement are available from Santa Cruz County's General Services Purchasing Division.

(2) In the event of the Proposer's non-compliance with the non-discrimination clauses of this Contract or with any of the said rules, regulations, or orders said Proposer may be declared ineligible for further contracts with SCR9-1-1.

(3) The Proposer shall cause the foregoing provisions of subparagraphs 8B(1) and 8B(2) to be inserted in all subcontracts for any work covered under this Contract by a subcontractor compensated more than \$50,000 and employing more than fifteen (15) employees, provided that the foregoing provisions shall not apply to contracts or subcontracts for standard commercial supplies or raw materials.

3.21 Indemnification

To the fullest extent permitted by applicable law, the Proposer shall exonerate, indemnify, defend, and hold harmless SCR9-1-1 (which shall include, without limitation, its officers, agents, employees and volunteers) from and against:

A. Any and all claims, demands, losses, damages, defense costs, or liability of any kind or nature which SCR9-1-1 may sustain or incur or which may be imposed upon it as a result of, arising out of, or in any manner connected with the Proposer's performance under the terms of this Contract, excepting any liability arising out of the sole negligence of SCR9-1-1. Such indemnification includes any damage to the person(s), or property(ies) of the Prime Contractor and third persons.

B. Any and all Federal, State, and Local taxes, charges, fees, or contributions required to be paid with respect to the Proposer and Proposer's officers, employees and agents engaged in the performance of this Contract (including, without limitation, unemployment insurance, social security and payroll tax withholding).

3.22 Insurance

Proposer, at its sole cost and expense, for the full term of this Contract (and any extensions thereof), shall obtain and maintain, at minimum, compliance with all of the following insurance coverage(s) and requirements. Such insurance coverage shall be primary coverage as respects SCR9-1-1 and any insurance or self-insurance maintained by SCR9-1-1 shall be considered in excess of Proposer's insurance coverage and shall not contribute to it. If Proposer normally carries insurance in an amount greater than the minimum amount required by SCR9-1-1 for this Contract, that greater amount shall become the minimum required amount of insurance for purposes of this Contract. Therefore,

Proposer hereby acknowledges and agrees that any and all insurances carried by it shall be deemed liability coverage for any and all actions it performs in connection with this Contract. Insurance is to be obtained from insurers reasonably acceptable to SCR9-1-1.

If Proposer utilizes one or more subcontractors in the performance of this Contract, Proposer shall obtain and maintain Contractor's Protective Liability insurance as to each subcontractor or otherwise provide evidence of insurance coverage from each subcontractor equivalent to that required of Proposer in this Contract, unless Proposer and SCR9-1-1 both initial here ____ / ____.

A. Types of Insurance and Minimum Limits

(1) Workers' Compensation Insurance in the minimum statutorily required coverage amounts. This insurance coverage shall be required unless the Proposer has no employees and certifies to this fact by initialing here ____/____.

(2) Automobile Liability Insurance for each of Proposer's vehicles used in the performance of this Contract, including owned, non-owned (e.g. owned by Proposer's employees), leased or hired vehicles, in the minimum amount of \$1,000,000 combined single limit per occurrence for bodily injury and property damage. This insurance coverage is required unless the Proposer does not drive a vehicle in conjunction with any part of the performance of this Contract and Proposer and SCR9-1-1 both certify to this fact by initialing here ____/____.

(3) Comprehensive or Commercial General Liability Insurance coverage at least as broad as the most recent ISO Form CG 00 01 with a minimum limit of \$1,000,000 per occurrence, and \$2,000,000 in the aggregate, including coverage for: (a) products and completed operations, (b) bodily and personal injury, (c) broad form property damage, (d) contractual liability, and (e) cross-liability.

(4) Professional Liability Insurance in the minimum amount of \$1,000,000 combined single limit, if, and only if, this Subparagraph is initialed by Proposer and SCR9-1-1 ____ / ____.

B. Other Insurance Provisions

(1) If any insurance coverage required in this Contract is provided on a "Claims Made" rather than "Occurrence" form, Proposer agrees that the retroactive date thereof shall be no later than the date first written above (in the first paragraph on page 1), and that it shall maintain the required coverage for a period of three (3) years after the expiration of this Contract (hereinafter "post Contract coverage") and any extensions thereof. Proposer may maintain the required post Contract coverage by renewal or purchase of prior acts or tail coverage. This provision is contingent upon post Contract coverage being both available and reasonably affordable in relation to the coverage provided during the term of this Contract. For purposes of interpreting this requirement, a cost not exceeding 100% of the last annual policy premium during the

term of this Contract in order to purchase prior acts or tail coverage for post Contract coverage shall be deemed to be reasonable.

(2) All policies of Comprehensive or Commercial General Liability Insurance shall be endorsed to cover SCR9-1-1, its officials, employees, agents and volunteers as additional insureds with respect to liability arising out of the work or operations and activities performed by or on behalf of Proposer, including materials, parts or equipment furnished in connection with such work or operations. Endorsements shall be at least as broad as ISO Form CG 20 10 11 85, or both CG 20 10 10 01 and CG 20 37 10 01, covering both ongoing operations and products and completed operations.

(3) All required policies shall be endorsed to contain the following clause:

“This insurance shall not be canceled until after thirty (30) days’ prior written notice (10 days for nonpayment of premium) has been given to:

Amethyst Uchida, General Manager
SCR9-1-1
495 Upper Park Rd
Santa Cruz, CA 95065
amethyst@scr911.org

Should Proposer fail to obtain such an endorsement to any policy required hereunder, Proposer shall be responsible to provide at least thirty (30) days’ notice (10 days for nonpayment of premium) of cancellation of such policy to SCR9-1-1 as a material term of this Contract.”

(4) Proposer agrees to provide its insurance broker(s) with a full copy of these insurance provisions and provide SCR9-1-1 on or before the effective date of this Contract with Certificates of Insurance and endorsements for all required coverages. However, failure to obtain the required documents prior to the work beginning shall not waive the Proposer’s obligation to provide them. All Certificates of Insurance and endorsements shall be delivered or sent to:

Amethyst Uchida, General Manager
SCR9-1-1
495 Upper Park Rd
Santa Cruz, CA 95065
amethyst@scr911.org

(5) Proposer hereby grants to SCR9-1-1 a waiver of any right of subrogation which any insurer of said Proposer may acquire against SCR9-1-1 by virtue of the payment of any loss under such insurance. Proposer agrees to obtain any endorsement that may be

necessary to affect this waiver of subrogation, but this provision applies regardless of whether or not SCR9-1-1 has received a waiver of subrogation endorsement from the insurer.

3.23 Termination of Contract

SCR9-1-1 or the Proposer may terminate the contract for convenience by providing written notice to the other party not less than 30 calendar days prior to an effective termination date. SCR9-1-1 or Proposer may terminate the contract for material breach of contract by providing written notice to the other party not less than 14 calendar days prior to an effective termination date. Upon notice of termination, the Proposer will immediately take action not to incur any additional obligations, costs or expenses, except as may be reasonably necessary to terminate its activities. SCR9-1-1's only obligation to the Proposer will be just and equitable payment for materials and/or services authorized by, and received to the satisfaction of, SCR9-1-1 up to and including the effective date of termination. All finished or unfinished materials, supplies, goods, or documents procured or produced under the contract will become property of SCR9-1-1 upon the termination date. SCR9-1-1 reserves the right to purchase or obtain the supplies or services elsewhere, and the defaulting vendor will be liable for the difference between the prices set forth in the terminated order and the actual cost to SCR9-1-1. In no event will SCR9-1-1 be liable for any loss of profits on the resulting order or portion thereof so terminated. After the effective date of termination, Proposer will have no further claims against SCR9-1-1 under the contract. Termination of the contract pursuant to this paragraph may not relieve the Proposer of any liability to SCR9-1-1 for damages sustained by SCR9-1-1 because of any breach of contract by Proposer, and SCR9-1-1 may withhold any payments to Proposer for the purpose of set-off until such time as the exact amount of damages due SCR9-1-1 from Proposer is determined. The rights and remedies provided in this section will not be exclusive and are in addition to any other rights and remedies provided by law or under the contract.

Part 4.0 Proposal Response Format

4.1 Proposal Response Format

Proposals must be submitted in the format described in Section 4.3 of this RFP, using supplied forms where indicated. Failure to follow the format requested, or failure to use the provided forms where indicated, may result in the rejection of a proposal.

4.2 Proposal Submission

The Proposer's sealed proposal must be in the proposal response format outlined in Section 4.3 of this Request for Proposal and delivered pursuant to the following requirements:

1. Offers and modifications thereof shall be submitted electronically to a unique proposal submission link. This link shall be obtained from the Proposal Coordinator at least one week prior to the proposal submission deadline. Each Proposal shall include the following information on a cover page:
 - Name, Physical Address and E-mail Address of Proposer
 - Submission Date and Time
 - Request for Proposal Number
 - Title of RFP
2. The Proposer must submit the Functional Proposal and Cost Proposal as two distinct electronic files, in .PDF format. The Proposals should be submitted in their entirety (functional and cost proposals separate) as opposed to separate files broken down by section. The only exception is the Appendix B Excel Workbook which should be submitted in the original Excel format. Documents that require an authorized signature must include a scanned copy of the original signature.
3. The Proposer shall submit a formal transmittal letter on official company letterhead that contains the following:

Statement of Interest: This statement shall indicate the firm's general interest and capability to perform the project. It shall also include a brief summary of any information that might be especially important to SCR9-1-1.

Statement of Proposal Life: The proposal must have a proposal life of at least one-hundred eighty (180) days or the length of contract negotiations from the RFP due date. This is the time during which the proposal is a firm offer and a contract may be entered.

Contact Person: The Proposer shall include the name, title, address, telephone number, and email of the key contact person for any questions regarding the proposal.

Signature of Authorized Representative: An authorized representative of the firm must sign the proposal and the name and title of the representative must be typed below the signature.

4.3 Proposal Format

SCR9-1-1 expects the Functional Proposal to be divided into ten (10) clearly marked and identified sections which are bookmarked to allow reviewers to navigate between each section of the PDF document. The Cost Proposal (Section 11) must be submitted separately as described elsewhere in this RFP. The proposal must follow the format prescribed below and address all requirements identified in this RFP. The objective of the prescribed format is to facilitate the review of all proposals. **Failure to complete and furnish all information requested in the specified form and format may result in the rejection of the proposal.**

The following table describes each section. Proposers should label each section as described in the table and provide a table of contents that includes page number references and links to each section. The paragraphs following the table explain the detail requested for each section, and are referenced accordingly in the table. Paragraph numbering within proposals should correspond to question numbers in the detailed RFP.

Table 2. Proposal Format Overview

Proposal Format Overview		
Section	Description	Reference
1	Letter of Transmittal/Executive Summary/Table of Contents	N/A
2	Proposer Background and Experience	4.4
3	Proposer References	4.5
4	System Architecture	4.6
5	System Software and Application Software	4.7
6	System Testing and Acceptance	4.8
7	Implementation and Project Management	4.9
8	Documentation and Training	4.10
9	Support, Warranty, and Maintenance Provisions	4.11
10	Contract Provisions	4.12
11	Cost Proposal	4.13

4.4 Proposal Section 2: Proposer Background and Experience

1. Identify the Prime Contractor and all subcontractors.
2. For each Contractor and Subcontractor, complete and include the Contractor/Subcontractor Information Form (Appendix A – Form A).
3. If the Proposer is a corporation, formal proof of the authority of the officer signing the Proposal to bind the corporation should be submitted with the proposal. A copy of the corporate resolution or minutes can be adequate proof; a simple letter is not sufficient.
4. Provide background information about:
 - a. The Proposer’s company history and experience in the market for public safety information systems
 - b. If a subcontractor is proposed, provide a history on previous work completed together by the proposer and subcontractor. Include the following for each project in which the proposer and subcontractor have worked together:
 - Agency (include point of contact)
 - Project date
 - Applications installed
 - Responsibilities of each party
5. For the Prime Contractor, complete and include the Contractor Financial Qualifications Form (Appendix A – Form B).

4.5 Proposal Section 3: Proposer References

1. Each vendor (Contractor and Subcontractor) must complete and include the Reference Form (Appendix A – Form C). Each vendor must provide ten references, including at least three references for recent installations (within the past 3 years), three references representing long-standing relationships and installations (greater than 3 years ago) and three references in California. All references must include the applications being sought (Report Writing and RMS).
2. Include definitions for all acronyms used within Appendix A – Form C.

4.6 Proposal Section 4: System Architecture

4.6.1 **System Diagram**

1. Provide a diagram of the proposed System architecture. The diagram should include an overall representation of the servers, network, peripherals, workstations, mobile data components and interface points, as well as a representation of the System environments (Production, Backup, and Training/Testing).
 - Note: All items listed in Hardware Costs section of the Cost Proposal or associated with implementing a proposed cloud solution must be included in the diagram and vice versa.

4.6.2 Proposed Hardware Configuration

1. Complete and include the Server Configuration Form (Appendix A – Form D).
 - All servers required to implement the proposed solution must be included in the Server Configuration Form.
2. Describe the ability of the proposed servers to support the requirements and processing performance characteristics for the volumes described in Appendix C for at least five years from the date of Final Acceptance.
3. Complete and include the Recommended Workstation Hardware Form (Appendix A – Form E).

4.6.3 Performance and Reliability

1. Describe the immediate back-up/failover parameters that the System provides in the Production Environment.
2. Describe any impact to systems (e.g., interference to normal operations, system shutdown) that will occur during:
 - a. Server upgrades and/or replacements
 - b. Application software upgrades/updates
3. SCR9-1-1 expects all System applications to operate concurrently at designed capacity. How will Proposer ensure concurrent operation of all System components without any System degradation?
4. SCR9-1-1 expects the Report Writing and RMS application will be available 99.95 percent of the time. Describe how the Proposer will guarantee this level of System availability both initially and during the life of any license and maintenance contract.
 - a. Should the System fail to meet its performance standards, what remedies will be provided to SCR9-1-1?

4.6.4 System Failover and Restoration

The following subsection refers to the back-up/disaster recovery environment and not the production environment. SCR9-1-1 is assuming that the production environment is designed in such a way that will allow for immediate fail-over and back-up (e.g., through the use of clustered servers or similar).

1. Provide a detailed description of the proposed back-up/disaster recovery environment.
2. Do operations automatically failover to the back-up/disaster recovery environment in the event of a failure in the production environment?
 - a. What actions must be taken to activate the back-up/disaster recovery environment?
 - b. How much time is required until operations commence in the back-up/disaster recovery environment when operations in the production environment fail?
3. Describe any limited functionality with which the system will operate during the restoration process.

4.6.5 Network Compatibility

1. Describe the network that will be necessary to provide connectivity to the application(s) across participating agencies.
2. Will a dedicated network solely for the proposed applications be required?
3. Describe how the Report Writing application works in an environment of intermittent mobile computer connectivity.
 - a. Describe any functional limitations of the Report Writing and RMS applications in an environment of intermittent mobile computer connectivity.

4.7 Proposal Section 5: System and Application Software

4.7.1 Operating System

1. Provide the name and version number of the proposed Operating System for:
 - a. Servers
 - b. RMS Workstations

4.7.2 System Software Applications and Utilities

1. Complete and include the Recommended System Software Form (Appendix A – Form F), identifying the name, company, and release level of the following applications and any other programs that the Proposer recommends above and beyond the main applications:

- Database Management System
- Communications Protocol
- Languages/Development Tools
- Utility/Report Writer Programs
- Administrative Tools

Note: All software must be accounted for within this section. If Proposer is assuming that SCR9-1-1 or Participating Agencies already own required software, those assumptions must be stated. Assume all Windows OS Client Access Licenses will be provided by SCR9-1-1 and Participating Agencies.

4.7.3 System Backup

1. Describe the Proposer's recommended approach for System backup.
 - a. How will the Proposer's recommended System backup process affect the live operation of the System?
 - b. Are all system functions (inquiry and update) available during backup? If not, explain the level of availability of System functions during backup.
2. Describe the tasks required by SCR9-1-1 and/or Participating Agency/City/County personnel and the level of technical knowledge required to perform the backup.
3. Are backups made on an earlier software version or hardware platform always available in the current system? Describe any limitations.

4.7.4 Software License Agreement

1. Include copies of the proposed standard software licensing agreements.
2. What type of licensing agreement is proposed for each application (e.g., concurrent, named, etc.)?
3. How many licenses are proposed per application?
4. Does the Proposer provide a site license option(s) for all system components proposed? If no, please identify those components for which site licensing is not an option and indicate why a site license would not be the most cost-effective option.

4.7.5 Major System Components

1. Use the Excel workbook provided in Appendix B to indicate how Proposer can satisfy SCR9-1-1's functional requirements. The Proposer should complete the spreadsheet, but should not modify or alter the workbook format in any manner except to provide responses where requested. Modification or alteration of the workbook format may result in rejection of the proposal. The Proposer should submit the workbook as a separate document.
 - a. The Proposer should leave the workbook as an Excel file and not convert to .pdf. If the Proposer wants to provide a .pdf version of the Excel file, it may include it in the main functional proposal document but must still submit the workbook in Excel as a separate document.
 - b. All detailed requirements in Appendix B are numbered in the Column A. These identification numbers should not be changed or omitted in the proposal.
 - c. Detailed response instructions are included on the first worksheet of the workbook. Failure to follow the instructions will result in rejection of the proposal. Proposers are asked to indicate their ability to comply with the requirement using the codes described in the following paragraphs:
 - “C” indicates that the requirement will be met by proposed existing software that is installed and operational at other sites and can be demonstrated to SCR9-1-1. The cost of requirements receiving this response code is included in the cost of the standard application software. If the software required to meet this requirement is under development or in a test or beta phase, do not answer with a “C” response. Answer with an “N” response and indicate the development status in the “Comments” column.
 - “N” indicates that the Proposer cannot comply with the requirement. If a Proposer is answering “N” because it cannot meet the requirement in its entirety, please indicate why in the "Comments" column.
 - “A” indicates that, while the Proposer cannot meet the requirement exactly the way the requirement is stated, the Proposer can meet the requirement without modification to the standard application software and without additional cost to SCR9-1-1. The cost of a requirement receiving this response code is included in the cost of the Proposer's standard application software pricing. For example, the requirement can be met via functionality in another module, through standard features in the OS, or through an easy work-

around. Responses in this column must be accompanied by an explanation in the “Comments” column. Failure to provide an explanation will result in the response being counted as an “N” response.

- “M” indicates that the Proposer can meet the requirement by modifications to existing standard software. Responses receiving this response code may have an additional cost associated with them. Additional costs for modifications must be listed in the Cost Proposal (Appendix A – Form O) and must reference the specific functional requirement associated with the cost.
- “T” indicates that the Proposer can meet the requirement through use of third-party software. All "T" responses must have supporting explanations in the “Comments” column, including the name of the third-party provider. All third-party software necessary to meet the listed requirements must also be listed in the Cost Proposal. Failure to do so will result in a re-coding of the response as an “N.”

Note that a blank response will indicate to SCR9-1-1 that the Proposer cannot meet the requirement. Blank responses will be counted as “N” responses.

d. Column C of the “RMS” and “Interfaces” tabs in Appendix B indicates whether requirement must be implemented during Phase 1 or Phase 2, as defined in Section 2.2.4 of this RFP. Any response code provided shall apply to the requirement and the phase within which it is to be implemented. For example, when proposer responds “C” to a given requirement, SCR9-1-1 will evaluate that response as the baseline application is compliant with the requirement, and the functionality will be implemented during the phase identified in column C.

4.7.6 Interfaces and Integration

1. Complete and include the Interface Identification Form (Appendix A – Form G) for each proposed interface. If an Interface Identification Form is not provided for an interface, SCR9-1-1 will assume that it is not included in the proposed solution. For each interface:
 - Describe Proposer’s specific experience with the desired interface, including number of sites installed, date initially installed, operational status, direction of data exchange, and the development language or tool
 - Described the proposed approach to developing the interface
 - List any assumptions or constraints (e.g., communications protocol) to successfully completing the interface

- Describe the services being provided and any assumptions regarding working with the interfacing organization to develop the interface
 - If the Proposer has experience with a similar interface to a system being requested by SCR9-1-1, the Proposer should indicate as such.
2. It is likely that SCR9-1-1 will require additional interfaces over the lifetime of the application. As such:
 - a. What is the Proposer's approach to simplifying and supporting the development, installation and maintenance of interfaces developed after the contracted system has been implemented?
 - b. Is a repository/warehouse offered that will support a data dump from the proposed applications that would allow third party applications to query the database?
 - c. What training is provided for users to develop unique third-party interfaces?
 3. Does the System incorporate open data sharing models and standards such as the National Information Exchange Model (NIEM)?

4.7.7 Security Features

1. Describe to what level of depth (field, screen, module, etc.) security and permissions may be controlled within an application module.
2. Describe the auditing capabilities of the System (include screenshots).
3. Describe the process (and technical requirements) for which Proposer intends to access the proposed system after it has been deployed to provide remote diagnostics.
4. Does the system support Active Directory?
5. Are passwords enforced per CJIS security requirements?
6. Does the System support CJIS compliant encryption while the data is in transit? If so, explain how it is CJIS compliant.
7. Does the System support CJIS compliant encryption when the System is at rest? If so, explain how it is CJIS compliant.
8. Does the system support SAML for authentication?
9. Does the system support MFA at the application level?

10. What Industry Cyber Security Certifications does your organization have (e.g., CJIS, SOC 2, ISO/IEC 27001)?
11. What Cyber Security Framework(s) does your organization follow (e.g., NIST, GDPR, FISMA, CIS Controls)?

4.7.8 System Administration

1. What periodic System management functions should be performed to maintain System performance?
2. How much System Administrator time is needed per week Post-Implementation?
3. Use the Post-Implementation System Staffing Form (Appendix A– Form I) to identify the resources required to provide ongoing support for the system after implementation.

4.7.9 System Configuration

1. Describe how the RMS system can be uniquely configured, specifically addressing:
 - a. User interface
 - b. Code tables
 - c. Function keys/commands
2. Describe the mechanism to prevent system updates from overriding previous configuration decisions.
3. Describe how the RMS supports a multi-jurisdictional environment, focusing on the system's ability to support both system-wide and unique agency configurations.
 - a. How does the system accommodate unique data collection needs of each agency (e.g., if one agency would like to capture a data element that other agencies do not)?
 - b. How does the system support unique agency codes and drop-down menus? Will each agency have the ability to have its own codes?
 - c. How does the system support unique report workflow and approval processes? Will each agency have the ability to determine their own workflow?

4.7.10 General Functionality Questions

1. Describe how the system links attachments to a case. For example, is there a single folder containing all attachments, or are there individual attachments?
2. Describe in detail and illustrate with screen shots the steps required for users to complete reports in the system. Describe any limitations of the system reporting functionality.
3. Describe how data from non-Participating Agencies within and outside the County can be incorporated / tracked / reported upon to develop crime patterns not limited to the data available from Participating Agencies' jurisdictions.
4. How does the system handle case tracking to external agencies? For example, describe the functionality available to Participating Agencies to log which reports have been submitted to external agencies (e.g. CPS, Courts, etc.) and when they were sent and by whom.
5. Describe how users can share case information with agencies outside of the consortium (e.g. via a hyperlink, email or other means).
6. Describe the ability to set parameters in a multi-agency environment to allow for different levels of data sharing between agencies within the consortium. For example, can the consortium set a region-wide standard / template with the ability for Participating Agencies to add / remove fields they wish to share / not share?
7. Describe how the system will reconcile between a person's name entered in a pre-booking form and the person's name as verified through a LiveScan return, if they are different. For example, if a Deputy enters a person's name in a case report, arrest report and pre-booking form, and that name is verified to be inaccurate through a LiveScan return (e.g., fingerprint returns are different than the name entered on the pre-booking form), how are the case report, arrest report and pre-booking form updated with the verified name?
8. SCR9-1-1 is interested in permitting agencies external to the Participating Agencies (e.g., neighboring and/or state/federal law enforcement agencies, DA's Office, etc.) to access the system either on a temporary basis or for research/investigations purposes (e.g., Task Forces). Describe the recommended approach for personnel from agencies external to the Participating Agencies to access the system, how security rights will be configured for these personnel and any limitations associated with these potential users.
9. While the Participating Agencies intend to jointly procure and use a common Records Management System, the Agencies are not currently operating in a homogenous environment. For instance, while the Sheriff's Office utilizes

FileOnQ for Property & Evidence Management, the three Police agencies utilize the Property & Evidence module in their current RMS. The Sheriff's Office thus seeks an interface with FileOnQ while the Police agencies desire the selected vendor to provide a Property & Evidence module. Describe the recommended approach to implementing a combination of internal solutions as well as third party interfaces.

4.8 Proposal Section 6: System Testing and Acceptance

1. SCR9-1-1 requires a review process to verify the Proposer's responses to all of the functional requirements and to confirm that the proposed software meets defined user requirements prior to commencing software implementation. Describe your approach to confirming requirements, determining modifications necessary to meet SCR9-1-1's specifications and then addressing those modifications.
2. Provide an overview of the roles and responsibilities of SCR9-1-1 and Proposer in designing and executing test plans.
3. SCR9-1-1 requires three (3) types of tests: Functional, Stress and Reliability, and Performance Testing. Please note these tests include interfaces as well as system integration. The following questions are specific to each test:

4.8.1 Functional Testing

1. Describe how each requirement in the functional requirements matrix will be tested.
2. Describe how each interface will be tested.
3. Who will be responsible for writing the test scripts for each requirement?
4. Who will be responsible for conducting the test scripts?
5. At what point in the implementation will this step occur?
6. Are there any limitations on time for completion of testing?
7. Will all applications undergo functional testing?
8. In the event that a functional requirement cannot be met, what is the remediation process that will be taken?

4.8.2 Stress Testing

1. How will the system undergo stress testing?

2. Will it occur in SCR9-1-1's production environment?
3. What actions will the Proposer take in the event the System fails stress testing?

4.8.3 Reliability and Performance Testing

1. What System performance requirements (e.g., transaction times) will be utilized for baseline performance testing?
2. What system tools will be provided to measure the performance of the system as compared to the agreed-upon standards?
3. Will the Proposer agree to meet these performance requirements over the:
 - a. Warranty period?
 - b. Lifetime of the System?
4. For how long will the performance and reliability period last? SCR9-1-1 desires a reliability period of at least 90 days.
5. Describe the process should the system fail during the reliability test period, as well as actions that will be taken by the Proposer (including time frames), as well as its effect on the length of the testing period (e.g., will testing be restarted, paused, etc.).
6. Are any actions unique to the severity of the error?
7. If the System continually fails during the acceptance test procedures, what type of reimbursement will the Proposer provide to SCR9-1-1?
8. SCR9-1-1 will apply the Acceptance Test Plan included in Appendix E. Does the Proposer accept these terms? If not, explain any exceptions and propose alternatives. If an alternative is suggested, at a minimum, provide a sample of the plan that illustrates the process and parameters underlying its test approach.

4.9 Proposal Section 7: Implementation and Project Management

Proposers must clearly label and identify each sub-section for easy reference.

4.9.1 **Project Management**

1. Describe the Proposer's approach to managing an implementation of this magnitude.
2. When configuring/building the applications:

- a. Will SCR9-1-1 start with a “blank” system and be expected to provide all code tables from scratch, or will a baseline set of codes be installed with the delivery of the system?
 - b. Will the system come pre-built with all NIBRS/CIBRS-required fields and corresponding data elements?
 - c. How will system implementers ensure that SCR9-1-1 and Participating Agencies’ build teams do not overwrite or delete NIBRS/CIBRS-required fields?
 - d. What type of forms will be provided to assist in the development of code tables (e.g., Excel files)?
3. Include in this section a Statement of Work that breaks down the System implementation into two phases with corresponding tasks to be completed during Phase 1 and Phase 2, and delineates Proposer and SCR9-1-1’s responsibilities within each task.
- a. Implementation activities corresponding to the following tasks/functionality should occur during Phase 1 of the system implementation:
 1. Implementation Tasks:
 - a. Installation
 - b. Legacy Data Access
 - c. System Provisioning
 - d. Interface Development
 - e. System Testing (with the exception of post go-live Reliability Testing)
 - f. System Training
 2. Modules and Functionality:
 - a. Security Administration
 - b. Audit Trail and Timestamps
 - c. Queries and Reports
 - d. Master Indices
 - e. CIBRS Collection and Submission

- f. Calls For Service
- g. Report Writing (Including RIPA and FIs)
- h. Sealings, Expungements and Redactions
- i. Arrest and Pre-Booking
- j. Property and Evidence
- k. Case Management
- l. Warrants
- m. Restraining Orders and Trespass

3. Interfaces:

- a. Motorola PremierOne CAD
- b. CommSys NCIC/CLETS Message Switch
- c. Crossroads Citations and Crash Reporting
- d. FileOnQ
- e. Tyler Warrants
- f. EIS JMS

b. Implementation activities corresponding to the following tasks/functionality should occur during Phase 2 of the system implementation:

1. Implementation Tasks:

- a. Post go-live Reliability Testing

2. Modules and Functionality:

- a. Officer/Deputy Activity
- b. Citizen Online Reporting
- c. Data Analysis
- d. Inventory and Equipment
- e. Major Crime Registrants
- f. Personnel

3. Any personnel from the successful Proposer working directly on the project, or any third party who may be contracted to work on the project by the successful proposer will be subject to a background investigation and fingerprint check before being allowed to work with SCR9-1-1 on the proposed system. Is there any reason that Proposer would object to this condition of the Contract?
4. Describe the process and actions available to SCR9-1-1 should the assigned project manager not meet the performance expectations of SCR9-1-1, what alternatives are available to SCR9-1-1?
5. Use the Implementation Staffing Form (Appendix A – Form H) to provide a description of the SCR9-1-1 and Participating Agency personnel required to implement the proposed system. SCR9-1-1 and Participating Agencies must be able to clearly identify from Proposer’s response the role of Agency personnel required, tasks they will each be required to complete and number of hours needed during each phase of the proposed implementation.

4.9.3 Legacy Data Access

1. The following records database statistics from July 2024 are included to provide a scope of system data size and types:
 - a. Volume (Number of records):
 - b. Legacy Systems:
2. Participating Agencies would like access to their legacy data, either by having that data available in the new system or available for querying purposes. SCR9-1-1 is open to alternative proposals, and expects to rely on the Proposer’s experience with accessing legacy data from its current system to identify the most effective manner in which to access the data. Provide a proposal for accessing legacy data. The proposal should describe:
 - a. Multiple approaches and the advantages and disadvantages of each approach
 - b. Recommended approach
 - c. Proposer’s experience with the recommended approach
 - d. Participating Agency personnel responsibilities and resource requirements to implement and support each approach
 - e. Include costs for each approach as options in the Cost Proposal (Appendix A – Form O)

4.10 Proposal Section 8: Documentation and Training

1. What documentation will be provided as part of this Project?
2. Is the System documentation consistent with instructions supplied by the online help for the proposed Software Applications? Describe any inconsistencies.
3. Will all documentation be tailored to include Participating Agency-specific configuration, requirements or functionality developed during the implementation process?
4. Will the Proposer provide authority to copy documentation for internal use as necessary? State any exceptions.
5. Will the Proposer be willing to provide a complete set of user documentation for the finalist evaluation phase?
6. Is documentation available with upgrades? If so, does the Proposer provide an entirely new set of documentation, or does the documentation reflect only the changes?

4.10.1 **Training**

It is anticipated that the Proposer and SCR9-1-1 will work together to develop a final training plan that will include training formats (e.g., train-the-trainer, end user training, locations, timeframes, curriculum). SCR9-1-1 requires a preliminary Training Plan with the Proposal to assess the Proposer's approach to training.

1. Provide a training plan, including the approach to providing System, Software Application and System Administration training and impacts of a multi-Agency implementation.
2. Use the Training Hours Form (Appendix A – Form J) to provide a description of classes.

Please note, this is specific to end-user training. Hours that are dedicated to system configuration are not applicable to this section.

3. In total, how many hours are proposed for:
 - a. System Administrators
 - b. RMS End Users
 - c. Other (Describe)
4. Does the Proposer provide refresher training?
 - a. If yes, is the cost included as part of maintenance?

5. Does the Proposer provide any computer-based training options (either online or other format) to bring new employees up to speed on the System?

4.11 Proposal Section 9: Support, Warranty and Maintenance Provisions

4.11.1 **Customer Support**

1. Describe Customer Support options that will be provided to SCR9-1-1, including:
 - Telephone support
 - Web-based support
 - On-site support
2. SCR9-1-1 requires an on-demand model for remote support. Describe how remote support is achieved. If unattended/unescorted access is required, are all support staff approved by the FBI Clearinghouse?
3. Does the Proposer support User Groups? If so, describe the user group process as it pertains to future product enhancements.
4. Describe the support procedures for various error Priority Levels. Identify the Priority Level, Priority Description, Response Time and Resolution Time for each error Priority Level. “Priority Level” refers to the categorizing of issues; “Priority Description” refers to the definition of the applicable priority; “Response Time” refers to the time when the Proposer will reply to SCR9-1-1’s request; and “Resolution Time” refers to the time it will take for the issue to be remedied. The response and resolution times described will apply both during the testing periods and post-implementation during the warranty and maintenance period(s).
5. SCR9-1-1 does not expect to pay for service it is not receiving and will expect reduction in future maintenance fees for errors not resolved in a timely manner. Explain the compensation the Proposer will offer for:
 - Errors not remedied within an agreed upon number of hours within a given quarter
 - Errors not remedied within an agreed upon number of hours of a given year
 - Errors not remedied with the next release fix
6. Is 24x7x365 support standard or optional for the proposed systems? If it is optional, provide the cost for 24x7x365 in Appendix A, Form O – Optional Costs

4.11.2 **Warranty**

1. Provide in this section a copy of the Proposer's standard warranty.
2. Will the proposed System include a minimum first year warranty commencing at Final System Acceptance? If not, explain.
3. Does the Proposer warrant that the implemented System will conform with its responses to the functional requirements in Appendix B?
 - a. If not, explain.
 - b. List any conditions of warranty.
4. Will the Proposer agree to cover expenses to repairs made under warranty, including parts, software, labor, travel expenses, meals, lodging and any other costs associated with the repair?
5. Do any Customer Support provisions differ during the Warranty Period (as compared to during Maintenance Periods)?

4.11.3 Software Application Maintenance

1. Include in this section of copy of the Proposer's standard maintenance agreement.
2. What is the process for delivery and installation of fixes, upgrades, and new releases? Specifically:
 - a. How often does the Proposer provide software updates and enhancements?
 - b. Are updates and enhancements included as part of the standard maintenance agreement, or are there additional costs SCR9-1-1 would incur to apply updates and enhancements?
 - c. How are changes to software tested and documented?
 - d. Will interfaces be upgraded along with the standard applications? If so, how will Proposer ensure that interfaces are not broken or compromised?
 - e. If customizations are proposed, will they be upgraded along with the standard applications? If so, how will the Proposer ensure that customizations are not lost or compromised?
 - f. How will software on the MDCs be upgraded? Will updates be pushed to the devices or will updating MDCs require manual intervention?

3. Do system upgrades/enhancements require vendor intervention – either on-site installation or require the scheduling of resources to download and install the upgrade/enhancement?
4. Are updates provided to meet changes in federal and state requirements?
 - a. Is there an additional charge for these updates?
 - b. If there are additional charges, how are they determined?
5. How long is maintenance continued for older releases? Will SCR9-1-1 be required to upgrade to a latest release?
6. What training assistance for updates is provided?

4.12 Proposal Section 10: Contract Provisions

1. The successful Proposer will be required to sign a Contract for this engagement with SCR9-1-1. SCR9-1-1 intends to incorporate the terms and conditions outlined in Part 3.0.
 - a. Does the Proposer agree to incorporate SCR9-1-1's provided terms and conditions?
 - b. If the Proposer does not agree to incorporate SCR9-1-1's provided terms and conditions, identify any section number(s) that is not in concert with the Proposer's provided Contract, describe the discrepancy, and submit the Proposer's alternative language.
2. Provide a copy of the Proposer's travel policy (e.g., restrictions, per diem, etc.).

4.13 Proposal Section 11: Cost Proposal

Submit an electronic copy of the Cost Proposal in .PDF format to the unique submission link obtained from the RFP Coordinator at least one week prior to the submission deadline. The Cost Proposal must be submitted separately from the Functional Proposal. Failure to submit a separate Cost Proposal may result in disqualification of the entire proposal.

Each subsection of the Cost Proposal must be clearly identified and labeled.

Please note that:

- Proposals must be for a fixed price solution.
- All costs for every component referred to in the proposal, including options, must be included in the cost proposal.
- Costs must be unbundled and separately listed. Proposals that do not detail specific costs on the provided forms may be considered non-responsive.

- The Proposer shall bear the onus of any errors made in pricing the services (e.g., omitting a component of the services).
- Should the Proposer have failed to either include in the price, or to deliver to SCR9-1-1, any component necessary to perform the functionality or provide services as proposed in the RFP, the Proposer shall be required to provide same at the Proposer's own expense.

The Cost Proposal must be submitted using the Appendix A – Forms K – Q to present a detailed breakdown and summary costs by categories for the following proposed System components:

- Hardware
- System Software
- Application Software
- Implementation Costs
- Optional Costs

The sixth subsection summarizes the total one-time costs and the seventh subsection identifies recurring system costs for six (6) years following System Acceptance. Both require the use of provided forms.

In addition to the Cost Proposal, Proposers may attach pricing sheets in their own format.

4.13.1 Hardware Costs

1. Using the Hardware Cost Form provided in Appendix A – Form K, list all provided hardware as requested in the “Hardware and System Software” section of the Scope of Services in this RFP.
 - Include total purchase costs and total maintenance costs for each hardware item.
 - The “Annual Maintenance Cost” should represent the average cost of maintenance for 6 years.

4.13.2 System Software

1. Using the System Software Cost Form provided in Appendix A – Form L, list all System software proposed for the system as requested in the “Hardware and System Software” section of the Scope of Services in this RFP.
 - Include total costs and annual maintenance costs.
 - The “Annual Maintenance Cost” should represent the average maintenance cost for 10 years.

4.13.3 Application Software Costs

1. Using the Application Software Cost Form provided in Appendix A – Form M, list all proposed Application Software.
 - a. The Application Software Cost Form includes five (5) tables that must be completed:
 - I. Table 1: Report Writing Application Costs
 - II. Table 2: RMS Application Costs
 - III. Table 3: Interface Costs
 - IV. Table 4: Other Module/Component Costs
 - V. Table 5: Total Application Software Costs
 - b. All costs required to provide the software functionality requested in this RFP must be included in these tables. The Proposer will be responsible for any costs not accounted for in these tables.
 - c. The “Annual Maintenance Cost” should represent the first year of maintenance. SCR9-1-1 does not expect to pay for maintenance during the first year of application use after Final System Acceptance.
 - d. The “Annual Yearly Maintenance Cost Increase (Percentage)” should represent the expected annual increases that SCR9-1-1 can expect for Years 2 – 6.
 - e. All interfaces included on the Interface Identification Form must be included on the Application Software Cost Form. If there is no cost, please indicate as such. Any interfaces that are additional and not requested should be added to rows at the bottom of the form. Note that the costs associated with interfaces include all costs associated with the development, testing and deployment of the defined interface.

4.13.4 Implementation Costs

1. Use the Implementation Cost Form provided in Appendix A – Form N to describe and list all other costs that would be associated with implementation of the Proposed System, including, but not limited to the following:
 - Installation
 - System Build/Configuration
 - Project Management
 - End-User Training

- Testing
 - Go-Live On-Site Support
 - Travel
 - Escrow
 - Any other costs (describe)
2. Legacy Data Access options **should not** be included in this section.
 3. Note that costs not identified will not be accepted in a final contract.

4.13.5 **Optional Costs**

1. Use the Optional Cost Form provided in Appendix A – Form O to describe and list all optional cost items that could be associated with implementation of the System.
2. Any optional costs to which the Proposer refers in the Functional Proposal must be identified on the Optional Cost Form in order for that option to be considered in the evaluation process.
3. The Proposer must provide a cost for any proposed software modification required to meet functional requirements. If a cost is not provided, it will be assumed that there is not a cost for the modification. If ultimately there will be a cost, the Proposer will be responsible for that cost.
4. Include Legacy Data Access options within this section.
5. Please note, Optional Costs should not be included when totaling any costs, as described in the following subsections.

4.13.6 **Total One Time Costs**

1. Using the Total One Time Cost Form provided in Appendix A – Form P, present a summary of all one-time costs for the proposed System. Any subtotals carried forward to this form should agree with the corresponding detail forms.

4.13.7 **Recurring Costs Summary**

1. Using the Recurring Cost Form provided in Appendix A – Form Q, present a summary of all recurring costs for the proposed System. Any subtotals carried forward to this form should agree with the corresponding detail forms.

4.13.8 **Hourly Rates**

1. What hourly rates are proposed as part of this Contract? Note that these rates should be guaranteed for at least two years from date of contract signing.

4.13.9 **Payment Schedule**

1. SCR9-1-1 expects the following payment schedule outlined below. Does the Proposer accept these terms? If not, explain any exceptions and propose alternatives.
 - a. 10% Upon Approval of Project Plan
 - b. 15% Upon Completion of Hardware and Software Installation
 - c. 15% Upon Satisfactory Completion of Functional Testing
 - d. 15% Upon Satisfactory Completion of Training
 - e. 20% Upon Completion of Go-Live
 - f. 25% Upon Final System Acceptance

Part 5.0 Evaluation Procedure and Contract Award

5.1 Evaluation Procedures

Proposals will be evaluated by an Evaluation Committee. The Evaluation Committee will consider the completeness of a Proposal and how well the Proposal meets the needs of SCR9-1-1 and Participating Agencies.

5.2 Scoring and Evaluation Factors

The evaluation factors reflect the totality of considerations represented in the requested proposal responses. While cost is important, other factors are also significant and SCR9-1-1 may not select the lowest Cost Proposal. The objective is to choose the proposal that offers the highest quality services and will achieve the project's goals and objectives for a fair and reasonable cost.

SCR9-1-1 intends to review each written proposal and then invite finalist vendors for system demonstrations. Proposals will be evaluated according to the criteria presented in Table 3 below. Finalist vendors may also be subject to reference checks and site visits.

Table 3. Evaluation Criteria

Evaluation Criteria
Company Background, Experience, Financial Qualifications and References
System Architecture
Application Software, User Interface/User Experience and Integration
System Testing and Acceptance
Implementation
Customer Support, Warranty and Maintenance
Cost

The Evaluation Committee will formulate its recommendation for award of the Contract based on the totality of information provided in the RFP response and subsequent presentations and/or interviews, if required.


Please be advised that this is the Evaluation Committee's intended approach. The Committee may alter the evaluation procedure (e.g., bypass or modify steps in the process) if it is determined to be in the best interests of SCR9-1-1. Further, the Evaluation Committee is responsible for a System recommendation and is not the final decision-making body.

5.3 Contract Award and Execution

SCR9-1-1 reserves the right to enter into a Contract without further discussion of the submitted proposal. Therefore, the Proposal should be initially submitted on the most favorable terms the proposing party can offer. The RFP document and the successful party's proposal response, as amended by agreement between SCR9-1-1 and the successful party, may become part of the Contract documents. Additionally, SCR9-1-1 may verify the successful party's representations that appear in the proposal. Failure of the successful party to perform as represented may result in elimination of the successful party from evaluation or in Contract cancellation or termination.

SCR9-1-1 shall not be bound, or in any way obligated, until both parties have executed a Contract. The Proposer may not incur any chargeable costs prior to final Contract execution.



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August 7, 2024

Amethyst Uchida
General Manager
Santa Cruz Regional 9-1-1
495 Upper Park Road
Santa Cruz, CA 95065

Cc: Wolff Bloss, Systems Division Manager

Dear Ms. Uchida:

DELTAWRX is pleased to submit this proposed Statement of Work to provide additional law enforcement records management system consulting services to Santa Cruz Regional 9-1-1 (SCR9-1-1) and the Santa Cruz Metro Records System (SCMRS). Based on the Phase 1 work we completed during our business needs assessment and RFP development tasks, we understand that SCR9-1-1 and SCMRS desire to engage DELTAWRX to assist with the Phase 2 proposal evaluation and vendor selection and Phase 3 contract negotiations portions of the project.

We have developed the following Work Plan and estimated Project Schedule to help SCR9-1-1 and SCMRS complete these next phases of the project. In addition, we have identified the milestone/deliverables, cost and expected invoicing date associated with each task in Exhibit A.

Proposed Work Plan

Phase 2 - Proposal Evaluation and Vendor Selection

Task 1 - Identify an Evaluation Team – DELTAWRX will work with the SCR9-1-1 and SCMRS to create an Evaluation Team representative of the various stakeholders throughout Participating Agencies, as appropriate, to be involved in the proposal evaluation and vendor



selection process. DELTAWRX will provide guidelines to help create an appropriate Evaluation Team that represents all stakeholders, while maintaining a manageable size.

Task 2 - Evaluation and Selection Planning Workshop – DELTAWRX will review with the Evaluation Team the Evaluation and Selection Plan developed during the initial phase of the project. During the Evaluation Workshop DELTAWRX will also discuss ground rules for the evaluation and review the RFP with the Team to ensure familiarity. Lastly, we will preview evaluation tools that we will develop to assist evaluators in their review of the proposer responses.

Task 3 - Facilitate Pre-Proposal Conference – After the RFP is released, DELTAWRX will assist SCR9-1-1 by facilitating a pre-proposal conference for interested parties. DELTAWRX will provide an overview of the procurement process, discuss system requirements and answer questions regarding the RFP from potential proposers.

Task 4 - Conduct Preliminary Proposal Review – After proposals are received, DELTAWRX will complete a preliminary review of the submitted proposals. Our review will focus on the viability of proposals submitted, focusing on areas such as background and experience, references, compliance with the functional requirements and experience providing desired interfaces. We will document our analysis in a Preliminary Review Workbook, which we will review with the Evaluation Team during the Preliminary Proposal Review Workshop. The ultimate goal of the Workshop will be for the Evaluation Team to determine which proposals submitted represent viable solutions meriting in depth review.

Task 5 - Assist with Proposal Evaluation – One of our primary objectives in facilitating the proposal evaluation process will be to ensure the selection is grounded in a fair and objective assessment of the proposals. DELTAWRX will develop evaluation worksheets and other pertinent materials for the Evaluation Team to use as they evaluate each response from prospective system providers. The evaluation worksheets we create will enable the team to evaluate proposals and capture comments, strengths, limitations and potential risks in a side-by-side format. DELTAWRX will also review all proposals received in response to the solicitation alongside the Evaluation Team members.

Task 6 - Facilitate Phase 1 Evaluation Scoring Meeting – After the Evaluation Team has completed its review of the functional proposals, DELTAWRX will facilitate the Phase 1 evaluation scoring meeting. The goal of this meeting will be to select a set of finalist vendors to invite to participate in Phase 2 evaluation activities including system demonstrations, reference checks and site visits, as appropriate. Evaluation Team members should be prepared to discuss their findings from their independent reviews of the proposals to develop a consensus score for each scoring criteria. Although DELTAWRX will not cast votes during the scoring portion of the evaluation, we will support Evaluation Team members by providing expertise and highlighting any critical gaps between SCR9-1-1's



requirements and vendor responses based on our independent in-depth review of the proposals.

Task 7 - Facilitate Vendor Demonstrations – For those finalist vendors advancing to the Phase 2 portion of the evaluation, DELTAWRX will assist with preparing a uniform format, agenda, and questions for vendor demonstrations, and will ensure vendor compliance with the format and agenda. We will attend the demonstrations and moderate discussions with the finalists. In addition, we will develop tools for attendees to capture observations during the demonstrations and summarize the results accordingly. At the conclusion of the vendor demonstrations, we will update our evaluation worksheets to reflect any verbal or written representations made by the vendors during the demonstrations.

Task 8 - Facilitate Reference Checks and Site Visits – After system demonstrations, DELTAWRX will coordinate reference checks and site visits with existing clients of each finalist. We will help select appropriate agencies and provide a set of questions to guide the reference checks. The reference checks and site visits will include confirmation of workmanship and provide insight into potential contract negotiation issues. This process will also provide the Evaluation Team with an excellent opportunity to identify the lessons learned by their peers in other agencies.

Task 9 - Analyze Cost Proposals – After the Phase 1 scoring meeting, DELTAWRX will perform a comprehensive cost analysis of each finalist’s proposal. We will examine both one-time and recurring costs for items such as application software, hardware and system software, site preparation, implementation, licensing, legacy data access, training and maintenance. We will also attempt to identify any project costs that vendors often fail to include. Our analysis will allow the Evaluation Team to compare one-time and recurring vendor costs in a line-item format. DELTAWRX will share the results of this analysis with the Evaluation Team at the appropriate time, which typically occurs after the team has completed its review of the functional proposals.

Task 10 - Facilitate Phase 2 Evaluation Scoring Meeting – After completing system demonstrations, reference checks and site visits, the Team will meet to revisit and potentially update the scores for the finalist vendors based on all information gathered to date. DELTAWRX will review with the Team their Phase 1 scores and supporting rationale and facilitate discussions regarding new information learned about each vendor pertaining to the scoring criteria. The objective of the Phase 2 scoring meeting will be to arrive at a consensus decision regarding the highest scoring vendor with whom the Team recommends SCR9-1-1 enter into contract negotiations.

Task 11 - Assist with Recommendation of Most Qualified System Provider – At the conclusion of the proposal review process, we will work with the Evaluation Team to recommend the system provider whose solution best fits SCR9-1-1’s overall needs and requirements. We will prepare a Final Selection Report detailing the evaluation process, a



summary of the conclusions reached at each relevant evaluation phase and document the justifications leading to the Evaluation Team’s decision.

Phase 3 - Contract Development and Contract Negotiations

Task 12 - Identify Contract Negotiation Team – To prepare SCR9-1-1, SCMRS and Participating Agencies for contract negotiations, DELTAWRX will assist in identifying a Negotiation Team. Ideally, the Negotiation Team will comprise representatives from the Participating Agencies and Evaluation Team who have been involved in previous project tasks and are aware of the strengths and weaknesses of the selected vendor; representatives from Purchasing and Legal Counsel should also participate in the negotiations, as appropriate.

Task 13 - Develop Contract Negotiation Strategy – After SCR9-1-1 has established its Negotiation Team, DELTAWRX will conduct a session to discuss and finalize the overall negotiating strategy. During this session, we will examine stakeholder issues, positions and interests to determine the most desired outcomes in a negotiated agreement. Among the topics we will discuss are:

- Terms and Conditions: Which terms and conditions (if any) are “deal breakers” for SCR9-1-1?
- BATNA: What is the “Best Alternative to a Negotiated Agreement” for SCR9-1-1? To negotiate a successful agreement, SCR9-1-1 must understand the alternatives to signing an agreement with the selected vendor.
- Design Flexibility: Will Commercial-Off-The-Shelf (COTS) functionality adequately meet SCR9-1-1’s needs? Is SCR9-1-1 willing to consider alterations to its existing business processes and workflows to utilize a vendor’s base software package?
- Timeframe: How time sensitive is the implementation? Is there a drop-dead date for cutover of the system?

Task 14 - Assist with Contract Negotiations – DELTAWRX cannot overstate the importance of a comprehensive contract that leaves little to interpretation after the contract is signed by both parties. In addition to negotiating terms and conditions, we negotiate components such as the statement of work, legacy data access approach, interface control documentation, preliminary project schedule, payment schedule, training plan, test plan and maintenance agreement before the project begins. This approach maximizes shared expectations, while reducing risk and uncertainty, and contributes to a more successful transition to new systems.

SCR9-1-1 shall retain “ownership” of the contract and project staff should take responsibility for editing the contract documents and distributing changes to the participants. At the conclusion of each negotiating meeting, we will provide SCR9-1-1 with



an action item list that summarizes the major outstanding issues. By diligently working through these issues with all parties, we should reach an agreement that clearly protects SCR9-1-1's and Participating Agencies' interests. Likely contract components include:

- Master Implementation Agreement
- License Agreement
- Maintenance Agreement
- Statement of Work, including a Project Schedule, Interface Control Documents, Acceptance Test Plan, Training Plan and Legacy Data Access Plan
- Itemized Pricing with Payment Milestones
- Other SCR9-1-1-Required Components

System providers often want to create the Interface Control Documents, Training Plan, Legacy Data Access Plan and System Testing Plan as initial project implementation tasks after the contract is signed. DELTAWRX has found that taking the time to negotiate and develop these documents during contract negotiations and then incorporating them into the contract sets clear expectations for both the vendor and SCR9-1-1, and provides for a smoother overall implementation. As part of contract negotiations, DELTAWRX will assist SCR9-1-1 and the selected system vendor with the development of the following documents:

- **Training Plan** – The negotiated contract will include a Training Plan that meets the needs of system users and identifies the curriculum, class size and class participants for vendor-supplied training. For all software other than RMS, it is likely that a vendor will provide train-the-trainer training, as well as technical support training, but that SCR9-1-1 will be responsible for most end-user training. DELTAWRX will ensure that the Training Plan is consistent with SCR9-1-1's specific needs and industry best practices.
- **Legacy Data Access Plan** – DELTAWRX will assist SCR9-1-1 with defining the optimal approach to accessing legacy data and incorporating SCR9-1-1 desired approach into the Statement of Work.
- **Statement of Work and Preliminary Project Schedule** – DELTAWRX will work with the selected vendor and SCR9-1-1 to develop a Statement of Work that details the tasks required for implementation of the new systems. The Statement of Work will include a high-level preliminary project schedule that will guide the development of the detailed project schedule as an initial task of the system implementation. For each task, the Statement of Work should describe the purpose of the task, responsibilities of vendor and SCR9-1-1 personnel, prerequisites for starting the task and task completion criteria.

- **System Acceptance Testing Plan** – DELTAWRX will work with the selected vendor and SCR9-1-1 to develop an Acceptance Testing Plan that addresses appropriate functional testing of the system.

Project Schedule

DELTAWRX has developed the estimated project schedule to complete the Proposal Evaluation and Contract Negotiation phases of the project tasks described herein shown in Table 1 based on our knowledge of the timeline for releasing the RFP (the final task in the current work plan), August 19, 2024 as of the writing of this proposal. The estimated duration for each task in Table 1 accounts for natural project lag times due to scheduling, review cycles and known holidays, but does not consider delays on the part of SCR9-1-1, SCMRS or Participating Agency resources.

Table 1. Preliminary Project Schedule

Task	Estimated Start Date	Estimated Finished Date
Proposal Evaluation and Vendor Selection Phase	08/20/24	03/05/25
1. Identify an Evaluation Team	08/20/24	08/23/24
2. Evaluation and Selection Planning Workshop	09/04/24	09/04/24
3. Facilitate Pre-Proposal Conference	09/04/24	09/04/24
4. Conduct Preliminary Proposal Review	10/07/24	10/16/24
5. Assist with Proposal Evaluation	10/07/24	12/03/24
6. Facilitate Phase 1 Scoring Meeting	12/04/24	12/04/24
7. Facilitate Vendor Demonstrations	01/06/25	01/30/25
8. Facilitate Reference Checks and Site Visits	02/03/25	02/28/25
9. Analyze Cost Proposals	02/03/25	02/28/25
10. Facilitate Phase 2 Scoring Meeting	03/05/25	03/05/25
11. Assist with Recommendation of Most Qualified System Provider	03/05/25	03/14/25
Contract Development and Contract Negotiations	03/17/25	06/27/25
12. Identify Contract Negotiation Team	03/17/25	03/21/25
13. Develop Contract Negotiation Strategy	03/17/25	04/11/25
14. Assist with Contract Negotiations	04/14/25	06/27/25



We thank you for the opportunity to present this proposal for your consideration. If you have any questions, please do not hesitate to contact Ryan Wolcott or me at (818) 227-9300. We look forward to continuing our partnership with you on this important engagement.

Very truly yours,



Brian Hudson
Partner

Exhibit A – Payment Schedule

DELTAWRX is pleased to offer our proposed services for a firm, fixed price of \$120,658. This price is inclusive of all administrative, travel, meals, lodging, report production and related expenses.

Deliverables and Payment Schedule

Payment Terms

SCR9-1-1 will pay CONTRACTOR within forty-five (45) days after the receipt of an invoice from CONTRACTOR. No invoice shall be issued until a Task is complete and the Deliverables have been received by SCR9-1-1.

<u>Task Items and Deliverables</u>	<u>Task Cost</u>	<u>Expected Invoice Date</u>
Phase 2 – Evaluation and Selection		
1. Identify an Evaluation Team Deliverable: Evaluation Team Guidelines	\$989	8/23/2024
2. Evaluation and Selection Planning Workshop Deliverable: Evaluation and Selection Planning Workshop Presentation	\$3,956	9/4/2024
3. Facilitate Pre-Proposal Conference Deliverable: Pre-Proposal Conference Presentation	\$5,934	9/4/2024
4. Conduct Preliminary Proposal Review Deliverable: Preliminary Proposal Review Workbook	\$13,846	10/16/2024
5. Assist with Proposal Evaluation Deliverable: Proposal Evaluation Worksheets	\$14,835	12/3/2024
6. Facilitate Phase 1 Evaluation Scoring Meeting Milestone/Deliverables: Facilitation of Preliminary Proposal Review Meeting Phase 1 Scoring Workbook	\$3,956	12/4/2024
7. Facilitate Vendor Demonstrations Deliverables: Finalist Notification Letters Follow-Up Questions Demonstration Agendas	\$14,835	1/30/2024



- | | | |
|--|---------|-----------|
| 8. Facilitate Reference Checks and Site Visits | \$5,934 | 2/28/2024 |
| Deliverables:
Reference Check Guide
Site Visit Guide | | |
| 9. Analyze Cost Proposals | \$9,890 | 2/28/2024 |
| Deliverables: Cost Analysis | | |
| 10. Facilitate Phase 2 Scoring Meeting | \$3,956 | 3/5/2024 |
| Milestone/Deliverables:
Facilitation of Phase 2 Scoring Meeting
Phase 2 Scoring Workbook | | |
| 11. Assist with Recommendation of Most Qualified System Vendor | \$9,890 | 3/14/2024 |
| Deliverables: Final Selection Report | | |

Phase 3 – Contract Development and Contract Negotiations

- | | | |
|---|----------|-----------|
| 12. Identify Contract Negotiation Team | \$989 | 3/21/2024 |
| Deliverables: Negotiations Team Roles and Responsibilities Matrix | | |
| 13. Develop Contract Negotiation Strategy | \$7,912 | 4/11/2024 |
| Deliverables: Negotiations Priorities List | | |
| 14. Assist with Contract Negotiations | \$23,736 | 6/27/2024 |
| Deliverables: Executed contract with the selected vendor | | |

**SANTA CRUZ REGIONAL 9-1-1 JPA
PARS OPEB Trust Program**

**Account Report for the Period
4/1/2024 to 4/30/2024**

Amethyst Uchida
General Manager
Santa Cruz Regional 9-1-1 JPA
495 Upper Park Road
Santa Cruz, CA 95065

Account Summary

Source	Beginning Balance as of 4/1/2024	Contributions	Earnings	Expenses	Distributions	Transfers	Ending Balance as of 4/30/2024
OPEB	\$348,668.64	\$0.00	-\$11,304.35	\$168.88	\$0.00	\$0.00	\$337,195.41
Totals	\$348,668.64	\$0.00	-\$11,304.35	\$168.88	\$0.00	\$0.00	\$337,195.41

Investment Selection

Source	
OPEB	Moderate - Index

Investment Objective

Source	
OPEB	The dual goals of the Moderate Strategy are growth of principal and income. It is expected that dividend and interest income will comprise a significant portion of total return, although growth through capital appreciation is equally important. The portfolio will be allocated between equity and fixed income investments.

Investment Return

Source	1-Month	3-Months	1-Year	Annualized Return			Plan's Inception Date
				3-Years	5-Years	10-Years	
OPEB	-3.24%	0.44%	7.78%	0.20%	3.83%	-	8/24/2015

Information as provided by US Bank, Trustee for PARS; Not FDIC Insured; No Bank Guarantee; May Lose Value

Past performance does not guarantee future results. Performance returns may not reflect the deduction of applicable fees, which could reduce returns. Information is deemed reliable but may be subject to change.

Investment Return: Annualized rate of return is the return on an investment over a period other than one year multiplied or divided to give a comparable one-year return.

Account balances are inclusive of Trust Administration, Trustee and Investment Management fees

SANTA CRUZ REGIONAL 9-1-1 JPA
PARS OPEB Trust Program

Account Report for the Period
5/1/2024 to 5/31/2024

Amethyst Uchida
General Manager
Santa Cruz Regional 9-1-1 JPA
495 Upper Park Road
Santa Cruz, CA 95065

Account Summary

Source	Beginning Balance as of 5/1/2024	Contributions	Earnings	Expenses	Distributions	Transfers	Ending Balance as of 5/31/2024
OPEB	\$337,195.41	\$0.00	\$10,467.93	\$168.44	\$0.00	\$0.00	\$347,494.90
Totals	\$337,195.41	\$0.00	\$10,467.93	\$168.44	\$0.00	\$0.00	\$347,494.90

Investment Selection

Source

OPEB **Moderate - Index**

Investment Objective

Source

OPEB The dual goals of the Moderate Strategy are growth of principal and income. It is expected that dividend and interest income will comprise a significant portion of total return, although growth through capital appreciation is equally important. The portfolio will be allocated between equity and fixed income investments.

Investment Return

Source	1-Month	3-Months	1-Year	Annualized Return			Plan's Inception Date
				3-Years	5-Years	10-Years	
OPEB	3.10%	1.90%	12.18%	1.02%	4.67%	-	8/24/2015

Information as provided by US Bank, Trustee for PARS; Not FDIC Insured; No Bank Guarantee; May Lose Value

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Investment Return: Annualized rate of return is the return on an investment over a period other than one year multiplied or divided to give a comparable one-year return.
Account balances are inclusive of Trust Administration, Trustee and Investment Management fees

SANTA CRUZ REGIONAL 9-1-1 JPA
PARS OPEB Trust Program

Account Report for the Period
6/1/2024 to 6/30/2024

Amethyst Uchida
General Manager
Santa Cruz Regional 9-1-1 JPA
495 Upper Park Road
Santa Cruz, CA 95065

Account Summary

Source	Beginning Balance as of 6/1/2024	Contributions	Earnings	Expenses	Distributions	Transfers	Ending Balance as of 6/30/2024
OPEB	\$347,494.90	\$0.00	\$4,039.57	\$165.65	\$0.00	\$0.00	\$351,368.82
Totals	\$347,494.90	\$0.00	\$4,039.57	\$165.65	\$0.00	\$0.00	\$351,368.82

Investment Selection

Source	
OPEB	Moderate - Index

Investment Objective

Source	
OPEB	The dual goals of the Moderate Strategy are growth of principal and income. It is expected that dividend and interest income will comprise a significant portion of total return, although growth through capital appreciation is equally important. The portfolio will be allocated between equity and fixed income investments.

Investment Return

Source	1-Month	3-Months	1-Year	Annualized Return			Plan's Inception Date
				3-Years	5-Years	10-Years	
OPEB	1.16%	0.92%	10.30%	1.08%	4.33%	-	8/24/2015

Information as provided by US Bank, Trustee for PARS; Not FDIC Insured; No Bank Guarantee; May Lose Value

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Investment Return: Annualized rate of return is the return on an investment over a period other than one year multiplied or divided to give a comparable one-year return.
Account balances are inclusive of Trust Administration, Trustee and Investment Management fees

SANTA CRUZ REGIONAL 9-1-1 JPA
PARS OPEB Trust Program

Account Report for the Period
7/1/2023 to 6/30/2024

Amethyst Uchida
General Manager
Santa Cruz Regional 9-1-1 JPA
495 Upper Park Road
Santa Cruz, CA 95065

Account Summary

Source	Beginning Balance as of 7/1/2023	Contributions	Earnings	Expenses	Distributions	Transfers	Ending Balance as of 6/30/2024
OPEB	\$269,743.17	\$50,000.00	\$33,455.67	\$1,830.02	\$0.00	\$0.00	\$351,368.82
Totals	\$269,743.17	\$50,000.00	\$33,455.67	\$1,830.02	\$0.00	\$0.00	\$351,368.82

Investment Selection

Source	
OPEB	Moderate - Index

Investment Objective

Source	
OPEB	The dual goals of the Moderate Strategy are growth of principal and income. It is expected that dividend and interest income will comprise a significant portion of total return, although growth through capital appreciation is equally important. The portfolio will be allocated between equity and fixed income investments.

Investment Return

Source	1-Month	3-Months	1-Year	Annualized Return			Plan's Inception Date
				3-Years	5-Years	10-Years	
OPEB	1.16%	0.92%	10.30%	1.08%	4.33%	-	8/24/2015

Information as provided by US Bank, Trustee for PARS; Not FDIC Insured; No Bank Guarantee; May Lose Value

Past performance does not guarantee future results. Performance returns may not reflect the deduction of applicable fees, which could reduce returns. Information is deemed reliable but may be subject to change.
Investment Return: Annualized rate of return is the return on an investment over a period other than one year multiplied or divided to give a comparable one-year return.
Account balances are inclusive of Trust Administration, Trustee and Investment Management fees

TO: PARS Plan Administrator/Contact

FROM: Public Agency Retirement Services (PARS), Trust Administrator

SUBJECT: PARS Financial Reports as of June 30, 2023

PARS is pleased to have the opportunity to serve your agency as the Trust Administrator for the Public Agencies Post-Retirement Health Care Plan Trust. Enclosed is your copy of the Financial Statements and Report by Independent Certified Public Accountants.

To request an electronic copy of the Schedule of Changes in Fiduciary Net Position by Plan, or the System and Organization Controls (SOC) 1 Type 2 Report, please email Trust@pars.org. All reports are as of June 30, 2023.

Thank you again for your business and we look forward to serving your agency for many years to come.

If you have any questions, please contact the Plan Accounting Dept. at (800) 540-6369.

**PUBLIC AGENCIES POST-RETIREMENT
HEALTH CARE PLAN TRUST**

FINANCIAL STATEMENTS

TWELVE MONTHS ENDED JUNE 30, 2023



CPAs | CONSULTANTS | WEALTH ADVISORS

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**PUBLIC AGENCIES POST-RETIREMENT HEALTH CARE PLAN TRUST
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TWELVE MONTHS ENDED JUNE 30, 2023**

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INDEPENDENT AUDITORS' REPORT

Trust Administrator
Public Agencies Post-Retirement Health Care Plan Trust
Newport Beach, California

Report on the Audit of the Financial Statements

Opinion

We have audited the accompanying financial statements of the Public Agencies Post-Retirement Health Care Plan Trust (the Trust) as of and for the twelve months ended June 30, 2023, and the related notes to the financial statements which collectively comprise the Trust's basic financial statements as listed in the table of contents.

In our opinion, the financial statements referred to above present fairly, in all material respects, the fiduciary net position of the Trust as of June 30, 2023, and the changes in fiduciary net position for the twelve months then ended in accordance with accounting principles generally accepted in the United States of America.

Basis for Opinion

We conducted our audit in accordance with auditing standards generally accepted in the United States of America (GAAS). Our responsibilities under those standards are further described in the Auditors' Responsibilities for the Audit of the Financial Statements section of our report. We are required to be independent of the Trust and to meet our other ethical responsibilities, in accordance with the relevant ethical requirements relating to our audit. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Responsibilities of Management for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with accounting principles generally accepted in the United States of America, and for the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is required to evaluate whether there are conditions or events, considered in the aggregate, that raise substantial doubt about the Trust's ability to continue as a going concern for twelve months beyond the financial statement date, including any currently known information that may raise substantial doubt shortly thereafter.

Auditors' Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with GAAS will always detect a material misstatement when it exists. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. Misstatements are considered material if there is a substantial likelihood that, individually or in the aggregate, they would influence the judgment made by a reasonable user based on the financial statements.

In performing an audit in accordance with GAAS, we:

- Exercise professional judgment and maintain professional skepticism throughout the audit.
- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding the amounts and disclosures in the financial statements.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Trust's internal control. Accordingly, no such opinion is expressed.
- Evaluate the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluate the overall presentation of the financial statements.
- Conclude whether, in our judgment, there are conditions or events, considered in the aggregate, that raise substantial doubt about the Trust's ability to continue as a going concern for a reasonable period of time.

We are required to communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit, significant audit findings, and certain internal control related matters that we identified during the audit.

Trust Administrator
Public Agencies Post-Retirement Health Care Plan Trust

Required Supplementary Information

Management has omitted the management's discussion and analysis that accounting principles generally accepted in the United States of America require to be presented to supplement the basic financial statements. Such missing information, although not a part of the basic financial statements, is required by the Governmental Accounting Standards Board, who considers it to be an essential part of financial reporting for placing the basic financial statements in an appropriate operational, economic, or historical context. Our opinion on the basic financial statements is not affected by this missing information.

CliftonLarsonAllen LLP

CliftonLarsonAllen LLP

Irvine, California
November 13, 2023

PUBLIC AGENCIES POST-RETIREMENT HEALTH CARE PLAN TRUST
STATEMENT OF FIDUCIARY NET POSITION
JUNE 30, 2023

ASSETS

Cash and Cash Equivalents	\$ 52,504,003
Investment Income Receivable	2,381,473
Investments	<u>1,597,195,802</u>
Total Assets	<u>1,652,081,278</u>

LIABILITIES

NET POSITION RESTRICTED FOR OPEB	<u><u>\$ 1,652,081,278</u></u>
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See accompanying Notes to Financial Statements.

**PUBLIC AGENCIES POST-RETIREMENT HEALTH CARE PLAN TRUST
STATEMENT OF CHANGES IN FIDUCIARY NET POSITION
FOR THE TWELVE MONTHS ENDED JUNE 30, 2023**

ADDITIONS

Employer Contributions	\$	94,178,202
Transfer of Plan Assets from Other Trusts		5,563,011
Investment Income:		
Interest and Dividends		39,265,924
Net Appreciation (Depreciation) in Fair Value of Investments		85,370,802
Less: Investment Expense		<u>(2,259,641)</u>
Net Investment Income		<u>122,377,085</u>
Total Additions		222,118,298

DEDUCTIONS

Reimbursements to Employers for Plan-Directed		
Benefit Payments and Distributions		18,221,604
Transfers of Plan Assets to Other Trusts		72,359,301
Administrative Expenses		<u>2,195,237</u>
Total Deductions		<u>92,776,142</u>

NET INCREASE IN NET POSITION

129,342,156

NET POSITION RESTRICTED FOR OPEB

July 1, 2022		<u>1,522,739,122</u>
June 30, 2023		<u>\$ 1,652,081,278</u>

See accompanying Notes to Financial Statements.

PUBLIC AGENCIES POST-RETIREMENT HEALTH CARE PLAN TRUST
NOTES TO FINANCIAL STATEMENTS
JUNE 30, 2023

NOTE 1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Basis of Presentation

The financial statements of the Public Agencies Post-Retirement Health Care Plan Trust (the Trust) have been prepared in accordance with accounting principles generally accepted in the United States of America (U.S. GAAP) as applicable to governmental organizations. The Trust is reported as a fiduciary other post-employment benefits (OPEB) trust fund. The Trust has a December 31 year-end; however, these financial statements have been presented for the twelve months ended June 30, 2023, to assist member public agencies with their financial reporting requirements.

Measurement Focus and Basis of Accounting

The financial statements of the Trust have been prepared under the flow of economic resources measurement focus and the accrual basis of accounting in accordance with standards issued by the Governmental Accounting Standards Board (GASB). Employer contributions are voluntarily determined by each member public agency's funding schedule and therefore are elective and not required. Member public agency plan participants are not permitted to make contributions to the Trust. There are no long-term contracts for contributions to the plan. Public Agency Retirement Services (PARS) recognizes contributions to the Trust when received. The reported employer contributions do not include health insurance premiums paid outside of the Trust by member public agencies or amounts related to actuarially determined implied subsidies. Member public agencies may receive reimbursements from the Trust in an amount not to exceed plan-directed benefit payments and distributions. Reimbursements are recognized upon the receipt of a request from the member public agencies.

Net investment income represents realized and unrealized appreciation (depreciation) based on the fair value of investments, interest, and dividends, net of investment expenses. Investment income/loss is allocated to each member public agency based on the member public agencies' percentage of ownership in the respective investment strategies using the monthly investment gain/loss provided by the custodian bank. The recognition of investment income/loss is also affected by the timing of contributions and reimbursements. Investment expense consists of trustee fees that are recognized as incurred and are allocated based on the agency's trustee agreement and selection of investments held in the agency's account. Administrative expenses are recognized as incurred and consist of administrative fees, which are allocated to each member public agency based on each agency's administrative services agreement with PARS.

Investment Valuation

Cash and cash equivalents consist of deposits with financial institutions, money market mutual funds that are invested in short-term U.S. government securities, and diversified money market mutual funds. The money market mutual funds are reported at amortized cost and the investments in equity and fixed-income mutual funds, corporate debt issues, U.S. Treasury obligations, U.S. government securities, foreign and municipal debt issues, are carried at fair value, which is the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date.

PUBLIC AGENCIES POST-RETIREMENT HEALTH CARE PLAN TRUST
NOTES TO FINANCIAL STATEMENTS
JUNE 30, 2023

NOTE 1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

Concentration

All investments of the Trust as described in Note 4 are held by U.S. Bank National Association (the Trustee).

Estimates

The preparation of financial statements in accordance with U.S. GAAP requires management to make estimates and assumptions that affect the reported amount of assets and liabilities at the date of the financial statements and the reported amount of additions and deductions. Actual results could differ from those estimates.

Net Appreciation (Depreciation) in Fair Value of Investments

Realized and unrealized appreciation (depreciation) in the fair value of investments is based on the difference between the fair value of the assets at the beginning of the year, or at the time of purchase for assets purchased during the year, and the related fair value on the day investments are sold with respect to realized appreciation (depreciation), or on the last day of the year for unrealized appreciation (depreciation).

Realized and unrealized appreciation (depreciation) is recorded in the accompanying statement of changes in fiduciary net position as "net appreciation (depreciation) in fair value of investments."

NOTE 2 HISTORY AND ORGANIZATION

The Trust is a public agency agent multiple-employer post-retirement health care trust that was established on November 1, 2005, and amended and restated as of May 16, 2007, to provide member public agencies economies of scale and efficiency of administration in the funding of each agency's respective other post-employment benefit obligations. Contributions to the Trust are irrevocable. The assets are dedicated to providing benefits to plan members, and the assets are protected from creditors of the participating member public agencies.

Any public agency may join the Trust by establishing an OPEB plan, appointing an employee as its plan administrator, adopting a trust agreement between the Trustee and Phase II Systems (the Trust Administrator), a California corporation doing business as Public Agency Retirement Services, and adopting an administrative services agreement with the Trust Administrator. The basic duties of the Trust Administrator are receiving and tracking contributions based solely on data received from the member public agencies, accumulating, and transferring those contributions into investment accounts, and paying benefits under the direction of the plan administrators of the plans contained within the Trust.

The Trust holds assets of 166 member agency plans as of June 30, 2023. Assets held in a member public agency's accounts are available only to fund the member public agency's OPEB obligation and defray reasonable expenses associated with the same. The assets of the Trust that are held in a member public agency's accounts are not available to pay the obligations incurred by any other member public agency.

PUBLIC AGENCIES POST-RETIREMENT HEALTH CARE PLAN TRUST
NOTES TO FINANCIAL STATEMENTS
JUNE 30, 2023

NOTE 2 HISTORY AND ORGANIZATION (CONTINUED)

The governing body of the PARS Trust is composed of a coalition of the member public agencies. Each member public agency appoints its individual plan administrator to serve as a member of the governing body. Certain provisions of the PARS Trust may be changed by a two-thirds vote of the members of the governing body.

The accounts of member public agencies in the Trust are qualified under Section 115 of the Internal Revenue Code (the Code) and are therefore exempt from federal income taxes under Section 501(a) of the Code and from applicable state income taxes. Each account in the Trust stands alone as an independent entity for tax and legal purposes and is subject to the pre-Employee Retirement Income Security Act of 1974 rules of the Code.

Each member public agency is responsible for maintaining and providing information regarding each member public agency plans' classes of employees covered, benefit provisions, contribution requirements, funded status, funding progress, and actuarial methods and assumptions, including required supplementary information associated with the assets held in the Trust. See each member public agency's annual financial report for further details.

In the event that a member public agency's plan is terminated, the assets held in Trust will be distributed directly to plan participants or transferred to a successor administrator or trust, as instructed by the plan administrator. If there are excess assets above those required, such assets are returned to the member public agency, while the member public agency is billed for any deficiency in assets.

NOTE 3 CONCENTRATIONS, RISKS, AND UNCERTAINTIES

Investment Risk

The Trust invests in various investment securities. The Trust has not adopted a policy for credit risk, interest rate risk and custodial credit risk, but each individual participating agency may adopt an Investment Guidelines Document to set a formal policy to address and limit such risk. Investment securities are exposed to various risks, such as concentration of credit risk, interest rate risk, and credit risk. Concentration of credit risk involves investments in any single issuer that represents 5% or more of total investments. Interest rate risk is the risk that changes in interest rates will adversely affect the fair value of an investment. Credit risk is defined as the risk that an issuer or other counterparty to an investment will not fulfill its obligations.

Due to the level of risk associated with certain investment securities, it is at least reasonably possible that changes in the values of investment securities will occur in the near term and that such changes could materially affect the Trust's account balances and the amounts reported in the statement of fiduciary net position.

PUBLIC AGENCIES POST-RETIREMENT HEALTH CARE PLAN TRUST
NOTES TO FINANCIAL STATEMENTS
JUNE 30, 2023

NOTE 3 CONCENTRATIONS, RISKS, AND UNCERTAINTIES (CONTINUED)

Interest Rate Risk

Interest rate risk is the risk that changes in market interest rates will adversely affect the fair value of an investment. Generally, the longer the maturity of an investment the greater the sensitivity of its fair value to changes in market interest rates. The Trust manages its exposure to interest rate risk by purchasing a combination of shorter term and longer-term investments and by timing cash flows from maturities so that a portion of the portfolio is maturing over time as necessary to provide the cash flows and liquidity needed for operations. Information about the sensitivity of the fair values of the Trust's investments to market interest rate fluctuations is provided in the following table that shows the distribution of the Trust's investments by maturity as of June 30, 2023.

Investment Type	Remaining Maturity (in Years)				Total
	2 Years or Less	> 2 - 5 Years	> 5 - 10 Years	More Than 10 Years	
U.S. Treasury Obligations	\$ 5,072,699	\$ 2,254,110	\$ 25,455,941	\$ 33,202,405	\$ 65,985,155
U.S. Government Agency Issues	4,250,276	1,674,940	4,643,343	88,079,935	98,648,494
Corporate Debt Issues	14,277,470	20,106,821	29,538,774	28,187,409	92,110,474
Foreign Debt Issues	-	2,890,539	3,395,897	2,053,016	8,339,452
Municipal Debt Issues	-	45,508	1,420,654	3,069,012	4,535,174
Mutual Funds - Fixed Income	-	61,862,611	351,640,628	-	413,503,239
	<u>\$ 23,600,445</u>	<u>\$ 88,834,529</u>	<u>\$ 416,095,237</u>	<u>\$ 154,591,777</u>	683,121,988
Investments Without Maturity Date					
Mutual Funds - Equity					914,073,814
Total Investments					<u>\$ 1,597,195,802</u>

Credit Risk

Generally, credit risk is the risk that an issuer of an investment will not fulfill its obligation to the holder of the investment. The Trust does not have a policy for credit risk. The credit risk is measured by the assignment of a rating by a nationally recognized statistical rating organization.

PUBLIC AGENCIES POST-RETIREMENT HEALTH CARE PLAN TRUST
NOTES TO FINANCIAL STATEMENTS
JUNE 30, 2023

NOTE 3 CONCENTRATIONS, RISKS, AND UNCERTAINTIES (CONTINUED)

Credit Risk (Continued)

Presented below is the actual rating by Standard & Poor's or Moody's as of year-end for each investment type:

Investment Type	Total as of June 30,				Not Rated
	2023	AAA	AA	Other	
Money Market Mutual Funds	\$ 52,032,913	\$ 52,032,913	\$ -	\$ -	\$ -
U.S. Government Agency Issues	98,648,494	-	4,966,673	-	93,681,821
Corporate Debt Issues	92,110,474	13,678,309	8,247,740	57,168,852	13,015,573
Foreign Debt Issues	8,339,452	-	-	7,524,241	815,211
Municipal Debt Issues	4,535,174	719,261	2,682,241	1,093,526	40,146
Mutual Funds - Equity	914,073,814	-	-	-	914,073,814
Mutual Funds - Fixed Income	413,503,239	-	-	-	413,503,239
	<u>1,583,243,560</u>	<u>\$ 66,430,483</u>	<u>\$ 15,896,654</u>	<u>\$ 65,786,619</u>	<u>\$ 1,435,129,804</u>
U.S. Treasury Obligations *	65,985,155				
Less: Money Market Funds	(52,032,913)				
Total Investments	<u>\$ 1,597,195,802</u>				

* - Exempt from disclosure of credit risk

The actual ratings for the "Other" category above are as follows:

Investment Type	A	BBB	Total Other
Corporate Debt Issues	\$ 24,380,919	\$ 32,787,933	\$ 57,168,852
Foreign Debt Issues	4,860,209	2,664,032	7,524,241
Municipal Debt Issues	1,093,526	-	1,093,526
Total	<u>\$ 30,334,654</u>	<u>\$ 35,451,965</u>	<u>\$ 65,786,619</u>

Concentration of Credit Risk

Concentration of credit risk is the heightened risk of potential loss when investments are concentrated in one issuer. At June 30, 2023, the Trust had no investments concentrated in one issuer (other than mutual funds and U.S. Treasury obligations) that represent 5% or more of the Trust's investments.

Cash and Cash Equivalents and Custodial Credit Risk

The Trust's cash and cash equivalents consist of the following at June 30, 2023:

Money Market Mutual Funds	\$ 52,032,913
Cash Deposits	471,090
Total Cash and Cash Equivalents	<u>\$ 52,504,003</u>

Cash deposits are federally insured for up to \$250,000 by the Federal Deposit Insurance Corporation. Deposits in excess of the federally insured amount are subject to custodial credit risk, which is the risk that, in the event of the failure of a depository financial institution, the Trust will not be able to recover its deposits. The amount of deposits in excess of the federally insured amount at June 30, 2023 is \$112,000.

PUBLIC AGENCIES POST-RETIREMENT HEALTH CARE PLAN TRUST
NOTES TO FINANCIAL STATEMENTS
JUNE 30, 2023

NOTE 4 INVESTMENTS

Fair Value Measurements

The Trust categorizes its fair value measurements within the fair value hierarchy established by U.S. GAAP. The hierarchy is based on the valuation inputs used to measure the fair value of the assets. Level 1 inputs are quoted prices in active markets in which transactions for identical assets occur with sufficient frequency and volume to provide pricing on an ongoing basis. Level 2 inputs are (a) quoted prices for similar assets in active markets (b) quoted prices for identical or similar markets that are not active and (c) inputs other than quoted prices which might include interest rates and yield curves observable at commonly quoted intervals. Level 3 inputs reflect prices based on significant unobservable inputs.

Mutual funds for equity and fixed income are priced daily at market closing price for level 1 and at a readily determinable net asset value for level 2. U.S. treasury obligations and U.S. government agency securities are priced daily using institutional bond quotes. Corporate debt issues, municipal debt issues and foreign debt issues are priced daily and evaluated based on various market factors.

Fair value measurements of the Trust's investments at June 30, 2023, is as follows:

	Quoted Prices Level 1	Observable Inputs Level 2	Total
U.S. Treasury Obligations	\$ 65,985,155	\$ -	\$ 65,985,155
U.S. Government Agency Issues	-	98,648,494	98,648,494
Corporate Debt Issues	-	92,110,474	92,110,474
Foreign Debt Issues	-	8,339,452	8,339,452
Municipal Debt Issues	-	4,535,174	4,535,174
Mutual Funds - Equity	388,507,118	525,566,696	914,073,814
Mutual Funds - Fixed Income	94,226,083	319,277,156	413,503,239
	<u>\$ 548,718,356</u>	<u>\$ 1,048,477,446</u>	<u>\$ 1,597,195,802</u>

PUBLIC AGENCIES POST-RETIREMENT HEALTH CARE PLAN TRUST
NOTES TO FINANCIAL STATEMENTS
JUNE 30, 2023

NOTE 4 INVESTMENTS (CONTINUED)

Investment Management

U.S. Bank National Association acts as the Trustee of the assets of the Trust. When adopting the Trust, employers select either a discretionary or directed trustee investment approach. The Trustee may exercise discretion directly or through its subadvisor, HighMark Capital Management, Inc., a registered investment advisor and wholly owned subsidiary of U.S. Bank National Association. Through the directed approach, an employer may select from a variety of investment strategies.

The Trust utilizes various First American Money Market Mutual Funds as a depository for plan contributions. Cash contributions into the Trust are received in the depository account and invested in the money market mutual funds within 24 hours. Periodically, but no less frequently than once each month, contributions, net of funds scheduled for immediate participant distributions, are transferred from the depository accounts to other investments selected by member agency plans.

NOTE 5 TRANSFERS

Incoming transfers of \$5,563,011 and outgoing transfers of \$72,359,301 relate to plan assets transferred by member public agencies between the Trust and the Public Agencies Post-Employment Benefits Trust, which is a separate trust also administered by PARS.

PUBLIC AGENCIES POST-RETIREMENT HEALTH CARE PLAN TRUST
NOTES TO FINANCIAL STATEMENTS
JUNE 30, 2023

NOTE 6 MEMBER PUBLIC AGENCIES

The 166-member public agencies of the Trust as of June 30, 2023, are as follows:

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| 1. Ashburnham Westminster Regional School District | 39. City of Mansfield |
| 2. Ayer Shirley Regional School District | 40. City of North Richland Hills |
| 3. Berlin-Boylston Regional School District | 41. City of Pawtucket |
| 4. Blackstone Valley Vocational Regional School District | 42. City of Port Arthur |
| 5. Bristol-Plymouth Regional School District | 43. City of Redding |
| 6. Brownsville Public Utilities Board | 44. City of Richmond |
| 7. Calaveras County Water District | 45. City of Rosemead |
| 8. California Joint Powers Insurance Authority | 46. City of Rowlett |
| 9. Cambridge Redevelopment Authority | 47. City of Southlake |
| 10. California Joint Powers Risk Management Authority | 48. City of Temple City |
| 11. Cape Cod Regional Technical High School District | 49. City of Tyler |
| 12. Carver Marion Wareham Regional Refuse Disposal District | 50. City of Warwick |
| 13. Central Berkshire Regional School District | 51. Coastside Fire Protection District |
| 14. Central Contra Costa Transit Authority | 52. Contra Costa Mosquito & Vector Control District |
| 15. City of Allen | 53. Cotuit Fire District |
| 16. City of Attleboro | 54. County of Amador |
| 17. City of Brockton | 55. County of Chambers |
| 18. City of Bryan | 56. County of Contra Costa |
| 19. City of Cedar Park | 57. County of Harrison |
| 20. City of Central Falls | 58. County of Imperial |
| 21. City of College Station | 59. County of Inyo |
| 22. City of Conroe | 60. County of Kern |
| 23. City of Coppel | 61. County of Plymouth |
| 24. City of Covina | 62. County of Shasta |
| 25. City of Crescent City | 63. County of Sonoma |
| 26. City of East Providence | 64. County of Trinity |
| 27. City of Elk Grove | 65. Coventry Fire District |
| 28. City of Euless | 66. Cranston School District |
| 29. City of Fort Worth | 67. Crestline Village Water District |
| 30. City of Galt | 68. Dennis-Yarmouth Regional School District |
| 31. City of Garland | 69. Desert Recreation District |
| 32. City of Grapevine | 70. Dighton Rehoboth Regional School District |
| 33. City of Haltom | 71. Dover Sherborn Regional School District |
| 34. City of Hermosa Beach | 72. East Providence School District |
| 35. City of Hurst | 73. Eastern Sierra Community Service District |
| 36. City of La Porte | 74. Fresno Irrigation District |
| 37. City of Lakewood | 75. Fresno Metropolitan Flood Control District |
| 38. City of Livermore | 76. Gaffney Board of Public Works |
| | 77. Gateway Regional School District |
| | 78. Glenn-Colusa Irrigation District |

**PUBLIC AGENCIES POST-RETIREMENT HEALTH CARE PLAN TRUST
NOTES TO FINANCIAL STATEMENTS
JUNE 30, 2023**

NOTE 6 MEMBER PUBLIC AGENCIES (CONTINUED)

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| 79. Greater New Bedford Regional Vocational Technical High Scholl District | 113. Southwick Tolland Granville Regional School District |
| 80. Hayward Area Recreation and Park District | 114. Superior Court of CA - County of Imperial |
| 81. Housing Authority of Florence | 115. Superior Court of CA - County of Marin |
| 82. Houston Municipal Employee Pension System | 116. Superior Court of CA- County of Merced |
| 83. Imperial County Superior Court | 117. Superior Court of CA - County of Orange |
| 84. Kent County Water Authority | 118. Superior Court of CA - County of San Mateo |
| 85. LABBB Collaborative | 119. Superior Court of CA - County of Shasta |
| 86. Lincoln Fire District | 120. Tantasqua Regional School District |
| 87. Lincoln-Sudbury Regional School District | 121. Tarrant Regional Water District |
| 88. Menlo Park Fire Protection District | 122. Tiverton School District |
| 89. Mohawk Trail Regional School District | 123. Town of Atherton |
| 90. Monomoy Regional School District | 124. Town of Barrington |
| 91. Montachusett Regional Vocational Technical School | 125. Town of Berkley |
| 92. Narragansett School System | 126. Town of Bernardston |
| 93. New Shoreham School District | 127. Town of Bridgewater |
| 94. Northborough Southborough Reg SD | 128. Town of Carver |
| 95. Northern Lancaster County Regional Police Department | 129. Town of Charlestown |
| 96. Orange County Water District | 130. Town of East Greenwich |
| 97. Philadelphia Parking Authority | 131. Town of Eastham |
| 98. Placer County Resource Conservation District | 132. Town of Glocester |
| 99. Portsmouth Water and Fire District | 133. Town of Hanson |
| 100. Quabbin Regional School District | 134. Town of Huntington |
| 101. Quincy College | 135. Town of Jamestown |
| 102. Rancho Murrieta Community Services District | 136. Town of Johnston |
| 103. Rowland Water District | 137. Town of Lakeville |
| 104. Southern Worcester County Regional Vocational School District | 138. Town of Lincoln |
| 105. San Mateo County Mosquito & Vector Control District | 139. Town of Little Compton |
| 106. Santa Cruz Regional 9-1-1 JPA | 140. Town of Mammoth Lakes |
| 107. SEEM Collaborative South | 141. Town of Middleborough |
| 108. Shore Educational Collaborative | 142. Town of North Kingston |
| 109. Sonoma County Superior Court | 143. Town of North Smithfield |
| 110. South Orange County Wastewater Authority | 144. Town of Plainville |
| 111. South Placer Fire Protection District | 145. Town of Plympton |
| 112. Southeastern Reg Vocational Tech High School District | 146. Town of Scituate |
| | 147. Town of Seymour |
| | 148. Town of Smithfield |
| | 149. Town of South Kingstown |
| | 150. Town of Swansea |
| | 151. Town of Tiverton |
| | 152. Town of Wareham |
| | 153. Town of Warren |

PUBLIC AGENCIES POST-RETIREMENT HEALTH CARE PLAN TRUST
NOTES TO FINANCIAL STATEMENTS
JUNE 30, 2023

NOTE 6 MEMBER PUBLIC AGENCIES (CONTINUED)

- 154. Town of West Boylston
- 155. Town of West Warwick
- 156. Town of Weymouth
- 157. Town of Whitman
- 158. Tri-County Regional Vocational Technical School District
- 159. Upper Cape Cod Regional Vocational Technical School District
- 160. Valley Collaborative
- 161. Ventura Regional Sanitation District
- 162. Walnut Valley Water District
- 163. Wareham Fire District
- 164. West Barnstable Fire District
- 165. Whitman-Hanson Regional School District
- 166. Woonsocket Education Department